

## FAQs

### 1. What is MSDE?

The Ministry for Skill Development & Entrepreneurship (MSDE) has been formed to focus on enhancing employability of the youth through skill development. The Ministry is responsible for co-ordination of all skill development efforts across the country, removal of disconnect between demand and supply of skilled manpower, building the vocational and technical training framework, skill up-gradation, building of new skills, and innovative thinking not only for existing jobs but also jobs that are to be created. The Ministry aims to Skill on a large Scale with Speed and high Standards in order to achieve its vision of a 'Skilled India'.

### 2. What is NSDC?

National Skill Development Corporation (NSDC) is a one of its kind, Public Private Partnership in India, under the Ministry of Skill Development & Entrepreneurship (MSDE). It aims to promote skill development by catalyzing and creation of large, quality, for-profit vocational institutions. NSDC was set up as part of a National Skill Development Mission to fulfill the growing need in India for skilled manpower across sectors and narrow the existing gap between the demand and supply of skills.

### 3. What is SSC?

Sector Skill Councils (SSCs) are industry-led bodies, who would be responsible for the defining the skilling needs, concept, processes, certification, accreditation of their respective industry sectors. The SSCs prescribe the National Occupation Standards (NOS) and Qualification Pack (QPs) for the job roles relevant to their industry and ensure that these are in accordance with the National Skill Qualification Framework (NSQF).

### 4. What is an Inspection Agency?

Inspection Agency (IA) or Third Party Inspection Agency is an independent body responsible for evaluating the required parameters set for Training Centres (TC) to conduct the training. IA visits the TC to determine if it meets the Accreditation Standards.

### 5. What is SMART?

**S**kill **M**anagement and **A**ccReditation of **T**raining Centres (**SMART**) is an Information Technology (IT) initiative to create synergies among the stakeholders of the Skill Ecosystem and streamline the skill development initiatives. SMART provides a single window application that focusses on the Accreditation, Affiliation and Continuous Monitoring of the Training Centres (TC) in the Skill Ecosystem and intends to address the important issues like evaluating skill providers in an objective manner, fostering excellence in TCs, and enabling trainees to make informed choices with regard to TCs. SMART facilitates standardized and effective processes with respect to Accreditation, Affiliation, and Continuous Monitoring of the TCs, which shall play a significant role in achieving the desired quality standards across various schemes.

### 6. What is Centre Accreditation?

Centre Accreditation is a process that helps in effective management and delivery of the competency-based training aimed at overall development of the trainees. The Centre Accreditation ensures that the Training Centre (TC) has met prescribed qualitative standards, which have been pre-set by the respective SSCs. It involves a combined mechanism of self-evaluation by the TCs and an external evaluation by a Third Party Inspection Agency to determine if the prescribed qualitative standards are met by the TC.

### 7. I am a Training Provider. How can I register my Training Centre(s) for Centre Accreditation on SMART?

The Training Provider needs to **Register as a Training Provider** on SMART. After registration and form submission, Training Provider will receive login credentials over an e-mail and short service message(sms).

The Training Provider shall login to the SMART –“Login as Training Provider” using the same login credentials and can register a new Training Centre(s)

### **8. I am a Training Provider. Do I need to pay any registration fees for registering my organization on SMART to apply for Accreditation for my Training Centre?**

Yes, The Training Provider needs to pay a one-time Application Registration fee of INR 10,000, for which an online payment provision is provided through SMART for Centre Accreditation. Refer to **Knowledge Bank** for more details.

### **9. I am a Training Centre. How can I apply for Accreditation?**

Your Training Provider needs to be registered first on SMART. A Training Centre can apply for Accreditation by:

- Filling the online Centre Accreditation Application Form (CAAF) on SMART, wherein TC needs to provide details of the required parameters, such as Infrastructure, Job Roles, Tools and Equipment. Before you begin the form filling process, it is recommended that you download the static format of **CAAF** to understand the details/ documents required for successful submission of CAAF.
- Uploading supporting evidences, such as geo-tagged/time stamped data and pictures of the equipment/tools/machinery, by using the mobile application based technology
- Making online payment of the annual Accreditation Fee

### **10. Can I apply for accreditation of my Training Centre without registering first as Training Provider?**

NO. You first need to be registered as Training Provider, only then you can apply for accreditation of your Training Centre

### **11. What is a Centre Accreditation Application Form (CAAF)?**

Centre Accreditation Application Form (CAAF) is a type of Self-Assessment Report that the Training Centre (TC) is expected to submit. CAAF allows the Inspection Agency to ascertain if the applicant TC provides sufficient evidence and information for scheduling an on-site visit. The Centre has to submit it online in the prescribed CAAF format. The CAAF contains all the relevant evidences/documents/pictures of the required parameters, such as infrastructure, machinery, tools and equipment.

### **12. How to upload data in CAAF?**

If you are already a Registered Training Provider on SMART, and the Training Centre has been created. You can upload the CAAF data by “ Log in as Training Centre”, enter the Training Centre Id and password, and fill up all the details. The picture data uploading activity will be facilitated through a mobile application based technology, whereby the Training Centre would be able to upload geo-tagged/ time stamped data or pictures.

### **13. I am a Training Provider. How much fees do I need to pay for Accreditation of my Centre?**

You first need to pay a one time fee for registration as Training Provider. Refer to Q8. Post creation of the Training Centre on SMART, following structure of Accreditation Fee is applicable to all the Training Centres that apply for accreditation:

1. A Base Cost of INR 20,000. This amount includes the following components :

S no	Fee description	Fees (Amount in INR)	Remarks
1	Annual Accreditation Application Fee	12,000	Cost pertaining to the on-site inspection of the Training Centre
2	Annual Continuous Monitoring Fee	8000	Cost pertaining to Annual Continuous Monitoring that includes surprise visits (if any) and monitoring through various other means, such as Call Validation, Management Information System (MIS) data, and analysis of online reports submitted by the Training Centre.

- Incremental Cost of INR 1000 for each job role, over and above the Base Cost.

Refer to **Knowledge Bank** for more details

#### 14. What is “Deemed Ready” and “Deemed Not Ready”?

The Inspection Agency reviews the Self-Assessment Request i.e. the Centre Accreditation Application Form (CAAF) submitted by the concerned Training Centre (TC), post which it provides it a status of ‘Deemed Ready’ or ‘Deemed Not Ready’.

- The Deemed Ready status denotes that the Inspection Agency is satisfied with the CAAF, as submitted by the TC.
- The Deemed Not Ready status denotes that the Inspection Agency is dissatisfied with the CAAF the report may be incomplete or incorrect. In such cases, the Inspection Agency sends a communication to the concerned TC that it does not seem to be ready for the on-site visit, giving detailed comments/ justification.

#### 15. Can a Training Centre choose inspection date?

No, the on-site inspection date is provided by the Inspection Agency. However, the Training Centre may request for a change of inspection date only once. The next date, may be deferred to 30 to 90 days or more, considering the Inspection Agency’s pre-scheduled plan to visit other TCs.

#### 16. What if the Inspector fails to turn up on the scheduled date? How will a Training Centre get a new date?

Under rare circumstances, if the Inspection Agency fails to reach the Training Centre on the scheduled date, the Training Centre shall be allotted an earliest priority date for onsite inspection.

#### 17. In case of 'Not Recommended for Accreditation status' can Training Centre apply again?

Yes. The Training Centre (TC) can re-apply. In case of 'Not Recommended for Accreditation status', the Inspection Agency provides its response with details of non-compliance with the concerned standards. The TC once ready with the compliances as per the Accreditation Standards may re-apply for the accreditation process with a fresh request. The request may or may not be accepted by NSDC, depending upon the reasons of not recommending the Training Centre for accreditation.

### **18. I am not satisfied with the result of the Accreditation provided to my Training Centre.**

#### **What can I do ?**

An aggrieved Training Centre (TC), which is not satisfied with the result of the accreditation, can file a written representation of appeal to the Appellate Committee, along with a payment of INR 12,000. Training Centre has to make an appeal within 15 days of receiving the result of the accreditation status. The Committee will consider the appeal and make recommendation as per the situation and evidences. The process of making an appeal will be soon be active on SMART.

### **19. Can I appeal against the decision of the Appellate Committee?**

No, the Appellate Committee's decision will be final and binding.

### **20. What is the validity period of Accreditation?**

The Accreditation of a Training Centre is valid for a period of one year. Refer to **Knowledge Bank** for more details.

### **21. What is Grading Methodology?**

The Grading Methodology involves defining a set of indicators and classifying them into specific categories. The indicators within each category have appropriate weight assigned to them, forming a Grading Metrics. The total score for each category is 100. The overall performance of a Training Centre (TC) would be measured by assigning the scores. The corresponding scores are then converted into grades (represented by a Star rating). Based on band/range of the total percentage as per the scores computed, the TCs shall be graded as 1 to 5 Star where 5 Star denotes the highest grade, and 1 Star the lowest.

### **22. What is Grade Structure?**

Based on band/ range of the total percentage as per the scores computed, the TCs shall be graded as shown in the table, where 5 Star denotes the highest grade, and 1 Star the lowest.

Percentage of Scores	Grade
85-100 %	5 star
70- 84 %	4 star
55 -69 %	3 star
40 -54 %	2 star
Below 40 %	1 star

### **23. What is Affiliation?**

Affiliation is a method for the Training Centres (TC) to get formally associated with Sector Skill Councils in order to impart training to trainees for specific job roles aligned to NSQF. Accreditation and Affiliation are the measuring scales for the provision of quality skilling by the TCs.

#### **24. I am a Training Provider. What is the process to get affiliation with the Sector Skill Councils (SSCs)?**

A Training Centre (TC) will get an affiliation with the respective SSC. A TC needs to pay an Affiliation Fees and TC shall be charged an amount of INR 6,000 for every job role affiliation with the respective SSC. The entire affiliation fee is payable to the respective SSC. Only an accredited TC can apply for affiliation.

#### **25. I was affiliated as a Training Provider under PMKVY Scheme, and want to conduct trainings under PMKVY 2. Do I still need to get my Training Centres accredited?**

Yes. Though, Centre Accreditation is a voluntary process. It is, however, mandatory for a Training Centre to go through the process of accreditation that wishes to impart training aligned to National Skills Qualification Framework (NSQF).

#### **26. Is it mandatory to get Center Accreditation?**

Centre Accreditation is a voluntary process. It is, however, mandatory to go through the process for a Training Centre that wishes to impart training aligned to National Skills Qualification Framework (NSQF).

#### **27. Who is responsible for conducting Center Accreditation?**

The Centre Accreditation process is envisaged to be carried out by the Inspection Agency/ Agencies empaneled by NSDC.

#### **28. What is Continuous Monitoring of Training Centres?**

Continuous Monitoring is envisaged to regularly assess the effectiveness of various processes at the Training Centres. In order to overcome significant challenges that remain with regards to the delivery of quality of training, Continuous Monitoring of the TCs is crucial. Please refer to **Knowledge Bank** for more details.

#### **29. What is Self-Audits Reports (SAR)?**

SAR is one of the most vital tools used for compliance and performance monitoring of the scheme.

SAR will have a significant impact in promoting self-analysis, thereby enabling the Training Centre (TC) to do its continuous improvement. Once the training commences, the TC is expected to conduct its self-audit with respect to all the standards listed in the Compliance Standards Metrics and Performance Standards Metrics. The prescribed format of SAR shall be made available at the SMART soon.

#### **30. How can I apply for renewal of my Training Centre's accreditation?**

The validity of accreditation of a Training Centre (TC) is one year from the date of accreditation. The validity will automatically expire at the end of one year. Renewal notice may or may not be issued to the TC before expiry of the accreditation. The responsibility for applying for renewal in time shall be lies with the concerned TC. It must apply for the same at least three months prior to the expiry date. TCs that do not adhere to these timelines may not be found eligible for applying for renewal of Accreditation.

#### **31. Does Training Centre has any timeline to apply for Center Affiliation after Center Accreditation?**

Training Centre (TC) is advised to apply for affiliation as soon as it gets accredited; however, it is provided a maximum of 6-month period to seek affiliation. In cases where six months have elapsed since the accreditation date of an unaffiliated TC, it would require to re-accredit itself before applying for affiliation.

#### **32. Can I make payment through demand draft?**

No, payment can only be made through the payment gateway provided on the portal.

#### **33. What are the parameters that the Inspection Agency will check?**

Inspection Agency will check all the information that you have submitted in CAAF. To validate Inspection Agency shall check the evidences by a thorough inspection of the classrooms, laboratories, library, and

documents, and also by interacting with the trainers and other relevant staff of the Training Centre (TC). The Inspection Agency will conduct the inspection via Mobile Application technology, and the process shall include uploading of the geo-tagged and time stamped pictures of the TC.

#### **34. What if any information provided by the Training Centre is found incorrect?**

In such cases, the Training Centre will not be recommended for Accreditation.

#### **35. My Training Centre Building is rented so the Address Proof(Electricity Bill/ Telephone Bill) of the Centre doesn't reflect my name, how can I resolve this?**

A Training Centre which is being operated on a Rented or Leased property can upload the copy of Rent Agreement as the address proof in the CAAF(Centre Accreditation Application Form). The Rent Agreement should be between the Training Centre Owner and the Building owner to reflect the association between both the parties.

#### **36. In some job roles(Like Data Entry Operator etc.) can we use class room and lab in a single premise to conduct a training ?**

Yes, only wherein the concept of Hybrid classroom is applicable. Same has been separately mentioned in the SMART guidelines available on

#### **37. What are the Lab area specifications which needs to be followed?**

As per the updated SMART guidelines, Training Centre (TC) to have Lab area as per following specifications:

- Criteria of 10 Sq ft: 1 per candidate and
- SSC Lab area Specifications

Please refer to **Knowledge Bank** for more details.

#### **38. What are the Class room area specifications which needs to be followed?**

As per the updated SMART guidelines, Training Centre (TC) can have batches as per the following metric:

- 20 candidates - For class of size 200 to 249 sq. ft.,
- 25 candidates - For class of size 250 to 299 sq. ft.
- 30 candidates for above 300 sq. ft.

Please refer to our **Knowledge Bank** for Accreditation Standards Grading Metrics and Guidelines document.

#### **39. Once we upload a center in SMART portal and it's shows "Under Reassessment Review" than how much time QCI will take for center inspection ?**

After Training Centre (TC) gets "Deemed Ready" status on his SMART application dashboard, anytime within 12 working days, physical inspection is carried out - conditioned to acceptance of dates provided to TC on his application dashboard.

#### **40. Suppose in some cases BIOMETRIC device fails for short term period then what will be the process to inform concern person of NSDC and for these day's how we will manage a attendance of students ?**

All Training Providers are required to maintain the attendance of candidates and trainers in physical form through daily In & Out time signature in the attendance register. The same shall be confirmed by the assessor. This will be followed till further instructions

**41. If we have centers in remote areas and J&K where net connectivity not available also Aadhar card not available than in this case how we can mark attendance of students ?**

All Training Providers are required to maintain the attendance of candidates and trainers in physical form through daily In & Out time signature in the attendance register. The same shall be confirmed by the assessor. This will be followed till further instructions.

**42. Is there any last date to upload Training Centers on SMART portal ?**

At the moment, we have not defined any limit.

**43. What is described as additional area which is required as demonstration area/ practical area/ Field?**

The additional area refers to the area (other than a classroom) required for practical/ demonstration (exception Animal Health Worker job role where lab is also required in addition to the demonstration area). Storeroom are not included as additional areas.

**44. Is this demonstration area/ practical area/ Field required to be within the Training centre boundary ?**

Please refer to the Accreditation Standards Grading Metrics for Agriculture SSC under **Knowledge Bank Tab**.

**45. Is it mandatory for the demonstration facility to be owned by TP/TC for Agriculture related Job Roles?**

No, but if it is not TP/TC owned then there has to be a declaration by the TP on a Rs 10/- notarized stamp paper together with the copy of arrangement / tieup with the facility provider on the provider's letterhead signed by the provider's authorized signatory.

**46. Demonstration area and specifications (in addition to the equipment specified in the Knowledge Bank Tab) required for Agriculture SSC Job Roles?**

Demonstration/ Practical Area specification in case of Agriculture job roles (PMKVY 2.0)

<b>Job role</b>	<b>Demonstration area means (within 3 KM from centre)</b>	<b>Specifications (in addition to the equipment specified in the Knowledge Bank Tab)</b>
Animal Health Worker	Facility with Livestock	Min 20 livestock
Aquaculture worker	Functional / cultured Aquatic pond/ ponds	Min 1 (one)
Green House Operator	Availability of Greenhouse / poly House	Min 1 (one)
Dairy Farmer/ Entrepreneur	Functional dairy	Having Min 5 livestock

Job role	Demonstration area means (within 3 KM from centre)	Specifications (in addition to the equipment specified in the Knowledge Bank Tab)
Tractor operator	Availability of min 1 Tractor	Additionally 1 or 2 attachments.
Gardener	Any planted garden (Including terrace garden) of 500 Sqmtr/5300 SqFt area.	Min 1 (one)
Micro Irrigation Technician	Demonstration Field of atleast 500 Sqmtr/5300 SqFt.	Min One Micro irrigation system
Organic Grower	Organic farm/field	Min 1 (one)
Quality Seed Grower	Cultivated / under cultivation Farm / Field for seeds	Min 1 (one)
Small poultry farmer	Running poultry Unit/ farm	Minimum 100 birds

**47. What is the size of IT/Computer Laboratory (a clearly demarcated area with atleast 10 computers/laptops ) for life skills/ soft skills training?**

The IT/Computer Laboratory (a clearly demarcated area with atleast 10 computers/laptops ) for life skills/ soft skills training should have a minimum area of 200 sq ft.