**SOP – Training of Master Trainers,**

**Trainers & Assessors**

References:

1. TOT Guidelines Under Implementation – SSC Transit 2.0, Version 1.0,

 Release Date 07 Mar 2016.

1. Draft Guidelines on Training of Master Trainers, Trainers & Assessors, Version 2.2, Release Date 06 Feb 2017.

Introduction

1. SSSDC has till date trained & certified over 2.5 Lakh Unarmed Security Guards through the medium of STAR, PMKVY 1 & Non PMKVY projects, one of the largest numbers trained by NSDC Councils. Evidently, these impressive figures were achieved by a well synchronised training delivery platform & an efficient assessment system. SSSDC can boast of over 2000 certified trainers & over 750 assessors who have performed their duties in a most professional manner. The training & certification of the trainers & assessors was conceptualised & organised by the Master Trainer who conducted the training schedule Pan India.
2. The format followed during the STAR & PMKVY 1 was to conduct Train the Trainers Course for 10 days duration & thereafter those who performed well & obtained over 70% marks were offered to become assessors by undergoing an additional three days platform orientation course. The QRs & eligibility criteria for these courses were disseminated to the eco-system & also hosted on the website.
3. With the advent of PMKVY 2, NSDC has modified the manner in which the Master Trainers, Trainers & Assessors will be created in the skilling space. Two documents in this respect have been issued by NSDC as enumerated above. It is hence imperative that the latest directions of NSDC be understood & implemented by the Council.

Aim

1. The aim of this SOP is to lay down the procedure to be followed for the conduct of training & certification in respect of Master Trainers, Trainers & Assessors.

Preview

1. The SOP is covered in the following parts:-
2. Part One – Shaping the Eco system.
3. Part Two – Training of Master Trainers.
4. Part Three – Training of Trainers.
5. Part Four – Training of Assessors.

 **Part One –** **Shaping the Eco system**

Overall Concept

1. Stand Alone Centres. Training of Master Trainer, Trainers & Assessors will be conducted at only the SSSDC nominated Stand Alone Centres. These centres will meet the specifications laid down for a Stand Alone Centre as defined by NSDC, ie, training pertaining to the Security domain only will be conducted in these Centres. State of the Art equipment must be available apart from the most modern facilities in terms of research & studies to facilitate career progression. There are no limitation on the number of Stand Alone Centres that can be created, however, there should be minimum four such centres to start with covering Northern, Western, Eastern & Southern Region of the Country. Training Providers keen on classifying their Training Centres as Stand Alone Centres should intimate accordingly to SSSDC by 31 May. NSDC Note for specification of Stand Alone Centres is enclosed for in-depth study. If no requests are received by due date given above, SSSDC will nominate Training Centres as their Stand Alone Centres.
2. Accreditation & Affiliation. It is mandatory for all Stand Alone Centres to be Accredited & Affiliated in accordance with the PMKVY Guidelines issued by NSDC. Branding also of these Centres will be in accordance with the laid down procedure.
3. Availability of Regional Master Trainers. Each of these Stand Alone Centres will have on its Rolls at least one Master Trainer duly certified to conduct training of Trainers & Assessors in Domain & Platform training.
4. Availability of Master Assessor. A Stand Alone Centre will also have on its Rolls at least one Master Assessor who will apart from conducting the Assessment portion of TOA course may also be deputed to conduct assessments of Master Trainer/Assessors courses being conducted in other Stand Alone Centres. SSSDC will also maintain a pool of independent Master Assessors who may be detailed to carry out assessments at Stand Alone Centres in proximity to their location. However, a Master Trainer after obtaining due certification in assessments can perform dual tasks.
5. Standardised Content. The Stand Alone Centres conducting the TOT/TOA courses must ensure that the participants are provided the following courseware for each Job Role, which the participants must buy:-
6. Students Handbook (specially applicable to fresh candidates).
7. Facilitators Guide.
8. Participant Handbook on the Platform Competencies (Developed by Management SSC).
9. ToT/ToA Calendars. These will be published on a quarterly basis & hosted on the SSSDC website on a regular basis. The Stand Alone Centres will also recommend the dates in the next quarter that they want these courses to be conducted. It will also be their responsibility to mobilise the requisite number of participants to undergo the course.
10. Certification & Database. Results of all the ToT/ToA courses will be hosted on SSSDC website through the Management Platform developed by SSSDC in accordance with the format prescribed by NSDC . The results will be shared with NSDC who will be the repository of all records. Each successful candidate will be allocated a unique ID & certificate through the SDMS portal. Till the portal becomes functional, SSSDC will provide the necessary provisional letter to the qualified candidate as given by NSDC.
11. Responsibility. The entire process of training of Regional Master Trainers, Trainers & Assessors will be that of the Master Trainer at SSSDC. The Master Trainer will be responsible for planning & executing the courses after due consultations with the stake holders. The quarterly schedule will be displayed on the Council website as well as through other social media so as to sensitise maximum numbers in the ecosystem.

**Part Two – Training of Master Trainers/Assessors**

1. A domain skills expert possessing minimum educational qualification along with sectoral work experience, training & assessment experience is known as a Master Trainer/Assessor. A certified Master Trainer/Assessor is a pre-requisite for conducting any ToT/ToA programme.
2. Eligibility Criteria for a Master Trainer. In the Security domain a prospective candidate fulfilling the following qualitative requirements:-
3. Diploma/Undergraduate. Minimum eight years experience as a trainer in the industry.
4. Graduate. Minimum five years experience as a trainer in the industry.
5. Post Graduate. Minimum three years experience as a trainer in the industry.
6. Military/ Paramilitary Personnel. For these personnel, following criteria is laid down:-
7. Officer Cadre. Minimum one year experience as a trainer in the industry.
8. JCOs & Other Ranks. Minimum three years experience as a trainer in the industry.
9. Master Trainers Course.
10. Duration
11. Orientation of Domain Skills – One Day.
12. Orientation of Platform Skills – Two Days.
13. Assessment – One Day.
14. Total Duration – Four Days.
15. Course Fees. Rs 5000/- per candidate.
16. Qualifying Criteria. To be certified as Master Trainer the candidate must secure 90% & above in both Domain & Platform assessments.
17. Assessment Process.
18. Domain. By SSSDC nominated Master Trainer/Regional Master Assessor.
19. Platform. By independent qualified Assessor to be contracted by SSSDC.
20. Miscellaneous. Considering that it may not be cost effective to conduct this course exclusively, its conduct may be suitably merged with ToT course & those participants fulfilling the QR & also obtaining the minimum qualifying marks may be granted the Master Trainers Certificate.
21. Master Assessors Course. A Master Trainers course candidate can opt for getting a Master Assessors Certificate while doing the course by paying an additional Rs 2500/- for a two days Platform & one day assessment. The other criteria remains the same. A certified Master Trainer who had not done the Master Assessors course earlier, can also obtain the qualification by paying Rs 3000/- & attending the platform content & there after the assessment.

**Part Three – Training of Trainers (ToT)**

1. In accordance with NSDC guidelines it is mandatory for all existing Trainers in the security eco space to get themselves recertified by appearing in the ToT course. Apart from this, a window has been provided to new entrants who have had informal experience in teaching to qualify as fresh entrants & get certified.
2. Existing Trainers. A SSSDC certified trainer who is currently pursuing his trainers career with a Training Provider or is independent after having been certified during STAR/PMKVY 1 will qualify as an Existing Trainer. The other QR is that he should have conducted training for a period of minimum 500 hours or three courses in the Security domain. His training & certification process is as follows:-
3. The individual will apply for the ToT course based on the schedule available on SSSDC website. He may even be sponsored by his parent company.
4. While applying for the course he will be required to furnish a certificate from a Training Provider stating his hours of teaching experience.
5. The applicant will also pay a course fee of Rs 1800/- along with the application.
6. He will be provided with study material for Domain & Platform for revision purposes at the time of enrolment.
7. Thereafter on an assigned date he will be asked to report to the Stand Alone Centre to appear for the assessment.
8. To qualify as a certified trainer the individual must secure 80% marks in each of the two disciplines (Domain & Platform).
9. Should the applicant fail to secure 80% in any one of the two aspects (Domain/Platform), he will be declared partial pass & will have to appear in that aspect again & secure the requisite qualification percentage.
10. In the event of his failing to secure the requisite pass percentage in both the fields, he will be have to qualify again as a New Trainer.
11. New Trainer. This category of Trainers are those who are fulfilling the eligibility criteria specified by the Council & have had some experience (less than 500 hours) in training in the industry, but as on date are uncertified as Trainers. These candidates will be required to produce work experience certificates from their present/past employers at the time of enrolment. The details of their course are as follows:-
12. The course duration will be 10 days, three days for Domain Skills & seven days for Platform Skills. Of these one day each has been earmarked for conduct of assessments.
13. Fees for the Course is INR 9,000/-.
14. A candidate must secure a minimum of 80% marks in both the Skills to be fully qualified for certification as Trainer.
15. Should he secure less than the qualifying marks but scores between 70 to 79%, he will be given Provisional Authorisation applicable for six months, during which time he will have to reappear & qualify for assessment in that Skill set again & secure the desired qualification percentage. In case he fails to do so, his Authorisation will be automatically cancelled.
16. Monitoring in this regard will be carried out by the authorised appointment dealing with the Management Platform.

**Part Four – Training of Assessors**

1. As in the case of Trainers, it is mandatory of all assessors, existing or new to undergo Training of Assessors (ToA) course.
2. Existing Assessor. An existing assessor is one who is already certified by the Council & has had the experience of having carried out assessments of at least five batches or 100 candidates. He should be able to provide a valid work certificate from his employer stating the same at the time of enrolment. Following modalities will be carried out in respect of an existing assessor:-
3. The existing assessor is only required to appear for a one day assessment at the designated centre which the Council will announce in their quarterly schedule posted on the website. However, the applicant is required to enrol at least seven days prior to the assessment date so that study material is received for revision.
4. The applicant while enrolling for ToA apart from depositing his/her eligibility proof will also deposit Rs 1800/- as the Course Fees.
5. SSSDC will scrutinise the documents deposited to confirm eligibility of the candidate & once that is done, the Council will forward the Pre assessment material to the candidate for this own time study.
6. On the appointed date the candidate will appear for his assessment at the designated Training Centre where the assessments are slated.
7. To qualify as an assessor, the candidate is required to obtain 80% marks in both the Domain & Platform skills.
8. Those who do not clear both the skill sets will automatically be considered for participating in the Training of new assessors.
9. Training of New Assessors. New entrants who do not possess the requisite certificate from the Council can also be provided an opportunity to become assessors provided they have the necessary educational qualification as given in the Councils QR for Assessors & have experience of assessing three batches or minimum 50 assessments of candidates. The modalities for such candidates are as follows:-
10. The Council will promulgate the quarterly schedule of fresh ToAs on its website including Training Centres & dates of conduct.
11. Applicants fulfilling the criteria will apply. The application will be scrutinised by the Council.
12. On being declared eligible, the candidate will pay Rs 5000/- as fees for the course.
13. The course will be conducted for a duration of six days of which two days are for Domain skills & three days are for Platform skills. Sixth day will be the day for the conduct of assessments for both the skill sets.
14. A candidate will qualify as an assessor only if he secures 80% marks in both the skill sets. Provisional authorisation is not applicable in case of ToA.

**Part Five – Certification Process**

1. On successful completion of assessments the details of all candidates will be uploaded on the SDMS in accordance with the format enumerated therein. Once that is completed, certification of the candidate will be carried out. Candidates will be allotted Unique ID as follows:-
2. Master Trainer. Qualified Master Trainers will be allotted Unique ID – SSS/Q 0101/190417/MT-01, where SSS depicts Security Sector, Q 0101 depicts the Unarmed Security Guard QP number, 190417 represents the date of certification in the format (DDMMYY) & MT denotes Master Trainer serial number.
3. Trainer. Similarly, Trainer also will be given an Unique ID -SSS/Q 0101/190417/T-01.
4. Assessors. SSS/Q 0101/190417/A-01 will be the Unique ID for an assessor in the Domain Skills & Platform skills ID will be MEP/Q 0104/DDMMYY/A-01.

Conclusion

1. This SOP enumerates the procedure to be adopted for the conduct of training & certification of Master Trainers, Trainers & Assessors during the pendency of PMKVY 2. The SOP will come into effect from 01 Jun. Clarification is being sought from NSDC as how to regularise those Trainers/Assessors who had completed the Domain Phase of Course & have been partially certified. They need to complete the Platform phase. Once the clarification is received, the same will be communicated to all concerned.