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“1. Introduction

1.1 Scope of the Assessment management Policy

Assessment can be simply defined as the act of making judgment about something.

The GJSCI management describes the assessment policies, systems and procedures to be followed by the Assessment department in the organization. The Policy will cover the input, processing, output, control and distribution of assessment data & documents. The assessment policies and procedures is set out to ensure the followings:

- a) That the organization is able to judge the capability & potential of the trainer of the training partner, the assessor of the assessment agency through online assessment test & that of the students through physical assessment test.
- b) The management to obtain accurate and timely assessment results reports on assessment basis, thereby promoting sound assessment management.
- c) The correctness of processing, assessing & reporting of the assessment agency. The approach used in line with generally accepted assessment polices and organizations best practice in implementing such policies.

The main purpose of the Policy is:

- a) To assist in the smooth flow of the assessment process.
- b) To be used as a reference document for judging the reliability & genuineness of the assessment agency.
- c) To judge the capability & potential of the trainer of training partner, the assessor of the assessment agency & that of the students through the conduct of assessment test.

The procedures have the following objectives:-

- a) To enhance completeness and correctness of the documents received from assessment agency for judging the eligibility criteria before affiliating them.
- b) To provide accurate and reliable assessment reports to enable management to perform effective control over the assessment operations of the organization.
- c) To coordinate with administration procedures in respect of input, processing, output and distribution of documents to ensure security of data and documents.

The Policy has been written for purposes as follows:

- a) As a means of reference to management, managers, new and existing affiliation department staff, auditors, and the basis of training staff, and ensuring that appropriate controls are in place.
- b) As a clearly defined list of the tasks to be carried out by each individual
- c) As a timetable for processing, assessing & approving reports for the assessment agency.
- d) As a guide to evaluators and any monitoring consultant who may wish to review the organizations progress.

1.2 Responsibilities of User Staff

All personnel with a role in the management of organization's assessment operations are expected to uphold the policies in this manual. It is the intention of organization that this assessment manual serves as our commitment to proper, accurate assessment management, it's processing, assessing and validating and signing of the service level agreement with the assessment agency.

1.3 Division of Duties

The following is a list of personnel who have responsibilities within the assessment department:

Governing Council:

1. Reviews & approves the procedure for the affiliation process of the assessment agency in the organization.
2. Decides the fees to be charged for the affiliation of the assessment agency.
3. Approves the criteria regarding the system of assessment of the assessment agency.
4. Approves the criteria for setting the question bank.
5. Approves the selection criteria for the affiliation of the assessment agency in the organization.
6. Approves all the application forms for affiliating the assessment agency.
7. Approves all the supporting documents submitted by the assessment agency.
8. Approves all the assessment report for the training partner, the assessor of the assessment agency & that of the students.
9. Reviews and judge the capability and potential of the affiliating assessment agency.
10. Approves all due diligence reports along with the comments of the assessment head & COO and documents for approval which require his or her signature.

11. Approves the processing note prepared by the assessment manager and reviewed by the COO.
12. Reviews and sends the question bank and the assessors profile to the industry expert for the vetting of the documents.
13. Reviews the decision given by the industry expert regarding the approval or rejection of the assessment agency.
14. Reviews and approve the service level agreement between the organization & the assessment agency.

COO:

1. Reviews the procedure for the affiliation process of the assessment agency in the organization.
2. Reviews the criteria regarding the system of assessment of the assessment agency.
3. Reviews the criteria for setting the question bank before sending it to it to Governing Council.
4. Reviews & the selection criteria for the affiliation of the assessment agency in the organization before sending to the Governing Council.
5. Reviews and approves all the application forms for affiliating the assessment agency.
6. Reviews and approves all the supporting documents submitted by the assessment agency.
7. Reviews all the assessment report for the training partner, the assessor of the assessment agency & that of the students.
8. Reviews and judge the capability and potential of the affiliating assessment agency before sending it to governing council.
9. Reviews the internal due diligence report and comment if any discrepancies found if any of the affiliating the assessment agency in the internal due diligence report before sending it to governing council.
10. Reviews the processing note prepared by the assessment manager.

Assessment Manager:

1. Assist the Chairman and COO to develop the selection criteria for the affiliation process of assessment agency.
2. Communication with the assessment agency for the procedure to be followed.
3. Processes all application forms received along with the documents received from the assessment agency.

4. Verify the completeness & correctness of the data & documents received from the assessment agency.
5. Prepares set of the applications received in a specified format (such as providing index, serially numbered, date of receiving the application form).
6. Prepares internal due diligence report along with the comments in case of discrepancies if any regarding the review purpose of the top level management
7. Maintains the records of the applications received.
8. Prepares the master data for the applications received containing details such as name of the assessment agency, its application form number, date of receiving the application form, qualification pack opt for, date of signing the Service level agreement, fees collected, invoice raised, renewal date.
9. Prepares the processing note to track the status of the affiliation process of an assessment agency.
10. Decides the QP to be send for the to the assessment agency and on the basis of that they are asked to frame a question bank of minimum 150-200 questions.
11. Communication with the other bodies in connection with the assessment procedures such as NSDC, NSDA, Training Partner, etc.

“2. Assessment Policies & Procedures”

“2.1. Procedures for the Assessment”

“2.1.1. Assessment Agency approach to the Sector Skill Council”

The process of the affiliation of an Assessment Agency is that the assessment agency approaches the Sector Skill Council either by a phone call or an email. If the Assessment Agency approaches the Sector Skill Council through a call then they are requested to send a mail as a request letter regarding the affiliation of them.

“2.1.2. Application form & documents”

a) The Application form has been internally prepared by the management as per the requirements of the Gems & Jewellery Skill Council of India. The first page of the application form consist of the general instructions and the fees structure for the assessment. Then the next page consists of the application form is been divided into two sections:

i) Section 1: Institution & Management Profile which includes 13 clauses which provides general information about the institution which helps to judge the existence of the institution.

ii) Section 2: Assessment Operations-Processes which provides the detailed description regarding the training operations of the institute & its management which is described from clause 14 to clause 21 which provides basis for sound and stable operation capability of the institution.

Then the last page of the application form consists of the list of the enclosures to be attached along with the form. Further it also consists of a declaration which is to be signed by the institution.

The application forms can be sent to the prospecting assessment agency on their request on mail through mail or courier and the signed application shall be submitted by the assessment agency in physical form along with certified supporting documents.

2.2.2 Processing of Documents:

a) After receiving the application form from the prospecting assessment agency a set is being prepared with consist of documents in the follow manner:

i) Index of the documents

ii) Covering Page i.e. Internal due diligence page

iii) Application request letter for affiliation printed on the letter head of assessment agency.

iv) Application form along with the enclosures attached.

v) Set of Question Bank received from the assessment agency & 3 assessors in a particular job role submitted along with the resume.

b) As soon as the application form is been received it should be serially numbered and date of receiving the application form is to be recorded.

2.2.3 Setting of a Question Bank:

A job role is sent to the assessment agency and they are told to set a question bank & find the assessor subject to the specified criteria i.e. 5yrs of experience in a particular job role and revert it back to the organization. The purpose of carrying out this exercise is to know the sound knowledge and the expertise on the subject matter given to them.

2.2.4 Vetting of documents:

a) Firstly the documents are processed & vetted by the industry experts along with the question bank & assessors profile, then after receiving confirmation & verification it is submitted before the assessment manager who verifies the completeness and correctness of the application form & documents received. If any discrepancies are found it is noted in form of a comment on the covering page i.e. internal due diligence page which is signed by the assessment head.

b) Then the set of documents are submitted to the CEO/COO for cross verification of the application form & documents. The CEO/COO also follows the same procedure that if any discrepancies are found, it is noted in form of a comment on the covering page i.e. internal due diligence page then CEO/COO will either approve or reject depending upon the facts of the case by affixing the signature.

c) Then the set of documents are submitted to the Governing concern for review and approving the assessment agency for the affiliation. The Governing concern reviews the entire set along with set of question bank and the assessors profile and approves or rejects the same by signing the covering page.

2.2.5 Final Checklist & Recommendation Reports:

The Final Checklist should consist of

- i) Index of the documents
- ii) Covering Page i.e. Internal due diligence page with the signature of the assessment department head & the approval of CEO/COO and comments if any.
- iii) Application request letter for affiliation printed on the letter head of assessment agency.
- iv) Application form along with the enclosures attached.
- v) Set of Question Bank received from the assessment agency & 3 assessors in a particular job role submitted along with the resume.
- vi) Industry Experts report.
- vii) Assessors profile
- ix) Processing note prepared by the assessment head.

Recommendation Reports:

A Standard criteria should be set for selecting a job role & setting questions bank for the assessment agency before validating them. Further a reasonable time frame should be specified regarding the assessment to be carried out depending upon each case. Moreover there should be standard set of documents should be requested from the assessment agency & no compromises should be made while affiliating them.

2.2.6 Approval before Affiliation of Assessment Agency:

Firstly the documents are processed & vetted by the industry experts along with the question bank & assessors profile, which is then verified by the assessment department head who certifies the checking done by her by signing the covering page and then it is sent to the CEO/COO for

further verification of the data & documents of the affiliating partner and after his approval it is sent to the Governing Concern for the final verification and after his approval the affiliating assessment agency gets affiliation.

2.2.7 Signing the Service Level Agreement between the Gems & Jewellery Skill Council of India & the assessment agency:

A Service Level Agreement is signed between the organization & the assessment agency. Then a master file should be maintained consisting the name of the assessment agency, no. of assessment done, signing date, fees charged, renewal date.

3 Annual Communications with the Assessment Agency:

Any communication with the assessment agency is done via email and a telephonic conversation is been done for further clarification required if any. Further the amount received from the assessment agency is being confirmed with the accounts department and also a written confirmation on the mail is been obtained from the assessment agency regarding the same.

4 Renewal of Assessment Agency:

The renewal of the assessment agency takes place only after completion of the one year from the date on which the assessment agency got affiliated. The nominal fees is charged as described in the application form for the renewal purpose.

5. Billing & Payment Process from the Affiliation of Assessment Agency:

The Invoice is raised on after all the processes of the affiliation are been done & the amount of fees charged is received in the bank account of the GJSCI and a confirmation is been received for the same from the assessment agency.

6. Cancellation/Termination of Assessment Agency:

The Assessment Agency affiliation/registration can be cancelled on the grounds of violation of the terms mentioned in the service level agreement or if the quality of the assessment proved to be not satisfactory.