



# Guidelines for implementation of STAR Scheme

Version 1.0

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National  
Skill Development  
Corporation

## Version History

Version number	Purpose	Changes made	New Processes	Author	Date of Creation
V 1.0	<ul style="list-style-type: none"><li>Guidelines for implementation of STAR Scheme</li></ul>	N/A	N/A	STAR Program Management Team	07.04.2013

### Note:

NSDC has the right to change the contents of these Implementation Guidelines at any given point of time. The updated version will be available on the STAR Scheme website ([www.nscsindia.org](http://www.nscsindia.org)).

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## I. Purpose of the document

Each stakeholder under the STAR Scheme has a critical role in mobilizing, motivating, counselling, training and assessment of candidates. The quality of training provided to each trainee will position them as employment ready for industry-recognized roles. The assessment by an independent third-party assessment agency will provide for standardization of skills and make them industry-ready.

NSDC, as the implementing agency of the STAR Scheme, is expected to ensure that the spirit and essence of the STAR Scheme is maintained at all times. In view of this, this document lays down the Compliance Guidelines for stakeholders in the STAR Scheme to help in achieving the Scheme outcomes. The Guidelines cover the following areas: mobilization, training, assessments, marketing promotion and communication with other stakeholders in the STAR Scheme.

This Document, supplements, and is to be read in conjunction with STAR Process Manual available on STAR website. In case of any contradictions between these two documents, the more recent version of the particular document shall be considered as correct.

## II. Implementation Guidelines for Mobilization, Marketing and Training

### **Responsibility: Training Partners**

Training Partners affiliated to SSCs under the STAR Scheme are required to strictly follow the Guidelines elicited below:

#### **a) Mobilization**

1. Training Partners that are affiliated to any of the Sector Skill Councils (SSC) under the STAR Scheme are allowed to mobilize candidates and conduct training at any of their own centers or their affiliated centers strictly as per the list of centers shared by them with respective SSC(s) and NSDC
2. At all times, the Training Partner needs to be vigilant that its affiliated training centers do not sub-franchise the training. Any such activity found will be considered as non-compliance and may result in de-affiliation of the Training Partner from participating in the STAR Scheme.
3. A Training Partner must not undertake any activity or marketing initiative to mobilize candidates for any other Sector that they are not affiliated with, on the pretext of training them in that sector. They are allowed to mobilize candidates only after they receive the affiliation letter from the particular SSC.
4. All the candidates mobilized for training under the STAR Scheme must strictly meet the minimum and maximum eligibility criteria as specified in the Qualification Pack for the particular Job Role. It is the responsibility of the Affiliated Training Partner to adhere to this guideline.

#### **b) Marketing Promotion and Messaging**

1. All training centers of the training partner and the franchise centers must have posters of the STAR Scheme on display. The posters must be clearly displayed in the classrooms where trainings for the STAR Scheme are being conducted and the counselling rooms, if any.
2. Soft copies of these poster templates and messaging to be used are available on STAR Scheme website for usage by the Training Partners.
3. Use of any other poster/flyer/text messages/e-mails or any document (electronic or physical) contradicting the message and outcomes of the STAR Scheme will be considered as a violation of the STAR Scheme process and appropriate actions shall be taken against the defaulter, including de-affiliation from participating in the STAR Scheme in future.
4. Training partners who are not affiliated with NSDC directly are not allowed to use the NSDC logo in any of their communication, other than the communication prepared by NSDC. Such

Training Partners are allowed to only use the logo of the SSC(s) that they are affiliated to, with prior written approval of the SSC, along with the STAR Scheme logo.

**c) Franchising Guidelines**

1. Affiliated Training Partners may enter into a franchise agreement with other training partners to mobilize candidates and provide training. The Training Partner has to share every franchisee agreement with the Sector Skill Council that they are affiliated with before any enrolments can happen at those franchisee centers. However, in case a Sector Skill Council, as part of their MOU/Undertaking with the Training Partner, does not allow franchisee centers to conduct training, then the direction from the Sector Skill Council will supersede this clause. Any deviation to the direction of the SSC may result in de-affiliation of the Training Partner by the SSC.
2. Training Partners are required to share details and all the relevant documents of affiliation of the franchise training partner and its centers with NSDC and respective SSC within 5 working days of entering into the arrangement.
3. The Affiliated Training Partners or the Franchised Training Centers are not allowed to sub-contract any training activities further. Any such case, if found, will be considered as a violation of the STAR Scheme process and the affiliated Training Partner will be blacklisted and de-affiliated from STAR. However, the affiliated Training Partner or the Franchisee Training Centers may utilize the services of other agencies to mobilize students.
4. All Franchised training centers must have the requisite training infrastructure to conduct the training for the particular Job Role. Any major deviations noticed in this regard may result in cancellation of the batches at the centers. It is the responsibility of the Affiliated Training Partner to ensure the same.
5. The Franchise training centers must display branding of the Affiliated Training Partner while providing training under the STAR Scheme.
6. The list of all Training Centers with the affiliated Training Partner must be shared with NSDC and the STAR PM Team. These details will be made available on the STAR Scheme website. Only these centers will be permitted to conduct training under the STAR Scheme. In case of any deviation in this case, the batches at other centers not on this list will be cancelled, and the Affiliated Training Partner will be held responsible for the cancellation

**d) Enrolment and Training Responsibilities**

1. Affiliated Training Partner will be responsible for all aspects related to enrollments, training, assessments, Aadhaar process and monetary reward disbursement of the trainees with Franchise Centers under the STAR Scheme

2. Affiliated Training Partners are required to upload the batch on Day 1 of the batch start date. The Assessment fees are to be transferred to the SSC before uploading the data. In no circumstance, can there be a delay of more than 5 days from batch start date in uploading the data on SDMS.
3. The Affiliated Training Partner must ensure that the trainer at the franchise center is qualified and trained to provide trainings on the relevant Job Roles. The Sector Skill Council may also choose to certify the Trainer before he/she can conduct training.
4. Training Partner will be responsible to provide training/reading/study material to the trainees in all their centers as well as in their franchise centers
5. Training Center will maintain day-wise attendance record for the batch and provide it to the Assessor during the Assessments. The attendance record should be signed by respective candidates in the batch or maintained through an electronic/biometric attendance system
6. The Affiliated Training Partner will nominate/hire a Single Point of Contact (SPOC) for all MIS activities. Only the identified SPOC will interact with NSDC and/or STAR Program Management team for issues related to the STAR scheme. No deviations on this policy will be entertained.
7. The Affiliated Training Partner is responsible for their franchisee centers and hence cannot divest the uploading of data on SDMS further to their franchisee centers.
8. The Franchise Training Center is not allowed to contact NSDC or SSC for any queries directly. They will have to route their queries through the Affiliated Training Partners.
9. The affiliated Training Partner can conduct training only on Job Roles under the Sector Skill Council that they are affiliated with.
10. The Training Partner needs to ensure that candidates meet the minimum and maximum eligibility criteria to undertake training for the relevant Qualification Pack (QP)
11. Training Fees set for a course should not be 'artificially inflated' to take additional financial benefit from the trainee's monetary reward. The effort should be counsel and enable the aspirant trainee to train for a higher course and increase his/her prospect for higher returns through employment going forward. The reward amount would be part subsidizing the course fees.
12. STAR Scheme is a reward scheme and the money would be transferred into the beneficiary's bank account directly. Any arrangement for payment of training fees using this reward money would be between the training partner and the certified candidate and should be backed by clear documentation.

**e) Facilitating Assessments**

1. Affiliated Training Partners must only facilitate the assessment process conducted by an independent assessment agency at their training centers. Under no circumstance should they be seen entering into any 'unfair' arrangement with the assessor or assessment agency.
2. In the event of discovery of any malpractice on this account, the SSC may choose to de-affiliate the Training Partner and it may also result in debarring the Training Partner from further participating in the STAR Scheme.
3. Training Partner must ensure that all trainees in the batch carry their photo-ID cards on the day of assessment. The permissible photo-IDs that a candidate can carry for the assessment are voter ID card, passport, driving license, PAN card, Aadhaar card, identity card provided by school/college etc. Without the photo-ID card, the assessor may choose not to assess the particular candidate.

**f) Facilitating Placements of certified candidates**

1. Training Partner will be responsible for facilitating placement of trainees at the centers as well as those training at the franchise centers.
2. Placement details have to be mandatorily entered on the SDMS post placements of the candidates. Training Partners are expected to achieve a minimum 70% placement percentage for their certified candidates

**g) Non-Compliance to Guidelines**

1. Any non-compliance to the above guidelines or any malpractice during mobilization, enrolments, conduct of training, facilitating assessment, communication on the STAR Scheme by the Training Partner or their Franchisee center representatives will be placed before the SSC Grievance Committee, and may result in cancellation of the batch and strict action against the Affiliated Training Partner, with potential case for de-affiliation/blacklisting from participating under the STAR Scheme

### III. Implementation Guidelines for Assessments

#### **Responsibility: SSC, Assessment Agency, Training Partner**

Following guidelines on Assessments under STAR Scheme must be strictly adhered to by all the concerned stakeholders:

#### **a) Pre-Assessment**

1. The details of the training centers where assessments are to be conducted have to be mandatorily uploaded on SDMS by the Training Partner at the start of the Training Batch.
2. Assessments will not be conducted at the centers that do not appear on the STAR Scheme website ([www.nscsindia.org](http://www.nscsindia.org)).
3. SSC must develop the Assessment Criteria for the Job Role and finalize the assessment methodology along with the Assessment Agency. The assessment methodology must cover aspects related to theory, practical and viva, and must indicate the mode of conducting the assessment components, and the minimum number of questions for each candidate's assessment
4. The SSCs and Assessment Agencies must share the details of all the certified assessors with NSDC and STAR PM Team. A certified assessor cannot conduct assessments until NSDC and STAR PM team have received his/her details along with their certification details. These details will also be made available on the STAR Scheme website.
5. The SSC must certify that the Assessor has the ability to conduct NOS-based assessments and is aware of the STAR Scheme
6. Only the assessors certified by the relevant SSC for a particular Qualification Pack (QP) can conduct assessments for batches trained in the same QP. Each certified assessor must be provided an ARC code by the SSC.
7. Assessment agency must ensure that a Certified Assessor is made available on the proposed date of assessment. In case of a lack of assessor on the particular date, the same must be communicated with the Training Partner, through the affiliated SSC, at least 2 weeks prior to the proposed date, and an alternate date must be finalized through mutual consent. This change of date should be reflected on SDMS.
8. Assessment agency needs to ensure that backup Assessors are available and the Assessments are not cancelled due to the lack of a certified Assessor at the last minute.

9. It is the responsibility of the assessment agency to enquire from the SSC on the language that the trainees of the batch are to be assessed. Care must be taken to translate the question paper into the same language

**b) Assessment**

1. Assessment agency needs to ensure that theory question papers for every QP must be randomized from the Question Bank.
2. The Assessor must carry question papers in multiple languages if the requirements of the batch to be assessed are such.
3. In case the assessment is conducted online or through a digital system (such as tablet), efforts must be made available to have the language preferences given by the trainees of the batch to be assessed
4. Assessor will mandatorily carry his/her photo identity for the assessment.
5. Assessor will mandatorily check the Attendance Register for the batch, and provide a copy to the SSC (through the Assessment Agency) along with the Assessment results.
6. Assessor will mandatorily check the photo-IDs of the trainees before the Assessment is conducted. The permissible photo-IDs that a candidate can carry for the assessment are voter ID card, passport, driving license, PAN card, Aadhaar card, identity card provided by school/college etc. The Assessor may choose to not conduct the assessment for a particular candidate in case of lack of his/her photo-ID proof during the assessment.
7. Assessor will review the training infrastructure at the center, and inform the SSC of any inadequacy for conducting training for the particular job role/sector. Photographs of the training center and its infrastructure must be taken and shared with the Assessment Agency and SSC within 5 working days from the date of Assessment
8. In case it is found that an Assessor is looking to enter into any undue arrangements during the assessment process, he/she may be blacklisted and debarred from conducting any future assessments under the STAR Scheme.
9. In case it is found that the designated Certified Assessor deposes a non-certified assessor to conduct an assessment on his/her behalf, the Certified Assessor may be blacklisted and debarred from conducting any future assessments. Reassessment will be conducted at the Training Center at no additional cost to the Training Partner. The Assessment Agency will be required to bear the costs for reassessment.
10. Any non-compliance to the above guidelines or any malpractice during assessments will be placed before the respective SSC Grievance Committee and/or NSDC, and may result in strict action against the defaulting agency/individual, with potential case for de-affiliation/blacklisting from participating under the STAR Scheme

## IV. Guidelines for meeting timelines for Certification and Monetary Reward disbursal

### **Responsibility: NSDC, SSC, Assessment Agency, Training Partner, STAR Program Management Team**

#### **a) Steps to ensure timely certification of candidates**

1. SSCs have to assign the batch to an Assessment Agency within 10 days of the batch upload on SDMS. It is expected that the Training Partner has transferred the Assessment fees to the SSC on the first day of the batch start.
2. Assessment Agency has to assign the batch to an Assessor within 5 days of the batch being assigned to them.
3. Assessment Agency has to ensure that assessment results are uploaded on SDMS within 5 working days of the assessment being conducted
4. Training Partners need to ensure that Aadhaar numbers of candidates are updated on SDMS within 25 days of the batch start date. Process T 9.0 and Process T10.0 of the STAR Process Manual are to be strictly followed by the Training Partners.
5. Authentication of Aadhaar numbers will be done while the training of the batch is in progress. The Training Partner is required to get the corrections done within 25 days of the batch start date in case of Aadhaar authentication failures.

#### **b) Steps to ensure timely monetary reward disbursement**

1. It is the responsibility of the Training Partners to facilitate bank account opening for the candidates during the period of the training.
2. Training Partners need to ensure that the correct Bank account details for the candidates are updated on SDMS within 25 days of batch start date.
3. NSDC will transfer the monetary reward within 10 working days of the candidate's certification based on the bank account details listed on SDMS. It is the responsibility of the Training Partner to ensure the correctness of bank account data on SDMS.
4. In case the bank account details of the candidate are not available on SDMS at the time of certification, there may be additional delay of minimum of 10 days from the date of receiving the complete information for disbursements.
5. Any failures in disbursal to the candidate's bank accounts by NSDC's Lead Bank will have to be reconciled, and may result in delays of at least 2 weeks for any transfer to be initiated again.

6. NSDC bears no responsibility for any delay in disbursement of monetary reward, if the above processes are not complied to by the Training Partner

