

QUALITY MANUAL

Based on

NABET Accreditation Criteria for affiliation of government and private Industrial Training Institutes

<Insert the logo of the ITI>

NAME OF THE INSTITUTE (Government / Private Industrial Training Institute)

ADDRESS

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Preface

Growth and development of Industry is very much related to development of Industrial Training Institutes. Industry will be able to grow and prosper only if the Trainees coming out from various Industrial Training Institutes are able to meet the expectation of industry.

To ensure the competency of trained students of ITI's is at par with the International requirements NCVT, DGET and QCI has joined hands to establish an accreditation mechanism in line with International Benchmark. The synergy between these organizations will help us to meet the national target of skilled man power not only quantitatively but also qualitatively.

Ministry of Labour and Employment (MoLE), Government of India is pleased to announce the launch of the scheme of Affiliation based on NABET Accreditation of Government and Private Industrial Training Institutes (ITI's) .

All applicants ITI's are required to get accreditation from Quality Council of India before being considered for affiliation of National Council for Vocational Training (NCVT), Government of India.

This Accreditation process will be based on facilitative / consultative mode and not inspection mode. An online mechanism has been established to enable the applicant Institutions. This detail out the various requirements for affiliation and accreditation as applicant proceed with filling up of the application form. It will also help in doing self assessment by an Institute. The various requirements like infrastructure, tools and equipments, staff strength, power requirement etc. are detailed in the application form. The applicant does need not to seek any information related to the NCVT requirements from any offices.

This Quality Manual is a sample copy to meet the requirements of the document - Accreditation Document for Seeking NCVT Affiliation of Government and Private Industrial Training Institutes, given by NABET (National Accreditation Board for Education and Training).

The purpose of this manual is to support the ITI for development of their own Quality Manual similar to the contents given in this document. This has been purposefully drafted in a simple manner for easy understanding and interpretations of requirements. However the respective ITI can suitably modify the same.

Abbreviations and Nomenclature

HOD	Head of Department
IMCs	Institute Management Committees
ITIs	Industrial Training Institutes
NABET	National Accreditation Board for Education and Training
NC/CNC	Numeric Control/Computer Numeric control
SCVT	State Council Vocational Training
UT	Union Territory
NCVT	National Council for Vocational Training
DGET	Director General of Employment and Training
QCI	Quality Council of India

Background of the Institute

< Name of Institute >

Background/history of the institute

< When was the ITI established?>

<What type of organization is this ITI - sole proprietary, private/public limited, societies and trusts, promoters of SEZs etc.,

<Are there any donors for this ITI?>

Which category this ITI fall into? Category I or Category II

Category I - Institute where trades/units which have already been accorded affiliation to NCVT

Category II- Institutes where trades/ units have not been affiliated to NCVT.

< Who has founded this ITI?>

< What are the major trades available and seats allotted each trade?>

< How many students placed in job trade wise?>

Example:

- ABC institute is provider of Electrical, Electronics, ICT, Welding, and Fabrication Etc.
- It was established in 2001
- It is Private sector Institute
- The ABC institute where trades / units have not been affiliated to NCVT

- Electrical, Electronics, ICT, Welding, and Fabrication Etc.

Scope of the Institute

<Please mention the Scope of training services example.>

The **(name)** Industrial Training Institute is conducting trainings in the areas of electrical, electronics, welding etc., (Name of the Trade/Sector) and no.s of units / Batch there in

Example:

Name of the Industrial Training Institute: ABC ITI

Sectors / Trade		Batch No.
Electrical	-	20
Electrical	-	16
ICT	-	30

Name and Address of the Institute

<Mention the address of the institute along with the branches>

Example:

ABC Industrial Training Institute

.....

.....

Name and Address of Branches

.....

.....

Mission

<Mention in brief the Mission of the Institute which sums up the reason for the establishment and purpose of the institute>

Example: We at < Name of the ITI> are committed to develop skill sets suitable to the advancement of manufacturing and Service sectors.

Quality Objectives of the Institute

<Mention what the institute intends to achieve in next 2-3 years to improve its services>

- To introduce at least 3 new most sought trades of the nearby industries.
- To expose students to minimum of three companies as industry inter phase program.
- To
- To

Section 1: Training and Support Processes

“<Mention the name of the ITI>” has determined the resources in terms of infrastructure, human resources, health & safety and work environment for the effective delivery of curriculum as follows.

1.1 Infrastructure

The institute follows the infrastructure requirements as laid down in the NCVT Annexure G -5 which details the information relating to the trade wise qualification, duration, unit size and trade wise requirement of space, power supply, equipment etc. The building and site plan of ITI and registration paper / lease documents etc. are uploaded in Accreditation application to NABET – QCI forms.

Power supply

As per NCVT norms the building and site plan of ITI and registration paper / lease documents etc. are uploaded in Accreditation application to NABET – QCI forms.

We take safety precautions for the loose wires and electric switch boards, lighting etc., measures to avoid any electricity hazardous and accidents.

1.2 Human resources

We consider that our human resources are our most valuable assets. In line with our Policy we do our best to help them achieve their full potential through continuous education and training.

The Institute follows the requirements of NCVT related to the qualifications and competencies of Principals, Instructors and other administrative staff as per Annexure G -2.

The salaries of the staff are as per the government guidelines wherein a minimum of 2/3rd the salary of the government servants of equivalent level is paid to the faculty/staff (for private ITI s).

Requisite number of instructional staff and supervisory staff (Faculty Member/Resource Person) are provided. They are qualified and possess experience in their posts in line with NCVT guidelines.

1.3 Curriculum

We follow the curriculum and syllabus guidelines provided by NCVT.

All HOD's are responsible for keeping up to date on the changes/guidelines suggested by the NCVT from time to time. The changes as advised are recorded and the additional resources like faculty, equipment, tools etc is recorded and forwarded to the Institute Management Committee for its approval.

In case of an urgency which requires immediate action to meet NCVT guidelines, the head of the institution is authorized to make purchases with information to all members of IMC.

The curriculum of the trades for which the institute is affiliated is assessed every time before the start of the session by the IMC and any amendments required are carried out prior to the start of the session.

The curriculum of each trade is published in the brochure for admission and put up on Institute website.

Each HOD is responsible for ensuring the adherence to the course curriculum. The plan for delivery of the course curriculum is prepared on week basis and given to each Tutor.

1.4 Training – learning process

Our ITI provides appropriate support and resources as per NCVT guidelines to impart training learning process with requisite number of hours and suitable methods. The teaching staff implements the course curriculum through a range of approaches and teaching strategies that recognize diverse learning style relevant to the learning needs. More number of practical sessions is given to the students to enrich their learning experience.

Some of the methods used are;

- Lecture / Presentation
- Demonstration
- Exercises
- Field Exposure
- Practices etc.,

1.5 Continuous Evaluations

We follow NCVT requirement related to continuous and end term assessment of Students. The continuous assessments shall be made based on the class test, weekly tests, monthly tests and the performance of the students in the practical sessions.

A progress card is maintained in respect of every trainee from the date of admission to the Institute.

The monthly test are conducted in all the subjects and the performance be recorded as usual on the monthly and quarterly basis for awarding term marks.

1.6 Industrial Interface and Student Development

We shall;

- make necessary arrangements for classroom sessions taken up by suitable faculty / experts from industries,
- arrange periodic industry visits,
- ensure Faculty members along with students to take up real life problems from industries for problem solving and application of principles taught as a part of course work to enhance the skills of the students,
- encourage students to develop necessary soft skills and attitudes so as to enable them getting suitable placements in the industry,
- provide necessary guidance to students for getting placements,

1.7 Admission Policy

<Should describe the admission procedure of the ITI including the process of application, interview, review of the students data, Admission to the trades and allotment of class>

We shall admit the students purely on the merit based on the marks secured by the candidate in the public examinations based on the minimum qualifications prescribed for the respective trade only as per the maximum number of students allowed for each trade.

We maintain safe custody of the documents submitted by the students including birth certificates, certificates of previous Institution and deposits, if any.

Example:

The following is the procedure for the admission

1. The dates for different trades to be announced.
2. Advertisement shall be carried in the local areas through paper media, miking, one to one canvassing etc.
3. All the enquiries personnel and telephonic shall be recorded in the register.
4. A date for interview to be announced and informed to the potential candidates
5. The faculties shall conduct interview and written test as appropriate and select requisite no. of candidates based on merit
6. While selecting the candidates the reservation criteria as per NCVT guidelines shall be adhered
7. A first list of selected candidates will be display and cut off date shall be announced.
8. After cutoff first list second is released, if necessary third and fourth to be continued.
9. All the selected candidates shall be registered and sent to their respective classes.

We shall reserves seats for Schedule Caste, Schedule Tribe, OBC as per the policy of respective State / UT Government and Central Government

<Please mention the no. of seats allotted per trade/ admission year>

Example:

Sectors / Trade	Allotted seats	Admission Year
Electrical	20	2012
Electronics	25	2012
ICT	40	2012

The ITI have reservation for physically handicapped as per State/ UT and Central Government Guidelines

<Please mention the no. of seats allotted per trade/ admission year>

Category	Allotted seats
OBC	25
SC	30
ST	35
Disabled	10

1.8 Learning environment

We shall provide a suitable learning environment for conduction of trainings as per NCVT norms. It is ensured that the training halls, laboratories etc are well maintained and there are separate lavatories for the male and female students and staff. The HOD administration is responsible for the upkeep of the institute.

We shall provide conditions to facilitate learning environment for both indoor and outdoor activities. The learning environment includes safe class rooms, offices, workshops, laboratories, common spaces and other facilities.

Additionally, we monitor and address issues relating to environmental conditions including:

- a) adequate illumination,
- b) adequate ventilation,
- c) housekeeping and cleanliness,
- d) safeguard against excessive weather conditions like dust, cold, heat and rain,
- e) controlling noise and distractions.

1.9 Health and safety

WE shall determine, maintain and comply with health, safety and security norms including:

- a) Appropriate procedures and training for all staff members to implement emergency and crisis plans & handle accidents
- b) <Briefly describe the safety / emergency procedure followed by the ITI>
- b) applicable statutory and regulatory requirements,
- c) provision for emergency situations covering both indoor and outdoor activities,
- d) health policies which include collection of medical information for all staff and students, immunization against common diseases and maintenance of comprehensive records.

Section 2: Performance measurement and improvement

2.1 Continual Improvement

WE shall continually improve the effectiveness of the accreditation system through the use of the Mission, Management Objectives, audit results, analysis of data, corrective and preventive actions and management reviews. For continual improvement purposes an improvement project methodology shall be adopted. All the training processes shall be reviewed at least once in a year considering the in process failures and customer feedback / complaints. Where planned results are not achieved, corrective and preventive action shall be taken, as appropriate, to ensure conformity of service.

The activities / processes requiring the application of Statistical Techniques are identified. The data to study the identified activity processes are recorded. Principally the Statistical Techniques are used in the following areas:

- a) Student and interested party(s) feedback on elements of curriculum*
- b) Student attendance and student dropout rate,*
- c) Student performance by way of result etc.*
- d) Teacher turnover ratio.*
- e) Placement*

The results of Statistical analysis are evaluated to initiate appropriate corrective & preventive action.

2.2 Management Review

The management committee reviews the following at least agenda points once in three months for effectiveness and conformity:

- a. Actions outstanding from previous management review meetings
- b. Actions resulting from surveillance by the approval body
- c. Administrative procedures
- d. Course/programme design
- e. Course/programme presentation

- f. Performance of Faculty members/ Resource persons and future training required for the Faculty members/ Resource persons
- g. Complaints and appeals
- h. Analysis of student feedback
- i. Analysis on results of students in skill assessment and certification process by assessing bodies and NCVT

2.3 Complaint handling

Our procedure for complaint handling process is as follows:

- a) Providing information regarding complaint handling process to all interested parties through notice boards, institute brochures / websites.
- b) Maintain records of complaints and regular feedback is sought from students and staff. A complaint register is maintained and a complaint box is put up strategically outside the Administration department for receiving any feedback even after office hours. The telephone number of HOD, security and other concerned employees (pl specify) is displayed prominently on the suggestion box and other locations like.....(Pl. specify locations)
- c) Complaints from the interested parties are recorded in the complaint register.
- d) All the complaints / feedbacks will be acknowledged within one week
- e) The complaints are investigated by the ITI and resolved at the earliest possible. The maximum time for resolving a complaint is 3 weeks.
- f) The respective interested party is communicated on the closure of the complain to ensure satisfaction.

Records of all complaints and actions taken for the above are maintained by the Institution.

Section 3: Governance of the Institution

3.1 Leadership

Institute Management Committee has established and it follows formal methods to determine the needs and expectations of the interested parties with regard to effective delivery of curriculum and varied development of the students

Institute Management committee has identified all statutory and regulatory requirements for compliance.

<Please detail all the legal requirements applicable for the ITI>

Example: Applicable provisions of;

Shops and Establishments Act, 1947 and respective state Act

The Payment of Wages Act, 1936,

The Minimum Wages Act, 1948,

The Electricity Act, 2003.

The Motor Vehicles Act, 1988 etc.,

Institute Management committee;

- a) involves all members of the Institution in understanding and implementing the mission and quality objectives that are measurable and derived from core training and support processes of the Institution,
- b) identifies and plan for resources necessary for achieving the Institution's objectives,
- c) communicates to all members of Institution the importance of meeting the requirements of interested parties as well as the applicable statutory and regulatory requirements
- d) measures the performance of the Institution in order to monitor the fulfillment of the mission and quality objectives.

Formation of IMC and its registration as a society under Public Private Partnership

- a) An Institute Management Committee (IMC) is constituted/ reconstituted for each selected ITI. The IMC is converted by the State Government into a Society under relevant Societies Registration Act. The IMC registered as a society is entrusted with the responsibility of managing the affairs of the ITI under the Scheme.
- b) The IMC is led by the Industry Partner. In the IMC, the members are as follows:

- Industry Partner or its representative as Chairperson.
- Four members from local Industry to be nominated by the Industry Partner in such a way that the IMC is broad based.
- Five members nominated by the State Govt. [i) District Employment Officer, ii) One representative of the State Directorate dealing with ITIs, iii) One expert from local academic circles, iv) One senior faculty member, v) One representative of the students].
- Principal of the ITI, as ex -officio member secretary of the IMC Society.

Formation of IMC in other cases

- Correspondent or promoter as chairperson.
- Four members from local Industry to be nominated by the Industry Partner in such a way that the IMC is broad based.
- Principal of the ITI, as ex -officio member secretary of the IMC Society.
- Two staff members of ITI

3.2 Responsibility and authority

Head of the ITI and Key Personnel

The responsibility and authority of all the employees of the institute is defined and communicated to all the employees.

<Mention the roles in the ITI and give a brief description of their responsibilities and authorities>”.

For example:

- **Principal / Correspondent**
 - **Overall In-charge of profitability of the organization/ institution**
 - **Approval of vision and Objectives**
 - **Holding Management Reviews and ensuring all actions are completed as per the decisions of meeting.**

- **Providing budgets for required resources and its approval.**
- **Approval of all Capital items purchases.**
- **Collaborations and agreements**
- **Answerable to the Management Committee**

➤ **Accreditation Coordinator**

- **He is responsible to prepare Quality Manual and Procedures.**
- **Ensuring that a quality system is established implemented and maintained in accordance with the Accreditation guidelines.**
- **Reporting on the performance of the ITI to the management for review and for improvement of the ITI.**
- **Coordinating with NABET for smooth implementation of the Accreditation System in the ITI.**
- **Authorized to conduct the Internal Audits.**

➤ **Tutor/ Trainer/ Teacher**

- **Preparing Lesson plans in line with the NCVT guidelines**
- **Conduct of the theory and practical classes in line with the syllabus/curriculum.**
- **Continuous assessment of the students in line with the assessment criteria**
- **Reporting of any non conformances in course delivery/laboratories etc.**
- **Guide and help to make Quality manual, procedure, process instruction and formats.**

3.3 Accreditation Document (s)

A. Quality manual

The manual describes the training and related support processes including their interactions. It shall include or provide references to all documented procedures and other applicable criteria upon which the training system is based.

B. Control of documents

ITI has established a documented procedure describing the arrangements for:

- a) All the documents are to be prepared and reviewed internally for adequacy and approved by the head of the ITI prior to use.
- b) All the documents in the accreditation system are identified as NABET-AM-Version - Date of release of the document
- c) In case of any changes in the manual, the changes can be raised by the respective instructor and the same shall be reviewed and approved by the Accreditation Coordinator.
- d) All external documents, including the relevant regulations that are continuously kept updated.
- e) Relevant documents are available to all concerned within the Institution and to the interested parties. A master list of documents and distribution list is recorded.
- f) Obsolete documents are identified as "Obsolete copy / Not to be used" and kept in a isolated place.

C. Control of records

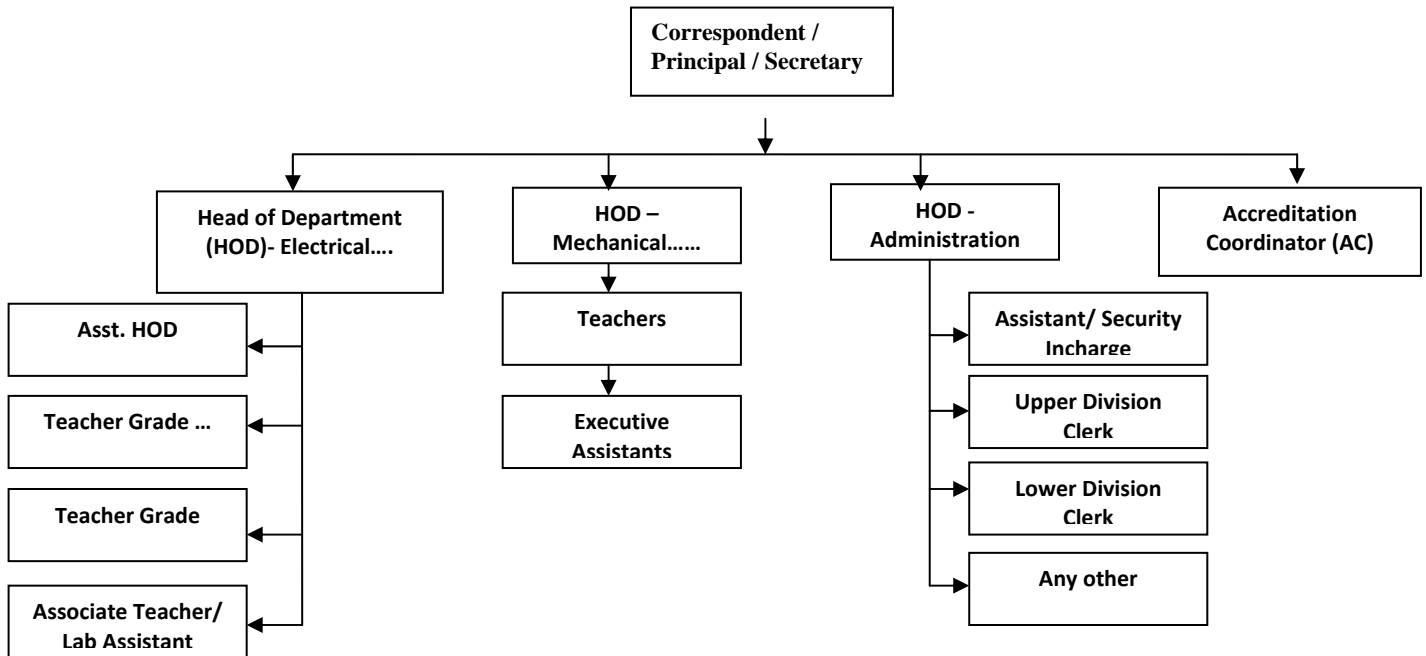
The institute has maintained the control of records by a documented procedure.

1. All the records within the accreditation system are Identified as -REC Name and --Date
2. The accreditation coordinator is responsible for any revisions in the format of the record.
3. All the records are stored at designated places and are identified.
4. The records are maintained and retained based on the legal requirements.

All records are disposed after the retention period either by scrapping or by shredding or by burning.

Annexures

a. **Organization Structure**



<Please modify this chart as per the current structure of the ITI. The chart depicted above is only a sample to give you an idea to prepare this chart for your ITI>

b. **Linkages / affiliations / recognitions**

Accreditation with National Accreditation Board for Education and Training (**NABET**) a constituent of Quality Council of India (**QCI**) and NCVT et.,

<Please mention the accreditations or the affiliations of the ITI>

Example:

NCVT recognition number.....

NABET Registration number

ITI association Number

Other professional Bodies membership

c. **Profile of senior management and trainers**

<Mention the name of the trainer, their qualification, experience in training, experience in industry, their specialization in any trade etc. >

Example:

FOR Basic computers:

1. Diploma in computers
2. Have a min. 2 yrs. Experience
3. Have knowledge in MS – Office etc.

FOR ELECTRICAL:

1. Diploma in Electrical / B. tech Ele.
2. Have a min. 2 -3 yrs. Experience

d. **Facilities**

<Please mention the Facilities available in the ITI with respect to condition of teaching and access to learning and meeting the requirements of stakeholder>

Example:

Reception area Sqft.

Class room sqft.

Toilets

lab

Library

Auditorium

Play ground

Medical Room

e. **Details of infrastructure**

< Mention the details of the infrastructure available including the class rooms, workshops, machines, tools and instruments available for training. Power supply availability etc.>

Class room - 8

Toilets - 2

Lab - 4

Library - 1

Auditorium -1

Computers - 15