

Guidelines for Assessments

For NSDC funded programs, all Training partners are required to have in place a detailed, well thought out assessment process for:

- a) Each candidate
- b) The Instructor

The assessment process and related tools should be vetted and cleared by the relevant Sector Skill Council or a designated NSDC authority prior to roll out.

Assessment for Candidates

Periodicity

- Assessments should be need based and can be regular/ periodic/ final depending upon the duration as well as the nature of the training programme.
- A final assessment at the end of the course is mandatory for all programs.
- To check understanding it is recommended that short assessments be carried out at the end of each session/ module.
- A repeat assessment should be carried out after necessary intervention in case the candidate does not clear the assessment at first go.
- It is recommended that a screening (pre-enrolment) test be carried out on the candidate to test pre-training knowledge or skill levels.

Design

- Assessment tools should be designed to test both practical skills and theoretical knowledge.
- Parameters for assessing student's abilities or understanding should be aligned to the relevant competencies that are expected to be acquired at the end of the training.
- Expected standards of performance for each competency should be clearly defined and students performance assessed against these standards.
- Questionnaires/ test papers should be as objective as possible (restrict use of open ended questions to the minimum) such as multiple choice questions, yes/no or True / False types.
- Questions should be framed simply and unambiguously.
- For candidates who are not literate, assessment should be done based on observation of practical skills. The assessment tool should consist of a detailed checklist of observable traits and candidates should be graded on each one of them while demonstrating the task he/she has been asked to perform.

Scoring

- All assessments recommended as part of the curriculum should be faithfully administered
- All assessments should be scored carefully and a log of all scores for every candidate maintained.
- Appropriate weightage should be given to interim assessment scores as well as final scores.

- Final grade secured by the candidate should be mentioned on the certificate.

Hard copies and soft copies of assessment forms and scores should be maintained and be readily available for any reviews by NSDC. Some sample assessment formats are given below for reference .

Assessment for Trainers

- All trainers should be certified in domain knowledge and instructional skills by an acceptable authority.
- Feedback should be sought from participants on trainers facilitation skills as well as domain knowledge at the end of every module which should be passed on to the trainer for self-improvement (**Refer Annexure 6**). Any negative feedback on trainers by participants should be taken seriously and addressed immediately. This feedback page (perforated) should be built into the participant's workbook at the end of each module for them to record their observations in and share. These, end of module feedback, could later be compiled to provide more specific feedback later.
- At the time of on-boarding and then periodically , trainers should be assessed in the following areas:
 - Facilitation / instructional/ pedagogic skills
 - Communication skills
 - Administrative skills
 - Domain knowledge – both theoretical and practical
 - Understanding of Health and Safety issues.
- Provision should be made for regular training of trainers .

SAMPLE

Disclaimer: The example given below is purely illustrative and has been provided as a reference to assist with the drafting of the document as per the template and the style of language. The contents given below may not strictly, in all senses, reflect a typical curriculum for the course under reference.

Format 1

Assessment No.

Name of Program: _____ **Duration of Test:** _____

Name of Module: _____ **Maximum Marks:** _____

Date:

Name of Candidate	ID No.	Marks Obtained

Instructions:

- Please complete the test within the allotted time and hand over your answer sheets to your instructor
- Do not overwrite
- Use a pen/ pencil for writing
- Complete the test in all honesty. No discussions are allowed during the test.

Part 1 – (Model 1 – closed ended questions) Tick the correct option

Q.1 The exchange of goods for an agreed sum of money is called selling:

- a) True
- b) False

Q.2. Positive thinking is a state of mind which expects happiness, joy, health and a successful result of every situation.

- a) True
- b) False

Part 1 – (Model 2) Given below are a set of questions for which the answer is either True or False (or Yes or No). Please mark your responses in the answer sheet attached with a pencil. Make sure the circle is completely filled. Each question carries one mark.

Q.1 The customer is dependent on us and we are not dependent on the customer

Q.2 A daily stock report gives you the complete break up of sales activities carried out during the day

Q.3 In direct distribution, products are distributed directly by the manufacturer to the retailer:

Answer Sheet

	<u>True/</u>	<u>False/</u>
	<u>Yes</u>	<u>No</u>

Q.1

Q.2

Q.3

Part 1 – (Model 3) (Multiple Choice Questions) Choose the correct option

Q.1 Identification with and understanding of another's situations, feelings and motives is called:

- a) Sympathy
- b) Empathy
- c) Interaction
- d) Response

Part 2 – Identify and name *(provide visuals and ask participants to name them)*



Part 3 – (Open Ended Questions)

Q.1 What is the difference between direct distribution and indirect distribution ?

A. _____

Q.2 What information does the Daily Stock Report give you?

A. _____

Q.3 What is the first thing that you do when a customer comes to you with a complaint?

A. _____

Part 4 – Given below are steps in a process. Rank them in the right sequence from 1 to 7

Q.1 The key steps in a sales process are:

- Closing the call
- Selling the product
- Meeting & Greeting the customer
- Responding to queries
- Probing for need
- Offering the correct solution
- Giving options

Part 5 – Match the items in Column A with items in Column B

<u>A</u>	<u>B</u>
Cellphone	Warranty
Electronic Gadget	EDC machine
Point of Sale	Greeting
Communication	Pre paid Card
Personality	Physical appearance