



Process Manual

Continuous Monitoring

Version 2.3

Version History

Version number	Purpose	Changes made	New Processes	Author Date of Creation
V 1.0	Process Manual & Guidelines for Continuous Monitoring	N/A		17 th May 2018
V 2.3	Process Manual & Guidelines for Continuous Monitoring	New policy of sending quarterly pushes & score reduction		02 nd July 2018

Note: NSDC as the implementing agency has the right to change the contents of this Process Manual at any given point of time. The updated version will be available on the SMART website (<http://smart.nscsindia.org>).

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Glossary

Item	Definition
TP	Training Partner
TC	Training Centre
SMART	Skill Management & Accreditation of Training Centres

About this Document

This document is a Process Manual that can be used as a guide by all the Stakeholders implementation of the Guidelines for Continuous Monitoring.

Purpose of Continuous Monitoring

Effective and Continuous Monitoring of the Training Centre is considered crucial for efficient delivery of the training for all the skill development schemes. Continuous Monitoring is envisaged to regular assess the infrastructure at the Training Centres (TCs). To overcome significant challenges that remain with regards to the delivery of quality of training. Continuous monitoring of the Training Centre is crucial. Continuous Monitoring is done for all such centres which gets Accredited & Affiliated on SMART.

1 push will be sent in every quarter on the [TC mobile application](#), to every accredited & affiliated TC on SMART. In each push, the TC SPOC needs to upload certain pictures of the training centre. Only 24 hours' time will be given to TC after getting push to upload pics.

Pre-Conditions for Receiving for Continuous Monitoring Push

1. Updated TC Mobile Application (**SMART NSDC Training Center app**) must be installed in the TC SPOC's mobile. Below is the link to download the same:

<https://play.google.com/store/apps/details?id=com.nsdctpimageupload>

2. User must be logged in with valid TC credentials.

Push Notification received by Training Centre

Step 1: See the notification received in the notification section of mobile regarding uploading picture for continuous monitoring.

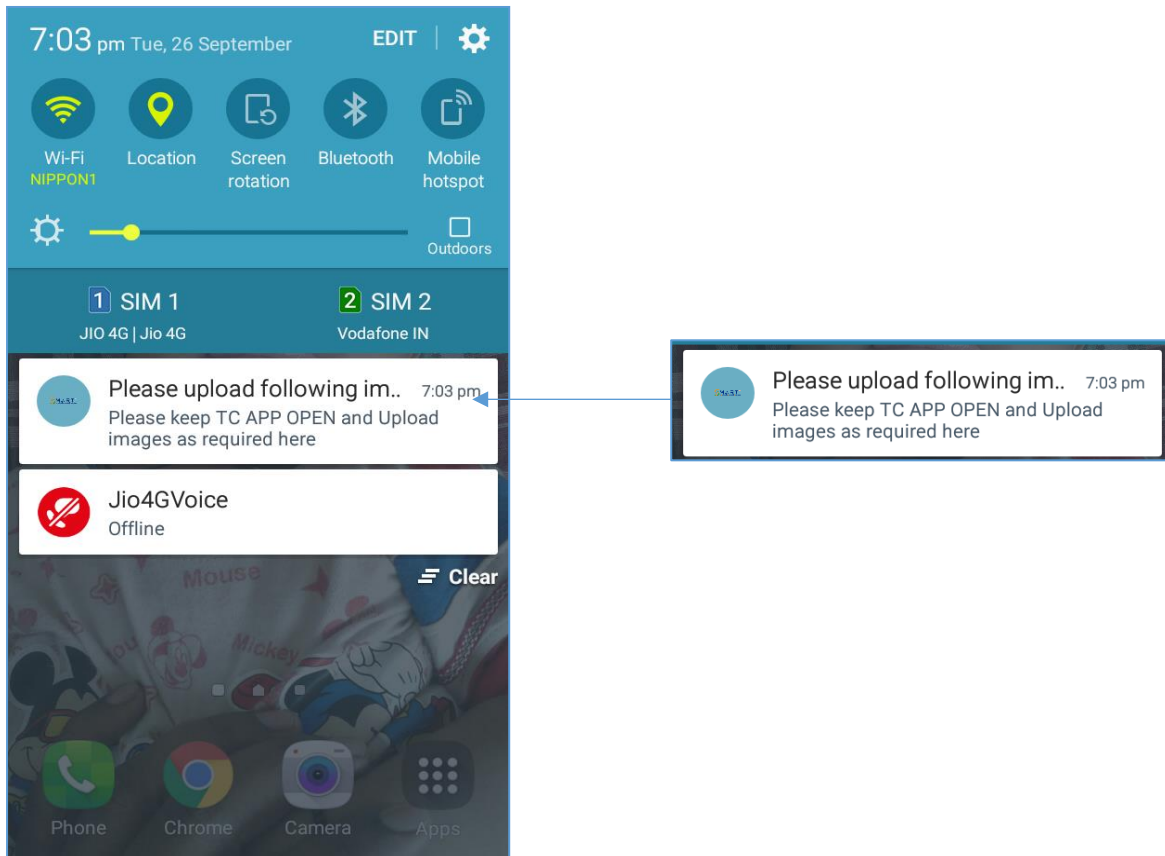


Figure 1 Notification received for uploading picture

Step 2: Click on the Notification or user can directly open on mobile application for uploading pictures.

Step 3: Click on Next as you have already logged in the application. (one of the Pre-condition condition).



Figure 2 Landing page of SMART TC mobile application

Step 4: Click on the Notification (Bell) icon to upload images.

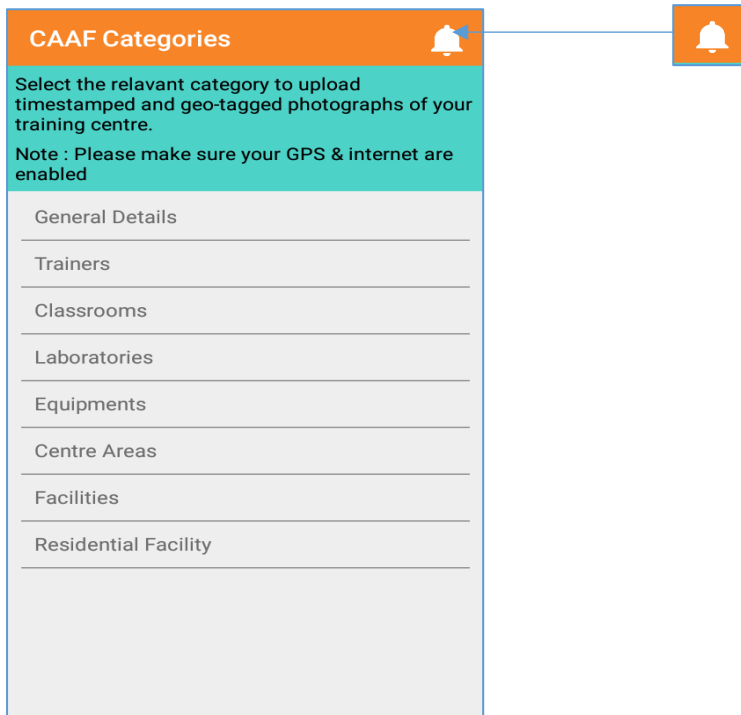


Figure 3 Home page of TC Mobile application

Upload Images for Continuous Monitoring

Step 1: Click on each parameter one by one to upload images for them.

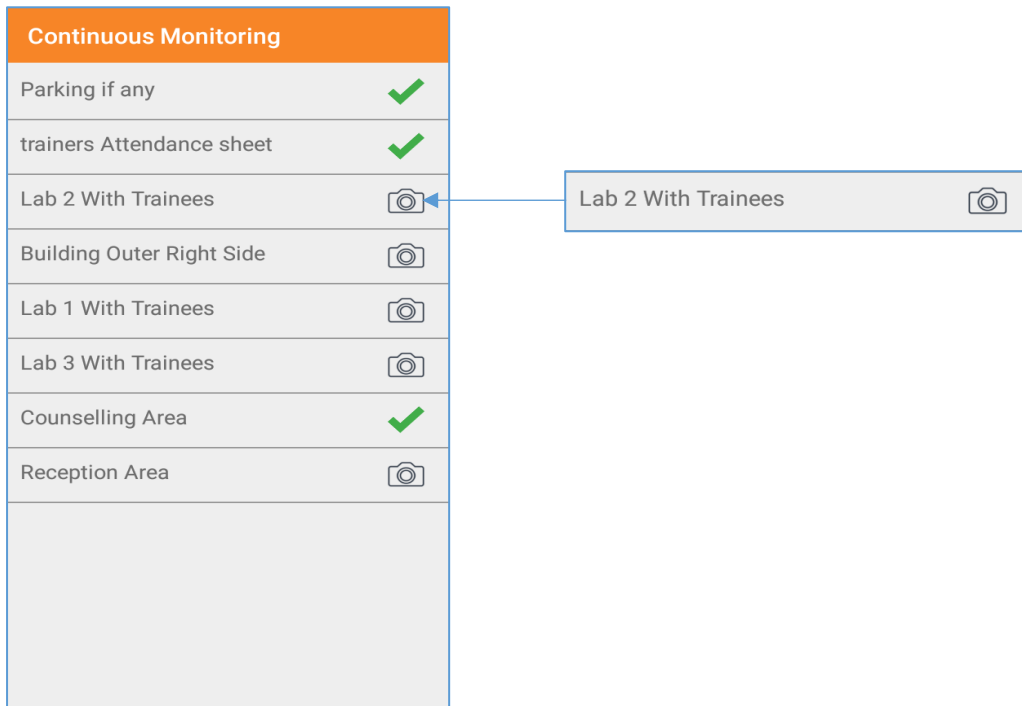


Figure 4 Continuous Monitoring Push will open with the parameters name against which pic to be submitted

Step 2: Camera will open, click on the shutter button to click the appropriate image for that parameter.

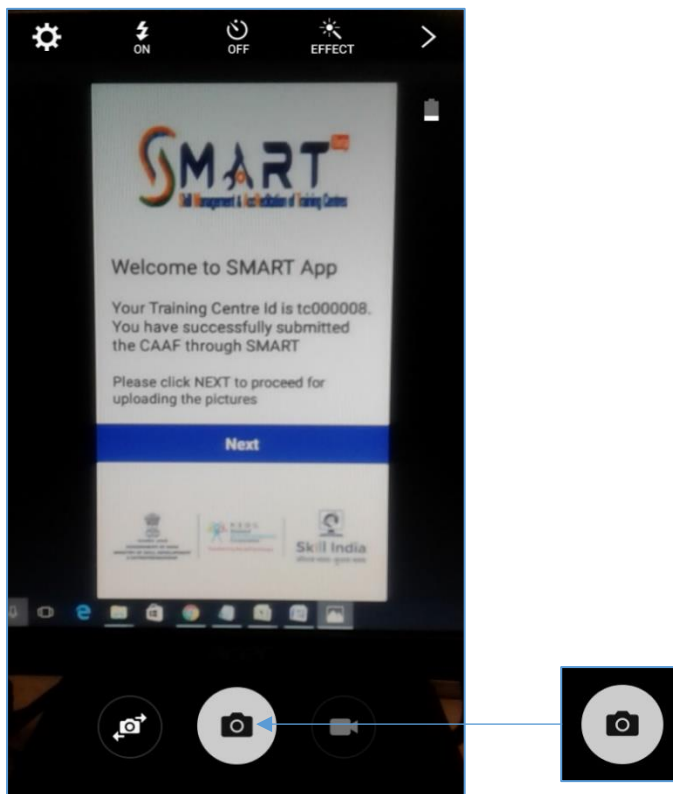


Figure 5 Camera gets open to click image

Step 3: Click on Submit button; if you are ok with the image captured by camera or press Cancel button to re-capture the image. Latitude, longitude of the TC will get captured, along with the timestamp.

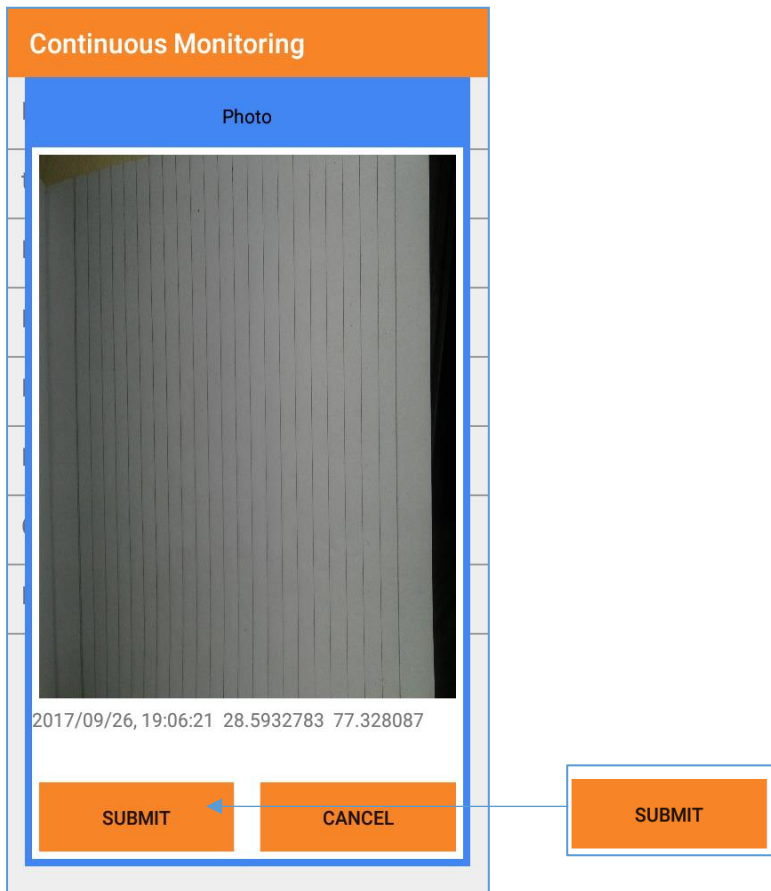


Figure 6 Review the image captured by Mobile camera

Step 4: Once you click it, a tick mark (Correct) will appear against that parameter for which submit button is pressed. One by one user must submit all the images received in the push.

Continuous Monitoring	
Parking if any	✓
trainers Attendance sheet	✓
Lab 2 With Trainees	📷
Building Outer Right Side	📷
Lab 1 With Trainees	📷
Lab 3 With Trainees	📷
Counselling Area	✓
Reception Area	📷

trainers Attendance sheet ✓

Figure 7 Correct tick mark appeared for which image is submitted

Note: It is mandatory for all the centers to upload clear picture of each parameter received in a push for Continuous Monitoring & must reply to all the push received in a month for Continuous Monitoring.

Consequences of not responding to Continuous Monitoring

Based on responses received from TCs, their Score & Grade will be changed. Below are the important points:

1. Inspected score & grade will become the Baseline score.
2. If a TC is responding to less than 60% parameters during quarterly push, its score will be reduced by 20% 10th day of that quarter & becomes new baseline score (refer below figure where NR is mentioned).
3. If a TC is responding to more than/ equal to 60% parameters during quarterly push, its score will not change.
4. If TC wants to increase the score, he/she can do the same by only Re-inspection process.
5. After successful Re-inspection, the updated score will become new baseline score.

For E.g.:

Refer the below image for Score calculation.

Baseline score of TC is 40.

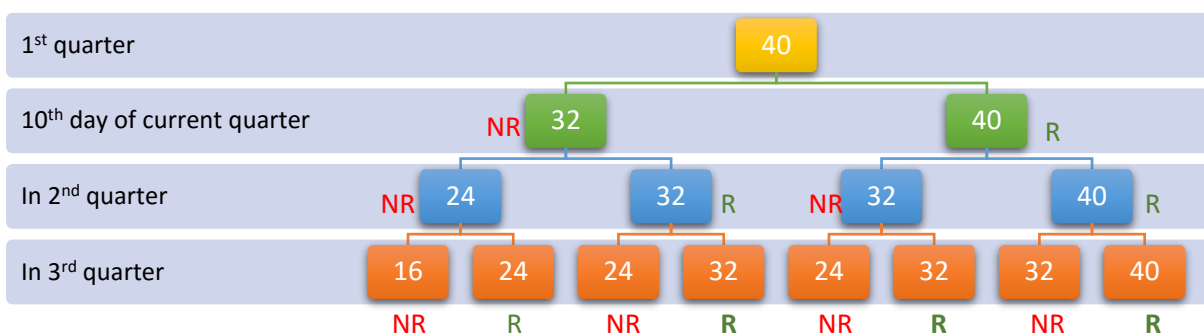


Figure 8 Score calculation process of TC based on response to Continuous Monitoring Pushes

where,

R (Received):

Replied to equal to or more than 60% parameters in a quarter (e.g., 18/30 example. Not every TC will need to submit 30 pictures. This number will vary based on the number of classes, labs in a centre)

NR (Not Received):

Not Replied (Replied to less than 60% parameters in a quarter during Continuous monitoring.)