



CAPACITY
BUILDING
COMMISSION

Capacity Building Commission
20th, 21st & 22nd Floor,
Jawahar Vyapar Bhavan,
Tolstoy Road, New Delhi - 110001



CAPACITY
BUILDING
COMMISSION

National Standards
for Civil Service
Training Institutions
Operational Manual

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Narendra Modi
Hon'ble Prime Minister



प्रधान मंत्री
Prime Minister

Civil services are pivotal instruments of governance. They are the agents of change that deliver and serve the citizens of the nation. The Government of India attaches high importance to the capacity needs of the Civil service of India. Mission Karmayogi aims to create a professional, competent, well-trained, and fit-for-future civil service; a civil service that keeps citizen welfare at its heart to build and serve a New India. Mission Karmayogi will be a key enabler in augmenting and enhancing the capacity of civil services capacity building ecosystem in the country.

In this civil service capacity building ecosystem, Civil Service Training Institutions are the most important actors of the supply-side, training 31 lakh employees of the Government of India. These institutions have the critical responsibility of providing lifelong learning to officers and acting as mentors throughout their careers. As one of the most integral parts of a civil servants' training journey, the institutes hold the duty of building capacity to create a responsive workforce, that is citizen centric. The institutes contribute to the four Es of civil service learning: Empowered learning, Effective Learning, Exploratory Learning and Electronic Learning. They also look to empower officers with role specific behaviours, functional expertise, and domain knowledge that facilitate officers to perform to the highest standards.

The National Standards for Civil Service Training Institutions (NSCSTI) has been developed by the Capacity Building Commission (CBC) to introduce Standards for best practices in the civil service capacity-building ecosystem. NSCSTI is an important element of the Nation's institutionalization of capacity building. The Standards will equip training institutions to help civil servants tackle emerging challenges of globalization, climate change, technology, and demography.

The standards will harmonize trainings and will be critical in enhancing training quality across civil service training institutions. The standards serve the vital function of providing a common baseline and a standard scale of measurement for the diverse training institutes in India. NSCSTI, based on strategic focus areas of training needs analysis, governance, impact assessment, phygital, faculty development and knowledge repository, will assist institutes in understanding their current capacity, as well as support them in adopting an aspirational path to achieve their specific goals.

The standards will be instrumental in transforming Indian Civil Services learning ecosystem. I commend the whole-of-government approach taken by the Commission while ideating on the focus area of the standards. It gives me great pride that India is the first country in the world to come out with a unique model to create standards for civil service training institutions. I hope India will soon be a lighthouse for countries across the globe.



(Narendra Modi)

This Operational manual provides a functional guide to the accreditation and assessment process for the National Standards for Civil Services Training Institutions (NSCSTI). The guidelines in this manual define and lays out a detailed procedure for the application and conduct of assessment of Institutions as approved by CBC. These guidelines also set out to define the roles & responsibilities, surveillance process and formats for reference that will support the overall assessment.

In case of questions regarding the operational Manual for application and assessment process for the National Standards for Civil Services Training Institutions (NSCSTI), please contact the following persons:

Mrs. Madhu Ahluwalia

Madhu@qcin.org
+91 98104 65507

Mr. Nikhil Relia

Nikhil.nabet@qcin.org
+91 85888 11617



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EXECUTIVE SUMMARY

- 1.1. Capacity Building of civil services is a strategic priority of the Government of India. Through the several reforms announced as part of Mission Karmayogi, the Government of India has highlighted the need for a fundamental shift in training of civil service officers. The new architecture identifies the need to shift from rule-based to role-based learnings, implement blended learning methodologies for enabling anytime-anyplace-any-device learning, encourage collaboration and empower officials with the relevant tools for enriched learning experience.
- 1.2. As part of the vision, Mission Karmayogi has also identified the need for development of an evaluation framework for enabling functional assessment of all civil service training institutions. In this regard, National Standards for Civil Services Training Institutions has been developed which provides a mechanism of quality assurance and standardization of capacity building practices at an institutional level in the civil service capacity building ecosystem.
- 1.3. The framework has been developed to set aspirational yet realistic benchmarks and inspire institutes to pursue continuous improvement in the field of civil service capacity building. The components of the framework are expected to foster initiatives for enhanced quality and standardization as well as leverage Indian and International best practices to fulfill the vision of Mission Karmayogi.
- 1.4. The framework acknowledges the diversity of the training institutions in India for civil services with respect to their mandates, audience of trainees, scale, nature of training programs etc. The evaluation mechanisms have been devised to enable assessment in the spirit of the elements of the framework with due consideration to the diversity. The purpose of the National Standards for

Civil Services Training Institutions (NSCSTI) is to identify strategic areas which require appropriate interventions for fostering a collaborative mechanism of enhancing teaching and learning processes.

1.5. This operational manual contains guidance on the accreditation and assessment process for the National Standards of Civil Services Training Institutes (NSCSTI) and lays out in detail

the steps involved in the accreditation process including registration, application, assessment, certification etc. This manual only provides operational know-how of the assessment process and is a guide for the applicants willing to apply for accreditation for National Standards for the Civil Services Training Institutes.



LIST OF ABBREVIATIONS

CTI	Central Training Institute
ATI	Administrative Training Institute
CBC	Capacity Building Commission
NABET	National Accreditation Board for Education & Training
QCI	Quality Council of India
NSCSTI	National Standards for Civil Services Training Institute
DA	Desktop Assessment
QA	On-site Assessment
Secretariat	NABET Secretariat
PA	Primary Assessor
SA	Secondary Assessor
NC	Non-Conformity

3

INTRODUCTION

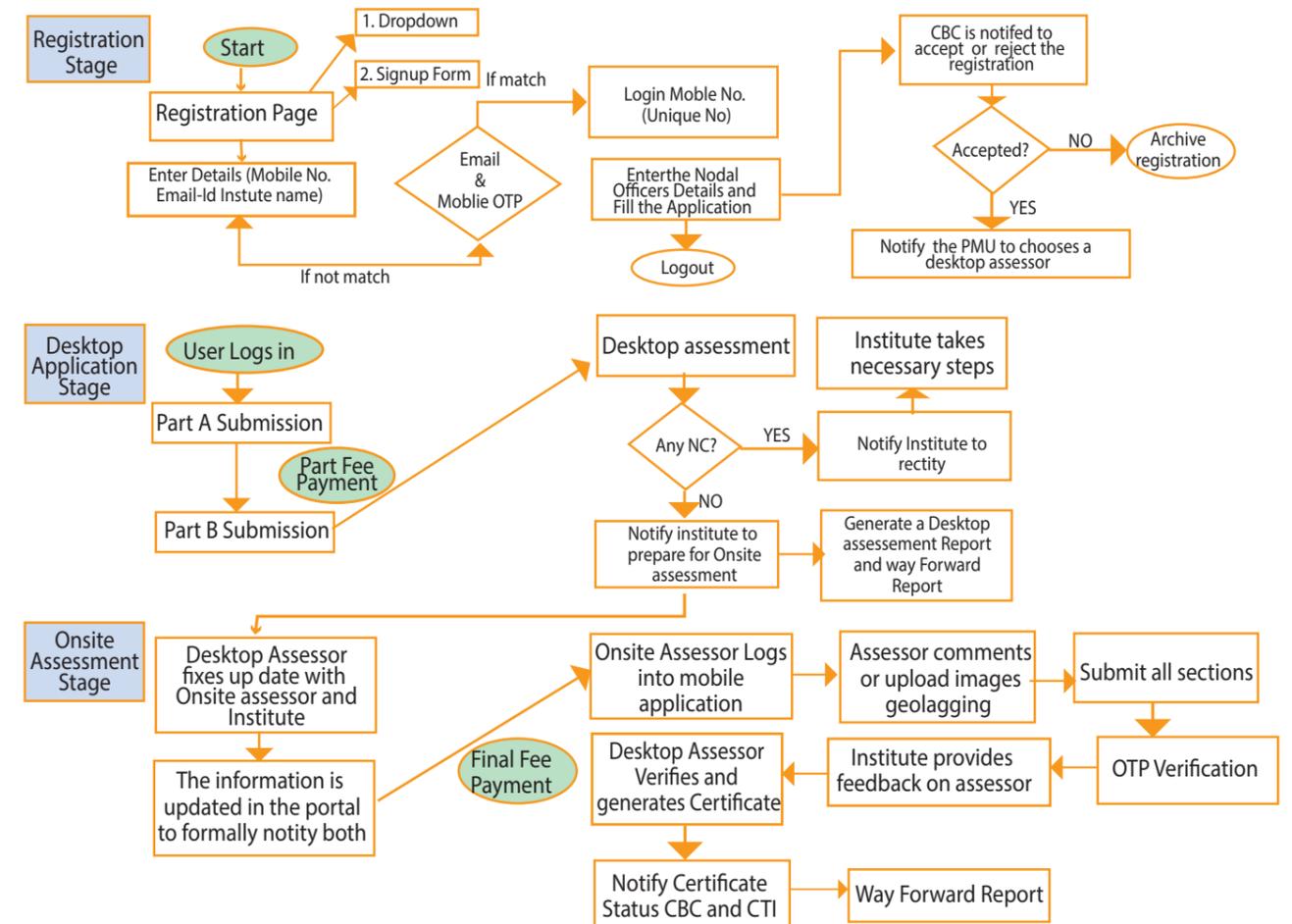
- 3.1 Accreditation is a process of establishing competence of a training institute in delivering the requisite elements and its ability to carry out evaluation of competence acquired by the learners / trainees. Accreditation focus is on learning, self-development and encourages training institutes to pursue continual excellence.
- 3.2 The success of any training institute is largely dependent on the competency of a trainer and supporting ecosystem for effective training delivery system. Training is a specialized field that requires domain expertise specific to a particular role, in depth knowledge and adequate skills for effective transfer of knowledge to the learner and assimilation of the same by the learner.
- 3.3 Presently, there is a lack of availability of formal/regulatory accreditation mechanism in the country. In order to ensure that training institutes of the country intending to adhere to basic norms for quality delivery of domain specific education/ training have a standardized framework to ensure quality, the Capacity Building commission has designed a framework i.e., “National Standards for Civil Services Training

Institutes”. This framework has been developed to make all prospective training institutes, know the minimum requirements that they must establish and operate before seeking the accreditation.

- 3.4 A training institute willing to receive accreditation can align its operations to the norms laid down under the framework and create the necessary system and facilities to be eligible for accreditation.
- 3.5 The purpose of introducing accreditation program for the training institutes is to uphold high standard of quality and expectations of the various interested parties of the government training system.
- 3.6 Some of the salient objectives includes:
 - To assess training institute’s capability of meeting defined quality standards for delivery of training services.
 - To foster excellence in delivering competency- based education and training.
 - To establish a framework for continual improvement and provide opportunity to benchmark with other institutions.
 - To facilitate developing professional competency of the learners/trainees.

4

ASSESSMENT PROCESS



4.1 REGISTRATION

4.1.1 For registration on the NSCSTI website, the institute will register itself by clicking on the register button on the homepage

of the website. The link of the website is provided below: <http://13.234.99.122/#/account/login>

National Standards for Civil Service Training Institutions

Register

← Back to Login ← SignUp

Note - In case your institute is not in the dropdown kindly signup.

4.1.2 To register, the institute is required to select its type (Central Ministry Institution or State Institution) from the drop-down list and enter

email ID, mobile number and name of the Nodal Officer. The same details will be used for future communications.

National Standards for Civil Service Training Institutions

Register

← Back to Login ← SignUp

Note - In case your name doesn't appear in the drop down you may register by pressing on signup.

4.1.3 Registration will be authenticated by dual verification through OTP sent on the registered Email ID and phone no. which will be valid for 10 mins only. Once the registration is completed, the institute will

receive login credentials on the registered Email ID In case the institute name is not in the drop-down list. The institute can register by clicking on the sign up button.

Verify Email ID and Mobile Number

An OTP has been sent on the Entered Email ID and Mobile Number

Email: [input] Edit

Verify OTP: [input]

Resend OTP

Note: In case you have not received the OTP, please check Junk/Spam folder

Mobile Number: [input] Edit

Verify OTP: [input]

Resend OTP

4.1.4 The institute will log in using the login credentials sent on the registered Email ID of the institute, upon which it will be

redirected to a pop-up window where it will be asked to reset the password for security reasons.

4.1.5 Post successful registration, a flowchart depicting step-wise assessment process will appear on the homepage. The tick mark on each step depicts the completion stage of the application and assessment process.

Once the registration is successfully done, a unique number is generated on the website, which is to be used for any further references and correspondence

4.1.6 To fill the Application form, the institute can click on the 'Application

Form' button provided on the topbar of the homepage.

4.2 APPLICATION

4.2.1 The Application is divided into two sections -a) Application Form and b) CTI Framework. Once both the sections

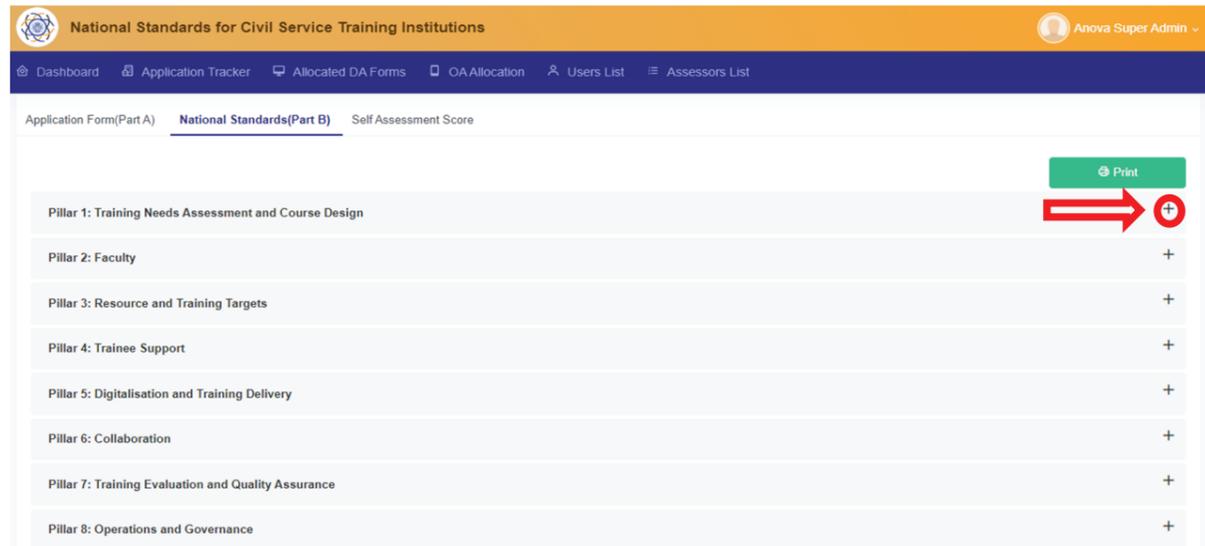
have been filled and submitted by the institute, a self-assessment score is generated on the website.

4.2.2 **Application Form:** The Application Form contains 86 generic questions on demographic details, faculty information, offline and online trainings conducted, funding &

expenditure of the institute etc. Once the Application Form has been filled, the applicant can move to the next section by clicking on the National Standards (Part B) tab

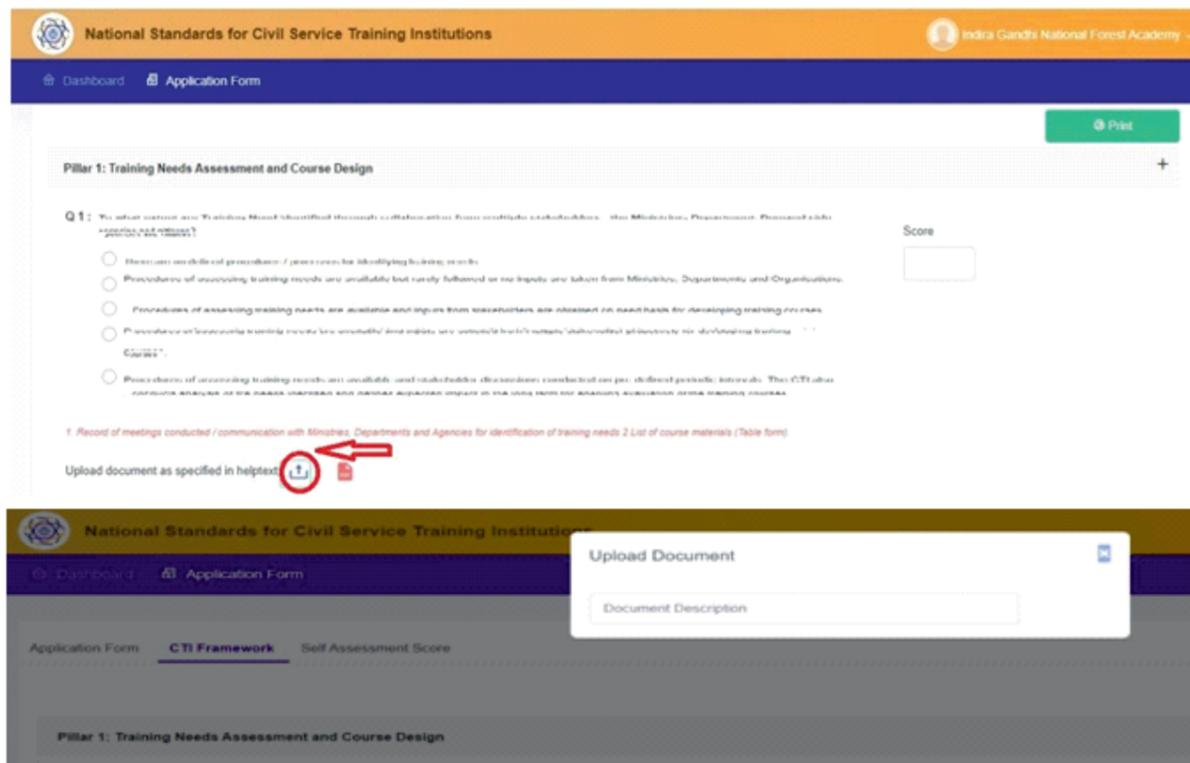
4.2.3 **CTI Framework:** The CTI Framework is bifurcated into eight pillars as per the approved framework of CBC. This section contains 59 objective type

questions based on the eight pillars. The questions under each pillar can be accessed by clicking on the plus button(+) in front of each pillar.



On accessing a question through the (+), five progressive stages for the question are presented. The institute is required to select the stage at which the institute currently assesses itself to be at. The Institute is

required to upload documentation supporting their claims in each question. The documents should be attached with proper description for ease of identification



4.2.4 It may be noted that an application once submitted, cannot be changed, therefore the institute is advised to fill in the Application Form and CTI Framework correctly in one go.

4.2.5 **Self-Assessment Score:** Based on the inputs provided in the CTI Framework, a Self-Assessment score will be generated for the reference of the institute.

The screenshot shows the 'Self Assessment Score' table. The table has four columns: Parameter, Score, Weightage(in %), and Weighted Score of Section. The data is as follows:

Parameter	Score	Weightage(in %)	Weighted Score of Section
Pillar 1: Training Needs Assessment and Course Design	12	10	1.2
Pillar 2: Faculty	29	20	5.8
Pillar 3: Resource and Training Targets	19	15	2.85
Pillar 4: Trainee Support	9	10	0.9
Pillar 5: Digitalisation and Training Delivery	23	10	2.3
Pillar 6: Collaboration	10	15	1.5
Pillar 7: Trainee Evaluation and Quality Assurance	17	10	1.7
Pillar 8: Operations and Governance	18	10	1.8

4.2.6 The timeline for this process is 30 days.

4.3 DESKTOP ASSESSMENT

- 4.3.1 Once an application gets submitted and a self-assessment score is generated, a desktop assessor is assigned to the institute for further processing of its application. The assigned desktop assessor will review the Application Form along with CTI Framework based on the enclosed documents to support the claims provided by the institute.
- 4.3.2 If the application is found to be complete and satisfactory as per the document checklist, the desktop assessor will approve the application and mark the desktop assessment "as complete"
- 4.3.3 In case, the application or documents attached to it are found to be incomplete or unsatisfactory, A Non-Conformity (NC) will be raised by the desktop assessor and the institute will be required to provide subsequent justification for the NC raised along with the required documents within the stipulated time frame.
- 4.3.4 The applicant institute will receive an email for the NC raised and may view the NC on the CTI Framework tab, in front of the respective question for which NC has been raised.
- 4.3.5 When an NC is raised by the assessor, it will be shown in Open status, until the assessor moves it to closed status. The institute is required to provide a satisfactory reply to the NC raised, which is subjected to acceptance by the desktop assessor. Once accepted, the Open status of the NC will be moved to closed status.
- 4.3.6 Once the NC raised has been moved to closed status, the application will be further processed for on-site assessment. The desktop assessor after review of the application and satisfactory reply by the institute, if an NC is raised, will mark the desktop assessment as completed. On completion of the DA, a DA report will be generated which will be sent to the institute.
- 4.3.7 The time line for this process is 15 days

4.4 ON-SITE ASSESSMENT

- 4.4.1 Post successful DA, an onsite assessment will be scheduled by the desktop assessor.
- 4.4.2 Information for the same will be communicated to all the stakeholders via e-mail containing the following details:
- Onsite Assessment Schedule
 - Onsite Assessors Details
 - Contact Details of DA
 - Desktop Assessment Report
- 4.4.3 The desktop assessment report of the institute will be shared with the onsite assessor based on which, the assessor will verify and check the claims of the institute through physical verification at the institute.
- 4.4.4 After necessary review and verification of the documents, the onsite assessor will upload the documents verified in person on the mobile app.
- 4.4.5 The nodal officer will receive an OTP, which is required for submission by the onsite assessor while submitting the documents on the mobile app at the time physical verification. The OTP verification at the time of OA creates a transparent mechanism for assessment of the Institute.
- 4.4.6 After the OTP verification, at the time of submission of documents, an on-site assessment report will be generated. The onsite assessment report will be shared with the institute.
- 4.4.7 Based on the onsite assessment report, the NABET Secretariat will award marks and grade the institute as per the below criteria :

Marks (range)	Grade awarded	Star rating
≥89-100	सर्वोत्कृष्ट	★★★★★
≥77-89	अतिउत्कृष्ट	★★★★
≥65-77	उत्कृष्ट	★★★
≥53-65	अतिउत्तम	★★
40-53	उत्तम	★
Below 40	No rating	

4.4.8 The institute scoring marks below 40 will not be eligible for certification.

4.4.9 The NABET Secretariat will send names of recommended institutes scoring marks above 40 to CBC for final approval of grades and certification.

4.4.10 During the on-site review checklist, it

may be noted that the ground situation, type of institute, its mission, local needs, expectations, objectives, facilities, and processes will need to be considered with special attention as the standard is functional and non-prescriptive in nature

4.4.11 The time line for this process is 10 days

4.5 RESCHEDULING & REVISIT

4.5.1 The On-site assessment can be rescheduled in consultation with all the stakeholders, if required after approval of the NABET Secretariat. The rescheduled information will be shared with the stakeholders via email.

4.5.2 The onsite assessor may also revisit the institute if required. Such revisit can be

rescheduled within 15 days of the date of last visit and the onsite assessment schedule for such revisit will be shared with the institute.

4.5.3 The onsite assessment can also be rescheduled, if in case the certificate generated is rejected by the CBC.

4.6 FEEDBACK

4.6.1 Once the onsite assessment is complete, the Institute will receive a feedback form via google link for the assessment conducted at their institute.

4.6.2 The feedback form will include questions on the process of assessment, behavior of the assessor,

website & mobile app functioning and ease of assessment conducted, etc.

4.6.3 The feedback received by NABET Secretariat will be shared with all the stakeholders including CBC for further action.

4.6.4 The time line for this process is 7 days



CERTIFICATION

5.1 The NABET Secretariat will recommend institutes to CBC for certification on the basis of their grading/scoring.

5.2 After the approval of CBC, the certificates will be generated in e-

format with pre-defined validity and will be uploaded on the NSCSTI portal. A copy of the e-certificate will also be shared with the institute via email.

5.3 The time line for this process is 15 days.



ROLES AND RESPONSIBILITIES

6.1 NABET Secretariat:

6.1.1 The NABET Secretariat will be the nodal agency for the applicant institute, assessment team and will carry out the below stated roles:

- To develop and maintain the NSCSTI website and mobile app.
- To maintain the assessor pool and appoint the assessment team.
- To facilitate the DA and OA process and establish & maintain an effective, transparent and fair mechanism of assessment.
- To coordinate with stakeholders and issue certificates.
- To provide data analytics and timely updates to CBC.
- To provide timely information and necessary guidance support to the applicant Institute.

6.2 Assessment Team:

The Assessment team will submit a detailed report to NABET after conducting end to end assessment of the applicant institute by reviewing & verifying documentary evidence. The Assessment Team comprises of following members:

- Primary Assessor
- Secondary Assessor
- NABET Secretariat
- Any other, if required

6.2.1 Primary Assessor

- 1) Support NABET Secretariat in selecting a team of assessors & establish contact with the Institute.
- 2) Follow established assessment processes to obtain unbiased and accurate findings and conduct assessment objectively.
- 3) Prepare assessment plan & lead the assessment team.
- 4) Review institute documents & resolve issues/conflicts if any during assessment.
- 5) Formally open and close the assessment.
- 6) Inform assessment findings to the institute.
- 7) Prepare assessment reports to be shared with the NABET Secretariat as per the laid down formats.
- 8) Ensure confidentiality throughout the assessment.
- 9) Follow up activity, if any as per guidelines.

6.2.2 Secondary Assessor

- 1) Support the Primary assessor in all tasks required to be performed for the successful completion of the assessment process.
- 2) Plan & Prepare for the assigned task and perform duties in accordance with the relevant checklist.
- 3) Record the assessment findings and handover to the Primary advisor.
- 4) Ensure confidentiality throughout the assessment.

6.2.3 NABET Secretariat

Provide accurate & timely information and provide support to the primary and secondary assessors during the assessment process in terms of:

- 1) Arranging office space for assessors
- 2) Assigning guides to each assessor for arranging visit to assessment areas and establishing contact with the examinees.

- 3) Deciding and taking timely actions in the identified gap areas.
- 4) Providing operational support and carry out induction for the stakeholders.

6.2.4 Any other, if required:

- 1) A technical assistant if required, to provide technical inputs during the assessment process to the assessors.
- 2) Support Principal Assessor in deciding the severity of the non-compliance, if observed.

6.3 Capacity Building Commission:

- 1) To facilitate and coordinate with NABET Secretariat for the conduct of induction trainings.
- 2) To provide approvals for onsite assessor's list and certificates.
- 3) To exhibit the accredited list of institutes on the CBC website.
- 4) Any other task required for successful accreditation of training institutes.

7

ACCREDITATION RENEWAL

- 7.1 Institute accreditation is valid for two years. After two years, Institute is free to decide whether to renew its accreditation or not.
- 7.2 Renewal process is the same as the fresh process. All steps from section 4 to 6 are followed for the renewal process as well.

8

COMPLAINT AND APPEAL MECHANISM

- 8.1 Mechanism for handling complaints, appeals and disputes as detailed in NABET procedure (Annexure).

9

CONFIDENTIALITY

- 9.1 Assessors shall maintain confidentiality throughout the assessment process and after the assessment process is completed.
- 10.2 Declaration to ensure no conflict of interest and to maintain confidentiality is signed by the assessor before starting the assessment.

10

WITHDRAWAL OF ACCREDITATION

- 10.1 NABET may suspend or cancel an accreditation of the Institute because of any of the following reasons, but not be limited to:
- a) Non-compliance or violation of the NABET and CBC requirements.
 - b) Providing insufficient or incorrect information to NABET Secretariat.
 - c) Improper use of NABET accreditation status and accreditation grading.
 - d) Changes in the certificate format without NABET and CBC approval.
 - e) Failure to report any major changes.
 - f) Any other condition deemed appropriate by NABET and CBC.
 - g) At the request of the Institute.
 - h) Any unethical practice or behavior.
- 10.2 In the eventuality of the Institute found not complying to the accreditation norms, the same shall be withdrawn by NABET and CBC. The following may be the cause of withdrawal:
- a) On receipt of any representation from any person, or any information received from any other authority or a statutory body, or on the basis of any enquiry or assessment conducted by it, satisfied that Institute has contravened any of the provisions of the accreditation guidelines related to the course.
 - b) Whenever it is found that institute has submitted or produced any information and documentary evidence which is found to be false at any stage or any condition which has not been complied in relation to the training being offered for accreditation.
- 10.3 The initial punitive measure of suspension of accreditation may be taken by NABET and an opportunity of hearing the institute will be provided. An independent Committee will look into the matter. If the institute is found non-compliant or faltering the Committee may recommend withdrawal of accreditation of the institute.

Note: The accreditations cancelled will be removed from the list of accredited institutes uploaded on the CBC website.

10.2 In the eventuality of the Institute found not complying to the accreditation norms, the same shall be withdrawn by NABET and CBC. The following may be the cause of withdrawal:

11.4 Institute has an opportunity to appeal against this decision. The decision of the Appeal Committee will be final and binding on all.

9.5 In the event of any Institute being found flouting regulatory requirements related to the course as laid down by the various departments of Government of India for

the management of content and delivery of training, the accreditation of institute will be withdrawn immediately.

9.6 Institute whose accreditation has been withdrawn once, shall not be eligible to apply for accreditation again for next one year.