

**Brisk Mind Pvt. Ltd.**

About Us-

Brisk Mind Pvt. Ltd. has been founded by alumni of IIM, IIT and NRI’s with rich experience in the field of education, assessment as well as technology.

Brisk Mind works with government agencies, NGOs, and other private partners to facilitate a wide variety of activities ranging market scanning and impact analysis, placement, post placement support.

Brisk Mind has a comprehensive suite of assessment and learning products, solutions for educational institutions, training organization and corporate. Brisk Mind has a dedicated team for occupational assessments which comprises of subject matter experts, content creator, Assessments Designer and Field Experts. All the assessor possess considerable hands on experience and domain knowledge. They are trained on all the processes, tools and systems of Brisk Mind.

What We Do for Companies

* We are an Assessing Body with a PAN India presence and are operational in the field of Skill Assessments under various Government, Semi Government and Industry Endorsed projects in 72 vocational trades.
* We help companies improve their workforce productivity through Improving quality and productivity of hires Reducing cost of hiring Reducing cost of training Managing fitment and job transition Improving individual and team development plans Managing attrition Conduct specific workforce research studies.
* Facilitate Trade Experts to become empaneled Assessors
* Assessment of aptitudes, abilities, skills, behaviors, competencies, knowledge, morale, attitude and work values
* Multilingual Assessments
* Biometrics, Photo, Phone2web
* Analytics-Basic and Advance
* End2End Assessments
* Organization-wide Surveys

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | Our Vision | | http://www.cnkonline.com/aboutus/imgs/icon_vision.gif | | **Transforming Talent**  To position Brisk Mind as a premier assessment body in the continuously evolving global skill trainings domain and become an integral part of the skilling revolution. | |  | |  | | --- | | Mission | | http://www.cnkonline.com/aboutus/imgs/icon_mission.gif | | Be a value-adding partner to individuals & organizations by leveraging upon our responsive team and transparent processes to bring about sustained change for growth by qualitative skill assessment, certification and analytics services to the skilled youth across the world. | |  | |  | | --- | | Values | | http://www.cnkonline.com/aboutus/imgs/icon_values.gif | | |  | | --- | | **Objective** **–** in our decision making | | **Passionate** **–** in everything we do and in our relationships | | **Learning** **–** as a way of life | | **Pride** **–** in the impact we create | | **Timeliness** **–** in everything we do | | **Respect for People** **–** irrespective of levels, caste, gender | | |

**Quality Policy**

We at Brisk Mind are committed to consistent quality and continual improvement of our skill assessment services and enhancing the skill certification value. We will strive to ensure our reach to the skilled youth across the world by using a balanced combination of qualified localized assessor’s network, localized test centers, real-time practical evaluation, industry vetted skill question banks and online technology platform.

**Team**

Brisk Mind Management Team comprises of seasoned professionals with rich experience in assessment design, development and delivery. We have an expert team for occupational assessments, which comprises of Subject Matter Experts, Content Creators, Assessment Designers and Field Assessors. We have empaneled more than 150+ assessors across India. All the assessors possess considerable hands on experience and domain knowledge. They are trained on all the processes, tools and systems of Brisk Mind.

**Services**

[**TABLET BASED ASSESSMENT**](http://www.iqag.org/Services.html)

Tablet based assessment solution that captures photograph of each student undergoing assessment with time stamp and also captures latitude/longitude of the exam center linking it to Google map. Advanced format question banks that include Questions based on videos, pictorials, graphs analysis, software tools, typing accuracy and speed, speech synthesis, etc. Even practical test evaluation is captured in form of video on the Tablet for audit purposes. This is quite similar to online assessment methodology, except that it eliminates the disadvantages of online assessments. This method does not require internet connectivity and PCs at the center.

## [**ONLINE ASSESSMENT**](http://www.iqag.org/Services.html)

Online assessment is used primarily to measure cognitive abilities, demonstrating what has been learned after a particular educational event has occurred, such as the end of an instructional unit or chapter. When assessing practical abilities or to demonstrate learning that has occurred over a longer period of time an online portfolio is often used. The first element that must be prepared when teaching an online course is assessment. Assessment is used to determine if learning is happening, to what extent and if changes need to be made.



## https://www.tsassessors.com/assets/images/4_f1.png[**CENTRE VALIDATION**](http://www.iqag.org/Services.html)

Center validation plays a significant role in smooth implementation of different flagship programmers of NSDC. Brisk Mind verifies and validates all the training centers who wish to partner with NSDC. We act as the single window clearance for center validation. We have available skilled manpower to cover and audit all training centers spread across the rural and difficult areas.   
Trained Auditors with Smartphone spread across all States, Training of Auditors, Technology driven Audits.

## **Training Quality Monitoring**

Training is an organized activity aimed at imparting information and instructions to improve the recipient's performance or to help him/her attain a required level of knowledge or skill. To evaluate the improvement in the performance it is essential to measure the quality of training imparted.

Brisk Mind's customized and benchmarked solutions for companies:-



Psychometric Tests is one of the most common resources used by employers to identify suitable candidates.



All our tests are relevant and scientifically validated. The tests meet all international standards and are directed to an industry specific job role.



Brisk Mind helps companies in reducing their HR and recruitment costs, and also improves quality of acquired candidates in the long run and avoid employee turnover.

With Compressive services-

* Paper based assessments
* Self audit assessment
* Mapping of Centers
* Study on impact assessments
* Data management
* Competitive test analysis

**Contact Person –**

**Ankit Kumar, SPOC & Director, Brisk Mind Pvt. Ltd. (Assessment Agency)**

**CORPORATE OFFICE: 3/32, 33, Ajanta Compound, Site-II, Mohan Nagar**

**Ghaziabad, (U.P.), India**

**M: 9899991388; 9999751120**

**CORE OFFERINGS AND KEY DIFFERENTIATORS**

Brisk Mind offers Customizable “Skill” based assessments across Aptitude, Technical, Functional and Behavioral (Psychometric) dimensions. Some of the Key Differentiators in brisk Mind’s offerings are as follows: -

1. **Remote Auto Invigilation (Proctoring):** Brisk mind provides cost efficient Web and Video based Remote Auto Proctoring Solutions that can completely eliminate the cost of logistics around assessments. This feature ensures that a candidate is not able to cheat even when he/she is taking the test at a remote location. See here for a small video on this subject.
2. **State-of-art Simulators for Testing “Skills”:** Brisk mind’s offerings feature proprietary simulators like *Code Snippet Simulator* (to assess coding skills), *Code Project Simulator* (For testing application development skills) [the coding simulators cover coding prowess in C, C++, Java, VB.Net, PHP, ASP.net, C#, Javascript, Python, *Database Query Simulator* (tests DB query writing skills for SQL, MySQL and Oracle), *Spreadsheet Simulator* (for Excel based Analytical Skills), *Case Study Evaluator* and *Guesstimates* (for testing Business Acumen and Decision Making). In addition, Brisk mind is in talks with a few Sector Skills Councils to develop hard skill simulators for a few job roles.
3. **Content and Assessment Creation excellence:** we have a dedicated in-house team with more than 100 yrs of cumulative experience of psychometrics, instructional design and content creation that makes us the partner of choice for creating assessment content. We today support assessments for more than 700 skills across various industries, job roles and geographies
4. **Process excellence:** Brisk mind believes in the use of technology wherever possible to bring in automation and reduce errors. We have brought in some of this expertise while working with the Sector skills councils and have managed to reach T+1 SLAs with a few of the sector skills councils
5. **Customization:** The Brisk mind platform allows completely customized test authoring including the flexibility to add/remove sections, to decide difficulty level of questions, to upload own (client) question bank, to decide on grading logic, to set a threshold number of allowed proctoring violations and much more. After initial training, most of Brisk Mind’s clients use the platform on their own purely on a self-help basis.
6. **ZERO Installation Costs**: By virtue of being on the cloud, there are no installation costs involved
7. **Ease of Use and Roll out:** Tests can be created and rolled out to candidates in a matter of minutes
8. **Mapping of Job-Roles to Skill Profiles:** Brisk mind has the capability to study any given Job Description (Role) and map it to the best suited Skill Profile for the role and create assessments around it.
9. **Offline assessment capability –** Brisk mind now also has a vast offline assessment capability and a network of assessors in various industries to undertake skill / practical assessments after the knowledge test has happened online. With all our partners we are undertaking end to end assessments and have been running them smoothly.
10. **Security:** Since Brisk mind works with multiple corporates at a global level (SAP uses Brisk mind for assessments in India, Pakistan, Middle-east, Turkey, Poland, Ireland, China and US), we have gone through extensive audits to make sure our safety standards match or are better than most global requirements. We are TRUST-E certified and also cater to the Safe-Harbour regulation requirements of the European Union.
11. **Psychometric Assessments:** Brisk mind has developed state of the art Psychometric Assessments to assess a candidate’s personality and behavior for a specific job profile. These assessments vary from experience level (Entry level to Leadership positions) and also for varying organizational needs such as Talent Acquisition, Retention, Performance Improvement, Performance Development, Employee Engagement, and Stress Management. Some of this expertise is helping us measure softer skills that are essential for many job roles in various sectors.
12. **Team:** Brisk Mind’s founders have an IIT-IIM background and the team consists of people with extensive experience in technology and assessments.

**ASSESSMENT DEVELOPMENT PROCESS**

Accurate assessments require the transfer of knowledge and skills into real-world situations to both measure and certify learning. At Brisk Mind, we follow a systematic procedure for creating authentic assessments.

The process of assessment development typically involves nine phases that are described below in detail.

PHASE I: REQUIREMENT GATHERING

This is the first phase in the assessment development process. The content team receives/gathers the prerequisites for an assessment through the following means:

1. Interaction with experts
2. Market Analysis
3. Client Interactions

PHASE II: SME AND ITR ACQUISITIONS

This is the 2nd phase in the assessment development process where we evaluate internal expertise (author) for authoring/creating the assessments. If not available internally, we create Job Descriptions (JDs) for external hiring of Subject Matter Experts (SMEs) and Independent Technical Reviewers (ITRs).

PHASE III: DEVELOP ASSESSMENT DESIGN FRAMEWORK/BLUEPRINT

Content manager and the design contact from the in-house content team are involved in the development of Assessment Framework/Blueprint based on Assessment Criteria. (Sample attached). The Assessment blueprint provides the following details:

* 1. Marks distribution for NOS and PCs (Obtained from SSCs in most cases)
  2. Duration of the test
  3. Total questions/items per assessment
  4. Item/question distribution:
* NOS wise and PC wise
* Theory/skill allocation
* Difficulty levels
* Marks distribution basis the difficulty levels. This includes the weightage for each difficulty level and total distribution for PCs.

Assessment Blueprint is sent to the SSCs for approval. Feedback from the SSC is incorporated and the blueprint for a specific QP/ job role is finalized.

PHASE IV: DEFINE ASSESSMENT METHODOLOGY

This is a brainstorming phase where the author/SME, Design Contact, and Content Manager together decide on the item/question patterns to be set. The session tries to answer the “WHAT” of question assessment methodology.

Based on the assessment blueprint, the cognitive domain of Bloom’s taxonomy is applied in deciding on the question types and the media to be used. Question types could be any or a combination of the following:

* Scenario based
* Media based (Images)
* FITB
* Comprehension

1. Logical reasoning
2. Chronological sequencing
3. Matching the columns

PHASE V: DEVELOPMENT

The process of development involves test item creation and THREE rounds of reviews. The author/SME is provided with a set of guidelines for authoring the test items and for answering the “HOW” of the assessment methodology. The author/SME has to strictly avoid any sort of plagiarism in the content.

Once the creation is complete, test items are put through the prescribed rounds of reviews.

1. **ID Review**: First is the Instructional Designing review by an in-house Instructional Designer (ID). Before reviewing the test items, the ID reviewer needs to check the submission for any plagiarized content. The ID checks the transition, flow, and clarity of the test items.
2. **Edit Review**: The edit reviews are done by an in-house editor. The editor checks the test items for language correctness.
3. **ITR**: After this, the test items are attempted by an independent technical reviewer (ITR) for functional/ technical correctness. ITR could be done internally or externally.

Finally, the Content manager does an audit of these test items.

PHASE VI: ASSESSMENT VALIDATION

The test items are sent to SSC for validation. The feedback received from SSC is incorporated and the assessment is finalized. In certain specific cases, the assessment is run through a small portion of population to check its validity and reliability.

PHASE VII: TRANSLATION PROCESS

The final assessments are translated to languages as per the requirements. The translation process starts with the acquisition of translators. The assessments along with translation guidelines are shared with the translators. The translated content is then audited internally.

Our translators have the capability to translate content to Hindi and several regional languages such as Malayalam, Telugu, and Tamil and so on.

PHASE VIII: UPLOAD AND GENERATE LINK

This process involves the following steps:

1. Upload the assessments
2. Generate link
3. Define password protected for operator to attempt the assessment

PHASE IX: FEEDBACK AND ON-GOING VALIDATION

Results of the test takers are analyzed based on the frequency of the tests or an acceptable time span on the following:

* Overall analysis
* Section-wise/NOS-wise analysis
* PC-wise analysis

**Assessment Guidelines**

1. The guidelines are for “assessing bodies & assessors” and provide a clear understanding of assessment policy for SSC’s certification of trainees.
2. For assessments to be fair, the assessment bodies are to ensure that the assessment process is valid, reliable, flexible and fair. Assessments are to be planned in conjunction with the training timelines and periodicity, as defined for specific trainings based on National Occupational Standards (NOS). Assessors must ensure that assessment decisions involve collection and evaluation of sufficient evidence to enable a judgement to be made on the student’s competence. And assessment should not place unnecessary demands on students which may prevent them from demonstrating competence.

**Structured Processes and Procedures**

1. The assessing body shall have defined methods and mechanism to evaluate the competence of candidate s skill and knowledge.
2. The assessing body shall have effective assessment guidelines & marking procedures for guidance of assessors.
3. The assessing body shall have “question banks” for random selection of questions to evaluate knowledge levels for specific job roles. Process for regular maintenance and update the question bank should be defined.
4. The assessing body shall have an appropriate mechanism to ensure that the assessors prepare results within stipulated time and send these to the assessing body.
5. The assessing bodies shall have a mechanism to consolidate results and enter the result in web based software and communicate to concerned agencies.

**Empanelling of Assessors**

1. Empanelling of assessors is the most crucial activity and is central to the success of the assessing process. Due-diligence is to be ensured by assessing bodies while empaneling the assessors. SSC shall be involved in the following processes:-
2. Shortlisting of assessors from the existing pool of assessors with assessing body as per the Job role requirements available in QP.
3. Screening and interview of shortlisted assessors
4. Collection and due-diligence of shortlisted assessors documents and educational qualification.
5. Empanelling of assessors
6. Final approval of assessors w.r.t specific job roles by SSC.
7. Assessor empanelment form (Enclosed)
8. Generic aspects for the assessors, which need to be ensured are as follows:-
9. Familiarity with assessment schemes.
10. Thorough knowledge of the relevant assessment/ examination methods and examination documents.
11. Fluent in communication in the language of examination, and
12. Thorough knowledge of domain related to job role.
13. Free from any interest so that they can make impartial and non-discriminatory judgment / assessment.
14. On successful evaluation, assessors will be affiliated with SSC for specific job roles/NSQF level. Each assessor will be awarded a unique identity number.

Brisk Mind Proctor Manual & Orientation Process

**Brisk mind Pvt. Ltd.**

About Us-

Brisk Mind Pvt. Ltd. has been founded by alumni of IIM, IIT and NRI’s with rich experience in the field of education, assessment as well as technology.

Brisk Mind works with government agencies, NGOs, and other private partners to facilitate a wide variety of activities ranging market scanning and impact analysis, placement, post placement support.

Brisk Mind has a comprehensive suite of assessment and learning products, solutions for educational institutions, training organization and corporate. Brisk Mind has a dedicated team for occupational assessments which comprises of subject matter experts, content creator, Assessments Designer and Field Experts. All the assessors possess considerable hands on experience and domain knowledge. They are trained on all the processes, tools and systems of Brisk Mind.

# Basic Knowledge of QP, NOS, SDMS:

* 1. **QP** - (*Qualification Pack*) refers to the Job role. In their actual form, NOS describe functions, standards of performance and knowledge/understanding. A set of NOS, aligned to a certain job role along with their NSQF level form a "Qualification Pack". The Qualification Packs are divided as per the four sub-sectors and can be used for creation of curriculum and assessments. A combination of NOSs makes a QP.

*Sample QP/NOS document for ‘Data Entry Operator’ attached with this document (Annexure -1)*

* 1. **NOS** - *National Occupational Standards* (NOS) specify the standard of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Essentially NOS are benchmarks of good practice.

Each NOS defines one key function in a job role. Each NOS has a unique code which is used by SSC/Assessment Bodies throughout the assessment cycle. In their essential form, NOS describe functions, standards of performance and knowledge/understanding

* 1. **SDMS** - Skill Development and Management System is an online centralized MIS portal accessible to various stakeholders – NSDC, SSC, TPs & Assessment Bodies, for managing the skilling and certification projects that they are working on.

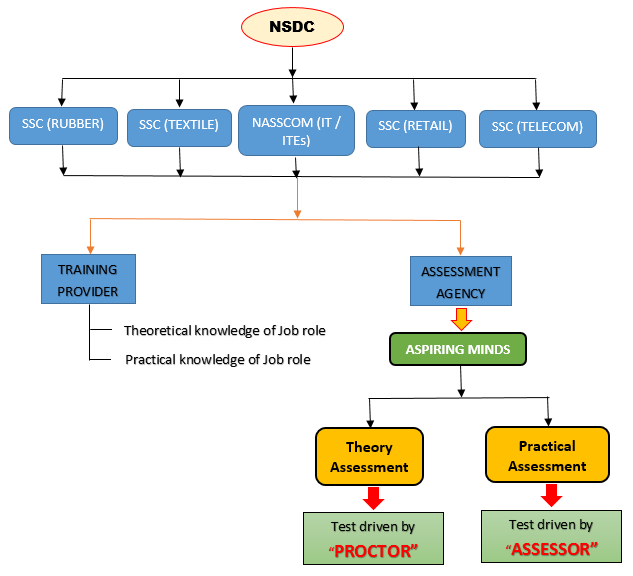
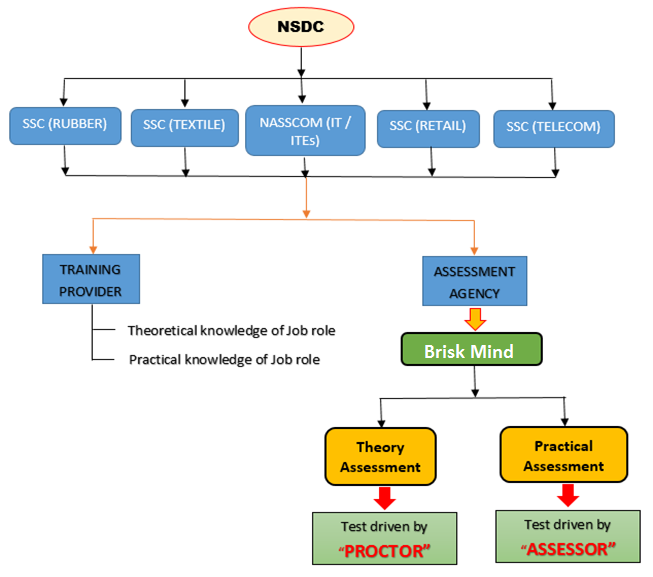
All the training that is currently being done under the NSDC ambit is routed through the SDMS. The Candidates details are entered in the SDMS by the Corporates or Training Providers and basis the details, the Assessment bodies conducts the assessment process and manages further details and results on SDMS.

# Role of NSDC, SSC, Assessment body, proctor and Training Provider

* **NSDC**: The National Skill Development Corporation India, (NSDC) is a Public-Private Partnership (PPP) aiming at promoting skill development. NSDC was set up as part of a national skill development mission to fulfil the growing need in India for skilled manpower across sectors and narrow the existing gap between the demand and supply of skills. Further aim of NSDC is to upgrade skills to international standards through significant industry involvement. NSDC acts as a catalyst in skill development by providing funds to enterprises, companies and organizations that provide skill training. It will also develop appropriate models to support and coordinate private sector initiatives.
* **Sector Skill Council (SSC)**: NSDC has formed various Sector Skill Councils for different sectors – example: IT, textile, gems & jewelry, plumbing, retail, automobile, etc. - to enhance the skill based talent in India for specific industries. The key objective of SSC is to prepare talent pool for the country welfare. Different sectors and industries have different Sector Skill Councils.

**SSC has four major agendas:**

* Working with Industry to understand the job for which there is a requirement
* Working with Industry to formalize the QP/NOS framework for the job role
* Ensure quality training & certification process for that job role.
* Ensure value for certification by providing job opportunities to the certified candidates.



* **Training Providers**: These are Corporates, Institutes or Educational & Training Organizations appointed and guided by the SSC under the NSDC framework or directly appointed by the State Skill Development Body. Their main function is to train candidates as per the SSC/NSDC framework and to make them employable. The TP imparts training to the candidates based on the QP and NOS guidelines set up by specific SSC under the jurisdiction of NSDC or State Skill Development Mission. The knowledge or the training constitutes both, theoretical and practical.
* **Assessment Body**: An Assessment Body does a very crucial job in the overall Skilling/ Certification process. It’s the role of the assessment body to ensure that quality assessments are created and ensure that right set of candidates get ‘Certified’ without any bias. Assessment bodies are chosen by specific SSCs, to assess candidates trained by the Training Providers basis the QP/NOS framework established by the SSC.
* **Proctor**: The Proctor is Technical expert representing the Assessment Body who will be overall in- charge of conducting the assessment at the Training Providers Centre. His duties are as follows:

1. To check and set-up the infrastructure with the help of the TP to ensure its ‘Assessment Ready’.
2. To conduct assessment in fair and unbiased manner.
3. Proctor should allow only the candidates to enter the test premise for taking their assessment.
4. TP or any of his representative should not be allowed in the assessment area
5. Proctor should check every candidate’s original Photo ID proof and only then allow taking assessment.
6. Proctor should make sure the attendance sheet is duly filled by candidates and all test takers sign the attendance sheet.
7. Proctor should reach the test centre minimum half an hour before the scheduled test timing and setup the test server.
8. Proctor should get the Declaration form signed by the TP SPOC before the start of assessment.
9. Proctor is supposed to supervise the test carefully. Any suspicion / mal practice to be immediately reported to head office. Proctor should try and collect evidence of malpractice (snaps) if possible.
10. Proctor should be polite and should try and assist candidates at the time of start of test.
11. No assessment should happen without webcam. For N-computing allow test to happen under CCTV (as alternative).
12. Proctor must sign the event day’s attendance sheet and should also get the sheet counter signed by the TP SPOC in his presence, post event.
13. Proctor is supposed to send the test data/files along with the scan copy of attendance sheet to the Corp office, for further processing on the same day / T+1 day of event.
14. If the event happens under CCTV vigilance (for N-computing labs), Proctor should collect the video footage from TP post the assessment.
15. Proctor should ensure that the process of assessment is executed with the highest ‘ethical practices’ and ‘professional honesty’ and as per the guidelines. Any breach / violation in the guidelines, non-observance of protocols and on ethical grounds, would lead to serious actions against the Proctor.
16. Click few pictures of the ongoing assessment and of the training centre facilities.
17. Check the training attendance register from TP and also to check the candidate’s feedback given for the TP.
18. To collect the Photo ID proof photocopies of candidates from TP.

# Dress code, Self-introduction, Honesty, Ethics & Conduct

* **Dress Code:** Proctor needs to be well dressed in business/ smart formals while going for an event. He should be well groomed with clean dress. Shirt should be properly tucked in. Shoes are compulsory and should be well polished. Along with the dress they are supposed to mandatorily carry their official ID card.

During the winters, Proctor should wear decent pullovers or jackets or blazers while going for assessment events.

* **Self – Introduction:** Proctor is supposed to reach the test centre and self-introduce himself to the Centre SPOC and the present candidates. He should authenticate himself by showing his Official ID Proof to the SPOC. He should also explain the candidates briefly about the test and procedure to be followed during the assessment
* **Honesty:** Proctor should maintain high level of professionalism and honesty in his conduct. He should conduct the assessment with highest level of ethics and honesty. He should not allow any level of malpractice during the assessment and should be strict while conducting the test. He shouldn’t allow any TP SPOC or outsider to enter the test premise. In case of any suspect of malpractice, the Proctor should immediately put the assessment on hold and accordingly raise a flag and communicate the same to corporate office on priority.

1. Proctor should not allow any TP SPOC to enter test premise during assessment and intervene.
2. Proctor shouldn’t allow random candidates from other batch to appear for test. If any of the assessors don't turn up for the assessment on the given date in respective time frame, he/she should be marked "absent".
3. Proctor should not get involved in any loose talks with TP or enter into any undue arrangements with TP during assessments.
4. Proctor shouldn’t be involved in sharing of any test data/ QB/ rubrics with the TP.
5. Proctor shouldn’t share his number with candidates and shouldn’t make any meaningless commitment to TP or candidates.

* **Ethics and Conduct**: Proctor should ensure that the process of assessment is executed with the highest ‘ethical practices’ and ‘professional honesty’ and as per the norms provided by AB or the SSC. Any breach / violation of conditions agreed upon, non-observance of protocols and on ethical grounds, will lead to immediate termination of accreditation of Proctor by AB/respective SSC. Proctor is required to inform AB immediately, if there is any suspect of Malpractice seen at the assessment.

# Common Questions, problems and exceptions Conduct

Some of the common issues faced during assessment and the possible solutions are provided below:

**Q1.** Student isn’t carrying original Photo ID proof for assessment?

**Ans.** Please don’t allow the candidate to appear for the assessment. Ask him to get the same or else mark the candidate as absent.

**Q2.** No Webcam in systems during assessment (Normal setup, not applicable for thin client)?

**Ans.** Don’t conduct the assessment. The same needs to be checked with TP beforehand, during the telephonic and physical lab testing.

**Q3.** None of the Candidates turn up for assessment?

**Ans.** Ask the TP to call the candidates immediately for assessment and wait for approx. 2 hours for the candidates to turn up. Raise flag to Corp office & SSC and take the picture / video recording of the vacant test Centre. Leave Centre post confirmation from corporate office.

**Note:** Please find below the decision matrix, wherein few Candidate may turn up on the event day but doesn’t attempt the test.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Categories** | | | | |
| **S. No** | **Candidate visits Test Centre** | **Candidate Signs Attendance Sheet** | **Candidate Logs-in for Test** | **STATUS** |
| 1 | **Yes** | **No** | **No** | **Did Not Appear** |
| 2 | **Yes** | **Yes** | **No** | **Did Not Appear** (Test  attempt details can be shared) |
| 3 | **Yes** | **Yes** | **Yes** (Candidate does not attempt/submit any question at all) | **Fail** |

**Q4.** Candidates of other batch ID called on the day of assessment?

**Ans.** Proctor is supposed to conduct the assessment of the candidates, whose details are shared with him. Any deviation in details should be reported immediately to corporate office.

**Q5.** Cheating / Malpractice during the assessment?

**Ans.** The assessment of the batch should be immediately stopped by the Proctor, and the same should be reported to corporate office without any delay for further actions. Proctor is advised to click pictures of malpractice. In case the Proctor is in adverse / difficult situation or under duress from the TP, he should simply report to the corporate office and let the assessment happen. Later the batch will be marked DNA or Fail (with SSCs concurrence) and malpractice report will be shared with the SSC.

**Q6.** In case the webcam or LAN stops functioning in any of the systems?

**Ans.** Please don’t use the system for assessing further candidates, as webcam and LAN is a mandatory required to run the test. Take TP’s support in fixing the problem.

**Q7.** Candidate Test stops in between?

**Ans.** Proctor should help the candidate and ask him to calm down (and not to panic), and then help candidate to resume the test. The test would get started or resumed from where it got logged out.

**Q8.** CCTV not available for Thin client set up?

**Ans.** In case assessment with thin client set up, CCTV is mandatory as webcam won’t run on client setup. If TP doesn’t provide CCTV, the assessment won’t be conducted as this is a mandatory requirement for conducting the assessment.

# Technology Troubleshooting

Proctor is given a thorough 1-2 months training towards setting up a local server and conducting the test. Proctors are equipped with technical knowledge and skills to handle assessment related technical issues and troubleshoot them.

The Proctor is given in-depth knowledge and hands-on experience to troubleshoot technical issues during the training.

On the day of assessment if there is any issue faced by the Proctor, he uses his knowledge and experience to trouble shoot the same. In case he fails to do so, he is provided support from the central team over a call to fix the problem. In case, there are further issues, the central team understands the problem and takes him on TeamViewer to resolve the issues.