

QUALITY MANUAL

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



A.Y. T. (Private) Industrial Training Institute

**Village – Ghataila Gaji
Post – Deoria, District – Deoria,
U. P. - 274001**

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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

A.Y.T. (Private) Industrial Training Institute

A.Y.T. Industrial Training Institute is a new private industrial training institute started under umbrella of Smt. R. B. T. Sanaskritik Kendra. The institute is currently seeking accreditation from Quality Council of India which will be followed by affiliation from NCVT. The institute is proposed to start in February 2013 with two units of Electrician and two units of Fitter trade.

Scope of the Institute

A. Y. T. (Private) Industrial Training Institute has proposed for the following two trades to be opened in February, 2013.

Sr. No.	Trade	Strength	Beginning Session
1	Fitter	21 (1 st Unit) + 21 (2 nd Unit)	February 2013 (Proposed)
2	Electrician	21 (1 st Unit) + 21 (2 nd Unit)	February 2013 (Proposed)

The courses will be conducted at A. Y. T. (Private) Industrial Training Institute, Village - Ghataila Gaji, Dist – Deoria, U. P. 274001

Mission

A. Y. T. (Private) Industrial Training Institute is committed to ensure high standards of the craftsman training skills in general especially that of a Fitter and Electrician. One of the objectives will also be to create awareness about the need and importance of skilled craftsmen in our country.

Quality Objectives of the Institute

To ensure that not only our high standards are maintained but the quality of our services continuously improve, we intend to -

- Introduce an interactive feed-back mechanism
- Continuously explore industry partnership possibilities.
- Expose our students to industrial environment.
- Impart multi-facet education to our students.

Section 1: Training and Support Processes

A. Y. T. (Private) Industrial Training Institute 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,

1.8 Admission Policy

A. Y. T. (Private) Industrial Training Institute follows admission rules laid down by the State Government from time to time. The candidates must qualify as per the norms and regulations of NCVT.

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.

At present, we have the following trades and corresponding seats available for admission in our institute.

Sectors / Trade	Allotted seats	Admission Year
Electrician	21	February, 2013
Fitter	21	February, 2013

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 minimum 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 numbers of **the Principal, Head – Grievance Cell (Mr. Durgesh Mishra)** are displayed prominently on the suggestion box and also in Administrative Office.
- 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.

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.

The present Management Committee involves the following members:

Sr. No.	Name	Designation in Committee
1	Mr. Y. K. N. Tiwari	Chair Person (Trust Representative)
2	Mr. Premshankar Mishra	Vice Chair Person (Head – Shankar Engineering)
3	Mr. Pradeep Tiwari	Ex-officio/Secretary (Principal)
4	Mr. Harendra Gupta	Member (Harendra Welding Works)
5	Mr. Rama Dubey	Member (Krishna Electricals)
6	Mr. Mohamad Mozail	Member (Seema Electricals)
7	Mr. Prabhat Kumar Mishra	Member (Instructor - Fitter)
8	Mr. Krishna Mohan Mishra	Member (Instructor – Electrician)

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. The following describes the roles given to our employees.

➤ **Principal / Correspondent (Mr. Pradeep Tiwari)**

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 (Mr. Prabhat Mishra)**

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 (All the Instructors)**

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

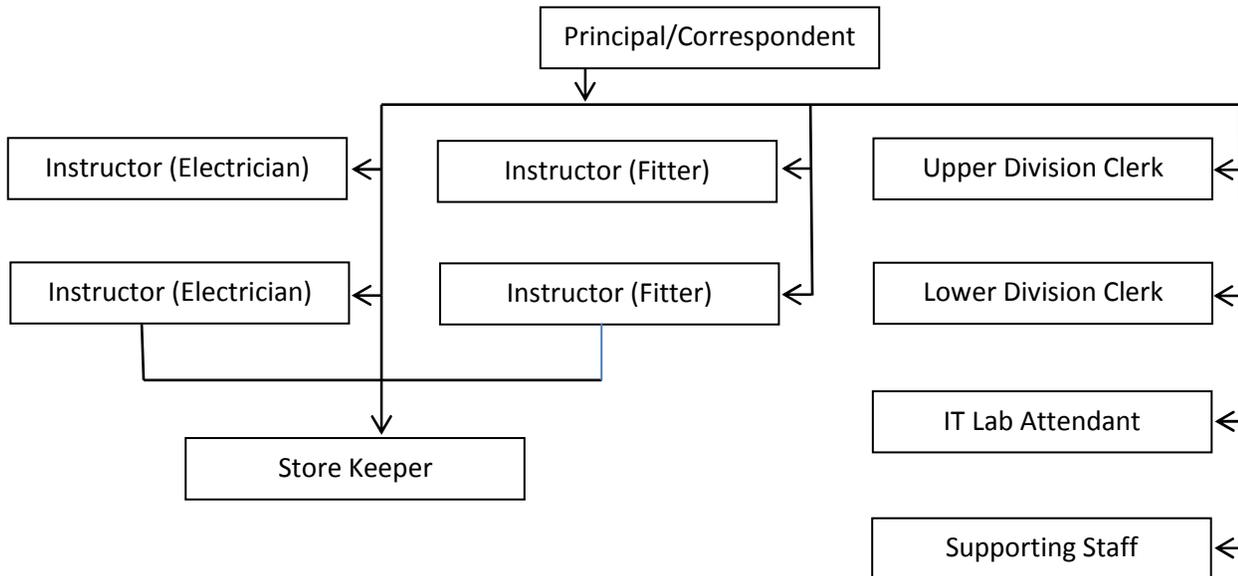
The institute has maintained the control of records by a documented procedure.

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



b. Facilities

The Following facilities are available in the institute.

1. Sports and Recreation
2. Dispensary
3. Library
4. I. T. Lab
5. Drawing Hall
6. Toilets

c. Details of infrastructure

The following infrastructure is available in the institute.

1. Class Room – 2
2. Workshop Calculation and Science Room – 1
3. Employability Skills and Social Studies Room – 1
4. Workshops – 2
5. Drawing Hall – 1
6. I. T. Lab – 1
7. Library – 1
8. Toilets – 2
9. Offices – 3
10. Computers – 11