

FAQ's on Training Partner Empanelment and How to Register under (FoSTaC) Portal

Training Venue/Centre

Q:1 Closest city is not visible in the drop down menu while registering a new training venue

Ans: In this case please select the closest option available.

Q:2 The list of States/District/Closest City is not getting loaded in the drop down menu

Ans: Kindly ensure that you have a stable internet connection. Also the state/district/city list is linked to the FLRS system it takes few seconds to load the available options please wait for the list to load then proceed further. In case it is still not appearing please contact the FoSTaC team for assistance.

Training Calendars

Q:3 Training Calendar is created but not visible under Ongoing Trainings/ Training for Approval/ Rejected Trainings

Ans: This happens when the address details entered while registering the training venue are not filled correctly. Go to training centre management tab of the homepage and update the address details. Ensure that no special characters like #, & / etc are used while filling the address.

Q:4 While creating a new calendar we get a pop-up saying Duplicate Entry

Ans: This happens under the following circumstances

- Same Training Center is selected with the same date and time details.

Managing Training

Q: 5. Why my Training Calendar is rejected?

Ans: Training Calendar gets rejected by the FoSTaC admin for following reasons

1. The training duration entered is less than the prescribed duration for the course.
2. If the training fees for the paid course is not mentioned.
3. If the seat capacity entered is more than 40 for Advance & Special courses and more than 50 for Basic courses.
4. Misleading information entered while creating the calendar for example same assessor/trainer present at the same day in two different geographical locations. **Disciplinary action will be taken on repeated offender's.**

Q:6 How can I modify/edit an existing Training Calendar?

Ans: Once a training calendar is uploaded the TP cannot do any modification in it. For any changes please email the FoSTaC team on tp.fostac@fssai.gov.in

Q:7 The training calendar uploaded by me is not visible under Training for Approval/Ongoing Trainings/Rejected Trainings list?

Ans: This happens when

- **Special characters** like *, #, ^ etc. have been used **while filling the address**
- Or the details for State, District and Closest city are not filled
- Or due to error in the server. For immediate help please contact the FoSTaC team on tp.fostac@fssai.gov.in.

Q: 8 Trainees are not able to see the training calendar for enrollment.

Ans: This can occur due to the following reasons

- All the seats for the said training are full.
- If the TP has wrongly entered the address details.

Q:9 I am unable to upload a new training calendar what should I do ?

Ans: Please check which of the following issues you are facing

1. A pop up window comes saying “clear pending assessments” → In this case if assessment results of the last 7 training program is pending the system will not allow a TP to upload a new calendar. Therefore to upload a new calendar kindly clears the assessment backlog.
2. Unstable internet connection → Go for a stable internet connection.