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SOP for De-empanelment of FoSTaC Trainer

FoSTaC ecosystem has more than 2000 trainers who have been qualified through course specific Training of Trainer (ToT) programs over the last 3 years. The services of these trainers are utilised by the Training Partners to deliver trainings. Over the time it is being observed that the calibration and fine tuning of the trainer skill sets is needed to ensure the uniformity of the delivery of the training. It is pertinent to mention that the effectiveness of the FoSTaC training program is dependent on the delivery skill of the trainer, therefore it is essential that the performance of the existing trainers is reviewed in a timely manner and appropriate measures are to be taken regularly. One such measure is de-empanelment of the trainers. Process of the de-empanelment of trainer is detailed below.

Process of de-empanelment

- **Conditions:** The process of de-empanelment of a trainer will be initiated under one or more of the following circumstances.
 1. Receiving a complaint of misconduct which is established
 2. Continuous poor feedback
 3. No trainings conducted for over a year

- **Review Committee:** There will be a committee to review cases for de-empanelment of trainers. They will submit their recommendation which will be finally considered by the competent authority. Composition of the review committee will be as follows: -
 1. Director Training
 2. Deputy Director Training
 3. Scientist I Training

On receipt of any complaint or poor feedback from trainees, the review committee will scrutinize the training video, preferably the video of that particular session in question. Training skill will be assessed on the following points.

Score	1	2	3	4	5
Personal Attributes					
Clarity of the language and diction of the trainer					
Problem solving/Query handling capacity.					
Involvement of trainees throughout the session					
Motivating and encouraging the participants positively to build up the culture of self-compliance of FSS Act, Rules & Regulation					

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Knowledge of the subject					
Clarity about the FSS Rules, Regulations & Schedule 4 guidelines.					
Understanding and clarity of the relevant FoSTaC training content.					
Use of relevant practical examples and/or case studies					

Complaints other than training skill of the trainer will not be entertained unless it is very serious in nature. In all cases including non-performance, a notice will be issued from the Training Division to the trainer under scrutiny asking for an explanation. Depending on the reaction/reply to the notice, the review committee will take action within 15 days of issuance of such notice.

The said committee will also review cases of continuous poor feedback & no trainings and submit their recommendation. On approval of the competent authority, concerned trainer will be de-empanelled. His/her detail will be removed from the display of the FoSTaC portal.

A de-empanelled trainer would qualify to apply for trainer upon completion of 1 year from the date of de-empanelment. Regular procedure for empanelment of trainers would be followed in all such cases.

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