



Scheme for Empanelment of External Training Organizations (Intermediaries) for Conducting STQC Training Courses

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**STQC Directorate,
Department of Information Technology
Ministry of Communications and IT
New Delhi.**

NOTE: As part of STQC's constant endeavour to update the scheme periodically, this copy might have become outdated. Please request STQC Directorate for the latest copy

Contents

Ref		Description	Current Version & Date
Clause	Sub clause	Main Scheme for empanelment of Intermediary organizations	1.2 Jan10
0.0		Contents & Amendment Record	
1.0		Introduction	
2.0		Scope of Empanelment	
3.0		Process for Empanelment	
	3.1	Evaluation for Empanelment	
	3.2	Duration of Empanelment	
	3.3	Re-Empanelment	
	3.4	Withdrawal of Empanelment	
	3.5	Appealing STQCs Decision on Empanelment	
4.0		Fee for empanelment and conduct of STQC Courses	
5.0		Advertising and Promotion for conduct of courses	
6.0		Delivery of Courses	
7.0		Management of Examination (for examination based courses)	
8.0		Monitoring and Surveillance	
9.0		Disclaimer	
10.0		Indemnity	
		Contact Details	
		Annexures	
Annexure - I		List of Training courses at STQC in the area of IT and e-Governance	1.2 jan10
Annexure - II		Training courses and Faculty Competence Criteria under the scope of the scheme	1.2 Jan10
Annexure - III		Format - Application for Empanelment of Intermediary Training organizations	1.2 Jan10
Annexure - IV		Flow chart for process of empanelment	1.2 Jan10
Annexure - V		Criteria for Assessment / Evaluation for Empanelment of Intermediaries	
Annexure VI		Fee for empanelment and conduct of STQC Courses	1.2 Jan10
Annexure - VII		Format- Empanelment agreement with Intermediary Organization	
Annexure - VIII		Format-Nondisclosure Agreement with Faculty for Empanelment of Faculty by Training Organizations (Intermediary)	1.2 Jan10



STQC Scheme for Empanelment of Intermediaries

1.0 Introduction:

Standardisation, Testing and Quality Certification Directorate (STQC) is a Government of India organization under Department of Information Technology, offering services on Testing, Certification and Training in the field of Quality Assurances in IT and e-Governance. STQC is seen as a third Party Assurance Agency in most of the projects under National e-Governance Program of Dept. of Information Technology.

STQC has been conducting courses related to Quality Assurance in e-Governance, software Quality Engineering, Information Security Management and IT Service Management. The courses are either internationally accredited or based on Internationally recognized body of knowledge. The detailed list STQC courses in the area of IT and e-Governance is given in the [Annexure I](#).

The courses are mostly short term programs ranging from two days to one week; are meant for working professionals from IT / Non-IT SMEs/ industry and are offered on commercial basis. These courses are also suitable for Academic institutions/ Govt. employees. Some of the courses are also having an examination at the end of the program and result in Certificate of Qualification by STQC. For all other courses certificate of attendance is given by STQC. These courses enable course participants to improve their technical knowledge and skills. The training programs being offered by STQC are well established and highly appreciated by the client organizations and participants for its content, delivery and learning outcome.

Presently all the STQC developed programs are offered only by STQC centres through STQC's own faculty. In order to expand outreach and availability of its courses to industry and other organizations, STQC is offering a scheme for empanelment of external training organizations (so called "Intermediary" organization), to offer these STQC's training courses to industry, Govt and other organizations on commercial basis.

This document defines the scope, criteria and process for empanelment of intermediaries for delivery of selected STQC training courses within India.

The training organizations willing to join hands with STQC, to deliver STQC's training program in the field of QA and IT, **in India**, are invited to seek empanelment under this scheme. The empanelment of training organizations, under this scheme will enable them to:

- (i) Have an opportunity to offer STQC's Training courses to industry and Govt. organizations in the field of e-Governance, Software Quality Engineering, Information security management, IT Service Management and related fields. The STQC's expertise in identifying, designing and offering training courses is well recognized by the organizations in India and abroad.
- (ii) Get support of STQC in organizing and conducting training courses
- (iii) Get support for Training of their Faculty for delivery of courses



Scheme for Empanelment of Intermediary Organizations

- (iv) Use of STQC infrastructure support (wherever available) through STQC's nationwide availability of its centers (STQC IT Centres)
- (v) Use of STQC Faculty Support (if required and as agreed upon)
- (vi) Use of marketing support through publicity in STQC website.
- (vii) Use of STQC logo in promotion of marketing as per the agreed terms.
- (viii) Work in partnership with STQC for offering future services of STQC.

2.0 Scope of Empanelment:

The scheme is open to all competent organizations (including Govt / Semi-Govt / Private), which are registered and operating in India for last two years & are in the business of conducting training programs in the fields related to STQC, besides any other associated activities.

The scheme enables all empanelled intermediaries to conduct selected STQC program(s) on STQC's behalf anywhere within India. The courses can be conducted by intermediaries either through their own faculty or faculty support from STQC. STQC will provide a Certificate of Empanelment (whenever applicable) on satisfactory and successful qualification of criteria/ requirements for empanelment.

Under the scheme, the following broad areas have been identified for delivery of STQC training courses through intermediary organizations :

- ❖ e-Governance Quality assurance
- ❖ Software Quality Engineering
- ❖ Information Security Management
- ❖ Information Technology Service Management

The list of training programs under the scope of this scheme including information on course duration, course public fee and faculty competence criteria etc , for each course is given in the **Annexure II**. The detailed information on objectives, eligibility criteria for participants, syllabus (body of knowledge) and benefit of courses etc. are given in respective course brochures available at STQC Website www.stqc.nic.in

The intermediaries need to deliver STQC courses as per the course material developed by STQC and other guidelines which will be provided by STQC. No deviation in this regard is permitted. STQC will provide also guidelines with respect to conduct of the course, course structure, recommended fee etc on time to time basis.

While the scheme is open to any number of intermediaries, STQC has the right to close further empanelment of new intermediaries at a particular location and for a particular course , if adequate number of intermediaries are already empanelled for that course), in order to avoid an unhealthy competition between all the empanelled intermediaries.



3.0 Process of Empanelment :

3.1 Evaluation for Empanelment :

The evaluation for empanelment of intermediaries under the scheme has two stages.

Stage ONE :

Stage-ONE evaluation is the assessment of the applicant organization through documentary evidence for its stated competence and infrastructure requirements and its suitability for STQC related programs. The Stage ONE evaluation requires :

- an application in prescribed format, given at **Annexure-III**.
- the information related to set up/ infrastructure of applicant training organization.
- the information on number of courses, number of participants, and nature of courses etc. conducted during last 2 Years
- the schedule/ calendar of training courses planned in next 6 Months.
- the brief write-up on organization's activities and financial status such as turnover
- the names and details of the faculty along-with their CVs for each course
(**Requirement_:** Minimum Two (one main and one backup) faculty members need to be empanelled for each course.
- any other relevant information.

Though not necessary, the Stage-I evaluation may require a visit to the applicant Intermediary. The successful qualification of Stage ONE evaluation will enable applicant intermediary organization to proceed for stage TWO evaluation (an on-site evaluation) i.e to conduct the first course. The organizations, who could not qualify this stage ONE will be informed with specific reasons for disqualifying.

Before proceeding to Stage TWO evaluation, the intermediary organizations will be required to sign a contract with STQC (The format is given in the **Annexure VII**) and with faculty (The format is given in the **Annexure VIII**)

The stage ONE evaluation at STQC will not take more than 3 weeks after the receipt of application.

Stage TWO :

The Stage TWO evaluation is an on-site evaluation. It is a real-time assessment of competency of applicant intermediary organization for conducting of STQC training courses (during the first course) for which the organization has applied for empanelment. This is therefore course specific evaluation and will normally result in one visit for each course. The evaluation will include :

- Assessment of technical competence of Trainer / Faculty for each course
(Requirement : Minimum two (one main and one backup) faculty members need to be assessed for each course.
- Assessment of course delivery methodology



Scheme for Empanelment of Intermediary Organizations

- Assessment of quality of course material for participants
- Assessment of classroom facility including logistics for conducting public courses
- Assessment of means of advertising and publicity of courses
- Assessment of arrangement for conducting the examinations at the end of each course (applicable only for examination based courses)
- Verification of facts stated in the application form.

The Stage TWO evaluation will conclude to :

- 'Final Empanelment' of intermediary organization for the applied courses subject to successful qualification of Stage TWO evaluation. This empanelment will also specify whether it is with STQC faculty support or without STQC faculty support.
- 'Conditional Empanelment' with certain conditions which must be met within a specified time period. This empanelment will also specify whether it is with STQC faculty support or without STQC faculty support.
- 'NO Empanelment' (with reasons and indications/guidance on what to do next)

The **decision on empanelment** will be notified and communicated in writing as 'Final Empanelment' / 'Conditional Empanelment' / 'NO Empanelment'. *The stage TWO evaluation report by STQC will take not more than 3 weeks.*

A flow Chart depicting the process for empanelment is given in the [Annexure –IV](#).

The criteria for assessment / evaluation during Stage ONE & TWO, for empanelment of an intermediary organization is given in the [Annexure-V](#).

3.2 Duration of Empanelment :

The empanelment under the scheme will be for **One Year rounded to include rest of the quarter for each course**. Further, an extension of empanelment on yearly basis will be given, if requested by the concerned intermediary organization and subject to the re-evaluation by STQC based on satisfactory performance during the past year.

3.3 Re - Empanelment :

At the end of the first empanelment period STQC will review the performance of the intermediaries organization and recommend the continuation or withdrawal of the empanelment. The criteria for re-empanelment will include all the processes as part of stage II assessment for empanelment.

3.4 Withdrawal of Empanelment :

The STQC reserves the right to withdraw empanelment of an intermediary organization in any of the following circumstances:

- Information provided to STQC is found to be incorrect;
- Empanelment conditions are not met within the specified time period;



Scheme for Empanelment of Intermediary Organizations

- Pass rates in three consecutive examinations for course candidates, who have undertaken an empanelment course are significantly below the average pass rate for public examinations; (applicable for the courses in which the faculty of intermediary organizations are being used).
- Significant changes to the organization or in the course empanelled are not notified to STQC;
- Audit / Surveillance visits by STQC are not facilitated;
- Conditions arising from audit/surveillance visits are not met within the specified time period;
- Serious complaints about the course are made to STQC by candidates or their employers;
- Misleading claims about the empanelment status of any course are made;
- Clear evidence is received that empanelled Course materials are in breach of copyright;
- STQC invoices are not paid within the specified period (**The accounts for each course needs to be settled within 2 weeks after completion of each course**)
- The course is no longer offered.

3.5 Appealing STQC's Decision on Empanelment :

The empanelment of intermediaries with STQC aims at ensuring that intermediaries are fulfilling all competency requirements , required to offer STQC's training courses to industry. STQC may refuse empanelment if intermediaries fail to reach a suitable level.

However, there may be occasions where the intermediaries are not granted approval or have certain restrictions imposed on them. In such cases, the intermediaries have the right to appeal. The appeals against empanelment decisions must be made in writing to the Director General, STQC, clearly stating the specific grounds for the appeal. The decision of the Director General will be final.

4.0 Fee for empanelment and conducting of STQC courses :

The fee for Empanelment of intermediaries Organization with STQC will consist of following components, which will be required to be paid at different stages :

A. Application Fee for Empanelment

(One time payment to be paid at the time of submitted the application for empanelment)

B. Course empanelment fee

(to be paid at on yearly basis for each course requested for empanelment. The needs to be submitted at the time of application or after qualifying Stage-I)

C. Course Royalty fee

(The course royalty Fee at prescribed rates will be required to be paid to STQC after completion of each course and before the issue of certificates to the course participants. That is the certificates for the participants will be issued only after receipt of due fee)

D. STQC Faculty fee *(in case STQC faculty is used).*

(Fee is to be paid after conduct each course and before the issue of certificates to the course participants.)



Scheme for Empanelment of Intermediary Organizations

The intermediary organization will also arrange for travel and all logistics for the evaluation team and the faculty.

The details for fee for each component is given in the [Annexure VI](#). STQC reserves the right to revise the fee periodically on a yearly basis.

5.0 Advertising and Promotion :

The advertising and marketing of courses is the responsibility of intermediary organization. STQC will publish a list of all empanelled intermediary organizations at STQC website. In addition, the schedules and special events being organized by the intermediaries may also be promoted through STQC website. As appropriate, STQC, may also give due publicity through other means.

STQC may support in designing all the advertisement, if required. In either situation, the advertisement and marketing material (posts, marketing brochure content on the website, emails and postal letters etc.) used by the intermediaries shall be with concurrence of STQC Directorate.

Issue of Certificates to the Participants & Use of STQC Logo and Name :

For all courses STQC will issue its own certificates to all the participants. In case of examination based courses, all successful participants will get a Certificate of Achievement. In all other cases including non-certified programs, STQC will issue Certificate of Participation. These certificates will be sent to the intermediary organization for further distribution to individual participants.

In addition, in case of non-certified programs, intermediary organization may also issue certificates at the end of course. In such certificates, STQC logo will be a must. The intermediary organizations may decide to add their logo also. STQC will provide a softcopy of logo in such cases.

The empanelled intermediary organizations will make use of STQC name and logo only for the purposes of advertising /promotion of the courses for which they have been empanelled and no where else.

6.0 Delivery of Courses :

To deliver the STQC courses to the industry, the empanelment of intermediary organizations with STQC for the concerned course(s) is **must**.

The scope of the delivery of courses by empanelled intermediary organizations will be **Within India**. The specific locations (within India) for the delivery of courses by intermediary organization will be decided by mutual agreement with STQC during empanelment process. The decision on location to conduct the courses becomes an essential requirement in order to safeguard the business interest of both STQC and



Scheme for Empanelment of Intermediary Organizations

intermediary organizations. However for conducting the first course Stage ONE qualification is must.

Once empanelled, STQC allows delivery of the courses for which the intermediaries has been empanelled. A prior intimation to STQC for each course before its delivery is mandatory. The intermediary organizations need to provide information on dates, venue, expected number of participant etc. before the start of the course. This will help STQC in planning and managing resources and examinations required for the concerned courses.

The intermediaries organization should ensure the quality of the courses is maintained during the delivery of the courses. The organizations need to acquire the following information from the participants for each course conducted and submit this to STQC:

- Course registration form duly filled by the participants (At the start of the course)
- Course feedback form duly filled by the participants (At the end of the course)

STQC reserves the right for assessment and evaluation on the delivery of the course for any course at any point of time.

In order to ensure organization and delivery of courses in professional manner, intermediary organizations should have minimum following staff :

- **Course coordinator** : who will be responsible for over all coordination with STQC and course participants and / or sponsoring organizations and logistic arrangement during the course.
- **Faculty** : who will be responsible to conduct the particular course. The intermediary organization need to empanel at least two competent faculties for each course. The number of faculty required to deliver a particular course are mentioned in Annexure II.

The requirement of batch size for each course should be in accordance as specified in [Annexure II](#).

In order to facilitate in the monitoring process, the intermediary organizations will be required to submit course specific information for the each course conducted, in the prescribed formats (formats will be given to the intermediary by STQC once empanelled):

- Course Registration form (to be filled by the course participants at the start of course)
- Attendance sheets for each course conducted
- Course participants Feedback forms duly filled
- Feedback form Faculty / Intermediary organization for the course conducted
- Copies of all examinations papers(used as well as unused in confidential manner)
- Any other relevant information as desired by STQC

7.0 Management of Examinations (For examination based Courses) :

For the examination based STQC courses, STQC reserves the right for management of examinations which includes setting of question papers, invigilation during examinations, evaluation of answer sheets and issue of Certificates to successful participants.



Scheme for Empanelment of Intermediary Organizations

The Intermediary organizations will be primarily responsible for organizing and conducting of examinations in confidential manner. Their responsibility will also include preparation of examination hall, participation in invigilation of examination, sending the answers sheets in sealed envelopes to STQC, communicating the exam results to the participants and dispatch of certificates to the individual participants etc.

Some guidelines for managing the examinations are:

- All examinations will be conducted by Intermediaries organizations after the completion of each course (generally the last day of the course). The examination should not be delayed more than 2 working days, except in special cases.
- STQC will ensure to provide the question papers for each course in (sealed envelopes) on request of the intermediary organization. The question papers will be delivered either by post or in person (STQC invigilator).
- On completion of examination, the answer sheets should be sent back to STQC without any delay for evaluation.
- STQC will announce the result within 2 week from the date of receipt of answer sheets
- Certificate of achievement will be awarded to the participants who will qualify the examination successfully
- A sample question paper will also be provided by STQC to the intermediary organization, to facilitate the participants to understand the pattern of the examination.
- The details of the examinations such as pattern, marking scheme, grading of results etc are given in the course brochure for each course.

8.0 Monitoring and Surveillance of Evaluation of Delivery of STQC Courses :

The empanelled intermediary organizations will be subject to monitoring and surveillance for the delivery of STQC courses for which they have been empanelled.

Such surveillance visits by STQC will be performed at least once in a year. The additional surveillance visits may be scheduled when STQC has concern about a particular course. The visits will be made during the commencement of the courses at short notice or without notice.

The purpose of surveillance visits is to ensure the adequacy and competence of the empanelled intermediary organizations to deliver STQC courses. The criteria for the surveillance visits will be same as the criteria for **Stage Two** evaluation.

9.0 Disclaimer_:

This scheme has been developed by STQC Dte, Department of Information technology, which is part of Govt. of India. However, this scheme is not a Govt. of India scheme and in no way represents the interest of Department of Information technology, Govt. of India. STQC has a right to withdraw the scheme at any point of time without giving any specific reasons. The scheme is for promotion of QA in IT and e-Gov area and the contents of the scheme do not purport to be a legal document.



Scheme for Empanelment of Intermediary Organizations

STQC will take all possible measures to ensure the accuracy or completeness of the scheme time to time. STQC may make changes to the contents, or to the information described therein, at any time without any notice. As a result of updates and corrections, the scheme contents are subject to change without any notice from STQC.

10. Indemnity:

The empanelled intermediaries will indemnify STQC against any misuse of STQC Name and Logo. For any misuse of STQC name and logo, the intermediary organizations themselves will be held responsible. STQC will take necessary actions for such cases. STQC will not be responsible for any miscommunication or harm caused to any party because of any misrepresentation of its name and logo by the intermediary or any other interested party.

The empanelled intermediaries will not use the Name of STQC and its Logo, to promote their interest in any manner in any programme not connected / related or being undertaken for STQC.

11. Contact Details :

For more details please contact

Director, Training
STQC Dte. , Department of Information Technology,
6,C.G.O., Complex, Lodhi Road
New Delhi.
Phone : 24301384,24360219, 24301354
Fax : 91-11-24363083
e-mail : rakesh@mit.gov.in, rdchoudhari@mit.gov.in
Website : www.stqc.nic.in

Annexure - I

List of Training Course offered by STQC under the Intermediary Scheme

<p style="text-align: center;">e-Governance Trainings</p> <ul style="list-style-type: none"> • Quality Assurance in e-Governance Programs (2 days) • NRBPT Accredited course on Implementing Sevottam Model (IS 15700) for Public Service Organizations (3 days) • Awareness on Sevottam Model (IS 15700) for Public Service Organizations (1 day) • Website Quality Assurance and Certification (2 day) 	<p style="text-align: center;">Software Quality Engg.</p> <ul style="list-style-type: none"> • Certified Software Quality Professional (CSQP)- 5 days * • Certified Software Test Manager (CSTM)- 4 days * • Certified Internal Software Quality Auditor (CISQA)(3 days) *
<p style="text-align: center;">ITSM Trainings</p> <ul style="list-style-type: none"> • ITSM / ISO 20000 awareness program (2 days) • STQC Certified ISO 20000 Internal Auditor Program * 	<p style="text-align: center;">e-Security Trainings</p> <ul style="list-style-type: none"> • ISMS Lead Auditor Program (IRCA UK accredited) • Certified ISMS Implementation Program (STQC-CISP) • Certified ISMS Internal Auditor Program (STQC-CIISA) • STQC – Certified Network Security Manager (STQC-CNSM) (Requires special lab infrastructure. Details available on request)

In addition STQC also conducts the other training in the IT and e-Gov. QA, Quality Management, Laboratory Management, Test Engineering & Calibration/Measurement Assurances and Reliability Engineering. The detailed list is available at STQC website. Those programs, have not been offered under the scheme currently.



Annexure -II

Training Courses and Faculty Competence Criteria Under the Scope Of Intermediary Empanelment Scheme

Training Course Information				Competence Criteria / Requirements		
Sl.	Training Course	Course Duration	STQC Published Course Fee (Rs.)	Batch Size	Min. No. of Faculty required to Deliver the Course	Competence Criteria for faculty qualification
e-Governance Courses						
1	Quality Assurance in e-Governance Programs	2 Days	4000	MIN= 5 MAX= 30	One	<ul style="list-style-type: none"> B.E. or eqv. Min. 3 years Experience in implementation / auditing/ Testing/ in e-Governance or similar projects Min. one year teaching experience (may be concurrent with above experience) Knowledge of QA principles, auditing etc. Should have attended STQC program of QA in e-Gov.
2	Awareness on Quality Management System in Public Service Organizations (Based on IS 15700)	1 Day	2000	MIN= 5 MAX= 30	One	<ul style="list-style-type: none"> B.E. or eqv. Min. 3 years Experience in QMS in Government/ Public administration Min. one year teaching experience (may be concurrent with above experience) LA (QMS)/ LA (ITSM) or eqv. STQC course on Implementing QMS in Public Service
3	NABET (QCI) Accredited Implementing Quality Management System in Public Service Organizations (Based on IS 15700)	3 Days	6000	MIN= 5 MAX= 30	One faculty (for a batch upto 10 participants) and Two faculty for a batch of 11 to 20 participants	With STQC Faculty only
4	Website Quality Assurance and Certification	2 Days	4500	MIN= 5 MAX= 30	One	<ul style="list-style-type: none"> B.E. or eqv. in Computers/IT Min. 3 years Experience in Website dev./ Testing/ implementation/ maintenance or in similar areas. Min. one year teaching experience (may be concurrent with above experience) Knowledge of QA principles, auditing etc. STQC course on Website Quality Assurance and Certification



Scheme for Empanelment of Intermediary Organizations

Training Course Information				Competence Criteria / Requirements		
Sl.	Training Course	Course Duration	STQC Published Course Fee (Rs.)	Batch Size	Min. No. of Faculty required to Deliver the Course	Competence Criteria for faculty qualification
Software Quality Engineering Courses						
1	STQC-Certified Software Quality Professional (CSQP)	5 Days	11000	MIN=6 MAX=20	One faculty (for a batch upto 10 participants) and Two faculty for a batch of 11 to 20 participants (Always Two from STQC)	<ul style="list-style-type: none"> • B.E. or eqv. • Min. 3 Years Experience in the area of software testing and or Software QA/ Software project management • Min. one year teaching experience (may be concurrent with above experience) • Knowledge of Software test tools • Knowledge of QA principles, auditing etc. • STQC-CSQP/ CSQA/ CSDP / CSQE/ CMM(I) assessor / SPICE Assessor or eqv.
2	STQC-Certified software Test Manager (CSTM)	4 Days	8000	MIN=6 MAX=20	One faculty (for a batch upto 10 participants) and Two faculty for a batch of 11 to 20 participants	<ul style="list-style-type: none"> • B.E. or eqv. • Min. 3 Years Experience in the area of software testing and QA • Min. one year teaching experience (may be concurrent with above experience) • Knowledge and skill on Software test tools • Knowledge of QA principles, auditing etc • STQC-CSQP/ CSQA/ CSDP/ CSTM/CSQE/ CSTE/ ISTQB advanced or ISEB Intermediate in software Testing (with 4 years experience) course or eqv.
3	Certified Internal Software Quality Auditor (CISQA)	3 Days	6500	MIN=6 MAX=20	Min. One. Desirable Two.	<ul style="list-style-type: none"> • BE or eqv. • Min. 3 Years Experience in the area of software testing and QA • Min. one year teaching experience (may be concurrent with above experience) • Knowledge of QA principles, auditing etc • STQC certified CSQP/ CSQA/ CSDP/ CSTM/ CSQE or eqv. • LA QMS/ LA TickIT/ CMM(I) or SPICE Assessor or eqv.
Information Security Management courses						
1	STQC-Certified Information Security Professional (STQC-CISP)	5 Days	11000	MIN=6 MAX=20	One faculty (for a batch upto 10 participants) and Two faculty for a batch of 11 to 20 participants	<ul style="list-style-type: none"> • BE or eqv. • Min. 3 Years Experience in the area of IT security/Information Security/ ISMS implementation • Min. one year teaching experience (may be concurrent with above experience) • Knowledge of ISO 27000 standards • Qualified STQC-CISP/ ISMS LA course



Scheme for Empanelment of Intermediary Organizations

Training Course Information				Competence Criteria / Requirements		
Sl.	Training Course	Course Duration	STQC Published Course Fee (Rs.)	Batch Size	Min. No. of Faculty required to Deliver the Course	Competence Criteria for faculty qualification
2	STQC – Certified Internal Information Security Auditor (STQC-CIISA)	3 days	7000	MIN= 6 MAX= 20	Min. One Desirable Two	<ul style="list-style-type: none"> BE or eqv. Min. 3 Years Experience in the area of IT security/Information Security/ ISMS implementation Min. one year teaching experience (may be concurrent with above experience) Qualified STQC-CISP/ ISMS LA course
3	ISMS (ISO 27001) Lead Auditor Course (IRCA UK approved) (with STQC faculty only)	5 days	16000	MIN= 6 MAX= 20	One faculty (for upto 10 participants) and Two faculty for 11 to 20 participants	With STQC faculty only
4	STQC Certified Network Security Manager (CNSM)** <small>** This course requires additional Laboratory setup. For details pls. contact STQC</small>	3 days	7500	Min= 4 Max= 15	Two faculty	<ul style="list-style-type: none"> MCA or BE (with Electrical/ Electronics/Computer Science/ Information/Technology) Or /M.Sc. (IT/CS/Electronics/Maths/ Stats./Physics.) Min. 3 years experience in the area of Networking, Network Administration and Network Security Min. one year teaching experience Desirable knowledge of ISO 27001/2, knowledge of LINUX/UNIX Qualified STQC CNSM.
IT Service Management Courses						
1	ITSM / ISO 20000 awareness	2 days	5000	MIN= 5 MAX= 30	One	<ul style="list-style-type: none"> BE or eqv. Min. 1 to 2 Years Experience in the area of IT service sector and ITSM implementation Min. one year teaching experience (may be concurrent with above experience) Knowledge of ISO 20000 standards
2	STQC Certified ISO 20000 Internal Auditor	3 days	7000	MIN= 6 MAX= 20	Min. One/ Desirable Two	<ul style="list-style-type: none"> BE or eqv. Min. 2 Years Experience in the area of IT service sector and ITSM implementation Min. one year teaching experience (may be concurrent with above experience) Qualified STQC certified ISO20000 internal auditor course/ITSM lead auditor course/iTSMF auditor/iTSMF implementor course

Note : The Charges are exclusive of any taxes (including service tax) to be paid



**Application Form
(For Empanelment of Training Organization as Intermediary)**

1. (a) **Name of the training organization:**
- (b) **Legal status**
(Whether Government/ Semi-Government / Private.)
(Mention following Registration Numbers :
Organization Registration Number -
Service Tax Registration Number -
- (c) **Date of Incorporation** (Minimum 2 Years)

1. Brief write-up on Organization's Activities

2. Organization Address:

e-mail:
Phone:
Fax:
Website:

Contact Person:

Name
Designation
Telephone
Mobile
email

4. **Name of training courses and Specific locations for empanelment is requested :**
(Please refer course list attached at **Annexure II**)

5. Course names for which empanelment is sought using STQC Faculty
(and hence no intermediary faculty is proposed)

a)
b)
c)
...

6. Course Names and Faculty details for which trainings are proposed to be conducted through Intermediary's own faculty ((Including faculty on contract).

Compliance Matrix of the Faculty

Name of STQC Course	Proposed Faculty Names	Competence Criteria for Faculty Qual. (Refer Annexure-II)	Faculty Competence against requirements	Compliance Y/N	Any Remarks
1.	Faculty 1.				



Scheme for Empanelment of Intermediary Organizations

	Faculty 2				
	Faculty3....				
2.					
3.					

(Please attach the **CV** of each faculty supported by attested copies of Certificates) and provide the above Compliance Matrix w.r.t. the requirements as laid down in the scheme against **each course**.

7. Details of Training Infrastructure requirements :

Sl. No	Infrastructure Details	Availability (Yes or NO and Number/ Qty)	Details of availability (Size/ Capacity)
i.	Training Infrastructure Class rooms/Lecture Halls Computer Labs Projection System Lap Top/Computers Black/White Boards Flip Chart Board		
ii.	Support Infrastructure: Library/ Books Photocopier Canteen / Food court Syndicate Room Faculty rooms Toilets Drinking Water facility Internet Connectivity Transport		
iii.	Other Infrastructure (as available)		

7. Details of Training Programs Conduct by the Organization : (In past two years)

Sl No.	Month & Year	Training Title/Area	Number of Programs conducted	Number of Participants



Scheme for Empanelment of Intermediary Organizations

8. **Details of Schedules / Calendar** of courses planned for next 6 months / 1 Year(Please refer / attach relevant documents) :

9. Do you have a **mechanism to maintain faculty competence** Yes/No
(If Yes, state the mechanism briefly)

10. Organization **Affiliations / Accreditations / Partnerships** with other organizations, if any :

11. **Financial Details** of the Organizations

Total Turnover:

Turnover of training activities:

12. **Fee payment details:** Only through Demand Draft in favor of PAO DIT, Jaipur

DD No.: Date:

Bank Details:

Amount (Rs.10,000 +Service Tax) : Rs.

13. **Other activities** of the organization
(Please provide brief details)

14. **Declaration:**

I hereby declare that I will abide by the contract requirements for the **training organization**.

Signature

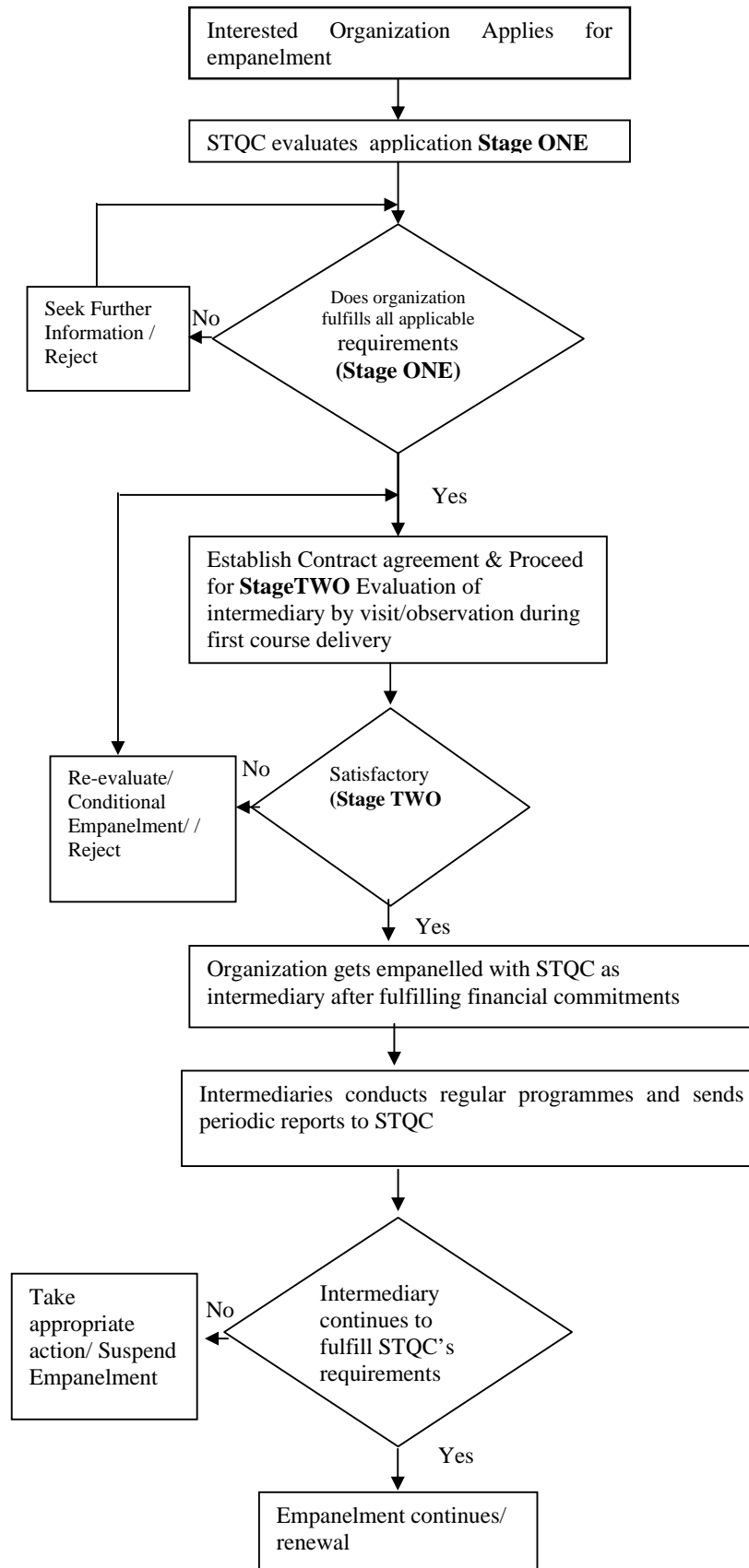
Date:

**Head of the Training Organization
with Official seal**

Please submit completed applications to :

Head Training
STQC Directorate,
Department of Information Technology,
Electronics Niketan, 6, C G O Complex,
New Delhi-110003
Phone : 011-24360219, 01124301384, 24301354
e-mail : rakesh@mit.gov.in, rd.choudhari@mit.gov.in

Flow Chart depicting Process for Empanelment:





Criteria for Assessment / Evaluation for Empanelment

The INTERMEDIARY ORGANIZATION shall demonstrate its competency for conducting STQC Training courses for the Indian industry and public. In order to empanelment of interested organizations as training provider, STQC will evaluate the competency of applicant organization in a two stage approach manner :

a. **Stage ONE – Offline Evaluation** (A preliminary evaluation of application received)

During stage I evaluation, the designated STQC evaluation team will evaluate following requirements in respect of courses for which the empanelment is sought by means of documentary evidence as submitted by the intermediary organizations :

1. General requirements

- Application in prescribed format with requisite information
- Application fee DD alongwith application
- Organization Registration Number with its proof
- Service Tax Registration Number and its proof
- Statement of financial Turnover out of training activities
- Brief write-up on organization's activities
- Organization Affiliations / Accreditations / Partnerships with other organizations, if any

2. Infrastructure requirements

- Availability/Commitment of Training and Support Infrastructure

3. Technical requirements

- Availability of number of course faculty
- Competence of available faculty in the form of requisite CVs
- Mechanism for updation of competence of faculty
- Statement on number of courses, number of participants, and nature of courses etc. conducted during last 2 Years. (Past experience)
- Nature of training courses already conducted in last 2 years and relevance with STQC courses for which empanelment is sought
- Information on Schedule /calendar of training courses planned in next 6 months and relevance of planned courses with STQC (Future Plans)
- Organization's affiliations / Accreditations / partnership with other organizations (Optional)

The Stage-I qualification, requires 100% compliance with above mentioned required except for the optional requirements as stated above.



Scheme for Empanelment of Intermediary Organizations

b. Stage TWO –Onsite valuation

(A detailed evaluation at the site of applicant intermediary organization)

During stage TWO evaluation, the designated STQC evaluation team will evaluate following requirements in respect of courses for which the empanelment is sought, at the time of conduct of first course by intermediary organization. The separate evaluation will take place for each course during its first delivery :

a. Technical Competence of Faculty / Tutor :

- Depth of Subject knowledge / Topic / Sub topic level
- Adequacy with the subject being delivered (Subject focus)
- Use of appropriate examples / scenarios
- Correctness of response to Student's questions and clarifications
- Mechanism for updation of technical competence of faculty / Tutor

b. Quality Course Delivery :

- Flow of delivery
- Communication skill
- Use of teaching aids
- Dealing with different view / opinion situations in the class
- Motivation of course students / participants

c. Quality Course Material :

- Tutor Notes
- Course notebooks for students
- Exercise books for students
- Sample Question Papers & Answers (in case of exam based courses)
- Stationary items

d. Availability and adequacy of Classroom/ Infrastructure facility :

- Availability of proper class room with adequate environment
- Availability and proper functioning of Projector, Computer/ laptop etc.
- Use available teaching aids as appropriate
- Availability and quality of support and logistics facilities

e. Course Advertising and Publicity :

- Means of Advertising the training course
- Use of STQC logo
- Maintaining the integrity of STQC course information to public
- Motivation of participants Infrastructure requirements

f. Conduct of Course examinations : (Before / during and After the exam till the declaration of results)

- methodology of conducting the examination
- maintaining the confidentiality of exam.



Fee for empanelment and conducting of STQC courses

Part 1. Fee for Empanelment of intermediaries Organization with STQC :

A. Application Fee for Empanelment :

Rs.10,000/- (One time)

This fee is to be paid along with application for empanelment.

B. Course empanelment fee :

For Single Course Empanelment : Rs. 10,000/- per year

For Multiple Course Empanelment : Rs. 20,000/- per year upto a block of FOUR courses and in multiples thereafter.

To be sent at the time of application or after qualifying Stage-I through a different Demand Drafts. The Intermediary organization will also arrange for the travel and all local logistics for the Evaluation team of upto two persons per course.

Note: For the first year, the period will be rounded to next quarter

C. Course Royalty fee :

1. **15% of STQC published course fee for public programs X number of participants who attended the course OR Rs.500/- per participant whichever is higher.**
2. **All Intermediary organisations will have to pay this royalty fee positively within two weeks after the conduct of the course.**

D. STQC Faculty fee (in case STQC faculty is used)

Rs.10,000/- per faculty / manday for First Faculty.

Rs.6,000/- per faculty / manday for Second Faculty.

Special Courses viz. LA courses:

Rs.12,000/- per faculty / manday for First Faculty.

Rs.8,000/- per faculty / manday for Second Faculty

The Intermediary organization will also arrange for travel and all local logistics for Faculty.

Part 2. Fee to be charged from participants by intermediaries Organizations :

The intermediary organizations will normally charge the course fee from its participants as per the published fee listed in the **Annexure II** and amended by STQC time to time. **Also, in NO CASE fee charged by them will be less than 90% of STQC's published fee for each course.**

Note :

1. All fee and charges are payable to PAO, DIT, Jaipur and are non-refundable.
2. Service Tax at the prevailing rates will be additional in each case.
3. STQC reserves the right to revise the fee periodically on a yearly basis.

Scheme for Empanelment of Intermediary Organizations

Annexure - VII

INTERMEDIARY EMPANELMENT AGREEMENT

Date of Agreement :

STQC Agreement Ref: STQC/TRG/INTERMEDIARY/2009/

Course Name and Duration :

Agreement Partners : STQC and Intermediary Organization (Training Provider)

STQC Directorate	Standardization Testing and Quality Certification Directorate, Department of Information Technology, Ministry of Communications and IT, Government of India 6 CGO Complex Lodi Road New Delhi – 1110003 India Tel : +91-011-24360219 Fax: +91-011-24363083
Intermediary Organization i. e. Intermediary Organization	Name : [Name Here] Incorporated in : India Incorporation Date : [Date of Incorporation] Registered No. : [Registration No.] office Address : [address here] Registered Office : [address here] Registered No.: Tel : [Intermediary Organization Fax] Fax: [Intermediary Organization Fax]

This Agreement, consisting of pages in total, including Annexure(s) and incorporates the terms and conditions that follow.

(Signature with Date)

Name

For and on behalf of STQC

(Signature with Date)

Name

For and on behalf of Intermediary Organization

Scheme for Empanelment of Intermediary Organizations

THIS AGREEMENT is made on this day between the Parties **WHEREAS** the parties wish to establish an arrangement for the conduct of certain training courses for which the intermediary organization has been empanelled, with following terms and conditions.

A. Scope & Term of Agreement :

1. Duration : This Agreement shall commence on the Date of Agreement and shall continue for a period of 1 Year. The agreement will be reviewed for its continuation through re-empanelment process for each course.
2. Scope : The intermediary organizations will conduct STQC training courses in INDIA only. The scope of delivery of course(s) by intermediary organizations will be limited to the following course listed below, for which empanelment has been recommended by STQC :

Name of STQC Course(s) :

3. While intermediaries are being empanelled for conduct of STQC training courses, STQC reserves the right to run and conduct the course by its own faculty and resources any wherein India at any point of time.

B. Use of STQC Name and Logo and Publicity :

1. The intermediary organizations will make use of STQC Name and LOGO ONLY for the purpose of advertising and publicity of STQC's training courses for which they are empanelled by STQC and nowhere else.
2. The empanelled intermediaries will not use the Name of STQC and its Logo, to promote their interest in any manner in any programme not connected / related or being undertaken for STQC.
3. The advertisement and publicity is the responsibility of intermediary organization.
4. STQC, however, will publish a list of empanelled intermediary at STQC Website.
5. The intermediary organizations will make use of advertisement and publicity material both (Hard copy as well as Soft copy) with prior knowledge and concurrence of STQC.
6. In case of any misuse of STQC name and logo, the intermediary organizations themselves will be held responsible. STQC has right to initiate suitable actions in such cases.
7. STQC will not be responsible for any miscommunication or harm caused to any party because of any misrepresentation of its name and logo by the intermediary or any other interested party.

Scheme for Empanelment of Intermediary Organizations

C. Issue of Certificates to Participants

1. *Certificates of Successful qualification or Certificates of participation shall be issued only by STQC.*
2. *However, for courses not involving any exams, an additional certificate of participation can be issued by the intermediary organisation. This certificate will bear STQC logo also.*

D. Financial obligations and Payment Arrangements :

1. The intermediary organization will abide by the terms of fee payment to STQC for the courses being conducted by intermediaries.
2. The Intermediary Organization shall pay STQC and shall charge course fee from its participants, the fees as outlined in **Annexure VI “Fee for empanelment and conduct of STQC courses.”**
3. STQC reserves the right to alter pricing through its internal mechanism at any time. STQC has mechanism to reviews training course fees on annual basis. The intermediary organizations will abide by the changes in fee / fee pattern, as emerged out of this mechanism on periodic basis.
4. The Intermediary Organization shall pay, without deduction or set off, the invoices issued by STQC within the prescribed time limit (within 2 weeks after the conduct of the each course).
5. STQC will issue Course Certificates and send these to Intermediary organizations for further distribution to course participants, ONLY after the receipt of course related fee i.e. Course royalty fee from intermediary organization .

E. Termination / Withdrawal :

1. Without prejudice to any other right or remedy it may have, either party may terminate this Agreement at any time by notice in writing to the other party.
2. STQC reserves the right to withdraw/terminate empanelment of intermediary organization in any of following circumstances:
 - Intermediary Organization becomes insolvent, bankrupt, resolution is passed for the winding up of the intermediary organization,
 - Information provided to STQC is found to be incorrect;
 - Empanelment conditions are not met within the specified time period;
 - Significant changes to the organization or in the course being conducted are not notified to STQC;
 - Audit / Surveillance visits by STQC are not facilitated;
 - Conditions arising from audit/surveillance visits are not met within the specified time period;
 - Pass rates in three consecutive examinations for course candidates, who have undertaken an empanelment course are significantly below the average pass rate for public examinations;
 - Serious complaints about the conduct of course are made to STQC by candidates or their employers;
 - Misleading claims about the empanelment status of any course are made;
 - Clear evidence is received that empanelled Course materials are in breach of copyright;
 - STQC invoices are not paid within the specified period (*The accounts for each course needs to be settled within 2 weeks after completion of each course*)
 - The course is no longer offered.

Scheme for Empanelment of Intermediary Organizations

F. Intellectual Property Rights :

1. STQC reserves intellectual property rights of all the courseware of its courses, being provided to intermediary organization for the purpose of conduct of STQC training courses.
2. The Intermediary Organization shall not use, modify, transfer, download, merge, make any translation or derivative work, or otherwise deal with the training materials except as expressly provided in this Agreement.
3. The Intermediary Organization is authorized to use the training course materials only for the conduct of STQC training courses.
4. The Intermediary Organization may print copies of the training materials as required for teaching/training courses only.
5. The intermediary organization will sign a Non disclosure agreement with each Faculty Member (Internal or External to intermediary organization) for the conduct of STQC Course as per the format given in the Annexure VIII and provide the same to STQC.

G. Delivery of STQC Training courses, Surveillance and Monitoring :

1. The course shall be delivered by competent and STQC approved faculty only.
2. The intermediary organizations will abide by the terms / conditions and guidelines of this scheme for the Delivery of STQC Courses, Management of examinations and Monitoring / Surveillance evaluation for conduct of STQC's empanelled training courses, issued by STQC time to time.
3. The intermediary organizations will be required to conduct STQC Courses by competent faculty in accordance with applicable professional standards.
4. STQC reserves the right for the management of Course examinations including setting of question papers, invigilation during examinations, evaluation of answer sheets and issue of certificates to the participants.
5. Where ever applicable, intermediary organizations will be responsible for organizing the examinations in secure and confidential manner.
6. The STQC reserves the right to conduct annual surveillance for verifying the compliance / competency of intermediary organization for the delivery of STQC courses. Such surveillances will performed at least once in a year. STQC may also plan for additional visits if required on short notice.
7. The intermediary organization will not subcontract the delivery of STQC training courses to any organization.

H. Partnership :

1. The relationship between STQC and the Intermediary Organization shall be that of independent seller and buyer, respectively, each in sole and full control of its business. No partnership shall be constituted between STQC and the Intermediary Organization by virtue of this Agreement nor shall either party have powers to make, vary or release contractual obligations on behalf of the other party or represent that by virtue of this or any other Agreement a partnership has been constituted, or that it has any such power.
2. Neither party shall use the other parties name or any service or proprietary name, mark or logo of the other party for advertising or promotional purpose without first having obtained the other party's prior written approval.

Scheme for Empanelment of Intermediary Organizations

I. General :

1. The terms and conditions of this agreement between STQC and Intermediary Organization shall be treated as confidential and shall not be disclosed without the prior permission of STQC. However, this information may be disclosed to person or body with legal right to know the information. In these circumstances the disclosing party will notify the other party of the intended or actual disclosure as soon as possible.
2. Neither party shall assign or otherwise transfer any benefits or liability whatsoever under the Agreement, in whole or in part without the prior written approval of the other.
3. No variation to this Agreement shall be effective unless and until accepted in writing by authorized signatories of both parties.
4. The interpretation validity, and performance of this agreement, shall be governed in all respects in accordance with the Indian Laws and the parties hereto hereby submit to the exclusive jurisdiction of Delhi courts.

(Signature with Date)

Name

For and on behalf of STQC

(Signature with Date)

Name

For and on behalf of Intermediary Organization

Scheme for Empanelment of Intermediary Organizations

Annexure VIII

Non-Disclosure Agreement with Faculty

(To be furnished by Intermediary organization on official letter head) I

I, **[Name and complete address of Faculty]**

have been empanelled as **Full time / Part time faculty** by the **Intermediary Organization**
[Name and complete address of the Intermediary Organization]

for the conduct of following STQC Training courses :

- 1.
- 2.

The intermediary organization intermediary organization has been entrusted and empanelled by STQC for organization and delivery of STQC's Training Courses.

As a faculty for above-mentioned STQC Training courses, I agree with following terms and conditions in order to ensure the quality of course delivery and protection of Intellectual Property Rights of STQC :

1. I agree to provide my services for conducting STQC's Training Courses in a professional manner, with Intermediary Organization for STQC Training courses for which I have been empanelled.
2. I agree that continuation of this agreement will depend on my performance during the conduct of STQC courses, feedback and results of the examinations (as applicable). The decision of Intermediary Organization and or its affiliation body i.e. STQC, on continuation/suspension/withdrawal as empanelled faculty will be acceptable to me. I also have the right to withdraw myself form empanelment by giving 30 days notice period to Intermediary Organization.
3. I agree to meet at all times the requirements as communicated by the Intermediary Organization and or its affiliation body i.e. STQC, form time to time in addition to the competency requirements set out for conduct of STQC training course(s) covered by this agreement. Non-compliance to requirements for empanelment by me, may result in to suspension/ withdrawal of faculty form empanelment for conduct of course(s).
4. I understand that Course Material & Body of Knowledge and Course specific material are provided by Intermediary Organization are intellectual property STQC and no changes/modification to the same shall be made by the me.
5. I agree to use the Course Material solely for the purpose of conduct of course(s). I shall not make any copies, in whole or in part, machine readable or otherwise of this "Proprietary Course Material" except for copies that need to be made strictly in respect of conduct of course(s). I shall, promptly return all tangible forms of the "Proprietary Course Material" including original and all copies and partial copies thereof whether machine readable or otherwise, to the Intermediary Organization after the use.
6. I shall not disclose any "Proprietary Course Material" in whole or in part to any third party.
7. If at any point of time I am found following unethical practices like use of duplicate course material, use of unrecognized course material and unauthorized disclosure of "Proprietary Course Material" to any third party, I shall accept my empanelment as cancelled.

(Signature with Date)

Name

For and on behalf of Faculty