

Procedure for Recognition of Traditional Community Healthcare Training Institute

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1. Authority

QCI Secretariat is the sole authority for coordinating, assessment of the training institute applying for recognition.

2. Initial Assessment

2.1 Documentation assessment (Adequacy)

QCI shall evaluate the documented system including (but not limited to):

- a. Recognition/Operational Manual
- b. The course/program material, including the subjects/topics to be covered, the time Schedule for various activities, and all the trainee and Faculty members/Resource persons materials such as course /program notes, trainee reading materials, case studies, simulations, tutor notes.
- c. The examination format, questions and answers, time allotted, grading procedure, Pass/Fail requirements, policy and procedures for re-examination, techniques for evaluation on the basis of Project work, case study presentation and practice in documentations etc.
- d. The criteria for selecting Faculty members/Resource persons, procedures for assessing their performance and a current list of Faculty members / Resource persons, their resumes and regulatory body requirements.
- e. Course/program administration documents including policies for admission of participants, course/program recognition forms, fee schedules, course/ program Certificate and promotional material.
- f. Review the Training Institutes's status and understanding regarding requirements of the scheme, in particular with respect to the identification of key performance or significant aspects, processes, objectives and operation of the management system;
- g. Collect necessary information regarding the scope of the management system, processes and location(s) of the Training institutes, and related statutory and regulatory aspects and compliance (e.g. quality, environmental, legal aspects of the Training Institutes's operation, associated risks, etc.);
- h. Identify a minimum of two teachers to be witnessed during stage 2 assessment and identify twice the number of topics on knowledge that would be witnessed and inform the training institutes

After the evaluation, QCI will inform the Institute of the non-conformities and/or observations if any. The Institute shall be required to close all observations and non-conformities before the next stage of assessment.

3. Assessment Team

The QCI shall appoint an Assessment Team having the necessary competences and skills required to conduct the assessment.

4. Office Assessment Planning

- 4.1 The QCI shall ensure that the assessment is conducted during the days in which the teaching programmes are in session.

5. Office Assessment at Training institute

5.1 Objective: Verifying the effective implementation of the Recognition Criteria for Training institutes

5.1.1 Opening Meeting

During the opening meeting, the team leader shall collect information on the situation and on changes concerning Training institutes teaching staff, infrastructure, courses being taught and any other relevant information.

5.1.2 WITNESS

- a. QCI shall witness at least one teaching programme from Level 1 – for each stream before granting recognition to training institute.
- b. The QCI shall time the assessment towards the end of the teaching / training programme and shall carry out witness of a minimum 4 topics identified during stage 1 assessment, of minimum 1 hour duration each, being taught by the TCHP assessor who have been identified during stage 1 assessment.
- c. The TCHP faculty shall be evaluated on the following five 5 criteria
 - i. Knowledge of the Teacher
 - ii. Communication Skills
 - iii. Time Management
 - iv. Capacity to handle difficulties of trainees
 - v. Capacity to create a conducive learning environment.
- d. The QCI shall witness the demonstration of all the TCHP practices taught during the course.

The QCI shall evaluate the teacher's capability to assess the trainees.

- e. The QCI shall interview a minimum of 4 learners undergoing the teaching / training programme and evaluate their level of learning including their instruction / teaching practice. However, if a particular location of the Training institutes is not offering the specific type of learning service it can be excluded.

5.1.3 Non conformities

Any non-compliance observed during assessment, for which corrective actions are taken on-site during assessment and not raised as non-conformity, shall however be reported in the report findings.

The Non Conformities shall be:

- a. Prepared by the Team leader before the Closing Meeting
- b. Discussed with the Training institutes
- c. Countersigned by the Team leader and the training institutes' representative
- d. Sent to the QCI for records and follow up
- e. Major nonconformities shall require a follow up visit unless the Recognition body can justify it

can be closed off site.

5.2 Assessment Report

5.2.1 The QCI shall send the Assessment Report within 15 days from the date of the completion of the assessment to the Training institutes.

5.2.2 Irrespective of the Scope of the Recognition (Single location or multiple location), the Assessment report shall:

- a. describe the structure of the assessment Training center
- b. specify the part of the Training institutes to which each NC is addressed
- c. the processes excluded by the Scope of the Recognition, if any,

5.3 Recognition Decision

The QCI shall grant Recognition when all the following conditions are met with:



- a) All NCs raised are closed –major after onsite verification and minor after off-site verification
- b) Payment of outstanding dues there is no other adverse feedback or outstanding issue (Refer Annex – 2)

5.4 Change of Location / Ownership / Name

5.4.1 Duty of Information

5.4.2 The recognized training institutes shall inform the QCI of any change:

- a) in the location of the training institute
- b) in the ownership;
- c) in the name

5.5 Office Assessment

5.5.1 Following review and acceptance of documentation procedures, QCI shall undertake assessment of the office/training center and the facilities intended for use for the course/program. The duration of the same shall be decided by QCI.

5.6 Surveillance Assessment

5.6.1 To assess the training Institute’s continuing conformance to QCI criteria and the effective implementation of its procedures, QCI shall normally conduct an annual surveillance for:

- a. Administrative procedures, practices and records.
- b. A minimum (but not limited to) 2 day’s surveillance of a course/program offering. Course/program surveillance and assessment of administrative procedures shall be planned to ensure that different aspects of the course/program and the Institute’s system are regularly reviewed.

5.6.2 Course/program surveillance shall also review different Faculty members/ Resource person’s course/program offerings. QCI reserves the right to demand witness of a specific faculty member / Resource person.

5.6.3 Assessors shall have necessary qualifications and experiences related to the Traditional healing stream/domain covered by the Institute and have the requisite training to undertake QCI Assessment. The Assessment shall be made in terms of both processes and results i.e Efficiency and Effectiveness of Training.

5.6.4 QCI reserves the right to carry out more frequent or longer surveillance as necessary for a specific Institute in case of complaints/concerns against the delivery or administration of the course/program. Cost for the same shall be borne by the Institute.

5.6.5 QCI may conduct surprise surveillance of the institute.

5.7 Assessment Man days

5.7.1 The man days required to conduct an effective assessment shall be calculated in accordance with the following Table:

Activity	Assessment Man-days (Min.)
Document Assessment	2 MD
Recognition Assessment	4 MD min. per location
Surveillance	2 MD min. per location

5.7.2 The assessment time shall be a minimum of 8 hrs. per day on-site assessment. Assessment preparation and report preparation time shall be additional and shall be at least one man-day.

5.8 Extension of Scope

5.8.1 Any Institute can request for extension of its scope of Recognition to cover additional streams of traditional healing by making a written request to QCI. In case changes are to be made to the Recognition Manual, the revised manual shall also be submitted.

5.9 Renewal of Recognition

5.9.1 Any Recognition granted automatically expires at the end of the period of its validity. A renewal notice will be issued for the recognized course to the Institute by QCI before expiry of validity. However, the responsibility for applying for renewal in time shall be that of the concerned Institute.

5.9.2 The Institute shall submit the renewal application along with the prescribed fee at least three months in advance of the expiry of the current Recognition period. A renewal assessment, similar to the initial assessment, shall be carried out for considering further renewal.

5.9.3 If any non-conformity is found during the renewal assessment, the Institute shall have to take necessary corrective actions, which may need to be verified by QCI before the Recognition is renewed for a further period of maximum of four years.

5.9.4 The renewal shall be based on assessment of performance during the previous validity period and report of re-assessment.

5.10 Suspension or Cancellation of Recognition

QCI may suspend or cancel the Recognition of an Institute because of any of the following but not be limited to;

- a. non-compliance or violation of the QCI requirements.
- b. providing insufficient or incorrect information to QCI.
- c. improper use of QCI Recognition Mark.
- d. Changes in the Certificate format without QCI Recognition.
- e. changes in the course material without the concerned regulatory Recognition.
- f. failure to report any major changes in the course/stream to QCI.
- g. Any other condition deemed appropriate by QCI.
- h. non-payment of fees

6. Expiry of Recognition

The Recognition of an Institute shall automatically expire at the end of its validity unless renewal is sought by the concerned Institute along with the prescribed fees. The Recognition of the Institute shall also expire if the renewal is not agreed to by QCI.

7. Appeals

Appeal against the decision of QCI can be made in writing to the Chairman, QCI Board. It will be processed in accordance with the appeals procedure.

8. Schedule of Fee

Kindly refer to attached Annexure-I

9. Terms & Conditions

9.1 The recognition to an Institute shall be granted for a period of three years which shall be renewed for maximum of three years at a time, before expiry of earlier recognition, subject to satisfactory performance based on surveillance report at least once a year.

9.2 The Institute providing the course shall conduct the course on its own and shall not sub-contract it in part or full.



- 9.3 The Institute providing the course shall not make any change in the Certificate format and the course materials which form the basis for the grant of recognition without prior recognition of QCI.
- 9.4 In the case of having multiple branches or centers of the same Institute, the Institute will not be required to pay the Application fee again. Only partial annual fee and assessment/surveillance fee and actual expenses will be charged from the Institute.

10. Use of Recognition Mark

- 10.1 The TCHP training institute Recognition Mark, hereinafter referred as the Mark, is a protected Mark owned by the QCI.
- 10.2 There may be more than one Mark(s) approved by QCI depending on whether some or all levels are used as the criteria to certify the Training institute.
- 10.3 The Mark may be distinct for each level used by QCI for Recognition of the Training institute.
- 10.4 The Training institute signs the legally enforceable standard agreement and submit to the QCI.
- 10.5 The Mark(s) shall be used in such a manner as to imply that the Training institute has been recognized for the specific level and specific programme. It shall not be used to imply that the trainees themselves are recognized.
- 10.6 The Mark shall not be provided in the certificate issued to the trainees.

11. Note:

In any case training institute shall not use QCI recognition status/mark, in such a way that trainees are recognized or certified by QCI.

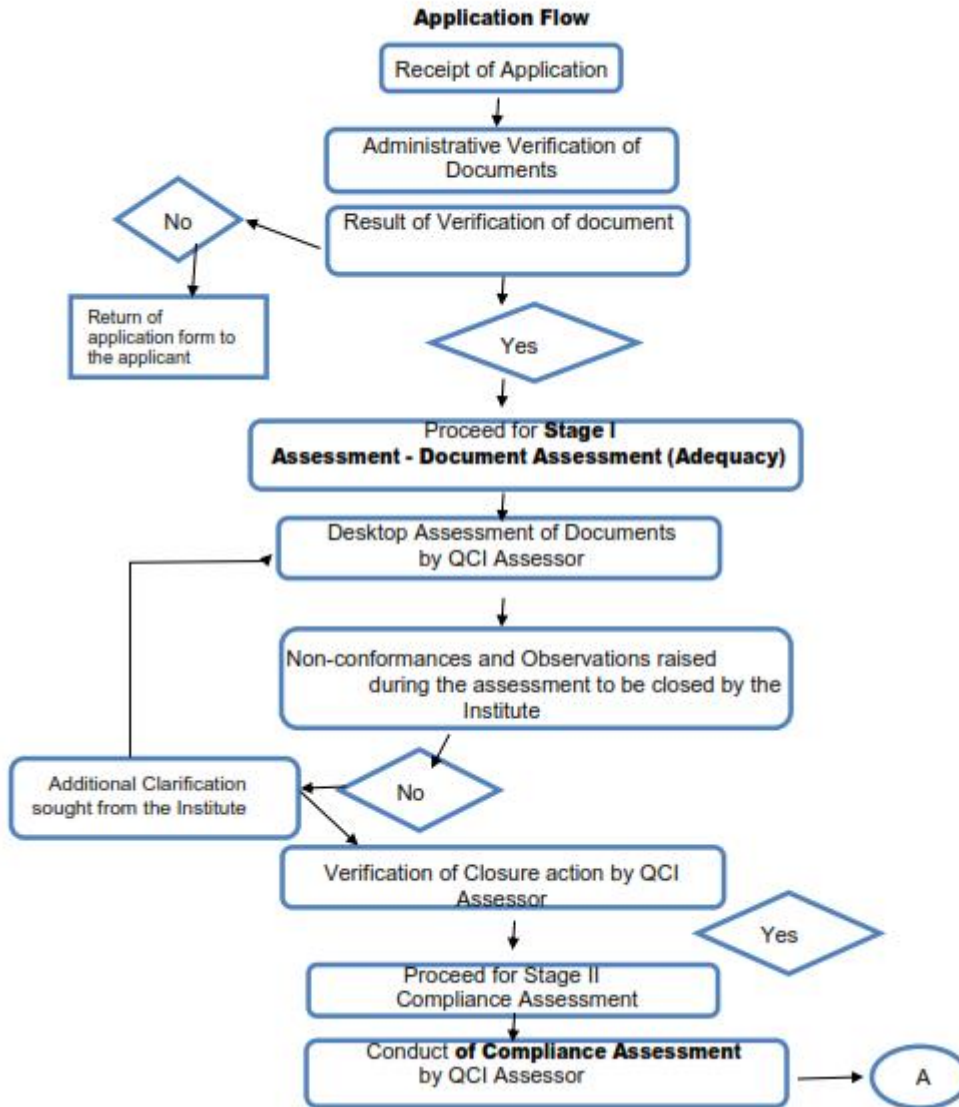
Annexure- I FEES STRUCTURE

Details of the Assessment fees are provided below (applicable taxes etc. would be additional)

I. Application Fee	Rs.25,000/-
II. Assessment Fee	
a. Document Review (min 2 mandays)	Rs.20,000/- per MD
b. Compliance Assessment (based on scope, min5 mandays)	Rs.20,000/-per MD
c. Office Assessment and final report Fee (min 2mandays)	Rs.20,000/-per MD
III. Annual Fee	Rs.50,000/-

Note:

1. Travel, Boarding and Lodging will be charged at actual. Local/Regional based assessors will be deployed for the assessments wherever possible to reduce these expenses.
2. Economy Class Air Fare/ Ist/ IInd AC Train Fare/ Assessing Bodies Guest House or Star (Minimum) Hotel (boarding and lodging), local travel by AC car/ taxis.
3. Assessing Body may also make the ticketing and other arrangements as per the requirements.
4. In case the verification of the documents requires more than 3 hours of work, an additional man day fees will be charged.
5. QCI will charge 50% of the total estimated cost of assessment where assessment is short closed due to concerns regarding – Competence of trainers, administrative procedures or any other reason.
6. The fee is to be paid by a Demand Draft payable at Delhi or a local cheque of Delhi in favor of “Quality Council of India”.
7. Only the Application fee is to be sent along with the application. Applications not accompanied by the application fee will not be considered.
8. Certificate will be sent after receipt of full fees and expenses.
9. All fees are non–refundable.



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