

## BUSINESS RULES

### Community Based Trainings

The table specifies key performance indicators which are required to be followed by training provider and the same will be observed during the visits by Third Party Monitoring Firm (TPM). In case of further inquiry is required, PSDF may investigate and condone the reported observations.

#### MONITORING PRACTICES

- Pre-training centre inspection before commencement of training
- If course duration > 1month; 1 monitoring visits per classes/month<sup>1</sup>
- If course duration≤1 month; 2 monitoring visits for classes/month
- Post training verification of market linkages

Compliance Risk	No.	Key Indicators	Description of key indicator
Centre Readiness	1	Unannounced centre relocation	The training centre is relocated to a different site without prior approval or information to PSDF
	2	Non-functional Classes	Class is locked/trainers or trainees are not present. Trainees found present, but class is not in progress due to any reason. e.g. non-availability of Instructor, backup source of electricity (Subject to the trades) or trainees found involved in any other activities instead of training. <sup>2</sup>
Trainee Selection Compliance 2	3	Selection/enrolment of vulnerable trainees in line with BISP poverty score and DAE's	<ul style="list-style-type: none"> <li>• Trainee age should be 18 years with upper age limit of 45 years by completion of course.</li> <li>• Should not be enrolled earlier in any PSDF funded training</li> <li>• Should be in line with BISP poverty score</li> <li>• Trainees previously enrolled in DAE programs from PBTE should not be enrolled except in trainings courses where DAE is the Pre-requisite of advance level course<sup>3</sup></li> </ul>

<sup>1</sup> Monitoring visits can be increased for any training provider based on risk assessment.

<sup>2</sup> If class is reported as non-functional during first month by TPM, no payment will be made. If same class is reported as non-functional in second month, class will be considered as cancelled. If class duration is one month and class found to be non-functional during first visit, payment will be made from second visit date otherwise in case of during both visits, class will be considered as cancelled.

<sup>3</sup> If at any stage of training, non-compliance on trainee induction criteria is identified by PSDF, entire training cost of such trainee will be deducted since inception.

<b>Participation Compliance</b>	<b>4</b>	Marginal Trainee	“For every marginal trainee regardless of the month an immediate deduction of Rupees 200 will be made from stipend”
	<b>5</b>	Confirmed Marginal (Drop out)	Trainee marked absent in two consecutive months during TPM visits with course duration > 1month (Dropout)  In case of duration <= 1-month trainees remaining absent in two visits will be dropout.
	<b>6</b>	Fake/ghost trainee	Marked present found absent in two consecutive visits OR Identified during physical verification through trainee Profile / trainee CNIC  Below are the series of actions that will take place once a fake/ghost trainee is identified. <ul style="list-style-type: none"> <li>1. The identified trainee will be expelled from training and complete training cost of individual will be deducted since inception.</li> <li>2. Invoices for the month will be withheld until the completion of inquiry.</li> <li>3. Warning Letter may be issued to TSP and email for clarification of incident.</li> <li>4. A maximum penalty of 20% training cost of class monthly invoice will be imposed.</li> <li>5. If the same incident in subsequent month/batch is reported during monitoring visit, the contract with the TSP will be terminated and TSP will be declared ineligible to work with PSDF for next one year.</li> </ul>
	<b>7</b>	Accuracy of attendance register (visit day)	a) Attendance is not marked in the register. b) A trainee is marked present but found absent. c) A trainee is dropped out but marked present in the register. d) Trainee names of current and previous months will be compared. If trainees name deleted / added, the same will be reported. All above scenarios (a,b,c & d) will be reported in trainee count. <sup>4</sup>

<sup>4</sup> Attendance will only be considered for those trainees whose trainee profiles are received and accepted by PSDF.

			e) Register format not followed f) Trainee attendance register is not available
	<b>8</b>	Physical Count	If the trainee's attendance is less than 70% of enrolled trainees (excluding dropouts) an amount shall be withheld using percentage point difference formula and is reimbursed if the attendance reaches 70% in subsequent month or forfeited if the attendance continues to remain below 70% <sup>5</sup>
	<b>9</b>	Any fee charged from Trainees	The trainee/s report/s about payment of any kind of fee at any time during the training
<b>Deliverable Compliance</b>	<b>10</b>	verification of deliverables from trainees	Uniform/Bags cost & stipend payments (If applicable) will be deducted in proportion to verification results. Third party verification will be carried out for a maximum of two times.
<b>Qualitative Compliance</b>	<b>11</b>	Teacher Change	Will be recorded as serious violation without prior approval from PSDF and only allowed if qualification & experience is equal/higher than previously changed.
	<b>12</b>	Books/manual/hand-Outs	More than 20% trainees report non-supply of books/manuals. However, same will not be recorded during 1st Month of training.
<b>Assessment Compliance</b>	<b>13</b>	Failed trainees/Absent Trainees	10% training cost will be deducted in case fail trainees are above 20% threshold. Testing fee will be deducted for all absent trainees in examinations
<b>Employment Commitment Compliance</b>	<b>14</b>	Committed employment targets	Payment against committed employment targets will be released as follows; <ul style="list-style-type: none"> <li>• 80% &amp; above verified; Full payment will be released.</li> <li>• If 50% - 79% verified: Proportional payments will be released as per the verification results.</li> </ul>

<sup>5</sup> The amount deducted will be seventy percent of trainees minus trainee's present, multiplied by training cost

			<ul style="list-style-type: none"> <li>If verified employment commitment remains less than 50% payment will be made to the number of verified employed trainees only.</li> </ul>
<b>Reporting Compliance</b>	<b>15</b>	Late submission of Reports	2% fine will be applied on late submission of reports and relevant documents.
<b>Contractual to Enrolment Compliance</b>	<b>16</b>	No. of Cancelled Classes	For a given scheme, if number of cancelled classes of a training provider is more than 20 percent of the entire contractual classes awarded to that training provider, 10% contractual training cost of cancelled classes will be deducted.

- Inquiry will be held in case of reported observations cited at serial no. 6,9 & 11. Inquiry can result up to 20% fine in training cost of monthly invoice.
- 5% fine will be imposed in the case of non-compliance of key indicators listed at 1,2,7 & 12 along with splitting/merging of classes.
- 2% additional fine will be imposed against each indicator if non-compliance of more than three below listed indicators are recorded.
- Shift /Time changed unannounced, Maintenance of stipend register (If applicable), Provision of Consumables, Trainee ID card; Uniform; Stationery, Bags, Payment of stipend (If applicable), Study plan provision & contractual credit hours not being followed<sup>6</sup>
- Violation against Trainee ID card, uniform, stationery and bags will not be recorded in first month of training.
- No deductions against reported observations will be applied during the first invoice of training contract **(Except listed at 2, 6, 9,11 and 15)**
- In any given month, the financial deductions imposed will not exceed 20% of the monthly invoice for the class except observations listed at serial 2, 6,9 & 11.
- In case of missing or unverified CNICs PSDF will withhold training cost of such trainees since inception. The same amount will be released only once PSDF receives valid CNICs for such trainees.
- Short Leave Rule; Up to 10% of enrolled trainees on visit day, however those trainees who were reported as marginal cannot avail short leave in subsequent month.
- Drop out allowance for any class is 25%.

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<sup>6</sup> If compliance is less than 70% where applicable

### Further Rules

1. Training service provider is required to start their classes as per the contract start date. No extra time will be given for trainee profile submission and inception reports (as specified in PSDF business rules).
2. Stipend payments (If applicable) will be deducted in proportion to verification results run by call centre agency while processing the final invoices.
3. Examination fee will be deducted on account of testing & certification in case of absent and drop out (after registration with PBTE) Trainee.
4. In case of international certification, the trainee must qualify both theoretical and practical exam of both the modules, only then a trainee will be considered pass. Registration, testing and certification fee will be reimbursed upon successful passing of examination.
5. Training service provider is required to enter correct trainee data i.e. CNIC issue date and CNIC number. If TSP fails to follow the instructions the payment will be released in next month.
6. In case training service provider entered wrong trainee data in MIS, no stipend will be released until the correct data is provided by TSP. In this case, the stipend will be released in next due disbursement cycle.
7. Any kind of correction of trainee data (CNIC, Phone numbers etc.) needed for stipend disbursement will not be entertained after completion of class.
8. TSP can't enrol any trainee without valid CNIC issued by NADRA. No trainee can be enrolled based on B-form.
9. Every trainee must keep original CNIC with him during Third Party Monitoring visit. Trainee will be considered as "Absent" in case of non-availability of CNIC. "Marginal trainee rules" will be applicable on trainee if not found compliant with the requirement and considered as "**Expelled trainee**".
10. Only ITS based invoices will be processed after July 2019.