

## **Role of Technology & Time tested operation solutions during restrictions caused due to Lockdown.**

The COVID-19 pandemic has led the whole world in a synchronized lockdown for approximately 120 days out of the year (4 Months). In India, a zone-wise lockdown relief has begun; an integrated multi-pronged approach in public and private sector organizations is being undertaken. After a significant period of inactivity, the Manufacturing and related services facilities and services sector in the country have started re-opening with a compartmental approach. However, the facilities continue to remain vigilant about the risks and work on measures to mitigate them from absolute exposure.

To support various Industry-specific Sector Skill Councils in their endeavours to Restart the Process of providing assessment related support, IRIS-Corp rendered its Services which covers a wide spectrum of areas such as preventive measures, social hygiene, and others to provide a holistic overview of the present condition and implemented plans to facilitate a safe and conducive environment to conduct and undertake Assessment.

Our Operation Experts along with IT Support have created operational utilities, which are commonly fulfilling majority needs of our principal clients. The developed tools on the platform which enables and empowers the Participant to write the assessment while following all the protocols/advisories & hygiene practices which are recommended by Govt. of India, State Govt. Departments, and National Organisations.

IRIS-Corp has successfully implemented and executed on the projects assigned by respected SSC's such as:

1. **Telecom Sector Skill Council** had assigned the Common Service Centers (CSC) Project to IRIS-Corp to conduct the assessment of 241 nos. of Participants in three job roles i.e. Mobile Phone Hardware Repair Technician, Electrician Technician, and Field Technician Other Home Appliances during the month of August, 20, and in 7 different states i.e. Jharkhand, Telangana, Uttar Pradesh, Uttarakhand, Andhra Pradesh, West Bengal, Punjab.

IRIS-Corp has assigned the batches to our 4 nos. of certified Field Assessors who have hands-on experience in the required skill and their Domain. IRIS-Corp has conducted Online Theory assessment (Multiple Choice Questions) and Practical/Viva assessment through a technology driven tool known as two-way Audio and video conferencing android based Mobile Application.

IRIS-Corp has generated the access codes of each Participant and shared with CSC Project SPOC to be further share with the Participants. Participants have attended the Theory assessment and Practical/ Viva assessments from the comfort and security of their home.

Our deployed field Assessors connected with each participant through our two-way Audio and video conferencing android based Mobile Application and verified the Participants identity by asking them to show their Aadhar card on the screen, once the Participants identity got verified the Participants have entered the Theory and Practical/viva Assess codes to write the assessment.

The assessments of all the Participants were conducted smoothly and there result was submitted by IRIS-Corp to TSSC by adhering the prescribed TAT parameters i.e. within TAT of 3 Days.

2a. **BFSI Sector Skill Council of India (BFSI)** has assigned us with the SBI General Insurance Co Projects under National Apprenticeship Promotion Scheme (NAPS) to access the Theory assessments of 147 nos. of Participants in 2 Hours on 20.10.2020 to be simultaneously undertaken in 8 nos. of states i.e. Madhya Pradesh, Punjab, Kerala, Orissa, Rajasthan, Delhi, Bihar, Tamil Nadu.

BFSI shared the Participant's photograph with IRIS-Corp to conduct the assessment and has asked IRIS-Corp to enable the proctoring features throughout the assessment. IRIS-Corp has pre-uploaded the Participants Photograph as a base Photograph on its Assessment platform and

verified the Participant's face by matching it live with the pre-uploaded base photograph throughout the assessment process.

IRIS-Corp has completed the Theory assessment of 147 participants within a given TAT of 2 Hour and successfully shared the result with BFSI Team by adhering the prescribed TAT parameters i.e. within a TAT of 3 days.

2b. **BFSI Sector Skill Council of India** (BFSI) has assigned the RPL.01 project of 1Point1 Solutions to IRIS-Corp to train and assess 340 nos. of Participants of 4 different states i.e. Haryana, Mumbai, Indore, Bangalore for the Job role Customer Relationship Executive and Team Leader in August 2020.

IRIS-Corp has developed the batch-wise training schedule, Training Content and Question Bank for assessment and get the same approved from BFSI Team before training & Assessment.

The training was scheduled for 2 continuous days and the Participants were divided into 3 Batches for two hours of training each day. IRIS-Corp has deployed 3 nos. of trainers having hands-on experience in Customer relationship and has trained the Participants on our Training Platform. Post Training the theory assessment was scheduled for the Participants and Participants were allowed to write the assessment within 48 hours post-training.

Continuous virtual support has been provided to the 1point1 Solutions HR team and its Participants and the hassle free training and assessment was conducted by IRIS-Corp.

3. **Management & Entrepreneurship and Professional Skills Council** (MEPSC) had assigned the Centrally Sponsored Centrally Managed (PMKVY-CSCM) Project to IRIS-Corp to conduct the Theory, Practical, and Viva Assessments of the 302 nos. of Participants while they were writing their assessments from the comfort and security of their home for the Job role - Armed Security Guard and Security Supervisor.

IRIS-Corp has generated the Theory, Practical, and Viva access codes of each Participant and shared the same with the field Assessor. Field Assessor connected with each Participant on his/her contact number and guided the Participants to download the Mobile application to write the assessment.

Post downloading the mobile application, Field Assessors verified each Participant and allowed them to write their theory assessment, Post theory assessment each participant attended viva and Practical assessment through two-way Audio and video conferencing android based Mobile Application.

The Assessment was conducted smoothly and the result was shared with MEPSC by adhering the prescribed TAT parameters i.e. within 3 days of the Assessment completion date.

Development and deployment of such time tested hybrid tools especially for assessment is not the only constraint but with few other challenges such as:

1. Conducting assessments of each Participant with smart technologies
2. Customized assessment solutions as per the need of the customer
3. Assessment with a Monitoring tool
4. Smart Orientation providing system to customers
5. Continuous follow-up on the execution of milestone activities and sub-activities.
6. Conducting of Viva and Practical assessment sessions through secure and Customer Friendly online digital tools.

IRIS-Corp has considered and understood the demand and have ready-made Customized assessment solutions which will allow us to render our Services during lockdown by leveraging on the available technological cum operational solutions and its vast exposure in the assessment & analysis domain, which are at our disposal to engage and support in this changed scenario.