

CHAPTER 5

Recognition of Prior Learning: Implementation

5.0 Introduction & Background

As mentioned earlier, the overall objective of this Skill Certification Scheme, the PMKVY is to make the youth to take-up industry relevant skill training that could help them secure a better livelihood. The total outlay approved by the Union Cabinet for PMKVY 2015-16 was Rs. 1500 crores (to train 1.4 million fresh trainees and 1 million through RPL) and Rs. 12000 crores (6 million fresh trainees and 4 million to be certified under RPL) for PMKVY 2.0 (2016-2020) to impart skill training to one crore (10 million) people over the four years till 2020²⁵. For implementation of this scheme, MSDE had transferred Rs. 2885 crores to NSDC until March 31, 2017; a part of which was also used for RPL.

At the outset of the discussion on implementation of RPL, it would be worthwhile to list out issues that emerged as the threads of discourse surrounding the subject related to PMKVY (2015-16) and PMKVY 2.0 (2016-2020), that includes RPL. This list has been culled out from government's reports (Sharada Prasad Committee Report, C&AG Report) newspaper articles, electronic media reports and coverage, self-observation as well as on the basis of the discussions held with the various stakeholders in the skill development eco-system of the GOI, including the officials and representatives of the MSDE, NSDC, SSCs, private stakeholders like NGOS, PIAs, trainers, facilitators,

²⁵ Source: The Indian Express, February 12, 2018, 'PMKVY 2.0: Renewed Push falls short': 21.

assessment agents as well as with the candidates undergoing RPL themselves.

Some of the main issues and concerns that emerged are:

- i. The government skilling programme has **failed to generate jobs**, even so efforts have been made to bring in changes in the PMKVY scheme. An average of just one out of six people who were trained under the scheme have found a job. According to the latest figures of MSDE, out of the 26.69 lakh people who were trained as of February 1, 2018, only 5.39 lakh have been placed in jobs (Indian Express, February 12, 2018:21). As such, the scheme is struggling to show results.
- ii. As per the Sharada Prasad Committee set up by the MSDE to review the performance of SSCs, all stakeholders felt that the **targets allocated to them were very high and without regard to sectoral requirements**. Hence, “everybody was chasing numbers without providing employment to the youth or meeting sectoral industry needs”²⁶ (Business Standard, September 2, 2018).
- iii. According to Mr. Narayanan Ramaswamy, KPMG head of education and skill development, PMKVY was an **ambitious scheme to impart short-term skills**; focus on PMKVY alone will not provide the solution to India’s concerns since a holistic approach is required to vocational education and skill development by having both short and long term training courses to meet the objectives of the Skill India Programme (Business Standard, September 2, 2017).

²⁶ Source: Business Standard, September 2, 2017, *Why India’s Skill Mission has failed*.

- iv. As per media reports, low placement numbers of trained workers to find jobs led to the realization within government that PMKVY scheme was struggling due of **lack of quality training** (Indian Express, February 12, 2017:21).
- v. There is also a general perception among people at large, maybe not without basis, that the scheme has led to the **dolling out of huge sums of money** to PIAs, NGOs, AAs, trainers **without real benefits** accruing to the candidates themselves. It is felt that the PIAs have become “money minting agencies” (as quoted by a stakeholder not wanting to be quoted).
- vi. The **quality of trainers** has also been questioned as has been the adequacy of **training of trainers** (ToT). The level of trainers has been a major issue since it is considered by some quarters that this factor has led to poor quality of skilling, which is only in name; hence, not industry ready.
- vii. Another reason cited for lack of placements post-skilling is the information asymmetry regarding the **demand-supply dynamics of skilled candidates** (Indian Express, February 12, 2017:21). In fact, media reports (both electronic and print) have highlighted how despite adequate and top of the line infrastructure being available at some training centers or the Pradhan Mantri Kaushal Kendras (PMKKs) across India (e.g. at Hoshangabad, Barabanki, Meerut, Mughal Sarai, etc.), there were no candidates coming forth for taking training due to no industry being available in the region which could take up the trained and skilled workers in jobs (Report on Aaj Tak TV Channel on February 6, 2018). That TV programme also highlighted how at

- Varanasi, in fact, the Kaushal Kendra had to be reduced in scale as it remained underutilized as people were not coming for trainings.
- viii. The **role of mobilizing** candidates for these trainings has also been under question. The **kind of candidates** mobilized for the training, leads to the right candidates not turning up for these programmes reducing the desired impact. For RPL, candidates must have prior experience which they want to get certified for joining the workforce post this certification, however, not always was this the situation. Candidates are found to undergo RPL, even if they are not interested in taking up a job, or not wanting to take up a job in the sector that they are getting certified for.
 - ix. As per the policy of the RPL (SOP, 2017), candidates joining this RPL scheme should be in the **marginalized sections of the economy and in the unorganized sector**. However, RPL was being done for others, too, which takes away the focus from the target groups and the petering away of the limited national resources for skilling.
 - x. The **work of Assessment Agencies** has also been targeted since there does not seem to be a proper fool-proof mechanism in place to ensure that the AAs are chosen at random for doing the assessment in an impartial manner that would be respected and accepted by the Industry.
 - xi. The **lack of recognition and acceptance of the certification** of RPL has led to this scheme not taking off. Candidates do not seem to be coming forth only for getting certified under RPL. They seem to be driven by reasons other than the certification, including - other soft skills/digital literacy

training/training in domain area being done as part of the RPL training; the monetary stipend being given; employer's forcing/ wanting the employees to get trained; or say, the other tangible and intangible benefits being offered by some of the agencies and RPL providers.

- xii. The **monitoring mechanism** of RPL has a lot of scope for improvement and is considered one of the weak links in the process of RPL implementation. The monitoring by NSDC as well as by the SSCs and PIAs for the training and certification needs to be improved.
- xiii. The **role and powers of NSDC as a project implementing agency** have also been questioned for having failed to deliver. In fact, media reports mentioned that GOI was considering taking away these powers from NSDC (Business Standard, September 2, 2017). This has been done as per the recent media reports (Indian Express, February 12, 2018:21). The report mentions that MSDE has proposed to keep the implementing agency for PMKVY, i.e. NSDC away from the implementation of the new proposed district implementation plan which is being envisaged for roll out by doing a district-level data crunching exercise to know the specific demand-supply conditions for each district, by getting greater participation of the States, and by bringing District Collectors into the picture for ensuring delivery at district level and monitoring of skilling schemes at the Ministry level. C&AG had also earlier in 2015 made a recommendation to the GOI to re-look at the design and operations of the NSDC and the National Skill Development Fund (NSDF) to ensure fulfillment of skill development goals (Business

Standard, September 2, 2017). Even the Sharada Prasad Committee Report made public on April 25, 2017, held the NSDC responsible for poor implementation of the Standard Training Assessment and Reward (STAR) programme between 2013- 2014.

- xiv. **Lack of infrastructure** has also been quoted as a reason for this skill mission not providing proper results.
- xv. There is **non-availability of a policy on RPL** which only **focuses on the** recognition of the previously acquired learning of candidates that can be used to propel them towards the formalized sectors of economy.
- xvi. In the **Cabinet reshuffle in September 2017**, in fact, the Minister for MSDE was changed, and among the plausible reasons given for this replacement, was the blame for the low placement of skilled people in jobs. This reshuffle was viewed also as a manifestation of the scheme of PMKVY not giving the desired results of job placements. In his defence, the outgoing Minister has been quoted as saying that the aim of his Ministry was not to ensure jobs, but to make the candidates employable and that he had initiated a shift in the stance of his Ministry's skill-training from being supply-driven to demand-driven (Indian Express, February 12, 2018:21).

Given this background, this chapter deals with the second research question of this study that seeks to find out about how is the strategy of RPL being implemented by the NSDC through its PIAs and other agencies for skill development of the workforce in the unorganised sector in India. Accordingly, it was proposed to conduct case studies on each of the three project types

implementing RPL for skill development, namely the RPL CAMP, RPL AT EMPLOYER'S PREMISE and the RPL CENTRE. Thus, one RPL Camp and one RPL at Employer's Premise both of these, each at a Governmental set up as well as at a private employer's set up; and one RPL Centre, were proposed to be studied for this study and to be analysed as case studies for understanding the implementation of the scheme. However, since there was no RPL CENTRE in operation in the Delhi NCR area, this third Project Type of RPL could not be studied. It was informed by officials at NSDC and the MSDE that, in fact, for the Project Type of the RPL CENTRE, only pilot studies had been conducted. This research has been done on the basis of the results of the focus-group discussions, interviews and questionnaires conducted with relevant stakeholders at the MSDE, NSDC, SSCs and its PIAs and other facilitator organisations and TPs, AAs, NGOs, trainers, as well as with the candidates undergoing RPL training and certification.

5.0.1 RPL Stakeholders

Before understanding the process of RPL implementation, it would be worthwhile to briefly take a look at the various stakeholders involved in it. As per the Standard Operating Procedure (SOP) for RPL under PMKVY (2017:3-5), **nine main categories of key stakeholders** and their roles and responsibilities are:

- I. **MSDE:** To oversee overall implementation of the Scheme.
- II. **PMKVY Executive Committee:** (i) Approve Project Proposals along with an allocation of targets and conditions for implementation. (ii) Undertake key revisions to Guidelines.

- III. **PMKVY Screening Committee:** Screening of Project Proposals as per the existing guidelines and give recommendations as to the suitability of the project and numbers of targets to be allocated.
- IV. **NSDC:** (i) Evaluation of Project Proposals & Facilitation of Approval. (ii) On-boarding of approved PIAs to the Scheme. (iii) Facilitating Disbursements. (iv) Continuous Monitoring.
- V. **Project Implementing Agency (PIA) [Can be SSCs, TPs, Corporates, Industry Associations, NGOs or Government Entities; but not AAs]:** Responsible for the on-ground execution of the project.
- VI. **RPL Facilitator Organisation:** (i) PIA and RPL Facilitator Organisation may be the same organization. (ii) RPL Facilitators to be ToT certified by SSC. (iii) RPL Facilitators shall conduct counselling, pre-screening and orientation/bridge course of beneficiaries.
- VII. **Assessment Agencies:** (i) Conduct assessments of beneficiaries. (ii) Be an independent third party (neither PIA or RPL Facilitator Organisation).
- VIII. **SSCs:** (i) May be the PIA. (ii) Evaluate & recommend Non-SSC proposals. (iii) Ensure project proposals forwarded for screening are not be limited to particular states & job roles within the sector. (iv) Conduct ToT programs for RPL Facilitator Organizations whose trainers are not certified. (v) Assign Assessment (vi) Agencies to batches, (vii) Certify candidates.
- IX. **State Skill Missions:** (i) Assist in solicitation of proposals. (ii) Assist in on-ground monitoring of project.

5.0.2 RPL Project Types

As already seen in Chapter 4, **individuals** with prior learning experience or skills are assessed and certified under the RPL component of PMKVY. This scheme aims to align the competencies of the unregulated workforce to the NSQF. RPL focuses on individuals engaged in unregulated sectors. The stated objectives of RPL are primarily three-fold: (i) to align competencies of un-regulated workforce to the standardized NSQF (ii) to enhance career/employability opportunities of an individual and provide alternative routes to higher education and (iii) to provide opportunities for reducing inequalities based on privileging certain forms of knowledge over others (PMKVY Guidelines, 2015:18).

PIAs, SSCs or any other agencies designated by MSDE/NSDC, are incentivized to implement RPL projects in any of the three Project Types – RPL Camps, RPL at Employers Premises and RPL Centres. These project types differ according to their target group. The target group of RPL Camps is a location where workers of a particular sector are consolidated (such as Industrial and Traditional Clusters); could be at a government or private run venue. The Target Group of the Employer’s Premises is RPL on-site at an employer’s premises which could be either at a governmental or private location. As regards the Target Group of RPL Centres, here RPL is to be conducted at designated centres for geographically scattered workers who need to be mobilised.

5.0.3 Proposed Additional Project Types

As informed during meetings, MSDE and NSDC are considering adding to the present three Project Types of RPL. These include adding three more RPL

Project Types, including one that has almost been decided and is at an advanced stage of finalization. This is the fourth Project Type for the Best in Class Corporates where the corporate enterprises can self-certify. The other two might be related to the government sector and maybe one for preparing the workers for skills required internationally. Details of these new Project Types are still not ready and so naturally, these are not within the purview of this study.

5.1 Case Studies

Specifically speaking, data was collected by doing cases studies on the following Project Types: (i) RPL Camps – one each at a Government location and a private set-up; as well as (ii) RPL at Employer’s Premises – one each at a government setting and a private one. For logistics reasons and given time and resource constraints, all the Project Types selected for the case study were located within the Delhi NCR region. The Case Studies were conducted at the following RPL venues:

5.1.1 Project Type - RPL Camp:

- (i) At Governmental Setting – At Gandhi Smriti Gandhi Darshan (GSGD), Rajghat for men working with Job Role as ‘Auto-Rickshaw Drivers’. [SSC – Automotive Skills Development Council - ASDC]**
- (ii) At Private Enterprise setting – At C-334, New Ashok Nagar for women working as domestic workers with Job Role as ‘General Housekeeper’. [SSC - Domestic Workers Sector Skill Council - DWSSC].**

5.1.2 Project Type – Employer’s Premise:

(i) **At Governmental Setting – Rashtrapati Bhawan (RB) - RPL was conducted in April 2016 on staff employed, both permanent and temporary/casual in 19 different Job Roles and involving 12 SSCs.**

(ii) **At Private Enterprise setting – M/s. Sonu Exim, A-182, Sector 63, Noida for employees working in an apparel unit with Job Role as ‘Sewing Machine Operator’. [SSC- Apparel Made-Up Home Furnishing Sector Skill Council - AMHSSC].**

5.1.3 Project Type – RPL Centre:

Currently no RPL Centre was working in the NCR region. MSDE and NSDC officials informed that this Project Type had only been undertaken on Pilot Basis and that these centres were working only as part of PMKKs and not as stand-alone ones. Discussions with MSDE officials revealed that these Centres were envisaged as places where people could register themselves for certification. It was also informed that IF&LS Skills organisation had done some work in this regard but that these RPL Centres had not taken off well in the NCR region yet.

5.1.4 Data Collection at RPL Project Types

At each of these RPL venues, primary data was collected for understanding the processes and operations involved in implementation of the RPL scheme as envisaged under the PMKVY. For doing the case studies at these RPL Project Types, several data collection methods were employed including - public consultation for doing critical examination of the implementation of RPL policy

and relying upon own findings from fieldwork including interactions with various stakeholders involved in this sector. This also included unstructured and semi-structured interviews, questionnaires and focus group discussions (with stakeholders participating in the RPL process) in NSDC, SSCs and its PIAs/designated agencies, RPL facilitator organisations, TPs, AAs, with NGOs, and the candidates undergoing training and certification under this scheme.

The sample questionnaire in English and Hindi is placed at **Annexure A & B** which had 10 main questions (A-J) with 37 operative sub-parts for data collection. This was administered to candidates at RPL Project venues. The questionnaire included questions on the candidates' general particulars, on mobilisation and awareness about RPL certification, pre-screening, orientation and final assessment of the RPL process, RPL venue, overall experience, aspects related to the adequacy of the programme, quality of trainers as well as its relevance/outcome and keenness to pursue this training. This questionnaire was used at GSGD venue, RB and at M/s Sonu Exim. The Focus Group Discussion, based on the questionnaire itself, was conducted at the RPL venue at New Ashok Nagar since the group undergoing RPL training and certification was for women working as domestic workers, many of whom were illiterate.

The results of the questionnaire and Focus Group Discussion for the case study on these RPL Project Types are detailed below.

5.2 CASE STUDY – PROJECT TYPE: RPL CAMP

5.2.1 RPL Camp – Government setting: Gandhi Smriti Gandhi Darshan

5.2.1.1 Gandhi Smriti Gandhi Darshan – Details of the Training

5.2.1.1.1 Why GSGD venue: This venue was shortlisted since it was a governmental setting where large numbers of candidates were being trained. As informed by the Director of GSGD, RPL scheme was thought about to coincide with the centenary celebrations of Gandhiji's Champaran Satyagraha when it was learnt that around 3500 auto-rickshaw drivers from Champaran lived in Delhi NCR region. Till February 2018, 8 batches of 50 each, totalling 400 had been trained. Training sessions held for 50 auto-rickshaw drivers on February 19 & 20, 2018 (earlier scheduled for February 11 & 12, 2018) were attended. For lack of time, questionnaires were got filled from drivers certified in previous trainings.

5.2.1.1.2 Training inputs: The training being provided includes imparting of soft skills, digital literacy and the core auto-rickshaw driving related inputs. The candidates are given training about the various government schemes (including about the Atal Pension Yojana, the Pradhan Mantri Accidental Bima Yojana, the Sukanya Yojana, Jeevan Jyoti Bima coverage, etc.). They are also given inputs about Banking. This part of the training is provided by tying up with a Bank (the Punjab National Bank) which sends its official to explain to the candidates. Sessions are also conducted on Career Guidance for children and saving finances for family, Stress Management, Naturopathy (Prakriti Chikitsa) as well as domain training is also done, including training about traffic rules.

The total duration of training is 12 hours. While the first batch was trained over a period of 5 days, however, since this was not feasible for the auto-rickshaw drivers to stay away from their jobs for 5 days, a new mechanism was found of giving them intensive day long training for one day and assessment on the following day. The training was provided in a very good ambience and in the Einstein Lecture Hall (sometimes also in Tagore Hall) with all the modern day facilities which greatly motivated the auto drivers who otherwise would never experience such learning environs. Besides the mandatory RPL Brand-logo T-shirts and a cap, the trainees are also given a book on Mahatma Gandhi. They are also served tea, snacks and lunch. Grading was NSQF- Level 4. A copy of the certificate issued is placed at **Annexure C**.

No training manual booklet is thus far being given at this RPL Camp. Thus, the organisers were informed about the same and a copy of one such manual made elsewhere at the RB shared with them as also details about the booklets even distributed at other privately run RPL centres, such that they too could make their own booklets for later batches.

5.2.1.1.3 Additional Take-Aways: These are helping the auto-rickshaw drivers feel excited about and connected with the training. These include a 360 degree approach: (i) Making a Facilitation/Advisory Cell at GSGD where they can come with any personal or professional queries and concerns regarding any issue for which help would be provided. (ii) Helping their children with advice regarding education and employment. (iii) Assisting them in getting their children enrolled in IGNOU (iv) Stress management and (v) Financial management.

As informed by the GSGD Director, a new initiative being taken currently being discussed with the Transport Department is the conversion of private licenses of auto-drivers into commercial licenses, post this training. This was a huge incentive for drivers to join the training. Another proposed initiative is to see if the Delhi auto-drivers could also have the billing cycle similar to Mumbai autos where billing starts from the moment a passenger commences the ride.

5.2.1.2 GSGD – Analysis of Results of Questionnaires

The Questionnaire was administered to **13 candidates** of GSGD RPL Camp who underwent RPL training and were certified for the Job Roles of “Auto-Rickshaw Drivers”. SSC involved was ASDC; and the Assessment Agents were Greenways Safety Management Pvt. Ltd. The results of the filled questionnaires have been detailed head-wise below:

A. On Mobilisation:

- **How did you come to know about RPL under PMKVY?**

PARTICULARS	News-paper Advertisement	Radio Advertisement	The Employer	Friend/Family	Someone who has done RPL certification earlier	Any other, please specify	TOTAL
No. of responses	-	-	4	3	4	2 (From Gandhi Darshan)	13
%AGE (rounded off)	-	-	30%	24%	30%	15%	100%

Table 1: RPL Camp (Government) – GSGD on Mobilisation

30% each learnt about RPL under PMKVY from their employers and from those who had undergone it earlier. 24% learnt from their families or friends and 15% from GSGD mobilizing effort itself. None came to know about it from the media.

B. On Awareness on PMKVY:

Particulars	YES	NO	BLANK	TOTAL	%AGE OF YES RESPONSES
Were you briefed about PMKVY & NSQF by the RPL facilitator?	13	-	-	13	100%
Did the RPL facilitator explain the RPL Final Assessment and Certification process?	13	-	-	13	100%
Are you aware of the money that you were to receive after successful certification?	13	-	-	13	100%

Table 2: RPL Camp (Government) – GSGD on Awareness

All respondents showed their full awareness about the RPL and PMKVY.

C. On Pre-Screening:

Particulars	YES	NO	BLANK RESPONSE	TOTAL	%AGE OF YES RESPONSES
Were you given a candidate self-assessment sheet to fill?	12	1	-	13	92%
Was the self-assessment useful in identifying the gaps in your current knowledge of the job role?	7	6	-	13	54%

Table 3: RPL Camp (Government) – GSGD on Pre-Screening

While 92% respondents filled the self-assessment sheets, only 54% felt it was useful for identifying the gaps in knowledge.

D. On Orientation and Final Assessment:

Particulars	YES	NO	TOTAL	%AGE OF YES RESPONSES
Did the RPL facilitator provide soft skills, health and safety, and entrepreneurship tips to you?	13	-	13	100%
Were the instructions given during the Orientation easy to follow?	13	-	13	100%
Was the Final assessment conducted in your regional language?	13	-	13	100%

Table 4: RPL Camp (Government) – GSGD on Orientation and Final Assessment

All were fully satisfied with the RPL orientation and final assessment.

E. On RPL Venue:

Particulars	YES	NO	TOTAL	% OF YES RESPONSES
Was the RPL venue easy to reach?	13	-	13	100%
Was RPL venue good in terms of space, lighting, and cleanliness?	13	-	13	100%
Were facilities available at the RPL venue for teaching/training you in terms of teaching aids?	13	-	13	100%

Table 5: RPL Camp (Government) – GSGD on the RPL Venue and Training Facilities

All responding candidates expressed full satisfaction with the RPL venue and the training facilities provided. The facilities for training and the training conference hall at Gandhi Darshan are well equipped and provide for.

F. On Overall Experience:

Particulars	Excellent	Good	Ave	Poor	BLANK	TOTAL	%AGE FOR EXCELLENT	%AGE FOR GOOD
How would you rate your overall experience of RPL?	10	2	-	-	1	13	77%	15%
How would you rate the trainers?	9	3	-	-	1	13	69%	23%

Table 5a: RPL Camp (Government) – GSGD on Overall Experience of RPL and about Trainers

77% respondents found the overall experience excellent, and 69% rated trainers as excellent. 15% found the training good, and 23% rated the trainers as good.

Particulars	YES	NO	DID NOT RESPOND	TOTAL	%AGE OF YES RESPONSES
Do you think the trainers should be trained more in core subjects?	3	10	-	13	23%

Table 5b: RPL Camp (Government) – GSGD on Rating Trainers in Core Subject Training

Only 23% felt that the trainers needed more training in the core/domain knowledge subjects, with 77% did not think that the trainers needed more inputs.

G. On Adequacy:

Particulars	YES	NO	BLANK	TOTAL	%AGE OF 'YES' RESPONSE	PERCENTAGE OF 'NO' RESPONSE
Do you think this training was adequate?	8	5	-	13	62%	38%
Would you have liked a longer training?	10	2	1	13	77%	15%
Do you think this training should be repeated?	6	7	-	13	46%	54%
Would you like more inputs on soft skills?	7	6	-	13	54%	46%
Would you like more inputs on your core skills?	9	4	-	13	68%	32%
Do you think you know more than what you are certified for?	2	11	-	13	15%	87%
Are you satisfied with your grading assessment?	13	-	-	13	100%	-
Do you think you should have got a higher grading?	12	1	-	13	92%	8%

Table 6a: RPL Camp (Government) – GSGD on Adequacy of inputs, length of training and certification grading.

62% of respondents felt that the training was adequate and 77% found they have liked a longer training, although 15% did not want the training to be longer. Only 46% people wanted the training to be repeated, with 54% not wanting a repeat. 54% wanted more inputs on soft skills and 68% on core skills. Interestingly, 15% felt that they knew more than what they were certified for, but 100% were happy with the grading assessment and 92% felt they should have got a higher grading.

Particulars	On Soft Skills	On Digital Literacy	On Core/ Trade Subject	BLANK	TOTAL	%AGE FOR SOFT SKILLS	%AGE FOR DIGITAL LITERACY	%AGE FOR CORE SKILLS
Which training did you find the best?	6	2	4	1	13	46%	15%	32%

Table 6b: RPL Camp (Government) – GSGD on Best Training Input Stream

The highest number of responses (46%) expressed that soft skills was the best training, 32% liked the core skill training, while 15% liked digital literacy.

H. On how would RPL Skill certification help:

Particulars	YES	NO	BLANK	TOTAL	%AGE FOR YES RESPONSE
Will help you get personal satisfaction?	13	-	-	13	100%
Will help you in getting social recognition?	13	-	-	13	100%
Will help you get a better job?	9	4	-	13	68%
Will you get more salary after this certification?	4	9	-	13	32%
Will help you make up for the formal education/training that you could not get earlier?	12	1	-	13	92%

Table 7: RPL Camp (Government) – GSGD on RPL Skill Certification Value and Benefits

100% respondents got personal satisfaction and felt would get them social recognition. 92% felt this would make up for the formal education/training they missed out on. However, only 68% felt they would get better jobs and a mere 32% felt they would get more salary. Being related to auto-drivers, job and salary usually naturally would not get affected directly in proportion to training, although other tangible/non-tangible benefits may help add to their incomes, be it by the information received about government schemes from which they can benefit, help for their children, saving money due to knowledge about traffic rules that may be otherwise flouted for ignorance of rules leading to payment of fines, etc.

I. On willingness to get RPL Certification

Particulars	YES	NO	BLANK	TOTAL	%AGE FOR YES RESPONSE
Would you have done this course if you had to pay for it?	2	11	-	13	15%
Would you have done this skill certification course if you were not being given any money for doing it?	13	-	-	13	100%
Will you recommend others to do this RPL Certification?	13	-	-	13	100%

Table 8: RPL Camp (Government) – GSGD on Willingness to get RPL Certification

While all said they would have done this training even if they were not paid stipend for it and would recommend it to others, a large proportion (87%) said that they would not have done this training if they had to pay for it.

6.2.2 RPL Camp – Private setting: New Ashok Nagar

5.2.2.1 New Ashok Nagar – Details of the Training

5.2.2.1.1 Why New Ashok Nagar venue? : This Case Study was selected since it was being done in a private setting for workers in an unorganised sector of domestic women workers. Thus, reasons for selection were not merely it being done in NCR region during the conducive period, but also since it showcased the implementation of RPL Scheme in the Project Type of RPL Camps related to the unorganised sector as well as to women. The women focus was taken, since the training in the governmental RPL Camp set up described above had only male auto-drivers. This training was conducted at the location of training at C-334, New Ashok Nagar for domestic workers with Job Role as ‘General Housekeeper’. SSC was DWSSC located at A2/19, Safdarjung Enclave, New Delhi. TP was - NGO ‘Prayas’. Batch Start Date was February 9, 2018; Batch End Date was February 11, 2018. Timings of training were 1400-1800 hours; 3 days for the training and 1 day for assessment. The main trainer, Ms. Rachna Sachdeva, was recruited by Prayas. Total candidates mobilised and enrolled were 50 women. This was the first training for domestic workers being done in this area.

5.2.2.2 New Ashok Nagar- Analysis of Results of Focus Group Discussion

Instead of following the Questionnaires as done in all other locations, data collection from the RPL candidates at this private PRL Camp was done by the FOCUS GROUP DISCUSSION method where the questions asked to candidates undergoing RPL training and certification were based on the questionnaire itself.

This method was used for two main reasons namely - (i) the women attending this training were largely illiterate being engaged as General House-keeping Roles or as Domestic Workers; and (ii) for lack of time as the women trainees had to get back to their homes, post training, being in their roles also as home-makers/mothers/wives/daughters, etc.

Training was being provided on soft skills, mainly behavioural, as well as on core domain related skills. The women candidates were not seen wearing the RPL T-shirt and cap during the training. They were provided with a booklet with instructions giving during the training. While there were some pictorial descriptions in the book, it was felt that given the level of literacy of this particular group of domestic workers, the booklet ought to have had mostly pictorial descriptions for making it more useful to the trainees for later use and reference. This was also conveyed to the SSC representative and the trainers at the venue.

Results of Focus Group Discussions have been detailed head-wise below:

A. On Mobilisation:

- **How did they come to know about RPL under PMKVY?** Most responded that they had heard about this from the Mobiliser (Ms. Anita) who contacted them and told them about its benefits. This was the first RPL Camp being organized for General Housekeeping in the New Ashok Nagar area. One woman mentioned having learnt about PMKVY and RPL from the “TV and internet” from her sons. Two women had, in fact, travelled a long distance (from Ghaziabad is located more than 15 kms away); they had been told about this training by their friends who had earlier undergone this RPL training elsewhere.

B. On Awareness on PMKVY:

- **Were you briefed about PMKVY & NSQF by the RPL facilitator?** All responded that they had been briefed about PMKVY. In fact, this aspect of the briefing was also witnessed by the researcher during the course of observation of the training session when questions related to PMKVY were being answered.
- **Did the RPL facilitator explain the RPL Final Assessment and Certification process?** The candidates were in agreement that they had been explained the procedure and the process of the ensuing training. They were aware that they would receive a certificate at the end of the training.
- **Are you aware of the money that you will receive after successful certification?** Every candidate was aware that they would be receiving Rs. 500 at the end of the training.

C. On Pre Screening:

- **Were you given a candidate self-assessment sheet to fill?** Women trainees seemed unaware of the self-assessment sheet. This was understandable since most were illiterate. However, responses of trainers were not appear convincing that such a requirement had indeed been fulfilled.
- **Was the self-assessment useful in identifying the gaps in your current knowledge of the job role?** This question became immaterial given that the women were unaware of the process of self-assessment having been done.

D. On Orientation and Final Assessment:

- **Did the RPL facilitator provide soft skills, health and safety, and entrepreneurship tips to you?** This was a part of the training and the

women seemed aware of it. They were all told how to deal with, talk to politely and address the householders where they worked.

- **Were the instructions given during the Orientation easy to follow?** All women trainees agreed that they could follow the training being provided. This was observed since the trainers were repeating the points being made and also asking trainees to answer questions on the training done thus far several times in between to drive in the points taught to them.
- **Was the Final assessment conducted in your regional language?** The training was being conducted in Hindi which all women followed.

E. On RPL Venue:

- **Was the RPL venue easy to reach?** Most women lived in the same locality of New Ashok Nagar and had no difficulty in reaching the venue. Only two women had travelled more than 15 kms, using several modes of transport including a bus, auto-rickshaw and a rickshaw. However, they too had no complaints regarding the venue and mentioned that they felt that this training and the certificate that they would receive at the end of the training was worth the effort they were making. Their replies, however, were not convincing.
- **Was RPL venue good in terms of space, lighting, and cleanliness?** The general response was that the training venue was 'fine' or 'good', however, some candidates felt it could have been better, with one even voicing the opinion that the venue should be better. To this the trainers informed that the next day's training would be held in a lecture hall on the first floor of the building which had all the facilities like a proper lecture hall has.

- **Were facilities available at the RPL venue for teaching/training you in terms of teaching aids?** Most trainees seemed satisfied.

F. On Overall Experience:

- **How would you rate your overall experience of RPL?** They conveyed that their experience had been “Good”; as against ‘excellent’; could be better. They felt that since they were taking out time for this, they would have liked an even better experience to maximize the benefits. They, however, were unable to express clearly what they expected in terms of betterment.
- **How would you rate the trainers?** They unanimously said that they found the trainers as “Excellent”.
- **Do you think the trainers should be trained more in core subjects?** They were all happy with the inputs that trainers were giving on their core skills.

Here, it is important to bring out that while explaining the question as to what core subjects meant, **it was realized in the ensuing discussion with the participants that most of the trainees were not house-helps and were also not wanting to take up the profession.** A show of hands reflected that only 9-10 out of the trainees present were, in fact, working as domestic workers. Furthermore, about 4-5 were old women who neither worked nor were likely to take up the profession and they also mentioned that they spent their time at home looking after their respective families and grandchildren. It was also revealed on further pointed questioning by the researcher that there was also a graduate among the women who did not work. Upon questioning the reasons for her joining this RPL training further,

among the reasons given by her was that she was doing this training to learn about how to use modern gadgets like the microwave in her own kitchen. Upon mentioning that the objective of this training was not that, she added (rather unconvincingly) that this training would help her were a situation to arise in future where she was forced to take up a maid's job!!

It was quite evident that the mobilization done for this RPL training and certification was not proper since the people identified for it did not fulfill the purpose of the mission of skilling India which the GOI has envisaged. In this regard, reference is made to the Annexure 3.1 on “Explanatory Notes to Compliance Checklist” of the SOP for RPL under PMKVY (2017) whose Para 3 on the ‘Purpose and Objective’ mentions that the RPL proposal being submitted must target marginalized workers and groups with a degree of experience in their skill-based trades, but without access to formalized training opportunities. And many of the women mobilized for this training did not fulfill these criteria. DWSSC informed about this fact by the researcher. DWSSC later informed that they had got this fact verified that in total only 17 of the trainees were actually working as domestic workers. They had pruned down the trainees wrongly recruited and reduced the list enrolled.

G. On Adequacy:

- **Do you think this training was adequate?** Most felt training was adequate.
- **Would you have liked a longer training?** While most seemed satisfied, but some voiced their opinion that they would have liked it to be longer to gain more from this opportunity provided to them to learn about new things.

- **Do you think this training should be repeated?** It was a half and half split whereby while some said this was enough, others wanted this training to be repeated after some gap so as to know what they had learnt, what they applied and the gaps therein.
- **Would you like more inputs on soft skills?** Most wanted more inputs.
- **Would you like more inputs on your core skills?** They were satisfied.
- **Do you think you know more than what you are certified for?** They were not in a position to answer this question given their background.
- **Are you satisfied with your grading assessment?** Not in position to reply.
- **Do you think you should have got a higher grading?** Not in position to respond.
- **Which training did you find the best – on soft skills, on digital literacy or the core skills?** They were happy with the training on core skills.

H. On how would RPL Skill certification help:

- **Will help you get personal satisfaction?** Most women agreed.
- **Will help you in getting social recognition?** Some women agreed to this.
- **Will help you get a better job?** Most nodded in agreement to this, even so, as mentioned above, most women did not intend to work.
- **Will you get more salary after this certification?** Those working agreed. Felt could show the certificate to their current employers and ask for a raise being now trained and better equipped with more skills.
- **Will help you make up for the formal education/training that you could not get earlier?** Most were in total agreement with this statement.

I. On willingness to get RPL Certification:

- **Would you have done this course if you had to pay for it?** While most answered in the negative, two women said that they would have paid up to a reasonable sum i.e. Rupees 1000-1200 for this training.
- **Would you have done this skill certification course if you were not being given any money for doing it?** Most said they would not have done it, although four said that they would have still done it if they did not have to pay for the training but did not receive the stipend.
- **Will you recommend others to do this RPL Certification?** All said 'Yes'.

Overall impression was that while the women were happy to undertake the training and felt that this was a good scheme of the government, however, unfortunately this group did not fit the description of people who should have been ideally trained for the Mission Skill India. That it served other purposes of self-fulfilment can, however, not be denied.

5.3 CASE STUDY – PROJECT TYPE: EMPLOYER’S PREMISE

5.3.1 Employer’s Premise – Governmental Setting

5.3.1.1 Rashtrapati Bhawan – Details of the RPL Scheme

5.3.1.1.1 Why Rashtrapati Bhawan: The Employer’s Premise chosen for the case study in a governmental setting is the RB. This was selected not only because it was logistically located in New Delhi, but also due to several other

reasons. This was among the earliest RPLs conducted in the first PMKVY in April 2016 where approximately 1500 people were trained for certification. This setting provided a vast canvas to understand implementation of RPL since in one set-up itself, 12 different sectors and 19 different Job Roles were trained and certified. This was undertaken as a “Special RPL”²⁷ where both regular and contractual employees of the Government were trained. As mentioned by Shri Rohit Nandan, the then Secretary MSDE, RPL at RB was a pioneering initiative at the institutional level to recognise the acquired skills of the staff and to certify them as per international standards (Secretary’s message for the Draft Coffee Table Book entitled - *PMKVY: Skilling at Rashtrapati Bhawan*²⁸) RB was selected for RPL envisaging enthusiasm of candidates, who had not undergone any formal trainings in their respective field of work for a long time. Candidates with little or no educational background had enrolled for getting trained (ranging from 8th pass to 10th or 12th pass to none) (Draft *PMKVY: Skilling at Rashtrapati Bhawan*).

5.3.1.1.2 Why RPL in Rashtrapati Bhawan: Reasons for choosing RPL as a way to implement PMKVY here as mentioned in the draft Coffee Table Book are:

- (i) **A concern with equity:** RPL is envisaged as a way to bring those who may have been excluded from education background into learning pathways and into better jobs, and to boost motivation and self-esteem.

²⁷ As termed, during his interactions, by Mr. Krishan Kumar Gaur, a member of the NSDC team which conducted RPL at the Rashtrapati Bhawan.

²⁸ For reasons this book could not be published.

- (ii) **An increasing focus on employer needs:** RPL has been seen as both a cost and a time effective way to reach a better understanding of skill levels in an organisation and to demonstrate investment in staff.
- (iii) **A concern for efficiency:** RPL allows for the adequate utilisation of existing human resources by allowing for current skill sets to be codified and to serve as a step into further training or development. It also saves time and money by avoiding duplication of learning.

5.3.1.1.3 Process of RPL implementation in Rashtrapati Bhawan: This RPL scheme was launched for the employees of the RB. This training was conducted w.e.f. April 11, 2016 until June 8, 2016 within the premises of the RB where almost 1500 employees underwent training across 12 sectors and for 19 Job Roles. Various SSCs and affiliated Training Partners in the NSDC ecosystem were involved in the process. Courses were customised as per the requirement at RB. Job Roles for certifying include: gardeners, drivers, room-attendants, house-keeping, electrical works, plumbers, carpenters, painters, security guards, office assistants, data entry operators, cooks, laundry men, etc.

Every batch underwent two days of standardised soft skills training followed by two days of core or trade skills orientation. This was followed by assessment of candidates using technically enabled tablets (as also hand written exams wherever the candidates were not comfortable) and certification. Training partners involved in the process carried out pre-assessments on the basis of skill levels of employees and accordingly provided training. After clearing the assessment process, employees were given certification for their respective job

role. Copies of certificates (for LMV Driver & Gardener) issued are placed at **Annexure D & E**. Employees were also given monetary rewards along with Skill India/PMKVY branded uniforms and training manuals.

For the twelve (12) sectors involved in this RPL module at the RB, a total of **seven (7) Training Partners** were engaged by NSDC for training 1453 candidates, of which approximately 1300 candidates were finally certified. The Training Partners included – IL&FS Skills, Laurus Edutech, Laurus Edutech, De Unique Inte., Peregrine Security, TATA Strive and the Mosaic Network. For the purpose of assessment also, **seven (7) Assessment Agencies** were involved including, Anant Learning, Methods Consultancy, Green Arrows, CII, Star Project, Aspiring Minds, and Cocubes Solutions.

5.3.1.1.4 Details of the RPL Programme: 1453 candidates were trained during this period. The details of the training and certification are tabulated below:

SECTOR SKILL COUNCIL	JOB ROLE GIVEN NAME OR NAME QP- WISE	TRAIN-ING PART-NER	ASSESSMENT AGENCY	NO. OF STAFF	NSQF LEVEL
Agriculture	Gardener (Mali)	IL&FS Skills	Anant Learning	337	Course encompasses 4 out of 4 NOS
Apparel & Home Furnishing	Tailor	IL&FS Skills	Methods Consultancy	20	Level 4
Automotive	Driver	IL&FS Skills	Green Arrows	70	Level 3
Beauty & Wellness	Assistant Beautician	IL&FS Skills	CII	13	Level 3
Construction	Helper Mason	IL&FS Skills	Star Project	15	Course encompasses 7 out of 7 NOS
Construction	Helper Painter	IL&FS Skills	Star Project	14	Course

					encompasses 7 out of 7 NOS
Electronics	Wireman – Control Panel	Laurus Edutech	Aspiring Minds	243	Level 3
Furniture & Fittings	Carpenter – Furniture	Unifiers Social	Aspiring Minds	21	Level 4
Indian Plumbing	Plumber (general)	IL&FS Skills	Aspiring Minds	10	Level 4
IT-ITeS	Domestic Data Entry Operator	IL&FS Skills	Cocubes Solutions	51	Level 4
IT-ITeS	Telephone Operator	IL&FS Skills	Cocubes Solutions	19	Level 4
Logistics	Office Assistant/ Documentation Attendant/ Peon	De Unique Inte.	CII	52	Level 4
Security	Security Guard	Peregrine Security	Aspiring Minds	20	Level 4
Tourism & Hospitality	Butler – Food & Beverage Service	TATA Strive	Aspiring Minds	62	Level 4
Tourism & Hospitality	Room Attendant	IL&FS Skills	Aspiring Minds	42	Level 4
Tourism & Hospitality	House keeping Attendant	TATA Strive	Aspiring Minds	371	Level 3
Tourism & Hospitality	Cook (Chef)	TATA Strive	Aspiring Minds	40	Level 3
Tourism & Hospitality	Laundryman	IL&FS Skills	Aspiring Minds	20	Level 3
Tourism & Hospitality	Meet and Greet Officer	Mosaic Network	Aspiring Minds	33	Level 4
Total Sectors = 12	Total Job Roles = 19	Total Training Partners = 7	Total Assessment Partners = 7	Total Staff = 1453	

Table 9: Details of Sectors and Job Roles covered in RPL at RB (Source: Draft Coffee Table Book entitled – PMKVY: Skilling in Rashtrapati Bhawan)

5.3.1.2 Rashtrapati Bhawan – Analysis of results of Data Collection

The Questionnaire was administered to **19 employees** of RB who had undergone RPL training and who were certified at the Dr. Rajendra Prasad Sarvodaya Vidyalaya at RB. **The questionnaires were filled by Drivers, Data**

Entry Operators, Gardeners, Butlers, Office Assistant, and MTS of the RB.

The results of the filled questionnaires have been detailed head-wise below:

A. On Mobilisation:

• **How did you come to know about RPL under PMKVY?**

PARTICULARS	News- paper Advertise ment	Radio Advertise ment	The Employer	Friend/ Family	Someone who has done RPL certification earlier	Any other, please specify	TOTA L
No. of responses	4	1	8	6	-	-	19
PERCENTAGE	21%	5%	42%	32	-	-	100%

Table 10: RPL at Employer's Premise (Government) – RB on Mobilisation

In this RPL at Employer's Premise, expectedly maximum had heard about the scheme from the employer, but this was only 42% of the respondents. 32% said they learnt about it from their friends/family and 21% from newspapers.

B. On Awareness on PMKVY:

Particulars	YES	NO	BLANK	TOTAL	%AGE OF YES RESPONSES
Were you briefed about PMKVY & NSQF by the RPL facilitator?	16	2	1	19	84%
Did the RPL facilitator explain the RPL Final Assessment and Certification process?	18	1	-	19	95%
Are you aware of the money that you were to receive after successful certification?	6	12	1	19	32%

Table 11: RPL at Employer's Premise (Government) – RB on Awareness

84% were briefed about PMKVY and NSQF, and 95% were told about the final assessment and certification. Only 32% were aware of the stipend money.

C. On Pre-Screening:

Particulars	YES	NO	BLANK RESPONSE	TOTAL	%AGE OF YES RESPONSES
Were you given a candidate self-assessment sheet to fill?	15	4	-	19	79%
Was the self-assessment useful in identifying the gaps in your current knowledge of the job role?	11	7	1	19	58%

Table 12: RPL at Employer's Premise (Government) – RB on Pre-Screening

79% respondents said that they filled self-assessment sheets, but only 58% responded that this helped identify the skill gap.

D. On Orientation and Final Assessment:

Particulars	YES	NO	TOTAL	%AGE OF YES RESPONSES
Did the RPL facilitator provide soft skills, health and safety, and entrepreneurship tips to you?	18	1	19	95%
Were the instructions given during the Orientation easy to follow?	19	-	19	100%
Was the Final assessment conducted in your regional language?	17	2	19	89%

Table 13: RPL at Employer's Premise (Government) – RB on Orientation and Final Assessment

Nearly 100% expressed that they were provided the required laid down skills as mandated in RPL Policy and the instructions were easy to follow.

E. On RPL Venue:

Particulars	YES	NO	TOTAL	% OF YES RESPONSES
Was the RPL venue easy to reach?	18	1	19	95%
Was RPL venue good in terms of space, lighting, and cleanliness?	19	-	19	100%
Were facilities available at the RPL venue for teaching/training you in terms of teaching aids?	16	3	19	84%

Table 14: RPL at Employer's Premise (Government) – RB on the RPL Venue and Training Facilities

Maximum respondents were happy with the venue, although only 84% said that the facilities were available for imparting training which is interesting considering this training was organized within the RB.

F. On Overall Experience:

Particulars	Excellent	Good	Average	Poor	BLANK	TOTAL	%AGE FOR EXCELLENT	%AGE FOR GOOD	% FOR AVERAGE
How would you rate your overall experience of RPL?	6	8	5	-	-	19	32%	42%	26%
How would you rate the trainers?	9	4	5	-	1	19	47%	21%	26%

Table 14a: RPL at Employer's Premise (Government) – RB on Overall Experience of RPL and about Trainers

Surprisingly, only 32% respondents rated overall experience as ‘Excellent’ and less than half (47%) rated trainers as ‘Excellent’; 26% rated both as ‘Average’.

Particulars	YES	NO	DID NOT RESPOND	TOTAL
Do you think the trainers should be trained more in core subjects?	11	3	5	19
PERCENTAGE	58%	16%	26%	100%

Table 14b: RPL at Employer’s Premise (Government) – RB on Rating Trainers in Core Subject Training

58% of the respondents felt that the trainers should be trained more in the core subjects and in fact, 26% chose to not respond on this matter. Only 16% felt that the trainers did not require more training in the core subjects.

G. On Adequacy:

Particulars	YES	NO	BLANK	TOTAL	%AGE OF ‘YES’ RESPONSE	%AGE OF ‘NO’ RESPONSE
Do you think this training was adequate?	16	3	-	19	84%	16%
Would you have liked a longer training?	18	1	-	19	95%	5%
Do you think this training should be repeated?	16	3	-	19	84%	16%
Would you like more inputs on soft skills?	16	3	-	19	84%	16%
Would you like more inputs on your core skills?	18	1	-	19	95%	5%
Do you think you know more than what you are certified for?	13	6	1	19	68%	32%
Are you satisfied with your grading assessment?	11	8	-	19	58%	42%
Do you think you should have got a higher grading?	13	5	1	19	68%	26%

Table 15a: RPL at Employer’s Premise (Government) – RB on Adequacy of inputs, length of training and certification grading.

84% respondents felt that the training was adequate, would like it to be repeated and like more inputs on soft skills. 95% would have liked a longer training and more inputs on core skills. Interestingly, 68% felt they know more than what they have been certified for. Only 58% were satisfied with their grading assessment, with 42% not satisfied. 68% felt they should have got a higher grading.

Particulars	On Soft Skills	On Digital Literacy	On Core/ Trade Subject	BLANK	TOTAL	%AGE FOR SOFT SKILLS	%AGE DIGITAL LITERACY
Which training did you find the best?	13	4	1	1	19	68%	21%

Table 15b: RPL at Employer's Premise (Government) – RB on Best Training Input Stream

68% respondents liked the soft skill training and 21% liked the training on digital literacy the best; with only 5% finding the core training as being the best.

H. On how would RPL Skill certification help:

Particulars	YES	NO	BLANK	TOTAL	%AGE FOR YES RESPONSE
Will help you get personal satisfaction?	15	4	-	19	79%
Will help you in getting social recognition?	11	8	-	19	58%
Will help you get a better job?	13	6	-	19	68%
Will you get more salary after this certification?	10	9	-	19	53%
Will help you make up for the formal education/training that you could not get earlier?	12	6	1	19	63%

Table 16: RPL at Employer's Premise (Government) – RB on RPL Skill Certification Value and Benefits

Only 68% felt they would get better jobs, and only 53% felt this would get them more salary. However, 63% felt this would make up for the formal education/training that they could not get earlier.

I. On willingness to get RPL Certification

Particulars	YES	NO	BLANK	TOTAL	%AGE FOR YES RESPONSE
Would you have done this course if you had to pay for it?	10	9	-	19	53%
Would you have done this skill certification course if you were not being given any money for doing it?	16	3	-	19	84%
Will you recommend others to do this RPL Certification?	16	3	-	19	84%

Table 17: RPL at Employer's Premise (Government) – RB on Willingness to get RPL Certification

Only 53% would have done this training if they had to pay for it, but 84% would do it even if not given any money for it and would recommend it to others.

5.3.2 Employer's Premise – Private Setting

5.3.2.1 M/s. Sonu Exim – Details of the RPL Scheme

The Questionnaire was administered to **14 candidates** at **M/s Sonu Exim** at the private Employers' Premises and were filled by **sewing machine operators**. The **PIA for this work was M/s Modelama Skills Pvt. Ltd.** (C-74, Sector 10, NOIDA. SPOC – Mr. Vineet Lal). Trainers were also provided by the PIA since they have knowledge of the trade for almost 18 years. Some training was also provided by the employer's staff as well. Grading was NSQF- 4 level. **The results of the filled questionnaires have been detailed head-wise below:**

A. On Mobilisation:

- **How did you come to know about RPL under PMKVY?**

Particulars	News- paper Advertise ment	Radio Advertise ment	The Employer	Friend/ Family	Someone who has done RPL certificatio n earlier	Any other, please specify
No. of responses	-	-	-	-	14	-
PERCENTAGE	-	-	-	-	100%	-

Table 18: RPL at Employer's Premise (Private) – M/s Sonu Exim on Mobilisation

All respondents had learnt about it from those who had undergone the training previously. No one mentioned that they learnt about it from their employer.

B. On Awareness on PMKVY:

Particulars	YES	NO	TOTAL	%AGE OF YES RESPONSE
Were you briefed about PMKVY & NSQF by the RPL facilitator?	14	-	14	100%
Did the RPL facilitator explain the RPL Final Assessment and Certification process?	14	-	14	100%
Are you aware of the money that you will receive after successful certification?	14	-	14	100%

Table 19: RPL at Employer's Premise (Private) – M/s Sonu Exim on Awareness

All respondents were made aware about PMKVY and RPL final assessment and certification process and were aware about the money they would receive.

C. On Pre-Screening:

Particulars	YES	NO	TOTAL	PERCENTAGE OF YES RESPONSE
Were you given a candidate self-assessment sheet to fill?	14	-	14	100%
Was the self-assessment useful in identifying the gaps in your current knowledge of the job role?	14	-	14	100%

Table 20: RPL at Employer's Premise (Private) – M/s Sonu Exim on Pre-Screening

Everyone had filled the self-assessment sheets and understood their skills gaps!

D. On Orientation and Final Assessment:

Particulars	YES	NO	TOTAL	%AGE
Did the RPL facilitator provide soft skills, health and safety, and entrepreneurship tips to you?	14	-	14	100%
Were the instructions given during the Orientation easy to follow?	14	-	14	100%
Was the Final assessment conducted in your regional language?	14	-	14	100%

Table 21: RPL at Employer's Premise (Private) – M/s Sonu Exim on Orientation and Final Assessment

All felt mandated trainings were provided and instructions were easy to follow.

E. On RPL Venue

Particulars	YES	NO	TOTAL	%AGE
Was the RPL venue easy to reach?	14	-	14	100%
Was RPL venue good in terms of space, lighting, and cleanliness?	14	-	14	100%
Were facilities available at the RPL venue for teaching/training you in terms of teaching aids?	14	-	14	100%

Table 22: RPL at Employer's Premise (Private) – M/s Sonu Exim on the RPL Venue and Training Facilities

100% respondents were happy with the venue and training arrangements.

F. On Overall Experience:

Particulars	Excellent	Good	Ave	Poor	TOTAL	%AGE FOR EXCELLENT	%AGE FOR GOOD
How would you rate your overall experience of RPL?	12	2	-	-	14	86%	14%
How would you rate the trainers?	10	4	-	-	14	71%	29%

Table 23a: RPL at Employer's Premise (Private) – M/s Sonu Exim on Overall Experience of RPL and about Trainers

86% found the overall experience excellent and 71% of the respondents rated the trainers as excellent, with 29% rating them as Good.

Particulars	YES	NO	DID NOT RESPOND	TOTAL
Do you think the trainers should be trained more in core subjects?	4	9	1	14
PERCENTAGE	29%	64%	7%	100%

Table 23b: RPL at Employer's Premise (Private) – M/s Sonu Exim on Rating Trainers in Core Subject Training

64% satisfied about core subject training, 29% felt more inputs were required.

G. On Adequacy:

Particulars	YES	NO	BLANK	TOTAL	%AGE OF 'YES' RESPONSE	%AGE OF 'NO' RESPONSE
Do you think this training was adequate?	14	-	-	14	100%	-
Would you have liked a longer training?	8	6	-	14	57%	43%
Do you think this training should be repeated?	4	10	-	14	29%	71%
Would you like more inputs on soft skills?	13	1	-	14	93%	7%
Would you like more inputs on your core skills?	11	3	-	14	79%	21%
Do you think you know more than what you are certified for?	10	3	1	14	71%	29%
Are you satisfied with your grading assessment?	12	2	-	14	86%	14%
Do you think you should have got a higher grading?	6	8	-	14	43%	57%

Table 24 a: RPL at Employer's Premise (Private) – M/s Sonu Exim on Adequacy of inputs, length of training and certification grading.

100% respondents found the training adequate, with 57% wanting a longer training and 29% only wanting a repeat. 71% did want it repeated. 93% wanted more soft skills training and 79% more on core training also. Overall, 86% were satisfied with the grading assessment, however, 71% felt that they knew than what they were certified for and 43% felt they should have got a higher grading.

Particulars	On Soft Skills	On Digital Literacy	On Core/ Trade Subject	TOTAL	%AGE FOR SOFT SKILLS	%AGE FOR DIGITAL LITERACY
Which training did you find the best?	8	6	-	14	57%	43%

Table 24b: RPL at Employer's Premise (Private) – M/s Sonu Exim on Best Training Input Stream

While 57% respondents liked the training on soft skills the best, 43% liked digital literacy. None responded having found training on core skills as being the best.

H. On how would RPL Skill certification help:

Particulars	YES	NO	BLANK	TOTAL	%AGE FOR YES RESPONSES
Will help you get personal satisfaction?	14	-	-	14	100%
Will help you in getting social recognition?	14	-	-	14	100%
Will help you get a better job?	14	-	-	14	100%
Will you get more salary after this certification?	6	8	-	14	43%
Will help you make up for the formal education/training that you could not get earlier?	13	-	1	14	93%

Table 25: RPL at Employer's Premise (Private) – M/s Sonu Exim on RPL Skill Certification Value and Benefits

100% respondents felt they would get personal satisfaction, social recognition and better jobs. Only 43% felt they would get better salary. For 93%, this certification would make up for formal education/training they missed out on.

I. On willingness to get RPL Certification:

Particulars	YES	NO	BLANK	TOTAL	%AGE FOR YES RESPONSES
Would you have done this course if you had to pay for it?	6	8	-	14	43%
Would you have done this skill certification course if you were not being given any money for doing it?	13	-	1	14	93%
Will you recommend others to do this RPL Certification?	14	-	-	14	100%

Table 26: RPL at Employer's Premise (Private) – M/s Sonu Exim on Willingness to get RPL Certification

While 100% responded that they would recommend others to undergo this RPL process, however, only 43% would have done this course if they had to pay for it and 93% said that they would have done it even if they were not paid for it.

5.0 LEARNINGS FROM CASE STUDIES

The overall learnings that can be gained from the above discussion are summarised below by analysing each element for all the four venues of the RPL Project Types which were taken up for the case study.

A. On Mobilisation: The response regarding this varied at all four RPL venues. At the Project Type RPL Camps for domestic workers, most heard about it from the mobiliser, but at GSGD, 30% each said they heard from their employers and those who had done it earlier and 24% from friends and family. At RPL Project Type at Employer's Premise, 100% respondents at M/s Sonu Exim had learnt about the scheme from those who had done this previously. At RB, however, 42% heard about it from the employer, 32% from friends/family and only 26% from newspaper and radio. **Thus, media publicity was found to be low in general, as PMKVY and RPL were known by word of mouth. This gap needs to be plugged for wider publicity and for the skilling by RPL to spread by acknowledging prior learning of workforce in the informal sector.**

B. On Awareness on PMKVY: Almost all respondents at all the four venues agreed that they had been informed in detail about PMKVY and had been explained the procedure for final assessment and certification. While at three venues all respondents were aware of the money they would receive after the training and certification, only 32% of the respondents at RB were aware.

C. On Pre-Screening: Except the domestic workers who were not aware of self-assessment sheet, maximum respondents said that they had filled the self-assessment sheets. As regards whether the self-assessment helped identify the

skill gaps, slightly above 50% of respondents (58% at RB and 54% of auto-drivers) answered in the affirmative.

D. On Orientation and Final Assessment: It was noted that almost all respondents at each of the four RPL venues were satisfied with the soft skill training, could follow the instructions easily and said that the final assessment was done in a language that they could follow.

E. On RPL venue and training facilities: At all four RPL venues, most of the respondents were satisfied with the venue and the training facilities available. However, a few respondents felt that the facilities could have been better.

F. On Overall Experience of training and the trainers: On how would they rate the overall experience, the response varied with none of the venues reporting an overwhelmingly 'Excellent' response. At the Employers' Premises, while 86% of the sewing machine operators respondents felt it was 'Excellent', only 32% found it so at the RB with 42% calling the experience 'Good' and 26% giving it a rating of 'Average'. At the Project Type of RPL Camp, domestic workers felt the training was good, but could have been better, and 77% of the auto-rickshaw drivers responded that the training was 'Excellent'.

Regarding the ratings of the Trainers, while all those undertaking training for domestic workers found the trainers to be 'Excellent', only 68% of the auto-drivers found them so at the RPL Camps. As regards the RPL at Employer's Premises, 71% of sewing machine operators responded that the trainers were excellent, but at RB this percentage was as low as 47% with 21% considering them as 'Good' and 26% rated the trainers as 'Average'. Regarding whether the

trainers should be trained more, except at the domestic workers training venue, everywhere else some respondents felt that the trainers needed more training (29% at M/s Sonu Exim, 58% at RB and 23% of GSGD).

G. On Adequacy: While most of the respondents at three of the centres said they found the training as adequate, but only 62% of the auto-drivers found the training as adequate. Most respondents at RB and the domestic workers wanted the training to be longer, however, only 57% of the sewing machine operators and 77% of the auto-drivers wanted it to be longer. Regarding whether the training should be repeated, a maximum of 84% respondents wanted it to be repeated, but at other three venues, the response was the opposite. Only 29% of the workers from the apparel industry, 50% of domestic workers and merely 46% of auto-drivers wanted a repeat of the training. Majority of respondents at the RPL venues, except the auto-drivers (only 46%) wanted more soft skills. 68% of the auto-drivers and 79% of the sewing machine operators wanted more inputs on core skills. **This is an important concern that needs to be addressed since core skills alone lead to better competency for workers.**

At all the four RPL venues, the percentage of respondents who liked the inputs on core skills the best was the maximum (57% of sewing machine operators, 68% of those at RB and 46% of auto-drivers). Percentage of respondents who liked the inputs on digital literacy the best were 43% of the sewing machine operators, 21% of those at RB and 15% of auto-drivers. An interesting aspect was that at both the RPL venues at the Employer's Premise, the respondents did not like the training on the core inputs the best, while 32% of

the auto-drivers liked it. **Thus, core skills training possibly requires more inputs to make it worthwhile for domain skill enhancement.**

Regarding certification and grading received, the domestic workers at least were not in a position to comment and only 15% of the respondents from the auto-drivers felt that they knew more than what they were certified for. However, a much larger percentage of those undergoing RPL at the Project Type Employer's Premise felt that they knew more than what they were certified for (71% of the sewing machine operators and 68% of respondents at the RB). Regarding grading, all auto-drivers were satisfied with it and 86% of the sewing machine operators, but only 58% of respondents at the RB. Most respondents also felt that they should have got a higher grading with 92% of auto-drivers, 68% of employees at RB and 43% of the sewing machine operators. **This reflects that assessment issues need to be re-looked for gaps which are being raised by the candidates undergoing RPL training and certification.**

H. On how would RPL Skill certification help: Everyone agreed that they would get personal satisfaction from this training as well as social recognition as well as this certification would make up for their having no formal education and training. While respondents at the private Employer's Premise felt they can get a better job, this was agreed only to the extent of 68% by those in the Government Employer's Premise, the RB. At the RPL Camp for Auto-drivers, only 63% felt they can better jobs. Regarding enhancement in salary, less than 50% in all venue thought this would lead to an increase in income. A few domestic workers mentioned that they would ask their households to increase their salary with their

certificates showing they are trained. **Thus, not all respondents felt that this RPL process would translate into outcomes manifested in better employment and higher salaries. Until this is achieved, the Skilling Mission of India would remain a distant reality.**

I. On willingness to get RPL Certification: Almost all respondents would recommend this to others. As regards doing training by paying fees, at the RPL Camps, both in the government and private setting, majority responded that they would not do it. Even so a couple of domestic workers said they would be willing to pay up to a reasonable sum of money (Rs. 1000-1200) to do the training. At the Project Type of the RPL Employer's Premises, however, almost half the respondents felt they would have done it even if they had to pay for it. On the question of whether they would have done the training and certification if they were not given any stipend, majority said that they would have undergone it still, except the domestic worker's group wherein, too, it has to be noted that a few said that they would have still done it without the stipend. Here, it must be borne in mind that the mobilisation done for the group was not proper and hence, this could also be a possible reason for such responses. **Thus, the stipend payout may not be required at all if the right candidates were mobilized and if the workers saw the outcomes of the RPL process being beneficial to them in terms of enhanced skilling, better jobs and more salary, as in, overall better livelihoods.**

5.5 Summary

The Chapter, in answering the second research question, tried to find out about how is the strategy of RPL being implemented by the NSDC through SSCs, PIAs and other agencies for skill development of the workforce in the unorganised sector in India. For this at the outset, an elaboration of the issues of concern noted in the discourse about skill development initiatives in India, including the PMKVY and RPL, were delineated. The stakeholders involved in the RPL process were also detailed before undertaking case studies of the RPL Project Types. The case studies conducted as part of this research were done one each of the government and private settings of RPL on Project Types of RPL Camp and RPL Employer's Premises. Thus, in all, in the available time and resources, four RPL venues were studied. This study was done on the basis of the results of the focus-group discussions, interviews and questionnaires conducted with relevant stakeholders at the MSDE, NSDC, SSCs and its PIAs and other facilitator organisations and TPs, AAs, NGOs, trainers, as well as with the candidates undergoing RPL training and certification. The focus in this research was on mobilisation and awareness about RPL certification, pre-screening, orientation and final assessment of the RPL process, RPL venue, about the overall experience, aspects related to the adequacy of the programme, quality of trainers as well as its relevance/outcome and keenness to pursue this training, including how monetary consideration of fees and stipend affects this training cum certification. The learning from the case studies related to each of these points was consolidated in the last section of this chapter.