

भारतीय मानक मसौदा
कोचिंग सेंटर - सेवा आवश्यकताएँ

Draft Indian Standard

COACHING CENTRE — SERVICE REQUIREMENTS

ICS (03.180)

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Price Group

The Higher Education Skill Development and Related Services Sectional Committee, SSD 04

FOREWORD








This Indian Standard was adopted by the Bureau of Indian Standards, after the draft finalized by the Higher Education, Skill Development and Related Services Sectional Committee had been approved by the Service Sector Division Council.




The methods of education play an important role in shaping the country's future and it is changing day by day. Coaching is the act of giving special classes for achieving academic goals in a subject or a work-related activity, especially to one person or a small group. India's coaching industry might be a few decades old but its impact on the Indian education system and economy is substantial. Schools, colleges, and universities make a serious impact on building the careers of students but still, the learners need more. Coaching provides students more individual time with an expert, thus enriching their educational experience. The coaching centre/institution offers additional support to the students in their education for almost all the subjects and provides training on a variety of topics like education, skill development, careers, personal life, recreation, etc.













Considering the need, this standard has therefore been formulated with a view to facilitating the coaching centre industry and all stakeholders. This standard provides guidance to all the stakeholders involved in the coaching centre industries to establish and enhance the quality of infrastructure, staff service, faculties, design of learning services, and assessment of learning, maintenance requirements and safety and security. This standard will help coaching institutes develop their processes, benchmarking the quality of services, deliverables, and feedback mechanism.







The composition of the committee responsible for the formulation of this standard is listed in Annex B.


WC COMMENTS RECEIVED ON COACHING CENTRE — SERVICE REQUIREMENTS











Sl. No.	Clause/Sub clause/ para/table/ fig. no. commented (1)	Commentator/ Organization/ Abbreviation (2)	Type of Comments (General /Editorial/ Technical) (3)	Justification (4)	Proposed Change (5)	Reply (6)
1	Approach to the whole issue	Avinash Punekar, iCreate	General	Compliance with the proposed guidelines would result in pushing up the cost of coaching centers. This in turn would result in increased fees charged from students which will make it out of reach for those students with limited financial resources. The regulations would result in marginalizing poor students by reducing their access to possible coaching. This is bound to result in increasing the gap between the 'haves' and 'have nots'.	A centralized application system with coupons for economically challenged students could help address the issue.	Quality should not be compromised with cost  
2	4.1	Dr.M.B Mukesh Krishnan, Professor/Networking and Communications/ SRM Institute of Science and Technology, Kattankulathur, Chennai - 603203	General	Without Ethical code teaching Cyber Security Courses will become challenge	Ethical code can be added, Get the Ethical behavior confirmation form signed by the trainee	 
3	5.3		General	Training without qualified trainers will become a challenge	Trainers Qualification can be added - Trainers should have adequate Qualification to offer the Training	
4	Scope - Note 2	Shri Rajiv Prabhakar Chitnis	editorial	Sports coaching is out of scope	This draft Indian Standard does not cover the requirements to hostel services, & sports coaching if provided by the coaching centre.	For sports activities, BIS has different TC. 
5	6.2(h)	Anindya Chatterjee, IITK	General	Rights of student and staff	Document copies should be submitted, document originals can be verified and returned immediately, originals should not be submitted, this can trouble learners and employees. The coaching class has no right to hold on to documents like original certificates and marksheets, either for students or for staff	







				members: it can lead to unfair practices.	
8	6.5.3, a-d		General	Method	<p>Please check the text, the grammar has a small error; additionally, telephone complaints are difficult: whom to call, and how shall a record be kept? Email and whatsapp are both good because the sender automatically has a record, the website providing an online form is also good, and personal visits and physically filling a form is also good. Please be clearer about the telephone complaint mechanism.</p> 
9	7.1(d)		General	Clarity	<p>Some coaching centers are residential, some are not. Some learners are residents, some are day scholars. Insisting on lockers for day scholars will introduce a huge space requirement and thereby increase costs for learners, while for residential centers lockers are a must. Please be clear about which one you mean.</p> 
10	7.1(e)		General	Clarity	<p>“Adequate” is not clear here. Suppose there are 1000 learners present at a typical time. Is parking for 3 cars adequate? 30 cars? Asking for more parking space can constrain some centers or increase costs ... but it may also not be necessary for centers in the middle of cities. Please be clearer.</p> 
11	7.7		General	Clarity	<p>Is there some standard elsewhere for what ease of access to facilities means for divyangjan? Then a reference to that can be made here so that ad hoc decisions are avoided.</p> <p>Reference of NBC 2016 will be added.</p>
13	13.3		General	Safety	<p>There must be fire safety standards for buildings. These are buildings in which a large number of young people may be crowded, sitting, with very few exits, narrow corridors ... some more clarity is needed here.</p> <p>Maybe there should be at least two non-intersecting exit routes, and signs can say “Exit</p> <p>IS std for fire safety in buildings NBC (Part 4) will be added.</p>







					A” and “Exit B”. Then if A is blocked, students can be told to take exit route B. Also, maybe there should be a public address system with speakers in every classroom which should be tested once a week, and fire or other emergence related announcements can be made using those speakers if an evacuation is necessary. These are not expensive things to do.	
14	4/4.1/(b)	Sirshendu De, IIT KGP	Technical	Syllabus of courses should be specified	Design of coaching courses including the syllabus for conducting	
15	5/5.3/(i)		Technical	A new point (i) should be added	(i)all the above should be disclosed to the stakeholders including students and parents in the booklet of coaching center.	
16	6/6.4/(f)		Technical	A new point (e) should be added.	Feedback from learners should be made available publicly.	
17	6/6.5/6.5.4		Technical	The duration of complaint addressal seems to be long	15 days instead of 30 days	
18	6/6.5/6.5.6		Technical	A new clause is suggested	All complaints and redressals should be made public.	
19	Scope	Prof. DK, IIT(BHU)	Addition of text		--- coaching centers ‘running in an organized manner,’ which include----- size ‘larger than a specified size’	
21	3.1 Coaching		Terminology	For a better clarity	Coaching is the help and/or support provided by expert or professional in specific subject or area to one or more persons (may be student) to increase their proficiency for the examinations conducted by different Boards/ Universities or competitive examination conducted by some statutory bodies.	
	3.2 Coaching Centers		Terminology		The Coaching Centers are non-degree/ diploma/ certificate awarding Institutions, who are engaged in coaching in an organized manner engaging expert Faculty.	
	5.3		Insertion		To device mechanism and procedure for checking mental health and their remedies for learners.	
	6.3		Insertion		No Fake claims or misguidance. Provide only correct and true information.	
	8 and 9			Training of staff and Faculty - It is an unnecessary burden on Coaching centers. The focus will be diverted from learners		












					to development of Staff and Faculty.	
	9.3 Qualification and Experience		Insertion	Category iv) Coaching for professional development	Specific categories are to be included for coaching for competitive examinations e.g. JEE, NEET, UET, PET, and many others be included. This standard document should be applicable to such coaching institutions. If their names are not appearing, it will be an excuse for them.	
				Qualification Rewritten	The responsibility of faculty to enhance the proficiency of learner therefore the minimum percentage be 60%	
	10. Design of learning service				Instead of a coordinator it should be group of Faculty teaching the subject from which one may act as coordinator. Overall responsibility should be with administration.	
		Debkumar Chakrabarti, IIT (BHU)	General		Size of the coaching Centre be mentioned that they need to follow the advices given in the standard.	
			General		Feedback from learners should be taken from those who attended a minimum number of classes, otherwise it would be biased.	
			General		Light and ventilation be adequate; it would be good if source value is given.	












Sl No.	Clause/Subclause/para/table/fig. no. commented 1	Commentator/Organization/Abbreviation 2	Type of Comments General/Editorial/Technical) 3	Justification 4	Proposed Change 5	Reply 6
		Debkumar Chakrabarti, IIT (BHU)	General		What would be the timings? Would it replace the school time or in gaps in school timings? Like evenings or vacation and other short holidays? When it appears to be necessary to promote coaching Centre's how to liaison with regular academics in school etc. I wonder if needs to be discussed under the approach provision of standard, it provides some guidelines.	








		Debkumar Chakrabarti, IIT (BHU)	General		For teachers and staff medical tests etc., are there, what would be for students and others visiting the Centre.	  
1. Scope		Dr. M Padmavati, Professor, RGSOIPL, IIT Kharagpur	Technical	The standard for delivery of service is essential to development of the standard.	Inclusion of 'delivery of service' Amended to read as 'This draft Indian Standard specifies the.....design of learning services, delivery of services, assessment of learning.....'	
4. General requirements		Dr. M Padmavati, Professor, RGSOIPL, IIT Kharagpur	Technical	Inclusion of c) adequate faculty requirements. This is the backbone of a learning system	Inclusion of c): c) Adequate faculty for meeting learning requirements	
5. Role & Responsibilities		M. Ganesh BIS Ext.	T	Orgn. Chart missing	To add Top Mgmt. to ensure Organisation chart is made	
5. Role & Responsibilities		M. Ganesh BIS Ext.	T	Policy to be issued by Top Management	To add policy to be established and issued by Top Mgmt.	
5.3		Dr. Sukhneet Suri, Associate Professor, Vivekananda College, University of Delhi	Technical	Additional point may be considered to be included in the light of- Sometimes it is seen that learners capacity to cope with the subject matter may not match and targets are being set by the coaching centres without considering the capacity of the learners.	The centres may be learners oriented rather than target oriented (Capacity of the learners are to be considered while targets are fixed).	 
6.1.1		Dr. M Padmavati, Professor, RGSOIPL, IIT Kharagpur	Technical	Setting up of standards is good, however more important is disseminating the information of adherence of the same by the Coaching Centre. Hence, the adherence certificate issued by the competent body/local authority shall be placed by the Centre near the Front Desk.	Can be incorporated as a new sub-clause or added as a new sentence in the same sub-clause: The coaching centre shall ensure that the certificate of recognition issued by the competent body/local authority is displayed at the prominent place near the front desk and also made available on the website.	



				Information about the competent body/local authority shall be incorporated in the document.		
	6.1.2.	Dr. M Padmavati, Professor, RGSOIPL, IIT Kharagpur	Technical	Inclusion of mandatory display of necessary/essential services	Inclusion of c): c) Mandatory display of essential aspects of learning feature as well as faculty of the coaching centre	 
	6.2 h)	M. Ganesh BIS Ext.	T	Confidentiality and safety of documents required	To add Records to be maintained safely with confidentiality	
	6.5.2.	Dr. M Padmavati, Professor, RGSOIPL, IIT Kharagpur	Technical	Inclusion of structural aspect of the 'designate employee'. This is an important quality control system and hence complaint handling procedure needs to be more structured	Amendment suggested: A Head of the Centre/Manager/designate employee of the coaching centre	
	6.2 (a)	Dr. M Padmavati, Professor, RGSOIPL, IIT Kharagpur	Technical	Oral transfer of information shall be avoided so as to safeguard the interest of both the parties i.e. the Centre and the individual intending to avail the services of the Centre.	The complete information shall be provided to the learner about the courses offered including the terms and condition applicable to specific course, fee structure, timings, course material etc.; preferably in print like brochure and also shall be available on the website of the Centre.	
	6.2 (h)	Dr. M Padmavati, Professor, RGSOIPL, IIT Kharagpur	Technical	The Coaching Centre shall not be permitted to collect any original documents from the learner for admission or otherwise. Nowadays, even for seeking admission at Higher Education Institutions deposition of original documents is not required.	Records of learner and the safety of the photocopy of their documents, if submitted, shall also be maintained.	











	6.3	Dr. M Padmavati, Professor, RGSOIPL, IIT Kharagpur	Technical	Oral transfer of information shall be avoided so as to safeguard the interest of both the parties i.e. the Centre and the individual intending to avail the services of the Centre.	Can be incorporated as a new sub-clause or added as a new sentence in the same sub-clause: The complete information shall be provided to the learner about the refund preferably in print like brochure and also shall be made available on the website of the Centre.	
	6.5.2	Dr. M Padmavati, Professor, RGSOIPL, IIT Kharagpur	Technical	Mere designating an employee or having a procedure is not sufficient. Important thing is that information shall be there with the Learner.	Can be incorporated as a new sub-clause or added as a new sentence in the same sub-clause: All such details shall be made available in the brochure as well as on the website of the Centre.	
	6.5	Dr. Sukhneet Suri, Associate Professor, Vivekananda College, University of Delhi	Technical	Harassment at work place is quite common now-a-days. Consideration of safety of female learners may be a prime need of the coaching centres.	Additional point may be included: There may be a separate women harassment cell in every coaching centres. A designated cell may be formulated with a senior women faculty as chairman and two other members i.e., one may be a lawyer and other one may be a social worker.	
	6.7	Dr. M Padmavati, Professor, RGSOIPL, IIT Kharagpur	Technical	The Centre can decide on its closure but such a situation shall not place the learner in any difficulty. Example: If the course enrolled is of 2 years and Centre decides to close the Centre after a year, then there is a probability that other Centres may not provide admission to the Learner in-between.	The top management shall have a plan to ensure financial stability and continuity to run the centre, atleast till the completion of the course by the enrolled learners and shall review on regular interval. The records of the financial resources may be maintained.	 
	Para 6.5.3	Dr Anupam Bhatia/ Chaudhary Ranbir Singh University, Jind	General		installation of complaint box in coaching centre to be made mandatory.	




6.1.3 (d)	Dr. Sukhneet Suri, Associate Professor, Vivekananda College, University of Delhi	Technical	Ambulance and Women helpline number is important for dealing SOS situations.	Emergency contact numbers such as police, hospital, fire service, ambulance, women helpline etc.....	
6.2 (h)	Dr. Sukhneet Suri, Associate Professor, Vivekananda College, University of Delhi	Technical	Point “h” should have a line related to protection of personal information of learners. The suggested line is given in the next column and may be added in point 6.2(h).	If learner data is being maintained it should be in compliance with the IT (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information Rules, 2011.	
7.1 (c)	Manak Manthan Organized on 20th April 2024		Restricting batch size will in turn ensure suitable space for students	Batch Size should be restricted	 
7.4	Manak Manthan Organized on 20th April 2026		To avoid fire hazards	Add: Furniture shall be non-combustible	
7.7 Facilities for Divyangjan	M. Ganesh BIS Ext.	T	It is Hindi word.. Equivalent English word to be used	Consider eqlt. As disabled persons	
7 Infrastructure	M. Ganesh BIS Ext.	T	Teaching Aids & Tools required	Teaching Aids to include Audio-Video presentation and PA system	
7.3 b) Electricity	M. Ganesh BIS Ext.	T	Safety	To add for safe usage	
7.6	Dr. M Padmavati, Professor, RGSO IPL, IIT Kharagpur	Technical	The learners from “Other” category shall also be considered.	It is suggested to either incorporate as a new sub-clause or modify the sub-clauses of the draft standards appropriately. If the Centre is yet to be set-up then the washroom and toilet/urinal can be gender neutral. However, if the Centre is already set-up then creation additional gender-neutral can be mentioned.	
Para 7.9	Dr Anupam Bhatia/ Chaudhary Ranbir Singh University, Jind	General		may be inserted as "First Aid Box" : with Description "First Aid Box should consist of all First Aid Material as per directions of CMO/ State / Centre Government be available in the Coaching Centre. First Aid Training should be conducted in collaboration with District Red Cross Society."	 

	7.2	Dr. Sukhneet Suri, Associate Professor, Vivekananda College, University of Delhi	Technical	There is no specification given for ventilation.	3 fans 1200mm diameter Or the following documents may be given for reference CSIR Guidelines on Ventilation of Residential and Office Buildings for SARS_Cov-2 Virus Version 2.0 (2022) and Guidelines for Food Safety and Security, Ministry of Education, 2021.	
	7.1	Dr. Sukhneet Suri, Associate Professor, Vivekananda College, University of Delhi	Technical	Additional point may be included under the facilities for Divyangjan.	Ramp should be provided for easy mobility of people with special needs.	
	7.9	ANUP CHANDRA GANDHINGAR			COACHING CLAUSES.. THERE ARE STUDENTS THAN NORMAL CLASS ... THERE MUST BE CLAUSE IDENTIFYING STUDENTS/ CLASS ..THIS WILL ENSURE TEACHER STUDENT INTERACTION PROBABILITY	  
	8	Manak Manthan Organized on 20th April 2027		Deliverables defined for faculty will help streamline teaching process & nudge the faculty to perform better and in an organized fashion	Deliverables wrt. faculty eg : Lectures / day, weekly frequency, time of class etc. should be included	  
	8.1.b)	Debkumar Chakrabarti, IIT (BHU)	General		How 3 months' field work is there for those experts are coming for the first time as faculty (some where he needs to join first then there is a possibility if changing job and there will be experience). This issues may be looked into.	
	8.1.c) and d)	Debkumar Chakrabarti, IIT (BHU)	General		How and who will impart training to new comers?	
	8.3.2 Training	M. Ganesh BIS Ext.	T	Refresher training period gap is very long	Refresher training to be every 2Y instead of 3Y	
	8.2	Dr. Sukhneet Suri, Associate Professor, Vivekananda College,	Editorial: "The top management shall ensure that:"	Sentence revision will help in better comprehension. Revised text given	The top management shall ensure the following: a) Monitoring the provision of the coaching center services b) Making provisions to ensure that the learning	

		University of Delhi		in blue font in next column.	does not go uninterrupted in case of sudden exits of faculty, if any	
9.3 Qualification & Experience		M. Ganesh BIS Ext.	T	Coaching centres other courses not added	To add courses for competitive exams for admission to higher education in Engg., Medical, Management, CA, Law etc	
9.3 Qualification & Experience		M. Ganesh BIS Ext.	T	Coaching centres other courses not added	To add courses for competitive exams for Govt. jobs, PSU, Defence, Railways, Banks, UPSC etc	
9.3		Manak Manthan Organized on 20th April 2030		Experience is more important especially in non-academic courses and coaching centres may be given flexibility to decide minimum qualification criteria for teachers	Minimum qualification of faculty should be decided by the coaching centre. Quality of teaching should be assessed & given more weightage than the percentage of marks obtained by faculty, especially for non-academic courses	
9.2		ANUP CHANDRA GANDHINGAR			STUDENTS AND TEACHERS SHOULD NOT USE MOBILE ... COMPUTERS AND LAPTOPS WHEN ESSENTIAL REQUIREMENTS	
		ANUP CHANDRA GANDHINGAR			SPECIAL CLAUSE MAY BE ADDED FOR HOME WORK ... EXCESSIVE HOME WORK MAY NOT BE PROVIDED SO THAT STUDENTS HAVE SUFFICIENT TIME FOR TRAVELLING AND SLEEP	
9.3		Dr. Sukhneet Suri, Associate Professor, Vivekananda College, University of Delhi	Technical	Pay structure is to maintained to get qualified faculties.	Clause no. 9.3 may be renamed as Qualification, experience and pay structure of the Faculty. Additional point as under this heading may be on pay structure. A uniform pay structure may be maintained in all the coaching centres.	
9.3. Qualification and Experience		Dr. M Padmavati, Professor, RGSOPL, IIT Kharagpur	Technical	60% minimum percentage is what most teaching colleges/institutes today expect.	Amendment suggested to S.No. i) to iv) in the table:... with at least 60% marks in the	

	10.4	Dr. Sukhneet Suri, Associate Professor, Vivekananda College, University of Delhi	Technical	The first line of 10.4 mentions that the learning material would be developed by the coaching center. Hence, in 10.4 (c) the word “selected” does not seem to be appropriate. Using words such as ‘learner characteristics’ and ‘inclusive’ shall cover a variety of physical, social and emotional diversities observed among learners.	In accordance with the learner characteristics such as their socio-cultural background and be inclusive in nature.	
	10.8	Dr. Sukhneet Suri, Associate Professor, Vivekananda College, University of Delhi	Editorial	The sentence “The faculty shall be able to complete... time.” Does not have a connector. The word “be” needs to be added before the word “able”.	The faculty shall be able to complete the relevant portions and syllabus given in the curriculum in the stipulated time.	
10. Design of learning services		Dr. M Padmavati, Professor, RGSO IPL, IIT Kharagpur	Technical	Design of learning services is a critical requirement and hence greater detail is required in elaborating the process, timelines and conformity. The need for clear determination of compliance is required. No batch selection and organization is given which is typically part of the design. Most people would like to join an aspirant batch as they would get the competitive atmosphere.	Suggestion: Elaboration further of the Design of the learning process would be useful along with steps for compliance and validation. Inclusion of batch organization, migration of learners in batches based on performance must be included. UNESCO has ISCED classifications. Inclusion of some of those would help in building international reach for Indian coaching centers.	

	11.3	Dr. M Padmavati, Professor, RGSO IPL, IIT Kharagpur	Technical	'Assessed throughout' leaves it to the discretion of the coaching center. While the process of assessment has been given in Point 11. Time points are missing	Hence, there must be at least two mid-term course assessments with sharing of feedback and one end term course assessment. More details are required in the Assessment Section.	 
	11.4	Dr. Sukhneet Suri, Associate Professor, Vivekananda College, University of Delhi	Technical	Duration of learning is to be included in certificate of completion.	Instead of information on numbers of learning hours (11.4, b) in certificate information on duration may be included.	
11.3 Progress of learners		M. Ganesh BIS Ext.	T	Based on outcome action plan required	Based on the score of each student, counselling and special class to be conducted to improve the score for slow learners and others.	 
13.2 Risk and accident prevention		M. Ganesh BIS Ext.	T	Risk assessment and management not given	Risk to be determined in all process and management of same to be established	
13.4 a) Background verification Experience		M. Ganesh BIS Ext.	T	Police verification tedious process and not done in Institutes	Reference letters from previous orgn. And eminent persons from Educational Institution.	
13.4 C) Medical fitness		M. Ganesh BIS Ext.	T	6 Months period is very difficult	Upto 60Y age Medical test once in 2 years and above 60Y once in a Year	
13.6 f) Gender audit		M. Ganesh BIS Ext.	T	Clarity required	To elaborate about Gender audit scope	
Annex-A		M. Ganesh BIS Ext.	T	Signature of parent / Guardian to be after Terms & Conditions Emergency contact no.	To add Signature of Parent / Guardian to be mentioned after III) Terms and conditions. Emergency contact person name and relationship to be added Office Manager / Incharge signature to be mentioned in office use section	

	Annex A ; III Terms and Conditions	Dr. M Padmavati, Professor, RGSOIPL, IIT Kharagpur	Technical	It is important to include the terms and conditions. A general template of the terms and conditions must be provided. So, Coaching Centers may be given a basic template. Also, 'documents' is mentioned. Some minimum document listing must be given. Otherwise a blank declaration could be financially and even learning wise become detrimental	Suggestion: To include a basic template of the terms and conditions, minimum documentation. Also, beside the (Sign of the Parent/Guardian), there must be a provision for 'Date'.	
	3.4	Dr. M Padmavati, Professor, RGSOIPL, IIT Kharagpur	Technical	The feedback on services of Coaching Centre is important, however services of Centre is dependent on service by associated individuals like faculty and others. Hence, feedback should include views on individuals too.	Opinions, comments and expressions of interest of a learner or stakeholder on services of coaching centre and associated individuals/officials/ employees of the Centre.	
	Annex A	Dr. M Padmavati, Professor, RGSOIPL, IIT Kharagpur	Technical	A learner may have single parent.	Following shall be incorporated:	
	Annex A	Dr. M Padmavati, Professor, RGSOIPL, IIT Kharagpur	Technical	Nowadays, digital payment is on rise and preferred by many.	Following shall be incorporated: Mother's Occupation Transaction Number	

COACHING CENTRE SERVICES — REQUIREMENTS

1 SCOPE

This draft Indian Standard specifies the service requirements for coaching centre which includes operations, infrastructure, staff, faculties, design of learning services, assessment of learning, maintenance requirements, and safety and security.

NOTES

- 1 This draft Indian Standard can be used by all types and sizes of coaching centre.
- 2 This draft Indian Standard does not cover the requirements related to hostel services, laboratory, learning and library, if provided by the coaching centre.

2 REFERENCES

The following standards contain provisions which through reference in this text, constitute provisions of this standard. At the time of publication, all editions indicated were valid. All standards are subject to revision and parties to agreements based on this standard are encouraged to investigate the possibility of applying the most recent editions of the standards indicated below:

<i>IS No.</i>	<i>Title</i>
IS 10500 : 2012	Drinking Water - Specification (<i>second revision</i>)
IS/ISO 21001 : 2018	Educational Organizations — Management Systems for Educational Organizations — Requirements with Guidance for Use
IS/ISO 29993 : 2017	Learning services outside formal education — Service Requirements
IS 17472 : 2020	Guidelines for Safe Working of Organization during COVID-19 Pandemic
IS/ISO 29995 : 2021	Education and Learning Services — Vocabulary

3 TERMINOLOGY

For the purpose of this standard, in addition to the definition provided in IS/ISO 29995 : 2021, the following definitions shall apply.

3.1 Coaching — A process of improving a specified personal goal/achieving professional goal through proper training/guidance from experts in their respective domains.

3.2 Coaching Centre — A centre which offers coaching to prepare learners for specific examinations and tests.

3.3 Faculty — Person who works with learners to assist them with learning.

NOTE — A faculty is also often referred to as a teacher, a trainer, a coach, a tutor or a mentor.

3.4 Feedback — Opinions, comments and expressions of interest of a learner or stakeholder on services of coaching centre.

3.5 Performance — Measurable result.

NOTES

- 1 Performance can relate either to quantitative or qualitative findings.
- 2 Performance can relate to the management of activities, processes, products (including services), systems or organizations.

3.6 Service — The result of at least one activity, necessarily performed between the coaching centre and the learner.

4 GENERAL REQUIREMENTS

4.1 The coaching center shall ensure compliance to the following general requirements:

- a) Regulatory and statutory requirements including registration/licence necessary to run the business;
- b) Design of coaching courses for conducting coaching classes to foster excellence;
- c) Availability of required infrastructure facilities and equipment for quality service delivery as per this standard;
- d) All externally sourced services are provided ensuring requirements of this standard including the needs of learners and the objectives of coaching centre; and
- e) Establishment of a framework for continuous improvement.

5 ROLE AND RESPONSIBILITIES OF TOP MANAGEMENT

5.1 The top management of the coaching centre shall be responsible for implementing statutory and regulatory requirements including administrative decisions of the government. The top management may assign the responsibilities of different activities to relevant staff members of the centre, as appropriate. The records pertaining to such activities should be maintained and readily available.

5.2 The coaching centre shall establish objectives for important processes which shall be measurable and achievable. The objectives shall be reviewed by the top management at regular intervals.

5.3 The top management of coaching centre shall demonstrate leadership and ensure compliance of the following:

- a) Objectives established as set under **5.2** for the important activities;
- b) Key factors of different activities are identified for improvement;
- c) The responsibilities and authorities for relevant roles are assigned, communicated and understood within the centre;
- d) Statutory/Regulatory requirements are identified and met;
- e) Adequate manpower is provided and is competent on the basis of appropriate education, training and experience;
- f) Feedback from the learners is obtained and reviewed for improvement;
- g) Monitor Learner's perceptions of the degree to which their needs and expectations have been fulfilled; and
- h) Complaint handling procedure is established and implemented.

6 OPERATIONAL REQUIREMENTS

6.1 Front Desk Services

6.1.1 Name of the coaching centre and its entrance shall be clearly visible from outside and the access area shall be clean and adequately illuminated.

6.1.2 The front desk staff shall ensure compliance to the following general requirements:

- a) The ability to communicate with the guests in at least the local language and/or in the most relevant languages; and
- b) Communication of correct information and knowledge of courses being conducted, curriculum, timings, admission process and course fees, etc.

6.1.3 The compliance of the following in the reception area shall be ensured:

- a) The reception area shall be signposted which shall give directions to the classrooms and other facilities including the administrative block, and utility area, expected to be used by the guests/learners;
- b) The sitting area shall be available for the guest;
- c) Infrastructure such as phone facilities, computers, internet etc. shall be available; and
- d) Emergency contact numbers such as police, hospital, fire service etc. shall be displayed at prominent areas of reception.

6.2 Admission Process

The coaching centre shall ensure compliance of the following process for admission (but not limited to) shall be ensured:

- a) The complete information shall be provided to the learner about the chosen course including the terms and condition applicable to the course, fee structure, timings, course material etc.;
- b) An Enrolment Form (see Annex A) shall be filled and duly signed by the learner/parents/guardians;
- c) A written acceptance of terms and conditions, if required, shall be obtained from the learner/parents/guardians;
- d) The admission criteria and the pre-requisite for the learner shall be clearly defined and publicly available (preferable on their websites/notice board/newspaper/prospectus/brochure etc.);
- e) The different methods of payment of fees shall be made available and clearly displayed;
- f) The receipt on receipt of the payment shall be issued;

- g) The refund policy for payments/fees of coaching centre, in case the learner later on decides to discontinue the course due to any reason, shall be shared with learners/ parents/guardians; and
- h) Records of learner and the safety of their documents, if submitted, shall also be maintained.

6.3 Refund Process


The coaching centre shall establish a refund policy which shall be communicated to the learners at the time of admission. The process of refund of fees shall be completed preferably within 30 days from the date of submission of refund application by the learner or as mentioned in refund policy of coaching centre.

6.4 Feedback Process

In order to improve the quality of services, the coaching centre shall ensure the followings:


- a) Establish a procedure for getting the feedback from learners on regular intervals.
- b) The feedback format shall be prepared which shall cover all relevant parameters of services provided by the coaching centre.
- c) The feedback shall be obtained by using any means such as email, website, and text message or written.
- d) The feedback obtained shall be maintained as document and readily available.
- e) The feedback obtained from the learners shall be placed before the top management for analysis and improvement.

6.5 Complaint Handling Procedure

6.5.1 The coaching centre shall have well defined procedure to handle complaints by any person including learner and its redressal mechanism. 

6.5.2 A designate employee of coaching centre shall be given the responsibility for the purpose of handling and redressal of complaints.

6.5.3 The complaint may be lodged by means of any medium such as:

- a) website or Application of the coaching centre,
- b) telephone,
- c) e-mail or text message, and
- d) written or verbal by visit to the coaching centre. 

6.5.4 The redressal of complaint shall preferably be done within 30 days of receipt of complaint. 

6.5.5 The coaching centre shall maintain records of complaints. All the pending complaints and their redressals shall be reviewed every month by designated person mentioned in the procedure for handling and redressal of complaints

6.6 Work Plan

6.6.1 The coaching centre shall establish a work plan for each course in consultation with the concerned faculty, which shall also include curriculum, course material, time table, provisions for intermediate and final assessment of learner for delivery of all courses.

6.6.2 The curriculum, course material, and time table of course shall be shared with the learner in advance. The records of time table shall also be maintained.

6.6.3 The attendance of all learners shall be taken and the records shall be maintained for a period of minimum one year.

6.6.4 The top management shall ensure the availability of faculties as per the timetable allotted to the batches and the records of the same shall also be maintained.

6.7 Finance Resources and Documentation

The top management shall have a plan to ensure financial stability and continuity to run the centre and shall review on regular interval. The records of the financial resources may be maintained.

7 INFRASTRUCTURE REQUIREMENTS

7.1 Space

The compliance of following requirements related to availability of space shall be ensured by the coaching centre:

- a) Secure space for training resources and equipment that needs to be stored;
- b) Adequate outside and inside space to work effectively and efficiently;
- c) The classroom size shall be adequate (preferably at least 1 square meter space for each learner) and well ventilated or air cooled/conditioned;
- d) The space for the learners to keep their belongings such as lockers storage cabinet etc.;
- e) Adequate and safe parking space for vehicles and related facilities.

7.2 Light and ventilation

The compliance of following requirements related to light and ventilation shall be ensured:

- a) The coaching centre shall have an adequate lighting facility in the entire premises;
- b) The classrooms of the coaching centre shall have adequate lighting for reading and writing.

7.3 Electricity Arrangements

The compliance of following requirements related to electricity shall be ensured:

- a) All electrical wiring of the coaching centre shall be concealed or insulated;
- b) Electrical appliances in the coaching centre shall be regularly checked and maintained;
- c) Backup of electricity shall be provided by the coaching centre.

NOTE — Power points for laptop chargers may also available, where required.

7.4 Furniture

The compliance of following requirements related to furniture shall be ensured:

- a) The furniture shall be comfortable for learners for studying for long hours of coaching;
- b) The cleaning of furniture shall be done at regular interval;
- c) The furniture shall have adequate space to place study material, writing pad etc. properly.

NOTE — The furniture may be design in such a way that front vision of learner is not disturbed.

7.5 Drinking Water

In order to ascertain availability of clean drinking water in coaching centre, the compliance of the following shall be ensured:

- a) The coaching centre shall have proper facility for clean drinking water with adequate number of water taps for the learners/visitors and shall be easily accessible and located at convenient points;
- b) Water filter/purifier shall be installed in the centre and the water testing as per IS 10500 shall be arranged on regular basis if drinking water being provided is not certified by Bureau of Indian Standards.

7.6 Toilets

The compliance of following requirements related to toilets shall be ensured:

- a) the coaching centre shall have separate male and female washroom with proper ventilation and lighting;
- b) hygiene of the toilets shall be maintained;
- c) all disinfectants and cleaning materials shall be kept away from the reach of the learners.
- d) the toilet/urinal for male and female shall be suitable for wheelchair users and divyangjan. If required, separate toilet/urinal shall be available for use by divyangjan

7.7 Facilities for Divyangjan

The compliance of the following requirements related to facilities for Divyangjan shall be ensured:

- a) the building of coaching centre shall be easily accessed by divyangjan
- b) the staff shall understand the issues relating to divyangjan including emergency procedure and provide all type of assistance;
- c) the friendly infrastructure to suit divyangjan shall be available; and
- d) facilities like classrooms, toilets, drinking water and all rooms for learners shall be easily accessible for divyangjan.

7.8 Monitoring Mechanisms

The coaching centre shall establish the vigilance and monitoring mechanism and assign the responsibility to a trained employee for compliance including the followings:

- a) CCTV shall be installed at the entrance, reception area and other places where appropriate; and
- b) CCTV footage recording shall be kept in safe custody for a reasonable period preferably for three months at least or as directed by the local authorities.

8 QUALIFICATION, TRAINING AND RESPONSIBILITIES OF STAFF

8.1 Qualification

All staff of the coaching centre shall be trained and qualified for their intended field of work. The qualification of staff shall be ensured by one of the following:

- a) An apprenticeship (training on the job) for the period of at least 2 months that is guided and supervised by a person who has the skills regarding the relevant subject as well as the skills to communicate this knowledge to the apprentice;
- b) Experience of at least 3 months in the field of work (ideally documented with references from the former employer(s) or the related authority);
- c) Training in the relevant field by the coaching centre with certificate of evaluation; or
- d) Academic training of at least 2 months related to the intended field of work (certificate of training to be verified).

8.2 Responsibilities

The top management shall ensure that;

- a) Monitoring the provision of the coaching centre services
- b) Make provisions to ensure that the learning doesn't get interrupted in case of sudden exits of faculty, if any.
- c) Recording any incident related to the provision of the coaching; and
- d) Initiating actions to ensure learner satisfaction.

8.3 Training

8.3.1 A training program for staff shall be designed, implemented and periodically reviewed by the top management to enhance competency of staff. The training program of at least 15 days shall be designed which shall include the following:

- a) After recruitment of the new staff, a training of reasonable period (preferably at least 15 days) shall be provided in the relevant area of work;
- b) Emergency training (e.g. what to do in an emergency, evacuation plan) and basic life support (BLS) or first aid training shall be included; and
- c) Other training, such as environmental good practices, hygiene and safety issues, IT skills, shall be imparted, where applicable.
- d) The training to assist divyangjan, if applicable to the staff as per the assigned responsibilities shall be provided.

8.3.2 Refresher training shall be provided at least every three years, and more often if necessary, to each employee involved in operating a process to assure that the staff understands and adheres to the current operating procedures of the process.

8.3.3 The records of training schedule and trainings imparted to each staff shall be maintained.

9 FACULTY

9.1 General

The coaching centre shall allocate faculty to the batches as per need of the learners without any prejudice. The faculties shall also participate in professional development.

9.2 Professional Development Plan

The coaching centre shall establish professional development plans for faculties. These shall take into account (but not be limited to) assigned tasks and responsibilities, the results of the evaluation of the coaching centre service and the faculties own views about their professional development needs.

NOTE — Professional development can include:

- a) Learning and teaching principles, sound practice and latest research in learning and teaching methods relevant to the curriculum;
- b) Teaching competencies, resources relevant to the curriculum, including instructional and informational technologies;
- c) Competence in using learning resources relevant to the learning services;
- d) Practical experience in the subject matter;
- e) Competence in classroom management; and
- f) Assessment for the subject being learned.

9.3 Qualification and Experience

- a) The minimum qualification requirements for faculties shall be as given in Table 1.

Table 1 Minimum Qualification Requirements for Faculties
(Clause 9.3)

Sl No.	Category of Learners	Minimum Qualification for Faculties	Experience
(1)	(2)	(3)	(4)
i)	Up to 10 th Standard.	Bachelor's Degree with at least 50% marks in the concerned subjects/combination of subjects and in aggregate.	NIL
ii)	Above 10 th Standard and up to 12 th Standard.	Graduation or Post-Graduation from a recognized University in the relevant field/subject with at least 50% marks.	Minimum 6 months in teaching. (No experience is required for faculty having qualification of Post-graduation)
iii)	Above 12 th Standard and up to Graduation.	Graduation or Post-Graduation from a recognized University in the relevant field/subject with at least 50% marks.	Minimum 1 year in teaching.
iv)	Courses apart from Academics like Professional development courses, etc.	Graduation or Post-Graduation from a recognized University in the relevant field/subject with at least 50% marks.	Minimum 1 year in teaching.

- b) All faculties shall have the necessary competence and skill in the relevant subject to undertake the teaching and related assigned duties.

10 DESIGN OF LEARNING SERVICES PROVIDED BY COACHING CENTRES

10.1 The coaching centre shall design its learning service which consists of developing a curriculum, learning materials and means of assessment and evaluation. The coaching centre shall appoint a course coordinator for establishment of design of learning services in consultation with the faculties.

10.2 The design and development of curriculum shall be carried out in consultation with faculties.

10.3 In the design of the learning service, the coaching centre shall take following into account:

- a) The objectives and the deliverables;
- b) The duration of the course and the modes of learning (e.g. face-to-face learning, blended learning, IT-supported learning);
- c) The time table of classes;
- d) The intended means of assessment;
- e) The ratio of faculties to learners;
- f) The methods, resources, and responsibilities to optimize the learning;
- g) The type and content of the 'Certificate of Completion to be issued;
- h) Any relevant contractual elements; and
- i) The intended procedure of monitoring and evaluation.

10.4 Learning materials developed by coaching centre shall be:

- a) in line with the designed curriculum and the selected modes of learning;
- b) authentic and up-to-date reflecting on the current application of the subject being learnt; and
- c) selected taking into account social and cultural needs, as well as, the background of the learners.

10.5 The curriculum, learning resources, the means of assessment and evaluation shall be disclosed to learners, the interested parties, and to the faculties.

10.6 The coaching centre shall clearly define the roles and responsibilities of the staff, faculties and the interested parties, relating to the delivery as per the established design of learning service.

10.7 The curriculum, learning and assessment materials shall be reviewed at least annually.

10.8 The faculty shall be able to complete the relevant portions and syllabus given in the curriculum in the stipulated time. The course coordinator shall closely monitor the progress of course and shall resolve the issues in consultation with the concerned faculty in case of delay in delivery of course.

10.9 The design shall take into account the results of evaluations of any prior similar learning services delivered by the coaching centre.

10.10 Sources and copy rights of learning resources used or developed by the coaching centres shall be clearly cited or acknowledged.

11 ASSESSMENT OF LEARNING

11.1 In designing or selecting assessments, the following aspects shall be considered by the coaching centre:

- a) Intended use of the assessment;
- b) Knowledge, skills and abilities to be measured;
- c) Standards to be measured against;
- d) Methods of assessment;
- e) Scoring and reporting; and
- f) Interested parties involved in or affected by the assessment.

11.2 Prior to, or at the beginning of the course, an assessment shall be made by the coaching centre of the learner's level of competence in the subject to be learned.

11.3 The progress of learners shall be assessed throughout and at the end of the course.

11.4 Learners or their sponsors shall, upon request, receive a certificate of completion, which shall include (but not be limited to) the following information:

- a) Title and objectives of the learning;
- b) Number of hours of learning; and
- c) Level of achievement in form of marks obtained or percentage of marks or grade.

11.5 Access to assessment results shall be given only to those with established authority or legitimate consent to view the information with regard to principles of fairness, transparency and confidentiality.

Note — The assessment may preferably be done by the faculty who is independent to the course/program.

12 MAINTENANCE REQUIREMENTS

12.1 General requirements

12.1.1 Regardless of whether the maintenance services (all or some of the activities) are carried out by the coaching centre itself or through external organizations, there shall be a team and systems of scheduled actions to resolve or minimize any problem.

12.1.2 The maintenance service shall maintain a minimum stock of spare parts and consumables required to address periodic maintenance and inspections, scheduled operations and the most frequent problems in the coaching centres.

12.1.3 The maintenance service shall have a clean, organized warehouse. It shall have a storage system for spares and equipment not in service.

12.1.4 Maintenance activities shall minimize the impact on the learners and, for that purpose, the coaching centre shall conform to the following:

- a) Any anomaly or malfunction of the equipment in the class rooms shall have priority over the rest of the actions unless several learners are affected, or this puts people at risk;
- b) The problems communicated by learners shall be given immediate attention and the learners should be informed when solved;
- c) No tool, utensil or any other products that could put people at risk shall be kept in classroom or unwanted place of the coaching centre;
- d) Any repair work or task, if necessary, shall be carried out in the areas prepared for those tasks, with the least possible disturbance to the learners. Once the repairs have been completed, the space where the repair has been made shall be cleaned;
- e) Noise during working hours which can disturb the learners shall be avoided;
- f) In case of ongoing work in premises of the coaching centre that could entail a risk for learners or staff, visible indicators to prevent accidents shall be used and, if necessary, access to affected areas shall be restricted; and
- g) The maintenance service shall keep constant communication with the rest of the departments in order to quickly resolve any problems or incidents detected or to restrict access to affected areas.

12.2 Equipment

12.2.1 Equipment (e.g. regular and emergency lighting, switches, power sources, tap fixtures) shall be operational, safe and without any noticeable damage.

12.2.2 Safety equipment shall be duly signposted and shall be operative, visible and accessible.

12.2.3 Equipment shall be checked for operational and maintenance requirements at regular interval.

13 SAFETY AND SECURITY REQUIREMENTS

13.1 General requirements

13.1.1 The top management shall be responsible for ensuring that the proper safety measures are defined and put in place. These shall include the management of:

- a) Risk and accident prevention;
- b) Safety of people, assets, buildings and facilities; and
- c) Fire protection and management of emergencies.

13.1.2 The measures and precautions for safety for all devices and equipment used in different areas of the coaching centre, especially the electrical devices, shall be taken.

13.2 Risk and accident prevention

The top management shall define the measures to identify, assess, reduce and control risks at the coaching centre, and shall conform to the following:

- a) The suitability and safety of devices and equipment available to staff and learners shall be guaranteed;
- b) Learners shall be informed of prevention and safety measures (e.g. through signposting, documented procedures, digital screens, maps); and
- c) The material safety data sheets for toxic and dangerous products shall be available for staff.

13.3 Fire safety

The compliance of following requirements related to fire safety shall be ensured:

- a) Coaching building shall comply with all the fire safety norms laid down by relevant government authorities. The relevant document related to building and its fire safety shall be maintained;
- b) There shall be adequate equipment and implemented measures against fire. All the equipment used for this purpose, including fire extinguishers, fire hydrants, dry raisers, automatic fire detectors, manual alarms, sprinklers, muster point, water motor pump and evacuation signposting, shall be operational at all times; and
- c) Evacuation routes and emergency exits shall be duly signposted, permanently free from obstacles and easily opened from the inside without any form of lock (e.g. chains padlocks).

13.4 Background verification of staff/faculty



The compliance of following requirements related to background verification of staff shall be ensured by the coaching centre:

- a) Pre-employment background verification and Police verification shall be conducted at the time of enrolment of faculty, administrators and other coaching centre staff for learner safety. The verification shall include place of residence, past employment, and past criminal records as well as ongoing criminal cases; and
- b) Medical fitness certificate of teachers, administrators and other coaching centre staff issued by medical practitioner shall be obtained. In case medical fitness certificate is not produced at the time of enrolling, the arrangements for medical test by medical practitioner shall be done by the coaching centre.
- c) The medical fitness tests shall be done preferably every 6 months.
- d) The records of background checking and medical fitness shall be retained by the coaching centre for at least one year.

13.5 Handling Harassment Situations

The coaching centre shall prepare documented guidelines to deal with any pandemic situation and revise the existing processes to deal with the situation. The revised processes shall be established and implemented to mitigate the risks related to introduction and spread of the pandemic. The guidelines for safe working during Covid 19 pandemic shall be dealt as per IS 17472:2020.

13.6 Gender sensitization

The coaching centre shall:

- a) Resolve the issues pertaining to Gender Discrimination;
- b) Resolve the issues related to any kind of harassment either morally or physically from the learner or from the faculty;
- c) Provide a platform for listening to complaints;
- d) Foster healthy relationship with opposite gender;
- e) Equip learners, faculty and staff with the knowledge of their legal rights and redressal of their grievances;
- f) Conduct Gender Audit every year;
- g) Provide personal safety and security to the women; and
- h) Organize counseling sessions for the learners from their mentor.

14 REVIEW AND IMPROVEMENT

14.1 Review

The top management shall review the activities of coaching centre, at planned intervals, to ensure suitability, adequacy, effectiveness and improvement of current processes and activities. The top management review shall take the following into consideration:

- a) The status of actions from previous reviews;
- b) Satisfaction level and feedback from relevant interested parties;
- c) The extent to which objectives have been met;
- d) Non-conformities and corrective actions;
- e) The adequacy of resources; 0
- f) Opportunities for improvement; and
- g) Complaints.

14.2 Improvement

The top management, after the review, shall take decisions and actions to improve the performance of coaching centre and enhance level of satisfaction among learners which shall include the following:

- a) Identifying future needs and expectations of learners;
- b) Correcting, preventing or reducing undesired results; and
- c) Improving the performance of the coaching centre.

14.3 Records

The coaching centre shall retain documented information as evidence of the result of review and decision taken for improvement.

ANNEX A
(Clause 6.2(b))

Registration No.:

Enrollment No.:

(To be filled by office only)

Affix your
recent passport
size photographs

here

COURSE APPLIED FOR**I) Personal Information**

(Please fill the form in CAPITAL LETTERS)

First Name _____ Last Name _____

Father's/Guardian's Name _____ Mother's Name _____

Father's Occupation _____ Designation _____

Date of Birth _____ Gender _____ Category _____ Blood Group _____

Medical Issue, if any _____

Residential Address _____

City _____ State _____ Pincode _____

Phone _____ (STD Code) _____ (Number) _____ (Any Other) _____ Fax _____ (STD Code) _____ (Number) _____

Mobile _____ (Student's) _____ E-mail _____

Emergency Contact no. _____

Correspondence Address _____
(Please ignore if same as Residence Address)

City _____ State _____ Pincode _____

Phone _____ (STD Code) _____ (Number) _____ (Any Other) _____ Fax _____ (STD Code) _____ (Number) _____

School / College Name & Address _____

Marks Obtained _____ % (X Board - Sc. & Maths Aggregate) _____ % (XII Board, PCM - Aggre

II) Payment Details

Sr. No.	Date	Receipt No.	DD/Cheque No.	Bank - Name & Branch	Amount (Rs.)

III) Terms and Conditions

I/We hereby accept that I/We have read entire terms and conditions of the documents

(FOR OFFICE USE ONLY)

Enrolment No.: Registration No.:

Course Offered: Batch No.:

Scholarship Offered: Net Fee:

Receipt No.: Receipt Date:

(Sign of the Parent / Guardian)