

कोचिंग सेंटर सेवाएँ — अपेक्षाएँ

Coaching Centre Services —
Requirements

ICS 03.180

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भारतीय मानक ब्यूरो
BUREAU OF INDIAN STANDARDS
मानक भवन, 9 बहादुर शाह ज़फर मार्ग, नई दिल्ली - 110002
MANAK BHAVAN, 9 BAHADUR SHAH ZAFAR MARG
NEW DELHI - 110002
www.bis.gov.in www.standardsbis.in

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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.

Coaching is the act of giving special classes to achieve knowledge, academic goals and ace competitive exams. The coaching centre provides their students guidance and support to help them achieve specific goals, whether academic, professional, or personal. Coaching centres typically offer a variety of resources and services aimed at assisting students in their learning journey. The coaching centres also emphasize developing other abilities that are crucial to passing competitive tests, such as speed, accuracy, and time management.

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

While preparing the standard, assistance has also been taken from the '*Guidelines for Regulation of Coaching Centre, Department of Higher Education, Ministry of Education Government of India, 2024*'.

The composition of the Committee responsible for the formulation of this standard is given in [Annex B](#).

Indian Standard

COACHING CENTRE SERVICES — REQUIREMENTS

1 SCOPE

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

NOTES

1 This Indian Standard can be used by all types (general, vocational and technical education) of coaching centres.

2 This Indian Standard does not cover the requirements related to hostel services, laboratory, e-learning and library if provided by the coaching centre.

3 The coaching centres providing services for more than 50 students are covered in this standard.

2 REFERENCES

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

| <i>IS No.</i> | <i>Title</i> |
|---------------------|--|
| IS/ISO 29995 : 2021 | Education and learning services — Vocabulary |
| IS 17472 : 2020 | Guidelines for safe working of organisation during COVID-19 pandemic |
| IS 10500 : 2012 | Drinking water — Specification (<i>second revision</i>) |

3 TERMINOLOGY

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

3.1 Coaching — Tuition, instructions or guidance in any branch of learning imparted to more than 50 students but does not include counselling, sports, dance, theatre and other creative activities.

3.2 Coaching Centre — A centre, established, run, or administered by any person(s) to provide coaching for any study programme or competitive examinations or academic support to students at

school, college and university level for more than 50 students.

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

NOTE — A faculty is also referred to as a teacher, a trainer, 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 Proprietor — Owner or joint owner(s) of a coaching centre.

3.6 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.

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

3.8 Top Management — Person or group of people who direct and control the coaching centre at the highest level.

NOTE — Based on the knowledge and expertise, a proprietor can be the top management.

4 GENERAL REQUIREMENTS

4.1 The proprietor shall ensure compliance with the following general requirements:

- a) Identification of relevant stakeholders and their needs;
- b) Applicable regulatory and statutory requirements including registration/licence from the concerned government authority necessary to run the coaching centre;
- c) Scope, policy and objectives are established and are compatible with the strategic direction of the coaching centre;
- d) Develop a comprehensive and structured curriculum aligned with the objectives;
- e) Ensure a conducive learning environment with the availability of required

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infrastructure, facilities and equipment for quality service delivery as per this standard;

- f) Control outsourced services to meet the needs of relevant stakeholders;
- g) Maintain open communication channels with relevant stakeholders;
- h) The activities achieve their intended outcome(s); and
- j) Promoting continual improvement within the organization.

NOTE — The coaching centre should ensure compliance with the regulatory requirements as per ‘*Guidelines for Regulation of Coaching Centre, Department of Higher Education, Ministry of Education Government of India, 2024*’.

4.2 The top management of the coaching centre shall demonstrate leadership to ensure the compliance of the following:

- a) Effectiveness of the coaching services as per this standard;
- b) Implementation of statutory and regulatory requirements including administrative decisions of the government;
- c) Establish objectives for important processes which shall be measurable and achievable and conduct its review;
- d) Identification of key factors of different activities for improvement;
- e) Responsibilities and authorities for relevant roles are assigned, communicated and understood within the centre;
- 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.

The records of such activities shall be maintained and be readily available.

NOTE — The top management may assign the responsibilities of different activities to relevant personnel of the coaching centre, as appropriate.

5 OPERATIONAL REQUIREMENTS

5.1 General

The top management shall ensure the following:

- a) Understand the context of the organization;

- b) Conduct periodic assessments to gauge the learner’s current knowledge levels;
- c) Curriculum is reviewed and updated regularly to align with the objectives;
- d) Availability of experienced and qualified faculty and staff;
- e) Provide continuous training to faculty and staff to keep them updated on the latest teaching methodologies and content changes;
- f) Foster an environment that encourages active student participation;
- g) Offer personalized attention and support to address individual learning needs;
- h) Take regular feedback and assessments to track student progress;
- j) Incorporate technology for interactive learning, online assessments, and real-time feedback;
- k) Maintain open communication channels with learners and other relevant stakeholders;
- m) Guide career options and choices based on academic performance and individual interests;
- n) Conduct workshops or invite professionals to share insights into various career paths; and
- p) Regularly review and update the education framework based on feedback, changing exam patterns, and advancements in teaching methodologies.

5.2 Admission Process

The top management shall ensure compliance with the following process for admission (but not limited to):

- a) The complete information shall be provided to the learner about the chosen course including the terms and conditions applicable to the course, fee structure, timings, course material;
- 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 (preferably on

their websites/notice board/newspaper/prospectus/brochure);

- e) The different methods of payment of fees shall be made available and clearly displayed;
- f) The receipt of the payment shall be issued;
- g) The refund policy shall be shared with learners/ parents/guardians; and
- h) Records of learner and the safety of their documents, if submitted, shall be kept safely.

5.3 Refund Process

The top management shall establish a refund policy in line with government guidelines/notifications which shall be communicated to the learners at the time of admission.

5.4 Feedback Process

In order to improve the quality of services, the top management shall establish a documented procedure for obtaining and handling the feedback on the service from learners at regular intervals and shall ensure the following:

- a) Format covering all relevant parameters of services provided by the coaching centre;
- b) Receiving mechanisms such as email, website, and text message or written; and
- c) Placed before the relevant person for analysis and improvement.

The records of feedback shall be maintained for at least one year and readily available. The feedback received from the learners shall be reviewed by the top management at defined intervals to further improve the services.

5.5 Complaint Handling Procedure

5.5.1 The top management shall establish a complaints/grievances handling mechanism. The following considerations shall be ensured in the complaints/grievances handling mechanism:

- a) Establishment of complaints/grievances handling committee for their redressal; and
- b) Complaint registration mechanisms such as website or application of the coaching centre, telephone, mail, email, text message, and verbal by visit to the coaching centre.

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

5.5.3 The coaching centre shall maintain records of complaints. All the pending complaints and their redressals shall be reviewed every month by the complaints/grievances handling committee mentioned in the mechanism for handling and redressal of complaints.

5.5.4 The top management of coaching centre shall review the complaints received, pending and redressed at regular interval to ensure that timely actions have been taken.

5.6 Work Plan

5.6.1 The top management shall establish a work plan for each course in consultation with the concerned faculty, which shall also include curriculum, course material, timetable and provisions for intermediate and final assessment of learners for delivery of all courses.

5.6.2 The curriculum, course material, and timetable of courses shall be shared with the learner in advance. The records of timetable shall also be maintained.

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

5.6.4 The top management shall ensure the availability of faculties as per the timetable allotted to the batches and the records of classes taken by each faculty shall also be maintained.

5.7 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 intervals. The records of the financial resources may be maintained.

6 INFRASTRUCTURE REQUIREMENTS

6.1 Space

The proprietor shall ensure the following for the availability of space in 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 have adequate space for all the learners which shall be well ventilated and air cooled/air conditioned;

- d) Availability of at least one square meter sitting space for each learners;
- e) The space for the learners to keep their belongings which may include lockers, storage cabinet; and
- f) Provision of adequate and safe parking space for vehicles and related facilities.

6.2 Entrance Area

6.2.1 The proprietor shall ensure that the name of the coaching centre shall be displayed and visible at the entrance from the outside with adequate illumination.

6.2.2 The proprietor shall ensure compliance with the following in the reception area:

- a) The reception area shall be sign posted 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) Availability of staff in the reception area;
- c) The sitting area shall be available for the guest;
- d) Infrastructure such as phone facilities, computers, and internet shall be available;
- e) Emergency contact numbers such as police, hospital, and fire service shall be displayed at prominent areas of reception;
- f) The front desk staff shall have ability to communicate with the guests in at least the local language and/or in the most relevant languages; and
- g) Communication of correct information and knowledge of courses being conducted including curriculum, timings, admission process, and course fees.

NOTE — The staff should be able to communicate with the guests in at least the local language and/or in the most relevant languages and communicate correct information and knowledge of courses being conducted including curriculum, timings, admission process, and course fees.

6.3 Light and Ventilation

The proprietor shall ensure compliance with the following requirements related to light and ventilation:

- a) The coaching centre shall have an adequate lighting facility in the entire premises which includes adequate lighting for reading and writing; and

- b) The classrooms of the coaching centre shall be hygienic and have adequate ventilation.

6.4 Electricity Arrangements

The proprietor shall ensure compliance with the following requirements related to electricity arrangements:

- 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; and
- d) Equipment shall have proper earthing for safety.

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

6.5 Furniture

The proprietor shall ensure compliance with the following requirements related to furniture:

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

NOTE — The furniture may be designed in such a way that the front vision of learners is not disturbed.

6.6 Drinking Water

The proprietor shall ensure the availability of safe and clean drinking water within the coaching centre building with an adequate number of water taps for the learners/visitors and shall be easily accessible and located at convenient points.

Water filter/purifier shall be installed in the centre and the water testing as per IS 10500 shall be arranged on regular basis if the drinking water being provided is not certified by Bureau of Indian Standards.

6.7 Toilets

The proprietor shall ensure compliance with the following requirements related to toilets:

- a) Separate male and female washrooms with proper ventilation and lighting;

- b) Hygiene of the toilets;
- c) Keep away all disinfectants and cleaning materials from the reach of the learners; and
- d) Toilet/urinal for male and female shall be suitable for wheelchair users and learners with special abilities. If required, separate toilet/urinal shall be available for use by learners with special abilities.

6.8 Facilities for Learners with Special Ability

The proprietor shall ensure compliance with the following requirements related to facilities for specially abled:

- a) Accessible building for learners with special abilities;
- b) The staff shall understand the issues relating to learners with special abilities including emergency procedures and provide all types of assistance;
- c) Friendly infrastructure for learners with special abilities; and
- d) Facilities like classrooms, toilets, drinking water and all rooms for learners shall be easily accessible for learners with special abilities.

6.9 Website

The top management shall have a website with updated details of the qualification of tutors, courses/curriculum, timetable of coaching classes, duration of completion, number of classes/lectures/tutorials, hostel facilities (if any), the fees being charged, refund policy, number of students undertaken coaching from the centre and number of students finally succeeded in getting admission in higher education institutions or any other relevant achievement.

6.10 Monitoring Mechanisms

The proprietor shall be suitably fitted with CCTV cameras wherever, required and security shall be well maintained. The coaching centre shall establish the vigilance and monitoring mechanism and assign the responsibility to a trained employee for compliance including the following:

- 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 at least three months or as directed by the government authorities.

7 QUALIFICATION, TRAINING AND RESPONSIBILITIES OF STAFF

7.1 Qualification

The top management shall ensure that the staff of the coaching centre are 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 and experience in the relevant field/subject to train 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).

7.2 Responsibilities

The top management shall ensure the following:

- 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;
- c) Recording any incident related to the provision of the coaching; and
- d) Initiating actions to ensure learner satisfaction.

7.3 Training

7.3.1 A training program for staff shall be designed, implemented and periodically reviewed by the top management to enhance the 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, training for reasonable period (preferably at least 15 days) shall be provided in the relevant area of work;
- b) Emergency training (what to do in an emergency, evacuation plan) and basic life support (BLS) or first aid training shall be included;

- c) Other training, such as environmental good practices, hygiene and safety issues, IT skills, shall be imparted, where applicable; and
- d) The training to assist learners with special abilities, if applicable to the staff as per the assigned responsibilities shall be provided.

7.3.2 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.

7.3.3 The records of the training schedule and training imparted to each staff shall be maintained.

8 FACULTY

8.1 General

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

8.2 Professional Development Plan

The top management shall prepare professional

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

NOTES — Professional development can include:

1 Learning and teaching principles, sound practice and latest research in learning and teaching methods relevant to the curriculum.

2 Teaching competencies, resources relevant to the curriculum, including instructional and informational technologies.

3 Competence in using learning resources relevant to the learning services.

4 Practical experience in the subject matter.

5 Competence in classroom management.

6 Assessment for the subject being learned.

8.3 Qualification and Experience

8.3.1 The minimum qualification requirements for faculties shall be as given in [Table 1](#).

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

Table 1 Minimum Qualification Requirements for Faculties

(Clause [8.3.1](#))

| SI No. | Category of Learners | Minimum Qualification for Faculties | Experience |
|--------|---|--|--|
| (1) | (2) | (3) | (4) |
| i) | Up to 10 th standard | Graduate with at least 50 % marks in the concerned subjects/ combination of subjects and in aggregate | — |
| ii) | Above 10 th standard and up to 12 th standard | Graduate and above from a recognized university in the relevant field/subject with at least 50 % marks | Minimum 6 months in teaching (no experience required for faculty above graduate) |
| iii) | Above 12 th standard and up to graduation | Postgraduate from a recognized university in the relevant field/subject with at least 50 % marks | Minimum 1 year in teaching |
| iv) | Professional development courses and coaching for competitive examination | Postgraduate from a recognized university in the relevant field/subject with at least 50 % marks | Minimum 1 year in teaching |

NOTE — The coaching centre should not enrol learners below age 16 years or before secondary school examination in any of the category.

9 DESIGN OF LEARNING SERVICES PROVIDED BY COACHING CENTRES

9.1 The coaching centre shall design its learning service consisting of developing a curriculum, learning materials and means of assessment and evaluation. The coaching centre shall appoint a course coordinator for the establishment of the design of learning services.

9.2 The coaching classes for those students who are also studying in institutions/schools shall not be conducted during their institutions/schools' hours.

9.3 The coaching centre shall ensure weekly off for students as well as tutors and there shall be no assessment test/exam on the day after weekly off.

9.4 Coaching centres shall conduct coaching classes in a way that is not excessive for a student, and it shall not be more than 5 hours in a day and the coaching hours shall neither be too early in the morning nor too late in the evening.

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

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

- a) Objectives and the deliverables;
- b) Duration of the course and the modes of learning (such as face-to-face learning, blended learning, IT-supported learning);
- c) Schedule (time table) of classes;
- d) Intended means of assessment;
- e) Ratio of faculties to learners;
- f) The methods, resources, and responsibilities to optimize the learning;
- g) Type and content of the certificate of completion to be issued;
- h) Any relevant contractual elements; and
- j) Procedure of monitoring and evaluation.

9.7 Learning materials developed by the coaching centre shall be:

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

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

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

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

9.11 The faculty shall be able to complete the relevant portions and syllabus given in the curriculum in the stipulated time.

9.12 The course coordinator shall closely monitor the progress of the course and shall resolve the issues in consultation with the concerned faculty in case of any issue.

9.13 The design shall consider the results of evaluations of any prior similar learning services delivered by the coaching centre.

9.14 Sources and copyrights of learning resources used or developed by the coaching centres shall be clearly cited or acknowledged.

10 ASSESSMENT OF LEARNING

10.1 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) Standard parameter to be measured against;
- d) Methods of assessment;
- e) Scoring and reporting; and
- f) Interested parties involved in or affected by the assessment.

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

10.3 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 the form of marks obtained or percentage of marks or grade.

10.4 Access to assessment results shall be given only to the learners and 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 of the course/program.

11 MAINTENANCE REQUIREMENTS

11.1 General Requirements

11.1.1 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.

11.1.2 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 centre.

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

11.1.4 Maintenance activities shall have minimum impact on the study of the learners. In this regard, the coaching centre shall ensure the following:

- a) Any anomaly or malfunction of the equipment in the classrooms shall be given priority;
- 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. After completion of work, 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 on 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.

11.2 Equipment

The coaching centre shall maintain the equipment (electrical as well as mechanical) required to run the service to ensure the equipment are operational, safe and without any noticeable damage. Safety equipment shall be duly signposted, operative, visible and accessible.

12 SAFETY AND SECURITY REQUIREMENTS

12.1 General Requirements

12.1.1 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.

12.1.2 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.

12.2 Risk and Accident Prevention

The top management shall define the measures to identify, assess, reduce and control risks at the coaching centre, and shall ensure 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 (for example, through signposting, document, digital screens, maps); and
- c) The material safety data sheets for toxic and dangerous products shall be available to the staff.

12.3 Fire Safety

Compliance with the following requirements related to fire safety shall be ensured:

- a) The coaching centre building shall obtain a Fire and Building Safety Certificate of the premises from the concerned government authorities.
- 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; 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 (such as chains padlocks).

NOTE — For further information on fire safety in building National Building Code, 2016 may also be referred.

12.4 Background Verification of Staff and Faculty

The coaching centre shall ensure compliance with the following requirements related to the background verification of staff and faculty:

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

checking shall be retained until superannuation/resignation/termination of service.

12.5 Handling Pandemic Situations

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

12.6 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 relationships 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.

13 REVIEW AND IMPROVEMENT

13.1 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 in to 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) Review of policies and procedure;
- e) Non-conformities and corrective actions;
- f) The adequacy of resources;
- g) Opportunities for improvement; and
- h) Complaints.

13.2 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.

13.3 Records

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

ANNEX A*(Clause 5.2)***FORMAT FOR APPLICATION FORM**

Registration No.:

Affix your recent passport size
photographs here

Enrolment No.:

(To be filled by office only)

COURSE APPLIED FOR**I) Personal Information**

Full Name

Date of Birth

Father's/Guardian's Name

Gender

Mother's/ Father's Occupation and
Designation

Category

Medical Issue, if any

Blood Group

Residential Address

Contact Detail

Emergency Contact Detail

Correspondence Address

School/College Name and Address

II) Payment Details

| Sl No. | Date | Receipt No. | DD/Cheque No. | Bank — Name and Branch | Amount (Rupees) |
|--------|------|-------------|---------------|------------------------|--------------------|
| | | | | | |
| | | | | | |

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)

ANNEX B

(Foreword)

COMMITTEE COMPOSITION

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

| <i>Organization</i> | <i>Representative(s)</i> |
|---|---|
| Guru Gobind Singh Indraprastha University, Delhi | PROF (DR) MAHESH VERMA (<i>Chairperson</i>) |
| All India Institute of Medical Sciences, New Delhi | DR SANJEEV LALWANI |
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