



National Skills Standards Authority

Quality Management System – Quality Procedure Manual	
Document	NSSA-QP - 022, Assessment – Certification Process Procedure (For Candidate)

1. SUMMARY

- 1.1. The purpose of this procedure is to describe about the application and accreditation process for the candidate in order to achieve the skilled certificate of NSSA.
- 1.2. This is described about the assessment for the candidate who wanted to obtain the competency certificate from NSSA.

2. REVISION AND APPROVAL

Created By & Date	Revision No	Effective Date	Description of Changes	Prepared By	Approved By
QR- 1.6.18	00	1.7.18	NIL	QR	DIRECTOR
QR- 20-09-18	01	20-9-18	Improvement and follow QMS	QR	DIRECTOR

3. Terms and Definitions

- 3.1. ACC - Assessment & Certification Committee
- 3.2. AC - Assessment Center
- 3.3. NSSA -National Skills Standards Authority
- 3.4. NOCA – National Occupational Competency Assessment

4. APPLICATION & ASSESSMENT PROCEDURE

4.1. Application Process

- 4.1.1. An applicant who intends to obtain the competency, he/she has to submit by using the NSSA-QF-021- Candidate Application Form to one of the NSSA's approved assessment center.



Quality Management System – Quality Procedure Manual	
Document	NSSA-QP - 022, Assessment – Certification Process Procedure (For Candidate)

4.2. Conformity for Application

4.2.1. Firstly, an applicant submits the filled application form to his/her desired Assessment Center (AC). That assessment center must be an approved assessment center by NSSA. Next, an administrative team of ACC informs and submits to the Assessor team for assessment processes. After that, the assessor team will assess to the proposed applicant (s) according to the regulated assessor manual.

4.3. Compose of assessor team

4.3.1. Each assessor team shall be formed up with minimum of three persons. One person will be from a member of ACC and two persons are occupational experts from relevant skilled sector.

4.4. Define the Level

4.4.1. NSSA has to define the following levels for assessment,

- Level (1) – Semi-Skilled Worker
- Level (2) – Skilled Worker
- Level (3) – Advanced Skilled worker
- Level (4) – Supervisory

4.4.2. These all levels have to be matched with the following skills, knowledge and ability,

4.4.2.1. For Level (1) – Semi-Skilled Worker

- ❖ Demonstrate basic knowledge by recall in a narrow range of area
- ❖ Perform basic or preparatory practical skills in a defined range of tasks
- ❖ Carry out routine tasks given with clear direction
- ❖ Demonstrate understanding of safety requirements



Quality Management System – Quality Procedure Manual	
Document	NSSA-QP - 022, Assessment – Certification Process Procedure (For Candidate)

- ❖ Receive and pass on information related to the work
- ❖ Access and record information related to the work
- ❖ Take limited responsibility for output of self

4.4.2.2. For Level (2) – Skilled Worker

- ❖ Demonstrate basic operational knowledge in a moderate range of area
- ❖ Perform practical skills in a range of varied tasks
- ❖ Demonstrate a prescribed range of functions involving known routines and procedures
- ❖ Perform tasks that involve some complex or non-routine activities autonomously or in collaboration with others as part of a group of teams.
- ❖ Receive and pass on information related to the work
- ❖ Access and record information related to the work
- ❖ Take some responsibility for the quality of outputs

4.4.2.3. For Level (3) – Advanced Skilled worker

- ❖ Demonstrate some relevant theoretical knowledge
- ❖ Apply a range of well-developed skills
- ❖ Apply known solutions to a variety of predictable problems
- ❖ Perform tasks that require a range of well-developed skills with some judgment as required
- ❖ Interpret available information
- ❖ Take responsibility for own outputs



Quality Management System – Quality Procedure Manual	
Document	NSSA-QP - 022, Assessment – Certification Process Procedure (For Candidate)

- ❖ Take limited responsibility for the work of others

4.4.2.4. For Level (4) – Advanced Skilled worker

- ❖ Demonstrate understanding of a broad knowledge base, and apply some theoretical concepts
- ❖ Apply solutions to a defined range of unpredictable problems
- ❖ Identify and apply skills and knowledge to a wide variety of contexts
- ❖ Identify, analyze and evaluate information from various sources
- ❖ Understand and take responsibility for quality, safety and environmental issues
- ❖ Supervise the work of others
- ❖ Take limited responsibility for the quantity and quality of the outputs of others

4.5. Requirement for candidate

4.5.1. For Level (1) – Semi Skilled worker

- ✓ A candidate must have at least one-year of experience in related sector.

4.5.2. For Level (2) – Skilled worker

- ✓ A candidate must have at least two years of experience in the related sector or the candidate must have at least six months of experience in the related sector after acquired the NSSA's Certificate of level-1.

4.5.3. For Level (3) – Advanced Skilled worker

- ✓ A candidate must have at least six years of experience in the related sector or A candidate must have at least two years of experience in the related sector after acquired the NSSA's Certificate of level-2.



Quality Management System – Quality Procedure Manual	
Document	NSSA-QP - 022, Assessment – Certification Process Procedure (For Candidate)

4.5.4. For Level (4) – Supervisory

- ✓ A candidate must have at least eight years of experience in the related sector or a candidate must have at least one year of experience in the related sector after acquired the NSSA's Certificate of level-3.

NOTE; NSSA is planning to carry out functionally for Level (3) and Level (4) in the future.

4.6. Assessment process

- 4.6.1. ACC has to submit assessment plan and assessor team to the technical office in NSSA.
- 4.6.2. NSSA's technical office has to review the assessment plan and assessor team. Then, they will send back the approval letter to ACC.
- 4.6.3. After achieved the approval from NSSA, the assessor team shall prepare the related questions, marking scheme for assessment.
- 4.6.4. Then, Assessor team conducts the assessment process according to the assessor manual.

5. Approval and Assessment Process

- 5.1. Assessor team submits and reports their assessment reports to ACC by using the "NSSA-QF-028 - Assessment Task Expect Group Form and NSSA-QP-029 - Assessment report form. "
- 5.2. Firstly, ACC defines and review the report in order to make the decision for the acceptance.
- 5.3. Then, ACC forwards to the technical office in NSSA. The result of competency certificate list to the candidate through the assessment center.
- 5.4. Once approved, NSSA announces the result to candidate and award certificate.
- 5.5. If in case of not yet competence, NSSA shall consider to give the chance for re-sit the examination. It will be based on the national budget.



Quality Management System – Quality Procedure Manual	
Document	NSSA-QP - 022, Assessment – Certification Process Procedure (For Candidate)

6. Request for Duplicate

6.1. The Certificate holders have a right to request for reissuing the duplicate of the certificate for the following conditions provided with evidence-based supporting documents: -

- a) damaged due to various reasons
- b) lost of original certificate

6.2. The Certificate holders are required to fill up the Request Letter with Assessment Center's acknowledge signature for the re-issue the Certificate if he/she is entitled and, the copy certificate is to be re-issued with an approval of NSSA.

6.3. ACC shall reissue the certificate of the duplicate after properly checked. Then, that certificate will be stamped with word of "DUPLICATE".

7. Control the Exam Questions

7.1. ACC and Accessor Team have to review and discuss the exam questions for respective sector once a year.

7.2. If need to change the questions, ACC and Accessor Team prepare and maintain the exam questions for respective sector. Then, ACC submit to management team of NSSA to get approval.

7.3. Management team have to review the exam questions and approve.

7.4. When approved by management team, ACC have to distribute the updated exam questions and keep the old exam questions at Document Control Center as old documents.

8. Assessors' Manual (Including required criteria & qualification for accessor)

8.1. The details of the required criteria and qualification for accessor are described at the assessors' manual for respective sector. (Ref; NOCA & Certification System – Assessors' Manual)

9. Related document

9.1. NSSA-QF-018- Candidate Application Form

9.2. Assessors' manual.

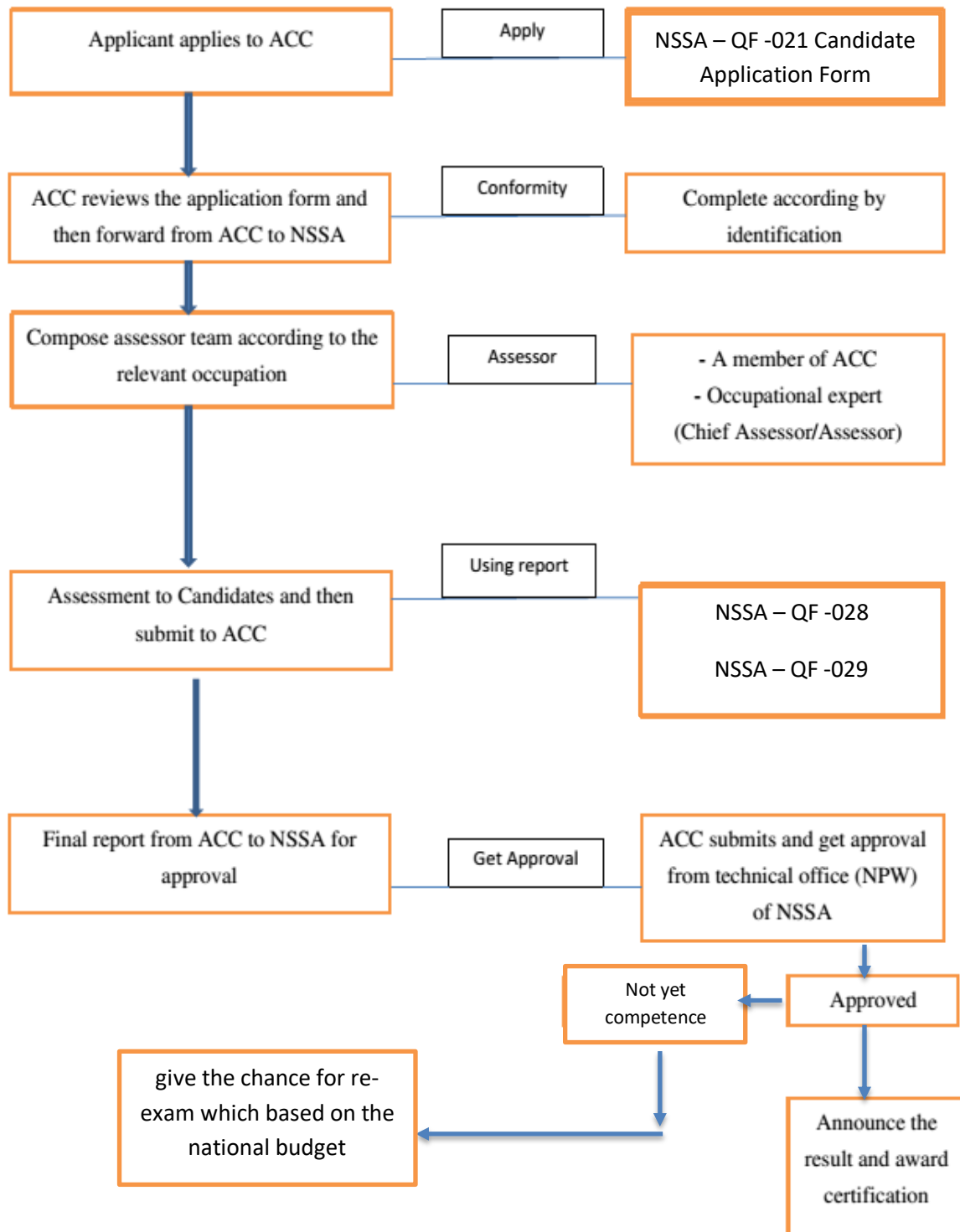
9.3. NSSA-QF-028 - Assessment Task Expect Group Form

9.4. NSSA-QP-029-Assessment report form



Quality Management System – Quality Procedure Manual	
Document	NSSA-QP - 022, Assessment – Certification Process Procedure (For Candidate)

Candidates Certification Process Flow Chart





Quality Management System – Quality Procedure Manual	
Document	NSSA-QP - 022, Assessment – Certification Process Procedure (For Candidate)