Gold standard Qualitative Accreditation

Help for CMILT/   Accreditation Core team

Note : CMILT/ Accreditation Core team may view any part of the Accreditation process . However they do not rights to edit

Steps to be followed by the Candidate

Stage	Login Action	Preceding condition
1	Applies for new Accreditation , Creates login Credentials, Fills in personal details and Enters qualification details	Is aware of Accreditation, Has opened the login screen
	Previews information visible on the login screen using email id and candidate registration number	Has completed the login page
2	Accepts or Rejects Assessor allocated by clicking on email link.	IQKS manager has allocated Assessor
3	Makes payment as per amount indicated in email alert by selecting one of the payment options	Assessor is accepted by candidate
4	Creates user id and password	Payment receipt is acknowledged
5	Asks questions related to the brief	Has been provided Access to the brief
6	All candidates submit MR proposal , Schedule group discussion and ticks on the 'candidate' check box from the available dates on the Assessor calendar displayed . In the case of Research Lead/BOTH Assessment (If requested) submits Stimulus , Summary report , past report or full MR report.	Queries (if any) related to the brief are answered.
Final Stage	Does not login into the system but Is available for the Group Discussion and Interviews at the Venue	All the documents required have been submitted

Stage	Login Action	Preceding condition
1	Registers with Accreditation Portal and creates login id and password	Briefed about new Accreditation process
2	Reviews and approves candidate application	Candidate has submitted application and an email alert has been received
Final stage	Clicks on the link in email alert to go on the portal and confirms that the accreditation has been noted or if required discusses with Industry Expert offline.	Industry expert has approved the accreditation and Regional Director has received a email alert.

Steps to be followed by the Assessor

Stage	Login Action	Preceding condition
1	Login to Accreditation portal and create user Id and Password	Have been briefed about the new accreditation process
2	Indicate availability for accreditation over the next few weeks on the Portal calendar .	Assessor has been intimated about a upcoming accreditation via email
3	Review candidate profile and the MR proposal submitted in response to brief and raise queries and request for additional evidence in the form of previous reports if required.	Email alert received after candidate has submitted the Proposal.
4	Note the date for group discussion and interview proposed by the candidate	Candidate has selected one of the available option from the available dates indicated by the Assessor earlier
5	No login – Assessor should be available for GD and Interview at the venue indicated by the candidate.	Candidate has indicated venue details on the portal and a email alert is received
6	Assessor submits summary report on the portal and clicks 'To discuss' button .	Interview is completed
7	No Login – Discussion between Assessor and Auditor once Auditor receives a email alert will be outside the system.	
Final stage	Submit the final report to Auditor Clicks either Approve or Reject option to indicate final recommendation .	Off line discussion is completed and draft for final report is agreed
Payment	Invoice is uploaded on the system	Final report is submitted to Auditor

Steps to be followed by the Auditor

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Stage	Login Action	Preceding condition
1	Login to Accreditation portal and create user Id and Password	Have been briefed about the new accreditation process
2	No Login : Note upcoming accreditation in calendar offline	Auditor has been intimated about a upcoming accreditation via email
3	Clicks on the link received with " To Discuss " email from Assessor and views the page on the portal	Assessor has submitted the summary Assessment and clicked " To discuss button"
4	No Login – Discussion between Assessor and Auditor once Auditor receives a email alert will be outside the system	Auditor has reviewed the candidate's documents along with the summary report .
5	Auditor prepares and uploads the draft Assessment report and clicks " To discuss"	Final Assessment report along with the recommendation is received from the Assessor.
6	No Login – Discussion between Auditor and Industry expert offline once Auditor receives an email alert will be outside the system.	The auditor has prepared the draft assessment report .
Final Stage	Submit the final report to industry expert Clicks either Approve or Reject option . Also selects final recommendation as a Temp / Full Accreditation.	Off line discussion is completed and draft for final report is agreed
Payment	Upload one invoice for Accreditation completed in the month after downloading report from system.	The accreditation process is completed and submitted to Industry expert

Steps to be followed by industry expert

Stage	Login Action	Preceding condition
1	Login to Accreditation portal and create user Id and Password	Have been briefed about the new accreditation process
2	No login - Note upcoming accreditation in calendar offline	Industry expert has been intimated about a upcoming accreditation via email
3	Clicks on the link received with " To Discuss " email from Assessor and views the page on the portal	Auditor has submitted the summary Assessment and clicked " To Discuss " button
4	No Login – Discussion between Industry expert and Auditor once Auditor receives a email alert will be outside the system	Reviews Auditor's summary recommendation along with related history of candidate's accreditation on the portal
Final Stage	Downloads the report written by Auditor , Adds comments , uploads final report and clicks – Approve / Reject button.	Auditor has submitted the final report with recommendation.
Payment	Upload one invoice for Accreditation completed in the month after downloading report from system.	The accreditation process is completed and submitted to Industry expert

Stage	Login Action	Preceding condition
0	Respond to queries by candidate regarding Accreditation via email / phone	Enquiry by candidate regarding accreditation prior to registering
0	Contact Assessors via email / phone to obtain agreement to participate in Accreditation program . Obtain cost proposal for Assessment	Accreditation calendar has been finalized
0	Update ALL masters on the system on a regular basis	Change in status or details of various users of the system - Change in parameters
1	Follow up to ensure timely approval / rejection of new candidate applications pending with regional directors	New candidate has submitted application
2	Allocate Assessor , Auditor and Industry expert along with respective fees .	Candidate's application has been approved by Regional Director.
3	Confirm and record receipt of payment from candidates	Candidate remitted fees and confirmed on line.
4	Allocate brief	The auditor has prepared the draft assessment report .
5	Monitor on time performance of Assessment on the system .Communicate with all users on email or phone and ensure OTIF completion of process . Availability 24/7 for all time zones .	Candidate payment has been received and is going through various stages of accreditation
6	Payment to Assessor	Once the invoice in uploaded by Assessor on the system.
7	Payment to Auditor and Industry Expert	Monthly basis – Once the invoice is uploaded on the system
8	Issuance of Accreditation letter and Certificate	Once clearance is received from Regional Director
9	Download MIS reports monitoring efficiency of Accreditation of program	Monthly basis
10	Download old accreditation reports	When there is a query regarding old accreditation

CMILT / Login by Core Team

1. CMILT Members will have to login and create their user Id and password on a one time basis . CMILT Members will have access and view all the data on the portal .

They will also receive an email alert every time a new candidate is accredited . This alert can be switched-off if not desired

2 . Other Managers who are part of Qualitative Accreditation core team can also create their own user id and password and view data .

Discussions outside the system

IQKS MANAGER	Candidate -Portal Training - **Fees related** - **Problem resolution** - Accreditation letter	Assessor - **Assessment planning** - **Costing** - **Problem resolution** - **Payment**	Auditor - **Payment** - **Problem resolution**	Industry expert - **Payment** - **Problem resolution** - **Candidate data base query**	Regional Director - **Problem resolution**
Candidate	Can speak with Assessor offline to communicate regarding location of the Venue for Group discussion and interviews Can call the Assessor to check on requirement to submit optional documents ie Summary, Past report , full report etc .				
Assessor	DISCUSSION WITH CANDIDATE Will communicate with candidate to seek clarifications about documents submitted , can ask for additional documents to be submitted . If additional clarifications are required AFTER the candidate has submitted documents via the porta , the assessor may ask for the same offline directly				

Use of " TO DISCUSS" FUNCTIONALITY BY ASSESSOR / AUDITOR/ INDUSTRY EXPERT

	Both the Assessor and Auditor have the option of making the candidate data and the summary report visible to the next level so that they can discuss the case offline and then based on inputs received draft the final report and submit with Approve or Reject option.
Regional Director	May discuss offline to evaluate Candidate prior to approval for accreditation May discuss with Industry Expert to seek clarifications regarding finally accredited candiates May discuss with senior line managers of clients in case of ' sensitive cases'