



बिहार नर्स रजिस्ट्रेशन काउंसिल
Bihar Nurses
Registration Council



Transforming Nursing in Bihar

Competency Certification Centre Handbook

For Nurses

Edition 1: June 12, 2025

ASSESSMENTS THAT EMPOWER EVERYONE!

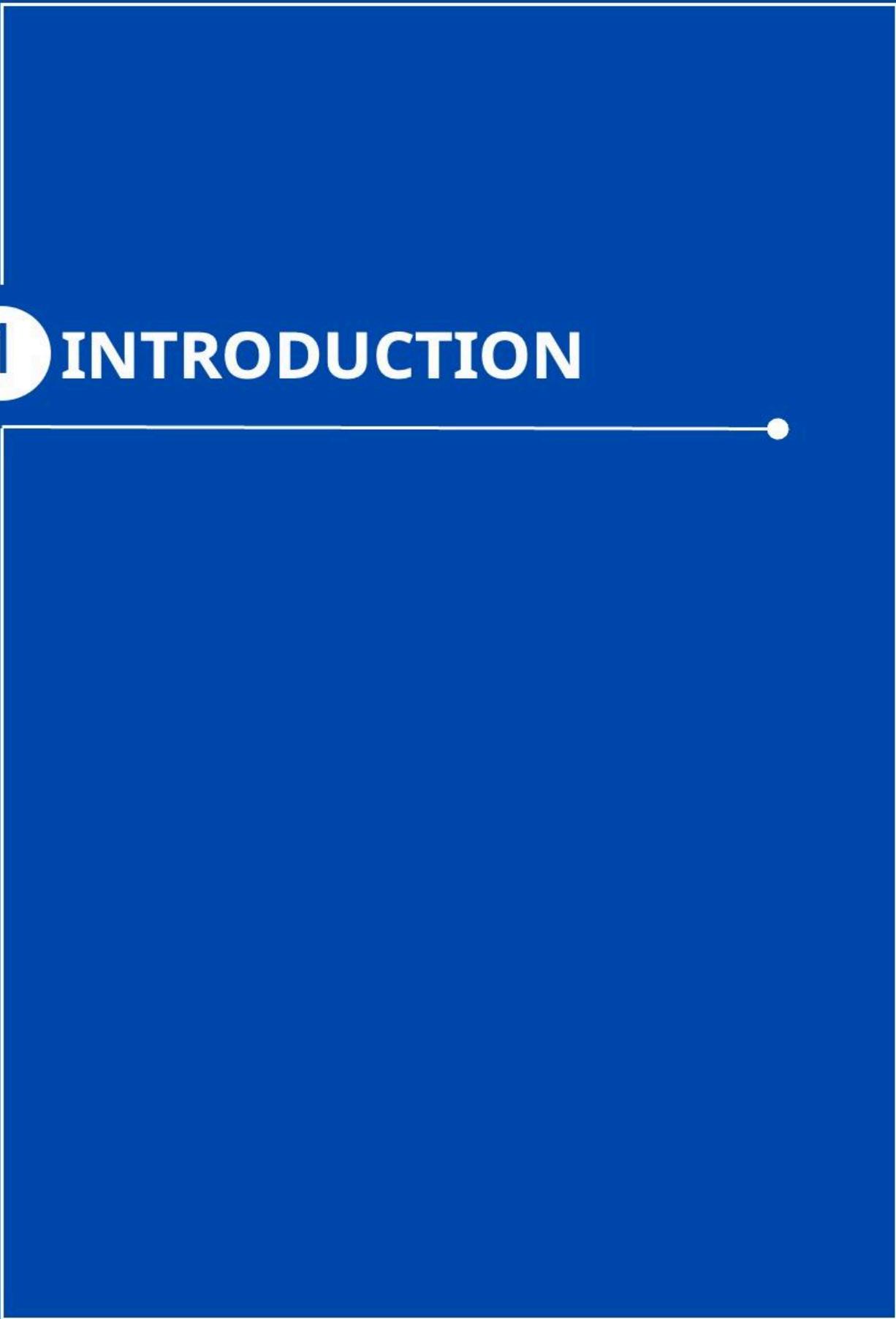
Table of Contents

1. Introduction	
1.1 Background and Rationale	7
1.2 Vision	8
1.3 Objectives	8
1.4 Scope and Applicability of this Handbook	8
1.5 Key Institutional Partners and Affiliates	9
1.6 Acronyms	9
1.7 Adapting the Framework for Other Contexts	10
2. Governance & Institutional Structure	
2.1 Nodal Authority and Oversight Mechanism	12
2.2 Monitoring Framework	12
2.3 Reporting and Documentation Protocol	14
3. Certification and Assessment Overview	
3.1 Certification, Levels and Syllabus	16
3.2 Assessment Components	16
3.3 Fee Structure	17
3.4 Assessment Flow (Step by Step Process)	18
3.5 Re-Examination	20
3.6 Contestation of Results & Grievance Redressal	20
4. Infrastructure Requirements	
4.1 Physical Infrastructure	22

4.2 Tools and Equipment	24
4.3 Safety, Accessibility, and Candidate Facilities	25
5. Staffing and Training	
5.1 Generalist Staff	27
5.2 Specialist Staff	28
5.3 Recruitment of Staff	29
5.4 Training of Staff	29
5.5 Certification of Assessors	31
5.6 Staff Code of Conduct	32
6 SOPs Governing The Certification Processes Under The BNRC Framework	
6.1 SOP for Candidate Registration and Scheduling	35
6.2 SOP for Exam Protocol (CBT)	37
6.3 SOP for Exam Protocol (Skill Assessment)	41
6.4 SOP for Proctors	45
6.5 SOP for Skill Assessment Evaluation	48
6.6 SOP for Result Declaration	51
6.7 SOP for Grievance Redressal Protocol	53
6.8 SOP for Quality Assurance	55
6.9 Emergency and Safety SOP	57
7 Recruitment	
7.1 Opportunities	61
7.2 Leveraging The Certification	61

8 Annexures

Annexure 1: Competencies Measured in Basic Midwifery Skills Certification	63
Annexure 2: Fee Structure of Basic Midwifery Skills Certification	70
Annexure 3: Sample Skill Lab & CBT Lab Layout	71
Annexure : Equipment Procurement Specs	73
Annexure 5: Staff Recruitment Criteria & Training Module Details	90
Annexure 6: Policy Violation Guidelines	91
Annexure 7: Sample Assessment Forms and Templates	94



1 INTRODUCTION



1 Introduction

1.1 Background and Rationale

The healthcare landscape in India is evolving rapidly, with an increased emphasis on quality, accountability, and specialization in service delivery. Within this context, the quality of nursing care plays a foundational role in the effectiveness of the healthcare system. As healthcare demands grow in complexity, there is a heightened need for a qualified nursing workforce that is not only well-versed in theoretical knowledge but also capable of demonstrating practical skills, clinical judgment, and professional behaviors.

However, the nursing labor market is caught in a vicious cycle: low salaries deter high-quality candidates from entering the profession, resulting in a workforce with limited skills and capabilities. This, in turn, reinforces poor compensation, further perpetuating the cycle. Breaking this pattern is essential to enhancing the quality, credibility, and status of the nursing profession in India.

Traditional examination systems often focus primarily on academic knowledge, leaving gaps in the evaluation of practical competencies. To address this, the Bihar Nursing Registration Council (BNRC) has established a certification framework to introduce a competency-based assessment model. This model holistically evaluates nursing professionals through a combination of Computer-Based Tests (CBTs) for knowledge assessment and Objective Structured Clinical Examinations (OSCEs) for the evaluation of skills, behaviors, and situational responses. These assessments enable a more comprehensive evaluation of nursing professionals, reflecting the real-world competencies expected at various levels of practice.

By validating clinical proficiency and decision-making capabilities, this certification ensures the readiness of nursing professionals for employment and career progression, while simultaneously enabling employers to benefit from reduced onboarding time and training investments. Designed to empower all stakeholders within the healthcare ecosystem - including nursing professionals, healthcare recruiters, regulatory bodies, and educational institutions - the certification establishes a robust foundation for advancing the quality and effectiveness of healthcare delivery in India.

1.2 Vision

To create a robust, scalable, and equitable certification ecosystem that empowers nursing professionals across India through standardized, transparent, and competency-based assessments, adaptable to various regulatory and institutional contexts.

1.3 Objective

Establish a standardized certification system: To design and implement a uniform, competency-based assessment framework that evaluates the knowledge, clinical skills and attitude of nursing professionals.

Ensure workforce readiness and career progression: To support job readiness and structured career opportunities and pathways of Nurses through generalized and specialized certification tracks.

Regulate job market for nurses: To support healthcare recruiters by providing them with a transparent mechanism for identifying qualified candidates based on validated competencies.

Operationalize high-quality certification centers: To establish and maintain a network of accessible, secure, and tech-enabled assessment centers.

Foster trust in certification outcomes: To uphold credibility, transparency, and fairness throughout the assessment and certification lifecycle, earning the confidence of candidates, employers, and the public.

1.4 Scope and Applicability of this Handbook

This handbook provides a comprehensive guide for establishing and managing competency-based nursing certification centers, under the Bihar Nursing Registration Council (BNRC) or other regulatory bodies, including private, government, or public-private partnership (PPP) models. It serves as a model framework that can be adapted for various nursing competencies, such as Basic Midwifery, and offers guidance for institutions seeking BNRC affiliation or operating independently.

It details the infrastructure and staffing requirements, defines the roles and qualifications for personnel involved, specifies the assessment protocols, and sets forth Standard Operating Procedures (SOPs) for all stakeholders to ensure consistency and transparency. The document also addresses critical support systems such as data protection measures, grievance redressal mechanisms, and emergency response policies. It establishes uniform processes for the planning, conducting, and evaluating Computer-Based Tests (CBTs) and Objective Structured

Clinical Examinations (OSCEs), and provides a model framework for setting up and managing certification centers.

This handbook is designed for institutions aspiring to establish or operate competency-based certification centers, whether affiliated with BNRC or other regulatory bodies. It serves as a practical reference for administrators, candidates, proctors, assessors, and partner organizations, ensuring standardized and effective implementation across diverse contexts. Institutions can use this guide to align with BNRC standards or adapt it to meet the requirements of their local nursing council, accreditation body, or independent framework.

1.5 Key Institutional Partners and Affiliates

The success of a competency-based certification program for nurses relies on effective collaboration amongst diverse stakeholders. While this handbook outlines the stakeholder model used for Competency Certification Center, a similar framework can be adapted for other centers as well. Below is a list of key stakeholders and their roles:

- **Department of Health, Government of Bihar:** Strategic enabler providing policy support and monitoring oversight.
- **Bihar Nurses Registration Council (BNRC):** The apex regulatory body responsible for policy formulation, certification protocols, accreditation, and quality assurance.
- **Certification Centers:** Institutions (Nursing Colleges, Hospitals, etc.) hosting the infrastructure for conducting assessments and contributing faculty as assessors and proctors.
- **Partner Organizations (Tech, Training, Evaluation):** Technical service providers for CBT/OSCE platforms, and training content developers.
- **Employers & Recruiting Agencies:** End-users of the certification outcomes, utilizing the certified pool for employment and workforce planning.
- **Technical Committee:** An independent regulatory body composed of representatives from the government and recruitment agencies in the sector to conduct independent audits, and ensure quality.

1.6 Acronyms

BNRC Bihar Nursing Council For Registration

CBT	Computer-Based Test
CCC	Competency Certification Centre
FAQ	Frequently Asked Questions
NMCH	Nalanda Medical College and Hospital, Patna
OSCE	Objective Structured Clinical Examination
SOP	Standard Operating Procedures

1.7 Adapting The Framework for Other Contexts

This handbook is designed as a blueprint for establishing competency-based certification centers across India, under a regulatory body such as the BNRC. Private institutions, government bodies, or others can adapt the infrastructure, staffing, and assessment protocols to suit local regulations or other nursing competencies (e.g., critical care, surgical nursing). Institutions seeking BNRC affiliation can follow the outlined procedures, while others can align with their respective state nursing councils or operate independently with customized frameworks.

2

GOVERNANCE & INSTITUTIONAL STRUCTURE

2 Governance & Institutional Structure

2.1 Nodal Authority

Bihar Nursing Registration Council is responsible for the monitoring and supervisory processes established to uphold the integrity, consistency, and accountability of the Competency Certification Centre at GNM Training Institute, NMCH, Patna.

For the current certification center at NMCH, BNRC is also responsible for setting compliance standards, conducting periodic audits, and initiating disciplinary actions in response to any deviations. These mechanisms are essential to ensuring the credibility, transparency, and overall quality of the certification process.

For other centers, a similar nodal authority (e.g., a state nursing council, hospital board, or independent accreditation body) should be established to oversee compliance, audits, and quality assurance. Centres can adapt BNRC's monitoring framework by creating internal oversight committees or partnering with local regulatory bodies.

2.2 Monitoring Framework

The objective of a monitoring framework is to ensure quality assurance, compliance with standards, and the continuous improvement of Certification Centres conducting the competency-based certification assessments. BNRC will implement a comprehensive four-tier monitoring system for all active certification centers. This system may be carried out directly by BNRC or through an empaneled agency authorized for this purpose. Other centers can adapt this framework by establishing internal oversight committees or partnering with local regulatory bodies, such as state nursing councils or accreditation agencies, to achieve similar standards.

Tier 1: Pre-Affiliation Inspection:

Prior to affiliation, the centre shall be assessed for its readiness and compliance with baseline requirements.

Tier 2: Scheduled Monitoring Visit:

A biannual inspection will be conducted to evaluate infrastructure, staffing, documentation, assessment delivery, and adherence to standard operating procedures (SOPs).

Tier 3: Surprise Spot Checks:

Surprise spot checks will be conducted every quarter to verify protocol compliance and ensure the integrity of assessments.

Tier 4: Remote Audits:

Weekly review of 10% of digital logs, CCTV footage, proctoring records, and documentation will be done through the BNRC portal.

Monitoring Domains and Key Indicators

Domain	Key Indicators
Infrastructure	Cleanliness, accessibility, availability of rooms, and equipment functionality
Staffing & Training	Staff-to-candidate ratio, training completion, documentation, and conduct
Assessment Delivery	Protocol adherence, invigilation practices, timing, and candidate handling
Data & Records	Proper documentation, result storage, privacy, consent adherence and backup systems
Candidate Experience	Timely registration, waiting area conditions, grievance redressal, and feedback
IT & Technical Systems	Functionality of CBT systems, and OSCE tools

BNRC reserves the right to take action against candidates, volunteers and staff associated with the centre in cases of repeated non-compliance or serious breaches. In cases of repeated non-compliance, BNRC or the designated authority can issue a written notice, providing an opportunity for corrective action before initiating any regulatory measures. Listed below are measures that can be initiated in cases of non-compliance or breach:

- Temporary suspension of assessments at the centre
- Revocation of accreditation by BNRC
- Disqualification of staff members involved

2.3 Reporting And Documentation Protocols

The reporting and documentation protocols ensure transparency, accountability, and quality in the operation of competency-based nursing certification centers. For the Competency Certification Center at NMCH, reports must be submitted to the BNRC. Centers must submit the following reports to BNRC (or equivalent authority) on a quarterly basis:

- Weekly candidate registration and test pass rate data (CBT and Skill Assessment)
- Upcoming assessment calendar and batch-wise details
- Incident logs (technical failures, malpractice cases, emergency evacuations)
- Staff training records and signed code of conduct forms
- Center self-assessment reports and audit preparedness forms
- Video recordings of all CBT and OSCE assessments within 48 hours of assessment
- All reports need to be attested and uploaded by the Centre Manager in the prescribed format.

All reports need to be attested and uploaded by the Centre Manager in the prescribed format.

Late, incomplete, or non-submission of mandatory reports may result in an appropriate action by BNRC (or equivalent authority).

3

CERTIFICATION AND ASSESSMENT OVERVIEW

3 Certification And Assessment Overview

3.1 Certification, Levels, & Syllabus

Under the certification framework, certifications can be provided for different competency packages, tailored to specific nursing domains (e.g., Basic Midwifery, Critical Care, Surgical Nursing, Emergency Care etc.). Each competency package will include competencies and multiple proficiency levels that reflect increasing levels of expertise. Certification is awarded for the highest proficiency level cleared within a competency package but performance at all levels will be recorded in the candidate's competency passbook, a digital record of achievements on BNRC portal. Currently, certification for *Basic Midwifery Skills* competency package is being offered at Competency Certification Centre at NMCH, Patna.

The syllabus will vary based on the competency certification being offered. It can be modified with approval from their regulatory body (BNRC or equivalent). For certification in **Basic Midwifery Skills** offered at the Competency Certification Centre, **NMCH**, refer to **Annexure 1** for the detailed syllabus and competency list.

3.2 Assessment Components

There would be two components of the Assessment:

- **Computer-Based Test (CBT):** This component assesses theoretical understanding and applied knowledge.
- **Objective Structured Clinical Examination or Skill Assessment (OSCE):** This component evaluates hands-on clinical skills, professional behavior, and scenario-based judgment.

3.2.1 Computer-Based Test (CBT)

The Computer-Based Test (CBT) will be conducted in a controlled, digital environment. For basic midwifery skill certification, it will consist of 90 multiple-choice questions across 15 competency levels, each competency level of the test contains 6 questions. All questions will carry a weightage of 1 mark each with 0 mark for incorrect answer. The maximum score for the CBT is 90 marks. The duration of the test is 90 minutes, and the medium of the test is Hindi and English.

Qualifying Criteria For Skill Assessment

To successfully pass the Computer-Based Test and proceed to the Skill Assessment, candidates must obtain a minimum score of 85% or above in the overall test, and a minimum of 83% in each competency level (5 correct answers out of 6 questions in each competency level). Candidates scoring below the qualifying threshold will not proceed to the Skill Assessment and will be unsuccessful in achieving the certification. They will be required to undergo and clear the reassessment in order to appear for skill assessment. The qualifying criteria can be revised with prior approval from BNRC (or equivalent authority) depending on the competency certification offered at the centre.

3.2.2 Skill Assessment

The Skill Assessment has been designed to evaluate specific clinical competencies, practical skills, and professional behaviors. Skill Assessment will be conducted through Objective Structured Clinical Examination (OSCE) across multiple stations tailored to the competency certification.

Each candidate will be required to complete the respective Case Scenarios at all stations, with assigned tasks varying based on the specialization or level of certification pursued. Scenarios may involve the use of manikins, standardized patients, equipment handling, or clinical decision-making exercises.

There are a total of 8 stations and the total time allotted for the entire Skill Assessment is 2 hours. Candidates will be allotted exactly 10 minutes per station, ensuring adequate time for task execution, documentation, and interaction as required. There is a 5 min time for station reset before candidates can rotate from one station to another for the assessment. Candidates are not allowed to take breaks during the course of the Skill Assessment.

Qualifying Criteria For Certification

Candidates must achieve a minimum score of 50% in each Objective Structured Clinical Examination (OSCE) and a total combined score of at least 60% from all OSCEs performed to be eligible for Certification. The qualifying criteria can be revised with prior approval from BNRC (or equivalent authority) depending on the competency certification offered at the centre.

3.3 Fee Structure for Candidates

The fee structure specified by the Certification Centre applies to all candidates enrolling for the Certification. The Certification Centre, with due approval from the BNRC, reserves the right to revise the fee structure in accordance with future requirements or policy changes. Please refer

to Annexure 2 for the current fee structure of the Basic Midwifery Skills Certification offered at NMCH, Patna.

3.4 Assessment Flow

Registration

Candidates must register for the exam via the BNRC portal using a valid ID (e.g., Aadhaar, PAN) and their Bihar Nursing Registration Number. Candidates are responsible for ensuring all information is accurate. No edits will be allowed after payment of the fee and submission of the application.

Scheduling

Candidates are required to select their assessment slot and center prior to payment of exam fee. Reappearing candidates must log in to submit a fresh application to pay the exam fee and schedule their CBT exam.

Slots for CBT assessment are available post 2 days of application submission and up to 30 days in advance. They are allotted on a first-come, first-served basis. Candidates will receive an email confirming their assessment slot right after making payment. No changes are permitted after slot confirmation.

Exam Fee Payment

The full fee must be paid online at the time of application, and post selection of slot. Once paid, a confirmation receipt is immediately emailed to the candidate. Exam fees are non-refundable, non-transferable.

Candidates proceeding to the Skill Assessment after clearing the CBT shall not be required to pay any additional fee.

Admit Card - CBT

Admit cards confirm eligibility and include exam details such as name, date, time, venue, and instructions. They will be available for download on the candidate portal immediately after the successful submission of the application and slot confirmation.

ID Verification - CBT

All candidates would undergo mandatory ID verification at the test center on the day of the assessment. Upon successful completion of the verification process, the Centre Manager will have the authority to approve the candidate's participation through the platform. In cases where the candidate does not successfully complete the ID verification process, they will not be allowed to appear for the assessment.

Computer-Based Test (CBT)

The duration of the CBT is 90 minutes. Candidates will be directed to their assigned workstation by a proctor and briefed about the examination protocols before beginning their test.

CBT Scorecard

Results will be available on the candidate's email ID immediately after CBT and will be reflected on the candidate's portal on BNRC. It will be indicated whether the candidate has passed or failed the CBT. Alternatively candidates can also view their detailed results on the competency passbook.

Skill Assessment

Candidates who pass the CBT would be required to take their Skill Assessment on the same day.

Skill Assessment

The duration of the Skill Assessment is 2 hours. Candidates will be allocated a sequence number by a proctor and briefed about the examination protocols before beginning their test.

Candidates will then be required to rotate through skill stations (based on their selected competency certification), spending up to 10 minutes at each Station.

Skill Assessment Scorecard

Results will be reflected in the candidate's competency passbook within 14 days after Skill Assessment.

Certification of the Candidate

Post verification of assessment evaluation, the Candidate shall be able to download their results from the BNRC portal.

3.5 Re-Examination

The purpose of re-examination is to allow each candidate an opportunity for improvement and renewed access to certification assessment.

Re-registration for the Certification Test is permitted no earlier than 15 days after the initial attempt. Candidates failing the CBT or Skill Assessment are required to rewrite the CBT and then Skill Assessment (if qualified), in that order.

A new application must be submitted via the originally registered account. Candidates who forfeit their candidature due to absenteeism may log into their original account, and submit a new application. Scheduling for reapplication will only be available 15 days after the last examination date, regardless of attendance.

3.6 Contestation of Results

Requests for CBT re-evaluation due to dissatisfaction with results will not be accepted. Skill Assessment re-evaluation can only be requested by candidates who fail the assessment. Candidates would be required to request a reevaluation within 72 hours of result declaration via the appeal form on their portal.

All candidates who apply for a reevaluation have to pay a reevaluation fee, as specified by the nodal authority.

3.7 Grievance Readdressal Policy

Grievances can be made only in cases of procedural irregularities and verified technical issues during examination in accordance with the following guidelines:

- All grievances must be raised at the Certification Centre during the examination.
- In all cases of unresolved grievances, the candidates will receive a receipt at the end of their test.

Final decision on any unresolved grievances will be communicated to the candidate within 10 working days of raising the grievance, pending the review of the Grievance Committee. The decision of the committee shall be final and binding on the candidate and the centre.

4

INFRASTRUCTURE REQUIREMENTS

4 Infrastructure Requirements

4.1 Physical Infrastructure

Physical infrastructure of the Certification Center must be designed to ensure a smooth candidate experience, support credible assessments, and comply with standards for safety, hygiene, and exam integrity mandated by BNRC & other government regulatory authorities.

Layout Plan

- The center must include separate areas for CBT and skill assessments, waiting area for candidates, administrative operations, and staff welfare.
- The facility must ensure unidirectional candidate movement from registration to assessment and exit to avoid congestion.

For sample layouts of the CBT and Skill Lab at the NMCH Certification Centre, please refer to Annexure 3.

Minimum Requirements

The following are minimum infrastructure requirements for a fully functional Certification Centre, scalable based on center capacity:

Waiting Area for Examinees

This area ensures smooth crowd management, prevents congestion, and helps maintain the decorum and psychological readiness of examinees. Minimum requirements for waiting area are:

- Must accommodate a full exam batch with seating arrangements, drinking water, sanitation facilities, and a visible instruction board.
- Proper ventilation, hygiene provisions, and separate entry/exit points.

Computer-Based Test (CBT) Lab

The CBT lab is a critical component of any nursing certification centre, as it facilitates the standardized and secure evaluation of a candidate's theoretical knowledge. The CBT Lab must

be equipped to support uninterrupted digital assessments, maintain candidate privacy, and enable real-time monitoring and invigilation. Minimum requirements for a CBT lab are:

- At least 1 computer per candidate in each batch, spaced at a minimum of 1.5 ft. between workstations.
- A webcam and stable internet with backup routers for each workstation.
- Sufficient and uniform lighting to ensure clear facial visibility for remote proctoring.
- Air conditioning, power backup (inverters or UPS), and clean & functional furniture.

Skill Lab

The skill lab is a vital component of the OSCE (Objective Structured Clinical Examination) setup, enabling an accurate and standardized assessment of clinical competencies in a controlled environment. The skill lab layout must allow for privacy, standardized station rotation, and unobstructed observation by assessors. Minimum requirements for a skill lab are:

- Skill stations tailored to the competency certification & the respective OSCEs being tested, each equipped to simulate a clinical scenario, with relevant medical equipment, manikins, and documentation areas.
- Each station, enclosed appropriately for privacy and sound control, with signage indicating the station number and instructions.

The necessary requirements for a Skill Lab for Basic Midwifery Competency Package has been listed in section 4.2.

Proctor's Room

The proctor's room plays a crucial role in ensuring the integrity, fairness, and smooth conduct of both Computer-Based Tests (CBTs) and Skill Assessment in a high-stakes assessment environment. The proctor's room should be isolated from the rest of the rooms in the assessment center. The minimum requirements for the proctor's room are as follows:

- At least one workstation with a distributed video feed from live CBT.

- At least one workstation for the skill lab, with real-time video feed from all skill stations. The number of such workstations is subject to the number of skill stations at the certification centre.

Staff Room

The staff room will provide the assessors, proctors, and support staff with a dedicated, private space for rest, preparation, coordination, and debriefing. The room should be furnished with desks, chairs, lockable storage, and refreshments.

4.2 Tools & Equipment

The following equipment lists are suggestive, basis the Basic Midwifery Skills Certification at Competency Certification Center (CCC), and can be customized based on the competency certification offered (e.g., Basic Midwifery, Critical Care) .

Skill Lab Equipment List

For the Basic Midwifery Skills Certification, the skill lab must include:

- High-fidelity simulation manikins (adult, pediatric, maternity)
- Vital signs monitor (BP, pulse, SpO2)
- Digital Thermometer
- Syringe and injection practice kits (IV, IM, SC)
- PPE kits, sterile dressing kits, IV cannulas, sample vials
- CPR manikins (with AED)
- Stretcher, hospital cot, linen sets
- Communication aids for therapeutic scenarios
- Biomedical waste bins (color-coded) for sharp and infectious waste

Further specifications on the number of equipments and consumables used in the Basic Midwifery Package offered at NMCH can be found in Annexure 4.

IT Infrastructure (for CBT and Admin)

- Computers with an updated operating systems and CBT-compatible software

- High-definition webcams and noise-canceling microphones (as required)
- Stable internet with backup connectivity
- Backup power systems (e.g., UPS or generators for 2 hours)
- CCTV systems with centralized monitoring and 15-day storage capacity

4.3 Safety, Accessibility, and Candidate Facilities

The safety, accessibility, and candidate facilities listed below are minimum requirements and subject to change based on geography, evolving weather conditions, and examination protocol.

- Centers must comply with fire safety codes, including extinguisher availability, illuminated exit signs, and evacuation maps.
- Gender-specific washrooms must be available and cleaned regularly during exam days.
- A designated medical room with a basic first-aid kit, stretcher, and emergency contact board must be operational during all assessments.
- Clear wayfinding signage must be posted for all major areas (labs, reception, waiting room, emergency exit).
- Drinking water and mobile phone lockers must be available near the waiting area.

5 STAFFING AND TRAINING

5 Staffing and Training

All Assessment Centers must maintain a trained and adequately staffed workforce to ensure standardized, secure, and professional conduct of all assessments. Staff personnel are categorized into Specialist and Generalist roles.

5.1 Generalist Staff

Centre Manager

The Certification Centre Manager is responsible for overseeing the overall functioning of the centre and ensuring the seamless administration of assessment activities. The key responsibilities of a centre manager are listed below:

- Oversee daily operations and enforce SOPs
- Schedule assessments and coordinate batch allocation to proctors
- Supervise all general and specialist staff for protocol adherence
- Resolve candidate grievances and ensure exam-day integrity
- Maintain documentation, including logs, reports, and incident records

Receptionist

The Receptionist plays a vital role in facilitating front-desk operations and ensuring a smooth candidate experience at the certification centre. The key responsibilities of a receptionist are listed below:

- Manage candidate check-in, ID verification, and attendance records
- Relay information between candidates and staff
- Maintain front-desk orderliness and support exam-day document handling
- Address general queries professionally

IT Support Executive

The IT Support Executive is responsible for providing technical support to ensure the smooth operation of all IT-related aspects of the assessment process. Their key responsibilities are listed below:

- Ensure all assessment systems, devices, and network connections are functional
- Provide on-site troubleshooting and technical assistance
- Manage secure storage and backup of assessment data

Lab Technician

The Lab Technician play an essential role in supporting the smooth and standardized conduct of skill-based assessments. Their key responsibilities are listed below:

- Set up and maintain OSCE skill stations and clinical equipment
- Replenish consumables, handle equipment safely, and ensure infection control
- Document usage, report issues, and reset stations post-assessment

Housekeeping

Housekeeping personnel play a vital role in maintaining hygiene, safety, and the overall readiness of the certification centre. Their key responsibilities are listed below:

- Clean and sanitize exam spaces before and after each batch
- Refill hygiene stations and manage waste disposal
- Report facility issues and log daily cleaning activity
- Report maintenance issues

5.2 Specialist Staff

Proctors

Acting as impartial facilitators, proctors uphold the rules and procedures set forth while being attentive to the needs and concerns of the candidates. Their key responsibilities are listed below:

- Set up the CBT and Skill Assessment environment
- Brief candidates on exam rules and monitor test conduct
- Flag violations or disruptions and maintain exam logs
- Ensure strict adherence to testing protocols and confidentiality

Assessors

Assessors are selected personnel responsible for fairly evaluating candidates on the assessment platform. Their key responsibilities are listed below:

- Assess OSCE submissions using standardized rubrics on the platform
- Maintain accuracy, fairness, and confidentiality in scoring
- Submit evaluations within timelines as per BNRC protocol

5.3 Recruitment of Staff

Eligibility

The eligibility criteria for all roles are to be determined at the discretion of the Certification Centre, based on operational needs and institutional guidelines, provided they do not conflict with BNRC's minimum staffing standards.

For current recruitment criteria of proctors and assessors at the NMCH certification centre, please refer to Annexure 5.

5.4 Training & Certification of Staff

5.4.1 Generalist Staff

Pre-Service Orientation

All generalized staff, including Centre Managers, Receptionists, and Housekeepers, are required to undergo a mandatory pre-service orientation focused on familiarizing them with the Standard Operating Procedures (SOPs) relevant to their roles at the certification centre.

This orientation shall aim to empower general staff to contribute to a smooth, secure, and candidate-friendly assessment experience while ensuring compliance with BNRC standards and safeguarding institutional integrity.

The following is the suggested scope of the orientation:

- End-to-end understanding of centre workflows, including scheduling, staffing, and daily checklists
- Liaising with assessors, proctors, and technical staff; managing exam-day logistics
- Record-keeping, form submissions, audit readiness, and adherence to BNRC guidelines
- Escalation protocols, reporting mechanisms, and candidate issue resolution
- Fire safety, medical emergency response, and infrastructure risk management
- Setup and maintenance of labs, including inventory and consumables management and station reset procedures (Skill Lab Technician)
- Real time troubleshooting, cybersecurity protocols and installation and maintenance of CBT systems (IT Support Staff)

5.4.2 Specialist Staff

Pre-Service Orientation

All specialized staff, including assessors and Proctors are required to undergo a structured pre-service training program and assessment before their deployment at the certification centre.

This training is designed to ensure technical preparedness, procedural clarity, and alignment with BNRC's standards for assessment delivery.

The following are suggestive training modules in accordance with the staff roles and responsibilities.

Proctors and Assessors

- Specific competencies offered within the competency certification (for both knowledge and skill assessment)

- Familiarization with Assessment rubrics, scoring guidelines and assessment interface
- Code of conduct and candidate communication protocols
- Invigilation protocols and behavioral monitoring
- Managing exam-day violations
- Incident logging, escalation matrix, and breach reporting

In-Service Training

All recruited staff are required to undergo mandatory in service training at least once a year. In-service training is essential to ensure that all staff remain updated, consistent, and confident in executing their roles. They help procedural consistency, minimize deviations, and improve service quality based on feedback from audits and candidate experience. The frequency of these trainings may be increased, depending on the operational needs, assessment volume and any updates issued by the BNRC. Suggested focus areas of In-Service Training are:

- Reinforcing protocols related to assessments, candidate handling, and emergency procedures
- New directives from BNRC, changes in assessment formats, or revised compliance requirements
- Introduction to software upgrades, troubleshooting procedures, and data management practices
- Re-training on impartiality, confidentiality, and professionalism in candidate interactions

5.5 Certification of Assessors

All assessors must complete the mandatory training administered by BNRC, and successfully clear the computer based test and skill assessment to obtain a certificate confirming their eligibility to serve as assessors.

Interested individuals can register with BNRC and complete the training process.

Policy On Training

The orientation scope and training modules outlined in this Handbook are subject to periodic review and may be modified or expanded in the future to align with evolving standards, regulatory updates, and sectoral needs.

5.6 Staff Code Of Conduct

All staff must maintain a neutral, respectful, and professional tone in all interactions with candidates throughout the examination process.

Staff members are strictly prohibited from offering any form of test-related assistance, guidance, or commentary to candidates during the examination.

Staff members, especially proctors, are responsible for safeguarding the privacy and confidentiality of all candidate data and examination content at all times.

Any serious incidents, breaches, or irregularities in conduct must be immediately reported to the Center Manager, who will escalate to BNRC as required.

Staff found violating the code of conduct may be removed from duty, blacklisted from future appointments, and subject to legal or disciplinary action as per BNRC policy.

6

**SOPs GOVERNING THE
CERTIFICATION
PROCESSES UNDER THE
BNRC FRAMEWORK**

The following SOPs pertain specifically to the certification processes carried out under the BNRC framework and are applicable to CCC at NMCH.

6.1 SOP for Candidate Registration And Scheduling

6.1.1 Registration Process

Step 1: Portal Access

- Candidates must visit the BNRC official portal.
- Candidates must click on “Apply for Certification” and create an account using a valid email ID and phone number.
- Candidates must ensure all details are entered to match exactly with their government-issued photo ID.

Step 2: Document Submission

- Candidates are required to upload the following documents:
- Government-issued ID (Aadhar Card/PAN Card/Passport)
- BNRC Registration Certificate
- Candidates are required to review and confirm personal and contact details. All fields are mandatory.

6.1.2 Computer-Based Test (CBT) Scheduling

Step 1: Slot Selection

- Prior to payment of examination fee, candidates must:
- Select a test center from the available options
- Choose a preferred date and time
- Slots are available on a first-come, first-served basis.

Step 2: Admit Card Generation

- Admit Card is shared with candidates via email post successful application submission.

- The Admit card will include assessment date, location, time, and guidelines.

6.1.3 Payment of Exam Fees

- Candidates are required to pay the examination fee via:
 - Credit/Debit Card
 - UPI
 - Net Banking
- Exam fees are non-refundable and non-transferable.

Step 4: Confirmation

Upon successful registration and payment, a confirmation receipt is emailed to the candidate immediately after.

6.1.4 CBT Result and Progression

Step 1: Result Declaration

- CBT results are available to the candidates on their competency passbook and they're informed of their qualification for skill assessment immediately after the CBT. Candidate results will also be emailed to them within 24 hrs of CBT completion on their registered email ID.

6.2 SOP For Exam Protocol (CBT)

6.2.1 Pre-Exam Activities

1. Infrastructure Readiness

- Timing: To be done at least 60 minutes before the first batch.
- Person of Responsibility: Centre Manager and IT Support Executive
- Given below is a checklist of tasks to be performed at this stage:
 - Ensure all systems are functional (CBT software, webcams, microphones, internet)
 - Verify backup power systems (UPS/generators)
 - Confirm CCTV and audio-video monitoring is operational
 - Sanitize workstations, seating, and entry touchpoints

2. Candidate Reporting & Entry

- Timing: To be done at least 45 minutes before the scheduled exam
- Person of Responsibility: Receptionist
- Given below is a checklist of tasks to be performed at this stage:
 - Verify candidate presence against the official list
 - Check ID proof and Admit Card
 - Direct to the waiting area with distancing protocol
 - Deny entry to unlisted, late, or ID-mismatched candidates

3. Identity Verification

- Timing: To be done Immediately after candidate reporting and entry
- Person of Responsibility: Centre Manager
- Given below is a checklist of tasks to be performed at this stage:

- Check the physical govt. ID carried by the candidate matches the ID uploaded
- Verify the individual’s identity by matching their facial features with photograph on their govt. ID
- Mark the candidate as "Verified" on the admin portal

4. Candidate Briefing

- Timing: To be done 30 minutes before the exam commencement
- Person of Responsibility: Proctor
- Given below is a checklist of tasks to be performed at this stage:
 - Explain rules, timing, and exam format
 - Reiterate the malpractice policy (as defined in Annexure 6 of this handbook) and allowed materials
 - Address any exam related queries from the candidates
 - Ensure no personal belongings are brought to the desk
 - Ensure all candidates sign the Test Taker agreement

6.2.2 During the Exam (CBT)

1. Test Commencement

- Person of Responsibility: Proctor
- Given below is a checklist of tasks to be performed at this stage:
 - Launch the CBT exam after all candidates are seated
 - Confirm each candidate has logged into their assigned system
 - Monitor platform status and system functionality

2. Proctoring and Monitoring

- Person of Responsibility: Proctor

- During the examination the proctors must ensure:
 - Continuous visibility of candidate faces via webcam
 - No communication or electronic devices in use
 - No switching tabs or tampering with software
- The proctors must use the “Raise Flag” option for:
 - Suspicious behavior
 - Connectivity issues
 - Unauthorized breaks

3. IT or Electrical Failure

- In cases of IT or electrical failure, the IT Support Executive must be notified immediately.
- The IT support executive must ensure that the system switches to backup power supply.
- In cases where the assessment is interrupted:
 - Proctors must note the exact time of disruption.
 - Proctors must pause the exam session on the platform, if feasible.
 - Proctors must inform the candidates of the situation and keep them calm.
 - Proctors may resume the assessment only after stabilization of internet or assessment systems.
 - Proctors must report the incident on the BNRC Incident Reporting Module.

6.2.3 Post Examination

1. Test Completion

- The computer based test is automatically logged out by the platform after 90 minutes.
- Proctors must ensure that candidates do not exit early without supervision.

2. Exit Protocol

- Candidates will be required to sign out digitally post test completion.
- Proctors must ensure the return of any issued items (e.g., locker keys) to the candidates.
- Proctors must escort candidates out in batches to avoid crowding.
- Candidates who pass the CBT are informed and asked to reconvene after one hour of lunch break for skill assessment.

3. Incident Documentation

- Person of Responsibility: Proctor & Centre Manager
- The following submissions are required to be made by the Proctor/Centre Manager post completion of test:
 - Malpractice flags with descriptions
 - Candidate absentee list
 - Technical issue log
 - General remarks on batch conduct

4. Data Sync and Reporting

- Person of Responsibility: Centre Manager
- The following tasks need to be performed at this stage:
 - It must be ensured that all CCTV footage is automatically uploaded to the BNRC server within 48 hours of assessment
 - The centre manager must upload candidate attendance data and incident logs within 48 hours of assessment completion.

5. System Reset

- Proctors are responsible for resetting the systems for the next batch.

6.3 SOP For Exam Protocol (Skill Assessment)

6.3.1 Pre-Exam Activities

1. Infrastructure Readiness

- Timing: To be done at least 60 minutes before the first batch.
- Person of Responsibility: Centre Manager and Lab Technician
- Given below is a checklist of tasks to be performed collectively by the Lab Technician and Centre manager at this stage:
 - Ensure all OSCE stations are properly set up with relevant equipment, manikins, signage, and checklists.
 - Prepare an adequate inventory of consumables and PPE.
 - Verify the functioning of CCTV, cameras at each station, and audio-visual recording systems.

2. Candidate Reporting & Entry

- Timing: To be done at least 45 minutes before the scheduled exam
- Person of Responsibility: Receptionist
- Given below is a checklist of tasks to be performed at this stage:
 - Verify candidate presence against the official list
 - Check ID proof and Admit Card
 - Direct to the waiting area with distancing protocol
 - Deny entry to unlisted, late, or ID-mismatched candidates

4. Candidate Briefing

- Timing: To be done 30 minutes before the exam commencement
- Person of Responsibility: Proctor

- Given below is a checklist of tasks to be performed at this stage:
 - The Proctor must allot a station sequence to each candidate on their admit card prior to the commencement of the exam.
 - The Proctor must brief the candidates about the station-wise assessment process, movement protocol, exam rules, permitted breaks, and code of conduct.

6.3.2 During the Exam

1. Test Commencement

- Person of Responsibility: Proctor
- Given below is a checklist of tasks to be performed at this stage:
 - Launch the Skill Assessment after all candidates are sequenced
 - Monitor the live feed from Skill stations

2. Station Navigation

- Each candidate will be required to rotate across all OSCE stations in a sequence allocated by the proctor.
- The time spent by each candidate per station will be 10 minutes. Candidates will be required to wait 5 mins before entering the next station, to allow station reset. Total exam time is 2 hours.
- Candidates will be responsible for loss of time due to any other breaks taken during the course of Skill Assessment.

3. Station Resetting

- Person of Responsibility: Volunteers
- During the examination the volunteers must ensure that every station is reset post completion of one skill assessment at a station (at the end of 10 mins).

4. Proctoring and Monitoring

- Person of Responsibility: Proctor
- During the examination, the proctors must ensure:

- Continuous visibility of candidate faces via camera
- No communication via electronic devices in use
- The proctors must use the “Raise Flag” option on their proctoring screen for:
 - Suspicious behavior
 - Connectivity issues
 - Unauthorized breaks

5. Power Cut or Technical Issues

- In cases of IT or electrical failure, the IT Support Executive must be notified immediately.
- The IT support executive must ensure that the system switches to backup power supply immediately.
- In cases where the assessment is interrupted:
 - Proctors must note the exact time of disruption.
 - Proctors must inform the candidates and pause the examination.
 - Proctors may resume the assessment only after all technical issues have been resolved.
 - Proctors must report the incident on the BNRC Incident Reporting Module.

6.3.3 Post Examination

1. Exit Protocol

- Candidates will be required to fill out a feedback form post test completion.
- Proctors must ensure the return of any issued items (e.g., locker keys) to the candidates.
- Proctors must escort candidates out in batches to avoid crowding.

2. Incident Documentation

- Person of Responsibility: Proctor & Centre Manager

- The following submissions are required to be made by the Proctor/Centre Manager post completion of test:
 - Malpractice flags with descriptions
 - Candidate absentee list
 - Technical issue log
 - General remarks on batch conduct

3. Data Sync and Reporting

- Person of Responsibility: Centre Manager
- The following tasks need to be performed at this stage:
 - It must be ensured that all CCTV footage is automatically uploaded to the BNRC server within 48 hours of assessment completion.
 - The centre manager must upload candidate attendance data and incident logs within 48 hours of assessment completion.

4. System Reset

- Proctors are responsible for resetting the systems for the next batch.

6.4 SOP for Proctors

Proctors will be randomly assigned from the pool of affiliated proctors and notified of their duty assignments 3 days prior to the examination date.

6.4.1 Pre-Test Protocols

Prior to the commencement of the examination, proctors are required to complete the following steps:

- Brief candidates on the examination rules and underscore the importance of maintaining academic integrity.

6.4.2 Real Time Monitoring Protocols

Proctors must actively monitor the test environment and enforce exam protocol by ensuring:

- Continuous observation of the CBT room's live video feed.
- Mobile phones, secondary screens, and external reading materials are not used.
- No talking, whispering, or use of headphones during the examination.
- Adequate lighting is maintained, with the candidate's face visible throughout the test.

6.4.3 Flagging and Reporting Protocol

In cases of malpractice, protocols and procedures have been detailed in the upcoming section titled "During Malpractice." However, to report any of the following, proctors should use the "Raise Flag" feature on their proctoring screen.

- Suspicious behavior, such as frequent glancing away or noticeable lip movement.
- The presence of another individual in the camera frame.
- Use of unauthorized materials or electronic devices.
- Sudden loss of connectivity or camera blackout.

Note: Detailed guidelines on flagging categories, descriptions, and follow-up actions are provided in the subsequent section.

6.4.4 Post-Test Reporting Protocols

Upon completion of the examination, proctors are responsible for the following:

- Documenting any irregularities observed, including names of flagged candidates and a summary of events.
- Submitting their report either via the Demorgia platform or directly to the BNRC Monitoring Team, based on stated instructions.
- Ensuring that all reported flags are supported by timestamped screenshots, where available, to facilitate further review.

6.4.5 During Malpractice

This section outlines typical malpractice situations that may arise, along with the corresponding protocols for flagging and reporting such incidents. These scenarios serve as key indicators for potential violations, allowing for prompt action and corrective measures. All personnel need to be familiar with these codes to ensure consistent and accurate reporting in line with established guidelines.

This table lists typical malpractice situations that may arise and the associated flagging codes used for identification and reporting. Proctors are advised to provide at least 2 warnings to any candidates violating examination protocol before they are flagged and reported as an incident.

Behaviour Detected	Action Required
Talking to someone offscreen	Flag & Note Incident
Using a mobile during the test	Flag & Screenshot
Person enters camera view	Flag & Screenshot
Audio distortion/muting the mic	Warning, then Flag
Screen sharing stopped	Immediate Flag

6.4.6 Emergency Protocol

In the event of any disruptions during the examination process, the following protocols must be followed to ensure minimal impact and timely resolution

- Platform Failure: Proctors must immediately report the issue to the designated technical support team and notify the BNRC Nodal Officer.
- Candidate Disconnection: They must record the time and details of the disconnection, make reasonable attempts to re-establish the connection, and report the incident through the appropriate channel.
- Misbehavior or Verbal Abuse: They must promptly flag the incident. If necessary, mute the candidate to prevent disruption, and report the behavior immediately to the BNRC Test Supervisor.

All incidents must be documented in the final report for review and action.

6.4.7 Support & Escalation Contact

Proctors may reach out to the appropriate contact in the event of queries, technical issues, or incidents requiring further attention as per the nature and severity of the concern. Prompt escalation ensures timely resolution and maintains the integrity of processes.

6.5 SOP for Skill Assessment Evaluation

Login and Access Protocol

- Each Assessor will be provided with a **unique Login ID**.
- A secure password will be generated through a **One-Time Password (OTP)** sent to the Evaluator's registered mobile number.
- Upon successful authentication, the Evaluator will be prompted to **create a secure personal password**.
- Assessors must ensure confidentiality and secure storage of their login credentials.

Evaluation Workflow

- Upon logging into the system, each Assessor will see the entire list of candidates pending evaluation, allotted to them in chronological order of date & time of assessment & registration numbers.
- Assessors must evaluate all assigned assessments within 3 days of allocation.
- Each session will contain one skill assessment video, associated with a unique Candidate Skill Assessment Registration Number.
- Selecting a session opens a secure interface comprising:
 - **Five camera angles** of the candidate's skill performance.
 - An **OSCE checklist** panel displayed to the right of the video footage.
- The evaluation platform will capture snapshots of the assessors prior to starting the evaluation.
- The system will randomly take snapshots of the Assessor during the evaluation to ensure that the integrity of assessment is maintained.

OSCE Checklist Administration

- The OSCE checklist consists of performance steps aligned with the assessment criteria.
- For each step, the Assessor must select **"Yes"** (performed correctly) or **"No"** (not performed/ performed incorrectly).

- As selections are made, a **timestamp** of the footage is automatically recorded in the system backend.
- **Assessors do not assign scores.** Their role is limited to **accurately completing the checklist** for each skill station.

Evaluation Interface Rules

- Assessors can:
 - **Pause** the video.
 - **Replay the last 30 seconds** of the footage.
- Assessors **cannot**:
 - Rewind to the beginning.
 - Skip forward or fast-forward to the end.
- The full footage must be watched in real time, with simultaneous administration of the checklist.
- **The skill station video will not proceed to the next station unless the OSCE checklist for the current station is fully completed.**
- Assessors must **complete the entire checklist** for each assessment session before they are allowed to move forward to the next session.

Submission and Compliance

- Upon completion of the OSCE checklist for a session, assessors must click on a submit button. Post submission a pop will appear that prompts them to the next session.
- All assigned assessments must be completed within **3 days of allocation**.
- Non-compliance with the stipulated timelines may result in reassignment of sessions or withholding of payment.

Payment

- Assessors will be **compensated per session** upon successful and timely submission of all evaluations.

- Payment disbursement will be subject to adherence to quality and deadline requirements as determined by the BNRC.

Confidentiality and Ethics

- All evaluation data and footage are **confidential** and must not be shared, or discussed outside the evaluation platform.
- Any suspected breach of protocol or ethical violation will be subject to review by BNRC which reserves the right to revoke the status of the assessor, or withhold payment in lieu of protocol violation.

6.6 SOP For Result Declaration

6.6.1 Computer-Based Test (CBT) Results

1. Data Submission:

- Proctors would be required to finalize candidate attendance and incident reports post-exam.

2. Automated Scoring:

- All CBT scores are calculated automatically based on a pre-defined marking scheme:
 - +1 for correct answers
 - 0 for incorrect answers
- A score out of 90 is computed.

3. Result Processing Timeline:

- Results are published within 24 hours of the CBT date on candidate's competency passbook.

4. Candidate Communication:

- Candidates meeting the qualifying criteria are prompted to take their Skill Assessment on the same day.

6.6.2 Skill Assessment Results (OSCE)

1. Assessor Review:

- Each candidate's performance is scored on the Skill Assessment Evaluation platform using OSCE rubrics.
- Assessors must submit scores within 3 days of assessment assignment.

2. Score Aggregation:

- The assessment platform aggregates scores from all 8 OSCE stations.
- Minimum passing requirement for each candidate:

- ≥50% in each station
- ≥60% overall aggregate

3. Verification & Validation:

- BNRC verifies assessor’s scores and platform logs for discrepancies by carrying out randomized checks of 10% assessments conducted within 5 days of skill assessment.
- Cases with flagged discrepancies are put on hold and reviewed within 7 days.

4. Result Processing Timeline:

- Skill Assessment results are published within **14 calendar days** of the Assessment date.

5. Candidate Communication:

- Final scores are uploaded to the candidate’s competency passbook on the BNRC portal.

6.6.3 Certification Issuance

1. Certificate Generation:

- Digital certificates are generated within **1 working day** after result declaration.
- The certificate includes the candidate's name, level, specialization (if any), certification ID, and QR code.

2. Access & Download:

- Candidates can download their certificate from the BNRC portal under “My Certifications.”

6.7 SOP For Grievance Redressal Protocol

6.7.1 Grievance Eligibility

- Pre-Examination Grievances (such as form detail correction, reapplication)
- Administrative errors (e.g., incorrect scheduling, incomplete candidate records)
- Technical issues (e.g., system failure, connectivity disruptions)
- Procedural irregularities (evaluation protocol deviations)
- Environmental disruptions (e.g., fire alarm, power outage)

6.7.2 Filing the Grievance Form

Timeline

- Candidates must submit all grievances within 24 hours of examination.

Submission Mode

- Candidates can use the designated appeal form on the official BNRC portal.
- They must include details such as Candidate ID, exam date, time, center, nature of grievance, and supporting evidence.

6.7.3 Review Process

Acknowledgment

- An acknowledgment email/SMS would be sent within 48 hours of submission.

Evaluation

- BNRC shall review all grievances within 7 working days and a decision shall be communicated to the candidate by 7 working days.
- BNRC will be required to review CCTV footage, logs, evaluator inputs, and other relevant documentation.

Resolution

- Decisions may include re-testing (free of charge), score cancellation, or grievance rejection.
- The decision of the BNRC on such matters will be final and binding.

6.7.4 Outcomes and Communication

- Candidates will be informed of the resolution through email and portal notifications.
- If a free retest is granted, candidates would be required to reappear within 6 months.
- No monetary refunds shall be processed unless otherwise specified by BNRC.

6.7.5 Serious Violations and Appeal

- If the grievance involves alleged misconduct by staff or malpractice during the exam, it will be escalated to the BNRC Grievance Committee.
- Candidates cannot appeal a grievance decision made in this regard.

6.8 SOP for Quality Assurance

6.8.1 Scope of Quality Assurance: Candidate Conduct During Skill Assessment

Login & Access

- The QA personnel would be required to log in via the BNRC portal.
- Upon accessing the QA Dashboard the QA personnel would be required to select the Skill Assessment batch to be audited.

Batch Selection and Review

The QA personnel would be required to

- Click on a batch link under the “QA in last 1 week” section.
- Watch a combined feed of 4 station’s bird’s eye view camera footage at 2x speed.
- If no discrepancies found, the QA personnel can mark the batch as “QA done”
- In case any misconduct is found, the QA personnel would be required to watch two more sessions.

In cases of Candidate Misconduct

- In case specific candidates are found in violation of policy, BNRC reserves the right to disqualify all such candidates.

6.8.2 Scope Of Quality Assurance: Evaluator Quality Audit

- The QA personnel would be required to navigate to the **Assessors’ List** from the dashboard.
- The QA personnel would then be required to select an assessor and select any two evaluation recordings and then follow the steps mentioned below:
 - View the evaluation screen recording of that assessor
 - Click on the timestamps of 3 randomly assessed OSCE steps in each of the two selected evaluations
 - Check the accuracy of evaluation in those steps.

Evaluation Review Outcome

- In case the evaluations are accurate and no issues are found, the QA personnel can:
 - Mark Assessor as QA done.
- In case discrepancies are found, the QA personnel can:
 - Watch the feed of one more random session and further check the accuracy of 3 more OSCE steps.

Decision on Assessor

- In cases wherein there are less than 5 discrepancies found across 3 sessions, the nodal authority would send a warning to the respective assessor.
- In cases wherein there are more than 5 discrepancies found across 3 sessions, the nodal authority can revoke the certification of the respective assessor.

6.9 Emergency and Safety SOP

This SOP applies to all personnel, candidates, and visitors present at BNRC-accredited certification centres during the conduct of Computer-Based Tests (CBT) and Skill Assessments (OSCE).

Types of Emergencies Covered:

- Fire and Smoke
- Medical Emergencies
- Electrical/IT Failures
- Natural Disasters (e.g., earthquake, flood)
- Security Threats (e.g., unauthorized access, violence)
- Pandemic/Health-related Incidents

6.9.1 Emergency And Safety Protocols

Fire/Smoke Emergency

- Trigger the fire alarm and call emergency services.
- Use the nearest fire extinguisher only if trained and safe.
- Evacuate all candidates and staff through designated exits.
- Do not use elevators. Guide people to the stairwells.
- Assemble at the pre-designated safe area.
- Account for all candidates and staff using attendance sheets.
- Inform BNRC immediately.

Medical Emergency

- Call the designated medical responder or ambulance (displayed at the Centre).

- Move the affected individual to the Medical Room or a safe space.
- Do not crowd or panic. Only essential staff should assist.
- Record the incident and report to BNRC with time-stamped details.

Natural Disaster

- Follow “duck-cover-hold” or similar safety protocol for earthquakes.
- For floods/storms, disconnect all electrical equipment if safe.
- Evacuate only when conditions permit, or shelter in place as instructed.
- Maintain continuous communication with local authorities and BNRC.

Security Threat or Violence

- Alert security personnel and the Centre Manager immediately.
- Do not engage the threat directly unless trained.
- Lock down the premises if needed; secure candidate rooms.
- Evacuate or shelter based on threat assessment.
- Report all details to the local police and BNRC.

Pandemic/Epidemic Outbreak (e.g., COVID-19)

- Maintain physical distancing, hand hygiene, and mask usage.
- Isolate symptomatic individuals and inform the designated health contact.
- Sanitize exam rooms and waiting areas thoroughly post-exposure.
- Follow the health department and BNRC instructions for continuation or suspension.

Preparedness Measures:

- Conduct quarterly safety drills for staff and biannual awareness sessions for candidates.
- Display evacuation maps, emergency numbers, and safety instructions clearly at key locations.
- Maintain accessibility to:

- Fire extinguishers and first-aid kits
- Emergency contact board
- Backup lighting and power systems

6.9.2 Communication Protocol:

- The Centre Manager will be the point of contact for all emergency communication.
- In case of serious events, a unified message must be shared with candidates to avoid panic.
- All communication with the media (if any) must be routed through BNRC.



7

RECRUITMENT

7 Recruitment

7.1 Opportunities

The Competency-Based Certification has been strategically designed to bridge the gap between skilled nursing professionals and high-quality employment opportunities. By aligning the assessment process with real-world clinical demands and employer expectations, the program ensures that certified candidates are not only qualified on paper but also job-ready in practice.

Leading hospital networks such as Apollo, Medanta, Mediversal, and the Ruban chain of hospitals are already partnering with the Certification Program to source candidates who demonstrate consistent clinical competence.

Over time, the program aims to expand its employer network and create a transparent talent pipeline, offering certified nurses access to a wider range of roles, and career progression across both public and private healthcare sectors.

7.2 Leveraging the Certification

All certified nursing candidates will receive certificates in their digital competency passbook on the BNRC portal, containing certification levels and specialization history. This digital record can be submitted during recruitment processes as official proof of competency. With the candidate's consent, profiles of certified nurses may be shared with recruitment partners.

Recruitment Partners can get access to a pool of verified, job-ready candidates whose competencies are rigorously assessed through standardized evaluations. Recruiters can verify a nurse's certification using the unique QR code and verification ID printed on the certificate or accessible through the BNRC passbook. BNRC will maintain a Recruiter dashboard for recruitment partners to validate and download candidate records.

Note: BNRC certificate does not guarantee job placement. Certification enhances employability and recognition across multiple employment platforms.



8

ANNEXURES

Annexure 1: Competencies Measured & OSCEs Administered in Basic Midwifery Skills Certification

Computer Based Test

#	Code	Descriptions	Level	No. of Qs
1	C3	Assessment of Labor Progress: Vaginal Examination & Partograph Plotting	C3L1	6
2	C4	Conducting a Safe and Respectful Normal Vaginal Delivery	C4L1	6
3	C4	Conducting a Safe and Respectful Normal Vaginal Delivery	C4L2	6
4	C5	Prevention of Postpartum Hemorrhage through Active Management of Third Stage of Labor (AMTSL)	C5L1	6
5	C6	Prevention of Postpartum Hemorrhage through Active Management of Third Stage of Labor (AMTSL)	C5L2	6
6	C6	Immediate Postpartum Monitoring of Mother and Newborn (Stage 4 Care)	C6L1	6
7	C7	Recognition and Emergency Management of Postpartum Hemorrhage (PPH)	C7L1	6
8	C8	Infection Control Practices, Biomedical Waste Handling, and WASH in Clinical Settings	C8L1	6
9	C8	Infection Control Practices, Biomedical Waste	C8L2	6

#	Code	Descriptions	Level	No. of Qs
1	C3	Assessment of Labor Progress: Vaginal Examination & Partograph Plotting	C3L1	6
2	C4	Conducting a Safe and Respectful Normal Vaginal Delivery	C4L1	6
		Handling, and WASH in Clinical Settings		
10	C24	Providing Essential Care to Newborns: Thermal Protection, Feeding, and Early Assessment	C24L1	6
11	C24	Providing Essential Care to Newborns: Thermal Protection, Feeding, and Early Assessment	C24L2	6
12	C27	Safe Administration of Injectables, Intravenous Cannulation, and Fluid Therapy	C27L1	6
13	C27	Safe Administration of Injectables, Intravenous Cannulation, and Fluid Therapy	C27L2	6
Total Qs				78

Sample Questions (based on basic midwifery skills competency certification)

1. What is the normal adult respiratory rate?
 - a) 10-12 bpm
 - b) 12-20 bpm
 - c) 20-30 bpm
 - d) 30-40 bpm

Skill Assessment

SL/No	Skill Lab	OSCEs Administered
1	Infection Prevention	Handwashing Procedure (Medical)
2	Infection Prevention	Donning and Doffing of PPE.
3	Infection Prevention	Preparation of 0.5% Chlorine Solution & Processing of Instruments
4	Infection Prevention	Spill Management (Body fluid)
5	Infection Prevention	Segregation & disposal of biomedical waste as per BMW guidelines
6	Infection Prevention	Surgical Scrubbing
7	Infection Prevention	Surgical Gowning and Gloving Technique.
8	Basic Skills	Temperature, BP monitoring, weight, Height measurement and BMI assessment
9	Basic Skills	Clinical Breast examination
10	Basic Skills	Visual inspection of cervix using acetic acid
11	Basic Skills	Administration of Medication (IM, Intra dermal & SC)
12	Basic Skills	IV cannulation.
13	Emergency Medical Services	Cardiopulmonary Resuscitation (CPR) – adult
14	Emergency Medical Services	Child
15	Emergency Medical Services	Infant
16	Emergency Medical Services	Catheterization Female

SL/No	Skill Lab	OSCEs Administered
17	Emergency Medical Services	Catheterization Male
18	Antenatal Care	Abdominal Assessment- Palpation, Abdominal girth Measurement > Estimation of Gestation week as per fundal height and corroboration with EDD
19	Antenatal Care	Episiotomy Care
20	Intranatal care	Plotting and interpreting partograph > Assessing cervical dilation and station
21	Intranatal care	Assisting/conducting normal vaginal delivery > Management of 2nd stage of labor
22	Intranatal care	Active Management of 3rd stage of labor
23	Intranatal care	Essential Newborn Care (ENBC)
24	Post Partum Care	Management of (PPH) > bimanual compression
25	Post Partum Care	Management of (PPH) > aortic compression and condom tamponade
26	Post Partum Care	Paladai - Spoon feeding
27	Post Partum Care	Kangaroo Care
28	Newborn Care	Tube feeding of New born
29	Newborn Care	Care baby under Phototherapy
30	Newborn Care	Care of Baby under radiant warmer
31	Newborn Care	Administration of Vit. K Injection

SL/No	Skill Lab	OSCEs Administered
32	Newborn Care	Breast feeding
33	Newborn Care	Newborn Assessment - anthropometric measurements - length, weight, Head circumference and chest circumference
34	Newborn Care	Newborn Resuscitation (NBR)
35	Family Planning	Interval IUCD insertion & Removal
36	Family Planning	PPIUCD Insertion
37	Family Planning	Tubectomy (only instruments)
38	Family Planning	Vasectomy (only instruments)
39	Family Planning	D&C/E (Abortion Care)
40	Family Planning	Advance Contraceptives (only display)

A Sample Skill Assessment Format (based on basic midwifery skills certification)

Station 2 | Basic Skills

Sample Case Scenario: You are working in the medical OPD. A 60-year-old male with known hypertension visits for his routine check-up. He also complains of occasional dizziness.

Task for the Candidate:

1. Record the patient's blood pressure in both arms, temperature, weight, and height.
2. Calculate the BMI
3. Report any abnormal variations to the physician.

Sample OSCE Checklist:

S. No	Steps	Yes	No
1	Explains the procedure to the patient		
2	Performs hand hygiene		
3	Ensures that the patient's privacy is maintained throughout the procedure		
4	Places the patient in a supine or sitting position		
5	Dry the axilla with a towel/ gauze piece		
6	Disinfects the probe by cleaning it with disinfectant solution		
7	Presses the on / off button to turn it on and waits for the beep sound, and ensures that the thermometer is functioning		
8	Uses the thermometer when the letters "Lo" and a flashing °C / °F appear		
9	Places the thermometer in the axilla so that the probe is in contact with the skin*		
10	Removes the thermometer once the beep sound is heard		
11	Reads the temperature and presses the on / off button to turn it off		
12	Disinfects the probe and replaces it in the case		
13	Replace the equipment		

S. No	Steps	Yes	No
14	Performs hand hygiene		
15	Document the procedure		

Students must score above 50% in each OSCE administered

The above-stated design is representative of an assessment format, comprising a total of 8 stations.

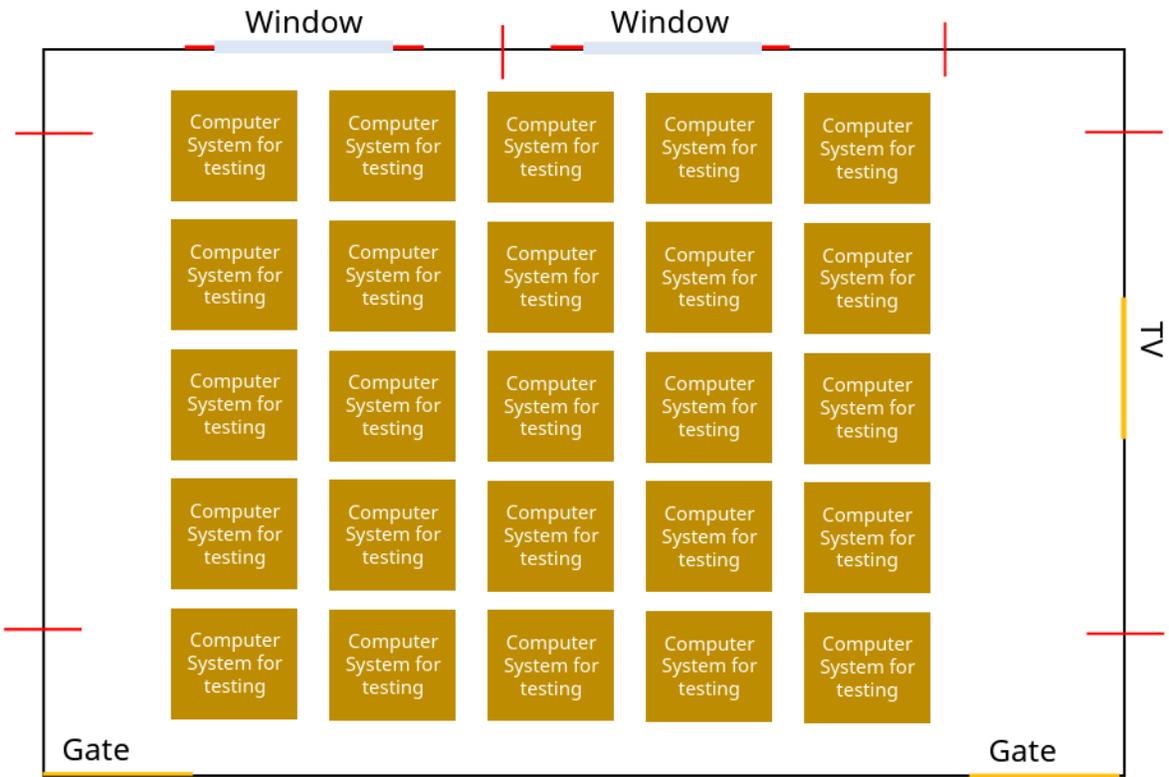
Annexure 2: Fee Structure of Basic Midwifery Skills Certification

The following fee structure applies to all candidates enrolling for this Certification.

Assessment Component	Amount (In INR)
Registration (Includes CBT and Skill Assessment Component)	3000
Reattempt Registration	3000

The certification centre, with due approval from the BNRC, reserves the right to revise the fee structure in accordance with future requirements or policy changes.

Computer Based Test Labs (CBT)



Legend — Wall mounted Fan
— ACs

Illustrative, not to scale

Annexure 4: Equipment Procurement Specs

The requirements listed below are for an certification centre serving a CBT batch of 25 students in one slot each, and a batch of 8 students for Skill Assessment in one slot each.

S No	Bucket	Material	Number & Variable Description
<i>Waiting Area</i>			
1		Tables	1 (Based on the number of people verifying the documents of the applicants)
2	Furniture	Chairs	40 (Based on the number of applicants the centre will be serving at a time and the people who would be verifying the documents)
3		Lockers	40 lockers (For students to submit their belongings during the assessment)
4	Electricals	ACs and fans	To have the hall/area well ventilated Eg: For ~950 sq ft hall, with ~40 applicants, 5 2-ton ACs, and 4 ceiling fans to be installed
5		Lighting and socket points	Appropriate lighting and socket points as required

S No	Bucket	Material	Number & Variable Description	
6	Technical Equipments	Computer systems	1 Computer systems/laptop to for verification of documents	
7		CCTV Cameras	Minimum 4 CCTV Cameras	
<i>Computer Based Test Lab (CBT Lab)</i>				
1	Furniture	Table	25 (1 table per candidate for the assessment)	
2		Chair	25 (1 table per candidate for the assessment)	
3		Panels	To make workstations for avoiding chances of cheating	
4		TV	1 TV to showcase all the instructions and a clock	
5		Electricals	ACs and Fans	Appropriate ACs and fans for ventillation Eg: For ~950 sq ft hall, with ~25 applicants, 5: 1.5 ton ACs, and 6 ceiling fans can be installed
6			Lighting	Appropriate lighting and sockets to handle all electrical equipments

S No	Bucket	Material	Number & Variable Description
7		Computers (Monitor, CPU, Keyboard, Mouse)	25 currently (Based on the number of applicants per batch)
8	Technical Equipments	Centralised UPS	A centralised UPS to be place which can support the computer systems. Eg. For 25 computer set-up, and a UPS which can carry 8 computers, 4 UPS has to be set-up
9		CCTV Cameras	4-8 CCTV Cameras to ensure live proctoring
<i>Skill based Test Lab (SBT Lab) [Skill Stations]</i>			
1	Medical Equipments	Medical equipments	Medical equipments as required based on OSCE assessments
2	Furniture	Tables	One table in each skill station to keep Monitor for instructions and cases
3		AC and Fan	One AC and Ceiling Fan for ventilation
4	Electricals	Lighting and sockets	Lighting (warm white lights), and min 5 sockets for power for all the equipments

S No	Bucket	Material	Number & Variable Description
5		Computers (Monitor)	Monitor for each skill station for cases and instructions
6	Technical Equipments	CCTVs	4 CCTVs to record the activities for remote evaluation
7		Bird's Eye view camera	One 180* Bird's eye view camera at the centre of ceiling to comprehensive of recording
<i>Skill based Test Lab (SBT Lab) [Proctor's Desk]</i>			
1	Furniture	Tables	2 tables for keeping the monitors for live proctoring
2		Chairs	2 chairs for proctors to sit
3		AC and Fan	1 AC and Fan for ventillation
4	Electricals	Lighting and sockets	Appropriate lighting and sockets for electrical equipments
5		Computers (Monitors)	2 Computer systems on the admin's desk for live monitoring and recording

S No	Bucket	Material	Number & Variable Description
6		UPS	Centralised UPS to power all the monitors of the skill labs
7	Technical Equipments	CCTV Camera	5 CCTV Cameras per skill station for security

Consummables required for Skill Station 1

1 Infection Prevention			
Handwashing (Medical/Surgical)		Liquid Soap with dispenser	2
		Washable paint – (preferably red colour)	10
		Examination gloves/reusable gloves	100
Personal Equipment	Protective	Waterproof (Plastic) Apron (pack of 100)	100
		Gown (10 pieces)	100
		Head cap (pack of 100)	100
		Mask (pack of 100)	100
		Eye Cover/Goggle's	100

1 Infection Prevention

	Shoe Cover (100 Packet)	100
	Gloves (sterile)-Size-6, 6.5, 7, 7.5	100
Preparation of 0.5% Chlorine Solution	Plastic basin with lid (10 litre)	4
	Plastic Mug (1 litre)	2
	Wooden Stirrer /long scale	4
	Plastic Measuring Teaspoon (5gms)	4
	Plastic rod for levelling	4
	Bleach Powder (300 gms)	5
	Utility Gloves	10
	Shoe Cover (100 Packet)	10
	Plastic airtight container	2
	measuring spoon (to make paste)	4
Processing of Instruments	Detergent powder (500 grams)	2

1 Infection Prevention

	Plastic air tight container to keep detergent	2
	Soft Brush for cleaning of instruments	4
	Plastic Tub with lid (10 litre)	2
	Plastic bucket	2
	Green cotton cloth (half meter)	15
	Green cotton cloth (half meter)	4
	SS tray with lid	2
	Autoclave drum(small)	3
	Autoclave machine	1
	Instrument Sterilizer/Boiler	1
	Signal lock for autoclave	1
Bio Medical Management (BMW)	4 color coded foot operated bucket (Red, Yellow, White and Black) 19X21 inches	2
	Disposable bag (Red, Yellow, White and Black) 19X21 inches	10

Consummables required for Skill Station 2

2 Basic Skills		
Temperature	Thermometer	2
BP recording	BP digital Apparatus/ Anroid BP monitor	2
	Stethoscope with double ear piece	2
Weight recording	Adult Weighing Scale	1
Height Recording	Stadiometer	1
Intramuscular (IM) injection	IM Injection Manikin/ hip model	1
	10cc Syringe	100
	Ampoules/Vial	50
Intravenous (IV) injection	Adult IV Arm Manikin	1
	I/V Cannula (22,24)	50
	IV stand	1
	I/V infusion set	50
	Cotton swabs (1 roll)	10

2 Basic Skills		
	Adhesive tape (soft)	50
	Sterile Gloves (1 box)	100
	Tourniquet	5
	Distilled Water (2 box)	2
	2 ml Syringe (1 box)	100
	Antiseptic solution (povidine iodine)	2
	SS tray large with lid	1
Subcutaneous (SC)Injection	1ml Syring (1 box)	10
	Manikin for SC Injection training	1

Consummables required for Skill Station 3

3 Emergency Medical Services		
Cardio Pulmonary Resuscitation (CPR) – adult, child and infant	Little Annie	1
	Adult Ambu Bag with reservoir	1

3 Emergency Medical Services

	Oxygen Cylinder	1
	Oxygen Concentrator	1
	oropharyngeal airway (different sizes)	20
Catheterization (female and male)	Catherterization Manikin(interchangeable male and female parts)	1
	foley's catheter (16", 18", 24")	50
	Uro bag	50
	Syringe (10ml)	100
	distill water	100
	SS tray with lid	1
	Lubricating gel	2
	sterile Gloves	100

Consummables required for Skill Station 4

4 Antenatal Care

Calculation of EDD	EDD Calendar (Rotating)	5
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4 Antenatal Care

	Laminated 5 Case Scenarios	5
	Local Calendar	2
Temperature	Thermometer	2
BP recording	BP digital Apparatus/ Anroid BP monitor	2
	Stethoscope with double ear piece	2
Weight recording	Adult Weighing Scale	1
Height Recording	Stadiometer	1
abdominal girth and waist measurement	Measuring Tape	5
Abdominal Assessment-Palpation,Abdominal Girth	Mamanatalie	1
a. Human chorionic gonadotropin (HCG)	Pregnancy Detection Kit/Nischay kit	50
b. Haemoglobin	Heamoglobinometer - Digital	2
	Sahli's haemoglobinometer	1
	N/10 HCl	5
	Distilled Water	100
c. Blood Glucose estimation	Glucometer	1
	Lancets (1 box)	5
	Glucometer	2
	Blood Glucose Test strip (1 bottle)	2

4 Antenatal Care

d. Urine test for PH, specific gravity, leucocyte esterase glucose, bilirubin, urobilinogen, ketone, haemoglobin, protein, nitrite	Multiparameter Urine Strip (dipstick)	2
	Urine sample bottles	50
RDKs	RDKs - HIV, Syphilis, Dengue, Hep B, Malaria,	50
Consumables & other equipment required	Examination gloves (1 box)	5
	Urine sample bottles	50
	Sputum sample collection bottle	50
	Surgical Spirit	5
	Cotton swab (1 Pack)	10
	Gauze roll (1 roll)	10
	Lancets (1box)	2
	SS Kidney tray	1
	SS large tray with lid to keep all the insrtuments	1
	hub cutter	1
	SS bowl to place the cotton balls	1

Consummables required for Skill Station 5

5 Intranatal Care		
Plotting and Interpreting Partograph	Simplified Partograph	
	a. (Flex printing-3x5)	1
	b. laminated A3 size partograph	20
	OHP Marker pens	20
	Duster for erasing	5
	Case Scenarios (soft and hard copies)	50
Assessing the Cervical Dilatation	Cervical Dilatation model (Both type)	1
	Cervical effacement and dialtation board (easel board)	1
	Sterile gloves (different sizes)	50
	SS small size bowl	1
	Cotton swabs (1 pack)	10
	Povidone Iodine Solution	2
	Sponge Holder	1
	Kidney tray	1
	SS Tray Large with lid	1
	PPE(Cap,mask,shoe cover)	100
Normal Delivery: Management of 2nd stage of labor , Active Management of 3rd stage of labor, Essential New Born Care (ENBC)	Pelvis model	1

5 Intranatal Care	
Fetal Skull model	1
Mamanatalie	1
Mamabirthie	1
Postpartum suturing model	1
Drape Sheets (To cover mother)	5
Color coded bins (1 set)	1
Labour table with mattress	1
Delivery trays containing	2
a. sponge holder	2
b. artery forceps	4
c. bowl	2
d. Straight Scissors	2
Pads (1 packet)	5
Sterile Gloves	50
Disposable Cap, Mask and Shoe Cover (1 set)	50
cotton swabs (1 pack)	10
Inj. Oxytocin 5 IU	10
Disposable Syringe (2ml) with needle	50
Tab. Misoprostol, 200mcg	20
Stethoscope (neonatal)	1
newborn baby	1

5 Intranatal Care		
	Cord clamp	20
	Identification Wrist band for the mother & baby	20
	Pre-warmed, dry clean towel	8
	Infant weighing machine	1
	Dee Lee's Mucus Extractor	5
	Inj. Vitamin K 1	5
	1ml Syringe with Disposable Needle	50
	Baby Dress	4
	Oral Thermometer	1
	SS tray large with lid	1
	Digital wall clock with temperature monitoring	1

Consummables required for Skill Station 6

6 Postpartum Care & Complication Management		
Management of PPH	Mamanatalie	1
	IV RL – 500 ml. AND NS 500 ml	50
	IV set	50
	Inj oxytocin	40
	IV cannula – 16, 18 , 20 & 22 size	50
	Syringe – 2, 5 & 10 ml. + needle	200
	Sterile gloves (7") (1 box)	10

6 Postpartum Care & Complication Management		
	Foleys Catheter	20
	Plain Catheter	20
	Sterile cotton swabs	10
	IV stand	1
	Adhesive tape	10
	Blood sample container (100 pieces)	2
	BP digital/anroid Apparatus and stethoscope	1
	Uro bag	10
	SS Tray with lid for Catheterisation	2
	Tourniquet	5
	Cap,mask,shoe cover (1set)	20
	Suction - electrical	1

Consummables required for Skill Station 7

7 New Born Care		
New Born Resuscitation (NBR)	Neonatalie	1
	Paediatric Ambu bag ; Mask Size (0&1)	2
	Suction - foot operated	1
	Dee Lee's Mucus Extractor	10
	Shoulder Roll	2
	SS tray large with lid	1
	Cord clamp	20

7 New Born Care		
	Scissor	1
	Stethoscope	1
	2 pre warmed towel	4
	Sterile gloves,cap,mask,shoe cover (1set)	40

Consummables required for Skill Station 7

8 Family Planning		
Interval & PPIUCD insertion	Zoe Model with all accessories	1
	Mama U	1
	Sister U	1
	Kelly's forceps	2
	Sim's speculum	4
	Cuscos Speculum	2
	vulsellum	2
	Cu IUCD 375/380A	40
	Mayo Scissors	2
	Sponge Holder	2
	steel bowl for cotton balls	2
	Betadine	2
	SS steel tray with lid	1
FP Counselling	Medical Eligibility Criteria (MEC) wheel	5
	FP counselling kit	4

Annexure 5: Staff Recruitment Criteria & Training Module Details

Listed below are the prescribed eligibility criteria for the selection of proctors and assessors for certification centre.

Mandatory Requirements

- **Academic Qualification:** A Master's degree in Nursing (MSc Nursing) from a recognized institution is required.
- **Professional Experience (5 years):** This experience should demonstrate the candidate's ability to effectively contribute to nursing practice, education, and clinical care.
- **Nursing Education Experience (3 years):** This experience should involve teaching, curriculum development, and engaging with students.
- **Clinical Experience (2 Years):** This ensures that candidates have a practical understanding of patient care and the application of nursing skills in real-world clinical settings
- **BNRC Certification:** All assessors must be formally certified by the Bihar Nursing Registration Council (BNRC) before they are permitted to evaluate certification candidature. This certification confirms that the evaluator has undergone standardized training, demonstrated assessment evaluation competency, and is aligned with BNRC's evaluation protocols and ethical standards.
- **Specialization:** Candidates who specialize in the select areas that align with the particular competency certification being offered will be selected.

Training Requirements (Desirable)

Training: While not mandatory, completion of a 6-week Faculty Training Program conducted by the State Health Society, Bihar, will be given preference.

Assessment Experience (Desirable)

Candidates with experience in conducting competency-based examinations will be given preference. This includes the ability to evaluate and assess nursing skills and clinical competency effectively in students and professionals.

Annexure 6: Policy Violation Guidelines

Policy Violations

The following are examples of common policy violations. All policy violations may result in a minimum 31-day wait to retest, canceled scores, and up to a three-year ban on testing. Below are examples of common policy violations and possible consequences. BNRC reserves the right to change these corresponding consequences to a policy violation and take appropriate action depending on the severity of a violation.

Policy Violation	How to Avoid a Policy Violation	Consequences of a Policy Violation
Accessing or using: <ul style="list-style-type: none"> • Cellphones • Electronic devices • Computers • Communication devices • Music players 	Store all electronic, communicative, or computer devices in your locker. Do not access or use them at any time after check-in, including during breaks.	<ul style="list-style-type: none"> • Score put on hold • Score revoked • Ban from testing
Accessing study material	Store all notes, study materials, or written materials in your locker until you've completed the exam. Do not access these materials at any time after check-in, including during breaks.	<ul style="list-style-type: none"> • Score put on hold • Score revoked • Ban from testing

Policy Violation	How to Avoid a Policy Violation	Consequences of a Policy Violation
Storing items improperly	Store all items in your locker. Do not store items in unauthorized areas like bathrooms, halls, emergency exits, etc.	<ul style="list-style-type: none"> • Score put on hold • Score revoked • Ban from testing
Any other unauthorized item	Only bring permitted items: ID, locker key, light sweater, and prescription eyeglasses. Personal items like food, drink, or candy are not allowed unless pre-approved for a disability.	<ul style="list-style-type: none"> • Score put on hold • Score revoked • Ban from testing

Serious Policy Violations

A serious policy violation may result in canceled scores, restrictions on future testing, and/or a one-year to a lifetime ban. Below are examples of common serious policy violations and possible consequences:

Serious Policy Violation	How to Avoid a Serious Policy Violation	Consequences of a Serious Policy Violation
Disrupting others (verbal altercations, lewd acts, physical violence)	Act in a respectful manner. Do not disturb, interfere with, or threaten other test takers or administrators.	<ul style="list-style-type: none"> • Score revoked • Ban from test center (1 year to lifetime)
Falsifying score reports	Do not alter or falsify any Unofficial or Official Certification Score Report.	<ul style="list-style-type: none"> • Score revoked • Ban from testing for 3 years

Serious Policy Violation	How to Avoid a Serious Policy Violation	Consequences of a Serious Policy Violation
Taking the test for others	Take the exam only for yourself. Do not allow anyone else to test for you or use a tampered/altered ID.	<ul style="list-style-type: none"> • Score revoked • Ban from testing for 5 years
Disclosing test content	Do not disclose, discuss, or access live Certification questions. This includes online forums, blogs, discussion boards, prep programs, test center communication, books, etc., before, during, or after the exam.	<ul style="list-style-type: none"> • Score revoked • Ban from testing (1 to 3 years)
Providing fraudulent payment or canceling payments	Do not use fraudulent payment methods to register or cancel a payment for a product/service already received.	<ul style="list-style-type: none"> • Score revoked • Ban from testing for 3 years

Annexure 7: Sample Assessment Forms and Templates

Personal Details		
Candidate's BNRC ID <input type="text" value="Pre-filled"/>	Candidate's Aadhaar Number <input type="text" value="Numerical response with data validation"/>	
Candidate's First Name <input type="text"/>	Candidate's Middle Name <input type="text"/>	Candidate's Last Name <input type="text"/>
Candidate's DOB <input type="text" value="Calendar"/> <small>(With last date as 16 years prior from the day)</small>	Candidate's Gender <input type="text" value="Dropdown"/> <small>(Male, Female, Other)</small>	Candidate's PwD Status <input type="text" value="Dropdown"/> <small>(Yes, No)</small>
Contact Number <input type="text" value="Numerical response with data validation"/>	Email ID <input type="text" value="Text response with data validation"/>	
Please Upload scanned copy of Passport Size photograph	<input type="button" value="UPLOAD"/>	
Please Upload scanned copy of Signature	<input type="button" value="UPLOAD"/>	
Please Upload scanned copy of Aadhaar Card	<input type="button" value="UPLOAD"/>	
Please Upload scanned copy of BNRC Registration Certification	<input type="button" value="UPLOAD"/>	

Communication Details		
Correspondance address		
Address Line 1 <input type="text"/>	Address Line 2 <input type="text"/>	City <input type="text"/>
Pincode <input type="text" value="Numerical response with data validation"/>	District <input type="text" value="Auto-filled by PINCODE"/>	State <input type="text" value="Auto-filled by PINCODE"/>
Is Permanent Address same as Correspondance Address?		
<input type="radio"/> YES <input type="radio"/> NO		
Permanent Address		
Address Line 1 <input type="text"/>	Address Line 2 <input type="text"/>	City <input type="text"/>
Pincode <input type="text" value="Numerical response with data validation"/>	District <input type="text" value="Auto-filled by PINCODE"/>	State <input type="text" value="Auto-filled by PINCODE"/>

Education Qualification

S No	Name of Institution	Year of Passing	Qualification Degree/ Diploma	Document <i>(Upload Degree/Diploma certificate)</i>	
		<i>Only years available</i>	<i>Dropdown</i>	UPLOAD	Add row (+)

Work Experience

Employer Name <input type="text"/>	Employment Type <i>Dropdown</i> <i>(Government, Private, Contractual, Other)</i>	Other <input type="text"/> <i>Only if Employment type is other</i>
Designation <input type="text"/>	Start Date <i>Calendar</i>	Is this your current Employment <input type="radio"/> YES <input type="radio"/> NO
End Date <i>Calendar</i> <i>(To not come if current employment is YES)</i>	Upload Work Experience Certificate <input type="button" value="UPLOAD"/>	

ADD ANOTHER EXPERIENCE (+)

Examination details

Specialisation <i>Dropdown</i> <i>(Midwifery, Other)</i>	Other <input type="text"/> <i>If Other is selected in Specialisation</i>	
Examination Centre Preference <i>Dropdown</i>	Examination Date <i>Calendar</i>	Slot <input type="text"/> <i>Available slots</i>
<input type="button" value="Submit and Continue to Payment"/>		