



FREQUENTLY ASKED QUESTIONS (FAQ) ON TRAINER AND ASSESSOR PROCESSES

Version 1



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1. Registration and User profile on Skill India Digital Hub (SIDH)

1.1. How can I register as Trainer or Assessor?

A: To register as a Trainer or Assessor please follow the steps below:

Step 1: Make sure the device has a stable internet connection and open any browser on the device.

Step 2: Enter the Skill India Digital Hub URL in the address bar Skill India Digital Hub (SIDH) (<https://www.skillindiadigital.gov.in>)

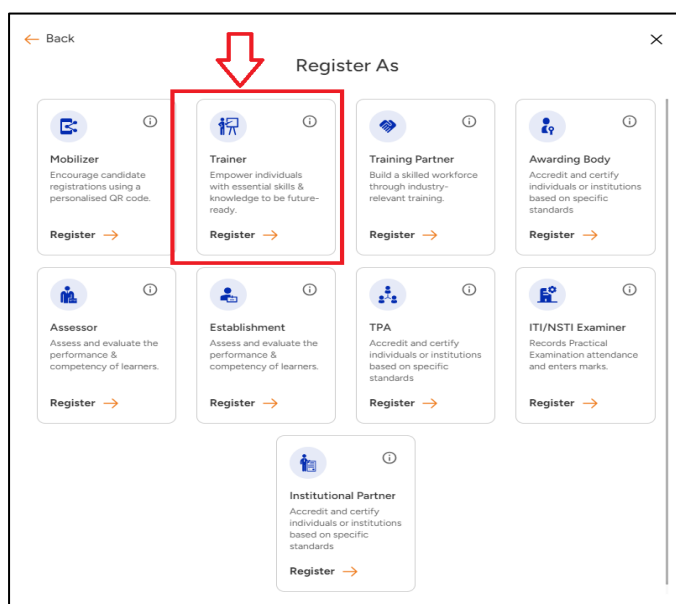
Step 3: Click on the Register button at the top right corner.

Step 4: Select “Partner” option

Step 5: Click on button for ‘Trainer’ or ‘Assessor’ as per selected role. Refer screenshot below.

Step 6: Pop-up will appear having text box, enter mobile number for registration as a Trainer.

Note: Please enter your mobile number linked to your Aadhaar. This number will be used for all future processes, including login. Ensure you provide a number that belongs to you, remains active, and will be retained in the future.



1.2. What documents are required for registration as Trainer or Assessor on SIDH?

A: To register as a Trainer or Assessor on SIDH, you must have the following documents ready:

- A mobile number linked with your Aadhaar for e-KYC verification
- A valid email ID
- Your educational and work experience-related documents clearly scanned or photographed in JPG, PNG, or PDF format (max size 5MB)
- A recent passport-size photograph in JPG, PNG, or PDF format (max size 5MB)

1.3. Where can I know the eligibility criteria for Trainers and Assessors?

A: The eligibility criteria for Trainers and Assessors on the SIDH portal can be checked by following these steps below:

Step 1: Go to the "Quick Links" at the end of the SIDH Homepage

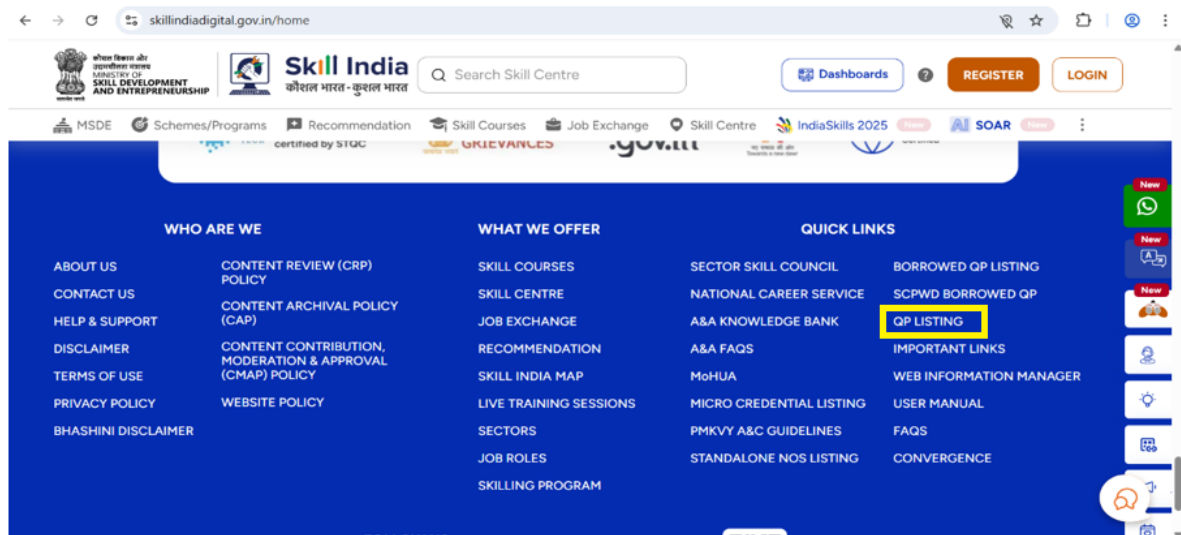
Step 2: Click on the "QP Listing" option

Step 3: Once the page opens select the relevant Sector and fill the Qualification Pack (QP) name and click on apply button

Step 4: Under the download option, open the pdf.

Step 5: Scroll down in the pdf to view the eligibility criteria for Trainers and Assessors

Note: Please ensure to read the criteria and declaration carefully during registration.



1.4. How can I connect with MSDE legacy data?

A: If you were previously registered as a Trainer or Assessor under the MSDE system, you can link your legacy data with the SIDH portal by following the steps below:

Step 1: Log in using your registered mobile number on SIDH

Step 2: Once logged in, a pop-up window will appear prompting you to connect with the MSDE legacy system.

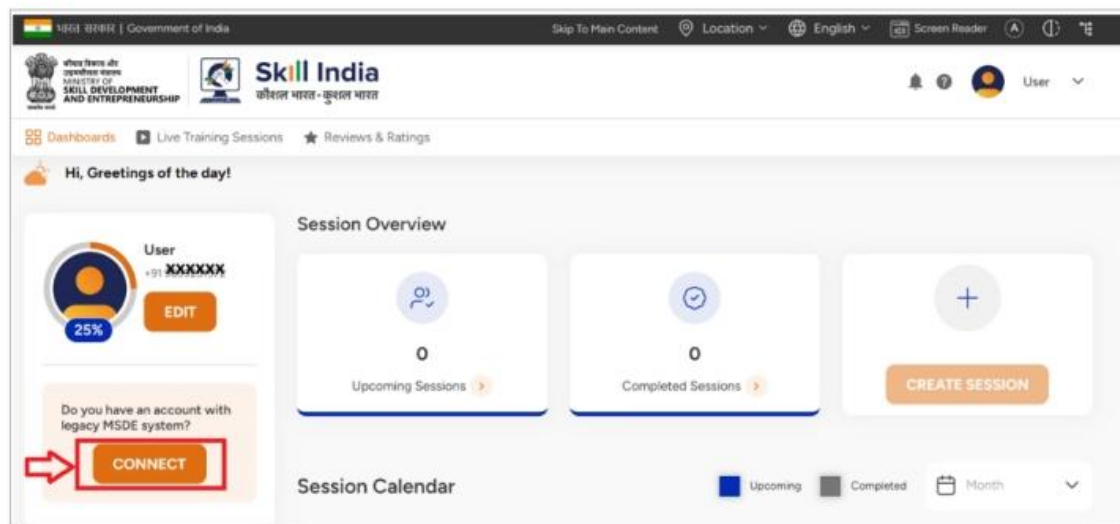
Step 3: You will be asked whether you have an existing account in the MSDE system:

- Select "Yes" if you had an old account
- Enter your Username or Email-id which was previously used for registration

Step 4: The system will automatically verify your details. If the information matches, your profile will be successfully linked with the legacy MSDE system.

Step 5: After successful linking, click on the “Explore Now” button to proceed and access your legacy records and continue further activities

In case you are unable to connect to the Legacy data, please reach out to tottoa@nsdcindia.org



2. User profile and dashboard

2.1. I have forgotten my TR/AR ID. How can I retrieve it?

A: If you have forgotten your Trainer ID (TR ID) or Assessor ID (AR ID), please log in using your registered mobile number and password on Skill India Digital Hub (SIDH) (<https://www.skillindiadigital.gov.in>). The ID will be visible on the top left corner once logged in.

In case you are unable to login, drop an email to tottoa@nsdcindia.org with the following details-

- Your Full Name as registered
- Registered Email-id
- Registered Mobile Number
- Masked Aadhar
- ToT/A Certificate if available

Note: Your details will be verified as per genuineness, and if the information provided is correct, request will be processed.

2.2. I am a Trainer/Assessor on SIDH and I do not have access to my account. Should I create a new account or register again?

A: Only one unique TR ID or AR ID can be created and linked with unique Aadhaar on the Skill India Digital Hub Portal. Any newly generated/duplicate ID cannot be Aadhaar-verified again, without which the ID is not viable for any further process. Therefore, you are advised to continue using the existing ID and/or follow the step mentioned under 2.3.

2.3. I am a Trainer/Assessor on SIDH and I do not have access to my account. What should I do?

A: Please drop an email to tottoa@nsdcindia.org with the TR ID, registered email and mobile number. Please mention the reason, why you are unable to access your account and attach any relevant documents to support your request. The support team will verify and process your request as per genuineness of the case.

2.4. How can I deactivate my Trainer/Assessor profile on the Skill India Digital Hub (SIDH)?

A: To deactivate your profile as a Trainer or Assessor on the SIDH portal, follow the steps below:

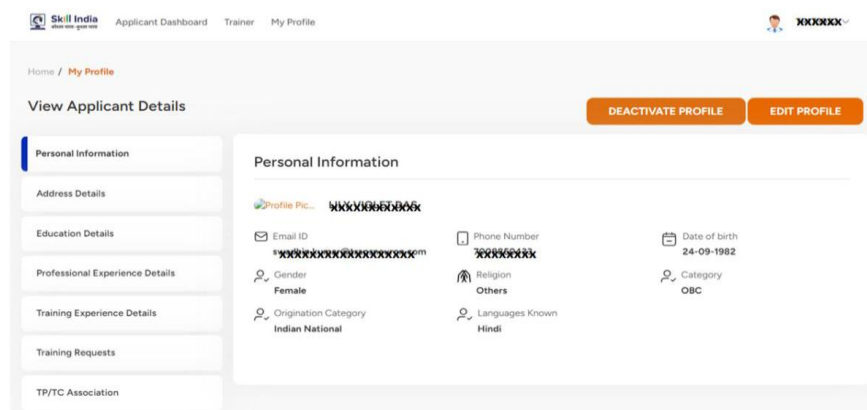
Step 1: Log in to the SIDH portal using your credentials.

Step 2: Go to your profile and navigate to the “Personal Information” section.

Step 3: Click on the “Deactivate Profile” option available in this section.

Step 4: Submit the request to initiate the profile deactivation process.

Note: Once deactivated, the profile cannot be reactivated again. All certificates linked to the profile will also be deactivated.



2.5. How can I reset my password on the Skill India Digital Hub (SIDH) portal?

A: If you have forgotten your password, you can easily reset it using the ‘Forgot Password’ option available on the login page.

- Go to the Skill India Digital Hub login page.
- Click on 'Forgot Password'.
- Enter your registered mobile number linked to your SIDH account.
- Follow the instructions to re-generate your password using the OTP sent to your mobile

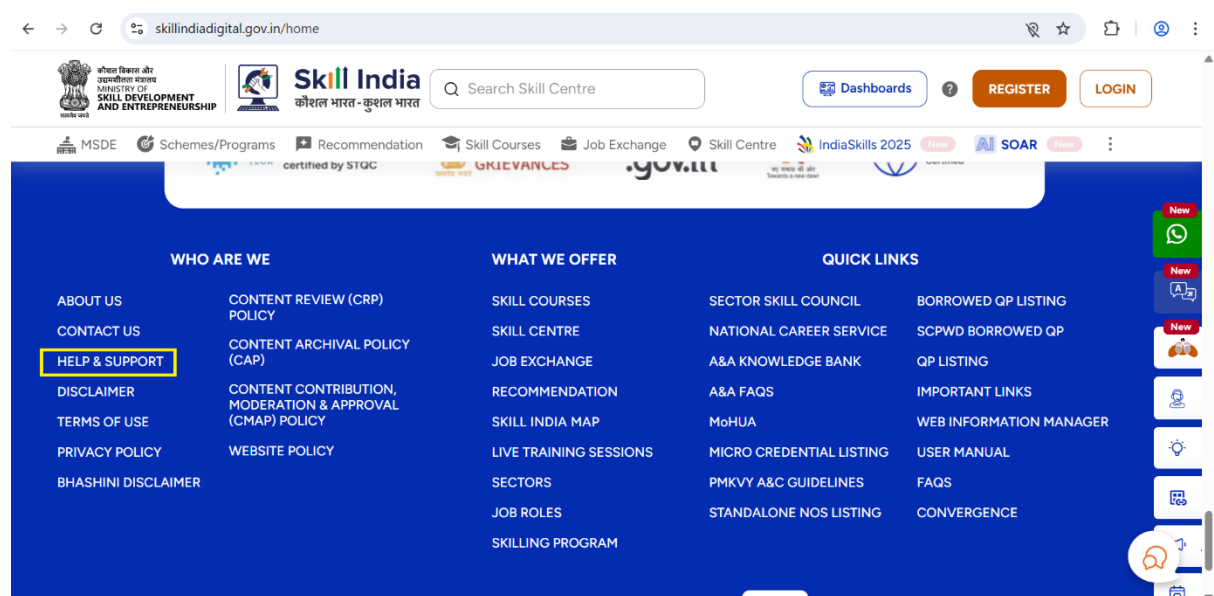
2.6. How can I update my name on the certificate?

A: Please note the name on the certificate cannot be changed. The name as per your Aadhar reflects on the certificate and the user profile on SIDH.

In case the name on Aadhar has been updated, the re-KYC needs to be done under Profile section. Once the name is updated and new certificate request need to be raised

2.7. Can I update my mobile number or email ID after registration on SIDH?

A: No, currently the registered mobile number and email ID used during eKYC cannot be changed directly by the user. If there is a critical need to update these details, you may raise a ticket through the Help & Support on SIDH portal and provide valid justification and supporting documents.



2.8. How can I update my credentials, i.e. phone number, email id, on the Skill India Digital Hub (SIDH) Portal?

A: You may request a change by raising a ticket. To raise a ticket, below mentioned steps shall be followed:

Step 1: Visit the SIDH portal

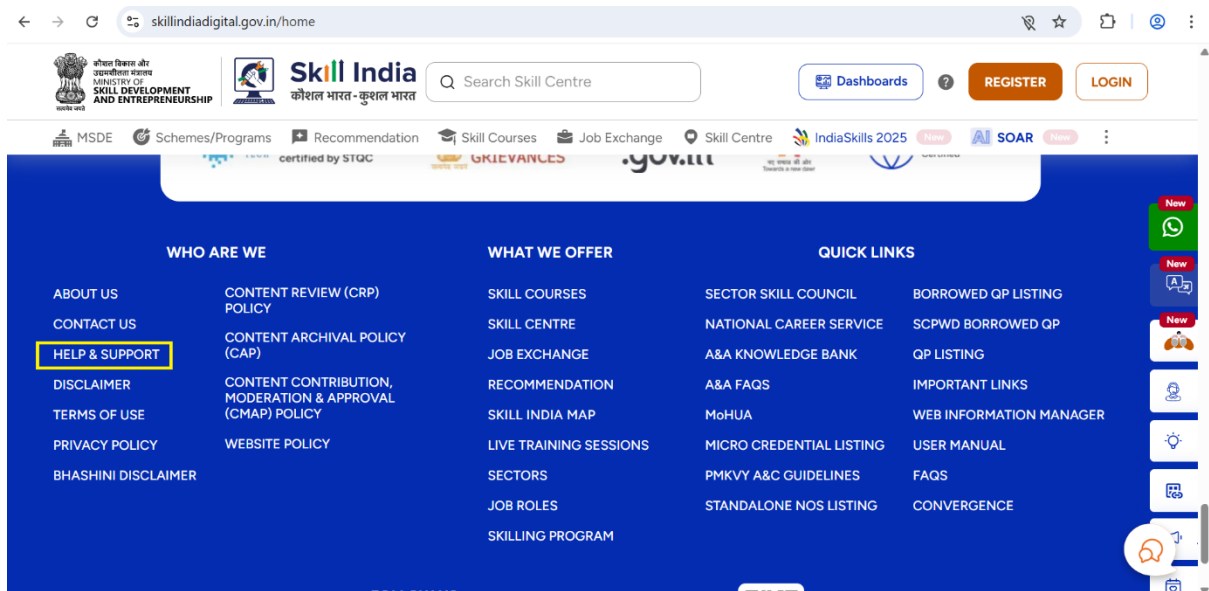
Step 2: Go to the "Who Are We" section and click on "Help & Support"

Step 3: If you are a new user, sign up to create an account and raise a ticket or log in using your credentials to raise the ticket

Step 4: While raising the ticket, make sure to attach the following documents:

- Existing or old Trainer/Assessor certifications (if available)
- Valid identity proof (Ensure your Aadhaar number is masked except for the last four digits)
- Screenshots of the registration confirmation email or SMS originally received at the time of profile creation

Note: However, considering repeated misuse and fraudulent activities, frequent requests for changes to credentials such as email ID, mobile number, and password have been restricted on the Skill India Digital Hub portal. Only genuine cases will be considered for review.



3. Training of Trainer and Assessor

3.1. How can I find information about upcoming Training of Trainers (ToT) or Training of Assessors (ToA) programs?

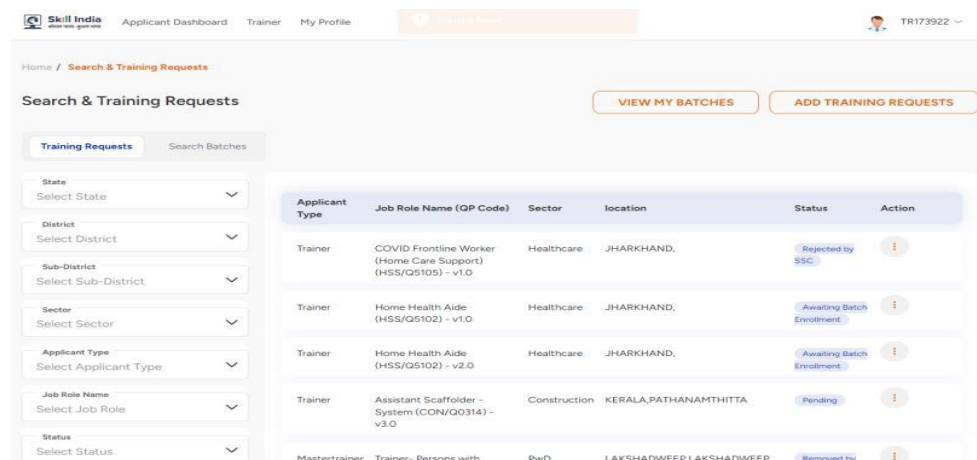
A: Training programs are planned by the respective Awarding Bodies. The training calendar is regularly updated on the official website of the concerned Awarding Body. Training may be held either online or at specific locations, based on the requirement.

3.2. How are candidates selected for ToT/ToA batches?

A: Training programs are organized based on the nominations received from candidates, after they upload all relevant industry experience and academic documents for specific job roles. Candidates must meet the required eligibility criteria for the job role as specified by the concerned Awarding Body. All applications are thoroughly reviewed, and the next steps are communicated via the registered email or mobile number.

3.3. Where can I raise requests for nominating for ToT/ToA batches?

A: An applicant can log in to the **Skill India Digital Hub** portal (<https://www.skillindiadigital.gov.in/>) using their registered credentials. From their profile dashboard select, they can raise a training request for ToT/ToA post reviewing the required eligibility of the chosen job-role.



3.4. How can I apply for a Training of Trainer/Training of Assessor program?

A: To apply for ToT/ToA, follow these steps after logging into the Skill India Digital Hub:

Step1: Complete the 'Trainer Profile by updating all four sections:

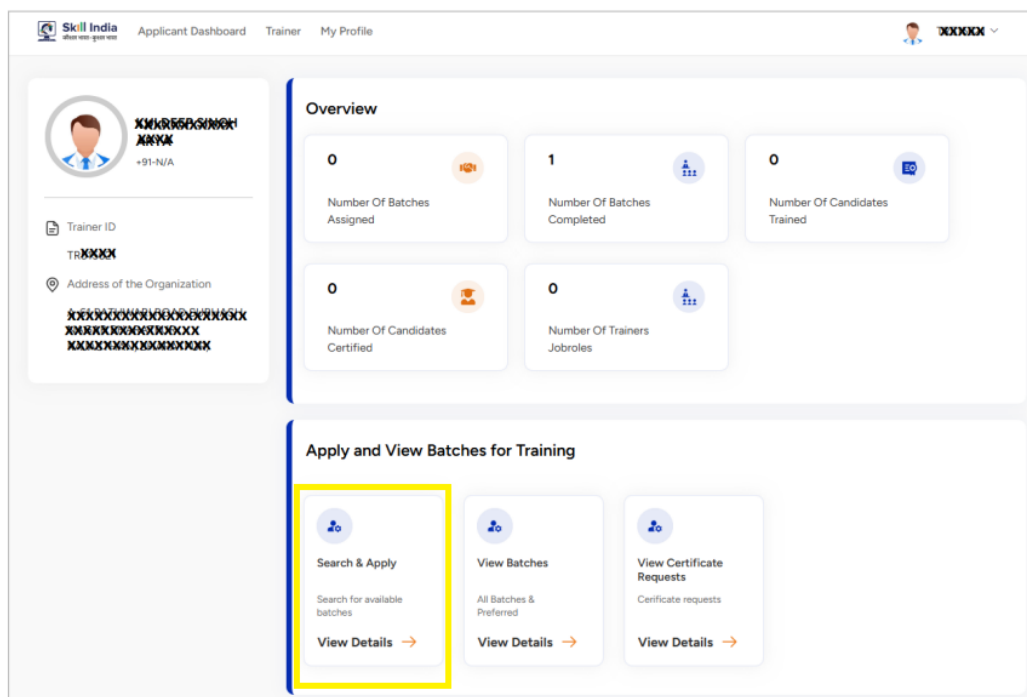
- Personal Details
- Address Details
- Education & Work Details
- Declaration

Step 2: Click on 'Add Training Request' to raise a request for your desired job role.

Step 3: Your request will be reviewed by the Awarding Body for eligibility.

The status bar will display the progress:

- Rejected by SSC – Not accepted
- Awaiting Batch Enrolment – Approved, awaiting batch assignment
- Pending – Under review
- Removed by Applicant – Withdrawn by user



3.5. What does 'Awaiting Batch Enrolment' status mean?

A: 'Awaiting Batch Enrolment' means that your training request has been approved by the Awarding Body but is yet to be enrolled in ToT/ToA batch. You are advised to check your dashboard regularly for updates. In case of further queries drop an email to tottoa@nsdcindia.org with details of ToT/ToA conducted and result declared.

3.6. How can I apply for reassessment on the Skill India Digital Hub (SIDH)?

A: If you have not cleared the Training of Trainer or Assessor assessment or wish to apply for reassessment, you can directly reach out to the concerned Awarding Body on their registered email. In case of any challenge, drop an email to tottoa@nsdcindia.org with details of ToT/ToA conducted and result declared.

3.7. What is the Turnaround Time (TAT) for scheduling Training of Trainer or Assessor (ToT/ToA) batches?

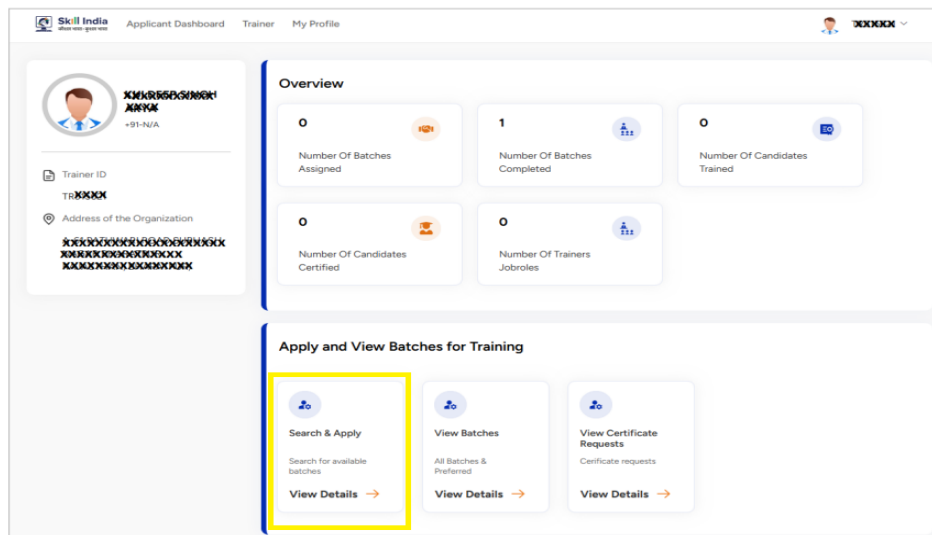
A: The scheduling of ToT/ToA batches is handled by the concerned awarding body after the training request is submitted and verified. Once the batch is scheduled, its details are updated on the SIDH portal. Users are advised to regularly log in and check the portal for updates on their training requests.

3.8. What happens if my ToT/ToA request is rejected?

A: In case the Awarding Body has rejected your request, please check the Trainer or Assessor eligibility criteria in other active job-roles. Ensure all required experience and education documents are uploaded. As per eligibility match, please raise a new Training Request.

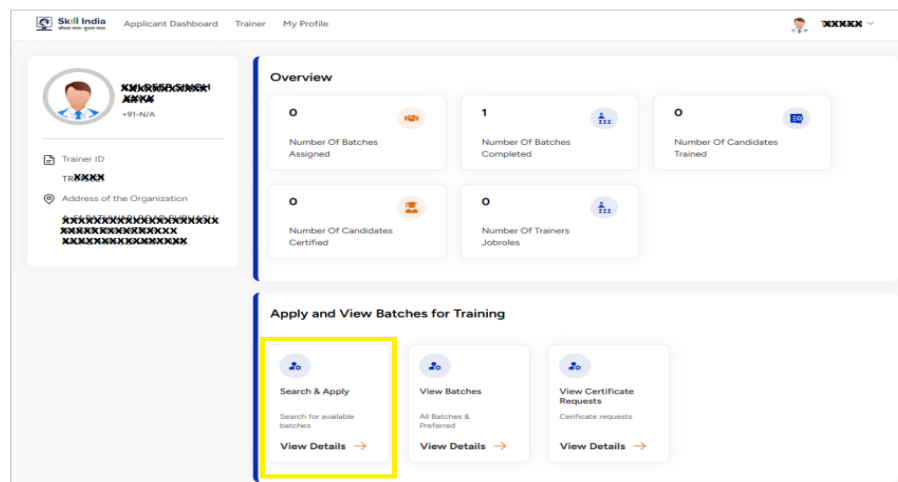
3.9. Can I withdraw my training request after submission?

A: Yes, you can withdraw your pending training request before it is mapped to a batch by logging into the SIDH portal. Navigate to the “Search & Apply” section, locate your submitted request, and may withdraw it.



3.10. How can I check the status of my ToT/ToA training request on SIDH?

A: You can check the status of your training request by logging into the SIDH portal and navigating to the “Search & Apply” section. Under “Training Requests,” you can view the status of your request, such as Pending, Approved, Rejected, or Awaiting Batch Enrolment.



3.11. I want to remove my TR ID from a Training Center (TC) where I was engaged/employed earlier. What should I do?

A: In case of discontinuation of employment with a TC, a Trainer needs to remove (detag) their ID from a Training Center. The action needs to be initiated by the concerned TC can do so through the Skill India Digital Hub (SIDH) portal by following the steps below:

Step 1: The Training Center (TC) must log in to the Skill India Digital Hub (SIDH) portal using their official TC credentials.

Step 2: Click on the “My CAAF Submit” option from the dashboard.

Step 3: Scroll down to the “Added Job Role” table and click on the three-dot icon under the Action column corresponding to the job role.

Step 4: Select the option “Change/Delete/Add Trainer” from the dropdown.

Step 5: Click on the delete icon next to the Trainer ID that needs to be removed.

4. Trainer and Assessor Certification

4.1. My certificate is not visible in my profile. What should I do?

A: If your certificate is not visible in your SIDH profile, first ensure that your training batch has been officially closed and the results have been uploaded by the Assessment Agency and approved by the concerned Awarding Body. An email regarding the assessment outcome is usually sent to your registered email ID by the Awarding Body. Certificates are issued only to candidates who meet the qualifying criteria for the respective job role. Once you have confirmed your eligibility, you can log in to the SIDH portal and raise a certificate request through the “View Certificate Requests” section on your dashboard. If the certificate still does not appear, you may contact the concerned Awarding Body for further assistance.

4.2. What happens to my existing Trainer or Assessor Certificate if a new version of the job role becomes active?

A: All Trainers and Assessors are requested to keep a tab on the job-role life cycle, i.e., version deactivation, new version activation. If a new version of a Job Role is introduced, the existing certification remains active up until the expiry date of certificate or job-role version, whichever is earlier.

Trainers or Assessors who were certified in the older version will no longer be considered eligible to deliver trainings in the updated version. The individual is advised to reach out to the concerned Awarding Body for recertification in the updated version. This can be done before the expiry of the existing certificate.

The recertification in updated version process ensures that all Trainers/Assessor stay updated with the latest industry standards, content structure, and assessment criteria as defined in the revised version of the job role.

4.3. How can I renew my certificate?

A. Once the certificate validity ends, the individual must check the availability of job-role and version upgradation as applicable on Skill India Digital Hub portal. To be recertified, trainers and assessors will be required to undergo ToT in the latest version of the job role. Please follow the steps below:

- Log in to the Skill India Digital Hub and click on the ‘Add Training Request’ tab.
- Submit a request for the specific updated job role you wish to get certified in.
- Your profile will be reviewed by the Awarding Body (AB) to verify eligibility.
- If found eligible, you will be enrolled in a relevant ToT batch, and the batch details will be reflected on your SIDH profile dashboard.

4.4. When is certificate issued after completion of ToT?

A: The certificate is generally generated and made available on the SIDH portal based on the certificate request raised by the candidate. Candidates are advised to regularly check their SIDH dashboard and registered email for updates. In case of any delays, they may contact the concerned Awarding Body for further assistance.

4.5. Who can I reach out to if the certificate is not generated?

A: If your certificate has not been generated after completing the ToT/ToA and raising a certificate request, first check your SIDH dashboard and registered email for any updates from the Awarding Body. If the certificate is still not available, you may contact the concerned Awarding Body for assistance. If the issue remains unresolved, you can also write to tottoa@nsdcindia.org for further support.

4.6. How can I download my certificate?

A: All approved certificates can be downloaded directly from user's profile on the Skill India Digital Hub (SIDH) portal. Please follow the steps below:

Step 1: Log in to the Skill India Digital Hub using your registered credentials.

Step 2: Go to the 'My Batches' section from your dashboard.

Step 3: Locate the relevant ToT/ToA batch under the list.

Step 4: Right-click on the batch or use the available options to download the certificate.

