



Punjab Board of Technical Education
Technical Education and Vocational Training Authority
Govt of the Punjab



Term of Reference (TOR) of Project

Pre-Assessment and Implementation of ISO Standard for Punjab Board of Technical Education (PBTE)

1. BACKGROUND OF THE PROJECT

The Punjab Board of Technical Education is a statutory body established under the Punjab Board of Technical Education (Amended) Act, 1977. It is a corporate body to control, develop and regulate Technical, Commercial and Vocational Education as well as Trade and Skill courses upto Diploma level in the Province of Punjab. It works within the territorial limits of the Province of Punjab and such other areas as may be notified by the Government from time to time. Its main functions are

- To accord, refuse or withdraw recognition wholly or partly after considering inspection reports received from an Inspection Committee appointed by the Board in this regard.
- To hold and conduct all final examinations pertaining to Technical, Commercial and Vocational education below degree level and such other examinations as may be determined by the Government.
- To grant Certificates and Diplomas to persons who candidates have passed its examinations.
- To lay down conditions for admission to its examinations and determine eligibility of candidates

- To prescribe courses of study for its examinations.

PBTE conducts examinations for 195 different courses of Technical, Commercial and Vocational streams. For the purpose of examination 772 institutes from public and private sectors are affiliated with the Board. Approximately 350 employees are working in various branches of the Board.

For effective management and stakeholders' satisfaction, PBTE intends to engage consultant for independent auditing and certification in conformance with ISO standards. The consultant will assist in the development of all documents and imparting of all the necessary training in accordance with the requirements of the ISO standards. The consultant will also carry out the pre-audit process to ensure that the implemented systems are functional and that the PBTE is ready for the final independent certification.

2. SCOPE AND OBJECTIVES OF THE CONSULTING ASSIGNMENT

Consultant will undertake a detailed review of the PBTE current status and capacities in respect of its compliance with the requirements of international standards. The assessment will identify key areas that need to be improved/enhanced and/or adjusted with respect to the international standard requirements. Following the detailed review of the PBTE current status, the consultant will assist in defining the roles and responsibilities, organizational chart and job descriptions, defining quality policies, providing training for management, team and auditors, developing and implementing the relevant documentation, training employees of the Board, performing internal audit and management review, and implementing corrective actions. Followings will be covered

- Assist PBTE in the development of all documents and completion of all the necessary training in accordance with the requirements of the standards of ISO 9000.
- Carry out the pre-audit process to ensure that the implemented systems are functional and that PBTE is ready for the final independent certification.

- Propose system for revamping of PBTE to be a customer friendly, SMART computer literate HR organization that could play leadership role for reliable and transparent TVET examination.

3. SPECIFIC OUTPUTS EXPECTED FROM CONSULTANT / DELIVERABLES

Consultant would be required to complete the whole assignment within a period of 06 months. Duties and responsibilities of the proposed consultant will include but not limited to the following:

- An assessment report/a plan for the implementation of international standards, identifying key areas that need to be improved/enhanced and/or adjusted with respect to the international standard requirements, which should be submitted after the detailed review of the PBTE.
- Written monthly progress reports submitted after the implementation of the international standards requirements, which would identify the key activities accomplished, and key challenges/issues (if any), as well as suggestions to overcome these challenges.
- A detailed report of tasks performed covering procedures, documentation, training, funding, and recommendations. A set of 30 copies of executive summary will be submitted.
- Visit PBTE to determine current state of affairs and more specifically, review its operations and resources with respect to the most optimal implementation of the ISO 9000 as per the activities timeline, resources, and needed level of effort and key risks / issues to be considered.
- Establish a list of harmonized standards requirements necessary for the implementation of the ISO 9000 certification and transpose the requirements of the standards/specifications into correct working procedures and methods.
- Design an action plan for the implementation process of ISO 9000 and with the focus on tasks, working days by activity, timeline for the

implementation, roles and responsibilities, resources needed, training needs, identification of possible key risks etc.

- Conduct interviews with management; organize training to present management's understanding standard's requirements, organizational structure (roles and responsibilities) and needs for the implementation of the standards in the PBTE.
- Describe the services, its procedures and its feasible timeline for its delivery.
- Establish record keeping procedures, procedures for verifying the ISO 9000 standards.
- Training of pre-selected 30 participants about operational knowledge of auditing quality management systems. Training course and the reference materials (manuals, technical documentation, existing guidelines, etc.) will also be provided to the participants.
- Assist PBTE in obtaining ISO certification from one of the leading certifying body.

The schedule of deliverables and main activities of the project are presented in the table below:

Activity	Key Steps/Deliverables	Duration
Pre-assessment PBTE status	<ul style="list-style-type: none"> • Review of the PBTE status in respect of the compliance with the international standards, and preparation of a preassessment report. • Evaluation of all relevant information about the company and preparation for the implementation. • Review of internal documentation. 	4 weeks
Implementation of the international standards requirements	<ul style="list-style-type: none"> • Definition of Project roles and responsibilities, organizational chart and job descriptions. • Education of the PBTE’s management, QA team and auditors (Internal Auditor training and similar trainings). • Development and implementation of the necessary documentation/policies. 	8 weeks
System Maturation	<ul style="list-style-type: none"> • Finalizing the necessary documentation. • Providing internal Audit and management review. • Implementation of corrective actions. • Recommendation for selection of a certification body. • Certification of PBTE as ISO 9000 standards compliance organization 	8 weeks
System Development for PBTE revamping	<ul style="list-style-type: none"> • Analysis report about function and current structure • Justified assessment of the future growth perspective of work activities. • Design an appropriate structure to carry out various fuctions. • Detailed plan and implementation schedule to guide the transition 	4 weeks
Training	<ul style="list-style-type: none"> • Design and develop qaulity audited course • Provision of training course materials (Manual, Case-studies, Hand-outs, etc.) • Theoretical & field training 	4 weeks

	<ul style="list-style-type: none"> • Certificates to participants. • Final report about activities, outcomes & recommendation 	
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Note: Payment is subjected to valid Bank guarantee from scheduled bank and it will be adjusted in four equal instalments.

4. CORE TEAM OF EXPERTS

This assignment will be undertaken by a team of educationist cum experts in ISO 9000 certification who have track record of quality management and organisational restructuring in an examining body or academic institutions. Core team of the experts should include following for a period of six man months:

S. No.	Position	Qualification	Experience	Quantity
1	Project Coordinator	Ph.D in Management Sicences/ Public Administration /Industrial Engineering/ Statistical Sciences/ Education	15 Years experience of teaching or administration of academic institution/ examining body	1
2	Examination Specialists	Masters in Management Sicences/ Public Administration /Industrial Engineering/ Statistical Sciences/ Education. (Prefereably M.Phill /Ph.D)	08 Years experience of teaching or administration of academic institution/ examining body (One of the specialist must have practical experience in conduct of examination in HEC recognised University or institution)	2
3	Quality Specialist	Masters in Management Sicences/ Public Administration /Industrial Engineering/ Statistical	05 Years experience of teaching and installing of quality assurance system in industry or	3

		Sciences/ Education (Prefereably M.Phill /Ph.D)	HEC recognized university/institute	
4	HR & Performance Appraisal Specialist	Masters in Management Sicences/ Public Administration (Prefereably M.Phill /Ph.D)	05 Years relevant experience	2