

# National Trust Scheme Guidelines



## *Sahyogi* Caregiver training scheme



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**Disclaimer:**

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- *It is the responsibility of the RO to achieve the objectives of the scheme via the support of National Trust and by their own resources.*
- *RO can avail multiple schemes from National Trust and can also open up multiple centres for running different schemes.*
- *ROs are expected to strictly adhere to all the timelines mentioned in each step of the processes. However, in case of any of any failure in doing so, National Trust reserves the right to reconsider the further action to be taken, provided the RO submits a reasonable explanation for the delay.*
- *National Trust reserves the right to evaluate the scheme once in every 3 years*
- *National Trust reserves the right to discontinue, postpone or withheld sanction of the scheme considering the availability of finances*
- *This scheme shall be governed and construed in accordance with the laws of India and shall be subject to the exclusive jurisdiction of the courts of New Delhi only.*



## Abbreviations

Abbreviation	Description
APL	Above Poverty Line
ADL	Activities for Daily Living
BPL	Below Poverty Line Limit set by respective state government
DD	Demand Draft
DC	District Collector
DM	District Magistrate
IT Return	Income Tax Return
KPI	Key Performance Indicators
LG	Legal Guardianship
LLC	Local Level Committee
LIG	Low Income Group
Above LIG	People above the LIG limit
NGO	Non-Government Organisation
OPE	Out of pocket expenses
PwD	Person with Autism, Cerebral palsy, Mental Retardation and Multiple Disabilities
PwD Act 1995	Person with Disability Act 1995
RO	Registered Organisation
RCI	Rehabilitation Council of India
SE	Special Education
SNAC	State Nodal Agency Centre
NT or National Trust	The National Trust

## Description of Terms

Term	Description
Low Income Group	BPL limit set by the state + additional 50% of BPL Limit of that state
Legal Guardian	Guardian appointed by the Local Level Committee as per the "The National Trust Act 1999"
Disability covered under the National Trust Act	Autism, Cerebral palsy, Mental Retardation and Multiple Disabilities
Finance Department	Internal Finance Department of National Trust

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# **1 Sahyogi**

## *Caregiver training scheme*

### **1.1 Objective**

To provide caregiver training and create a skilled workforce to support high need persons with Autism, Cerebral Palsy, Mental Retardation and Multiple Disabilities, their families and institutions (hospitals, schools, NGOs etc.).

### **1.2 Scheme Description**

This scheme aims at setting up Caregiver Cells (CGCs) to provide training and create a skilled workforce of caregivers to provide adequate and nurturing care for Person with Disabilities (PwD) and their families who require it. It also seeks to provide parents an opportunity to get trained in caregiving if they so desire. This scheme will provide a choice of training through two levels of courses to allow it to create caregivers suited to work both with People with Disabilities (PwDs) families and other institutions catering to the needs of the PwDs (NGOs, work centres etc.). The details of the schemes are as follows:

#### **Primary Training**

##### **Description**

The primary training is a three month course expected to train candidates in basic caregiver skills. Primary compulsory modules need to cover orientation to areas such as autism, cerebral palsy, mental retardation, multiple disabilities, family needs, health, nutrition, basic management in activities of daily living, assistive devices and barrier free environment, orientation and mobility sensory motor stimulation. It will also include training in administering first aid care.

##### **Duration**

The course needs to be designed to be a classroom study of minimum 1.5 months, followed by on-the-job training through internships of minimum 1.5 months. Money received during internship by the concerned caregiver intern shall belong to that caregiver intern only.

##### **Candidate details**

Candidates who are at least 8<sup>th</sup> class pass or equivalent are eligible to apply to this course. Parents or guardians may also apply for this course but their course will be deemed as complete after the end of the theory period and they will not be required to do internship.

#### **Advanced Training**

##### **Description**

This is a six month course expected to train candidates in advanced caregiver skills. Advanced caregiving course will cover modules such as language and communication (including sign language), social interactions, socio-emotional management, learning and understanding, behaviour management, managing sexuality, working with adults and administering advanced medical care including regular theoretical inputs.

### **Duration**

The course needs to be designed to be classroom study of minimum 3 months followed by on-the-job training through internships of minimum 3 months for candidates. Money received during internship by the concerned caregiver intern shall belong to that caregiver intern only.

### **Candidate details**

Candidates who are at least class 10 pass or are class 8 pass (with primary caregiver training completed successfully) are eligible to this course. The caregivers who have successfully completed the training under the previous Sahyogi scheme and/or basic RCI trainings will also be eligible to apply for the advanced course. Parents or guardians of people with disabilities may also apply for this course but their course will be deemed as completed after the end of the theory period and they will not be required to do internship.

### **Caregiver Training Centre**

The RO who enrolls for the scheme is expected to arrange the following while setting up the Caregiver Training Centre:

#### **I. Infrastructure facilities**

The Caregiver Training Centre must be adequately equipped to handle training sessions of 1.5 months (for primary training) to 3 months (for advanced training) at a time for a batch of approximately 30 trainees as the case may be. The reasonable sized venue may be rented or owned by the RO.

#### **II. Trainers**

There should be a provision of at least one qualified trainer per batch of 30 caregiver trainees for the basic or advanced course as the case may be. The subject matter experts (SME) for other permanent topics/ issues shall be deployed by RO as per the need basis.

#### **III. Training material**

The RO must provision for the resource material of the training and ensure that all trainees have access to it.

#### **IV. Counselling for placement**

Counselling and guidance must be provided to parents/guardians/schools/employers of PwDs on the requirement of trained caregivers for the PwDs and to find suitable homes and workplaces for trained caregivers. In order to do this, the RO may leverage the caregiver placement module on National Trust's website or organize job fairs for trained caregivers.

#### **V. Visit at Parents/ Guardians home by RO**

RO shall visit the home of all parents/ guardians of PwDs who have undertaken caregiver training, whether primary or advanced (only theory part) to review their progress in providing proper care to PwD at home. Reports of these visits have to be sent to National Trust (minimum 200 words). For primary training, at least 2 visits are required per parents/guardian of PwD and for advanced, at least 3 visits are required per parents/ guardian of PwD.

The RO may charge up to a maximum of Rs.1000/- per trainee per month for improving the quality of training (maximum of INR 3000/- for primary course and INR 6000/- for advanced course). But, it is not mandatory. However, there shall not be any charge from parents/ guardians of PwDs who are also undergoing the caregiver training.



## 1.3 Funding Pattern

National Trust will provide funding to the Caregiver Training Centre under following three heads:

### I. Setup Cost

Non- recurring cost for setting up the training centre will be provided to the RO to adequately equip the venue of the training. This will be provided for the first training batch conducted by any RO. The set up cost will be provided to cover the cost of the computer, projector and assistive devices required for training. It will only be provided at the time of first application for registration under Sahyogi. All subsequent applications for future batches by the same RO will be eligible for only the trainee cost and stipend.

Set up cost will be recovered if minimum 2 batches are not trained within first two year. The RO will become re-eligible for set up cost after the completion of training 360 people. This is being done in order to replace the equipment, furniture, computer etc. at the centre.

### II. Trainee Cost

National Trust shall pay the RO to cover the operational expenses (venue charges, cost of training material and trainer fees) of training incurred by RO per training per module.

If there are any extra expenses, it will be borne by the RO.

### III. Trainee Stipend

The trainees shall also be entitled to a stipend. National Trust shall reimburse the stipend paid by RO to the trainee. It will be the responsibility of the RO to pay the candidate the stipend and submit the signed receipt to National Trust for reimbursement of the stipend amount. The stipend amount will only be reimbursed for candidates other than parents since parents are not eligible for internships.

Please note that the trainee cost and trainee stipend would be paid ONLY for candidates who have satisfactorily completed the theory part of the training i.e. who have attended at least 75% of the course (documents to be submitted as proof outlined in section 1.5.2) AND satisfactorily completed on-the-job training course (documents to be submitted as proof outlined in section 1.5.2). In case the trainee receives separate stipend from the employer during his or her internship, RO does not have any interference in it.

For parents of people with disabilities who are undertaking training, the trainee cost would be paid against submission of proof of attendance of 75% of the course since they are not eligible for internships. In case of parents or guardians of PwDs who have enrolled for the course, there would not be a provision of internship opportunity as a part of the course

Funds allocated under each of the above mentioned head is as follows:

S. No.	Funding Head	Training	Amount (in INR)	Point of Disbursement
I.	Setup Cost	Primary or	1,00,000/-	At the time of acceptance of proposal
		Advanced	1,00,000/-	At the time of acceptance of proposal

S. No.	Funding Head	Training	Amount (in INR)	Point of Disbursement
II.	Trainee Cost	Primary	4,200/- per trainee per batch	On the satisfactory completion of training
		Advanced	8,000/- per trainee per batch	On the satisfactory completion of training
III.	Trainee Stipend	Primary	Up to 5,000/- per trainee per batch (excluding parents of people with disabilities)	On the satisfactory completion of training
		Advanced	Up to 10,000/- per trainee per batch (excluding parents of people with disabilities)	On the satisfactory completion of training

## 1.4 Eligibility

### I. Eligibility of Caregiver Trainee/Parent

Following are the eligibility criteria that an applicant should have, to be enrolled for training under Sahyogi scheme:

#### Primary Training

1. Age should be between 18-35 years at the time of applying for the training
2. The applicant must be minimum 8<sup>th</sup> standard or equivalent pass

#### Advanced Training

1. Age should be between 18-35 years at the time of applying for the training
2. The applicant must be:
  - Minimum 8<sup>th</sup> standard pass or equivalent and should have completed the primary training/previous Sahyogi course/RCI primary training course
  - OR
  - Minimum 10<sup>th</sup> standard pass or equivalent

### II. Eligibility of Caregiver Trainer

Following are the eligibility criteria that a trainer should have for providing training under Sahyogi scheme:

#### Primary Training

1. The trainer should hold a B.Ed (SE) degree or have completed the Certificate Course in Caregiving or related course from Rehabilitation Council of India or recognized institution.

#### Advanced Training

1. The trainer should hold a B.Ed (SE) degree or have completed the Certificate Course in Caregiving or related course from Rehabilitation Council of India. Trainers holding an M.Ed(SE) should be preferred.

### **III. Eligibility of RO**

RO should fulfil all of the following eligibility criteria to enrol for Sahyogi scheme:

S. No.	Eligibility Criteria	Required Documents
1.	Organization should be registered with National Trust	National Trust Registration proof/certificate
2.	RO should have experience in working with PwDs in atleast one of the 4 disabilities under National Trust Act for at least two years	Undertaking by the RO detailing the work
3.	RO should not be blacklisted by National Trust/any other government organization on the date of submission of scheme enrolment form	Declaration by the RO

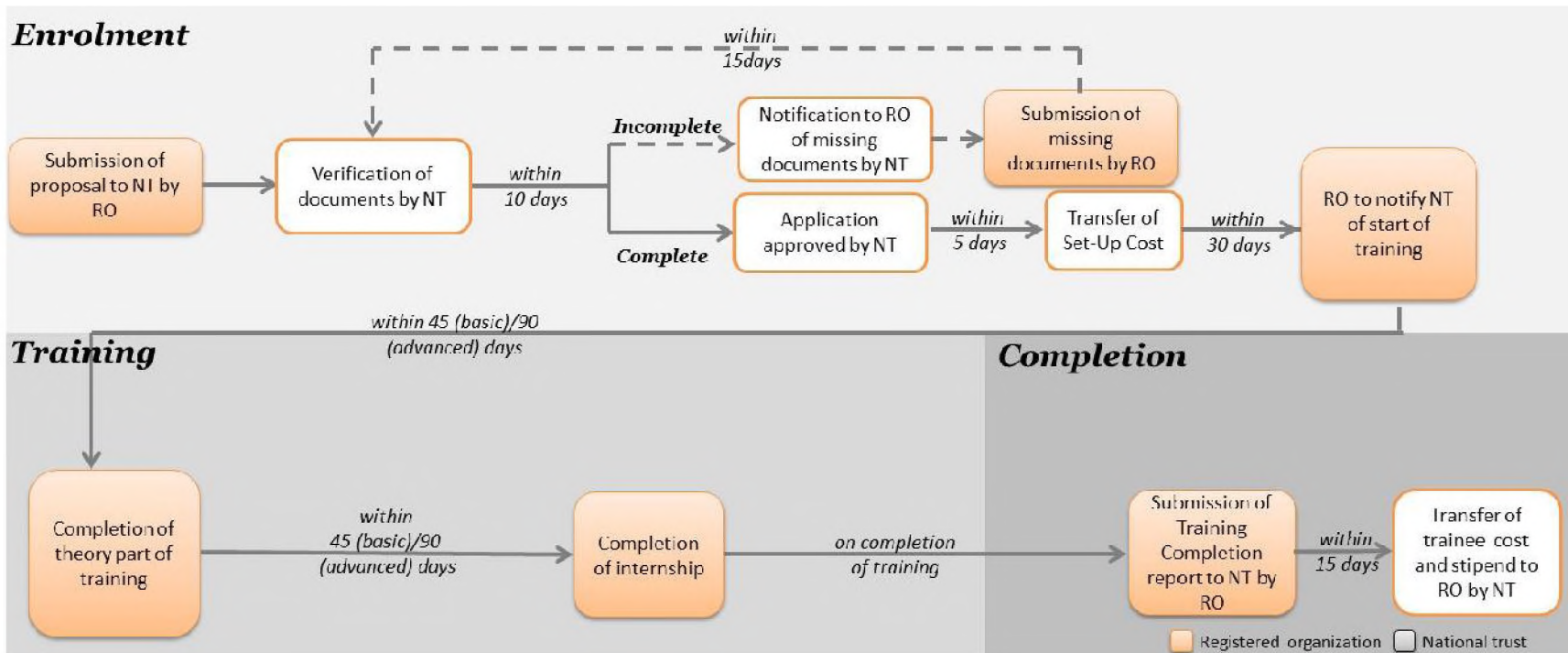
## **1.5 Processes**

This section describes the processes that should be followed for the following purposes with respect to Sahyogi scheme.

1. Enrolment of RO under Sahyogi scheme
2. Fund disbursement for all three cost categories (Set up cost, trainee cost and trainee stipend)
3. Reporting and monitoring mechanism

It is depicted in the diagram given below and followed with a detailed explanation.

Following figure depicts the complete process flow for Sahyogi scheme:



Note that the ROs are expected to strictly adhere to all the timelines mentioned in each step of the processes. However, in case of any failure in doing so, National Trust reserves the right to reconsider the further action to be taken, provided the RO submits a reasonable explanation for the delay.

## 1.5.1 Enrolment processes

### 1.5.1.1 Enrolment of RO with National Trust for availing Sahyogi

RO enrolment process defines the steps to be followed while enrolling for Sahyogi scheme every time RO wants to conduct Sahyogi training. It also details out the required information and documents at each step and timelines for various activity wherever applicable.

- STEP 1.** The NGO registered with National Trust logs in to the National Trust website.
- STEP 2.** The application form is available online on the National Trust website and has to be submitted online by the following process only. Application fees for enrolment scheme is INR 1000/-
- RO to send the online application form/proposal
  - Fill up the form online and upload the scanned documents as required\*
  - Submit the duly filled in form on the National Trust portal
  - Pay the application fees online
  - Send the print out of the filled form along with the supporting documents to National Trust within 10 days.

**\*Following documents have to be submitted/ uploaded by RO for enrolment purpose:**

1. Documents fulfilling the eligibility criteria (registration proof with National Trust/certificate for the same, undertaking etc.)
2. Declaration by RO regarding current setup listing the details of the proposed venue
3. Current set of Scheme proposal including
  - Details of training module (course opted for (primary/advanced), structure of course)
  - Details of intended training start date
4. Details (name, age, contact details) of enrolled candidates with copies of proofs of identity and education ; in case of parents, a disability certificate and identity proof for their child would be required
5. Details (name, age, contact details) with copies of proofs of identity and education for trainer
6. Proof of training 360 caregivers/ parents (in case of reapplication for setup) receipt of approval of funds from National Trust for previous batches

- STEP 3.** The final decision on the application or proposal is taken after completing all necessary formalities and processes. In case there is any discrepancy, RO is accordingly informed.
- STEP 4.** Communication to RO by National Trust shall be done within 15 days from point of receipt. In case of online form, point of receipt is date and time of submission of online form along with all the required documents. However, if there is any missing document, National Trust to communicate to RO within 10 days from receipt of online submission.
- STEP 5.** In case, hardcopy of form and other documents is not received within 10 days of online point of receipt, National Trust has to send a communication back to RO within 5 days of the prescribed deadline (which is within 15 days from point of receipt).
- STEP 6.** If approved, National Trust will transfer 100% of the set up cost to the RO within 15 days from the date of approval of enrolment. National Trust will fund each batch of 30 trainees and any

training will be allowed to go forth only if there are at least 24 candidates. In case the proposal is not approved, the National Trust will notify the RO and provide the reason of rejection (if the reason is incomplete documents, National Trust will provide the list of incomplete documents and RO will be given 15 days to submit them from the point of receipt of decision).

**STEP 7.** From this date of transfer, the RO will have 30 days to start the course and intimate the details of the same to National Trust.

**STEP 8.** At the end of the training period, the RO will submit a training completion report that will include the details of the number of candidates who completed the training along with their attendance records (to be maintained through signatures on a daily basis), proofs of satisfactory completion of internship and course completion certificates handed to the candidates.

**STEP 9.** After verification, National Trust will provide the trainee cost (for all candidates who have successfully completed the training; for parents of people with disabilities, this would mean meeting the mandatory requirements of attendance as outlined) and trainee stipend (for all candidates other than parents of persons with disabilities who are undertaking training) to the RO based on the number of candidates who have successfully completed the course and the internship.

### 1.5.1.2 Application for Subsequent Batches of Training after Initial Enrolment

**STEP 1.** After the first batch of training (where set up is provided), for the next batch of training that the RO seeks to hold, it will be required to submit a fresh proposal for the next batch of training with the documents given below. The application fee is not required at this stage.

**\*Following documents have to be submitted/ uploaded by RO for enrolment purpose:**

Declaration by RO regarding current setup listing the details of the proposed venue

1. Scheme proposal including
  - Details of training module (primary/advanced)
  - Details of intended training start date
2. Details (name, age, contact details) of enrolled candidates with copies of proofs of identity and education ; in case of parents, a disability certificate and identity proof for their child would be required
3. Details (name, age, contact details) with copies of proofs of identity and education for trainer

**STEP 2.** After verification of the documents given above, the National Trust to convey the decision to the RO for the training batch within 15 days from the point of receipt of proposal:

- In case of approval, the RO must start the batch within 30 days from receipt of decision and notify the start date to National Trust.
- In case of rejection of proposal, National Trust will convey the reason to the RO (if the reason is incomplete documents, National Trust will provide the list of incomplete documents and RO will be given 15 days to submit them from the point of receipt of decision).

**STEP 3.** At the end of the training period, the RO will submit a training completion report that will include the details of the number of candidates who completed the training along with their

attendance records (to be maintained through signatures on a daily basis), proofs of satisfactory completion of internship and course completion certificates.

- STEP 4.** After verification, National Trust will provide the trainee cost (for all candidates) and trainee stipend (for all candidates other than parents of persons with disabilities who are undertaking training) to the RO based on the number of candidates who have successfully completed the course and the internship.

Once RO has received set up amount, same shall be used for training 360 caregivers/ parents over various batches. For each subsequent batch after the first (where set up is given), the RO will have to submit a proposal for training (with participant and trainee details as mentioned above). However, once RO has completed training of 360 caregivers/ parents, they become eligible to apply for setup cost again as per the process outlined in section 1.5.1.1.

### 1.5.1.3 Enrolment of Caregivers at the Caregiver Training Centre

Following are the steps that should be followed for enrolment of caregivers at the caregiver training centre:

- STEP 1.** Caregiver comes to the centre with the required proofs by deadline specified by the RO in notice regarding the training.

**Documents required from applicant for enrolment in caregiver training centres are as follows:**

- Educational qualification proofs to fulfil the requirements of concerned training proof
- Identity proof of the applicant
- Disability certificate and identity proof of the child in case of parents

- STEP 2.** In case of successful verification of the all the above furnished documents, the Caregiver is enrolled at the Caregiver Training centre. Further details about the schedule of the centre, starting date, rules and regulation etc. are to be mentioned by the Sahyogi representatives.

### 1.5.2 Fund disbursement process

Each RO to always maintain a separate account of funds in appropriate ledgers as received from the National Trust under Sahyogi – clearly mentioning the amounts received, amount spent and balance at hand. The funds under this scheme will be disbursed in two stages upon submission of required documents and supporting proof. The two stages are as follows:

- STAGE I – Setup Period
- STAGE II – Training Completion

Process followed for fund disbursement for all the stages is as follows:

- STEP 1.** Once National Trust has approved the application for the Caregiver Training centre, amount for Stage I shall be disbursed. Funds to be transferred within 15 days of approval of the application.

For Stage I and Stage II documents required are listed below:

**Stage I documents are as follows:**

Enrolment report including

- Details of candidates enrolled for training (copies of identity proof of candidates should be attached)
- Details of the venue
- Details of the trainer (copies of education proof and identity proof to be attached)

**Stage II documents are as follows:**

Training completion report including:

- Details of candidates who have completed the training (copies of certificates and attendance records with signatures should be attached)
- Internship proofs (signature in case of employment with household and letter in case of employment with an organisation)
- Report of internship (200 words per intern) or Visit reports to parents/ guardians home (200 words per parents/ guardians)
- Stipend receipts (signed by candidate)
- Course completion certificate
- Statement of Expenditure
- Performance Report (based on KPIs) & Supporting Docs
- Achievements or activities that can be highlighted(if any) specific to each scheme enrolled for

- STEP 2.** National Trust scheme in-charge to verify documents and then send instructions to its internal Finance department
- STEP 3.** National Trust to send instructions to its internal Finance department
- STEP 4.** Internal Finance department of National Trust to transfer funds to RO via NEFT or RTGS preferably(No cash disbursement is allowed)
- STEP 5.** Transaction confirmation to be sent to the requesting official.
- STEP 6.** Transaction confirmation to be sent to the concerned RO by requesting official.
- STEP 7.** Record of the details of funds transfer to be maintained by internal Finance department of National Trust.
- STEP 8.** If the funds are not disbursed within the stipulated time period, RO can escalate the issue to the official as per Escalation matrix provided., RO can escalate the issue as per Escalation matrix either through website or by calling the concerned officer on his or her office number.

### *1.5.3 Monitoring mechanism*

Monitoring of training centre shall be done at following points in time.

- I. Start of training report
  - II. Completion report to be submitted at the end of the training period (as mentioned in the fund disbursement process)
- a) The ROs are expected to provide timely submission of the above mentioned documents to National Trust.



- b) The maximum time limit allowed to send the Completion Report would be within 4 weeks of completion of training.
- c) In case of any failure in the submission of the same, National Trust would send reminders to ROs on an interval of every 15 days respectively ( a maximum of 3 times).
- d) In such a scenario, further funds would be put on hold till National Trust receives the documents. In case of failure in the same for 3 consecutive times, matter would be presented to Joint Secretary & Sanction committee on further actions to be taken.
- e) In the case where RO sends the documents to National Trust before 3 warnings, funds would be disbursed, along with funds on hold.
- f) After National Trust receives the Sahyogi Completion Report, the documents are analysed and verified, the final trainee cost and stipend would be transferred to the RO for running the Caregiver Trainee Centre for that batch.
- g) In case the RO does not hold at least 2 batches for the first two years, there will be a two year black out period during which it will be unable to reapply for the scheme and set up cost will be recovered.
- h) The RO will be re-eligible for set up cost after successful completion of training for 360 candidates.

### Key Performance Indicators

Monitoring mechanism of Sahyogi Scheme is Key Performance Indicators (KPI) based. If ROs conducting training under Sahyogi scheme are not achieving the KPI targets, National Trust can mentor and guide them in the correct direction.

Below are the KPIs that should be considered for Sahyogi scheme:

KPI Name	KPI Weightage	KPI Description	Target	Documents required
<b>1. Trainee Strength</b>	15%	Total strength and minimum number of trainees in a training batch	Batch Size – 30 Minimum – 24	<ul style="list-style-type: none"> <li>Batch wise details of the trainees to be obtained</li> </ul>
<b>2. Trainee attendance</b>	15%	Effectiveness of training provided to trainee	75% of the trainees should have attended at least 75% of the course	<ul style="list-style-type: none"> <li>Attendance record with signature of trainees</li> </ul>
<b>3. Internship opportunities</b>	30%	Total internship opportunities sourced for trainees	At least 75% of the batch must be placed for internship immediately post theory period	<ul style="list-style-type: none"> <li>Copies of internship completion certificates</li> </ul>
<b>4. Placement</b>	20%	Number of caregivers placed after completion of training	At least 25% of the trainees who have completed training	<ul style="list-style-type: none"> <li>Report of employment (signature in case of employment with household, letter in case of employment with an organization)</li> </ul>
<b>5. RO Visit Status Report</b>	20%	An overview of the visits conducted by RO to the houses of parents/ guardians of the PwDs who have attended the training	Bi-annual report to be released by the National Trust in September and March for each financial year	<ul style="list-style-type: none"> <li>RO Visit Status Report about “how these parents/ guardians implement the inputs from the training at their homes with PwDs”</li> </ul>

KPI Name	KPI Weightage	KPI Description	Target	Documents required
		course		(Min 200 words per parent/ guardian)

RO enrolled under Sahyogi scheme is expected to achieve atleast 50% of the KPIs on an annual basis. In case of failure by RO in achieving the same, National Trust reserves the right to reconsider the funding to be provided for the next year, provided the RO submits a reasonable explanation for the same.

Grievance Redressal

In case the RO faces any issues with regards to the scheme, the RO can either login the issue in the Grievance redressal system in the website or can contact the concerned official or CEO of National Trust on the office phone number.

Escalation Matrix

If any time limit as mentioned in this document is exceeded by National Trust, then the RO can escalate it to the CEO of National Trust. If the matter is not closed within a reasonable amount of time by the CEO of National Trust, RO can further escalate the matter to the Chairperson of the Board of National Trust.