



PADD: CAF_CS_CSE: Section X: FR: 02: CRM-cum-Assessment Report for Accreditation of TBs

CROSS REFERENCE MATRIX-cum- ASSESSMENT REPORT

(TB to fill up items (3); QCI AT to fill the rest)

1. Name of the TB:
2. Approval applied for:
3. Application reference:
4. TB's Documentation (TB to list)
5. Brief information about the TB (TB to provide)
6. Summary of observations
7. Recommendations of QCI Assessment Team (AT)

S. No.	Name (QCI AT)	Date (Submission from TB)	Date (Response from AT)
1			
2			



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Cl.	Accreditation Scheme_TBs : Requirements for Accreditation	QM/Procedure no/Document no/Format no with Clause no., where a particular requirement is addressed (TB to provide details)	Compliance		QCI AT Review comments after assessment
			Yes	No	
1	General Requirements				
	Legal Entity				
1.1	The TBs shall be a legal entity or shall be a defined part of a legal entity, such that it can be held legally responsible for all its training activities. A governmental training organisation is deemed to be a legal entity based on its governmental status. Note: A training body can be a part of an educational institute or a corporate which are themselves legal entities.				
	Organisational Structure				
1.2	The TBs shall define and document the duties, responsibilities and reporting structure of its personnel, any committee and its place within the organisation. When the training body is a defined part of a legal entity, documentation of the organisational structure shall include the line of authority and the relationship to other parts within the same legal entity to eliminate any conflict of interest. The applicant TB shall define POC (Point of Contact) for each vertical.				



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			Yes	No	
1.3	Integrity The training bodies and its personnel shall always maintain integrity. The training bodies shall implement adequate measures to ensure integrity. The TB should have a committee that conducts periodic review to ensure that adequate measures are implemented in the organization to maintain integrity.				
1.4	Code of Ethical and Professional Conduct A code of conduct shall be documented and maintained in order to guide the ethical and professional conduct of the training body during the assignment. This code of conduct shall include major topics such as professional behaviour, sustainability, social responsibility, conflict of interest, integrity. The TBs shall have a committee that conducts periodic review to ensure that adequate measures are implemented in the organization to maintain code of ethical and professional conduct.				
1.5	Liability and Financing				
1.5.1	The training bodies shall evaluate its finances and sources of income and demonstrate that initially, and on an ongoing basis, and ensure that commercial, financial or other pressures do not compromise its operational integrity.				



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	The training bodies shall be able to demonstrate that it has evaluated the risks arising from its training/training activities and that it has adequate arrangements (e.g., insurance or reserves) to cover liabilities arising from its operations in each of its field of activities and the geographic areas in which it operates.				
1.6	Communication An effective strategy and policy shall exist for communicating with relevant stakeholders for the duration of the assignment.				
1.7	Transparency Training organisations shall have mechanism to improve transparency and understanding with clients in order to achieve better results from training projects. This includes elements of continual improvement, ethical behaviour and interoperability.				
1.8	Data protection and confidentiality The communication policy shall encompass confidential data and information as well as intellectual property rights, such as benchmarks, for all stakeholders.				
1.8.1	The TB shall safeguard the rights of privacy of all stakeholders by limiting the types of information gathered and the ways in which such information is obtained, stored, used, reported and secured.				



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1.8.2	The TB shall not use stakeholders' data or information without permission for any reason, particularly to demonstrate the capacity of the TB to execute an assignment.				
1.8.3	The TB shall maintain their credibility and the confidence of the clients.				
1.8.4	The TB shall be responsible for the confidentiality of data and information received from clients even after the closure of the assignment.				
1.8.5	The TB must ensure that a duly signed mutual NDA is in place with the client. The training bodies shall ensure confidentiality of information obtained in the course of its training/training activities by having a suitable system.				
1.8.6	The TB must ensure that sensitive data is accessed only by authorized parties in the organization. The access of such information should be properly logged.				
1.8.7	Use of authentication process like username and password may be used before allowing.				



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1.8.8	the users to access sensitive information				
1.9	Protection of intellectual property				
1.9.1	For intellectual property rights arising from the outcome/deliverables of the assignment (ownership, right to use or right to refer to), the ownership shall be agreed upon during the contracting phase and shall also apply after the closure of the assignment. The TB must aim to protect the intellectual property (IP) and prevent others from wrongly using the IP.				
1.10	Health and Safety				
1.10.1	The TB shall have a mechanism to engage in a dialogue with the client to continually assess and mitigate the assignment related risks to the health and safety of the trainers and other relevant stakeholders. The agreement shall provide information on the scope, the resources and the facilities relevant to health and safety risk consideration within and with which the TB shall identify, analyse, assess and prioritise the nature of potential risks, coordinating and applying the required				



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	resources to minimise, monitor and control the probability and impact of unforeseen events. Note: This scenario is generally applicable for on-site training.				
1.11	Infrastructure Training bodies for Cyber security (IT & ICS) applying for accreditation under this Scheme should have the following facilities:				
1.11.1	Office setup, suitable meeting/ discussion room(s). The space could be owned or rented.				
1.11.2	Experts room or workstations				
1.11.3	Contemporary discussion rooms / training aids (as Digital boards, projectors, whiteboard, markers, flipchart, audio, video facilities etc.) including requisite software for their staff or clients.				
1.11.4	TB should have library facilities or appropriate subscriptions to update their knowledge about the latest developments in the area of cyber security training.				



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1.11.5	Applicable cyber security software and tools along with IT support equipment to carry out the work of training shall be available and used adequately.				
1.11.6	If TB has offices at multiple locations, the same should be mentioned in application with details of experts, infrastructure etc.				
1.11.7	A Single Point of Contact (SPOC) must be appointed for each office location.				
1.12	Quality Management System and Information Security Management System (QMS and ISMS)				
1.12.1	The TBs have ability to consistently provide services that meet customer and applicable statutory and regulatory requirements, and				
1.12.2	The TB shall aim to enhance customer satisfaction, higher operating efficiency, greater employee engagement, better process integration, better supplier relationships through the effective application of the system.				
1.12.3	The training body shall demonstrate compliance with IS/ISO 9001:2015 or the current version with scope 'design and development and delivery of training courses in the area of cyber security'. This can be demonstrated by obtaining an IS/ISO 9001:2015 certification from an accredited certification body.				



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1.12.4	For ensuring that all assets of TB are protected from the perspective of cyber security, TB shall ensure its ISMS compliance/certification.				
2	Process requirements				
2.1	General information provided by the TB				
2.1.1	name, address of headquarters, contact details, and locations where the training services are provided;				
2.1.2	key management staff;				
2.1.3	description of the main training services offered by the TB;				
2.1.4	qualification and experience of trainers				
2.1.5	teaching methods;				
2.1.6	description of training environment and training resources				
2.1.7	full syllabus to be covered during training and no. of hours allotted to various sections;				
2.1.8	details of facility/Lab providing Hands on training and skills;				
2.1.9	any certifications, awards, qualification and accreditation offered.				
2.2	Proposal development				
2.1	When provided, a proposal enables the trainees or sponsors to make an informed decision regarding the acquisition of the training service.				



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2.2	Prior to developing the proposal, TB shall take appropriate steps to understand the training request, its context and any logistical factors. This proposal shall include at least the following:				
2.2.1	the objectives and targets of the proposed training services;				
2.2.2	the capacity of the TB to address the client's needs (e.g. client references, technical characteristics, trainers' profile, example of similar programs);				
2.2.3	the teaching and assessment methods including the batch size to be used by the TB in delivering the training service;				
2.2.4	the price, terms and conditions.				
2.3	Information provided by Training Body prior to acquisition of the training services by the Trainee Organisations				
2.3.1	the title and objectives of the training service;				
2.3.2	any prerequisites, technical or otherwise, such as a required level of competence;				
2.3.3	dates, location, duration and timetable, batch size: minimum and maximum no. of participants;				
2.3.4	the proposed number of hours of instruction and how these are divided between different modes of training (e.g. face-to-face training, blended training, IT-supported training);				
2.3.5	the teaching methods and the means of assessment to be used;				



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2.3.6	required software licenses and technical equipment;				
2.3.7	tuition fees, examination fees, the purchase of training materials (e.g. books, software, worksheets),				
2.3.8	any other charges and terms and conditions of payment. cancellation, withdrawal and refund policies;				
2.3.9	the procedures used for obtaining feedback about the satisfaction of trainees (and, where applicable, of their sponsors), as well as for handling their requests, suggestions and complaints;				
2.3.10	the profile of the trainers assigned to the training service, such as their teaching qualifications, teaching experience and background.				
2.4	Needs analysis				
2.4.1	Prior to delivering training services, <i>the training needs shall be analysed by qualified</i> staff in order to orientate training services effectively within the specified scope of the training service.				
2.4.2	The intended outcomes of the training services shall:				
a.	be detailed, measurable and understandable to the trainee (and, if applicable, to the sponsors);				
b.	refer to a widely-known national or international scale, if available.				
2.4.3	The needs analysis shall determine:				
a.	the goals and requirements of trainees and sponsors;				
b.	the desired level of competence and the preferred time frame;				



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c.	the purposes for which, and contexts in which, the trainee requires the desired level of competence after the completion of the course (e.g. in the domain of work or study);				
d.	the trainee's current level of competence;				
e.	other aspects of the trainee's background and situation (e.g. age, relevant education and training history, prior training, professional experience, language, culture, literacy level, cognitive and physical abilities).				
2.4.4	Trainers shall be fully informed about the results of the needs analysis.				
2.4.5	Information gathered about trainees shall be only used for the purpose of providing the training service. Information shall only be disclosed with the trainee's consent.				
2.4.6	The TB can offer standard training courses or custom-built courses which are tailored made as per specific requirements of the trainees/training organisations.				
2.5	Design of the training service Following the needs analysis, the design of the training service consists of developing a curriculum, training materials and means of assessment and evaluation. In the design of the training service, the following shall be taken into account:				



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2.5.1	the results of the needs analysis				
2.5.2	the agreed-upon goals				
2.5.3	the proposed intensity and duration of the course, and the modes of training (e.g. face-to-face training, blended training, IT-supported training);				
2.5.4	the intended training outcomes;				
2.5.5	the intended means of assessment;				
2.5.6	the ratio of trainers to trainees;				
2.5.7	the methods, resources, and responsibilities to optimize the transfer of training, if applicable;				
2.5.8	the type and content of a certificate of completion to be issued;				
2.5.9	any relevant contractual elements;				
2.5.10	the intended procedure of monitoring and evaluation				
2.5.11	the results of the needs analysis				
2.5.11	the agreed-upon goals				
2.5.12	the proposed intensity and duration of the course, and the modes of training (e.g. face-to-face training, blended training, IT-supported training);				
2.5.13	the intended training outcomes;				
2.6	Training materials shall be:				



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2.6.1	in line with the designed curriculum and with the selected modes of training;				
2.6.2	authentic and up-to-date reflecting current application of the subject being learned, outside the course;				
2.6.3	selected taking into account social and cultural needs, as well as the background of the trainees. The curriculum, training resources, the means of assessment and evaluation shall be disclosed to trainees or the interested parties, and to trainers.				
2.7	The roles and responsibilities of the TB, the trainees and the interested parties relating to the delivery of the training service and to the monitoring and assessment of training shall be clearly specified.				
2.8	The design shall take into account the results of evaluations of any prior similar training services delivered by the TB.				
2.9	The curriculum, training and assessment materials shall be reviewed at least annually.				
2.10	Sources and copy rights of training resources used or developed by the TB shall be cited or acknowledged.				
2.11	Service delivery				
	Staff engaged in the delivery of training services:				



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2.11.1	The service shall be delivered by trainers who are qualified and trained in delivering the training service in question and are trained in the use of the methods and materials.				
2.11.2	Other staff engaged in the delivery of the training service shall have the competence and qualifications required to accomplish their tasks.				
2.11.3	If a substitution is required, arrangements shall be made to ensure that qualified trainers with desired level of skill are available, and that such trainers are guided in the preparation and delivery of the training service.				
2.12	Training material				
2.12.1	Training materials shall be available to trainees in sufficient quantity.				
2.12.2	Trainers and trainees shall be informed of relevant rules about the photocopying and use of printed and digital materials.				
2.12.3	TBs should ensure the desired training material is also made available to trainees in Soft Copies				
2.12.4	Videos and soft copy of materials to be made available to trainees which are pre-requisite to conduct any training.				
2.12.5	Trainees or their sponsors shall be guided in the purchase of those that are needed. (Eg: standards and other reference books)				
2.12.6	TBs should make their best effort to upload the training videos for referral by trainees during the training period. A TB should be allowed to impart any similar training third time only after uploading of at least 75% syllabus to be accessed by trainee during training period.				



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2.12.7	Training materials shall be available to trainees in sufficient quantity. Trainees or their sponsors shall be guided in the purchase of those that are needed. (Eg: standards and other reference books)				
2.12.8	Trainers and trainees shall be informed of relevant rules about the photocopying and use of printed and digital materials.				
2.13	Training environment				
2.13.1	The applicant TB shall have in-house facilities/access to external facilities such as laboratories, test bed etc., in order to impart the training services as per the scope of the Scheme.				
2.13.2	In cases where the TB is responsible for providing or selecting the training environment, the TB shall ensure that it is conducive to training. If the TB does not have control over the training environment, the TB shall specify minimum requirements for it.				
2.13.3	The training environment shall be ergonomic and well-maintained. It shall also be:				
a.	the number of trainees enrolled in the groups as well as their trainers;				
b.	laid out in such a way as to facilitate interactive training, taking into account the needs of the trainees concerned;				
c.	well-lit and clean;				
d.	heated or cooled, if necessary, and well ventilated;				
e.	protected or insulated from noise interference;				



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f.	equipped with training aids and tools (e.g. as audio, video, projection devices, information technology equipment, flip charts, flash cards, models etc.) relevant to the curriculum.				
g.	the number of trainees enrolled in the groups as well as their trainers;				
h.	laid out in such a way as to facilitate interactive training, taking into account the needs of the trainees concerned;				
i.	well-lit and clean;				
j.	heated or cooled, if necessary, and well ventilated;				
k.	protected or insulated from noise interference;				
l.	equipped with training aids and tools (e.g. as audio, video, projection devices, information technology equipment, flip charts, flash cards, models etc.) relevant to the curriculum.				
3.	People Requirement				
3.1	As per the scope, the training bodies shall have, as part of its own organisation, personnel, either employed or on contract, having sufficient competence for delivering the training / training according to the Scheme requirement.				
3.2	The training bodies shall have defined processes for selecting, training, and formally authorising and monitoring the performance of its personnel involved in carrying out the various training/training activities				



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	and for selecting technical experts, if needed, as per the requirements of the Scheme. The TBs must take feedback from training participants regularly to monitor the performance of its personnel involved in carrying out the various training/training activities and the effectiveness of the training program.				
3.3	The training bodies shall have a mechanism to keep their human resource updated to the contemporary issues by deputing them to participate in various seminars, workshops, access to latest versions of standards, testing tools, participations in standards development activities, publishing research papers, mentoring aspiring candidates and similar capacity building activities. They should maintain a record of the same.				
3.4	Competence of trainers of TB The TBs shall be responsible for developing and maintaining appropriate capability throughout the assignment and shall only seek and accept those assignments that it is capable of fulfilling. Capability includes:				
	managed staff, including contractors (expertise, training and personal skills);				



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	other resources, including access to specialised knowledge, methodologies, tools and technology and other relevant non-staff resources.				
	Processes and mechanism exist to depute staff for training, capability building program etc. and maintenance of relevant records.				
3.4.1	Education				
	The TBs shall ensure that the trainer have at least a graduate degree in engineering discipline from a university recognized by the Government for such purposes.				
	Or				
	Diploma in Engineering from a Board or Institute recognized by the Central Government or the State Government, as the case may be, for such purposes.				
3.4.2	Work Experience				
a.	The trainers shall have at least 5 years (7 years for diploma in engineering discipline) of full-time post qualification experience in cyber security life cycle (such as product development, engineering, manufacturing, integration, installations, operations, inspection, certification or testing, or the equivalent industry).				
b.	Minimum 2 years as a trainer (which is a part of 5 years) in information security/cyber security aspects from an IT, software/firmware related to				



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	IT or IoT products or CII products under the supervision of a qualified personnel with 5 years of experience in the Information Technology (IT) same field.				
3.4.3	Trainings of Trainers and Evaluators (internal evaluators) of TB				
a.	The training bodies shall ensure that trainers and evaluators have participated in any or all of the trainings on relevant international standards such as IS/ISO/IEC 17021, IS/ISO/IEC 27001, IS/ISO/IEC 27019, IEC 62443-2-1, IEC 62443-3-3, ISA/IEC 62443 Cyber Security Fundamentals Specialist, IEC 62443 - Cyber security Risk Assessment Specialist, ISA/IEC 62443 - Cyber security Design Specialist, ISA/IEC 62443 - Cyber Security Maintenance Specialist, ISA/IEC 62443 - Cyber security Expert, ISO 31000 and standards for Cloud and Digital Personal Data Protection Act 2023, as applicable.				
b.	The trainer should have adequate knowledge of subject areas defined in the course curriculum / elements of the applicable modules of competency profiles along with control elements of Level 1, Level 2 and Level 3, as applicable depending on the applied scope of accreditation.				
c.	The trainer shall have gained experience in the entire process of information security /cyber security management system, including				

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	review of documentation and risk management of CSEs, identification of root cause and reporting/implementing preventing and correction actions to add value in the training pedagogy by sharing his experience and delivery of case studies. The trainer shall have the experience to articulate the performance of the trainees at the end of the day/ session while evaluation.				
4.	Technological Requirements				
4.1	Access to Cyber security simulator				
4.1.1	Access to Cyber Security simulator and / or suitable hardware: The TB shall have access to globally recognised catalogue of on-demand cyberattacks simulation scenarios so that trainees can recognise and respond to any attacker technique, tactic and procedure.				
4.1.2	The simulator shall provide trainees with a suite of commercial tools which they shall actually using on the job for performing investigations, incident detections and response. Trainees shall experience advanced attackers' behaviours which they may encounter on the job (e.g. PING sweeps, lateral movement and data ex filtration).				
4.1.3	This simulator shall meet the requirement of global practices such as National Institute of Standards and Technology (NIST) Incident				



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(TB to fill up items (3); QCI AT to fill the rest)

1	2	3	4		5
Cl.	Accreditation Scheme_TBs : Requirements for Accreditation	QM/Procedure no/Document no/Format no with Clause no., where a particular requirement is addressed (TB to provide details)	Compliance		QCI AT Review comments after assessment
			Yes	No	
	Response framework, Council of Registered Security Testers (CREST), MITRE ATT&CK (Adversary Tactics, Techniques and Common Knowledge) framework etc.				
4.2	Training Management System (TMS)				
4.2.1	The training body shall possess the training management system which is designed to identify training and training gaps, using analytical data and reporting and are focused on online training delivery but support a range of uses, acting as a platform for online content, including courses, both asynchronous based and synchronous based.				
4.2.2	A TMS may offer classroom management for instructor-led training or a flipped classroom. It is recommended that TMSs include intelligent algorithms to make automated recommendations for courses based on a user's skill profile as well as extract metadata from training materials to make such recommendations even more accurate. It is desired that TMS should be integrate able with the Cyber security simulator and / or suitable hardware.				
4.2.3	Access to international standards:				
a.	NCIIPC and CERT-In guidelines as published.				



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Cl.	Accreditation Scheme_TBs : Requirements for Accreditation	QM/Procedure no/Document no/Format no with Clause no., where a particular requirement is addressed (TB to provide details)	Compliance		QCI AT Review comments after assessment
			Yes	No	
b.	ISO/IEC standards on cyber security published by JTC 1 SC 27, IEC TC 65E				
c.	Other IS/ISO/IEC standards on cyber security published by various sub committees which are generally domain specific.				
d.	All applicable and relevant NIST standards.				
e.	NCIIPC and CERT-In guidelines as published.				
f.	ISO/IEC standards on cyber security published by JTC 1 SC 27, IEC TC 65E				
4.2.4	Process for Continuous professional development for trainers and experts				
a.	The training body shall have necessary infrastructure such as technical information centre, library, documentation centre etc. consisting of access to journals, technical reports, policy documents etc. relevant to cyber security in critical infrastructure for continuous professional development for trainers and experts.				
b.	The training body shall have the procedure for evaluating, selecting, appointing and monitoring expert for the Cyber security (IT & ICS) Training through:				
i.	Prescribing qualifications, experience, competence requirements for Cyber security (IT & ICS) experts/resource persons (in-house/ external).				



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Cl.	Accreditation Scheme_TBs : Requirements for Accreditation	QM/Procedure no/Document no/Format no with Clause no., where a particular requirement is addressed (TB to provide details)	Compliance		QCI AT Review comments after assessment
			Yes	No	
ii.	Assessing competence of a Cyber security (IT & ICS) expert/resource person prior to appointment.				
iii.	Assessing performance/ monitoring Cyber security (IT & ICS) expert after appointment and during/after training. Identifying training areas of improvements for Cyber security (IT & ICS) expert/resource person.				
5.	Complaints and Appeal Handling				
5.1	TB shall establish a documented procedure for the complaint handling process and disposal of the complaint within a reasonable period.				
5.2	Complaints may be received from interested parties on any aspect, viz., course content, course delivery, administrative arrangements, pre and post training activities and the evaluation result.				
5.3	Various steps in the complaint-handling process shall include the following:				
5.3.1	Providing complaint handling process information that is accessible to the public.				
5.3.2	Complaints may be written or oral, in physical or electronic form, oral complaints shall be documented by the person who receives the same with details of the complainant.				
5.3.2	Acknowledgement of the complaint.				
5.3.4	Investigation for redressal of the complaint.				
5.3.5	Communication with the complainant for closure of the complaint.				



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Cl.	Accreditation Scheme_TBs : Requirements for Accreditation	QM/Procedure no/Document no/Format no with Clause no., where a particular requirement is addressed (TB to provide details)	Compliance		QCI AT Review comments after assessment
			Yes	No	
5.3.6	Informing the complainant of the higher appellate authority or accreditation body (AB) if not satisfied with the outcome.				
5.3.7	A record of all complaints and actions taken shall be maintained.				
5.3.8	TB shall have a documented appeal handling mechanism for handling appeals against its decisions and for the disposal of appeals within a reasonable time.				
5.3.9	The documented procedure shall include provision for applicable correction and corrective and/or preventive action to be taken, if required, as a result of any complaint or appeal. In addition, the procedures shall include the potential involvement of AB in unresolved complaints or appeals.				

Name of the Team Leader:

Date: