Instructions for Question Bank Creation

Scope

Project TC Quiztime is for creation of Question Banks based on Regulator (RBI, SEBI, GoI, IRDA and others) Circulars. Regulators publish updates to circulars in various areas of their respective areas of supervision which banks, NBFCs, Fintech companies, HFCs, corporates, listed companies, and others follow.

One question bank is to be created for each topic of regulatory circulars that is published e.g. RBI – Maintenance of Deposit Accounts, Management of Advances, Housing Finance, Housing Finance for UCBs, and so on. TC will publish and share the circular topics that are required (refer Annexure below). Latest circulars in these topics should be accessed.

Scope of assignment for Domain Expert will be either or all of the tasks below.
   a.   Creation of Question Banks
   b.   Maintenance of Question Banks.
   c.   Review of Question Banks created by another Domain Expert
   d.   Enriching existing Question Banks.

Topics earmarked for you

Insti Type	Topic
Coop	Management of Advances – UCB
Coop	Housing Finance – UCB
Coop	Customer Service – UCB
Coop	Maintenance of Deposit Accounts - Primary (Urban) Co-operative Banks

Deliverable

For each Topic, we require the following -

1.   A Summary Note not exceeding 1500 words with explanations to the latest master circular/direction.
   a.   The document should be mapped to the master circular's index and should explain each section in simple words.
   b.   Should there be important references e.g. classification of MSME segment in the Maintenance of Advances, the same should also be shared in the Summary Note
   c.   Summary Note should be provided in MS-Word format.

2.   Question Set – No. of questions to be created depends upon the size of the Master Circular/Directions. Currently we are tentatively identifying no. of pages as the no. of questions required.

	Small (<30 pgs)	Large (>30 pgs)
Complex Questions	12	15
Moderate Questions	15	21
Simple Questions	23	34
Total	**50**	**70**

However, this heuristic is tentative and we may publish required no. of questions separately as we assign the topics to domain experts. Question Sets will be created as per the instructions provided below.

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1. Objective Questions should be in Multiple Choice Question (MCQ) format. Some questions may also be provided in 'Fill in the Blanks', 'Match the following' and any other format which may be possible using learning software TC deploys.

2. For MCQs, for each question, necessarily provide –
   a. The question lucidly explained.
   b. 4 (or more) options with one or more correct answers clearly indicated. There may be 1 correct answer (100%), 2 equally correct answers (50% each), 3 or 4 correct answers (with appropriate %ages.
   c. Feedback for all correct and incorrect answers. (specialised feedback even for the incorrect options is expected).
   d. Master Circular/Master Direction/Chapter/Document reference from which it is taken.

3. Other type of questions should accordingly contain good answer options.

4. Please do not include options like 'none of the above', 'all of the above' etc. in such questions. Give distinct options which will exercise the user's intelligence.

5. Each question should be across 3 categories – Complex, Moderate and Simple
   - **Complex** – targeted towards the expert and back-office person of the function. This should challenge his/her knowledge through case scenario, quantitative working or decision making. These could be for 5 marks
   - **Moderate** – should aim to exercise/challenge the front desk/junior person's knowledge of the subject. Should contain slightly simpler quantitative working, or a business scenario or role implication. These could be for 3 marks
   - **Simple** – Should be good for testing the front desk/junior persons knowledge of concepts, product specifications or process/policy recognition. These could be for 1 mark.
   No. of questions expected for each category is provided in the table above.
6. Please go through sample questions before you start. We will want the quality of questions as shown (jo – Junior Officer, so – Senior Officer)
   - URL: https://corp.trainingcentral.co.in/
   - Usernames
     - jo
     - so
   - Password: Pass@123

7. The questions should be created anew by you and should not be plagiarised/ copied from any source. If a reference is taken from any publication or internet source (e.g. banker training textbooks, CAIIB text books, etc.), please mention the source so that the same can be given credit to. Questions should be created through the domain expert's experience and proprietary material. The domain expert indemnifies TrainingCentral Solutions Private Limited from any liability arising from any issues raised by any authority in this regard.

8. The project assignment will be to you only. Sub-contracting of the work is not permitted. Any sub-contracting will immediately disqualify you and TC will discontinue the project with you.

9. **Domain Expert will submit a pilot of 2 Complex, 2 Moderate and 2 Simple questions prior to undertaking the assignment.**

10. Timelines will be decided mutually and need to be in line with the delivery plans to TC Clients.

11. Question Bank may be provided in MS-Word format or MS-Excel format as per convenience of the Domain Expert. MS-Excel is preferred, though.

Documentation from Domain Expert
- Documentation
  - Non-disclosure Agreement (an NDA)
  - Domain Expert's PAN Card
- Domain Expert's Bank details for remittance of the payment.
- Save the number +91 8433994860 as project communication will take place over this number.

Commercials
To be shared

Payment
1. For Assignments of Question Bank Creation
   a. Advance - 10% of expected cost of question development
   b. Balance - Payment of question bank on sign-off of the question bank.

Confidentiality
All information and documentation given to the Trainer is strictly confidential and may be used only for the purposes of completing this assignment. All documentation and illustration material must be returned immediately on completion or termination of the assignment.

Amendments of the Scope
This Scope document may be amended in writing only, subject to the agreement of both parties.