**National Health Systems Resource Centre**
*Technical Support Institution with National Health Mission*
*Ministry of Health & Family Welfare, Government of India*

**DO. No.: QI/09-10/I/CC -10-Vol-5**
**Date: Tuesday, 30 September 2026**

To

The State Quality Nodal Officers
All States/Union Territories

**Subject: Refresher Training for Internal Assessors under National Quality Assurance Standards**

Dear Sir/Madam,

The implementation of National Quality Assurance Standards is supported by a pool of trained, empanelled Internal and External Assessors who assess and implement quality standards in public healthcare facilities. At the 12th Central Quality Supervisory Committee meeting, it was instructed to hold a refresher training programme and assessment for existing Internal Assessors who have completed three years of their initial training. This training is required once every three-year empanelment cycle to maintain competency and validity of empanelment.

Accordingly, a one-day online/virtual Refresher Training is planned for eligible Internal Assessors. A Guidance Note outlines the eligibility criteria and the process to be followed by States/UTs for the identification, verification and submission of the list (Annexure-A).

The States/UTs are requested to share the completed list, validated and approved by the State Quality Assurance Committee (SQAC), in the prescribed format (Annexure-B) by 07 October 2026 to facilitate planning and scheduling of the Refresher Training batches.

You are requested to accord priority to the matter and ensure submission of the complete list by the stipulated date.

**Yours sincerely,**

**(Dr R K Pathni)**
**Advisor, QPS**

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**Annexure-A**

**GUIDANCE NOTE**

**Identification of Internal Assessors for Refresher Training under NQAS**

**1. Purpose**

The Quality and Patient Safety (QPS) Division, NHSRC, is planning Refresher Training for Internal Assessors under NQAS. This training is required once every three-year cycle to update the knowledge and skills of Internal Assessors and support their continued empanelment. This guidance note will help States/UTs identify eligible Internal Assessors and submit their details to NHSRC for planning the training.

**2. Who should be included?**

States/UTs are requested to identify Internal Assessors who meet all of the following conditions:

- Have completed the prescribed IA Training or Internal Assessor-cum-Service Provider Training (IA-SPT).
- Have successfully completed the required post-training evaluation.
- Have a valid NHSRC empanelment number and are part of the NHSRC Internal Assessor pool.
- Have completed three years since their initial Internal Assessor training and are due for Refresher Training.

**3. Who should NOT be included?**

Please do not include:

- Persons who only completed State/UT-level IA/IA-SPT training but are not in the NHSRC Internal Assessor pool or do not have an NHSRC empanelment number.
- Persons already empanelled as External Assessors.
- Persons already empanelled as Ayushman Assessors.

Persons who completed State/UT training but are not in the NHSRC Internal Assessor pool will need to first undergo the applicable NHSRC post-training evaluation and qualify before being included in the NHSRC Internal Assessor pool.

**4. Process to be Followed by States/UTs**

States/UTs are requested to undertake the following steps for identification and nomination of eligible Internal Assessors for Refresher Training:

**Step 1 – Identify and verify eligible Internal Assessors**

**Step 2 – Prepare and submit the list in the following format:**

| S. No. | Name | Designation | Organisation/Facility | NHSRC Empanelment Number | Valid Email ID | Contact Number |
|---|---|---|---|---|---|---|
| 1 | | | | | | |
| 2 | | | | | | |
| 3 | | | | | | |

Before submission, the State/UT shall ensure that:

- all details are complete and accurate;
- NHSRC empanelment numbers have been correctly entered;
- no assessor is included more than once;

The information will be used by NHSRC to consolidate the list of eligible assessors and plan the Refresher Training batches.

**Step 3 – Planning of training**

After submitting the eligible list, the State/UT shall request the conduct of the Refresher Training for the identified batch **at least 15 days** in advance to facilitate scheduling and necessary arrangements by the NHSRC. Training will be conducted once a week, preferably on Saturday. Dates will be communicated by the NHSRC in advance.

**5. Process After Submission**

Upon receipt of the verified list from the State/UT, NHSRC shall consolidate details of eligible Internal Assessors and plan Refresher Training batches of approximately 100 participants each. The training schedule and Webex details shall be communicated to the concerned State/UT. The eligible Internal Assessors shall thereafter undergo one-day Refresher Training, followed by a standardised post-training evaluation. Participants securing a minimum of 70% marks shall qualify for continuation/renewal of their Internal Assessor empanelment with NHSRC.

A detailed flow chart is given as Appendix-1:

# Process for Conduct of Refresher Training of Internal Assessors

1. **Communication by QPS, NHSRC**
   QPS Division, NHSRC communicates with State/UT to identify Internal Assessors who have completed more than 3 years from their initial training and are due for refresher training.

2. **Identification and Verification by State/UT**
   State/UT identifies eligible Internal Assessors, verifies eligibility (> 3 years since initial training, valid NHSRC empanelment number, and not empaneled as External or Ayushman Assessor) and prepares the list.

3. **Submission of Eligible List to NHSRC**
   State/UT forwards the list in the prescribed format: Name, Designation, Organisation/Facility and NHSRC Empanelment Number. The State/UT shall request the conduct of the Refresher Training for the identified batch at least 15 days in advance

4. **Batch Planning by NHSRC**
   NHSRC finalises batches of about 100 participants and informs States/UTS and participants of the schedule. Training is held weekly, preferably Saturdays; NHSRC alone communicates dates.

5. **Pre-Training Arrangements**
   NHSRC creates the Webex link and shares it with the state/UT, along with joining instructions and the training agenda.

6. **Conduct of One-day Refresher Training**
   Training is conducted virtually through Webex by QPS Division or NHSRC-approved resource persons. Participants attend from their own device. Attendance is recorded through login/logout timestamps.

7. **Post-Refresher Evaluation**
   All participants undergo a standardised post-training evaluation.

8. **Result Declaration**
   Results are declared within 15 days and communicated to the respective State/UT through the designated official channel.

9. **Continuation of Empanelment**
   Assessors securing ≥70% marks complete the refresher requirement and their empanelment continues for the next three years. Non-qualified assessors are tracked by the State/UT and may attend the next available refresher training.

Annexure-B

| S. No. | Name | Designation | Organisation/Facility | NHSRC Empanelment Number | Valid Email ID | Contact Number |
|---|---|---|---|---|---|---|
| 1 | | | | | | |
| 2 | | | | | | |
| 3 | | | | | | |