



TERTIARY AND VOCATIONAL EDUCATION COMMISSION

Annexure II

Standard Operating Procedure (SOP) for the CareerOne Platform

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Definitions & Glossary of Terms

TERM	DEFINITION
CAREERONE PLATFORM	The national digital platform for career guidance, On-theJob Training (OJT), and employment support developed for Sri Lanka's TVET sector under the KOICA-funded TVET Career Platform Project.
TVET (TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING)	A sector of education focused on skill-based training and certification for employment, encompassing institutions regulated by TVEC and other related bodies.
TVEC (TERTIARY AND VOCATIONAL EDUCATION COMMISSION)	The apex body in Sri Lanka responsible for policy-making, regulation, quality assurance, and administration of vocational and technical education, including oversight of the CareerOne platform.
NVQ (NATIONAL VOCATIONAL QUALIFICATION)	A certification framework (Levels 1–7) that qualifies trainees for employment across technical and vocational disciplines in Sri Lanka.
CGP (CAREER GUIDANCE PRACTITIONER)	A qualified professional (NVQ Level 4 or higher) responsible for delivering career guidance services to TVET trainees, including administering psychometric tests, planning guidance sessions, and supporting OJT/job matching.
TRAINEE	An individual currently enrolled in a TVET institution, pursuing NVQ Level 1–7 qualifications.
GRADUATE	A person who has completed an NVQ-level course or other skill development programme and is seeking employment or further career support.
OJT (ON-THE-JOB TRAINING)	Structured, supervised work-based training provided by an employer to a trainee, typically coordinated through the CareerOne platform.
COMPANY RECRUITER	An employer or authorized company representative who posts OJT or employment opportunities and manages candidate screening via the platform.
PLATFORM ADMINISTRATOR	Authorized personnel from TVEC or other designated institutions are responsible for overseeing user management, system maintenance, and platform operations.
TOT (TRAIN-THE-TRAINER)	A specialized training programme delivered to prepare

	designated trainers (CGPs, coordinators) on how to effectively use and teach others about the CareerOne platform.
HELPDESK	The primary support interface for users of the CareerOne platform, handling technical queries, user account issues, and escalation of incidents.
INCIDENT	Any event that disrupts normal platform functionality, user experience, or safety — including technical errors, misconduct reports, or safeguarding violations.
SAFEGUARDING CONCERN	Any report or suspicion of physical, emotional, or psychological harm to youth or vulnerable users interacting through the platform or its services.
DATA CONTROLLER	The entity (TVEC) is responsible for determining the purposes and means of processing personal data on the CareerOne platform.
DATA PRIVACY	The rights and obligations related to the protection of personal information collected, processed, or stored through the CareerOne platform, aligned with Sri Lanka's Data Protection Act
PERFORMANCE METRICS / KPIS	Measurable indicators used to assess the effectiveness of platform utilization, guidance delivery, and employment outcomes. Examples include OJT placement rate, student engagement levels, etc.
QUALITY ASSURANCE (QA)	A systematic process to ensure the CareerOne platform and related services (e.g., guidance sessions, OJT listings) meet established quality standards.
API (APPLICATION PROGRAMMING INTERFACE)	A digital communication protocol enabling automated data exchange between CareerOne and external systems (e.g., NAITA for OJT tracking).

1. Introduction and General Overview

CareerOne represents Sri Lanka's first national career guidance platform specifically developed for the Technical and Vocational Education and Training (TVET) sector. Following the signed Record of Discussion (ROD) between the Ministry of Education, TVEC, and Korea's KOICA, this platform emerged to address two critical challenges: connecting skilled youth with industry opportunities and modernizing career guidance delivery across the country.

Available through www.careerone.gov.lk, this TVET career management system brings together trainees, qualified graduates, Career Guidance Practitioners, and industry partners under one digital roof. Users can access career guidance services, explore OJT placements, discover employment opportunities, and develop comprehensive career plans.

The platform tackles a longstanding issue in Sri Lankan education - the disconnect between what students learn and what employers need. By strengthening industry-TVET connections and providing evidence-based career guidance, CareerOne helps identify individual potential

while mapping realistic career pathways. Trainees gain access to current job market information, company profiles, and resources tailored to their specific career goals.

This SOP establishes the framework for systematic platform management. It defines the roles and responsibilities of all stakeholders and provides clear procedures for maximizing the platform's effectiveness.

2. Governance and Administration

2.1 Lead Institutions

The Tertiary and Vocational Education Commission (TVEC) holds primary responsibility for the platform's administrative functions. Oversight is provided by the Ministry of Education and the Ministry of Industries.

2.2 TVEC Divisions' Responsibilities

- **Information System Division (TVEC):** Responsible for system administration, development, and continuation of the CareerOne platform.
- **Industrial Liaison Division (TVEC):** Responsible for operational functions including registration of Career Guidance Practitioners, company registration, company recruiter registration, content approval, performance evaluation, and other functional activities of the platform.

2.3 Participating Institutions

The following institutions are key stakeholders in the operation of the CareerOne platform:

- The Ministry of Education and other relevant Ministries
- TVEC
- National Apprenticeship and Industrial Training Authority (NAITA)
- Vocational Training Authority of Sri Lanka (VTASL)
- Department of Technical Education and Training (DTET)
- National Youth Services Council (NYSC)
- Ceylon German Technical Training Institute (CGTTI)
- Sri Lanka German Training Institute (SLGTI)
- University Colleges
- Ocean University
- University of Vocational Technology (UNIVOTEC)

3. User Categories and Registration

CareerOne accommodates different user groups, each with their own registration pathway and access requirements.

TVET Students (Current and Former) Students currently enrolled in TVET courses (NVQ Levels 1-7) can register using their TVEC Student NIC Number. The registration process walks them through profile creation, academic information entry, and institutional database verification before account activation.

Non-TVET Students and General Public Those who haven't entered TVET programmes can still access the platform's career guidance services, psychometric testing, and training opportunity listings. Registration requires a valid NIC and completion of an interest and skills assessment.

Working Professionals Seeking Career Development The platform welcomes individuals with work experience and those currently underemployed who need career guidance or additional qualifications like NVQ certifications.

Career Guidance Practitioners Only qualified professionals can register as CGPs. Requirements include TVEC registration, employment at a recognized TVET center (public or private), and Career Guidance Practitioner NVQ Level 4 qualification or higher. The registration process verifies official designation, confirms institutional ties, validates professional credentials, and requires completion of platform-specific training.

Companies and Industry Partners Employers offering job placements, internships, or OJT programmes register under the "Company Recruiter" category. NAITA sets the requirements for participation, and companies must provide verification documents plus complete platform orientation. Training providers have a particular responsibility to inform all their industry partners about CareerOne's availability.

System Administrators Administrative access goes to designated personnel from TVEC, training institutes, and partner organizations. The "Super Admin" approves all "Admin" level access permissions.

Note: Section 14 covers platform accessibility features for users with disabilities.

4. Key Functions and Business Processes

The CareerOne platform offers a comprehensive suite of features supporting career development and employment, managed through defined business processes.

4.1 Main Management Areas

The platform manages various areas, including:

- Member Management
- Career Test / Career and Employment Guidance
- Portfolio Management

- Employment Support
- Information Management

4.2 Process Flow by User Type

4.2.1 Trainee Process

- **Trainee Membership Registration:** Trainees register on the platform.
- **Conduct Career Test & Application for Guidance:** Trainees undertake psychometric tests and apply for career guidance sessions.
- **Portfolio Registration:** Trainees create and register their portfolios to showcase their educational background and career history.
- **Apply for Recruitment:** Trainees search and apply for OJT and job opportunities, either directly or with CGP support.
- **Information Inquiry:** Trainees can inquire about industry, career, employment policy, events, Q&A, and notices.

4.2.2 Career Guidance Practitioner (CGP) Process

- **CGP Membership Registration:** CGPs register on the platform.
- **Look up Career Test Results & Registration of Guidance Results:** CGPs analyse psychometric test results and record career counselling sessions, guidance plans, and progress tracking.
- **Portfolio Inquiry:** CGPs can inquire about trainee portfolios.
- **Trainee Recommendation:** CGPs maintain up-to-date trainee profiles and recommend relevant OJT vacancies via the platform.
- **Registration of Content and Events:** CGPs develop content necessary for career paths, plan events, and register them on the platform for wider utilisation.
- **Note:** Starting September 1, 2025, monthly reports submitted offline will no longer be accepted. All career guidance sessions for NVQ trainees must be recorded via the CareerOne platform.

Company Operations Companies begin by registering under the "Company Recruiter" category, meeting NAITA's eligibility requirements. Once onboarded, they post job openings and OJT opportunities directly on CareerOne. Beyond recruitment, companies can share relevant content and organize industry events. Throughout the process, company recruiters screen applications, coordinate interviews, provide feedback to candidates, and maintain ongoing communication with potential hires.

TVET/TVEC Administrative Functions TVET and TVEC staff handle subscription approvals and oversee course registrations plus NVQ certifications for trainees. They conduct performance monitoring and evaluation activities related to both career guidance quality and employment outcomes. Additionally, they approve and publish official notices across the platform.

5. Responsibilities of Stakeholders

5.1 Ministry's Responsibility

The Ministry of Education is responsible for directing all relevant organizations to recognize and support the CareerOne Platform as a national initiative. They ensure the platform serves as the base for all career guidance work nationwide.

5.2 TVEC's Responsibility

TVEC is responsible for:

- Verifying and approving company data.
- Liaising with and guiding companies regarding registration and platform usage.
- Facilitating company onboarding onto the platform.
- Sharing OJT-related data with NAITA via API integration.

5.3 Responsibilities of Institutions (NAITA, VTA, DTET, NYSC, CGTTI, SLGTI, University Colleges, Ocean University, UNIVOTEC)

These institutions are responsible for:

- Providing operational facilities for the CareerOne Platform.
- Adding the CareerOne Platform operation as a duty for Career Guidance Practitioners.
- Ensuring all trainees are registered with the CareerOne Platform before completing their training.
- Including CareerOne Platform activities for the performance appraisal of CGPs.
- Checking the progress and ensuring the functions of the CareerOne Platform.
- Sharing their OJT company databases with TVEC.

5.4 Responsibilities of the Head of the Institutions

Institutional Heads and Directors are responsible for:

- Overseeing platform implementation within their institutions.
- Ensuring staff compliance with SOP requirements.
- Monitoring institutional performance metrics related to the platform.
- Facilitating inter-institutional coordination.
- Ensuring trainees are aware of and registered with the CareerOne Platform before completing their training.

5.5 Responsibilities of Career Guidance Practitioners (CGPs)

CGPs are responsible for:

- Recording all career guidance sessions for NVQ trainees via the CareerOne platform.

- Entering career counselling records, guidance plans, and progress tracking into the system.
- Administering psychometric tests and providing career guidance based on the results.
- Maintaining up-to-date trainee profiles and recommending relevant OJT vacancies via the platform.
- Developing content necessary for career paths for trainees, planning events, and registering them on the career platform for public access.
- Providing career counselling to students.
- Assisting students with platform navigation.
- Supporting OJT application processes.

5.6 Responsibility of Lecturer/Instructor

Lecturers/Instructors are responsible for:

- Ensuring all trainees are aware of the CareerOne Platform.
- Taking actions to register trainees in the system.
- Linking all OJT institutions to the system.
- Updating student academic progress.
- Providing industry insights and career advice.
- Supporting OJT placement activities.

5.7 Responsibility of Company, Industry, Industry Skills Sector

Councils, and other Industry/Industry Associations and Bodies

These entities are responsible for:

- Publishing available OJT and job vacancies on the CareerOne platform.
- Maintaining an active company profile on the platform.
- Providing timely feedback on applications.
- Participating in monitoring activities.
- NAITA formalizes OJT agreements with participating companies.

6. Centralized OJT Placement Workflow

The OJT placement process follows a centralized workflow:

- **Step 1: Company Onboarding** ○ TVEC verifies and approves company data. ○ Companies complete platform registration under the "Company Recruiter" category by fulfilling NAITA's requirements. ○ TVEC provides registration guidance and support to companies.
- **Step 2: Opportunity Publication** ○ Companies publish available OJT and job vacancies on the CareerOne platform. ○ They include detailed job descriptions, requirements, training duration, and learning outcomes.

- **Step 3: Trainee Application** ○ Trainees search and apply for OJT opportunities directly or with support from Career Guidance Practitioners (CGPs). ○ The platform provides application tracking and status updates.
- **Step 4: Agreement Formalization** ○ TVEC shares OJT-related data with NAITA via API integration. ○ NAITA formalizes OJT agreements with the participating companies. ○ Training objectives and evaluation criteria are defined, and monitoring protocols are established.

7. Technical Procedures

7.1 Database Management

All participating institutions must share their OJT company databases with TVEC. This includes ensuring regular database updates and synchronization, and maintaining data integrity protocols.

7.2 API Integration

Automated OJT data sharing between TVEC and NAITA will occur via API integration. This enables real-time placement status updates and utilises secure data transmission protocols.

7.3 Platform Maintenance

Regular system updates and security patches will be implemented. User access management and permissions will be controlled, and technical support and troubleshooting procedures will be available.

8. User Training Programme

A comprehensive user training programme will be implemented to ensure effective utilization of the CareerOne Platform.

- **Authorized Trainers:** Training will be conducted by authorized trainers who have successfully completed the "Train The Trainer" (TOT) programme from all stakeholder organizations.
- **TOT Providers:** The TOT programme will be jointly provided by the platform vendor and TVEC.
- **Target Groups:** The primary target groups for training will be Career Guidance Practitioners (CGPs), coordinators, and system administrators.
- **Preferred Method:** The preferred training method will involve online modules with downloadable manuals, supplemented by one or two in-person sessions for practical application and Q&A.
- **Frequency:** An initial one-time orientation will be provided. Retraining needs will be identified based on platform updates, user feedback, and performance monitoring.

8.1 Ongoing Capacity Building for Career Guidance

Practitioners (CGPs)

Beyond initial training, the CareerOne platform mandates a structured and continuous capacity-building programme for Career Guidance Practitioners (CGPs). This ensures ongoing service quality, digital proficiency, and alignment with evolving platform updates and labour market needs.

a) Continuous Professional Development (CPD) Cycle

- CGPs shall participate in a structured CPD cycle every 12–18 months, coordinated by TVEC in collaboration with authorized training partners.
- The CPD programme will include:
 - Refresher training on platform features, user support methods, and digital case management.
 - Workshops on current labour market trends, industry-specific career pathways, and skills forecasting.
 - Advanced modules on digital career counselling, inclusive guidance practices, and safeguarding protocols.
- Participation in CPD will be mandatory for renewal of CGP registration status on the platform.

b) Refresher Course Requirements

- A minimum of one refresher course must be completed by each CGP within every 18 months, starting from the date of their last training or TOT.
- The refresher course will be delivered online or in hybrid mode and include:
 - New feature walkthroughs
 - Updated platform policies and compliance expectations
 - Case studies and role-plays to enhance real-world application

Failure to complete required refresher training may result in suspension of CGP access privileges until compliance is met.

c) Platform Usage Benchmarks and Performance Integration

- CGPs will be evaluated on defined platform usage benchmarks, which will form part of their annual performance appraisal process.
- Benchmarks will include:
 - Number of psychometric tests administered and analysed
 - Number of guidance sessions recorded on the platform
 - Frequency of portfolio updates and OJT recommendations
 - Engagement in content creation and event registration via the platform
- Usage analytics reports will be generated quarterly and shared with institutional heads to support CGP supervision and development planning.

d) Institutional Responsibilities

- Each TVET institution must maintain a record of CGP training completion, participation in CPD, and performance reports.
- Heads of Institutions are responsible for:
 - Releasing CGPs for scheduled training and workshops
 - Incorporating platform usage KPIs into CGP performance reviews
 - Reporting any compliance issues to TVEC for further action

9. Performance Monitoring, Metrics, and KPIs

Performance monitoring and evaluation of career guidance and employment status will be conducted by TVET/TVEC. The following performance metrics and KPIs are identified for tracking:

Organisational KPIs

- Student registration and engagement rates.
- OJT placement success rates.
- Company participation levels.
- Career guidance service utilisation.
- Employment outcomes tracking.

9.1 Reporting Structure

- Monthly progress reports will be submitted to TVEC.
- Quarterly stakeholder meetings will be held.
- An annual comprehensive platform evaluation will be conducted.
- A performance dashboard will be maintained for continuous oversight.

9.2 KPIs for Career Guidance Practitioners (CGPs): Career Guidance Outcome Framework

To ensure the quality and long-term impact of career guidance services delivered through the CareerOne Platform, a multi-dimensional Career Guidance Outcome Framework is adopted. This framework evaluates CGPs based not only on activity metrics but also on career satisfaction, development progress, and follow-up support.

a) Core Key Performance Indicators (KPIs)

KPI Area	Indicator	Target/Expectation (Suggested, must be finalised by the Heads of respective organisations)
Platform Engagement	Number of psychometric tests administered and analysed	Minimum 10 per quarter
	Number of guidance sessions documented on the platform	Minimum 10 sessions per month
	Number of trainee portfolios created or updated	80% of assigned trainees maintain active profiles
	Number of OJT/job recommendations submitted	Minimum 1 per active trainee
Career Planning Quality	Completion of individualized career plans with milestones	100% of trainees guided receive a documented plan
	Goal-setting and action step tracking for trainees	Tracked for at least 75% of guided trainees
Career Satisfaction	Post-guidance trainee satisfaction survey score (optional digital feedback tool)	≥80% average satisfaction score
	Trainee perception of "informed career direction" after guidance	≥85% report increased clarity/confidence
Career Development Rate	% of trainees pursuing aligned further training, internships, or career steps within 6 months	Minimum 60% follow-through rate
Post-Guidance Follow-up	1st follow-up contact made within 3 months of the session	100% compliance for graduating batches
	Follow-up record logged in the platform	Minimum 75% of sessions followed up
Content Contribution (optional)	Guidance resources or career pathway materials uploaded	1 per quarter (recommended)
Professional Development	Completion of CPD or refresher training every 12–18 months	100% required for continued access

b) Post-Guidance Follow-Up Protocol

To ensure that career guidance is not a one-time activity but a process of development:

- **Initial Follow-Up:** Within 3 months after the final guidance session or graduation, the CGP shall contact the trainee to:
 - Confirm if the trainee has begun OJT, employment, or further studies.
 - Identify any barriers faced and refer for further support if needed.
- **Platform Logging:** The outcome of each follow-up must be recorded in the CareerOne system under the "Follow-Up" tab.

- **Optional Second Follow-Up:** Conducted at 6–9 months for high-priority or at-risk trainees (identified during initial guidance).

c) Milestone Tracking for Goal Attainment

- CGPs will support and monitor each trainee's progress against their Career Plan milestones, which may include:
 - Completion of specific training modules or certifications.
 - Application to a minimum number of jobs or OJT placements.
 - Participation in interviews, internships, or skill-building programmes.
- Trainee self-reports, CGP notes, and platform activity will all contribute to milestone tracking.
- At least two progress reviews per trainee (midpoint and exit) are expected before training completion.

10. Incident Management and Escalation Protocols

Effective incident management and escalation are critical for maintaining platform integrity and user trust, especially when working with youth.

- **First Response:** The Platform Helpdesk will serve as the first responder for all technical or general user-related issues.
- **Abuse/Misconduct Cases:** In the event of abuse or misconduct cases, aggrieved parties can contact the operations team of the platform at TVEC and/or the head of the respective institution.

10.1 Best Practices for Incident Reporting and Escalation:

To enhance incident management, particularly for sensitive cases involving youth:

- **Clear Reporting Channels:** Establish multiple accessible channels for reporting incidents, including:
 - An in-platform reporting tool (e.g., "Report Abuse" button).
 - Dedicated email addresses for specific incident types (e.g., technical support, content issues, safeguarding concerns).
 - A clearly publicised support hotline number.
- **Incident Categorisation and Prioritisation:**
 - Categorise incidents (e.g., technical bug, user inquiry, data breach, content violation, safeguarding concern, harassment).
 - Assign severity levels (e.g., Critical, High, Medium, Low) based on impact and urgency, with defined response and resolution targets for each.
- **Defined Escalation Paths:**
 - Level 1 (Helpdesk): Initial troubleshooting, common user queries, and technical issues.
 - Level 2 (TVEC Operations Team/Technical Support): More complex technical issues, content review, and initial assessment of misconduct cases.
 - Level 3 (Designated Safeguarding Officer/Team & Institutional Heads): All safeguarding concerns (e.g., child protection, bullying, harassment), severe misconduct, data breaches, and systemic issues.
 - Level 4 (Ministry/Senior

Leadership): High-level policy matters, legal implications, and major incidents requiring strategic decisions.

- **Dedicated Child/Youth Protection Officer/Protocol:** ○ A designated individual or small team within TVEC (or a formally appointed external partner) should be responsible for overseeing all child and youth protection protocols. ○ This officer/team should be trained in safeguarding best practices and be the primary point of contact and decisionmaker for sensitive cases. ○ A clear protocol for handling child/youth protection incidents should be developed, including immediate steps, evidence collection, mandatory reporting to relevant authorities (e.g., police, child protection services in Sri Lanka), and victim support.
- **Confidentiality and Support:** Ensure that all reports are handled with utmost confidentiality and that support mechanisms are available for aggrieved parties.
- **Post-Incident Review:** Conduct a review for all significant incidents to identify root causes, improve processes, and prevent recurrence.

10.2 Emergency Communication Protocols

To ensure the safety, continuity, and trustworthiness of the CareerOne Platform, a defined Emergency Communication Protocol shall be implemented to issue timely alerts and guidance to users during critical events. These protocols are applicable during national emergencies, institution-level incidents, or system-wide threats.

a) Types of Emergencies and Alert Scenarios

Category	Examples
National Crises	Natural disasters (e.g., floods, landslides), civil unrest, and cyberattacks affecting national infrastructure
Institutional Disruptions	Data breaches, infrastructure failure, unauthorised access or misuse at a specific training institute
Platform-Specific Incidents	System outages, compromised user accounts, service degradation, or phishing campaigns targeting users

b) Alert Dissemination Protocol

Alerts will be categorised by severity and communicated through appropriate channels as outlined below:

Severity Level	Examples	Communication Channels
Level 1 (Critical – National)	National disaster, cyberattack affecting core platform infrastructure	- Platform-wide banner alerts - Email and SMS to all registered users - Social media updates via official MoE/TVEC accounts
Level 2 (Institutional – High)	Data breach, staff misconduct, and	- Email/SMS to affected users - Internal message via CGP/Coordinator

	malware incident at a training center	dashboard - Escalation to TVEC Security Officer
Level 3 (Platform – Moderate)	Scheduled downtime, technical bug, login issue	- In-platform notification banner - Support email response with time estimate - Notification to institutional admins

All emergency messages will include:

- A short summary of the issue
- Steps taken or to be taken
- Who to contact for support
- Expected resolution timeline (if known)

c) Communication Responsibilities

- The TVEC Platform Operations Team will lead all emergency communications for platform-wide or national-level incidents.
- Heads of Institutions are responsible for reporting and internally communicating centrespecific incidents to affected trainees and staff.
- CGPs and Coordinators will assist in delivering communications to trainees via institutional channels (e.g., phone, WhatsApp groups, notice boards).

d) Emergency Message Templates

Standard templates will be developed for:

- System-wide alerts (outages, attacks)
- User advisory notices (phishing, data breaches)
- Institutional notices (centre closures, service suspension)

Templates will ensure consistency, clarity, and timely response during urgent situations.

11. Data Privacy Guidelines (Refer National Data Protection Act)

All stakeholders and platform users must ensure that their data handling practices comply with the provisions of the National Data Protection Act of Sri Lanka (Act No. 9 of 2022). This includes responsibilities related to data collection, storage, processing, sharing, and disposal.

Stakeholders are advised to refer to the National Data Protection Act for detailed legal obligations and definitions pertaining to:

- Lawful basis for data processing
- User consent and rights

- Data minimization and retention
- Breach notification and incident response
- Cross-border data transfers (if applicable)

Any updates or amendments to the Act shall be deemed automatically incorporated into this SOP and shall override any conflicting internal policies or practices.

12. Quality Assurance Processes

While feedback loops from users (e.g., post-guidance or OJT evaluations) exist, and the TVEC operational team ensures platform functionality, updates, and content accuracy, routine platform audits or reviews are not currently planned.

12.1 Best Practices for Quality Assurance:

To ensure the continuous quality of the CareerOne Platform and its services:

- **Scheduled Platform Audits and Reviews:**
 - Conduct regular, formal audits (e.g., quarterly or biannually) of the entire platform's functionality, performance, and security.
 - Perform periodic content reviews to ensure accuracy, relevance, and currency of all information (career paths, industry data, job postings).
- **Content and Service Quality Standards:**
 - Develop clear quality standards for content uploaded by CGPs and companies.
 - Establish guidelines for the quality of career guidance sessions provided by CGPs.
- **User Satisfaction Surveys:**
 - Implement regular (e.g., annual) user satisfaction surveys for all user categories (trainees, CGPs, companies) to gather feedback on platform usability, service effectiveness, and areas for improvement.
 - Analyze feedback to identify recurring issues and drive enhancements.
- **Performance of OJT Placements:**
 - OJT placements will continue to follow NAITA's standard monitoring and evaluation mechanisms to ensure training quality and compliance.
 - Implement additional checks to ensure the quality and relevance of OJT opportunities posted on the platform.
- **Internal Quality Checks for Updates:**
 - Before deploying any new features, updates, or bug fixes, ensure thorough internal testing and quality assurance checks are conducted.
- **Continuous Improvement Feedback Loops:**

- Beyond formal surveys, establish mechanisms for ongoing feedback, such as suggestion boxes within the platform or dedicated feedback email addresses.
- Regularly review user feedback analysis, platform usage pattern studies, and best practice identification to drive continuous improvement initiatives.

12.2 Interoperability with Other Systems

To enhance service delivery, reduce data duplication, and support evidence-based decision-making, the CareerOne Platform will adopt a phased approach to interoperability and integration with national and provincial-level systems. This is essential for creating a unified, efficient, and user-centered career development ecosystem.

a) Strategic Integration Objectives

The interoperability strategy will:

- Enable secure data exchange between CareerOne and other national platforms.
- Improve continuity of support for trainees across multiple services (education, training, employment).
- Support national planning and monitoring of youth employability and skills development.

b) Planned Integration Channels

System/Platform	Purpose of Integration	Planned Method
National Education Databases	Validate student enrollment and qualifications (e.g., NVQ, secondary credentials).	API linkage with MoE managed databases.
Ministry Job Portals	Expand job/OJT visibility and connect to wider government/employer networks.	Job board synchronization via API feeds.
Provincial Career Centers / Youth Hubs	Enable local institutions to access and contribute to trainee profiles, guidance data, and job referrals.	Decentralized user access via role-based login and periodic data syncs.

c) Interoperability Standards and Principles

All future integrations will adhere to the following principles:

- **Data Protection Compliance:** Exchanges must comply with the National Data Protection Act of Sri Lanka.

- **API-First Architecture:** Platform will continue to use secure APIs for real-time or scheduled data syncs.
- **Role-Based Access Control (RBAC):** Stakeholders from external systems will receive tailored access permissions based on their organizational function.
- **Metadata Harmonization:** Shared taxonomies for qualifications, job titles, sectors, and skills will be aligned to national frameworks (e.g., NSQF, NVQ).

d) Governance and Oversight

- TVEC, in collaboration with the Ministry of Education and relevant line ministries, will lead the design and approval of integration protocols.
- A Data Exchange Oversight Committee may be formed to define and monitor cross platform data flows, ensure data integrity, and handle conflict resolution.

13. Support and Communication

A dedicated technical support hotline and regional troubleshooting teams are available to assist CGPs and companies during the transition and ongoing operations.

- **User Support:** This includes help desk services, user training programmes, technical documentation, and FAQ maintenance.
- **Stakeholder Communication:** Regular platform updates, policy change notifications, success story sharing, and feedback mechanism operations will be maintained.

14. Platform Access for Individuals with Disabilities

In alignment with Sri Lanka's commitment to inclusive education and international accessibility standards, the CareerOne Platform must be accessible to all users, including individuals with disabilities. This section outlines the platform's accessibility protocols and inclusive design measures to ensure equal participation and benefit from career guidance, assessments, and employment support services.

14.1 Accessibility Objectives

The platform shall be developed and maintained in a manner that:

- Eliminates barriers to usage for persons with visual, auditory, cognitive, and mobility impairments.
- Ensures equitable access to all key platform features, including assessments, career information, guidance services, and job search tools.

- Promotes user independence, dignity, and privacy in career exploration and decision making.

14.2 Design Guidelines and Technical Protocols

The following accessibility features and protocols will be incorporated into the CareerOne platform design and content delivery:

a) Screen Reader Compatibility

- All user interface elements (buttons, menus, forms) will include appropriate ARIA (Accessible Rich Internet Applications) labels and navigation structure.
- Platform code will support compatibility with standard screen readers (e.g., NVDA, JAWS) for Windows and mobile screen readers such as Voiceover (iOS) and Talkback (Android).

b) Text Size and Contrast Controls

- Users will have the option to adjust text size via in-platform controls or browser settings without content loss or functionality issues.
- A high-contrast mode will be available to support users with visual impairments or low vision, with color combinations that meet minimum WCAG 2.1 AA contrast ratios.

c) Alternate Formats for Assessments

- Psychometric career tests and assessments will be available in multiple formats, including:
 - Text-based format for screen readers.
 - Easy-read format for users with cognitive disabilities.
 - Optional audio-based versions for selected modules.
- Instructions will be provided in simple language with icon-based guidance for ease of understanding.

d) Sign Language and Visual Explanations

- Key platform tutorials and guidance content will be accompanied by:
 - Sri Lankan Sign Language interpretation videos, where feasible.
 - Infographics and video animations with voiceovers and subtitles for major sections (e.g., registration, OJT search, portfolio creation).
- Additional training and orientation videos will include subtitle options and voice modulation for clarity.

14.3 User Support and Feedback

- A dedicated accessibility support channel (email/helpdesk) will be made available for users to report issues or request reasonable accommodations.

- Accessibility feedback will be reviewed periodically by the TVEC technical team and incorporated into continuous platform improvements.
- Special onboarding support for individuals with disabilities will be considered during training or at the institutional level.

14.4 Institutional Responsibilities

- Career Guidance Practitioners (CGPs) must be trained to support users with disabilities during platform navigation and assessment administration.
- TVET institutions are encouraged to identify users requiring accessibility accommodations during registration and notify CGPs and coordinators accordingly.
- Platform content developers and trainers must ensure compliance with established accessibility standards during content creation and instructional design.

15. Compliance and Amendments

15.1 Regulatory Compliance

These policy directives and their sub-clauses are to be complied with by all stakeholder organisations. This includes adherence to Ministry guidelines, TVEC policy compliance, alignment with industry standards, and adoption of international best practices.

15.2 Amendment Process

Any amendment to this SOP shall be made only upon a proposal approved and submitted by the TVEC, and under the authorization of the Secretary, Ministry of Education, Higher Education, and Vocational Education.

15.3 Legal Accountability and Institutional Responsibility

In the event of any legal claims, disciplinary proceedings, or regulatory actions arising from the conduct, negligence, or non-compliance of individuals such as Career Guidance Practitioners (CGPs), instructors, coordinators, or administrative staff while using or facilitating the CareerOne Platform, the respective employing organisation or institution shall bear full responsibility for managing such matters.

TVEC and the Ministry of Education shall not be held liable for any individual misconduct or institutional negligence that occurs outside their direct administrative or operational purview.

Each stakeholder institution is expected to:

- Ensure that its designated personnel comply with all SOP guidelines and national regulations.
- Provide legal and disciplinary support in case of formal proceedings.
- Take timely corrective actions to prevent recurrence of such incidents.

16. Document Archiving and Data Retention

The effective management of digital records is essential for regulatory compliance, performance evaluation, institutional memory, and the protection of user rights. This section outlines the data retention and archiving protocols for the CareerOne Platform, including timelines for storage, criteria for archiving, and secure deletion procedures.

16.1 Data Categories and Retention Periods

The platform stores various types of user and institutional data. The following retention Timelines apply:

Data Type	Retention Period	Archiving/Deletion Protocol
Trainee Profiles & Registration Data	5 years from last login or course exit	Archived securely for audit purposes; deleted after 5 years of inactivity.
Psychometric Test Results	5 years from the date of the test	Archived with trainee profile; available for CGP analysis only.
Career Guidance Session Records	5 years from the last session date	Archived annually; deleted after full retention period.
Portfolio Data	5 years from last update	Archived with user profile; user notified before deletion.
OJT Contracts and Employer Feedback	6 years from contract completion date	Archived as institutional records; accessible for audits and dispute resolution.
Company Registration Documents	6 years from last activity	Archived; subject to review upon reregistration.
System Logs and Activity Records	2 years from the log date	Purged automatically unless flagged for investigation.

16.2 Archiving Protocols

- **Annual Archiving:** At the end of each calendar year, inactive records that have surpassed 12 months of inactivity will be transferred to a secure archive database.
- **Encrypted Storage:** Archived records will be stored using encrypted formats with restricted access to authorized personnel (TVEC technical team).
- **Audit Access:** Archived data may be retrieved for internal audits, performance monitoring, legal compliance, or policy research under strict access control.

16.3 Data Deletion and Purging

- **Scheduled Deletion:** At the conclusion of the defined retention period, data will be purged from all active and backup systems.
- **User Notification:** Where applicable (e.g., portfolios, test results), users will receive an automated 30-day prior notice before permanent deletion.

- **Secure Deletion Protocols:** All data deletions will follow secure erasure standards to prevent recovery or unauthorized reuse.

16.4 Special Cases

- **Legal or Disciplinary Holds:** In the event of legal proceedings, misconduct investigations, or audit requirements, related records may be retained beyond the standard retention period.
- **User Requests for Deletion:** Users may request early deletion of their data (e.g., under "right to be forgotten") subject to verification and legal review.

16.5 Institutional Responsibilities

- TVEC is the designated data controller and oversees compliance with all archiving and retention protocols.
- Participating institutions (TVET centers, NAITA, etc.) must align local recordkeeping practices with platform retention policies.
- Career Guidance Practitioners and System Administrators must ensure records are accurate, complete, and updated before archival.

16.6 Document Control:

- **Next Review Date:** September 2026
- **Distribution:** All participating institutions and stakeholders