



# 7th International Skills Forum

## Anticipating and Preparing for Emerging Skills and Jobs

12–14 December 2017  
Asian Development Bank, Manila, Philippines

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## About us

- Tech Mahindra Foundation (TMF) is the CSR wing of Tech Mahindra Limited, the fifth largest IT company in India. TMF is a not-for-profit company working in the social sector
- India was the first country to make a financial contribution of 2% before tax towards CSR mandatory for companies
- Tech Mahindra Foundation was set up in 2007 and now has a presence in 12 cities.
- Work of the Foundation has been recognised and awarded extensively both in India and abroad
- We work in 3 main areas:
  - ✓ **Employability**
  - ✓ **Education**
  - ✓ **Disability**



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## The VET scenario in India

Ministry of Labour  
& Employment

Ministry of Skills &  
Entrepreneurship

Directorate General  
of Employment &  
Training

National Skills  
Development  
Corporation

National Skills  
Development  
Authority

32 Sector Skills Councils

Government ITI

Government Aided NGO partners

Private ITC

Private Sector Initiatives or CSR funded NGO  
partners



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## Tech Mahindra Foundation's Employability Portfolio

SMART - Regular	SMART - Technical	SMART - Plus	SMART Academies
4 – 12 month courses with an emphasis on Soft Skills	6 – 12 month courses related to manufacturing industry	Focus on People with Disabilities	Certificate and 2-year Diploma Courses in Healthcare
<p>Courses Offered:</p> <ul style="list-style-type: none"> <li>- Retail</li> <li>- Hospitality</li> <li>- ITES</li> <li>- Basic Accounting</li> <li>- Office Administration</li> <li>- Pre-Primary Teaching</li> <li>- Logistics</li> </ul> <p>...and many more</p>	<p>Courses offered:</p> <ul style="list-style-type: none"> <li>- Automobile Technician</li> <li>- CNC Machine</li> <li>- AC &amp; Refrigeration</li> <li>- Welding</li> <li>- Electrician</li> </ul>	<p>Foundation Course plus specializations in:</p> <ul style="list-style-type: none"> <li>- Customer Relationships &amp; Sales</li> <li>- Hospitality</li> <li>- ITES / BPO</li> <li>- Multimedia</li> <li>- Nurse Aides</li> </ul>	<p>Diploma:</p> <ul style="list-style-type: none"> <li>- Dialysis Technician</li> <li>- X-Ray &amp; Imaging Technology</li> <li>- Operation Theater Technician</li> <li>- Medical Lab Technician</li> </ul> <p>Certificate:</p> <ul style="list-style-type: none"> <li>- Hospital Front Office &amp; Billing Executive</li> <li>- General Duty Assistants</li> <li>- Emergency Medical Technicians</li> </ul>



# SMART- Skills for Market Training, is TMF's employability programme

- 65,000 trained to date
- 70% placement rate
- 50% women beneficiaries
- 10% beneficiaries with disabilities
- 100 SMART centres across 11 cities
- 3 SMART Academies





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## Innovative/good practices of SMART

- Industry specific curriculum with audio visual aids, on-job training, state of the art laboratories
- Strong mobilization and placement processes with 6 months post placement follow up
- Real time MIS to analyze, verify data and identify gaps
- Closed loop model with strong industry linkages
- 6 months to 2 year training programs with emphasis on spoken English, Work Place Readiness and IT.
- Wide variety of skills training offered- service sector, technical training, healthcare and training of persons with disabilities.
- Strong monitoring team to build capacity and create a cross functional learning platform





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## Enabling conditions

- SMART Implemented through :
  - a) Grassroots NGOs
  - b) Directly by the Foundation
- Unconditional support from the company
- Young motivated team of over 100
- Strong written processes backed by a monitoring team, regular audit processes and annual training and development of partners
- Regular internal capacity building with good HR, Accounts and Communication team
- Research backed decisions on new areas like health services



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CHALLENGES	SOLUTIONS
Vocational training is not aspirational	<ul style="list-style-type: none"><li>• Work with industry to ensure better compensation</li><li>• Aptitude tests and identification of interest in school</li><li>• Entry level Counseling</li></ul>
National Occupational Standards are below par	<ul style="list-style-type: none"><li>• Link training, infrastructure and on-job training to industry standards</li></ul>
Short term courses and disconnect with industry needs	<ul style="list-style-type: none"><li>• Duration of training aligned to minimum standards of industry requirements</li></ul>
Lack of linkages with the open schools of learning for school dropouts	<ul style="list-style-type: none"><li>• Essential to link with National Institute of Open Learning to ensure a minimum education of 12<sup>th</sup> Grade.</li></ul>
Low availability of qualified trainers	<ul style="list-style-type: none"><li>• Market linked compensation for qualified trainers and periodic capacity building</li></ul>

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