

Training talents the NIIT way

Career advancement in the BPO/KPO industry has never been this easy

Priyanka Dey



In spite of the great recession that has hit the globe in 2008-2009, the BPO/KPO industry in India has never failed to offer numerous job opportunities. In fact, experts in this field forecast not just growth but also the potential to attract many young professionals who are keen to join the industry as a chosen career destination. However, specialised training for BPO/KPO aspirants is fast becoming a key differentiator as companies strive hard to achieve service excellence and move up the value chain.

Today, there are comprehensive roles for BPO employees, as well as boundless opportunities to work on multiple verticals. But what about the training programmes that will make young people job-savvy and a success at work? Do not worry, help is at hand. Education and training pioneer NIIT and BPO giant Genpact have started a joint venture – NIIT Uniqua – to address your training needs. *Live IT* spoke to Mr Chockalingam Murugan, President of NIIT Uniqua, to know more about this unique training programme. Excerpts from an e-mail interview:

Live IT: How did it all begin – the whole concept of Uniqua?

Uniqua was conceptualised to meet the growing demand for skilled workers in the global BPO/KPO industry. Uniqua Center for Process Excellence is a joint effort by Genpact and NIIT to ensure that the young people keen to start a BPO career are industry-ready from the very beginning. NIIT Uniqua provides knowledge and training in business processes and soft skills. It is basically an initiative to combine the best practices of Genpact, a leader in BPO, and NIIT, an education and training pioneer.

Live IT: Does the initiative help both job seekers and the corporate houses?

Definitely. It helps the companies curb training costs, cut short the long pre-process training period and thus ensure better

profit margins. And candidates with adequate training naturally find things easier on the floor – so there will be low attrition and better scope for career advancement.

Live IT: How does your partnership with Genpact help your students?

Genpact and NIIT have combined their respective strengths to offer a comprehensive training curriculum. Right training for the right people is the key to success on personal and organisational levels. So it will be immensely beneficial for BPO/KPO aspirants, as well as current employees of business services and technology companies.

Live IT: Is Uniqua a first-of-its-kind initiative? What is so unique about Uniqua?

Of course, there are other small-scale training organisations. But Uniqua is a first-of-its-kind initiative that is exclusively designed for BPO training. We have many pluses and some of its unique features are listed below:

- Nationwide training school for BPO/KPO career
- Curriculum co-created with industry standards
- Relevant specialisation mapped to real job
- State-of-the-art education delivery model to maximise your learning
- Experienced trainer pool
- TOEIC (Test of English for International Communication) certification (optional)
- Strong placement partnerships and pre-employment offers from top BPOs

Live IT: Please share with us the outline of the current curriculum.

Uniqua addresses the burgeoning demand for skilled workforce by providing training programmes in relevant areas. So our