

Live IT, National

January, 2010

Career Chat

training curriculum is tailored to provide students with a sound knowledge of business processes and basic voice training – followed by a specialisation in advanced voice training and basic finance. The courses range from one month up to a maximum of three months of classroom training. NIIT Uniqua has a blended learning curriculum, with a perfect mix of computer-based and instructor-led training. In addition, the institute offers hands-on practice on business processing functions and applications. Highly automated training systems and a pool of experts from the industry are there to meet the training needs of our students.

Live IT: How many training centres do you have? Where are these located?

We have 15 Uniqua centres so far. Besides the Capital, we have centres in the NCR, Jaipur, Hyderabad, Bangalore, Madurai, Vizag, Bhubaneshwar, Kolkata, Siliguri and Guwahati.

Live IT: How do you plan to reach out to the segment that doesn't have access to your training centres?

Currently, our course curriculum is designed in a way to provide a number of interactive sessions, group discussions and instructor-led sessions. So, the training sessions are classroom based.

However, we have plans to leverage existing NIIT Pan-India presence to scale up operations. Also, in order to expand our accessibility, we will soon introduce synchronous learning and online training in the next phase.

Live IT: Is it essential to undergo training for securing a BPO/KPO job?

Recruiting the right kind of people for the BPO/KPO sector is a big challenge faced by many companies and recruitment agencies. Recent research and studies have also shown that the BPO sector is going to face a talent shortage of about 262,000 professionals by 2012. This is undoubtedly a great opportunity and we are confident that Uniqua can help fill this gap. We are grooming young professionals so that they have an edge over others when they decide to enter the BPO industry. The programme helps create awareness about the BPO sector and focuses on critical skill-sets required for key functional roles.

Live IT: What difference will training@Uniqua make to one's career?

Our training begins with the need



of the programme, each student is given an individualised assessment sheet by an instructor who identifies the skill gaps and specific capabilities that the student needs to acquire. Consequently, students are re-assessed at each stage and feedback is given on areas of improvement.

The methodology followed is known as PCLA (Practice Centred Learning Architecture). This is because the skills

