

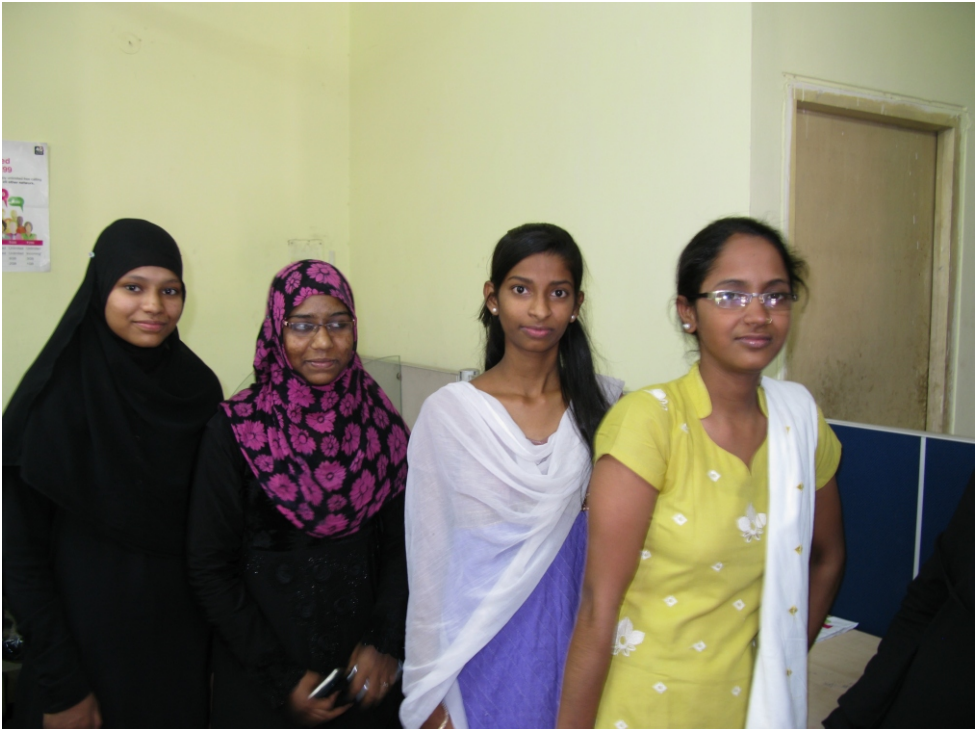
CAP-MGSI BASIC EMPLOYABILITY SKILL TRAINING PROGRAM





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ABOUT THE PROJECT

CAP Foundation is an innovative community based workforce development initiative demonstrating end-to-end solutions to link learning and livelihood for disadvantaged young people and women. Addressing the livelihood issues of these youth, with supporting transition pathways that help them move out of poverty and towards secure futures remains at the centre of the Basic Employability Skills Training program (BEST) of CAP Foundation. CAP Foundation is a registered Trust with tax exemption status under section 80G and 12A of the Income Tax Act.

MGSI – Microsoft Global Services (Center) India, the delivery advantage for Microsoft Services worldwide. With a talented and dedicated pool of co-located consulting delivery experts enables customers in their mission critical and business critical work, by deploying future-ready solutions using deep delivery capabilities across N, N+1 and emerging Microsoft technologies. This helps their customers maximize the value of their Microsoft investments; as well as run, grow and innovate better. Microsoft Global Services India and CAP Foundation have partnered to conduct basic employability skills training for disadvantaged young people from

weaker sections of the economy in Hyderabad and Ranga Reddy districts of Telengana and prepare them for the modern economy driven jobs.

Under this partnership, the project aimed at reaching out to 562 young people including a pilot program to include 30 transgender persons over a period of 1 year through 3 months and 6 months courses. 562 candidates have been enrolled and 445 candidates have completed 3 months employability training program and 94 candidates have completed 6 months employability training program in Retail, Hospitality and ITES domains and additionally on a pilot basis 27 Transgender have been enrolled of which 16 have completed 45 days employability skill development training.



IMPLEMENTATION

3 and 6 months Basic Employability Skill Training:

CAP Foundation followed a tried and tested 9 step model processes. CAP Employability model for new economy jobs has been tested and demonstrated at various urban and sub-urban locations and, in some cases are under demonstration in rural and tribal locations.

Location: The first batch of training was conducted in CAP Employability training center at Kukatpally, however based on the candidate feedback it was found to be idle to set up a training center closer to the community at a location well connected by bus, train and other means. Therefore, a training center has been set up at Osman Chambers, Gachibowli-Miyapur Road, Prem Nagar, Hafeezpet with all the necessary infrastructure.

Community: The program selected disadvantaged youth with diverse educational profiles, especially those who live on the periphery of the selected city, where a wide gap exists between demand for workforce in service sector and its availability.

The 9 step of the model that CAP Foundation followed for implementation for this project is as follows:

- **Market Assessment study:** For demand driven and equitable work force development, a detailed market survey process was undertaken to identify the profiles in sectors that have long term livelihood prospects and growth opportunities. The course, content and requisite competencies of trainers have been derived from the results of the study. It was identified that Retail, Hospitality and ITES are the demand driven sectors for the project location
- **Curriculum and training content:** CAP has used its already well developed content for the courses. Training delivery has been in the local language through translation of content, while students have been provided with Basic English proficiency training.
- **Identification of trainers and faculty:** New faculties who are experts in their respective domains have been recruited from the local areas.



- **Training of trainers:** CAP has conducted the training of trainer's module to the staff besides providing them on site support to ensure quality of the programme. Trainers have been trained in the methodology to acquire the required competencies.
- **Establishment of Centres:** The first batch of training was conducted in CAP Employability training center at Kukatpally, however based on the candidate feedback it was found to be idle to set up a training center closer to the community at a location well connected by bus, train and other means. Therefore, a training center has been set up at Osman Chambers, Gachibowli-Miyapur Road, Prem Nagar, Hafeezpet with all the necessary infrastructure
- **Identification of potential beneficiaries, youth for training/ Mobilization and selection of trainees:** Unemployed youth between the age group of 18-30 yrs. were identified through a mobilization process which included meeting each community leaders and local administrators. The local administration was appraised on the project and they were taken into confidence for mobilizing the eligible youth. Road shows were conducted and youth was oriented about the scheme and an interest inventory test was conducted before enrolling the students into the program. Individual counselling was done and students were admitted to the course according to their interest inventory results.
- **Aptitude assessment/ Preliminary screening of candidates:** The potential trainees have been put through a basic aptitude test to help them decide on enrolment into the courses on offer at the centre
- **Intensive training/ Skills Sets:** Computer literacy, listening, speaking, reading, writing, numeracy, spoken English, life skills and work readiness skills. Specific competencies catering to the entry level profiles that were identified through the market scans were delivered both on-site and off-site through face-to-face interaction, Computer Based training and technology enabled channels including e-learning.
- **On the job training / apprenticeship:** The training programme of 3 months and 6 months included an on the job training component for 1 and 2 months respectively.
- **Placement:** More than 75% of the students (421) have been placed with salary ranging from 6000 to 15000.
- **Trainer Support:** Potential employers, business mentors and volunteers were brought in to support quality training.

- **Certification and assessment of trainees:** Concurrent internal assessment of trainees on both theory and practical has been conducted

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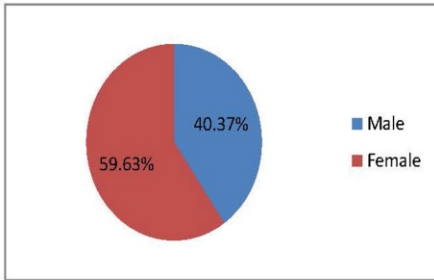
The enrollment details are as follows:

S.No.	Sector	Enrolled	Trained	Placed
1	Retail	179	170	133
2	Hospitality	168	166	123
3	ITES	215	203	165
TOTAL		562	539	421

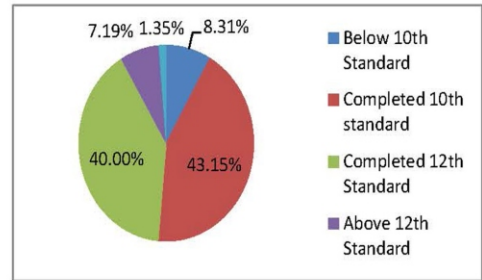


SOCIO-ECONOMIC PROFILE

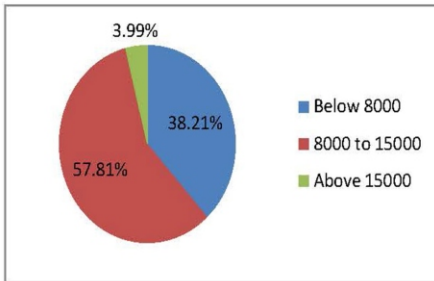
Gender Ratio of Candidates Enrolled



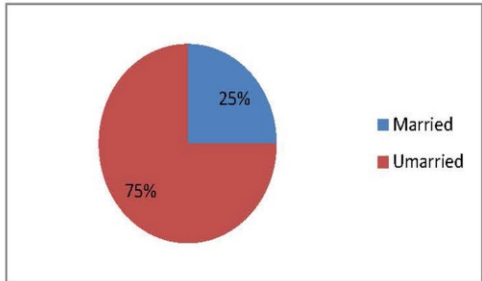
Educational Background



Monthly family income



Marital Status





PILOT TRANSGENDER PROGRAM

CAP has conducted a detailed study to understand the transgender (TG) community. CAP's community interventions officials have reached out to transgender (TG) community in four areas (Srinagar Colony, Rahmat Nagar, Jeedimetla & Charminar) of Hyderabad successfully after initial rejections. Based on the study it was ascertained that majority of the TGs are graduates but don't have the required life and work skills to obtain jobs in formal sector.

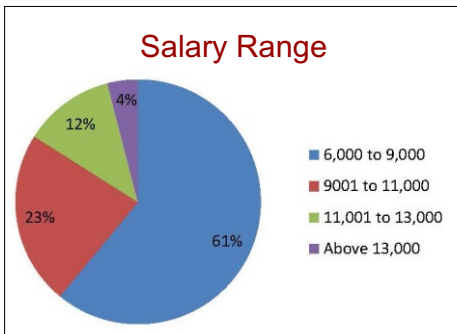
Multiple counselling sessions were held with the identified group and 27 TGs have registered for the program. After a group discussion with these 27 candidates it was decided that training would be conducted 4 hours per day for 5 days a week for 30 days, which was latter extended to 60 days. TGs were trained in Communicative English, Computer skills, life skills and work readiness module.

Of 27 candidates who have enrolled for the training program 16 candidates have successfully completed the training of which 11 of them have been placed.

PLACEMENT



Salary range: On completion of the training program trainees have been placed in salaries ranging from 6,000 to 20,000 per month. Majority of the candidates i.e. 61% of them have been placed with salary ranging between 6000 to 9000. Candidates have been placed in profiles such as Sales executive, Data entry operator, tele caller, waiter, receptionist



On successful completion of the training program Shereen was placed in Reliance as a tele caller with a salary of Rs. 6000/- per month. She plans to save for her education and convince her father to continue with her education.

Shereen's sister Farheen has been placed with Medplus on completion of the training program with a salary of Rs. 9,500/- p.m. . Shereen and her sister have been able to convince her father that Farheen can continue with her education from the next academic year.

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CASE STUDIES



ANJALI, 29: Anjali belongs to a family that is highly respected by the society in Rajahmundry district of Andhra Pradesh. She has successfully completed her graduation in Commerce stream and has been living with her Guru in Hyderabad for the last 10 years.

At a very young age Anjali started exploring her sexuality and learned that she is a Transgender. She decided to be open on her sexuality to the family and the society. However, she noticed that she was discriminated and that it was very difficult for her family to accept her as who she was. At the age of 19 she has taken a major decision to leave her family and in the hope of leading a dignified life, she thought Hyderabad would be the place where she could reside and therefore reached the city. Life was not so easy in Hyderabad. She had realised that sex work and begging were only the ways she could make her livelihood and soon started to beg on the street as a Hijra after repeated rejections in other fields. Luckily for Anjali she soon found a home at her Guru's place and stopped working as sex worker but however had to continue to beg in order to make a living.

Anjali has always dreamt of a dignified life. She says that has exactly been the reason why she has chosen to join the program as soon as she heard of the employability skill training program being offered. She has inspired everyone at the training center with her determination to lead a dignified life. She has joined the training program with the help of India HIV/AIDS Alliance and has successfully completed her course. Anjali now works as freelance model in an advertisement agency. She now earns Rs.15,000 to Rs. 20,000 per months based on the assignments.

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M Narasimha, Retail: Narasimha belongs to Rangareddy district of Telangana State. Narsimha lives in a family of 8 which consist of his parents, two elder brothers, and two sisters and his elder sister's daughter. His elder sister resides with them as her husband has expired recently.



Narasimha couldn't pass his 10th standard examination given the poor quality of education that the family could afford. He was also aware of the fact that even if he might have cleared his examination he could not continue any further given the poor financial conditions of the family. Narsimha heard about the 3 months employability skills training program through themobalization camp conducted in his arear and has decided to join immediately. "Narsimha was a very bright student, he clearly knows what he wants" recalls the center in-charge.

On completion of the training program Narishma was placed with Khadim's retail store as a sales associate with a salary of Rs. 10,500 per month. Narismha proudly says "For the first year I will help my family pay of the debts and save for my education and from the subsequent years I'll save for the big business I want to set up one day".



Shereen Begum, ITES: "Those have been the happiest days of my life" says Shereen on the classroom training days in the Hafeezpet center, who along with her sister Farheen Begum has attended 3 months employability training program.

Shereen has completed her intermediate last summer and was forced to discontinue her education, when her elder sister with whom she commutes to college every day got married as her father though it is not safe for her to go alone to college. Her sister was also forced to discontinue after 10th standard for the same reason.

Shereen always knew that she wanted to work, be independent and self-sufficient. Shereen immediately grabbed the opportunity that has been made available to her and enrolled self and sister in the program. "She was most interested in English classes and the rate at which she grabbed the English lessons was amazing" recalls her facilitator.

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