



British  
High Commission  
New Delhi

## British High Commission

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[www.gov.uk/world/india](http://www.gov.uk/world/india)

# Delivering World Class Skills India-UK Partnerships

UK skills providers deliver world class training to top international companies, including IBM, Shell, Jaguar Land Rover and DHL



# DELIVERING WORLD CLASS SKILLS INDIA-UK PARTNERSHIPS



## The UK has

Expertise in engaging both small employers and some of the world's best known companies, including IBM, Shell, Jaguar Land Rover and DHL.  
Experience developing localised training programmes in over 130 countries around the world.

Established organisations with over 100 years of experience delivering world class skills.  
Capacity to deliver at scale - delivering skills to over 3m learners a year in the UK alone, including over 5,00,000 Apprentices.

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# BECOMING INDIA'S PARTNER OF CHOICE

The British High Commission in India is pleased to present this booklet that celebrates a selection of India-UK partnerships in skill development and highlights the opportunities to build many more

Skill development is an important element of the bilateral relationship, represented by the visit of the UK Minister for Skills in January 2013 and the importance given to skill development as a crosscutting theme in the UK Prime Minister's visit in February 2013.

Working in over 100 different countries and home to some of the most established skills organisations in the world, the UK is well placed to become India's partner of choice.

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# BUILDING ON SUCCESS

India is already host to many of the UK's most experienced and innovative skill development providers. Through local partnerships, UK organisations have been instrumental in:

- creating new training institutions
- developing locally contextualised world class training programmes
- delivering key employability and skills initiatives by both the Union and State Governments
- supporting local industry engagement and developing National Occupational Standards (NOS)

While much has been achieved, there is demand and capacity to achieve much more.

## OVERVIEW

# DIVERSITY OF EXPERTISE AND SERVICES >

## UK OFFERS

### CREATING AND DELIVERING LOCALLY RESPONSIVE PROGRAMMES



Curriculum &  
Content Development



Accreditation &  
Certification Services



Employer  
Engagement and  
Placement Strategies



Master/Train the Trainer  
Programmes



Infrastructure Planning  
and Development

### SUPPORTING THE IMPLEMENTATION OF NATIONAL AND STATE LEVEL POLICIES AND STRATEGIES



Establishing National  
Occupational Standards (NOS)



Developing International  
Recognised Qualifications



Researching & Implementing  
International Best Practice



Policy Development and  
Technical Assistance

## CASE STUDIES

# EMPLOYABILITY SKILLS

UK providers have a strong focus on ensuring that employability is at the heart of vocational training. Whether it is through embedding soft skills in the curriculum of vocational courses or developing employability courses specifically tailored to the local context, there is a wealth of experience to be accessed.

**“We want to create many new job opportunities for our youth in the coming years. To achieve this it is necessary that we train them in skills which our economy needs.”**

Prime Minister Manmohan Singh – Independence day address 2012

Examples Services and Expertise:



Master/Train the Trainer Programmes



Infrastructure Planning and Development



A4E- Employability Programme (Jharkhand 2011)

### Delivering Employability Skills to underprivileged youth

**UK Partner:** Bournville College, West Midlands  
**India Partner:** Indus Integrated Information Management Ltd. (IIIM)  
**What:** Delivering spoken English with communication and employability skills to **4,000 underprivileged graduates** in West Bengal.

More information @ [www.bournville.ac.uk](http://www.bournville.ac.uk)

**How:** Bournville College set up a local office in Kolkata and has formed a number of local partnerships, including a revenue sharing partnership with Indus Integrated Information Management Ltd (IIIM). Together they are delivering an **employability skills programme** sponsored by the **West Bengal Schedule Caste & Schedule Tribe (SC&ST) Development & Finance Corporation**. The programme is being delivered across **100 training centres** in remote areas like North 24 Parganas, Nadia and Purulia. Bournville College, as the knowledge partner, provide the curriculum content, train the trainers, embed quality control procedures and issue certification upon successful completion of the 60-hour programme. IIIM, as the delivery partner, provide a local team for the **mobilisation, training and placement of students**.

### Quality Assurance in Skills for Employment

**UK Partner:** Mirams Waterhouse Ltd  
**India Partner:** IL&FS CDI Ltd

**What:** Skills programme development, quality assurance and monitoring to **international standards**.

More information @ [www.mirams-waterhouse.co.uk](http://www.mirams-waterhouse.co.uk)

**How:** Since 2009, Miriams Waterhouse has supported IL&FS CDI Ltd to **establish over 30 centres** in a number of Indian states. The centres deliver a programme of training that has enabled **over 13,000 young people from below the poverty line** to enter the leather industry as semi-skilled cutters, stitchers and assemblers. Mirams Waterhouse provide support with programme development and the assessment methodology to achieve the highest possible standards in conjunction with their European certifying partner The Scandinavian Business Academy. Through providing the quality management system and on-going monitoring and audit, Miriam Waterhouse has enabled a success rate of **helping well over 90% of trainees into employment**.

## CASE STUDIES

# INDUSTRY-LED TRAINING

To enable the transformation of the Skills Development market in India, it is essential that industry is at the heart of the system. This ensures that the most relevant skills are taught and learners have the maximum opportunity for placement. Employer engagement and industry training are core to the UK approach to delivering skills in India.

**“To compete in the open domestic economy, leave alone the global market, companies need to achieve standards that can be delivered only by trained manpower working on sophisticated machines that run to precise algorithms.”**

National Skills Development Council (2010)

Examples Services and Expertise:



Accreditation & Certification Services



Employer Engagement and Placement Strategies



City and Guilds and Manpal-Training for Shopper Stop

### Bespoke Training Programme

**UK Partner:** City and Guilds  
**India Partner:** Manpal Education

**What:** Developing bespoke training with **large employers** India.

More information @ [www.indiaskills.com](http://www.indiaskills.com)

**How:** IndiaSkills, the training division of Manpal City & Guilds, works both strategically and directly with employers to develop quality industry-relevant certifications and **bespoke training programmes**. Examples include programmes with Shoppers Stop and the **Delhi Metro Rail Corporation (DMRC)**. The Retail Skills course developed for Shoppers Stop employees was developed and delivered with existing trainers, training centre networks and in the workplace. The benefits include a **significant improvement in staff retention** and increased productivity levels, reflected in a **95% satisfaction score**. To further onsite safety, the DMRC partnered with IndiaSkills to develop and deliver a skills-based course - 'Certificate in Safety for Metro Transport Maintenance'. **Over 2000 employees** have been successfully trained to date and employee confidence levels in the workplace have increased to **97%**.

### Job Creation and training

**UK Partner:** JCB India

**What:** Creating training programmes for **new jobs**.

More information @ [www.jcbindia.com](http://www.jcbindia.com)

**How:** JCB India, the largest manufacturer of construction equipment in India, has invested in **eleven Operator Training Centres (OTC)**. The centres develop the skilled manpower needed for its rapidly growing business. The course module is simple, but effective. It includes class room training on machine operation, maintenance and features. Apart from focusing on the quality and productivity aspects, the trainer also emphasizes the safety aspect of operating the machine. Through the establishment of the Lady Bamford Charitable Trust, JCB also provides a significant amount of **vocational training, literacy courses and vital infrastructure** for a number of 'adopted' villages near their plants. To date JCB India has trained **over 20,000 operators** for skilled employment in a growing industry and through the work of their Trust, a further **4,000 students** in the local community.

## Creating new training centres

**UK Partner:** New College Nottingham  
**India Partner:** BWI Educon Ventures Pvt Ltd, Batra Group

**What:** Establishment of a **new training centre** in Gurgaon, Haryana with the capacity to offer premium higher level technical vocational education for **1,000 students per year**.

More information @ [www.nila.org.in](http://www.nila.org.in)

## Training for non-clinical Healthcare staff

**UK Partner:** A4E  
**India Partner:** Apollo MedSkills

**What:** Creating training programmes for **new jobs**.

More information @ [www.a4eindia.com](http://www.a4eindia.com)

**How:** New College Nottingham has entered into a joint venture with the Batra Group to create the **New College Nottingham International Lifestyles Academy (NILA)**, the first of its kind in India. NILA is modelled on New College Nottingham's own higher level skills vocational curriculum expertise, using Pearson's Edexcel as the validating body. With plans to open academies in other cities, such as Chandigarh, Bangalore and Ahmedabad, this academy focuses on the 'Lifestyles' curriculum, namely **Hospitality Management, Retail Management, Business, Fashion and Interactive-Media**, in a combination of Diploma and Certificate Courses. The core mission of the Academy is to enhance the employability of its learners and provide a seamless progression to **management level employment** or the **final year of an honours degree in the UK**.

**How:** A4e and Apollo MedSkills have recently signed an MoU to co-design and co-deliver a bespoke learner paid **entry level healthcare training program** for rural and urban youths across 4 cities in India. The pilot program will focus on training, which is responsive to the needs of the health sector. With the increasing demand for skilled and qualified personnel in the healthcare sector, the training objective will focus on **developing professional and employable competencies** encompassing life skills, work readiness as well as specific technical and professional skills that will enable learners to seek jobs as non clinical support staff in various **healthcare institutions across India**.

## CASE STUDIES

# INNOVATION IN ENGLISH LANGUAGE TRAINING

English is the second official language of India and is widely recognised as a key skill for employability and higher wages. However, out of 1.2bn people in India only 100m are estimated to have spoken English skills. UK providers are well placed to offer stand-alone and contextualised English Language programmes for school aged children through to working adults.

**"Special emphasis on verbal and written communication skills, especially, but not limited to, English would go a long way in improving the employability of the large and growing mass of disempowered youth."**

Planning Commission 2012: Twelfth Five Year Plan

Examples Services and Expertise:



Curriculum & Content Development



Master/Train the Trainer Programmes



Students in bksb training centre (2012)

## Digital and online solutions

**UK Partner:** bksb India, a wholly owned subsidiary of Vision West Nottinghamshire College  
**India Partner:** Cordia Group of Institutes and Baba Banda Bahadur Singh Engineering College (BBBSEC)

**What:** Train the trainer programmes, online delivery and increasing awareness of **English as an employability skill.**

More information @ [www.bksb.in](http://www.bksb.in)

## Delivering English in the workplace

**UK Partner:** Bournville College, West Midlands  
**India Partner:** Tata Motors Limited, Lucknow, UP

**What:** Delivering spoken English and employability skills to **existing employees.**

More information @ [www.bournville.ac.uk](http://www.bournville.ac.uk)

**How:** bksb is a UK-based company located in India, which establishes relationships with local colleges to enhance English language skills via **online learning solutions** - and raise the attainment level and standards for English language throughout India. With support from the **UK India Education and Research Initiative (UKIERI)**, bksb partnered with the Cordia Group of Institutes to develop and deliver a **train the trainer programme** to enhance the capacity of tutors to deliver English language training. The Institutes witnessed a significant **increase in English language skills and confidence of students.** The partnership with Baba Banda Bahadur Singh Engineering College (BBBSEC) focussed on delivering the bksb English module for **1,000 vocational students.** The project helped raise awareness of the value of English language for employability and provided access to high quality teaching through bksb **online English solutions.**

**How:** Following a visit to Lucknow initiated by **UK Trade and Investment (UKTI)**, Bournville College has signed a MoU and an agreement with Tata Motors to train their employees on **Spoken English with Communication and Employability Skills programme.** The first batch will comprise of 100 learners and will be preceded by a **Train the Trainer programme** conducted by Bournville. The Training will start in June 2013. Bournville College, as the knowledge partner, provides the curriculum content, trains the trainers, embeds quality control procedures and provides certification upon successful completion of the **100-hour programme.**

## Internationally recognised assessments

**UK Partner:** Cambridge English Language Assessment  
**India Partner:** Private schools, higher education institutions and State Governments

**What:** Creating and delivering world class English Language **learning materials and examinations.**

More information @ [www.cambridgeenglish.org/in](http://www.cambridgeenglish.org/in)

## From Children to Adults

**UK Partner:** Linguaphone Group  
**India Partner:** Lotus Learning and other licensed partners

**What:** Development of Language Labs and creating a **network of franchised partners.**

More information @ [linguaphonegroup.com/ourpartners/india](http://linguaphonegroup.com/ourpartners/india)

**How:** Cambridge English Language Assessment, part of Cambridge University, work with a wide range of business partners in India, including **prestigious schools, higher education institutions and State governments.** Globally over **4 million people across 135 countries** undertake Cambridge assessments every year. In India there are many centres across the country, with strong engagements in **South and West India.** Cambridge English Language Assessment supports its partners with valuable learning resources, including printed materials, CDs and online information. They also support the **professional development of the English Language teachers** through country-wide face-to-face and webinar-based teacher development programs, research activities, and participation in educational conferences.

**How:** The Linguaphone Group is a global language training provider based in the UK with a strong heritage in the Indian market. An early franchise partners is Lotus Learning, who pioneered the concept of Linguaphone language labs in India. To date they have been installed in over **500 institutions** across India, used by over **25,000 individuals** to master English. Support from **UK Trade and Investment (UKTI)** has helped to expand the business and secure a new Master Licensee for India. Based out of Chennai, there are plans to open over **500 training centres** in the next five years. Linguaphone also have a franchise partner in Hyderabad for Pingu's English, Linguaphone Group's **early years English language programme**, which provides an innovative solution for children's English language learning.



## CASE STUDIES

# WORKING WITH GOVERNMENT

With some of the oldest and largest vocational training organisations in the world, the UK skills sector has the experience and capacity to support and drive forward key government programmes and pilots.

Vocational education at the secondary stage provides for diversification of educational opportunities so as to enhance individual employability, reduce the mismatch between demand and supply of skilled manpower and provides an alternative for those pursuing higher education"

Planning Commission 2012:  
Twelfth Five Year Plan

Examples Services and Expertise:



Employer  
Engagement and  
Placement Strategies



Infrastructure Planning  
and Development



Rt Hon David Willets MP and Shri Pallum  
Raju - UKIERI MoU Signing (2013)

### Bilateral Government Partnership

**UK Partner:** Department for Business, Innovation and Skills (BIS), Foreign and Commonwealth Office (FCO), British Council, Welsh Government, Department for Employment and Learning (Northern Ireland), Scottish Government and Universities UK (UUK)  
**India Partner:** Ministry of Human Resource Development (MHRD), Department for Science and Technology (DST), Universities Grant Commission (UGC), All India Council of Technical Education (AICTE), National Skill Development Corporation (NSDC), Tata Consultancy Services Ltd. (TCS)

**What:** Bilateral fund to forge strong and **sustainable partnerships** in Skill Development.

**How:** The UK India Education and Research Initiative (UKIERI) is a bilateral partnership intended to enhance educational links between the two countries. Started in 2006, the second phase of the initiative was announced by the **UK Prime Minister David Cameron and Indian Prime Minister Dr. Manmohan Singh** in July 2010. Skill Development, the third strand of the initiative, is a key priority for both countries and is **critical to achieving inclusive growth**. Since 2010 over **80 skill development partnerships** have been funded through the initiative. There are two key themes. The first has focussed on creating partnerships between UK and Indian Sector Skills Councils to **share best practice and engage industry representatives** in the development of National Occupational Standards (NOS) and industry relevant assessment and training programme. The second theme has been to support institutional partnerships between Indian and UK training providers that builds the **capacity to deliver world class training programmes through long term sustainable business partnerships**.

More information @  
[www.ukieri.org](http://www.ukieri.org)

### Delivering employability skills to people living below the poverty line

**UK Partner:** A4E  
**India Partner:** Ministry of Rural Development

**What:** Training-and-placement programme for **people living below the poverty line** in six states.

**How:** A4E was selected by the Ministry of Rural Development to develop and deliver a pilot **training-and-placement programme** for rural youths living below the poverty line. The programme will **train 8,370 people**, aged 18-35, across 6 states (Bihar, Jharkhand, Maharashtra, Odisha, Punjab and Rajasthan) for entry level jobs in **hospitality, healthcare and retail**. The programme is delivered through a 'prime contracting' model, where other training organisations are supported to deliver A4e-developed training at a state level. The programme started in March 2012 and to date almost **6,000 people** have benefited from this training.

More information @  
[www.a4eindia.com](http://www.a4eindia.com)

## Creating new model Primary Healthcare Services

**UK Partner:** Royal College of General Practitioners (RCGP)

**India Partner:** Government of West Bengal

**What:** Creating and delivering a bespoke **Diploma in Family Medicine** in West Bengal.

More information @ [www.rcgp.org.uk](http://www.rcgp.org.uk)

## Improving the quality of English Language Teaching

**UK Partner:** British Council (India)

**India Partner:** Eleven State Governments, including Bihar, Karnataka, Maharashtra, Punjab, Tamil Nadu and West Bengal

**What:** **Teacher education and development** for English language teacher trainers and teachers.

More information @ [www.britishcouncil.in/partnerships/english-partnerships](http://www.britishcouncil.in/partnerships/english-partnerships)

**How:** The RCGP is working in collaboration with the Government of West Bengal to develop and deliver a **Diploma in Family Medicine**. As “one system does not fit all”, the curriculum has been reviewed and modified in order to reflect the epidemiological, demographic, cultural and socio-economic requirements of the state. The course caters to qualified doctors and contains both **academic and practical elements** that provide the opportunity for students to be responsible for the total care of patients, under supervision of the faculty. In addition to working with local stakeholders to develop a **bespoke curriculum**, RCGP are also providing a **train the trainer programme** for existing faculties from West Bengal Medical Education Services (WBMES). The first year of the course will deliver to 24 students, with an aspiration to grow the programme in West Bengal.

**How:** The projects are designed to **support local initiatives** in teacher education and management, Continuing Professional Development (CPD), curriculum and textbook reform, building local research capacity and teacher communities. The British Council provide access to **free digital resources and integrate innovative technologies to enhance learning where possible**. The aspiration is to improve the standards of English language teacher training, teaching and learning in the partner states. Working with State Council Educational Research and Training (SCERT), Sarva Shiksha Abhiyan (SSA), Rashtriya Madhyamik Shiksha Abhiyan (RMSA) and other private and public sector partners, the British Council have trained over **6,800 master trainers** with benefits cascaded through them to over **730,000 teachers**.

# CASE STUDIES

## STANDARDS AND ASSESSMENT

The UK can boast of some of the oldest and largest assessment and standard setting bodies in the world. UK organisations have also pioneered innovative and rigorous assessment approaches that, in partnerships with Indian organisations, have the capability of reaching millions of learners.

**“Certification and assessment are one of the key drivers leading to quality assurance and enhanced employability which would result in industry engagement.”**

Planning Commission 2012: Twelfth Five Year Plan

Examples Services and Expertise:



Establishing National Occupational Standards (NOS)



Developing International Recognised Qualifications



Pilot of National Vocational Education Qualifications Framework (NVEQF) in Assam (2012)

## Piloting vocational skills training in schools

**UK Partner:** Pearson India  
**India Partner:** Government of Assam

**What:** Pilot of **National Vocational Education Qualifications Framework (NVEQF)** in Assam.

More information @  
[www.pearsoned.co.in](http://www.pearsoned.co.in)

## Establishing National Occupational Standards

**UK Partner:** Coatbridge College  
**India Partner:** Kuravackal Educational and Charitable Trust (Indian Dental Nursing), Coimbatore

**What:** Developing and implementing **National Occupational Standards** in Dental Nursing.

More information @  
[www.coatbridge.ac.uk](http://www.coatbridge.ac.uk)

**How:** Pearson India and the Government of Assam (GoA) have joined hands to provide vocational skills training for young people in schools in Assam. Under the initiative, Pearson has set up vocational skills centres in **10 government schools**, for offering three training streams, in **retail, computer hardware & IT and Personality development**. The program curriculum has been designed and administered by two Pearson operating companies: **IndiaCan**, which is one of India's best-known vocational skills providers, with wide experience of training young people; and **Edexcel**, the **UK's largest qualification awarding body**, recognized the world over for its rigorous accreditation of courses. The courses were introduced for students in standard IX in August 2012, before moving into higher classes with a wider portfolio.

**How:** For the last 18 months, Coatbridge College have been working with the Kuravackal Educational and Charitable Trust (Indian Dental Nursing) to introduce the concept of **dental nursing in India** and to develop new courses to train dental nurses. Indian Dental Nursing is working extensively at government and regional levels to engage key partners and stakeholders to drive this forward. Funded by the **UK India Education and Research Initiative (UKIERI)** with the aim to take this work to a national and sustainable level, through developing and implementing National Occupational Standards in Dental Nursing which would, in turn, drive ongoing course and **qualification development**.

# CASE STUDIES POLICY AND STRATEGY

The UK is home to internationally experienced and competitive educational consultancies and advisory organisations. Through grassroots research, working in partnerships Indian research organisations, and experience across the globe, UK companies can provide the additional insight and support necessary for India to reach its ambitious target of training 500m by 2022.

**"In most countries today, Technical Vocational Education and Training (TVET) is accorded top priority on the national agenda of governments. India too is no exception to this."**

Shri. S. Ramadorai, Adviser to the Prime Minister on National Council on Skill Development (November 2012)

Examples Services and Expertise:



Policy Development and Technical Assistance



Researching & Implementing International Best Practice



Cambridge Education - EU Skills (2012)



## ➤ Accessing the Global Market for Skills

**UK Partner:** Cambridge Education, City and Guilds and the Scottish Qualifications Authority

**India Partner:** Ministry of Labour and Employment and the National Skills Development Agency

**What:** Technical assistance for Skill Development in India.

More information @ [www.india-euskills.com](http://www.india-euskills.com)

## ➤ Creating a centre of excellence

**UK Partner:** Pearson Foundation

**India Partner:** Central Board for Secondary Examinations (CBSE)

**What:** Creating the infrastructure for **continuous improvement** in educational assessment.

More information @ [www.indiacaer.org](http://www.indiacaer.org)

**How:** Cambridge Education is leading the consortium that manages the **India-EU Skills Development Project** launched in February 2012. The project is funded by the European Union in partnership with the Ministry of Labour and Employment of the Government of India, and the National Skills Development Corporation (NSDC). It was awarded through an **international competitive tender**. Running for four and a half years, the project will work to support the development of a **National Qualifications Framework and a Labour Market Information System**. The project will operate on a three-year rolling pilot basis - in the first year, the project will focus on the **automotive sector in Maharashtra, Karnataka and Tamil Nadu**. In the second and third years new states and sectors will be chosen to form new 'vocational clusters'.

**How:** The Central Board for Secondary Examinations (CBSE), the largest and only national examining board in India, and Pearson Foundation, the philanthropic arm of Pearson, the world's largest education services enterprise, have set up a Centre for Assessment, Evaluation and Research (CAER) - a not-for-profit initiative between two organizations uniquely positioned to contribute to the **reform of learning and assessment**. This pioneering public-private partnership will develop a world-class research capability and seek to apply global **best practices to school-based assessment**, teaching techniques and examinations across India as well as for CBSE's affiliated schools. The Pearson Foundation is supporting the centre in its first two years of operations, after which it will become **self-supporting**.

# GETTING STARTED

The UK government and its partners offer a substantial amount of support to help build Indian - UK partnerships





Skill Development is one of four strands of the UK India Education and Research Initiative (UKIERI), administered by the British Council.

**UKIERI**  
UK-India Education  
and Research Initiative

[www.ukieri.org](http://www.ukieri.org)

Market intelligence and introductions is also a core service offered by UK Trade and Investment (UKTI) to both Indian and UK companies.



UK Trade  
& Investment

[www.ukti.gov.uk](http://www.ukti.gov.uk)



Association of Colleges In India (AoC In India) brings together UK and Indian partners to provide world class vocational education and training programmes.



[www.aocinindia.com](http://www.aocinindia.com)

The UK India Business Council is the leading organisation helping UK companies do business in India.



A "One Stop Shop" of services and information to support the rapidly growing partnership between the UK and India in areas of education, skills and research.



[www.spark-ukindia.org](http://www.spark-ukindia.org)