

**GOVERNMENT OF INDIA
HUMAN RESOURCE DEVELOPMENT
LOK SABHA**

UNSTARRED QUESTION NO:3270
ANSWERED ON:16.03.2011
TRAINING PROGRAMMES FOR BPO
Gandhi Shri Feroze Varun

Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state:

- (a) whether the Government proposes/has proposed to regulate training programmes for business process outsourcing sector, considering the fact that the outsourcing sector will compete with the fast-growing sectors of the Indian economy for a common pool of skills, increasing costs by way of wages, attrition, training, etc.;
- (b) if so, the details thereof and the reaction of the Government thereto;
- (c) whether the Government proposes any certifying bodies for different skill sets, which organise skills in scalable modules that are clearly defined;
- (d) if so, the details thereof; and
- (e) if not, the reasons therefor?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT (Dr. D. PURANDESWARI)

- (a) & (b): The Central Board of Secondary Education (CBSE) offers "Business Process Outsourcing Skills" as a subject under the vocational course 'Financial Market Management' in the higher secondary stage. The course has been introduced in collaboration with National Stock Exchange.
- (c) to (e): CBSE and State Boards are the certifying authorities for vocational courses at the higher secondary level. The National Council for Vocational Training (NCVT) under the Ministry of Labour & Employment is the certifying body for 116 trades under the Craftsmen Training Scheme (CTS) implemented in the Industrial Training Institute (ITIs), 235 trades under the Apprenticeship Training Scheme (ATS) and 1252 Modular Employable Skills (MES) under Skill Development Initiative Scheme