

HCL Tech BPO plans training institute

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CHENNAI: HCL Technologies-BPO Services, one of the ITeS service providers, is planning to set up a training institute. The institute is likely to come up in Chennai, in a year's time. It will create a pool of quality resources, which will be useful for HCL itself, said A. P. Rao, Senior Vice-President (Human Resources).

Due to downturn, most of the professionally qualified graduates have got into BPO services. In order to retain the existing talent, HCL has created an innovative method to increase the quality of working condition, by

The training programme is jointly conducted by NIIT

launching a new programme "Aspire". Under the programme, the company will offer training to those BPO employees who are qualified professionals.

The training will enable these employees to move to HCL's IT services, he said. Mr. Rao told *The Hindu* that under the programme, a professionally qualified employee who got into BPO services could work for four

days in a week and on fifth and sixth day he or she could undertake training courses for improving the skill sets and technology. The training programme is jointly conducted by NIIT. So far the company had moved 400 employees after taking the test from BPO services to IT services. He said this programme was launched last year. This year, so far over 500 BPO employees were getting trained. These employees would start opting for such training after six months of joining the organisation. Though the training was imparted at the HCL organisation, the company charges nearly Rs. 50,000 as

course fee. However, he said the company would pay back the course fees in two years.

He said because of the downturn, it had become necessary for any organisation to improve efficiency through innovative ideas and most of the organisations were focussing on reducing the attrition rate and quality of working conditions. He said there was 40 per cent attrition rate in a call centre and nil in data processing back-office operation centres.

Mr. Rao said the existing head count in HCL BPO services was 10,000 and it hoped to grow by 25 per cent in the current year.