



## **PARTNERS**



**MAURITIUS INSTITUTE OF TRAINING AND DEVELOPMENT  
(Ex-MITD)**

Over 100 people already selected and trained or in training.

Next training programmes available :

<b>Training Programme</b>	<b>Start Date</b>	<b>End Date</b>
I – T	26 April 2010	11 June 2010
Call Centre - English	26 April 2010	28 May 2010
Call Centre – French	26 April 2010	28 May 2010
BPO- Finance & Accounting	17 mai 2010 (tentative)	18 June 2010

Next recruitment and selection dates:

19<sup>th</sup> to 22<sup>nd</sup> April 2010

For all information, please read below and contact :

Email [psawon@mitd.mu](mailto:psawon@mitd.mu) or

Tel 744-4255 (Monday to Friday 0830 to 1700)

### **LAUNCH OF THE “ ICT EMPOWERMENT TRAINING PROGRAMME”**

The Minister of Finance, the Hon Dr Ramakrishna Sithanen, announced in the June 2009 Budget a fund of Rs 21m to train 2,000 SC and HSC school leavers for the ICT sector.

The **National Empowerment Foundation** has been entrusted with the implementation of this project and is working closely with **OTAM** (Outsourcing & Telecommunications Association of Mauritius), **CCIFM** (la Chambre de Commerce et d'Industrie France Maurice) and the **MITD**.

“ICT is one of the most resilient industries to the global crisis. In fact, enterprises in that industry have been expanding by 10 to 12 percent in the midst of the global recession. The sector has potential for more growth provided the human resources are available. We need to help that industry maintain this momentum and create jobs so we can offset some of the negative impact on other sectors. Government will, therefore, finance and facilitate the training and placement of 2,000 School Certificate and Higher School Certificate holders. These trainees will be placed in jobs after an intensive training lasting 40 days. The NEF will finance the cost of the trainers to the tune of Rs 21 million, while the MITD will provide the infrastructure facilities and the placements will be done by the NEF in collaboration with Outsourcing and

Telecommunications Association of Mauritius. Mr Speaker, Sir this should take care of 2,000 of our youth in their search for a job and a career while at the same time giving a boost to the fifth pillar of our economy.”

Dr Ramakrishna Sithanen – Minister of Finance.

### **Objectives of Training Programme**

This public - private sector partnership is aiming to recruit and train school leavers or young unemployed persons who have an HSC or a good SC.

The objective is to train 2,000 people for the ICT sector in the following areas:

- Call Centres
- BPO
- Software Development
- IT Networking and Infrastructure.

This professional training programme is intended to not only increase the number of employable persons for the ICT sector but also to equip the participants with the skills and knowledge that will enable them to find a job in this sector which offers real career opportunities.

The training programmes have been designed and will be delivered by industry professionals.

### **Pilot Project**

The training programme started in October 2009 with call centre training for French speaking candidates for 2 groups of 20 trainees each.

### **Ongoing Programme**

After the Pilot Project, the programme is now being rolled out on a monthly basis throughout 2010 for each of the 4 streams.

### **Training Delivery**

Training will be of 5 weeks' duration for the Call Centre and BPO streams while it will be of 7 weeks' duration for the IT streams.

Courses will be run primarily at MITD locations in Port Louis and Ebène every day from 08.30 to 17.30. There will be a mix of theory and lots of practice. Trainees will also be under regular evaluation and tests.

The trainers will all come from the appropriate industry sectors.

After the training, all participants will be given a work placement of 4 weeks (for IT stream 9 weeks), for which they will receive an allowance of Rs 5,000.

No guarantee can be given that the work placement will lead to a full-time job, but the objective is to recruit as many participants as possible after the work placements according to the needs of the ICT companies and the profile of the trainees.

### **Training Modules**

The objective of the training is to enable participants who successfully complete the course to become immediately employable in the particular stream chosen (whether Call Centre, BPO or IT).

For example, the training for Call Centres (French version) will focus on the technical aspects of handling a call as well as learning about French culture, geography and French language.

### **Selection criteria**

#### **1- For Call Centre (English and French) and BPO – Finance & Accounting**

Candidates should be **unemployed** and:

- (a) At least 16 years old
- (b) Holder of a Higher School Certificate or a good School Certificate
- (c) Speak fluent English (or French) and have a minimum knowledge of English (or French) geography and culture
- (d) Have a basic knowledge of IT (namely Internet, Word and Excel)
- (e) Be willing to commit to follow the training course AND the work placement right through to the end

#### **2 – Additional criteria for BPO – Finance & Accounting**

- (f) Must have studied Accounts and Maths at SC level
- (g) Preferably have at least one year's related work experience.

#### **3 – For I- T stream – minimum criteria**

- A scientific degree : BSc, BEng, Bac+4 (or equivalent)

OR

- Diploma, BTS, DUT, Bac+2 (or equivalent) in Computer Sciences

OR

3 years of experience in Software, Web or Networks.

## **Registration fees**

When selected, candidates will have to pay registration fees of Rs 500 for all streams except that for I.T, registration fees are Rs 1,000.

## **How to apply?**

Candidates will need to complete the application form which can be downloaded from the websites of the NEF, OTAM, CCIFM and MITD (**Ex-MITD**) and send by email to [psawon@mitd.mu](mailto:psawon@mitd.mu)

OR Send it by post to MITD, MITD House, Pont Fer Phoenix (in an envelope clearly marked ICT EMPOWERMENT TRAINING)

OR by fax to 697-5460

OR by phoning 745-4255 from 0830 to 1700 on normal working days.

Application forms can also be collected from the MITD (ex IVTB), MITD House at Phoenix.

## **Selection process**

Interviews will be held at either MITD Port Louis or Ebène and will consist of:

- (a) Tests to evaluate different skills which are needed
- (b) One to one interviews with industry practitioners.

Candidates will be contacted by phone to invite them to come at a specific time.

The registration fee will have to be settled on the date of the interview.

All candidates will be informed of the outcome of the selection process.

## **The Steering Committee**

A Steering Committee has been set up made up of representatives of the following public – private sector partners:

- (a) NEF – National Empowerment Foundation  
[www.nef.mu](http://www.nef.mu)

- (b) MITD – Mauritius Institute of Training and Development  
[www.mitd.mu](http://www.mitd.mu)
- (c) OTAM – Outsourcing and Telecommunications Association of Mauritius  
[www.otam.mu](http://www.otam.mu)
- (d) CCIFM – Chambre de Commerce et d'Industrie France Maurice  
[www.ccifm.mu](http://www.ccifm.mu)

## **Project Management**

Olivier Hecq, Centre Lead at the Accenture Mauritius Delivery Center for Technology, and Vice President of OTAM, has been appointed Project Director.

Bruneau Woomed of Financial Sense Ltd has been selected as Project Manager

## **For queries or more information**

For any information:

EITHER send an email to [psawon@mitd.mu](mailto:psawon@mitd.mu)

OR telephone 745-4255 between 0830 and 1700 on normal working days

## **FREQUENTLY ASKED QUESTIONS**

### **1. Am I guaranteed a job at the end of the programme ?**

NO – this guarantee cannot be given. However jobs are available in the ICT sector for suitably qualified trainees.

### **2. What if I am offered a job during the training ?**

You have committed to follow the training course until the end and undertake a work placement. Provided that you respect this commitment, you may accept any job offer.

### **3. Can I apply if I am already employed in one of the sectors ?**

NO – this course is intended for the unemployed. We would suggest that you contact your employer to share your motivation to be better trained.

### **4. Is this training different from the induction or training offered by any of the companies involved in these sectors ?**

This training programme has been developed by industry specialists who are sharing their best practices. The ICT Empowerment Training Programme is a professional training

course specifically designed to prepare you for employment in a specific ICT sector – Call Centre, BPO or IT.

**5. How can I increase my chances of being selected ?**

If you meet the basic selection criteria and are fluent in French or English, then you can improve your chances of selection by improving your geography and general knowledge. You can also improve your basic IT skills. So start reading as much as you can or studying on the internet now!

**6. Will I be refunded my registration fee if I do not complete the course ?**

No.