

Training and Development
Prof. Susmita Mukhopadhyay
Vinod Gupta School of Management
Indian Institute of Technology, Kharagpur

Module - 11
Lecture - 55
Training Partnership and Outsourcing

Welcome to the course on Training and Development we are discussing on the future trains of training and development in module 11. So, we have seen the future trains in terms of like the training skills requirement, we have discussed on the future trains in terms of the technology requirements and the new upcoming technologies that are coming up. And how do we need to like you imbibe that within the training process and deliverables.

So, which gives us the understanding that of course, it is not possible for one expert maybe to know everything ok. And based on the needs and if we have to strategically arrange the training and map it with the growing needs of the organization.

The it may not be possible that the organization is having in its internal resources to answer to all the training needs. And it may not have the infrastructure all organizations may not have the in house infrastructure to cater to all the training needs or facilitate every training processes.

So, based on these like constraints, it becomes necessary and to get maybe expert knowledge best facilities it, it becomes very evident to join hands and enter into partnership with training delivery like training agencies or enter into partnership with organizations for delivering training from end to end.

Starting from maybe the course like designing of the training program to the measurement of the training program and training program needs sometimes needs to get outsourced also. Because income like in organization all the expertise like may not be present.

The in house experts it may not be there all experts are present in the company. So, you need to enter into collaboration with other organizations other agencies who are expert in

their own domain to deliver your training programs. And sometimes in the future trend is that it is working through collaboration.

So, here in the future trained of training and development we will be focusing now on the last lecture session in this module, we will be focusing on training partnership and outsourcing. How to identify who will be your best partner for delivering the training how to outsource the training program what training program to outsource and other details of it.

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So, let us begin this part of the lecture session will be held on various issues relating to training partnership and outsourcing.

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Training Partnership

There are private organisations for-profit, not-for-profit, cooperative or charitable trust registered under respective registration act and engaged in training and development. Training partner means the private organizations which provide training and is empaneled by any of the corporate or government agencies or department.

Government agencies, trading groups, foundations and companies are working with different schools to development employee skills and provide jobs.

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Basic Principles of Training Partnership

Moss, K.(1997). stated that successful partnership should have following basic principles:

- Competence: The ability of partners to do the job well.
- Openness: Honesty and openness towards either of the partners.
- Reliability: Doing what is said to be done
- Equity: Fairness in working relationship.

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Now, the basic principles of training partnership are Moss K in 1970 97 stated that successful partnership should have the following basic principles. Competence, the ability of partners to do the job well. Openness, honesty and openness towards either of

the partners. Reliability, doing what is said to be done. Equity, fairness in working relationship.

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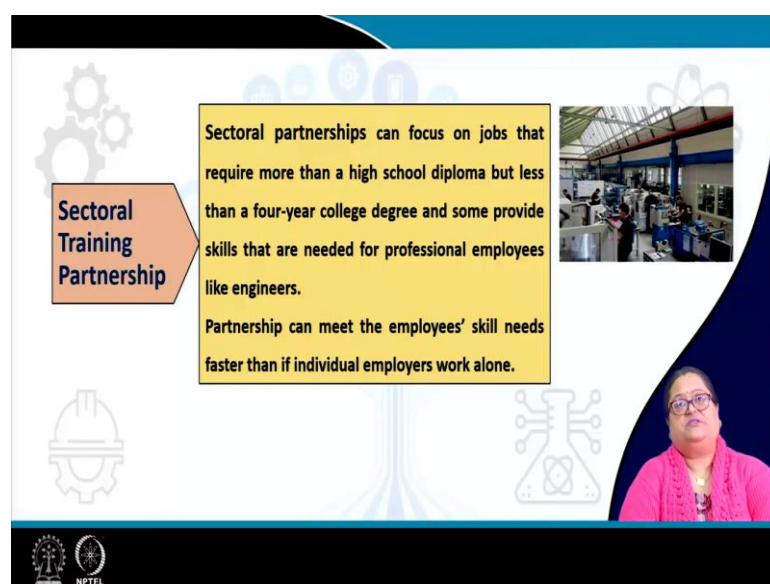
The slide features a blue header and footer with the NPTEL logo. The main content area is white with a blue background on the right side. On the left, there is a blue arrow pointing right with the text "Sectoral Training Partnership". In the center, a yellow box contains the text: "Sectoral partnerships refer to government agencies and industry trade groups that help identify skills that the local employers require and work with community college, universities and other educational institutions to provide qualified employees." To the right of the text is a small image of three people in a meeting. The background is decorated with various icons: gears, a lightbulb, a smartphone, a person, a gear with a person, a person with a gear, and a person with a gear.

Sectoral Training Partnership

Sectoral partnerships refer to government agencies and industry trade groups that help identify skills that the local employers require and work with community college, universities and other educational institutions to provide qualified employees.

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Sectoral Training Partnership

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Sectoral Training Partnership: Example

SEWA ACADEMY Plans To Train and Skill 10,000 Women in a Year

Self Employed Women's Association (SEWA) which comes under Indian Academy of Self-employed Women (IASEW), Ahmedabad, (India) planned to provide skill training to around 10,000 women every year. They have current coverage of around 2000 women trained in their Kaushalya Kendras.

Most of women trained by SEWA join the informal sector, with the biggest employer being the garment industry.

SEWA
SELF EMPLOYED WOMEN'S ASSOCIATION

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Sectoral Training Partnership: Example

Joint Union-Management Programs, NACTEL, USA National Alliance for Communications Technology Education and Learning (NACTEL) is a partnership between telecommunications companies including AT&T, Century Link, Frontier, and Verizon, labor union including Communications Worker of America (CWA) and International Brotherhood of Electrical Workers (IBEW) that has developed online education programs. Currently, Joint Management Programs provide wide range of services designed to help employees learn skills that are directly related to their jobs and develop skills for their future.

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Joint Union Management programs like the NACTEL, USA National Alliance for Communications Technology Education and Learning is a partnership between telecommunication companies including AT and T, century link, frontier and Verizon, labor union including communications workers of America. And international brotherhood of electrical workers, that has developed online education programs.

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Benefits from Training Partnership

Benefits of Training Partnerships to Employers:

- Sharing of best practice and networking.
- Consistency and relevance to the job role specially in customized training.
- Access to dedicated resources.
- Increasing employee motivation and morale.
- Better trained staff with higher education competency.
- Identification of high performers.
- Influence on the development of standard curriculum.
- Access to formal accreditation.

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The what are the benefits of training partnership to employers. It is sharing of based practice and networking, consistency and relevance to the job role specially in customized training, access to dedicated resources, increasing employee motivation and morale, better trained staff with higher educational competency, identification of high performers, influence on the development of standard curriculum, access to formal accreditation.

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What is Outsourcing of Training?

- The companies in which there are no training professionals in a team who can develop a training program and pass the knowledge to the staff members Training outsourcing is the business strategy whereby such company hires or contracts an external supplier for the management of training tasks, processes and or activities.
- The outsourcing suppliers do not manage only courses/course content, but also, the training process, services and/or administrative activities

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Why Training is Outsourced?

- Companies need a specialized set of skills- A managed-services expert can bring in the right consultants to deliver – or teach employees how to deliver – a new training course, when niche experience is required.
- The training needs are too diverse- IT staff, customer service representatives, and sales professionals, and all the departments require different kinds of training. In such cases, externally sourcing the right instructional design and subject matter experts might be the only viable option.
- Reducing costs – The main reason companies outsource training is to save money.

Why training is outsourced companies need a specialized set of skills. A managed-services expert can bring in the right consultants to deliver or teach employees how to deliver a new training course where niche experience is required. The training needs are too diverse- IT staff, customer service representatives and sales professionals and all the departments require different kinds of training.

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Why Training is Outsourced?

- Companies lack of professionals or technical expertise- For a small company where there's no person who has both professional and technological expertise required to execute an effective training program, outsourcing is the only way.
- Utilize the services of professional Training and Development Companies- There are professional companies with diverse field of expertise. As a result, many businesses outsource to get the job done without causing any delays or interruptions to regular business operations.

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The slide features a central yellow box with a list of outsourcing types. To the left, an orange arrow points to the title. To the right, there is a small image of hands shaking. The background includes gear and lightbulb icons. The NPTEL logo is at the bottom left.

Types of Training Outsourcing

There are various types of training outsourcing. Some of them are:

- Training process outsourcing.
- Professional outsourcing: Contents, design and course material specific.
- Project outsourcing: For entire training project.
- IT outsourcing: For IT related training and technology based training.
- Process specific outsourcing: It includes business process, knowledge process, etc.
- Multisourcing

Now, what are the different types of training outsourcing there are various types of training process out? So, there are different types of training outsourcing. Some of them are training process outsourcing, professional outsourcing, where contents design and course material specific.

Project outsourcing for the entire training project, IT outsourcing for IT related training and technology based training. Process specific outsourcing, it includes business processes, knowledge process etcetera and multi sourcing.

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Training Process Outsourcing

Out of various types of outsourcing, the training process outsourcing (TPO) is very much relevant for this session. It includes -

- Organizations usually hire a training company that provides end-to-end L&D services, such as a managed learning services provider. The TPO has following activities:
 - Strategy development for training
 - Instructor facilitation support
 - Learning administrative services
 - Customized online learning solutions
 - Measuring and optimizing with learning analytics.

(Speaker video inset in bottom right corner)

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Out of the various types of outsourcing, the training process outsourcing is very much relevant for this session. It includes organizations usually hire a training company that provides end to end learning and development services such as a managed learning service provider.

The training process outsourcing has the following activities strategy development for training, instructor facilitation support, learning administrative services, customized online learning solution, measuring and optimizing with learning analytics.

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Benefits of Training Process Outsourcing

Training process outsourcing has been growing in popularity due to its ability to help meet the fluctuating L&D needs of modern organizations which have benefits include:

- Reducing cost of training and administration.
- Enhancing internal bandwidth
- Improved scalability
- High quality learning experiences.
- Content is well researched and employee need based.
- Sessions are mostly interactive, audio-visual aided, practical and theory based.

(Speaker video inset in bottom right corner)

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Benefits of Training Outsourcing in General

- **Speed up training:** Organizations need to train their employees on new procedures or policies, and they need to do it quickly. This can be challenging for organizations with L&D teams that already have a full workload. In this case, training outsourcing can be an effective solution.
- **Diverse locations:** The global market is expanding, and enterprise companies with teams in different countries worldwide need high-quality training solutions for their employees across these regions. Using a training outsourcing partner can make the development and delivery of these solutions more straightforward

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What are the benefits of training outsourcing in general? Speed up training, organizations need to train their employees on new procedures and policies and they need to do it quickly. This can be challenging for organizations with L and D teams that have already have a full of workload. In this case organization outsourcing the training program can be an effective solution.

Diverse locations, the global market is expanding and it's been enterprise companies with teams in different countries worldwide, need high quality training solutions for their employees across these regions. Using a training outsourcing partner can make the development and delivery of the of these solutions more straightforward.

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Benefits of Training Outsourcing in General

- **Quality of learning:** Organizations with a large team of experts, the top tools and a deep understanding of the training industry, a good training partner can deliver modern, high-quality training programs that provide a high return on investment.
- **Reducing workload:** Employee training and development play a major role in helping business leaders achieve goals like increasing industry visibility, innovation and impact. Outsourcing the business's training needs can help reduce the workload.

Quality of learning, organizations with a large team of experts the top tools and a deep understanding of the training industry. A good training partner can deliver modern high quality training programs that provide a high return on investment.

Reducing workload, employee training and development play a major role in helping business leaders achieve goals. Like in increasing industry, visibility, innovation and impact. Outsourcing the businesses training needs can help reduce the workload, but again here we need to decide on what kind of training we need to outsource.

Because while we are thinking of outsourcing there also, we need to understand we will be sharing about company policies, practices, future expectations, future roles to be taken future ways the processes etcetera needs to be shared with the training partner.

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Future Trends of Training Outsourcing

There are enough scopes of training outsourcing in future which include-

- Scope of non-core services for training will be enhanced to core business functions.
- Most business houses with significant number subject matter expertise, consider fully outsourcing of training.
- The work-from-home has encouraged technology based online training and virtual soft skill learning.
- IT outsourcing industry will be automated through cloud services and inevitable dominance of artificial intelligence.

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So, how comfortable you are in doing that, how trustworthy the training partner is or this could be your very like important and information about your organizations. And that should not be mishandled that should not be like you misused.

So, in that case the trust on the agency or the training partner should be very high, before you share some sensitive information for your organization which we if leaked to shared with the competitors, may result in the like may create problem in your existence and sustainability of the business.

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Future Trends of Training Outsourcing

- Business houses are starting to outsource their high-end critical process which allows them to achieve more than that was reserved primarily for small operations.
- The mode of the training delivery paradigm is being changed to include online learning and virtual instructor-led sessions more effectively.
- More collaboration with service engineering, product management, marketing and support teams, who contributed immensely to the content.

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The business houses are starting to outsource their high end critical processes, which allows them to achieve more than that was reserved primarily for small operations. The mode of the training delivery paradigm is being changed to include online learning and virtual instructor led learning sessions more effectively. More collaboration with service engineering, product management, marketing and support teams who contributed immensely to the content.

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The slide features a blue header and footer. The main content area is white with a blue border. On the left, there is a blue arrow pointing right with the text 'Future Trends of Training Outsourcing in India'. In the center, a yellow box contains the text 'Training outsourcing trends may be yielding good results for India which include-' followed by a bulleted list. On the right, there is a small inset video of a woman in a pink top. The background includes faint icons of gears, a hard hat, and a molecular structure. The NPTEL logo is visible in the bottom left corner.

Future Trends of Training Outsourcing in India

Training outsourcing trends may be yielding good results for India which include-

- **Employment:** Employment generation is a top most issue and outsourcing will be a boon for creating more employment opportunities.
- **Exchange of technical know-how:** There are enough scope for exchange of technical know-how from developed country to developing ones like India.
- **Formation of human capital:** for a populated country like India, human capital formation through training, skilling and increasing future scope of suitable employment is important.

Training outsourcing trains may be yielding good results for India. Which include employment, employment generation is a top most issue and outsourcing will be a boon for creating more employment opportunities. Exchange of technical know-how, there are enough scope for exchange of technical know-how from developed country to developing ones like India.

Formation of human capital, for a popular populated country like India human capital formation through training skilling and increasing future scope of suitable development is very important.

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Future Trends of Training Outsourcing in India

(Continued....)

- **Infrastructure investment:** Outsourcing to India requires greater infrastructure which leads to modernization of economy through investment in infrastructure and quality human capital formation.
- **International credibility:** Outsourcing to India enables the international worthiness credibility which increases the flow of investment to India.
- **Better standard of living:** Outsourcing of training will create more and higher paying jobs and employing Indian may lead to standard and quality of living of its people.

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Infrastructure investment, outsourcing to India requires greater infrastructure which leads to modernization of economy through investment in infrastructure and quality human capital formation. International credibility, outsourcing to India enables the international worthiness credibility which increases the flow of investment to India. Better standard of living, outsourcing of training will create more and higher paying jobs and employing Indian may lead to standard and quality of living of its people.

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Future Trends of Training Outsourcing in India: Example

APTECH Limited (India) Ranked Amongst Top 20 Global Companies

TrainingOutsourcing.com has announced its third annual "Top 20 Companies in the Training Outsourcing Industry", a list based on detailed evaluations encompassing factors such as scope and depth of services provided, geographic reach, revenues, and client engagements.

Seventy-five companies were considered with each being evaluated against 22 learning processes and 13 business capability areas.

Apteck Limited, the Global Learning Solutions Company, has been featured amongst the Top 20 Global Training Outsourcing Service Provider (DSP) Companies with expertise in content development, training administration, program delivery and learning technology.

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The future trends of training outsourcing in India. Training outsourcing dot com has announced its third annual top 20 companies in the training outsourcing industry, a list

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The slide features a dark blue header with the word 'REFERENCES' in yellow. Below the header is a list of seven references, each preceded by a right-pointing arrow. In the bottom right corner, there is a small video inset showing a woman with glasses and a pink top. At the bottom left of the slide, there are two circular logos, one of which is the NPTEL logo.

We have used these references again for preparing these some of the learning materials, that you have seen over here. We have referred to current developments in the area also to bring to you the recent facts and figures as present in the industry for the examples.

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CONCLUSION

This part of lecture session has given clear picture on various issues of training partnership and outsourcing with an aim to make all learners aware about it and enhance their level of thinking and perception on all these aspects of training partnership and outsourcing.



So, this part of the lecture session we hope has given you a clear understanding of the training partnership and outsourcing. With the and we hope like you have understood like why training partnership is important and outsourcing, when to outsource with whom you can enter into partnership, what are the aspects that you select when you look for your training partners and why it is becoming the future trend in the training and development process.

Thank you.