



Under the aegis of the  
Ministry of Education & Human Resources, Tertiary Education & Scientific Research

**PRESS RELEASE - FOR IMMEDIATE RELEASE**

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## **94 unemployed youth complete training in Foreign Language for Business under the NSDP**

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A total of 94 unemployed youngsters with SC or HSC qualifications received their Certificate of Achievement after completing their training in a Third Language course for Business under the National Skills Development Programme (NSDP). This training programme is an initiative of Accenture Operations with the collaboration of the Human Resource Development Council (HRDC) and Websun Management and Consultant Ltd.

The Certificate Giving Ceremony was organised at **14 00 hrs on Monday 11 September 2017 at Cyber Tower 1, Ebène**. The Honourable Mrs Leela Devi Dookun-Luchoomun, Minister of Education and Human Resources, Tertiary Education and Scientific Research was the chief guest at this ceremony.

The NSDP is a budgetary measure with the objective to train unemployed youths aged from 16 to 35 years in technical skills which are in high demand. The Government has entrusted the HRDC as the lead agency for the implementation of the NSDP. To meet the need for specific skills at Accenture Operations, three customised training programmes - namely in German, Italian and Spanish Languages for Business - were initiated by Accenture Operations in collaboration with Websun Management and Consultant Ltd. under the NSDP.

The training started in April 2017 with 102 participants, comprising 6 batches of 17 trainees. A selection exercise was carried out to select eligible trainees for the three language courses. As part of the selection exercise, all trainees were called for a formal interview with the HR team of Accenture Operations and successful candidates were further called for a technical interview.

The trainees completed 3 months of full-time classroom training. The content of each programme was standardised based on the common European Framework for Languages and was specifically customised to meet the business needs of Accenture Operations. The main objective of this training was to equip students with skills in four different fields of communication, namely:



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- **Semantic Competency:** whereby the trainee were taught the linguistic systems (pronunciation, vocabulary, language structure and syntax).
- **Speech Competency:** whereby the trainee learned how to express clearly and eloquently the sequence and arrangement of ideas.
- **Strategic Competency:** whereby the trainee learned about strategies that help fill in blanks in a conversation.
- **Social-Cultural Competency:** related to extra linguistic elements, social-cultural competency deals with style properties (voice inflexions, tone etc) and non-verbal language.

**Part 1 (Beginners mode):** The trainees participated in an intensive programme teaching them the basics of the new language and they were able to acquire a pre-intermediary level.

**Part 2 (intermediate mode):** The intermediate level is based on the development of written expression, spoken fluency and presentation skills focusing on oral expression and group work; vocabulary work; written expression; oral presentations; and laboratory and language work.

**Part 3 (Business mode):** this part of the training is based on job-oriented skills whereby trainees learned about developing proficiency skills in speaking, writing, listening and reading; analysing and using basic grammar as a tool for effective communication; developing language learning strategies and skills (building techniques); understanding different cultural aspects of the language; understanding the customer needs and responding back correctly; speaking with clients over the telephone; replying to email; and dealing with complaints.

The courses were delivered by foreign trainers from Websun Management and Consultant Ltd. A placement test was conducted in the beginning to assess the general capacities of each trainee, based on which they were assigned to different batches of training. The trainers applied a standard approach based on discussions, language and grammar works. The study was complemented by simulations and real work scenarios.

The trainees also completed 160 hours of work placement at Accenture Operations. This was an important component to enable participants to understand the work environment of Accenture's operations and learn transaction and collection processes, tools and techniques.

A collective team from Accenture Operations and Websun Management and Consultant Ltd was delegated to monitor the training progress. Regular meeting between the trainers and the trainees were scheduled to evaluate performance. Regular assessments were conducted to measure sufficiency. Trainees participated in a final assessment at the end of the programme to evaluate their



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overall vocational knowledge acquired. An online evaluation test was conducted to assess and certify the level of each student.

Interviews and selection processes by Accenture Operations are underway for the recruitment exercise in the posts of Transaction Process Associates and Collections Associates.

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**Contact**

For further information, please contact:

Mrs Preetisha Gungadoo  
Public Relations & Communication Officer  
Tel: 464 8503 or 5252 8614  
Email: [pgungadoo@hrdc.intnet.mu](mailto:pgungadoo@hrdc.intnet.mu)

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