



Ministry of Labour & Employment  
Government of India



Confederation of  
Indian Industry



Australian Government  
Department of Education, Employment  
and Workplace Relations

## GLOBAL SUMMIT ON SKILLS DEVELOPMENT

*'Celebrating Vishwakarma Divas'*

**17 – 18<sup>th</sup> September 2008, India Habitat Centre, New Delhi**

**Tentative Programme (as on 16.9.08 – 1430 hrs)**

### Day 1: Wednesday 17 September 2008

**0830 – 0930 hrs Registration**

**0930 – 1030 hrs Inauguration**

0930 – 0935 hrs	Welcome Address	<b>Mr. B Santhanam</b> Chairman, CII Skills, HR & IR/ER Committee & MD Saint-Gobain Glass India Limited
0935 – 0945 hrs	Address	<b>Ms. Sudha Pillai</b> Secretary (Labour & Employment) Government of India
0945 – 1000 hrs	Special Address	<b>Mr. Jim Davidson</b> Deputy Secretary, Dept. of Education, Employment & Work Relations Australia
1000 – 1020 hrs	Inaugural Address by Chief Guest	<b>Mr. Oscar Fernandes</b> Minister of State (Labour & Employment) Independent Charge Government of India
<b>Release of the Blue Book on ITIs, 5 Sector Reports – Chief Guest</b>		
1025 – 1030 hrs	Vote of Thanks	<b>Mr. Chandrajit Banerjee</b> Director General Confederation of Indian Industry

#### Inauguration of Exhibition - Chief Guest

**1030 – 1100hrs Plenary: FOCUS: Australia – Global Leaders in VET Initiatives**

<b>Session Chairman</b> 1030 – 1035 hrs	Welcome Remarks	<b>Mr. B Santhanam</b> Chairman, CII Skills, HR & IR/ER Committee & MD Saint-Gobain Glass India Limited
1035 – 1040 hrs	Indo- Australian Partnerships	<b>Mr. David Holly</b> Acting High Commissioner Australian High Commission
1040 – 1050 hrs	VET Initiatives in Australia	<b>Ms. Kelly Raj</b> Counsellor – Education Department of Education, Employment & Workplace Relations Australia
1050 – 1100 hrs	Sector Skills Councils:	<b>Ms. Suzi Hewlett</b>

**1100 – 1130 hrs Tea Break & Visit to Exhibition****1130– 1300 hrs Session I - Global Perspective on Skills – The Industry – Skills Connect**

*“India is a diverse economy and has challenges & opportunities similar to many other nations. This diversity calls for gaining perspective of leaders & skills champions. It is widely observed that in most parts of the developed world – the industry has a critical role to play in skills development. Participation of the Industry is imperative for enhancing employability and linking skills to job opportunities. An understanding of the Industry – Institute – Government partnership models is important for a growing economy like India. What are these models? How can India pro-actively contribute to this agenda? How have PPP’s delivered in the rest of the world? At the International Conclave on Skills Development 2007 we had discussed skills development programs from Germany, UK, Scotland etc. Moving ahead we now try & explore experiences on the role of Industry from across the globe”*

**Session Chairman**

1130 – 1140 hrs

**Mr. Roy Newey**

Group Board Director, A4e UK Ltd.

*Global best practices: Learning’s for India*

1140 – 1155 hrs

**Ms. Sabine Gummersbach**

Director iMOVE, Germany

1155 – 1205 hrs

**Mr. Mike Dawe**

Head of Development Policy and Institute Affairs, City &amp; Guilds Centre for Skills Development, UK

1205 – 1220 hrs

**Ms. Donna Murphy**

Managing Director, Adecco Institute, USA

1220 – 1235 hrs

**Mr. Adrian Wüest**

Project Manager, Federal Office for Professional Education and Technology, Switzerland

1235 – 1300 hrs

Open House

**1300 – 1400 hrs Networking Lunch & Visit to Exhibition****1400 – 1540 hrs Session II : Universalising Skills – From Policy to Practice**

*“India is brimming with opportunity. With the recent policy initiatives, a basket of schemes is available for skilling, re-skilling or up-skilling. The national agenda coupled with the industry & civil society initiatives form a perfect mix. For the Industry, skills & education are not only a HR need but also a social responsibility. Whether executed through CSR, Affirmative Action or Community Development programs – skills & employability training are top of the agenda. In light of the above, how ready is the industry to transfer policy initiatives into practice? How best can industry & civil society contribute? What is the vision of the leadership on contributing in this? Can congregated efforts help the un-organised sector & unemployed youth? Can quality & competitiveness be assured in raising the human capital?”*

Session Chair

1400 – 1415 hrs

**Ms. Sudha Pillai**

Secretary Labour &amp; Employment, Government of India

*Industry as a partner in this National Mission on Skills*

1415 – 1430 hrs

**Mr. Vijay Thadani**

Chairman CII Education Committee &amp; Chief Executive Officer NIIT Limited

*Skills Development – Linkages with Education*

1430 – 1445 hrs

**Mr. B Santhanam**

Chairman, CII Skills, HR &amp; IR/ER Committee

&amp; MD Saint-Gobain Glass India Limited

*Skills Development – relevant HR practices*

1445 – 1500 hrs

**Mr. Ravi Pillai**

1500 – 1530 hrs Question & Answer

**1530 – 1600 hrs Tea Break & Visit to Exhibition**

**1600 – 1700 hrs Session III : *Engaging Stakeholders – Delivering through PPP***

*“Public – Private Partnership is an important tool for skills development today. An entire range of PPP schemes- from the ITI up-gradation, Modular Employable Skills scheme to the Industry-Institute partnerships in Higher Education- is available today. Besides this, training providers, civil society organizations, global partners & awarding bodies have been given ample space to contribute quality. Participation of the stakeholders is extremely important – not just independently – but for congregated efforts & reducing duplication. What are these national initiatives in skills? What are the best practices in PPP for skills development? How can each stakeholder contribute in building skills & linking the masses to employment? The speakers of the session shall discuss the umbrella of schemes available under the National Skills Mission”*

Session Chair  
1600 – 1615 hrs **Ms. Jayati Chandra**  
Senior Adviser, Planning Commission, Government of India  
*National Skills Framework- Relevance of PPP*

1615 – 1625 hrs **Ms. Akiko Sakamoto**  
Skills Specialist, ILO  
*Skills Development- linking Macro to Micro*

1625 – 1635 hrs **Mr. Sharda Prasad**  
Director General Employment & Training, Government of India  
*National Policy on Skills - Coverage for the Unorganized sector*

1635 – 1645 hrs **Mr. Manish Sabharwal**  
Chairman, Teamlease  
*Employment to Employability*

1645 – 1655 hrs **Prof. Krishna Vedula**  
Professor and Dean Emeritus, University of Massachusetts Lowell  
*Delivery of Training – Access, Quality & Social Appreciation*

1655 – 1715 hrs Question & Answer

**1715 hrs onwards Visit to Exhibition**

**Close of Day 1**

## Day 2: Thursday 18 September, 2008

### 0930-1030 hrs Plenary – Sectoral Skills Councils – Analyzing Global Trends & Readyng India

*“The draft of the National Policy on Skills clearly envisions that it aims ‘to create a National System that is aimed at empowering all individuals through improved skills, knowledge and internationally recognized qualifications...’ hence highlighting that India is poised to become a global reservoir for skilled manpower.*

*Commitment of all stakeholders to invest in skills has also been underlined. Needless to say participation of industry in this is essential. The critical part though being that some skills needs are common, but an industry/sector specific approach is imperative. Across the globe, industry skills councils work actively to address the skills gaps, provide training & enhance employability. With the provision of Sector Skills Councils in the National Policy, standards & benchmarking have been prioritized. It’s important hence to review the functioning of the sector/industry skills councils & share the Indian story to gain perspective. Australia, Germany, UK, New Zealand, Singapore & Japan are case studies that need to be shared& discussed.*

*Is there a need for global benchmarking & certification? How best can we channelize investments & global partnerships for skills development in India? What are the sector specific needs & opportunities? The parallel sessions shall cover these & many more facets of analyzing global trends with respect to above. Five sectors experiencing highest growth have been identified to start with. **Automobile, Construction, Health, Financial & Retail sectors** are the focus of this year’s deliberations. With a mix of both, Indian & Global leaders – the parallel sessions would also highlight the expertise of our global partners, especially Australia – The Partner Country”*

<b>Session Chairman</b> 0930 – 0940 hrs	<b>Mr. P.K. Choudhury</b> Vice Chairman & Group CEO, ICRA Sector Skills Councils – Way forward for India
<b>Co - Chair</b> 0940 – 0950 hrs	<b>Dr. Amar Singh</b> Joint Secretary, Ministry of Rural Development, Govt. of India
0950 – 1000 hrs	<b>Ms. Suzi Hewlett</b> Branch Manager Industry Engagement, DEEWR, Australia
1000 – 1010 hrs	<b>Mr. Wilfried Telkämper</b> Director, InWEnt Capacity Building International, Germany
1010 – 1020 hrs	<b>Dr. Pim Borren</b> Chief Executive, Waiariki Institute of Technology, New Zealand
1020 – 1030 hrs	Open House

### 1030 – 1100 hrs Tea / Coffee

### 1100 – 1200 hrs Parallel Sector Sessions

#### Sectors Covered – Automobile, Construction, Financial, Health, Retail

#### Session 1 – Automobile

#### Session Partners– InWEnt, Germany & SIAM

*The vision statement of Indian Automotive sector is “To emerge as the destination of choice in Asia for the design and manufacture of automobiles and automotive components. The output of India’s automotive sector will be USD 145 billion, contributing to more than 10% of India’s Gross Domestic Product and providing employment to 25 million persons additionally by 2016”. Based on the set objective, the Indian Automotive Industry would require around 15 million incremental skilled workforce. This calls for comprehensive human resources development to meet the required demand. In order to accelerate this process, we need to develop a comprehensive blue print by connecting Government, Industry, Association and Academia.*

<b>Facilitator:</b>	<b>Mr. Prince Augustin</b> Senior VP, M&M
	<b>Prof Narendranath Akhouri</b> Professor, IMI

**Ms. Vaishali Ahuja**  
General Manager Human Resources, BMW

**Mr. Devdutta Chandavarkar**  
Director - After Sales, Mercedes Benz India Pvt. Ltd.

**Mr. Anders N. Jensen**  
Jt. Managing Director, MAN Diesel India Limited

Brainstorming on Way Forward

## Session 2 – Construction

## Session Partner – Construction Federation of India

*Infrastructure expected to grow manifold owing to wind fall investment expected in next 5 years. The total estimated investments in Infrastructure are estimated at Rs. 14000 billion during the period FY 2008 - 12. Out of this the construction component would be approximately Rs. 8000 billion. As a result, the order backlog of most construction companies are in the range of 3-4x of current year revenues and has grown over 70% growth in Y-o-Y change.*

*Currently, the Indian construction industry employs over 30 million people and this number is likely to increase manifold in coming year. Given this background, how prepared are we for this demand of skilled manpower? What mechanism can we employ to train so many people to meet the expected demand? What can we learn from international models in this area?*

### Facilitator:

**Mr. J. Ganguly**  
Executive Vice President, Larsen & Toubro Ltd. (ECC Division)

**Mr. Michael Schwartzkopff,**  
InWEnt Capacity Building International, Germany

**Mr. Srinivasan Iyer**  
CEO, Mpower Business Facilitators Limited

**Ms. Kareena Ballard**  
Chair, Construction & Property Services Skills Council, Australia

Brainstorming Session on Way Forward

## Session 3 – Financial Services

*A safe and sound financial sector is a prerequisite for sustained growth of any economy. With a wide array of products and services currently driving the banking in particular and financial sector in general including Credit and investment products more particularly treasury services (both for the bank and the customer, Risk management services, Delivery channels for bank and delivery channels for customers (such as branch, ATM, home and office, Internet, Mobile, TV) & Customer Relations Management (CRM) backed up by Data Warehouse product – the need for skilled manpower becomes all the more important.*

*From the Top Management skills such as those involving conceptual, communication, technological, risk management skills through Middle Management skills such as - skills to manage people, systems, technology, funds, information, customers and innovate new products and services to the Basic skills - basic IT operating systems, counter services – the common thread is the demand of skilled manpower. In India **58% Indian financial organizations find it difficult to recruit the right candidate with the right skills** - How do we create this demand – supply connect? What steps do we need to take to improve literacy levels and increase penetration of employable workforce in the country?*

### Facilitator:

**Mr. Raja Parthasarthy**  
Managing Director, IDFC Pvt. Equity

**Ms. Rita Soni**  
Country Head, Yes Bank

**Dr. Rakesh Khurana**  
Chairman, KNI

**Mr. John Vines**  
Chair, Innovation and Business Skills, Australia

Brainstorming Session on Way Forward

## Session 4 – Health

Healthcare has emerged as one of the largest service sectors in India. In 2004, the market size of the healthcare industry was Rs.910 billion which is expected to grow at a CAGR of 13 to 14% and reach Rs.1900 billion by 2010. Over the next 10 years, it is estimated that an additional 818,000 physicians would be needed which translates into a need for more medical schools. Direct employment in the healthcare sector was 4 million in the year 2001-01 which is expected to grow and provide direct and indirect employment of 9 million by 2012. Nurses and midwives are important health care providers. In 2004, the nurse to population ratio in India was 1:1264. Investment is also needed in medical equipment and training facilities for professionals such as nurses and pharmacists.

The training of most categories of paramedical personnel is unregulated; except for pharmacists Training opportunities to upgrade the talent of healthcare professionals to international levels of competence and performance are extremely limited in the country. In the above scenario how do we tackle the issue of quality & quantity? India is also the biggest supplier of health care manpower globally, how do we continue this trend? What measures does need to take to gauge the manpower requirement as a nation & how do we address this flux? How can the industry contribute in addressing this? What are the global best practices?

### Facilitator:

**Dr Ajit K Nagpal**

Chairman Executive Council, Batra Hospital & Medical Research Centre

**Dr. Shubnum Singh**

Chief Medical Affairs (External),Max Healthcare

**Mr. Deepak Bhandari**

Chairman, EPOS Healthcare

**Mr. Pim Borren**

Chief Executive, Waiariki Institute of Technology, New Zealand

**Mr. Dan Hill**

Chair, Community Services and Health Industry Skills Council, Australia

Brainstorming Session on Way Forward

## Session 5 - Retail

The organized retail industry in India employed ~301,000 people during 2007 & is expected to grow at a CAGR of 23.7% during 2007-10 to reach 570,000 by 2010. As the industry consolidates, retailers find it difficult to operate in a labor intensive model (banking on low wages). It is estimated that front-end jobs, including customer service agents, store supervisors and managers, will account for 70-85% of the total human resource requirements in the retail industry. The figure will vary depending on the retail format and the category of products sold

The Indian retail industry employed some 225,000 customer service agents during 2007, as compared to 15,600 managerial staff. This number is likely to increase to 426,700 customer service agents and 29,500 managerial staff by 2010.

In the above context, how prepared are we for this demand of skilled manpower? How can we ascertain that those absorbed by the industry are trained & globally competitive? What is our learning from the global leaders of the retail industry?

### Facilitator:

**Mr. Navin Bhatia**

COO Bharti Airtel

**Mr. Ajay Mehra**

CEO Edvance Learning Pvt. Ltd

**Mr. Hari Abburi**

Vice President - HR, Bharti Retail

**Ms. Mukul Rastogi**

Vice President - HR, ITC Ltd.

**Mr. Manish K Jar**

CEO, Idea 7 Automotive

Brainstorming Session on Way Forward

**1200 – 1230 hrs                      Tea Break: Exhibition Area**

**1230 – 1330 hrs                      Valedictory Session – Silver Oaks**

1230 – 1235 hrs              Session Chair                      **Mr. B Santhanam**  
Chairman, CII Skills, HR & IR/ER Committee  
& MD Saint-Gobain Glass India Limited

**Presentations by facilitators of the Parallel Sessions**

1235 – 1245 hrs              Automotive                      **Mr. Prince Augustin**  
Senior VP, M&M

1245 – 1255 hrs              Construction                      **Mr. J. Ganguly**  
Executive Vice President, Larsen & Toubro Ltd. (ECC Division)

1255 – 1305 hrs              Financial                      **Mr. Raja Parthasarthy**  
Managing Director, IDFC Pvt. Equity

1305 – 1315 hrs              Health                      **Dr Ajit K Nagpal**  
Chairman Executive Council, Batra Hospital & Medical Research Centre

1315 – 1325 hrs              Retail                      **Mr. Aquil Busrai**  
National President NHRDN

1325 – 1335 hrs              Open House Discussions

1335 – 1355 hrs              Summary & Vote of Thanks by Session Chair

**1400 hrs onwards                      Networking Lunch - Charminar**

**1500 hrs              Close of Exhibition**

**Close of Summit**

---