

BCI INTERNATIONAL BPO SCHOLARSHIPS & AID PROGRAM 2014

THE BPO CERTIFICATION INBSTITUTE. UNITED STATES



BCI International BPO Scholarships & Aid Program 2014

Facilitating Accelerated BPO Workforce and Employability Development in Emerging BPO Economies

1. The IBSA Program - Fundamental Concept

The BCI International BPO Scholarships & Aid Program (IBSA) program is the latest addition to BCI's ongoing efforts of making BCI's international BPO qualifications most affordable for economically underprivileged segments of communities across developing countries thriving with meritorious, talented and energetic youth waiting for opportunities. The IBSA program offers Certification Scholarships ranging from 50% - 100% to individuals in certain select countries – the beneficiary countries – to help them acquire BCI certifications and get employable for a wide variety of industries at the entry level. These scholarships are offered to business organizations, multilateral bodies and governments who have partnered BCI for purposes of collaborative ICT industry development; workforce breeding and BPO qualifications framework development etc., and who are working on mass-employability development initiatives connected to ICT industries. The Outsourcing Industry Development Committee (OIDC) of BCI approves Scholarships of a certain value in USD, which are awarded in KIND to individuals meeting the stipulated criteria, and who are registered with/ nominated by these BCI partner-organizations. The IBSA scholarships may be branded variously across countries, in sync with the events or dates which may be of critical importance for beneficiary-stakeholders/partners.

2014 is the inaugural year of the **IBSA** program, and the process of awards nominations will kick off from the month of March. Beneficiaries can start expecting Scholarship awards to hits their planetbci/ CredPlanet accounts starting August 15, 2014. Specifically, the IBSA program 2014 aims at:

2. The Origin, Rationale and Objectives of the IBSA Program

The **BCI International Scholarships Awards** program is the latest component of the Industry Development Program of BCI. It was approved in May 2013 by the **Outsourcing Industry Development Committee** (OIDC) of BCI, which has been engaged in helping fledgling BPO economies grow through several subsidy and assistance initiatives and programs. Notably, OICD has sanctioned assistance and subsidies worth more than USD 8.8 million since 2008 to a wide variety of government and non-government stakeholders in emerging markets. **IBSA** now couples with the **Emerging Markets Subsidy (EMS)** program of OICD to enlarge the contribution of BCI in the BPO industry development across more than two dozen nations. The categories of **IBSA** beneficiaries more or less remain the same as those in the EMS program. More specifically, the IBSA program 2014 aims at:



- a) Helping governments of emerging BPO nations in Africa and Asia initiate or accelerate through these scholarships, the training and certification activities required to prepare talent pools for BPO and allied industries
- b) Helping universities in developing and underdeveloped countries train and certify meritorious but needy students through these scholarships, so that these students can become employable in BPO and allied industries
- c) Encouraging BPO companies improve their workforce quality by training & hiring on international standards.
- d) Helping organizations and stakeholders associated with the Impact Sourcing movement worldwide acquire BCI credentials and services at zero costs.

3. Validity of the IBSA 2014 Program

- a. The activation of the IBSA Program 2014 has a diverse global leg-schedule. The first leg opens up on March 17, 2014 for the East African region and similarly there are four other legs one for each of the FOUR BCI operational zones for EMS as described later. The last leg is of the Central American region opening on November 2, 2014.
- b. A program expires exactly ONE year after its date of commencement for a particular awardee- stakeholder, unless otherwise extended by the OIDC.
- c. The Scholarships offered under the 2014 edition of the program cover 10 BCI certifications. Indeed, the Scholarship is funded by BCI and NOT by any other government, private body, and association or by any other organization.

4. Items Covered under the IBSA-2014 Program

The following FOUR items have been included for coverage under the IBSA-2014 program:

- a. <u>Item B1</u>: All Level -0 BCI Professional Certifications (Human Competence Certifications) approved for offer for entry level position in BPO companies CCIP®, CBSA®, CFPA®, CTSA®. The details of each of these certification programs appear on the BCI website <u>www.bci.us.org</u>. The Scholarships are awarded on the market price of a Certification System Unit (CSU) for each of these certifications. Each CSU includes training material and certification examination voucher. Essentially, the Scholarship translates into a discount for the beneficiary.
- Item B2: All Level-1 BCI Professional Certifications (Human Competence Certifications) approved for offer for specialist level position in BPO companies CCIS®, CBSS®, CFPS®, CTSS®. The details of each of these certification programs appear on the BCI website www.bci.us.org / www.bpocertifications.com. The Scholarships are awarded on the market price of a Certification System Unit (CSU) for each of these certifications. Each CSU includes training material and certification examination voucher. Essentially, the Scholarship translates into a discount for the beneficiary.
- c. <u>Item B3</u>: BCI Professional Certification (Human Competence Certifications) approved for offer for frontline leaders and team lead specialists in BPO companies the CBTS[®]. The details of this certification program appear on the BCI website <u>www.bci.us.org</u> / www.bpocertifications.com. The Scholarships are awarded on the market price of a Certification System Unit (CSU) for the certification. Each CBTS[®] CSU includes training





material and certification examination voucher. Essentially, the Scholarship translates into a discount for the beneficiary.

- d. <u>Item B4</u>: BCI Professional Certification (Human Competence Certifications) approved for offer for Master Trainers in BPO companies –CBMT[®]. The details of this certification program appear on the BCI website <u>www.bci.us.org</u> / www.bpocertifications.com. The Scholarships are awarded on the market price of a Certification System Unit (CSU) for the certification. Each CBMT[®] CSU includes training material and certification examination voucher. Essentially, the Scholarship translates into a discount for the beneficiary.
- e. <u>Item B5</u>: BCI Professional Certifications (Human Competence Certifications) approved for offer for Managers in BPO companies –CBOM[®], CBPM[®], CBQM[®], CBTM[®]. The details of these certification programs appear on the BCI website <u>www.bci.us.org</u> / www.bpocertifications.com . The Scholarships are awarded on the market price of a Certification System Unit (CSU) for the certification. Each CSU includes training material and certification.

5. Categories of Beneficiaries

The following 15 categories of Beneficiaries have been identified Eligible for applying for the IBSA 2014. These categories are the same as those defined by OICD for the EMS program.

- a. <u>CAT-A1</u>: Consortia/ Project organizations/ special purpose vehicles funded by multilateral aid bodies and charitable organizations
- b. <u>CAT-A2:</u> Consortia/ Project organizations/ special purpose vehicles funded by elected national governments or elected provincial governments in nations.
- c. <u>CAT-A3:</u> Not-for-profit organizations engaged in employability development and social upliftment through education and training;
- d. CAT-B1: Governments and their Ministries/ departments of ICT/ BPO/ Outsourcing/ IT
- e. CAT-B2: Governments and their Ministries/ departments of Education/ Higher Education
- f. CAT-B3: Governments and their Ministries/ departments of HRD/ Labor
- g. CAT-C1: Official ICT Boards/ Outsourcing Industry Associations/ Industry Chambers of nations
- h. <u>CAT-C2</u>: Autonomous but government-recognized associations of outsourcing/ call center/ IT professionals
- i. CAT-D1: Government/ public Universities, colleges and institutions
- j. <u>CAT-D2</u>: Private Universities/ institutions/ colleges duly recognized by their respective governments
- k. CAT-E: Quality Management Associations duly approved by their respective governments
- I. <u>CAT-F1</u>: Government-owned Call Centers/ BPO Services Providers/ Shared Services Providers or organizations in the telecom, banking, insurance, power, public utility services having captive call-centers/ service-provider centers
- m. <u>CAT-F2</u>: Private Call Centers/ BPO Services Providers/ Shared Services Providers duly recognized and registered in their respective countries
- n. <u>CAT-F3</u>: Impact Sourcing community including Call Centers/ BPO Services Providers/ Shared Services Providers duly integrated on a credible global Impact Sourcing platform
- o. <u>CAT-G1</u>: Private Training companies duly recognized and registered in their respective countries.





6. Geographies Covered under the IBSA 2014 Program

OIDC has historically defined Emerging Markets on the basis of maturity and competitiveness of nations in Outsourcing & BPO space. Hence, a nation like Kuwait, which otherwise is a developed nation, is also classed as an Emerging nation because its BPO industry is still in infancy. In the same vein, it should also be noted that even within developed BPO countries like India and Romania, there are certain pockets that are vastly under-developed though they have high potential. Both, the EMS and IBSA programs therefore cover such geographies calling them Special Territories. The following lists mention the countries, regions and special territories currently covered under the EMS 2012 and the IBSA-14 program.

- a. **G1:** *Regions*: SADC (South African Development Council); GCC (Gulf Cooperation Council); MENA (Middle East & North Africa)
- b. G2: Countries: Argentina, Bulgaria, Bahrain, Bangladesh, Benin, Bhutan, Botswana, Caribbean Nations, Chile, Columbia, Congo, Costa Rica, Czech Republic, Ecuador, Egypt, Estonia, Ethiopia, Ghana, Indonesia, Iraq, Ivory Coast, Jamaica, Jordan, Kenya, Kuwait, Latvia, Lebanon, Libya, Lithuania, Madagascar, Malawi, Malaysia, Mexico, Morocco, Namibia, Nepal, New Zealand, Nicaragua, Nigeria, Oman, Pakistan, Peru, Poland, Portugal, Qatar, Rwanda, Romania, Russia, Saudi Arabia, Senegal, Slovakia, Sri Lanka, Surinam, Swaziland, Syria, South Africa, Tanzania, Thailand, Trinidad & Tobago, Tunisia, Turkey, Ukraine, UAE, Uganda, Uruguay, Venezuela, Vietnam, Yemen, Zambia.
- c. **G3:** *Special Territories:* States and provinces with underdeveloped BPO industry in Brazil, China, India, Ireland, Philippines, Romania, Russia and Hungary.
- d. **G4:** Other worthy nations/ geographies not currently included: The OIDC has kept the provision open for inclusion of other nations and regions under the EMS program after an objective representation is made to BCI by authorized representatives of bodies/ nations/ regions etc., desiring benefits as offered to G1/G2/ or G3.

7. IBSA Award Categories

IBSA AWARD PR	THE BPO CER	TIFICATION INSTITUTE, L	
PLATINUM PRIVILEGES	DIAMOND PRIVILEGES	GOLD PRIVILEGES	SILVER PRIVILEGES
Includes COMPLETE costs of BCI Certification with printed preparation & credentialial kits. APPLICABLE ONLY FOR CCIP*/ CFPA*/CTSA*/CBSA*/CCIS*/CFPS*/ CTSS*/ CBSS*/ CBMT*	Includes COMPLETE costs of a BCI Certification with digital/ soft preparation & credentialial kits. APPLICABLE ONLY FOR CCIP*/ CFPA*/ CTSA*/ CBSA*/ CCIS*/ CFPS*/ CTSS*/ CBSS*/ CBMT*/CBTM*/CBTS*/CBOM*/ CBPM*	Includes PARTIAL costs of a BCI Certification with printed preparation & credentialial kits. APPLICABLE ONLY FOR CCIP*/ CFPA*/CTSA*/CBSA*/CCIS*/CFPS*/ CTSS*/ CBSS*/ CBMT*	Includes PARTIAL costs of a BCI Certification with digital/soft preparation & credentialial kits. APPLICABLE ONLY FOR CCIP*/CFPA*/CTSA*/ CBSA*/CCIS*/CFPS*/CTSS*/CBSS*/ CBMT*/CBTS*/CBOM*/CBPM*
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	DISCOUNTS OR REFUNDS FOR TRAINING. IBSA NEVER GIV OUNTS ON STANDARD FEE/ PRICES APPLICABLE. AWARD		





8. How does an IBSA Award Benefit an Institution?

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	Contraction Institution	B	BSA 2014 - AWARD IMPACT MATRIX	014	- AV	VARI	N	IPAC	TM	ATRI					
The IBSA Av on vario instituti transactio	MAXIMUM COST/ FEE WAIVER %AGE IMPLICATIONS AFTER THE AWARD OF IBSA SCHOLARSHIP/ AID The IBSA Award to an organization translates into massive reductions in certification costs - in the range of almost 90% - 100%. This Matrix presents the maximum possible financial impacts of the discounts/ waivers on various certification deliverables and items for the 14 BC categories of IBSA-eligible organizations. Please refer to the IBSA 2014 Program document for more information about these categories. The awardee institutions enjoy complete discretion in deciding the individuals who should be nominated for benifiting from these discounts/ waivers. These waivers/ discounts are reflected in the invoices raised by BCI for transactions related to certification activities of individuals, who have been thus nominated as end-benificiaries of the IBSA Award. An Awardee organization recieves a detailed IBSA Award notification document mentioning the finer details of the award, including attendant financial implications, and the pre-award documentation to be furnished by the awardee organization.	OST/ FEE o massive report s for the 14 B ding the individuals, f individuals, tails of the a	E WAIVE ductions in c Cl categories riduals who who have b ward, includ	R %AGI ertification of IBSA-eli should be n een thus no ing attenda	E IMPLI costs - in th gible organi ominated for minated as nt financial	CATION e range of a zations. Ple or benifittin end-benific implicatior	IS AFTE Ilmost 90% - ase refer to g from thes ciaries of th s, and the p	R THE A - 100%. This - the IBSA 2C e discounts, e IBSA Awar pre-award d	WARD Matrix prese 14 Program (14 vaivers. Th / waivers. Th d. An Awarde ocumentatic	OF IBS/ ints the max document fo ese waivers e organizat on to be furn	SCHOL imum possib r more inforn r discounts a / discounts a ished by the	ARSHIP/ AID bile financial impacts bile financial impacts about these are reflected in the i are reflected in the	/ AID impacts of 1 t these cate: in the invoi BSA Award n BSA Award n	the discount gories. The a ces raised b otification o	v E v L
ITEM	ITEMS UNDER IBSA	CAT-A1	CAT-A2	CAT-A3	CAT-B1	CAT-B2	CAT-B3	CAT-C1	CAT-C2	CAT-D1	CAT-D2	CAT-E	CAT-F1	CAT-F2	CAT-G1
IB01	Registration Fee	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
IB02	Printed training kits	80%	80%	80%	80%	80%	80%	80%	80%	80%	60%	50%	60%	60%	50%
IB03	Digital/soft training kits	%06	%06	%06	%06	%06	%06	%06	%06	%06	80%	70%	80%	80%	80%
IB04	Certification exam voucher	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	%00	%06	%06	%06
IB05	Re-exam voucher	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
IB06	Credential pack	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	%00	%06	%06	%06
IB07	Re-certification voucher	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
IB08	Alumni fee	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
IB09	Shipping (if required)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
IB10	Duplicate Items Issue	80%	80%	80%	80%	80%	80%	80%	80%	80%	60%	50%	60%	60%	50%
				©BPO CEF	RTIFICATION	INSTITUTE, II	VC. 2014. ALI	©BPO CERTIFICATION INSTITUTE, INC. 2014. ALL RIGHTS RESERVED	ERVED.						
*NONE OF TH	*NONE OF THE IBSA AWARDS OFFERS WAIVERS OR DISCOUNTS OR REFUNDS FOR TRAINING. IBSA NEVER GIVES CASH GRANTS OR CASH ASSISTANTSHIPS TO ANY INDIVIDUAL OR ANY ORGANIZATION. ALLI DISCOUNTS ON STANDARD EET/ DRICES ADDIC IS A E AWARDEE INSTITUTIONS GET THE INSA INVOLCES. MENTIONING THE TOTAL VALUE OE SCHOL ASSISTANTSHIPS TO ANY INDIVIDUAL OR ANY ORGANIZATION. ALLI	NTS OR REFUND	S FOR TRAINING	G. IBSA NEVER	GIVES CASH G	IRANTS OR CAS	SH ASSISTANT	SHIPS TO ANY		R ANY ORGAN	ZATION. ALL IBS	SA PRIVILEGES	ARE IN THE FO	IBSA PRIVILEGES ARE IN THE FORM OF WAIVERS OR	RS OR

DISCOUNTS ON STANDARD FEE/ PRICES APPLICABLE. AWARDEE INSTITUTIONS GET THE IBSA INVOICES MENTIONING THE TOTAL VALUE OF SCHOLARSHIPS GRANTED TO THE INSTITUTION

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9. The IBSA Award Policy Matrix

	IN TERMATION REFERENCES	THE E	THE BPO CERTIFICATION INSTITU	TUTE, UNITED STATES
CATEGORIES OF ELIGIBLE ENTITIES	The ISSA Award to an organization translates into massive administered internationally by the TCG Hamilton Group, Awardee organization recieves a detailed IBSA Award noti	IBSA AWARD F reductions in certification costs - in the range of almost 50%. United States, the exclusive business service providers to BCI United States, the exclusive business service providers to BCI that on document mentioning the finer details of the award. I	IBSA AWARD POLICY MATRIX The IBSA Award to an organization translates into masker reductions in certification costs - in the range of almost 90% - 100%. This Matrix presents the IBSA award Policy of BCI for different administered internationally by the TGC Hamilton Group. United States, the exclusive business service providers to BCI. Please refer to the IBSA 2014 Program document for more informat administered international why the TGC Hamilton Group. United States, the exclusive business service providers to BCI. Please refer to the IBSA 2014 Program document for more informat administered international why the TGC Hamilton Group. United States, the exclusive business service providers to BCI. Please refer to the IBSA 2014 Program document for more informat administered international who the TGC Hamilton Indiffication document mentioning the finer details of the award, including attendant financial implications, and the pre-award document administered organization receives a detailed IBSA Award notification document mentioning the finer details of the award, including attendant financial implications, and the pre-award document administered organization receives a detailed IBSA Award notification document mentioning the finer details of the award, including attendant financial implications, and the pre-award document administered international to the set of the award international to the set of the award international to the set of the award international to the set of the set of the award internation for the set of the set	rent caregories of eligible entities. The IBSA Program is matton about the other details of the IBSA Program. An cumentation to be fumished by the awardee orgatation.
	PLATINUM PRIVILEGES	RUBY PRIVILEGES	GOLD PRIVILEGES	SILVER PRIVILEGES
CAT-A1/ A2/ A3	Should have trained at least 2000 individuals in BPO/ICT areas in the preceding calender year OR	Should have trained at least 1500 individuals in BPO/ICT areas in the preceding calender year OR	Should have trained at least 1000 individuals in BPO/ ICT areas in the preceding calender year OR	Should have trained at least 500 individuals in BPO/ICT areas in the preceding calender year OR
	Should have registered at least 1500 individuals for BCI certifications on BCI WorkForceONE or on any other BCI platform till the date of applying for IBSAOR	Should have registered at least 1000 individuals for BCI certifications on BCIWorkForceONE or on any other BCI platform till the date of applying for IBSAOR	Should have registered at least 1000 individuals for BCI certifications on BCI WorkForceONE or on any other BCI platform till the date of applying for IBSA OR	Should have registered at least 500 individuals for BCI certifications on BCI WorkForceONE or on any other BCI platform till the date of applying for IBSA OR
CAT-B1/ B2/ B3	Have confirmed plans of training and certifying at least 2000 individuals in the yeal of applying for IBSA	Have confirmed plans of training and certifying at least 1500 individuals in the yeal of applying for IBSA	Have confirmed plans of training and certifying at least 1000 individuals in the yeal of applying for IBSA	Have confirmed plans of training and certifying at least 1000 individuals in the yeal of applying for IBSA
CAT-C1/ C2	Should have trained at least 500 individuals in BPO/ICT areas in the preceding calender year OR	Should have trained at least 300 individuals in BPO/ ICT areas in the preceding calender year OR	Should have trained at least 200 individuals in BPO/ ICT areas in the preceding calender year OR	Should have trained at least 100 individuals in BPO/ ICT areas in the preceding calender year OR
CAT-D1/ D2	Should have registered at least 500 individuals for BCI certifications on BCI WorkForceONE or on any other BCI platform till the date of applying for IBSAOR	Should have registered at least 300 individuals for BCI certifications on BCI WorkForceONE or on any other BCI platform till the date of applying for IBSAOR	Should have registered at least 200 individuals for BCI certifications on BCI WorkForceONE or on any other BCI platform till the date of applying for IBSA OR	Should have registered at least 100 individuals for BCI certifications on BCI WorkForceONE or on any other BCI platform till the date of applying for IBSAOR
CAT-E	Have confirmed plans of training and certifying at least 1000 individuals in the yeal of applying for IBSA	Have confirmed plans of training and certifying at least 750 individuals in the yeal of applying for IBSA	Have confirmed plans of training and certifying at least 500 individuals in the yeal of applying for IBSA	Have confirmed plans of training and certifying at least 300 individuals in the yeal of applying for IBSA
CAT-F	Should have trained at least 300 individuals in BPO/ICT areas in the preceding calender year OR Should have registered at least 300 individuals for BCI	Should have trained at least 200 individuals in BPO/ICT areas in the preceding calender year OR Should have registered at least 200 individuals for BCI	Should have trained at least 100 individuals in BPO/ICT areas in the preceding calender year OR Should have registered at least 100 individuals for BCI	Should have trained at least 50 individuals in BPO/ICT areas in the preceding calender year OR Should have registered at least 50 individuals for BCI
	certifications on BCI WorkForceONE or on any other BCI platform till the date of applying for IBSAOR	certifications on BCI WorkForceONE or on any other BCI platform till the date of applying for IBSA OR	certifications on BCI WorkForceONE or on any other BCI platform till the date of applying for IBSA OR	certifications on BCI WorkForceONE or on any other BCI platform till the date of applying for IBSA OR
CAT-G	Have confirmed plans of training and certifying at least 750 individuals in the yeal of applying for IBSA	Have confirmed plans of training and certifying at least 500 individuals in the yeal of applying for IBSA	Have confirmed plans of training and certifying at least 300 individuals in the yeal of applying for IBSA	Have confirmed plans of training and certifying at least 200 individuals in the yeal of applying for IBSA
	IBSA AWARD PR	IBSA AWARD PRIVILEGES PERMITTED FOR AN AWARDEE	I AWARDEE ENTITY (EXCLUDING TRAINING)*	NG TRAINING)*
	PLATINUM PRIVILEGES	DIAMOND PRIVILEGES	GOLD PRIVILEGES	SILVER PRIVILEGES
	Includes COMPLETE costs of BCI Certification with printed preparation & credentialial kits. APPLICABLE ONLY FOR CCIP*/ CFPA*/CTSA*/CBSA*/CGPS*/CTSS*/CBSS*/ CBMT*	Includes COMPLETE costs of a BCI Certification with digital / soft preparation & credentialial kits. APPLICABLE ONLY FOR CCIP*/ CFPA*/ CTSA*/ CBSA*/ CCIS*/ CFPS*/ CTSS*/ CBSC*/ CBMT*/ CBTX*/CBTS*/CBOM*/ CBFM*	Includes PARTIAL costs of a BCI Certification with printed preparation & credentialial kits. A PRLICABLE ONLY FOR CCIP*/ CFPA*/CTSA*/CBSA*/CCIS*/CFPS*/ CTSS*/ CBSS*/ CBMT*	Includes PARTIAL costs of a BCI Certification with digital/ soft preparation & credentialial kits. APPUCABLE ONLY FOR CCIP*/ CFPA*/ CTSA*/ CBSA*/ CCIS*/ CFPS*/ CTSS*/ CBSC*/ CBMT*/ CBTM*/CBTS*/ CBOM*/ CBPM*
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