



# **BCI INTERNATIONAL BPO SCHOLARSHIPS & AID PROGRAM 2014**

THE BPO CERTIFICATION INSTITUTE. 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:

KINDLY WRITE TO US AT [ABEGAIL.CLARO@BCIGLOBAL.NET](mailto:ABEGAIL.CLARO@BCIGLOBAL.NET) FOR DETAILS ON HOW YOUR INSTITUTION/ ORGANIZATION CAN BECOME AN IBSA BENEFICIARY



- 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 OIIC.
- 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. **Item B1:** 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 [www.bci.us.org](http://www.bci.us.org). 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.
- b. **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](http://www.bci.us.org) / [www.bpocertifications.com](http://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. **Item B3:** 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 [www.bci.us.org](http://www.bci.us.org) / [www.bpocertifications.com](http://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. **Item B4:** 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 [www.bci.us.org](http://www.bci.us.org) / [www.bpocertifications.com](http://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. **Item B5:** 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 [www.bci.us.org](http://www.bci.us.org) / [www.bpocertifications.com](http://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 OECD for the EMS program.

- a. **CAT-A1:** Consortia/ Project organizations/ special purpose vehicles funded by multilateral aid bodies and charitable organizations
- b. **CAT-A2:** Consortia/ Project organizations/ special purpose vehicles funded by elected national governments or elected provincial governments in nations.
- c. **CAT-A3:** 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. **CAT-C2:** Autonomous but government-recognized associations of outsourcing/ call center/ IT professionals
- i. **CAT-D1:** Government/ public Universities, colleges and institutions
- j. **CAT-D2:** Private Universities/ institutions/ colleges duly recognized by their respective governments
- k. **CAT-E:** Quality Management Associations duly approved by their respective governments
- l. **CAT-F1:** 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. **CAT-F2:** Private Call Centers/ BPO Services Providers/ Shared Services Providers duly recognized and registered in their respective countries
- n. **CAT-F3:** Impact Sourcing community including Call Centers/ BPO Services Providers/ Shared Services Providers duly integrated on a credible global Impact Sourcing platform
- o. **CAT-G1:** 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

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IBSA AWARD PRIVILEGES PERMITTED FOR AN AWARDEE ENTITY (EXCLUDING TRAINING)*			
PLATINUM PRIVILEGES	DIAMOND PRIVILEGES	GOLD PRIVILEGES	SILVER PRIVILEGES
Includes <b>COMPLETE</b> costs of BCI Certification with printed preparation & credentialial kits. <b>APPLICABLE ONLY FOR CCIP®/ CFPA®/CTSA®/ CBSA®/CCIS®/CFPS®/ CTSS®/ CBSS®/ CBMT®</b>	Includes <b>COMPLETE</b> costs of a BCI Certification with digital/ soft preparation & credentialial kits. <b>APPLICABLE ONLY FOR CCIP®/ CFPA®/ CTSA®/ CBSA®/ CCIS®/ CFPS®/ CTSS®/ CBSS®/ CBMT®/CBTM®/CBTS®/CBOM®/ CBPM®</b>	Includes <b>PARTIAL</b> costs of a BCI Certification with printed preparation & credentialial kits. <b>APPLICABLE ONLY FOR CCIP®/ CFPA®/CTSA®/CBSA®/CCIS®/CFPS®/ CTSS®/ CBSS®/ CBMT®</b>	Includes <b>PARTIAL</b> costs of a BCI Certification with digital/ soft preparation & credentialial kits. <b>APPLICABLE ONLY FOR CCIP®/ CFPA®/ CTSA®/ CBSA®/ CCIS®/ CFPS®/ CTSS®/ CBSS®/ CBMT®/CBTM®/CBTS®/CBOM®/ CBPM®</b>
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*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. ALL IBSA PRIVILEGES ARE IN THE FORM OF WAIVERS OR DISCOUNTS ON STANDARD FEE/ PRICES APPLICABLE. AWARDEE INSTITUTIONS GET THE IBSA INVOICES MENTIONING THE TOTAL VALUE OF SCHOLARSHIPS GRANTED TO THE INSTITUTION			



## 8. How does an IBSA Award Benefit an Institution?



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### IBSA 2014 - AWARD IMPACT MATRIX

#### 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 awarding institutions enjoy complete discretion in deciding the individuals who should be nominated for benefiting from these discounts/ waivers. These waivers/ discounts are reflected in the invoices raised by BC for transactions related to certification activities of individuals, who have been thus nominated as end-beneficiaries of the IBSA Award. An Awarding organization receives 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.

ITEM CODE	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	90%	90%	90%	90%	90%	90%	90%	90%	90%	80%	70%	80%	80%	80%
IB04	Certification exam voucher	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	90%	90%	90%	90%
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%	90%	90%	90%	90%
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%

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