



Out to improve employability

Initiative to upgrade graduates' skills

OUTSOURCING Malaysia (OM), a body under the the National ICT Association of Malaysia (Pikom) has announced a programme to improve the talent supply for the shared services and outsourcing industry (SSO).

Working together with Multimedia Development Corporation (MDeC), the lead agency in the initiative and Talent Corporation Malaysia Bhd (TalentCorp), OM will lead the training of university graduates through the International Association of Outsourcing Professionals (IAOP) Certified Outsourcing Specialists programme and internship.

The move is expected to to boost the employability of these graduates in the SSO industry.

This programme was also partly initiated in response to the Education Ministry 2012 Graduate Tracer Study that reported about a quarter of local graduates were unemployed (51,835 out of 202,328 graduates)

OM chairman David Wong said, "Yet at the same time, the fast-growing SSO industry is facing constant challenges in employing suitable graduates – this is a problem that is also faced by many companies across industries in Malaysia. ...

"This brings us to the realisation that there is mismatch of the required skills, with the academic preparedness and competency of graduates who apply for the job. Many lack the necessary communication skills, creative and analytical problem solving capabilities."

Earlier in the year, OM announced the setting up of a Talent Council consisting of leading SSO companies such as UOB Centre of Excellence, Kelly OCG, Air Asia Shared Services, Aegis, iTAC MSC Outsourcing and HSBC – in order to address the growing talent development issues faced by the industry, by overseeing the development of a training programme to enhance the skills of the workforce entering the job market.

"Today, the OM Talent Council has teamed up with TalentCorp and MDeC to create a SSO industry-focused Graduate Employability programme with the objective to start training undergraduates who are currently still studying at their respective universities," Wong explained.

Under the programme, over the next 12 months, university students will undergo 10 days of intensive training with specialisations in HR or finance business process outsourcing. The training is internationally certified and will be carried out by certified trainers.



Out to improve skills: Wong (left) exchanging documents for the initiative to improve the skills of graduates with Michael Warren, vice-president of the shared services and outsourcing cluster in MDeC, for the initiative to improve the skills of graduates. With them are officials of the other organisations participating in the effort

"The students will have the option to choose to specialise in finance management or human resources, which are the two SSO specialisations currently being offered for the first batch of students under the programme.

"This will be followed by the Certified Outsourcing Specialist (COS) IAOP certification examination that is recognised globally.

"Practical training is an important part of the development of a graduate which is why we have also included a minimum of 10 weeks to six months of internship with a SSO company."

Pattabhiraman, chair of the OM Talent Council said, "The training programme will mutually benefit all parties involved. The universities will be able to offer industry-relevant course content while the students are able to enhance their skills and increase their

employability rate.

"At the same time the SSO industry has a solution to the growing talent development issues face in the last few years."

SSO companies are encouraged to come forward and support by taking part in this programme.

OM signed a memorandum of understanding with Universiti Kebangsaan Malaysia witnessed by MDeC and TalentCorp.

Universiti Malaysia Sarawak, Universiti Teknikal Malaysia Melaka (UTeM) and Universiti Tun Hussein Onn Malaysia will also be involved in this programme.

"By working at the core of academia, we hope to be able to mould a generation of industry driven talent to fill the gap of employability currently faced by the SSO industry," Wong said.