

## MSDE-UKIERI Skills Thematic Institutional Partnerships, 2016: Update - February, 2020



**Annual Report – 14.02.2020**

**PROJECT TITLE:**

Empowerment through Knowledge: A Programme for Social Justice  
February 2018- February 2021

**BRIEF DESCRIPTION OF THE PROJECT:**

- The programme is driven by the needs of the learners, which includes individuals with disability, Acid Attack Survivors, women who have been subject to domestic abuse and learners engaging in mainstream courses in Scotland and India.
- The project is aimed to generate outcomes across THSC, G&J and Apparel SSC in India through the sharing of expertise and knowledge, develop a suite of learning materials for persons with disabilities to help them enter into employment or start their own businesses and become more confident.
- The project is to develop relationships with new employers as well as work with the existing industry partners owing to their prior commitment for training and employment of PwD.
- Resources permitting, the project would attempt to support establishing a Centre of Excellence for disabled
- Utilize state of the art learning technologies to enable effective sharing of knowledge between Scottish and Indian staff/ learners/ students

**PROJECT OBJECTIVES:**

Broad objective of the multi partner project is to develop a new framework of training of qualifications aimed at helping the disabled people and the most disadvantaged to access employment opportunities through engagement with Skill Council, learners, employers and support organisations, generate sustainable learning and social outcomes in India and Scotland.

1. To achieve sustainable outcomes for individuals with disability, individuals who have been attacked with acid, women who have been subject to domestic abuse and also learners who are engaged in mainstream schools from Scotland and India
2. To develop a suite of learning materials for Persons with Disability to help them enter employment, start their own businesses with focus on Hospitality, Garment and Jewelry design. At the start of the project 6 Job Roles have been selected, 2 each from 3 Sectors covering 3 disabilities as Acid Attack Survivors, Down Syndrome and Autism.
3. To build capacity of existing and new employers, identified as potential recruiters of PwD.
4. To support the objectives of three SSC's in Hospitality, Apparel and Jewelry design.
5. To attempt to support establishing a Centre of Excellence for PwD
6. To develop skills that will help the most disadvantaged people in society, including women who have been abused or subject to acid attacks by finding employment opportunities or to start businesses
7. To Utilize state of the art learning technologies to enable effective sharing of knowledge between Scottish and Indian staff/students
8. To develop highly skilled teachers/ trainers using latest pedagogical methods and equipped to deliver industry -relevant training that enhances employability and enterprise.

**SPECIFIC OBJECTIVE OF THE PROJECT:**

1. To develop Training Resource Pack for 6 Job Roles, (F & B Steward and Housekeeping from Hospitality, Handmade Gold and Gems Set Jewelry Polisher & Cleaner and Assorter from Gems & Jewellery, Packer and Washing Machine Operator from Apparel) have been selected, 2 each from 3 Sectors (Hospitality, Gems & Jewelry, Apparel) covering 3 disabilities (Down Syndrome, Acid Attack Survivors, Autism)
2. Produce training pack to Master Trainers/Trainers almost 400 in numbers.

3. Design 1 new hospitality apprenticeship framework in Scotland for people with conditions such as Downs and Autism
4. To explore the feasibility of setting up a Centre of Excellence in Coimbatore, Tamil Nadu (India), with an objective of training 300 PwD in the first 2 years of operation, subject to availability of resources.
5. To plan employers' engagement events across Scotland and India
6. Learner (disabled and non-disabled) and staff knowledge exchange visits to Scotland and India

#### **METHODOLOGY:**

The project was to be completed in IV phases

Phase I: 1<sup>st</sup> Feb, 2018- 31<sup>st</sup> July 2018

Phase II:1<sup>st</sup> August 2018- 31<sup>st</sup> January 2019

Phase III :1<sup>st</sup> Feb,2019- 31<sup>st</sup> May 2020 (Completion will be Subject to the disbursement of 2<sup>nd</sup> Tranche of fund)

Phase IV: 1<sup>st</sup> June 2020 - 28<sup>th</sup> Feb 2021 (Subject to the of schedule of events and timelines during Phase III )

#### **Project Start Up**

The commencement of the project was scheduled for February, 2018 and closure in February, 2020. The approval was received in January 2018; therefore, the project was started on 1<sup>st</sup> Feb, 2018, and a project start-up meeting was held with the key project partners on the same date. This comprised of Glasgow Kelvin College, Skill Council for Person with Disability, the Sector Skill Councils and representatives from the employers and support organisations listed in the proposal. This start up meeting finalised the project specification, partner roles, risks, timescales, milestones, communication processes and other key project elements.

As the actual work started on the release of the first tranche of grant amount on 22<sup>nd</sup> February, 2019, the project is now likely to end in February, 2021.

Being the lead partners from India and UK respectively, the overall responsibility of managing and furnishing reports of this multi partner programme was taken by the CEO of the Skills Council for Persons with Disability (SCPwD), India and the Director of Business Development at Glasgow Kelvin College, Scotland, UK.

#### **Project Execution**

##### **1. UK Team Study visit to India 5<sup>th</sup> /6<sup>th</sup> June 2018**

The focus of the visit included observation of the Inclusive work Culture across the lemon Tree Group of Hotels in Delhi as well as Gurugram. Scottish Team and the Indian Team had exposure to the working of the candidates with Intellectual Disability, Autism in Hospitality sector. Some of the activities are listed below

- An orientation on the inclusion work in both Aerocity Hotels
- Detailed observation by the teams of new traineeship of Autism
- Observation of Down Syndrome/ Slow Learner (DS/SL) trainee and employees doing daily tasks + refresher training
- Observation of new traineeship of Intellectual Disability (IDD)



- Observation of breakfast time operations (DS/SL, SHI)
- Observation of employees doing daily tasks (Autism, HK)
- Observation of trainee and employee doing daily tasks (Autism, HK)
- Meeting with Non-government organizations (NGOs) partners i.e. Muskaan, AFA, Sai Swayam, Sarthak
- Mock sensitizations of different types of disabilities, 20 minutes each - DS/SL, Autism, SHI



Teams observing PwD Room Attendant at work



Capturing the table lay out by PwD F&B Service Steward



Significant observations and information sharing  
By UK & India Lead Partners, Director, GKC, and  
CEO, SCPwD with partners of Lemon Tree Hotels



Members with Autistic Room Attendant

## 2. Meeting of the Lead Partners 6<sup>th</sup> September 2018

The lead partners and few others including representatives from the Sector Skill Councils met to review the work plan as per the modified project plan



Roundtable: experience sharing Scottish & Indian perspective with regard to Hospitality Sector

## 3. Employers Sensitization Programmes 18<sup>th</sup> April-11<sup>th</sup> December 2018

With the Courtesy from Mr K Satish Reddy, Member Governing Body of SCPwD, 13 advocacy oriented workshops were conducted for Employers in different cities of India without any cost implications and without any liability otherwise on the UKIERI Project to create awareness among employers on the Indian skill ecosystem, Acts and schemes, business sense of hiring PwD , benefits to the employers etc. to strengthen the demand side for PwD.

Date	Place	Employers' Representatives
18.04.2018	Bhubaneswar	25
25.04.2018	Pune	8
20.06.2018	Chennai	18
17.07.2018	Trivandrum	20
10.08.2018	Vishakhapatnam	55
18.09.2018	Delhi	35
19.09.2018	Lucknow	50
09.10.2018	Bangalore	58
11.10.2018	Jaipur	55
17.11.2018	Vijaywada	35
22.11.2018	Kochi	34
24.11.2018	Hyderabad	107
11.12.2018	Calicut	28
<b>Total</b>	<b>13 locations</b>	<b>528</b>



Orientation of the Employers in Bangalore with Dr Reddy's

**4. Employers sensitization Programmes with the support from DFID, UK 27<sup>th</sup> September -15<sup>th</sup> May 2019**

Similarly, with the Courtesy of DFID, UK Govt, 9 more advocacy oriented workshops were conducted for Employers in different cities of India without any cost implications and without any liability otherwise on the UKIERI Project to create awareness among employers on the Indian skill ecosystem to strengthen the demand side for PwD

S.No	Date	Workshop	Number of Employers' Representatives
1	27 <sup>th</sup> Sept, 2018	New Delhi	29
2	28 <sup>th</sup> Nov, 2018	Chennai	35
3	21 <sup>st</sup> December, 2018	Ahmedabad	29
4	23 <sup>rd</sup> January, 2019	Bhubaneswar	23
5	28 <sup>th</sup> January, 2019	Kolkata	21
6	20 <sup>th</sup> February, 2019	Pune	42
7	5 <sup>th</sup> April, 2019	Chandigarh	26
8	3 <sup>rd</sup> May, 2019	Jamshedpur	23
9	15 <sup>th</sup> May, 2019	Indore	25
	<b>Total</b>	<b>9 Locations</b>	<b>253</b>





**5. Visit of the Dy. First Minister & Cabinet Secretary for Education & Skills, Govt of Scotland**

The Deputy First Minister of Scotland, Mr. John Swinny during his visit to India took a briefing on the project. He interacted with Lead Partners from both the countries along with other project partners like Make Love not Scars, Lemon Tree Hotel Group and their PwD associates, Muskaan, Action for Autism, and also witnessed Persons with Intellectual and other disabilities in action work at the Lemon tree Hotel, Aerocity, New Delhi.

**6. Conduct of Training of Trainers & Training of Master Trainers in collaboration with DFID, UK Dates 27<sup>th</sup> November to 8<sup>th</sup> December 2018**

Details of the Programs	Dates/Location	No. of Participants
Ist Phase Nov-Dec-2018		
ToT Integrated Module	27 <sup>th</sup> to 30 <sup>th</sup> Nov 2018- Hyderabad	23
ToT Integrated Module	4 <sup>th</sup> to 7 <sup>th</sup> Dec 2018-Delhi	18
ToMT ID	7 <sup>th</sup> and 8 <sup>th</sup> Dec 2018-Delhi	18



Training of Trainers in Hyderabad with the collaboration of National Institute for Empowerment of Persons with Intellectual Disability (MSJE) and UK partner



Mr Andrew Fleming, Dy High Commissioner addressing the Employers, Experts, Research Scholars, Trainers in Hyderabad







UK Resource Person Interacting and conducting group activities with the Trainers at TOT Delhi



Certificate of Appreciation to the Successful Trainers at Delhi  
By CEO, SCPwD



Training of Master Trainers -Intellectual Disability at Delhi

## **7. Development of Learning Resource Pack in Hospitality, Apparel, G & J**

### **Initiation of Pilot Training for ID to firm up the Learning Resource Pack: commencing January, 2019**

The Execution of the project involved coordination work with Sector Skill Councils, meetings and discussions with the partners for creation and alignment of the new and existing resource packs, Training of Trainers, Master Trainers, Employers Sensitization workshops. Partnership without cost Implications also played a significant role in achievement of the objectives of this project.

- A) The project begun by shortlisting job roles, which are listed below from Hospitality for Persons with Down Syndrome, Intellectual Disability and Autism (January 2019- March 2020)
  - i. F & B Service Associate, (Creation of Learning resource Pack complete)
  - ii. Hospitality Associate (Creation of Learning resource Pack complete)

Mode of Implementation: Pilot

Implementing Partners: Muskaan & V Shesh, associate NGOs of SCPwD

- The work is being carried out under the supervision of SCPwD in consultation with the related Sector Skill Council.
- The Job roles were shortlisted keeping in view strengths of Persons with ID and Autism as well as existing demand from the Industry.
- Employers connect was done through Sensitization Workshops PAN India as also in the Scotland
- Qualifications have been created by making due adaptations in the curriculum as well as merging National Occupational Standards (NOS) from the QP's of Housekeeping, Laundry and Cooking services.
- The Outcome in terms of training duration, training learning materials/ aids, use of assistive technology in training, training methodology and resource, challenges and drivers will be identified from the work of both the Pilot Partners. A comprehensive model of learning resource pack will be developed and necessary process will be completed by SCPwD for its upload on the National Qualification Register (NQR), NSDA.

**8. Conduct of Training of Trainers & Training of Master Trainers - 4<sup>th</sup> Feb 2019-14<sup>th</sup> Feb 2019**

Details of the Programs	Dates/Location	No. Of Participants
2 <sup>nd</sup> Phase Feb 2019		
ToT disability Specific (VI)	4 <sup>th</sup> to 7 <sup>th</sup> Feb 2019-Delhi	17
ToT disability specific (ID)	11 <sup>th</sup> to 14 <sup>th</sup> Feb 2019-Kolkata	15
ToMT Integrated Module	8 <sup>th</sup> and 9 <sup>th</sup> Feb 2019-Delhi	16



Training of Trainers in New Delhi through UK Resource



Training of Trainers at Kolkata through UK Resource

**9. Discussions and finalization of Job Roles from Apparel & G & J: Initiated in May 2019**

B) The Job roles from Apparel SSC were adopted with the approval from SSC

- i. Packer
- ii. Washing Machine Operator

C) Job roles from G & J SSC

- i. Polisher & Cleaner (G & J/Q0701) Handmade Silver and Imitation Jewellery
- ii. Assorter



### Mode of Implementation

Regular process followed by SCPwD, approval of the CEOs of the related SSC has been taken and customization in methodology has been suggested for ID and Autism for the Job roles of Apparel Sector. For G & J sector Job roles are being reviewed from the perspective of Autism and Acid Attack Survivors in consultation with the CEO of SSC.

### Activities Undertake

SCPwD Task Force on Occupational Standards (a sub-committee), consisting of Members of the Governing Body of SCPwD and the subject matter experts on related disability (SMEs) having requisite expertise and experience supported the mapping & customization. (September 2019)

### **10. 16<sup>th</sup> March to 21<sup>st</sup> March, 2019: Indian Delegation Visit to Scotland**

- The purpose of this visit was to secure the commitment of Scottish employers, primarily in the hospitality sector,
- to engage in the development of work-based learning frameworks aimed at people with additional support needs and,
- ultimately, their sustainable employment.

The visit to Glasgow was significant for the Indian team

- to know the views of Scottish employers as well as the approach and initiative of the Scottish Government for the PwD to align in Indian conditions.
- Focus of this visit was to share information on policies, government initiatives and on successful models of employment of Persons with Intellectual Disability in Hospitality sector in India with Employers in UK at Glasgow and later at Edinburgh and vice versa
- The objective was to promote employment of persons with disability with employers in UK



Delegates from India on arrival at Glasgow Airport



Meeting with Mr Jamie Hepburn , Minister of Business, Fair, Work & Skills and addressing UK Employers from Hospitality , Banking, Retail Sectors at Mac Donald-Cruthers House Hotel, Glasgow.





Interaction with the Faculty & Students with additional Support Needs at Glasgow Kelvin College, Scotland



Discussion with Employers at Waldorf Astoria, Edinburgh to share the Indian scenario, employment opportunities and to understand the views of the employers from the Hospitality Sector in Scotland.





Meeting with the Deputy First Minister of Scotland for a meaningful discussion on challenges and way forward at the Scottish Parliament, Edinburg

### **11. 19<sup>th</sup> to 21<sup>st</sup> August, 2019: Scottish Delegation Visit to India**

Scottish Team visited in India to learn about the best practices from an employer’s perspective, employing PwD with more emphasis on Intellectual Disability (ID), Autism Spectrum Disorder (ASD), Down Syndrome (DS) and also the learning methodology adopted in India to train persons with such disabilities.

- Focus was on the Hospitality Sector.
- This visit was to learn about the training methodology, hiring process, policy level changes, sensitization programmes for peers & managers of PwD, reasonable accommodations created at the workplace
- Discussions were held about Inclusion/ Diversity virtuous important for the busniess and how inclusion would add value in the busniess equitable environment for individuals with different backgrounds, lifestyles, needs and expectations to be successful.
- Business Model that Lemon Tree Hotel followed was apprised by the Chairman, Lemon Tree Hotel himself when he mentioned that “Hiring differently abled was not a chairty but a business decision for them”
- The Scottish delegation team along with Indian Project Partners met with the hotel’s staff and managers to understand how they handle the Autism, Down Syndrome/ Slow Learner and Speech & Hearing Impaired employees.
- The Scottish delegation team and the Indian team spent the day in Muskaan and Action for Autism center to understand their traning program to evaluate how the best of the practices between the two countries could be applied in Scotland and in India.





Orientation session on Apprenticeship by Mr Ian Bruce Skill Development Scotland



Scottish Team visit to organisations/ NGOs/ Training Centres working with Persons with Intellectual Disability and Autism

## **12. Employers Sensitization with American India Foundation (AIF) on 30<sup>th</sup> August 2019**

Employers' Sensitization & Orientation Workshop was conducted at Gurugram with AIF (America India Foundation), New Delhi without any cost implications - attended by 60 participants



## **13. Conduct of Training of Assitive Technology for Trainers / Employers sensitization/ Training of Assessors - 13<sup>th</sup> November-28<sup>th</sup> November 2019**

Series of workshops were conducted with the support of UK partners

- Training of Trainers on Assitive Technology
- Mindful Employers workshops
- Training of Assessors

<b>Details of the Programs</b>	<b>Dates/Location</b>	<b>No. of Participants</b>
ToAT	13 <sup>th</sup> -14 <sup>th</sup> Nov 2019 Mumbai	24
Mindful Employers Workshop	13 <sup>th</sup> Nov 2019-Mumbai	26 Employers
ToAT	15 <sup>th</sup> - 16 <sup>th</sup> Nov 2019 Delhi	22
Mindful Employers	15 <sup>th</sup> Nov 2019-Delhi	15 Employers
ToA Integrated ( with Inclusion of ID)	18 <sup>th</sup> to 20 <sup>th</sup> Nov Delhi	24
Mindful Employers	20 <sup>th</sup> Nov 2019 Ahmedabad	34 Employers
ToA Integrated ( with Inclusion of ID)	21 <sup>st</sup> to 23 <sup>rd</sup> Nov 2019 Ahmedabad	24
Mindful Employers	28 <sup>th</sup> Nov 2019 Bangalore	13 employers



**14. 25<sup>th</sup>-28th Nov 2019: Team Visit Glasgow Kelvin College to India**

Visit to Project Tres, one of the project partners

- SCPwD Team, CEO, G & J Skill Council and Scottish team visited Project Tres to gain understanding on how Project Tres operated.
- Teams interacted with the learners & Instructors associated with Project Tres and learnt about their current knowledge on Jewelry design.
- Based on the current knowledge, use of metal wires for making earrings, bracelets, pendant etc. was emphasized
- Hands on practice was given by the Trainer and Students of GKC to the women of PT
- GKC also shared the tools for making Jewelry with the women of PT which they brought from Scotland
- New learning has been adopted which will be integrated in the learning resource pack

**OUTCOMES WITH RESPECT TO THE SPECIFIC OBJECTIVES:**

Sr. No	Specific Objectives	Progress Made	Current Status
1	Creation, alignment of 6 qualification Packs in the three sectors	Completed for 5 Job Roles, Discussions are on for the 6 <sup>th</sup>	Customization of remaining 1 Job role of G & J SSC Inputs from GKC to be collected
2	Creation of resource pack & Pool of Master trainers & Trainers	<ul style="list-style-type: none"> <li>• Creation of Resource pack for Trainers and Master Trainer Completed</li> <li>• The Pool of 31 Master Trainers and 75 Trainers created.</li> <li>• 26 batches of Trainers were conducted based on the resource pack developed with the support from DFID, 355 Trainers &amp; 354 Assessors were Trained</li> <li>• Pilot Training of 50 candidates of Intellectual Disability (ID) is in progress</li> </ul>	

3	Development of Apprenticeship curriculum in Hospitality Sector	Completed	
4	Employers sensitization workshops	28 Workshops have been conducted PAN India, 929 Employers' representatives participated and sensitized	
5	MOU's with Employers for consideration of recruitment of PwD as well as their Apprenticeship	Understanding with 112 Employers/ industry leaders executed	
6	Centre of Excellence	In the absence of Funds for the COE, this could not be executed	
7.	Learners & Staff visits to Scotland & India	Scottish Team has already made 5 visits during 2018-2019, the Indian delegation has made only 1 visit so far.	The Visit is due, it has been planned for end March or beginning April which will be subject to the release of 2 <sup>nd</sup> Tranche

End of Report