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Best Practice Series: Adding value  
through professional development

# Capita in India

## Setting the standard for professional development

Capita India is a reputed provider of Business Process Management (BPM) services, with over 7,500 staff servicing 25 prestigious UK clients across the Insurance, Financial Services, Telecom & Media, Utilities, Retail, and Logistics industries.

Capita India is a wholly owned subsidiary of Capita plc, the UK's leading provider of BPM and integrated professional support service solutions with over 73,000 staff across the UK, Ireland, the EU, India, South Africa, North America and the Middle East. Capita is the number one BPM vendor by revenue in the UK with 29% market share. The majority of the business involves the delivery of transformational outsourcing and ICT solutions to a large number of clients in the private sector in addition to a wide range of local & central government agencies.

### **Prioritising professional development to add value to customers**

The in-house training department manages professional development for the entire workforce in India. Training and Competence is a major part of this remit and highly valued throughout the organisation. Importantly, Capita views professional competence as essential to its professional offering and 'the right thing to do', rather than a box-ticking exercise for compliance purposes.

Training programmes are organised and executed by a team of Capita India supervisors who are CII-qualified. They are supported by assessors who oversee the qualification and examination process.

### **Self-based learning, with comprehensive company support**

A typical training programme takes two years to complete, and consists of computer-based learning, classroom inductions, observational sessions and mentor-based support. As such, a great deal of resource and time are devoted to ensuring candidates have access to the very best teaching and preparation.

As examinations approach towards the end of the two-year programme, this organised training is replaced by structured self-study time which typically spans the final two months. During this period, candidates can also schedule one-to-one meetings with supervisors, and also request extra coaching on specific topics. They also attempt pre-defined, internally-written mock exams at three-week intervals during the two months so they can hone their exam approach and gauge their knowledge. Finally, there is a revision workshop immediately before the exams begin to run through topics in depth and fine-tune learning.

The philosophy throughout is one of proactive, self-based learning, supported by comprehensive resources and appropriate mentoring. All Capita programmes use the latest CII course outlines and materials, so its team are confident that candidates will be well-informed and prepared.

## Sustained success

This approach has paid off. Current pass rates are excellent, with an average 90% candidates succeeding from each training intake. Without doubt, the productive partnership of CII structure and materials coupled with Capita mentoring has yielded outstanding results. Also, all training is paid for by the organisation.

With 200 training supervisors now in place, each managing up to 15 people, Capita India's training programme is thriving. The Risk and Compliance team receives regular weekly updates from the UK, so it can keep employees and candidates alike up to date with the latest industry developments.

This ensures that Capita India employees remain professional and knowledgeable, and that they are equipped to provide exceptional service to their customers and promote high standards in the industry. This culture has been made possible by the CII's training framework.

## CAPITA

“All our colleagues are enthusiastic about training with Capita

India. The depth of support and quality of training materials from the CII mean that every candidate gets an ideal platform to develop their own career and progress at the rate that suits their ambitions. The structure and training focus sets us apart from local competition, and is a big pull for talent in our market.”

**Kailash Jalan, Training Head  
Capita India**



“Capita India is a great example of a company that promotes professionalism and personal development and training through the CII. Its forward thinking approach means that it's always pushing to get the very latest materials and training techniques from us, while incorporating them in its own unique culture and programme. This really helps build trust with customers and confidence with employees.”

**Sainesh Dar, Regional Corporate  
Development Director, South Asia  
Chartered Insurance Institute**