




Voltas Limited Impact Assessment Report

Skill Development
April 2025



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Introduction

Introduction

About Voltas Limited

Voltas Limited, a part of the Tata Group, is a leading air conditioning and engineering solutions provider in India. Giving back to the community is one of the commitments of Voltas which has designed its CSR framework on the Tata Ethos and community needs. There are three verticals in the framework, including Sustainable Livelihood, which essentially deals with skilling and employability building for marginalized youth and women. Community Development vertical emphasizes on issues like quality education, health and water, and third vertical called Issues of National Importance that addresses national level issues like disaster management, Affirmative Action, and sanitation.

Voltas CSR works with an approach of “Engage, Equip and Empower”. Voltas believes in ensuring participation and ownership of the communities and equipping them with necessary knowledge and skills. Only then the communities can be truly empowered. All its interventions for the social development are need-based, sustainable in nature and reaching out to the bottom of the pyramid section of society. Affirmative Action is a common thread for all the CSR initiatives of Voltas, where project actively work towards inclusion of SC and ST communities, marginalized women and People with Disabilities (PwD).

Need for intervention

India has the largest workforce in the world and possesses great opportunities to become a global leader in skill development, yet it lacks the resources which can improve their job security, better skills development and enhance the country's competitiveness. Currently, India has been struggling with a dual problem of unemployment and unemployability. The nation needs to focus on harnessing and developing potential manpower by offering job training possibilities in addition to creating enough work chances. As per the India Skill Report, 2022 over 50% of the youth lacks skills to be employable and to be job ready.

The skill development sector in India faces significant challenges, primarily due to the mismatch between the skills imparted and the requirements of the industry. According to a study by the National Skill Development Corporation (NSDC), only 2.3% of the workforce in India has undergone formal skill training, compared to 68% in the UK and 52% in the USA¹. This gap is further exacerbated by the lack of industry-relevant training programs and the outdated curriculum in many vocational training institutes². Research indicates that while the government has launched several initiatives, such as the Skill India campaign, the implementation and effectiveness of these programs remain inconsistent³. The NSDC's annual report highlights that despite efforts to train over 10 million people annually, the quality and relevance of training remain an area of concern.

¹[Annual Reports | National Skill Development Corporation \(NSDC\)](#)

²[Skill Development in India: A Study of Key Success Factors and Challenges](#)

³[A Study On: Need To Reform The Skill Development Program In India](#)

CSR approach of Voltas Limited

01

Engage, Equip,
Empower

02

Need-Based and
Sustainable

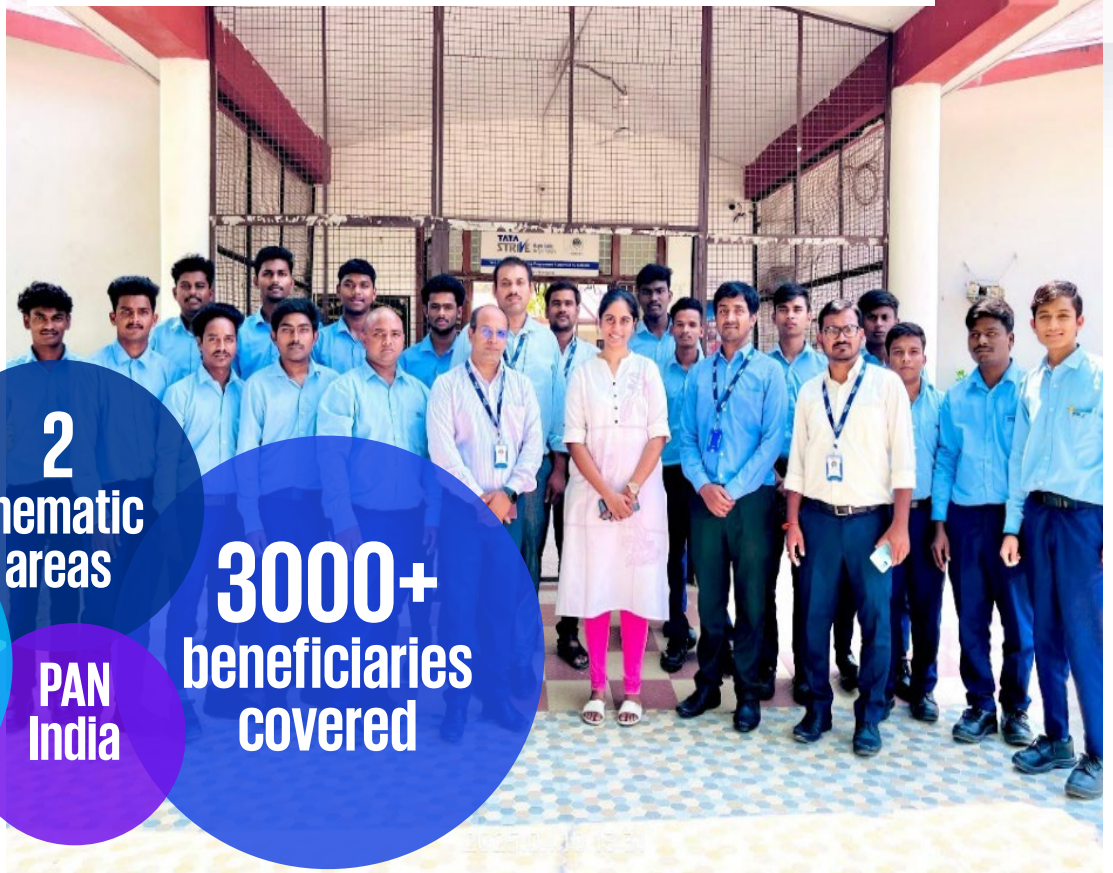
03

Inclusive
Initiatives

04

Bottom of the
Pyramid Focus

Interaction with candidates and center staff at Tata Strive-Venktraopet



Approach and Methodology

Approach and Methodology

Methodology

A mixed-method approach to data collection was deployed to assess the impact of Voltas Limited's CSR projects. This approach involved either one of or both - quantitative and qualitative research tools (as relevant) for primary data collection. Using these tools, the team conducted the interactions (on-field) with the project beneficiaries and other relevant stakeholders.

Post data collection and analysis, the key insights and findings were collated in the form of a consolidated report for Management's consideration. This study was guided by the OECD-DAC Evaluation Framework which presents the analysis and inferences under Relevance, Effectiveness, Sustainability, Impact, Efficiency and Coherence. This was used to provide overall feedback on the efficacy of implementation as well as its efficiency in terms of achievement of the desired project outcomes with reference to inputs.

PHASE 1- Consultation & Scoping

- Discussion with Voltas's team was conducted to seek project related details, understand the scope and document the engagement's expectations.
- Information on Voltas CSR programmes was requested.

PHASE 2- Review of existing Theory of Change

- Stakeholder interactions were conducted to understand projects, geographies, mode of implementation, intended impacts and processes.
- An "Impact Map" of this programme was developed and strengthened in consultation with project partners.

PHASE 3- Sampling and Tool Designing

- Finalised the sample plan for stakeholders, designed Impact Assessment tools for stakeholder interactions.
- Interactions conducted were a combination of one-on-one interviews, focused group discussions, and questionnaires.

PHASE 4- Stakeholder Interaction and data collection

- Conducted stakeholder interactions (on a sample basis) through offline modes, such as field visits to programme locations, and telephonic interactions.

PHASE 5- Analysis & Impact Assessment Report Preparation

- Conducted data analysis and prepared reports on Impact Assessment basis information gathered through stakeholder interactions.





Framework

RCEESI Framework helps to understand the strengths of the project at each stage – Design, planning, implementation, monitoring, and evaluation.

*This impact assessment study utilised the OECD-DAC evaluation framework, a globally recognised tool for assessing social impact initiatives. The framework provides a qualitative and quantitative understanding of development interventions with a focus on six key criteria: **relevance, coherence, effectiveness, efficiency, impact, and sustainability**. Below is an overview of how each criterion was applied in the context of the Voltas CSR Programmes:*

Relevance	The extent to which the intervention objectives and design respond to beneficiaries, global, country, and partner/institution needs, policies, and priorities, and continue to do so if circumstances change.
Coherence	The compatibility of the intervention with other interventions in a country, sector, or institution.
Effectiveness	The extent to which the intervention achieved, or is expected to achieve, its objectives, and its results, including any differential results across groups
Efficiency	The extent to which the intervention delivers, or is likely to deliver, results in an economic and timely way.
Sustainability	The extent to which the net benefits of the intervention continue or are likely to continue.
Impact	The extent to which the intervention has generated, or is expected to generate, significant positive or negative, intended or unintended, higher-level effects.

Impact Map

KEY ACTIVITIES		Activity	Output	Outcome
	Awareness Generation	<ul style="list-style-type: none"> Awareness creation through media, referrals, mobilization, etc. 	<ul style="list-style-type: none"> Increased awareness on the offerings among the target stakeholders 	<ul style="list-style-type: none"> Improved rate of enrollment for the training
	Training	<ul style="list-style-type: none"> Providing technical training Providing non- technical training Providing soft Skills and Life Skills training Access to excellent infrastructure and well-equipped technical laboratories Timely assessment & certification 	<ul style="list-style-type: none"> Candidates with improved knowledge in specific areas Candidates feeling satisfied with well equipped lab Candidates receiving certification Candidates getting exposure to on job training Candidates getting placed 	<ul style="list-style-type: none"> Improved technical/non-technical skills of the candidates Improved job prospects Improved access to training prior/during placement Improved rate of placement
	Placement	<ul style="list-style-type: none"> On-job training and exposure to industry operations Counselling and support provided on job preparation and expectations 	<ul style="list-style-type: none"> Candidates receiving follow up calls Candidates with improved satisfaction due to relevant communication 	<ul style="list-style-type: none"> Enhanced income Improved satisfaction towards placement
	Post-placement support	<ul style="list-style-type: none"> Post placement follow-up with Candidates to understand their satisfaction with the work and assist them with any issues 	<ul style="list-style-type: none"> Candidates with improved retention rate 	

Sampling

Sample size for the study was determined to represent the programme universe, ensuring different segments of beneficiaries would get covered. The sample was taken from the population beneficiaries of the programme till December 2025. Tools were structured such that the information from respondents were captured for all the programme outcomes mentioned in the impact map.

Approach:

In the selection of stakeholders, representation from various aspects of the programme and the implementation approach were considered. All project locations were covered under the sampling.

Sr.No	Skill development - NGO Partner	Location	Course Name	Sample covered*
1	Tata Strive	Thane	RAC	10
		Thane	CAC	10

		Nerul (Navi – Mumbai)	BFSI	10
		Venkatroapet	RAC	20
		Hyderabad	BFSI	20
		Jamshedpur	CAC	10
2	GMR Varalaxmi Foundation	New Delhi	RAC	15
		New Delhi	ISD	10
		Samshabad	RAC	20
		Delhi	MEP	10
3	Grey Sym Learning Foundation	Rudrapur- Panthnagar	RAC	20
		Rudrapur- Panthnagar	Plumbing	20
4	Consumer Appliance Repair Education (CARE) Foundation	New Delhi - Faridabad	RAC	15
		New Delhi - Faridabad	ISD	15
5	Fr. Agnel	Thane	RAC	10
		Thane	Tally	10
		Thane	Healthcare	10
		Thane	ISD	10
		Mumbai	MEP	10
6	Pratham	Panvel	Electrician	15
			Healthcare	10

*** Stakeholder consultation details:**

- Interaction with candidates was evenly split between one-on-one discussions (50%) and group discussions (50%).
- Employers were engaged through telephone conversations, while trainers, placement coordinators, and alumni interacted with them during in-person discussions.

Sr. No	RPL - NGO Partner	Sample covered	Location
1	CARE Foundation (FY 2023-24)	77	Pan-India
2	Greysim Learning Foundation (FY 2023-24)	76	
3	Greysim Learning Foundation (FY 2024-25)	50	

Findings: Skill Development Project

Demographic Profile

Gender:



24%

women
respondents



76%

male
respondents

Previous work experience:



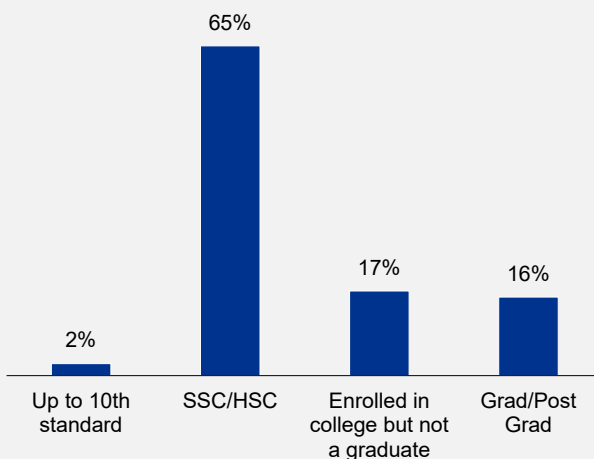
57% of the respondents
were freshers and had no
prior experience



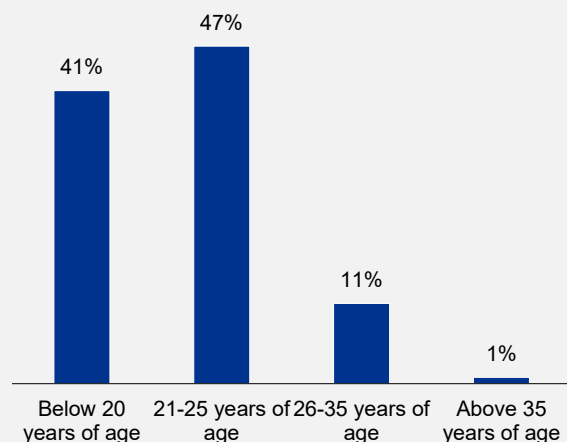
**Training
completed prior
to Voltas
initiative:**

77% of the respondents participated for the first time, while 23% had attended similar training sessions.

Beneficiary profile: Education

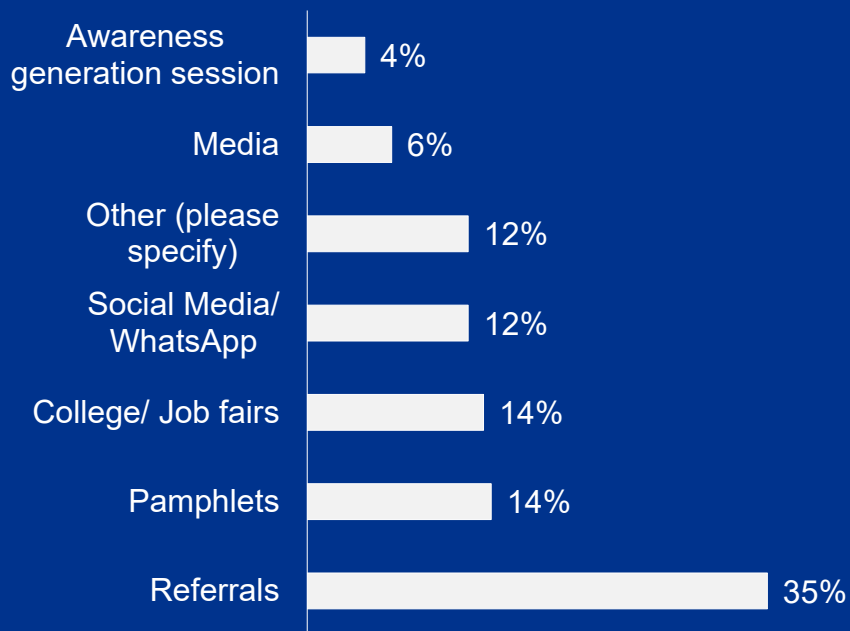


Beneficiary Profile: Age



Key Impact: Mobilisation

Mobilisation: Awareness about the project



The data indicates that referrals were the most effective method for mobilizing candidates for the skill development program, accounting for 35% of the total. Pamphlets and college/job fairs each contributed 14%, while social media/WhatsApp and other unspecified sources each accounted for 12%. Media and awareness generation sessions were less effective, contributing 6% and 4% respectively. This shows that personal recommendations and direct engagement through pamphlets and fairs are key strategies for attracting participants. Additionally, leveraging social media

71%

Data indicated

participation was observed from parents/ family members in the awareness generation activity



53%

Of respondents expressed 'highly satisfied' and 44% expressed 'satisfied' with the enrollment process

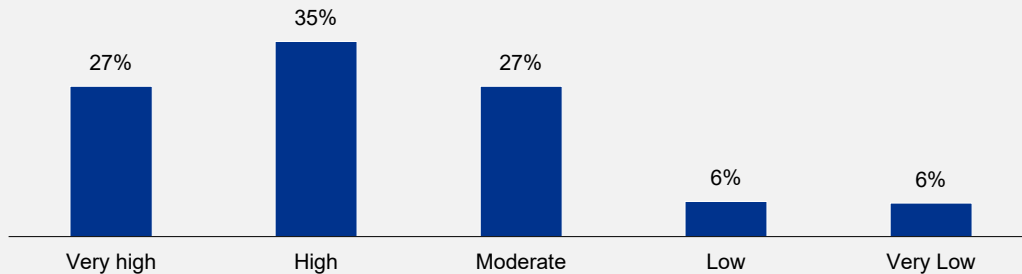
86%



Of respondents indicated attending the alumni/SME/guest lecturers has helped to get better clarity on knowledge and improvement in skills

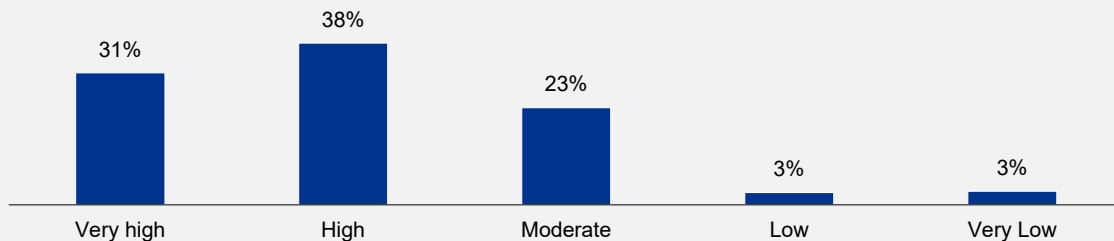
Key Impact: Training

Familiarity with modules during skill development training

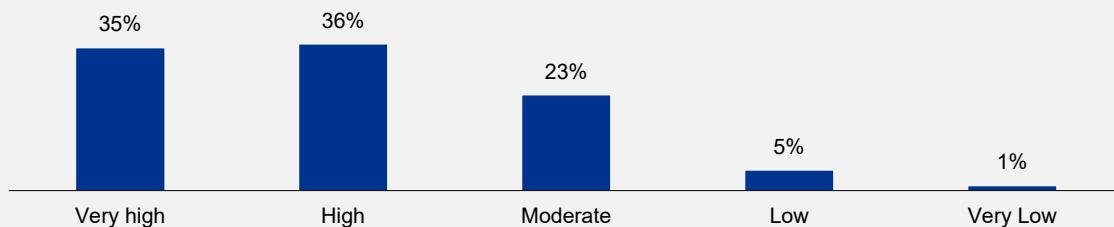


The data reveals that a significant portion of participants from all the courses found the training modules to be highly familiar, with 35% rating their familiarity as "High" and 27% as "Very High." Another 27% rated their familiarity as "Moderate," indicating a reasonable level of prior knowledge. This suggests that the majority of participants had a good understanding of the training content, which could enhance their learning experience and engagement during the sessions. It also implies that the training program is well-aligned with the participants' existing knowledge base.

Satisfaction level with improved knowledge in technical training (BFSI/retail/IT-enabled services/tally and accounting/sewing and tailoring)



Satisfaction level with improved knowledge in technical training (RAC/CAC/Plumbing/Electrification)



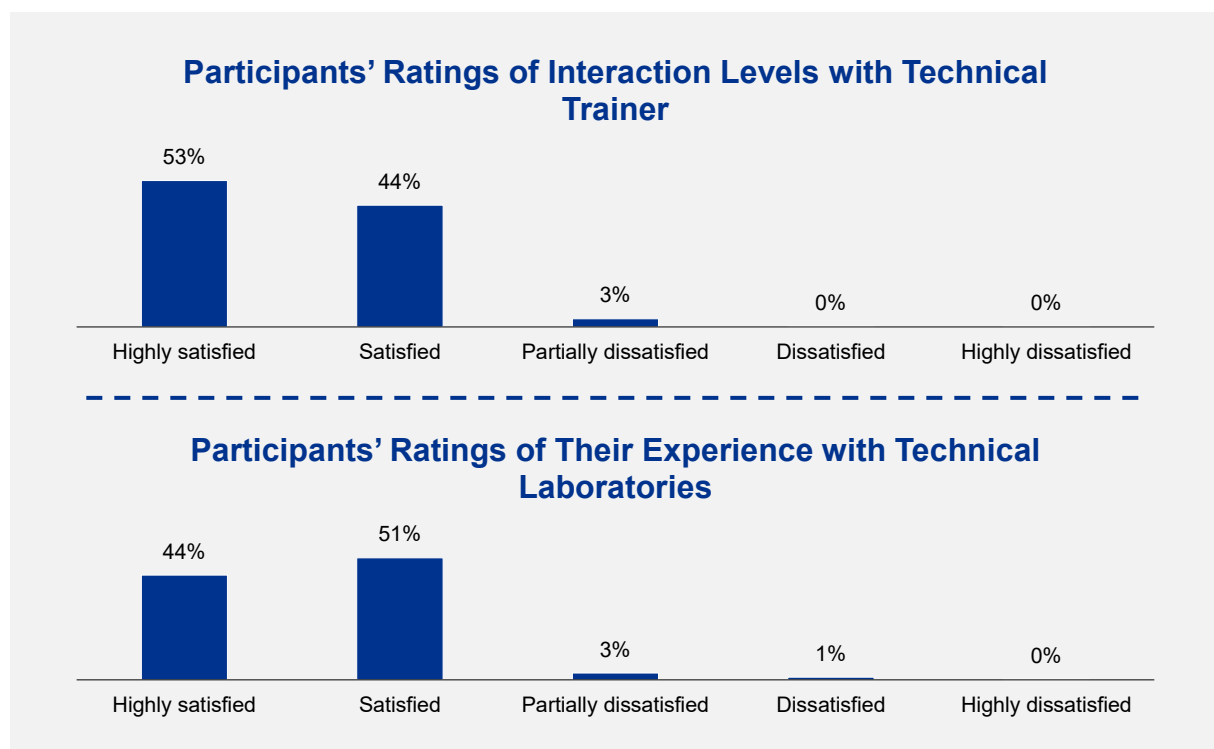
Key Impact: Training

94% Of the respondents indicated that the technical trainer assessed their subject knowledge prior to the commencement of the training.

91% Of the respondents across all locations indicated that they completed the internal assessment during the course, representing a high level of engagement and participation in the course.

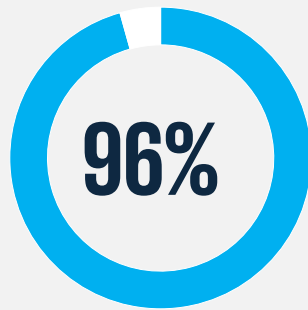
96% Of the respondents indicated that they found the training sessions to be interactive.

96% Of the respondents reported that the trainers were knowledgeable and approachable, making the training easy to understand

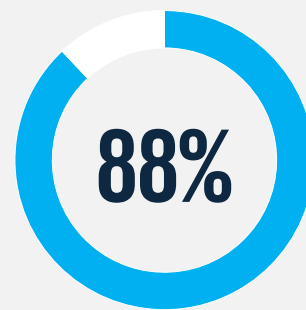


Key Impact: Training

Candidates finding the course relevant



Candidates finding the course useful

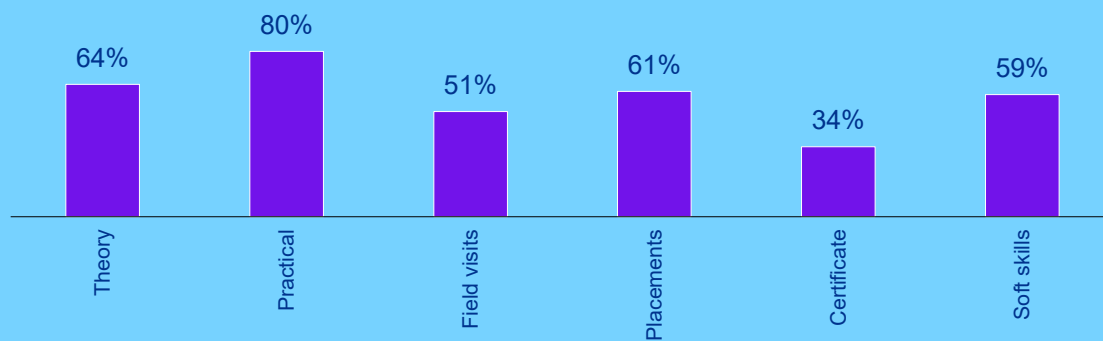


This high level of satisfaction indicates that the training content is well-designed and effectively meets the needs and expectations of the participants, enhancing their overall learning experience.

82%

Of the respondents from the alumni batch reported that they received their course completion certificates a few days or months after completing the training.

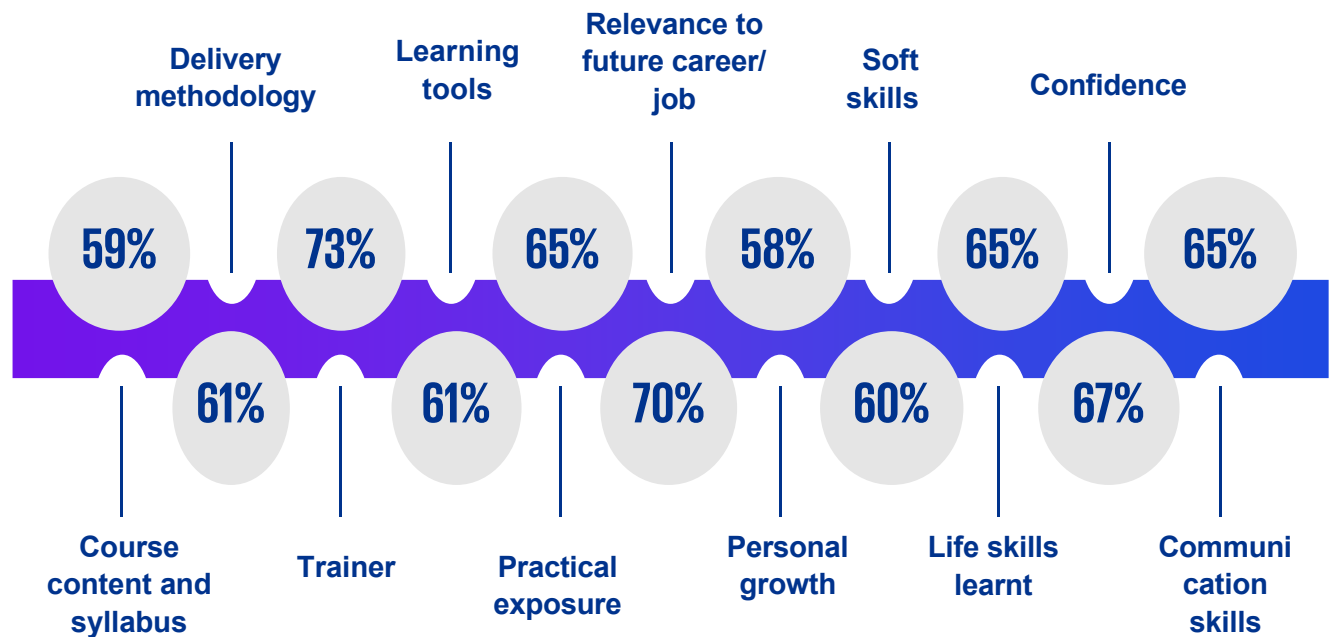
Key Highlights of Training: Participant Perspectives



- The data (basis 80% of respondents) reveals that the most interesting aspect of the training, as identified by the candidates, is the practical component.
- This is followed by placements (61%), soft skills (59%), and theory (64%). Field visits and certificates were less frequently mentioned, with 51% and 34% respectively.
- This suggests that hands-on, practical experiences are highly valued by participants, likely because they provide direct, applicable skills and enhance job readiness.

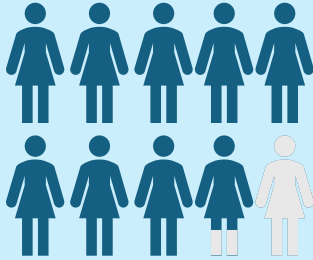
Key Impact: Training

During the one-to-one interactions with the candidates, they were asked to rate the improvement in their personal qualities following the training sessions. The responses recorded for various parameters are as follows:



The overall program appears to be highly effective, with the majority of candidates rating various aspects of the training positively. The high ratings for practical exposure (65%), relevance to future careers (70%), and personal growth (58%) suggest that the program is well-aligned with the participants' professional and personal development needs. Additionally, the strong ratings for confidence (67%) and communication skills (65%) indicate that the training has significantly enhanced the candidates' soft skills, which are crucial for their future success.

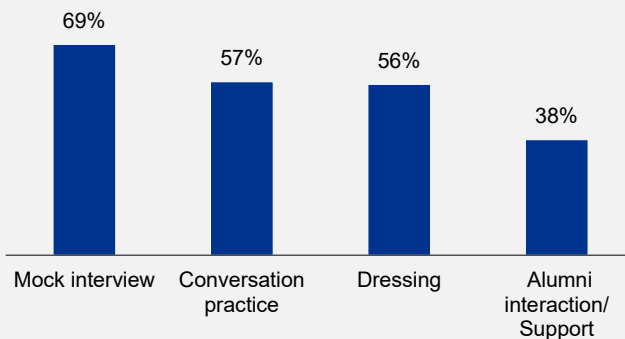
Key Impact: Training



88% of the respondents across the locations shared that they have received the support for OJT through the project intervention and it provides hands-on experience, allowing trainees to apply theoretical knowledge in real-world scenarios.

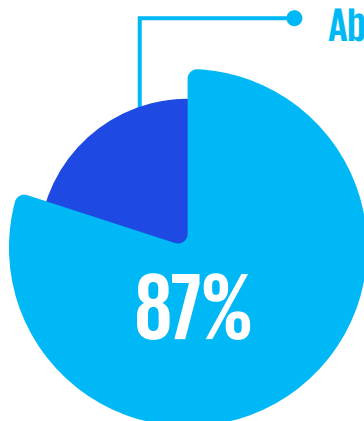
Most respondents (50%) received On-the-Job Training (OJT) support during the training, while the remaining 50% received it after completing the training. This indicates effective integration of OJT support, mainly during and after the sessions.

Types of placement support received: participant insights



Mock interviews were the most common support for placement interviews (69%), followed by conversation practice (57%) and dressing guidance (56%). Alumni interaction/support was less frequent (38%). This suggests that the program prioritizes practical interview preparation, which is crucial for candidates' success in securing placements.

About the placement

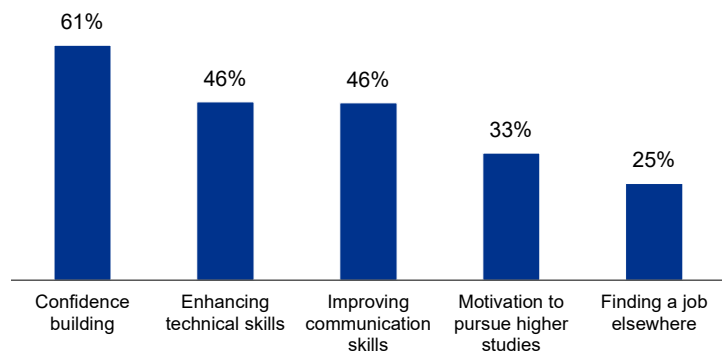


Of respondents reported that they received support for placement, and successfully secured and accepted placement offers. This highlights the effectiveness of the placement support provided, demonstrating its significant role in helping candidates transition smoothly into employment

The graph suggests that the program is particularly effective in boosting candidates' confidence and equipping them with essential technical and communication skills, which are crucial for their professional development and career advancement.

Note: Responses of candidates awaiting placement post OJT to the multiple-choice question regarding the support provided by their respective training organisations.

Alternative benefits of training: Feedback from the candidates awaiting the placement post OJT



Key Impact: About the Job (Alumni Batch)

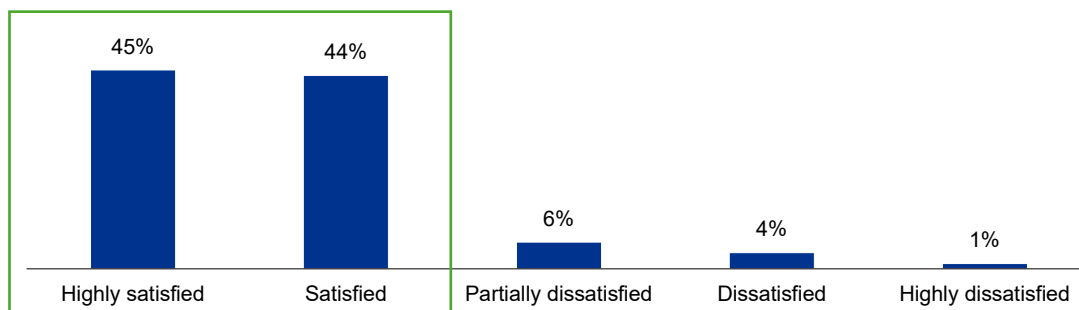
74%

Of the respondents are employed in a company whereas, 22% are self-employed after the course completion.

84%

Of the respondents are working from the office, while 16% are engaged in hybrid or remote work modes.

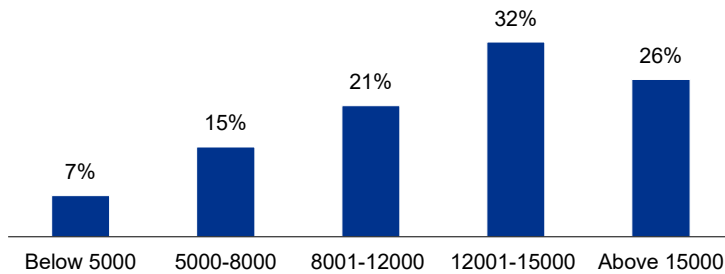
Satisfaction level with the current employment:



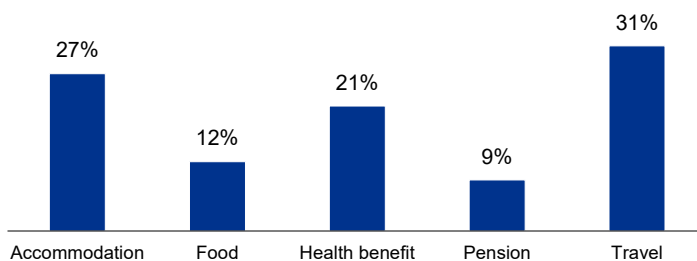
The above graph suggests that the training program were effective in placing candidates in roles that meet their expectations and contribute to their overall job satisfaction.

The graph below illustrates the range of salary earnings by candidates and the additional monetary benefits provided by their employers:

Salary distribution overview (INR)



Employee benefits distribution



74%

Of respondents expressed high satisfaction with their current salary

83%

Of respondents experienced an improvement in their family income due to their employment

52%

Of respondents contribute up to 25% of their total household income. Additionally, 25% of respondents reported contributing between 25% and 50% of their total household income

Key Impact: Post Placement Assistance (Alumni Batch)

During interaction, 68% of respondents who are either self-employed or entrepreneurs reported that they have provided opportunities for on-the-job training (OJT) or have hired individuals from recent batches.

90%

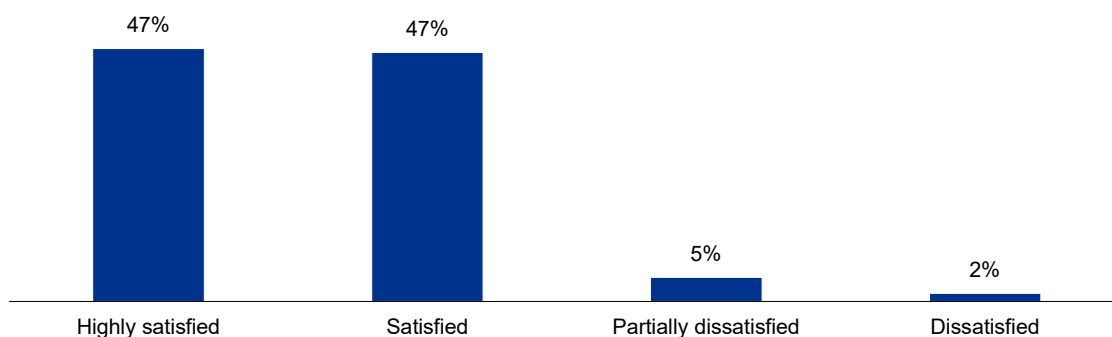
90% of the respondents across locations from alumni batch shared that they had received the placement assistance from the project training and coordinators.

88%

88% of the respondents shared that during the placement process, they reached-out to the trainers and coordinators for support (Placement, new job, queries regarding the certain modules etc.)

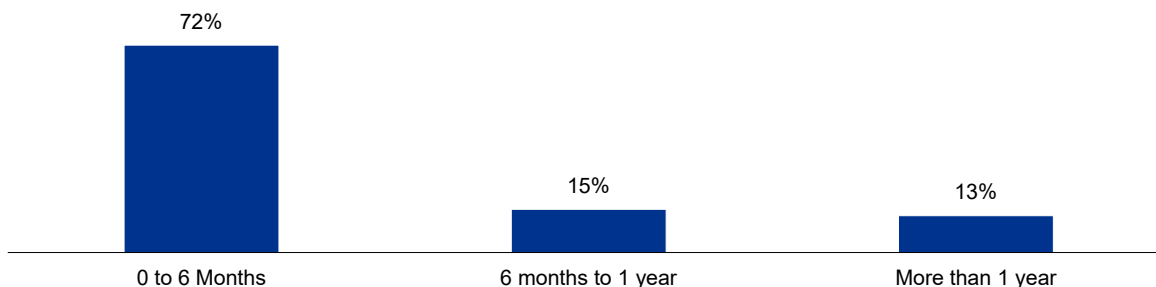
Response Time: Among respondents who sought support, 70% reported receiving an immediate response that resolved their queries.

Participant satisfaction levels: Assistance provided by the program



This overwhelmingly positive feedback highlights the institute's effectiveness in meeting the needs of its respondents and implies a stronger foundation of trust and reliability.

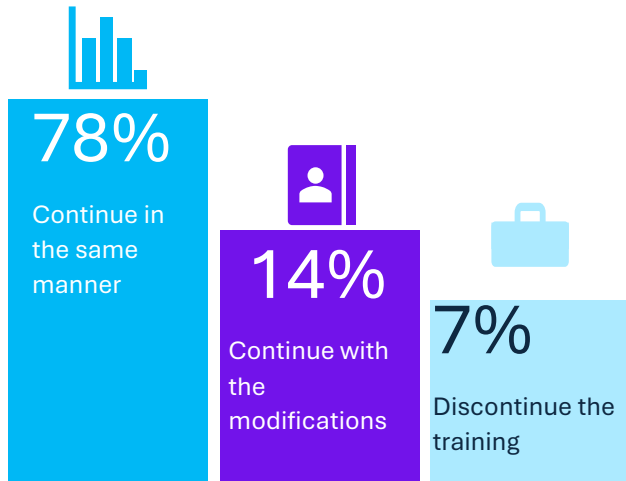
Placement assistance timeline: Experiences by participants



Key Benefits of Training Programs: Insights from Participants



During interaction, 95% of respondents shared that they would recommend other candidates to join the Sustainable Livelihood Program training supported by Voltas limited



The feedback provided by candidates on the training program indicates a strong preference for the current approach.

Overall, the feedback highlights a positive reception of the training program, with a majority of candidates endorsing its current format.

Areas for Improvement: Participant Suggestions

26% Of respondents shared feedback to improve the **faculty**.

35% Of respondents shared feedback to improve the **infrastructure**.

30% Of respondents shared feedback to improve the **training module**.

18% Of respondents shared feedback to improve the **pedagogy**.

Stakeholder Voices – Case Study



Stories that
Spark
Change

Moin Ali

Course name: RAC, Pantnagar center

Age: 18 years

Empowering Dreams: Moin Ali's Path from Hardship to Skilled Professional in Room Air Conditioning

Moin Ali comes from a modest family consisting of his parents and two brothers. His father works in a factory, which has been the primary source of income for the family. Due to financial instability, Moin faced significant challenges in his early education, leading him to quit his studies and join an AC service center to support his family.

Financial Hardship:

Moin's family struggled economically, which impacted his educational journey. The need to contribute to the family's income forced him to leave school and start working at a young age.

Despite these hardships, Moin's determination led him to seek further skill development opportunities.

Enrolment for skilling programme:

Moin enrolled in the Voltas Kaushal Vikas Kendra's RAC programme, where he received comprehensive training in room air conditioning. Although he had some prior experience from working at a service center in Rudrapur, the training provided him with in-depth knowledge of refrigeration concepts, proper tool usage, service scheduling, and timely service delivery.

Impact of skill training received:

The training provided by Greysim learning Foundation at the Rudrapur center had a profound impact on Moin's professional and personal development. He gained technical skills and knowledge, which significantly improved his competence in the RAC service industry. Additionally, the soft skills training he received transformed his attitude, enhancing his customer relationship management, service skills, and teamwork abilities.

After completing the training, Moin secured a position as a Facility Technician at Hindustan Zinc Pvt Ltd in Rudrapur, starting in March 2025. Hindustan Zinc is a renowned company with over 50 years of experience, known for its commitment to safety and innovation. Moin earns a monthly salary of INR 25,000, which allows him to support his family financially.

Moin is now better equipped to handle his expenses and provide substantial support to his family. Looking ahead, he aspires to open his own service center, leveraging the skills and knowledge he has acquired to build a successful business.

Conclusion:

Moin Ali's journey is a testament to the transformative power of skill development programs, enabling individuals to overcome challenges and achieve their professional goals.



**Stories that
Spark
Change**

Dhanshree

Course name: In-shop Demonstrator (ISD), Thane center

Age: 25 years

Transformation through Skill Development In shop demonstrator

Dhanshree Vitthal Mohan, a 25-year-old woman living in Karnjale, Panvel with her husband, found herself in a challenging financial situation. Her husband, who works as a driver, earns a monthly income of INR 22,500, which was barely enough to meet their needs.

Enrolment for skilling programme:

Dhanshree learned about the In Shop Demonstrator (ISD) training program supported by Fr. Agnel College of Technical Institute from a friend. Intrigued by the opportunity, she gathered all the necessary information and submitted her documents to the Thane Centre.

The training provided her with both practical and theoretical knowledge about the job role, preparing her to work as an ISD at Arceeika in Panvel.

Impact of skill training received:

After completing the training, Dhanshree secured a position as a Sales Staff at Arceeika, earning a monthly salary of ₹16,500. This new role not only allowed her to contribute significantly to her family's financial stability but also gave her a sense of purpose and independence. Dhanshree's dedication and hard work paid off, and she quickly adapted to her new responsibilities. The additional income eased their financial burdens and improved their overall quality of life.

Conclusion:

Dhanshree's journey from learning about the ISD training to becoming a valued employee at Arceeika is a testament to her determination and resilience. The support and training she received enabled her to develop her skills and achieve financial independence.



**Stories that
Spark
Change**

Monish

Course name: Plumber, Pantnagar center

Age: 27 years

From Adversity to Achievement: Monish's Success Story in Plumbing

Monish comes from a family consisting of his mother, sister, and brother. His father passed away when he was young, leaving his mother to work hard to support the family. This challenging situation shaped Monish's early life and motivated him to seek opportunities to improve their circumstances.

Financial Hardship:

The loss of his father at an early age placed a significant burden on Monish and his family. His mother's efforts to provide for the family were commendable, but financial stability remained a challenge. Despite these hardships, Monish remained determined to find a way to support his family and improve their living conditions.

Enrolment for skilling programme:

Monish enrolled in the plumbing course at Voltas Kaushal Vikas Kendra. The training provided him with essential skills and knowledge in plumbing, which included practical and theoretical aspects of the trade. The program also offered domain-specific training and soft skills development, which were crucial in enhancing his professional capabilities.

Impact of skill training received:

The training provided by Grey Sym learning Foundation at Rudrapur center had a transformative impact on Monish. He gained the technical skills needed to excel in plumbing and the confidence to start his own business. The soft skills training helped him improve his customer service and relationship management, making it easier for him to attract and retain clients.

After completing the training, Monish became self-employed as a plumbing technician in Rudrapur, starting in August 2024. He earns a monthly salary of INR 20,000, which allows him to support his family and invest in his business. Monish is now a well-known plumber in his area, recognized for his quality work and dedication.

Monish is committed to expanding his business in Bilaspur and Rudrapur. He aims to grow his client base and establish a reputable plumbing service in the region. His journey from a challenging childhood to a successful entrepreneur is a testament to his resilience and the effectiveness of the skill development program.

Conclusion:

Monish's story highlights the significant impact of skill development programs in empowering individuals to overcome challenges and achieve their professional goals. His determination and hard work have not only improved his own life but also provided better support for his family.



Stories that
Spark
Change

Amrapali Kamble

Course name: GDA, Panvel Centre

Age: 27 years

Amrapali's Success Story in Nursing

Amrapali Vishal Kamble's story is one of quiet resilience and determination in the face of daunting odds. Having studied only up to the 8th grade, Amrapali harbored a deep desire to continue her education.

Financial Hardship:

She lives with a family of six, an ailing mother, and a single income earner—her father—her dreams had to be set aside. Even securing one proper meal a day was a struggle, and the weight of household responsibilities quickly fell on her young shoulders.

Eventually, financial constraints led her parents to arrange her marriage at an early age. Amrapali entered this new phase of life with the hope of finding happiness.

Instead, she was met with frequent quarrels and emotional distress. Her one beacon of hope was her son, whose birth she believed might bring change. Tragically, on the day of his first birthday, her husband passed away from a sudden heart attack, leaving her devastated and alone.

Enrolment for skilling programme:

With no formal education or job, and no home of her own, Amrapali returned to her parents' house with her son. But she knew she couldn't rely on them forever—she needed to build a life for herself and her child. That's when she came across Pratham Education Foundation and decided to enroll in their General Duty Assistant (nursing) course.

Taking that first step was not easy. Amrapali had never traveled alone by train before, and each day's commute was a challenge. But the instructors at the Pratham center, especially Ashwini madam, offered her not just skills but also the confidence to move forward. Through their guidance, Amrapali learned to believe in herself, ask questions, and embrace independence.

She successfully completed the course and began her On-the-Job Training (OJT) at New Aryan Hospital in Nerul, where doctors and senior students offered her valuable support and mentorship. With their encouragement, Amrapali absorbed every lesson and grew in knowledge and confidence.

Impact of skill training received:

In November 2023, Amrapali joined Abhijit Clinic as a nurse, starting with a modest salary of ₹5000. Over the course of a year, her dedication and skills saw her promoted to the role of Senior Sister, with a current salary of ₹10,000. She no longer relies on her parents for her son's education—she pays his fees herself and ensures all his needs are met.

Conclusion:

Her journey was made possible by the support of Pratham Education Foundation and Voltas Limited. For Amrapali, their belief in her potential has made all the difference—and she is deeply grateful.

Testimonials:



***This training has not only boosted my confidence
but also equipped me with better
communication skills, which have been
invaluable during interviews and have led to
successful placements.***

Candidate from Delhi

***I have come to understand the importance
of this training, and because of its
relevance, I am performing well at my job***

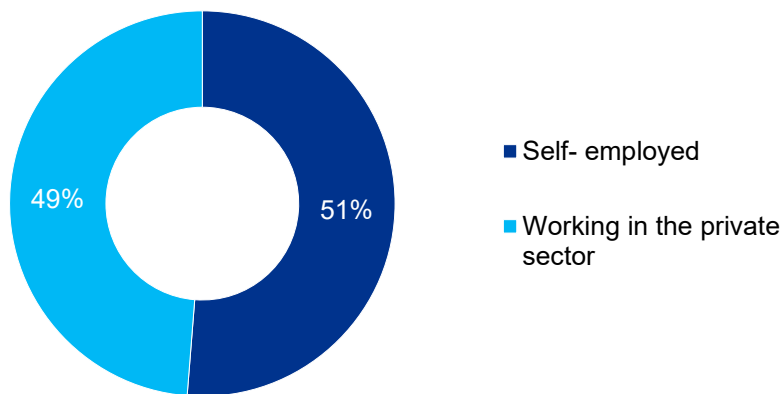
Candidate from Delhi



Findings-RPL

RPL- Quantitative Findings

Employment status



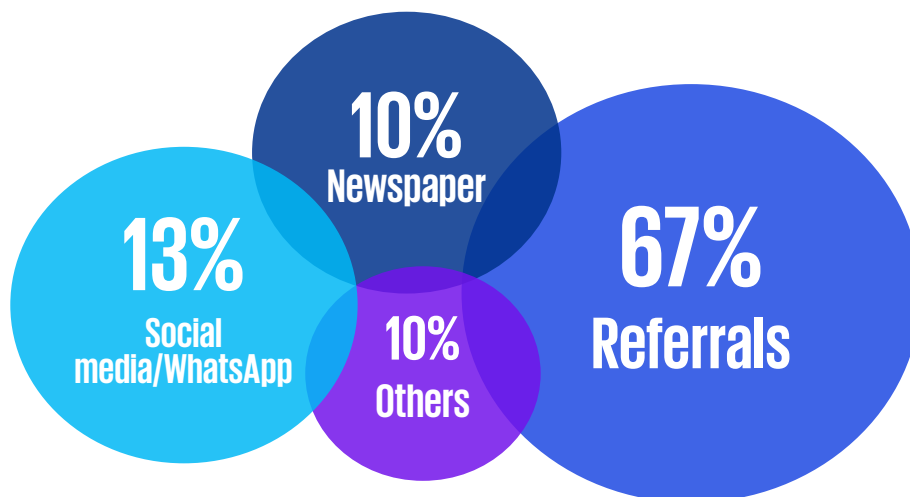
6 Years

Average experience in years

Among the total respondent 51 per cent of them were self-employed, while 49 per cent were working in the private sector. The respondents also shared they received formal wages and other perks as per their requirements.

The average experience of the respondents working in their sector is 6 years. this indicates that the training and learning application of the respondents has significantly impacted their career growth with changes in their lifestyle.

Sources of awareness for training participation





Fee structure for training participations

All candidates confirmed that they did not incur any fees or charges to attend the training. They appreciated this aspect as it made the training easily accessible.

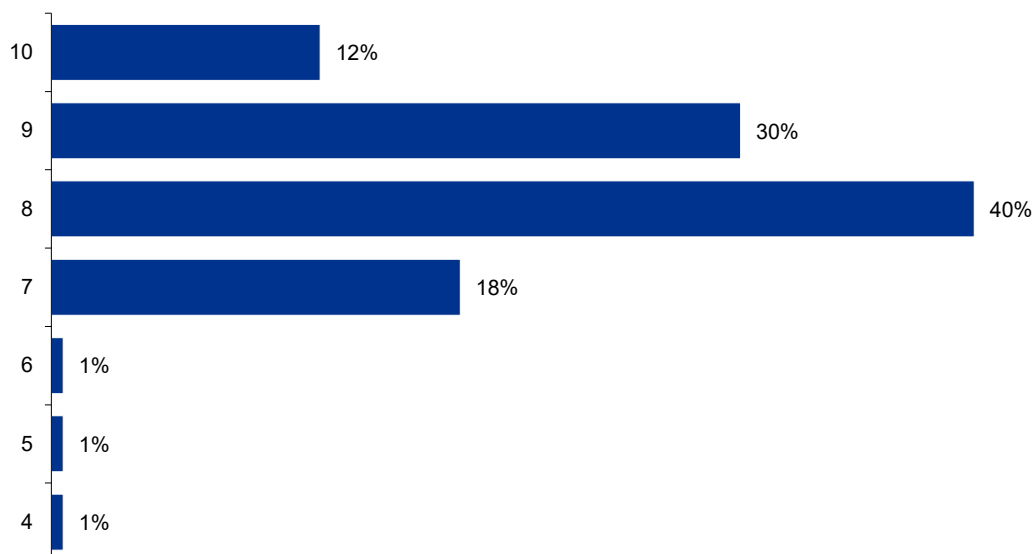


Material Support

Candidates shared they have not received any kind of physical material support

Participant satisfaction level for training experience

In the scale 0-10, rate your level of satisfaction towards the training (0-not satisfied and 10-highest satisfaction)



A significant portion of students rated the training highly, with 40% giving it an 8 rating, 30% giving it 9 rating, and 12% giving it a perfect 10 rating. This indicates that the majority of students were very satisfied.

18% of students rated the training as 7, showing a moderate level of satisfaction. Only a small percentage of students rated the training below 7, with 1% each giving it a 6, 5, or 4.

Key Attributes:

Teachers and Teaching Methodology: Students appreciated the teachers and the teaching methods used in the training, contributing to the high satisfaction ratings.

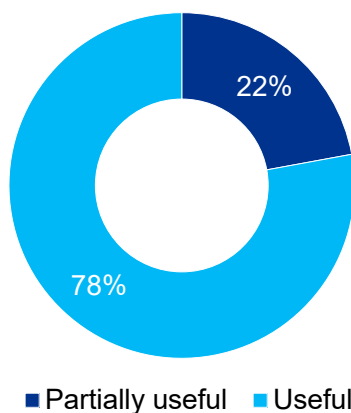
Relevance to Daily Work: The training was found to be highly relevant to the students' daily work, which is reflected in the positive ratings.

Need for Training: Students highlighted the necessity of such training for efficient service delivery, indicating a demand for more training like this in the future.

Overall, the graph suggests that the training was well-received, with students valuing both the content and the delivery, and recognising its importance for their professional development.

Feedback from candidates about the training support:

Perceived usefulness of the training in daily work



Among all the respondents, it was observed that 78 percent of them found the training useful in their current role. Additionally, they shared that the training helped them to sharpen their skills in their domain and the trainers were supportive during the training. Those who rated partially useful added that some of the information had already

About the certification of training completion:

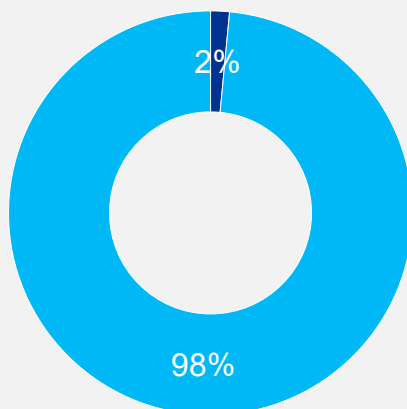


Among all the respondents, it was observed that 99 per cent of them received certificates, which helped them to boost their knowledge in their current job roles; it added value to their existing skills and knowledge.

About the recommendation of the program:

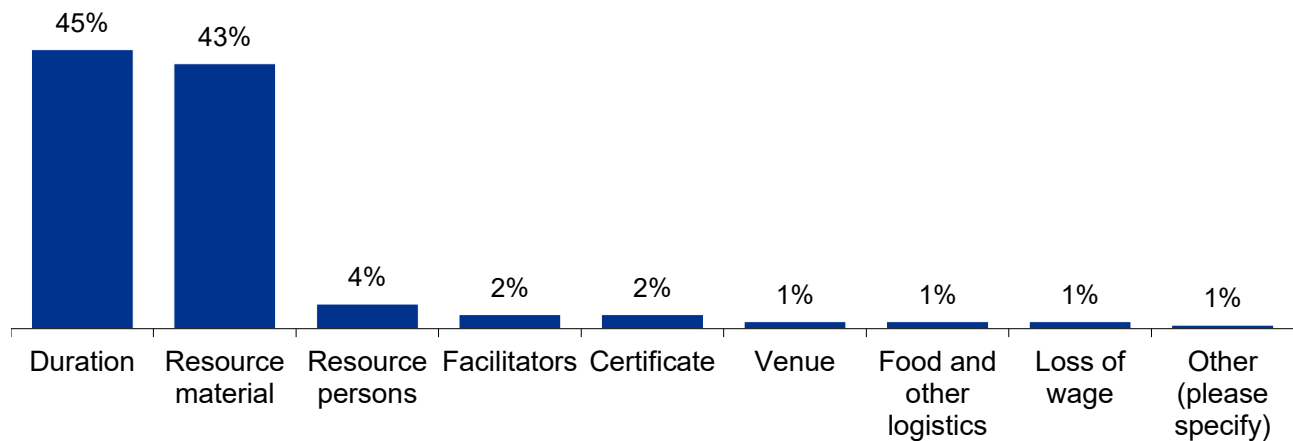
Recommendations for joining the training

■ No ■ Yes



The high recommendation rate of 98% strongly infers that the training program had a significant positive impact on the participants' perceptions. It suggests that the program effectively addressed their needs, delivered valuable outcomes, and created a favorable learning experience. This high level of satisfaction and advocacy likely indicates that the training has successfully instilled confidence in its utility and benefits, potentially leading to wider adoption and enhanced reputation of the program within the peer network.

Suggestions shared by candidates on overall training



The feedback provided by candidates has identified several key areas of concern regarding the training program. The most prominent issue highlighted pertains to the duration of the training sessions. A significant proportion of participants 45% expressed the need for extended session durations to facilitate additional hands-on learning opportunities and practical application exercises. This suggests that an increased training period may enhance participant engagement and improve overall learning outcomes.

Following this, 43% of participants emphasized the need for better or more comprehensive resource materials to enhance the learning experience. Additionally, 4% of participants indicated a need for improvement in the quality or selection of resource persons.

Minor concerns were noted in other categories, such as certificates, facilitators, and venue, each receiving 2% of the feedback. Lastly, the loss of potential wages for self-employed candidates (51%) and issues related to food and other logistics were the least of the participants' concerns, each receiving only 1%.

Overall, the feedback underscores the importance of focusing on the duration and resource materials for future training sessions, while other aspects like fees and logistics are deemed less critical.

Testimonials



After attending the training, I have gained experience on new skills and techniques through which I can complete my work efficiently."

Candidate from Pune



Arrangement of training was good, I have faced no issues while attending the training

Candidate from Patna



It was my first time experience of attending such training, after attending I feel satisfied as it made my work better

Candidate from Ratnagiri

Inferences and Way forward



MOBILISATION AND AWARENESS

- **Sustained Momentum:** Focusing on female participation and streamlining enrollment process can build on existing strengths.
- **Broader Reach:** Exploring social media channels to engage a wider audience and boost enrollment.
- **Use of online communication channels:** Opportunity exists to use open web-based platform such as WhatsApp to share key updates, revisions, and facts, keeping candidates informed and reinforcing their knowledge.



TRAINING SESSIONS

- **Practical Learning:** Inclusion of exercises, simulations (using VR/AR), and real-world scenarios would enhance job readiness.
- **Allied Training:** A blended approach for training on Refrigeration along with RAC can be explored, basis feedback from alumni.
- **Continuous Improvement:** Accommodating feedback from recruiters to refine and optimize training sessions as per the industry requirements.
- **Personal Finance Education:** Inclusion of personal finance management sessions to equip participants with essential life skills.
- **Extended Training Duration:** Longer training on pilot basis for RPL candidates can be explored as they indicated more hands-on



ON JOB TRAINING AND PLACEMENT SUPPORT

- **Enhanced Job Search Support:** Specialized sessions on job search strategies and networking techniques could be included in course for increasing employability aspect.
- **Skilled Workforce Pool:** Creating a communication channel (platform encompassing details of trained candidates) for recruiters, enabling ready access to job-ready talent.
- **Future Focus:** Expanding training duration and field visits to strengthen hands-on learning experiences.
- **Awareness on government initiatives:** Organizing workshops to educate participants on Mudra loans and government schemes supporting entrepreneurship could enhance the effectiveness of the programme.

Skill Development- RPL



ENABLERS

- **Introduction to Government Initiatives:** Designing a session to deliver detailed insights about the PMKVY and other government skill development programs, explaining their benefits and guiding participants on how to access these schemes effectively.
- **Leveraging Technology: Innovative Mechanisms:** Introducing participants to innovative technological tools like online training platforms and the use of AI-driven learning paths to enhance their skills and job readiness.



PROGRAM OPERATION

- **Pre-screening of candidates:** To ensure only eligible candidates participate in the program would support the objective of the programme.
- **Tailored Approach for Self-Employed Candidates:** Offer tailored training sessions focusing on business management and financial literacy to address the unique challenges faced by self-employed individuals.



SUSTAINABILITY

- **Communication platform:** Facilitating a digital communication platform to connect and share real-time issues with a larger group, enabling efficient issue resolution and saving candidates' time.
- **Skill Card:** It is suggested that certified candidates be issued skill cards to enhance the value of their training. These cards would serve as a formal recognition of their verified competencies, facilitating easier identification of their expertise by employers and organisations.

Contact us

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