



CAPITA

FOR PRESS INFORMATION

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NOA launches first qualification for the 3.1 million people employed in the UK's outsourcing industry

Capita announced as founding NOA Learning Centre following successful pilot

The National Outsourcing Association (NOA), the industry association and professional body for outsourcing, today launches the outsourcing industry's first Level 2 qualification*, the NOA Award in Outsourcing Excellence. The qualification, 75% of which is achieved through work-based learning, provides the first broad-based standard for the UK's 3.1 million employees¹ in organisations which deliver outsourced services to the public and private sectors.

The NOA Award in Outsourcing Excellence, the equivalent of a GCSE A* - C standard, requires learners to complete three mandatory learning units:

1. Commercial awareness in an outsourced role;
2. Delivering service excellence in an outsourced role;
3. Contributing successfully to outsourcing relationships, with a firm understanding of the client brand and adherence to ethics.

¹ Oxford Economics, October 2011

Capita, the UK's leading outsourcing service provider, is the NOA's first Learning Centre** and founding client for the Level 2 Award following a three-month pilot across 60 employees within Capita Insurance and Regulatory Services.

The NOA has also been working closely with Capita on the development of the qualification to ensure that it is aligned with the real needs of service providers and their clients.

Kerry Hallard, CEO, National Outsourcing Association, said: "This qualification is a game-changer for the outsourcing industry. Outsourcing has oft been viewed as the accidental profession – something people find themselves in. Additionally, staff development and retention is the number one issue for the outsourcing industry today, as it continues to evolve to consistently deliver value-add, business transformation and innovation. This qualification recognises excellence in outsourcing skills and helps position outsourcing as a professional career of choice. But more than that, this qualification can up-skill the three million plus people currently working in outsourcing in the UK today and further help grow and improve this dynamic industry's performance within the UK economy".

Andy Parker, Capita chief executive, said: "The qualification is centred around engaging, work-based learning and has successfully wrapped a framework, best practice, assessments and independent verification around the day job. Following the pilot, we now plan to embed the qualification within our employee learning and development programme across Capita. The qualification will serve as a differentiator for talent in the industry, provide assurance to customers of outsourcing services, bridge the skills gaps for people transferring into outsourcing companies from the public and private sector and recognise excellence across the industry."

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Notes to editors:

*The Level 2 qualification complements the NOA's existing portfolio of training programmes and professional qualifications, which now range from level 2 to a level 7 (post grad level) diploma in outsourcing and so provides outsourcing professionals with qualifications to underpin their career aspirations from new recruit to industry leader.

** In order to become an approved NOA Learning Centre, and so able to register learners for the qualification, Capita has demonstrated to the NOA it has skilled resource to support learners, has training and systems in place to provide support to learners and a capability to effectively record learning activity.

This learning activity will be a combination of supervised or planned (sometimes called guided) learning, unsupervised learning or on-the-job (work-based) experience. To be awarded the qualification learners must provide evidence that they have achieved defined learning outcomes. They are supported by a NOA Learning Centre, which in many cases, as with Capita, will be their own organisation.

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Note to editors

The National Outsourcing Association (NOA) is the leading association serving both the outsourcing professional and the global outsourcing industry. Our vision is to grow the size and positive reputation of the outsourcing industry. Our mission is to be both the home and global ambassador of world class outsourcing. www.noa.co.uk

Capita plc is the UK's leading provider of BPO and integrated professional support service solutions. With 64,000 people at over 400 sites, including 73 business centres across the UK, Europe, India and South Africa, the Group uses its expertise, infrastructure and scale benefits to transform its clients' services, driving down costs and adding value. Capita is quoted on the London Stock Exchange (CPI.L), and is a constituent of the FTSE 100 with 2013 revenue of £3.9 billion. Further information on Capita plc can be found at: www.capita.co.uk

