Nomination: 8697

Achievement in Upskill/Reskilling Employees

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

Tata Consultancy Services

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Additional Contacts

I would also like to have others receive emails about the disposition of our entries.

Page: Entry Information

Entry Title

Achievement in Upskill/Reskilling Employees

Category

B01 - B67 Achievement > B35 - Achievement in Upskill/Reskilling Employees

Achievement Submission Format

Written Answers

a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required

Tata Consultancy Services (TCS) is known for its commitment to continuous learning and innovation, investing heavily in upskilling and reskilling its workforce and delivering high-quality services and solutions to its customers. TCS's focus on building a tech-enabled workforce and its proactive approach to talent development have positioned it as a leader in the industry.

TCS strongly believes, "There are no legacy people, only legacy technology." TCS provides multiple learning opportunities for its employees to constantly up-skill and re-skill. The learners have various options like self-paced courses, instructor-led trainings, hybrid learning programs to suit their learning preference. Also, they can develop hands-on experience through FrescoPlay hands-on-platform, playgrounds and virtual-labs specially designed by TCS.

All technical competencies within TCS include five proficiency levels, ranging from Elementary (E0) to Excellence (E4). Just in FY25, TCSers acquired 5.2 million competencies and over 190,000 associates acquired deeper skills in one or more competencies. Though the associates acquire deep skills, clients perceive them as "just trained", lacking "real project" experience, thus missing out on opportunities. To address this, TCS Talent Development decided to support these associates and help them get into technology roles of their aspirations and invested in a new program called "Internal Internship".

b. Outline the team's or organization's achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words). Required

Since the beginning of Oct 2023, inputs from various stakeholders have been obtained to understand the problem in deploying trained associates into customer projects. Based on the inputs from business and alignment from the customers, TCS shaped up the "Internal Internship" initiative, where the customer is also a stakeholder in selecting the right candidates for their programs.

TCS has made significant strides in upskilling and reskilling its employees through its deep skilling programs. Internal Internship program is for the associates who complete the deep skilling program and can gain real customer experience. This program has been instrumental in building a strong talent portfolio by providing associates with "real project-like" experiences post-training. Mentors work with the associates, helping them understand the customer context and guiding them in project delivery. This approach builds customer confidence, leading to successful deployments post completion of Internship.

Key achievements include:

• 1300+ Internal Internships across 150+ tech stacks, including GenAI, Cloud, and other enterprise platform skills.

• 97% deployment of interns' post-internship, proving that associates are deployment-ready and can meet customer needs effectively.

• Resilience to disruption, with TCS scaling up ahead of business demand to provide the right technologists to meet customer needs, addressing talent shortages. One of the BFSI Unit claimed to have reduced the external recruitment dependency by 15%

These achievements highlight TCS's commitment to a strategic approach to talent development that helps associate's success and ensure that the organization remains competitive and agile to market demand.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required

The achievements of TCS's Internal Internship program are unique and significant:

• Real project-like experience: Unlike traditional programs, Internship program provides existing mid-career associates with real-project experience in newly acquired skills. While companies typically invest in learning or internships for freshers, TCS has gone further by investing in the associate's deployment, helping them gain real-experience in customer environment

• Contextual guidance from mentors: SMEs from accounts mentor interns while working on tasks assigned based on actual project deliverables. Customer visibility into deliverables helps associates gain confidence for deployment in the same project.

• Governance: Mentors work with mentees, guide and review their deliverables and assign a score (1-10) based on the weekly progress. These interim review and feedback mechanisms help with course corrections required for successful deployment.

• Comprehensive skill development: The program covers over 150+ skills across various technologies, making it one of the most extensive upskilling initiatives in industry.

• High deployment rates: Achieving a 97% deployment rate post-internship is a testament to the program's effectiveness

• Comprehensive talent management: By addressing talent shortages through internal development, TCS sets itself apart from competitors who rely heavily on external hiring. Talen Development team has charted win-win-win situation for the associate, client and organization.

Compared to other industry players, TCS's approach ensures that associates are not only trained but also gain practical experience. This holistic and integrated approach positions TCS as leader in leveraging strategic and innovative methods for talent development that align with and adopt to industry demands.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

The following supporting documents provide evidence of the claims made in this nomination:

Internal Internship.pptx: This presentation outlines the key aspects of the Internal Internship program, including its objectives, structure, and achievements. It highlights the program's focus on building a strong talent portfolio, achieving high deployment rates, and addressing talent shortages.

These supporting materials provide a comprehensive view of the Internal Internship program and its impact on TCS's talent development efforts. They offer concrete evidence of the program's success in upskilling and reskilling employees, making a strong case for winning this award

Webpage Link

Would you like to add an additional webpage link?

No

Supporting Document

[REDACTED FOR PUBLICATION]

Would you like to add an additional supporting document?

No

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