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# ANNUAL REPORT

## FY 2022

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*Reaching the Unreached*





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# ABOUT US



NIIT Foundation (NF) is a not-for-profit education society set up by the promoters of NIIT in 2004. Its mission is to positively impact the underprivileged of the country through educational initiatives and employability skill development programs. To achieve this, NF runs various grassroots initiatives in partnership with other corporates. We set up skill development centers in urban and rural areas that offer placement support to all eligible students. We provide digital and financial literacy programs. We also install Hole-in-the-Wall Learning Stations to bridge the digital divide.

In addition, NF supports other NGOs to build their capacity. NF has been delivering projects ranging from customized CSR solutions as per partner requirements, school programs, college collaborations, community initiatives, and digital empowerment, which are mandated as per Section 135 of the companies act 2013.

The projects reach out to a wide range of beneficiaries from the age group of 6 to 60 years old. The skilling and education engagement models are targeted towards underprivileged & underserved youth/children, women, Specially Abled/PWDs, LGBTQIA+ community across 28 states and 6 Union Territories.

- Not-for-profit education society setup in 2004
- Registration under 12A, 80G & FCRA
- NSDC Approved Courseware & Certification
- Separate from NIIT – not its CSR arm

## VISION

We will use skilling and education to show demonstrable deep impact in every underserved community we work in.

### Mission & Values

- Be Customer-Centric — Students and Employers — be the preferred choice/
- Meet any and every commitment that we make — lead by example
- Leverage Partnerships — be a platform for growth for all including staff
- Each one to operate from an Entrepreneurial mindset — being innovative in everything we do
- Each one to recognize risk-taking — celebrate people who stick their necks out – we know that path-breakers are treading unknown paths
- Actively build Alumni Network — it's not about one-time push but being a lifelong friend

# FROM THE COO'S DESK



**T**he past year has been a year to recover, reassess and adapt. The world was slowly limping back to the new normal, post the catastrophic waves of the Covid-pandemic. The second covid wave was especially devastating for India and we all experienced some form of personal loss. At NIIT Foundation, one of the first things we realized is that, unfortunately, many of our beneficiaries would have been facing severe financial hardships. Either they would have suddenly had to shoulder the majority of the financial burden and step up to becoming the major bread earner or else, their current job would have moved remote, requiring greater skill sets. There was of course the sad possibility that the company they were working in would have shut down.

The team spent many days deliberating on what is of immediate importance to our community and planning on developing courses that would be required as we all moved to a more digital world. We recognized that digital and financial literacy is an area we need to emphasize and amplify. We had already designed and were delivering these courses before the pandemic struck us. The amazing NIIT Foundation team quickly redesigned parts of the course to make it more relevant and impactful to individuals across age groups.

The next challenge before us was to deliver the courses largely online and spread awareness about the availability of the courses. We also wanted to concentrate on skill-building and upskilling to give students better job opportunities. Through multiple discussions with stakeholders, we launched rolled-out systems such as our Learning Management System, Samarthya platform and utilized virtual team meeting applications to reach out to students, trainers, teachers as well as placement partners to make FY 2021-22 as impactful and helpful to all beneficiaries.

We also focussed on reaching out to the LGBTQIA+ community to empower them and provide them with the knowledge and skillset required to take up mainstream industry jobs. We offered more courses that would be beneficial to our specially-abled beneficiaries to foster more inclusion at the workplace.

The year gone by has been a challenging one, but also a very fulfilling year for NIIT Foundation. We have reached some of our highest impact numbers and have widened our beneficiary communities. The team at NF has worked dedicatedly and passionately to help our students recover from the devastation and adapt to the new normal. I am grateful for their hard work and contribution to making this year as successful as it has been.

I humbly thank all our funding partners and placement partners, who have shown immense faith in us, and continued to support us to make a difference in each individual life which ultimately benefits our community, our country and our planet.

**- MS CHARU KAPOOR**  
**COO, NIIT FOUNDATION**



# TRAINING MODELS ADDRESSING THE NEEDS OF THE COMMUNITY



**Education – Out of School**

**6 to 12 years**



**Education in School**

**12 to 18 years**



**Vocational Skilling**

**18+ years**



**Mass Digital Literacy and Financial Literacy**

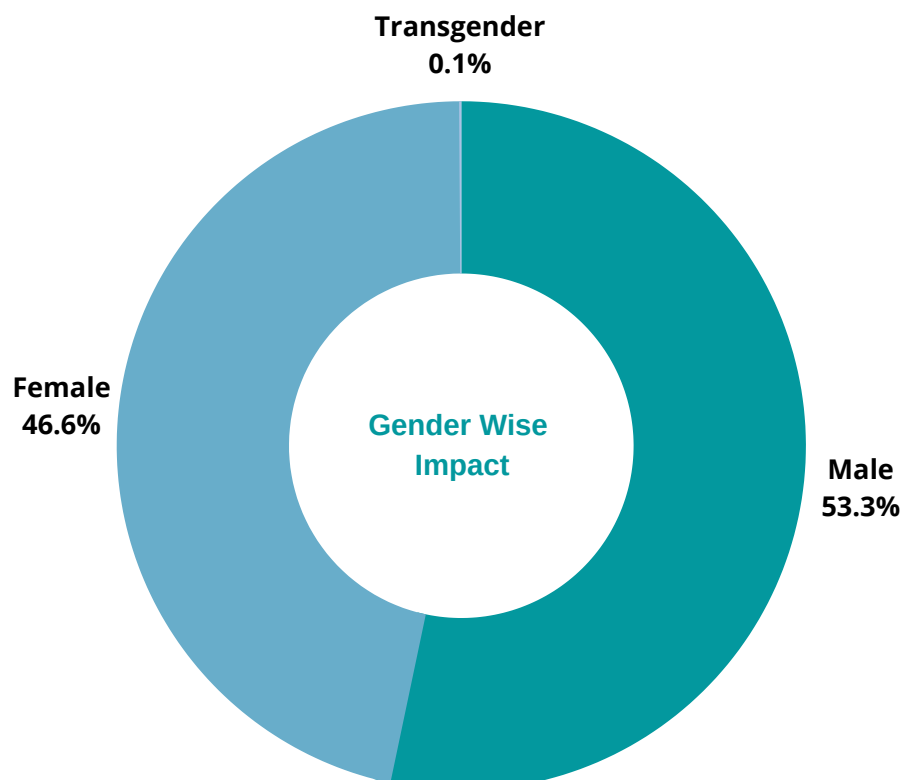
**12 to 60 years**



## A BIRD'S EYE VIEW OF OUTREACH

In the last year, not only did we meet our target numbers, but we also surpassed our expectations to reach out to enhance beneficiaries' lives. We impacted over 1 million lives, with an extremely healthy ratio of males: to females. We also concentrated on the third gender and are slowly making a difference in the transgender community. They constituted 0.10% of our students in the Financial year 2021-22.

**NEARLY  
1 MILLION LIVES  
IMPACTED  
IN FY 2022**



# SKILL CENTERS

Skill Centers form a pivotal part of NIIT Foundation's goal to create youth who are self reliant and are able to have a positive impact within their community. Skill Centers are set up all over the country, including the most underserved areas where youth may lack even basic digital literacy. The centers offer career and non career courses with the aim to make youth more employable and provide them with access to employment opportunities. The centers are primarily aimed at beneficiaries in the age group of 18-30 years old.

## Career Courses

Designed to upskill students and increase their employability.



## Non Career Courses

Designed to hone soft skills and work on holistic development.

**NEARLY 150,000 LIVES WERE IMPACTED AT SKILL CENTERS ACROSS THE COUNTRY**

# IMPACT IN SCHOOLS

We impacted over 80 Thousand students studying in schools. Change Maker Sessions were delivered to motivate students. We also set up digital labs in schools to ensure that they do not miss out on educational content that is being delivered digitally. Hole in the Wall project additionally brought more students up close to technology, in schools and independent locations.

**OVER 80,000 STUDENTS IMPACTED IN PRIMARY & SECONDARY LEVEL SCHOOLS**



# DIGITAL AND FINANCIAL LITERACY

Given the added need for digital literacy, we focussed on many courses that helped all age groups become better versed with technology and the ability to use devices. We also worked with individuals between the ages of 18-60 years to further educate them on financial literacy so that they could take advantage of various Government schemes and programs. Thus, we focussed on an age-inclusive program to aid digital and financial literacy. This program was especially helpful to those individuals living in remote areas and less privileged regions.

## Digital Literacy

The ability to use computers, tablets and mobile phones to access the internet, messages and web browsers



## Financial Literacy

The knowledge to perform financial behaviors and services such as saving, borrowing, repaying etc.

**NEARLY 4.5 LAKH IMPACTED THROUGH  
DIGITAL & FINANCIAL LITERACY**

# COMMUNITY OUTREACH

A well developed community helps create a positive cycle to educate and uplift all members. It also ensures that all those living in the community are leading a more productive, more enriched life. NF's Community Outreach initiatives keep in mind total and complete community wellness where programs are designed to be age inclusive, gender inclusive and socially inclusive. Community outreach also includes impact through Partner NGOs, academics, partner centers etc and Education on Wheels.

**NEARLY 7,00,000 LIVES  
IMPACTED THROUGH  
COMMUNITY  
OUTREACH**

Community Outreach Initiatives that focus on uplifting and skill building for an entire community fall under community outreach initiatives.





# GEOGRAPHICAL REACH



Covering **27 states and 7 Union Territories**  
through various Models of  
Partnership and Engagements.



# PENETRATION INDEX

Through its various engagement models, NIIT Foundation has helped improve the lives of nearly 1 million beneficiaries through socio-economic as well as emotional development. NIIT Foundation has also added courses in skill and knowledge building to aid its beneficiaries to lead a life that meets the evolving changes to ensure a good standard of living. A wide gamut of partnerships, that ultimately are beneficial to the community, ensure that we enrich the lives of maximum individuals.



**213 Skill Centers impacting more than 130000 students**

**343 Partner NGOs impacting nearly 7 lakh individuals**



**234 Hole-in-the-Wall station impacting nearly 25000 students**

**8 Digital buses impacting more than 41000 individuals**

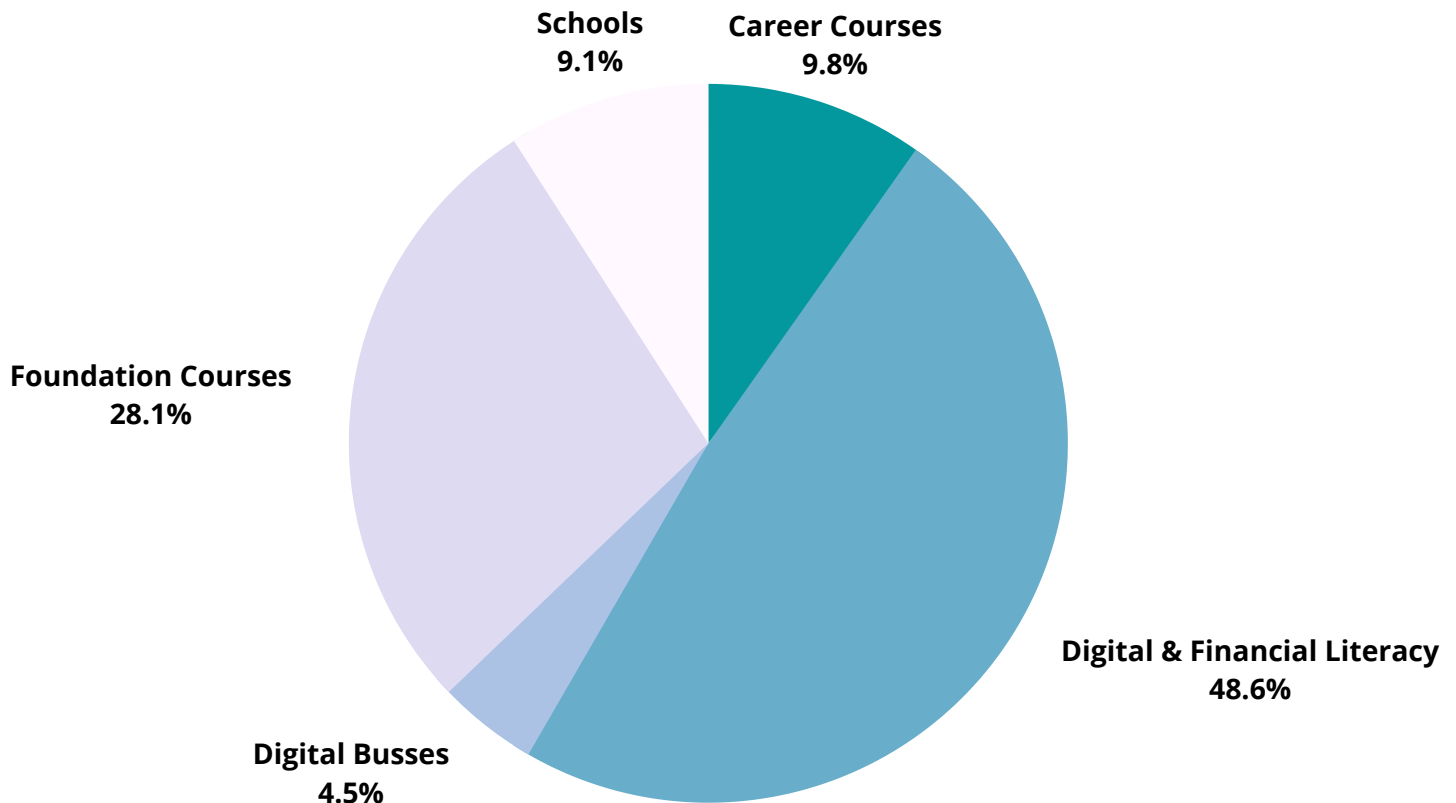


**332 schools impacting nearly 100000 students**

**80 Academic institutions impacting more than 200000 students**



# COURSE-WISE BREAK- UP



## SKILL TRAINING SECTOR

The past year ushered in the requirements of new skills and upskilling in most industries. The team at NIIT Foundation recognized this and worked toward redesigning some of the courses to make the content more engaging and relevant to the changing requirements of the industry. The courses focus on personal, social, economical, and other life skills while attempting to address the emotional development, and honing changemaker qualities, in every impacted life.

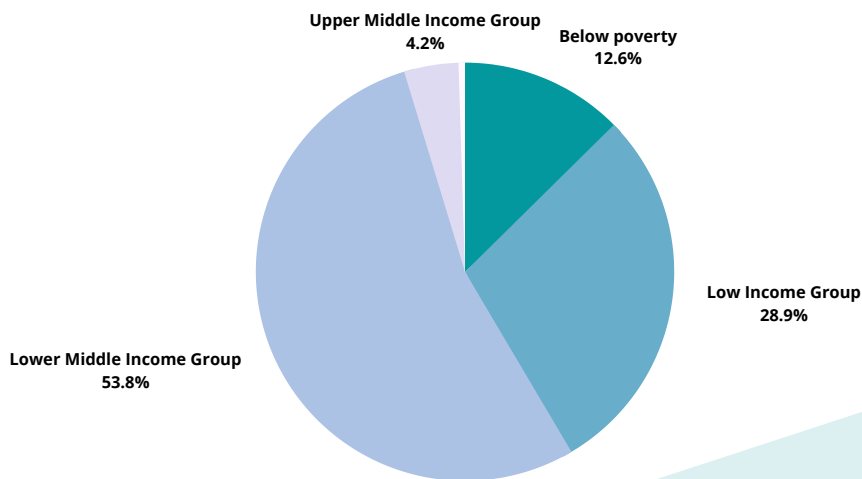
NIIT Foundation worked on redesigning upskilling and reskilling courses and added return to work programs especially for women who want to rejoin the workforce and for people who lost their jobs during the pandemic. Some of the sectors where reskilling and upskilling courses are designed are:



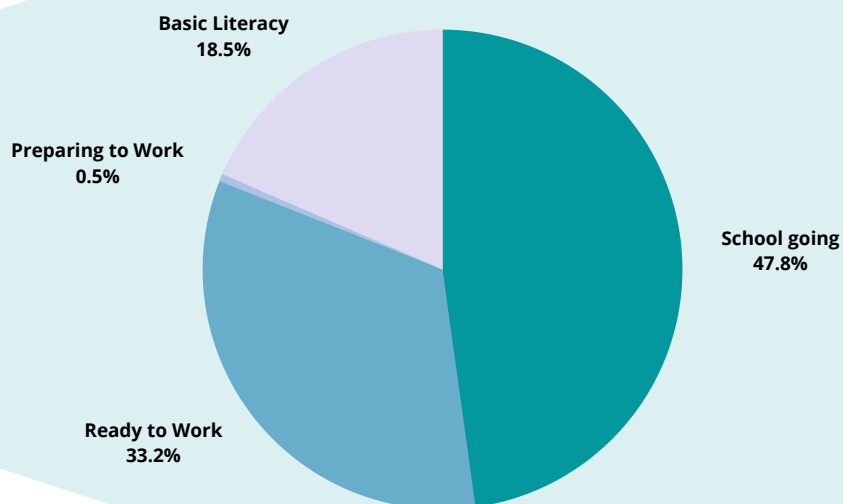
# COMMUNITY ENGAGEMENT

We believe that every community needs individuals who will bring about a positive change and help more individuals. NIIT Foundation works in many underserved communities to help the members to skill themselves, learn new qualities to improve their lifestyle, and give them a chance to give back to their members. We work with the youth of many ages, with various socioeconomic backgrounds.

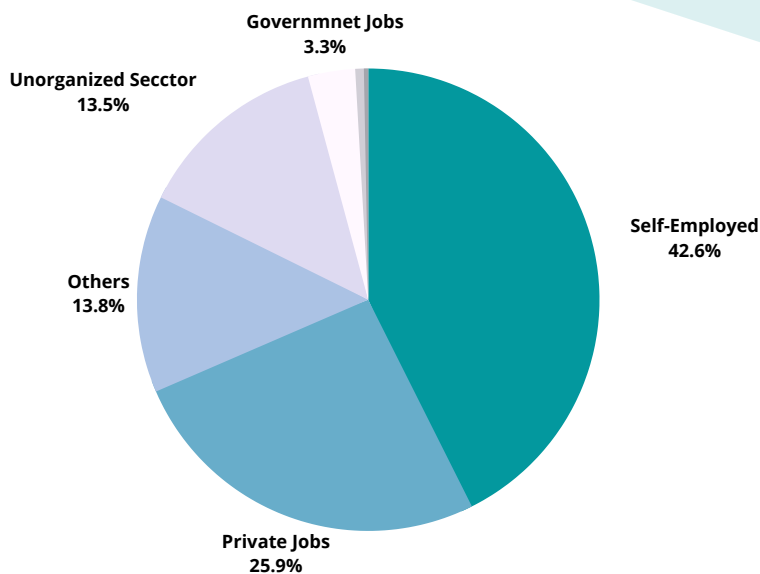
## Economic Background



## Category & Age Group



## Parent Occupation



We strive to include content in all our courses that strike a chord with their background and upbringing to inspire them to rewrite their stories.

# NEW INITIATIVES IN FY 2021- FY2022

We launched multiple new initiatives that aimed to be more useful and impactful for all members of our community, industry.



## 1. Life Skills:

Empowering students through life skill enhancements between age groups of 14 years to 18 years to lead a more prosperous and meaningful life ahead.



## 2. LGBTQIA+:

Empowering transgender communities with opportunities to take up jobs and join the mainstream industry.



## 3. People with Disabilities:

Empowering specially-abled individuals to take up jobs in the mainstream industry.



## 4. School Projects:

Imparting IT Education to students in primary and secondary level schools by setting up digital labs and offering Basic IT courses.



## 5. Global Service Desk:

NIIT Foundation is bridging the gap between demand and supply by training and providing manpower for Global IT Support desks in the IT and ITES industry.



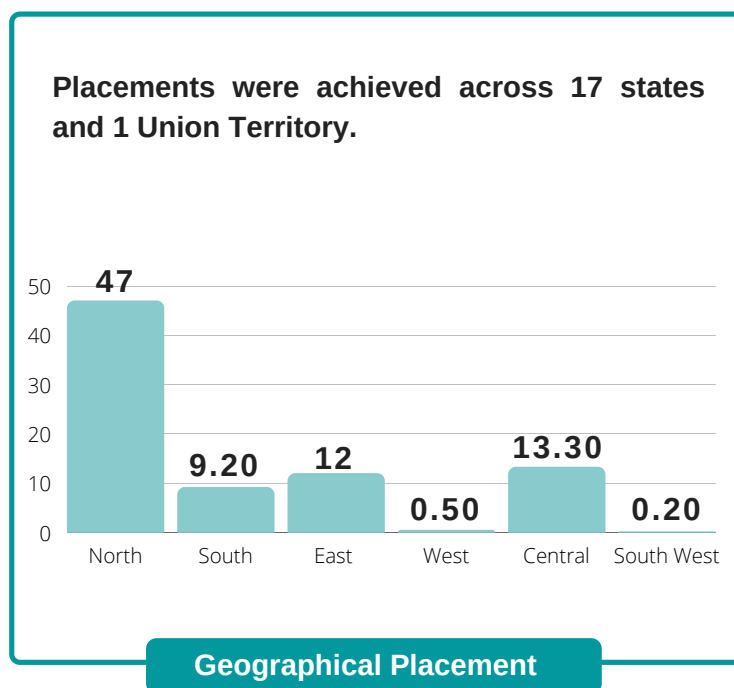
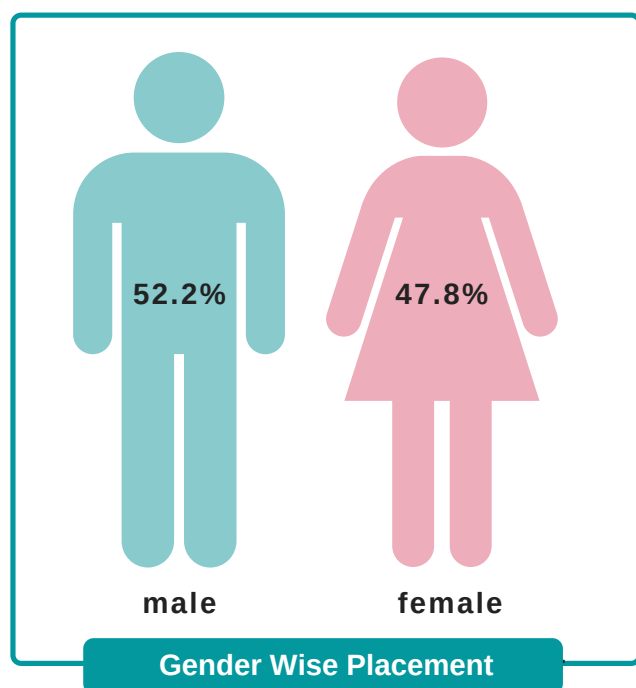
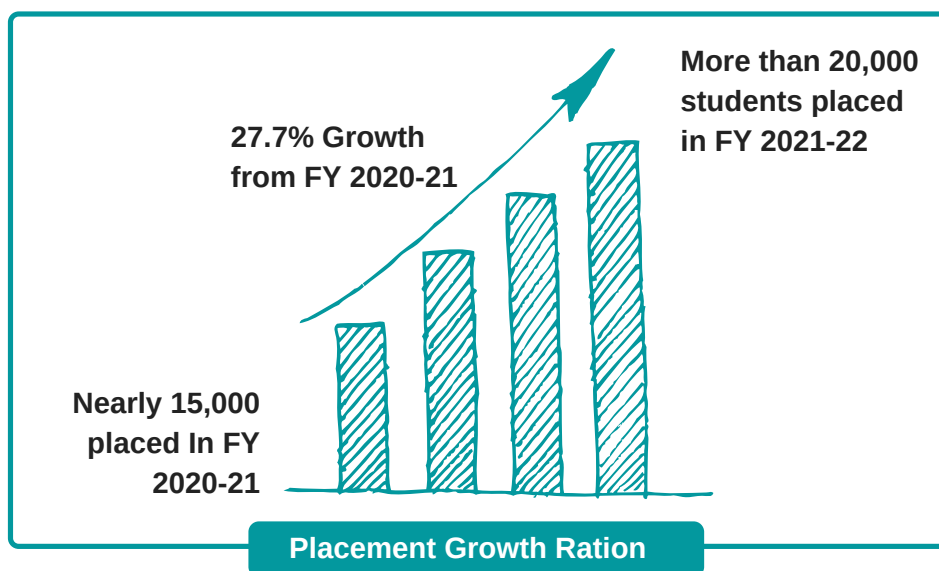
## 6. Healthcare:

NIIT Foundation launched a healthcare program focussing on providing youths from underprivileged backgrounds with skilling and employability options in the healthcare industry.



# PLACEMENT AT A GLANCE

We have helped place more than 1 lakh individuals in the last 5 years. We achieved 27.7% growth, in placements, from the previous financial year despite the pandemic and a very challenging job market.



Incomes of more than 1500 house raised between 0-100000

Incomes of nearly 7000 houses raised between 100001-200000

Incomes of nearly 600 houses raised between 200001-300000

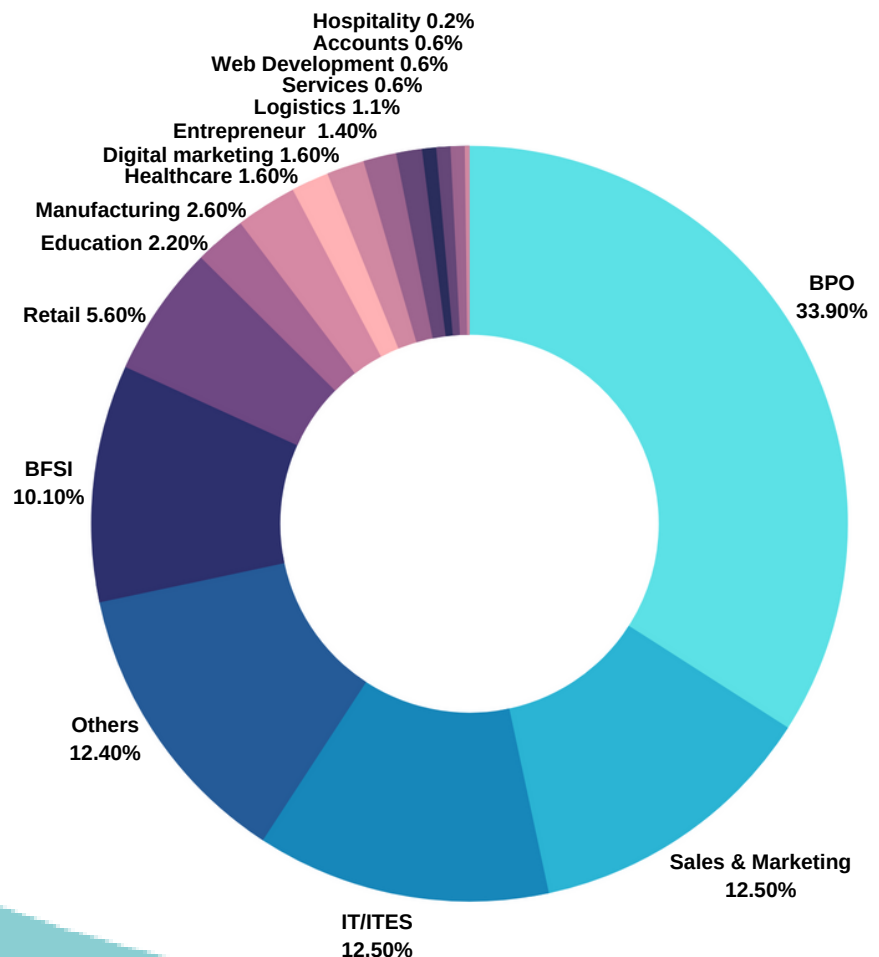
# INCREASED HOUSE HOLD INCOMES AND ITS POSITIVES

1. An increase in income (the ability to spend more money) results in a demand for more services and goods. Creating jobs helps the economy by GDP. With increased incomes, an individual spends more, and consequently the demand for goods and services increases leading to higher GDP.
2. The greater one's income, the lower one's likelihood of disease and premature death due to accessibility to better health services.
3. When an individual is employed it results in them having money to spend on food, clothing, entertainment, and in a variety of other areas ensuring a better standard of living
4. In low and lower-middle-income economies such as India, school enrolment increases with rising parental income and education

NIIT Foundation has successfully placed more than 20,000 individuals, Pan-India, in 16 diversified industry sectors. Better placements offer students the chance to improve upon their standard of living and provide them with access to a better and more prosperous life.

Through years of trust and relationship development, NIIT Foundation has now established itself to offer industries and organizations higher quality of manpower and is often the preferred partner to hire in various sectors. Through our skill-based curriculum, we offer multiple industries the chance to upskill their current workforce as well as hire from our talented pool of students who have completed their various courses.

NIIT Foundation continues to maintain strong professional and cordial relationships with placement partners who are an important piece in our puzzle to impact the lives of the underserved.



# TECHNOLOGY USAGE

NIIT Foundation is a 360degree technology-inclusive organization using technology in all spheres of functioning, aligning with the goal of creating a community that is tech-oriented and empowered.

1. Our Student Management System aims at creating and supporting Customer Relationship Management by helping to break the technological gaps between departments in order to provide the organization with a holistic and 360-degree view of beneficiaries everywhere.

2. Our Learning Management System was created with the vision to engage with beneficiaries as a virtual training platform to engage and learn new skills. It provides live sessions as well as self-study modules and content to students. Through engaging self-study videos, NIIT Foundation has managed to successfully tackle issues related to data, internet accessibility, and network to encourage learning continuity from anywhere, anytime.

3. Virtual Meeting platforms such as Google Meet, Zoom, and Microsoft Team served as training platforms and were utilized to cater to the growing need for training programs among beneficiaries through diversified courses.

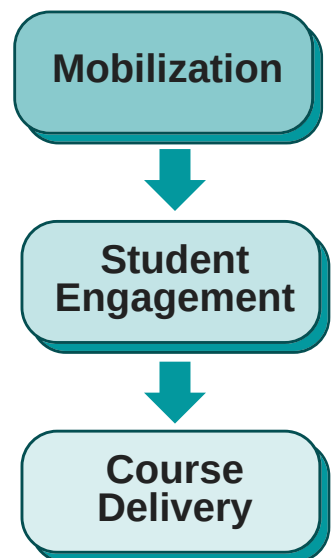
4. Generating Impact Assessment dashboards based on various parameters as captured on Student Management System, Samarthya, viz a viz analytical software such as Tableau. Samarthya is the career portal where NIIT Foundation students, employees, employers, and funders can get access to create and avail job opportunities, career progression tracking, and learning opportunities for further growth and development.

5. Monitoring and Evaluation

# COVID CHALLENGES

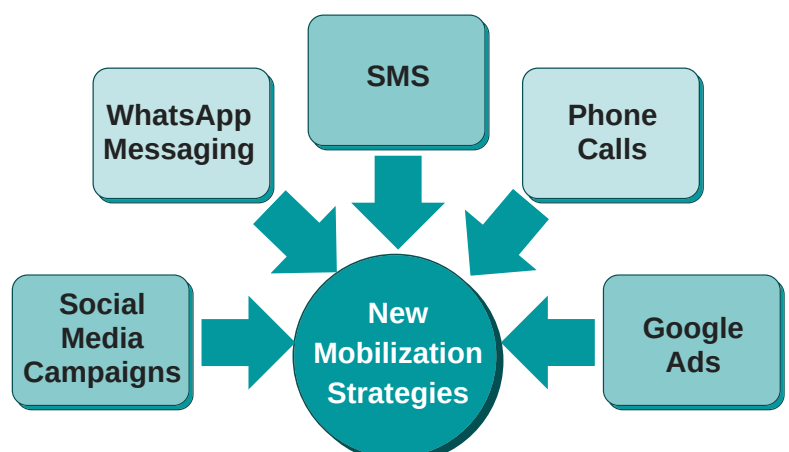
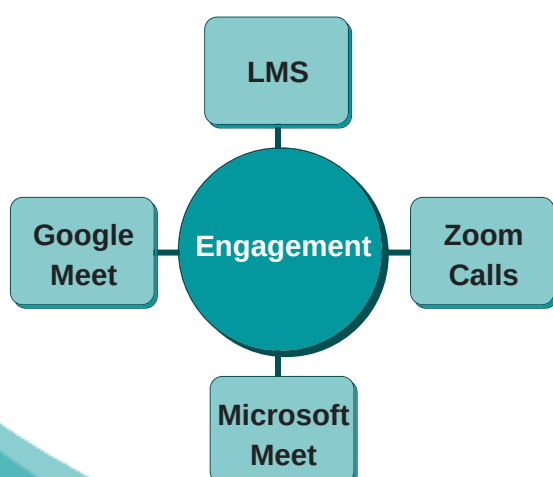
The pandemic posed the greatest challenge to the most vulnerable. At NIIT Foundation, we realized we must move quickly to ensure that we have adapted well to continue educating and skilling our students. Some of the challenges we faced were

- Mobilization: How do we get our content, trainers, and teachers to the students and beneficiaries?
- Student Engagement: What is the best way to increase student engagement, keeping in mind Covid Safety protocols?
- Course Delivery: What is the most interactive, appealing, and effective way to deliver our courses?



## The solutions we implemented to combat these challenges include:

- New Mobilization Strategies: We launched extensive digital campaigns to spread awareness about NIIT Foundation courses through social media, WhatsApp, SMS, phone calls, Google Ads, and email marketing campaigns. With the help of these digital campaigns, we have been able to successfully increase enrolment for our courses, and reach out to individuals across the country, including those in geographically difficult-to-access places.
- Student Engagement: We moved to Google Meet, Zoom, and Microsoft Meet to hold interactive, engaging sessions for our students. We recognized that many of them needed additional motivation. The younger students also missed out on social interactions with their peers. By connecting with them over virtual meeting platforms, we encouraged more sharing and peer-to-peer learning.
- Course Delivery: Our Learning Management System was developed to foster inclusion, and learning anytime, anywhere. The LMS has been greatly beneficial to all students and teachers to connect with one another and mimic the classroom atmosphere to an extent.





# SUCCESS STORIES

**Aiswarya Samal, 22 Years**

**Course - CLBPA**

**Location - Usuma, Cuttack, Odisha**

**Placement - Customer Care**

**Executive at A Fusion BPO Services**



**A**iswarya belongs to Usuma, Cuttack in Odisha. Coming from a difficult background, she belongs to a family of 5 members i.e. her mother, father and 2 elder sisters. Her father has a Garment shop and her mother is working as an Anganwadi Worker. Aiswarya wished to study and get a good job in order to financially support her family as well as become independent. She joined the HCCB Career Development Center in Khurda to further develop her communication skills, IT knowledge and confidence as she was looking for a job in the BPO industry.

She came across the centre through the mobilization activity we did along with the employment exchange. She enrolled herself in NIIT Foundation's career course, CLBA, Program in CRM BPO (DV) Altoe. During the course, she got to know about different functions and aspects of BPO industries, employability skills, call handling, personality development and interview skills. Our CMS sessions gave her the skills and knowledge to stay calm under tough situations and how to plan an effective day at the workplace. She has also understood the real value of being a productive citizen of society due to the CMS module. Our CGT sessions helped her understand office etiquette, workplace behaviour and planning her career path.

Aiswarya suffered from a lack of confidence and needed work on her communication, before joining the course. With her hard work, sincerity and punctuality, she has progressed in both these areas and has also gained many additional skills such as different IT Skills, effective usage of the internet, customer handling skills, inbound and outbound call process and others that are required in BPO sector. These skills helped increase her employability and she successfully interviewed and was offered a job.

Currently, Aiswarya is working with A Fusion BPO Services, Durgapur, West Bengal in the position of Customer Care Executive and supporting her family financially. She is extremely thankful to NIIT Foundation, the centre staff and Hindustan Coca-Cola Beverages (HCCB) for all their support in making her dream come true of providing for her family financially and becoming independent.

# PARTNERSHIP MODEL

## EDUCATION

- Hole in the wall Learning stations (HiWEP)
- IT Education for Schools



## SKILL DEVELOPMENT

- Career Development Centres
- IT Skill Centers
- Sponsorship



## DIGITAL LITERACY

- Digital Transformation Vehicle
- Digital Literacy Center



## SPECIAL PROGRAMS

- Programs for Differently Abled
- Financial Literacy



Please write to us at [partner@niitfoundation.org](mailto:partner@niitfoundation.org) to know more about the partnership opportunities.

# JOIN US

## BE A PARTNER

If you are a corporate and are looking for an organisation to implement your CSR vision in the area of skill development, education and employability, press on the button below for partnership details.

[CLICK HERE](#)

## BE A DONOR

If you want to help us make a deep impact in the communities we work in, you can support our programs and beneficiaries. To make a donation press on the Click Here icon below

[CLICK HERE](#)

## BE A VOLUNTEER

If you have time, a passion to work for the underprivileged and a skill to share, you can be a NF Volunteer. Press on the Click Here icon below to volunteer at NF.

[CLICK HERE](#)



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