

External Certification Process

The Purpose of this document is to lay down the procedure regarding External Certification for Capgemini employees.



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1. Document Control

Revision History

Date	Version	Author	Reviewer	Description
30-September-2013	1.0			First Version of External Certification Process
1 February 2016	2.0			Second Version of External Certification Process
22 April 2016	3.0			Third Version of External Certification Process
02 Jan 2018	4.0	Hema G, Karthikeyan Ramanathan	Sachin Patankar	Fourth Version of External Certification Process
04 Sep 2020	4.1	Karthikeyan Ramanathan	Sachin Patankar	Changes related to Service Agreement

Distribution

Name	Title	Document Version	Date
Capgemini India	Capgemini India (Non FS) Certification Process	1.0	30-September-2013
Capgemini India	Capgemini India (Non FS) Certification Process	2.0	1-February-2016
Capgemini India	Capgemini India (Non FS) Certification Process	3.0	22-April-2016
Capgemini India	Capgemini India Certification Process	4.0	04-Jan-2018
Capgemini India	Capgemini India Certification Process	4.1	08-Sep-2020

Approval Signatures

Name	Title	Document Version	Signature	Date
Mukesh Kataria	L&D Operations Head	Ver 1.0		
Selvan Dorairaj	L&D Head	Ver 1.0		30-September-2013



Mukesh Kataria	L&D Operations Head	Ver 2.0		1-February-2016
Selvan Dorairaj	L&D Head	Ver 3.0		22-April-2016
Selvan Dorairaj	L&D Head	Ver 4.0		04-Jan-2018
Rekha Nair	L&D Head	Ver 4.1		08-Sep-2020

2. Objective

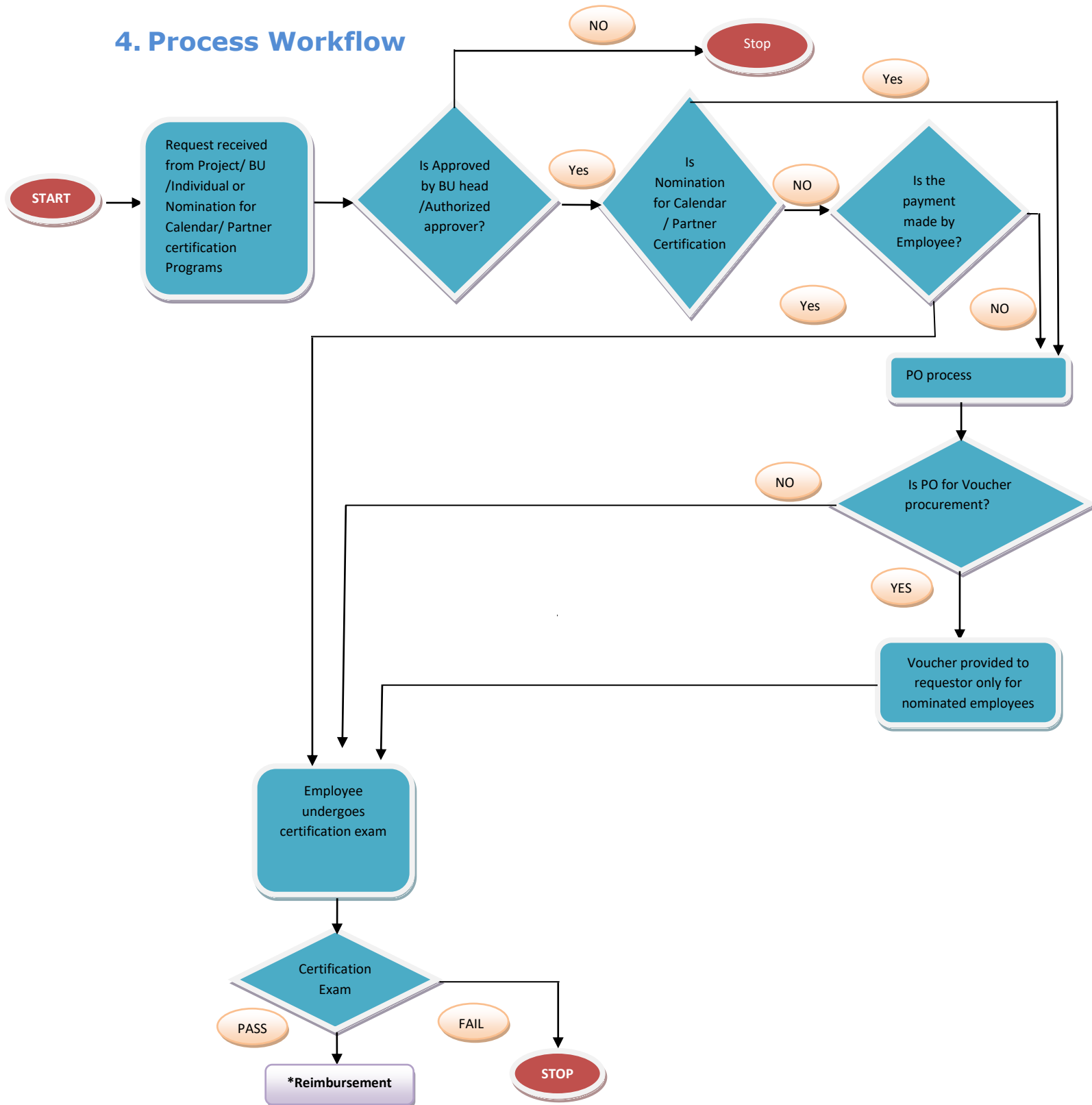
- The objective of this document is to elaborate the process for External certification and reimbursement

3. Scope

- This process is applicable only for Capgemini employees who are eligible for external certification as indicated in the L&D Policy document

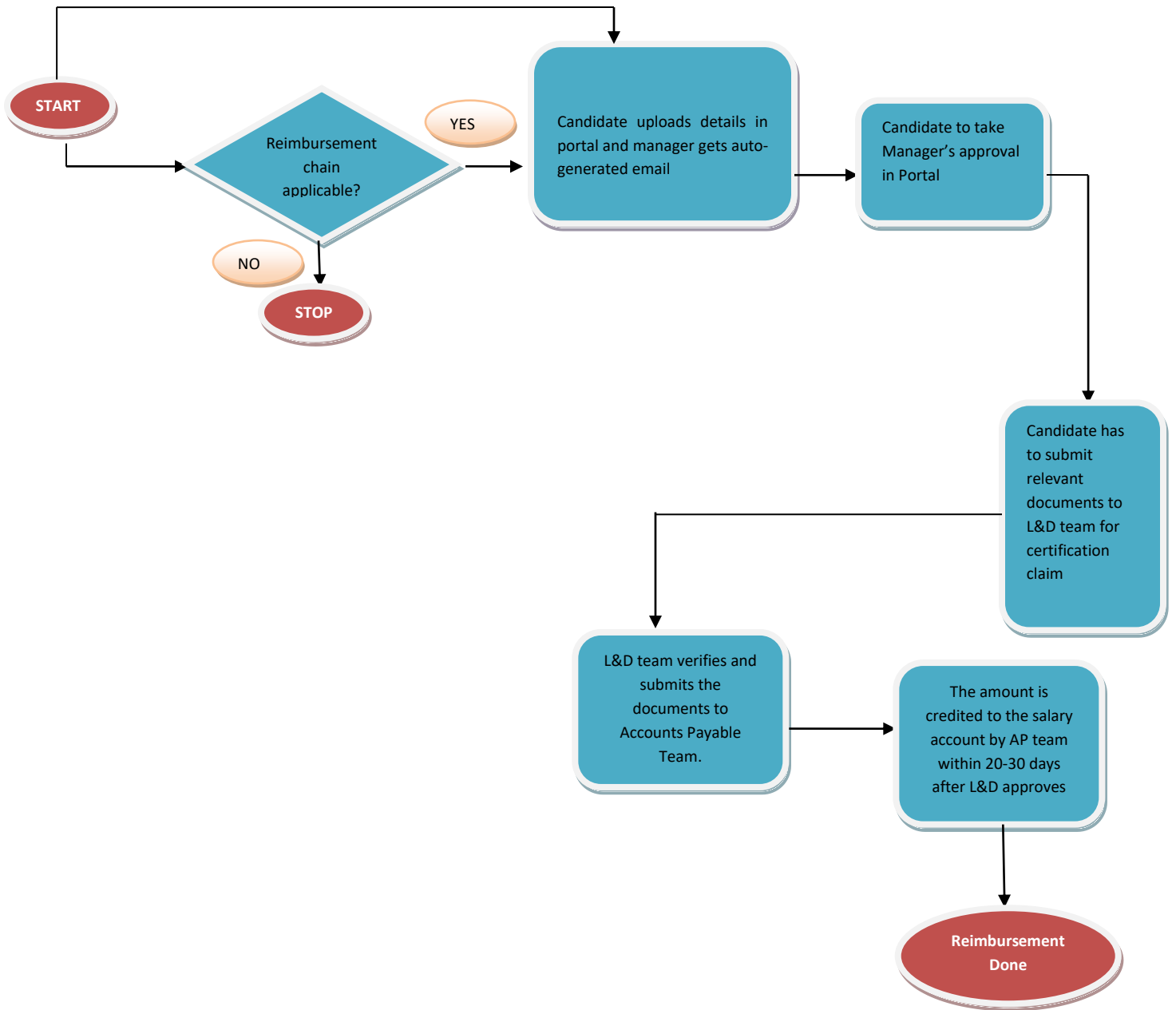


4. Process Workflow





Reimbursement Process





Approval of Participants

- Employees who are interested to take up external certification examination must seek pre-approval from Business Unit. BU head (Director and above) approval is mandatory.

5. Acronyms

Abbreviation	Description
AP	Accounts Payable
BU	Business Unit
L&D	Learning & Development
PM	Project Manager
PMD	Performance Management Department
PMP	Project Management Professional

6. Entry Criteria

- Certification request is received from an employee who meets the below criteria:
 - 30% of high potential 1 & 2 raters in B1 & B2 bands nominated by each BU
 - Certifications driven through mail request by Customer or initiated by BU head
 - B1, B2 and C1 band employees with certification indicated in PMD as a part of development plan during N+1 appraisal.

7. Procedure

STEP 1: Request for Certification

Input	Task Description	Responsible	Output
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Email received from Participant /BU/Project	<ul style="list-style-type: none"> • Candidate sends request for certification to L&D • Project Manager sends request for certification of team • BU sends Certification forecast with timelines for bulk certifications of employees 	L&D Team	Verification on the type of certification is done
Candidate/PM sends the query on workshop	<ul style="list-style-type: none"> • L&D checks for mandatory training/workshops needed prior to certification • eg. Candidate applying for PMP/Prince2 certification, workshop is mandatory 	L&D	Provide links/study material for training or workshops during training
Candidate nominated for certification	<ul style="list-style-type: none"> • L&D checks for certification Voucher availability • L&D provides the voucher as per BU suggestion • L&D checks with external vendor incase above options are not available 	L&D	Candidate appears for the Certification exam
L&D Publishes Calendar Programs	<ul style="list-style-type: none"> • The Certification programs are published in the monthly Calendar 	L&D	Candidate can nominate directly on the Calendar

STEP 2: Certification Exam Completion

Input	Task Description	Responsible	Output
Candidate connects with vendor to	<ul style="list-style-type: none"> • Candidate gets the schedule • Candidate attends exam • Candidate uploads the result in Portal Link 	Participant	Certification Exam is successfully attended and result uploaded



appear for Exam			
Candidate appears for certification Exam through self fees payment	<ul style="list-style-type: none"> • Successful completion of Certification Exam • Candidate informs L&D about clearing the certification • L&D validates the certificate 	Participant	Candidate applies for reimbursement

STEP 3: Certification Reimbursement

Input	Task Description	Responsible	Output
Candidate applies for reimbursement	<ul style="list-style-type: none"> • Candidate to upload details in Portal Link and Manager gets auto-generated email • Candidate to take Manager's approval in Portal Link 	Participant	Certification Exam details verified and approval is in place
Document Submission to L&D	<ul style="list-style-type: none"> • Reimbursement Application Form • BU Head Approval on the cost for reimbursement prior to attending the Exam • Original Fee Receipt to be produced • Copy of Certificate signed and approved by Manager in Learning Portal – Portal Link 	Participant	Verification & Validation done by L&D
L&D check	<ul style="list-style-type: none"> • L&D verifies the certificate and other documents uploaded by candidate 	L&D	Claim amount is approved for further



			processing
Claim Form Submission to AP Team	<ul style="list-style-type: none"> Processing Reimbursement claim 	of Accounts Payable Team	Participant receives the cost of certification

8. Measurements

Measurement	Unit
The time taken to answer the certification query	3 days
Result announcement to participant	Within 5 business days of vendor announcing the result
Certification details upload in Portal	In subsequent month comprehensive certification report

9. Verification

Verification	Frequency
Monthly Status Reports	Once a month

10. Exit Criteria

- Candidate completes the certification and receives the reimbursement claim
- Registered and cancels/fails the exam
- Cost approval not provided by BU Head
- Participant registers however unable to appear for exam
- Manager does not approve certification

11. Tailoring

- Any exception in this process would need the L&D Head approval



- The below escalation matrix can be followed in case of employee not getting the clearance from L&D in time

Escalation Matrix:

Team	1 st level	2 nd Level
L&D	Operations Manager	L&D Head

12. References

- L&D policy document

13. Guidelines

None

14. Checklist

None

15. Templates

None