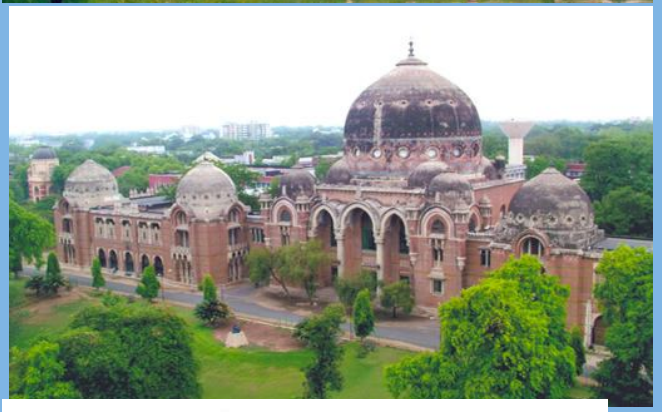
Working with India – a Practical workshop

Small group activity

You have visited or are going to visit India on business:

- Discuss concerns you may have
- How would you plan to deal with them
- what needs to happen to make it a fruitful venture

Vadodara



Gujarat – Education Hub

Awarding body center for IVQ Diploma in Health Care established - 2008

Train the trainer

International Vocational Qualification in Healthcare

bournemouth & poole the college

They provide a framework for training and equipping care workers with the knowledge to deliver the highest standards of service as well as providing a structure for their further development.

Progress to UK for the NVQ’s in HSC.

Partnership working

- **Medical Hospital**
- **Medical College**
- **Nursing College**

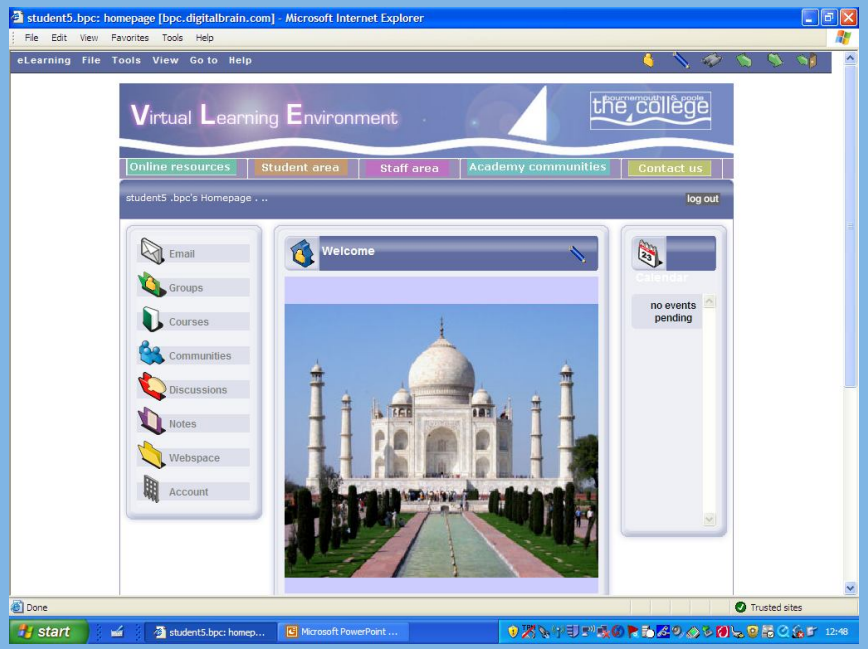
- **2 Universities**

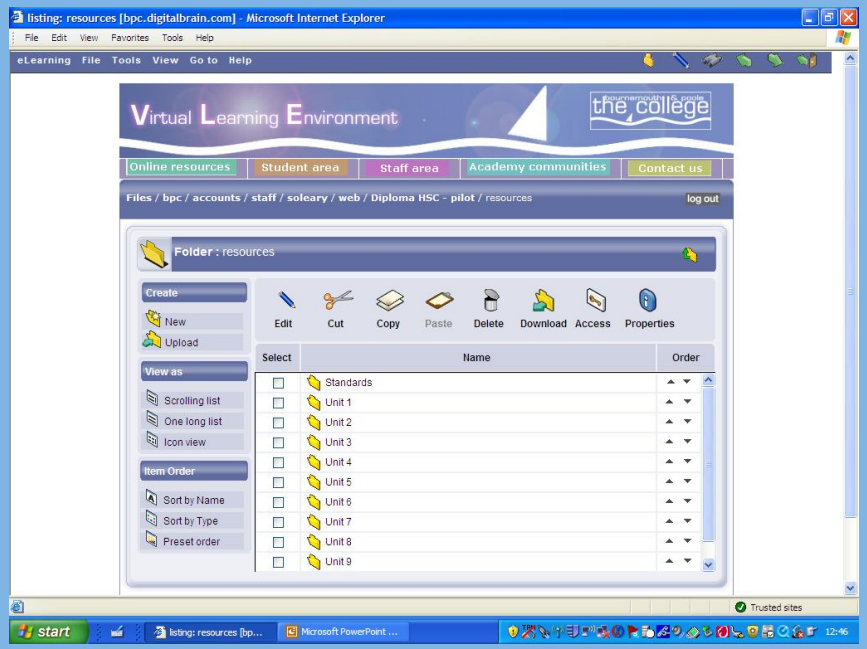
- **Agreements signed – IVQ for 150 students**

College Proposes to:

- Set up and provide training for their tutors
- Enrol and register all candidates with The College and awarding body.
- Provide guidance and support to staff and students via email / Skype / VLE.
- Enable efficient Internal Verification sampling and Quality Assurance procedures,

VLE – virtual learning environment





Staff and Students can access VLE resources and submit work remotely on e-portfolio system,

Actions needed – Partnership working – in India

- Need to work with Institutions in India to develop curriculum, look at systems for Internal verification etc.
- Train the trainer and resources.
- Student management / administration

Action Plan- in UK

- Resources for full time teaching of International students
- Marketing
- Agent agreements

Partnership working & overall challenges

- partners not working to time scales set
- Promises not materialising
- Insufficient resources - staff and time
- unfocused approach – other demands
- Mismatched expectations

- Unrealized/smaller than expected cost savings
- Unsuccessful/slower than expected knowledge transfer
- Work that has to be redone
- More time managing the relationship than the college can afford
- Backlash against off shoring ("We told you so") among college staff
- College – lack of cultural awareness and unclear priorities

TIPS!

- Flexible meeting arrangements
- Respect formalities – Dr, Professor etc.
- Take time to get to know your Indian colleagues better.
- Polite communications can be confusing / no direct
- Long negotiations / dealing with peripheral issues – building trusting relationships
- Important to follow correct protocol / don’t force things
- Show awareness of everyday tensions – differences in systems and processes
- Chain of command to be followed – not the ‘manager’ you thought he was!