

Costa Rica
Building our Human Capital

LABOR POOL SUSTAINABILITY
LANGUAGES SOFT SKILLS
TECHNICAL CAPABILITIES

CINDE, July 2009

Now we are taking actions to speak to the world...

Costa Rica Multilingual: a comprehensive program to develop bilingual capabilities in the country's labour market.

Goals

- **2009:** 25,000 people at B1 to C1 level.
- **2012:** 40,000 people at B1 to C1 level.
- **2017:** 100% of high school graduates B1 to C1.

* Common European Framework.

Solid Results

- **13,000** people graduated from *Conversational English Courses (INA and CONARE, 2009)*.
- **20,000** people enrolled in conversational English courses in language academic institutes (2009).
- **US\$21 million** allocated to English and IT Training in the four main universities, and INA (CONARE and INA, 2009).
- **500** new English language professionals enter the market in 2008 to improve the population's skills.

Academic Collaboration

■ Technical English Program for Service Centers

Developed by INA and contact center companies in 2005.

Current results: 2,265 graduated in 2008, and 4,785 enrolled in 2009.

1,000 additional graduates expected every year.

Academic Collaboration

■ **Technical English
Program for
Service Centers**

■ **Computer Engineering –
new career**

Developed by the Instituto Tecnológico de Costa Rica, and the electronic and software companies.

Current results: new career started in 2009, first 50 students enrolled.

Academic Collaboration

- Technical English Program for Service Centers

- Computer Engineering

Technical High Schools (secondary)

- Service Center Executive (new specialization area)

Launched in 2006.

Current results: first 350 students graduated in 2008.

300 additional graduates expected every year.

Academic Collaboration

- Technical English Program for Service Centers

- Computer Engineering

- Service Center Executive (new specialization area)

Technical High Schools (secondary)

- Bilingual Accounting:
New specialization area started in 2009 .

Academic Collaboration

- Technical English Program for Service Centers

- Computer Engineering

- Service Center Executive (new specialization area)

- Bilingual Accounting (new specialization area)

Technical High Schools (secondary)

- Bilingual Information Technologies (new specialization area)

Focus areas: programming, network, and technical support.

Implementation in 2010.

Academic Collaboration

■ Technical English
Program for
Service Centers

■ Computer
Engineering

■ Service Center Executive
(new specialization
area)

■ Bilingual Accounting (new specialization area)

■ Adobe Flash – training
program (101)

Launched in 2008.

Current results: first 100
graduates and direct hires by
avVenta (Interactive Agency with
operations in Costa Rica).

150 additional graduates
expected every year to meet the
rest of the industry demand.

■ Bilingual
Information
Technologies (new
specialization area)

Academic Collaboration

■ Technical English Program for Service Centers

■ Computer Engineering

■ Service Center Executive (new specialization area)

■ Scholarship funds

Tools for Success

English scholarships for technical high school students from low income families

Current results:

2008: 480 scholarships

2009: 500 scholarships

UCR Scholarship Fund (Business Administration)

English scholarships for Business Administration students.

Current results: 30 scholarships in 2008

■ Adobe Flash training program (101)

■ Bilingual Information Technologies (new specialization area)

■ Bilingual Accounting (new specialization area)