

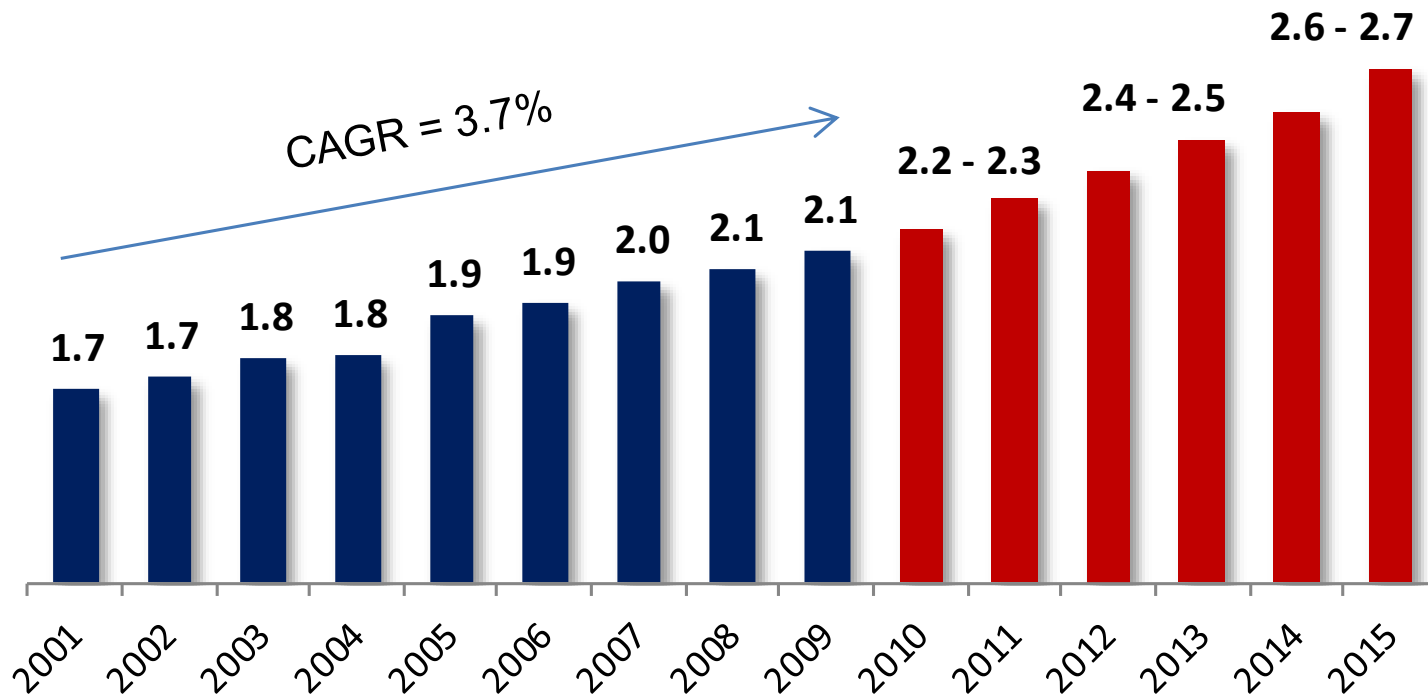
Building Our Human Capital

LABOR POOL
SUSTAINABILITY
SOFT SKILLS
TECHNICAL CAPABILITIES
LANGUAGES

*CINDE's Research
Department
August, 2011*

Labor pool will likely reach 2.7 million people in 2015

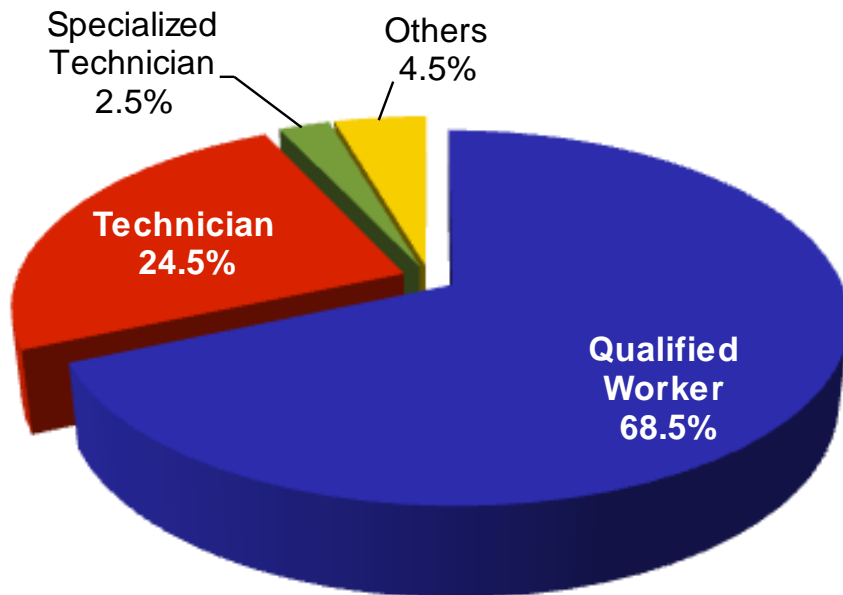
Labor Pool (Million people)



Gross participation rate will increase from 46% in 2009 to 52% in 2015

Source: CINDE based on data from the National Statistics Institute

37,417 people trained in Technical areas by INA



Source: CINDE based on data from National Training Institute, 2011

- **Main areas:**
 - **Industry:** Electronics, Material Technology, Metal Mechanics, Plastics
 - **Graphic Industry:** Design, Multimedia, printing
 - **Trade and Services:** Business Administration, Informatics & Communications, Marketing, among others
- **60** facilities nationwide
- **Training services:** *Standard* (2 years technical degree), *tailor made programs* (upon company's request), complementary courses for *accreditation*
- INA works side by side with the industrial sector developing **new programs** and reviewing the existing ones

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\$21million allocated to English and IT Training in the four main universities, and INA (CONARE and INA, 2009)

- 500 new English language professionals entered the market in 2009 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: 879 graduated in 2009, and 1,125 enrolled in 2010.

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 49 students enrolled. Other 64 students enrolled in 2010

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: 273 students
graduated in 2009.

Over 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. 40 students currently enrolled.

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: 40 students enrolled.

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)

■ Tools for Success

English scholarships for technical high school students from low income families

Current results:

2010: 304 follow-up scholarships, 180 new scholarships

■ Adobe Flash training program (101)

■ Bilingual Information Technologies (new specialization area)

■ Bilingual Accounting (new specialization area)

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