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**Company type: Limited**

**Established : 2006**

**Key Personnel**

**CEO: Sanjeev Duggal**

**Headquarters:**

**India:** Neelagagan, Mandi Road,  
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**Africa:** Centum Learning Ltd.

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Nairobi, Kenya.

### **History:**

Centum Learning Limited was formed in 2006 by Sanjeev Duggal to provide end-to-end customized training solutions for private & Government Organizations in corporate training, skill development, employment generation, professional training and education in a holistic fashion to youth who have just passed Class 8 to Post Graduates and even professionals in large organisations. His vision was to ensure that every vertical at Centum Learning should be transformational in nature. This involved conducting diagnostic studies, understanding existing skills and processes, offer varied skill sets like essential advanced selling skills, sales management, customer service management, and consultative selling skills. These training solutions aimed at productivity improvement for businesses on one hand, and employability enhancement for youth on the other.

**Centum Learning's offerings spread across four main verticals:**

### **Corporate Training Solutions**

Centum Learning's corporate training solutions include: Sales & Distribution training, Customer service training, Behavioral training, Process & compliance training and Content solutions. Such training solutions have resulted in business outcomes of global clients like maximizing productivity at retail outlets, improving CSAT scores for a leading telecom client, enhancing Airport service quality rating for a leading international airport. Furthermore, these solutions aim at maximizing Key Productivity Indicators

(KPIs) of the personnel across multiple sectors. It trains more than 200,000 professionals year on year and has already skilled 1,000,000 people across countries.

### **Skill Development**

Centum Learning provides skilling solutions for Government agencies and Public sector units. In this arena the company has already opened 112 rural centers, 178 urban centers, skilled 53,000 more and mobilized 140,000 people. Centum Learning has also partnered the National Skill Development Corporation (set up under the aegis of Government of India) to form Centum WorkSkills India which would skill 12 million people across 11 states and 383 districts by 2022. Out of this, 112 centers are operational at gram panchayat level (in 90 districts).

### **Employment Generation**

Based upon its strategy on the 'Backward pull' model Centum Learning is providing a skilled workforce to meet genuine needs of various industries and bridges the demand and supply gaps. So far it has managed to generate more than 100,000 job openings, already placing more than 25000 personnel and has kick started new business channels by involving tie-ups with placement companies. Centum Learning plans to expand its training units across India by setting up about 100 training centers as part of its roadmap to make 15 million people employment ready in the next 10 years.

### **Professional Education and Training**

To address the skill gaps Centum Learning provides service sector oriented professional skills & University degrees. Further, the company has also entered into strategic alliances with leading retail giants and corporate houses, offering solutions for sourcing and pre-hire skilling in the corporate sectors of India and international markets. Working on the hub and spoke model, Centum Learning has been providing Manpower Sourcing Solutions to one of the world's largest Quick Service Restaurant chains in Bangalore. Its partnership with retail giants enabled it to run and manage 14 different locations across India wherein it creates and upgrades content for training, deploying manpower at the centers, source candidates for training and conduct training programmes while providing placement support for the candidates. Centum Learning also offers vocational education & training programmes in collaboration with industry partners like KPMG in India, Pinnacle LLP, Bourneville etc...

### **Geographical Spread**

Centum Learning is present in 21 countries across Asia & Africa –India, Sri Lanka, Bangladesh, Seychelles, Burkina Faso, Chad, Congo Brazzaville, Democratic Republic of Congo, Gabon, Ghana, Kenya, Madagascar, Malawi, Niger, Nigeria, Sierra Leone, Tanzania, Uganda, and Zambia. These countries benefit from Centum Learning's various Skilling and training Solutions.

### **External Links**

<http://www.centumlearning.com/business-area/corporate-training.html>

<http://economictimes.indiatimes.com/topic/Centum-Learning>

