

**Workshop BPO-ITO EU Legal aspects
South Africa, January 2007**

CBI (Centre for the Promotion of Imports from developing countries) is an agency of the Netherlands Ministry for Foreign Affairs, under the responsibility of the Minister of for Development Co-operation. As part of its Human Resource Development Programme, CBI organises practical training courses to improve the export capacity of SME's (Small-Medium Enterprise) in developing countries. The training courses are designed to support SME's in strengthening their competitiveness on the European markets.

CBI project team

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Objectives

The workshop BPO-ITO Legal aspects, aims to improve the knowledge and skills of SME managers in the field of EU legal aspects, relevant for the **Business Process Outsourcing (BPO) - and IT Outsourcing (ITO) sectors**. At the end of the training the participant:

- knows which EU legalisation is relevant for BPO and ITO sellers in the European market, and where to find update information on this issue in the future;
- has gained improved knowledge of legal aspects negotiations, contract development, advanced contracting issues, pricing and payment issues, relevant for BPO and ITO sectors;
- is aware of relevant issues regarding intellectual property rights and legal compliance for BPO and ITO sectors.
- is sharing knowledge and experiences with colleague SME managers;
- is motivated to increase the export of their SME to European markets;
- is familiar with CBI's mission and CBI's website.

Please check the attachment for the specific programme.

Target Audience

Participants of this training are CEO's or higher management staff (CTO, CFO, CIO) of a SME, active in the BPO and/or ITO sectors.

DTI/ Digital Coast is responsible for a critical selection of BSO officers (and possibly exporters), who would like to attend the workshop. Participants should have an excellent command of the English language. A maximum of two representatives per company is allowed.

Location and duration

The training consists of 2 program days and will be conducted in South-Africa. The workshop will be organized in Durban on 1-2 February 2007.

The specific date and location need to be verified by DTI/ Digital Coast.

Language

The training is conducted in the English language.

Logistics

The arrangements needed for the implementation of the workshop BPO-ITO Legal Aspects, have to be conducted by DTI/ Digital Coast and should be able to:

- Invite participants for the training. Around 25 participants is considered to be the minimum number of participants. Maximally 35 participants can attend the training.
- Arrange high standard training-facilities in an International Hotel or Conference Centre: conference-room in U-shape setting.
- Arrange the availability of sound equipment: microphone, amplifier, tie-pin microphone, overhead projector, screen, flip chart, name badges, video beamer and laptop. The laptop should at least have access to the internet, the following (software) requirements apply: CD-rom, USB port, MS Office (Word, PowerPoint, Explorer), Acrobat Reader 6.0, Micromedia Flash.
- Arrange lunch for all participants during the programme days.
- A list (only the excel document provided by CBI is to be used) with the names of the participants including company name, line of business, the respective responsibilities of the participants within their company, should be sent in advance by DTI/ Digital Coast to CBI 3 weeks before the start of the training at the latest.
- Take care of local transport for the visiting CBI delegation. Local transport does not include national flights.
- Take care of the reservation for two rooms in an International Hotel for the visiting CBI delegation (2 CBI trainers). Preferably the same hotels where the training is conducted.
- Administer a daily attendance list to be signed by the participants. A copy of the list will be taken back to the CBI office by the trainers. Digital format will be sent to DTI/ Digital Coast by CBI.
- Multiply and distribute the evaluation forms provided by CBI at the last day of the training. The digital evaluation form will be sent to DTI/ Digital Coast prior to the start of the training. All participants are to complete the evaluation forms. The completed documents will be taken back to the CBI office by the CBI trainers.
- Take care of publicity, promotion and selection of participants to this training, according to the target audience (see above).
- Arrange, if necessary, facilities for simultaneous translation.\

Preferably, there is one counterpart responsible for the logistics: DTI OR Digital Coast.

Costs

The costs for making the above logistical arrangements will have to be borne by DTI/ Digital Coast. Besides that, a separate fee of EUR 250 is to be paid DTI/ Digital Coast to the CBI as contribution to the costs of the training. A proforma invoice will be sent to DTI/ Digital Coast prior to the start of the training.

Note that participants of CBI's EDP programme IT Outsourcing entry to this workshop is free, it is not allowed to charge these participants a fee.

CBI will provide the trainers and the documentation for the training (only an English version is available). Costs of the trainers, their international transportation costs (including national flights), and lodging expenses will be covered by CBI.