Capgemini

LEAP Inclusion Digital Academy

Impact Assessment Report

March ***2025***

impactDash

Executive Summary

LEAP Inclusion Digital Academy

INTRODUCTION

India has over 26 million persons with disabilities (PwDs), yet they face significant barriers in education, employment, and digital access. Only 0.5% of the IT workforce includes PwDs, and just 3.5% are employed due to inaccessible infrastructure, limited inclusive education, and societal stigma. The rise of digital technologies has further marginalized PwDs, as digital literacy is essential for jobs, yet training programs and adaptive tools remain scarce. Despite the Rights of Persons with Disabilities Act, 2016, implementation gaps persist. There is an urgent need for inclusive policies, accessible digital tools, and targeted skill development to ensure equal opportunities for PwDs.

The LEAP Inclusion Digital Academy, implemented by Youth4Jobs Foundation and funded by Capgemini, is a transformative initiative designed to bridge the digital divide by equipping persons with disabilities (PwDs) with industry-relevant IT and digital skills. This program enhances employability, fosters social inclusion, and promotes equitable workforce participation for PwDs, particularly in Mumbai and Pune. By providing structured training, career guidance, and employer engagement, the academy aims to empower PwDs with the competencies needed to succeed in today's job market.

The impact assessment evaluates the project's effectiveness in improving digital literacy, job placements, and stakeholder engagement while identifying challenges and opportunities for scalability. This report presents an in-depth analysis of the project's outcomes, barriers faced by beneficiaries, and actionable recommendations to enhance future impact.

ASSESSMENT OBJECTIVES

Evaluate the training program's effectiveness in improving digital literacy and IT skills for participants with disabilities, assess its impact on employment, economic outcomes, and social inclusion, and examine alignment with stakeholder needs. Identify barriers, best practices, and areas for improvement, while considering sustainability and scalability.

RESEARCH DESIGN:

The study used a convergent parallel design with a mixed-methods approach with stratified random and snowball sampling to evaluate trainees outcomes, project impact, and sustainability. Quantitative data was collected from surveys, while qualitative data was obtained through interviews.

SAMPLE SIZE:

The study employed a mixed-methods approach, combining both quantitative and qualitative data collection. A survey of 72 beneficiaries provided broad quantitative insights, while in-depth interviews captured detailed qualitative perspectives. The qualitative component included interviews with 10 trainees, 2 trainers, 2 employers, 4 parents and 2 staff members from implementing partner organizations. Data collection for the study was conducted in Pune and Mumbai.

FINDINGS

Demographic Insights

The project successfully reached individuals aged 25-28 years (44%), followed by 29-32 years (35%). Female participation was significantly lower (17%) and male (83%). In terms of disability representation majority had locomotor disabilities (69%). Most of the respondents (78%) had completed their university education..

Training Effectiveness

92% of trainees found the training materials accessible and easy to use, ensuring an inclusive learning experience. This accessibility played a crucial role in enabling participants to engage effectively with the curriculum.

The technical skills training was rated as effective or very effective by 67% of trainees in preparing them for industry roles. Additionally, 77% of participants found the soft skills training beneficial, helping them improve communication and workplace readiness, which are essential for professional success.

A strong knowledge transfer was evident, as 80% of trainees rated their understanding of the course as good or expert proficiency. Accessibility tools such as text-to-speech and closed captions were available, further supporting an inclusive learning environment. However, trainees suggested further enhancements to these tools for improved usability.

Employment and Career Impact

The program demonstrated a strong employment impact, with 68% of trainees successfully securing jobs, primarily in IT and allied industries. Graduates were placed in leading firms such as Capgemini, Infosys, Accenture, TCS, Cognizant, JP Morgan, Amazon, Yes Bank, Macquarie, and IndiGo Airlines.

Satisfaction levels among trainees were high, with 91% recommending the program to others, reflecting its perceived value. Despite this, employment barriers remained, as 64% of trainees felt the program moderately helped them overcome challenges related to their disability, while 6% reported a significant positive impact. Some trainees faced job placement challenges, particularly a mismatch between their training specialization and the roles offered.

Stakeholder Perspectives

Trainers found the hybrid learning model (online and in-person) effective in accommodating trainees with mobility challenges. However, engagement retention remained a challenge, especially in online sessions, where maintaining trainee participation required additional effort.

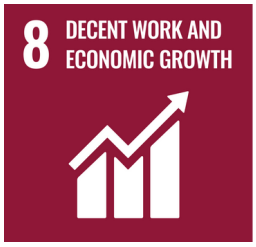
Employers rated candidates highly, acknowledging their skills and preparation. However, they emphasized the need for improved business communication skills and workplace accommodations to enhance professional integration.

Parents observed increased confidence and professionalism in their children after completing the training. While they appreciated the program's impact, they also highlighted gaps in follow-up support after job placements, indicating a need for continued guidance and assistance for long-term career success.

> *"Because of this training, I was the only one in my company who knew Spring Boot, which helped me secure my first project."*
>
> *-Trainee*

> *"Before the training, my son was afraid, but now he is confident and understands technical concepts much better."*
>
> *-Parent*

MAPPING WITH SDGS



IMPACT SNAPSHOTS

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CHALLENGES IDENTIFIED

- **Limited Female Participation**: Strategies need to be developed to encourage more women with disabilities to enroll in digital training programs.
- **Placement and Career Alignment Issues**: Some trainees reported discrepancies between their training and actual job placements.
- **Accessibility and Resource Constraints**: Requests for structured mentorship, better study materials, and enhanced accessibility tools were noted.
- **Employability Challenges**: Some trainees struggled to secure jobs despite completing the program, highlighting the need for stronger employer engagement and structured career transition support.

RECOMMENDATION

Based on the findings of the impact study, the following recommendations are proposed to enhance the effectiveness and reach of the LEAP Inclusion Digital Academy Project

Expand Outreach and Awareness

Many PwDs, especially in rural areas, remain unaware of such initiatives. Conducting targeted awareness campaigns through social media, community organizations, and local NGOs can help reach more beneficiaries. Partnering with government agencies and disability rights organizations can also enhance outreach efforts.

Expand Industry-Relevant Training with Emerging Technologies

Integrate courses in AI, Data Analytics, Cybersecurity, and Cloud Computing to enhance employability. Collaborate with industry experts to ensure training aligns with market trends, preparing graduates for high-growth careers in the evolving digital economy.

Strengthen Employer Engagement and Inclusive Hiring Practices

Conduct sensitization workshops, accessibility audits, and policy advocacy to promote inclusive hiring. Encourage structured disability hiring programs and internship-to-job transitions to help companies integrate PwDs into their workforce effectively.

Enhancing Training Duration for Improved Skill Development and Employability

Extending the training duration would provide participants with more time to develop and refine their digital literacy, IT skills, and workplace readiness. A longer training period would allow for more in-depth hands-on practice, personalized learning support, and greater exposure to real-world work scenarios.

Provide Counseling and Support for Trainers and Students with Disabilities

Both trainers and students with disabilities need emotional and psychological support to thrive. Establish counseling services, peer support groups, and mental health resources to address stress, anxiety, and personal challenges, ensuring a supportive learning and teaching environment.

CONCLUSION

The LEAP Inclusion Digital Academy has significantly enhanced digital literacy, employability, and social inclusion for PwDs. The initiative has been instrumental in equipping individuals with industry-relevant skills, fostering corporate partnerships to promote inclusive hiring practices, and advocating for policy changes to create more accessible workplaces.

The project's impact extends beyond employment, driving systemic change in corporate hiring strategies and societal attitudes toward disability inclusion. Many organizations have hired program graduates and committed to improving workplace accessibility.

Looking ahead, scaling the initiative, leveraging emerging technologies, and deepening industry collaborations will be key to sustaining long-term impact. Strengthening mentorship, networking, and career support for graduates will further enhance success rates and economic independence for PwDs.

In conclusion, the LEAP Inclusion Digital Academy exemplifies the power of inclusive digital education in bridging the digital divide and fostering equitable workforce development. With continued commitment and strategic improvements, this initiative can continue driving meaningful change and ensuring that PwDs thrive in the digital economy.

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