

CapeBPO Youth Skills and Employment Incubator — Cape Town's Pipeline into the BPO Growth Sector

City Innovation Library · Good practice · South Africa

Quality score: 52/100

Evidence strength: Moderate

Summary

Cape Town co-funds a youth skills pipeline into its BPO sector (CapeBPO incubator, launched April 2025), which grew from ~45,400 to ~100,000 jobs and R10.9bn to R21bn in value, 2015-2024; the incubator itself is too new for published outcomes.

Key dimensions

Dimension	Score
Evidence of impact / measured results	1/3
Transferability / demonstrated replication	1/3
Scalability	1/3
Sustainability / continuity	2/3
Innovation	1/3
Inclusiveness / equity	2/3
Multi-stakeholder collaboration	3/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-22

[CapeBPO / City of Cape Town Department of Economic Growth](#) — accessed 2026-08-22

[Invest Cape Town — Skills Incubator Opens Call Centre Industry Doors](#) — accessed 2026-08-22

[Outsource Accelerator — Cape Town launches BPO skills incubator for South Africa call centers](#) — accessed 2026-08-22

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