

The logo for Siyandza Skills Development features the word "siyandza" in a dark green, lowercase, sans-serif font. Below it, the words "Skills Development" are written in a smaller, black, uppercase, sans-serif font. To the right of the text is a stylized graphic consisting of two overlapping, concentric, light brown circular shapes that resemble a swirl or a stylized letter 'D'.

siyandza
Skills Development

Company Overview and Service Offerings

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Company Summary

Committed to delivering meaningful, sustainable change within our clients organization, Siyandza is an accredited and empowered training services organization that utilizes the most effective and cutting edge learning and development methods to ensure efficient and measurable knowledge and skills transfer. Established in 2006 to challenge existing attitudes and approach for corporate training solutions in the South African market, Siyandza has provided training and other professional services within corporate and government sectors covering a multitude of industries to thousands of learners.

Believing that every clients environment and needs are unique, Siyandza employs a three phase methodology – discovery, development and implementation – to deliver each of our solutions, ensuring that the needs of both the organization and the learner are identified and successfully merged. This process creates a ‘virtuous circle’ where learners are given the tools to succeed within the organization allowing the organization to realize measureable ROI.

With extensive international and local experience in call centre and customer service training, including middle management and soft skills development training, the team at Siyandza has a proven track record for delivering measurable and effective training in any environment.

Siyandza is accredited with the Services SETA, ISETT SETA, and City and Guilds. Siyandza is 50% black owned and is rated with EMEX (certificate # EMEX8LKGMI) as a Value Added Level 3 Contributor to B-BBEE, allowing for 137.5% procurement recognition.

Company Details

Siyandza Skills Development (Pty) Ltd

Registration #2006/007898/07

VAT # 4410234522

Physical Address: 142 Western Service Road, Woodmead Business Park, Cypress Place South A, Woodmead, 2054

Postal Address: Postnet Suite #670, Private Bag X29, Gallo Manor, 2052

Corporate Web Address: www.siyandza.co.za

Online Learning Address: www.internet-learning.co.za

Accreditation: Services SETA, ISETT SETA, City & Guilds

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Empowerment Status

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Accreditation

Accreditation Definition: the certification, usually for a particular period of time, of a person, a body or an institution as having the capacity to fulfill a particular function in the quality assurance system set up by the South African Qualifications Authority in terms of the Act.

Providers who are accredited to deliver NQF Aligned training programmes are:

- Accountable for the management, development and delivery of learning programmes and services leading to standards and qualifications for which they are accredited.
- Responsible for ensuring the quality of the learning experience according to the requirements of the registered standards and qualifications.
- Responsible for recording, researching and reporting the achievements of learners and the impact of their learning services in respect of the standards and qualifications for which they are accredited.

In essence, an accredited provider is such in that the provider has the ability to develop, deliver and evaluate learning programmes for specified registered standards or Qualifications.

Siyandza Skills Development key focus for training is:

- Contact Centre Agent
- Contact Centre Team Leader
- Contact Centre Support (Workforce Management, MIS, Quality Assurance)
- General Leadership

Siyandza aligns our training to the core and elective requirements of the Contact Centre agent and team leader qualifications to award credits toward these qualifications.

Siyandza is accredited with the Services SETA, accreditation #2231.

Siyandza Skills Development believes in the principles of outcomes based education following the framework outlined in the NQF. All of our courses are developed and conducted with the practices and principles of outcomes based education to deliver quality training focusing on outcomes to ensure learner success while ensuring that the business achieves maximum output from the training interventions. Based on these fundamentals, Siyandza is able to offer courses to meet the requirements of any business needs.

In addition Siyandza is accredited with the following institutions as well

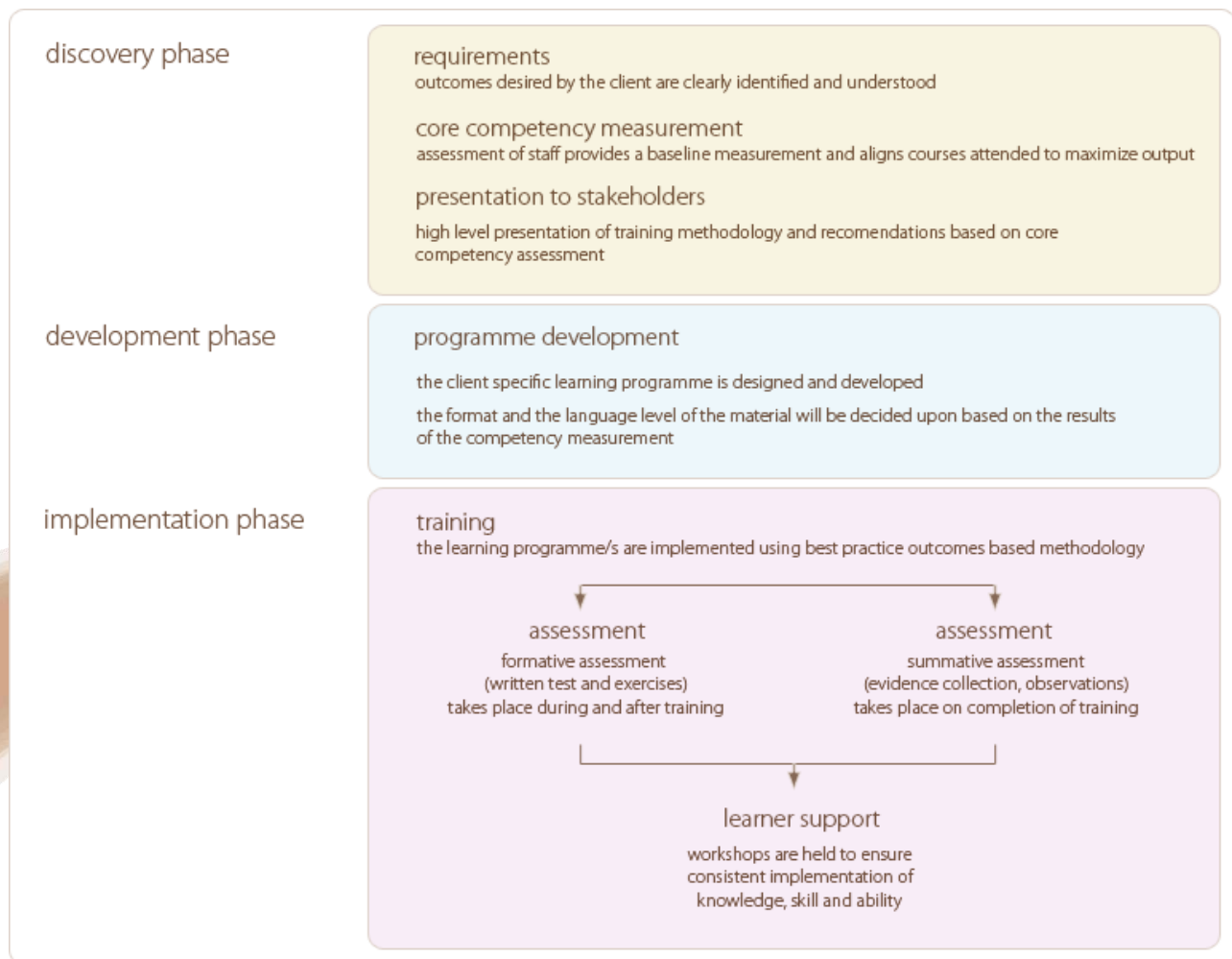
City and Guilds (international accreditation)

ISETT SETA

BANK SETA

Training Methodology

The below diagram outlines the typical approach taken to ensure successful training implementation to learners and integration of training into the business:



Training Offering

Frontline and Entry Level Staff Training

Contact centre, customer service, sales – training for all customer facing positions (Soft skills, technology, process)

Middle Management Training

All Team Leaders and front line supervisors, general business and specific skills training

Change Management Training

Provides individuals with a set of interventions to avoid known pitfalls during periods of change, as well as awareness of sensitive organizational issues outside the focus of an implementation plan.

Leadership Training

The comprehensive **Siyandza Leadership Development Course** aims to engage participants in extensive skill practice, converting often abstract and complex leadership ideas into meaningful, simple and concrete processes for genuine application in the workplace.

Quality Assurance Training

This will improve and streamline the quality assessing of the Contact Centre Agents to identify gaps and ensure professional service delivery to its stakeholders and clients.

Workforce Management / Capacity Planning Training

Designed to cover the essentials required to *effectively plan within a contact centre*: utilising historical data, forecasting, calculating workload, determining staffing needs, and creating schedules. The aim of the course is to optimize the *efficiency of your contact centre workforce management*.

Sales Training

Telephone sales and face to face sales skills, as well as a 23 module training program designed for the FMCG industry

Siyandza Learning Exchange

Empowering your People - Empowering Your Business

Training your staff is an investment that if managed properly will produce optimal return.

The Siyandza Learning Exchange is a user-friendly, all-inclusive Learner Management System that allows large organisations to easily plan, manage and track all staff training and development.

Providing a 3D overview of your employee development and growth, the Siyandza Learning Exchange offers you an online system that is moulded specifically to fit the structures and needs of your organisation.

A comprehensive array of centralised tools allow for planning and tracking of all employee training, as well as reporting on development and results. This not only dramatically reduces administrative costs, but guarantees that your investments in employee learning are delivering the returns they should.

The Siyandza Learning Exchange allows you to maintain excellence in all sectors of your business by ensuring quality is constantly maintained in:

- development of staff
- service to the customer
- business standards and growth

The Siyandza Learning Exchange makes the performance and development of each individual visible in relation to your business process.

Key benefits of utilising the Siyandza Learning Exchange

- Employees have access to the system, enabling them to track their performance.
- Relevant to all levels of the organisation
- Access levels ensure user privacy and system security.
- Those accessing the system can only see what is relevant and visible to them.
- Maintains quality standards
- Central point for all business information and tracking
- Career path and development is tracked electronically
- Return on investment is visible and can be tracked easily
- SETA reports are done automatically and the tool allows levy repayments to be done easily and effortlessly.
- Reduces administrative overheads and expenses

Functionalities and Components of the SLE

The Siyandza Learning Exchange consists of a number of specific functions that can easily be customised to meet the specific requirements of any organization.

New functionalities can also be added, providing organisations with a comprehensive tool for the management of:

- human resource development
- training
- learnership and performance management activities
- contact centre requirements

Customised Modules

Added to these functionalities, Siyandza can build custom features for clients. These modules benefit from being part of a unified platform, and link in to existing modules. This allows organisations to discover new dimensions of their existing human-resource and development processes.

Reporting

The value of resource management systems is most often illustrated by the capability to produce reports across the enterprise.

The Siyandza Learning Exchange allows reports to be produced accurately and efficiently and data can be made available in a variety of formats. Most customers require their own customisation on these reports, which we can easily accommodate.

Support

As well as offering tremendous versatility, the Siyandza Learning Exchange is backed by a team of system development consultants and system administrators dedicated to ensuring the solution is configured accurately, deployed smoothly and maintained correctly.

Every aspect of these support services is also covered by measurable Service Level Agreements (SLAs), ensuring you enjoy unsurpassed levels of availability and performance.

System setup and requirements

The SLE requires a basic client IT infrastructure and an internet connection. As an online solution, bandwidth is the only factor affecting performance; however the Siyandza Learning Exchange has been designed for local conditions and requires minimal bandwidth.

Siyandza offers a 2-week free demonstration of the system to ensure the solution is right for your business.

e-Learning

e-Learning is an electronic form of learning.

E-Learning can be categorized as anything from CBT (computer based learning) to full online learning (learning through the internet). Siyandza's e-Learning solution includes over 700 different courses which are grouped into libraries.

How does e-Learning work?

Learners access various learning programmes through electronic means. The use of e-Learning enables learners to learn in their own time and at their own pace. Tracking and reporting is done seamlessly.

The following types of courses are best suited to an e-Learning environment:

- Employee Induction Information
- Company specific processes or procedures
- I.T Skills
- Business soft skills
- Technical skills

Benefits of utilising an e-Learning approach

There are many benefits in utilizing an e-learning approach to training and learning:

- Learners can learn at their own pace
- Learner take responsibility for their own learning
- Training tracking is made easy
- Promotes a learning culture
- Generally, e-Learning is cheaper than classroom training. A classroom based course may be as much as 60% more expensive than a similar e-learning course.
- A Blended Training (elearning with facilitated workshops) also works well for many companies, providing facilitated sessions to answer questions learners may have

The Courses

The Siyandza e-Learning Solution libraries allow clients to select any number of online programmes, targeted to each skill level within an organisation or individual. Siyandza, together with the client, will discuss the libraries and agree on which will be made available.

Online learning programmes stand alone as full learning courses and are available to users for a period of one year.

e-Learning Link to the LMS (SLE)

Siyandza offers an e-Learning solution with a Learner Management System or a stand alone solution (without the SLE). Siyandza recommends the learner management system (SLE) as it enables a seamless interaction between scheduling and reporting on learning achieved globally across the organization.

The e-Learning Solution can be implemented in one of two ways.

Learner Management System Access and Tracking

Courses will be accessed, tracked and reported on, via the Siyandza Learner Management System. This solution includes all LMS functionality (training scheduling/tracking/assessment capability/score recording/link to skills audits/learner reporting etc). All training can be managed and tracked and e-Learning forms part of the full organisational learning and development strategy.

Basic (non-Learner Management System) Access and Tracking

Courses will be accessed, tracked and reported on, via the e-Learning GENIUS platform as set up locally (on the company's server) or remotely (via the internet). Organisations receive the courses only, with ability to report and track on those specific course only. This is an ideal solution for organizations that already have an LMS in place or that just want to deliver elearning content to their staff while still having the ability to track users uptake of the courses.

Our learner management system, the SLE, ties together the training cycle to develop a fully evolved and integrated corporate learning environment. **Siyandza offers a free one-week pilot demonstration of the SLE or GENIUS systems to ensure the solution is right for your business.**

Professional Services

Siyandza Professional Services offers a comprehensive range of skill-development services. Siyandza offers a cost-effective and efficient solution, while allowing an organisation to focus on its core competencies.

Siyandza can customise these services to suit an organisation's needs, integrating into your current processes as an outsourced skills administrator or management partner, or as a consultancy that will assist in identification and implementation of training requirements.

Why Choose Siyandza Professional Services?

- Siyandza is an expert in training and skills development
- Outsourcing to a third party allows a third party to assume responsibility for your training outcomes, enabling your organization to focus on its core business.
- As an outsourced solution, Siyandza can provide the range of skills necessary within your organisation.
- Siyandza has the relevant knowledge and experience to implement best-practice systems and processes, as well as to efficiently identify skill-gaps within organisations.
- A range of professional services allows us to assist you in formulating the ideal solution for your organisation

Services

The Siyandza Professional Services are broken down into five key areas, each of which can be utilised individually or as a part of a customised service solution.

Skills audit

A skills audit allows Siyandza to identify employees' skills, as well as both the skills and knowledge that an organisation currently possesses and will require in the future.

On completion of the skills audit process, Siyandza will compile a skills gap identification. This information allows for implementation of appropriate training and development in order to cater to these identified skill gaps. The skills audit process will also provide information which can be used for purposes such as internal employee selection and to ensure that the correct person is deployed in each position.

Training Material Development and Customisation

Siyandza has a team of dedicated instructional and training designers that is responsible for giving Siyandza the edge when it comes to satisfying client requirements and developing material that is relevant to each of our clients.

Training material and programmes can be developed from start to finish and customised to identify and resolve a specific skills gap in your organisation. Consultants will determine your development requirements, develop the content you require (with regular updates and feedback) and deliver the final material copy to you.

Training Consulting and Project Management

Siyandza has a skills development project team dedicated to the efficient planning, coordination, control, implementation and management of different types of interventions. Our consulting team will provide:

- Consulting services
- Skills development training
- Team coaching
- Executive support and guidance

Skills Development: Workplace Skills Plan and Annual Training Report

Workplace Skills Plan (WSP):

Planning plays a key role in the implementation of education, training and development initiatives. The Workplace Skills Plan is compiled by a company to detail all of the scarce and critical skills within the workplace and the training required to fill these gaps. Once approved by the relevant SETA, a grant amounting to 50% of the levy will be paid to the organisation, providing the funds needed for the implementation of training.

Annual Training Report (ATR):

The Annual Training Report states that the company has completed its training interventions. This report allows the relevant SETA to provide compensation to an organisation after the implementation of the Workplace Skills Plan. The Annual Training Report consists of all the supporting documentation such as all attendance registers and also proof of expenditure.

The Siyandza Skills Development Service assists an organisation in the compilation of both the Workplace Skills Plan and the Annual Training Report; helping to identify areas where skills are needed, plan interventions to meet the needs, and manage the final training solution.

Summary

To discuss a comprehensive learning and development plan suited to your organisation, to utilise any of the World Class services that Siyandza provides, or to get a demo of our cutting edge SLE learner management system or GENIUS e-learning system, please contact us at:

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