



2022

Company Profile

Your complete B-BBEE solution

EduPower Skills Academy has a unique, flexible solution that can maximise your B-BBEE points for Skills, Enterprise and Supplier development - while building a better South Africa for all.

With more than 20 years' experience providing B-BBEE aligned training, our Johannesburg, Cape Town and Durban academies can accommodate learnership groups of any size, whether it is one candidate or 1 000.

Our unique model guarantees absorption while delivering Enterprise, Supplier and Socio-Economic Development conversions that will increase your B-BBEE rating.

Company Name

EduPower Skills Academy
(PTY) LTD

Company registration

2016/029903/07

Established

April 2016

Company Address

24 Flanders Drive,
Mt Edgecombe
Durban, 4300

VAT number

4420275127

Number of Employees

32

Parent company

Robow Investments (Pty)
LTD

Trusted by



Part of the Daly Group of Companies



National footprint

EDUPOWER GAUTENG

63 van Riebeeck Street
Edenvale
Johannesburg
1609

031 538 1785

EDUPOWER KZN

24 Flanders Drive
Mount Edgecombe
Durban
4302

031 538 1888

EDUPOWER CAPE TOWN

FuturFit Building
4 George Street, Athlone
Cape Town
7764

+27 (74) 938-8452

EDUPOWER KURUMAN

24 Beare Street,
Kuruman
8460



ABSORPTION OF LEARNERS*

Clients: 28

No. of Learners: 265

No. of Learners Absorbed: 110

*period 01/07/2019- 30/06/2022

Our Courses

Learnerships for employment

We see learnerships differently.

Our goal is to make learners employable and then get them employed. For that reason, we work on learnership training that gives the learner the best opportunity to become employed after completion.

This includes work experience and training in the only growing formal sector in South Africa: BPO services and contact centres, as well as in the entrepreneurial space and the creation of small businesses.

Our specially selected qualifications ensure that you get your bonus points for absorption while growing the economy of South Africa.

Short courses

How to upskill your staff

Upskilling your staff is a long term investment in the productivity of your company. Choosing the right set of short courses for your team will ensure that you stay ahead in a fast-moving world.

Our short courses are aligned with key skills to improve business processes. They can be delivered online or a dedicated class environment.

Bursaries

Bursaries are the best way to ensure that you are spending the correct amount to receive your points.

However, many of our clients do not want their B-BBEE spend to disappear without tangible results. We can administer bursaries to the top performing learners to carry on their studies.

The bursary is an online accredited DHET qualification, that can commence on the 1st of any month.

These learners will remain with us at our campus to be monitored and supported to ensure successful completion.

Our Courses

Public Service Sector (PSETA)

SAQA ID	Qualification Title	Level
57824	Further Education and Training Certificate: Public Administration	4
50060	National Certificate: Public Administration	5

Insurance Sector Education and Training Authority (INSETA)

SAQA ID	Qualification Title	Level
49649	Further Education and Training Certificate: Long- Term Insurance	4
49929	Further Education and Training Certificate: Short- Term Insurance	4
49835	Further Education and Training Certificate: Retail Insurance	4
57917	Further Education and Training Certificate: Wealth Management	4
57608	National Certificate: Wealth Management	5

Services Sector Education and Training Authority (SSETA)

SAQA ID	Qualification Title	Level
93997	National Certificate : Contact Centre and Business Process Outsourcing Support	3
93996	Further Education and Training Certificate: Contact Centre Operations	4
61595	Further Education and Training Certificate: Business Administrative Services	4
50080	Further Education and Training Certificate: Project Management	4
57712	Further Education and Training Certificate: Generic Management : Inventory Control	4

Quality Council Trade & Occupations (QCTO)

SAQA ID	Qualification Title	Level
99687	Occupational Certificate: Contact Centre Manager	5
102161	Occupational Certificate: Office Administrator	5
101869	Occupational Certificate: Project Management	5

Media, Information and Communication Technologies (MICTSETA)

SAQA ID	Qualification Title	Level
61591	National Certificate: End User Computing	3
78964	Further Education and Training Certificate: Information Technology : Technical Support	4
78965	Further Education and Training Certificate: Systems Development	4
48772	National Certificate: Systems Development	5

The Journey from Despondency to Confidence

Assessment

Each learner is assessed for compatibility and reliability to maximise the success of the training. No round pegs in square holes, understanding the individuals personality and strengths is key to success

Job Path Selection

The learner chooses their path to either a job or entrepreneurship. Continuous support and business training is provided and the learner graduates into a fully functioning business, ready for success

Confident & Employed



Induction and Work-Readiness

Many learners struggle with confidence issues because they don't understand what is expected of them in a working environment.

The work-readiness programme is a 4 day programme that we run to prepare the learners for the world of work.

The work readiness programme benefits the learner as well as the organisation through instant productivity and engagement.

This leads to a higher than normal completion rate. Overall from 2017 to 2020, completion rate average is 80%

What's included:



Wellness at Work

- Physical
- Psychological



Judgements

- Why people judge
- Avoiding judgement



Working In A Call Centre

- The environment
- The culture



Fact Finding

- Questioning techniques



Objective Handling

- Objection handling



Service Excellence

- Customer satisfaction



Business Ethics and Professionalism

- The business brand
- Trustworthiness
- Responsibility
- Respect
- The Organisation
- Dress code



Computer Skills

- Use of hardware (mouse, keyboard etc)
- Outlook
- MS Word



Assertiveness

- Behaviours
- Your rights
- Communication



Customer Interaction

- Communication
- Handling difficult situations
- Listening
- Questioning
- Complaint resolution



Life planning

- Focus
- Aims
- A sense of achievement
- Milestone to work towards
- A destination
- Motivation
- Raising self-confidence
- Long term vision and short term motivation



Time and Stress Management

- Using a diary
- Using stress management techniques
- Stress in the workplace



Voice Values

- Projection
- Pausing
- Telephone etiquette
- Voice exercises

Bridging the gap

Our training is relevant and practical to increase employability, setting the learner up for success

✔ **Structured Learning Programmes**

Learnerships consist of 70% workplace experience and 30% theoretical learning

✔ **Real Work Experience**

Learners work in live business environments, not simulations

✔ **World-class Facilities**

High-quality trainers and facilities lead to a high performance environment

✔ **Continuous Assessments**

Continuous guidance and assessments of learners will help direct their job path



Personal Development

We do Learnerships differently

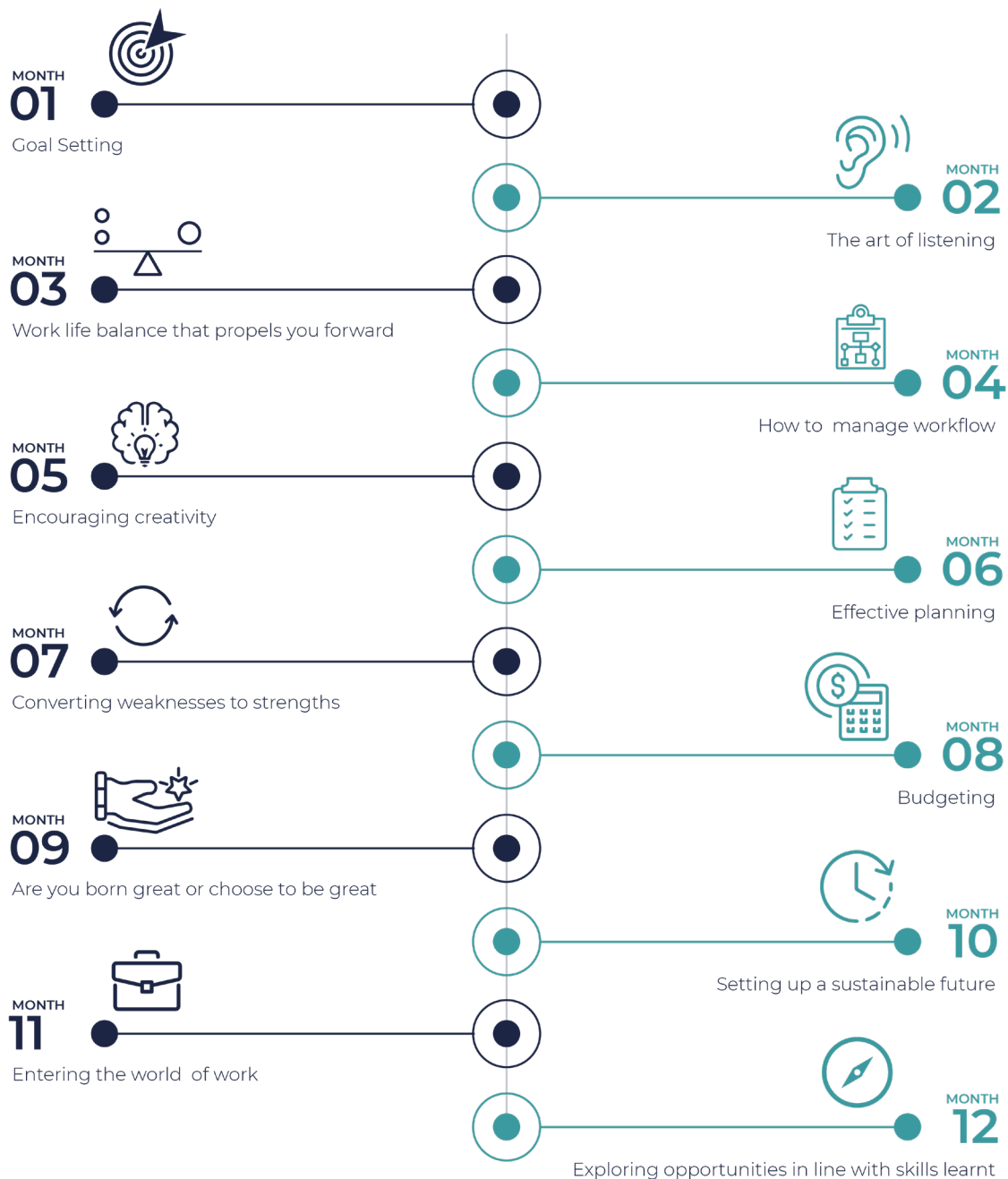
We work hand in hand with our learners for 12 months, with a mentoring and coaching structure to help them get to where they need to go.

This consists of Mentorship (personal development) and Coaching (job skills) as well as one on one personalised coaching.

How do we do this?

Mentoring and coaching occur daily where we help learners to deal with obstacles that may be blocking them from achieving their goals.

Mentorship Modules



Real Experience, Real Jobs

Ultimately, the true marker of success for any skills development program will be the graduation of the learner into full employment.

By providing real world experience and training rather than simulations, we can bridge the gap between training and job creation.

Continuous guidance and assessment of the learner will highlight one of many paths that they can follow to employment. We guarantee that every learner will be offered full-time employment through one of the business channels

We currently offer these employment paths:



Contact Centre



Coffee Stands



Food Production



**Franchise Ownership
of Food Trucks**



**Business Process
Outsourcing**



**Field Sales
for Cellular Products**



**Township Retail
Distribution Services**



**Field Sales
of Financial Services**



**New Business
Start-up Incubation**

Client and Learner Success Stories

Client testimonials



It is with much enthusiasm that I am writing to recommend the services of the EduPower Skills Academy.

I have been using EduPower to implement learnerships for unemployed youth for the past three years and have always been completely satisfied with their services. They do an excellent job, are always diligent, and offer the most seamless service regarding skills development administration.

As a dedicated Skills Development Facilitator, I searched long and hard for a provider where I felt comfortable to partner with, and drive our transformation agenda through youth development. After experiencing service providers that were not in alignment with our value system.

The staff at EduPower are knowledgeable, courteous, and friendly. They truly care about every learner and in making a difference at a community level. They also offer necessary updates to keep you abreast with learner progress and support mechanisms to truly unleash youth potential during the learnership programme.

I highly recommend EduPower Skills Academy for learning programmes that promote access to education and training. If you have any further questions or would like to speak with me about my experience, please feel free to contact me.

Bulelwa Mzimkulu | Learning & Talent Partner



Webhelp and Edupower started their partnership in August 2020 for our blended disability learners programme.

Why we chose Edupower:

Edupower offered a bespoke operating model that was fit for purposes for Webhelp, with a combination of learning and real work time experience for learners on one site in contact centre and BPO support.

Relationship:

Our relationship has grown so well with Edupower as they are always open and willing to help no matter the time and urgency. Their staff are friendly, professional and have great knowledge in the learning and development space. We have had the great opportunity to start a new programme in Cape Town with Edupower for 2021.

Tyrone Struwe | Early Careers Advisor

Client and Learner Success Stories

Client testimonials from the Municipality in Kuruman



Greetings to you,

This letter serves to acknowledge Edupower as a token of appreciation for offering learnership for 40 disabled learners in Kuruman as we support training projects in our local Municipality and welcomes partnerships with the private sector in this regard.

Together with Edupower we will improve the lives of many people with disabilities through educating them and making sure we assist in terms of job placements through skills they will acquire from your institution.

Working together without being judgemental it's a hierarchy amongst persons with disabilities, keep up the good work.

Itumeleng Mmusi

Learner Success Stories



Meet Fathima

By her own admission, 30-year-old Fathima Smith wasted a few years of her adult life. After school, like many South African matriculants, there was no money for Fathima to study further. Thus, she entered the world of work and after a couple of jobs ended up in a call centre, working in customer care.

“I wasn’t really happy so I thought if I applied for a learnership, it would give me an opportunity to study whilst working at the same time,” Fathima explains. “That was how I ended up at EduPower.”

“At first I thought that the learnership was a bad idea because I didn’t think I was going to get any education or experience. But after only two weeks, I found myself enjoying my classes and little by little, I started picturing myself not only getting this qualification but much, much more,” says Fathima.

Enrolled for a 12-month NQF Level 4 Business Administration National Certificate, Fathima explains that the learnership has broadened her perspective and changed her life. It has given her a glimpse of a future that she never dreamed possible.

“The classroom work has given me an understanding of what goes on in a business environment and I want to learn more. I’m getting the basics at the moment but after the learnership, I want to enroll for a B.Comm and maybe even go on to do an MBA.”

Life Goals

For now though, she is focused on her learnership and the possibility of university in 2023. Her end goal is to eventually not have to work for a company but to start her own business. “In South Africa, there are very few job opportunities. With a business of your own, you don’t have to rely on someone else for an income. You make your own opportunities and you get to employ other people and make their lives better too,” she adds.

The potential that the learnership has unlocked within Fathima is an inspiration for all young women in South Africa. Had she not been awarded a learnership, she would possibly still have built a respectable career for herself because of her determination to succeed, but without acquiring the skills she is now learning. The lack of which, would have, in all likelihood offered her far less opportunities to achieve her full potential in the workplace. Through the learnership, Fathima has changed her destiny.

“I have wasted three years in which I could have been studying but I am starting to see things differently now and that has also changed my goals in life,” she concludes. “For the first time, I know where I want to go and what I want to do.”

Learner Success Stories



Meet Thabiso

Twenty-three-year-old Thabiso Mdlalose is a shining example of how powerful these 12-month learnerships can be. In just three months, he progressed from being a learner to a mentor coach and now, with his new skills and confidence, Thabiso is excited about his future.

Born and raised in Inanda, Kwa-Zulu Natal, Thabiso completed matric but studying further was not an option. He worked in numerous entry-level positions but did not settle. Frustrated, he looked for a new opportunity and stumbled across an advert for a learnership with EduPower. His application was successful, and he started his Business Administration NQF Level 4 qualification in August last year.

While he was blown away by the camaraderie of the theoretical, classroom component of the learnership, initially he found the work experience daunting.

“I was shocked when I learned that I was going to be calling people on the phone. But even though there were many challenges, I worked at it and with the support and mentorship we got from the coaches on the EduPower team, I was surprised to find that I actually started enjoying it,” Thabiso explains.

Future Prospects

While he was progressing well, Thabiso's world was completely shifted when a learner coach position became available and he landed the job.

“I was really stressed because working as a leader is something that I had never done before. I came in on my first day as a coach dressed in my hallmark two-piece suit and I haven't looked back,” Thabiso explains.

Even though he is only half-way through his learnership, Thabiso says the skills he has already acquired have completely changed his future prospects.

“EduPower has given me the opportunity to learn entrepreneurial skills and put them into practice. I've always had ideas and dreams, but they've been in the back of my mind,” says Thabiso. **“Now, I am running my own business and every Sunday, I am selling. If I hadn't come to EduPower, I would never have learned this skill. It is my time to shine.”**

Recently, Thabiso has launched a company, that sells fresh juice to the public. In five years he hopes to supply local stores.



Key staff



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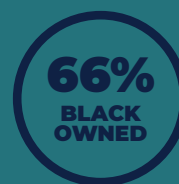
20 years' experience in
B-BBEE aligned training



Accredited
training provider



Proudly B-BBEE
level 2 contributor



66% Black Owned
33% Black Female Ownership



Hosting people
with disabilities