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COMPANY PROFILE

2014

Stanley Hutcheson & Associates

Stanley Hutcheson & Associates (SHA), a Management Consultancy Firm established in 2002, specialising in a range of services in order to improve employee performance and organisational effectiveness.

Our objective is to offer high quality services to organisations, focusing specifically on the areas of:

- Training & Development
- Work Readiness Programmes
- Learnerships
- Psychometric Assessment
- Consulting & Project Management
- Recruitment (General and Disabled Placements)
- Contact Centre Management



Reg No 2005/044604/07





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SERVICES

Training and Development

SHA specialises in a range of training modules in order to improve employee performance and organisational effectiveness. Our Training services include:

- Public Courses (for individuals)
- In-house training (can be facilitated at the client's premises)
- Customised workshops (to suit organisation-specific needs)
- Outsourced facilitators

In partnership with our clients, we develop practical, business-focused strategies and techniques to improve employee performance, organisational effectiveness, and internal structure. We work with our clients to empower their employees, design meaningful work, improve the quality of work life, and make full use of their human potential.

Our core training modules, aligned to unit standards, include:

- Business Communication
- Business Ethics
- Conflict Management
- Customer Care
- Diversity
- Effective Communication
- Effective Meeting Skills
- Effective Telephone Skills
- Personal Effectiveness in the Office
- Presentation Skills
- Problem Solving
- Project Management
- Team Effectiveness
- Time Management





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Work Readiness Programmes

SHA has developed a three month graduate work readiness programme. At the end of 2012 approximately 1900 unemployed graduates will have benefitted from this training, and close to 95% have already been placed in gainful employment. The Thusanani programme is tried and tested and has enabled the graduates to make a smooth transition to the world of work.



The original Thusanani project started in 2005 and is still today funded by the SETA for Finance, Accounting, Management Consulting and other Financial Services (FASSET). In another landmark development the BANKSETA (Banking Sector Education and Training Authority) followed Fasset's lead and contracted two Thusanani programmes during 2008.

Not only are Thusanani graduates provided with extensive skills development, but each is also assigned a trained mentor to assist and guide them through the learning process. Mentors are trained to match the assistance and advice given to the learner to their personal profile, determined at the start of the programme using psychometric assessments. By developing these skills, the following will be achieved: work readiness will be enhanced by ensuring that employees get a job, stay employed and be advanced; the barriers of employment will be overcome; equitable representation in the workplace will be achieved and learners will be supported on their journey to lifelong learning. The Thusanani training programme covers essential skills that are required in the workplace as well as the skills required in order to become employed. SHA makes use of a combination of learning modules that are based on unit standards and other outcomes-based programmes as registered with the South African Qualifications Authority (SAQA).

Project deliverables include: recruitment and selection of 120 candidates from a pool of over 2000 applications per intake (involves competency-based interviews, psychometric assessments, validity checks); conducting 60 days of work readiness training; mentoring the learners and providing workplace experience; placing the learners with organisations after completion of the training.

Our unique Workplace Readiness Training Programme is now also being offered to individuals and organisations in other sectors such as school leavers, sporting organisations, accounting firms and entrepreneurs, to assist in recruiting prime graduates and preparing them for a life in the corporate world.



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Jump-Start Public and Corporate Programme

Jump-Start Public is a general public work readiness programme designed to guide young new entrants into an appropriate career, give them the skills to succeed in the process of becoming employed and accelerate their entry into the world of work and is based on the highly successful Thusanani work readiness programme that has been presented by Stanley Hutchison & Associates for the past six years.

South Africa is confronted with the twin problems of high unemployment levels and skills shortages. One of the primary reasons for this is the fact that while schools, FET and universities provide learners with technical skills they do not actually prepare them to enter into and excel in the world of work.



Stanley Hutchison & Associates are experts in the field of work readiness. We have used our proven combination of skills and programmes to help hundreds of young South Africans enter and excel at the work place.

Being Industrial Psychologists who also specialise in the field of career psychology and career guidance, we will provide participants with a comprehensive career assessment and through this, guide them into a field and career for which you are ideally suited and would find stimulating and fulfilling.

Jump-Start Corporate can be customised to fit the specific requirements of any business. The training modules have proven to be a successful work readiness formula; however, each individual module can be selected or excluded to suit corporate needs. We can also include specific material concerning the business if requested. On completion of the training a report will be prepared for the company which will include an assessment of every individual who has completed the course. This assessment will highlight their current soft skills base and suggest any additional training required.





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Learnerships

As of 2013, SHA have received the following accreditation:

- Services SETA
Provider Approval Number: 2022
MOU - Programme Approval
Qualification ID: 80566
Qualification Title: National Certificate: Contact Centre and Business Process Outsourcing Support
NQF Level: 3
Credits: 124
- MERSETA
Accreditation Number: 17-QA/ACC/0842/13
MOU - Programme Approval
Qualification ID: 64289
Qualification Title: Further Education and Training Certificate: Automotive Sales and Support Services
NQF Level: 4
Credits: 147

Both the above mentioned qualifications are currently being hosted as learnerships (A Contact Centre Learnership for People living with Disabilities for BANKSETA, and a Sales Learnership for Tiger Wheel and Tyre).

Our learnerships are being offered in Durban and Gauteng. We have 55 disabled students on the Call Centre Learnership, and a further 15 on the Sales Learnership.



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Psychometric Assessment

SHA offers a range of psychometric assessments that allow the employer to select the best recruit not only for the job, but also for the environment and team that the recruit will be working with.

Beyond candidate selection, our Psychometric Assessment services include:

- Career Guidance and Counseling
- Person-job match Assessments
- Competency-based Assessment and Development
- Management Leadership and Team Development

Psychometric assessments have been found to be the most successful method of job performance predictive testing. We recognise that the Employment Equity Act (No. 55 of 1998) prohibits unfair discrimination with reference to the use of psychometric testing:

According to the Act, "Psychometric testing and other similar assessments of an employee are prohibited unless the test or assessment is being used:

- 1. has been scientifically shown to be valid and reliable;*
- 2. can be applied fairly to employees; and*
- 3. is not biased against any employee or group".*

As psychologists, we understand the seriousness and ethics concerned with the use of psychometric tests. SHA only make use of psychometric tests which are classified by the HPCSA (Health Professions Council of South Africa) as psychometric instruments and are guided by the ethical principles of the HPCSA. The psychometric assessment instruments used will be directly related to the requirements and objectives of the job specification. All instruments used are statistically proven to be valid and reliable (within the context in which it will be applied) in order to ensure that the tests are fairly and unbiased applied to all applicants.

Psychometric tests will be administered, scored and interpreted by Psychometrists, registered with the Health Professions Council of South Africa (HPCSA) and Industrial Psychologists, registered with the HPCSA, who have extensive experience in the administration and the interpretation of the different types of psychological tests (for example personality, aptitude, intelligence, attitude, and ability tests). All testing will be overseen by a Senior Industrial Psychologist, registered with the HPCSA. We adhere to the relevant codes of conduct with regards to ethical standards when conducting psychometric assessment and therefore treat all results as highly confidential.



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Consulting & Project Management

SHA provides practical, easy to use advice in the areas of:

- Skills Development
- Organisational Development
- Human Resource Management
- Change Management

In addition, as Industrial Psychologists, we are specialists in the area of competency-based assessments and have extensive experience in:

- Competency Frameworks
- Skills Audits

Projects that SHA implement range from short term to large scale consulting projects, including:

- Development & implementation of 12-month Thusanani Work Readiness Programmes from 2005 up to 2012
- Development of project management methodologies and tools

Recruitment

Khetho Recruitment Services (Pty) Ltd

Khetho Recruitment (Pty) Ltd – a division of SHA – is a generalist recruitment agency established in 2002.

One of the core philosophies of Khetho Recruitment is to take the time to understand what makes an organisation unique so that we are able to tailor our recruitment and selection process to suit our Client's individual needs.

We stay actively involved through the entire selection process. Our objective is to maintain long term, successful relationships between our clients and the individuals we place. Furthermore, Khetho has established an outstanding track record with regard to the placement of people with disabilities. We have published a guide for the employment of people with disabilities that FASSET, the Seta for Finance, Management Consulting and other financial services has published for its stakeholders.

Khetho is also differentiated from many other recruitment agencies by way of the fact that we employ industrial psychologists who assist in the person-job matching process through the use of psychometrics. Psychometrics has proven to be a reliable way of predicting performance in a particular job and we apply a customised battery of instruments in the positions we are engaged to source.



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Recruitment (Continued)

We also have the flexibility to use the majority of instruments that our client's may already be using as part of their recruitment process.

We offer:

- Permanent recruitment
- Temporary recruitment
- Graduate recruitment

Where possible, Khetho procures the services of Small Businesses for the supplies of goods and services. Being a Small Business itself, Khetho realises the contribution that this makes to the economic development within South Africa.

Khetho subscribes fully to the development of our Human Resources. Aside from the Skills Development Levy, we spend in excess of 1% of our payroll on the development of the skills of our consultants. We are committed to the upliftment of the communities within which our employees live and work and, as such, contribute on average more than 0.5% of our payroll to the development of the social welfare issues within these communities.



Our Solution

Sourcing

- Advertise
- E-Recruitment
- Facebook
- Khetho Website

Selection

- Screening
- Competency based Interview
- Typing Assessment
- Computer Skills assessment
- Reference and Integrity Checks
- Outcomes based Assessment

The value added service of Psychometric testing and profiling will be done on request.

Shortlist

- CV Compilation
- Referral to client
- Facilitate client interviews
- Employment Commencement Arrangements

Client Satisfaction

- After sales service
- Follow up
- 90 Day Guarantee





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Contact Centre Management

The SHA Contact and Customer Service Centre, situated in Musgrave, Durban, is equipped with the latest in Call Centre technology and offers a diverse range of services to clients.

Whether your business is Durban, Johannesburg or Dubai we can control all your communication functions centrally by:

- Providing information technology solutions.
- Extensive real time and historical management information that can help your business by making informed decisions.

We are available 24 hours a day so you can use us part time, as an overflow call centre, after hours, or whenever you need us. We are your total communications answer If you are looking for a:

- **messaging or live answering service,**
- **inbound** or **outbound call centre** service,
- **customer** or **help desk support service,**
- **automated answering services** such **voicemail** or **IVR** mixed with live operator support,
- **Customer Surveys** and **Market Research**
- **Business Solutions** through advanced technology , such as **SMS** and **Email**

Technology – that has proven itself within the industry, both locally and internationally – allows us to deliver high quality and affordable service. We are aware of the ever changing circumstances across all industries and endeavour to tailor our services to the expectation of all our clients. Our investment further extends to the resources within our Contact Centre, where our qualified staff members have in depth experience within the Contact Centre Industry!

What sets the SHA Contact and Customer Service Centre apart?

- State-of-the-art Technology.
- Immediate response – your clients will never have to ‘wait in a queue’ as with other call centres. We will answer the call immediately.
- Our bulk SMS/email services are fast, reliable and have worldwide reach, helping our clients get the most from their communications budgets.
- Retaining your customers through effective feedback and reporting.
- Quality service through the recording of all customer contacts.
- Agent and Management experience diverse through the Contact Centre industry.
- Best possible rates and ongoing transparency.
- We allow our clients to work with us.
- We deliver on time.



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SHA - Training Provider Accreditation

SHA is accredited as a Training Provider with Fasset (The Sector Education and Training Authority for Finance, Accounting, Management Consulting and other Financial Services) Accreditation Number: 585/00966/09, Accreditation Start Date: 06 July 2009, Accreditation End Date: 06 July 2014.

SHA has applied for accreditation with the ETDP Seta, to extend the scope of our training, to conduct assessor training. This accreditation has been approved as of August 2010.

SHA offer a range of training programmes that can be facilitated at the Client's premises, and if required, customised to suit organisation specific needs. SHA also offer scheduled courses.

COMPANY POLICIES

B-BBEE Compliance

SHA is now a Level 1 Contributor.

This essentially, means that companies may claim R1 for every R1 they spend with SHA on their own scorecard (i.e. Companies purchasing goods and services from SHA will be able to show 100% as BEE procurement).

SHA are committed to BEE and we believe that our commitment to Employment Equity (refer to our staff profile in following sections), Skills Development, Preferential Procurement and Socio-Economic Development Initiatives will all contribute favourably to this exercise.

B-BBEE Transformation Strategy

The goal of BEE (Black Economic Empowerment) is aimed at increasing the effective participation of black people in the economy. Black people need to be incorporated into the economy in order to for the economy to perform according to its potential.

The beneficiaries of BEE must be "black people" who are defined as Africans, Coloureds and Indians who are South African citizens or permanent residents by birth or became citizens before 27 April 1994.

BEE should be seen in context of the relevant legislation. The legislation utilised to inform the development of SHA's BEE transformation strategy includes:



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SHA is currently implementing a BEE transformation strategy in order to become BEE compliant in terms of the relevant legislation and also to bring black people into the SHA organisation at all levels of participation. This process entails:

- *Identifying the current status of BEE within SHA;*
- *Setting targets for the preferred status of BEE within SHA;*
- *Setting up a task team in order to facilitate the BEE transformation process;*
- *Getting the buy-in from the SHA team in terms of BEE in order to understand the opportunities that come with BEE; and*
- *Planning the action steps to be taken in order to meet the BEE targets.*

In order for the SHA BEE transformation strategy to be sustainable, it has been incorporated into the current organisational strategy. Developing and integrating this BEE transformation strategy within SHA will affect who we do business with and how we do it. Transformation further requires a shift in the way that:

- SHA is structured;
- SHA strives for attention from clients; and
- Individuals within SHA collectively think and behave.

It is important that the entire SHA team participates in the transformation from non-compliant to compliant in terms of BEE. It is therefore important that different roles are identified within the organisation. Because of the size of the organisation, one person may fulfil multiple roles.

Employment Equity, HDI and SMME initiatives

SHA is committed to Employment Equity, as evidenced by the fact that our staffing profile has become more representative of the South African population over the past three years. Our commitment to hiring PDI individuals is supplemented by our commitment to Skills Development and, in particular, to Learnerships. Our annual training report reflects that previously disadvantaged individuals receive priority around skills development with a view to accelerating their advancement through the organisation.

SHA is itself a small business. Where possible we engage associates and associate business from the previously disadvantaged groups.

The following table shows the profile of the SHA staff (including Khetho Recruitment, but excluding Associates) by gender, race and level. SHA is actively promoting the recruitment of previously disadvantaged candidates.



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Name	Gender	Race	Level
Stanley Hutcheson	Male	White	Director / Head of Psychometrics
Wesley Thaver	Male	Indian	General Manager
Avril Peddie	Female	White	Training Manager / Finance Manager
Karenza Masie	Female	Coloured	Khetho Recruitment Manager
Zunaid Shaik	Male	Indian	Call Centre Manager
Patrishka Govindsamy	Female	Indian	Projects Manager
Omphile Seleke	Female	Black	Administrator / Co-ordinator
Zelda Grilli	Female	White	Recruitment Consultant
Mary Maharaj	Female	Coloured	Recruitment Consultant
Andrea Smith	Female	Coloured	Administrative Assistant
Ronelle Lyson	Female	Coloured	Administrative Assistant
Siphiwe Hlabangane	Male	Black	Facilitator
Margaret Zhizhou	Female	Black	Facilitator
Tim Stanford	Male	Coloured	Facilitator
Ellen Nkosi	Female	Black	Facilitator
Megeshan Pillay	Male	Indian	Call Centre Agent
Tyron Govindsamy	Male	Indian	Call Centre Agent
Neil Ori	Male	Indian	Call Centre Agent

HIV/AIDS Policy

SHA acknowledges the seriousness of HIV (Human Immunodeficiency Virus) and AIDS (Acquired Immune Deficiency Syndrome) as a medical reality with both social and economic implications and has thus compiled a policy in this regard. We understand that HIV/Aids is a disease which shows no racial, gender or class boundaries and that it affects every workplace with prolonged staff illness, absenteeism and death, impacting on productivity, employee benefits, occupational health and safety, production costs and workplace morale.

The main objective of this policy is to ensure non-discriminatory practices with regards to HIV/AIDS infected employees and to:

Prevent unfair discrimination and prejudice against HIV positive employees;

- Minimise fear and panic among employees;



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- Ensuring stability and productivity in the workplace;
- Encourage disclosure by HIV positive employees without fear of victimisation or prejudice;
- Enable management to respond appropriately in the event of:
 - An employee reporting that he/she is HIV positive;
 - Rumours that an employee is HIV positive; and
 - Employees refusing to work with an HIV positive colleague; and
 - Prevent the spread of HIV and Aids by educating and training of employees.

The following organisational functions will be executed with special attention given to non-discriminatory practices regarding HIV/AIDS:

- Recruitment, advertising and selection;
- Appointment;
- Job classification;
- Remuneration and benefits;
- Work environment or facilities;
- Conditions of employment;
- Job assignments;
- Training, development and career enhancement planning;
- Performance management;
- Promotions, transfers and demotions;
- Disciplinary measures, and
- Termination of service/dismissals.

SHA promotes an environment where HIV positive employees are protected from discrimination and victimization and where all employees have open access to information, training and counselling with regards to HIV/AIDS.

SHA will promote awareness of HIV/AIDS and assist HIV/AIDS affected employees by:

- Offering education to employees, management and the community at large on HIV/AIDS;
- Offering assistance in the referral to medical and other sources, such as counselling services; and
- Offering advice to affected employees regarding appropriate and acceptable resources to assist them in managing his/her illness.

All employees with HIV/AIDS have a legal right to privacy in respect of their HIV/AIDS status.



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Promotion of SMMEs

Khetho is itself an SMME and, where appropriate, partners with other SMME organisations. The table below lists some of our SMME partners.

Organisation	Contact Details
FAQ	Eddie van der Walt
Andrew Cole Developments	Andrew Cole
Dipalo School of ICT Limited	Roseiness Phahle
Epsilon	Johan Louw
Noted!	Kerith Esterhuizen
Kago Office Automation	Lydia
Kutu Stationery	Verocia Naidoo
PostNet Sloane Square	Phillip Jarvis



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CREDENTIALS (JULY 2002 TO PRESENT)

Sector Projects

SHA has been involved in a variety of projects within various sectors. We briefly describe our various projects since the start of the business in 2002 in the following table.

CLIENT	PROJECT SYNOPSIS	DESCRIPTION OF SERVICES PROVIDED BY SHA
	<p>SHA Work Readiness Programme</p>	<p>The Jump-Start programme is our flagship Work Readiness Programme designed to guide young new entrants into an appropriate career, give them the skills to succeed in the process of becoming employed and accelerate their entry into the world of work. Our placement specialists will also accept them onto our database and will facilitate an action oriented approach to their job search process. This programme will give them the confidence they need to be successful in finding suitable employment and is based on our successful Thusanani Work Readiness Programme.</p> <p>Some clients that we have successfully hosted this programme for are:</p> <ul style="list-style-type: none"> • Liberty Life • Tiger Brands • Cell C
 	<p>Fasset Thusanani Work Readiness Programme (2005 to current)</p>	<p>In 2005, Fasset appointed SHA, in partnership with Deloitte and University of Johannesburg, to develop and facilitate a work readiness training programme to equip previously disadvantaged graduates with the tools required to make their mark in the workplace. The consortium was responsible for recruitment, assessment, training and placement of these learners within the Fasset sector.</p> <p>SHA has successfully implemented Thusanani since 2005 and we currently have a project in progress for 2013. SHA's role includes project management and training co-ordination and presentation, sub-contractors (consortium) management and reporting, client relationship management, recruitment and placement of the learners. For this project Deloitte conduct the mentoring and workplace component of the project The training occurs at the University of Johannesburg Soweto campus and runs for 60 days. To date the programme has involved 16 intakes with the 16th starting in September 2013. Over 2000 learners have benefitted from this training of which almost 95% are gainfully employed.</p>



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CLIENT	PROJECT SYNOPSIS	DESCRIPTION OF SERVICES PROVIDED BY SHA
	<p>University of Johannesburg - Thusanani Sport 2009</p>	<p>Following from the success of the Thusanani Work Readiness Programmes, the University of Johannesburg approached SHA to develop a similar soft skills training course for their Sports Bureau, specifically aimed at their 350 bursary holders Thusanani Sport was thus created to address the general over reliance on physical competence displayed by sport bursary holders, at the expense of sound business and social skills.</p>
	<p>Fasset: Management consulting learnership Project (Research, benchmarking & reporting; Assessment Guide development; Curriculum Development)</p>	<p>During August 2002, Fasset embarked on a project to develop a NQF Level 6 and Level 7 Management Consulting Learnership. SHA participated in this project as part of a consortium.</p> <p>As part of the project, SHA researched and presented the Fasset Management Consulting Learnership Project Gap Analysis Report that required an analysis of the current management consulting profession (As-Is Analysis) both locally and globally. In addition, the literature reviewed the revealed best practices associated with management consulting and, more specifically, pertaining to skills development within the management consulting sector (i.e. To-Be Analysis). These observations, as well as the gaps between the current practices and the best practices, were utilised throughout the project.</p> <p>The project entailed raising awareness within the sector and obtaining employer commitment for the proposed learnership, coordinating with SAQA regarding the progress of the qualifications, developing Assessment Guides and conducting learner and employer workshops.</p>
	<p>Fasset: Strategic Planning Workshops</p>	<p>During 2004/2005, SHA were appointed to facilitate the annual 2-day Fasset Board strategic planning session. This entailed facilitating consensus amongst all Board members, recording the discussions and outcomes in order to provide Fasset with a report of all decisions taken and action plans to communicate with all relevant stakeholders. In order to facilitate the workshop, the team members were required to have a deep understanding of the SETA environments including the NSDS; SDA; SDLA; PFMA, etc..</p>



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CLIENT	PROJECT SYNOPSIS	DESCRIPTION OF SERVICES PROVIDED BY SHA
	<p>Thusanani work readiness programme – 2008</p>	<p>The BANKSETA Thusanani Work Readiness Programme started with the first intake on April 14th, 2008. The graduates completed their 12 week training programme on 4th July 2008. The second intake began in September 2008. This project was a landmark development as the BANKSETA followed Fasset’s lead and contracted two Thusanani programmes during 2008. BANKSETA used a piggyback arrangement provided for in the procurement framework of the National Treasury. This allows one public entity to make use of the procurement process of another public entity to procure a service. The landmark development was the first of its kind amongst Seta’s.</p>
	<p>AAT Centre – Training Provider Accreditation</p>	<p>SHA has through our involvement in skills development identified the need for qualified accounting staff within organisations. We are an Accredited Centre for Training with the AAT (SA), and were awarded a project to conduct training for AAT (SA) on the LGAC project. This involves training local government employees within KwaZulu Natal on the Local Government Accounting Certificate NQF 3. Training began in September 2009 and concluded in July 2010.</p>
	<p>Service Provider Accreditation Project</p>	<p>SHA was appointed in March 2009 to project manage the accreditation of SAICA training providers who were conducting assessor training. The providers need to be accredited with ETDP to train assessors for the industry. Some are accredited with Fasset and require an extension of scope, others are not accredited training providers and need to be guided and assisted through the process from the start.</p>
	<p>Health Systems Trust: Training</p>	<p>SHA were appointed in 2005 by the Health Systems Trust (HST) to provide training and support in the areas of project management and proposal development.</p> <p>SHA provided additional support to HST, particularly with regard to the electronic costing tool developed for HST by SHA.</p>



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CLIENT	PROJECT SYNOPSIS	DESCRIPTION OF SERVICES PROVIDED BY SHA
	<p>MQA: Training</p>	<p>SHA were appointed in 2005 by the Mining Qualifications Authority (MQA) to provide Project Management training for their management team.</p> <p>In order to supplement the project Management training, SHA mentored members of the management team in the principles of project management. And assisted in the compilation of Divisional Project Plans (utilising Microsoft Project).</p>
	<p>Gauteng Provincial Government: Research & reporting</p>	<p>SHA, in conjunction with SAB&T, researched and produced "The Discussion Paper on the Possible Implementation of Learnerships and Internships as a Capacity Building Vehicle within the Gauteng Provincial Government Context".</p> <p>This Report provided guidance in terms of the practical implementation of learnerships within the GPG. SHA was the lead contractor on the assignment.</p>
	<p>GAP Managing Agents (Skills Development; Curriculum design; Learnerships; Quality Assurance)</p>	<p>SHA fulfilled the role of managing agents of Global Accounting Proficiency (GAP) to perform the full administration of the front and back office functions on an outsourced basis for a period of three years.</p> <p>During this time, SHA was responsible for converting the qualification to a learnership, developing a QMS to manage Training Providers, Managing/conducting devolved assessments; and conducting Provider QA site visits (audits). In addition, SHA was registered as an agent ETQA with FassetQA.</p>
	<p>Call Centre: Customer Service Index</p>	<p>Since 2009, SHA has provided Honda with a comprehensive outbound call centre service incorporating after sales and after service questionnaires. We provide Honda with weekly and monthly reports according to their requirements.</p>
	<p>Call Centre and Recruitment Services</p>	<p>SHA has built up a strong business relationship with Nedbank. We have completed various call centre campaigns for them, as well as providing an ongoing recruitment service.</p>



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CLIENT	PROJECT SYNOPSIS	DESCRIPTION OF SERVICES PROVIDED BY SHA
	<p>Tiger Wheel & Tyre Sales Learnership (current)</p>	<p>SHA is currently involved in registering and managing a Sales Learnership for Tiger Wheel & Tyre with MERSETA.</p> <p>SHA's role includes recruitment of learners, project management, training co-ordination and presentation, mentoring and assessments, reporting and client relationship management, recruitment and placement of the learners.</p> <p>SHA was accredited as a delivery and assessment site by MERSETA (through an MoU with Fasset – our Primary ETQA) in June 2013.</p> <p>There are currently 14 learners registered on this Learnership, and are expected to complete by June 2014.</p>
	<p>BANKSETA Call Centre Learnership For People Living With Disabilities (current)</p>	<p>With the success of the Thusanani Work Readiness Programme delivered for Fasset and BANKSETA, SHA was once again awarded funding to host a Learnership for BANKSETA.</p> <p>This Learnership is unique in that it caters for 100% disabled learners.</p> <p>The pilot project is well underway, with 25 students in Durban, KwaZulu Natal and 30 students in Blackheath, Gauteng.</p> <p>SHA has a fully functional call centre at both these sites where learners receive their theoretical as well as some practical training.</p> <p>The Learnership is based on the Thusanani modules, with appropriate unit standards added specific to the Business Process Outsourcing industry.</p> <p>After the 4 month theoretical component, learners will be placed at BANKSETA stakeholders to gain further practical experience and complete their Learnerships. Learners are proposed to complete by June 2014.</p>



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REFERENCES

Client	Contact Person	Telephone Number
Bankseta	Max Makhubalo	(011) 805 9661
	Charmaine Janisch	(0 11) 805 9661 / 082 744 0518
TiAuto (Tiger Wheel & Tyre)	Gwen Francis	(011) 256 4040 / 083 844 3702
	Sonja van Schalkwyk	(011) 256 4040 / 071 079 1195
FASSET	Tania Lee	(011) 476 8570
	Cheryl James	(011) 476 8570
Tiger Brands	Nicola McConnon	Nicola.mcconnan@tigerbrands.com
Nedbank	Arno Swanepoel	(011) 710 2088
The Unlimited	Jantez Quarsingh	083 358 6538





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