

# Company Profile



*Growing People...Building Talent...Creating Leaders*

***Accredited Skills Development Maximiser***

**B-BBEE Level 2 QSE Empowering Supplier  
51% Black Women Owned  
100% Women Owned**

- \* LEARNERSHIPS \* SKILLS PROGRAMMES**
- \* RECRUITMENT (ABLED / DISABLED) \* HOSTING**
- \* IT TRAINING \* BUSINESS TRAINING \* Y.E.S.**
- \* LEADERSHIP \* BURSARY MANAGEMENT**
- \* GRADUATE DEVELOPMENT \* CONSULTANCY**

### ***Accreditations and Certifications***

***Microsoft, CompTIA, Certiport, Pearson Vue, CertNexus, ICDL, ICB, MICT,  
MerSeta, BankSeta, ETDP, WRSeta, ServiceSeta & Growing...***

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## ***Vision Statement***

To be your trusted learning, development and solutions partner dedicated to the empowerment, growth and upliftment of communities through continuous learning by creating more opportunities.

We bring to the table an integrated client-centric solution, state-of-the-art concepts, digital transformation and industry experts that fit your culture, challenges and requirements.

## Mission Statement

### **Growing People**

*TLO Believes in growing people from where they are to where they want to be. We believe in growing people outside of their habits and comfort zone. Growing people increases employability for the individual, a more competent workforce and by extension creates a better future for all.*

### **Building Talent**

*As a growing business we understand the challenges around hiring the right talent, migrating our hired talent to loyal staff members, and developing them further through succession planning. In today's fast-paced environment, dynamic and growing organisations continuously up-skill, cross-skill and re-invent themselves to stay ahead of the pack. Building Talent is essential as it creates employment opportunity for others. Our passion and 'can-do' attitude seeks to understand our clients' needs and outcomes first, before recommending the most appropriate solution.*

### **Creating Leaders**

*Central to the value we create is the creation of strong Leaders. Principle-centred Leaders. Leadership is more than a title; it is rather a set of values, beliefs and behaviours that gives direction to one's leadership style, aligned with the organisation's values.*

### **We achieve this through:**

- Local understanding with global insight
- Thought Partnership – we bring to the table an integrated client-centric solution by blending state-of-the-art concepts and industry experts that fit your culture, challenges and requirements
- Extending our accreditation status with all relevant SETA's



Customer Centricity



Personal Mastery



Conscious Accountability



Empowering Teamwork



Innovative and Creative Thinking



Continues Improvement



Solution Driven



Action Orientated



Systems Thinking

## Introduction

Previously part of the Rosebank Business College, The Learning Organisation (TLO) established itself as an independent, innovative, solutions-driven provider of corporate learning and development in 2002.

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100% Women Owned

**Our Methodology** is based on the principles of A Learning Organisation (a term first coined by Peter Senge) and Neuro-Linguistic Programming (NLP) which is the 20% value-add to our clients that leads to 80% of the results achieved

**A Learning Organisation** facilitates **the learning** of clients and team members by continuously transforming people through enhancing skills and knowledge.

**Neuro-Linguistic Programming (NLP)** deals with influence: how people relate and communicate to others, how they make decisions and how they prefer to be influenced. Neuro refers to neurology (how the mind works), Linguistics – the use of language and Programming – the internal programmes that run between the mind and what we say and how we behave. In essence it is a pragmatic school of thought that is specifically valuable when we sell to clients, service our customers, present to others and negotiating win-win.

## Skills Development Maximising

The Learning Organisation embraces the new skills required in the 4<sup>th</sup> Industrial Revolution and entrenches its service proposition in recognition of the fact that employees are the cornerstones of the competitive edge in creating sustainable and profitable companies.

To assist our clients in maximizing this competitive edge we assist by fulfilling their needs with the following services:

### Skills Development:

- Keep our member companies abreast of “best practice” in the human capital and skills development space.
- Developing staff and organisations to overcome 4th industrial revolution changes by creating and instilling creative thinking skills, IT Skills and other revolutionary skills required to overcome the 4th industrial revolution.
- All training related to skills development strategy and compliance.
- Needs analysis and skills audits.
- Business consulting in the skills development and human capital environment.
- Customized training solutions in all areas of the human capital value chain.

### ETD Consulting:

- Consult with companies on all SETA related matters including funding, WSP/ATR's, registrations of learnerships, internships and skills programmes, Intersecta Transfers, bursary management and work integrated learning programmes.
- Consult and assist with maximizing access to SARS Tax Rebates and ETI incentives
- Regular updates on skills development and human capital legislation, regulations and compliance.
- Creating sustainable structures through ETD consultancy which enable and enhance organisational growth resulting in increased productivity and ROI
- Developing and implementing effective business strategies to increase business sales and profits
- Bursary Management
- Needs analysis and skills audits

### Coaching and Mentoring:

- Coaching and Mentoring of staff to create the next generation of leaders
- Consult and assist businesses to take into consideration economic factors such as the 4th Industrial Revolution and how these impact on both the employees and employer
- Using coaching and mentoring processes as part of performance management within an organisation

## **Skills Development Maximising cont.**

### **Talent Management:**

- Recruitment of Abled and Disabled candidates
- Keep our member companies abreast of “best practice” in the human capital and skills development space.
- Assist in developing fundamental knowledge and competencies required by the organisation from its employees
- Development of staff through skills development
- Maintaining both business requirements while meeting legislative requirements and consulting on both to assist business in best practices
- Creating talent pools through external programmes
- Sourcing and retaining the correct talent
- Creating growth opportunities through hosting that have a lesser financial impact
- Needs analysis and skills audits
- Performance and Change management
- Talent management and succession planning

### **B-BBEE Consulting:**

- Consult and assist with BBBEE Compliance.
- Maintaining both business requirements while meeting legislative requirements and consulting on both to assist business in best practices.

### **Employment Equity:**

- Consult and assist with Employment Equity planning, reporting and your Employment Equity Committee.
- Consult and assist businesses to take into consideration economic factors such as the 4th Industrial Revolution and how these impact on both the employees and employer.
- Maintaining both business requirements while meeting legislative requirements and consulting on both to assist business in best practices.
- All training related to Employment Equity Committees.
- EE compliance Audits



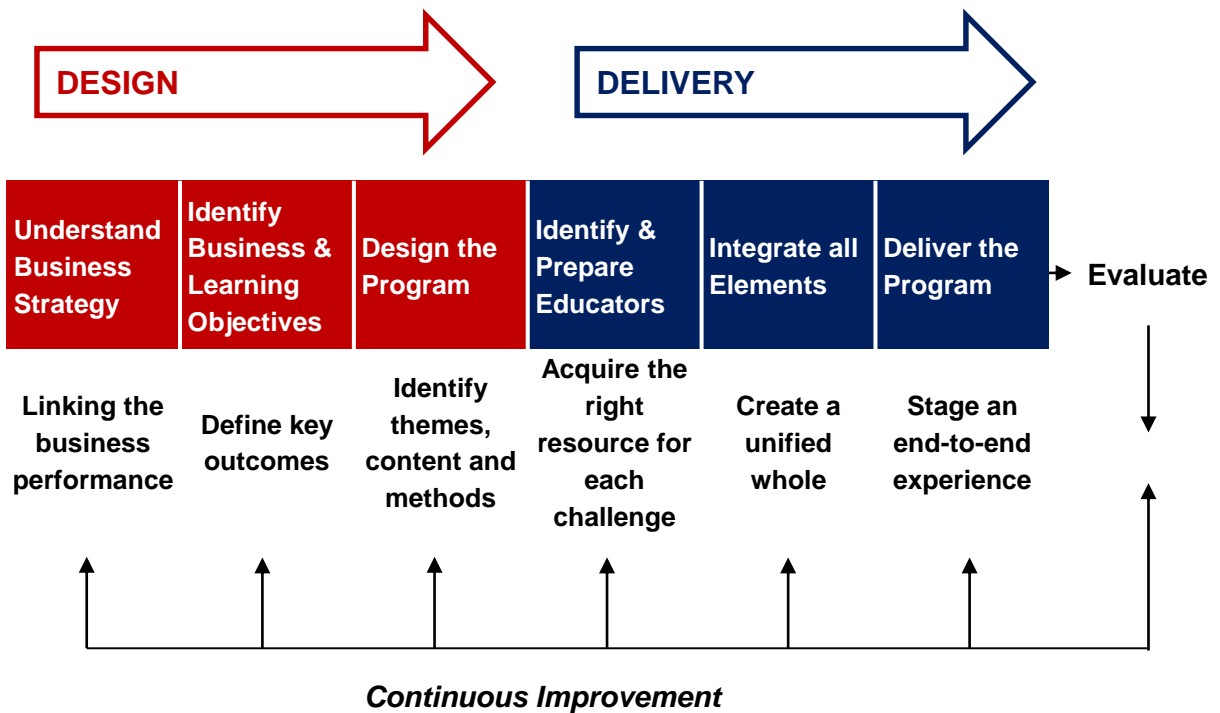
# Our Continuous Improvement Approach

## How do we operate?

The Learning Organisation provides its clients with innovatively designed solutions that effectively work for their organisations, are customised to their culture, meet their strategic direction and fit in with their organisation's life cycle stage.

We work in partnerships with businesses, by developing programs and qualifications for individuals and organisations, leveraging people development / skills and increasing the talent pipeline. We use a range of models, tools and interventions suited to the client, situation and outcome required.

## Our approach focuses on continuous improvement:



***Growing People...***

<b>Essential Business Skills</b>	<b>SAQA Accredited</b>	<b>NQF Level</b>	<b>Credits</b>	<b>Duration</b>
Confidence & Assertiveness	✓	4	4	2 days
Customer Service: Creating Raving Fans	✓	4	5	2 days
Effective Communication Skills	✓	3	8	2 days
Employee Wellness	✓	3	3	2 days
HIV/AIDS Awareness	✓	4	4	1 day
Life Skills	✓	2	5	2 days
Meeting & Minute Taking Skills	✓	3	4	2 days
Office Administration & Procedures	✓	2	1	2 days
Telephone & Reception Skills	✓	2	8	1 day
Time, Priority & Stress Management	✓	3	4	1 day
Workplace Professional: Etiquette & Image	✓	2	5	1 day

***Building Talent...***

<b>Personal &amp; Professional Development</b>	<b>SAQA Accredited</b>	<b>NQF Level</b>	<b>Credits</b>	<b>Duration</b>
Business and Report Writing Skills	✓	4	6	2 days
Business Writing and Email Etiquette	✓	4	5	2 days
Creative Thinking Skills	✓	5	6	2 days
Conflict Management	✓	3	3	1 day
Disciplinary Hearings / Enquiries	✓	5	9	2 days
Entrepreneurship	✓	4	9	2 days
Negotiation Skills: No Tricks, Win-Win	✓	4	5	2 days
Personal Power & Influence: Developing EQ (Incl. Listening, Conflict, Assertiveness etc .)	✓	5	6	2 days
Presentation Skills: Presenting Magically	✓	3	5	2 days
Time, Priority & Stress Management	✓	3	4	1 day

***Creating Leaders...***

<b>Management &amp; Leadership Skills</b>	<b>SAQA Accredited</b>	<b>NQF Level</b>	<b>Credits</b>	<b>Duration</b>
Supervisory Skills	✓	4	6	3 days
Coaching & Mentoring	✓	4	8	2 days
Problem Solving and Decision-making	✓	4	8	2 days
Diversity Management	✓	5	6	2 days
Project Management I, II, III	✓	4	TBC	2 days each
Leadership Principles	✓	4	12	1 day
Management of Best Practice	✓	5	9	2 days
Organisational Business Conduct	✓	5	9	2 days
Performance Management	✓	5	8	2 days
Principles of Strategy	✓	4	10	2 days
Situational Leadership (Incl. GROW Model)	✓	5	8	2 days
Stakeholder Relations Management	✓	5	6	2 days
Strategic Change Management	✓	5	8	2 days
Team Collaboration	✓	4	6	1 day
Workplace Ethics	✓	4	9	2 days

## Library of Courses

<b>Sales &amp; Marketing Training (Includes Social Media)</b>	<b>SAQA Accredited</b>	<b>NQF Level</b>	<b>Credits</b>	<b>Duration</b>
The Psychology of Selling (Incl. Goal Setting)	✓	4	10	1 day
Sales Master Level I	✓	4	9	2 days
Sales Master Level II	✓	3	5	2 days
Sales Master Level III	✓	4	5	2 days
Sales Management	✓	5	8	3 days
Contact Centre Sales	✓	4	12	2 days
Brand Management	✓	4	4	2 days
Digital Marketing	x	N/A	N/A	2 days
SEO/SEM	x	N/A	N/A	2 days
Social Media & Content Marketing	x	N/A	N/A	2 days
Strategic Marketing	✓	5	14	2 days

<b>Neuro Linguistic Programming (ABNLP Accredited)</b>	<b>SAQA Accredited</b>	<b>NQF Level</b>	<b>Credits</b>	<b>Duration</b>
Introduction to NLP	x	N/A	N/A	1 day
NLP Practitioner Certification	x	N/A	N/A	9 days
NLP Coaching Certification	x	N/A	N/A	9 days

<b>ETDP Training</b>	<b>SAQA Accredited</b>	<b>NQF Level</b>	<b>Credits</b>	<b>Duration</b>
Assessor Training	✓	5	15	3 days
Moderator Training	✓	6	10	4 days
Skills Development Facilitator	✓	5	39	7-10 days
Train-the-Trainer	✓	5	20	3 days

Financial Programmes	SAQA Accredited	NQF Level	Credits	Duration
Financial Wellness	x	N/A	N/A	1 day
Activity Based Costing (ABC)	x	N/A	N/A	1 day
Business Finance & Budgeting for Non-Financial Managers	✓	4	4	2 days
Financial Forecasting and Cash Flow Management	✓	5	8	2 days
PFMA	✓	5	15	5 days
Project Finance	✓	4	6	1 day

IT (Computer courses)	SAQA Accredited	NQF Level	Credits	Duration
Business Analytics for Excel	x	N/A	N/A	2 days
Dashboard	x	N/A	N/A	2 days
Excel Advanced	✓	3	6	1 day
Excel Fundamentals	✓	2	4	1 day
Excel Intermediate	✓	2	4	2 days
Financial Modelling	x	N/A	N/A	2 days
Introduction to MS Office	✓	2	3	1 day
MS Project	x	N/A	N/A	2 days
Pivot Tables & Macros	✓	3	6	1 day
PowerPoint Advanced	✓	2	5	1 day
PowerPoint Fundamentals	✓	2	5	1 day
PowerPoint Intermediate	✓	3	5	1 day
Typing skills	x	N/A	N/A	1 day
VBA Excel	x	N/A	N/A	3 days
Word Advanced	✓	3	6	1 day
Word Fundamentals	✓	2	5	1 day
Word Intermediate	✓	2	5	1 day
Full Adobe Suite of Products	x	N/A	N/A	On request

## Learnerships/Full Qualifications

Learnerships/Full Qualifications	SAQA Accredited	NQF Level	Credits	Duration
Bookkeeping (FETC)	✓	4	130	12 mo
Bookkeeping (NC)	✓	3	120	12 mo
Business Admin Services (FETC)	✓	4	140	12 mo
Business Admin Services (NC)	✓	3	120	12 mo
Business Practice (GETC)	✓	1	121	12 mo
Chef, Occupational Certificate (QCTO)	✓	5	558	48 mo
Contact Centre Operations (FETC)	✓	4	132	12 mo
Contact Centre Support (NC)	✓	2	128	12 mo
Construction Contracting (NC)	✓	2	190	12 mo
Construction Health & Safety (NC)	✓	3	133	12 mo
Debt Recovery (FETC)	✓	4	140	12 mo
Financial Accounting (ND)	✓	6	280	24 mo
Early Childhood Development, Occupational Certificate (QCTO)	✓	4	131	12 mo
Electrician, Occupational Certificate (QCTO)	✓	4	360	36 mo
Funeral Service Practice (NC)	✓	3	122	12 mo
Funeral Service Practice (NC)	✓	4	121	12 mo
Generic Management (FETC) General Management	✓	4	150	12 mo
Generic Management (FETC) Inventory & Inventory Control	✓	4	150	12 mo
Generic Management (FETC) Manufacturing Control	✓	4	150	12 mo
Generic Management (FETC) Planning & Scheduling Techniques	✓	4	150	12 mo
Generic Management (FETC) Process Manufacturing	✓	4	150	12 mo

## Learnerships/Full Qualifications

Learnerships/Full Qualifications	SAQA Accredited	NQF Level	Credits	Duration
General Management (NC)	✓	5	162	12 mo
General Management (NC) Banking	✓	5	162	12 mo
General Management (NC) Customer Management: Banking	✓	5	162	12 mo
General Management (NC) Generic Manufacturing	✓	5	162	12 mo
General Management (NC) Skills Development Management: Banking	✓	5	162	12 mo
General Management (NC) Strategic Management: Banking	✓	5	162	12 mo
IT End-user computing (NC)	✓	3	136	12 mo
IT Systems Development (FETC)	✓	4	165	12 mo
IT Systems Development (NC)	✓	5	131	12 mo
IT Systems Support (NC)	✓	5	147	12 mo
IT Technical Support (FETC)	✓	4	163	12 mo
Labour Relations Practice (NC)	✓	5	121	12 mo
Leadership Development (FETC)	✓	4	160	12 mo
Marketing (FETC)	✓	4	141	12 mo
Municipal Finance (Certificate)	✓	6	166	12 mo
New Venture Creation (FETC)	✓	4	149	12 mo
New Venture Creation (NC)	✓	2	138	12 mo

## Learnerships/Full Qualifications

Learnerships/Full Qualifications	SAQA Accredited	NQF Level	Credits	Duration
OEDTDP (NC)	✓	5	120	12 mo
Office Administration (Certificate)	✓	5	120	12 mo
Office Administration (Diploma)	✓	6	360	36 mo
Office Administration (Higher Certificate)	✓	5	240	24 mo
Project Management (FETC)	✓	4	137	12 mo
Public Sector Accounting (Diploma)	✓	5	137	12 mo
Public Sector Accounting (NC)	✓	4	120	12 mo
Production Technology (NC)	✓	4	143	12 mo
Production Technology (FETC)	✓	3	120	12 mo
Supply Chain Management (NC)	✓	5	150	12 mo
Small Business Financial Management (NC)	✓	4	120	12 mo
Technical Financial Accountant (ND)	✓	5	251	24 mo
Wholesale & Retail Operations (NC) Forecourt Supervision	✓	3	120	12 mo
Wholesale & Retail Operations (NC) Stock Control	✓	3	120	12 mo



Skills Programmes	SAQA Accredited	NQF Level	Credits	Duration
High Performance Teams	✓	4	32	5 days
Leadership Development	✓	5	30	5 days
Marketing Principles	✓	4	25	5 days
Mastering Sales in the 21st Century	✓	4	26	6 days
Operations Management	✓	5	30	5 days
Project Management Fundamentals	✓	4	33	5 days
Stock Control in a Retail/Wholesale Outlet	✓	3	27	5 days
Retail Sales & Customer Service	✓	3	30	5 days
Inventory & Inventory Control	✓	4	23	5 days
Process Manufacturing	✓	4	28	5 days
Planning & Scheduling Techniques	✓	4	24	5 days
Manufacturing Control	✓	4	31	5 days
Manufacturing	✓	5	36	5 days

*Growing People... Building Talent... Creating Leaders*

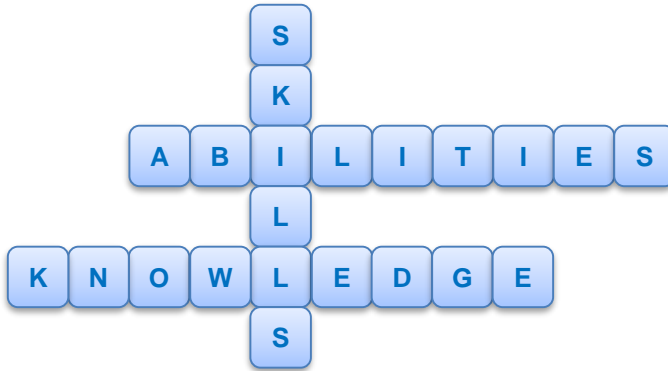
## ***Additional Value Added Services***

### **Designed around client specific requirements**

#### **This can include:**

- Outdoor/Indoor
- Lego, Puzzle's & Games
- Adventure Activities
- Humanship
- Courage & Resilience
- Strengths Finder

## Contact us



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