



# TSEBO LEARNING & DEVELOPMENT ACADEMY

Tsebo Learning and Development Academy is central to building and implementing solutions that are credible, dynamic and effective to meet our clients' needs.

The academy hosts a range of formal and informal learning programmes and initiatives that develop our employees. The aim is to optimise output and strategically align each person with their ideal role.

This learning facility paves the way to enhancing skills and competencies for its internal employees and the grooming of young talent. We educate and nurture such talent through our soft and technical skills and pivotal programmes such as learnerships, graduate programmes and internships.

Formal training programmes that are SETA accredited are offered by partnering with SMMEs to offer the best available training programmes that foster employee development and supplier/community development.

Tsebo provides a blended approach to learning solutions by offering its employees and partners access to its e-learning portal, accessible through Tsebo Intranet.

Employees can access the portal irrespective of geographical location. A total of 80 training programmes are available across the various functional areas i.e. Facilities Management, Catering, Cleaning and Security.

## SETA COMPLIANCE AND ACCREDITATION

- Tsebo Learning and Development Academy offers a range of accredited formal training programmes that are aligned to the National Qualifications Framework (NQF) and are registered with SAQA.
- Tsebo is affiliated and registered with the following SETAs namely, CATHSSETA, Services SETA and SSASETA in ensuring compliance to the Skills Development Act.
- Accredited training programmes are delivered by using formal assessment tools that are aligned to SETA requirements.
- Tsebo trainers are qualified and are registered assessors with operational experience that are subject matter experts in their respective fields.
- Focal learning initiatives partner with the relevant SETAs to offer accredited formal learning programmes such as learnerships, internships and apprenticeships.

# PARTNERING WITH ACADEMIC INSTITUTIONS, PROFESSIONAL BODIES AND ACCREDITED SERVICE PROVIDERS

## TSEBO ACCREDITED PROGRAMMES

- Human Resource Level 5
- Customer Care Level 4
- Advanced Customer Management Level 5
- Generic Management
- Development NQF 8
- 2-year Facilities Management Programme Level 6
- Professional Cookery Level 4
- Food and Beverage Level 4
- Fast Foods Level 3
- Hygiene and Cleaning NQF 1
- Hygiene and Cleaning
- Supervision NQF 3
- Security Guard Grade B, C and DPSIRA Grade Training

## COMPLIANCE PROGRAMMES

- COVID 19 – Regulations
- Food Safety
- Workplace Safety
- First Aid
- OHS
- Fire Fighter
- ISO Certification

## MANAGEMENT SKILLS PROGRAMMES

- MDP1
- MDP2
- MDP3
- Financial Skills
- Legal Liability
- Transformational Coach
- IR Skills
- GIBBS Management Development
- Coaching and Mentoring
- Executive Coaching

## IT SKILLS PROGRAMMES

- PC Skills
- MS Word
- MS Excel
- MS PowerPoint
- Menutec and My Market
- PRP

## TECHNICAL SKILLS PROGRAMMES

- Generator Training
- HVAC
- HV Switching
- MV Switching
- Low/Mid/High Voltage
- Electrical Installation and Wiring
- Basic Carpentry
- Plumbing
- 10-day Facilities Management Programme
- Waitering
- Ward Hostess
- FM Handyman
- Bartending
- Basic Cleaning Principles
- Bi-annual Refresher in PSIRA Site Specific
- Cleaning Processes for Public Areas, Floors and Offices

## IT SKILLS PROGRAMMES

- Communication Skills
- Business Writing Skills
- Presentation Skills
- Life Skills
- Telephone Etiquette
- Customer Centricity
- Service Excellence
- Coaching and Mentoring
- Induction Programmes - Site
- Induction Programmes - Tsebo
- Performance Management
- Writing Reports and Proposals
- Decision Making
- Emotional Intelligence
- Coaching and Mentoring
- Stock Management
- Planning and Organising
- Interpersonal Skills

## PEOPLE WITH DISABILITIES PROGRAMMES

In the last few years we embarked on a process to recruit and train people with disabilities (PWDs) from the local communities around Gauteng. The process involves us bringing the PWDs into our business while putting them through a full learnership. At the end of the learnership we endeavour to appoint them to full time jobs. Over the last few years we have put close to 300 PWDs through our programmes with an 80 percent absorption rate at the end of the programme. We focus on courses in professional cookery, food and beverage services, and general cleaning practices.



## REMOTE LEARNING AND DEVELOPMENT SOLUTIONS TO COMMUNITIES

Being a leading service provider in the domains of facilities management, catering, cleaning, and security, Tsebo offers tailored solutions to community based projects. It had extensive exposure in the roll out of the following remote learning and development programmes:

- LSS Medupi
- Fort Hare University
- Marikana Community North West
- IALCH
- Mediclinic – Bloemfontein
- Ray Mhlaba Community – PE
- PPP Local Communities Learnerships
- PPP Local Communities Apprenticeships
- Man in the Van
- Sun International - Opening of the Boardwalk and Grand West casinos, training unemployed people from the local communities.

- Over **20 000** people trained across all our businesses
  - **50%** online training
  - **50%** in-person (with strict COVID-19 protocols adhered to)
- We launched our own Online Learner Management System, comprising of over **140** learning modules
- Over **1 000** SETA Accredited Learnerships training sessions
- Over **150** further SETA accredited Learnerships training provided to youngsters with disabilities (PWDs)
- **40** mid-management employees completed the GIBS's (University of Pretoria's Gordon Institute of Science) Middle Management Development Programme (MMDP)
- **22** Tsebo managers from across the African continent, enrolled in a Tsebo Online Manager Development Programme
- In addition, supportive training workshops were held to help our employees and management cope with the added stress, psychological wellbeing and other unforeseen challenges brought on by the pandemic.



**WE ARE  
PASSIONATE  
ABOUT OUR  
PURPOSE.**



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- B-BBEE Level 1
  - 2-year FMD programme
  - Largest skills developer in Africa
  - 10-day introduction to the facilities programme
  - Industry leader in development of staff with disabilities
  - Vibrant company foundation that supports communities
  - Sponsoring 150 managers on postgraduate MBA/MAP studies

## GET IN TOUCH



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