



**2024**

# **Prospectus**

**Your complete multi-level B-BBEE  
Solution provider**

# Our Academy Vision, Mission and History

## Vision

A transformed South Africa where everyone is employable.

## Mission

To deliver professionally supported skills training, coaching and mentorship programmes that will best prepare learners for the working world.

## History

EduPower Skills Academy has a unique, flexible solution that delivers exactly what the principles of B-BBEE are intended to achieve and what South Africa so desperately needs: reducing unemployment, upskilling the population, and creating employability and sustainable jobs.

EduPower was formed with its purpose to help achieve the B-BBEE skills development requirements of large corporates but has since transformed into much more, it has become a beacon of hope for the country. The solution the country needs to get back on track.

With more than 20 years of experience providing B-BBEE-aligned training, our academies can accommodate learnership group sizes of any size, whether it is 1 or 1000. In addition, we are partnering with churches around the province to undertake an exciting rural project, taking skills development into rural areas.

EduPower is fully accredited and a B-BBEE level 2 contributor that is 66% black-owned and 33% black woman-owned.



# A National Footprint

## Why does it work?

Your B-BBEE contributions or funding can change South Africa in 3 steps:

### 1. Skills development

We take the youth and disabled and give them skills and experience that is in demand in the country.

### 2. Developing people

We ensure that they are mentally ready for work environments and the rigours of entrepreneurship

### 3. Real job creation

We ensure that they have a guaranteed job offer or working business in growing sectors so that they can really contribute to the country.



## Part of the Daly Group of Companies



# World Class Facilities

**Our nation-wide network of facilities are designed to get the best out of your learners**

## **Fully Hosted and Managed**

Our world-class facilities in Durban, Johannesburg, and Cape Town can host your learners so you can focus on your business.

## **Bringing Skills Development to Rural Areas**

Our exciting project, partnering with a church in rural KZN, will bring much-needed skills development to rural areas in our country. Our goal is to develop the rural economy and lower the migration into urban areas where individuals are looking for skills development and work opportunities.

## **Classroom, Online or Face-to-Face**

Learners enjoy the flexibility of training. Whether in our classrooms, online or through our mentorship program, we have the solution that is right for them. In our rural areas, due to a lack of appropriate infrastructure, we are making use of an innovative technology solution that allows us to take both training and call centre into the rural areas.

## **Accessible for People Living with Disabilities**

The most vulnerable in South Africa are treated with the care and respect they deserve. We ensure that learners who are living with disabilities are never hindered in their journey to employability. Our campuses provide disability access and are located near transport hubs.

## **Inspiring and Lively**

Motivation and inspiration relies a lot on the learners environment. We ensure our facilities are designed in such a way that your learners will start to see a greater vision for themselves.



# Our Accredited Learnerships

## Our Accredited Learnerships

### The creation of employable people

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, providing a structured approach of 30% classroom and 70% on the job training.

This includes work experience and training in the formal sector (BPO/ Contact centre) as well as in the informal sector (Entrepreneurial space) in South Africa. We guarantee a job offer on completion of the learnership.

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 in a dedicated class environment. Accredited short courses are the perfect gap fillers to get your spend requirement done.

## Bursaries

The B-BBEE Scorecard requires large entities to spend a specific portion of their annual payroll on bursaries at Higher Education Institutions in order to earn points under the Skills Development element of the B-BBEE scorecard. We help facilitate this.

We assist corporates and identify promising and deserving candidates who will benefit from access to higher education, to help take their careers forward.

# Our Management Team



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# The EduPower 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**



## Recruitment

We find the most deserving youth and people with disabilities from across country

## Skills Development

High quality trainers and facilities lead to a high performance environment. Our adaptable model means we can service most SETA's

## Real World Experience

Training is relevant and practical to increase the learners employability. Learners work in live business environments, not simulations. Your learner can work on your business or Edupower will provide external opportunities

## Personal Development

Experiential in-house training to change the learner's mindset - breaking the cycle of entitlement, dependency, and self-doubt. Measurable and impactful, it sets the learner up for success in business and life

**Unemployed & Despondent**

# 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 programme that we run to prepare the learners for the world of work.

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

This leads to a higher than normal completion rate. To date, our completion rate average is above 90%.

## What's included:

- ✔ **Wellness at Work**
  - Physical
  - Psychological
- ✔ **Fact Finding**
  - Questioning techniques
- ✔ **Business Ethics and Professionalism**
  - The business brand
  - Trustworthiness
  - Responsibility
  - Respect
  - The Organisation
  - Dress code
- ✔ **Customer Interaction**
  - Communication
  - Handling difficult situations
  - Listening
  - Questioning
  - Complaint resolution
- ✔ **Judgements**
  - Why people judge
  - Avoiding judgement
- ✔ **Objective Handling**
  - Objection handling
- ✔ **Computer Skills**
  - Use of hardware (mouse, keyboard etc)
  - Outlook
  - MS Word
- ✔ **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
- ✔ **Working In A Call Centre**
  - The environment
  - The culture
- ✔ **Service Excellence**
  - Customer satisfaction
- ✔ **Assertiveness**
  - Customer satisfaction
  - Your rights
  - Communication
- ✔ **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 Assessment

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



# Personal Development

## We do Learnerships differently

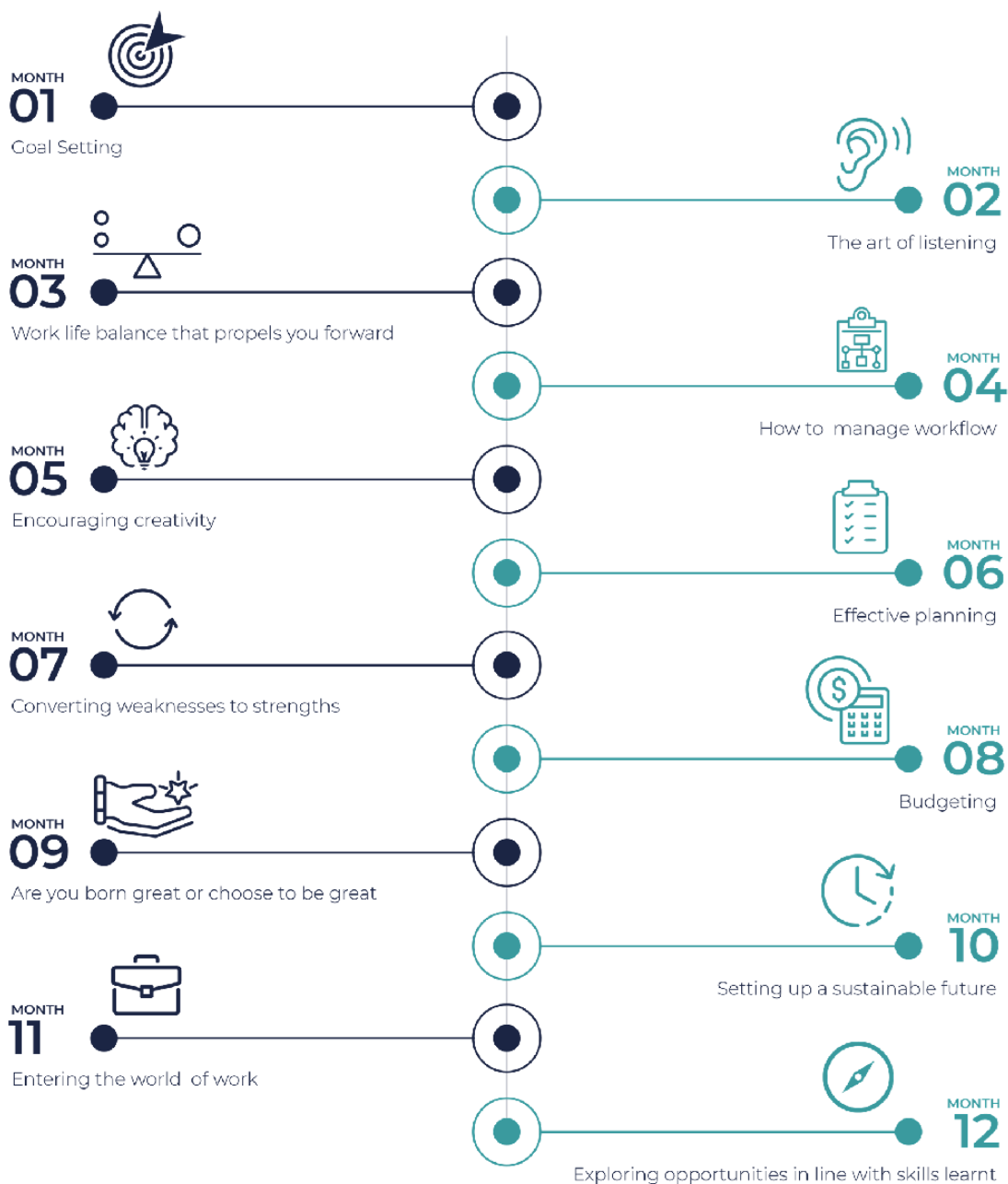
We work hand in hand with our learners for 12 months, with a mentoring and coaching structure to help them get to where they need to go.

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/  
BPO Services**



**Township Retail  
Distribution Services**



**Field Sales**



**New Business  
Start-up Incubation**

# Good Business, Better SA

Employment for everyone through our 100% absorption model



# Entrepreneurship Development Solution

**Joseph Business School** is a globally recognised non-profit institution that offers **entrepreneurship development solutions**. As a Level 1 B-BBEE contributor, the school partners with EduPower to help clients meet their B-BBEE obligations.

From a client's perspective, the partnership between EduPower and Joseph Business School presents a comprehensive in-house training solution for skills development objectives.

This ensures B-BBEE compliance for your business and promotes skills development and job creation in South Africa, pairing your company with a renowned international educational institution and a leader in local empowerment.



# Unlocking the Potential of the Absorption Model

Joseph Business School, in collaboration with EduPower, is proud to offer a SETA-accredited 12-month learnership program for individuals interested in starting a business. Upon completion, participants will have registered a business and started trading within the 12 month period.

This program, provided by Joseph Business School and in partnership with EduPower, merges accredited SETA theoretical instruction with practical business training and mentorship. As a result, learners gain comprehensive knowledge and experience in establishing and managing their own business.

All learnerships are accredited with an absorption opportunity model at Joseph Business School powered by EduPower.

## The benefits of the absorption model are as follows:

### For the Learner:

Upon completing the 12-month learnership program, learners will have the capability to register and establish their own business, equipped with market connections for production opportunities.

### For the Company:

Potentially earn the 5 bonus points available in the Skills sector of the B-BBEE codes.



# 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



Greeting 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.

**Itumleng 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.

# Learner Success Stories



## Meet Nokwanda

At just 27 years old, she already owns two small companies. However, she has realised that she has more to learn to fulfil her burning desire to grow her businesses, so she has enrolled for a learnership at EduPower Skills Academy, a decision that is already delivering positive returns.

**“I applied and was accepted for a National Certificate: Contact Centre and Business Process Outsourcing Support NQF level 3 at EduPower. While the qualification is not directly related to my businesses and products, I am so happy that I made this decision as I am learning about small business practices that I can immediately apply.”**

Drawn by the promise of bigger and better opportunities, Nokwanda moved to Durban after school, even though she didn't have any family or friends living there. As soon as she settled, she started researching how to make perfume and her first business was born.

**“I learned so much in a short space of time and my little business took off. It was incredible and I couldn't believe that I was doing so well, but then COVID hit and almost overnight, the demand dried up,”**

## Determination

Nokwanda refused to give up. She regrouped and started from scratch, using the lessons learned from her first company to start two new businesses, one that offers organic skincare products and the other detergents. She bottles and packages the products at home and either delivers her goods in person or uses a courier and collection system offered by one of the major retailers.

Nokwanda says that she couldn't believe her luck when she landed a learnership at EduPower, as the Academy offers so much more than an occupational qualification.

**“The Academy is very serious about developing its learners' business skills and we work on these every day as they are integrated into the work experience component of the learnership,” she explains. “But the biggest help for me has been EduPower's Small Business Development Unit.”**

This assistance has helped Nokwanda build her businesses and prepared her for the next step, which will unlock even more growth opportunities. Nokwanda says that thanks to EduPower's mentorship, her dream now is to take her small businesses to the next level and beyond by marketing and distributing to wholesalers.

**“Undertaking this learnership has given me so much more than I ever dreamed possible and EduPower has been the conduit that has made it all possible,”**

# Mining for HOPE through sustainable job solutions

Mining has the ability to bring hope to vulnerable communities in the farthest reaches of South Africa.

Our innovative solution focuses on combining skills training, enterprise development, and socio-economic advancement. By doing so, EduPower aims to not only create jobs but also to uplift local communities.

This unique approach sets us apart as a driving force in enhancing both individual and community prosperity within the mining industry.

Our experienced EduPower teams can easily replicate the system and deliver a model which is transportable to go anywhere in the country, therefore ensuring quick turnaround.

Learners work on a variety of Call Centre campaigns and Forestry programmes. Included in their programme is in-house work readiness programmes, shared hosting for learning and work experience as well as the absorption of learners into permanent employment.

Together, we will bring sustainable job solutions, and positively impact the local community around the mines to ensure long-term success.

## Don't just build a mine, build a legacy- Creating Entrepreneurs:

### 1. Skills development

We train individuals to start and run businesses, equipping them with the requisite tools. By partnering with mining companies, we tailor training towards mining-related ventures.

### 2. Developing industry

We help build businesses in the community for sustainable development, thus enhancing the pool of potential suppliers for mining companies.

### 3. Customised B-BBEE Strategies

We offer B-BBEE Solutions designed to seamlessly align with a mining company's B-BBEE strategy, contributing to the acquisition of points within the entire scorecard, thus meeting SLP targets.

### 4. Real Job Creation

We help potential entrepreneurs establish businesses that serve the mining sector, contributing to community upliftment and indirectly creating job opportunities.



# Trusted by



## Does your current provider Make the most of your B-BBEE spend?

To better understand your options contact:

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