



INFORMATION PACK



Sow the seed. See the growth.

ABOUT US

Our company is Services SETA accredited, Level 3 Broad-based Black Economic Empowerment (BBBEE) contributor with a JV partnership at Level 1. People Solutions has 74% female and 26% black female ownership.

We recently pivoted our business model and rapid digital transformation strategy, defining us as an early pioneer in EXO modelling and online learning. Our value proposition ensures virtual, digital, inclusive and end-to-end blended learning solutions by integrating enabling technologies in our delivery options.

Our country's unemployment rate and skills crisis require a collaborative approach and an exponential growth mindset to alter South Africa's future and improve its people's lives.

We work closely with our clients, government and industry bodies to co-design solutions with scalability and accessibility in mind. We are determined to achieve Massive Transformational Purpose (MTP). This purpose involves taking digital skills, future skills, access to learning to—the last person in the last town in South Africa, the rest of Africa and beyond our country's borders.

We partner with workforce and recruitment specialists, leading experts in workplace sensitisation and inclusive training bodies resulting in Persons with Disabilities (PWD) learner accounting for 10% of our annual total of learners upskilled or reskilled. Learners are trained to be effective when entering the workplace and to make valuable contributions to the workforce. Our learners progress from unemployed status to a learning journey resulting in their ability to earn while learning. The opportunity to be absorbed into successful placements at client organisations is essential to our model's demand-led approach.

Along with a National Operational Footprint for traditional classroom delivery across the metros of Gauteng (Johannesburg), KwaZulu-Natal (Durban) and the Western Cape (Cape Town and surrounds, People Solutions has the capability to reach the entire nation of South Africa through using virtual education interventions.

As members of BPESA, People Solutions have actively supported the growth and scale of the GBS sector, developing sector-specific skills through national learning interventions for industry, operators and agents over the last 17 years.

People Solutions boasts an impeccable record of 91% learner completion rate and 85% competency rate.



We use expert facilitators to guide learners through our programmes...

OUR SERVICES

Our products include various accredited qualifications across NQF Level 1 to 5. We deliver training and development using the following methods:

FULL FACILITATOR-LED TRAINING

The qualification is facilitated, and learning is then assessed against the relevant unit standards/qualification.

Our expert facilitators facilitate the qualification, and learners are then assessed against relevant unit standards to measure their competence. Our delivery method is based on outcomes-based education.

RECOGNITION OF PRIOR LEARNING (RPL)

With our RPL programmes, we consider that experiential and workplace learning has occurred, and learners are assessed against the applicable qualification to measure their competence.

If there are skills and knowledge gaps identified, we train and coach learners to close the gaps until they reach full competency against the functional unit standards. The RPL allows learners to acquire the relevant recognition of their informal, casual and formal training against the relevant qualification or skills programme.

Significantly, through the RPL process, we recognise existing skills, competencies, expertise and knowledge based on prior learning and experience of the RPL candidate.



*Ask how we
can serve
you...*

SERVICES BOUQUET

- Training & Skills Development
- Training Project Management
- BBBEE spend and WSP optimization Consultation Skills Audits, Gap analysis and Bespoke L&D Pathway Design, outsourced services such as payroll for stipends
- Sub-Contracting and Outsourced Services
- GBS and Contact Centre specific Upskilling and Future Skilling
- Disruptive Ed Tech integration
- Tailored Micro-learning
- Coaching and Facilitation



We have knowledge and experience to train in this area of specialisation...

PERSONS WITH DISABILITIES

We have specialisation aligned to the National Skills Development Strategy II to cater for the delivery of learnerships to Persons with Disabilities.

We have positioned ourselves as a specialist partner in this area of training. Through our knowledge and experience, we can guarantee a Return on Investment for the SETAs and employers.

We have competent learners exit learnerships and who are then employed by companies.

People Solutions has experience in training People with Disabilities.

Our facilitators received disability awareness, and sensitisation to ensure they are upskilled to enhance persons with Disabilities. We are also able to source training facilities for Persons with Disabilities should an outside venue be required.



PRODUCT RANGE

WORKSHOPS & IMPACT COURSES

Workshops and Short Courses are run over a few hours, 1-2 days or virtually. These workshops address specific skills and address skills gaps existing in the organisation.

These sessions are not skills programmes and may not necessarily link to unit standards, although some of People Solutions short courses and workshops align with specific unit standards.

SKILLS PROGRAMMES

SETA-accredited skills programmes are run by taking a unit standard or combination of unit standards required within a business for the learners to enhance their skill. The learners will obtain credits towards a qualification.

Our SETA-accredited skills programmes use a unit standard or a combination of unit standards to address the skills, knowledge, attitude and value gaps identified in the organisation.

Upon completion of skills programmes, learners obtain credits towards a qualification.

ONLINE PRODUCTS AND SERVICES

ENABLING TECHNOLOGY

Through our use and application of enabling technologies, we have pivoted our solutions to ensure social distancing and remote learning using various platforms. We are working with futureskills.africa Academy, People Solutions launched their Exponential Growth Strategy with an award-winning start-up project to provide data light, affordable, and microlearning for individuals.

FUTURESKILLS.AFRICA

Our FutureSkills.Africa digital learning academy provides identified future skills as defined by the World Economic Forum and Global Business Services Sector. The academy continuously measures a learner's knowledge based on key concepts and translates information into their long term memory. This method allows for optimal retention of knowledge, on the job application and increases the learner's skills while optimising the time spent on learning.

THE KNOWLEDGE BANK

Our online platform allows us to deliver accredited programmes virtually and enables creating and developing bespoke learning solutions. During the COVID-19 pandemic, we have curated critical skills to help a team navigate adversity and new normal challenges.

We currently curate over 140 non-accredited programmes that can be bundled to meet specific needs or value-added learning programmes to accompany accredited qualifications and learning paths.



LEARNERSHIPS

LEARNERSHIP PROGRAMMES

LEVEL 1

(General Education & Training Certificate)

- Business Practice

LEVEL 2 *(National Certificate)*

- Contact Centre Support
- New Venture Creation (SMME)

LEVEL 3 *(National Certificate)*

- Contact Centre and Business Process Outsourcing Supporting
- Management
- Business Administration Services

LEVEL 4

(Further Education and Training Certificate)

- Contact Centre Operations
- New Venture Creation
- Business Administration Services
- Project Management
- Generic Management
- Banking

LEVEL 5 *(National Certificate)*

- Generic Management
- Banking

RECOGNITION OF PRIOR LEARNING

LEVEL 2 RPL

- Contact Centre Support

LEVEL 3 RPL

- Contact Centre and Business Process Outsourcing Support
- Management

LEVEL 4 RPL

- Contact Centre Operations
- Business Administration Services

LEVEL 5 RPL

- Generic Management

**NQF LEVELS
1-5**



CONTACT CENTRE & BPO FUNCTIONAL SKILLS

CUSTOMER SERVICE



- Principles of customer care
- Personality types
- Analysing customer information
- Innovative solutions
- Improving customer Care
- Retainng customers

DEBT COLLECTION



- Collection theory
- Debt Collection process
- Communication in debt collection
- Handling collections
- The National Credit Act

SALES SKILLS



- Communicating with customers
- Managing inbound calls
- Making outbound telesales calls
- Making debt collection calls



CONTACT CENTRE & BPO SPECIFIC SKILLS

BUSINESS & PRODUCTIVITY



- Telephone etiquette
- Decision making skills
- Leadership skills
- Analytics
- Time Management

PEOPLE SKILLS



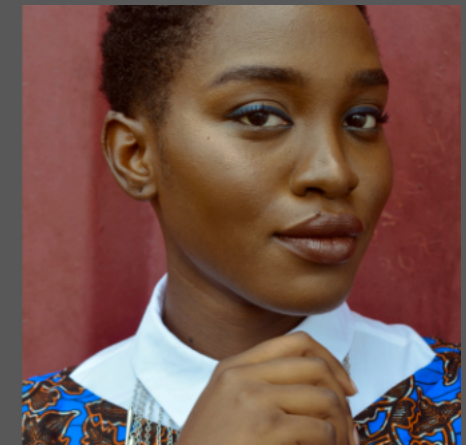
- Conflict resolution
- Assertiveness
- Workplace diversity
- Emotional Intelligence
- Interpersonal Skills

COMMUNICATION SKILLS



- Presentation skills
- Business writing
- Communication skills
- Questioning and probing techniques
- Listening skills

PERSONAL DEVELOPMENT



- Problem solving
- Numeracy skills
- Self-awareness
- Self management
- Social awareness
- Relationship management



OPEN COURSES

Open courses provide a list of learning objectives and learning expectations and are not linked to any learning path. It is however, advisable for all learners to engage in the free courses to learn essential knowledge and skills applicable to the workplace environment.



DIGITAL CITIZENSHIP

- Demonstrate responsible digital citizenship.
- Use technology to actively select, achieve and demonstrate competency.
- Recognise the rights, responsibilities, and opportunities of safe, legal and ethical uses of technology.



LIFELONG LEARNING

- Explain the importance of lifelong learning.
- Describe the process of lifelong learning.
- Identify the lifelong learning required of expected.
- Demonstrate the ability to engage in lifelong learning.



COVID-19 RISK ADJUSTMENT

- Defining a pandemic.
- Demonstrate knowledge of Covid-19.
- Respond correctly to Covid-19.
- Maintain health and safety, and maintain emotional fitness during a pandemic.

ASK US ABOUT OUR OPEN COURSE CONTENT



WORK READINESS

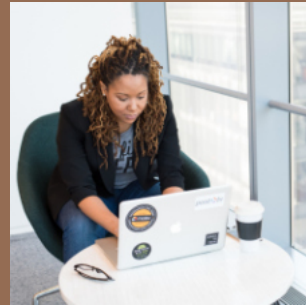
Work Readiness Programmes define the knowledge, skills, attitudes and values required for recruits or new employees to develop. This learning especially important in workplace and help employees to integrate well into a business.



Transitioning into the Workplace



Outcomes-Based Communication



Business Best Practices



Effective Teamwork



Solutuion Driven Mindset



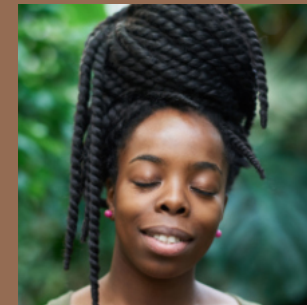
Conflict and Anger Management



Professionalism



Technology in the Workplace



Personal Profile and Branding



Internal and External Customer Service



ASK US ABOUT OUR WORK READINESS COURSE CONTENT



FUTURE SKILLS

Future Skills refer to competencies that allow learners to solve complex problems using efficient and effective modern skills and knowledge. They are skills that help learners to be self-organised and perform successfully using complex skills and knowledge.



Complex
Problem Solving



Creative
Thinking



Creativity



People
Management



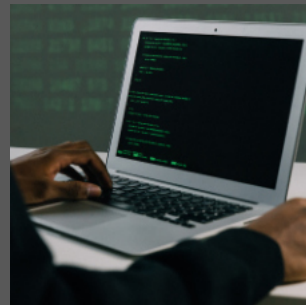
Coordinating
with Others



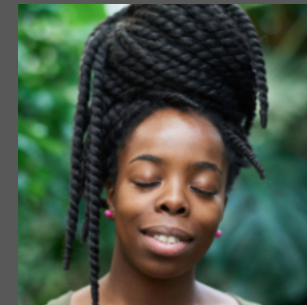
Emotional
Intelligence



Judgement and
Decision
Making



Service
Orientation



Negotiation
Skills



Cognitive
Flexibility

ASK US ABOUT OUR FUTURE SKILLS COURSE CONTENT



*We can help you plan your reskilling
and upskilling initiatives*

RESKILL, UPSKILL & CROSS-SKILL

Our **reskilling** and **upskilling** options may include *accredited* and *non-accredited* options.

RESKILLING

Reskilling is used to train and develop a recruit, and it is used to training current employees to perform a different job. Benefits of reskilling include reducing the cost of hiring new employees and reducing the time it takes to onboard new staff. Reskilling can speed up movement and availability of current employee to new positions. Implementation of reskilling can take on the format of traditional facilitator-led training, virtual training and online programmes. A business can improve job prospects, education, and employee training by adopting a Reskilling Revolution approach to empower self-starters and employees with good time management skills.

UPSKILLING

Upskilling involves teaching current employees new skills, allowing them to move up to more critical business jobs. This training type helps an organisation retain current employees by investing in their learning, development, and growth. Upskilling leads to happy employees, and this enhances customer satisfaction for the business. Reskilling and upskilling can reduce the costs of losing and replacing current employees.

CROSSKILLING

This type of training aims to improve employees' proficiency levels to perform tasks outside their current responsibilities.



These courses will be developed as short microlearning courses that respond to the questions: **who, what, when, why,** and **how.**

ESSENTIAL FUTURE SKILLS

- Adaptability
- Creativity
- Critical Thinking
- Problem Solving
- Communication
- Citizenship
- Intercultural Competence
- Resourcefulness
- Open-Mindedness
- Productivity
- Time Management
- Work Ethic
- Integrity
- Tech Literacy
- Self-directed
- Public Speaking
- Innovativeness
- Flexibility

THESE EXCITING COURSES ARE COMING SOON.

Click the following hyperlink to [REGISTER](#) your interest with us and we will keep you informed



CONNECT WITH US

We service a wide range of clients across various industry sectors, including the public and private sector and would be delighted to have the opportunity to work with your organisation.



OUR WEBSITE



LINKEDIN



TWITTER



FACEBOOK



INSTAGRAM