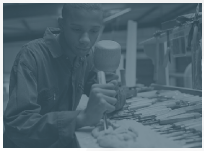
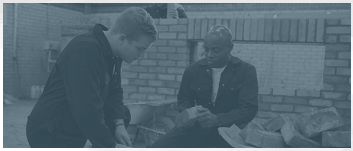
SERR SYNERGY

A service to many leads to greatness

ACCREDITED TRAINING AND LEARNERSHIPS





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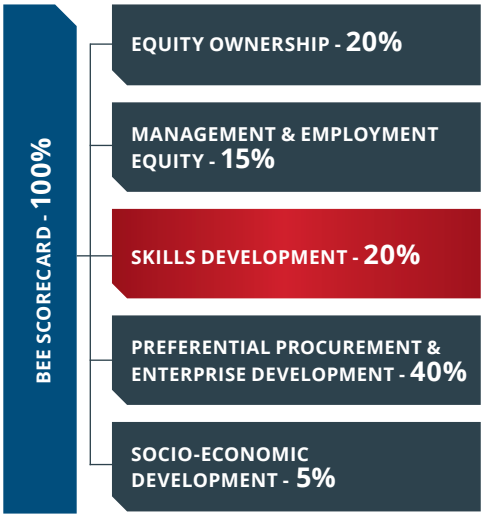
At ***SERR SYNERGY*** we recognise the importance of adult education and the inevitability thereof in the Economic and Skills development revolution of South Africa.

Keeping abreast with industry trends, while remaining competitive, is therefore fundamental when bridging gaps between organisations' current realities, their skills shortages and employees' career aspirations.

The short supply of skilled staff remains a serious obstacle to the competitiveness of industries in our country.

SKILLS DEVELOPMENT AND B-BBEE

Skills development is imperative for businesses to comply with Broad-Based Black Economic Empowerment (B-BBEE or BEE) requirements.



Skills development has become a strategic priority for businesses that wish to attain or retain an acceptable BEE level and also meet the requirements of the Skills Development Act.

With the revised BEE scorecard, companies can earn maximum skills development points if they spend the required 3% or 6% of their annual payroll on **SETA-accredited training initiatives** (depending on the business category).

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The B-BBEE Code's Learning Programme Matrix sets a number of areas where skills development is possible. These are: Learnerships, Apprenticeships, Work-integrated Learning, Bursaries and Internships.

We understand the operational challenges that businesses face daily and that they may not always have the time to attend to training initiatives or strategies.

SERR SYNERGY has compiled a very unique, affordable training product whereby businesses can benefit from skills development and accredited training within their organisation.

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SKILLS LEVIES AND TRAINING

By paying your **Skills Development Levies** (SDLs) monthly, you qualify for and have access to:

- Skills development grants (mandatory and discretionary)
- Substantial tax allowances when you implement Learnerships in your company.

Businesses that are unaware of these incentives and claiming processes will forfeit valuable revenue.

Depending on the training package you have selected, we also provide a **Skills Development Facilitator (SDF)** service that assists businesses in claiming back portions of their Skills Development Levies (SDLs) already paid to SARS. This service is not included in all training product options.

OUR TRAINING AND DEVELOPMENT SOLUTION

SERR SYNERGY has combined mandatory training and non-mandatory training into one comprehensive product that is available on an affordable monthly retainer basis.

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We also offer learnership programmes specifically designed for businesses that wish to qualify for additional tax rebates and SETA funding, as well as those that wish to maximise their BEE points and qualify for additional bonus points.

OUR ACCREDITED TRAINING GUARANTEES THE FOLLOWING:

- Our training material is aligned with the unit standards and qualifications stipulated in the National Qualification Framework.
- We only use SETA-qualified and -registered training and assessment facilitators.
- Assessment results of all our learners are verified by the SETA and uploaded onto the National Learner Record Database (NLRD). *This means that all competent learners will be awarded the relevant credits for the unit standards.*
- Learners therefore accumulate credits towards full qualifications.
- The accredited training course information can be used to your benefit when completing your Workplace Skills Plan (WSP) and BEE scorecard.

STANDARD TRAINING PRODUCT OPTION

Our **STANDARD Training product option** includes the services of a Skills Development Facilitator (SDF).

For our other training and development products this service is optional – kindly contact our office for an option that suits your specific requirements.

SKILLS DEVELOPMENT FACILITATOR SERVICES INCLUDE THE FOLLOWING:

- Registration of the business with the relevant SETA.
- Acting as a SDF for the business.
- Completion and submission of an annual Workplace Skills Plan (WSP) and Pivotal Plan.
- Completion and submission of quarterly reports.
- Claiming annually from your industry-specific SETA.
- Introduction of accredited training programmes for the business to be presented by accredited training providers.
- Introduction of learnerships and youth subsidies.
- Drafting of an Employment Equity Plan.
- Submission of annual Employment Equity reports.
- Assistance with the establishment of Training and Employment Equity Committees.

OUR TRAINING TEAM

We at ***SERR SYNERGY*** are proud of our qualified team of professionals with extensive knowledge of a broad spectrum of learning and development roles and diverse industries.

Our international exposure and expertise in the training environment have equipped us to support our clients with their distinctive set of training and educational requirements.

Whatever your particular training needs or challenges, we are able to assist with a practical solution.

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Our team is made up of SAQA-qualified facilitators as well as a number of associate facilitators and assessors. This provides us with a level of stability and at the same time flexibility to deal with projects of various sizes in a cost-effective manner.

Our team is supported by a well-organised administrative team that has the knowledge, skill and experience to co-ordinate first-class training for our clients.

We have regional representation in Gauteng, Cape Town and Durban and have strategically placed regional training teams in the various regions to support learning interventions and relevant training activities on behalf of our clients.

MEET SOME OF OUR TEAM MEMBERS:

ANITA SEYDEL

National Training and Development Manager

NATASHA DHLAMINI

Training Co-ordinator

SYDNEY MAREE

Facilitator and Assessor

SIMON MATLHARE

Facilitator and Assessor

CHARMAINE MERTZ

Facilitator

DESIREE PECHEE

Facilitator

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OUR TRAINING FACILITIES

Our modern training venues are located regionally in Gauteng, Cape Town and Durban.

Our approach to training is having the learner at heart:

- All of our venues are conveniently located, with access to public transport.
- We use only state-of-the-art training equipment.
- Our facilities have hygienic refreshment rooms and designated eating areas.
- All of our training venues are **Health and Safety** compliant.

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For a site visit to any of our training facilities, please contact us and it will be arranged.

TRAINING COURSES

Our variety of available courses and our flexibility in creating customised training courses make it easy for learners to obtain the skills they need for their specific workplace or industry.

Our courses are up-to-date and outcomes based, with industry-related learning material.

OUR CUSTOMERS ENJOY THE FOLLOWING:

- Businesses are not limited to the number of employees they want to nominate for training.
- Since these are SETA-accredited training courses, businesses qualify for a bigger refund on their SDLs (mandatory and discretionary grants).
- Depending on the specific needs of your sector/industry and SETA-specific requirements, businesses can expect a maximum of 69,5% of their SDLs to be refunded.
- Depending on the number of learners to be trained, training can be conducted at the premises of the client - minimum of five learners to qualify.

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STATUTORY TRAINING

Various statutory regulations determine mandatory or compulsory training in the areas of:

- First Aid
- Fire-fighting
- Occupational Health and Safety, and more.

We offer the following **accredited mandatory courses:**

ACCREDITED MANDATORY COURSES			
PROGRAMME NAME	CREDIT VALUE	NO. OF DAYS	NQF LEVEL
HEALTH AND SAFETY SHORT COURSES (H & S)			
Apply Occupational Health, Safety and Environmental Principles	10	3	3
First Aid Level 1 & Automated External Defibrillators (AED)	5	2	1
First Aid Level 2 & Automated External Defibrillators (AED	5	2	2
First Aid Level 3 & Automated External Defibrillators (AED)	5	2	3
Evacuation Warden (only available in Gauteng)	3	1	2
Apply Firefighting Techniques	3	1	1

PLEASE NOTE: When your employees attend SETA-accredited training, it has significant B-BBEE value, and businesses that spend the required 3% or 6% respectively of their annual payroll on accredited training will receive a substantial B-BBEE benefit (conditions as per the B-BBEE scorecard - Skills Development criteria).

We offer the following **accredited discretionary courses:**

ACCREDITED DISCRETIONARY COURSES			
PROGRAMME NAME	CREDIT VALUE	NO. OF DAYS	UNIT STANDARD LEVEL
MANAGEMENT SHORT COURSES (M)			
Apply Leadership in a Work Context	12	4	4
Conduct a Structured Meeting	5	3	4
Systematic Goal Setting	10	4	4
Motivate and Build a Team	10	4	4
Time Management	5	3	4
Conduct a Disciplinary Hearing	5	3	6
Fundamentals of Project Management	5	2	4
Project Management Tools and Techniques	7	3	4
Code of Conduct and Business Ethics	5	2	4
Financial Management	6	2	4

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ACCREDITED DISCRETIONARY COURSES			
PROGRAMME NAME	CREDIT VALUE	NO. OF DAYS	UNIT STANDARD LEVEL
GENERAL SHORT COURSES (G)			
Customer Service	3	2	4
Personal Budget Skills	3	1	2
Team Member Skills	4	2	4
Diversity within SA Society	3	1	1
Healthy Lifestyle & Personal Hygiene	4	1	1
HIV/Aids in the Workplace	4	2	3
Team Leader Skills	6	2	4
Written Communication Skills	5	2	2

OUR VALUE-ADDED SERVICE

Our 12-month, industry-specific and generic learnership programmes are designed to suit those businesses that want to qualify for additional tax rebates and SETA funding, and wish to maximise their B-BBEE points and qualify for bonus points. These learnership programmes have proved to optimise SDL refunds, increase profit and cash flow, and ensure a more productive and motivated workforce.

LEARNERSHIPS

Learnerships are structured learning programmes during which the learner spends some time learning theory and some time learning practical skills in the workplace.

It leads to a formal qualification that is registered in terms of the National Qualifications Framework (NQF). Such a qualification is designed to provide not only technical and work-specific skills, but also life skills such as communication and teamwork.

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We offer the following **Learnerships nationally:**

QUALIFICATION	SHORT DESCRIPTION OF THE QUALIFICATION	NQF Level
MERSETA		
National Certificate: Welding Application and Practice	This qualification provides learners with the standards and the range of learning required to work effectively in the welding industry and to meet the challenges of such an environment. Learners will become qualified in basic welding practice and theoretical knowledge in weld preparation, cutting and brazing.	2
National Certificate: Production Technology	This qualification provides learners with the range of learning and skills required to be able to perform a series of activities to support manufacturing, engineering and technology processes. Learners will acquire a range of skills in the identification of production parameters in manufacturing, engineering and technology industries and basic strategies to achieve them.	2
National Certificate: Automotive Components - Manufacturing and Assembly	This qualification provides learners with the ability to apply the theory behind automotive manufacturing in order to be a flexible operator in the motor industry and to work as part of a team to assemble a new vehicle on a production line. Learners will become qualified to demonstrate understanding of how a vehicle is assembled, communicate with peers and supervisors in an automotive manufacturing context, maintain automotive workshop tools and equipment, and add value to the production of a motor vehicle in a specialised area.	2
National Certificate: Metal and Engineering Manufacturing Processes	This qualification is for individuals who want to be involved in a metal and engineering manufacturing processes environment. It provides learners with the standards and the range of learning required to achieve competence in the operation and monitoring of machines in the metal and engineering manufacturing processes industry.	2
National Certificate: Welding Application and Practice	This qualification provides learners with the standards and the range of learning required to work effectively in the welding industry and to meet the challenges of such an environment. Learners will become qualified in intermediate level welding practice and theoretical knowledge. This qualification serve as a basis for further learning where learners will further develop their skills and knowledge to include more complex welding processes and techniques	3
Further Education and Training Certificate: Automotive Sales and Support Services	This qualification provides learners with the range of learning required to work effectively in various sub-sectors of the industry as automotive sales persons. The primary skill required for this qualification is the ability to apply the fundamental competencies of automotive sales with reference to recognising and responding to prospective clients of the organisation within identified functional areas of sales.	4

QUALIFICATION	SHORT DESCRIPTION OF THE QUALIFICATION	NQF Level
MERSETA (continued)		
Further Education and Training Certificate: Manufacturing and Assembly Operations Supervision	This qualification provides the learner with accessibility to be employed within the manufacturing and related industries and will offer portability and articulation possibilities within the broad manufacturing and engineering domains. Qualified learners will be able to lead a team of people, schedule resources, and monitor quality control practices within specialised manufacturing or other engineering-related industries.	4
Further Education and Training Certificate: Generic Management For Process Manufacturing	This qualification lays the foundation for the development of management qualifications across various sectors and industries in specific around process manufacturing. This qualification is intended for junior managers of small organisations, junior managers of business units in medium and large organisations, or those aspiring to these positions such as supervisors and foremen.	4
FINANCE AND ACCOUNTING SERVICES SETA		
Certificate: Accounting Technician (online course)	This course covers a range of basic accounting practices and techniques. The purpose of this qualification is to provide the learner with the skills, competence, knowledge and understanding to become an accounting technician. It's ideal for those who are new to the finance industry or wanting to expand and develop their foundation knowledge and skills.	3
HEALTH AND WELFARE SETA		
Further Education and Training Certificate: Counselling	This course has been developed to meet the needs of learners in a variety of counselling contexts. It should develop learners who know their scope of practice, behave ethically in a counselling context, conform to minimum standards, know when to refer clients and understand the psychological consequences for clients if counsellors are inadequately trained or overstep their scope of practice. It is a generic Qualification that is intended for community or workplace-based counsellors.	4

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QUALIFICATION	SHORT DESCRIPTION OF THE QUALIFICATION	NQF Level
SERVICES SETA		
General Education and Training Certificate: Business Practice	This qualification is required by various individuals in the preparation process of becoming employed, or self-employed, in any business whatsoever. In fact, many newly (or not-so-newly) appointed personnel, or struggling entrepreneurs, could benefit from this qualification or part thereof. It seeks to embed the six key literacies required by business organisations: Numeracy, Literacy, Entrepreneurial, Financial, Technological and Cognitive.	1
General Education and Training Certificate: Hygiene and Cleaning	The primary purpose of this qualification is to develop a learner in the foundational, practical and reflexive competencies required for a career in the hygiene and cleaning services Industry. Central to the qualification is the development of a culture of quality service and professionalism in a cleaning services environment. This qualification is intended to produce cleaners who can find gainful employment in the cleaning industry and will enable learners to access learning in a related field (e.g. Hospitality, Health Care, Wholesale and Retail, Food Production, Manufacturing, etc.), or a related branch of cleaning (e.g. Industrial, Hospital, Car Wash, Dry Cleaning and Laundry, Garden Services, Aircraft Cleaning, Textile Cleaning, etc.).	1
National Certificate: Business Administration Services	This qualification is for any individual who is, or wishes to be, involved in the Administration function of any organisation or business in any sector or field, as well as in non-commercial entities such as clubs and charitable organisations. It covers all the basic competencies, skills and values required by a learner who wishes to access the National Certificate in Business Administration Services at NQF: Level 3.	2

QUALIFICATION	SHORT DESCRIPTION OF THE QUALIFICATION	NQF Level
SERVICES SETA (continued)		
National Certificate: Business Administration Services	This qualification is for any individual who is, or wishes to be, involved in the Administration function of any organisation or business in any sector or field, as well as in non-commercial entities such as clubs and charitable organisations. It covers all the competencies, skills and values required by a learner who wishes to access the National Certificate in Business Administration Services at NQF: Level 4.	3
National Certificate: Management	The purpose of the qualification is to provide a framework for learners to develop competencies that will enable them to become competent junior managers. It builds the knowledge and skills required by employees in junior management who have had schooling below NQF level 3. It is intended to empower learners to acquire the knowledge, skills, attitudes and values required to operate confidently as junior managers in the South African community and to respond to the challenges of the economic environment and changing world of work.	3
National Certificate: New Venture Creation (SMME)	This qualification aims to develop the appropriate skills and knowledge required by a person for the establishment and development of a small to medium business venture, and addresses the economic, administrative and behavioural (psycho-social) barriers that hamper success in starting and sustaining the venture. It is intended for persons who wish to start, operate, manage and grow a new small to medium business venture. The successful learner will develop a sound foundation for the application of these skills and knowledge to explore a diverse range of entrepreneurial opportunities.	4
Further Education and Training Certificate: Generic Management	This qualification lays the foundation for the development of management qualifications across various sectors and industries. It specifically develops the management competencies required by learners in any occupation, particularly those who are currently operating as junior managers. The qualification introduces key terms, rules, concepts, principles and practices of management that will enable learners to be informed managers in any occupation. This qualification is intended for junior managers of small organisations, junior managers of business units in medium and large organisations, or those aspiring to these positions such as supervisors and foremen. Learners will have an option to choose an elective component for either General Management or Human Resource Support (as approved by SABPP)	4

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QUALIFICATION	SHORT DESCRIPTION OF THE QUALIFICATION	NQF Level
SERVICES SETA (continued)		
Further Education and Training Certificate: Business Administration Services	This qualification is intended to enhance the provision of service within the field of Administration in all business and non-commercial sectors. It is for any individual who wants to be involved in the Administration function within any industry or non-commercial venture/organisation. It is also the building block to advance learners towards the National Certificate in Business Administration Services: NQF Level 5. The qualification ensures progression of learning, enabling the learner to meet standards of service excellence required within the Administration field of learning by building day-to-day administration skills as well as general operational competencies.	4
Further Education and Training Certificate: Project Management	This qualification provides learners with a foundation of basic project management knowledge and skills. These can be used to build further project management-related competencies such as being an effective project team member, providing administrative support to a project manager and team members, as well as providing assistance to a project manager of medium to large projects.	4
Further Education and Training Certificate: Real Estate	This qualification is for any individual who wants be involved in the property and real estate industry. The attainment of the qualification is a prerequisite for admission to the professional examination for estate agents to be conducted by the Estate Agency Affairs Board, the successful completion of which will entitle the candidate to be registered as a non-principal estate agent by the Estate Agency Affairs Board.	4
National Certificate: Generic Management	This qualification is specifically designed to develop the management competencies required by learners in any occupation, particularly those who manage first-line managers in an organisation. First-line managers may include team leaders, supervisors, junior managers, section heads and foremen. The scope of generic management covers five domains: leadership, managing the environment, managing relations, managing knowledge and the practice of management. Learners will have an option to choose an elective component for either General Management or Skills Development Management (as approved by SABPP)	5

QUALIFICATION	SHORT DESCRIPTION OF THE QUALIFICATION	NQF Level
WHOLESALE AND RETAIL SETA		
General Education and Training Certificate: Adult Basic Education and Training (ABET)	The General Education and Training Certificate (GETC) in Adult Basic Education and Training (ABET) is suitable for adult learners and will provide them with the basics of general education learning. It provides a solid foundation of general education learning which will help to prepare learners and enable them to access Further Education and Training learning and qualifications, particularly occupational workplace-based or vocational qualifications.	1
National Certificate: Wholesale and Retail Operations	This qualification addresses skills and competencies for enabling entry-level employment. The qualifying learner will be able to access opportunities for further development and training in the specialised areas of Wholesale and Retail, such as Operations / Administration / Merchandising / Stock control / Customer service / Visual display merchandising / Help desk operations.	2
National Certificate: Service Station Operations	The purpose of this qualification is to equip learners with the required knowledge, skills and attitudes to function in a fuel retail environment by providing them with the underlying principles of all of the major areas related to the Fuel Retail industry, thus enabling them to become effective employees, employers and/or self-employed members of society.	2
National Certificate: Wholesale and Retail Distribution	This certificate will equip learners to understand and acquaint themselves with the underlying principles of all of the major areas related to distribution within the Wholesale & Retail sector, thus enabling them to become more effective employees. It provides learners with a foundation in all areas of Distribution, which may enable them not only to increase their productivity within the Wholesale and Retail sector but also to apply their learning in various other business environments.	2
National Certificate: Wholesale and Retail Operations	This qualification will serve to further develop learners who have achieved the NQF Level 2: National Certificate: Wholesale and Retail Operation. Qualifying learners will experience personal growth and development and workplace succession planning will be more readily achieved in specialised areas of Wholesale and Retail such as Operations / Administration / Merchandising / Stock control / Customer service / Visual display merchandising / Help desk operations.	3

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QUALIFICATION	SHORT DESCRIPTION OF THE QUALIFICATION	NQF Level
FIBRE PROCESSING AND MANUFACTURING SETA		
National Certificate: Furniture Making - WOOD	This certificate reflects the skills, knowledge and understanding required to participate effectively in the furniture industry, whether in micro, small, medium or large operations. The purpose of the qualification is to provide learners with the standards required to meet the challenges of participating effectively in the furniture manufacturing industry. Typical learners will be workers in the furniture industry.	2
CONSTRUCTION SETA		
General Education & Training Certificate: Construction	Qualifying learners will be competent to execute elementary construction activities in terms of the fields of learning successfully completed. For learners with extensive experience in the workplace, this qualification will serve as entry to the Recognition of Prior Learning processes without prior formal education and training having been undertaken. For new entrants, this qualification describes the learning outcomes required to effectively participate in a structured workplace.	1
National Certificate: Community House Building	This qualification was developed to assist with standardisation across the building industry. The qualification will allow the qualified multi-skilled practitioner to register as a community house builder and provides a solid foundation for future career advancement across similar qualifications in the construction industry, including supervisory and management qualifications within the sector. The primary skills that are recognised in this qualification relate to a range of limited technical skills that are required to build a house of basic design. The learner will also have a basic understanding of the construction industry and how he or she is expected to operate within the legislative, safety and quality systems that govern the workplace.	2
National Certificate: Construction Roadworks	This qualification is for persons who work or intend to work within a construction context on a site, and who seek recognition for essential skills in construction operations in roadworks. There is also a critical need in the industry to identify people who are able to conduct the essential operations associated with efficient and safe construction work in at least one of the construction areas of roadworks, structures or drainage and services.	2

QUALIFICATION	SHORT DESCRIPTION OF THE QUALIFICATION	NQF Level
CONSTRUCTION SETA (continued)		
National Certificate: Building and Civil Construction	Typically, qualifying learners are employed in the construction sector as painters, tilers, plasterers, masons, joiners, carpenters, roofers, or are self-employed as micro-enterprise owners who provide services to construction contractors and members of the public (e.g. private households). The qualification not only allows qualifying learners to gain access to the formal construction sector, but also recognises any previously acquired competence that current workers in the sector may hold and improves their employability prospects.	3
MEDIA INFORMATION AND COMMUNICATION TECHNOLOGIES		
National Certificate: Information Technology: End User Computing	The qualification provides a framework for learners to develop skills that will enable them to become competent in End User Computing. It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate confidently in the End User Computing environment in the South African community and to respond to the challenges of the economic environment. The qualification at this level is foundational and generic, allowing maximum mobility between qualifications.	3
Further Education and Training Certificate: Information Technology: Systems Development	The purpose of this qualification is to build a foundational entry into the field of Computer Sciences and Information Technology, specifically into the field of Systems Development, covering the basic knowledge needed for further study in the field of Systems Development at Higher Education levels. The qualification is designed to provide learners with an entry level for further study in Information Technology and related fields, as well as for initial employment in the computer industry.	4
Further Education and Training Certificate: Information Technology: Technical Support	The purpose of this qualification is to build a foundational entry into the field of Computer Sciences and Information Technology, specifically into the field of Systems Support, covering the basic knowledge needed for further study in the field of Systems Support at Higher Education Levels, and offers a foundational qualification for people who are pursuing a career in the computer industry or related fields. People with this qualification have an introductory level of understanding of computer industry concepts and/or are able to work in areas of Information Technology with little technical complexity. Examples of the areas covered are entry-level hardware, software, electronics and network support, mainly on (but not limited to) desktop and hand-held devices and local area networks.	4

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QUALIFICATION	SHORT DESCRIPTION OF THE QUALIFICATION	NQF Level
TRANSPORT SETA		
General Education & Training Certificate: Transport	The purpose of this qualification is to provide learners with entry-level knowledge, skills and attitudes for the transport and logistics sector of the South African economy. Qualifying learners will be afforded the choice of specialisation in any of the modes of transport. The range of typical learners will include unemployed learners with accessibility for employment within the sector or currently employed learners with a planned combination of learning outcomes.	1
National Certificate: Freight Handling	This qualification is aimed at providing learners in the Freight sector with an integrated practical and theoretical grounding in Freight Handling. Qualifying learners will be able to demonstrate the ability to consider a range of options related to their chosen field in order to make decisions and improve performance around, inter alia, freight handling administration, planning; goods handling, storage, transport planning, and basic freight handling equipment maintenance.	3
National Certificate: Professional Driving	The purpose of the qualification is to ensure competent professional driving in the road transport sector, thus improving the earning capacity of professional drivers as well as transport sector professionalism and economic growth. The qualification is set to create an environment for growth and development of learners by improving the employment prospects and marketable competence of drivers. The demand for this qualification lies primarily in the transport industry's requirement for drivers to have employable competence beyond that of a basic driving licence and professional driving permit.	3
National Certificate: Supply Chain Management	This qualification provides learners with the competencies required to engage in the processes and inter-relationships across the supply chain so as to create sustainable value for organisations. It is aimed at overcoming the traditional functional approach to operations and management, and at fostering supply chain integration to the advantage of all stakeholders. The target groups for this qualification are people working in operational to middle management positions within the various processes of the supply chain or those who are aspiring to work in such positions.	5

LEARNERSHIP SUCCESSES

We have successfully implemented learnerships for the following customers:

SETA	COMPANY	LEARNERSHIP
SERVICES	Matrolab	Generic Management (SAQA 57712)
CETA		Community House Building (SAQA 24273)
SERVICES	Shell Case 208	Generic Management (SAQA 57712)
	MBT Petroleum	
	Brandvlei Verspreiders	
	Lumar Foods	
	Kostermann	
	Matrocast	
	More Asphalt	
WHOLESALE & RETAIL	Ntinga	Nat Cert : Wholesale and Retail (SAQA 58206)
MERSETA	ZF Services	FETC: Automotive Sales and Support Services (SAQA 64289)
MERSETA	ZF Services	Nat Cert: Automotive Components : Manufacturing and Assembly (SAQA 71950)
MERSETA	ZF Lemforder	Nat Cert: Automotive Components : Manufacturing and Assembly (SAQA 71950)

* For more learnership successes or references please contact our office or visit our website.

WHY CHOOSE SERR SYNERGY?

- We recognise the importance of training, learners and clients.
- We have national representation, with conveniently located venues and superior training facilities.
- We have international training and development experience in most industries.
- Our training is SETA accredited.
- We offer value-adding service at affordable rates with different payment options.
- We have tailor-made training and development programmes to suit our customers' unique needs.
- We have a dynamic and energetic team of qualified professionals.
- ***We operate in a customer-centric environment by putting learners and our customers first.***

SERR SYNERGY - TRAINING AND SKILLS DEVELOPMENT

Training and development are essential to the success of any business.

We are actively involved in our community and practise the following internally:

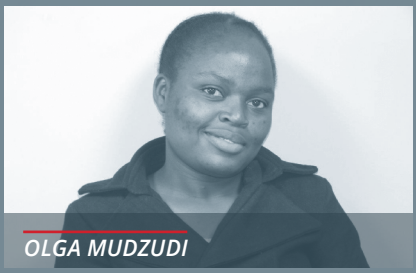
As part of our community outreach and contribution, we have unemployed learners on learnerships as well as a disabled employee that forms part of our workforce.Below are some of their stories, demonstrating the massive difference that these learning opportunities made in their lives. They were offered an educational opportunity they had never had previously.

EMPLOYEE + SKILLS = PERFORMANCE

THE IMPACT EDUCATIONAL OPPORTUNITIES HAVE ON OTHERS

OLGA MUDZUDI

Olga is 25 years old, she holds a National Certificate in Information and Technology – Computer Science from Tshwane College.



OLGA MUDZUDI

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With no work experience she was unemployed and actively looking for an opportunity to learn while gaining workplace skills and experience.

Being one of our learners on the Generic Management learnership, she now learns every day and is currently exposed to theory and practical workplace duties in areas such as functioning in a team, communicating effectively with others, as well as general administration responsibilities.

Olga agrees that on completion of this learnership she will be more employable with a level of workplace experience, which will most definitely open doors for her in the workplace where she can establish her own career.

NTOMBI MAHLANGU

Ntombi is 29 years old and holds an Electrical Installation / Engineering Certificate. She gained some experience as a stock controller and field marketer for a leading supermarket group. During this time her duties included customer service and stock taking but she had limited development opportunities.

Being unemployed at the time of signing up for our learnership, she hoped to learn more about generic management elements and to develop herself in order to perform management duties. Since then, she has attended the theory classes and gained a wide spectrum of experience in general office duties.

NTOMBI MAHLANGU

She feels that her previous work experience, together with the current learnership and practical experience she gains at SERR SYNERGY, will enable her to develop various management skills and manage her own team one day. One day she wants to start her own business in Arts and Culture and has a great interest in beading work.

MULANGA NEMUTANZHELA

Mulanga is 26 years old and holds a qualification in IT Networking. She gained work experience as a baker at a leading supermarket group before she enrolled for our Generic Management learnership.

Since then her development included attending classroom theory sessions. She also gained experience in general office duties, dealing professionally with customers and fellow colleagues as well as learning how to motivate others.

One of her aspirations in life is to start her own bakery where she can apply her baking experience, together with implementing aspects from the generic management learnership, in order to successfully run her own business.

MULANGA NEMUTANZHELA

"...experience in general office duties, dealing professionally with customers and fellow colleagues as well as learning how to motivate others."

PATRICK MOLOTSHWA

Patrick is one of our employees and is 23 years old with a hearing disability. He was born with this disability and his hearing impairment prevents him from receiving any sounds through his ears.

He lives in Bronkhorstspruit with his family and, with the involvement, financial support and motivation of

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the community and private sponsors, he attended school and holds a matric from Transoranje School for the Deaf. He uses a hearing aid to amplify sounds and can read lips in Afrikaans and write in English - what a combination!

Patrick works in our IT department and assists the IT team with various functions. One of his responsibilities is to compare and check numbers and identify duplications and differences on Excel spreadsheets.

He inspires others with his optimistic view of life and by not limiting himself. He wants to get a formal qualification, get married, provide for his family and have his own car and house one day.

"One of his responsibilities is to compare and check numbers and identify duplications and differences on Excel spreadsheets."

PATRICK MOLOTSHWA

LEARNER TESTIMONIALS

Our attention to detail, personal touch and commitment to offering quality training and development solutions to our customers, resulted in our credibility among our clients and learners.

Below is feedback from some of the learners that attended our **accredited training:**

"My training with SERR SYNERGY supplied me with knowledge that will contribute to better work performance. Your facilitator was well prepared."
Stian de Witt – BROTHERSIT

"I am still new in my job and the training attended with SERR SYNERGY will help me with planning and applying time management principles. Overall a good course and content. "
Mark Barrett – BROTHERSIT

"Superb training that is what I will say. We want more! You have broadened my scope about customers and the important role they play in our workplace. I can even use some of the learning in my personal life."
Tsetso Kekgetho – ARCADIA HOTEL

"My training experience was excellent! It gave me knowledge about general Health and Safety and the hazards and dangers at work and also the courage to help other people. The teacher was very good."
Thabo P Sebothma – ENGEN WILLOWS

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"Thanks for everything and a great facilitator. It was an awesome two days. We learned a lot of things about customers that we don't always apply and didn't know before. "

Mmapheladi Malete – KWALATA LODGE

"I was very impressed with the course and the professionalism of the facilitator, we learnt about time management elements that we can apply at work and can use some of those elements to balance our time management in life. Overall it was uplifting and great!"

Bianca Vogel – MAXXIS

"The customer care training impacted the way I treat my customers and also refreshed and expanded my current knowledge around what is important for our customers. I learnt how to handle customers in challenging situations which I will now apply at work. Outstanding!"

Johnathan M Walker - MAXXIS

We invite you to contact us and find out more about our training and development product solutions, as well as other value-adding services that ***SERR SYNERGY*** can offer to your business.

"It matters not how
strait the gate,

How charged with
punishments the scroll,

I am the master of my fate:
I am the captain of my soul"

Extraction from a poem by William Ernest Henley, 1888

NOTES

My SERR SYNERGY Consultant:

Name and Surname: _____

Contact number: _____

E-mail address: _____

CONTACT US

You can also find out more about our comprehensive range of product service solutions on our website ***www.serr.co.za***

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"A service to many leads to greatness"