

The Fundamentals Training Centre

www.onlineftc.com

COMPANY PROFILE

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Fully accredited by the
ETDP SETA
(Accreditation number:
ETDP10163)



Certified by the
International Organisation for
Standardisation
ISO 9001: 2008



Certified by *BEE Empowered*
BEE Rating Agency
BBBEE Status Level 3



Member of:



What do we do?

We provide leadership and management programmes for corporates, government and communities.

Our Vision

An internationally acclaimed leadership and management training provider.

Our Mission

We provide quality needs-based learning programmes that are geared towards helping participants achieve their professional and career goals.

An introduction

Since its inception in September 2005, The Fundamentals Training Centre (FTC) has been committed to providing the highest quality, needs-based training interventions to its clients, both locally and internationally. We are a 100% Black Economic Empowerment company, driven by our team's passion for education, training and development and >100% commitment to excellent service.

We achieve this by a combination of unique features as follows:

- Our accreditation status
- Our people
- The way we structure and deliver our courses
- Our guiding principles
- Our social responsibility
- Our networks
- Our customers
- The programmes that we offer



Our Accreditation Status:

- Fully accredited by the ETDP SETA: **ETDP10163**



This is the official state structure who quality assures training programmes provided in the education, training and development sector e.g. Training-of-Trainers.

- Certified by the International Organisation for Standardisation: **ISO 9001: 2008**



The ISO 9000 standard represents an international consensus on good quality management practices. It consists of standards and guidelines relating to quality management systems and related supporting standards. FTC is one of only two private training providers in South Africa certified as having met these standards.

- Certified by BEE Empowered, BEE Rating Agency: **BBBEE Status Level 3**



BEE (Broad Based Black Employment Equity) code certifies that we have met the standard within the South African national framework for black economic empowerment. Level 3 we are 100% BEE

Our people

- **The Owners**

The owners, Noel Daniels and Howard Johnson are seasoned educationists and are actively engaged in the running of the organisation. Noel serves as the Managing Director and Howard is the International Marketing and Corporate Business Director.



Noel Daniels holds a M.A. in Education Administration and Management from the University of California, Berkeley. He has worked in all levels of the education and training system and in all sectors – business, NGO and government. For the past eight years Noel has been a co-owner and the Managing Director FTC. Noel leads and takes responsibility for FTC's marketing initiatives, quality management system, including planning and confirming training programmes, developing the course menu, matching training offered to training needs of clients, assessment, quality assurance and monitoring and evaluation. He is also able to facilitate most courses offered by FTC and focuses on the project management, leadership, management, entrepreneurship and community development courses. Noel is also the co-owner of e-

Agency, a materials development and publishing consultancy.

Noel is actively engaged in a number of leadership and management initiatives. His track record includes UCT's BEd (Hons) Educational Leadership and Management and Advance Certificate in Education: Education Management Leadership Development programmes for which he has provided project management, lecturing, mentoring, assessment and moderation services. He is passionate about community development and is fully engaged in FTC's own **Higher Education**

and Training Certificate (HETC) in Development Practice, aimed at community-based leaders, especially young people and women.

Noel also serves on the boards of two not-for-profit organisations. He is the Treasurer of *Darkroom Contemporary*, a physical dance theatre company which focuses on accessible theatre, dance film and outreach, and; serves as the Treasurer and a Trustee of *Inyathelo: The South African Institute for Advancement*. He has been an adjudicator of the annual Inyathelo Philanthropy Awards for the past three years. Noel has also been appointed as an Ambassador for the *Laphumilanga Youth Development Association* in Khayalitsha. Building on his activist background, Noel is the elected Chairperson of the *Regional Cape Chamber of Commerce and Industry's* Human Resource Portfolio Committee and an active member of the Athlone and Cape Flats Branch in the capacity of Past Chairperson. He also represents the Chamber on the Premier's Council of Skills. (Contact: noel@onlineftc.com)

Howard Johnson started *One World Language School* in 1998 now branded as *Eurocentres* (www.eurocentres.com). He trained as a teacher in South Africa and then as an English Foreign Language teacher in London during his stay there between 1995 and 1997. He was the founding chairperson of *English Language Travel Association of South Africa* and held this position for 3 years. Howard also founded *UR Card*, a one stop pre-paid debit and medical aid insurance card, in 2012 (www.urcard.co.za).

Howard was the Chairperson of *South African Tourism Services Association* (SATSA), Western Cape chapter 2009 – 2012. He was also a founding member of *South African Youth Travel Confederation* (SAYTC). Howard is a co-owner of FTC and takes responsibility for its international marketing and corporate business portfolio. (Contact: howard@onlineftc.com)



➤ The Core Team

We employ a core team of exceptional individuals including, a Managing Director, an International Marketing and Corporate Director, a Training and Development Manager, a Marketing Manager (Senior Associate), a Programme Officer (Senior Associate) and a Client Liaison Officer. One of our strengths rest in the extensive database of more than 300 professional associates and support personnel, who we are able to contract in on an as-needed basis.



Jackie Esau is the Training and Development Manager at FTC. Besides overseeing all training programme and materials development, she also serves as a Project Manager of some of FTC's key projects including delivery of the Higher Education and Training Certificate in Development Practice to the Women's Development Businesses and the National Association of Professional Teachers of South Africa's professional development programme. She lectures, facilitates and mentors on the Advanced Certificate in Education: Education Leadership and Management Development programme for University of Cape Town.

Jackie holds a BEcon (Ed) degree from the University of the Western Cape and is a registered Assessor and Moderator. She has worked in the Education, Training and Development field for over 16 years, managing learnerships and skills programmes across the Manufacturing, Construction, Wholesale and Retail, Insurance and Education, Training and Development Practices sectors.

She has extensive facilitation and lecturing experiences in the Management field, and has served on Curriculum and Quality Management Systems committees, as well as Assessor and Moderator forums. (Contact: training@onlineftc.com)



Ashmina Singh holds a Certificate in Tourism. She is knowledgeable about in transport and logistics, especially in travel to Southern and East Africa. She is an experienced General, Marketing and Operations Manager. Recently she has specialised in Human Resource Management with a special interest in staff training. A firm believer in lifelong learning, not only for herself but for all employees, she continues to make a valuable contribution to the skills development of management and staff, particularly in the corporate sector.

Ashmina works as a Senior Associate to FTC , responsible for our corporate marketing programme. Her role includes the promotion of our quality training interventions, building relationships with our clients and understanding the needs of their businesses. (Contact: ashmina@onlineftc.com)

Hylton Bergh works as a Senior Associate to FTC fulfilling the functions of a Programme Officer. His work includes overseeing the logistical aspects of our training interventions as well as being engaged in our marketing and procurement activities. As a qualified facilitator, assessor and moderator with the ETDP SETA, he is well equipped to provide these services to FTC. His global travels and experience enables him to interact and communicate with people from diverse backgrounds and he is particularly passionate about the education, training and development of the people of South Africa.



Having completed various Project Management and Business Leadership courses, Hylton has, and continue to, co-ordinate and project manage a number of projects for FTC, including the Jazzart Academic Support Programme and our South African National Zakar Fund capacity building programme. (Contact: hylton@onlineftc.com)



Faatimah Joseph is the Client Liaison Officer at The Fundamentals Training Centre where she is responsible for handling customer relations and queries; course bookings and arrangements, financial administration as well as general administration and office management.

Faatimah completed her National Diploma in Office Management and Technology at Cape Peninsula University of Technology in 2011. Throughout her academic career she has received numerous distinctions in fields of Business Administration; Information Technology and Mercantile Law. She has also received certificates in Entrepreneurship Skills and HIV/AIDS. (Contact: applications@onlineftc.com)

➤ Our Associates

We have access to more than 300 highly qualified and experienced trainers specialising in a wide range of course content who meet our stringent performance standards. This diverse human resource capacity that consists of individuals that have worked on international, national and local levels with proven track records of delivery in the education, training and development programmes to the state, private and non-governmental sectors. Within our pool of professionals are people that have worked extensively in all corners of South Africa. It should be noted that our staff and Associates come from a host of backgrounds including national and local government, business and civil society organisations.

Our associates consist of a group of professionals who are active in all sectors of education, training, development and the economy. All our facilitators are highly qualified professionals with excellent track records in experiential learning and practical approaches to assist course participants to increase their chances of achieving success in their chosen career paths.

The way we structure and deliver our courses

- Our courses are tailored to client's needs
- Our course structure is flexible and designed to match clients' available time and budget
- FTC produces its own materials and on an as-needed basis can source reputable materials on the open market
- We are able to provide off- and on-site training

Our Guiding Principles

A. Quality Training Programmes

We pursue the highest quality in all our training interventions. To realise optimal quality, we ensure:

- **Relevant Training Material**

All our learning programmes are unit standard aligned and are linked to sector skills plans as well as global skills requirements and international standards.

- **Professional Facilitation**

All our trainers are experts in their field and are highly qualified and experienced ETD professionals. Strict quality assurance systems and processes are in place. Our programmes are tailored to meet the specific preferences of our clients. FTC is dedicated to deliver thoroughness and quality in all its interventions.



- **Innovation**

We have a visionary approach to learning, continually exploring creative and innovative ways of delivering quality training programmes to our clients. This sets us 'apart from the rest'. We harness the power of technology and ensure that we are on the cutting edge of the information age. For example, we have developed an Online Learning Environment through which some of our courses are delivered. We are also geared up to implement the full power of web-based learning management systems; provide multi-media learning experiences through video-conferencing; online buddying/ mentoring systems and the benefits of call centre technologies.

Our aim is to remove all physical barriers to the learning process, for example by:

- Enabling 24 hours per day of remote supported learning
- Providing learners with quality multi-media support materials such as video, audio and computer applications interface training
- Facilitating interactive learning
- Managing online formative and summative assessment of learning experiences.

B. Equal Opportunities

With democracy firmly in place in South Africa, we at FTC are committed to actively opposing discrimination with regards to physical and ideological differences. As an educational institution we feel that it is important for us to be a source of enlightenment with respect to human rights and democracy.

FTC subscribes to the South African Constitution and Bill of Rights. We place a high value on diversity of race, language, gender, sexual orientation and culture.

We also ensure that sound relations between management and staff exist to ensure that no rights are violated. Our equal opportunities policy commits us to creating a safe space where both staff and students are engaged in active teaching and learning without fear of any form of discrimination.

C. Effective Training Methods

Our training interventions are experiential, outcomes-based, participative and practical. The learning methods we employ offer a range of activities, exercises, case studies, syndicates, study circles, simulations and functional assignments, using a blended learning approach. Underpinning our methodology are concrete and tangible interventions which are used to assist with the translation of theoretical knowledge into practical skills.

D. Appropriate Training Materials and Resources

For each training initiative FTC produces learning materials of the highest quality and standards. Our materials development processes, like all our interventions, are customised and based on the needs of participants. We believe that materials have to be demand-driven, rather than supply-led and we are committed to the highest standards.



Our course developers are able to develop materials in English, Afrikaans and isiXhosa. Learner manuals are provided to all learners. All our learning support materials are designed to be interactive for engagement in contact sessions and they are also great sources of information for future reference. Additional learning resources (for example, reference material illustrating and consolidating training points) can be provided electronically through our Online Learning Environment. Our learning programmes usually include an on-the-job implementation component to ensure that acquired skills are effectively applied in the workplace.

Our Social Responsibility

As part of our commitment to social development, FTC has initiated its 'Leaders for the Future' Youth Development Project, which aims to build leadership capacity of emergent leaders from previously disadvantaged communities. Our Higher Education and Training Certificate: Development Practices form the cornerstone for our interventions in this regard. We have established partnerships with a number of not-for-profit organisations and institutions including:

- Active Social Assistance,
- African Development Options,
- Cancer Association of South Africa,
- Catholic Welfare Development,
- City of Cape Town,
- Education, Training and Development Practices Sector Education and Training Authority,
- Future Factory,
- Home SPM,
- Inyathelo: The South African Institute for Advancement,
- Jazzart,
- Koinonia,
- Laphumilanga Youth Development Association
- Lifeline,
- Lighthouse Grouping,
- Masifundise Youth Programme,
- Mitchell's Plain Education Forum
- National Association of Professional Teachers of South Africa,
- New Women's Movement,
- Red Zebra,
- Retreat Community Health Care,
- Royal New Life Ministries,
- South African National Zakar Fund
- Scripture Union
- South African Youth Ministers Project,
- University of Cape Town,
- Women's Development Businesses,
- Women's Circle and
- Youth Unplugged.

Our engagements with these organisations range from delivery of community development programmes, project management of school leadership certificated programmes to delivery of specific short courses such as Conflict and Project Management.

Our Networks

Collectively, FTC's owners, staff and associates are able to draw on a wide range of influential role-players through their active involvement in education, training and development for more than 30 years. We are members of a number of organisations including the Cape Regional Chamber of Commerce, the South African Oil and Gas Alliance and the South African Youth Travel Confederation.



Our Customers

➤ Extended programmes:



For the past eight years FTC has been contracted by **Chevron Angola**, one of the world's largest integrated energy companies, to implement training programmes for their executive (middle, senior and administrative) staff. Our highly qualified facilitators conduct programmes in *Business Administration, Leadership, Management, Human Capital Development (Training-of-Trainers), Financial Management* and *Strategic Planning*, both in South Africa and in Luanda and Cabinda in Angola. FTC has previously been supported with the placing of students in job shadow programmes by the Department of Economic Development and Tourism.

Since January 2012, the Security Department of Chevron, Angola has contracted FTC to conduct *Security Training and Development for Business* for their supervisors and managers. The range of training courses focuses on how supervisors and managers can gain a better understanding of, be more effective leaders and have all the necessary technical competencies to manage their security environment.



From 2007 to 2009 FTC was responsible for project management and delivery of a school leadership programme to more than 350 school managers on behalf of the **University of Cape Town (UCT)**. This programme was spear-headed by the Minister of Education and funded by the national Department of Education and the Western Cape Education Department. FTC provided resources, such as project management and co-ordination, materials development, lecturing, assessment, mentoring services and administrative and logistical support for this important initiative. External evaluations completed pointed to UCT's programme, as run by FTC, as 'the best' in South Africa.

When the field-testing phase was completed, UCT absorbed the project management into the university's systems. Since then Noel Daniels and Jackie Esau continue to provide planning, lecturing, mentoring, assessment and moderation services on this programme.



FTC has delivered a range of professional development programmes to the **National Professional Teachers' Organisation of South Africa (NAPTOSA)** since 2012. To date the courses we have delivered include *Confident Communication, Leadership and Management within the School Context, Administrative and Secretarial Skills* and *Conflict Management*. We are also ran a series of seminars dealing with the following topics:

- *Debt Recovery*
- *Understanding the PFMA (Public Financial Management Act),*
- *Understanding SARS,*
- *Financial Management,*
- *Financial management for Non-Financial Managers,*
- *Accounting for School Bursars and*
- *Effective Human Resource Management*

The overwhelmingly positive response to our training programmes and seminar



series, underscored by a year-on-year greater demand for our services, demonstrates our ability to provide innovative programme responsive to real needs of educators at the chalk-face.



Women's Development Businesses (WDB) has contracted FTC to deliver our HETC: Development Practice qualification to their Development Facilitators through a year-long fully accredited programme. The Development Facilitators work with rural communities, especially women and families in Mpumalanga, Kwazulu-Natal and Limpopo Provinces. Our programme is central to WDB's objective of ensuring that rural women are given all the necessary tools to help their targeted communities to break out of the cycle of poverty.

The projects that the Development Facilitators implement, under our guidance and tuition, has already improved the lives of people through the various development programmes and the creation of sustainable business and job opportunities that have been initiated and facilitated to date.



FTC works with the **South African National Zakah Fund (SANZAF)**, to build the capacity of its front end community workers who serve as Imams and Molanas at various mosque across the Cape Metropole. We have already delivered courses in *Business Communication* and *IT Skills* and are currently implementing a *Community Development Skills Programme* which includes courses on *Establishing a Community Development Project*, *Planning Advocacy Campaigns*, *Poverty and Development*, *Problem Solving* and *Decision-Making*. We are proud of our 100% throughput rate on our accredited programmes that we enjoy with these participants to date.

Schlumberger FTC implemented its *Integrated Life Management* course to middle and senior-management individuals, administrators and technicians of **Schlumberger**, a leading international oilfields service provider. These delegates are existing staff and new recruits from countries across Africa, including Angola, Gabon, Chad and the Democratic Republic of Congo. The Integrated Life Management course is a dynamic and highly interactive programme consisting of the following modules: Goal Setting and Planning; Time Management; Conflict Management and Organisational Cultures. Independent research has shown that new recruits who participate in our course perform better, not only in Schlumberger's Induction programme but in their respective jobs as well.



The **ETDP SETA** contracted FTC for two rounds of learnerships to conduct the *HETC: Development Practice* to 44 learners from the Cape Metropole area. FTC provided materials development, facilitation, assessment, moderation, mentoring and administrative services. The learners were selected from various NGO's, including CANSA, Future Factory and Youth Unplugged, serving communities from a range of socio-economic backgrounds. 43 of the 44 learners graduated with the full qualification in 2012.



FTC implemented a national *Supervisory Development Programme* to supervisory staff, mainly legal practitioners, from the **Road Accident Fund**. We designed and developed a modular programme and facilitated contact sessions simultaneously in Cape Town, Johannesburg, Pretoria, East London and Durban during 2010/11. This programme provided key competencies and improved practices in the areas of Leading for Business Performance in the Public Sector; Customer Orientation; Building your Personal Brand; Lead and Develop Talent and Leading Change and Transformation.

FTC worked with **The Bryan Slingers Partnership** to deliver empowerment programmes to school leaders between June 2008 and June 2009, called the *Take Beyond Programme*. The project involved 40 principals of schools along the Klipfontein Corridor from Khayelitsha to Mowbray, Cape Town. Our interventions were rated as 'highly successful', with extensive praise coming from the school principals and the sponsors.



Jazzart Dance Theatre, one of South Africa's premier dance companies, in partnership with FTC, implemented an *Academic Support Programme* to secure employability for their dancers into the future. In this visionary programme FTC was responsible for the academic achievements of the company and trainee dancers, providing lecturing, tutoring, materials, training, administrative, logistic and assessment support services and career-path counselling. to this end.

FTC's delivery of the **Paraffin Safety Association of Southern Africa's Community Champions** training programme and mentoring programme with their regional managers across South Africa broke new ground. The application of our blended methodology of face-to-face, telephonic and electronic support via our own Online Learning Environment was considered the most effective approach ever applied in PASASA's history.



The **Wholesale and Retail SETA**, is an agent of transformation by providing employment equity and broad-based BEE through skills development. FTC was chosen as one of 6 providers to provide training to 300 learners in the Western Cape, as part of the *Ikusasa Project*. This national project aimed at training 1 800 Grade 12 throughout South Africa to enable them to access the labour market. The 60 learners trained by FTC were successfully placed at various retail outlets.

Our Customers say:

"That was the best training I ever attended!"

Learner on RAF Supervisory Development Programme

"I enjoyed the interaction amongst participants, including the fact that we could be honest and open."

Learner on the HETC: Development Practice Learnership

"We had a great facilitator who introduced me to new words and dynamic scenarios which emphasised real situations in the work environment."

Learner from Chevron Angola

"The programme was planned perfectly. It shows that it was compiled by professionals who have a lot of experience."

Learner on PASASA Community Champions Programme

"The course taught me to look at myself as a leader and consider how I can improve on my leadership skills"

Learner on RAF Supervisory Development Programme

➤ Short Courses:

FTC successfully (based on evaluations completed and on file) delivered various short courses to a range of clients. These courses included:

- The **Women's Development Businesses Trust (WBD)** contracted FTC to conduct a *Community Development* refresher course for 20 Auxiliary workers engaged in communities in Mfолоzi, Kwazulu-Natal.
- FTC rolled out the Moderator Course to 15 GET and FET Advisors working for the WCED's **Metro South Education District (MSED)**.
- FTC conducted a *Speak with Assurance* course for 10 intermediate phase teachers from **Metro South Education District (MSED)**. The sessions were held on a Saturday mornings over a period of 6 weeks.
- FTC rolled out the *Balanced Language Programme Workshop* over 3 sessions to 45 educators from **Metro South Education District (MSED)**. The Balanced Language Approach encourages teachers to integrate instruction with authentic reading and writing and experiences so that learners are equipped to use relevant and appropriate literacy strategies and skills.
- A Leadership and *Management in the ISO Context Course* for **Travel with Flair**, a leading travel solutions company. The participants explored how internally different suppliers need to understand the expectations, responsibilities and accountability of all other departments and to work towards a relationship built on agreed Service Level Agreements (SLAs). A further aspect was the integration of the ISO series of principles and processes into its various functions.
- A dynamic and interactive *Teambuilding Workshop* for the teaching staff of **Rhenish Primary School**.
- An accredited *Establish a Community Resource Project Skills Programme* for the **Volunteer Centre** for 8 dedicated volunteers.
- A series of *Organisational Developmental* workshops for part of **False Bay College's** strategic planning programme. The objective to gain buy-in of the strategic plan from the broad management team and to kick-start the implementation thereof was successfully realised.
- FTC's *Dynamic Leaders* training course was delivered for leaders of 12 participating organisations of **REMGRO's Strengthen Our Society** initiative based in Stellenbosch.
- An *Event Management for Sport* course to 14 sports club committee members and cricket players in Oudsthoorn for the **Department of Cultural Affairs and Sport**.
- An accredited *Plan and Facilitate an Adult Learning Event Skills Programme* for the



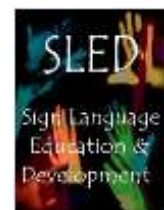
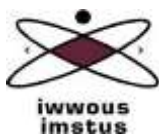
Sign Language Education and Development organisation for 16 hearing impaired learners. The learners were trained on methodologies that they could employ when they trained others (mainly hearing learners) how to use sign language.

- A *Personal Management Course* for delegates on the SMILES project of the **Institute for Mathematics and Science Teaching of the University of Stellenbosch**. The topics covered included change management, conflict management; time and stress management. Team building components were also interposed into the programme in the forms of dance movement and Djembe drumming sessions.
- An accredited *Entrepreneurship and Business Plans Skills Programme* for **Steenberg Community Learning Centre** for 22 learners located in the Steenberg area and surrounds.
- A *Dynamic Leaders* training course for the management and supervisory staff of **GF Jooste Hospital**.
- FTC conducted an accredited *Event Management* training programme for 22 data capturers for the **Department of Cultural Affairs and Sports**.
- An accredited *Training-of-Trainer* course for the Employment Equity Co-ordinator of **Metropolitan Life**.
- A *Life Skills* training course for 30 data capturers of the **Department of Public Works and Transport**. Units in the programme included Personal Self-Management, Financial Management, Time Management HIV/Aids Awareness and Teambuilding.
- A *Business Communication Techniques* course for participants entering the job market, sponsored by the **South African Oil and Gas Alliance**.
- A *Professional Development* workshop for the staff of the **Robben Island Museum**. This included Conflict Management, Team Building and Goal Setting. The highly interactive sessions integrated metaphors from arts and culture (dancing, drumming and painting) to inject creativity and excitement into the informative theoretical and practical sessions.
- A workshop to SMME's on *Support for Levy Paying Organisations* for the **ETDP SETA**.
- Conducted a *Decision-making and Problem Solving* course to the supervisory and management team of **Sechaba Medical Solutions**.
- Delivered a *Time and Stress Management* and an *Email Writing* Course to the 12 supervisors and staff of **Sechaba Medical Solutions**.
- Delivered an intensive *Time Management* workshop with 18 managers, teachers and support staff of **Eurocentres**.
- Conducting *HIV/AIDS Research* in Limpopo and the Free State Provinces for **C.A.R.E. International**.
- Conducting a *Mentorship Programme* for the Municipal Manager of the Overberg



District of the Western Cape on behalf of **Department of Local Government and Housing**. An accredited *Business Writing Skills* course for 30 members for the Department of Safety and Security of the **City of Cape Town**

- A *Report Writing* course for 15 officials in the Housing Department of **City of Cape Town**.
- A *Policy Development* course to 15 key head office staff from the **Western Cape Education Department**.
- A *Promotion of Literacy* course delivered to 25 educators on behalf of the **Western Cape Education Department**.
- Training to 75 teachers in *Assessment Strategies* on behalf of the **Western Cape Education Department**.
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- A *Professional Development* course to 100 members of school management teams on behalf of the **Western Cape Education Department**.



The Programmes That We Offer

➤ FTC's accredited qualifications and courses

FTC has three programmes that are fully accredited by the South African Qualifications Authority, viz.:

- Higher Education and Training Certificate: Development Practice
- Training of Trainers (TOT) Programme
- English @ Work Course/ Business English/ Business Writing

These programmes are offered as a full qualification in the form of a skills programme, a learnership or a straight course. The broader programme can also be broken into smaller, standalone components, which we are able to present as short courses.

➤ FTC's Recognition of Prior Learning Programme

FTC acknowledges that people never stop learning and most learning does not only take place in formal training environments. We have therefore implemented our successful Recognition of Prior Learning (RPL) Programme. The intention of this programme is to formally recognise people's prior learning in terms of registered qualifications and unit standards regardless of where and how they were obtained. We are pleased to state that 2 of our participants on the HETC: Development Practice Qualification (NQF Level 5) were RPL'd onto the programme and performed exceptionally well in the qualification.

➤ FTC is accredited with the following unit standards by the ETDP SETA:

| | Course Title(Unit Standard Title) | NQF Level | Credits | NLRD ID No. |
|-----|---|------------------|----------------|--------------------|
| 1. | Plan a learning event (<i>Plan a learning event</i>) | 4 | 8 | 10231 |
| 2. | Organise a Learning Programme (<i>Organise a programme of learning</i>) | 5 | 8 | 10288 |
| 3. | Facilitate a Learning Programme (<i>Facilitate a programme of learning</i>) | 5 | 24 | 10289 |
| 4. | Facilitating Adult Learning (<i>Facilitate an adult learning event</i>) | 4 | 16 | 7384 |
| 5. | How to use Learning Aids (<i>Evaluate, select and adapt published learning materials and develop, use and evaluate own supplementary learning aids</i>) | 5 | 12 | 10290 |
| 6. | Evaluating your Facilitation (<i>Evaluate own facilitation performance</i>) | 4 | 8 | 7388 |
| 7. | Administration of Learning Groups (<i>Fulfil administrative requirements of a learning group</i>) | 4 | 6 | 7387 |
| 8. | Assessing Learners (<i>Assess learners within a learning situation</i>) | 4 | 10 | 7386 |
| 9. | Communication (<i>Engage in sustained oral communication and evaluate spoken texts</i>) | 4 | 5 | 119462 |
| 10. | Using Language in Learning Programmes (<i>Use language and communication in occupational learning programmes</i>) | 4 | 5 | 119471 |

| | Course Title(Unit Standard Title) | NQF Level | Credits | NLRD ID No. |
|-----|---|------------------|----------------|--------------------|
| 11. | Accommodating your Audience in Communication (Accommodate audience and context needs in oral/ signed communication) | 3 | 5 | 119472 |
| 12. | Writing Course (Write for a wide range of contexts) | 4 | 5 | 119459 |
| 13. | Responding to Text (Read/ view, analyse and respond to a variety of texts) | 4 | 5 | 119469 |
| 14. | Interpreting Information (Interpret and use information from texts) | 3 | 5 | 119457 |
| 15. | Facilitate ABET Levels 1 and 2(Facilitate an additional language (English) at ABET levels 1 and 2) | 5 | 16 | 7393 |
| 16. | Facilitate Communications at ABET Levels 3 and 4(Facilitate Communications at ABET levels 3 and 4) | 5 | 20 | 10297 |
| 17. | Establish a Community Resource Project (Establish a community resource project) | 5 | 20 | 14800 |
| 18. | The Theories and Principles of Transformative Development Practice (Demonstrate a critical understanding of theories and principles of transformative development practice) | 5 | 8 | 110058 |
| 19. | Plan Advocacy Campaigns and Workshops (Plan advocacy campaigns and workshops in development practice) | 5 | 8 | 110063 |
| 20. | Plan and Conduct Assessment (Plan and conduct assessment of learning outcomes) | 5 | 15 | 7978 |
| 21. | Plan and Conduct Research (Plan and conduct research that redresses social development issues) | 5 | 10 | 110059 |
| 22. | Plan Learning Programmes (Plan learning programmes that redress social development issues) | 5 | 8 | 110060 |
| 23. | Plan the Facilitation of Learning (Plan the facilitation of learning in development practice) | 5 | 10 | 110062 |
| 24. | Prepare Learning Materials for Programmes (Prepare learning materials for programmes in development practice) | 5 | 8 | 110061 |
| 25. | Entrepreneurship (Demonstrate an understanding of entrepreneurship and develop entrepreneurial qualities) | 1 | 7 | 14444 |
| 26. | Business Plans (Demonstrate an understanding of a general business plan and adapt it to a selected business idea) | 1 | 2 | 10006 |
| 27. | HIV/AIDS and its Implications (Demonstrate an understanding of HIV/AIDS and its implications) | 2 | 4 | 8494 |
| 28. | Understanding the Project Cycle (Demonstrate a knowledge and understanding of the aspects of the project cycle) | 4 | 8 | 110481 |
| 29. | Human Rights and Democracy (Demonstrate understanding of the concept of human rights and democracy and its application in society) | 5 | 12 | 119665 |



Full list of FTC Programmes

Courses marked with * have accreditation options

Leadership and Management

- FTC36 - Becoming an Effective Manager
- FTC04 - Applied Project Management
- FTC05 - Leadership and Management
- FTC08 - Navigating SA's Education Laws
- FTC09 - Women in and into Leadership and Management Positions
- FTC15 - Organisational Forward Planning
- FTC17 - Problem Solving and Decision Making
- FTC 94 - Leadership and Management in the African Context
- FTC98 – Leadership and Management – A Systems Approach
- FTC24 - Mentor and Manage Mentoring Programmes
- FTC27 - Measuring Success
- FTC54 - Language in Leadership and Management
- FTC66 - An Introduction to Advocacy and Lobbying
- FTC69 - Introduction to Leadership and Management (Short Course)
- FTC97 - Quality Leadership and Management in the ISO Context
- FTC112 - Leadership and Management for Business Performance

Business Communication

- FTC90 - Business Writing
- FTC91 - Speaking with Confidence
- FTC18 - Effective E-Mail Writing*
- FTC48 - Developing Funding Proposals*
- FTC49 - Report Writing*
- FTC60 - Presentation Skills
- FTC115 - Confident Communication – Speaking with Assurance
- FTC117 - Confident Communication – Reading for Enrichment
- FTC95 - Reading and Research for Enrichment
- FTC96 - Integrated Communication
- FTC68 - Building the Skills of Minute-taking*
- FTC85 - Business Writing Skills*
- FTC39 - Computer Literacy
- FTC70 - Communicate with Zeal
- FTC116 - Confident Communication – Definitive Writing Skills
- FTC118 - Confident Communication – Integrate your Learning

Financial Management

- FTC46 - Financial Management for Non-financial Managers (Bridging Course)
- FTC19 - Financial Management for All (Basic bookkeeping)
- FTC35 - Interpreting Financial Statements
- FTC114 - Fraud Prevention and Basic Forensic Auditing
- FTC26 - Risk & Fraud Management
- FTC30 - Women Working with Money
- FTC34 - Banking and Banking Systems
- FTC45 - Financial Auditing
- FTC47 - Forensic Auditing

Peer Relationship Management

- FTC03 - Conflict Management
- FTC21 - Time and Stress Management
- FTC33 - Anti-bias and Diversity
- FTC40 - Coping with Stress
- FTC51 - Group Dynamics / Multi-Functional Teams
- FTC55 - Integrated Life Management
- FTC56 - Making the Most of Change
- FTC58 - Negotiation Skills
- FTC63 - Team Building
- FTC65 - Introduction to Emotional Intelligence



Business Administration

- FTC37 - Business Administration
- FTC38 - Business Contract Management and Administration
- FTC59 - Office Administration and Management
- FTC62 - Secretarial and Administrative Skills

Customer Relationship Management

- FTC25 - Customer Service
- FTC28 - Skills and Techniques for Successful Selling
- FTC64 - Customer Relationship Management (CRM)
- FTC74 - Marketing on a Limited Budget Workshop

ISO Management

- FTC103 - ISO Awareness
- FTC104 - Internal Auditing
- FTC105 - ISO Refresher Course
- FTC97 - Quality Leadership and Management in the ISO Context

Human Resource Management

- FTC14 - Strategic Human Resource Management
- FTC53 - Induction
- FTC52 - Human Resource Management
- FTC61 - Recruitment and Selection

Anti-bias and Diversity

- FTC92 - Anti-bias and diversity for delegates studying, working and living in multi-cultural contexts
- FTC93 - Anti-bias and diversity for expatriates working and living in multi-cultural contexts

Community Development

- FTC31 – Higher Education and Training Certificate: Development Practices, Level 5 (A full qualification)*
- FTC01 - Understanding HIV and Aids and its Implications*
- FTC02 - Assessor Course*
- FTC71 - Establishing a Community Resource Project*
- FTC72 - Theories and Principles of Transformative Development Practice*
- FTC75 - Prepare Learning Support Materials for Programmes*
- FTC76 - Plan and Conduct Research*
- FTC77 - Plan Advocacy Campaigns and Workshops*
- FTC78 - Understanding Project Cycles*
- FTC79 - Plan the Facilitation of Learning*
- FTC82 - Plan Learning Programmes*
- FTC83a - Entrepreneurship and Business Plans [Entrepreneurship and Entrepreneurial Qualities]*
- FTC83b - Entrepreneurship and Business Plans [General Business Plans and ideas]*
- FTC84 - Human Rights and Democracy and its Application in Society*
- FTC 80 - Plan and Conduct Assessment of Learning Outcomes*
- FTC06 - Organisational Development for Community Organisations
- FTC07 - Analytical Approach to Community Issues



Train-the-Trainer

- FTC02 - Assessor Course*
- FTC32 - Adult Learning*
- FTC41 - Designing Education and Training Events*
- FTC43 - Exploring Experiential Learning
- FTC44 - Facilitator Skills*
- FTC57 - Methodologies for Education and Training Events*
- FTC60 - Presentation Skills
- FTC73 - Moderators Course*
- FTC79 - Plan the Facilitation of Learning*
- FTC82 - Plan Learning Programmes*

Personal Growth Development

- FTC16 - Creative Writing
- FTC17 - Problem Solving and Decision Making
- FTC20 - Theory of Self Imposed Limitations
- FTC22 - Living in the Moment
- FTC23 - Personal Marketing
- FTC50 - Goal Setting
- FTC67 - Applied Critical Thinking
- FTC70 - Communicate with Zeal

The following courses are delivered in partnership with cutting-edge training providers and relevant specialists in this field. FTC's Quality Management Systems ensures that the client continues to receive the highest quality service.

Film & Media Development

- FTC10 - Proposal Writing for Audio-visual Projects
- FTC11 - Film & TV Production Management
- FTC12 - Assistant Director (Film & TV Drama)
- FTC13 - Researching for Television
- FTC29 - Story Telling and your Camera

Security Training and Development for Business

- FTC97 - Security Guarding for Management
- FTC98 - Security Awareness, Concepts and Practices including Electronic Security Awareness
- FTC99 - Electronic Security Systems: CCTV and Access Control
- FTC100 - Close Contact (VIP) protection
- FTC101 - Investigation Management
- FTC102 - Maritime Security

Computer Training

- FTC103 - Introduction to Computers
- FTC104 - Online Communication – MS Outlook
- FTC105 - Online Communication – Using the Internet
- FTC106 - MS Word
- FTC107 - MS Excel
- FTC108 - MS PowerPoint
- FTC109 - MS Access
- FTC110 - MS Project
- FTC111 - Utilising Social Media
- FTC113 - Using Online Tools to Enhance Logistical Efficiency and Effectiveness



| Registrations and Certificates | |
|---|--------------------------------------|
| Company registration no. | 2005/137378/23 |
| VAT registration no. | 4020231926 |
| PAYE registration no. | 7250761899 |
| UIF registration no. | U250761899 |
| SDL registration | L250761899 |
| ETDP SETA registration no. | ETDP10163 21/02/2012 - 31/03/2016 |
| Compensation Fund registration no. | 2308-279-2300 |
| BEE Certificate no. | EXM2349 |
| Income Tax reference no. | 9187390167 |
| Tax Clearance Certificate | On file |
| Bank Clearance | On file |
| Western Cape Supplier Database (Tradeworld) | IVIOXRUTRW |
| W & R SETA Supplier reference no. | WES0257 |
| UCT Vendor Number | 203039 |
| City of Cape Town Vendor no. | 16954 |

Banking Details

Bank: Standard
Name: The Fundamentals Training Centre
Account number: 071429999
Type: Current
Branch: Rondebosch, Cape Town
Branch code: 025009
Swift code: sbzazajj

