

TRUST



LEARNERSHIP NEWSLETTER | JANUARY 2019

AT YOUR SERVICE IN 2019!

HERE'S WHAT CLIENTS HAD TO SAY ABOUT OUR TRAINING PROGRAMMES



alBaraka Bank has utilised the services of Felix Risk Training Consultants for the past 5 years, commencing in 2012, to facilitate learnerships funded by the BankSeta. Felix is an accredited provider specialising in the banking sector and have lecturers with years of experience on their staff.

Felix has always ensured that our learners receive the best facilitation and support during these learnerships. They are professional, organised and ensure that the needs of the learners are fulfilled. Felix holds regular remediation sessions with the learners to ensure that they are all on par with each other and none are left behind. We recommend Felix for their training services.



Grindrod Bank contracted Felix Risk Training Consultants to provide skills programmes and learnership training since 2009. The feedback we have received from the learners and their coaches / supervisors has always been very positive. Felix Risk Training Consultants is a consummate training provider and from an administrative and project management perspective, knows how to provide quality service and comprehensive reporting. Most importantly to us, Felix Risk Training Consultants' investment in the learners' growth through learner support, in addition to the training sessions, is visible in the learner results, their commitment and performance in the workplace.



Talksure Pty Ltd and Felix Risk Training Consultants have been in partnership since 2015. During this period, Felix Risk Training Consultants has delivered excellent service and support from a facilitation, assessment and project administration perspective whenever required.

Felix Risk Training Consultants trained over 100 learners on various programmes and learnerships, including the Short-Term Insurance learnership. Their knowledge, experience and passion for people development allows them to provide purposeful education and training to make a difference in the lives of their target audience. Their approach is always professional and aimed at adding value. Our projects have been astounding successes and since 2015 we have had an exceptional pass rate for all learnerships that they have facilitated.

Voice Contact SOLUTIONS

Voice Contact Solutions has been working with FRTC since 2013 and has since successfully completed 10 learnership programmes with 100% pass rate on all 10. The facilitation is outstanding, having personally joined training classes, overall rating on facilitation is excellent. The facilitators go above and beyond, ensuring understanding of modules delivered, and making learning personal by showing learners how to implement the knowledge and skill being taught in their day to day job function.

Remediation support is one of their many strong points. FRTC ensures that they are on-site on a monthly basis covering remediation where necessary on a one-on-one level with learners. This again makes the process of learning, personal but most importantly, makes sure that the transference of knowledge and skill is what is established at the end, which is the main objective of the learning program.

Administrative support to learners is available via telephone contact, email, or even face-to-face if required and I have yet to experience a situation where FRTC was unavailable to provide support.

Emails are sent out on a monthly basis as reminders to all learners of training classes to be held, communication happens real time if FRTC sees the need for further training and development with learners that may be lacking.

They operate an open-door policy and learners are available to contact them to discuss progress on programmes and seek advice and help.

Projects are managed professionally and efficiently. Training sessions are diarised at the inception of each programme and to date, none have been missed or had to be re-schedule due to FRTC not being able to carry out their services.

Training evaluations reports are sent out on a monthly basis, highlighting the progress of the training, its strengths and weaknesses, monthly meetings are held with the SDF to discuss progress of training and highlight and combat any serious concerns. Progress reports are sent out once marking and moderation is completed, showing the SDF exactly how the learners are progressing. Learnership programmes are closed off on time and all administration required to send through to SETA are always 100% accurate with no comebacks.

I would definitely recommend FRTC to any business, looking to outsource their training and development, or looking for a provider to deliver SETA programmes. For a stringent, seamless, efficient, professional, successful service this is the training provider of choice

For more information email Bernadette Felix at bernadette@frtc.co.za or call 031 207 3245.

CONTACT US

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B-BBEE Recognition :
Level 1 contributor to BBBEE
BEE Procurement Recognition Level : 135%

Black Ownership : 100%
Black Women Ownership : 100%
Empowering Supplier : Yes