

# TRUST

## GOING FROM STRENGTH TO STRENGTH

The professional relationship between Felix Risk Training Consultants (FRTC) and Grindrod Bank has been going strong for over seven years and stands as a testament to FRTC's commitment toward client satisfaction.

Grindrod Bank is a competitive investment bank, providing bespoke financial services to private, corporate and institutional clients. Its operations, covering all of South Africa, focus on leveraging a well-capitalised balance sheet with human intellect. Grindrod Bank has been able to build a solid client franchise and act strategically in navigating the evolving financial landscape.

Ensuring that employees are adequately trained to keep up with client needs, Grindrod Bank has entrusted its training needs to FRTC since 2010. In the last training year, FRTC facilitated a host of programmes at Grindrod Bank, namely Core Banking & Financial Services, Credit Risk Assessment, Financial Markets & Instruments & General Management in Banking.

FRTC values the support of clients, who have come to rely on the institution's ability to provide their employees with positive experiences, says director Bernadette Felix.

"We believe that students who are supported in their study efforts are better prepared for learning. Their well-being is, therefore, a responsibility accepted by all of our staff members. We know that students experience an institution in a number of different ways, academically and administratively, and therefore commits to supporting students in all respects," she said. "Training assists students with the development of effective learning strategies and techniques, and with the development of positive learning attitudes and behaviours. Each person who registers with Felix Risk Training is a valuable member of our/community and is provided with opportunities to develop as individuals."

Learners will be supported in the following ways by the Felix Risk Training & Grindrod

### BANK:

- **Admin Support:** FRTC has a dedicated learner support administrator who is available to take care of any queries the learners might have.
- **Communication:** Learners are constantly kept in contact with via FRTC Facebook page, bulk sms & email.
- **Assessors and facilitators:** Over and above making use only of industry experts, care is taken to ensure the approach of all assessors, facilitators and all admin staff to ensure optimum sensitivity and consideration.
- **Identifying the abilities of the individual:** Requirements according to type of disability is identified e.g. movement (including ability to write), hearing and visibility. The work & training environment as well as training/learning equipment is adjusted to fit the ability of each learner.
- **Focussing on the individual:** FRTC is prepared for the level of attention that is required by some of the learners. Training groups are limited to 16 learners per group to ensure ample attention by the facilitator. The employer, facilitator and admin staff are available for any support required throughout the learnership.
- **Monitoring individual results and ensuring performance:** As per standard, FRTC closely monitors each learner's performance and results. Continuous reporting by the facilitator & assessor also indicates & tracks any risks in this regard.



Remofilwe Ngakane; bKaviren Govender; Sarah Freestone; Zaid Aysen; Jessie Chetty; Praven Moodley; Zandile Metu; Jeremy Naidoo and Loshni Pillay.

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### 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