



**TRANSFORMATION**  
**TRAINING ACADEMY**  
GROWTH IS IN OUR HANDS



# ABOUT US

Transformation Training Academy was founded to address the need for corporate skills development in the workplace. The Academy offers training solutions through qualifications, skills programmes, employee empowerment seminars, and workshops. Training is facilitated as scheduled courses or is specifically tailored for group-training needs of customers.

The training solutions offered fall within the following categories:

- Skills programmes in Management, Administration, Secretarial, Small Business Training, and Leadership
- Seminars and Mentorship Programmes
- Workshops
- Employee Empowerment
- Full qualifications in Business Administration Services, and Customer Management

# VISION

An accredited international, educational institution of excellence, integrity, and innovation.

# MISSION

Improving the knowledge and skills set of the South African workforce to facilitate economic development and growth. We do this by making high quality, flexible, and effective competency-based education and training accessible through ongoing research and development.

# GOVERNANCE

B-BBEE STATUS Level 2



# OUR APPROACH

Our creative, interactive, and relevant sessions ensure participants are actively engaged from the outset, ready to apply what they have learned as soon as they are back at their desks. We work closely with our clients, and participants, to ensure the style of delivery for each course complements the wide variety of individual and professional experience, as well as the cultural diversity, of our clients around the country.

Each training programme uses a combination of instruction, worked examples, multimedia, case studies, and group discussion, which embeds the practical application of our course principles. Each participant will be encouraged to challenge existing methodology as a starting point to positively affect processes and procedures in their own workplaces. This, in turn, adds value by providing participants with a platform from which to engage with their peers, and provide informed opinion, and valuable input, to future commercial decisions.

Our more advanced training programmes use further, highly interactive workshops in which participants work in small teams to explore, and analyse, wide-ranging financial scenarios based on the realistic, computer-based simulation of various international exploration and production activities.

## ACCREDITED SKILLS TRAINING INFORMATION

All our accredited courses are with Services Seta and Transformation Training Academy offers the following skills training options within the following domains:

**Business Administration (SAQA 67465)** Skills Programmes to choose from:

- Gather and report information
- Plan, monitor, and control an information system
- Maintain booking systems
- Participate in meetings, and process related documents and communications
- Utilise technology to produce information
- Plan and conduct basic research in an office environment
- Co-ordinate meetings, minor events, and travel arrangements
- Set personal goals
- Function in a team and an overall business environment
- Demonstrate an understanding of employment relations



**Customer Management (SAQA 20908) Skills Programmes to choose from:**

- Conduct a marketing-situational analysis while leading a team of marketers and service providers.
- Develop, implement, and manage a marketing related project and or activity plan, and implement a generic marketing communications strategy.
- Present the features, advantages, and benefits of products to customers in order to close a deal.
- Provide product training to others in the organisation, and coach others on the principles of marketing within an organisation.
- Identify brand-mix elements and their financial implications for decision-making.
- Integrate marketing plans within the business process.
- Monitor and control the handling of customers, their needs and requirements, and areas of customer service impact.
- Analyse and interpret marketing information and present the data to stakeholders.
- Establish customer needs and develop and improve customer relationships to increase sales.
- Develop, implement, and monitor customer activity plans to meet organisational and customer requirements.



# EMPLOYEE EMPOWERMENT WORKSHOPS

- Occupational Health and Safety in the Workplace Workshop
- Understanding Employment Equity Workshop
- Skills Development WSP/ATR Workshop
- Transformation in the Workplace Workshop
- There are more workshops currently under development

# SEMINARS AND MENTORING

- How to Prepare and Write Your CV,  
Interview Preparation and Presentation
- Small Business CEO Mentorship Programme.

# CONTACT DETAILS

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