

M-COT APPROACH TO MATERIAL DEVELOPMENT

SAQA COMPLIANCE

Over the past five years, we have developed material covering more than 200 Unit Standards and including several full qualifications at NQF levels 2,3,4 and 5. Our material has been approved by the ETQA's of numerous SETA's, including Sassetta, Service Seta, W & R Seta, Agriseta and Isett.

SYSTEMS TRAINING MATERIAL DEVELOPMENT

The complex nature of systems training demands a disciplined and methodical approach to material development. We prefer the tried and proven **P A D D I** process:

Planning – scoping the project through a workgroup meeting with the client – establish timelines, milestones – agree resource availability and budgets – populate the project plan

Analysis – the quality of output at this stage is the most influential on the success of the project. We start with an in-depth analysis of the business processes to ensure complete understanding of the knowledge and skills that need to be transferred and to whom. From a comprehensive needs analysis, we determine learning outcomes, identify critical success factors (CSF's) and conduct a risk analysis. Client approval is obtained before leaving the analysis stage

Design - conceptualize the learning landscape – build programmes/modules around learning outcomes - identify toolkit components most likely to achieve CSF's – determine the optimal programme structures, given the needs and constraints of the target learners

Development – convert raw content into an interactive learning experience for each learning outcome of each programme - quality control to ensure consistency and that all CSF's are addressed – assemble toolkit components - deliver prototype toolkit for client approval – execute changes – obtain final sign off.

Implementation & review – hand over the facilitation toolkit for each programme via interactive train-the-trainer sessions with client's trainers – client trainers to run pilot programme(s) and feedback any required changes to M-Cot – modify as necessary - agree closure of project

EXAMPLES OF DEVELOPMENT PROJECTS

- 6 full qualifications across marketing, retail, call centre and abattoir industries
- In conjunction with Andrew Rose of The Write Squad, developed business process/change management training material and vendor (user) training material for new on-line pre-paid electricity system for Eskom
- With Chris Vermeulen, developed on behalf of the South African Reserve Bank, "Identification and Authentication of South African Currency", a training course designed to reduce the risk of counterfeit currency entering the banking system.
- With Pieter Jordaan, developed user and support manuals for a new commercial Intranet system for Intervate

M-COT BUSINESS MODEL

A low over-head, high capacity enterprise with minimal infrastructure and hands-on skills of directors

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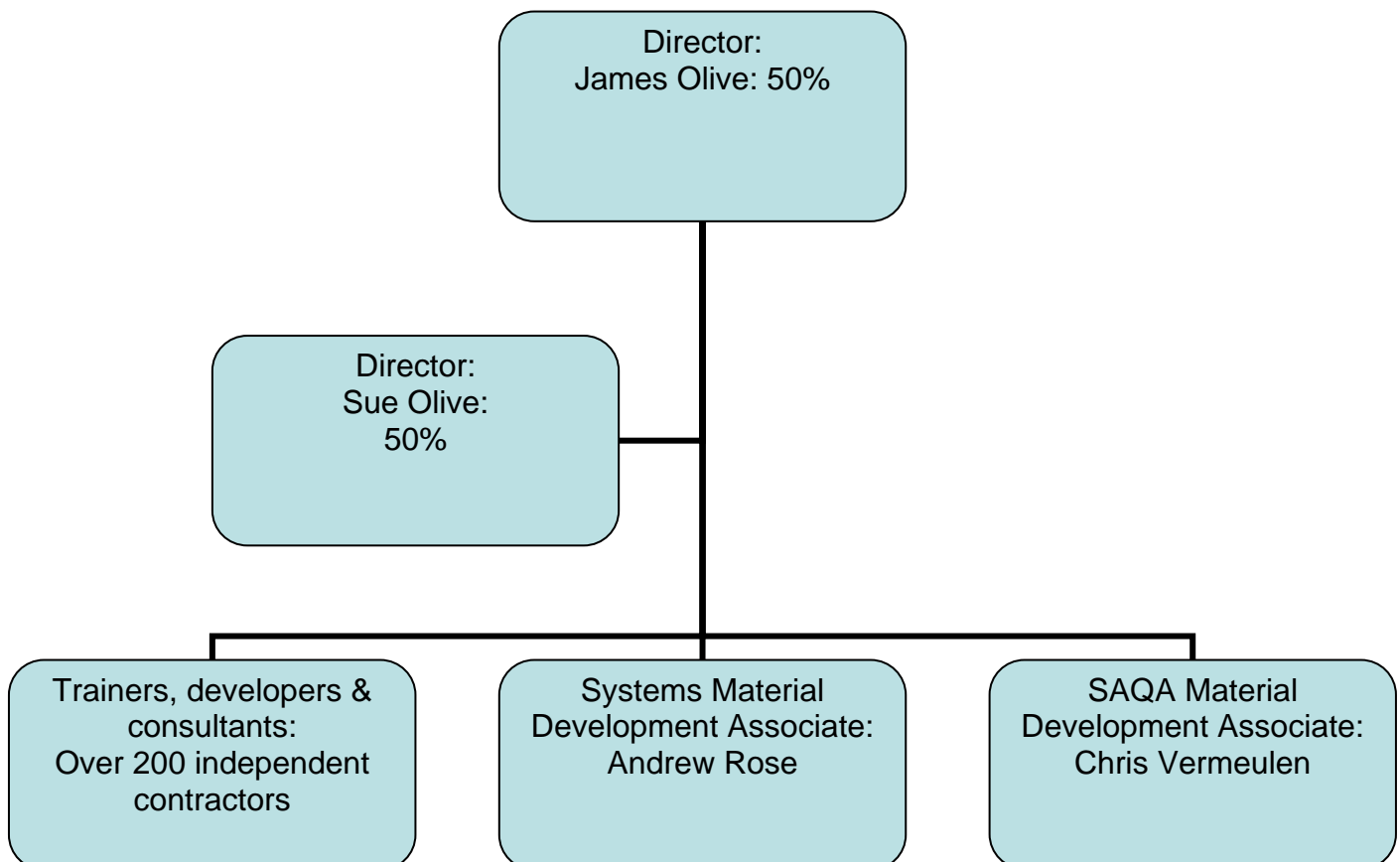
Huge SA-wide database of self-employed professionals specialising in:

- IT training
- Business skills training
- Development of training materials
- Consulting
- Psychometric assessments

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Delivery of real value solutions

M-COT ORGANISATIONAL STRUCTURE



CLIENT BASE

Some of the companies who have made use of our services recently, any of whom may be contacted for a reference:

Alchemex	Imperial Fleet
AngloVaal Industries	IT Intellect
Bankseta	Kumba Resources
Boston City Campus	Learning Resources
BP	Mercedes Benz SA
Brandhouse	Mining Qualifications Authority
Bytes People Solutions	Monash South Africa
CBM Training	MTN
CIDA City Campus	Nashua
Dimension Data	Nedbank
Edcon	Open Learning Group
Eskom	Prestige
Execuprime	SBV
Executrain	SITA
Exxaro	Siyandza Skills Development
FNB	South African Breweries
Gauteng Provincial Government	The Learning Organisation
HyperCity (India) Ltd	Transnet Freight Rail

GUARANTEE

All services rendered by M-Cot are guaranteed. Specific warranties for each type of service are incorporated into a Service Level Agreement. Typically, for training services, we would repeat a programme at no cost if the aggregate of learners' evaluations was equal to average or below average; for material development, we would guarantee approval by a relevant certifications authority, where applicable.