

# 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 Sasseta, 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

- 8 full qualifications across marketing, retail, call centre and abattoir industries
- In conjunction with 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 Kwapele Learning and Consulting, 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.