CHOOSING A TRAINING PROVIDER

What are IT skills worth?

Hot debate: Degree vs certification

Training gets trendy

Tech innovation pushes demand for new ICT skills

Published by ITWeb

South Africa: R50
Other countries: R43, 86

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CompTIA is the non-profit trade association advancing the global interests of information technology (IT) professionals and companies including manufacturers, distributors, resellers, and educational institutions.

CompTIA is known worldwide as the leading provider of vendor-neutral IT certifications. CompTIA certifications identify IT professionals who prove their aptitude in various fields, such as security, network administration, computer repair, and server administration.

Within any organization, having people with the right skills, at the right time, in the right place is a constant challenge. Even when thorough training and development plans are in place, it is often assumed that training = skills, but in many cases organizations never validate that the correct skills are indeed in place.

CompTIA offers a simple, but proven Skills Assessment solution that can verify that staff has the appropriate skills for their job role and identify current skills gaps.

**Skills Assessment**

CompTIA’s Skills Assessment (CSA) solution offers the following benefits to an organization:

- Assess skills across multiple job roles
- Provides a snapshot of current skills
- Identify skills gaps
- Benchmark against industry standards
- Group results and comparisons allow in-depth analysis
- Individual results assist with career development
- Supports training planning and budgeting
What's involved in the Skills Assessment?

A CompTIA representative will assist you in the process, as follows:
- Ascertain critical skills required to perform the various job roles included in your assessment;
- Matching these to the appropriate assessments to ensure maximum benefit on results;
- Using CompTIA industry-recognized and developed certifications as the benchmark of our assessments, ensuring currency and relevancy;
- Setting up your assessments and assisting with managing participation;
- Closing your assessments and preparing your company results;
- Providing detailed results feedback to your management in person;
- Proposal with cost-effective options to address any skills gaps identified by the assessment results, using our own and various partner products and services.

Some of the job roles our assessments cover:
- Customer Support Representative
- Remote/Helpdesk Support Technician
- Field Service Support Technician
- Network Support Technician/Specialist
- Security Engineer/Specialist
- System Administrator
- Network Administrator
- Storage Administrator
- Security Architect/Specialist
- Mobile Device Management Administrator
- Cloud Architect
- Cloud Systems Engineer
- Cloud Network Engineer

How do I use the results?
Your CompTIA representative is trained to guide you through what the results could mean in terms of productivity or performance. Depending on the specific skills analysed, you can use the results to prepare better training plans, identify areas where performance could be improved or cost could be reduced – Your CompTIA Representative will assist you with a full solution to address any skills gaps or areas of concern.

How much does it cost?
The basic service is FREE to CompTIA members.

How do I get started?
Simply contact your CompTIA representative to start the process...
Your One-Stop CompTIA Authorised Platinum Training Partner

Torque IT offers training and certifications that map directly to customer IT certification requirements from entry to advanced vendor-neutral certifications. Torque IT offers the broadest curriculum portfolio that includes all relevant CompTIA certifications. This includes courses, and certifications that pertain to PC support, Networking, Security, Linux, Cloud, Mobility etc.

We are a one stop provider of the highest quality CompTIA training and certification in South Africa, and the African continent, offering the following instructor-led CompTIA authorised courses:

Torque IT CompTIA offering:

- CompTIA IT Fundamentals
- CompTIA A+ Certification
- CompTIA Network+ Certification
- CompTIA Security+ Certification
- CompTIA Advanced Security Practitioner (CASP) Certification
- CompTIA Server+ Certification
- CompTIA Cloud+ Certification
- CompTIA Storage+ Powered by SNIA Certification
- CompTIA Linux+ Powered by LPI Certification
- CompTIA Project+ Certification
- CompTIA Mobility+ Certification
- CompTIA Mobile App Security+ (Android version) Certification
- CompTIA Mobile App Security+ (iOS version) Certification
- CompTIA CDIA+ Certification

Our CompTIA product offering ensures students have access to:

- Accredited and authorised CompTIA courseware and instructors
- The most comprehensive national rolling six month CompTIA schedule
- CompTIA A+, Network+ and Security+ part-time evening classes
- Dedicated Account Managers and Technical Specialists to guide and assist you
- High Quality Instructor-Led Training
- Pearson Vue Accredited International Exam Centres
- Onsite and Customised Training Solutions for your convenience
- CompTIA CertMaster for your assessment and certification requirements
- CompTIA Continued Education Program for your recertification requirements.

Speak to us about your learning requirements; whether you want CompTIA instructor-led training, CompTIA Continued Education Program, CompTIA Skills Assessment or CompTIA CertMaster, our dedicated team of friendly Account Managers are at your service and eager to assist you.

Securing your future in technology with an unsurpassed array of key vendor products, coupled with 20 years of training experience and expertise!
Welcome to the eleventh edition of ITWeb’s Corporate IT Training Guide – the only directory of certified ICT training providers available to South Africa’s tech professionals and training decision-makers.

Innovations such as cloud computing, social media, big data and mobility are changing the way enterprises work and driving a demand for more specialist ICT skills. The already severe skills shortage is set to worsen.

Nowhere is this more true than in South Africa, where technical education fails to produce enough skilled ICT graduates to meet this demand, forcing many organisations to recruit outside the country to fill the gaps.

Training Guide 2015 examines the current ICT training landscape and the barriers to more effective skills development. It looks at how various skills initiatives are trying to overcome them, including Isibani – an ITWeb Brainstorm initiative that aims to identify and foster the most successful skills development projects, bringing the industry together to pool knowledge and resources.

Training Guide 2015 also takes a fresh look at the long-debated merits of formal education versus the less formal vendor certifications – how the issues of time and money weigh in and how tech professionals approach up-skilling and career growth.

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EOH Youth Job Creation Initiative

Equipping the youth with critical skills and laying a foundation for their careers

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For more information on our EOH Youth Job Creation Initiative, please contact Kedibone Sehume at kedibone.sehume@eoh.co.za

www.eoh.co.za
Why choose CompTIA.

CompTIA is the voice of the world's information technology (IT) industry. Our members are the companies at the forefront of innovation; and the professionals responsible for maximizing the benefits organizations receive from their investments in technology.

How long have you been a member of CompTIA?
Approximately 3 years

What do you find are the main benefits in CompTIA’s certifications?
Besides being awarded an internationally recognized certificate which opens career prospects, the CompTIA certifications provide Telkom technicians with the skills required to provide customers with an integrated service, i.e. assist customers in configuration of their intelligent end user devices, thus contributing positively to the company’s Net Promoter Score.

What do you feel are the biggest benefits in being a member of CompTIA?
The biggest benefits of being a CompTIA member is the advisory services offered as well as the ability to buy exam vouchers direct from CompTIA and an added discount, based on the volumes purchased.

How does CompTIA assist you in your training and certification needs?
By making its consultancy/business development services available for assistance with all training needs and the matching of skills required in the organization with the programmes offered.

Do you feel businesses are moving away from the traditional instructor led training model, and why?
Yes – this is because of the pressure exerted on business leaders to reduce the training expenses. So, by reducing the time taken away from the office, removing travel costs and doing away with printed materials, blended learning helps companies to save money and increase workplace productivity.

Have you found that BU managers are interested in CompTIA’s blended learning solutions?
Although not yet implemented in Telkom, the model has been presented to the Business Managers and they endorsed it in that...
it addresses the issue of workplace productivity, which is negatively affected by the face-to-face learning model currently in use.

**In your business, do you find that individuals find it easier to move into new technologies with a solid base of CompTIA certifications?**

Yes – Telkom is in the process of migrating its current legacy network to an IP based network and technicians who have completed CompTIA certification courses find it easy to grasp the concepts presented in functional training that are aimed at providing them with the requisite skills to install and maintain the deployed technologies.

As a non profit trade association advancing the global interests of IT professionals and companies, we focus our programs on four main areas:

**Educate the IT channel:** Our educational resources help members grow their business and become “best in class.”

**Certify the IT workforce:** Our technology, international standard and vendor-neutral certifications, from entry to expert level, help IT professionals advance their careers.

**Advocate on behalf of the IT industry:** We work with the government to give small- and medium-sized IT businesses a united voice.

**Give back through philanthropy:** Our foundation enables disadvantaged populations to gain skills needed for employment in the IT industry.

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**How long have you been a member of CompTIA?**

10 years + in both the corporate training and youth development environments.

**What do you find are the main benefits in CompTIA’s certifications?**

As with HP Education Services courses and certifications, CompTIA Certifications are constantly updated to accommodate the ever changing technologies in the IT arena Certified candidates gain recognition in both public and private sectors in SA – there is a level of trust that a CompTIA certified individual has a solid foundation within their specific environment.

In the youth development environment the CompTIA certifications compliment the outcomes based SAQA qualifications in the ICT sector well because the work experience requirement allows candidates to practice the skills they have learnt. Internationally recognized – creates opportunities for employment on an international platform.

**Do you find that CompTIA certified staff are more competent than a non-certified staff?**

A CompTIA certified employee has a formal qualification to prove their ability in a certain field. This allows their company to confidently be able to market their skill in that field. Having many years of experience may mean a technically competent individual - but not being certified does not show capability on current technologies and the company is not able to demonstrate that individuals level of skill through certifications.

**Do you take advantage of the fact that CompTIA’s A+ and NETWORK+ are aligned to the NQF level 4 and 5 courses and that you qualify for skills refunds if you are running learnership or skills development programs?**

Yes. Candidates from the Learnership environment should also complete the international certifications. This provides the candidate with a boost to their profile and the skills refunds ensure continuity for the next candidate as well.

**Do you feel businesses are moving away from the traditional instructor led training model, and why?**

Yes, there is a slow move away from the traditional ILT model, especially in the ICT sector in SA, however I do believe that ILT will always be required, especially in the youth development environment. The ILT model demands that an individual move away from their daily responsibilities for long durations to attend training. Blended learning models have been gaining in popularity in recent years because of the delivery flexibility that it provides. HP Education Services has experienced that Virtual instructor led training is gaining popularity in SA - we are becoming more comfortable with Virtual Labs and simulated environments as well.

**In your business, do you find that individuals find it easier to move into new technologies with a solid base of CompTIA certifications?**

Yes - CompTIA certifications provide a solid platform for individuals to develop into new technologies in fact we currently have a few CompTIA certifications that are pre-requisites to HP Certification Courses.

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Renay Rampersadh | Country Manager | HP Education Services | Hewlett-Packard South Africa

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Specialist skills gap widens

A dearth of ICT skills is causing major challenges for South African businesses.

Kirsten Doyle  Karolina Komendera

Technology is often touted as a tool to address these challenges. However, new technological developments mean organisations cannot expect to do the “old” things with the new technologies; they require a significant mind-shift for employers and employees alike.

Challenging economic prospects threaten job security for many South Africans. Thus, there is often resistance, both bottom up and top down, to change the way in which things are done. However, changing the way things are done, or implementing new technologies just for the sake of doing so, will not benefit the organisation, says Hagen. They need to be done bearing in mind skills development, business strategy, technological developments, IT security assessments and competitive environment.

Hagen says advanced skills, whether technological or domain expertise, will remain in high demand – this is a global trend, magnified in many African countries that have a legacy skills gap.

Forward-looking organisations across the continent address the skills demand through training. However, on average, not enough organisations are adequately harnessing hard and soft skills training for their overall workforce.

Highly-skilled individuals are also very expensive, and there needs to be a much bigger and more aligned effort from private and public institutions, including businesses and educational organisations, to address this disparity. Throwing money or training alone at the problem might be a short-term solution, but it is not really sustainable without the soft skills training and input from industry to back it up.

Cloud computing, social media, big data and mobility are challenging organisations and demanding more specialist ICT skills than ever before. These technology mega-trends are affecting businesses of all types and sizes across SA, giving a competitive advantage to those who can capitalise on them, while putting those who ignore them in danger of closing their doors.

At the same time, a dearth of these specialist skills is causing major challenges for local organisations, because, while the skills remain in high demand, the skills gap widens – a problem magnified in SA, where technical education falls short. This is resulting in many businesses being forced to either look for highly-trained international recruits to plug holes in their workforce, or to limit the speed at which they can innovate and grow.

**Innovation leads to shortage**

Lise Hagen, research manager: Software and IT Services Africa for International Data Corporation (IDC), says: “We need to take into account the interaction between internal organisational and external market factors when considering ICT skills training. In many organisations, employees have been getting the job done through manual processes or workarounds, infusing with deep and long-term familiarity of the company or industry.”

The majority of organisations do not harvest this employee know-how, resulting in knowledge capital walking out the door as people switch jobs, retire, or move on to greener pastures, says Hagen. Markets are moving at a rapid pace, competition is fierce, and customers are fickle.
“Innovations and emerging technologies like cloud computing, big data and mobility are putting a further strain on the already dire skills shortage in South Africa,” says Madelise Grobler, MD of Bytes People Solutions, who notes this is being compounded by the explosion of electronic devices both in the workplace and in personal lives.

Another trend in the industry is the need for more specialised skills, which, unfortunately, are scarce, she observes. There is even more need to address competency in certain jobs, not just the skill itself. This means organisations must take a competency approach with regards to their training needs. “A competency-based approach to training is developed around any competency standards that have been identified for a specific job or role,” says Grobler. “To be assessed as competent, over and above having the ‘skill’ in question, an individual needs to be able to demonstrate the ability to perform a role’s specific tasks.”

**Training in Africa**

When speaking of how the African continent differs from its global counterparts in terms of skills and training, Hagen says the context has to be carefully considered. “Different geographies across the globe have different macroeconomic drivers. Different countries, industries, and organisations in Africa are at different stages of technology adoption, requiring different strategies. A key difference between countries on the African continent and the other global regions lies in demographics. Overall, Africa has the lowest average age, but it is also plagued by high youth unemployment. Other regions have a much higher average population age, and have to rely on automation to get things done. African organisations are driven to create value-adding jobs, and not just create manual labour.”

Many companies across various industries are turning to process automation in order to improve efficiencies and diminish their reliance on a human workforce, she says. “This does not necessarily mean a dehumanisation of the workforce, but it does mean that there are many, many workers who will have to widen their skills base in order to adapt to the changing working environment.”

**Cloud top of mind**

Lorraine Vorster, VP business development Africa/ANZ at CompTIA, says: “CompTIA has seen training partners having a growth explosion and others close their doors the last year. In my opinion, those that grow are more proactive, always creative in their offerings, and most importantly, constantly listen to their customers’ needs to ensure they meet them. We have also seen the number of complaints about fly-by-night providers dwindling, which I hope means there are either less of them or consumers are becoming cleverer in selecting a training provider.”

Vorster says CompTIA recently unveiled Cloud+ and Mobility+ certifications, as those are the areas it sees the most interest in from employers and IT professionals. “The biggest new IT buzzword this last year has to be ‘cloud,’ though. There is certainly a lot of hype and interest, but as always, South Africa takes a while to really adopt new technology despite early offerings from many local companies. We are working with our premier partners to ensure they are ready to meet these requirements.”
Another area that remains in focus, but is still not taken seriously enough, says Vorster, is security. CompTIA’s Security+ remains its fastest growing certification for the last three years and it recently added a high-level security credential to its offering, she adds. With the US Military being CompTIA’s biggest customer for security certifications and being involved in the development, it needed to offer a vendor-neutral credential with a lot of credibility.

Grobler says there has been an uptake in the demand for hybrid cloud solutions, especially from companies like Citrix, VMware and Microsoft Azure, as well as for ITIL and COBIT framework skills.

**A blended approach**

According to Grobler, companies are still talking more about the 70/20/10 principle of education and managing innovation. The model entails that organisations need to see 70% of their employees getting training on the job, 20% through coaching, mentoring and workplace integration, and the remaining 10% via classroom training.

As employees are spending more time away from the workplace, she notes blended learning is also in demand. A blended learning programme is one that utilises more than one model of learning delivery for a personalised learning experience.

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**Tech-enabled learning trends in 2015**

1. **MOOCs**
   More companies will experiment with massive open online courses (MOOCs).

2. **Effectiveness boost**
   New technologies will emerge to boost the effectiveness of online learning as more research is done into how people learn online.

3. **Personalisation**
   Training will become more personalised and adaptive.

4. **Networking**
   Training will become more networked - we will see training programs that foster networking, peer learning, and collaboration among employees, departments, and even those outside the organisation.

5. **Data drive**
   Training will become more data-driven - collecting data and using analytics, training departments can track the learning happening within their organisation and link that learning with measurable ROIs.

6. **Integration**
   Training lessons and courses will become more integrated into daily activities as companies further adopt BYOD policies and on-demand learning formats.

7. **Gamification**
   We will see more high-quality examples of gamification that move beyond points, badges and leaderboards (PBLs) to game elements and mechanics that are more meaningful to learners.

   - Bryant Nielson, MD of CapitalWave (www.yourtrainingedge.com)
and impactful learning experience.

In SA, she notes, there is also a strong need for alignment with unit standards in as far as training is concerned. This is important from a BEE scorecard perspective, she explains.

Grobler believes all these trends are challenging the ICT training industry, which is still stuck with traditional training methods. There is a need for change management to address these challenges and meet the modern day realities, she urges.

**Too much choice**

Vorster says there is also the issue of offering more courses than can reasonably be managed. “I am constantly surprised as we meet with training partners at the sheer number of training courses they offer, some in the hundreds. I sympathise with their sales staff as this is a huge challenge for them to stay on top of these offerings and ensure they provide their customers with the best solution. I am pleased to see that some training providers are cutting down on the number of courses they offer, choosing only those that make business sense, but there are still some who need to address this more effectively.”

Vorster adds there are a few very large ICT training providers that dominate the market today. These providers are well-established and have a proven track record in the industry. “This makes it very difficult for other providers to grow and grab some of the market share.”

In addition, she says CompTIA is seeing a growing number of ICT employers open up commercial training divisions, or simply keep their training and certification in-house. “Employers normally do this to save costs or drive new revenue for themselves, but this takes away revenue from the training providers. Training providers can still be involved in this process and get revenue if they are creative in their offerings, such as providing a trainer at a lower cost, offering short workshops or exam prep sessions, to name a few.”

To address these challenges, she says the CompTIA Authorized Partner Program (CAPP) sets high standards for training providers offering training towards CompTIA certifications. “We look at aspects like trainer qualifications and competency, quality course content, independent student feedback and student results, to name a few. It is important to ensure that individuals that study with your centre are qualified and prepared for the workplace.

With modern techniques and tools at hand, certification examinations such as those offered by CompTIA, Microsoft, Cisco and others, are able to test for real knowledge and experience.”

To meet today’s skills challenges, Bytes People Solutions uses a combination of technology solutions, says Grobler. The services include an assessment centre, content development, business process outsourcing, online technologies, people consulting, soft skills development and ICT learning solutions.

The company also offers a real-time classroom environment at its headquarters in Midrand, which allows people in Durban and Cape Town to participate in live instructor-led training programmes run from the centre. Learners can see and hear the facilitator, interact in group discussions with other participants, and receive assistance when doing labs.

The real-time training environment comprises videoconferencing equipment and an interactive whiteboard. “We had to do things differently because the skills gap is widening in South Africa,” Grobler concludes.
Torque IT is the winner of the prestigious International Council of Electronic Commerce Consultants (EC-Council) Accredited Training Centre (ATC) of the Year 2014 award and offers a range of EC-Council certifications that equip you with ethical hacking skills that will stop cybercrime in its tracks.

As more people are connected to the internet in Africa, the more people fall victim to attacks. A recent study by Juniper Research states that the cost of data breaches is estimated to increase to $2.1 trillion globally by 2019, almost four times the estimated cost of breaches in 2015. Cybercrime is a growing threat to corporations and consumers, who are increasingly using online methods to run their businesses and lives and with the advent of mobile computing, cybercrime is only likely to become more common.

This is where Torque IT comes in. Torque IT, part of the Adcorp Group of Companies provides authorised instructor led training, certification and enablement solutions that serve to assist organisations in unlocking the full potential of the technology solutions, and human capital, that they have at their disposal. Torque IT plays a vital role in providing learning solutions that result in reduced costs, improved efficiency, and increased innovation all with a view to drive business success.

With a national presence in Johannesburg, Pretoria and Cape Town, Torque IT has also seamlessly delivered training interventions across the globe, with a specific focus on its African footprint. Locations include Botswana, Congo, Ethiopia, Ghana, India, Italy, Kenya, Liberia, Mauritius, Mozambique, Namibia,
Nigeria, Seychelles, Sudan, Uganda, United Arab Emirates, United Kingdom, United States, Zambia and Zimbabwe.

"ICT changes all the time and simultaneously cyber criminals are also evolving," says Kaveer Moodly, Torque IT’s EC-Council Business Unit manager.

To beat a hacker, you need to think like one, Torque IT’s mantra hits close to home. Ethical hacking is the process of proactively penetrating systems, to which one has official permission to do so. “This way organisations can uncover and fix any and all vulnerabilities,” says Moodly.

In response to threats that hacking poses to the organisations and individuals, EC-Council introduced a form of certification where people learn and qualify to become hackers. These solutions then empower companies to identify weaknesses and to assess the security posture of target systems.

As a recognised EC-Council ATC, Torque IT offers certifications that vary from a very beginner level to a specialist level. Each individual that attends an EC-Council course needs to meet the relevant age requirement i.e. be 18 years or older, and sign a non-disclosure agreement. “The nature of the course work is sensitive,” says Moodly. “You’re taught how to penetrate a system, how to hack and we need a guarantee that your newly acquired skills will not be used for malicious intent.”

The purpose of the EC-Council Secure Computer User (CSCU) training program is to provide students with the necessary knowledge and skills to protect information assets. The interactive environment will give students a fundamental understanding of various computer and network security threats such as identity theft, credit card fraud, online banking phishing scams, virus and backdoors, emails hoaxes, online sex offenders, loss of confidential information, hacking attacks and social engineering. “More importantly, the skills learnt from the class help students take the necessary steps to mitigate their security exposure,” says Moodly.

The next level would be the EC-Council Network Security Administrator (ENSA) course. “This is more of a defensive course,” says Moodly. “If something were to happen how would you go about defending your network?”

The next and admittedly more popular certification, according to Moody, is the Certified Ethical Hacker (CEH). “As a requirement you must have completed the ENSA in order to take part in CEH.” It is a very advanced level and teaches how to be on the attack in the ethical hacking spectrum. “A lot of mistakes are made by focusing on reacting to problems, CEH takes a proactive approach. You can predict problems and avoid them, or find the loop holes and fix them.”

Once the CEH has been successfully completed the next step is the Computer Hacking Forensic Investigator (CHFI) certification. The CHFI trains the individual to investigate and trace where a concern arose from. "When a cybercrime is committed, there is always a digital footprint," says Moodly. "What's left behind is used to identify the source of the breach. There's always a way of tracking it down."

The Licensed Penetration Tester (LTP) exam, as the final stage, encapsulates the entire information security track of EC-Council, explains Moodly. While the Certified Ethical Hacker course teaches what the threat agents are that would compromise the security posture of an organisation, EC-Council's Security Analyst program provides a repeatable and documentable methodology that can be used by a security auditor while analysing the security status of the organisation, the Licensed Penetration Tester exam covers a completely different skill-set that is needed by every penetration tester - report writing.

Report writing has been described by many as one of the least preferred certifications. It is however one of the most critical parts of any penetration testing engagement. While so many courses are offered globally to cover various subjects in the information security realm, hardly any are dedicated to this very important skill. Almost half of all time spent at any penetration testing engagement can revolve around writing and reporting the core findings of the engagement to the Client!

With these successful certifications all elements of ethical hacking are covered, positioning Torque IT as an undisputed leader in ICT education. "It’s something everyone should do because it affects everyone," says Moodly. "Anyone involved in the industry can be a victim of cybercrime and the more people are educated on the subject the less likely that people will be affected by it."
Choosing a training provider

Do your homework to ensure the selection of a quality programme.

Many companies see training as a luxury, so it is often one of the first areas organisations cut back on when their budgets come under pressure. While the value of on-the-job training is indisputable, there are certain skills and competencies where formal training programmes and courses can deliver an excellent return on investment for the business.

Ansie Snyders, head of training at Sage VIP, says rather than cutting back on their investments in training when the economy is under pressure, organisations should ensure they’re getting quality and value for money from training. That starts with choosing the right training provider.

The fact that a training provider has all the right accreditations is not enough on its own to guarantee its services are of a high quality or that it will meet a company’s needs, says Snyders.

She offers five criteria companies can use to ensure delivery of quality programmes.

1. **Find a reputable partner**
   When you’re evaluating training providers, take the time to investigate their reputation in the market. Ask each provider you are considering for some reference sites, and be sure to contact them to find out about their experiences. This will take five minutes of your time, but may save you thousands in training costs.

2. **Evaluate the trainer**
   Find out which trainers will be responsible for delivering the training on the courses you are considering, and evaluate their expertise and qualifications on the subject matter. Someone with a strong, proven theoretical grounding is good; a trainer with practical experience in the field is even better because he or she will be able to talk about real-life situations.

3. **Specify outcomes**
   Training is expensive so businesses need to be sure what outcomes they expect from their investment in a course or workshop for an employee. Look closely at the course overview and determine beforehand if it will fulfil your needs. If you are choosing training on behalf of your employee, discuss the expected outcome with him or her. Ask the provider for a detailed course outline and discuss how each topic on the list will cover the employee’s training needs with him or her before the course commences.
Choosing a training provider

Do your homework to ensure the selection of a quality programme. Find a reputable partner. Find out which trainers will be responsible for delivering the training on the courses you are considering, and evaluate their expertise and qualifications on the subject matter. Someone with a strong, proven theoretical grounding is good; a trainer with practical experience in the field is even better because he or she will be able to talk about real-life situations.

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Better results – shorter time – lower price

CompTIA has been working with the training industry in various parts of the world to ensure its training partners are constantly innovating.

Loraine Vorster, VP of business development Africa/ANZ at CompTIA, says the criteria for selecting a training provider are different to what they were even a year ago.

“When we assist our customers to select an appropriate training partner, we have already done the usual checks: that they are accredited with the appropriate authorities and vendors; they are using accredited course content; they have a good track record in the industry; and their trainers are qualified.”

But, we look for more than this, adds Vorster. “We seek innovative and forward-thinking training partners for our customers. We want a partner that offers more options and is prepared to adjust their pricing accordingly. We want solutions that require less time out of the workplace, yet the learning experience must be more interactive, focused, practical and fun than before. In a nutshell, we want better results in a shorter time at a lower price.”

There are always some early adopters, and they are the ones that get the customer business right now, she says. “My advice to companies is to look for the difference. Look for innovators.”
B-BBEE Certification Done Right

New changes in Broad Based Black Economic Empowerment certification pose a headache for companies - but EOH offers a true end-to-end solution.
road-Based Black Economic Empowerment is not a buzzword, but a meat-and-potatoes response to the economic challenges in South Africa. The fortunes of a company are often closely tied to its B-BBEE certificate. This is causing sleepless nights for many business leaders, particularly since the certification is due to be updated with new requirements.

"Companies are faced with more stringent legislation that will be very difficult for businesses to solve by themselves, specifically if they want to retain or improve their B-BBEE level," says Patrick Hijlkema, EOH Executive Human Capital/BPO. "So they need solutions designed from a 50 000 foot view that can bring all of the elements together."

Why is B-BBEE certification so challenging? The system is designed to influence and accelerate the wider ecosystem of a company towards society’s economic transformation. A company’s involvement can take years to accomplish, requiring a lot of forward-planning.

The difficulties are compounded because certification involves many of the company’s moving parts: from its shareholder ratio and staff training to the racial equity of its supply chain and impact of its social improvement programmes. From a company perspective, this can be a serious quagmire on its roadmap.

But the challenges of certification are not only much simpler to solve with the right partner - they can even breed new opportunities. Yet such capacity is rare, which is why EOH stands out as one of the few end-to-end solution providers for B-BBEE woes.

"We can’t really do anything about company ownership," says Hijlkema. "But every other aspect of the B-BBEE scorecard is covered by EOH and its numerous divisions."

EOH drives its B-BBEE solutions through the Human Capital/BPO division, because responsibility for certification is often placed in the corner of Human Resources and most criteria have a strong link with the development of Human Resources. But it uses the full capacity of its portfolio: when asked why EOH is a leader in managing such affairs, Hijlkema notes that there are two critical factors to B-BBEE assessment and execution.

"You need technology to identify the gaps in your environment effectively and continuously and you need human capital solutions to fill those gaps. EOH is very strong in both areas and has been able to integrate them seamlessly."

As an example, he notes that one of EOH’s divisions has the largest pool of industrial psychologists in the country, used extensively for workplace assessments.

Requirements reach beyond a company’s internal workings. Its supply chain must be up to standard, yet finding suitable suppliers can be hard. In an environment where 8 out of 10 local SMME companies fail within two years, often such suppliers don’t exist or need improvements of their own. EOH has the expertise and reach to help identify and transform suppliers, be it through logistics, skills training or other requirements. These then feed back into the client company’s B-BBEE scorecard.

"In order to meet these needs we even help start-ups become proper suppliers meeting all the minimum procurement requirements of large organisations," Hijlkema explains. "When assessing your BEE status, bolstering your company’s wider sphere is very beneficial and often vital."

Accomplishing the above is a daunting task for companies, particularly as it will divert attention away from core business drivers. By using a partner such as EOH, companies can go about their business and not sweat the details too much.

"Some scorecard areas can lie outside a company’s core mandate. Many clients find it convenient to have EOH use its own resources and insights to deliver the results they require."

Whatever the motivation, tackling the looming B-BBEE criteria alone is not advised. There are so many moving parts, many of which don’t necessarily align with the business’ trajectory. Instead, use a partner with a tried-and-tested solution. EOH has that - it applied its methodologies to update its own certification and has delivered successful solutions for companies such as Pick ’n Pay and Oracle South Africa. The stakes are high, something that EOH understands very well.

"Tackling these requirements is no small feat," notes Hijlkema, "so EOH stands to lose a lot if it were to fail. Our implementations must be of the right value and quality - and we must meet our promises. When it comes to something as critical as B-BBEE certification, companies will not accept anything less."
Barriers to skills development

Accessibility, cost, sustainability and career guidance are the main issues affecting ICT skills training in SA.

Ahmed ‘Smiley’ Ismael, founder and director of the Siyafunda Community Technology Centre highlights four problems that barriers to skills development.

1. Accessibility
In the communities we work in, we still find they have not used a computer at all, and have to start at the basic computer literacy levels, simply because there are no facilities that are easily accessible. People still have to travel distances to access these programmes. And, of course, lack of access to the Internet is a major obstacle as well.

2. Cost
The high cost of skills training programmes inhibits skills development. People who cannot put bread on the table question what an expensive computer course will do for them, and whether it will get them a sustainable job. And again, the high cost of Internet access is a major factor in accessing online and e-learning portals.

3. Sustainability
Ismael says his organisation is finding that many skills centres are being set up by various stakeholders for corporate social investment purposes, and with noble intentions, but not much happens following their inauguration. “They are just not sustainable due to lack of capacity building and ongoing support and handholding of centre staff and management.”

4. Career guidance
Finally, according to Ismael, there is not enough career-pathing and guidance happening in schools today. “We often participate in schools’ career expos and find learners and students quite oblivious to what skills are really needed out there.”

Model of collaboration
Siyafunda CTC has developed an innovative model of collaboration and partnerships with multi-stakeholders, called CPPP – Community Pubic Private Partnership. This involves setting up knowledge centres at the doorstep of communities, with community partners and social entrepreneurs. “This model has enabled accessibility, affordability and sustainability. Communities can now access the programmes at their doorstep, and training programmes are made extremely affordable. In addition, community partners are capacitated with management skills, and the social enterprise model enables sustainability as affordable fees are charged for the programmes.”

The first Siyafunda Community Technology Centre was opened in Palm Ridge in 2006. Today, there are over 80 centres nationwide.
EOH offers extensive experience in high-quality and sustainable skills development and training solutions

EMPLOYEE DEVELOPMENT SOLUTIONS

- Skills audits and Training Needs Analysis
- Workplace Skills Plan and Annual Training Report development
- Development of training & assessment material
- Project management of Skills Development Initiatives
- Short courses
- Professional qualifications in PM, Business & Systems Analysis
- Skills Programmes
- Learnerships: Vocational, Supervisory & Management
- E-assessments & E-Learning
- Coaching & Mentoring
- Learner stipend payments

EOH Learning and Development’s four clusters enable us to provide end-to-end solutions:

1. ACADEMIES
   EOH Academies gives you access to a consistent, reliable and integrated set of learning solutions that have established a cumulative track-record of 63 years in their fields. This includes well-known South African learning providers such as Faculty Training Institute, Proserv, BIRHD, Siyanqoba and Kaizania, which have graduated over 30,000 learners between them, in programmes ranging from short courses to diplomas and other qualifications, in classroom, eLearning or blended formats.

2. SEMINARS AND CONFERENCES
   Manages and coordinates all event-related learning logistics for small or large programmes.

3. MANAGED SERVICES AND SOLUTIONS
   A powerful force in flexible, agile learning solutions that stands ready and on-tap to service your learning needs, without adding to your drag coefficient by being a permanent appendage. It functions as your own internal learning academy or training division, but with none of the headaches of an in-house operation.

4. WORKPLACE LEARNING
   A specialist experiential learning solution which manages, implements and supports on-the-job learning programmes. We support government departments, donor organisations, SETAs and business organisations of various sizes across almost every industry sector. Our workplace learning services cover the project management of all workplace learning activities, implementation of theoretical, practical and workplace training and administration services related to the above.

For more information contact Chemsley Schubert
C: +27 (78) 804 1000  |  E: chemsley.schubert@eoh.co.za

www.eoh.co.za
What is the CompTIA Blended Solution

The CompTIA blended learning solution is an online solution designed to get an individual sufficiently prepared to write the CompTIA Internationally recognized certification. The solution comes with a study plan that tells the student what to study on a daily basis and directs them to the various components of the solution. There is also an user guide that walks the student through the process from logging in for the first time to navigating the platform and explains the functionality of each of the resources on the platform.

The solution is made up of:

- The Logical Operations Learning Platform supplied by Masterskills.
- CompTIA’s CertMaster which is an online adaptive learning companion. CertMaster also helps prepare an individual for the CompTIA exam.
- Instructor led Revision and Exam preparation workshops, these are 1 day workshops and are delivered by CompTIA certified trainers from Hlanganani.
- Student Mentorship, email support and progress tracking conducted by Hlanganani’s certified trainers.
- The CompTIA exam is included in the solution.

We believe that only when you certify do you get a true validation of an individual’s understanding on what they learn. We also believe that a individual will pay more attention to their studies if they know they will be tested on their knowledge.
The Blended learning solution is available on CompTIA A+, Network+, Security+ and IT Fundamentals.

Further titles such as Cloud+ and Server+ will be available later on in 2015.
or decades, technical professionals have debated the merits of formal education versus the less formal vendor certifications.

There is no right or wrong answer, and issues of time and money weigh in, as do where an individual is in his/her career and what his/her long-term goals are.

Many feel that a bachelor’s degree is becoming an expectation, but at the same time, an increasing number of employers are looking for highly specific skills such as those acquired through vendor certifications - they cannot be obtained in the traditional classroom.

Training Guide 2015 gets feedback from local IT professionals to find out what they think about the degree versus vendor certification debate, and to see which path they have personally followed.

Adrian Schofield, manager at the Applied Research Unit, Joburg Centre for Software Engineering at Wits University

“As a professional who has been observing and serving the ICT sector for many years, I would say that it is not a question of qualification versus certification. Both have their places, and one may be more appropriate than the other under particular circumstances.

“Young people who have made it to university and achieved their graduation have given themselves an important first step on the career path they subsequently follow. Many employers regard this as a good indication of the ability of the applicant to learn, to think, to communicate and the foundation on which experience can be built. Young people less academically inclined can choose to follow a more practical path towards the world of work, by achieving certification through commercial or further education courses.

“What both may often find in the future is they need to obtain a certification or qualification from the ‘other’ path in order to build their career. The holder of a degree may need to obtain a vendor certification in order to work in that vendor’s environment, such as SAP. An experienced systems developer may wish to get a degree or MBA to enhance his/her earnings and promotion prospects.

“The value of the certificate/diploma/degree is that it demonstrates the holder’s ability to learn a curriculum and/or technique up to that point. That learning must then be applied in the work environment in a way that adds value. Learning through experience is as critical, if not more so, as learning through study.”

Chris Anderson, MD of the SPI Group

“As someone who has two degrees and is currently attending university again, I have a strong belief in the value of tertiary education. However, the value of the degree does not necessarily lie in the ‘skill’ acquired, but in the abilities acquired. For example, university graduates are usually more agile in their thinking, and can think across disciplines. This...
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— Kirsten Doyle, Engage, Educate and Enjoy

“Within any organization, having people with the right skills, at the right time, in the right place is a constant challenge.”

CompTIA’s Skills Assessment (CSA) solution offers the following benefits to an organization:

- Assess skills in key technical areas of ICT, including Sales and Project management, against CompTIA’s industry recognized certifications
- Identify specific areas of skills gaps or weaknesses
- Identify skills ‘hot spots’ - specific areas of high impact on your business

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means they can bring wider knowledge to bear in solving problems.

"Vendor certification, on the other hand, tends to lead to a much narrower focus, but perhaps to a greater depth. My preference would be to have a mix of the two, with a degree providing a base on which to build in-depth knowledge."

■ Yacoob Manjoo, communications co-ordinator in the IT department at UCT

"I'm not in the technical field myself, having moved from business analysis into technical writing and communication. However, from my experience - as well as seeing many others in my organisation - I feel a university/college degree is always best as a first step, a base, because it gives you broader knowledge of the field and exposes you to a lot of other areas that will be useful, even if you never specialise in them.

"It's important to look at the bigger picture and see things holistically before specialising in one particular vendor's project or area.

"However, regarding tertiary qualifications, I would favour institutions or qualifications that emphasise the practical more than the theory. The university I went to had too heavy a focus on theory, and not enough practical. And I found that, after graduating, I forgot most of that theory and really just learnt more from actual doing in the workplace."

Dino Covotsos, Telspace Systems

"I followed the path of no degree. At the time of starting my business, I was 19 years old. The extra time I had from not going to university full-time allowed me to focus very heavily on penetration testing and starting a business. At that time, there weren't many certifications or qualifications specifically for penetration testing in any case.

"I also did specific modules on information security management at various universities to assist with running a business. These days, things have changed; while it's not completely mandatory at all firms, it's now more important to have a solid university degree plus extra qualifications for our industry."

■ Stuart Mann, head: Analysis at TPS Technology

"If I am doing an entry or junior-level hire, the tertiary qualification is very important. I typically would not look at candidates who do not have an IT degree. In some cases, I would look at candidates who studied a non-IT degree but then got vendor certification later, but this would be by exception. If you want a 'development projects' IT career in a blue-chip company, a tertiary degree is a prerequisite.

"When hiring more experienced resources, I am usually more interested in the actual experience, as well as strength of references, than tertiary degree or vendor certification.

"It may be different for the more 'plumbing' aspects of IT, such as desktop and network support, but in my team of over 80 business and systems analysts, there are very few without a tertiary degree – less than five - and very few who have a vendor certification."

■ Gavin Hetherington, MD, Neworder Industries

"Back in my day, going to university was the correct thing to do. At the time the world was not experiencing [cyber] attacks like there are today and social media had not evolved. There are now 470 information security companies in the world, many of whom have only come on board in the last two years. I now have my CEH, ESEH and CISE, and I find more people are interested to know whether you are a certified Information Security Expert rather than [if you have obtained] a BCom-Economics [degree]."
The ICT skills shortage is a global issue, particularly when it comes to high-end technical abilities. Though there are great dividends to be had in boosting such skills, training requires two invaluable commodities: time and money.

Skills training at a specialist level is expensive. It tends to serve a small pool as companies only need a handful of people well versed in a particular technology, so there is no economy of scale to help drive down training fees. Those high fees are an attribute of the craft, since highly capable professionals are required to teach the skills. Then there is the requirement to travel to the training facility – while some staff may only have a short commute to a training institution, it’s not that simple if your human capital is spread across the country, continent or even the world. This brings its own challenges in terms of time and productivity.

These problems are not alien to Dr Madelise Grobler, Managing Director, and her team at Bytes People Solutions (BPS), so three years ago the company embarked on a journey to find a possible solution. Could it work if modern online communication was joined with effective skills training? It’s not unheard of: both video conferencing and online learning have matured significantly. But it was still a tricky proposition and took a year-long pilot phase and two more years in the market before BPS was happy with the model it had developed.

"The challenges are clear," says Grobler. "How can you train advanced IT skills like Oracle or VMware effectively while keeping costs low, yet without compromising quality? This required more than putting an expert and his or her students in front of web cameras. It had to be honed around the technology, the abilities of companies seeking training and the criteria for international certification."

The result is a global real-time offering which is changing the traditional ICT learning landscape. At present the solution operates from training facilities in Johannesburg, Cape Town and Durban. Students meet at these locations and are trained real-time by a professional. The costs are lower because this allows for critical mass to be reached. In the past, two students in one city quite literally dictated the class size. But two in each city - that’s a significant change. It’s a basic example - classes can host twenty or more people at a time - but the potency of this approach is clear.

"Cost is not the only factor. With this approach companies cut down the time used for training. Individuals certify in much shorter periods of time and the model allows for regular courses to be held, so new training opportunities arrive more often than before," says Pieter Nel, Business Unit Executive, ICT Specialist Business Unit at Bytes People Solutions.

This is not pie in the sky. BPS developed its solution with the intention to pull the plug if the numbers didn’t add up. But they did, and the new training services are being expanded abroad to the UK, with plans to offer it in the rest of Africa. A cloud deployable solution is also in the pipeline, which will allow trainees to participate from just about anywhere.

"Clients using this service are seeing great results, which is why we want to expand its reach. What was an inspired experiment has become a real game changer. At Bytes People Solutions we don’t like to call this virtual training. It is real-time training in every sense of the word and expands the training prospects for companies by incredible strides. Using proven technology in conferencing and collaboration technologies, this is as good as sitting with the trainer. The only thing you can’t do is have lunch together!"
Richard Firth, chairman and CEO of MIP Holdings

“This is a really interesting topic, particularly when it comes to the general computer industry. I think you can split the industry into different training and education requirements. Firstly, the management and strategically focused areas require some tertiary education, as the technologists need to understand the details of the business that they build systems for. However, on the raw technical front, it seems to change quite a bit. We have found that aptitude or psychometric testing is almost fundamental to understanding whether a person can become a programmer or not. This does not mean if you have a degree that you cannot write programs, but aptitude testing certainly gives us far better results that an individual has the logic required for the job.

"Then, internal training becomes more important. I cannot say for sure, but universities have traditionally been caught up in formal courses that have been designed over a period of time. Therefore, their teachings are not in line with the fast pace of technology change taking place in our industry. Thus, we do find that a young person with aptitude and a graduate must be trained for five to six months in the real world of technology and support. One finds that

the processes and procedures in implementing real-world systems are far less rigid than taught in the formal education sector. We then find architectural shifts like agile playing a big role in how systems are developed and implemented in the new world.”

Guy Golan, Performanta

“There is a unique situation in the information security space. ISC2 foresees a skills shortage of 1.5 million in the next five years.

“This means that in our small country and many other countries, skills are scarce. Proper skills are not to be found easily. And if they are found, a great inflation in salaries occurs. We see people who had salaries according to salary survey benchmarks being offered 100% more just to fill a skills gap.

“The alternative is obviously to create new skills. Two main routes for skills are universities and training institutions.

“During times of shortage, I don’t think the debate between degree and diploma is relevant or even valid. You need the resource and need it now. You need the skills more than you need the thinking processes that are acquired during a degree.

“In a normal situation, the answer is also not one-sided. I believe you’d insist on a degree if you aim towards senior management and extensive thinking required for positions, and go with a diploma for positions that require more of the technical skills and following process type of positions.

“Vendor certification to me is too narrow and limits the growth of an individual. Vendor certification makes you lose a big portion of your human being and makes you potentially a glorified robot. With most vendor certifications, you lose a lot of the thinking capabilities and creativity required to grow in the information security space. The outcome is you become another brick in the wall and stagnate in your position. Unfortunately, I haven’t seen many vendors provide training beyond the technical solution itself.

“If I had to choose between the two, I’d look at it from a needs perspective. Both have a place. This is from an employer’s point of view. If I were to think of an employee wanting to grow in our market, I would have looked at it slightly differently. One has to remember, though, that a vendor’s certification is only the tip of what the security space is. And one must not forget that sticking to vendor training will encourage stagnation.”
Companies in South Africa and globally are investing in their organisational capabilities to gain competitive advantages.

There are many methods of interaction when organisations commit to training for their employees, however, choosing the right approach for you depends on the training services required.

"It’s important to view training as an investment in improving organisational capability and knowledge required to meet specific organisational outcomes. Identifying these outcomes and aligning training projects accordingly is key to success," says Ian Clark, MD at Fox IT Service Management South Africa.

Clark adds, "Training should be planned on a periodic basis and managed and controlled as an integrated programme – applying a disjointed ‘on request’ based approach to training often doesn’t add value to the organisation as a whole."

Many organisations plan, select and manage training programmes with partners who must ensure the appropriate products and services in their portfolio are backed up by a responsive training support and delivery team. However, organisations should understand exactly what is driving this need and ensure that their training service provider is in alignment.

IT training budget restrictions and tighter controls have been in place in many organisations for several years now, and whilst this is understandable from a financial perspective, the investment, if planned correctly, can reap huge value for companies looking to achieve more with what they currently have.

Not surprisingly, the cloud has made inroads in many spheres of ICT and it’s no different when it comes to training. An increasing number of South African organisations are moving towards cloud-based/online training.

Clark adds, "Classroom-based training will always remain popular due to the levels of interaction, so we focus on having the appropriate mix of delivery options."

**Training as an investment**

Training should be recognised as an investment and ROI should always be measured on an organisation’s IT training spend.

Clark says, "Methods for measuring spend range from achieving levels of certification to prove capability and qualifications through to realising organisational specific outcomes, which can range from reduced operational costs, improved revenues through to efficiency gains and quality of work through enhanced application of the knowledge gained through training."

**Choosing a training provider**

"The focus should always be on the competency of the provider in question, and when it comes to internationally recognised IT Governance and Service Management frameworks, methodologies and standards companies generally prefer to outsource this to accredited, competent providers such as Fox ITSM who specialise in these fields," says Clark.
What are IT skills worth?

CIOs and chief architects top the earnings chart, while the average salary reported by all respondents is up 8% from 2014.

Kirsten Doyle and Ranka Jovanovic

The average salary reported by the permanently employed respondents this year is up 8% from 2014, but women are closing the gap. The average difference was just over R50 000, while in the past two years it was well over R100 000. Expressed in percentages, female respondents’ salaries grew by 20% year-on-year, compared to only a 3% growth for male respondents.

“Global trends show that more women are taking their seats at the boardroom table,” notes Laura Hutchinson, national MD of Communicate Personnel. “More women have entered the IT profession over the past few years, and perhaps this is finally paying dividends now. This is underscored by the South African government’s empowerment strategy and our world-class constitution around non-discrimination, which could also be an influence.”

Hutchinson also believes more women are now studying IT than previously (as has

Salaries: year-on-year growth

<table>
<thead>
<tr>
<th>Year</th>
<th>Male</th>
<th>Female</th>
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<tbody>
<tr>
<td>2015</td>
<td>R 547 606</td>
<td>R 495 867</td>
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<tr>
<td>2014</td>
<td>R 531 823</td>
<td>R 412 847</td>
</tr>
<tr>
<td>2013</td>
<td>R 485 236</td>
<td>R 363 297</td>
</tr>
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</table>

Female respondents’ salaries grew by 20% year-on-year, compared to only a 3% growth for male respondents.

Source: ITWeb/CareerWeb 2015 IT Salary Survey ©
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Hutchinson also believes more women are now studying IT than previously (as has happened in the engineering industry), possibly both a conscious and unconscious influence of various empowerment policies. The survey sample clearly reflects this – the education level of female respondents has steadily increased and more women now occupy senior IT positions. While men report significantly higher salaries in most executive positions, there are two in which women command higher salaries – CTO and director of IT.

“The increase in the salaries of women could be attributed to both BEE scorecards and government gender-based empowerment incentives to employers, in order to empower women in the corporate world,” says Hutchinson.

She points to a recent change in regulation regarding the focus on equal pay for equal work, in order to close the gender and wage gap on salary banding: one should be judged on quality and quantity of work, no longer influenced by gender or race.

**Top view**

At the executive and strategic level, the average salary reported by all CIOs was up 3% from last year’s average. The sample of CIOs more than doubled, from 42 to 90, testimony to the growing profile of the survey base.

### Gender vs job level vs salary

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<thead>
<tr>
<th></th>
<th>Male</th>
<th>Female</th>
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<tbody>
<tr>
<td>Staff</td>
<td>R 436 300</td>
<td>R 416 051</td>
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<tr>
<td>Operational</td>
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<tr>
<td>Strategic</td>
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<td>R 862 055</td>
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<tr>
<td>Average</td>
<td>R 547 606</td>
<td>R 495 867</td>
</tr>
</tbody>
</table>

Source: ITWeb/CareerWeb 2015 IT Salary Survey ©

### Mid-management job vs salary

#### Enterprise architect / Chief architect
- Male: R 782 551
- Female: R 754 872

#### Data warehouse manager
- Male: R 734 171
- Female: R 641 074

#### Business dev manager
- Male: R 656 438
- Female: R 696 989

#### Project manager
- Male: R 639 663
- Female: R 635 379

#### IT manager
- Male: R 625 612
- Female: R 590 762

#### Database manager
- Male: R 622 632
- Female: R 654 633

#### Network manager
- Male: R 435 714
- Female: R 433 737

#### Training / e-learning manager
- Male: R 411 950
- Female: R 433 737

#### Help desk / support manager
- Male: R 381 225
- Female: R 303 452

2015

Source: ITWeb/CareerWeb 2015 IT Salary Survey ©
The enterprise architect has been the highest-paid senior (middle management) profession year after year. The average salary reported this year is R782 551, up 4% since last year.

Architects are followed by data warehouse managers and business development managers.

While overall, Western Cape salaries lag behind Gauteng’s by 7%, the difference for EAs is only 3.2%, pointing to the fact that skills in highest demand pay equally well across regions.

According to Harriet Smith, branch manager at Communicate Personnel, Cape Town IT, architect roles are generally more highly paid for the following reasons:

- The architect plays a vital IT role in creating the entire IT framework for a business application.
- He or she must have specific talent, plus the specialised skills, training and studying to create this formulation. The tools he/she acquires are vital.
- In an IT team, there may be two architects to 20 developers.
- No company would want to lose them, along with their highly specialised knowledge of the company architectural framework they have designed.

Consequently, they would be paid more as they are in short supply and are of great value.

### Best-paid staff jobs

<table>
<thead>
<tr>
<th>JOB TITLE</th>
<th>AVERAGE SALARY</th>
</tr>
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<tbody>
<tr>
<td>Software architect</td>
<td>R 700 721</td>
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<tr>
<td>Systems architect</td>
<td>R 625 728</td>
</tr>
<tr>
<td>Database developer</td>
<td>R 532 595</td>
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<tr>
<td>Systems analyst</td>
<td>R 520 697</td>
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<tr>
<td>E-commerce specialist</td>
<td>R 518 667</td>
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<tr>
<td>Information security specialist</td>
<td>R 512 241</td>
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<tr>
<td>Business analyst</td>
<td>R 510 727</td>
</tr>
<tr>
<td>Software engineer</td>
<td>R 499 437</td>
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<tr>
<td>Developer / programmer</td>
<td>R 463 646</td>
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<tr>
<td>Lecturer</td>
<td>R 463 222</td>
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<tr>
<td>Help desk / support manager</td>
<td>R 460 000</td>
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<tr>
<td>Database administrator</td>
<td>R 441 100</td>
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<tr>
<td>Network manager</td>
<td>R 417 000</td>
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<tr>
<td>Test analyst</td>
<td>R 411 898</td>
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<tr>
<td>Network engineer</td>
<td>R 393 570</td>
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<tr>
<td>Systems administrator</td>
<td>R 381 192</td>
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<tr>
<td>Web developer</td>
<td>R 370 185</td>
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<tr>
<td>IT trainer / training officer</td>
<td>R 369 333</td>
</tr>
<tr>
<td>Network administrator</td>
<td>R 310 242</td>
</tr>
<tr>
<td>Tester / software tester</td>
<td>R 259 718</td>
</tr>
</tbody>
</table>
| Customer support / helpdesk technician | R 255 794

Source: ITWeb/CareerWeb 2015 IT Salary Survey ©

### Languages

<table>
<thead>
<tr>
<th>LANGUAGE</th>
<th>AVERAGE SALARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Java</td>
<td>R588 448</td>
</tr>
<tr>
<td>C</td>
<td>R584 560</td>
</tr>
<tr>
<td>C++</td>
<td>R582 684</td>
</tr>
<tr>
<td>C#</td>
<td>R549 881</td>
</tr>
<tr>
<td>Java Scripting</td>
<td>R525 300</td>
</tr>
<tr>
<td>PHP</td>
<td>R385 351</td>
</tr>
</tbody>
</table>

Source: ITWeb/CareerWeb 2015 IT Salary Survey ©
The enterprise architect has been the highest-paid senior (middle management) profession year after year. The average salary reported this year is R782 551, up 4% since last year. Architects are followed by data warehouse managers and business development managers.

While overall, Western Cape salaries lag behind Gauteng's by 7%, the difference for EAs is only 3.2%, pointing to the fact that skills in highest demand pay equally well across regions.

According to Harriet Smith, branch manager at Communicate Personnel, Cape Town IT, architect roles are generally more highly paid than managers for the following reasons:

■ The architect plays a vital IT role in creating the entire IT framework for a business application.
■ He or she must have specific talent, plus the specialised skills, training and studying to create this formulation. The tools he/she acquires are vital.
■ In an IT team, there may be two architects to 20 developers.
■ No company would want to lose them, along with their highly specialised knowledge of the company architectural framework they have designed.

Consequently, they would be paid more as they are in short supply and are of great value.

### Best-paid staff jobs

<table>
<thead>
<tr>
<th>JOB TITLE</th>
<th>AVERAGE SALARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>software architect</td>
<td>R 700 721</td>
</tr>
<tr>
<td>systems architect</td>
<td>R 625 728</td>
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<tr>
<td>database developer</td>
<td>R 532 595</td>
</tr>
<tr>
<td>systems analyst</td>
<td>R 520 697</td>
</tr>
<tr>
<td>e-commerce specialist</td>
<td>R 518 667</td>
</tr>
<tr>
<td>Information security specialist</td>
<td>R 512 241</td>
</tr>
<tr>
<td>business analyst</td>
<td>R 510 727</td>
</tr>
<tr>
<td>software engineer</td>
<td>R 499 437</td>
</tr>
<tr>
<td>developer / programmer</td>
<td>R 463 646</td>
</tr>
<tr>
<td>lecturer</td>
<td>R 463 222</td>
</tr>
<tr>
<td>help desk / support manager</td>
<td>R 460 000</td>
</tr>
<tr>
<td>database administrator</td>
<td>R 441 100</td>
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<tr>
<td>network manager</td>
<td>R 417 000</td>
</tr>
<tr>
<td>test analyst</td>
<td>R 411 898</td>
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<tr>
<td>network engineer</td>
<td>R 393 570</td>
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<tr>
<td>systems administrator</td>
<td>R 381 192</td>
</tr>
<tr>
<td>web developer</td>
<td>R 370 185</td>
</tr>
<tr>
<td>IT trainer / training officer</td>
<td>R 369 333</td>
</tr>
<tr>
<td>network administrator</td>
<td>R 310 242</td>
</tr>
<tr>
<td>tester / software tester</td>
<td>R 259 718</td>
</tr>
<tr>
<td>Customer support / helpdesk technician</td>
<td>R 255 794</td>
</tr>
</tbody>
</table>

Languages

- Java
- C
- C++
- C#
- Java scripting
- php

**Source:** ITWeb/CareerWeb 2015 IT Salary Survey ©

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**Torque IT... Training Solutions Partner of Choice**

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When it comes to software development skills, Java, C, C++ and C# developers top the best-paid list, all averaging over R580 000 a year. One of the hardest roles to fill is that of experienced, skilled developer, according to Smith, as they are in short supply. “Maths as a subject is fundamental for developers, and knowledge of algorithms is vital to this role,” she stresses. “The quality of education is vital – a good education in maths and science is necessary, but not always easy to find. Business intelligence is also complex and needs algorithm (maths) expertise. Java developers also need these skills, sometimes being faced with rows and rows of algorithms, which are imperative for them to understand.”

She says the solution to address the persistent and growing skills shortage is for companies to get more involved in education – from school level – to ensure that focus on the sciences raises the number of quality candidates graduating from credible tertiary institutions.

* Specialist recruitment company Communicate Personnel is a sponsor of the ITWeb/CareerWeb 2015 IT Salary Survey.

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Executive job vs salary

<table>
<thead>
<tr>
<th>Job Role</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>CIO - chief information officer</td>
<td>R1 112 622</td>
<td>R1 084 643</td>
</tr>
<tr>
<td>CSO - chief security officer</td>
<td>R1 050 000</td>
<td>R1 061 000</td>
</tr>
<tr>
<td>director of IT</td>
<td>R 857 545</td>
<td></td>
</tr>
<tr>
<td>CTO - chief technology officer</td>
<td>R 984 028</td>
<td>R 944 000</td>
</tr>
<tr>
<td>sales director</td>
<td>R 980 235</td>
<td></td>
</tr>
<tr>
<td>COO - chief operations officer</td>
<td>R 960 786</td>
<td>R 941 440</td>
</tr>
</tbody>
</table>

Source: ITWeb/CareerWeb 2015 IT Salary Survey

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How it was done and who responded

The ITWeb/CareerWeb 15th annual IT Salary Survey captured a total of 5 367 valid responses. It was conducted online in early 2015 and, as such, it does not have a controlled sample. The results report is meant to serve as an indicator of local IT salary trends.

The majority of participants (84%) are permanent employees, and 68% live in Gauteng, followed by 18% in the Western Cape and 7% in KwaZulu-Natal.

Respondents include C-level executives, middle managers, and a wide range of staff-level IT personnel, ranging in age from under 20 to over 50, and from organisations with fewer than 10 people, to multinationals with more than 5 000 employees.

The gender ratio exactly matches last year’s sample, with 82% male and 18% female respondents respectively.

Laura Hutchinson, national MD of Communicate Personnel, comments: “Based on the number of IT male versus IT female placements during 2013 and 2014, our recruitment stats reflect an almost identical average placement ratio of 17% females to 83% males, irrespective of the number of IT placements made, during both these years. Our 2015 year to date stats shows a slight elevation or upward trend for the first three months of 2015.

The complete results report is available online at www.itweb.co.za and www.careerweb.co.za.

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to a company with their specific skills.

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HP Education Services is an education and training provider that delivers the HP ExpertOne training and certification to HP partners and customers. The aim is to develop training solutions that assist companies to maximise the benefits of the technology they possess through the training of their people, across many platforms, through strategic vendor partnerships.

With more than 30 years of education consulting experience and 90 training locations worldwide, HP Education Services has the experience and delivery capability to implement training in both HP and its partner technologies with absolute expertise. The global education solutions footprint is built on a solid foundation of experience and innovation.

The New Style of Business is here; it promises low cost and greater agility and will impact on the way people work. “The world is changing - speed of business, mobility, cloud, big data, storage and security requirements are transforming the nature of enterprise IT,” says Renay Rampersadh, HP Education Services country manager.
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Renay Rampersadh, HP Education Services country manager.

“HP Education Services has mapped its offerings to the ‘New Style of Business’ to ensure that our customers have the right skills at the right time to embrace the change. The entire workforce will require new skills to be successful in the New Style of Business.”

**HP Education Services offerings**

Prepare your workforce with an end-to-end approach

**HP Education Services – Supporting the enterprise**

HP Education Services leads the industry when it comes to skills-based IT training, certification training and training services focused on end-user acceptance during a technology change. HP Education Services has in-depth expertise across a broad range of HP products, industry partner technologies, and IT service management disciplines. Its award-winning IT training encompasses all elements of HP cloud computing and converged infrastructure – from services to storage and networking.

HP Education Services combines technical knowledge, business insight, hands-on experience and certification exam preparation for both HP ExpertOne certifications and other vendor certifications. Its ITIL/IT Service Management and Security courses help establish critical governance processes, secure the infrastructure and reduce operational risk.

HP’s Education Consulting Service focuses on the people aspect of IT transformations. It assists organisations to rapidly adopt new technology, improve individual performance and ensure the best return on IT investment. HP understands each client’s unique business drivers, skills requirements, timelines, and budget to create a focused and effective learning solution.

Renay Rampersadh, Country Manager

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It takes a combination of people, process and technology to ensure success. HP Education Services has a comprehensive portfolio of solutions and services that your workforce needs to meet your desired business outcomes on your journey to the New Style of Business.
Mobile tech is all the rage

With technology being the enabler to innovation, the demand for skilled developers is growing. But the pool of available resources is not big enough.

Kirsten Doyle

The shortage of ICT skills is negatively impacting on business, with companies struggling to fill technical positions, resulting in delays in delivering goods and services. This could also force organisations to look outside of South Africa for their technical skills requirements, which would have a roll-on effect of damaging the industry and the economy.

According to the 2014 JCSE ICT Skills Survey, many of the 'traditional' skills in the ICT sector continue to be in demand, due to the pervasive nature of the technologies, together with some new (or increasingly important) ones associated with cloud computing, big data and information security.

According to Ernie Hipner, manager of ITWeb’s online recruitment service, CareerWeb, SA has a massive IT skills crisis and it is getting worse, specifically when looking for developers and software engineers. “Our education system is not producing future IT experts, due to the lack of maths and science in school, therefore creating a situation for poor intake into varsities. There are too few graduates with the necessary IT qualifications from varsities, highlighting the failure of SA’s education system to create a legion of graduates who understand technologies and how they are applied in real-life situations,” says Hipner.

He says CareerWeb is noticing a high demand for developers from various sizes of companies across industries, but SA is unable to provide skilled developers to fill these roles. Java, C#, .net, PHP, Android and iOS developers are particularly in short supply and companies are battling to find these skills.

“In SA, we just don’t have enough skilled developers to choose from. The demand is growing at a rapid pace, with technology being the enabler to innovation, but the pool of available resources is shrinking, and those that are available are definitely selective about the companies they wish to work for,” says Hipner. “Companies are definitely finding it hard to compete to attract top IT talent, resulting in a lengthy process to find a skilled candidate.”

It is his worry that local companies will be forced to outsource their development work to foreign companies that are able to provide these skills.

The placement challenge
Lara Green of Network IT Recruitment lists three reasons why placing mobile developers can be a nail-biting experience:

1. There are very few mobile developers in SA
2. The ones that are there are not actually looking to leave their current employers as their role is constantly changing, exciting and stimulating.
3. Even after formal acceptance of a job offer, a counter-offer is to be expected, often going backwards and forwards several times.

Elite club
Lara Green, branch manager at Network IT Recruitment, agrees: “We have noticed that
mobile developers are in very short supply. Due to the technologies being bleeding-edge and constantly changing, there are few skilled candidates. The candidates that do have the mobile development skills are highly sought after, and we struggle to place them.”

She cites three reasons for this. “Firstly, because there are so few of them. Secondly, the ones that are there are not actually looking to leave their current employers.” Although the primary reasons for ICT candidates wanting to leave their roles are either lack of stimulation, lack of learning, or lack of challenging projects, this doesn’t apply to mobile developers, as they are working in a role that is constantly changing, exciting and stimulating, resulting in them being unlikely to even consider leaving.

“Thirdly, it is a nail-biting experience for us when a mobile developer has to resign, even after formal acceptance of a job offer, as a counter-offer is to be expected, often going backwards and forwards several times.”

Green says the skills shortage is affecting her business. “One client has been trying to hire a mobile developer for the past seven months. It has effectively increased five individuals’ current salaries – as each of its prospective candidates received counter-offers that made it impossible for them to leave. The fifth time it happened, we asked the candidate to phone the client and explain, as the whole situation was unbelievable.”

To address the shortage of mobile developers, Green thinks candidates that currently have relatable skills and are strong developers should be identified in companies and upskilled. “Few will say no to the opportunity of learning mobile technologies. I understand that there is a huge demand for companies to be visible and accessible and mobile – but the pool of candidates is only so big. We need to diversify and upskill our current strong resources.”

Hipner believes starting from school and tertiary level is the answer, so more individuals are made aware of the opportunities that exist within IT. “If we get them early enough, we can get them on a path that will see them gain the required education to move into IT. People do not see or know about the various opportunities that exist within IT and that it can be a highly rewarding profession. We need to create more hype and knowledge about the career opportunities that exist in IT.”

The 2014 JCSE ICT Skills Survey mirrors Hipner’s view: “We emphasise again the vital need for improvements in the basic education system, from improved teacher skills to embedding technology across all schools, if we are to create future generations of ‘tech savvy’ young people who can use, adapt and improve on the technology of the day. Without that talent pool, South Africa will always be dependent on the products and services developed outside our borders. With that talent pool, we will be able to foster innovation and entrepreneurship to fuel an improved economic and social outlook.”
Certifications and qualifications are not always the same thing. This creates a conundrum for companies, since skills development is a core part of doing business in South Africa. Being able to quantify a workforce’s abilities is key – in order to comply with new B-BBEE changes or other legislation – particularly to the scale of the National Qualifications Framework (NQF).

Not all certifications comply with the NQF approach. Point in case is CompTIA, one of the leading international certification benchmarks in the technology world. While NQF-based qualifications are certainly potent additions to a business, due to its long and rich history CompTIA certification can often come closer to delivering core competencies required by companies in terms of ICT skills.

“It’s a rock and a hard place for companies,” says Kobus Olivier, national academic IT manager at Boston City Campus & Business College. “CompTIA certification can hit the mark on what the company needs at the coalface. But NQF structures are better for the administrative branches to digest and interpret. This is creating
some confusion on the ground and can push companies to choose people with qualifications that reduce the red tape.”

Designed and administered by MICT SETA (the Media, Information and Communication Technologies Sector Education and Training Authority), NQF technology programmes are skills benchmarks designed with SA’s transformational goals in mind. It is a robust system that covers many disciplines, including technology, and is a straightforward way for HR departments and other human capital quantifiers to reflect their companies’ skill pools to legislators and institutional bodies such as the SETA.

CompTIA is an international technology training benchmark that is orchestrated by its namesake – the Computing Technology Industry Association. Established in 1982, it represents the best-of-breed thinking in terms of ICT training. This naturally makes a CompTIA certification quite attractive to technical employers. Due to the graduates’ superior on-the-job skills, says Olivier, there has been a rising demand for it.

“What we’ve found over the past few years is that many HR departments don’t understand the role of certification. Companies must submit skills development plans in line with legislation. These relate closely to NQF qualifications, so many HR administrators don’t quite grasp how to wedge CompTIA certification into the puzzle.”

Boston saw this problem and decided to engage stakeholders on both sides of the equation. As a CompTIA Platinum Partner and one of the most prolific producers of CompTIA-certified people – ranked first in SA and third globally by CompTIA – it saw an opportunity to bridge the two worlds.

“With the help and blessing of MICT SETA’s Charlton Philiso and CompTIA’s Loraine Vorster, at Boston we have been able to define the middle of the certification road.”

Boston joined these two forces by having all parties discuss the two different standards and mapping out their similarities: “We often get a company with an employee who completed a CompTIA A+ or N+ certification, which are very relevant occupational skills in today’s business technology environment. But the company wants to know what the NQF level is. However, the two are actually completely separate and governed by different bodies. You can’t just draw parallels. After discussions with our partners and CompTIA and MICT SETA, Boston realised that you could bring this mountain to the companies. Why not create a unified picture that removes the confusion?”

With this new bridging model, people who obtain certification through CompTIA gain credits on the National Learners Records Database, the nexus of NQF-qualification information. This in turn creates NQF numbers that administrators can use. At the same time, managers of technical staff benefit from hiring people with CompTIA skills under their belt.

“This doesn’t diminish what NQF qualifications offer,” Olivier explains. “But we must keep in mind that CompTIA is a strong and proven international standard for technology-based skills. For example, having an A+ or N+ certification means a lot to technology managers and they want that in their staff pool.”

The ability to bridge the two means companies can enjoy the perks of both worlds: hiring staff with the best skills while also keeping paperwork to a minimum when it comes to government compliance.

It also encourages companies seeking further training of their staff to embrace CompTIA certification. But Olivier hastens to add they should pick their training partners carefully.

“The South African IT industry understands the relevance of certification. But companies must be mindful that not all training facilities are the same. There is a reason why Boston is a CompTIA Platinum Partner. Other than our exceptional pass rate, we also lay claim to very high standards of training and our examinations are those supplied internationally by CompTIA. This is part of the reason why Boston decided to place itself in the middle, between CompTIA and NQF, because we understand the value of both, and the needs of the industry.”

Olivier encourages businesses to talk to Boston and gain some insight into how the two different standards are being bridged. It will open numerous doors for them in terms of training and perhaps even spawn a few spontaneous boxes of cupcakes from HR to show gratitude for reducing their paperwork headaches.

But, above all, it allows South African firms to embrace transformation while still accessing the best that international standards have to offer – key advantages for a changing country competing in a globalised landscape.
Proudly home grown

Developing high-end skills with management expertise and the focus on solutions rather than product takes time.

South African enterprises are increasingly investing in addressing the high-level and specialised skills shortages that persist in the country, but project timelines can work to undermine their best intentions.

This is according to Pieter Bensch, MD of HP South Africa, who says there is a growing willingness among local enterprises to invest in skills development in their IT departments.

“There is still a shortage of high-level and specialised IT skills in the country, particularly in the so-called ‘third platform’ or new style of IT fields. B-BBEE is having a positive impact in addressing this shortfall by forcing companies to make budget for ongoing staff skills development, so progress is being made.”

However, developing high-end skills with management expertise and the necessary focus on solutions rather than product takes time. Meanwhile, projects must be delivered.

“Companies tend to look offshore for specialised skills, rather than delay a project. These skills typically come at a higher cost from areas like India, Egypt and Eastern Europe. Because these highly skilled resources are usually based offshore rather than imported to work on a project in South Africa, skills transfer is not the norm in these cases.”

Meanwhile, IT professionals are actively seeking out opportunities to develop in their careers.

“We often find professionals asking during a job interview: ‘what is the company prepared to invest in my development?’” says Bensch. Those who have already achieved a high level of expertise may come with inflated salary expectations and at the risk of their being poached.

Next-generation skills

To meet the expectations of next-generation employees, grow a localised skills pool and improve their own productivity and ability to deliver, local companies are putting significantly more effort into staff skills development than they did 10 years ago, says Bensch.

“HP is meeting the need for local IT skills development through multifaceted training and development programmes. For example, each employee has a personal development plan in place; the company makes virtual and live technical and business training available; and the HP Business Institute extends the benefits of this high-end training to local SMEs and aspiring IT professionals.”

The Institute, which opened in 2007, has already launched over 1 199 learnerships and engaged over 90 SMEs participating in over 826 short courses. HP is also harnessing mobile and looking to gamification to enhance its training and development.

Bensch believes development initiatives such as these will have long-term benefits in terms of staff morale, IT service standards and improvement of the broader IT ecosystem.
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Innovatec Africa Training is a provider of pioneering training solutions with a commitment to professional delivery supported by cutting-edge technology, state-of-the-art facilities and premium certified, highly qualified and experienced trainers.

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- Project Management services
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- Holistic eLearning solutions
- Learner/Development Management Platforms
- Training Managed services including but not limited to Workplace Skills Plans, Training Consultancy, skills gap analysis, skills assessments as well as managing, monitoring and reporting on all training interventions

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Foster-Melliar Learning Solutions, a Microsoft Gold Partner in the training and consulting space specialising in all Microsoft applications and technologies, CompTIA, cloud computing, IT service management, IT governance, information security, process improvement, project management and many more.

More importantly though, it is focussed on skills development and workplace knowledge transfer, from the novice to the experienced professional. "We’re a Microsoft Gold Certified training partner who can also instruct and implement best practice IT service management, IT governance and IT risk management methodologies,” says Peter Clark, the new CEO of Foster-Melliar Learning Solutions.

The company was born from iSolve Learning Solutions, a pure Microsoft training partner. The opportunity then came up to purchase Foster-Melliar, a training company in a different sphere. The main idea behind merging Learning Solutions and Foster-Melliar is skills development and knowledge transfer. The partnership offers end-to-end solutions in the IT space for training and upskilling employees, adding more value to people as well as businesses by implementing world class best practice IT business processes, methodologies, assessments, governance and risk management.

Both companies have a solid standing in the industry, with Foster-Melliar boasting 22 years, while Learning Solutions opened its doors 13 years ago. "Now we’re bringing the brands together and strengthening our offering,” explains Clark. "One company is people focused and the other concentrates on IT business processes, methodologies, assessments, governance and risk management.”

The Learning Solutions side of the business trains individuals on Microsoft toolsets that are used for implementation. This includes learning behind the scenes application software, servers and development tools.

The Foster-Melliar arm complies with implementing best practice processes within any organisation, eg service desk, risk and governance processes. “This applies across the board in all aspects of the business,” says Clark. “We do the training, we do the consulting and we help with implementations, improving capabilities and performance.”
Stepping up to the plate
The quality of matriculants in South Africa is questionable - standards have consistently dropped and less people are graduating school with mathematics. "Some of the candidates leaving universities with degrees are not employable," says Clark.
Foster-Melliar Learning Solutions are stepping up to the plate to help resolve this issue. Their learnerships include math literacy as a subject, giving people a fair chance to bridge the gap and excel in the IT field. "We take the graduates in after they've completed their degrees and train them from scratch."
Unemployed graduates also receive training in an outreach programme by Foster-Melliar Learning Solutions, affording them a chance at a great career. "We know what's missing in the market," says Clark. "So we do extensive aptitude testing to get the people where they're supposed to be. You don't want to place someone in a job that they're not suitable for."
Foster-Melliar Learning Solutions aim to get people into the right field and then either employ them or find them employment. "We make people employable," says Clark, "which is our main aim."

Training ROI
Training is a grudge spend for a lot of companies, notes Clark. "It's the first thing a company will do away with when revising the budget."
But it needn't be so. The new legislation in place for skills development favours companies as well as employees. "There's a return on investment for skillling your staff because you can claim money back from SETAs and also have staff that are competent to excel in their job." It also creates exciting career paths and thus helps with job retention.
Corporates sometimes do not feel the urgency to upgrade to cutting edge technology because they do not have the skills to support it, notes Clark. But can anyone afford to run a business where staff are three or four versions behind the latest version of technology? "If you are not keeping up with the latest technologies, not only will the staff feel the need to move on to a place where they can learn and grow in their careers - your business might not be as competitive a player in the market place as you would like it to be," he says.

Leading by example
At Foster-Melliar Learning Solutions they're adamant about training and therefore lead by example. "It's compulsory to train at our company," says Clark. "Our staff have to complete at least one certification annually in our business in order to stay up to date in their field of expertise. Not only do they know what's new, they also have confidence because they're advancing in their area of expertise. In our industry, if you don't train for a year, you're probably out of the game."
With a footprint in Cape Town and Durban, Foster-Melliar Learning Solutions hope to emulate their Gauteng success in other provinces. The aim is to grow the training facilities into a full academy that can compete with some of the tertiary institutions in the IT space and produce employable individuals who can contribute to society.
Collaboration is the solution
Isibani initiative brings the industry together to pool skills development knowledge and resources.

In ITWeb Brainstorm’s 2014 CIO survey, where 158 of South Africa’s top CIO’s were interviewed, 43% said they were actively seeking specific skills. Despite the demand for skills, the supply is falling short - leaving the sector, as well as candidates who have the potential to flourish, at a distinct disadvantage.

Isibani is ITWeb Brainstorm’s skills development initiative. The plan is to identify, focus on and foster the most successful local skills initiatives, bringing the industry together to pool knowledge and resources to boost skills in SA. It will target young learners from disadvantaged backgrounds and encourage companies to step up and provide facilities, training, employment opportunities, time or funding.

The initiative held its second meeting in May this year where Oupa Mopaki, MICT Seta’s CEO as well as representatives from the industry sat down to share their successes and challenges in a concerted effort to collaborate and address the skills shortage as a united front.

According to Mopaki, the success rate of training initiatives is high but the rate of absorption into employment is at 54%. “Almost half of the learners do not land up with permanent employment. After completing the learnership programme they are sitting at home unemployed.” This is just one of the challenges raised, one which the industry is focusing on.

Matching skills with current market demands is another concern that was raised by industry. The Isibani forum will extend its communication to CIOs to gather insight into what their needs are.

Industry veteran Adrian Schofield, manager of the Applied Research Unit at the Joburg Centre for Software Engineering (JCSE) believes that if the resources provided by MICT Seta are not used effectively, “the industry has itself to blame.”

The Isibani forum will be meeting every month to ensure that industry collaborates on current projects but also to ensure that the communication with MICT Seta is open and that the resources available for skills development are used in the most effective manner.

To get involved with Isibani, please contact Jane Steinacker, editor, ITWeb Brainstorm, jane@itweb.co.za
Jane Steinacker                Karolina Komendera

by industry. The Isibani forum will extend its demands is another concern that was raised focusing on challenges raised, one which the industry is at home unemployed.” This is just one of the learnership programme they are sitting permanent employment. After completing half of the learners do not land up with absorption into employment is at 54%. “Almost half of training initiatives is high but the rate of the skills shortage as a united front. In a concerted effort to collaborate and address down to share their successes and challenges as well as representatives from the industry sat this year where Oupa Mopaki, MICT Seta’s CEO funding. Training, employment opportunities, time or companies to step up and provide facilities, disadvantaged backgrounds and encourage skills in SA. It will target young learners from to pool knowledge and resources to boost skills initiatives, bringing the industry together focus on and foster the most successful local development initiative. The plan is to identify, potential to flourish, at a distinct disadvantage. The sector, as well as candidates who have the for skills, the supply is falling short – leaving seeking specific skills. Despite the demand interviewed, 43% said they were are actively matching skills with current market another is also addressed. According to Mopaki, the success rate of training initiatives is high but the rate of collaboration is

Real IRM takes entrants all the way to practicing Enterprise Architecture professionals.

Real IRM offers enterprise architecture-related courses worldwide, both as public and as customer-specific courses.

**EA Framework Courses**
Our EA Framework courses cover the fundamentals of each framework as well as provide instruction on the practical implementation of the framework in business. Mapping of one framework to another is also addressed.
- COBIT® 5 Foundation
- COBIT® 5 Implementation
- EA Bootcamp
- ITIL® Foundation
- SOA Smart Start
- TOGAF® 9 Certification for Government (Incl GWEA Framework)
- TOGAF® 9 Certification
- Zachman Framework

**EA Techniques Courses**
Our EA Techniques courses offer guidance on how to create and deliver architectural artefacts that are based on a defined meta-model. These courses are based on industry-accepted techniques, and are EA toolset-independent.
- ArchiMate® 2 Certification
- Data Modelling Foundation
- Generic Process Modelling
- UML For Business Analysts

**EA Tools Courses**
Our EA Tools courses combine EA Techniques training with instruction on specific EA tools. These practical courses include a number of exercises and assessments to assist delegates apply the techniques they have learnt.

**EA People Courses**
Our EA People courses focus on the human aspects required to make EA a success. Practical exercises ensure relevance to the EA environment and provide delegates action plans for their organisations.
- Change Management for Architects

E-mail training@realirm.com, call 011 805 3734 or go to http://www.realirm.com/training/courses for more information.
### Accounting Campus

**Company profile**
Accounting Campus is a Pastel Authorised Training Centre and Examination Centre. It provides tutor-student hands-on training towards international qualification, while also ensuring practical knowledge of Pastel Accounting.

**Main line of business**
Pastel training, support and package sales

### Adapt IT

**Company profile**
Adapt IT Training and Development Services facilitates best-practice workshops for clients’ needs, in line with industry standards.

**Main line of business**
Microsoft Office, Microsoft BI, IBM Cognos, Crystal Reports

### AccTech

**Company profile**
The AccTech Training Academy provides comprehensive training on a range of end-to-end business management applications, including Sage ERP, X3 and Pastel Evolution, as well as Microsoft competencies.

**Main line of business**
Consulting, supplier and trainer of Sage Accpac ERP, Sage ERP X3, Sage CRM, Microsoft Dynamics AX and Microsoft Business Solutions

### Africa Solution Distributor

**Company profile**
ASD is a distributor of network solution products within the sub-Sahara Africa region. It offers its resellers a range of hosted and value-added professional services as well as sales and technical training.

**Main line of business**
Network solutions distributor, offering training and hosted services to resellers.

### Boston

**Company profile**
Boston City Campus & Business College was established in 1991 and offers over 80 career courses throughout over 40 tuition centres nationwide.

**Accreditations**

**Course offerings include:**
- IT/Computers
- Management
- Accounting
- Hospitality & Leisure
- Legal
- Secretarial & Office Administration
- Marketing & Sales

**Contact details**
011 551-2000
www.boston.co.za

**Main line of business**
Boston City Campus & Business College is a training provider offering flexible training options towards a variety of Boston degrees, diplomas and learning programmes.
Alicornio Africa

Company profile
Alicornio Africa offers courses designed to educate business intelligence practitioners and users, in the concepts of data warehousing and business intelligence, and the Sagent Solution technology usage.

Main line of business
Technology, consulting and training services covering data warehousing, business intelligence and information management.

Contact details
012 542 1734
www.alicornio.co.za

allaboutXpert Academy

Company profile
allaboutXpert Academy is an established project management training and development institution, providing a complete range of project management interventions.

Main line of business
Short courses, certifications and professional accreditations in project management.

Contact details
011 549 8600
www.allaboutxpert.com

Aligned4learning

Company profile
Aligned4Learning helps organisations develop their learning strategy, design learning architecture and programs, and measure effectiveness.

Main line of business
Learning strategy and architecture design and implementation

Contact details
021 557 0709
www.alignedlearning.co.za

Analytix

Company profile
Analytix is a training and consultancy firm that assists organisations to understand, implement and comply with industry best-practice standards and frameworks that lead to process and business improvement.

Main line of business
Foundation and certification courses: COBIT, ITIL, ISO/IEC

Contact details
011 706 8263
www.analytix.co.za

Bytes People Solutions

Company profile
Your partner of choice, Bytes People Solutions enables your organisation to drive excellence in business processes. Our services include an assessment centre, contact centres, content development and on-line technology services, business process consulting, soft skills training and ICT learning solutions. The outcome of the learning experience is an attendance certificate, international certification or a national certificate.

Certifications
Citrix Certified Administrator; Citrix Certified Advanced Administrator; Citrix Certified Engineer; Microsoft Certified Solutions Associate (Windows 7, Windows 8, Windows Server 2008, Windows Server 2012, SharePoint, Exchange, SCCM, SCOM); Microsoft Certified Solutions Expert (Windows Server 2012, Private Cloud and SQL); Microsoft Certified Solutions Developer; Oracle Certified Professional; Oracle Certified Associate and Oracle Certified Expert; VMware Authorised Training Centre, CompTIA Gold Partner, ITIL, VMware Certified Professional, National Certificate: Systems Support NQF 5; Systems Development NQF 5; Generic Management NQF 5; Contact Centre NQF 2, 3 and 4; Business Analysis NQF 5; Further Education and Training Certificate: Generic Management NQF 4; End User Computing NQF 3; Technical Support CompTIA NQF 4 and Technical Support NQF 4. CompTIA A+, Network+, Security+, Server+

Accreditations
Citrix Authorised Learning Centre, IEB Training Provider, MICT and Services Seta Accredited Training Provider, Microsoft Gold Partner for Learning Solutions, Oracle Certified Partner, Questionmark Distributor, Certified Trivantis Partner, UMALUSI Accredited Training Provider, VMware Authorised Training Centre, CompTIA Gold Partner, ITIL Accredited Training Provider

Vendor accreditations
Citrix, CompTIA, Microsoft, Oracle, Pearson Vue, Prometric, Questionmark, Trivantis and VMware

Contact details
Madelise Grobler – Managing Director
Tel: 011 205-7000 E-mail: Madelise.Grobler@bytes.co.za
### Applisential

**Company profile**
Applisential provides advisory and project management services for the integration of ERP systems into business and public enterprises. It also offers business-process-based ERP systems CBT training to its clients.

**Contact details**
012 345 34787  
www.applisential.co.za

**Main line of business**
IT outsourcing, ERP systems implementation and training

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### Astrotech

**Company profile**
Astrotech provides management, business skills, human resources and IT training courses based on international best practice methodologies.

**Contact details**
011 582 3222  
www.astrotech.co.za

**Main line of business**
Business analysis, systems analysis, IT and the law

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### Apsol Training

**Company profile**
Apsol Training is a specialist computer training company and a member of the Microsoft Research Program, Microsoft Partners and a MICT SETA accredited training provider.

**Contact details**
021 910 3858  
www.apsol.co.za

**Main line of business**
Microsoft applications training

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### ASYST Intelligence

**Company profile**
ASYST is a focused BI, data warehousing and financial intelligence company. It sells software, implements, trains and supports SAP Business Objects, Roambi, Microstrategy and Microsoft. ASYST is also a SAP authorised education partner.

**Contact details**
011 025 2300  
www.asystint.co.za

**Main line of business**
SAP BusinessObjects and Microsoft value-added reseller and authorised education partner

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**CompTIA**

CompTIA is the non-profit trade association advancing the global interests of information technology (IT) professional and companies, including manufacturers, distributors, resellers, and educational institutions. Since 1982, CompTIA has supported and led the global IT industry through educational programs, market research, networking events, professional certifications and political advocacy.

www.comptia.org  CompTIA Africa  +27 11 465 3416
**Audit Excel**

**Company profile**
Audit Excel offers a range of solutions to improve Excel and financial modelling skills. Courses include Beginner, Intermediate and Advanced Excel, as well as various Financial Modelling courses.

**Main line of business**
Beginner, intermediate and advanced MS Excel training

**Contact details**
011 259 9111
www.auditexcel.co.za

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**Blazing Moon Corporate Training**

**Company profile**
Blazing Moon Corporate Training is MICT SETA accredited training provider with twenty-six years' experience, offering professional Microsoft Office and IT courses.

**Main line of business**
Customised IT training for end-users, IT professionals and all levels of management

**Contact details**
011 728 7720
www.blazingmoon.co.za

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**Beth Horner & Associates**

**Company profile**
Beth Horner & Associates specialises in customisable corporate, in-house training. It offers Microsoft Office and business skills training, as well as specialist advanced courses such as VBA for Excel, Excel for Financial Managers.

**Main line of business**
Computer skills, MS Office, VBA.

**Contact details**
011 705 1860
www.bethhorner.co.za

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**Bright Ideas Factory**

**Company profile**
The Bright Ideas Factory is a SETA accredited corporate training service provider, offering leadership, human resources, customer service, call centre, marketing, communication, sales and soft skills courses.

**Main line of business**
Sales, customer services, leadership training for IT professionals

**Contact details**
011 319 7223
www.brightideas.co.za

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**CompTIA**

**Company profile**
CompTIA is the voice of the world’s IT industry. Its members are the companies at the forefront of innovation, and the professionals responsible for maximising the benefits organisations receive from their investments in technology. CompTIA is dedicated to advancing industry growth through its educational programmes, market research, networking events, professional certifications, and public policy advocacy. Visit http://www.comptia.org/home.aspx or follow CompTIA at http://www.facebook.com/CompTIA and twitter.com/comptia.

**Main line of business**
CompTIA, the computing technology industry association, is a global ICT association providing a neutral platform for its members to address issues that affect their businesses.

**Certifications**
CompTIA builds vendor-neutral certifications required and endorsed by ICT employers globally.
- CompTIA basic certification: Strata IT fundamentals
- CompTIA specialty certification: Cloud Essentials, Healthcare IT technician, strata IT for sales

**Accreditations**
ANSI/ISO/IEC 17024 for the CompTIA A+, Network+, Security+, Storage+ and CASP

**Contact details**
011 465-3416
www.comptia.org/southafrica
CA Education

Company profile
CA Education’s catalogue of training courses, the CA Productivity Accelerator and CA Certification, helps maximise business results with CA Technologies software by delivering training solutions.

Main line of business
Provider of CA Technologies software training solutions

Creative Minds

Company profile
Creative Minds offers training at more than 40 centres in southern Africa. It offers courses for computer novices as well as school leavers, IT career students, office workers, managers and business people and entrepreneurs.

Main line of business
Computer literacy and skills development training for all levels

Can!do Consulting

Company profile
Can!do’s offers training solutions for large-scale ERP and business process projects, using customised interventions that relate directly to the user roles and business scenarios to increase the skills retention.

Main line of business
End-user training for ERP and business process projects

CTU Training Solutions

Company profile
CTU Training Solutions, fully accredited by the MICT SETA, specialises in skills training across various fields in the IT industry for individuals and companies, through its Corporate and Career divisions.

Main line of business
Development of ICT professional, with commitment to international certification

EOH

Company profile
EOH Learning & Development is a multi-disciplinary learning solutions provider in the South African education and training landscape. The organisation is divided in four clusters enable us to provide end-to-end skills development and learning solutions:

- Academies - we provide a wide range of programmes in classroom and e-learning format.
- Workplace learning - experiential learning solution which manages, implements and supports on-the-job development
- Managed services solutions - we stands ready to service your learning needs, without adding to your drag co-efficient by being a permanent appendage.
- Seminars & Conferences - Manages and coordinates all event related learning logistics or small or large programmes.

Certifications
CompTIA: A+, Network+, Security+, Strata IT Fundamentals, Certified Technical Trainer (CTT+), Cloud Essentials, Printing and document imaging (PDI+)

Accreditations
Certiport Authorised Testing Centre, CompTia Gold Partner, FASSET Seta accredited, ITILMicrosoft Silver Certified Learning Partner, MICT Seta accredited training provider, Pearson VUE Testing Centre, Prometric Testing Centre

Contact details
Chemsley Schubert, Chemsley.schubert@eoh.co.za, +27 78 804 1000

Main line of business
Our programmes cover vocational skills, supervisory, management and coaching development skills applicable to a wide range of industries, both as short courses and 12-month certificate programmes.
<table>
<thead>
<tr>
<th><strong>CBM Training</strong></th>
<th><strong>Da Vinci Institute for Technology</strong></th>
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<tr>
<td><strong>Company profile</strong></td>
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<tr>
<td>CBM Training provides short-duration, high-intensity practical training courses to companies in South Africa, focusing on management, secretarial, financial as well as technical courses.</td>
<td>DA Vinci is a private higher education institution offering certificate, diploma, masters, bachelors and PhD programmes in the management of technology, innovation, people, systems and business.</td>
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<tr>
<td><strong>Main line of business</strong></td>
<td><strong>Main line of business</strong></td>
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<tr>
<td>Short-duration, high-intensity corporate training courses Centre, IEB Training Provider, MICT and Services SetA Accredited</td>
<td>Certificate, diploma, masters, bachelors and PhD in the management of technology and innovation</td>
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<thead>
<tr>
<th><strong>Compulink Academy</strong></th>
<th><strong>Damelin Campus</strong></th>
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<tr>
<td>Compulink Academy is a Sage Pastel Authorised Training and Exam Centre based in Weltevreden Park, Roodepoort. It has trained several thousand learners over its 20 year span.</td>
<td>Damelin Campus is part of the Midrand Campus Group, one of the largest private educational groups in SA. It offers full-time and part-time courses in server configuration, networking, software projects, accounting, bookkeeping, literacy, numeracy as well as management and legal studies.</td>
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<td><strong>Main line of business</strong></td>
<td><strong>Main line of business</strong></td>
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<tr>
<td>Sage Pastel Partner training and on-site consulting</td>
<td>Higher Education and Training (HET), as well as Further Education and Training (FET) programmes</td>
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<th><strong>Fox IT Service Management South Africa (Fox ITSM)</strong></th>
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<td><strong>Main line of business</strong></td>
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| **Certifications** | ITIL Foundation, ITIL Foundation Packages, ITIL Intermediate Lifecycle & Capability, ITIL Expert, ITIL Expert Programmes, ITIL Masters, COBIT5 Foundation, Implementation, Assessor and Cyber Security Implementation, TOGAF Foundation and Certified, PRINCE2 Foundation, Practitioner and Fast-Track, ISO/IEC20000, ITSM Role-Based Courses, ITSM and IT Governance Executive Workshops and ITSM Simulations. Fully-certified classroom, blended and online training is available. |
| **Accreditations** | Fox IT Service Management South Africa is a fully accredited training organisation, offering internationally recognised and certified courses and examinations via APMG, IAITAM, G2G3 and ISACA. |
| **Contact details** | Marina Lubbe, Fox ITSM operations manager, Tel: +27(0)11 655 7031, E-mail: info@foxitsm.co.za, Twitter: @FoxITSM, LinkedIn: http://www.linkedin.com/company/fox-it-service-management-south-africa |
### Foster-Melliar Learning Solutions

**Company profile**
A level 1 B-BBEE contributor, Foster-Melliar Learning Solutions, a wholly-owned subsidiary of iSolve Business Solutions, specialises in providing training, mentoring and consulting in IT service management, IT governance, IT security and the entire Microsoft curricula. All training is delivered by subject matter experts in their field, ensuring both a rewarding and enjoyable experience.

**Certifications**

**Accreditations**
ITIL Licensed Affiliate, Prince2 Licensed Affiliate, iTpreneurs Partner, G2C3 Certified Partner, HDI Authorised Training Partner, BCS Accredited Training Organisation, Kepner-Tregoe Training Provider, Microsoft Gold Certified Learning Partner, CompTIA Authorized PartnerAccredited MICIT SETA Partner, Authorised Prometric Test Centre, Authorised Pearson Vue Test Centre, Authorised Certport Test Centre, Approved Castle Test Centre (Business Qualifications)

**Contact details:**
Foster-Melliar Learning Solutions, A Division of iSolve Business Solutions, Unit 17 & 21, Sunninghill Office Park, Peltier Drive, Sunninghill, 2157, 011 807 9525  
www.fostermelliar.co.za  
info@fostermelliar.co.za, info@isolve.co.za

**Main line of business**
Standard and customised Microsoft instructor-led solutions, including Microsoft Office and technical international certification training. Mentoring and consulting, specialising in IT service management, governance, security, IT-related skills development learnerships and internships, career planning, assessments, business skills, graduate programmes and venue rental.
**Fast Lane South Africa**

**Company profile**
Fast Lane is a worldwide provider of high-end IT training. It offers complete authorised training solutions for Cisco, Netapp, Citrix, Symantec, VMware and more.

**Main line of business**
High-end training for Cisco, Citrix, Netapp Symantec, VMware

**GetCertified IT Training**

**Company profile**
GetCertified offers short, beginner or advanced courses in programming, web development, database development, business intelligence and more - whether you’re starting out, upgrading your skills or training your employees.

**Main line of business**
Software, Web, mobile development skills, JAVA, PHP, Python, BI, MCSA, MCSD

**Human Capital Business Solutions**

**Company profile**
HCBS ICT Learning Academy is an accredited training company that focuses on developing ICT related competence, supporting organisational technology.

**Main line of business**
Facilitator-led and e-learning ICT training solutions, authorised CompTIA partner

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**Innovatec**

**Company profile**
Innovatec Africa Training is a provider of pioneering training solutions with a commitment to professional delivery supported by cutting-edge technology, state-of-the-art facilities and premium certified trainers.

**Training and services**
- Personal Development & Soft Skills Courses
- End User Computing & Productivity
- General Information Technology Technical Training
- Vendor Specific Technical Training
- Human Resources & OHS
- Customized Sales Training
- POPI Training
- Project Management
- Learnership Programmes
- Student to Business
- E-learning Platforms
- Learner/Development Management Platforms
- Workplace Skills Plans
- Skills Assessments
- International Examinations (Prometric/PearsonVUE)

**Main line of business**
Innovatec Africa is a fully accredited training provider with a broad spectrum of training offerings that include skills development programs, soft skills training, learnerships, vendor specific technical courses, customised courses and managed services.

**Gijima Human Capital Management**

**Company profile**
Gijima Human Capital Management offers effective acquisition, development, optimisation, retention and measurement of IT and technical staff as a strategic business asset.

**Main line of business**
Assisting organisations in the adoption of new technologies and processes through skill development programmes

**Innovatec**

**Company profile**
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- Personal Development & Soft Skills Courses
- End User Computing & Productivity
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- Human Resources & OHS
- Customized Sales Training
- POPI Training
- Project Management
- Learnership Programmes
- Student to Business
- E-learning Platforms
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**Main line of business**
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MIND THE GAP
WITH THE UNIVERSITY OF CAPE TOWN AND GETSMATER

We work in a fast-paced environment, and the skills gap is ever-widening, especially in the IT industry. Ensure your team is equipped with competitive and practical skills from Africa’s leading university and GetSmarter, to align your business for success and let your competitors fall into the gap.

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- UCT IT Management short course
- UCT Operations Management short course
- UCT Advanced Operations Management short course
- UCT Project Management Foundations short course
- UCT Advanced Project Management short course
- UCT Strategic Business Management short course
- UCT Advanced Diploma in Business Project Management

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AND POSTGRADUATE PROGRAMMES
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Email: info@getsmarter.co.za | Tel: +27 21 447 7565
www.getsmarter.co.za

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ICTworx

Company profile
ICT Worx offers short courses to end users, corporate clients and the channel community, on all IBM platforms, Huawei, SAP, CompTIA, ICDL. It also provides soft skills training.

Main line of business
IBM, Huawei, SAP, CompTIA, ICDL training

Contact details
011 804 9827
www.ictworx.com

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iLearn

Company profile
Established in 2001, iLearn provides both on-site instructor-led and online training solutions: business skills, Microsoft Office,

Main line of business
On-site instructor-led and online training solutions

Main line of business
Technical training for software developers

Contact details
011 300 4660; 0861 ILEARN
www.ilearn.co.za

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Incus Data

Company profile
Incus Data provides up-to-date technical training for programmers and software developers, with emphasis on professional software development practices and in line with international standards.

Main line of business
Technical training for software developers

Contact details
012 666 2020
www.incusdata.com

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IndigoCube

Company profile
IndigoCube enables and improves the productivity of key business processes. It specialises in the business analysis, software development, software testing and application security.

Main line of business
Internationally certified training, consulting and software provider

Contact details
011 759 5950
www.indigocube.co.za
<table>
<thead>
<tr>
<th><strong>Info Sec Consulting</strong></th>
<th><strong>INTEC College</strong></th>
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<td><strong>Company profile</strong></td>
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<tr>
<td>Info Sec Consulting has extensive experience in various facets of IT security, IT auditing and compliance/regulatory training. It partners with various companies to address any specific IT training requirements.</td>
<td>INTEC College specializes in distance education, using specialist tutors to provide guidance and support to students. With more than 100 courses to choose from, INTEC has one of the widest product ranges available, including business courses and technical studies.</td>
</tr>
<tr>
<td><strong>Contact details</strong></td>
<td></td>
</tr>
<tr>
<td>082 928 3620</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.infosecconsulting.co.za">www.infosecconsulting.co.za</a></td>
<td>021 426 0626</td>
</tr>
<tr>
<td><a href="http://www.intec.edu.za">www.intec.edu.za</a></td>
<td></td>
</tr>
<tr>
<td><strong>Main line of business</strong></td>
<td></td>
</tr>
<tr>
<td>IT security, IT auditing and compliance/regulatory training</td>
<td>Distance education</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Inscape Design College</strong></th>
<th><strong>Intelligent Africa Marketing and Training</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Company profile</strong></td>
<td><strong>Company profile</strong></td>
</tr>
<tr>
<td>Inscape offers three-year full-time courses in graphic design, as well as short courses in AutoCAD, CorelDRAW, Adobe CS, Dreamweaver, Flash, Viz/3dStudio and Quark Xpress.</td>
<td>SETA-accredited Intelligent Africa Marketing and Training offers Short-term courses and in-house training programs on many business topics, including information and communications technology.</td>
</tr>
<tr>
<td><strong>Contact details</strong></td>
<td><strong>Contact details</strong></td>
</tr>
<tr>
<td>013 327 2002</td>
<td>012 997 7676</td>
</tr>
<tr>
<td><a href="http://www.inscape.co.za">www.inscape.co.za</a></td>
<td><a href="http://www.intelligentafrica.com">www.intelligentafrica.com</a></td>
</tr>
<tr>
<td><strong>Main line of business</strong></td>
<td><strong>Main line of business</strong></td>
</tr>
<tr>
<td>Graphic design, computer graphics, applications, AutoCAD, architectural draughting</td>
<td>Conference and training provider</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>GetSmarter</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Company profile</strong></td>
</tr>
<tr>
<td>GetSmarter is a leading online education company that partners with Africa’s top university, the University of Cape Town, and other industry leaders to deliver an unmatched online education experience. All courses are designed to equip students with practical and industry-relevant skills, delivered through a flexible and supportive virtual learning environment, allowing working professionals to equip themselves with the confidence and competence to advance their careers.</td>
</tr>
<tr>
<td><strong>Contact details</strong></td>
</tr>
<tr>
<td>E-mail: <a href="mailto:info@getsmarter.co.za">info@getsmarter.co.za</a></td>
</tr>
<tr>
<td>Tel: 021 447 7565</td>
</tr>
<tr>
<td><strong>Main line of business</strong></td>
</tr>
<tr>
<td>GetSmarter offers a wide portfolio of online short courses, as well as postgraduate diplomas, which are presented part-time and online - allowing working professionals the flexibility and convenience to update or add to their skill set. Courses are available in several management categories, as well as design, marketing and IT or systems analysis.</td>
</tr>
</tbody>
</table>
# Listings

<table>
<thead>
<tr>
<th>Company</th>
<th>Contact details</th>
<th>Main line of business</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Intoweb</strong></td>
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<tr>
<td>Company profile</td>
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<tr>
<td>Intoweb offers online course and workshops in business, management and website marketing. Courses include SEO and social media, Mini MBA and project management.</td>
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<tr>
<td>Main line of business</td>
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</tr>
<tr>
<td>online course and workshops in business, management and website marketing</td>
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</tr>
<tr>
<td><strong>IT Training Corporation (ITTC)</strong></td>
<td>012 654 9964</td>
<td>CompTIA, Microsoft Partners for Learning</td>
</tr>
<tr>
<td>Company profile</td>
<td>ITTC caters for individuals as well as businesses that require skilled IT staff or want to upgrade their staff's knowledge in the latest developments across all computer disciplines.</td>
<td></td>
</tr>
<tr>
<td><strong>Johannesburg Polytechnic</strong></td>
<td>011 403 2625</td>
<td>MICT SETA national certificates, FET certificates, diplomas, Sage Pastel, Microsoft, Cisco</td>
</tr>
<tr>
<td>Company profile</td>
<td>Johannesburg Polytechnic is an outcomes-driven entrepreneurial institute of higher learning, accredited by MICT Seta to offer national certificates and FET certificates in information technology.</td>
<td></td>
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<tr>
<td><strong>Jeppe College</strong></td>
<td>011 334 2751</td>
<td>Database programming, Web design, application programming</td>
</tr>
<tr>
<td>Company profile</td>
<td>Jeppe College of Commerce and Computer Studies is an FET private service provider, fully accredited by Umalusi, offering internationally recognised qualifications.</td>
<td></td>
</tr>
</tbody>
</table>

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# Harness the Power of Service Management with HP Education Services

**Empower your team with ITSM training**

HP Education Services offers Information Technology Service Management (ITSM) courses that will enable your workforce to enhance service management processes, guarantee alignment with business processes and ensure value is achieved.

We are a global leader with a comprehensive range of courses that provide:

- real-world ITSM training to cost effectively equip your IT organisation with the skills and expertise to enhance efficiency,
- increase return on investment (ROI)
- lay the foundation for agile, evolving, and service-oriented processes and
- accredited ITIL Certification.

HP Education Services also has offerings geared towards enterprise efficiencies and improvements for IT organisations as a whole rather than for individual employees. It brings service management into the context of your IT organization to target specific pain points or improvement opportunities.

These offerings include:

- Applied Service Management Workshops
- ITSM Assessments
- ITSM Mentoring
- Service Management Professional Program
- Customized Service Management Packages

**Achieve success with HP Education Services as your training and consultancy provider**

For more information on our entire ITSM portfolio or to book a course:

Tel: +27 11 785 1372  |  Email: training.za@hp.com
Website: hp.com/za/education
**Kaelo Computer Training**

**Company profile**
Kaelo Computer Training is a BEE/SMME company accredited by MICT SETA. It provides quality training on Microsoft Office end-use skills, project management and soft skills.

**Main line of business**
Microsoft, CompTIA, soft skills training

**Keybase Training Solutions**

**Company profile**
Kybase offers a range of training options, from basic computer training to advanced Microsoft training, covering operating systems and the latest software applications.

**Main line of business**
Computer literacy, MS Office, HTML, soft skills

**Karabina Academy**

**Company profile**
Karabina Academy, a Microsoft Gold Certified Partner, provides training, mentoring and coaching by experienced professionals in scarce skills such as business intelligence, collaboration and customer insight.

**Main line of business**
Business intelligence, performance management systems, CRM, training

**KnowLead Consulting and Training**

**Company profile**
KnowLead is committed to the improvement of innovation, knowledge and information management (IKIM) practices through the provision of needs-based training, strategy facilitation, research and implementation services.

**Main line of business**
Training, consultation and strategy facilitation

**HP Education Services**

**Company profile**
HP Education Services delivers the training behind HP's ExpertOne certification and has a global education solutions footprint that is built on a solid foundation of experience and innovation. With more than thirty years of Education Consulting experience and ninety training locations worldwide, we have the experience and delivery capability to implement training in both HP and our partner technologies with absolute expertise.

**Main line of business**
HP Education Services is an education and training provider that delivers the HP ExpertOne training and certification to HP partners and customers. We also develop training solutions that assist companies to maximise the benefit of the technology that they possess through the training of their people, across many platforms through strategic vendor partnerships.

**Certifications**
HP ExpertOne Learning Solutions Partner; Enterprise Products Integration (epi); ITIL; PRINCE2; Business Analysis Associate / Certified Vendor accreditations
CompTIA; VMWare Partner; PMI Alliance Circle Partner; Axelos; EXIN; COBIT; Red Hat Linux; ISO/IEC 20000

**Contact details**
Hewlett Packard South Africa
Tel: 011 785 1372
E-mail: training.za@hp.com
www.hp.com/za/education
<table>
<thead>
<tr>
<th>Company name</th>
<th>Company profile</th>
<th>Contact details</th>
<th>Main line of business</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Konani Training &amp; Development Institute</strong></td>
<td>Konani, a training division of Satimuni Group, provides ICT, soft skills and management training for corporate and government divisions in a wide range of products such as MS Office, SAP, Cisco, ICDL.</td>
<td>012 323 4660 <a href="http://www.konanitraining.co.za">www.konanitraining.co.za</a></td>
<td>Microsoft Office end-user courses, Cisco, SAP, ICDL</td>
</tr>
<tr>
<td><strong>Leading Edge Training</strong></td>
<td>Leading Edge is MICT Setaccredited and offers a wide range of training courses on databases, Web development, Web design, graphic design, office applications, networking and more.</td>
<td>011 656 4233 <a href="http://www.leadingtraining.co.za">www.leadingtraining.co.za</a></td>
<td>Microsoft Office, Java, Adobe, Linux, SQL, HTML</td>
</tr>
<tr>
<td><strong>Kwazar</strong></td>
<td>Kwazar Training Solutions, is dedicated to providing quality training in a number of technical and management disciplines. It offers full time and evening courses.</td>
<td>086 1592 927 <a href="http://www.kwazar.com">www.kwazar.com</a></td>
<td>Technical and management courses</td>
</tr>
<tr>
<td><strong>Learnfast</strong></td>
<td>Learnfast provides a range of end-user computer courses in Johannesburg, Durban and Cape Town. The courses are designed to develop and improve essential skills, including Microsoft, CompTIA, Apple, AutoCAD, Pastel, etc.</td>
<td>011 262 2054 <a href="http://www.learnfast.co.za">www.learnfast.co.za</a></td>
<td>Microsoft, Adobe, CompTIA, CorelDraw, Pastel training for individuals and corporates</td>
</tr>
<tr>
<td><strong>Learning Advantage</strong></td>
<td>Learning Advantage is a provider of e-learning resources to the corporate, parastatal and educational markets. The courses range from desktop applications to Web development, programming, Microsoft, Cisco and CompTIA certifications.</td>
<td>011 628 8100 <a href="http://www.learningadvantage.co.za">www.learningadvantage.co.za</a></td>
<td>Supply and support a range of e-learning solutions, including Mindleaders courseware</td>
</tr>
<tr>
<td><strong>Masterskill</strong></td>
<td>Masterskill is a South African provider of IT educational products and course content to corporate and commercial training centres, as well as tertiary education institutions. All courseware is fully customisable.</td>
<td>011 386 6930 <a href="http://www.masterskill.co.za">www.masterskill.co.za</a></td>
<td>Distribution of IT training solutions</td>
</tr>
<tr>
<td><strong>LearnScapes</strong></td>
<td>LearnScapes is the Africa partner for Ossidian Training Products. It offers a fast, convenient and inexpensive solution for wireless, mobile, satcom, and broadcasting education.</td>
<td>011 475 4777 <a href="http://www.learnscapes.co.za">www.learnscapes.co.za</a></td>
<td>Custom-built e-learning courses: Microsoft, CompTIA, Cisco.</td>
</tr>
<tr>
<td><strong>M-Cot Corporate Training</strong></td>
<td>M-Cot provides a broad range of training interventions, from basic PC orientation through programming to operating systems, and from elementary life skills to executive level leadership courses.</td>
<td>086 0 100-600 <a href="http://www.m-cot.co.za">www.m-cot.co.za</a></td>
<td>On-site training on a range of IT and soft skills</td>
</tr>
</tbody>
</table>
NEED A NEW CHALLENGE?

SPECIALISING IN TOP ICT JOBS

Register your CV at www.careerweb.co.za and find that new challenge.
### Listings

#### LGIT Smart Solutions
- **Company profile**
  LGIT Smart Solutions is a Certified Microsoft Silver Learning Partner and delivers customised training solutions to the corporate market in Africa, focusing on Microsoft and ITIL Foundation.
- **Main line of business**
  Delivery of customised Microsoft and ITIL training solutions
- **Contact details**
  011 802 1636
  [www.lgit.co.za](http://www.lgit.co.za)

#### Mendi Consulting Services
- **Company profile**
  An ICT company founded by black women, Mendi Consulting Services offers a range of training options, from basic computer training to advanced IT technical courses.
- **Main line of business**
  Operating system, MS Office Adobe, Web development training
- **Contact details**
  011 492 2476
  [www.menditraining.co.za](http://www.menditraining.co.za)

#### Majestic Training
- **Company profile**
  Majestic Training provides specialised training to the individuals and companies in Cisco, Packeteer, Oracle, Pastel, CompTIA, Microsoft Office. It also offers business skills development courses.
- **Main line of business**
  Cisco, Packeteer, Oracle, CompTIA, Microsoft training
- **Contact details**
  012 346 0532
  [www.majestictraining.co.za](http://www.majestictraining.co.za)

#### Netcampus
- **Company profile**
  Netcampus, MICT SETA-accredited and a member of the Business Connexion Group, delivers blended IT learning solutions. It offers over 8000 course titles that can be custom-made to meet client requirements, including SAP, Microsoft, Cisco, project management, CompTIA, Adobe, Linux and more.
- **Main line of business**
  A blended IT learning solutions and services provider
- **Contact details**
  011 266 6345
  [www.netcampus.com](http://www.netcampus.com)

---

**‘Power through knowledge’**

We specialize in PRINCE2 and Agile Project Management training offering the following:

- Workshops on the application and integration of specific project methodology areas
- Career development planning and maturity assessment services
- Exam preparations
- Provision of on-site coaching and mentoring

[www.planetit.co.za](http://www.planetit.co.za)  ✉ info@planetit.co.za  ☎ +27 (0)72-584 1657

Planet IT is an APMG and Axelos accredited ATO (Accredited Training Organization).
Planet IT

Company profile
Planet IT is a consultancy firm that focuses on providing training tailored to suit your every need. Our approach is to customise any of our courses to fit in with your culture and schedule to ensure that we provide you with a world class experience.

Certifications
ISO/IEC 20000 and the IT governance framework COBIT5.

Main line of business
We specialise in PRINCE2 and Agile Project Management training, also offering workshops on the application and integration of specific project methodology areas. Career development planning and maturity assessment services are offered. We assist with exam preparation and provide on-site coaching and mentoring services.

Accreditations
Planet IT is registered and accredited as an ATO (accredited training organization) by the APMG. We are also accredited as a PRINCE2 ATO by AXELOS. We also have an experienced APMG and AXELOS accredited trainer for both PRINCE2 and Agile Project Management.

Contact details
Mark Myburg, MD
info@planetit.co.za
+27 (0)72-584 1657
www.planetit.co.za

On The Ball Training College

Company profile
OTBC is an accredited MICT Seta training provider and a Microsoft Silver Learning competency centre, offering IT, business management and marketing certifications.

Main line of business
IT, interpersonal skills training

Options in Training

Company profile
Options in Training offers end-user computer and business skills courses to the corporate market, including one-on-one training and unlimited telephonic and e-mail support.

Main line of business
Computer and business skills training consultants

NextGen Training Solutions

Company profile
NextGen Training with its state of the art training facility in Randburg is accredited by MICT SETA and offers training on most ICT technologies as well as soft skills and call centre training.

Main line of business
IT, call centre and soft skills training

NetCB

Company profile
NetCB is a provider of customised technical training, workshops and business seminars throughout Africa. It specialises in knowledge, security and infrastructure management solutions.

Main line of business
Technical training, workshops and business seminars throughout Africa

Contact details
012 844 0744
www.netcb.co.za

Contact details
086 100 3127
www.nextgen.co.za

Contact details
011 887-8885
www.optionsit.co.za

Contact details
011 266 6345
www.netcampus.com

Contact details
011 802 1636
www.lgit.co.za

Contact details
012 844 0744
www.netcb.co.za

Contact details
021 421 8580
www.ontheballcollege.co.za
## Oracle University

**Company profile**
Oracle University offers specialised training and certification from expert Oracle instructors to enhance the adoption of Oracle technologies. Candidates can train from anywhere, at any time, and pick the format that matches their learning style and schedule, be it classroom, online or self-study training.

**Contact details**
011 319 4111
www.education.oracle.com

**Main line of business**
Training and certification in Oracle technologies

## Pink Elephant

**Company profile**
Pink Elephant is a global supplier of IT management education, consulting and ITSM service desk support solutions.

**Contact details**
011 656 0020
www.pinkelephant.co.za

**Main line of business**
IT service management education and consulting

## PC Training & Business College

**Company profile**
PC Training & Business College operates higher education (HET) and further education (FET) campuses located across most major cities in South Africa.

**Contact details**
011 834 3051
www.pctrainingonline.co.za

**Main line of business**
IT training, secretarial studies, marketing, BBA, accounting

## Presentation Software Training

**Company profile**
Presentation Software Training is an innovative training centre committed to providing its clients with the best service. Courses include software and presentation skills training, as well as soft skills training.

**Contact details**
021 914 0850
www.psttraining.co.za

**Main line of business**
Microsoft Office, Microsoft Project, Vusio, CorelDraw, data capturing

## RealIRM

![RealIRM logo](image)

**Company profile**
Real IRM is a leading enterprise architecture specialist, offering a comprehensive portfolio of products and services worldwide. The company has transformed enterprise architecture into a real, practical deliverable that creates sustainable business advantage and adds value to business operations, regardless of size or complexity.

**Certifications**
- TOGAF 9 certification
- ArchiMate 2 certification
- Open CA
- Open CITS
- Open FAIR

**Accreditations**
Real IRM is an accredited training provider for The Open Group and presents accredited TOGAF, ArchiMate and Open FAIR courses.

Real IRM is an accredited affiliate of Fox IT Service Management South Africa, an APMG-International registered ATO.

**Contact details**
training@realirm.com
www.realirm.com/training/courses
+27 11 805 3734

**Main line of business**
Real IRM is a leading enterprise architecture specialist offering a portfolio of professional services, technical services and training services worldwide. Real IRM is a franchise and sole representative of The Open Group in South Africa.
Quintica

Company profile
Quintica is an ICT and professional services systems integration company, delivering sophisticated infrastructure and technology solutions from strategy, design and transition through to operations and service improvement.

Contact details
011 026 5990
www.quintica.com

Main line of business
Microsoft Office, Microsoft Project, Vsusio, CorelDraw, data capturing

Radical Training

Company profile
Radical Training is an education provider endorsed by the International Institute of Business Analysts (IIBA). It offers business analyst development workshops, courses in project management, object oriented analysis and design, relational data analysis and more.

Contact details
031 564 4933
www.radtrain.co.za

Main line of business
Training endorsed by the International Institute of Business Analysts

Quirk Education

Company profile
SAP has a full suite of software training and education courses and certifications designed to help companies maximize SAP solutions. SAP Education also helps create, disseminate, assess, and manage training content.

Contact details
021 462 7353
www.quirk.biz/courses

Main line of business
Education in online marketing

SAP

Company profile
SAP has a full suite of software training and education courses and certifications designed to help companies maximize SAP solutions. SAP Education also helps create, disseminate, assess, and manage training content.

Contact details
011 235 6000
www.sap.com/africa/training-education

Main line of business
Training and education courses and certifications in SAP solutions

Torque IT

Company profile
Torque IT, as part of the Adcorp Group of Companies (rated by Empowerdex as the most empowered company in the services sector for the past five years, at a level 2 B-BBEE), provides authorised instructor-led training, certification and enablement solutions that serve to assist clients in unlocking the full potential of the technology solutions and human capital that they have at their disposal. Torque IT achieves this by providing its clients with the necessary knowledge and relevant practical skills for the successful adoption, implementation and administration of the products on offer. While the technology evolution continues apace, Torque IT remains at the forefront of international vendor authorised training and certification solutions. It has aligned itself with industry experts to form strategic partnerships in order to deliver the best services to its clients.

Main line of business
Torque IT plays a vital role in providing learning solutions that result in reduced costs, improved efficiency, and increased innovation all with a view to drive business success. Torque IT has seamlessly delivered training across the globe, with specific focus on its African footprint. Locations it has delivered in include: Ethiopia, Mauritius, Italy, India, Ghana, Zambia, Zimbabwe, Sudan, Uganda, Seychelles, Congo, Botswana, Mozambique, Nigeria, Namibia, Liberia, Kenya and South Africa.

Training and certification solutions
• Customisable training and enablement options;
• Turnkey onsite training solutions at clients’ premises;
• Six-month rolling public schedules at its national branches;
• Real-time live instructor-led training via the Internet and full access to labs for practical sessions;
• Off-the-shelf vendor-defined curricula aligned to the relevant certification examinations; and
• Validation of skills through international certification at in-house Pearson VUE testing centres.

Vendor accreditations
Torque IT is proudly accredited with various vendors within a host of certifications. Vendors include: Amazon Web Services (AWS), Apple, APMG International, APMG PRINCE2, APMG Agile, Cisco, COBIT, Check Point, CompTIA, EC-Council, ITIL, LPI, Microsoft, NetIQ, Novell, Oracle, Project Management Institute (PMI), Project Management South Africa (PMSA), Red Hat, SDI, SUSE, Linux Professional Institute, Symantec, Veeam and VMware.

Contact details
Anneline van Rooyen, Sales Director, 0861 TORQUE (867783), info@torque-it.com, www.torque-it.com
<table>
<thead>
<tr>
<th>Certification Category</th>
<th>Boston</th>
<th>Bytes People Solutions</th>
<th>CompTIA</th>
<th>EOH</th>
<th>Flex ITSM</th>
<th>HP Education Services</th>
<th>Innovatec</th>
<th>Planet IT</th>
<th>REAL IRM</th>
<th>Torque IT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amazon Web Services (AWS) Solution Architect - Associate level</td>
<td>✓</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Amazon Web Services (AWS) Solution Architect - Professional level</td>
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<td>Apple Certified Technical Coordinator (ACTC)</td>
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- HDI Accredited Training Provider
- HP
- IBM
- IEB Training Provider
- IIBA
- Institute for Leadership and Management
- Institute of Certified Bookkeepers
- ISACA
- ISB
- ISQI
- ISO/IEC 20000 Accredited Training Organisation with APMG International
- ISO/IEC 27001 Accredited Training Organisation with APMG International
- ITIL Licensed Affiliate
- ITIL Accredited Training Organisation with APMG International
- ITpreneurs Training Partner
- ITSMF South Africa
- JBoss Authorised Training Partner
- Linux Professional Institute Training Partner
- Loyalist Certification Services
- merSETA
- Microsoft Partner Network Learning Partner-Silver
- Microsoft Partner Network Learning Partner-Gold
- MICT SETA Accredited Training Provider
- Mountain Goat Software
- NetIQ Managed Specialist Partner
- Novell Specialised Managed Partner
- Oracle Approved Education Center
- Oracle Approved Reseller
- Pearson VUE Testing Center
- Peoplecert
- Polteq
- PRINCE2 Accredited Training Organisation with APMG International
Training gets trendy

Training Guide rounds up some of the most interesting approaches to staff training and up-skilling.

1 A mixed approach
Decision Inc, a business intelligence consultancy, provides a mix between formal certified courses and additional in-house training, such as leadership development, internal technical workshops, and an intern programme.

The company has instituted certain training targets that employees need to hit as part of their performance appraisals, and taking personal responsibility for training goals is duly rewarded.

“We have to offer a mix of onsite, e-learning and out-of-hours training to help employees achieve their learning goals. Fortunately, our consultants always want to learn something new and like to be challenged on an ongoing basis,” says director Paul Morgan.

2 Interns on the job
Decision Inc also runs a one-year intern programme designed to immerse talented candidates in the multiple technologies they implement. Interns start in our Client Services team, solving real client issues while learning technology on the job, and being overseen by senior support consultants.

The company then moves them to client sites as non-billable resources so they can acquire client site experience. During this process, they are required to undergo relevant technical certifications.

3 Ingenious Friday
Grant Theis, co-founder of free calls app trumpet, says: "Because of the base skills and knowledge that our engineers already have, and given the fundamental lack of specific IT training, learning and training is done primarily through peers, forums and general search. Where solutions and answers are not readily available, our experience has been to build it ourselves from first principles.

“The little time that our engineers have at their disposal has been allocated to what we call ‘Ingenious Friday’. Fridays are a time for our engineers to come up with left-field ideas and concepts that are, in the main, divorced from the core business. If staff members come up with something worth pursuing, we reward them handsomely.”

4 A 360-degree approach
"Training comes in many forms, but the key to successfully up-skilling employees lies in a 360-degree approach," says Premie Naicker, CEO of software distributor AIGS.

Soft skills are vital in any business, but Naicker says simple human touches are often overlooked in the IT sector.

“The need to get a project done, or to follow process, can result in a loss of focus on the human element. However, business is based on the interactions between people, so learning soft skills is as important as training employees in the specific areas required for them to fulfil their roles.”

5 Game-based learning
Skills development has long been in the province of dry, passive and disengaging training, according to Lize Monametsi, head of the game-based learning division at Aim. “People today need more than a ‘talking head’ and a projector to keep their attention and get them engaged. We need effective, interactive experiences that motivate and actively engage us in the learning process. This is where game-based learning comes in.”

Game-based learning is the ideal training solution for a number of reasons, she says. “For a start, IT people will have an almost automatic attraction to tech-based training, and good game-based learning applications can draw learners into virtual environments that look and feel familiar and relevant.”

Within an effective game-based learning environment, learners work towards a goal, choosing actions and experiencing the consequences of those actions along the way. They make mistakes in a risk-free setting; and through experimentation, actively learn and practise the right way to do things – without worrying about the system crashing. The virtual world is similar to strategy games such as SimCity and Civilization – complete with natural disasters and violent strikes. 

[Image]
ITWeb Training Guide rounds up some of the most interesting distributor AIGS.

Premie Naicker, CEO of software


tracey burrows

Training gets trendy

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