



Brainpower Solutions
"a journey to excellence"

**Brainpower Solutions
Company Profile
2022**





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COMPANY PROFILE

ABOUT BRAINPOWER SOLUTION (PTY) LTD

BRAINPOWER SOLUTIONS (PTY) LTD is a proudly South African and 100% black owned and managed company offering training solutions to organizations.

Established in 2004, Brainpower Solutions has trained extensively with both small and large organizations, and have become one of the country's most recognized training provider.

Our unique style and personal approach have led to us becoming the trainer of choice for many progressive businesses around the country. Brainpower Solutions has trained at all levels of business, including MD's and CEOs of some of the country's most influential businesses.

WHY BRAINPOWER SOLUTIONS?

Apart from being SETA accredited and aligned to unit standards, Brainpower will issue all competent candidates a nationally recognized qualification, a return of investment (ROI) for the employer and a guarantee that all trained personnel are productive and efficient.

PRE-ASSESSMENT

We provide pre-assessment through communication with relevant managers to ensure that candidates meet the pre-requisite for the workshops.

OUR VISION

To provide the highest quality, cost effective and SETA recognize training and qualifications.

OUR MISSION

Is to have graduates of our programmes with the best records of any other competitor in South Africa and to exploit that reputation to create greater market share.



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LEARNERSHIPS

The plague of business today is a shortage of a qualified recruit and an incentivized recruitment pool. A lack of sufficient skill and knowledge results in high staff turnover for many companies across South Africa. Many companies trading today, are not aware of the benefits of Learnerships or even what such skills and development programmes are?

A learnership is a work-based learning programme that leads to an NQF registered qualification. Learnerships are, by their nature, very similar to apprenticeships offering a nationally recognized qualification through a workplace – and classroom-based learning programme.

Brainpower Solutions offers the following learnerships.

Business Administration	Accreditation: ID 61595, NQF Level 4, Credits 140
Generic Management	Accreditation: ID 57712, NQF Level 4, Credits 150
Contact Centre Operations:	Accreditation: ID 71489, NQF Level 4, Credits 136
Project Management:	Accreditation: ID 50080, NQF Level 4, Credits 136
Hospitality Reception:	Accreditation: ID 64469, NQF Level 4, Credits 126
End-User Computing:	Accreditation: ID 61591, NQF Level 3, Credits 130

THE BENEFITS OF RUNNING A LEARNERSHIP:

- ✓ **Building Your Own Talent pipeline has the Advantage** - Hiring and training inexperienced people give you the advantage that they can be molded to fit into your organization.
- ✓ **Well-trained:** The programme is designed to ensure that classroom training is also applied in practice. The learners possess not only business interaction skills but also a wide range of soft and academic skills that provide a solid base for the learners to grow into more demanding positions as time passes.
- ✓ **Cost Savings - Salaries:** Learners are willing to work for less as they value the opportunity of gaining workplace experience.
- ✓ **Tax-break:** If your company decides to enroll the learners on a Learnership, government offers a tax break of up to R60 000 for able-bodied learners, which at a tax rate of 28% is a saving of R16 800.
- ✓ **Making a contribution** - Professionalizing the industry: In the long term, the only way to address the current skills shortage is for companies to make a contribution to growing the skills pool of the industry. Training within the current National Qualifications Framework (NQF) provides clear standards that help to improve the quality of learning.



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COMPUTER SKILLS

In Class or Virtual, whether you are new to computers or view yourself as intermediate, advanced, even expert. Brainpower Solutions cater for all levels of computer learning and development. Our unique style of training allows candidates to apply acquired skills from day 1, All classroom room exercises and sample files simulate real life office issues and solutions.

We also customized all our workshops to meet specific learning objectives.

Jump start your computer skills TODAY.

- End User Computing
- Computer Fundamentals
- Introduction to Computers
- Microsoft Office Productivity Pack
- Microsoft Excel (All levels)
- Microsoft Pivot Tables
- Microsoft Power Pivot
- Microsoft Power Query
- Microsoft Power BI
- Microsoft Excel Dashboards
- Microsoft Outlook (Emails)
- All SharePoint Courses
- Dashboards using PowerPoint and Excel
- Microsoft Excel VBA Macros
- Microsoft Excel Charts
- Microsoft Word
- Microsoft PowerPoint (All levels)
- Microsoft Access
- Microsoft Project Management
- ZOOM TEAMS WEBEX
- Microsoft Excel Superuser
- Microsoft Excel on Steroid

All candidates receive digital learning videos, notes and post training support via telephone and email.



Google Meet



Cisco Webex



Microsoft Teams



Skype



Zoom



GoToMeeting



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BUSINESS AND SOFT SKILLS

HR DEVELOPMENT

- Conducting Effective Disciplinary Hearings.
- Conducting Effective Performance Reviews.
- Effective Communication Skills.
- Effective Time Management.
- Effective Minute Taking.
- Conflict Management.
- Orientation Handbook - Getting New Employees Off to a Good Start.
- Emotional Intelligence.
- Cultural Diversity.
- Hiring Smart – Behavioral Interviewing Techniques.
- HR for Non – HR Managers.

MANAGEMENT AND LEADERSHIP

- Leading and Motivating a Team.
- Role of a Manager.
- Managers as Leaders.
- Managing People - Labour Legislation.
- Problem Solving – Root cause analysis.
- Manage Workplace Relationships.
- Coaching and Mentoring / Talent Management.
- Delegation - The Art of Delegating Effectively.
- Contact Centre Management.
- Empowering Employees to Achieve Organizational Effectiveness.
- Stress Management

COMMUNICATION AND CUSTOMER SERVICE

- Oral Communication in the Workplace.
- Telephone Etiquette.
- Call Centre Agent
- Call Centre Management
- Customer Service and Care.
- Negotiation Skills.
- Sales and Marketing.
- The Ultimate PA.
- Anger Management - Understanding Anger-Yours and Others.



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BUSINESS AND SOFT SKILLS

MANAGEMENT AND TEAMS

- The ABCs of Supervising Others.
- The Professional Supervisor.
- Supervising a Team.
- Office Administration.
- Customer Service
- Managing Administration Records.
- Professional Business Behavior.
- The Art of Delegation

SUPPLY CHAIN MANAGEMENT (SCM)

- Introduction to Supply Chain Management.
- SCM Principles and Concepts.
- Inventory Management – Nuts and Bolts
- Production, Stock Control.
- Distribution, Process and Strategic Planning.
- Dealing with Stock and Fixed Assets.
- Material and Logistics.
- Dealing with Service Providers
- Comply with Organizational Ethics and Prevent Fraud.
- Financing and Cost Management.
- Building Professional Business Relationships.

PROJECT MANAGEMENT

- Introduction to Project Management.
- Implement project administration processes according to requirements.
- Plan, Organize and Support Project Meetings and Workshops
- Project Management Administration Control.
- Financing and Cost Management.
- Develop a Simple Schedule to Facilitate Effective Project execution

HOSPITALITY RECEPTION

- Maintain a secure working environment.
- Maintain the receipt, storage and issue of goods
- Maintain practices and procedures for handling cash/cash equivalents
- Control and Order Stock
- Contribute to the Identification of short-term Supply Needs
- Maintain the Cleaning Programme for own Area of Responsibility
- Write/Present/Sign for a wide range of contexts



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