



MEDSHIELD

medical scheme

18 April 2018

REFERENCE: MENTORING TRAINING

We appointed STEP AHEAD ACADEMY in August 2017 to deliver Mentoring Training to our employees. The entire training process was exceptional. The process included the following:

- Pre training surveys – to conduct audience analysis and base knowledge of the delegates
- 2 Day training – the course was interactive, comprehensive and facilitator had a dynamic approach which kept the delegates interested.
- Administration of POEs – the delegates were provided time to integrate their learning in the workplace, where understanding and application of theoretical and practical activities was demonstrated. Communication and all required SETA accreditation philosophy was followed and our delegates were provided with adequate support to pass the module.
- Certification – handled remarkably and in reasonable time
- Impact Assessment – post training surveys were conducted, 6 months after the training to determine the impact of the training.

This training session was outstanding and exceeded our expectations as an organization.

We have found the service provider to be very professional and dedicated and we would definitely use the services of STEP AHEAD ACADEMY again in the near future should the need arise.

Yours Sincerely,

Lindi Makgato

Manager: Learning & Development