



TRAINING OVERVIEW

This is an abbreviated document. Please contact us to discuss your specific training requirements for your company and individuals.

Introduction

As a public company, Mustek / MST fully conforms to the standards and requirements specified by ISO, PSIRA, OSH, POPI and the National Key Point Act.

Accreditation & Additional Information

- Private Security Industry Regulatory Authority (PSIRA)
- ISO 9001 - (Quality)
- ISO 14001 - (Environmental)
- ISO 45001 - (Occupational Health and Safety)
- SASSETA Full Accreditation - (Training)

We only make use of subject matter experts within the training fields which are all registered with SASSETA as facilitators, assessors, or moderators to always ensure full compliance with SASSETA. Our full accreditation number with SASSETA is 161999692525.

MST training can take place at various MUSTEK venues in South Africa, while the more advanced levels take place at MST Head Office in Midrand Johannesburg and in some cases overseas.

MST is an accredited provider with SASSETA and all training material, where applicable is SASSETA Certified.

MST promotes a culture of ongoing learning which facilitates opportunities of skills transfer and development for all.

As part of our training the following functions can be included as part of the training and development strategy:

- Site-specific Skills Audits to be conducted bi-annually
- Tailor made advanced level training material can be developed and utilised
- All training, where applicable is accredited with SASSETA
- Integrated process between workplace requirements, procedures and needs
- All security personnel can acquire basic computer skills
- Skills Development Process over a three-year period to obtain Qualification 58577: General Security Practices, which ensures that we also focus on scares and critical skills in South Africa. Furthermore, this ensures that all training is standardised with regards to the security personnel
- All training sessions include Practical Workplace Assessment as part of the full process
- Learner repetition and consistency checks are done – all training focus on outcomes based continuous assessment
- Full system user training is included with both theoretical and practical training
- Four onsite support visits per year can be included
- All training is outcomes-based education and training, which is beneficial for all parties involved as the employee acquire the necessary knowledge requirements, skills components and value attributes needed in the workplace

Training

Comprehensive training on Control Room Systems is essential. Basic Security Skills training is implemented & integrated with the training.

The following areas of training are deemed as crucial:

- **Communication Skills:** The increasing diversity of today's workforce brings a wide variety of languages and customs. It is important to ensure that sufficient communication methodologies are implemented in the workplace.
- **Basic Computer skills:** Computer skills are becoming a necessity for conducting administrative and office tasks.
- **Customer service:** Increased competition in today's global marketplace makes it critical that employees understand and meet the needs of customers.

- **Time Management:** Ensuring productivity at all times.
- **Diversity Programme:** Different perspectives and views, and includes techniques to value diversity
- **Ethics:** Today's society has increasing expectations about corporate social responsibility. Also, today's diverse workforce brings a wide variety of values and morals to the workplace. This module will assist that all personnel are familiar with their standard operating procedures in the workplace.
- **Human relations:** Includes conflict management.
- **Safety:** Safety training is critical where working with heavy equipment, hazardous chemicals, repetitive activities, etc., but can also be useful with practical advice for avoiding incidents and accidents in the workplace.

All learners will receive an accredited certificate presented by SASSETA for unit standard modules completed if found to be competent.

Training per student level:

Basic Aptitude & Psychometric Screening – Introductory Module

- Student screening – Aptitude test to ensure the learner meets the minimum requirements.
- Psychometric Evaluation which can be tailor-made specific to the job profile.
- Includes verbal and numerical abstract.

PSIRA Compliance and Certification:

- PSIRA Grade E to C certification & registration
 - Ensure full compliance with legislation at all times
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Additional Courses

- Basic Control Room Functions and Training
 - Predictive analytics & Body Language
 - Control Room Methodology programme for both operators and supervisors
 - Coaching & Mentoring for the Supervisors will be advisable
 - Basic Computer Training
 - Responding to emergency situations and evacuation procedures
 - Responding to a medical emergency – First Aid Level 1
 - Responding to emergencies – Firefighting Training in the workplace
 - Product Specific Training to equipment utilization in the control room
 - System Specific Training
 - Facial Recognition compilation training
 - General Court video evidence packs
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Technical training:

- Induction Course
- Introduction to CCTV
- Basic CCTV
- Advanced CCTV
- Introduction to Access Control
- Basic Access Control
- Rotakin Training

Product Specific Training:

- CCTV Products
- PSIM
- Control Room Outlay and Equipment Specification Training
- Server
- Storage
- Network
- Communications
- Microwave
- Rotakin
- Data Archiving
- Software
- International Training Options (System Engineers)
- Train the Trainer
- Coaching & Mentoring

National Certificate: General Security Practices: Qualification 58577

Unit standard modules can either be done as individual modular training or it can be done in order for the learner to obtain the full qualification in security practices.

Our suggestion for implementing the training would be the following:

- Theoretical & Practical Training Workshop Sessions to be planned according to clientele needs
- Practical Workplace Assessment to be conducted by a subject matter expert to determine minimum requirements are met before training will commence
- Basic Aptitude, Psychometric Evaluations and Induction to be conducted at the start of the course
- Learners to be scheduled according to notional hours/ days requirements from the SETA for training sessions per module to ensure progressive training is implemented in order to enhance the knowledge, skills and value of an employee

Minimum Requirements – Specific Skills:

Students who wish to enrol for training need to meet specific tertiary requirements. Please contact us for details.

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