

2017

UNIVERSITY OF SWAZILAND

Consultancy & Training Centre Profile

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CONSULTANCY AND TRAINING CENTRE
University of Swaziland
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UNISWA Consultancy & Training Centre (CTC) - Profile

BACKGROUND:

Consultancy and Training Centre (CTC) at the University of Swaziland (UNISWA) is the consultancy and training centre based upon business principles, serving and facilitating all UNISWA faculties. CTC was established by the University Council on 1 June 2000. The main objective of CTC is to design and/or carry out the following activities:

- Contract research
- Client-driven consultancy and training
- Professional short courses
- Training needs assessment for clients
- Formulation of human development plans
- Client-driven workshops and seminars
- Feasibility studies
- Training materials development and publishing
- Customer tailored courses for entrepreneurship and self-employment
- Corporate governance
- Strategic planning and human resource management
- Leadership and basic management
- Economic and social surveys and;
- Information and Communication Technology development among a few

CTC's is aimed at satisfying the consultancy, contract research and training needs of Swazi companies and organizations in a practice oriented way. Its core activity is knowledge transfer, dealing with all aspects of society to serve the Swazi society and beyond, given UNISWA's accumulated knowledge and expertise. CTC's establishment is focused on developing UNISWA's commercial outreach functions, taken into account its mission: *To contribute to the development of Swaziland by providing quality skills training and consultancy services to government, non-governmental organizations, development partners, institutions, parastatal organizations, private sector companies and individuals.*

VISION

To provide quality consultancy and training services in Swaziland and beyond.

MISSION

To contribute to the development of Swaziland by providing quality skills training and consultancy services to government, development partners, non-governmental organizations, parastatal organizations, private sector companies and individuals.

CORE VALUES

Ethics

Commitment

Confidentiality

Value for money

Strategic partnerships

Clientele satisfaction

OBJECTIVES

- i. Meet consultancy and training needs of clients.
- ii. Initiate and enhance stronger linkages between UNISWA, government, non-governmental organizations, and parastatal organizations, private sector and individuals.
- iii. Provide an opportunity for UNISWA staff and clients to interact, network and share skills, knowledge and experience.
- iv. Generate income with a view to augmenting the financial resources of UNISWA.
- v. Provide an opportunity for staff to enhance their expertise by integrating theory and practice.
- vi. Provide a data base for the pool of professional expertise.
- vii. Provide top quality consultancy and training services to satisfy clients.
- viii. Develop a flexible action oriented culture.

- ix. Conduct short term training courses including customized courses.

EXPERIENCE IN CONSULTANCY & TRAINING SERVICES AS A CENTRE

- **National Governance Assessment Project** – September 2002 commissioned by the Commission for Africa (ECA).
- **National Skills Survey**, including a stakeholder workshop 2002-2003 commissioned by the Ministry of Public Service and Information.
- **Service Delivery Survey** 2003 contracted tender by the Ministry of Public Service and Information through (PSMP).
- **National Health Survey** commissioned by World Health Organization (WHO) 2002-2003.
- **NERCHA Communication Strategy: Situation analysis** only 2004.
- **HIV/AIDS and Culture Study** commissioned by United Nations Development Programme (UNDP), 2002-2003.
- **ACCA Centre**: training of candidates enrolled in ACCA programme from 2001-2005.
- **Family Health International (FHI) Project: Monitoring and Evaluation** of Bristol Myers Squibb Programme on HIV/AIDS and Anti-retroviral drugs 2004-2006.
- **SPTC Management Skills Project**, training of supervisors on management.
- **Capitation Project** commissioned by the Ministry of Education & Training, halted.
- **Needs assessment** for the establishment of Swazi bank, Siphofaneni branch, 2007.
- **Mbabane City Council Record Management System Development**, commissioned by Mbabane City Council, Swaziland.
- **Development Practice Project** commissioned by the Coordinating Assembly of Non-Governmental Organizations (CANGO).

- **Capacity Building and HIV/AIDS Mainstreaming**, commissioned by United Nations Development Programme (UNDP), 2010
- **Eco-water Market Survey**, Swaziland Water Services Corporation (SWSC), March 2012.
- **Short course in Horticulture Crops Productions and Approaches to Rural Development and Extension**, commissioned by International Relief Development (IRD) January-February 2012.
- **Project Evaluation**, International Relief Development (IRD).
- **Strengthening National and Local Governance Institutions** for effective service delivery, funded by United Nations Development Programme (UNDP) 2011/2012
- **Strategic Plan Workshop**, Tisuka TakaNgwane, 2012
- **Networking Academy**: CISCO Systems ongoing to date 2013
- **Mondeléz Junior Management Program**, 12 April-12 July 2013
- **Organizational Development Training for Youth Service & Youth Led Organizations**, commissioned by Lusweti & UNFPA at Lugogo Sun Hotel 13-17 May 2013
- **Corporate Governance & Financial Management Refresher Training** for SNPF Board of Directors & Management, Aventura Resorts, Badplaas South Africa 27-28 May 2013
- **Organizational Development Training for Youth Clubs & Associations Chairpersons**, commissioned by Lusweti & UNFPA at Golden Guest House, Nhlngano 17-19 June 2013
- **Consultancy services for the Development of a Gender, HIV and Gender Based Violence Supplement to the HIV Prevention Toolkit** commissioned by Lusweti & UNFPA June-July 2013
- **Development of Swaziland National Youth Council (SNYC) Strategic Plan, Organizational structure and performance contracts for key personnel** commissioned by SNYC Board, August 2013 contract not renewed.
- **Data collection, Analysis and Interpretation and Conducting surveys** Training Workshop commissioned by UNFPA 8-9 August, 2013

- **Compilation of a Report on the Land Question** commissioned by Swaziland Border Restoration Committee August-September 2013
- **In-depth Analysis of Household Survey & Training to produce Policy Briefs** commissioned by UNFPA August-October 2013
- **Development of the Police Health Policy & Strategic Plan 2013-2018** commissioned by Royal Swaziland Police Services (RSPS) October 2013- March 2014
- **Technical Support for National Economist on macroeconomic policies and trends and relevant linkages to United Nations Development Programmes.** Commissioned by UNDP 4 November-31 December 2013
- **Business Start-up Training Workshop for Matsapha Youth Small and Medium Entrepreneurs (SMMEs)** at Matsapha Municipality Council, coordinated by the Entrepreneurship Business Development Centre (EBDC) 24-28 March 2014.
- **Sensitization Workshop on Personal Finance Management** for LUSIP and KDDP Executives and membership commissioned by Micro- Finance Unit (MFU) Esibayeni Lodge, Matsapha 24-27 March 2014.
- **Basic Training on Word, Excel, Powerpoint and Outlook** commissioned and facilitated by Corability Swaziland 25-27 March 2014.
- **Supervisory Development Program Training** for Swaziland Electricity Company (SEC) commissioned by SEC 13-19 July 2014
- **Retirement Preparedness Training** for University of Swaziland Staff at the Main Conference Room, UNISWA Kwaluseni 21st August 2014
- **Change Management Training** for Municipal Council of Manzini (MCM) Councilors, Senior Management, Management, Professional and Support Staff commissioned by MCM 16th -25th November 2014.
- **Negotiation team on negotiation skills training** for Municipal Council of Manzini management commissioned by MCM 7th November 2014.

- **Basic Accumulation and Interpretation of Financial Information Training**, IDE Lecture Theatre Kwaluseni Campus commissioned by SWADE, Training 19th -23rd January 2015
- **Retirement Preparedness Training** for University of Swaziland Staff, New Wing Refectory 25th February 2015
- **Refresher Training on Performance Management System (PMS)** for Swaziland National Provident Fund (SNPF) Staff, at SEC Lecture Room commissioned by SNPF Management 23rd-28th March 2015.
- **Refresher Training on Strategic Plan Development** for UNISWA Strategic Plan Drafting Team, Library Conference Room 8th April 2015
- **Development of Swaziland National Sport and Recreation Council Strategic Plan 2015-2018**, including Stakeholder Consultation Meeting, **March – June 2015**
- **Change Management Training** for Swaziland National Provident Fund (Lidlelantfongeni) Change Champions Happy Valley Hotel Ezulwini **2-3 May 2015**
- **Change Management Training for Municipal Council of Manzini** Change Champions **Happy Valley Hotel Ezulwini 3-4 June 2015**
- **Supervisory Development and Management Programme**, facilitated by University of Swaziland Consultancy and Training Centre at SEC Lecture Room 2 Manzini Head Office **13 June - 19 July 2015**
- **Impact Assessment Survey of FINCORP services and products since inception**, research conducted by University of Swaziland Consultancy & Training Centre **February 2014- August 2015**
- **International Balanced Scorecard Certification Master Class**, for Private Sector Organisations facilitated by Balanced Scorecard Institute- Europe Middle East Africa (EMEA) Happy Valley Hotel Ezulwini. **7-9 July 2015**
- **International Balanced Scorecard Certification Master Class**, for UNISWA Management, Deans and Director and the Private Sector facilitated by Balanced Scorecard Institute- Europe Middle East Africa (EMEA) Royal Villas Zulwini. **1-2 October 2015.**
- **International Balanced Scorecard Certification Master Class**, for Senior Government officials facilitated by Balanced Scorecard Institute- Europe Middle East Africa (EMEA) Happy Valley Hotel Ezulwini.

- **Emotional Intelligence and Leadership Training** for Swaziland Post & Telecommunication Corporation Managers facilitated by UNISWA CTC at SPTC SCOT Training Centre **28-30 October 2015.**
- Training of the Municipal Council of Manzini Negotiation Team on Negotiation Skills for Municipal Council facilitated by Consultancy and Training Centre (CTC) of Manzini 7th November 2015.
- **MTN Early Talent Development Program ‘Umtsentsse’ Graduate in Training (GIT)** Partnership between University of Swaziland and MTN Swaziland facilitated by Consultancy and Training Centre (CTC).
- **Supervisory Development Program for Swaziland Electricity Company Managers and Supervisors** facilitated by Consultancy and Training Centre (CTC) 3rd July 2015 -28th August 2015 plus three months practical sessions in the workplace. Courses offered included- effective communication, performance management, finance for non-finance managers, stress management and employee relations and industrial relations.
- **Enterprise Risk Management & Business Continuity Management for SPPRA Senior Managers** facilitated by Consultancy and Training Centre (CTC) at Royal Swazi Sun Hotel **9-11 March 2016.**
- **Awarded a tender for the Development of a National Aviation Policy and Regulations for Air Transport Services** facilitated by Consultancy and Training Centre (CTC) funded by COMESA and coordinated by SWACAA **October -November 2016.**
- **Leadership and Change Management Training** for Jubukweni Business Community commissioned by Micro finance Unit (MFU) Bethel court 10-11 February 2016
- **Provision of Rappartoire services for the production of the National Transport Dialogue** themed ‘Sustainable Cross Border trade for regional Economic Integration held at the Royal Swazi Sun Convention Centre **24-25 February 2016.**
- **Health Services Management Training for Ministry of Health Senior Administrators** co-facilitated by Afya Health Management Associates (AHMA) and Consultancy and Training Centre (CTC) **15-18 March 2016.**
- **Understanding Leadership and the Role of a Leader for Federation of Swaziland Employees & Chamber of Commerce Member companies** Consultancy and Training Centre (CTC) **22-23 March 2016.**

- **Supervisory Development Program in Aviation, for Swaziland Civil Aviation Authority (SWACAA) Employees 16** facilitated by Consultancy and Training Centre (CTC) **3rd June 2016-23 August 2016**. Courses offered included- effective communication, project planning and management, performance management, finance for non-finance managers, stress management and employee relations and industrial relations
- **Supervisory Development Program for Maloma Colliery Limited Senior Managers** facilitated by Consultancy and Training Centre (CTC) 9 September – 5 November 2016
- **Awarded a tender for Post Loan Basic Business Management Training and the Development of Mentoring and Coaching of Small and Medium Entrepreneurs in Swaziland (Pilot Project)** funded by IFAD and coordinated by the Micro Finance unit (MFU) September to November 2016.
- **Development of a National Aviation Policy and Regulations** commissioned by the Ministry of Commerce Industry and Trade for Swaziland Civil Aviation Authority (SWACAA) September-16 December 2016.
- **Post Loan Basic Business Training for Small and Medium Entrepreneurs** on project management, planning, budgeting, business leadership, taxation, human resources and compliance: (Group I) 4th-6th October 2016 Mountain Inn Hotel and (Group II) 11th -12th October 2016 Esibayeni Lodge Matsapha.
- **Customer Care Training for 60 employees of TRENCOR Investments** with franchise from *Futis*, Shamrock Butchery and Trencor Warehouse, facilitated by the Consultancy and Training Centre (CTC) 13th October-19th October 2016.
- **Customer Excellency Training for Swaziland Post and Tele-Communications Corporation (SPTC)** Supervisors at SPTC Training Centre, Mbabane 6th-9th February 2017.
- **Micro Finance Unit Post-Loan Business Management Training, Mentoring and Coaching** Stakeholder Report Presentation, Expo and Certification, Happy Valley Hotel 28th March 2017
- **Basic Leadership and Management Certificate** Training, 15th – 17th May 2017 UNISWA Kwaluseni Campus Institute of Distance Education (IDE) Seminar Room
- **Marketing and Sales Management Certificate** Training 12th – 16th June 2017 UNISWA Kwaluseni Campus Institute of Distance Education (IDE) Seminar Room