

# CLOSE THE GAP

2021



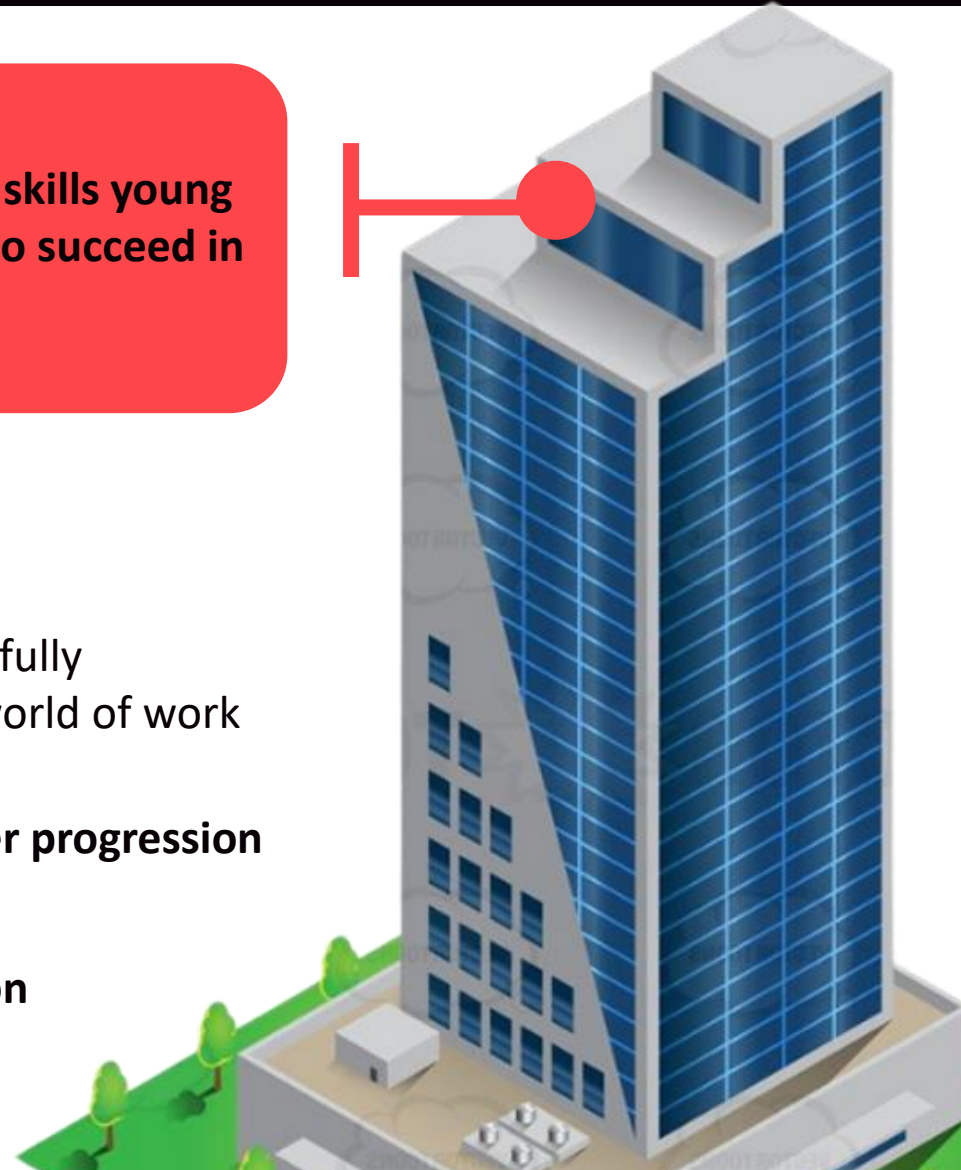
# # What is “the gap” and why do we need to close it?



The misalignment between the skills young people have and those needed to succeed in the workplace

## Why we need to close it?

- To enable young people to successfully **transition and integrate** into the world of work
- To maximise **job success and career progression**
- And to improve employee **retention**





# How can we close the gap?

Successfully integrating young people into the world of work

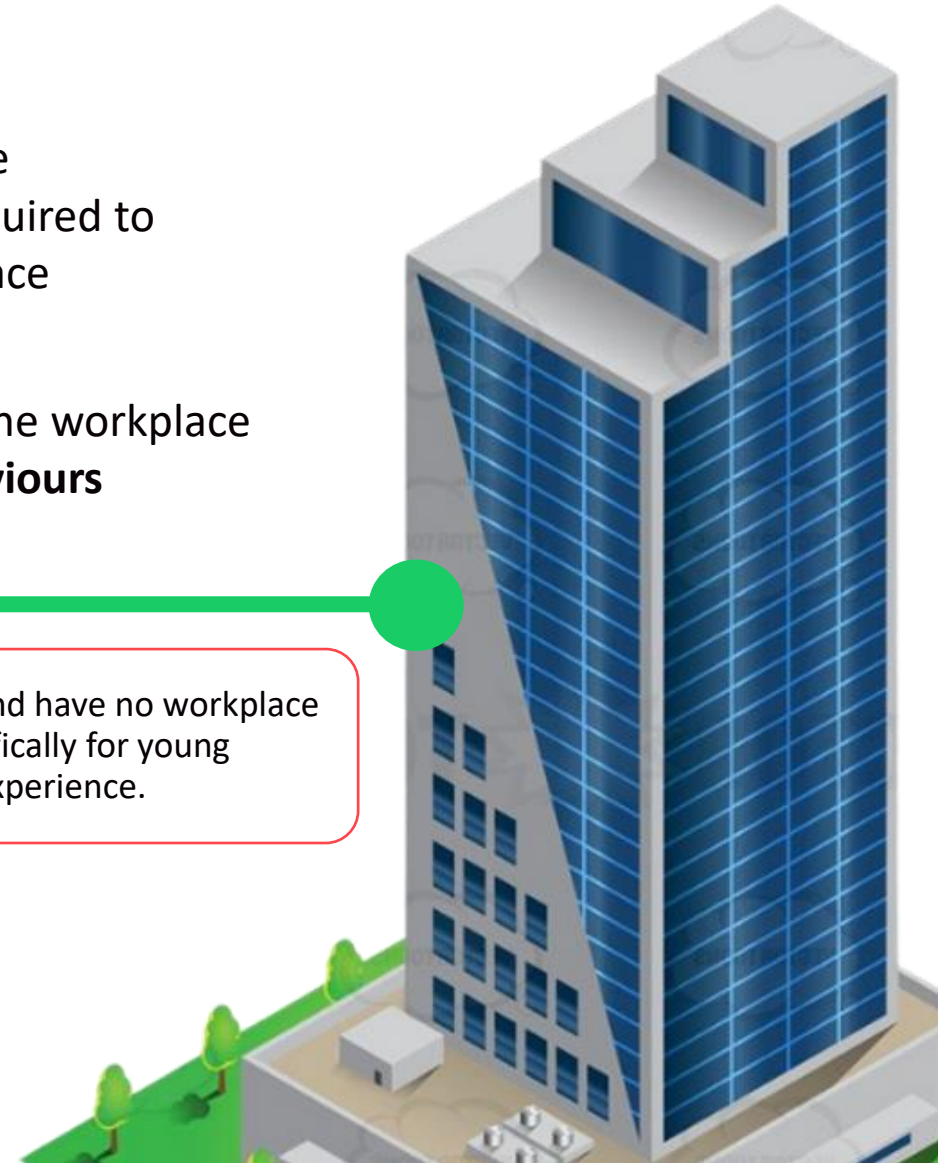


Equip work-seekers with the **competencies and skills** required to be successful in the workplace

Socialise young people for the workplace and instil appropriate **behaviours**

Many young people have never had a job or and have no workplace experience. This programme is designed specifically for young people who have not had any or much work experience.

Those with extensive work experience may already be familiar with the behaviours and skills explained during this course and therefore may not benefit as much. Work experience is the best teacher.





# From Scale to Systems Change

Evolving to remove barriers in our system to create more opportunities for all

## THE PROBLEM



Millions of young women and men with no line of sight to opportunities

## OUR FIRST 10 YEARS



Giving thousands of young people a 'leg-up' to see and access opportunities

## THE NEXT 10 YEARS



Removing barriers for all to create more opportunities

# 3 MILLION

YOUNG SOUTH AFRICANS





# Our evolving 'Close the Gap' model

From the Harambee in-person model to an insourced hybrid model

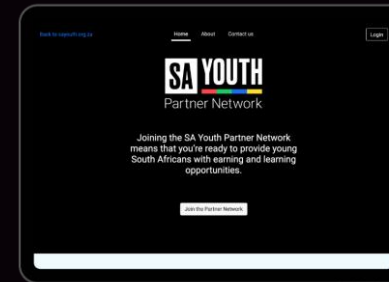
## Our 10-year track record

- Full time in-house face-to-face interventions
- Hosted by Harambee on behalf of employers
- But posed barriers to scale e.g. time, cost, travel and labour intensive



## The future

- In partnership with the Presidential Youth Employment Intervention, we aim to link all young people to basic online work-seeker support, opportunities and make more young people available to the economy
- **Plus** we will enable and empower employers to run 'Close the Gap' interventions themselves



PRESIDENTIAL  
YOUTH  
EMPLOYMENT  
INTERVENTION



# Our new 'Close the Gap' Solution

## The benefits for employer partners



Empower employers to run the Close the Gap interventions themselves

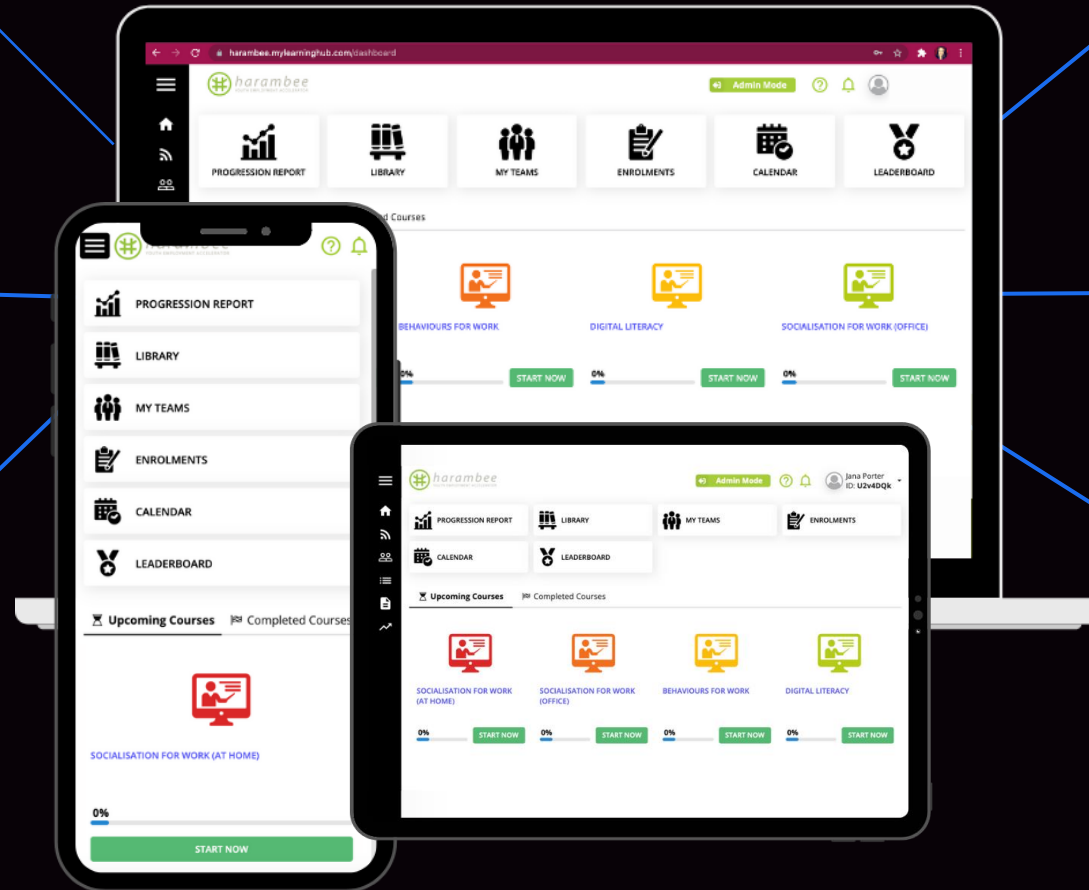
Allows young people to access content from their smart phones or on computers at the office of the employer partner

Builds employability and productivity managed in a self-paced way

Employers can choose the modules that close the gap for their unique work environment

Low touch, low-cost training modules

Successfully proven content practically developed by experts over 10 years





# How the 'Close the Gap' intervention works

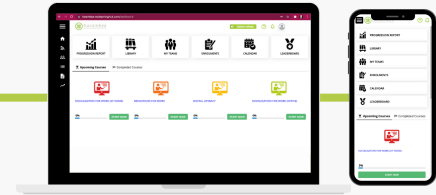
Equipping you to prepare young people for your unique workplace



Employer **selects modules** that close the gap for their **unique work environment**



Employer nominates **in-house facilitator** or 3<sup>rd</sup> party training provider and is **given training**



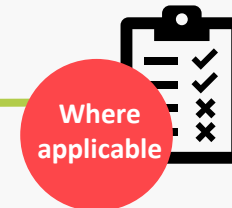
Content is on an online **learning management platform**. Accessed via smart phones or computers at employer's offices.



**Pre-assessment** gauges young person's level of knowledge prior to commencing



Each module takes **4 to 5 days to complete**  
If all 5 modules are chosen, the learner will embark on a 5-week learning journey



**Post-assessment** gauges knowledge obtained at the end of the module







# Close the Gap modules

Select the modules for your unique work environment

Free of charge

Paid for\*



## Behaviours for Work

**Duration:** 5 full days

**Content:** Learn critical behaviours for success in the workplace i.e. Growth mindset, Goal Setting and Perseverance, Self-discipline, Positive attitude.

**Type:** 80% online and 20% face to face

**Access:** Computer or cell phone and in-person



## Socialisation for Work

**Duration:** 4 full days

**Content:** Effectively navigate their way through the complex world of work. Understanding the work environment and how to handle working with peers, managers, and customers.

**Type:** 85% online and 15% face to face

**Access:** Computer or cell phone and in-person



## Digital Literacy

**Duration:** 4 full days

**Content:** Basic digital literacy skills incl. using email & the internet, Microsoft Word and typing

**Type:** 100% online with practical exercises

**Access:** Computer or cell phone



## English Acceleration

**Duration:** 5 full days

**Content:** Improving English speaking ability including listening, reading and writing

**Type:** 50% online and 50% face to face

**Access:** Computer or cell phone and in-person



## Problem Solving

**Duration:** 4 full days

**Content:** Applying problem solving techniques in the workplace through analytical thinking. Use and create numbers, graphs, and tables to organise, locate and interpret information

**Type:** 85% online and 15% face to face facilitation

**Access:** Computer or cell phone and in-person

\*Employer will be invoiced directly by Aprolab.

Behaviour-based

Functional competencies

If all 5 modules are chosen, the learner will embark on a 5-week learning journey



# Behaviours for Work

Equipping work-seekers with the behaviours they need for success in the workplace



**Content:** Learn critical behaviours for success in the workplace i.e.

**Growth mindset:**

The belief that you are in control of your own ability to continuously learn and improve yourself, which is the key to success. It is having that underlying belief that you are in control of your own destiny.

**Goal Setting and Perseverance:**

Is about learning how to set conscious goals for yourself. These goals are set, while being guided by the Wish /Outcome /Obstacle / Plan (WOOP) method. It is important to set goals but equally as important, setting goals that you can achieve and be willing to persevere even through setbacks.

**Self-discipline:**

Is about managing and controlling your own actions, thoughts, and emotions at work. Self-discipline covers two topics on Punctuality and Attendance at work. Young people should have the discipline to manage punctuality and attendance at work and be able to complete all tasks timeously.

**Positive attitude:**

Is the ability to remain hopeful, to manage my energy & enthusiasm when times are tough. The ability to turn negative moments in our lives into opportunities to learn and grow. Our young people also learn how to maintain their energy and remain curious at work

Allow at least 10 hours of face to face or virtual live lessons per week (2 hours a day over 5 days)



**Free of charge**



**Behaviour-based**



**Duration:**  
5 full days



**Type:**  
80% online  
20% face to face



**Access:**  
Computer or  
cell phone  
and in-person



# Socialisation for Work

Learning how to effectively navigate in the workplace



## Content:

Socialisation for work is designed to help a young person or first-time work seeker to effectively navigate their way through the complex, exciting and sometimes daunting world of work. It helps a work seeker better understand the work environment and how to handle working with peers, managers, and customers.



**Free of charge**



**Behaviour-based**



## Duration:

4 full days



## Type:

85% online and  
15% face to face



## Access:

Computer or  
cell phone  
and in-person

Allow at least 10 hours of face to face or virtual live lessons per week (2 hours a day over 5 days)



# Digital Literacy

Basic digital literacy skills for the workplace



## Content:

Digital Literacy is an interactive and practical module designed to refresh the young person's current understanding of basic digital literacy and to also introduce additional digital literacy skills in a simple, clear, and informative way. It covers using email, using the Internet, Microsoft Word and Typing to ensure a young person is ready for work.



**Free of charge**



**Functional competency**



## Duration:

4 full days



## Type:

100% online with practical exercises



## Access:

Computer or cell phone

Allow at least 10 hours of face to face or virtual live lessons per week (2 hours a day over 5 days)



# English Acceleration

Practical spoken English skills for the workplace



## Content:

English is critical for success in the workplace. In this program, work seekers will be assisted with improving their English skills, with a specific focus on improving their spoken English. While focusing on spoken, it does address all 4 elements of the English language, speaking, listening, reading and writing. This is underpinned by a goal setting methodology to entrench these habits. The module is practical, giving candidates opportunity to practice their oral skills through videos and audios and immerse themselves in the English language and improve their speaking ability. It takes 5 days to complete and is 50% practical activities on listening and speaking and 50% computer or mobile phone engagement on reading and writing.



**Free of charge**



**Functional competency**



## Duration:

5 full days



## Type:

50% online

50% face to face



## Access:

Computer or  
cell phone  
and in-person

Allow at least 10 hours of face to face or virtual live lessons per week (2 hours a day over 5 days)



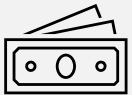
# Problem Solving

Unlocking analytical thinking to solve problems in the workplace



## Content:

Our young people are empowered with the necessary skills for applying problem solving techniques in the various contexts of the world of work through applying analytical thinking. The young person will learn how to use numbers, graphs, and tables to make things simpler at work and in everyday life. The module covers topics such as organising information in tabular form, locating information from a mass of other data and interpreting it, re-working data, determining causes and effect, and working with and creating graphs and charts. The young person also does 3 end-of-day lesson assessments, which are intended to check the young person's understanding of the content covered on that day.



**Cost:** Problem Solving is covered through a module call "Coglab" created by a 3rd party provider, Arolab. The course comes at a cost per learner and the employer will be invoiced directly by Arolab.



Allow at least 10 hours of face to face or virtual live lessons per week (2 hours a day over 5 days)



**Paid for**



**Functional competency**



**Duration:**

4 full days



**Type:**

85% online

15% face to face



**Access:**

Computer or  
cell phone  
and in-person



# Train-the-trainer and facilitators

Empowering employers as part of our journey to scale

## Your time commitment:

### Week 1:

4 hours on Learner Management System  
Plus 2 hours on 1 module

### Week 2 - 5:

2 hours per module per week

Facilitators will be responsible for rolling out modules to learners, coaching and mentoring

Our goal is to **enable and empower** our employer partners to run the programme themselves and no longer rely on Harambee facilitators.

Employer selects **internal facilitators** or nominates 3rd party training providers

The trainers selected by the employer partner **do not need to be content experts or specialists** but rather will serve as guides and support to learners

Learning journeys will be mostly **self-directed** learning with low touch facilitation

We recommend **1 facilitator per group of 25 work-seekers**





# What makes a great trainer and facilitator?

## How to select the best fit for your organisation

**Relatable** and able to treat learners as **young professionals** and encourage independence

A **role model** of behaviours e.g. punctuality, honesty, attendance

**Committed to integrity** – fair, consistent and maintains personal boundaries

Maintains **good energy** and focus for the duration



**Open to knowledge** and suggestions learners bring and uses them to enhance learning

**Flexible** and adaptable

**Fully present** and guides learning rather than try to impart knowledge or expertise

Aware of **group dynamics** and drives **high performance and accountability**





# Design your own learning journey

Ensuring you are equipped to support young people to Close the Gap



Select whether online learning will be at the **learners' homes** or on **your premises**

Learners will require the following:

- ✓ **Headphones** to listen to videos/audios
- ✓ A **notebook** or journal to make note
- ✓ A pen or small **stationery pack**
- ✓ **Magazines** for vision boards

## If at home:

- ✓ A **data allowance**
- ✓ A **smart phone** Learners to have access to an **online meeting platform** on their phones such as Zoom or Microsoft Teams

## If at the office:

- ✓ A **computer** or laptop
- ✓ Flip chart and markers (for facilitators)



## A data allowance is essential if learners are at home:

A lot of the data used is due to online lessons on Zoom or Microsoft Teams as well as video and audio content.

We recommend about **5 gigs of data per module** or 20 gigs for all 5 modules.

It is far more cost effective to buy a larger bundle upfront rather than piece meal throughout the programme.