



Alliance Skills
DEVELOPMENT SERVICES



COMPANY PROFILE



TRAINING MINDS. TRANSFORMING MARKETS

WELCOME TO



Alliance Skills

DEVELOPMENT SERVICES

TRAINING MINDS. TRANSFORMING MARKETS

Welcome to Alliance Skills Development Services (Alliance Skills). We are a proudly South African training provider focused on empowering individuals and businesses through accredited learning and advisory solutions. Our commitment lies in shifting the way organisations grow by aligning training with real-world outcomes. With deep roots in the retail sector and beyond, we deliver programmes that build competence, drive compliance, and support long-term success. This profile offers a clear view of who we are, what we do, and how we help you unlock potential through knowledge.



TABLE OF CONTENT

01. About Us	02
02. Management & Team	04
03. Accreditations	08
04. Industries We Serve	09
05 Core Services	10
06. Accredited Training Programmes	16
07. Our Approach to Compliance	18
08. Why Choose Us	19
09. Clients	20

company

ABOUT US

Alliance Skills Development Services (Alliance Skills) is a leader in workforce training, development, and compliance support. Established in 2005, we have a clear mission: to cultivate skills that enable long-term economic participation for South Africa's workforce.

Our footprint spans across Gauteng, KwaZulu-Natal, and the Western Cape. This allows us to deliver services to clients in various industries, no matter where they are located.

We are 100 percent black female-owned, which reflects our core values and dedication to transformation. Our Level 1 B-BBEE status not only gives us a compliance edge but also showcases how we structure our operations, hire talent, and deliver our services.

Our approach is all about practicality. We collaborate closely with organisations to ensure that skills development aligns with tangible business outcomes. This encompasses accredited training, compliance planning, B-BBEE support, and Employment Equity support.

Since inception, we have successfully trained over 5,000 learners across entry-level and management programs. Additionally, we have assisted numerous businesses improve their scorecards and workforce planning to align with business and national priorities.

We firmly believe that skills development goes beyond just meeting statutory requirements; it is a vital growth strategy. Our aim is to make this strategy effective for all our business partners.

Our Commitment to Excellence

What sets us apart is our unwavering ethical standards and meticulous attention to detail. The Alliance Skills team is renowned for its ability to recommend innovative solutions, ensuring clients receive forward-thinking strategies tailored to their unique needs. At the core of our success lies clear and effective communication, fostering strong relationships that yield optimal results in every project we undertake.

By partnering with Alliance Skills, you are investing in transformative skills development, tailored business solutions, and a team dedicated to driving lasting impact.

Our Mission

Our mission is to drive measurable improvement in our clients' business performance through transformative training and development.

We deliver accredited programmes that ignite individual potential, while seamlessly aligning with workplace outcomes. By collaborating closely with our clients, we ensure every learning experience is tailored, relevant, and empowering, supported by ongoing guidance to embed skills where they matter most: on the job.

Our Vision

To be the most trusted and forward-thinking accredited training partner in the Wholesale and Retail Sector, delivering high-impact learning solutions that are methodical, innovative, and tailored to drive measurable results.

Our unwavering commitment to excellence and service ensures that every training strategy we design empowers organizations, elevates individual potential, and sets the benchmark for customer satisfaction and sector-wide success.

Our Values

Each of these values not only guides our daily actions but also fuels our collective journey toward transformative growth and success.

Honesty

We commit to facing every challenge head-on, operating with unwavering transparency, sincerity, and integrity.

Balance

We value a harmonious work-life integration that fuels creativity, resilience, and a sense of adventure throughout our journey.

Dedication

Our relentless hard work and passion define us, driving remarkable results and continuous improvement.

Extraordinary Performance

We strive to exceed expectations as a unified team, consistently delivering exceptional results and setting new benchmarks for excellence.

company

MANAGEMENT

Alliance Skills is led by a passionate and experienced team that brings a wealth of diversity to the organisation. We bring together deep expertise in skills development, retail operations, business process design, and compliance to create tailored solutions just for our clients. Our team's varied expertise and strong collaboration allow us to deliver innovative strategies that meet our clients unique business needs.

Raakshani Sing (CEO and Founder)

Raakshani Sing is the driving force behind Alliance Skills. With over two decade of experience in skills development, retail management, and business process design. She has both academic achievements with practical expertise. Raakshani holds advanced qualifications from higher institutions, including a Postgraduate Diploma in Business Management from the University of Reading and specialized training from the Massachusetts Institute of Technology (MIT). Her strategic vision and commitment to excellence fuel the growth of the company and the success of its clients.

Prior to Alliance Skills, Raakshani served several Sector Education and training authorities (SETAs), including developing MQAs first 5 Year Sector Skills Plan where she earned a reputation for her analytical thinking and leadership skills. With a passion for empowering women and promoting skills development, she founded Alliance Skills. Her ability to align training initiatives with client goals ensures a tangible impact, making her a reputable leader in the Wholesale and Retail training sector.





Sumaya Ebrahim – Operations Manager

Sumaya Ebrahim is the Office Manager at Alliance Skills, with over 25 years of extensive retail experience. She served as a Senior Store Manager at Mr Price Group from 2006 to 2022, where she honed her leadership and operational skills. Sumaya has completed multiple retail-focused programmes, including Generic Management, further enhancing her strategic and managerial expertise. She is a registered Facilitator, Assessor, and Moderator with the W&RSETA, making her a key asset in maintaining high standards across our training and administrative functions.



Jabulile Danisa – Training Manager

Jabulile Danisa is an experienced training manager with a strong background in Wholesale and Retail Operations. She has a vast hands-on retail experience, giving her a practical knowledge of frontline business needs. With over 13 years as a skills facilitator and assessor, Jabulile has led numerous training programmes that empower individuals and teams to thrive in the workplace. Her industry knowledge and proven ability to deliver impactful learning make her an integral part of the Alliance Skills team, driving quality and excellence across all training initiatives.

company **THE TEAM**

Our operations team is made up of over 15 skilled professionals, including Facilitators, Facilitator Assistants, Assessors, and Moderators. Collectively, they bring more than 150 years of combined experience in both retail and training. This team operates as a cohesive unit, ensuring efficient delivery of high-quality, client-focused services across all programmes.



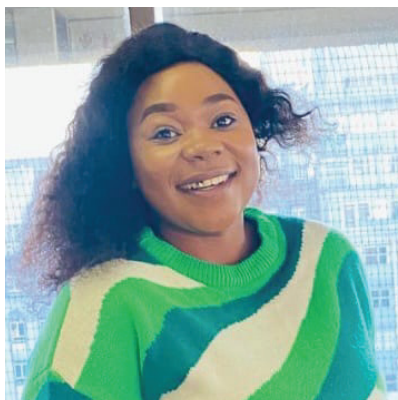
Wendy Govender – Facilitator

Wendy Govender has more than 25 years in the retail sector, most notably at Mr Price Home in Hillcrest, where she worked from September 2003 to March 2023. She has successfully completed the Generic Management Programme and holds various certifications in Health and Safety, First Aid, and Fire Fighting. Her rich industry experience, combined with her practical training skills, allows her to provide impactful and relevant learning experiences in the retail space.



Veni Naicker – Facilitator and Assessor

Veni Naicker is an experienced Facilitator, Assessor, and Moderator, with over 25 years in the retail sector, primarily through her roles at Mr Price and Miladys from 2008 to 2023. She has completed the Generic Management Programme and earned various certifications in Health and Safety, First Aid, and Fire Fighting. Her understanding of the industry, mixed with her training skills and dedication to empowering others, makes her a key player in developing confident and capable retail professionals.



Philiswa Majozi – Facilitator

Philiswa Majozi has spent over eight years working on her skills in retail, backed by a solid academic foundation. She holds a BTech in Management from Durban University of Technology and a Diploma in Business Management from Walter Sisulu University. With her ability to speak four languages, she excels in communicating and delivering training to diverse groups. Philiswa brings a wealth of knowledge and cultural understanding to each session, creating a welcoming and engaging atmosphere for learning.



Lucy Maistry – Administrator

Lucy Maistry is an Administrator at Alliance Skills with over 20 years of administrative experience and a strong foundation in retail operations. She has completed the Junior Management Programme as well as the SAGE Pastel Programme, equipping her with essential skills in financial systems. With 4 years of retail experience, Lucy ensures an efficient office operations and effective delivery of training programmes across the organisation.

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ACCREDITING ORGANISATIONS

Alliance Skills is accredited by the Wholesale and Retail Sector Education and Training Authority (W&RSETA), The Quality Council for Trades and Occupations (QCTO) and Higher Education & Training. They also guarantee that our learners receive recognised qualifications that add value in the workplace. Our commitment to compliance and excellence means that every course we offer is quality-assured, outcomes-based, and aligned with both sectoral and regulatory frameworks.



higher education
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REPUBLIC OF SOUTH AFRICA

industries

WE SERVE

Alliance Skills offers tailored training and consulting solutions across various industries. While we specialise in the Wholesale and Retail sector, our expertise also spans several key economic areas that depend on practical skills development and compliance excellence.

We work with clients of all sizes, from national brands to emerging businesses, to address their specific needs, ensure they meet regulatory standards, and enhance their workforce for long-term success. Our deep industry knowledge guarantees that every intervention is practical, relevant, and can be applied right away in the workplace.

We currently serve the following industries.

Wholesale and Retail

Our core focus. We deliver accredited qualifications and workplace training that align with sector needs and W&RSETA standards.

Cosmetics and Personal Care

Partnering with national beauty brands to train retail staff, enhance customer engagement, and improve sales techniques.

Manufacturing

Supporting operational excellence, safety compliance, and staff development within manufacturing environments.

Logistics and Supply Chain

Training store persons, stock controllers, and supervisors for efficiency and accountability.

Apparel and Footwear

Equipping retail floor staff and managers with the skills to boost brand presence and operational performance.

Food and Beverage

Providing frontline retail and stock control training tailored to perishables and compliance-heavy operations.

company

CORE SERVICES

At Alliance Skills, we offer a wide array of training, consulting, and compliance solutions that are crafted to adapt to the changing needs of businesses throughout South Africa. Our services are fully in sync with national skills legislation, including the Skills Development Act, Employment Equity Act, and the B-BBEE framework. Whether you're looking to boost workforce skills, comply with regulations, or improve operational efficiency, our integrated service offerings promise tangible results and lasting value.

We excel in designing, delivering, and managing skills development programs that are both accredited and customized to meet specific sector needs. Our services include



services

SKILLS DEVELOPMENT FACILITATION

Alliance Skills provides end-to-end facilitation of accredited training and skills development initiatives tailored to client needs. We assist organizations in creating and executing strategic Workplace Skills Plans (WSP) and ensure that Annual Training Reports (ATR) are submitted in full compliance with SETA requirements. Our facilitation process guarantees that your business goals align with learning outcomes by performing skills audits, identifying gaps, and designing targeted training interventions. We also support companies in accessing both discretionary and mandatory grants, ensuring that all training efforts lead to enhanced operational performance.

Our programmes include a wide range of NQF-aligned learnerships, short courses, and skills programmes across key disciplines within the Wholesale and Retail sector. We also provide customised training for soft skills, workplace readiness, and supervisory development programmes. In addition, we offer modern, accessible digital learning solutions to support remote or blended training models. Each intervention is structured to deliver practical, job-relevant skills and ensure a seamless transfer of knowledge to the workplace. Our team works closely with clients to monitor progress, ensure SETA compliance, and provide ongoing support from planning through to implementation and reporting.

Facts About Skills Development

- Skills Development improves employee performance and workplace productivity.
- It contributes directly to a company's BBBEE scorecard.
- Employers can recover training costs through SETA grants

Legislation and Acts

- Skills Development Act
- Skills Development Levies Act



services

BUSINESS ADVISORY SERVICES

At Alliance Skills, our Business Advisory Services are all about assisting companies to align human capital development with their strategic business goals. We work closely with our clients to boost organizational performance through practical and data-driven solutions. This includes workforce planning and skills forecasting to advising on how to make the most of training investments for business growth and transformation.

Our team is dedicated to designing and reengineering internal processes that enhance productivity while ensuring compliance with essential legislation like the Skills Development Act, Employment Equity Act, and B-BBEE codes. We guide clients on funding opportunities available through SETAs and other national bodies, helping them tap into financial support for their skills initiatives. By merging compliance, strategy, and performance into one cohesive advisory approach, we empower organizations to become more agile, competitive, and people focused.

Facts About Business Advisory Services

- Helps businesses align training with operational goals.
- Supports compliance with Employment Equity, WSP, and BBBEE.
- Guides businesses on effective succession planning and talent development.
- Offers customised strategies to improve workforce performance and compliance.

Legislation and Acts

- Skills Development Act and Skills Development Levies Act
- Employment Equity Act and Broad-Based Black Economic Empowerment Act



services

EMPLOYMENT EQUITY COMPLIANCE

Alliance Skills offers comprehensive support to businesses aiming to meet and maintain Employment Equity (EE) compliance. We assist organizations to grasp and implement the requirements of the Employment Equity Act in a way that's practical, effective, and fits their unique operational needs. Our dedicated team walks clients through the entire compliance journey, from developing policies and analysing workplaces to setting realistic equity targets and putting together the EE plans.

We also assist in creating and training Employment Equity Committees, ensuring that all stakeholders are kept in the loop and actively participating in the process. Beyond documentation, we focus on building internal capacity so that compliance becomes a sustainable part of the organisation's culture. We make sure our clients are well-equipped for Department of Labour inspections and submissions. Ultimately, we aim to help businesses not just comply, but also play a significant role in fostering workplace transformation and diversity in South Africa.

Facts About Skills Development

- Employment Equity promotes fair treatment and equal opportunities at work.
- It addresses past discrimination by encouraging the hiring of designated groups.
- All designated employers must submit EE Reports to the Department of Labour annually.
- EE planning supports broader transformation and BBBEE compliance.

Legislation and Acts

- Employment Equity Act
- Labour Relations Act



services

B-BBEE ADVISORY AND COMPLIANCE

At Alliance Skills, we provide tailored B-BBEE advisory and compliance solutions that empower businesses to confidently navigate the intricate regulatory landscape. Our mission is to help clients achieve real transformation through thoughtful strategic planning and effective implementation. We evaluate current B-BBEE levels, identify gaps, and develop customized strategies to enhance performance across all aspects of the B-BBEE scorecard, with a strong focus on skills development and socio-economic impact.

Our approach is both hands-on and forward-thinking. We work closely with organizations to weave B-BBEE objectives into their operational and training plans, ensuring that compliance efforts align with business goals and long-term competitiveness. Additionally, we offer support with verification readiness, documentation, and liaising with verification agencies. By providing consistent guidance, we empower our clients to enhance their B-BBEE standing while generating genuine, sustainable value for their workforce and the wider economy.

Facts About Skills Development

- Supports clients in achieving maximum B-BBEE scorecard points.
- Aligns training and recruitment with B-BBEE compliance requirements.
- Offers guidance on Skills Development, Employment Equity, and Enterprise Development.
- Provides strategic planning to improve overall B-BBEE levels sustainably.

Legislation and Acts

- Broad-Based Black Economic Empowerment Act
- Codes of Good Practice (issued under the B-BBEE Act)



services

OCCUPATIONAL HEALTH & SAFETY (OHS) COMPLIANCE

Alliance Skills provides structured support to ensure businesses meet Occupational Health & Safety (OHS) compliance requirements. We assist organisations in understanding and applying the Occupational Health and Safety Act in a way that reduces risk and protects employees. Our services range from developing OHS policies and conducting workplace risk assessments to implementing safety plans that are specifically tailored to each client's unique operational environment.

We assist businesses in setting up effective Health & Safety Committees and provide accredited training for OHS representatives. Our goal is to promote a safety culture that goes beyond mere compliance. We make sure that safety procedures are not only practical but also clearly communicated and regularly updated. Additionally, we support our clients in preparing for inspections by the Department of Employment and Labour. With our expertise, companies do not just comply with regulations; they actively create a safer and healthier workplaces.

Facts About Skills Development

- Helps businesses meet OHS legal and regulatory requirements.
- Offers training in First Aid, Firefighting, and Health & Safety.
- Assists in developing workplace safety policies and procedures.
- Promotes a safety-first culture to reduce workplace incidents.

Legislation and Acts

- Occupational Health and Safety Act and Compensation for Occupational Injuries and Diseases Act
- National Health Act and Basic Conditions of Employment Act



services

ACCREDITED TRAINING PROGRAMMES

Alliance Skills provides a selection of accredited training programs. Our programmes are in line with SAQA unit standards and are fully accredited from the relevant Sector Education and Training Authorities (SETAs), including the Wholesale and Retail SETA. Each course is designed to deliver measurable outcomes that support both individual growth and business performance.

We offer a wide range of QCTO and WRSETA-accredited qualifications and skills programmes:

WRSETA and QCTO Accredited

- Learnership – NC : Generic Management – Retail, NQF 5
- Learnership – FETC : Generic Management, NQF 4
- Learnership – NC : Wholesale Retail Operations NQF 3
- Learnership – NC : Wholesale Retail Operations NQF 2
- Skill Programme – Shelf Filler (General Merchandiser) (Stock Counter)



QCTO Accredited

- Learnership – OC : Store Person, NQF 2
- Learnership – OC : Visual Merchandising, NQF 3
- Learnership – OC : Shelf Filler NQF 2
- Learnership – OC : Store Manager NQF 5
- Learnership – OC : Retail Supervisor NQF 4
- Learnership – NOC : Retail Supervisor NQF 4
- Learnership – NOC : Small business owner NQF 4
- Skill Programme – New Venture Creation NQF 2
- Skill Programme – Work Readiness Programme NQF 2

Workshops

- Customised content tailored to your organisation's specific needs
- Flexible duration to suit your schedule and objectives
- Delivered as informal programmes with a Certificate of Attendance
- Pricing depends on the number of participants and workshop duration



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APPROACH TO COMPLIANCE

Alliance Skills follows a structured, outcome-driven approach to ensure our clients meet Employment Equity (EE), Skills Development (SD), and Broad-Based Black Economic Empowerment (BBBEE) compliance requirements. Our method integrates planning, execution, and alignment across all regulatory pillars. This approach ensures a seamless connection between compliance requirements and practical workforce development.



why **CHOOSE US**

What sets Alliance Skills Development Services apart is our commitment to quality, relevance, and achieving results. We prioritize creating value for our clients by tailoring every solution to fit their business objectives and the specific needs. Our training and development services are more than just programmes, they are strategic tools for growth and performance. By choosing Alliance Skills, you are opting for a partner who truly gets your business, supports your goals, and offers training that ensures lasting capabilities.

Here is why businesses and learners trust us:

Fully Accredited Provider

We are registered and accredited with relevant SETAs, ensuring compliance, credibility, and access to recognised qualifications.

Sector-Specific Expertise

With a core focus on the Wholesale and Retail sector, we bring insight and tailored training solutions that align with operational needs.

Customised Learning Solutions

All our programmes are adaptable. We design learning interventions that reflect the unique requirements, goals, and workforce profiles of each client.

High Impact Delivery

Our facilitators are experienced professionals who focus on engagement, retention, and workplace application, ensuring skills gained translate into measurable performance improvements.

Strong Client Relationships

We believe in partnership. Our approach is collaborative, transparent, and committed to long-term impact rather than one-off solutions.

Efficient Administration & Reporting

From learner registrations to detailed progress reporting, we manage all training logistics with precision and professionalism.

company

OUR CLIENT

At Alliance Skills, our success is reflected in the achievements of our clients. Our clients consistently report improved workforce productivity, enhanced compliance with SETA and B-BBEE requirements, and stronger employee engagement. These outcomes demonstrate our commitment to delivering meaningful, measurable results that drive long-term success for businesses and their teams.

Some of Our Clients:





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