

Trust Academy Newsletter



May
2011 Issue

Training ... for Excellence

A leading academic and professional institution

Trust Academy eyes 2011 Superbrand top award

Trust Academy is eyeing a top award in this year's Superbrand Awards, an annual event organised by the Marketers Association of Zimbabwe.

Buoyed by the recent award in ICDL training, the Training for Excellence Centre is hoping for a favourable outcome this year where it expected to shrug off competition from other institutions like Midlands State University in the education sector.

Recently the institution has been honoured by the Computer Society of Zimbabwe for posting the most commercial registrations in ICDL.

The Information and Customer Service Officer, Ms Mhishi reiterated that it is the institution's burning desire to land the prestigious accolade but she however said that it is up to the market to decide.



Information and Customer Services Officer, Ms Mhishi hopeful of a favourable outcome.

"Obviously every company wants to be a win-

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The Management & Staff of Trust Academy would like to wish all our valued students all the best in their exams. We strongly believe you are going to exhibit the highest level of performance attained during your course of study. May the Good Lord be with you throughout this very important part of your career.



New textbooks continue to pour in - Students salute the move

The library has recently received a consignment of new textbooks, a move that has been described by a number of students as a timely and worthwhile injection to the resource centre.

The new textbooks cover courses such as CIPS, ABE and IAC. These new books come barely two weeks after the library received another large consignment of textbooks in various courses.

The Librarian, Miss Esmel Jokomo has commented the management for the timely intervention in making available latest textbook in the library.

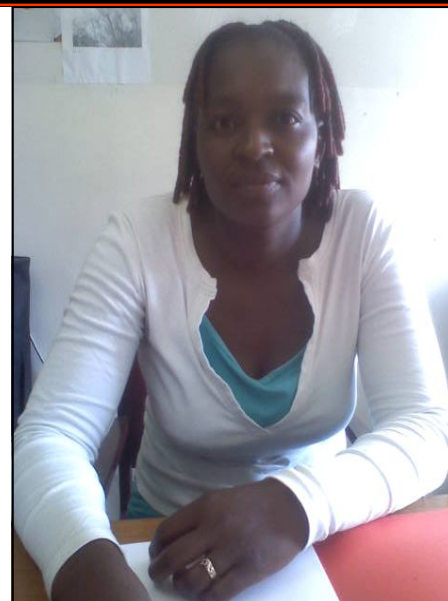
“The management has shown its deep commitment to the wellbeing of students through ensuring that

they are adequately resourced to succeed in their areas of study. If properly utilized, these resources will bring favourable results to students and the institution as a whole,” said the ecstatic Librarian.

Meanwhile students have hailed the move and called on the institution to continue with such a hearty stance towards the academia.

“It’s really commendable, the library is now well equipped with relevant and latest textbooks. The general study environment in the library is also quite conducive and friendly. With these positive initiatives by the institution, I am surely geared for success,” said a delighted IAC student T Ndlovu.

Trust Academy has marked 2011 as



IAC student, T Ndlovu hails the institution for acquiring more textbooks.

“their year” and early indications are already pointing to that assertion with a string of customer centred initiatives dictating the pace.

Revision lessons commence

The Business School has commenced the offering of free revision lessons to students in move designed to the bolster their exam preparedness.

In an interview, the Head of Business and Secretarial School, Mr Mbindi revealed that revision lessons commenced on the 19th of April and will run till the 15th of May 2011.

“We are offering revision lessons for

all courses in subjects that are deemed difficult and those that students highlighted they need help on. In these revisions, lecturers are providing model answers to past exam papers while also equipping students with useful exam tips that will enable them to ace their exams,” said Mr Mbindi.

Mr Mbindi also reiterated that revisions are useful to students as it helped them in assessing

their performance and preparedness in different areas under study.

“It acts as a wake up call to students while also curbing complacency amongst them. It also serves as a barometer where students get an opportunity to assess themselves as candidates to see how they are going to perform in the event of an exam.

“In the past, after these revision lessons, students become more serious

ACCA revises CAT

ACCA has revised Certified Accounting Technician qualification as way of responding to the needs and demands of the market.

“The accountancy profession at every level is constantly evolving to meet the needs and demands of how business operates. The accounting technician of today and tomorrow needs a vigorous and flexible qualification to help them contribute to business performance and an ever-changing business landscape.

“The revised CAT will provide employers with access to competent and ethical technicians trained to consistent standards, with built-in flexibility to allow for skills to be tailored to meeting the demand of business needs and environment,” reads a statement from ACCA official website.

The Business and Secretarial School Senior Lecturer, Mr I Chi-

dembo highlighted that the revised CAT qualification has loosened things up for students since now one need to complete at least 7 modules to join the ACCA professional qualification which is two modules less from the old one.

Mr Chidembo has urged those with fewer subjects at ‘O-Level who want to pursue a career in accounting to enroll for CAT as it gives them an opportunity to bounce back into their career path.

“CAT is an open entry qualification which gives an opportunity to those without the 5 ‘O’ Levels recognized by the industry to have a chance to redefine their career destiny.

“We are also encouraging high school students to enroll for CAT which will give them a comparative advantage in industry. Currently three (3) A-Level students are studying towards the completion of a CAT qualification.



Business and Secretarial School Senior Lecturer, Mr I Chidembo

The revised qualification saw the renaming of modules. For example T4 Accounting for Costs has been changed to MA2 Managing Costs and Finance. Module T5 Managing People and Systems changes to FAB Accountant in Business. T6 Drafting Financial Statements is now FFA Financial Accounting.



Most Commercial Registration in ICDL Award -2011

ON TOP OF THE REST



TRUST ACADEMY

Training... for Excellence

Trust Academy offers the best ICDL training in Zimbabwe

For your views and comments e-mail to information@trustacademy.co.zw

Get connected and be part of Trust Academy family network!

Trust Academy, Zimbabwe's Pioneer Academia Partner delivering EC-Council Professional IT-Security Courses

Trust Academy, in collaboration with the **International Council of Electronic Commerce Consultants (EC-Council)** has launched globally recognized professional courses in IT Security.

This is a major milestone in the IT Security field in Zimbabwe and in the region. According to the report, "*A Human Capital Crisis in Cybersecurity*", released in November 2010 by the Center for Strategic and International Studies (CSIS), a critical element of a robust cybersecurity strategy is having the right people at every level to identify, build and staff the defenses and responses of IT networks and infrastructures.

Private enterprises and governments globally continue to invest heavily, sometimes in billions of dollars, on IT networks and infrastructure. However, little or sometimes no emphasis is often paid to the security of these networks, or of the data and information contained in them.

Examples in Zimbabwe include the often reported losses incurred by the local banking and insurance industries due to Cyber fraud or information theft. Besides money, many corporate enterprises also continue to lose proprietary/confidential information, trade secrets, growth strategies, etc to either internal or

external forces.

Some computer experts have said at least one computer network in Zimbabwe is a victim of Cyber Crime. Hackers attack at least one network every 30 minutes and the local private sector is sitting on a time bomb amid fears cybersecurity is not accorded the top priority that it deserves.

The script kiddies are usually able to break into an organization's personal files and use or alter the information. Harare-based computer expert John Sheppard said the situation was compounded by the absence of sound information security systems at most Zimbabwean firms, which increased the chances of them falling prey to cyber criminals.

The shortage of skilled manpower is even more of a dire in Zimbabwe where most IT graduates who are the future IT Professionals, only learn IT security as a unit or sub-unit in class, most often with minimal or no hands-on skills. There is need therefore for corporate as well as government to adequately train and equip these so called cyber-defenders with cutting edge technological skills.

A company needs to ensure that its cyber workforce is well-trained, and as an individual/IT profes-

sional, one needs to maintain technical proficiencies that are up-to-date in order to stay employable.

The government needs to train personnel that are not only capable of manning its own systems, but also those that can deal with modern technological threats such as cyber-terrorism, among others. Without a doubt, training is essential.

Trust Academy is delighted to be delivering the globally popular and successful EC-Council's **Certified Ethical Hacker (CEH)** certification. With the welcomed Partnership between Trust Academy and EC-Council, more certifications catering for a wide range of security perspectives i.e. Digital Forensics, Secure Programming, Advanced Penetration Testing, among many others will be planned to deliver.

Mr. Munyaradzi Maravanyika, Head of ICT Department of Trust Academy said, Trust Academy plans to offer the course to students at the Institution to give them;

- An understanding of the theoretical basis of security science.
- A foundation in professional standards of security analysis, design and implementation before they graduate and enter the industry.

Trust Academy eyes 2011 Superbrand top award- **from** **page 1**

winner but we are trying our best to satisfy the demands of the markets. However, the choice remains that of the market to referee our services in comparison to other players,” she said.

Speaking at the 2011 Superbrand launch at the Rainbow Towers in Harare, Marketers Association of Zimbabwe President Mr Godfrey Dube said this year's competition will see local brands competing against each other while international brands would do likewise. This, he said, will afford an opportunity for local brands to compete on an equal footing.

Gillian Rusike, executive secretary of MAZ, said the battle has already started, with an invitation having been sent out to all marketers who feel their brands qual-

ify to become a Superbrand.

He said there will also be sector winners in the battle for brand supremacy. Rusike said a research company would be appointed to conduct a due diligence on brands entered for the competition.

“Independent adjudicators from different sectors of the economy would be appointed to choose the winning brand.

“Selection of the winners will include a valuation of brand awareness, performance as well as deliverance as judged against brand promise. This will emerge from information from the researchers.

“The idea is to promote marketing professionalism,” said Rusike.

The 2011 Superbrand launch which coincided with Marketing Luncheon was attended by brand managers, marketing executives, advertising agencies, sales executives, business development managers and operations managers.

Superbrand is an annual Marketers Association of Zimbabwe survey that positions brands in line with their performances on the market. It is an event that seeks to recognise and promote marketing excellence and professionalism by recognising Zimbabwe's top brands.

Last year's awards saw mobile operator Econet Wireless Zimbabwe scooping the national Superbrand award out of the 87 competing brands

Revision lessons commence – **from page 2**

-and focused.

He also said that revisions lesson enable a lecturer to measure the level of preparedness amongst students and allows him /her to identify and further expound some topics in which students seem to

struggle.

Trust Academy offers these revision lessons for free in this financially depressed world and the institution carry the financial burden incurred.

“As a college we carry the burden of high costs that accompany these revisions. We have witnessed good results as a result of these revisions for the past two semesters and this has acted as our greatest inspiration,” said the Head.

**Students are encouraged to forward their CVs to the Information department or upload them on the website for easy access to attachments, job placements and part times in industry and commerce . For more details visit the information department or info e-mail [informa-
tion@trustacademy.co.zw](mailto:information@trustacademy.co.zw)**

Trust Academy, Zimbabwe's Pioneer Academia Partner delivering EC-Council Professional IT-Security Courses— from page 4

- Advanced Education topics based on job function and skills set (technical expertise, content resource management and business process management)
- Global recognition of certifications together with their degree

Further, Ms. Tina Suryanni of EC Council said that the students will get the latest contents and will be kept up to date with the latest security threat, join in discussions, forums and a host of other features from the EC Council portal. Students and Instructors will also be able to participate in the highly skilled and respected *Hacker Halted* Conferences that are held several times a year in various parts of the globe.

EC-Council's cutting edge programs cover everything from the basics of computer and network security to high-end techniques used in defending critical infrastructure and top se-

cret government networks.

These certifications are recognized by the US National Security Agency Committee on National Security Standards at every level. Specifically, the Certified Ethical Hacker (CEH) is a premier certification option for US Cyber Defenders, recognized by the US Department of Defense as well as other governments across the globe.

“Certification has grown to become a necessity. It is critical for information security professionals to be equipped with the baseline knowledge and skills that any certification provides,” said Jay Bavisi, president of EC-Council.

He adds, “However, it is the advanced skills and technical proficiency that will make one stand out from its peers. Such skills can only be acquired through special-

ized and highly technical training.”

EC Council is a member-supported professional organization whose purpose is to support and enhance the role of individuals and organizations that design, create, manage or market Security and E-Business solutions.

Trust Academy becomes the first Academic Institution in Zimbabwe to introduce this type of professional course in IT security and will definitely fill a critical gap in the ever-expanding Zimbabwe's ICT industry, which is the foundation of Zimbabwe's ICT Bill.

The first intake for these courses is scheduled for 9th July 2011 for both full- and part-time Degree students of Trust Academy.

Tips for reducing exam anxiety

Exam anxiety can be viewed in two different ways:

- Ineffective coping with the inevitable stress of an exam **before** the exam; and/or
- A strong emotional reaction of fear that interferes with thinking clearly **during** the exam.

The most commonly reported symptoms are:

- Memory blocks or “blinking out” on things that you have studied;
- Fear of failing before the exam is even written;
- Physical symptoms such as rapid heart rate, shortness of breath, sweating, etc.;

- Lower reading comprehension; and
- Poor attention and inability to concentrate

These symptoms can also appear as you study for exams.

In order to overcome exam anxiety, you need to work on what you have control over when it

Tips for reducing exam anxiety - from page 6

comes to exams how you study, what you study, etc.), and not worry about what you can't control (kinds of questions, number of questions, how other students perform, etc.).

Exam nerves

Most students find that exams provoke some anxiety, although some people don't seem to worry as much as others. It's important to realize that it's natural to get a little nervous. It means you are aware of the challenges ahead, and that your body is gearing up to deal with them.

Some stress can help improve your performance in the short term and this kind of stress is called challenge. Higher levels of stress over a long period of time can reduce your performance, even affecting your short term memory and ability to learn. But everyone is different, and what seems like a positive challenge to some might seem more like unhelpful stress to others. The most important thing is to be aware of what works for you.

Exam Anxiety Tip 1

Be Prepared Early

The most common cause of exam anxiety is lack of preparation for the exam. Set up a study schedule at least three weeks before your first exam. You may find that you actually need to start studying very early due to other commitments. Planning ahead also assists you to avoid cramming which can be a major cause of

exam anxiety.

Exam Anxiety Tip 2

Sleep Well

Regular sleep is one of the best ways to control stress. Getting up and going to bed each day at the same times ensures that your body and brain are getting the rest they need for optimal functioning. Students who follow a regular sleeping pattern have been shown to perform 30% better than students who stay up late or get up early to study.

Exam Anxiety Tip 3

Same Caffeine & Sugar Intake

Keep caffeine and sugar intake the same during exam time. Don't increase or decrease the amount of coffee, tea or cola that you normally drink as your body and brain are accustomed to getting a certain amount. Keep things in your life as stable as possible, especially during exam time.

Exam Anxiety Tip 4

Have a Relaxed Breathing

When you display any symptoms of anxiety during studying or during the exam, use relaxed breathing to calm yourself. Take your attention away from the task and take a few slow breaths. Say to yourself, "calm and relaxed" as you exhale. Practice relaxed breathing before the exam.

Exam Anxiety Tip 5

Don't Study the Night Before

Studying the night before an exam causes your anxiety level to increase. Unfortunately, it doesn't decrease when you go to sleep. Reduce anxiety by taking the evening off to relax – watch TV, see a movie, read a novel, etc.

Exam Anxiety Tip 6

Review Main Themes

If it causes you anxiety NOT to study the night before an exam, review the main themes of the course earlier in the day. Of course, that implies that you should have already studied well.

Exam Anxiety Tip 7

Have a Plan before the Exam

As part of your studying, think about how you will approach the exam, and what you will do when you run into trouble. Having a plan in place will assist you to worry less about failing, and help you to concentrate more on passing.

Exam Anxiety Tip 8

Aim to Do Your Best

Often, students start thinking negatively when things aren't going well on an exam. This can lead to lower self-confidence and increased self-doubt. Recognize and turn off your negative internal dialogue. Focus on the task instead of on yourself. Do not try for perfection – aim to do your very best. *****Good Luck*****

Exam preparation tips

Exams are looming by and it is my believe that when a well-prepared mind engages with a well designed test, *fireworks* can happen inside our minds. I had many experiences of feeling more intellectually stimulated, engaged, creative and innovative, when taking a well-designed exam than during almost any other time. My mind leapt to new insights and perceptions, made more connections and inferences, and discovered and constructed original solutions or approaches to vexing problems. But you do need to be well prepared to be successful.

How do I prepare for exams? What do I need to know?

The only way you can properly prepare for exams is if you know what you are preparing for. There are many different types of exams and it's crucial to be clear about exactly what you will be required to do.

1. What type of exam will it be?

Is it a multiple choice exam or one that requires short answers?

Does it contain case studies you need to analyze?

2. What is expected of me?

Past exam question papers are useful in helping you think about what you will be expected to do.

3. What will the exam cover?

Your module handbook contains a list of topics you are supposed to cover and the exam will focus on several of these. Past exam papers are usually a very good source of information on the types and frequencies of topics examined. If your exam is multiple choice, it can cover a wide range of topics.

4. What are the marking criteria?

It is a good idea to find out how many marks are allocated for each section. If a question is worth ten marks then it will require lesser depth and quantity of response, than a question worth thirty marks.

Knowing the allocation of the marks can help you plan your exam strategy. Sometimes students spend a long time on a question worth a small amount of marks, and then find they've run out of time for a question worth a lot more marks. Try to avoid losing marks in that way.

5. When is the exam?

The first thing is to check out the exam timetable, and make a note in your diary of the times and locations of your exams. If you have more than one exam, it's important to know how much time you have between exams so that you can build this into your revision timetable.

6. Where is the exam?

You also need to know exactly where the exam is being held. On a multi campus university, you might find that one of your exams is being held in a venue you're not familiar with.

7. How long will it take?

Exams vary in length, some might only be an hour, and others might be three hours. Make sure you check how long the exam is. You'll need this when you plan your exam strategy. You can't work out how to manage your time in the exam unless you know how much time you've actually got.

8. What do I need?

What do you need to take with you? Unless your exam is online you'll need a reliable pen and a spare one as back up, perhaps a calculator if there are calculations.

Some suggestions for you to be better prepared.

1. When you study, **don't just read: write!** Too often we think we are studying when we let our eyes drift over the words in our notes, our textbooks, and our study guides. That isn't enough; we must write to remember and develop better understanding.

Exam preparation tips - from page 8

-If you write notes whilst reading and you will be flabbergasted with how much more you will recall during exams and how much more confident and authoritative you will be addressing exam questions. Re-copy notes, or write about your notes and texts: what are the most interesting, most important, most controversial ideas or informational nuggets in the texts you are studying? Write these out, and you will be better prepared.

2. Study in groups.

When this works well, it is awesome; when it doesn't work well, it can be a disaster. The opportunity is great, but effective execution is essential. When you do it well, the result will be better understanding and retention of key factual content and key interpretations, better anticipation of what will be on the exam, and far more breadth of wisdom in how to answer those questions.

Here is some suggested strategy for group study: Gather 3-6 students together for a couple of hours. Be clear up-front that this is serious study time. Spend thirty to forty-five minutes brainstorming what you think will be asked on the exams, review previous exams, study guides, textbook unit tests, and any other materials to guide you. You might have each member of the group individually write up 3-4

questions, and then share them with the group for discussion and feedback as you generate the best (and what you think are most likely) exam questions you can identify.

Then, having established the best set of potential questions you can determine, spend 90-120 minutes answering them. You might talk about them, one at a time, taking turns having a group member be the note-taker, and talk as widely, deeply, and inclusively as you can about how to answer these questions. Sometimes it works better to divide the questions up, have each of you individually answer them in writing, then share the answers out loud for discussion and expansion.

The discussion benefits you two ways: as someone speaking and sharing your suggested answer, you yourself are gaining far more comprehension and retention of those ideas because the best way to deeply understand and remember ideas is to explain it to someone else. Second, by listening to others, you will get new ideas and perspectives to bring to bear on the question you might never have thought of, and by using this broader set of ideas in your answer on the exam, you will perform better than you would have alone.

3. Exercise and sleep.

This is common-sense and universally advised, but it bears repeating. Exercise in particular is so valuable, so you need to take some time to walk every 30-45 minutes around the block or up some stairs. You might even try to do very light exercise, on an exercise bike at low rates for instance, while you are studying.

One more tip, not about studying but exam-taking. When you encounter a question which entirely stymies you— one you think you have no idea whatsoever how to answer— **just begin writing**. Begin to fill that white space with something, anything. You might try just rewriting the question, and then freely associate to anything what you remember about the topic at hand— even if your ideas have no direct relationship to the question at hand.

What you will find, more often than not, is that ideas are connected to other ideas; ideas follow each other like a long train of widely varying units, and by beginning to write words and ideas you do know, the connected ones that you have forgotten begin to emerge in your mind and on the paper. Just get the train of ideas moving, and what you are looking for will come along before too long.

*****Good Luck*****