



Training... For Excellence

Trust Academy

A leading academic and professional institution

From the Managing Director's desk We are proud to be associated with you

I would want to start by expressing the college's sincere gratitude to you all its valued stakeholders for your unwavering support in the past years.

We are humbled by the confidence and interest you have in the institution to meet your educational expectations during these challenging years.

The improvement in the economy has given your college an impetus to improve the country's skills base through education and continuous professional development training. It is our conviction that economic revival hinges on skilled human capital. It is therefore imperative for employers to educate employees, sending them for long term training programs as a means of

replenishing the human



Mr Mataka, the Managing Director

resources skills and building a strong foundation for growth.

We are more than grateful to all our valued customers and key stakeholders for your input in our endeavor to continuously improve our systems, processes and controls.

We always value your views and opinions for they define and shape our identity. Your performance evaluation help our management to devote their time in addressing your concerns.

Thus we are convinced that this will go a long way in further buttressing our service delivery. Your valued feedback always inspires, motivates and drives us to always strive for excellence.

2010 finds us strategically more focused on delighting the customer and not just satisfying them. Our goal is anchored on ensuring that our students always get value for their money.

The institution will always strive to address issues on effective and efficient communication with its students through the various forms of communication. We are encouraging all old and new students to make use of our internet café for academic research as well as taking it as an opportunity to access an email address as a means of enhancing communication with

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The Director's message from pg 1

the college. Students are urged to develop a reading culture by fully utilizing the reserved study rooms and library facility.

It is our obligation to continue to offer quality tuition at all hours through the service of punctual dedicated lecturers as well as the provision of revision classes, small study/discussion groups which will equip students with information and confidence to sit for examinations.

The information and customer service team with total support from the respective Senior lecturers in Business School, ICT and Academics are readily available from 8am to 6pm everyday to provide career guidance which enhances a student's full understanding of how best to approach their chosen programme.

It has also been the institution's corporate social responsibility throughout the years to carry out career guidance on radio, television, schools and churches as a means of creating awareness and empowering them to make the right and fulfilling career choice.

May I take this same opportunity to encourage all our students to acquire computer application training through the college's short term computer courses or International Computing Drivers

License (ICDL). This will enhance personal development amongst our students and increase efficiency in their studies and areas of work. Trust Academy has gone an extra mile of affording all professionals an opportunity to sit for international certifications through Prometric and Pearson. The Certification examinations are for both internal and ex-

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ternal candidates covering the whole of Zimbabwe and beyond. Acquiring any of these Certifications proves beyond any reasonable doubt that one is competent in their area of profession.

At Trust Academy we believe in building an individual's mental and physical being thus all students are encouraged to partake in any sporting activities being offered at the institution. This increases our levels of interaction internally and externally.

Our High School which offers places from form one to six is architected in a serene, clean environment to learn in with an internet café

and reference library. We are offering the Cambridge syllabi at all levels and ZIMSEC as well. The section has just introduced a City and Guilds course in Book keeping and Business Studies for all lower six and upper six classes. This is a positive stance to try and professionally groom the students at an earlier stage.

The institution's Business school has continued to grow with a diverse number of diplomas, degrees, masters and doctorates on offer. Currently they have launched a bouquet of international courses which include (ACCA) Association of Chartered Certified Accountants which provides on-line examinations, (CIPS) Chartered Institute of Purchasing and Supply diploma, and (ABE) Association of Business Executives offering diplomas in Travel Tourism and Hospitality, Marketing, Human Resources Mgt, Financial Mgt, Business Mgt and Business information Systems. The Business school has taken this move in keeping abreast with the globalization of skills.

Trust Academy is most grateful for the confidence and value the various Examination Boards have placed in the institution to fulfill their educational objectives. Your guidance and cooperation is highly reckoned and it is in our best interests to sturdily protect your brand and aggressively

promote the various courses that you offer. For 2010 we promise to further enhance your credibility by tirelessly working ardently together with your staff ensuring that all potential and current students have been adequately served with course material, quality tuition and credible certifications.

Our relations have grown over the years and are transparent and made concrete by the number of graduates successfully established in industry and commerce.

Through your programmes we have been able to reorient individuals and continue to replenish the workforce. We are proud to be

associated with you.

The institution has over the years retain close ties with industry and commerce and in particular business organization such as ZNCC, CZI, MAZ and NANGO as a platform to obtaining strategic information for training.

This always gives us an opportunity to identify the skills gap as acknowledged by various employers and hence the introduction of various new courses in 2009 and beyond.

Trust Academy promises to continue going out of its way to

please the customers. It is our initiative to always offer an efficient and effective service in a clean conducive environment with experienced, competent lecturers and all key resources necessary for research.

Thank you for making Trust Academy the market leader, we promise to continue offering a service that enriches your growth.

As we give due respect to what 2009 had to offer, the Trust Academy team welcomes you to 2010 with a gesture to continually delight the customer and may you all experience that golden opportunity to infinite growth as we train you for excellence.

The training for excellence guys scoring big

Trust Academy a well-known academic and professional institution has launched many Zimbabweans into highly successful careers. A closer look at the CVs of personalities in leading companies around the country one will discover what an important role this institution has played in human resource development.

The journey towards success began in 1994 when it was established and since its official opening, the institution has been working its

way up in the ladder to create a sustainable quality brand that has weathered all storms and march to this 'Promised Land'.

According to the institution's Principal, Mr Dembure, this was made possible through number of ways chief among them the institution's zeal to ensure growth in professional studies' comparative edge.

Given strict and high entry points required by most universities, a number of students were left outside the bracket as they failed to meet the entry requirements. However with the private colleges of-

fering professional qualifications with reduced points many became accommodated.

The Institution has introduced City and Guilds and ACCA to high school section meant to equip students with requisite skills that are needed in the industry .

This is also to ensure that after secondary education one is industrially skilled and marketable to a wide range of job opportunities.

"We are grooming secondary level students with a comparative advantage," said the Principal.

Count on us, we ensure your full protection—Sumbururu

Despite facing challenges, the Loss Control Section has put on a brave face in ensuring that peace and security prevails at the campus.

The section has adopted the never say die attitude in curbing loss control at the campus and efforts are underway to ensure reduction in cases of security loopholes.

“We are there to protect the college, its property as well as the student/customer and their property,” said Loss Control Officer, Mr G Sumbururu.

He however noted that for the section to fulfill its mandate there is need of ensuring that a mutual understanding between the security personnel and different publics prevails.

He further revealed that, his section has recorded notable success loss reduction and enhancement of the college safety and security.

The Section has managed to tighten searches at entry and exit points, roving patrols, and also the implementation of other various security strate-

gies.

The department is encouraging customers to report any lost or found property to the loss control section so as to ensure that there is collaboration that helps customers to retain their lost property.

Commenting on the issue of student cards, the chief security personnel encouraged all students to cooperate with the security officers at the main gate as well as credit control section by always carrying their paid up student cards.

He warned against those who have developed the tendency of cheating that the security will be fully armed to curb such practice.

“A lot of cheating has been happening in the past and as such new strategies had been put in place to curb cheating and those found wanting will be dealt with accordingly. This system is one of the many ways in which loss is controlled at the college and as such it should be accorded the attention it deserve,” said Sumbururu.

On the issue of controlling vehicular movement and ensuring safety of vehicles parked both outside and inside the complex, the loss control personnel revealed that the area is

commanded by two security officers, one patrolling outside the gate while one the other inside the complex.

“Customers are not advised to leave their valuables such as cell phones and jewellery on car seats as this can attract thieves,” said Sumbururu.

“They should make sure that when they enter the campus with their vehicle, they are issued a parking disc, which must be surrendered on their way out. This disc act as their permit to drive the vehicle out, otherwise without the disc they might not be allowed exit. This is done for the safety of both your vehicles and the college,” added the loss control officer.

Highlighting on their preparedness in the case of emergencies such as fire break outs, the security personnel revealed that firefighting equipments are regularly and fully serviced.

Despite resource constraints being a major setback to some of projects, the section revealed that it is fully prepared for the task and is still optimistic in fulfilling its their endeavour.

Training for excellence guys scoring big—from pg 3

“Deplorable performance of local universities in terms of standard delivery coupled with closures, left many undergraduates with no option except to cross floor to private colleges, which remained afloat offering professional qualifications vital in the industry,” said the Principal.

For economy to turn around, we need people who are multi-skilled as such we are equipping students with industrial skills that will be of immense benefit to the sector to revive.

Students are now acquiring internationally recognized skills which transfers to their job skills increase.

“We believe we are the market leader because we have succeeded in promoting due recognition of professional qualifications in Zimbabwe as witnessed by its demand in the job market. Courses such as ACCA, SAA, IMM are now more recognized than before heralding that more people are now placing more emphasis on them,” said Mr Dembure.

Commenting on the mushrooming of various learning institutions and their effect on Trust Academy’s market share, the principal revealed that he is untouched by such developments since they represent different class categories.

“The caliber of these newly sprouting institutions suit the lower class while we provide for middle to upper class, so they are competing among themselves,” said the Principal confidently.

With the closure of public school as a result of unending teachers’ strikes in the country, private colleges has to move in to close the gape. Private colleges now play a critical role in the education sector of the country. They are now leading in providing students with requisite skills that meet industrial standards.

Credit controllers warn against defaulters

Credit Control section has warned against unscrupulous individual who might want to abuse the system noting that they have developed credit recovery strategies to counter against credit defaulters.

“We monitor payments of individual students to ensure they pay according to contract. Those who postpone payments in violation of our agreements are charged a late payment charge (Interest) to compensate for time value of money. They

would pay more than others. We engage all strategies possible to ensure every cent is collected from defaulters,” said Credit Control Officer, Mr G Makota.

The Credit Controller revealed that they are offering flexible credit payment grace periods to those who are in temporary financial difficulties placing strong emphasis on customer’s individual convenience. The section also grant generous payment terms

on courses which customers may perceive to be highly priced and in this way they ensure that all customers realise their potential by undertaking any course of their choice.

“We collect fees according to agreement. Basically fees are paid in advance on or before the 3rd of each month for professionals while fees for academic students are paid within the first week of the school term,” revealed Makoto.

Continued on pg7

A new ICT era beckons

- ICT Certification underway
- Establishment of multimedia lab on the cards

A new era in Information Communication Technology encroaches the country as the country's leading institution, Trust Academy is on the drive to revolutionalise the sector.

The institution now offers ICT certifications, which encompass training and testing in Cisco, Compitia, Linux, Oracle and IIA.

“We are now an ICT centre providing access to ICT certification in Zimbabwe which, previously were available only in South Africa. So people will no longer need to travel to South Africa for such certification. Now people from as far as Mozambique and Zambia are now coming

to Zimbabwe for such certification,” said Mr Dembure.

In appreciation of its role in ICT sector, Trust Academy has been awarded a medal after a survey indicated that it surpasses other institutions in registering student for ICDL course.

The institution is also on a drive to revolutionalize ICT in line with the government adopted ICT policy. Indeed Trust academy has now revolutionalise ICT as it has moved from offering diplomas in ICT to degree training programmes.

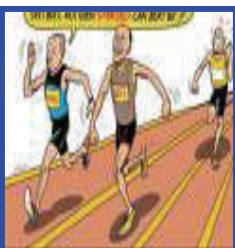
Mr Dembure revealed that plans are underway for the establishment multimedia lab to facilitate conducive learning in multimedia systems To ensure a complete ICT revolution a project to upgrade all machinery to

ensure machine availability and efficiency has already been undertaken.

“All of our machines now represent latest technology in the market. We have opened an internet café which is equipped with top of the range machinery and technology,” said the contented Principal

The institution has also adopted the use of computers by providing access to all students.

High school section has witnessed the introduction of exciting IT related packages like ICDL course for all students. In addition the institution has also provided career oriented courses in ICT.



Sport Check

Leopard emerged victors of the Athletics Inter-house competitions following a splendid performance that saw them outclass fellow competitors.

Closest rivals Tiger emerged second followed by Cheetah while Lion anchored the bottom.

The Sports Coordinator Mr Rusike applauded a remarkable performance of athletes.

“It was a splendid performance and we hope they will raise the

Leopard king of the jungle



Mr Rusike

petitions to be held on the 12th of March,” said Mr Rusike.

He however bemoaned

flag high at the Inter-school com-

lack of adequate training as a major setback towards development of athletics.

“We only train once a week while other schools practice on several times,” revealed Mr Rusike.

He also cited lack of training facilities such as sport kits and training ground as the current one is a soccer field which compromise officiating.

Professional qualification has never been crucial as now

As our economy is poised for real recovery, the issue of acquiring a professional qualification is no longer the proverbial “to be or not to be” issue. It is now a must have or must do.

Forward looking companies strongly believe that continuous learning and development opportunities are critical as a way of motivating their workforce. Employees working for such companies should not wait for their human resources department to initiate.

The key question is should we as individual employees abdicate the responsibility of pursuing our ambitions for our personal and professional development to the company’s human resources department? As an individual, one should not wait for the HR or his/her immediate superior to do a skills analysis, identify your shortfalls or gaps vis-à-vis the job and recommend a course to you.

Undertaking professional studies ensures the enhance-

ment of existing skills to keep abreast of evolving knowledge as well as broadening one’s competence in their industrial fields. A professional qualification is a prerequisite for the maintenance and sustenance of high professional standards throughout one’s professional life.

Professional qualifications enable people to become employable and mobile as well as strengthening one’s professional satisfaction and well-being in the current turbulent global job market.

It is one’s full onus to develop and direct one’s career. Institutions like Trust Academy, strive to make meaningful endeavours in ensuring that the learning environment in the form of premises, classrooms and related resources are sufficiently adequate to meet the needs and expectations of students.

When people undertake studies in marketing, accounting, public relations, purchasing, secretarial office administration and human resources management, the sole aim is to acquire knowledge, gain the requisite skills and develop competencies and personal qualities

ideal for certain position in the work world. In some instances the skills acquired are absolutely new.

There are a number of professional and academic institutions which have been established to research on what employers want and they incorporate the needed skills and competencies onto their curricula. These institutes offer examinations to students to help them in improving their personal performance as well as career progression enhancement.

They develop a code of ethics that help govern the behaviour and conduct of their graduates in industry and commerce. Most if not all these examinations are aimed at allowing people to consciously update their professional knowledge and improve their professional competencies throughout their working life.

Learning provides opportunities for sharing the best practices and improving our understanding of varied cultural, business and client issues. After all learning is an ongoing process in Shona, they say “*kudzidza hakuperi*”

Credit controllers warn defaulters from pg 1

The Section is encouraging parents who are facing difficulties to come as individuals for negotiating terms which will accommodate them. The section further highlighted that they do not make agree-

ments about payments with academic students as they prefer parents or guardians who are the sponsors.

You will never walk alone: Wise up to a career in IT with Maravanyika

There are many specialties to choose from in Information Technology. You have to choose the one that suits you. You have to figure out your own interests first and then work towards fulfilling those interests professionally.

Set a career goal

Once you know what you want consider how you would like to achieve it. Do you have an interest in management or would you prefer to work in the field. Perhaps you would like to be an entrepreneur or a freelance technician. Determine an 'end game' for your career and develop a strategy to hit that goal.

Learn the stuff

The most important element of an IT career is having the skill to perform your job. Those skills are learned through experience and training. For most people, training comes first. You will want to undergo a training programme that teaches you the skills that you will need for the entry level positions you want. Some of the most important skills you will need to learn



include
Hardware and
Software
Networking
Routing and
Switching

Get access to technology

Hands-on training is essential to your education. To reinforce and truly make sense of everything you learn, it is important to have access to technology you will be learning about in order to practice and become more comfortable in your new skills. For example computers with various operating systems would be useful in studying for your A+ certification. Cisco router or switch would be helpful in preparing for your CCNA

Build a foundation of Skills in hardware and software

When you are getting started we recommend building a foundation of entry level skills that will be applicable to many jobs. Having a strong command and understanding of contemporary hardware and software is essential. But what skills do you need? A great resource is the Computing Technology Industry Association

(CompTIA). You can use the requirements for their A+ certifications as a checklist for the hardware skills you will need. Some of them include

- CPUs/ Processors
- ROM and RAM
- Drives/System Devices
- Power Supply
- Operating Systems
- Security
- Troubleshooting

Build a foundation of skills in networking .

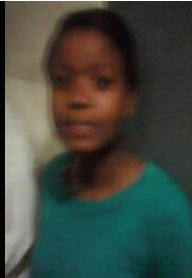
Another commonly required talent is networking. In any size organization, the transfer of information between users and systems is crucial. There is always a demand for a skilled technician who can offer reliable and effective networking skills.

According to CompTIA's requirements for the Network+ certification here are some of the basics you must know

- Topologies, OSI Model
- Ethernet Basics, TOPAP
- IP Addressing, DHCP
- Encryption/Authentication
- Wireless
- Remote connections

Profiles Corner

Ruramai Chimeri
CIS Part 1
Trust Academy is best as it offers conducive learning environment and I'm totally satisfied



Gift Mapika
BCompt
Trust Academy is one of the best learning institution in the country, so I'm proud to be part of the winning team



