NamCloud

Covering Namibia, Digitally ...



eLearning Services Profile

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NamCloud Investments cc

cc 2449 / 2012

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About NamCloud

NamCloud Investments | Your Partner in Digital Transformation

Established in 2012, NamCloud Investments cc is a 100% Namibian-owned SME based in Windhoek West. While we offer a full range of IT solutions, including ERP, queue management, HR, and accounting systems to support institutional digital transformation, this document specifically highlights our expertise in eLearning (Online Captial Development) solutions.

Our core mission is human capital development through innovative instructional design and digital learning solutions. We work with corporate, education, government, and healthcare sectors to create and implement impactful eLearning programs that enhance skills, knowledge, and organizational performance.

As a leading outsourced eLearning provider, we specialize in:

- **Custom Computer-Based Training (CBT) and Web-Based Training (WBT)** tailored for businesses, government agencies, and educational institutions.
- **Engaging and cost-effective course development**, whether building from scratch or upgrading existing materials to meet modern learning standards.
- **Interactive and staff-cantered design**, combining expert instructional design with multimedia production for maximum engagement.



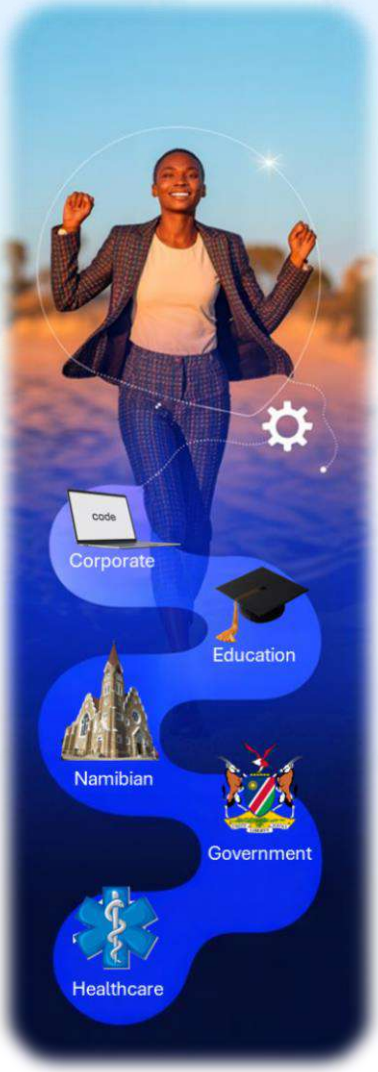
By partnering with NamCloud, organizations can shift from outdated training methods to dynamic, interactive digital learning solutions, available both online and offline. We help institutions achieve their goals in business efficiency, education, innovation, and workforce development through scalable, high-quality eLearning programs.

Let NamCloud guide your digital transformation journey, starting with eLearning solutions that deliver measurable results.

Objectives



- Address national human capital demands and support professional and career development.
- Supply the economy with qualified staff, ensuring alignment with the rapidly evolving labour market.
- Enhance the competitiveness of the workforce through continuous re-training and professional development.
- Align educational capacities with new socio-economic conditions to foster self-employment and entrepreneurship.
- Promote professional development and create employment opportunities for minority groups.
- Champion Lifelong Learning initiatives.

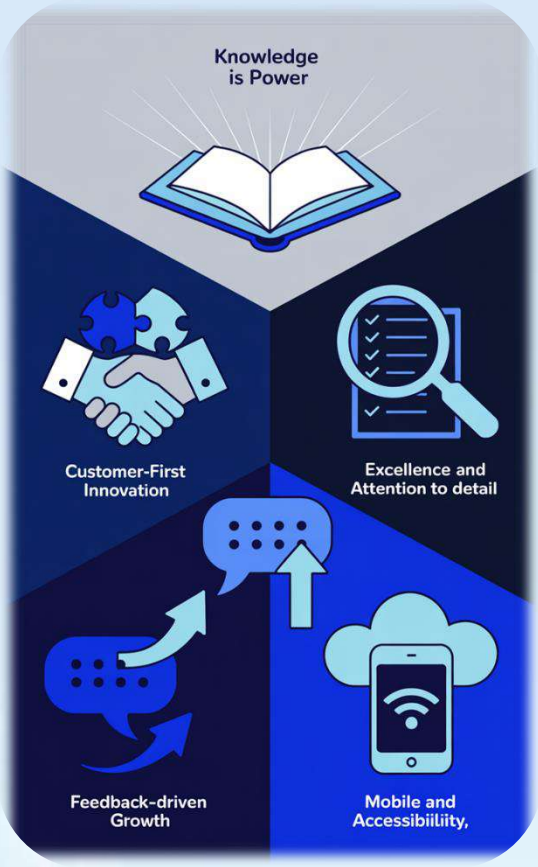


Mission

We empower Namibian professionals and corporate employees with modern, job-ready skills through a range of face-to-face and online training solutions. Our mission is to boost national productivity by serving the corporate, education, government, and healthcare sectors with high-value, innovative services.

Client satisfaction is our top priority. We strive to be a trusted partner while maintaining a professional, creative, and detail-oriented approach. As a for-profit business, we also ensure an engaging and fair work environment for our team.

Our Beliefs



Knowledge is Power. Uplift individuals and transform organizations.

- We prioritize customer needs with innovative approaches and strategic solutions.
- We excel in our field, dedicating 100% attention to every detail and client requirement.
- Client feedback is paramount; it fuels our rapid growth.
- Recognizing mobile needs, we ensure most solutions are accessible online, anywhere, anytime.

The NamCloud Advantage

- Leveraging years of training experience, we deeply understand client requirements, enabling us to develop advanced, strategic training methodologies that ensure goal achievement.
- We offer a comprehensive understanding of customer needs, delivering highly effective solutions.
- Our client-centric approach allows us to consolidate and tailor training programs for practical, realistic application.
- Our online system enables self-paced progress review and grading, complemented by telephonic consultations, face-to-face meetings, and weekly workshops.
- Our 24/7 online access saves valuable time, allowing staff to engage with training programs anytime, anywhere.
- Our core objective is client success. We are fully committed to providing comprehensive support to achieve your desired goals and progress.

Some of our Clients

GIPF
Government Institutions Pension Fund

NALTECH GROUP

Bank Windhoek

namibia@work
making the unemployable employable

HTS INVESTMENT cc

Learners4U

ROADS AUTHORITY

PETROFUND
PETROLEUM TRAINING AND EDUCATION FUND

NAMCOR

nampost®
We Deliver More.

AgriSkills4U

NAMCOL

AND MANY MORE...

Understanding eLearning



What is eLearning?

eLearning, in essence, is training delivered via electronic media, typically over the internet or on a local device such as a computer or mobile phone. From corporate training to educational institutions, eLearning has revolutionized how knowledge is imparted. Unlike traditional classroom methods, eLearning offers a simpler, easier, and more effective learning experience.

Why Choose eLearning?



Training is critical whenever an organization introduces new products or services, implements new processes or software, modifies its structure, or seeks operational improvements. The key question is: which training method delivers the best results?

For years, traditional classroom training was the primary option. However, its scheduling difficulties have intensified with the accelerating pace of business, particularly for organizations with geographically dispersed staff across multiple departments.

eLearning serves as an ideal complement to traditional training. While personal interaction and mentoring remain valuable, a significant portion of instruction can be effectively delivered online. It is an excellent medium for communicating information, simulating processes, and assessing knowledge.

Key Benefits of eLearning

Modern workforces demand relevant, mobile, self-paced, and personalized content. eLearning addresses this need by allowing staff to learn at their own comfort and pace. Here are the key benefits:

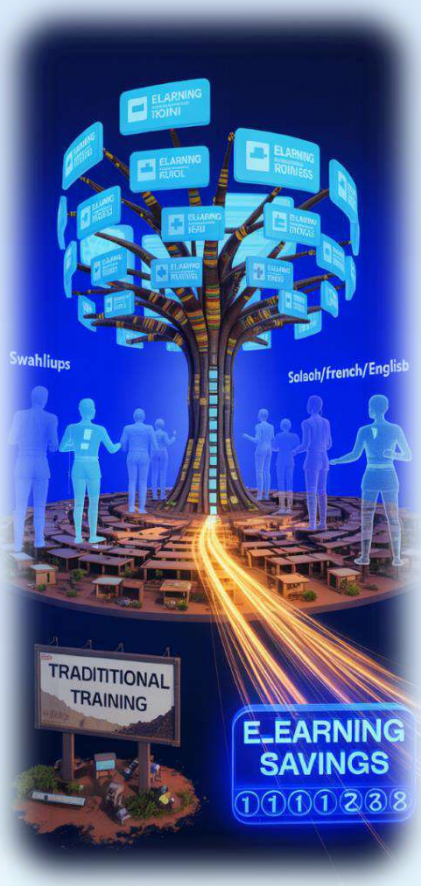


- **Accommodates Diverse Needs** Online learning is universally adaptable. The digital revolution has fundamentally transformed content access, consumption, and discussion. Online courses can be conveniently undertaken by anyone, from office professionals to homemakers, at a time that suits their schedule.
- **Unlimited Access** Unlike classroom training, eLearning offers unlimited access to content, invaluable for revision and exam preparation. If a traditional session is missed, staff must self-study; with eLearning, lectures are available on demand, ensuring flexibility and ease of access.
- **Access to Updated Content** A key advantage of eLearning is ensuring staff always have access to the most up-to-date content, keeping them synchronized with current information.

- **Rapid Delivery** eLearning significantly accelerates content delivery compared to traditional classroom methods, reducing training time by 25%-60%. This stems from several factors:
  - Staff start and conclude quickly, enabling rapid rollout of training programs, often in weeks or even days.
  - Staff control their pace, rather than adhering to a group's speed.
  - Eliminates travel time and costs, allowing training from the comfort of one's home or office.
  - Staff can focus on specific, relevant areas of the material, skipping content they already know or deem irrelevant.



- **Scalability** eLearning efficiently facilitates the creation and dissemination of new training, policies, concepts, and ideas. It offers a rapid learning method for both formal staff training (e.g., induction) and essential skills (e.g., customer care).
- **Consistency** eLearning ensures consistent message delivery across the entire target audience, guaranteeing uniform quality of training for all staff.
- **Reduced Costs** eLearning is significantly more cost-effective than traditional methods due to its speed and ease of delivery. It substantially reduces expenses related to trainers, travel, course materials, and accommodation. This cost-efficiency directly contributes to organizational profitability. Furthermore, learning from your own location eliminates travel and accommodation expenses often associated with off-site training or external learning materials.
- **Effectiveness** eLearning positively impacts organizational profitability by making content easier to grasp and digest, leading to:
    - Improved scores on certifications, tests, and evaluations.
    - Increased staff achieving 'pass' or mastery levels.
    - Enhanced ability to learn and implement new processes or knowledge in the workplace.
    - Improved long-term information retention.
- **Risk-Free Simulations** eLearning offers risk-free simulations of real-life situations, allowing employees to practice using complex software or manage sensitive scenarios without impacting live data systems or risking data loss/rearrangement.
- **Less Environmental Impact** eLearning is inherently eco-friendly and paperless. Studies indicate that distance-based learning consumes approximately 90% less power and generates 85% less CO2 emissions compared to traditional campus-based education, eliminating the need for paper production.





Our eLearning Services

Transforming Training for Government and Corporate Excellence

In today's fast-moving world, building the capacity of your workforce isn't optional. It is essential. At **NamCloud**, we provide innovative, reliable, and scalable eLearning solutions designed specifically for the unique needs of government institutions and corporate organizations.

Whether you are standardizing training across departments, onboarding new staff, or upgrading internal processes, our solutions ensure cost-effective delivery, measurable learning outcomes, and compliance with organizational standards.

We offer **four key services** that support the full training lifecycle:

1. **Content Conversion**
2. **Bespoke/Customised Course Development**
3. **Off-the-Shelf Soft and Industrial Skills Courses**
4. **Learning Management System (LMS)**

1 Content Conversion

Digitize and Modernize Your Existing Training Materials

What is Content Conversion?

Many government departments and corporate organizations still rely heavily on traditional training resources — paper manuals, PowerPoint slides, handbooks, and internal policy documents. These static materials often lead to disengaged staff training, inconsistent delivery, and limited tracking.

NamCloud's Content Conversion Service transforms your existing training content into interactive, digital learning modules. These modules are not only easier to distribute and update, but also more engaging and measurable for staff.

Whether it's a Safety Induction, Standard Operating Procedure, or an internal Policy Guide, we take your current materials and rebuild them into modern, interactive formats that support learning effectiveness, consistency, and compliance.

What We Convert

Our service is ideal for

- → Standard Operating Procedures (SOPs)
- → Safety Inductions
- → Policy and Compliance Training
- → Staff Manuals
- → HR Guidelines
- → Training Workbooks
- → Technical Documents



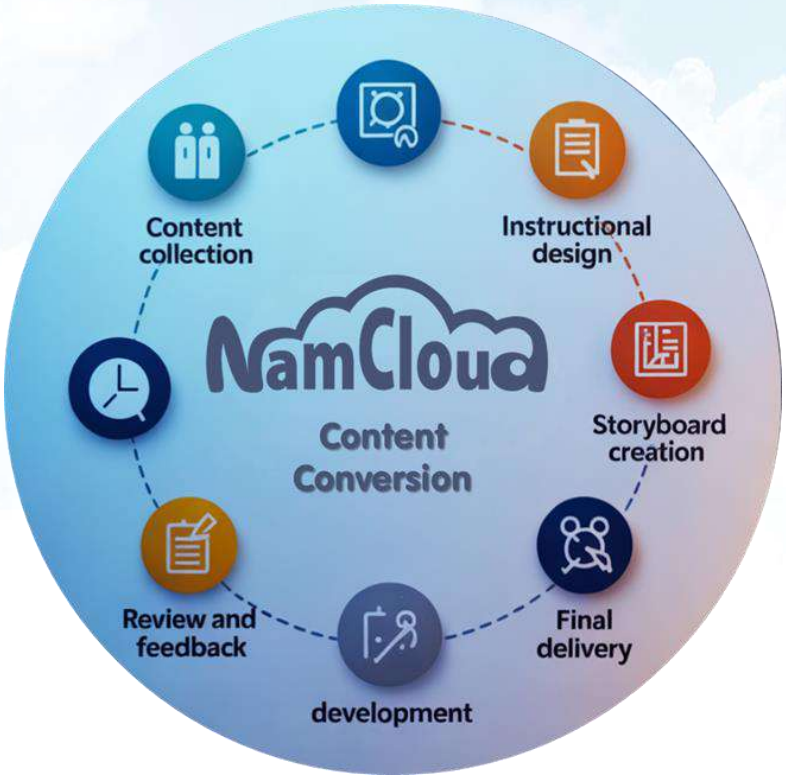
What We Do

🛠️ **We don't just digitize your material, we modernize it. Our process brings your content to life using**

- Professional Voice Overs in English or local languages
- Interactive Quizzes & Knowledge Checks
- Multimedia Integration (Images, Videos, Audio, Animations)
- Simulations & Scenario-Based Learning
- Staff Progress Tracking
- Mobile-Friendly Formats for learning on any device

How the Process Works

We follow a structured yet flexible workflow to ensure your content is accurately transformed and instructionally sound:



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1 Content Collection



You provide us with the raw content:

- ✓ Books, PDFs, printed manuals
- ✓ PowerPoints, Word Docs, Excel files
- ✓ Policies, procedures, visual diagrams, videos

We also conduct a content audit to evaluate:

- ✓ Relevance
- ✓ Completeness
- ✓ Redundancies or outdated info
- ✓ Gaps that require instructional support

2 Instructional Design



Our learning designers reorganize and structure the content into learning-friendly formats, ensuring:

- ✓ Clear learning objectives
- ✓ Logical flow of ideas
- ✓ Chunked and simplified information
- ✓ Visual and interactive elements aligned with content

3 Storyboard Creation

We create a visual blueprint or storyboard outlining:

- ✓ Screen layouts
- ✓ Text/audio/script
- ✓ Interactions
- ✓ Questions or scenarios

This ensures transparency and allows for feedback before development begins.



4 Development

We use eLearning authoring tools to:

- ✓ Build interactive modules
- ✓ Add voice narration
- ✓ Insert quizzes and knowledge checks
- ✓ Embed animations or videos

The output is SCORM/xAPI-compliant, ensuring compatibility with any modern Learning Management System (LMS).



5 Review and Feedback

You'll receive a working version for quality assurance testing:

- ✓ Check accuracy, usability, and navigation
- ✓ Suggest edits or enhancements



6 Final Delivery

Once finalized, we deliver:

- A complete SCORM/xAPI compatible training module (for LMS upload)
- HTML5 version for offline use (optional)
- A preview link for testing
- Voiceover audio files (if required)
- A full design file for future edits

Why It Matters

Modern organizations need training that is:

- Accessible anywhere, anytime
- Rapid turnaround for time-sensitive projects
- Consistent across departments
- Measurable and trackable
- Localised (Local languages)
- Engaging and easy to understand

With our Content Conversion Services, you preserve your existing knowledge and give it a new life through digital learning—empowering your workforce while reducing costs.

2 Bespoke/Customised Course Development

🛠️ Tailored Learning for Your Systems, People, and Processes

Every organisation is unique with its own systems, policies, workflows, and training challenges. At NamCloud, we specialize in building custom eLearning courses that are not only company-specific but also localised to reflect your operational reality, work culture, and staff training needs.



Whether you want to digitize internal manuals, teach staff how to use ERP systems, or provide safer training for industrial processes, we design from the **ground up** turning your content and systems into clear, interactive training experiences.

🔄 From Documents to Digital Training

Just like our **Content Conversion Services**, our bespoke course development often starts with the raw materials you already have:

- → SOPs, HR policies, printed manuals
- → ERP documentation or user guides
- → Safety procedures, machine operations
- → PDFs, PowerPoints, videos, or technical diagrams



We extract, structure, and convert this material into effective learning tools using modern instructional design strategies.

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What We Create

Our custom courses are designed to meet specific business needs, such as:



💼 ERP & MIS Training

- Based on your **real-life documentation** and **system screens**
- Includes **software simulations** (clickable step-by-step tutorials) and **hands-on practice**
- Explains workflows **in your company's own context**



🏭 Industrial & Equipment Process Training

- Used to **safely teach machine operations** or manufacturing processes
- Delivered using **interactive simulations** or **step-by-step videos**
- Reduces the need for risky on-site shadowing

👷 Department-Specific Inductions

- Helps new hires understand exactly **how your department works**
- Includes policies, reporting structures, day-to-day tasks
- Branded and aligned with your internal tone and terminology

📈 Performance Improvement Programs

- Addresses identified **gaps in knowledge** or behaviour
- Uses assessments, microlearning, and action-based scenarios

🌐 Digital Transformation Training

- Supports change management by helping employees adapt to new systems and procedures
- Clarifies why changes are happening, and how to succeed in the new environment

Our Development Process

We don't just build courses—we guide you through the process, ensuring your expertise is translated into **clear, measurable learning experiences**:

1 Needs Analysis



We collaborate with your leadership, HR, or operations teams to:

- ✓ Identify performance gaps or training goals
- ✓ Understand your audience, work culture, and systems
- ✓ Collect relevant documents, process flows, videos, or software access

2 Instructional Design

We reorganize and rewrite your material into **instructionally sound modules**, breaking complex info into manageable, engaging segments.

3 Storyboarding & Scripting

We prepare **visual storyboards** and **voiceover scripts** using:

- ✓ Your terminology, branding, and system references
- ✓ Local languages where necessary (e.g. Oshiwambo, Afrikaans, English)



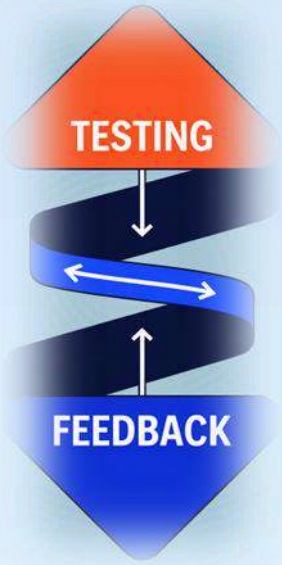
4 Development & Multimedia Integration

We build using industry-leading tools for content such as:

- ✓ Voiceovers
- ✓ Custom screen recordings of your ERP/MIS platforms
- ✓ Interactive quizzes, drag-and-drops, simulations
- ✓ Mobile-friendly layouts for easy access in any environment

5 Testing & Feedback

You review a working version. We refine it based on team input, ensuring accuracy and usability before final rollout.



6 Final Delivery

We provide:

- ✓ LMS-ready SCORM/xAPI packages
- ✓ Offline versions for USB or local network access
- ✓ Post-deployment support if needed

✅ Why Choose Our Custom eLearning?

Localised Content — Relevant to Namibian companies, workers, and regulations

System-Specific — We use *your* data, *your* workflows, and *your* tools

Secure and Consistent — Train staff on sensitive systems without real-time access

Measurable Impact — Includes progress tracking, completion rates, and assessments

Accessible Anywhere — Works on mobile phones, tablets, and computers



Let's Turn Your Internal Know-How into Powerful Training Tools

Whether it's a machine manual, a 100-page safety PDF, or a new software rollout—we can help you **convert it into a professional, trackable, and engaging digital course**.

Cost Considerations for Tailored Courses

Addressing the inevitable question of cost, "**How much does converting or bespoke eLearning course cost?"** there is no simple answer. The cost of custom training is influenced by numerous factors, prominently the extent to which your team provides content and media elements versus what NamCloud needs to create.

Front-End Analysis

A front-end analysis can effectively define project scope, establish a roadmap, and serve as a basis for accurate bidding, time, and resource estimation.

Alternatively, if a front-end analysis is impractical or the project scope is expected to evolve during production, we formulate estimates based on available information. Should a front-end analysis be suitable for your project, we are ready to assist.



Key Questions for Estimation

Regardless of a formal analysis, essential questions must be addressed:



- Who will prepare the content, including instructional design and storyboarding?
- What existing content will the course be based on?
- What resources are available for the designers?
- What is the projected course length?
- What level of interactivity is desired for staff?
- How critical is branding and image presentation?
- What graphic sophistication is appropriate? Is existing imagery available, or will new images need to be sourced/created?
- How important is staff engagement?
- Who is the target audience?
- What are the technical requirements?
- What is the project deployment timeframe?
- Will supplementary materials be required?
- Will the course be tracked? If so, is an LMS in place, or what tracking/reporting is needed?

Your answers will define project scope and specifications. If precise answers to these questions are unavailable, considering a ceiling price can be helpful. A reputable vendor will optimize delivery within your set budget.

Estimating by Finished Hour

A common industry practice is estimating costs based on "finished hours" – the average time a staff member spends interacting with the final course. While this is a rough measure due to the variability in staff completion times, we can establish target course lengths and estimate backward, or leverage data from existing courses. Existing classroom or other training materials can also inform estimates. For instance, a 50-page textbook from a six-hour instructor-led course might translate to 1 hour of computer-based learning.



- **Complexity Factors:** Even with a projected course length, critical factors remain: who handles instructional design (storyboarding, pedagogical soundness, engaging content presentation); the type and source of media elements (e.g., extensive graphics, narration, video, simulations); and the quantity and complexity of interactivity.

Once these aspects are defined, we can determine a cost per finished hour. Typically, the first finished hour of eLearning ranges from N$15,000 to N$ 40,000, potentially higher for highly complex or labour-intensive applications.

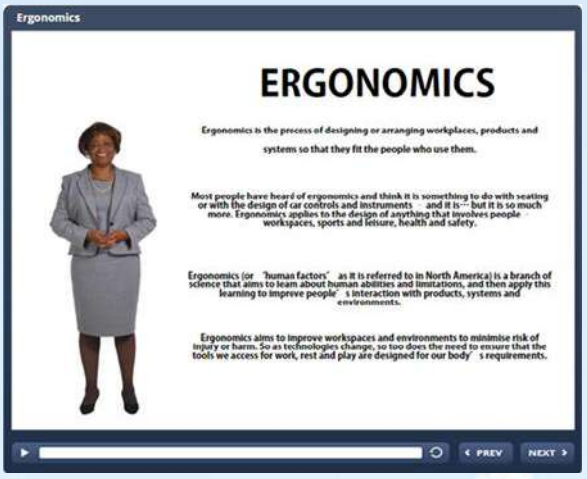
Subsequent hours usually cost 10–25% less, varying with content. Naturally, this wide range requires further refinement for a precise estimate. Evidently, our scope of work directly impacts the cost. If your team provides storyboards, media, and precise instructions, the price will be lower.

Conversely, if we manage instructional design, complex simulations, narration, video integration, and sophisticated graphic development, the price will be towards the higher end.

Engagement / Interactivity

Defining the desired level of interactivity and multimedia helps communicate the course's anticipated look and function. While definitions may vary, these levels provide a general framework:

- **Level 1 (Basic):** Primarily page-turner with supporting graphics, optional simple animation/video, no narration.



- Basic Next/Back Page turning
- Static Pages
- Graphics
- Basic quiz question

- **Level 2 (Limited Interactivity):** Limited interactivity (e.g., expanding text, multiple-choice questions), some multimedia (sound, narration, video/animation), and a few sophisticated interactions.



- Limited interaction
- Graphics and images
- Basic quiz questions

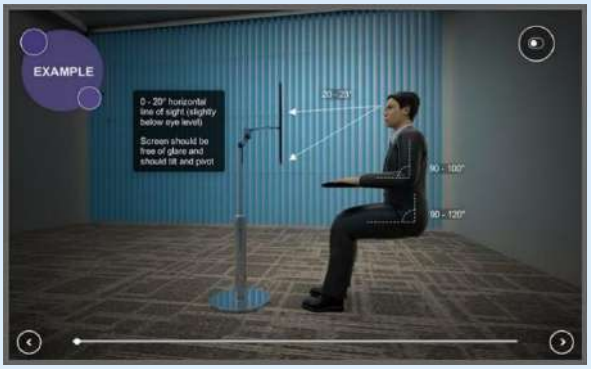
- **Level 3 (Extensive Interactivity):** Extensive interactivity and multimedia, sophisticated interactions, custom graphics, and extensive narration.



- Moderate interaction + Customized Audio
- Can include navigation menus, glossaries and links
- Complex simulations where the staff members enter data into fields
- Scenario-based cases
- Custom animations (Drag & Drop)

- **Level 4 (High-End Simulation):** High-end presentation with extensive custom graphics, high interactivity, multimedia, complex simulation walkthroughs, sophisticated programming, and potential virtual environments.

  - Simulation and game-based learning
  - Use of gaming technology 2D and/or 3D simulations
  - Includes variety of multimedia (i.e. audio, videos and interactive 3D objects)
  - The usage of avatars
  - Basically, involves all of the elements of levels 1,2 and 3 plus enhanced interactivity; and greater levels of sophistication



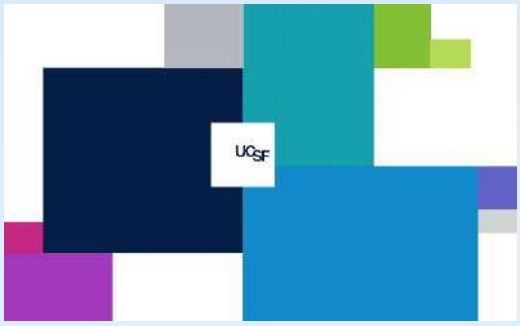
Instructional Design & Content Sourcing Levels

We also define instructional design requirements based on the level of content preparation and sourcing

Brand Elements

This refers to whether the course must align with your organisation's

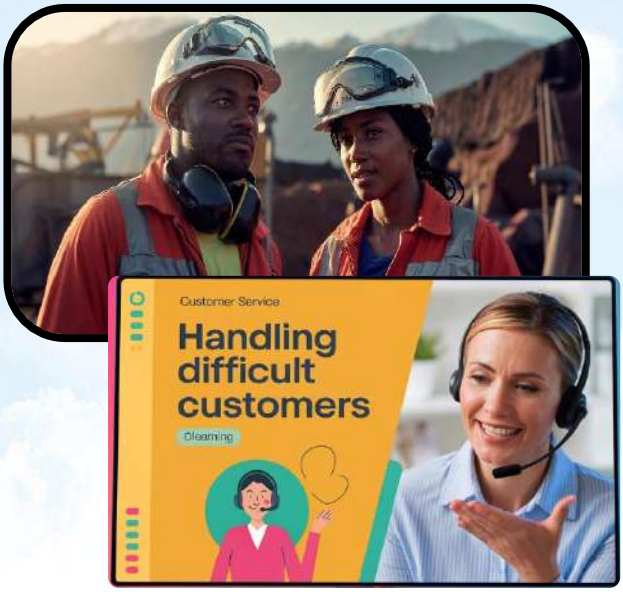
- **Visual identity** (logos, colour schemes, fonts).
- **Tone & voice** (corporate language, formal vs. conversational style).
- **Compliance guidelines** (industry-specific branding rules).



Visuals

This determines whether:

- **You supply** images, infographics, and videos (reducing design costs).
- **The NamCloud creates** custom visuals (increasing costs but ensuring uniqueness).
- **A mix of both** (e.g., you provide logos, NamCloud creates animations).



Content



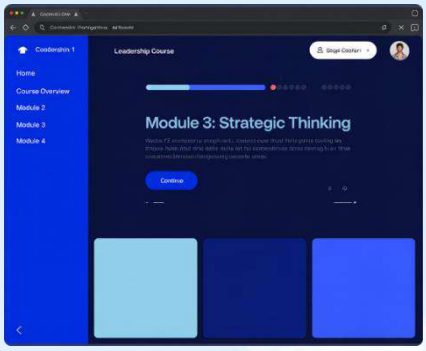
- **Low:** Client provides ready-to-program storyboards (NamCloud may offer engagement suggestions).
- **Medium:** NamCloud develops storyboards from existing materials (e.g., stand-up training, PowerPoint presentations with instructor notes), defining text, multimedia, and interactivity.
- **High:** NamCloud develops content from scratch, with instructional designers creating materials from manuals and subject matter expert interviews.

Delivery Options

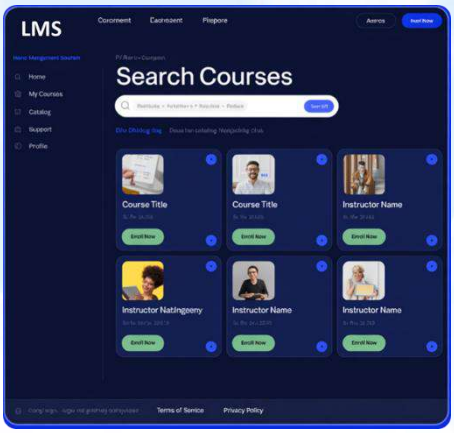
- **Executable (.exe) File (Installation):** Delivered as a standalone .exe file, ideal for stable, user-friendly, completely self-paced distance learning. **Independent of monitoring and evaluation.**



- **Web (HTML5):** Accessible via web browsers (HTML5 compatible for devices like iPad and Android). Ideal for self-paced distance learning or informational courses within intranet environments. **Independent of monitoring and evaluation.**



- **Learning Management System (LMS):** Integrated into a company's LMS, typically SCORM-based. **Allows assignment to staff and monitoring of progress and scores.**



Knowing Your Budget



To provide an accurate price estimate, we gather comprehensive information to **formulate a fixed-price quote**. Alternatively, we can work within a specified budget, prioritizing and adjusting elements to deliver the best possible course within your allocated funds.

For security, we require 50% upfront payment, with the remaining 50% due upon course delivery.

3 Off-the-Shelf Soft Skills Courses

Instant Access to 130+ Soft Skills and 14 Industrial Safety Courses

When time and resources for course development are limited, our **Off-the-Shelf Training Library** offers an immediate and cost-effective solution. With over **130+ expertly designed Soft Skills modules** and **14 Industrial Safety eLearning courses**, organizations can train their teams without the delay or expense of building content from scratch.



These ready-made courses are:

- Professionally developed
- Instructionally sound
- LMS-compatible
- Scalable for **unlimited internal users**
- Custom-branded to match **your company's identity**

Key Features of Our Off-the-Shelf Courses

1. **130+ Soft Skills Courses**
   Covering essential workplace, leadership, communication, HR, and personal development topics.
2. **14 Industrial Safety Courses**
   Designed for frontline employees in manufacturing, mining, logistics, and heavy industries, covering critical occupational health and safety topics.
3. **Instant LMS Deployment**
   All courses are SCORM/xAPI-compliant and can be quickly uploaded to your existing Learning Management System (LMS) for immediate use.
4. **Branded for Your Company**
   Each course is visually customized to include your:
   - Company logo and colors
   - Fonts and branding guidelines
   - Introductory welcome or compliance messages
5. **Unlimited Internal Users**
   Access is provided for **your organization only** with **unlimited staff members** and **unlimited access**.
6. **Voiceovers with Text-to-Speech**
   Courses can be enhanced with natural-sounding text-to-speech narration for improved accessibility and engagement.

Bespoke/Customised Courses VS Off-the-Shelf Courses

ASPECT	CUSTOM / BESPOKE	GENERIC / OFF-THE-SHELF
DEFINITION	Designed and built specifically for a particular organization's needs. Content, design, and functionality are tailored.	Pre-designed, ready-made courses created for a broad audience. Minimal to no customization.
PURPOSE	Solves unique challenges, reflects the company's culture, branding, specific products, policies, or skills.	Covers common topics like Microsoft Office, leadership skills, cybersecurity basics, etc., intended for wide use across industries.
DEVELOPMENT TIME	Longer – requires planning, content gathering, design, development, testing, and revisions.	Faster – available for immediate purchase and use with little to no delay.
COST	Higher initial investment, but better long-term return because it directly addresses needs.	Moderate upfront cost, good for organizations with limited budgets needing quick training solutions.
FLEXIBILITY	Highly flexible – the client controls every aspect (content updates, design changes, languages, etc.).	Limited flexibility – you can usually only brand lightly (like adding a logo), but core content cannot be changed.
LEARNING IMPACT	High – because it speaks directly to the staff's environment and tasks. Increases engagement and retention.	Moderate – staff may feel content is too general or not fully relevant, which can lower engagement.
EXAMPLES	- A mine developing a safety induction specific to their site rules. - A bank creating a course on their internal loan processing system.	- A company purchasing a general "Introduction to Cybersecurity" course. - Buying a ready-made course on "Excel for Beginners."

Configuration & Optional Add-Ons

- **Upload & LMS Setup Support**
  We assist in configuring and uploading your courses to your LMS.
- **Offline Versions Available**
  Perfect for companies with limited internet access in remote or field-based operations.
- **Add-On Custom Content (Optional) - Up to 20% of Course**
  Need to insert policies, assessments, or localized examples? We can extend the course with:
    - Custom slides or scenarios, Additional assessments, Local regulatory references

Custom work is billed based on complexity:

- **Standard Rate:** N$ 650 per hour
- Based on:
    - Type of original content (e.g. printed manual vs. digital PDF)
    - Retyping requirements
    - Level of desired interactivity or media production
    - **Additional charges** when changing voice overs.

Course Types Explained

Soft Skills Training

Covers **universal competencies** such as:

- Leadership & Team Building
- Communication & Emotional Intelligence
- Conflict Resolution & Customer Service
- Time & Stress Management
- DEI, Digital Citizenship, and Professionalism

👉 *Ideal for*: Office staff, supervisors, managers, HR, customer service, and project teams.

Industrial Safety Training

Covers **technical and compliance-based training** for high-risk environments:

- Workplace safety procedures
- Equipment-specific precautions
- Risk mitigation and emergency response

👉 *Ideal for*: Mining, logistics, manufacturing, construction, and utility companies.

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Sample Course Catalogue Highlights

Soft Skills – Human Resources & Leadership Courses

#	Type of Training
	MANAGEMENT
1	Workplace Management
2	Becoming Management Material
3	From Boss to Leader
4	Leadership Skills for Supervisors
5	The ABCs of Supervising Others
6	The Professional Supervisor
7	Being a Team Player
8	Building Better Teams
9	Team Building: Developing High Performance Teams
10	Conflict Resolution: Getting Along in the Workplace
11	Dealing With Difficult People
12	Employee Accountability
13	Progressive Discipline
14	Corrective Action
15	Workplace Violence: How to Manage Anger and Violence in the Workplace
16	Bullying In the Workplace
17	Mobbing in the Workplace
18	Respect In the Workplace
19	Creating a Positive Work Environment
20	Managing Pressure and Maintaining Balance
21	Stress Management
22	Successfully Managing Change
23	Managing the Virtual Workplace
24	Time Management
25	Hiring for Success: Interviewing Techniques
26	Onboarding: The Essential Rules for a Successful Onboarding Program
27	Orientation Handbook: Getting Employees Off to a Good Start
28	Performance Management: Managing Employee Performance
29	Conducting Effective Performance Reviews
30	Employee Recognition: Appreciating Your Workforce
31	Employee Dispute Resolution: Mediation through Peer Review
32	Creating a Top-Notch Talent Management Program
33	Business Succession Planning: Developing and Maintaining a Succession Plan

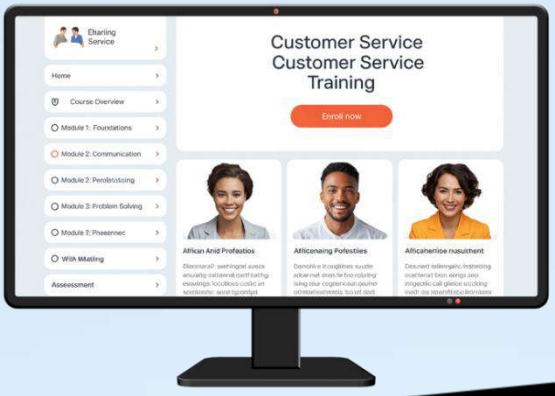




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Customer Service

34 Call Center Training: Sales and Customer Service Training for Call Center Agents
35 Critical Elements of Customer Service
36 Managing Customer Service
37 Communication Strategies
38 Active Listening
39 Giving Effective Feedback
40 Sales Skills



Finance & Accounting

40 Accounting Skills for the New Supervisor
41 Balanced Scorecard Basics
42 Entrepreneurship 101
43 Marketing for Small Businesses
44 Building an Online Business
45 Social Selling for Small Businesses
46 Story Marketing for Small Businesses



Diversity & Inclusion

47 Diversity, Equity, and Inclusion
48 Disability Awareness: Working with People with Disabilities
49 Transgender Employees: Creating an Inclusive Work Community
50 Unconscious Bias
51 Closing the Generation Gap in the Workplace



Personal Development

51 Becoming a Better Learner
52 Building Your Self-Esteem and Self-Confidence
53 Goal Setting
54 Self-Leadership
55 Emotional Intelligence
56 Anger Management: Understanding Anger
57 Conquering Your Fear of Speaking in Public
58 Public Speaking: Presentation Survival School
59 Honing and Delivering Your Message
60 Personal Brand: Maximizing Personal Impact
61 How to Become a Leader with Integrity
62 Influence and Persuasion
63 Getting Stuff Done: Personal Development Boot Camp

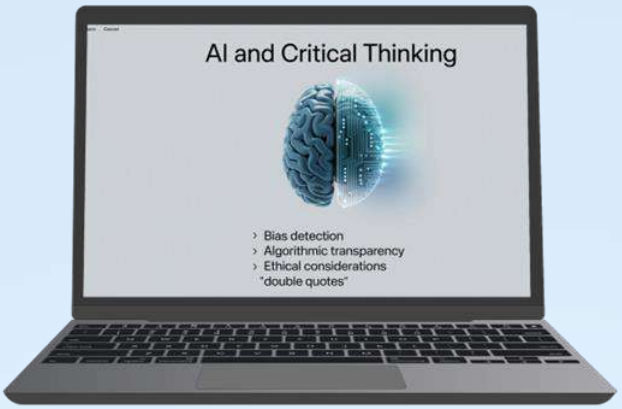




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Professional Skills

64 Business Etiquette: Gaining that Extra Edge
65 Business Writing That Works
66 Advanced Writing Skills
67 Skills for the New Employee
68 Skills You Need for Workplace Success
69 Collaboration
70 Delegation: The Art of Delegating Effectively
71 Problem Solving and Decision Making
72 Critical Thinking
73 AI and Critical Thinking
74 Creative Thinking and Innovation
75 Creativity In the Workplace
76 Design Thinking
77 Fostering Innovation
78 Conversational Leadership



Training & Development

79 Advanced Skills for the Practical Trainer
80 Mastering Adult Learning Methods
81 Using Activities to Make Training Fun
82 Survival Skills for the New Trainer
83 Developing a Training Needs Analysis
84 Measuring Training Results
85 Developing an eLearning Course
86 Creating Winning Webinars: Getting Your Message Out
87 Delivering Dynamic Virtual Presentations
88 Developing a Lunch and Learn Program
89 Creating Successful Staff Retreats
90 Facilitation Skills



Safety & Compliance

91 Safety in the Workplace
92 Workplace Health and Safety: The Supervisor's Role and Responsibilities
93 Planning for Workplace Safety
94 Developing a Safety Procedures Manual
95 Hazards in the Flow of Food
96 High Reliability Organizations
97 Risk Management
98 Crisis Management
99 Code of Conduct: Setting the Tone for Your Workplace
100 GDPR Readiness: Creating a Data Privacy Plan
101 GDRP Readiness: Getting the Message Out



Environmental & Sustainability

102 Environmental Sustainability: A Practical Approach to Greening Your Organization
103 An Environmental Audit Primer



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Project Management

104 Project Management: All You Need to Know
105 Project Management Principles and Performance Domains
106 Project Planning: All You Need to Know
107 Lean Process Improvement
108 Continuous Improvement with Lean
109 Six Sigma: Entering the Dojo



Digital Transformation

110 Digital Transformation
111 Digital Transformation: Overview
112 Growth Hacking

Cybersecurity

113 Cybersecurity Fundamentals

Media & Public Relations

114 Public Relations Boot Camp
115 Working with the Media
116 Promoting a Marketing Webinar



Conference & Event Management

117 Conference and Event Management
118 Trade Shows: Getting the Most Out of Your Experience

Process Improvement

119 Lean Process Improvement
120 Continuous Improvement with Lean
121 Six Sigma: Entering the Dojo



Other

122 Psychological Health and Safety
123 Women Leadership: Owning Your Strengths and Skills
124 Beyond Workplace Politics
125 Vendor Management Essentials
126 Appreciative Inquiry
127 Cannabis and the Workplace
128 Identifying and Combatting Fake News
129 Coaching and Mentoring
130 Strategic Planning
131 Developing Your Executive Presence
132 Business Writing That Works
133 Meeting Management: The Art of Making Meetings Work
134 Motivation Training: Motivating Your Workforce
135 Managing Across Cultures
136 Workplace Health and Safety: The Supervisor's Role and Responsibilities

AND MANY MORE ADDED TIMELY!

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ICT

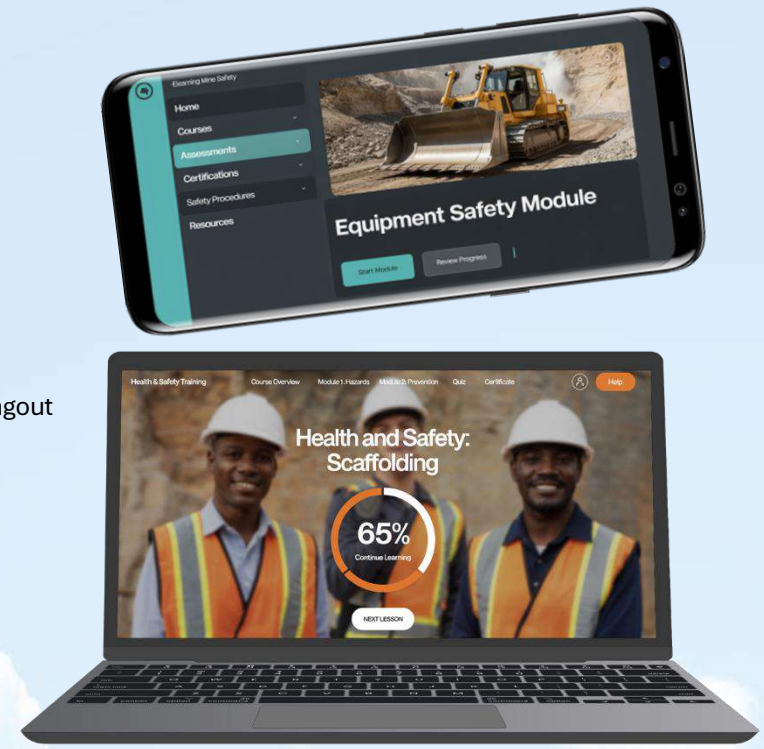
137 Introduction to Computers (Hardware | Software and File Management)
138 Online Essentials (Internet Browsing - Chrome & Email - Gmail)
139 Documents 1 (Microsoft Word 2019/365 - Beginners)
140 Documents 2 (Microsoft Word 2019/365 – Intermediate)
141 Spreadsheets 1 (Microsoft Excel 2019/365 – Beginners)
142 Spreadsheets 2 (Microsoft Excel 2019/365 – Intermediate)
143 Presentation 1 (Microsoft PowerPoint 2019/365 - Beginners)



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Industrial Safety Courses

1. Stairways and Ladders Safety
2. Slips, Trips, and Falls Safety
3. Scaffolding
4. Respiratory Safety
5. Machine Guards
6. Hearing Conservation
7. HazCom
8. Forklift Safety
9. Fire Prevention and Safety
10. Control of Hazardous Energy-Lockout-Tagout
11. Electrical Safety for Unqualified Staff
12. Bloodborne & Airborne Pathogens
13. Back Safety and Injury Prevention
14. Arc Flash



🛑 Important Notes

- Our **off-the-shelf courses** are a **once-off purchase** per organization.
- **Not covered under SLA costs** unless otherwise agreed.
- Course licenses are **non-transferable** to external entities or resellers.

🌍 Why Choose Our Training Library?

- ✅ **15+ Years of Training Development Experience**
- ✅ **Locally Relevant** for Southern Africa's workplace challenges
- ✅ **Affordable, Scalable, and Professional**
- ✅ **Quick implementation with zero content development time**
- ✅ **Supports workforce development goals across all industries**

Let's Get You Up and Running—Fast

Our off-the-shelf eLearning solutions allow your organization to **train smarter, faster, and more affordably**. Whether you need to roll out customer service training to 200 staff or ensure health and safety compliance on your mine site, we've got a course that fits.

4 Learning Management System (LMS)

Smart, Secure, and Simple to Use – NamCloud LMS

Rethink Training: Maximize Reach, Minimize Costs with NamCloud LMS

Technology has fundamentally changed the way we work, communicate, and grow. So why should employee training remain stuck in the past? In today's dynamic business environment, ensuring your entire team is skilled, compliant, and engaged is not just an HR goal—it's a critical driver of success. The **NamCloud Learning Management System (LMS)** is the centralized, intelligent platform that transforms your training from a logistical challenge into a strategic advantage.

From Costly Chaos to Controlled Efficiency

Traditional, in-person training is an expensive and inefficient exercise, draining both time and resources. Consider the hidden costs and complexities:

- **Venue & Logistics:** Searching for and booking expensive conference rooms or external venues.
- **Travel & Accommodation:** Flying in facilitators and accommodating staff from different locations.
- **Operational Downtime:** Pulling entire teams away from their core duties for day-long sessions.
- **Material Costs:** Printing thousands of pages of manuals, handouts, and assessments.
- **Scheduling Nightmares:** Coordinating calendars across multiple departments and time zones.
- **Administrative Overload:** Manually tracking attendance, grading assessments, and managing certifications.



These logistical hurdles don't just impact your bottom line; they create barriers to learning. The **NamCloud LMS** replaces this fragmented, costly approach with a streamlined, digital-first solution that empowers you to manage your entire training ecosystem with a single click.

What is a Modern LMS?

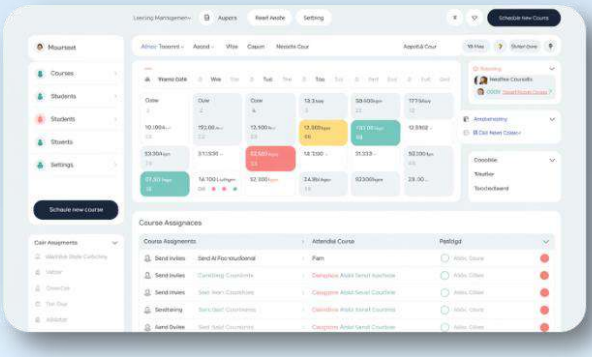
A Learning Management System (LMS) is a digital platform that lets you deliver, track, and manage training from one central hub. With **NamCloud LMS**, you can offer consistent, high-quality training anytime, anywhere—on any device—while giving managers full oversight and employees the freedom to learn at their own pace.

Key Functions of an LMS

Function	Details
Global Content Delivery	Instantly deploy and manage e-learning courses, videos, documents, and interactive content to your entire workforce, no matter where they are.
ADVANCED TRACKING & ANALYTICS	Gain powerful insights into staff engagement. Monitor completion rates, assessment scores, time spent on tasks, and identify skill gaps in real-time.
STRATEGIC SKILL MANAGEMENT	Map and monitor employee skills, certifications, and competencies. Proactively identify training needs to build a future-proof workforce.
AUTOMATED COMPLIANCE TRAINING	Never miss a deadline. Automate reminders and notifications for recurring mandatory training (e.g., compliance, safety, policy updates).
INSTANT CERTIFICATION	Automatically issue, track, and store digital certificates upon course completion, ensuring your organization is always audit-ready and compliant.
LIVE & VIRTUAL CLASSROOMS	Host engaging live webinars and virtual training sessions directly through the LMS, blending self-paced learning with real-time collaboration.
STRUCTURED LEARNING PATHS	Design and assign comprehensive training programs, from new employee onboarding to leadership development, guiding employees on a clear path to success.
SEAMLESS STAFF COMMUNICATION	Keep everyone in the loop with automated emails, system announcements, and progress notifications, fostering a culture of continuous learning.
ROBUST ASSESSMENT ENGINE	Create and deploy a wide range of quizzes, assignments, and practical evaluations to accurately measure comprehension and competency. Export to Sheets

Key Features and Capabilities of the NamCloud LMS

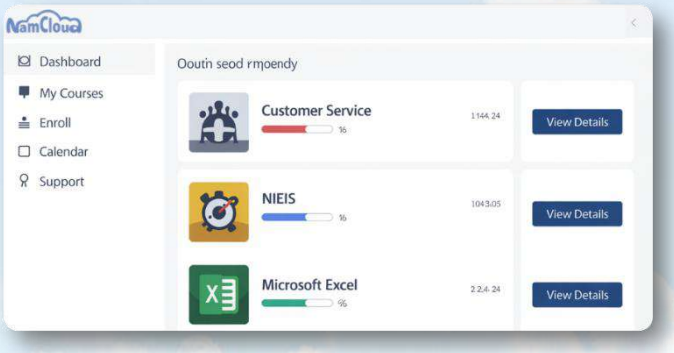
→ **Automated Scheduling**: Assign courses, send invites, and track attendance—all without the back-and-forth emails.



→ **Digital Course Library**: Host and access all training materials—PowerPoints, PDFs, videos, manuals, and quizzes—on one secure platform.

→ **Role-Based Learning Paths**: Assign training based on job function or department with built-in reminders for refresher sessions.

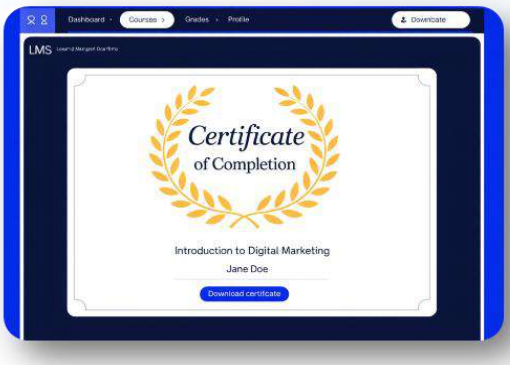
→ **Self-Paced Learning:** Allow employees to complete training at their own convenience, reducing downtime and disruptions to operations.



→ **Progress Tracking & Reporting**: Instantly see who's completed what, who's overdue, and where support is needed.

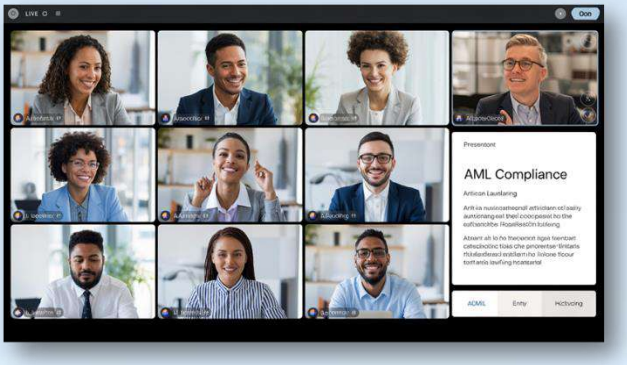
→ **Internal Course Creation**: Empower your own staff to develop and upload in-house training content, complete with quizzes and progress checks.

→ **Real-Time Competency Monitoring**: Track not just completion, but comprehension—ensuring your workforce remains confident and capable.



→ **Digital Certificates:** Automatically issue and store proof of completion, keeping your site compliant and audit-ready.

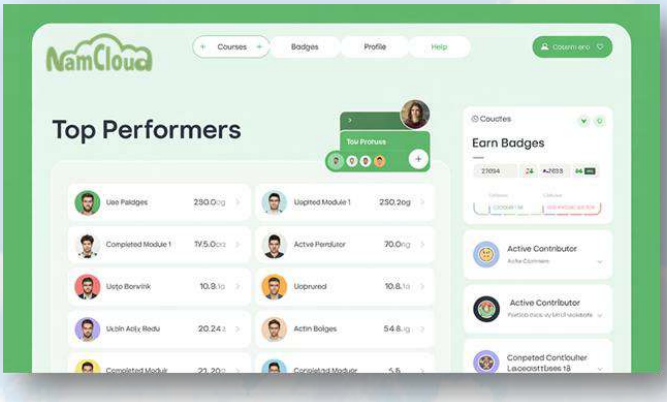
→ **Live Class Hosting & Recording** Host instructor-led virtual classes via Zoom, Teams, or Google Meet—and record sessions for later review or for those who couldn't attend.



→ **Interactive Assessments** Create advanced quizzes with multiple question types (MCQs, drag-and-drop, case studies, simulations) to test understanding effectively.

→ **Feedback Collection** Built-in post-training surveys and polls to gather staff feedback and continuously improve your content.

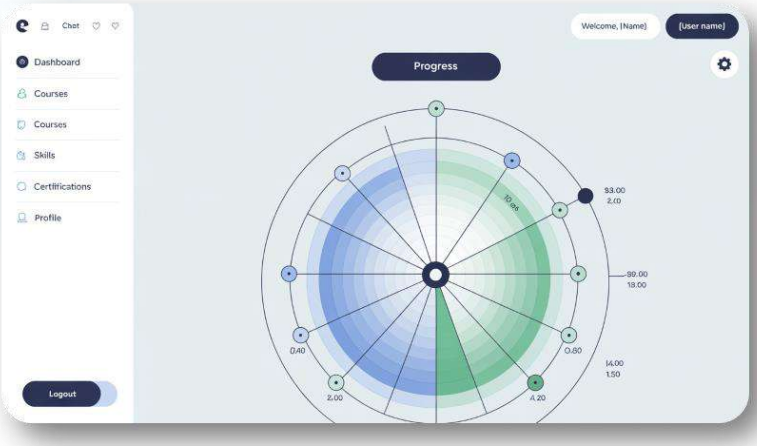
→ **Staff Portfolios** Enable users to build and maintain a digital record of all skills gained, courses completed, and certifications earned.



→ **Gamification & Badging** Motivate staff with points, badges, and leaderboards to encourage engagement and course completion.

→ **Mobile-Friendly Access** Learn anytime, anywhere, on any device—perfect for on-site, remote, or field-based staff.

→ **Skill Endorsements** Allow managers or peers to endorse demonstrated skills post-training to reinforce credibility and confidence.



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- **Blended Learning Support** Combine online content with in-person sessions for a hybrid training experience.
- **Sorting & Tagging of Skills Gained** Automatically tag and categorize learned skills per course to build a searchable skill matrix for HR or team leads.
- **Compliance & Policy Training Management** Ensure required legal and compliance courses are completed on time, with automatic alerts and updates.
- **Version Control & Audit Trail** Keep track of updates to courses and materials with time-stamped version logs and content history.
- **Team Leader Dashboards** Managers can view team progress, identify training gaps, and assign corrective learning paths instantly.
- **Multi-Language Support** Deliver training in multiple languages to serve a diverse workforce or regional branches.
- **Integration with HR/Payroll Systems** Sync training data with existing systems for seamless HR management and reporting.

NamCloud
REG 2449/2012
Covering Namibia, Digitally ...

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