



# RISING EAST TRAINING INSTITUTE (RETI)

*Striving to Reduce Skills Gap in the Industry*



## COMPANY PROFILE



## ABOUT US

RETI was established in 2015 and accredited with TEVETA as a Skills Training Institution. Our campus is located on Plot A150, off Munali Road, Foxdale, Lusaka. Our aim is to reduce skills gap by providing short courses in scarce skills that are work ready, with a mission to provide the highest standard of training and meet the demands of skills using innovation and technological approaches in line with the world's best practices.

RETI believes that skills development training is vitally important for enhancement of efficiency, competence, timely service delivery, productivity, enablement to reach set-goals and prudence in the use of resources. Further, we are convinced that any organisation investing in Skills Development Training and on-going learning is investing in their own success.

In our quest to achieve our vision, we embarked on a mission to deliver skills to both Private and Public companies by engaging with all stake holders.

In this regard we have undertaken to:

- Reach out to High schools in order to sensitize grade 12 pupils (potential school leavers) on the provision of skills training as part of career path.
- Engage with vehicles of development in constituencies i.e. Members of Parliament, Councilors and Ward Development Committees, who facilitate for delivery of skills training for people and cooperatives in their respective communities through bursaries supported by Constituency Development Funds (CDF).
- Collaborate with employers paying Skills Development Levy in order to facilitate Employer Based In-Service Training (EBT) financed by TEVETA.





## VISION

To reduce the skills, gap in the job market by providing short courses in scarce skills that are work ready.



## MISSION

To provide the highest standard of training and meet the demand of skills using Innovation and Technological approaches in line with the world's best practices.



## SKILLS TRAINING COURSES

To provide the highest standard of training and meet the demand of skills using Innovation and Technological approaches in line with the world's best practices.

### FORMAL SECTOR

#### COPRORATE COURSES

- ▶ Call Center
- ▶ Customer care
- ▶ Performance Management
- ▶ Effective Communication Skills
- ▶ Green Finance
- ▶ Time Management
- ▶ Administrative Support
- ▶ Environmental, Social and Governance
- ▶ Employee Motivation
- ▶ Leadership & Supervisory Skills
- ▶ Co-operative Management and Governance
- ▶ Environmental Management Systems

#### AGRICULTURE COURSES

- ▶ Animal feed production
- ▶ Animal Health
- ▶ Bio Safety in Livestock
- ▶ Farm Mechanization
- ▶ Occupational Health and Safety
- ▶ Food Processing and value addition

### INFORMAL SECTOR

#### CONSTRUCTION COURSES

- ▶ Building Construction Technology
- ▶ Road Construction
- ▶ Construction Law
- ▶ Contract Administration
- ▶ Estimating & Tendering using Net-cost ▶ Estimator

#### ENTREPRENEURSHIP COURSES

- ▶ Financial Literacy
- ▶ Market Research
- ▶ Co-operative Management and governance



## SKILLS TRAINING PROGRAMS

### **CAPACITY BUILDING FOR YOUTH AND WOMEN EMPOWERMENT**

Supported by the Constituency Development Fund, this initiative aims to empower youths, women, and cooperatives through targeted skills and development training that emphasizes sustainability as a foundation for long-term success. The program collaborates with non-governmental organizations (NGOs) and companies to sponsor vulnerable youths in skill sets that will enable them to become employable, enterprising, and self-sustaining.

### **EMPLOYER-BASED IN-SERVICE TRAINING (EBT)**

Supported by TEVETA, this program follows the enactment of the Skills Development Levy Act, 46 of 2016. TEVETA issues quarterly invitations for training proposals to TEVETA-accredited training providers who partner with employers. Financial support is available to those meeting disbursement criteria. The focus is on providing training that addresses the skills gap and aligns with current market demands, as determined by employer-led training needs assessments. Collaborations with companies allow for tailored training to meet specific needs. All trainers are TEVETA-accredited, experienced, and capable of creating customized programs. The initiative also includes engaging with human resource and training managers to identify their needs and submit proposals to TEVETA.



## CONDUCTED TRAININGS

### **Cost Estimating and Management for Zulu Barrow Consulting 2022**

This training for Zulu Barrow Consulting focused on enhancing cost estimating and management skills. It covered techniques for accurate cost estimation, budgeting, and financial management of projects. Participants gained insights into resource allocation, cost control measures, and the use of advanced software tools to streamline cost management processes, resulting in improved financial efficiency and project profitability.



## CONDUCTED TRAININGS

### Performance Management and Balanced Scorecard for Madison General, Madison Finance, and Madison Life 2024



This training aligned the strategic goals of Madison General, Madison Finance, and Madison Life with measurable performance metrics. Managers learned to develop key performance indicators and implement balanced scorecards, fostering a culture of continuous improvement and accountability. The training improved performance evaluations and clarified performance expectations.

### Customer Service and Effective Communication Skills Training for Sarovar Hotel 2023



The training focused on enhancing communication and customer service skills among Sarovar Hotel staff, emphasizing empathy, active listening, conflict resolution, and cultural sensitivity. Interactive workshops and role-playing scenarios provided practical experience, resulting in improved guest satisfaction, enhanced teamwork, and reduced complaints.



## CONDUCTED TRAININGS

### Cost Efficiency Training for Ministry of Local Government Engineers and Quantity Surveyors 2023



The cost efficiency training for engineers and quantity surveyors, in collaboration with LT Construction Software, focused on optimizing project costs, improving resource allocation, and enhancing project management efficiency. Comprehensive workshops and software training sessions resulted in significant cost savings, better project planning, and increased technical proficiency among the 200 participating engineers.

### Comprehensive Site Health and Safety for Zhengthai Group 2020



This training ensured a safe working environment for Zhengthai Group employees by covering hazard identification, risk assessment, proper PPE use, and emergency response procedures. Emphasis was on fostering a culture of safety awareness and compliance, resulting in a safer workplace and reduced accident risks.



## REFERENCE LETTERS



Synergy Seeds Zambia Limited  
Plot Number 5255, Mukwa Road  
Heavy Industrial Area,  
Lusaka, Zambia

Email : [sales\\_zambia@synergy.co.zm](mailto:sales_zambia@synergy.co.zm)

31<sup>st</sup> October 2023.

The Director General  
TEVETA  
Birdcage Walk, Longacres  
Private Bag RW16X  
Lusaka,  
ZAMBIA.

Dear Sir/Madam,

**RE: POST EVALUATION REPORT ON THE TRAINING OF SYNERGY SEEDS ZAMBIA UNDER EMPLOYER BASED IN-SERVICE TRAINING THROUGH TEVET FUND - JUNE 2022 EVALUATION**

Following the contracts signed among the parties, Synergy Seeds Limited, Rising East Training Institute and TEVETA to execute skills training through a scheme called Employer Based In-service Training Through Tevet Fund, we would like to report that the training was successfully conducted for a period of two days dated 5<sup>TH</sup> and 6<sup>TH</sup> September 2023 with 30 People in attendance.

The training was starting at 08:30hrs and ending at 16:20hrs and the Venue was Acamms' Lodge.

We believe that the training was of great benefit to the company as the knowledge attained will enhance our customer care skills and help in customer service delivery.

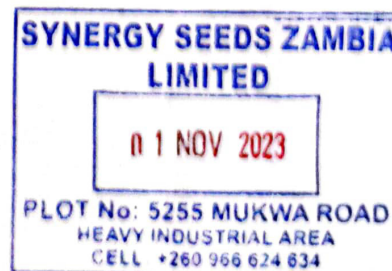
On completion of the training, the training provider provided us with the following:

- Training Packs
- Completion Certificate

We recommend that a similar arrangement can be made in areas that need enhancement in skills and having tailor made programmes that meet the Needs of our company.

Yours faithfully,

Brian Mususa Mhango  
CHIEF EXECUTIVE OFFICER.





## REFERENCE LETTERS



21<sup>st</sup> August, 2023  
The Director General  
TEVETA  
Birdcage Walk, Longacres  
Private Bag RW16X  
Lusaka, Zambia

Dear Sir/Madam

**RE: POST EVALUATION REPORT ON THE TRAINING UNDER EMPLOYER BASED  
IN-SERVICE TRAINING THROUGH TEVET FUND- JUNE 2022 EVALUATION**

We would like to report that 60 number of employees from **Hotelier Zambia Limited T/A Radisson Blu Hotel Lusaka** had a successful training in **Customer Care Service**. The training was organized by **Rising East Training Institute** in collaboration with **Hotelier Zambia Limited** through a scheme called Employer Based In-service Training through Tevet Fund. The training had 3 different sessions held on different days 1<sup>st</sup> July 8<sup>th</sup> July and 15<sup>th</sup> July 2023 with 15 participants per session.

The training was starting at 08:30hrs and ending at 17:00hrs and the venue was at Radisson Blu Hotel, Lusaka.

The training was of great benefit to the company as we believe that the knowledge attained will enhance our customer care skills which will spur high levels of productivity.

On completion of the training, the training institute provided us with the following:

- Training Packs
- Skills Award Completion Certificate

We recommend that a similar arrangement can be made in areas that need enhancement in skills and having tailor made programs that meet the needs of our company.

Yours Faithfully

Amanda Mwenda  
Human Resources Manager



**Radisson Blu Hotel, Lusaka**  
Plot 19029 Great East Road, Private Bag E10, Box 382, Arcades, Lusaka, Zambia  
T: +260 211 368900 F: +260 211 368949  
info.lusaka@radissonblu.com  
radissonblu.com/hotel-lusaka



# SARO AGRO INDUSTRIAL LTD

HEAD OFFICE & MAIN BRANCH

P.O BOX 35168, LUSAKA, ZAMBIA  
5284 BUYANTASHI ROAD (OFF LUMUMBA ROAD)  
Phone: (260) (211)241477/387001/9, (260) (965) 000051/3  
Fax (260) (211) 846224/846225  
LUSAKA 10101 ZAMBIA,

E-mail: saro@saroagri.co.zm Website: www.sarozambia.com



15<sup>th</sup> August, 2023

The Director General

TEVETA



Birdcage Walk, Longacres

Private Bag RW16X



Lusaka, Zambia

Dear Sir/Madam



**RE: POST EVALUATION REPORT ON THE TRAINING OF SARO AGRO INDUSTRIAL LIMITED UNDER EMPLOYER BASED IN-SERVICE TRAINING THROUGH TEVET FUND- JUNE 2022 EVALUATION**



With reference to the captioned above, we would like to report that Saro Agro Industrial Limited had a successful training in **Customer Care Service and Call centre**. The training was organized by **Rising East Training Institute** in collaboration with Saro Agro Industrial Limited through a scheme called **Employer Based In-service Training Through Tevet Fund**.



The training was held on the 25<sup>th</sup> June, 2023 and 30 number of employees were in attendance.



Pumps  
Diesel Engines  
Generating Set

The training started at 08:30hrs and ended at 16:20hrs and the Venue was right at **Saro Agro Industrial Limited**.

We believe that the training was of great benefit to the company as the knowledge attained will enhance our customer care skills and help in customer service delivery.



On completion of the training, the training provider provided us with the following:

- Training Packs





## REFERENCE LETTERS



Madison House  
Plot 318, Independence Avenue  
P.O. Box 37013, Lusaka, Zambia  
Tel: +260 211 378700-5  
E-mail: insure@madison.co.zm  
www.madisonzambia.com

12 June 2024  
Our Ref: Mgen/cd

The Director General  
TEVETA  
Birdcage Walk, Longacres  
Private Bag RW16X  
Lusaka, Zambia

Dear Sir/Madam

**RE: POST EVALUATION REPORT ON THE TRAINING UNDER EMPLOYER BASED IN-SERVICE TRAINING THROUGH TEVET FUND- 2022 EVALUATION**

We are pleased to report that the Customer Care Training for Madison General Insurance Company Limited, in collaboration with Rising East Training Institute Limited, was successfully conducted on the 30<sup>th</sup> May 2024. Over 50 employees participated in the training.

This training was part of the Employer-Based In-service Training scheme funded by the Tevet Fund for the year 2022 evaluation period.

The training significantly benefited the company, as the knowledge and skills acquired by the participants are expected to enhance individual and overall company performance, leading to higher productivity levels.

We recommend that similar training programs be arranged in other areas requiring skill enhancement, with tailor-made programs to meet the specific needs of our company.

Yours Faithfully

Cecilia D Bwalya  
**HEAD-HUMAN RESOURCE**

Cc Managing Director-MGen



## REFERENCE LETTERS



27<sup>th</sup> December 2023  
The Director General  
TEVETA  
Birdcage Walk, Longacres  
Private Bag RW16X  
Lusaka, Zambia

Dear Sir/Madam

**RE: POST EVALUATION REPORT ON THE TRAINING UNDER EMPLOYER BASED IN-SERVICE TRAINING THROUGH TEVET FUND- JUNE 2022 EVALUATION**

This is to confirm and report that 20 Number employees from **Liquid Intelligent Technologies** had a successful training in **Customer Care Service** and **Call Centre** in collaboration with **Rising East Training Institute** under a scheme called Employer Based In-service Training through Tevet Fund. The training was held on 16<sup>th</sup> May 2023 at Rising East Training Institute Located at Plot 5478, Libala Road Kalundu, Lusaka.

The Training started at 08:30hrs and ended at 17:00hrs.

The training was of great benefit to the company as we believe that the knowledge and skill attained will enhance our customer care skills which will spur high levels of productivity.

On completion of the training, the training institute provided us with the following:

- Training Packs

We recommend that a similar arrangement can be made in areas that need enhancement in skills and having tailor made programmes that meet the Needs of our company.

Yours Faithfully

Susan Sakala  
Specialist - talent Management and wellness



Headquarters: Mauritius  
South Africa Region  
Regional Office Southern Africa Region (SAR) Zimbabwe SAR Offices: Angola · Botswana · DRC · Mozambique  
Regional Office East Africa Region (EAR) Kenya EAR Offices: Rwanda · South Sudan · Tanzania · Uganda · Zambia  
Regional Office Middle East and West Africa Region (MEWA) Dubai, United Arab Emirates MEWA Offices: Nigeria  
International Offices: UK · Jersey

**LIQUID**  
INTELLIGENT TECHNOLOGIES

Zambia  
Elunda 2  
Addis Ababa Roundabout  
Rhodes Park  
Lusaka, Zambia  
T +260 211 374 600  
[www.liquid.tech](http://www.liquid.tech)



# REFERENCE LETTERS

**ZB** Zulu  
Burrow  
Consulting  
Limited  
Engineering and Development Consultants

Head Office:  
Plot 40,  
Lagos Road, Rhodes Park  
Lusaka  
P.O. Box 22591  
Lusaka, Zambia  
Tel: +260 21 50436/250434/252944  
Fax: +260 21 250197  
E-mail: hhz@zarnet.zm  
Website: www.zuluburrow.co.zm

Branch Office:  
Plot 6212  
Zambesi Road  
Riverside  
P.O. Box 22591  
Kitwe, Zambia  
Tel: +260 21 232342  
Fax: +260 21 232343  
Email: zulub@copernet.zm

**Our Ref: 02-2022/20258/lz**

2<sup>nd</sup> February, 2022

The Director General  
TEVETA  
Private bag RW16X  
Lusaka

Dear Sir

**RE: POST TRAINING VALUATION REPORT (NET COST ESTIMATOR)**

Zulu Burrow Consulting Limited conducted training in the use of Net Cost estimator Software. The training took place on 27<sup>th</sup> January 2022 and our team of Engineers were in attendance.

We found the training of Net Cost Estimator software useful for the following purposes:

- Developing unit cost estimate for new projects. this brings about better planning and budgeting of the project and an accurate Construction Estimate that allows companies to see the overall picture more clearly.
- Value Engineering. The accuracy of the software to predict the cost of nearly any construction project can also bring about a saving, with the creation of the basic price lists to which everyone enjoys the idea of saving Money.
- Financial evaluation of tenders. This software is an invaluable tool that can provide the lowest bid in the Tender giving an added advantage in securing the Bid as Pricing Error is reduced.
- Rate Analysis. This software firstly delivered faster results because of the time saved with a variety of tasks including manual calculating, paperwork, and scheduling deliveries and provided an early alert to any cost overruns, through the reports.
- Customer Satisfaction- Overall the Software will allow Owners and Managers to provide better reports and Updates to their customers. The ability to quickly send detailed, easy to understand reports and information to Clients is a large advantage in winning high ranking customer satisfaction.

*Handwritten signature*

Zulu Burrow Consulting Limited  
Company Registration No. 64814

Directors: J. Zulu (Managing), B.Eng, MCoastEZ, MCI Arb, FEIZ, R.Eng, Pr. Eng; M.V. Dika, LL.M.B.Eng, MSc., P.Eng, FEIZ, FCI Arb;

J. Ntshinda B.Eng, M.Eng (Cann. Land), MEIZ, R.Eng; A.D. Mwasilewa B. Sc, MSc, Eng, MEIZ, R.Eng.

Member of the Association of Consulting  
Engineers of Zambia



## COMPANY REFERENCES

- ▶ Sarovar Hotel
- ▶ Action Aid
- ▶ SATEC Media
- ▶ Hollard Insurance Company
- ▶ Radisson Blu Hotel
- ▶ Liquid Intelligent Technologies
- ▶ Zulu Burrow Engineering Consultants
- ▶ Home Loans limited
- ▶ DH Engineering
- ▶ TechPlan
- ▶ MMI Steel Limited etc

# Contact Us



0211-296071 / 0954-999900 / 0964082013



[academic@reti.edu.zm](mailto:academic@reti.edu.zm)



East Campus, Plot A150, Off Munali Road, Foxdale,  
P.O. Box 33381, Lusaka, Zambia