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**Voice Contact Solutions (VCS)**

04 August 2023

To whom it may concern

As a long-time client of Felix Risks Training Consultants (FRTC), I am happy to provide a professional recommendation for their high-quality services as a training provider. VCS has relied on FRTC to provide training and development services for the past 10 years.

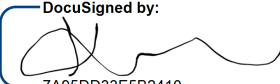
Over the time that we have worked with FRTC, they have become a true partner to our company. More than just a vendor or supplier, the FRTC team works closely with our team to ensure that our training and skills development needs are met. Their team is both proactive and responsive, providing valuable advice and guidance that helps our firm meet its overall goals and objectives.

Voice Contact Solutions has experienced the following benefits from FRTC's training:

- the facilitation is outstanding and the overall rating from learners is excellent.
- the facilitators go an extra mile to ensure that learning and teaching is differentiated to prepare learners to implement the knowledge and skills in their daily job function.
- remediation is prioritized and conducted on an individual level to ensure that the learners improve and understand specific knowledge and skills.
- improvements on the learner's ability to comprehend and apply the skills learned is visible in job performance.
- student support offered by FRTC is timeously available via online LMS, telephone, email and face to face.
- communication from FRTC to Voice Contact Solutions, the learners and facilitators is timeous and concise.
- Monthly reports on progress of learners and results of learners are made throughout the learnership period and are provided to Voice Contact Solutions.
- Work-based learning programmes, are implemented efficiently and concluded on time, administrated correctly, and submitted to the Seta.

They have far exceeded our expectations as a training provider and are always going the extra mile ensuring that all stakeholders involved in the training and development business and learners are satisfied with their service.

Sincerely

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Ms. Trish Munsami

Head of Human Resources & Compliance

Voice Contact Solutions

