



**Yejj Training Cambodia
Executive Summary**

2008

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Our Mission:

To Provide International Standards of Training and Provide Access to Employment Opportunities in Cambodia.

Yejj Training Cambodia is a pioneering and innovative organization providing high quality skills training to international standards in Cambodia. This training is made available to those from underprivileged backgrounds, so that they can contribute positively, as effective and productive individuals in society and the workplace.

Yejj eAcademy provides training in Cisco Networking, Microsoft Office, Professional (MCP) and English.

Yejj Hospitality Training Centre gives training in hygiene, cookery, housekeeping, child care & English.



Our practical & applied courses give graduating students a thorough understanding and experience of the skills they have learnt and prepares them for the workplace.

Our key emphasis is on gender equality and creating opportunity for those from underprivileged backgrounds, as well as providing training for agencies and companies in Cambodia, ensuring a supportive learning environment, which promotes creativity, achievement and hard work.

We aim to provide training for 500 students per year. To achieve this, for the IT training, we have 5 classrooms and provide practical labs for Cisco networking and Microsoft Certified Professional courses. For the Yejj Hospitality Training Centre we have a purpose built demonstration kitchen for cookery courses, a washing area and an apartment for housekeeping training. Complementing these are classrooms and computer rooms for theory and English.



Why choose Yejj?

- We Work Closely with our Clients to Understand their Needs and Provide Comprehensive Solutions
- We Have International Standards of Training and Testing
- We Have Knowledge and Experience of the Local Situation in Cambodia.
- We Aim to Provide High Standards of Customer Care and Service
- We Work as a Team to Maximize our Combined Skills Base
- Our Clients Contribute to the Social Impact in Cambodia by Partnering With Us
- We are Committed to Transparent and Accountable Business Practices

Client Relationship

At Yejj we believe it is essential to truly understand the client's needs before entering into any engagement of service and support. To achieve this Yejj management and consultants meet with clients to best determine their needs and requirements and establish the agreed objectives of any activity.

In line with our overall vision we seek to develop ongoing partnerships with our clients rather than deliver services on a purely cost or ad hoc basis. This means we can provide a comprehensive and cost effective service, coupled with continuity and far ranging support and solutions to our clients.

Yejj eAcademy Training Courses

Cisco

Yejj eAcademy is the Regional Academy for the Cisco Networking Academy Program in Cambodia.



The Internet has the power to change the way people learn, work, and play, and Yejj eAcademy with the Cisco Networking Academy Program is in the forefront of this transformation.

The Cisco Networking Academy Program is a comprehensive e-learning program that provides students with technology skills essential in a global economy. Courses deliver web-based content, online assessment, student performance tracking, hands-on labs and preparation for industry standard certifications.

The internationally recognised Cisco Career Certifications bring valuable, measurable rewards to graduates, network professionals, their managers, and the organizations that employ them.

Cisco IT Essentials and CCNA



IT Essentials and CCNA (Cisco Certified Network Associate) are comprehensive training courses that include six separate modules. Students begin by learning how to install and configure operating systems, then progress through managing Cisco switches and routers in local and wide-area networks, using various protocols, provide troubleshooting service, and how to improve network performance and security. The curriculum emphasizes the use of decision-making and problem-solving techniques to resolve networking issues.

Cisco Regional Academy

Yejj eAcademy is the Cisco Regional Academy for Cambodia after being a Cisco Local Academy for over two and a half years. We are able to provide high quality orientation, instructor training and ongoing support to Local Academies thereby raising the profile of Cisco courses.

Support and services provided to Local Academies;

- Orientation courses to Cisco curriculum, Cisco NetAcad website and Quality Assurance.
- Advice on lab and hardware setup.
- Visit Local Academies, observe and make suggestions on Quality Assurance.
- Phone and email support on Cisco academy issues.
- Curriculum support to Local Academy Legal Main Contact and Curriculum Lead contacts.
- Provide information on updates and retooling as needed.



Microsoft Computer Skills

Internationally accredited courses in Microsoft Word, Excel, Outlook, Access, PowerPoint, plus typing and File Management. All courses can be taken individually and are available on CD so that students can study in their own time. Students can be tested through ICDL and gain an internationally recognised certificate.



Interpersonal Skills & English

We provide comprehensive courses concentrating on providing students with all the skills and techniques they need to work in the office environment effectively, while also equipping them with the ability to manage themselves and the others around them. Designed to enhance their existing skills, it is a valuable resource for the office setting.

English for the Office

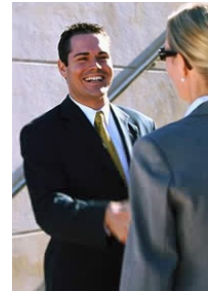
This course provides a solid foundation for anyone wanting to work in an office environment, or as a useful refresher for anyone already in an existing office position, who wants to enhance their skills by benefiting from structured training which is applied to the office workplace. This course is suitable for current or future Office Managers, Assistants, Secretaries, and Receptionists.

Sales and Customer Care Courses.

Yejj eAcademy offers hands-on, results-based sales seminars and training programs in key sales techniques for all types of sales situations.

We offer two focused courses, both based around core sales skills;

1. The [Essentials of Successful Selling](#) course will provide your direct sales teams with the methods, strategies and support they need to create a long-lasting and effective skills base, leading to more successful results.



2. The [Successful Customer Service Skills](#) course ensures your customer service and retail sales staff have all the skills needed to ensure maximized customer satisfaction and maximized revenue for the company.



Tailored Courses

We provide elementary computing courses for building confidence and motor skills for novice users, as well as a range of courses tailored to client and student requirements, such as project management, internet and email, advanced Microsoft courses for sophisticated users.

Testing.

Prometric and ICDL Approved Testing

Yejj eAcademy is accredited and approved for both ICDL and Prometric testing in Cambodia.

A testing program needs to confirm competency in your staff.

Working with an established testing provider ensures that international standards are attained and maintained. These globally recognized qualifications enables your staff to demonstrate a competent understanding of computer use and management. We will also be providing testing from Pearson Vue in the near future.



Yejj Hospitality Training Centre Courses

Yejj Hospitality Training Centre provides training in hygiene, cookery, housekeeping and English skills, to up to 180 students per year, so that they have access to sustainable, long term employment and careers in Cambodia.

Recipients

We partner with NGOs and other groups, who have existing programs working with target recipients as part of their larger capacity development (e.g. an NGO with a shelter for women, 16-27 years old). The courses are also available to the public, such as staff in existing employment who want to increase their skills base.



Courses.

The hospitality training centre offers technical and personal skills development, both formal and informally, beginning at an elementary stage, progressing to advanced skills levels, in the following;

Cookery/Catering.

Lessons are divided between practical demonstrations and lectures, covering cooking techniques, menus, kitchen safety and best procedures. The dishes prepared are interesting and uncomplicated, with a balance between classical methods and modern recipes.



House keeping.

The structure of this course provides the student with the practical and theoretical skills required for keeping a household clean and tidy to the levels of a laundry. It is also excellent training for those wishing to enhance their existing skills.

Child Care.

This course provides essential training in skills and knowledge in many areas, including; stages of child development, best practices, good hygiene, safety and positive interaction

Hygiene.

All courses include in-depth lessons in hygiene, including cleaning & disinfecting techniques, essentials of health and safety, cleaning schedules, personal hygiene & best practices.

English.

Yejj has designed interactive courses for students related to the hospitality courses.



Scholarships

A scholarship scheme is available for underprivileged young people aged between 17-26, who have a local sponsor, to participate in courses, enabling them to participate in courses for which they would not normally have the opportunity.

This is in conjunction with a sponsored student initiative through Yejj Charitable Trust in the U.K., called '**Place the Missing Student Appeal**', where members of the public can be involved in changing young peoples' lives by sponsoring a student for a low monthly amount.

Yejj Training Principles

We aim to enable students to study to their maximum effectiveness, to apply their learning and to enjoy it.

Our Guiding Principle *

**You Tell Me - I Forget
You Show Me - I Remember
You Involve Me - I Understand**

The aim of Yejj Training is to;

- Increase students capacity, motor skills and build self confidence.
- Provide relevant learning to international standards.
- To enable students to apply their knowledge and skills practically & effectively.
- Give the students an enjoyable and productive experience.
- Create a positive environment for students to learn in.



Involvement

We involve students at every opportunity:

- We encourage questions and interaction, responding to them all.
- We interact with & guide students during the lessons to keep them actively involved.
- We clearly explain all jargon and a glossary is available to students for their own reference.
- There are exercises during the session where students work using their own initiative.
- To ensure that we use time efficiently, we aim to start promptly & restart on time after breaks.

To create a positive learning environment, Yejj courses are held in the comfortable surrounding of air conditioned and, mostly carpeted training rooms, with the latest technology available.

Educational Approach

Through our dedicated educational consultant, we seek to constantly research and develop new approaches to learning, to enable students to absorb knowledge quickly and agreeably. Ali has over 30 years experience in education and 12 years in Cambodia.

To ensure students receive high quality training, our trainers have completed comprehensive Cisco Instructor Training Courses in Singapore, Thailand and Vietnam, as well as having actual technical background experience, combined with good pedagogical teaching skills.

Resource Library

A resource and library area is available for eAcademy students.

Partnerships Take Us Further

Yejj engages with international organisations, such as Cisco, ICDL and Microsoft to ensure we provide high standards of education and learning in Cambodia.

We also partner with organisations in Cambodia to provide skills training as part of other NGO's existing poverty prevention and re-integration programs. The aim is to raise the capacity of recipients on their programs, with the additional benefit of breaking institutionalized care.



M-Ploy - Yejj Careers and Employment Department

To provide continuity between training and the workplace, we are forming an Careers Department within Yejj to assist the students with work placements and employment.

Graduating students and also those from a wider pool will be registered on a database and matched to the employers requirements.

There will be careers guidance and assistance for students in soft skills (interpersonal & interview skills, communication, etc) to help them in gaining new employment.



The Careers Department will be a point of contact for people, NGOs, companies, restaurants, etc, to recruit new staff. The benefit to potential employers is that they will know that the person has received a high quality of training to prepare them for the workplace.

Contact Details

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Raising The Standards of Learning In Cambodia

About Yejj.

Yejj Vision

Our Vision is To Impact and Strengthen The Social Situation In Cambodia so that people can contribute positively and effectively in the workplace, by providing International Standards Of Training And Successful Social Enterprise.

Yejj Background

Yejj was established in 2001 as a response to the need to provide high quality IT services and training products to clients, combined with capacity development and employment to underprivileged young people in Cambodia.

Yejj Group Model.

The Yejj Social Enterprise model combines business and NGO principles, using profits to create sustainable social impact in the long term.

Yejj Group Comprises;

- **Yejj Info Ltd**
- **Yejj Training Cambodia NGO, including Café Yejj**
- **Yejj Charitable Trust in the U.K.**

Yejj Training Cambodia is a pioneering and innovative organization providing international standards of training in marketable skills and access to employment opportunities to a wide-ranging client base.

Yejj Training Cambodia uses the following operational trading names;

- Yejj eAcademy
- Yejj Hospitality Training Centre

Yejj eAcademy is the Cisco Regional Academy in Cambodia and provides training in Cisco Networking, Microsoft Office (ICDL), English and soft skills. We are accredited ICDL and Prometric testing centers.

Yejj Hospitality Training Centre provides training in cookery, housekeeping & nanny courses.

Yejj Info, provides leading edge technical services and knowledge management to organizations, commerce and government bodies in Cambodia.

In 2007 we provided 472 courses to 352 students, of which 202 from shelters and non profit organisations and 69 were scholarships.

Strategy

Our Strategy is to deliver technical and soft skills training of the highest quality to international standards to a diverse client base, including MNCs, SMEs, government & NGOs sectors.

Yejj's customers can be classified under three primary areas;

- Employees in MNCs, SMEs, government & NGO for capacity improvement and qualifications.
- Individuals; paying themselves to improve their qualifications & employment opportunities.
- NGOs, Charities and other non profit organisations for the 'clients' in their programs.

Focus

Those from underprivileged backgrounds have opportunities, through scholarships, to receive the same training and access to employment, so that they can contribute positively, as effective and productive individuals in society and the workplace.

Awards

Cisco Networking Academy Program, Asia Pacific, presented Yejj with an award for Social Impact and Innovation at the regional conference in Kuala Lumpur, December 2006.

Summary

We accomplish all this by maintaining and improving our core competencies, developing our training portfolio and accreditations, including the infrastructure needed to deliver these.

For more information please go to; www.yejj.com and www.yejj.org.uk

