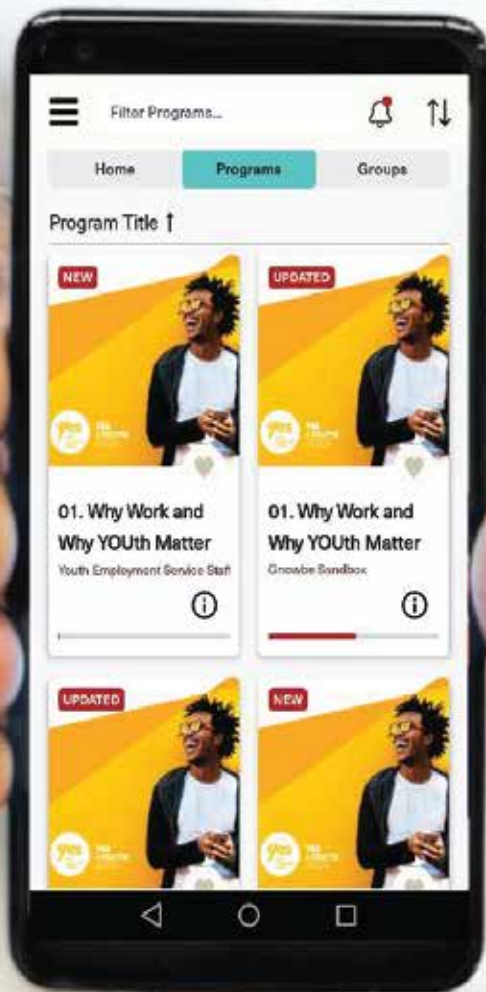


# ONBOARDING TOOLKIT



## CONTACT US

[www.yes4youth.co.za](http://www.yes4youth.co.za)  
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January 2022



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## Dear Valued Partner

Thank you for submitting your YES Youth data and for your commitment to empowering the next generation. Working together, we have the power to change South Africa's economic reality. We would like to take this opportunity to outline:

- The process related to monitoring and evaluation and important milestones
- The anticipated timeframes for the delivery of the phones
- The activation and use of the various YES apps
- The importance of the CV, reference letter and youth LinkedIn profile

This toolkit will also outline the responsibilities of the supervisor on the YES Youth journey.

## Youth inductions

As part of the YES programme, youth receive inductions and onboarding to the YESLife and Yes4Youth apps (discussed later in this document). These apps are essential for tracking the performance of the youth. Moreover, the app engagement directly contributes to the YES Youth CV and reference letters. The induction allows us to ensure that every young person and supervisor have the critical tools for the YES journey.

YES inductions are conducted via Microsoft Teams (*should you require a physical induction note that this is possible but at the cost of the client if it is outside of Johannesburg*). Youth join the online inductions remotely either at work or on their individual mobile devices.



## The smartphone and delivery

Each YES Youth will be issued with a smartphone loaded with the YES apps. This is explained in more detail below. The combination of smartphone, SIM card and phone insurance will vary depending on the availability of stock of a particular batch.

You will be contacted to confirm delivery of the smartphones to your youth once the following conditions have been met:

- You have uploaded the youth data onto the YES Company Portal
- The youth have worked for a period of one month, as the risk of youth drop-offs is high within the first month

### The smartphone process for youth



**1.** Phones will be delivered to the youth's central work address/es



**2.** Youth will need the following to activate the phones: Original ID, copy and proof of address. RICA will be completed by Mobicel on delivery, or at a later date as agreed with the client and Mobicel (devices must please be RICA'd no later than a month after delivery)  
\* If youth do not have a proof of address please bring an affidavit



**3.** The youth must then insert the SIM and turn the device on  
\* Must not remove the SIM



**4.** The youth must then turn the phone's data on in mobile settings



**5.** The youth will then receive a SMS with their new number  
\* Phone needs to be left on with SIM inserted



**6.** The apps have been preloaded. To activate the account, youth must login.

Please note: Phones may have system updates which install when first switching on. The YES apps are currently zero-rated on the Vodacom network for the entire 12 months and therefore should not incur data charges. YES is endeavouring to secure zero-rated data across the rest of the mobile networks. Logging in to YESLife requires Internet connectivity. Viewing and downloading certificates also requires data.

## The smartphone insurance policy

Should the phones be lost, stolen, damaged, or have out-of-box failures, please follow the processes detailed below. The insurer will not provide cash as a rebate for an insurance claim relating to a lost or stolen phone.

In the event that the youth resigns or absconds before the completion of the 12-month work experience and does not return the device, the cost for a replacement device is currently R1,250 excl. VAT. (Subject to change.)

Both the cost and type of replacement phone may vary from time to time, depending on the available package YES has managed to secure with relevant suppliers. Should you have a youth resignation, kindly advise YES. We will cancel the SIM card and reissue a new SIM card for the replacement youth.

In the event where a youth leaves the programme before eight months have lapsed, it is the corporate's responsibility to retrieve the phone and all of its accessories from the youth and for the devices to be reallocated to the replacement youth.

Additional SIM cards are delivered with the phones for the use of replacement youth.



- 1 Read through all the Terms & Conditions.



- 2 Contact the Mobicel call centre on **011 541 3300** with details of the claim (IMEI number of device, address and contact details). If the device is faulty within seven days of use, or needs repairing, call **011 541 3300** to book an Out of Box Failure (OBF) or repair and obtain a reference number.



- 3 A valid affidavit and claim form must be mailed to [yesinc@mobicel.co.za](mailto:yesinc@mobicel.co.za) upon every claim. Claim form to be attached with device for damaged phone processing.



- 4 Wait for claim to be validated and approved. For OBF, units must be sent to Mobicel with handset, battery, charger and earphones complete in the box.



- 5 If approved, the order will be generated and processed.

- 6 Replacement device to be delivered by RAM Couriers directly to youth's workplace.



**011 541 3300**  
**[yesinc@mobicel.co.za](mailto:yesinc@mobicel.co.za)**

# YES smartphone FAQs

## 1. What is the purpose of the smartphones?

There are two preloaded YES apps on the smartphones. It is crucial for YES Youth to engage with both these apps as they allow us to fulfill the monitoring and evaluation mandate. Once a youth has completed the programme, he/she will receive a YES-verified CV and reference letter. The main purpose of the apps is to ensure consistency in the YES programme and to provide every YES Youth a quality work experience.

## 2. When will the company receive the smartphones?

The phones will be ordered once the following two conditions have been met:

- The monitoring and evaluation fee has been paid and received by YES.
- Youth data has been uploaded on the YES Company Portal by the client. It is strongly recommended that youth data is uploaded as soon as recruitment has been finalised to allow for efficient delivery of the phones which will enable the youth to promptly begin engaging with the modules and surveys as required for participation in the YES programme.

Phones are ordered and delivered 4-6 weeks after the youth have been uploaded on the YES Company Portal, allowing for the drop-offs that tend to occur within the first month of employment.

## 3. Who is responsible for the safekeep of the smartphones?

The client and the youth.

## 4. Which device will the youth receive?

The youth will receive a smartphone. The model supplied is dependent on the discussions and agreements held with the supplier at the time. The supplied device type is also subject to change as per YES app specifications.

## 5. Who do the phones belong to?

The phones are company (client) property. Clients are encouraged to ask the youth to sign a form acknowledging that the phone is company property and the youth are not allowed to abscond with the device as this will be considered theft of company property. Other prohibitions include:

- Selling of the YES phone
- SIM swap
- Lending phone to friends and family
- Deleting YES apps
- Gifting friends/family with the YES phone
- Destroying the YES phone

## 6. Who is responsible for RICA of the SIM card?

A Mobicel RICA agent.

## 7. What do we do with the phones once the youth have completed the programme?

It is at the discretion of the client whether to retain the phones or allow youth to keep them upon completion of their quality work experience. Should the client wish to retain the phones; the following must be taken into consideration:

The phones are chosen as per YES app specification hosting needs. Should the app hosting needs change, the previous device might not be suitable to host the YES app updates.

## 8. Are the phones insured?

Yes, the phones are insured against damage, out-of-box failures, loss and theft. Please see insurance claim infographic on page 05.



### 9. How many times can one youth claim on insurance?

Each youth can only claim once. Should the phone be lost, stolen or damaged a second time by the youth, the company or youth is required to purchase a new device via YES.

The company can request an invoice for the phone/s from the YES phones department.

### 10. If a youth leaves the YES programme before completion, what happens with the phone?

The youth must return the phone with all its accessories (memory card, charger, earphones) to the company and this phone must be reassigned to the replacement\* youth. The replacement youth must be given a new Vodacom SIM card by the corporate (additional SIM cards are delivered with the phones in the case of replacement youth). The company must also notify the YES phones department of the change so the new SIM card/s can be RICA'd by our agents.

\*Please be sure to upload replacement youth on the Company Portal in order for the youth to gain access to the YES apps.

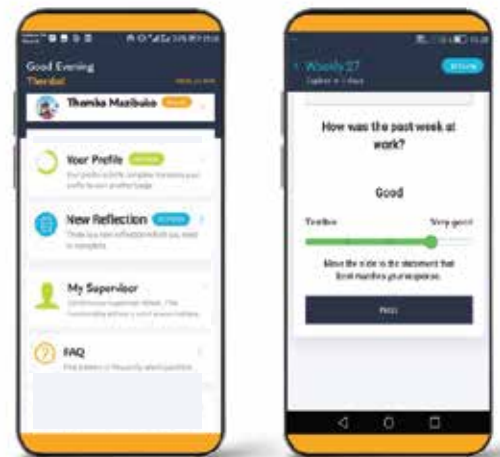


## The YES apps

Once the YES Youth receive their smartphones, there will be two preloaded YES apps on their devices. Both these apps are zero-rated on the Vodacom network, meaning that when youth access the YES apps, there are no data charges. It is crucial for the YES Youth to engage with both these apps as they allow us to fulfill our monitoring and evaluation mandate. The main purpose of the apps is to ensure consistency in the YES programme and to provide every YES Youth a quality work experience.

### YESLife

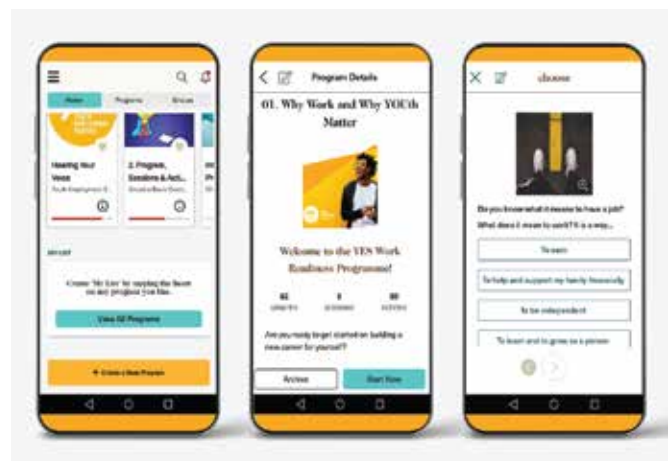
This app requires the youth to have a valid ID number to log in. After logging in, the youth can update their profile in the “Your Profile” section. As part of their first task, we encourage youth to also visit the “Reflections” section. The YESLife app contains surveys to supplement the skills in the YES4Youth app. The feedback from the YESLife app is used to monitor youth quality work experience and to further verify skills acquired.



### YES4Youth

The YES4Youth app is where the YES Youth can access their work readiness modules. The modules are designed to help youth orientate themselves to the world of work and allow them to learn the skills required to successfully navigate the workplace. There are 25 work readiness modules including topics such as communication, professionalism, money management and building a growth mindset.

During the induction, youth will be given the time to complete the baseline survey. This survey will require that youth complete a series of questions pertaining to their background and their experience, assessing the youth at the very beginning of their journey in order to build their unique profile.



The content is delivered digitally, using relatable animations, videos and short reflection questions to help embed positive behaviours.

The modules are part of the youth's journey and are an imperative to their thriving in a working environment. We recommend that the youth complete two modules per month. Youth are also encouraged to revisit any modules of particular interest to them. A digital certificate is issued upon successful completion of each module.



Through the YES4Youth app, these certificates can also be digitally published to the youth's LinkedIn profile. Those youth that do not have a LinkedIn profile, can refer to the step-by-step process outlined in the "Exit" modules, on how to create a digital persona. For youth wishing to pursue an entrepreneurial journey after their YES experience, there are an additional 12 Siyazakhela entrepreneurship modules on the YES4Youth app they can go through.

Please encourage youth to interact with the modules and surveys as this forms part of their contractual obligation during their quality work experience. For any app related queries, the youth can contact the YES team at [youth@yes4youth.co.za](mailto:youth@yes4youth.co.za)



## YES Youth CV

As part of the monitoring and evaluation process, a verified CV will be created which includes the skills learnt through the work readiness modules on the YES4Youth app. This YES CV will be issued on completion of the youth's 12-month quality work experience.

A large component of the youth quality work experience is developing skills that inform the CV to be drafted after 12 months. This CV is built using data and skills development attained when youth and supervisors engage with the YES apps i.e. the Yes4Youth app, the YESLife app and the Supervisor app.

## Youth offboarding

As YES Youth near the end of their work experience, the YES team will contact you to arrange an offboarding session. The purpose of the offboarding session is to:

- Engage with youth to understand their YES Youth experience
- Help youth leaving the programme complete all their tasks to ensure that YES has enough data input to provide youth with a comprehensive CV and reference letter
- Dive endline survey completion for YES to measure the impact of the programme



## Youth call centre



As part of YES's gazetted monitoring and evaluation mandate, the YES call centre will contact a random sample of youth each month from the start to the end of their programme. During these monthly calls, we will ask the youth, among other items, to rate their work experience, confirm that they have a supervisor, engage on their apps, and obtain any additional information about their YES Youth journey.



# Supervisor obligations

A core goal of the YES programme is to improve the prospects for future employability of the YES Youth. An important part of that is ensuring that youth receive feedback, guidance, and ultimately, a verified letter of recommendation. These are fundamental to the success of YES Youth outside the programme. We designed this Supervisor app to make this as easy as possible for you.



## 1. The supervisor app

The Supervisor app enables supervisors to provide feedback on the youth. We will need to register a designated person from the corporate to have access to this dashboard. The corporate needs to please send the name, surname, email address and contact number for this person to corporatesupport@yes4youth.co.za.



## 2. The supervisor survey

The supervisor will see the names of the youth who work under their direction. To answer questions, they can simply select a name when a new survey becomes available. The survey questions are designed to evaluate youth in different categories such as organisational cultural fit, interpersonal skills and top strengths. We recommend that each supervisor be allocated no more than 10 youth for quality feedback and engagement.



## 3. Supervisor obligations and reference letter

Supervisors are encouraged to actively engage with the Supervisor app. The app contains surveys that are delivered in months 1, 4, 7 and 10 for each youth under their supervision. Throughout the work experience, supervisors will provide feedback using the app to inform the reference letter. Each youth will receive this reference letter at the end of their 12-month quality work experience.



## 4. How we will use your responses

Your responses will provide invaluable feedback about your youth and their journey through the 12-month work experience. We will share the survey feedback with you as the employer. The information will also cumulatively feed into the final report and exit process for the YES Youth, building their verified letter of recommendation for future job applications. For any queries, the Supervisor can contact the YES team at: [supervisor@yes4youth.co.za](mailto:supervisor@yes4youth.co.za)

Altogether, the data is used to measure each youth's professional development and the quality of their work experience throughout the 12-month period. Without consistent engagement with the app, youth will not get a sufficient reference letter, which they need as currency going into their next job.

The designated supervisors will receive an email from from YES with a temporary password. Once they've logged in they will need to change their password.

## Google Play Store

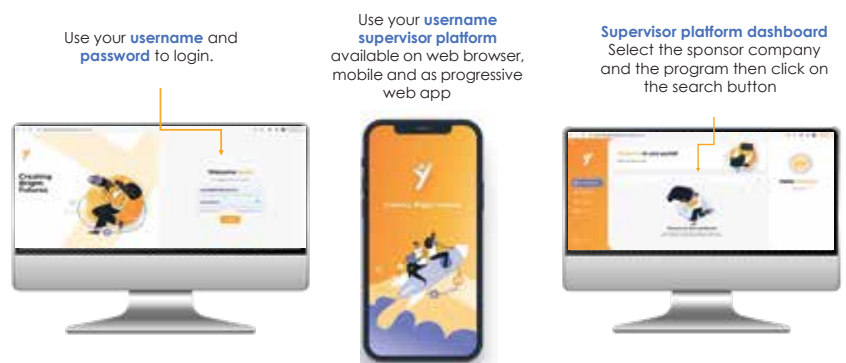


The platform is currently only available as a web-based and progressive web app (PWA), which allows supervisors to engage on the platform on desktop and mobile, and at Google Play Store. YES is awaiting approval from IoS.

## Web browser link

<https://supervisorapp.yes4youth.co.za/supervisor>

## YES Supervisor App: Access



<https://supervisorapp.yes4youth.co.za/>





## Additional notes & resources

Smartphones are for the use of YES Youth while they are in your employ, but are deemed company property for the 12-month period. The delivery of smartphones will be made to the youth's place of employment \*4 – 6 weeks after the youth have been uploaded onto the YES portal.

***\*Please be aware that should youth have started working and their details are not fully uploaded on the YES portal, as per the Youth Uploader spreadsheet, we will not be able to deliver the smartphones within the 4 – 6 weeks time frame and youth will have a challenge logging into the apps.***

If the YES team is required to conduct an induction at a location beyond a 50km radius from Johannesburg, the client shall be liable for and pay all expenses incurred by YES (including travel costs, accommodation costs, venue hire, equipment hire etc.) to conduct the induction. Due to Covid-19, we also offer virtual inductions.

Thank you for participating in the YES Initiative and please be assured that we will support you throughout your journey. Should you have any further questions, please reach out to us on [corporatesupport@yes4youth.co.za](mailto:corporatesupport@yes4youth.co.za)

Kind Regards,  
**The YES team.**

# LinkedIn Profile Cheat Sheet

Crafting a unique LinkedIn profile is important for the success of your career. Creating one helps you stand out from your peers as a strong thought leader, which is aimed at capturing the attention of your prospective customers and employers.

Follow this LinkedIn profile guide to perfect your self-brand and create a professional online presence.



## Your Name Here

This headline should be 120 characters that should answer what value you provide to potential employers. Be creative with your headline. Show why you are unique within your industry and role.

## Summary

- 2000 characters to expand upon your headline in the professional summary
- Showcase your talent and sell yourself to your target audience
- Make sure your summary is keyword rich and written in the first person
- Include present and future ambitions and ways to connect outside of the platform
- Great place to include links to websites, personal blogs or any other collateral that will showcase your expertise

## Experience



**Social Media Pro.**  
**The Company Inc.**  
3 years, 6 months

- Make sure to fill in all experience (don't leave CV gaps)
- Be precise about your role. Within position overview, include big projects
- Make sure to update projects in your current role as they are completed. This shows your growth and dedication to performance in your chosen field

## Education



**The School University**  
**Political Studies**  
4 year degree

- Including all education degrees and certificates. This includes your YES certificates for completing your modules. This is not just to show your smarts, it's also a great way to network with other YES alumni and can help you build bridges

## Your Header Image

- Your header image is another way to stand out and grab attention
- It should be 1400 x 425 as well as professional and should follow company regulations

## Your Name

Keep it to first and last name. This is not the place for nicknames or to place any reference to your job.



**Pro Tip:**

Customize your URL (It looks more professional and helps with SEO search results)

## Your Photo

- Dimensions: 400 x 400 in jpg or png format
- This is the first thing people see and makes your profile 14x more likely to be found
- Photos can also be a profile killer. As a business networking app, it should reflect your professional brand and the industry in which you work
- Look approachable but not goofy
- Leave out distracting backgrounds or anything that distracts from you
- Make sure your picture is RECENT and true to you



**Pro Tip:**

Add your location and industry to help those searching for your profile

## Connections

- Continue to make connections. Always provide a brief intro when connecting with someone. If you do not know them personally make sure to provide a value-add statement on how your connection will be mutually beneficial
- Don't just connect or accept everyone into your network. Find the balance between quality and quantity
- The aim is to get over 500 connections, which will assist in getting strong second or third-degree connections

## Endorsements

- Endorsements can affect how you appear in LinkedIn search results
- Make sure to organise and target your endorsements to relevance skills that will improve your LinkedIn search ranking
- Listing five or more skills on your LinkedIn Profile can lead up to 17 times more views



## Recommendations

Received (1) Given (1)

Ask for recommendations. Aim for at least 2, as LinkedIn only displays the two most recent.



**Jane Doe**  
Creative Professional

## Projects and awards

- Here you can really stand out and showcase your thought leadership capabilities
- Showcase your work
- Showcase your articles, videos, presentations and/or publications



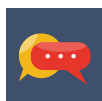
## Groups



**Join relevant groups**  
Up to 50



**Help grow your network**  
A great way to build connections



**Stay informed**  
Stay abreast on industry topics

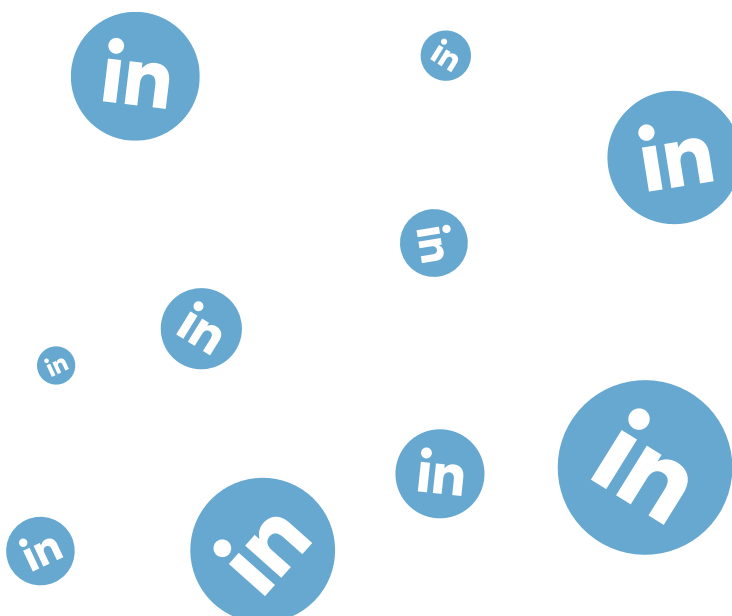


**Build your personal brand**  
Showcase your thought leadership

## Why update?

Users with All-Star LinkedIn profiles are more likely to receive inbound opportunities.

Only 51% of LinkedIn users are All-Stars, but if you follow the above you will be too!



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Thank you for  
saying YES to  
a future that works



## Contact Us

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[www.yes4youth.co.za](http://www.yes4youth.co.za)  
[corporatesupport@yes4youth.co.za](mailto:corporatesupport@yes4youth.co.za)  
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