



# YES Onboarding Toolkit

2025





# Contents

01	Introduction	03
02	What is YES?	04
03	The YES Quality Work Experience (QWE)	05
04	Expectations	06
05	YES Youth journey	07
06	YES Youth pathways	11
07	YES learning journey	12
08	YES Digital Generation Model	19
09	Supervisor obligations	21
10	FAQs	22

# Introduction

This toolkit outlines the key processes, timeframes, and responsibilities associated with your participation in the YES programme. It serves as a comprehensive guide to ensure a successful and enriching experience for all.

This toolkit includes:



***We hope this toolkit provides you with all the necessary information and resources to support your YES journey.***

# What is YES?

The YES programme aims to enhance youth employability by breaking the cycle of "I can't get a job without experience, and I can't get experience without a job." The YES programme is a 12-month quality work experience. YES Youth represent a determined group of young people with strong values, ethics and a desire to strive for excellence in any role anywhere in the country.

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I can't get experience without a job and I can't get a job without experience  
It's a vicious circle

# Empowering youth futures

**At YES, our mission is to open the doors of opportunity wide for young South Africans. We are dedicated to creating vast work opportunities by partnering with diverse companies who are eager to welcome their talents.**

Our commitment extends beyond job placements; we aim to equip youth with the essential tools — learning, support and an impactful reference letter and CV — that highlight skills and achievements.

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# The YES Quality Work Experience

consists of **three key pillars**.

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## Work experience

YES Youth gain 12 months of valuable on-the-job work experience. Not only will youth earn a salary, but also develop essential skills under the guidance of a dedicated supervisor.

## Learning

YES Youth can enhance their career readiness with YES One Learning, accessible through our YES One app. YES Youth dive into online training that covers topics such as work readiness, entrepreneurship, and digital skills. These resources are crafted to foster a growth mindset and equip youth with the knowledge to succeed in today's dynamic work environment.

## Support

YES Youth will receive a monthly call from YES to verify that they are receiving a quality work experience.



Additionally, YES offers free wellbeing support through our YES Mindful Matters initiative. Youth and supervisors have access to free 1-on-1 counselling with professional counsellors and resources to help them stay mentally fit.

# Expectations

## What is expected from YES Youth?

- ✓ Go to work every day and give their best.
- ✓ Complete their YES One Learning on the YES One app.
- ✓ Answer monthly monitoring and evaluation phone call from YES, to check in on their work experience.
- ✓ Use the YES experience to build their skills, work experience and professional network.

## What are the expectations of the employer?

The employer will provide YES Youth with:

- ✓ A 12-month employment contract.
- ✓ On-the-job quality work experience.
- ✓ A Minimum monthly salary that is equal to or higher than South Africa's minimum wage. From March 2025, the minimum wage is R4,992 per month before tax. Deductions can include UIF and SDL.
- ✓ A Supervisor that will complete supervisor surveys about your YES Youth's work which will feed into the YES reference letter at the end of their YES programme.

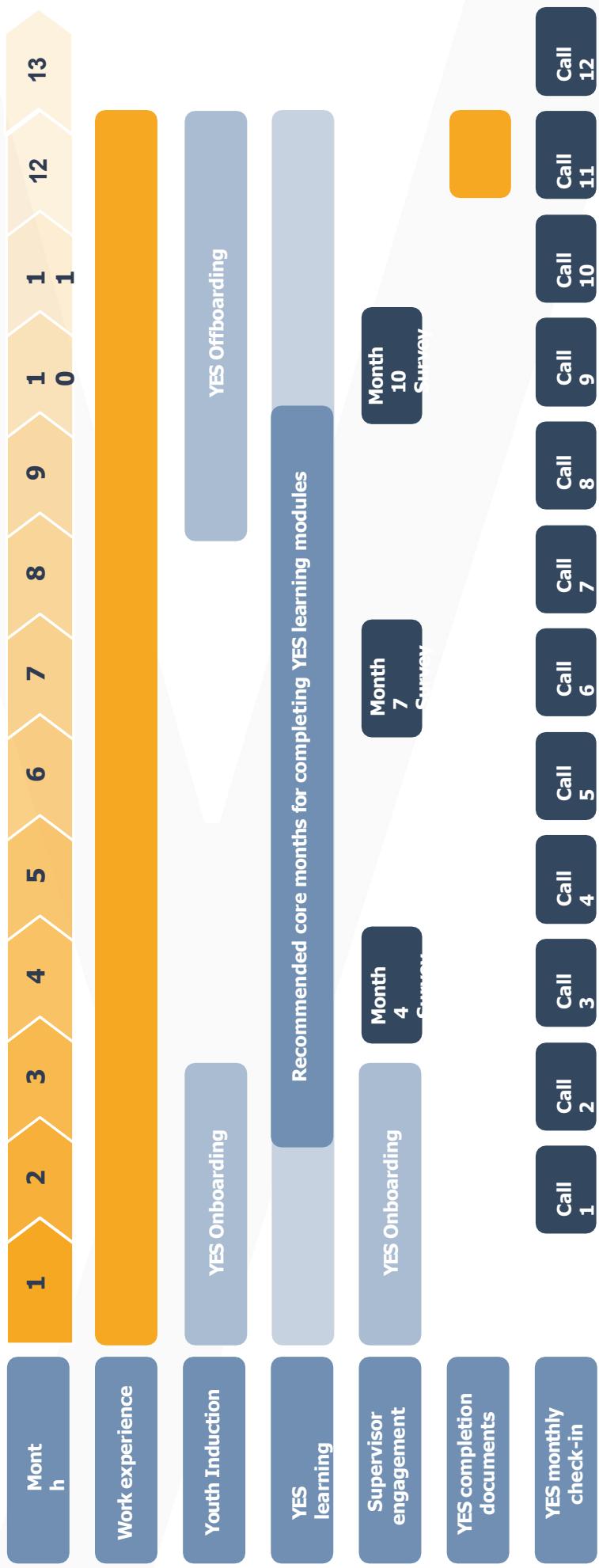
## What are the expectations of YES?

During your quality work experience, YES will:

- ✓ Call youth monthly for a quick check in about their experience. It is important that youth answer this call as it is part of their monitoring and evaluation process to ensure they are receiving a YES quality work experience.
- ✓ Provide youth with access to YES learning modules on work readiness, entrepreneurship and digital skills.
- ✓ In their 12th month, YES will send youth a certificate of completion of the programme, an editable CV and a reference letter. Their YES reference letter will reflect their work experience details, achievements from completing their modules and feedback from their supervisor if available.

# YES Youth journey map

The journey map outlined below provides YES Youth with an overview of the various components that make up their YES programme.



# Key components of the YES Youth journey include

## Work experience

Youth will receive on-the-job, practical work experience for 12 months and a monthly salary. The youth's job responsibilities and duties will be determined by the employer or host. YES Youth will gain critical skills which their role/s has to offer and make the best of their 12 months.

## YES induction and offboarding

Inductions ensure that every youth and supervisor has the necessary tools for a successful YES journey.

**Self-induction:** YES Youth can complete their YES induction on their own by accessing the YES One app, navigating to "My Learning" and completing the baseline survey and YES induction module.

**Inductions are also conducted live**, online via Microsoft Teams with the YES team if youth are having trouble accessing their YES One account. Youth join online inductions remotely, either at work or on their individual mobile devices.

Between months 9 –12 of their YES programme, YES Youth will attend an **offboarding session**. The YES team will engage with youth on their experience and provide them with helpful resources to thrive after their YES programme.

Supervisors are required to attend a **supervisor induction**/onboarding session, which offers them an overview of the YES programme and guidance on completing their surveys on the YES One App.

To book live onboarding and offboarding sessions for YES Youth, click here:  
<https://outlook.office365.com/owa/calendar/YouthInductions1@yes4youth.co.za/bookings/>

## YES learning

YES Youth will complete three (3) learning journeys to boost their professional development. The total time required to complete their YES learning modules is approximately 25 hours. YES Youth should aim to complete their learning by Month 9 of their YES programme.

A detailed outline of the YES learning content is provided on page 13.

## Key components of the YES Youth journey continued...

### Supervisor surveys

YES Supervisors will be completing surveys on their YES Youth's growth and development. This feedback will be incorporated into their reference letter which youth will receive when their YES programme ends.

### YES Youth documents

To boost their future job projects, your YES Youth will receive the following documents in Month 12:

- Learning certificates:** Youth will receive a certificate for each learning journey completed. Up to three certificates can be earned.
- **CV:** Pre-populated with a YES Youth's work and learning details.
- **Reference letter:** This letter is automatically generated by YES. The YES Youth's module completion and supervisor feedback is taken into consideration.
- **Completion certificate:** To show the successful completion of the YES programme.

### Additional support: YES Mindful Matters



YES Mindful Matters is an initiative geared at ensuring youth and supervisors are mentally fit. It offers free 1-on-1 counselling by registered therapists and counsellors, group sessions on wellness issues and career development. There are many other resources like blogs and podcasts that can be accessed.

Click here to learn more:

<https://connect.yes4youth.co.za/mindful-matters>

## What happens when the YES 12-month quality work experience concludes?

As the 12-month journey within the programme comes to an end, YES Youth may be given the opportunity to transition into a full-time position within the company, if company has the capacity and need to bring them on board permanently. However, the completion of this programme typically marks a new beginning rather than an end. YES Youth will emerge a true warrior, fully equipped and ready to carve out their own path in the professional world.

Their time in the YES programme serves as a powerful launchpad, propelling them into the job market with a robust set of tools.

With over 7 million youth vying for opportunities, their new skills will help them stand out enabling the company to make room for other YES Youth who will receive the same great start they did.

## What do youth leave the programme with?

- ✓ **Skills:** A solid set of professional skills honed during their time with the YES programme.
- ✓ **A YES CV template:** This will include their recent work experiences and the new skills acquired, all ready to impress future employers.
- ✓ **Reference letter:** A testament to performance, this letter will be an asset in job applications.
- ✓ **Completion certificate:** A formal recognition of successful participation and completion of the YES programme.
- ✓ **Learning certificates:** To showcase skills development through digital learning on the YES One App

*Embrace the transition with confidence, knowing that the YES programme has provided valuable work experience that has prepared youth to thrive in whatever comes next!*



# Pathways for YES Youth

As their year with YES concludes, exciting opportunities await.

Here are the pathways that many of our YES Alumni have pursued:



## Absorbed into their work experience business

This remains the discretion of the sponsoring company



## Found employment or pursued further studies

Youth are encouraged to register on SAYouth to gain learning and earning opportunities



## Become an entrepreneur

This number continues to grow through YES initiatives including Siyazakhela modules and linkages to NYDA

### Continued Employment with Your Sponsoring Partner

Some YES Youth secure positions with their initial employers, where opportunities for permanent roles may arise based on business needs and their performance.

### Pursuing Employment or Further Studies

Expanded horizons through SAYouth.mobi, a platform that offers youth extensive opportunities for further education and new job prospects. We support their next steps, be it furthering their education or jumping into a new career.

### Embarking on Entrepreneurship

For those inspired to start their own ventures, YES provides resources through Siyazakhela learning modules and connections with the National Youth Development Agency (NYDA). These tools will help transform youth's entrepreneurial dreams into reality.

Each pathway leverages the skills and experiences your YES Youth have gained during their YES year, equipping them for success in any path they choose.

# YES Youth learning overview

## Unlocking youth potential to thrive and succeed

YES Learning is a comprehensive educational programme that equips youth with essential skills and knowledge for today's job market and future careers. It offers 25 hours of focused learning across three key areas: work readiness, entrepreneurship, and digital skills, each tailored to ensure career success.

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**Work readiness:** This journey prepares youth for the professional world by developing essential workplace skills. Youth will learn about professionalism, teamwork, communication, time management, and more. By the end of this journey, youth will be equipped with the tools needed to thrive in any workplace environment.

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**Entrepreneurship:** Learn how to start and manage their own business effectively. This journey covers the basics of entrepreneurship, including identifying market opportunities, managing finances, marketing, and innovation. Whether youth plan to start their own business or bring an entrepreneurial mindset to your current role, this journey will provide valuable insights.

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**Digital skills:** Gain the digital literacy and tools necessary for the modern work environment. This journey includes modules on artificial intelligence, helping you understand and leverage technology in your career.

To begin their learning journey, youth complete the Baseline Survey, which gathers important demographic and personality information to establish a growth starting point (10-15 minutes), followed by the YES Induction Module, providing a comprehensive introduction to the programme's goals, expectations, and stages while helping youth build their professional online presence (15 minutes).

# YES Youth learning overview

## Work Readiness

- 1. 'Why Work' & 'Why Youth Matter'
- 2. Build a Growth Mindset
- 3. Know Yourself to Grow Yourself
- 4. Expectations
- 5. Professionalism
- 6. Onboarding Process
- 7. Succeeding in the Workplace
- 8. Money Management I
- 9. Money Management II
- 10. Time Management
- 11. Communication
- 12. Teamwork
- 13. Problem Solving and Critical Thinking
- 14. Emotional Regulation and Communication
- 15. Reflection and Feedback
- 16. Customer Service
- 17. Health and Wellbeing
- 18. Safety in the Workplace
- 19. Online Safety and Etiquette
- 20. Digital Persona and Networking
- 21. WOOPing Your Future.
  
- 22. Being an Entrepreneur
- 23. Know Yourself
- 24. Know Your Industry
- 25. Identifying Market Opportunities
- 26. Innovation
- 27. Customer Service
- 28. Money Management
- 29. Money Management II
- 30. Pricing
- 31. Marketing
- 32. SMART Goals
- 33. Planning
  
- 13. AI Explorer
- 14. AI Pathfinder

## Entrepreneurship

## New Digital

### AI Placement

### Got the job. Getting ready.

### Managing Money

### Work Related Skills

### Digital Brand



# YES Digital Generation Model

The YES Digital Generation Model is a response to technological progress and changing preferences of young people. This innovative, zero-rated, and rewards-based model facilitates access to the YES learning programme, eliminating data expenses and rewarding engagement for youth.

## About the Digital Generation Delivery Model

The model consists of three key components:

1

**YES One App:** An integrated application consolidating YESLife, YES4Youth, and YES Supervisor apps for youth to access content and engage with YES.

2

**Zero-rated Access:** YES One is zero-rated across the four major South African Networks, ensuring youth can access the YES One app without data charges.

3

**Youth Rewards:** Incentivising engagement with the YES learning modules through rewards.

## YES Digital Generation Model highlights

Youth are fully digital with a zero-rated app and more rewards.

**Learning access:** Youth can access the YES One App on their own devices across all networks.

**Swift Startup Process:** Ensuring smoother access.

**Rewards to drive learning:** Youth rewards incentivise engagement with the YES programme.

**Extensive learning:** Incorporating digital skills (Digital literacy + AI) with continuous R&D.

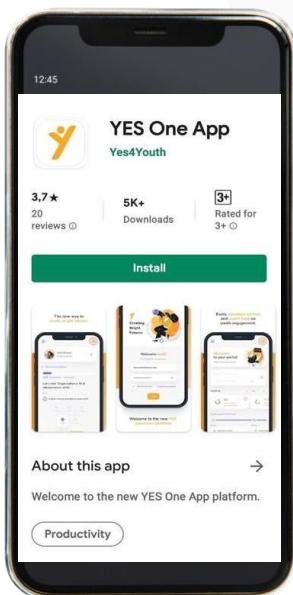
**Post-programme access:** Youth will have access to learning content even after the programme.

## Getting started on the YES One App as a youth

The **YES One App** will help you keep track of your YES programme. It is a tool designed to enhance your engagement with the programme. This app is here to support you every step of the way, ensuring that you are well informed, connected, and fully equipped for success.

Here's how to set up your profile

### Step 1



Download the YES One App:

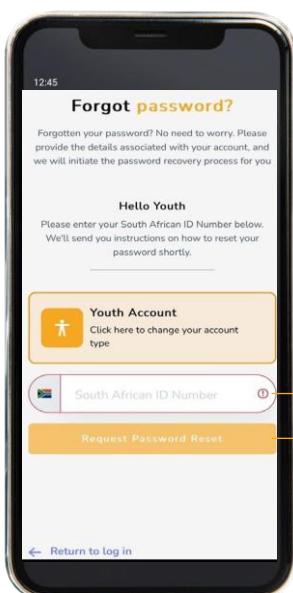


### Step 2

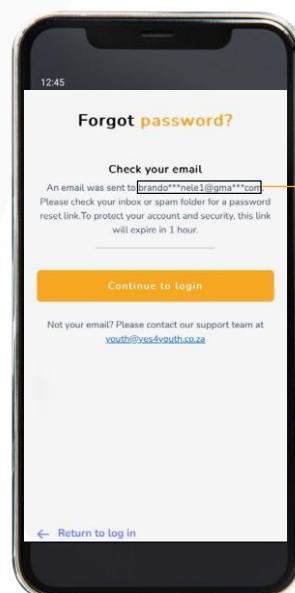


Click  
"Forgot password"

### Step 3



### Step 4

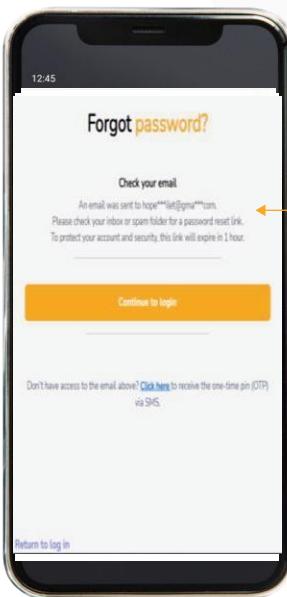


The email will be sent to the email address you've provided to your employer

Please check if the email is correct, if not please email : [youth@yes4youth.co.za](mailto:youth@yes4youth.co.za)

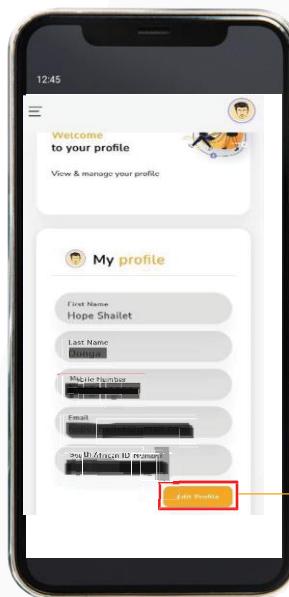
## Navigating YES One Modules: How to Re-set password using your phone number and how to update your details

### Step 5



If your email address is incorrect, please use OTP to reset your password. If your phone number is also wrong, please email: [youth@yes4youth.co.za](mailto:youth@yes4youth.co.za)

### Step 6



**N.B.**  
You need to complete your Baseline survey **to unlock your learning page.**

Once you have re-set your password go to my profile and check if your details have been captured correctly. You can edit your profile to update incorrect details.

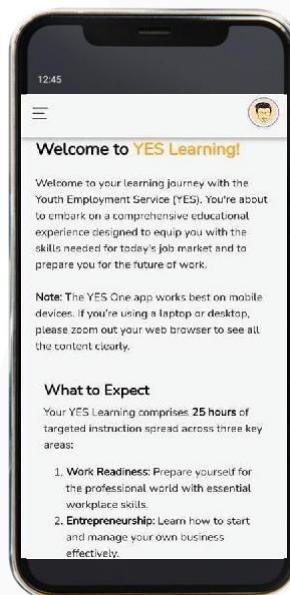
# Navigating YES One Modules: How to get started on your Baseline survey

## Step 1



**N.B.**  
You need to complete your Baseline survey **to unlock your learning page.**

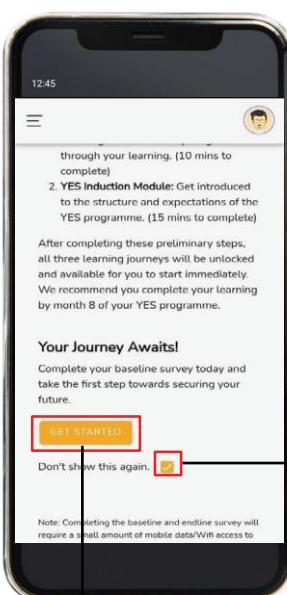
## Step 2



This will be your Welcome page, read and scroll to the bottom

Click on **my learning** to get started.

## Step 3

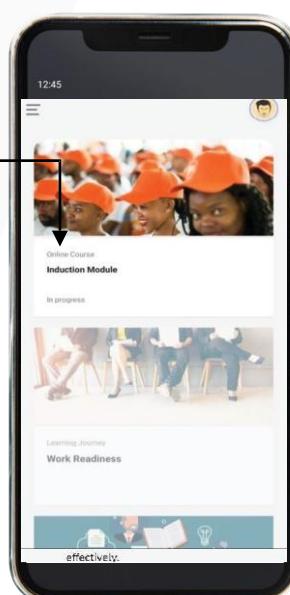


Complete your Induction module to unlock your work readiness modules

Make sure to tick the box so that you don't see this page every time you login

**Important:** Complete your baseline survey to unlock your learnings.

## Step 4



Click on **my learning** to see your Modules

## Navigating YES One Modules: How to complete your induction module

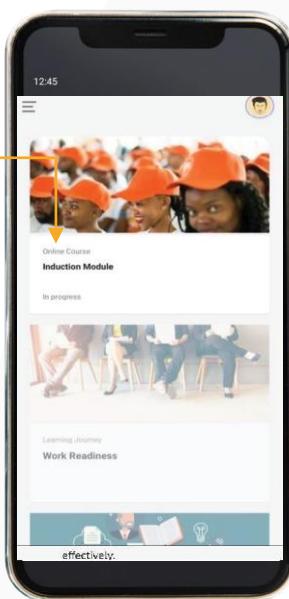
### Step 5



Complete your Induction module to unlock your work readiness modules

Click on **my learning** to get started.

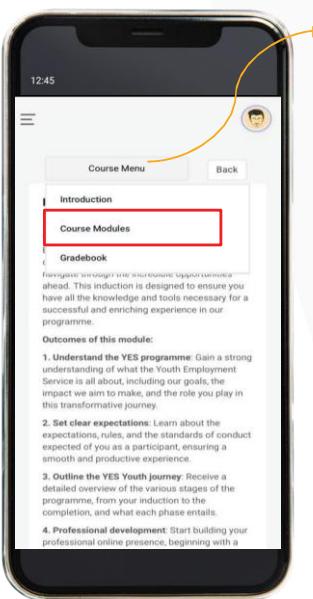
### Step 6



**N.B.** You need to complete your Induction module to unlock Work readiness modules.

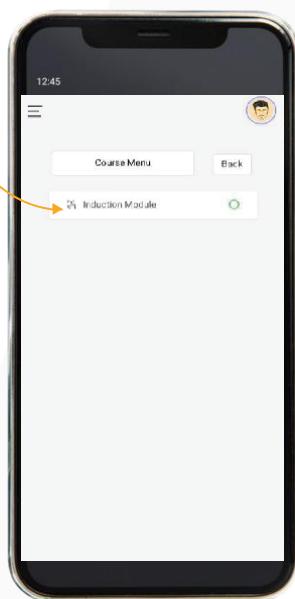
# Navigating YES One Modules: How to complete your induction module

## Step 1



Click on the course  
Menu then click on  
Course Modules to  
start learning

## Step 2

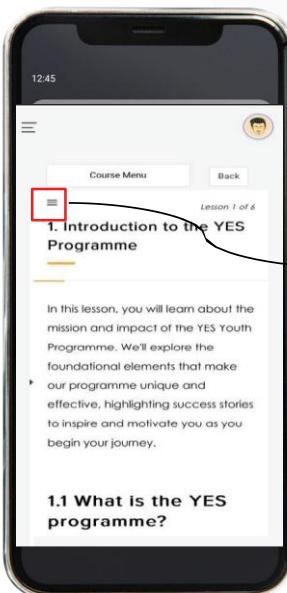


**N.B.** You need  
to complete  
your Induction  
module to unlock  
the rest of the  
modules

# Navigating YESOne: How to check your module progress

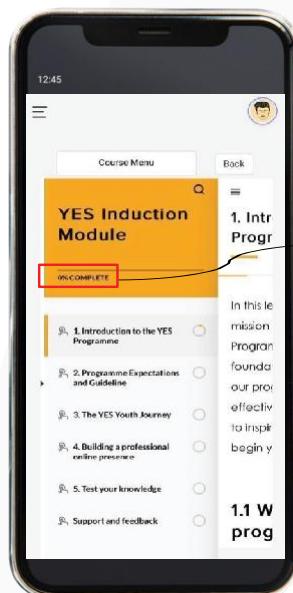
## Step 1

Every Module has multiple sessions to be completed.



Click on the 3 lines to see your progress

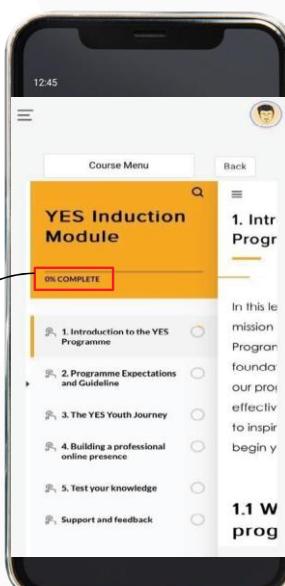
## Step 2



Check your progress and completion tracker. It will be on 100% if you have completed every session.

## Step 3

Check your progress and completion tracker. Your sessions should have a tick to show that it's completed.



**N.B.** You need to complete your Induction module to unlock the rest of the modules

Each module have multiple sessions to be completed.

## Learning journey 1: Work readiness

Work Readiness equips youth with essential skills to confidently navigate their career. Youth will develop a growth mindset, professionalism, effective communication, teamwork, and time management. Additionally, they'll learn financial literacy, emotional regulation, and problem-solving. Emphasising health, wellbeing, and workplace safety, this journey ensures smooth interactions, productivity, and a balanced work-life experience.

#	Module	Duration (mins)
1	<b>Why Work and Why Youth Matter:</b> Understand what work is, its importance, and why youth are vital in the workforce.	74
2	<b>Build a Growth Mindset:</b> Lean to develop a growth mindset, essential for continuous learning and improvement	52
3	<b>Know Yourself to Grow Yourself:</b> Gain self-awareness to understand your strengths, weaknesses, and motivations.	60
4	<b>Expectations:</b> Learn to manage personal and employer expectations effectively.	43
5	<b>Professionalism:</b> Understand and practice professionalism to enhance personal growth and workplace success.	45
6	<b>Onboarding - Getting It Right:</b> Get acquainted with the onboarding process to start your job on the right foot.	28
7	<b>Succeeding in the Workplace:</b> Learn the essential skills and strategies for professional success.	49
8	<b>Money Management I:</b> Understand budgeting, saving, and making informed financial decisions.	64
9	<b>Money Management II:</b> Learn about debt management, savings, and maintaining financial health.	67
10	<b>Time Management:</b> Master time management to enhance productivity and balance commitments.	53
11	<b>Communication:</b> Improve your communication skills for better personal and professional interactions.	53
12	<b>Teamwork:</b> Develop skills to be an effective team member and improve collaboration.	52
13	<b>Problem Solving &amp; Critical Thinking:</b> Enhance your ability to analyse problems and develop innovative solutions.	44
14	<b>Emotional Regulation and Communication:</b> Learn to manage emotions and communicate effectively for healthy relationships.	57

**Total learning time: 5 hours**

## Learning journey 1: Work readiness

#	Module	Duration (mins)
15	<b>Reflection &amp; Feedback:</b> Understand the importance of reflection and feedback in personal and professional growth.	45
16	<b>Customer Service:</b> Learn the fundamentals of providing excellent customer service.	37
17	<b>Health and Wellbeing:</b> Gain knowledge on maintaining physical and mental health for overall wellbeing.	49
18	<b>Safety in the Workplace:</b> Understand workplace safety measures to protect yourself and others.	42
19	<b>Online Safety &amp; Etiquette:</b> Learn practices for online safety and proper digital behavior.	43
20	<b>Digital Persona &amp; Networking:</b> Create and manage your digital footprint and leverage online networks.	50
21	<b>WooPing Your Future:</b> Use the WOOP framework to set goals and plan for your future.	52

**Total learning time: 18 hours**

## Learning journey 2: Entrepreneurship

Entrepreneurship covers the essentials of starting and managing a business. YES youth will learn about mindset shifts, self-awareness, industry insights, market opportunities, innovation, and customer service. Key financial skills, pricing, marketing principles, SMART goals, and effective planning are also included. This journey prepares youth to succeed in a competitive market.

#	Module	Duration (mins)
1	<b>Being an Entrepreneur:</b> Learn the basics of entrepreneurship and mindset shifts needed for success.	22
2	<b>Know Yourself:</b> Understand your strengths and weaknesses to improve personal and business growth.	30
3	<b>Know Your Industry:</b> Gain insights into industry operations and the importance of small businesses.	24
4	<b>Identifying Market Opportunities:</b> Identify and capitalise on market opportunities in your community.	23
5	<b>Innovation:</b> Learn to innovate and adapt to stay competitive in the market.	29
6	<b>Customer Service:</b> Understand the importance of customer service and how to deliver it effectively.	27
7	<b>Managing Money I:</b> Learn the importance of separating personal and business finances.	27
8	<b>Managing Money II:</b> Understand cash flow management and financial record-keeping.	26
9	<b>Pricing:</b> Learn factors to consider when setting prices for your products or services.	30
10	<b>Marketing:</b> Understand marketing principles and how to apply them to your business.	27
11	<b>SMART goals:</b> Learn to set Specific, Measurable, Achievable, Relevant, and Time-bound goals.	21
12	<b>Planning:</b> Understand the importance of planning and how to create effective business plans.	22

**Total learning time: 5 hours**

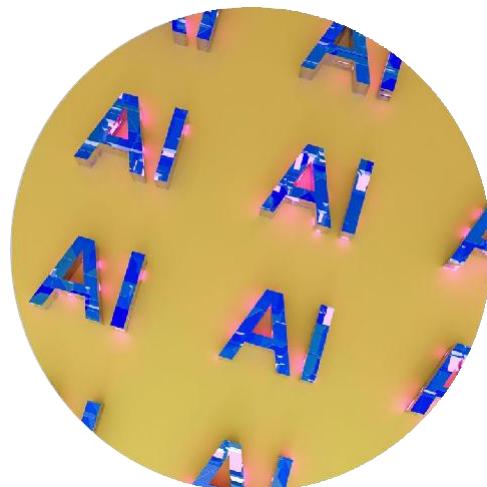
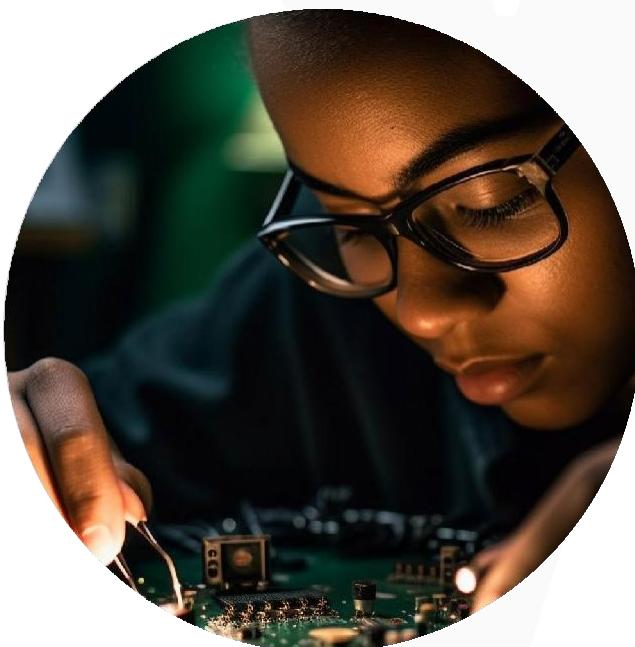
## Learning journey 3: Digital

Digital Skills focuses on understanding and leveraging artificial intelligence. In the AI Explorer module, youth will gain an introduction to AI basics, including its history, key concepts, and current uses, providing a foundation for staying relevant in today's technology-driven world.

The AI Pathfinder module delves deeper into advanced AI applications, ethical considerations, and future trends, highlighting how AI permeates all sectors and industries, affecting every type of job. By understanding these AI concepts, your YES Youth will be better equipped to leverage technology for career growth and innovation. This journey ensures youth have the digital literacy needed to thrive in modern work environments and adapt to evolving technological advancements.

#	Module	Duration (mins)
1	<b>AI Explorer:</b> Gain an introduction to artificial intelligence and it's applications.	30
2	<b>AI Pathfinder:</b> Explore advanced AI concepts and their impact on various industries.	30

**Total learning time: 1 hour**



## Supervisor responses

Supervisor responses will provide invaluable feedback about their YES Youth and their journey through the 12-month work experience. We will share the survey feedback with 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.

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 a temporary password via email from YES. Upon logging in, they will need to change their password.

## YES One app: Supervisor access

Use your username and password to login.

Use your username supervisor platform available on web browser, mobile and as progressive web app.

Supervisor platform dashboard Select the sponsor company and the programme then click on the search button.

[Login link: https://yesapp.yes4youth.co.za/login](https://yesapp.yes4youth.co.za/login)

For any queries, the Supervisor can contact the YES team at: [supervisor@yes4youth.co.za](mailto:supervisor@yes4youth.co.za)

## Frequently Asked Questions (FAQs)

### Q: How long is the YES programme

A: 12 months

### Q: What should YES Youth do if their salary is not paid?

A: 1. Speak to their HR department and supervisor  
2. If not resolved contact us at [youth@yes4youth.co.za](mailto:youth@yes4youth.co.za)

### Q: What should I do if I am having a bad work experience?

A: Every YES work experience must comply with the basic conditions of employment act. If you are facing challenges:

1: Raise the issue with HR and supervisor  
2: If not resolved contact us at [youth@yes4youth.co.za](mailto:youth@yes4youth.co.za)

Youths' well-being and work experience matters to us.

### Q: Can youth participate in the YES programme more than once?

A: Youth can only participate once in the YES programme. However, if they left before completing eight months, they may be eligible to reapply.

## Additional notes and resources

Thank you for participating in the YES Initiative.

We're here to support you every step of the way.

If you have any questions or need assistance, don't hesitate to reach out to us:

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

Kind Regards, The YES team.

