



## ***Skilling the Future***



**Corporate Profile**



### **Mission:**

To support the economic and social prosperity of Timor-Leste by skilling its people.

### **Vision:**

To be the innovators in training and skilling solutions.

### **Values:**

#### **C    **Communication:****

*We speak to each other with respect and share knowledge and ideas*

#### **R    **Responsiveness:****

*We live up to our promises, on time, every time*

#### **I    **Integrity:****

*We are honest and trustworthy in all that we do*

#### **S    **Solutions:****

*We listen to and understand our customers and provide products and services that meet our customer's needs*

#### **P    **People:****

*We value and respect each other, celebrate our successes, work safely and look out for each other*

### **Who We Are**

ISAT Unipessoal Lda is honoured to be a local Timorese registered company; Registration Number 2290.

ISAT is a Timor-Leste accredited training organization; Number NNAFF021; delivering high-quality international standard courses and TVET qualifications that respond to domestic overseas demands.

ISAT was established in 2012 through a \$ multi-million commitment to offer world-class training and skilling courses for local Timorese people.

Today, ISAT offers more than 10,000 courses online, at employer workplaces, at partner facilities and at our modern training centre at Comoro River Road. ISAT's customers include Government Agencies, NGOs, Industry Multi-nationals and Private Companies, Universities, High Schools and other Training Provider partners.

Where the TVET National Qualification Framework has not yet developed sufficiently to align with domestic and overseas demands, ISAT is meeting those needs by offering international-standard skill sets and short courses through our global partnership arrangements.

ISAT cultivates ***“local people skilled to international standards by local trainers”***. ISAT offers advanced training courses, delivered by Timorese trainers, in either Tetun or English. Where a course requires the engagement of offshore training specialists, ISAT uses those opportunities to advance the skills of local trainers, through “train the trainer”.

ISAT is very proud that all its workers, including the Managing Director, are local people dedicated to their local communities and helping to grow the future of Timor-Leste.

The ISAT Board of Directors is a balance of local Timorese supported by specialist directors. The Board has decreed that the specialist directors do not receive payment, guaranteeing that ISAT maintains its unwavering commitment to invest in the local people and local economy of Timor-Leste.

## What We Do

We provide industry and international-standard training and skilling solutions through our on-line courses, at employer workplaces, at partner facilities and at our Training Centre.

These solutions help:

- ✓ you get ready for a job;
- ✓ you get ready for a labour mobility opportunity;
- ✓ you get a better job or a promotion;
- ✓ upskill your existing workforce;
- ✓ you start your own business;
- ✓ support industry with professional services.

## How We Do It

- ✓ We take the time to listen to our customers;
- ✓ We dedicate an ISAT Customer Service Team Member to understand the needs of our customers and add value to each customer;
- ✓ We continually review our products and delivery strategies to maintain relevance and meet our customer service promise;
- ✓ We make it easy for our customer to do business with us and us with them;
- ✓ We embrace strategic growth through the development and wellbeing of our people and ensure every decision we make is a win/win for our customers, stakeholders, strategic alliances and us.

## Our Priorities

We are ONE TEAM focused on the needs of our many customers, delivering on our customer service promise, caring for our people and maintaining our financial viability.

## Our Capabilities

The ISAT Board of Directors has been strategically selected to enhance the company's mission and vision. These local and specialist directors bring access to highly skilled local and international educators, proven training resources and materials, human and business networking opportunities and valuable intellectual property. This positions ISAT with an advantage that would otherwise be out of reach to a local Timorese company such as ISAT.

Proud of its local content and commitment to **“local people skilled to international standards by local trainers”**, ISAT also appreciates that, during the period of growth in skilling local Timorese trainers, the delivery of some qualifications will require the input of offshore Subject Matter Expertise to enable ISAT to continue to guarantee that our local Timorese people are offered only the best local and world-class training products and services.

Whenever training resources for a course are imported, ISAT ensures that up-and-coming local trainers are also provided with the opportunity to develop their skills and capacities before the departure of the external resource. When available, our local Timorese trainers are also offered the opportunity to develop their skills in overseas learning environments.

ISAT's training and skilling delivery is focused on capacity building and participatory learning, as well as project, program and policy advice and support. We take a collaborative and integrated delivery approach, with full consideration to existing skills, gender and cultural factors. ISAT utilises a range of proven methodologies and specialised on-and-off the job experience, combining easy-to-understand theory with hands-on practical tools.

With a wide range of Qualifications and non-accredited courses, ISAT offers more than 10,000 courses across a highly flexible and dynamic delivery system of on-line, at employer workplaces, at partner facilities and at ISAT's modern training centre. ISAT is constantly adding to the training courses it offers. For the latest offerings, please review the ISAT Website at [www.isat.tl](http://www.isat.tl)

As the innovators in flexible skilling solutions, ISAT understands the importance of **English Language** skills and offers a variety of courses to prepare students for advanced education or local and international work placements. ISAT also offers a wide range of support services including **Multi-location Modular Infrastructure Resources** that can be quickly positioned to support immediate or long-term training and skilling needs, with the benefit of being moved if required at another location.

In support of ISAT's commitment to providing high quality, professional training delivery, ISAT has developed a world-class training centre at Comoro River Road, Comoro, Dili.

These facilities comprise state-of-the-art training rooms complete with modern technology, with the capacity to seat hundreds of students and practical workspaces for plant, equipment and high-risk training.

Through strategic partnership arrangements with Universities, High Schools, community organizations, other TVET providers and the private sector, ISAT enjoys the availability and utilization of additional facilities capability across Timor-Leste and overseas locations.

ISAT and its associates know what is required to own and operate world-class facilities and successfully deliver internationally recognized, industry standard training and skilling, employment services and workforce development programs with extensive experience across the globe including:

Argentina, Australia, Brazil, Canada, China, Dubai, Egypt, France, Greece, Italy, Israel, Japan, Korea, Malaysia, Mexico, Papua New Guinea, Peru, Philippines, Saudi Arabia, Singapore, Somalia, South Africa, Syria, Thailand, United Kingdom, United States of America and Vanuatu.

**ISAT is skilling the future of Timor-Leste.**

**Ana Paula Da Costa Xavier**

Managing Director

Phone: +670 7343 0000    Email: [paula.xavier@isat.tl](mailto:paula.xavier@isat.tl)