



Knowledge Mining Academy (Pty) Ltd.

Unlocking *Potential*, Empowering *Futures*.

Learning Solutions Portfolio

Building Capability. *Creating Impact*. Transforming Workplaces.

Our Services



Learnerships and HEQ



Internship Programs



Compliance Support



Skills Development ROI
Consultation

Our strategic contribution



QCTO-accredited training solutions



Developing future-ready workforces



Employment Equity, B-BBEE and
SDF transformation support



Supporting South African
Businesses and Uplifting Communities



Knowledge Mining Academy (Pty) Ltd.

QCTO Qualifications and Learnerships

Employment Equity, B-BBEE and SDF Consultation

Skills Development ROI Consultation

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About Knowledge Mining Academy

*Accredited Learning. **Workforce Development.** Business Transformation.*

Knowledge Mining Academy is a QCTO-accredited training provider and strategic workforce development partner, dedicated to helping organisations develop capable people, strengthen workplace performance and achieve meaningful transformation.

Established in 2018, Knowledge Mining Academy was founded on the belief that learning should deliver far more than legislative compliance or qualification achievement. It should equip people with the knowledge, practical skills and professional confidence to contribute meaningfully in the workplace while enabling organisations to build stronger teams, improve performance and achieve sustainable business growth.

Today, we work in partnership with organisations across a range of industries to design and implement integrated people development solutions that align learning with organisational strategy, workforce capability and legislative requirements.

Our expertise extends beyond accredited learning programmes to include Skills Development Facilitation (SDF), Employment Equity (EE) consultation and B-BBEE Transformation advisory services, enabling clients to integrate learning, compliance and transformation into a single workforce development strategy.

This holistic approach helps organisations maximise the value of their investment in people while supporting long-term organisational success.

At the heart of everything we do is our proprietary Knowledge MINING™ Learning Methodology, which combines internationally recognised adult learning principles with workplace-integrated learning, contextualised programme design and structured learner support. Every learning solution is designed to be meaningful, practical and immediately applicable within the learner's working environment.

Our commitment is clear:

We don't simply deliver accredited learning programmes—we build strategic workforce capability!

Every learning initiative is designed to align with your business objectives, maximise your Skills Development investment, strengthen organisational capability and deliver measurable, long-term business value.

At the same time, we are committed to developing competent, confident and work-ready professionals who can apply their knowledge, contribute meaningfully in the workplace and grow throughout their careers.



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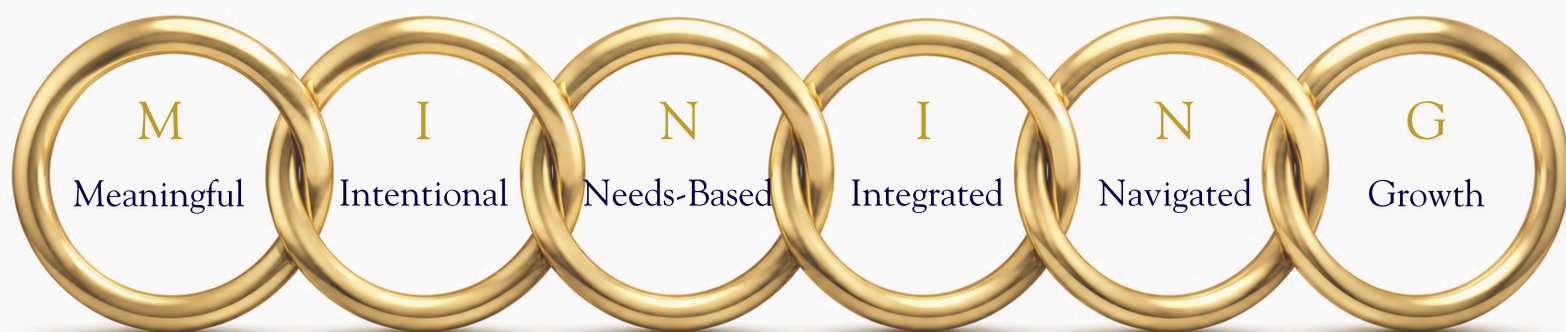
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The Knowledge MINING™ Learning Methodology

Building Capability. Creating Impact. Transforming Workplaces.



Our proprietary Knowledge MINING™ Learning Methodology combines proven adult learning principles, contextualised programme design, workplace-integrated learning and structured learner support. The result is competent, confident and work-ready professionals who deliver measurable, lasting value to their organisations.

The Knowledge MINING™ Principles

M	I	N	I	N	G
Meaningful	Intentional	Needs-Based	Integrated	Navigated	Growth
Learning addresses real workplace challenges to create clear purpose and practical value.	Learning is deliberately designed to build competence and measurable impact.	Learning responds to workplace needs and priorities to create practical impact.	Learning unites theory, practice and workplace experience to build job-ready competence.	Structured guidance turns knowledge into confident workplace competence.	Continuous feedback and reflection strengthen capability, confidence and workplace performance.



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Learnerships & QCTO Occupational Qualifications

Knowledge Mining Academy designs and implements QCTO-accredited learnerships and occupational qualifications that develop practical workplace competence while supporting organisational growth, compliance and transformation objectives.

Unlike traditional training programmes, QCTO occupational qualifications combine structured theoretical learning, practical skills development and authentic workplace experience. This integrated approach enables learners to develop the knowledge, practical capability and workplace confidence required to perform effectively within their occupational role.

Every programme is delivered using our proprietary Knowledge MINING™ Learning Methodology, ensuring that learning is meaningful, contextualised and directly aligned with the operational environment in which learners are expected to apply their skills. Whether developing new talent, upskilling existing employees or creating employment opportunities for unemployed learners, our learnership programmes deliver measurable value for both organisations and learners.

The Business Value of Learnerships

- ✓ **Workforce Capability** - Develop competent, work-ready employees through structured learning, practical workplace experience and occupational competence aligned to business needs.
- ✓ **Skills Development & B-BBEE** - Improve Skills Development performance under the B-BBEE Codes of Good Practice while creating meaningful opportunities for employee development and youth employment.
- ✓ **Employment Equity & Transformation** - Support Employment Equity objectives by developing talent pipelines, creating opportunities for designated groups and strengthening long-term workforce transformation strategies.
- ✓ **SARS Tax Incentives** - Qualifying learnerships may enable organisations to claim valuable tax allowances under Section 12H of the Income Tax Act, helping to improve the return on investment in Skills Development. (Subject to the prevailing legislative requirements.)
- ✓ **SETA Grant Opportunities** - Depending on the applicable SETA and funding windows, organisations may qualify for mandatory and discretionary grant funding to support the implementation of learnership programmes.
- ✓ **Sustainable Business Growth** - By aligning learning with organisational strategy, compliance and workforce planning, learnerships contribute to long-term business resilience, succession planning and organisational capability.



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QCTO Qualifications and Learnerships

Employment Equity, B-BBEE and SDF Consultation

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How We Support Your Success

1

Strategic Planning & Business Consultation

- Understanding your business objectives, workforce challenges and organisational priorities.
- Identifying the most appropriate learning intervention to achieve measurable business outcomes.
- Skills Development planning aligned to organisational strategy.
- Return on Investment (ROI) planning and measurable success indicators.
- Skills Development expenditure planning and budget optimisation.
- B-BBEE and tax incentive planning, including Section 12H benefits where applicable.
- Workforce planning, succession planning and talent pipeline development.

2

Programme Design & Preparation

- Qualification selection and contextualisation
- Learnership implementation and project planning
- Learner recruitment, screening and selection (including previously unemployed learners where applicable)
- Workplace readiness and host employer preparation
- Enrolment, contracting and compliance administration

3

Programme Delivery & Learner Support

- Programme coordination and project management
- Facilitated learning and blended delivery
- Learner support and mentor engagement
- Workplace integration and progress monitoring
- Client reporting and stakeholder communication

4

Assessment & Certification

- Formative and internal assessments
- Workplace logbooks and portfolios of evidence
- Knowledge Module Statements of Results
- External Integrated Summative Assessment (EISA) preparation and coordination
- Certification and learner completion support

5

Compliance & Business Value

- B-BBEE evidence management and audit support
- Skills Development reporting
- Compliance documentation management
- Project evaluation and business impact reporting



All our learnerships are accredited with the Quality Council for Trades and Occupations (QCTO).



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QCTO Qualifications and Learnerships

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Our Learnership & Occupational Qualification Portfolio

Qualification	NQF	Qualification ID	Credits	Duration
Occupational Certificate: Office Administrator	5	102161	445	18 or 24 Months
Occupational Certificate: Project Manager	5	101869	240	18 or 24 Months
Higher Occupational Certificate: Marketing Coordinator	5	11807	170	12 Months
Higher Occupational Certificate: Artificial Intelligence Software Developer	5	118792	209	18 or 24 Months
Higher Occupational Certificate: Computer Technician	5	101408	282	18 or 24 Months
Higher Occupational Certificate: Data Science Practitioner	5	118708	185	12 or 18 Months
Higher Occupational Certificate: Cloud Administrator	4	118699	149	12 Months
Higher Occupational Certificate: Internet-of-Things Developer	4	119262	141	12 Months
Higher Occupational Certificate: ICT Business Development and Sales Consultant	5	120749	120	12 Months
Higher Occupational Certificate: Supply Chain Practitioner	5	110942	180	12 or 18 Months
Higher Occupational Certificate: Training and Development Practitioner	5	101321	190	12 or 18 Months



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Category C Internships

*Structured Workplace Experience that Builds **Capability, Confidence and Career** Readiness*

What is an Internship?

Formal internships are structured workplace learning opportunities that help students and graduates translate academic knowledge into practical experience, professional confidence and workplace readiness.

For interns, these programmes provide exposure to real business environments, guidance from experienced professionals and opportunities to develop the skills, behaviours and industry insight needed for future employment.

For employers, internships offer a strategic way to:

- Develop emerging talent and build a future skills pipeline
- Support youth development and transformation objectives
- Strengthen workforce capacity and succession planning
- Contribute towards eligible B-BBEE Skills Development recognition

Knowledge Mining Academy works with each client to design a customised internship programme aligned with its operational requirements, industry environment and talent needs.

The learning component can be built from relevant accredited skills programmes, non-accredited short courses, or a combination of both. This allows us to create a focused curriculum that supports the intern's role, workplace responsibilities and development outcomes.

Recruitment of Your Talent Pool

We also manage recruitment according to the client's requirements, including the development of the candidate profile, sourcing, screening and selection support.

Our implementation support may include programme planning, recruitment, contracting, structured training, workplace mentoring, progress monitoring and compliance recordkeeping.

B-BBEE Skills Development Integration

1. Core Objectives

Our internship programmes are structured to directly optimise the company's B-BBEE Scorecard under the Skills Development priority element. By creating structured pathways for unemployed black youth, the initiative addresses critical national skills gaps while securing vital compliance points.

2. Strategic Scorecard Impact

The programme drives performance across three distinct areas of the Skills Development element:

- Targeted Expenditure
- Headcount and Demographics
- Bonus Points for Absorption

3. Compliance and Verification Readiness

We support verification readiness for the annual B-BBEE audit by maintaining the required programme records and compliance documentation.



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QCTO Qualifications and Learnerships

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Skills Development ROI Consultation

Unit standard aligned short programs

How We Implement Accredited Learning Programmes

Our accredited programmes are designed to do more than deliver qualification content. We combine facilitated learning with practical modules, workplace activities and applied projects to help learners develop competence they can use confidently in their roles.

Before implementation, we consult with the client to understand the organisation's operational environment, workforce priorities, learner profile and workplace requirements. We then develop a tailored Training Implementation Plan that determines how the programme will be delivered, supported and integrated into the workplace.

Where appropriate, learning activities, case studies, examples and practical assignments are contextualised to reflect the client's industry, systems, processes and business environment. This makes the learning more relevant and helps learners connect qualification content to real workplace responsibilities.

All contextualisation remains fully aligned with the prescribed outcomes, practical requirements and assessment standards.

The result is a structured learning experience that supports learner success, strengthens workplace capability and creates meaningful value for the organisation.

Our Intended Impact:

Our goal is not simply to achieve attendance, programme completion or certification.

We aim to develop competent, confident and work-ready professionals who can:

- ✓ Apply their knowledge in real workplace situations
- ✓ Perform their responsibilities more effectively
- ✓ Solve problems and make informed decisions
- ✓ Contribute meaningfully to their teams
- ✓ Adapt to changing workplace requirements
- ✓ Continue developing throughout their careers



Knowledge Mining Academy (Pty) Ltd.

QCTO Qualifications and Learnerships

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Skills Development ROI Consultation

Our Unit standard aligned short programs

Part Qualifications & Programs



- **Skills Development Facilitator (SDF)** Classroom-Based: 5 days or E-Learning (Self-Paced)
- **Facilitator Training** Classroom-Based: 2 days or E-Learning (Self-Paced)
- **Assessor Training** Classroom-Based: 3 days E-Learning (Self-Paced)
- **Moderator Training** Classroom-Based: 3 days E-Learning (Self-Paced)

Office Administration & Operations



- **Effective Office Administration and Management, NQF Level: 5**
Credits: 10, Classroom Duration: 2 days facilitated, Self-Paced
Online: 10–15 hours (complete within 2 weeks)
- **Document Management and Recordkeeping, NQF Level: 5**
Credits: 15, Classroom Duration: 2–3 days facilitated, Self-Paced Online: 15–20 hours (complete within 3 weeks)
- **Resource and Procurement Management, NQF Level: 5**
Credits: 15, Classroom Duration: 2–3 days facilitated, Self-Paced Online: 15–20 hours (complete within 3 weeks)
- **Office Protocol, Department & Etiquette, NQF Level: 5**
Credits: 8, Classroom Duration: 1–2 days facilitated, Self-Paced Online: 8–12 hours (complete within 2 weeks)

Finance & Payroll Programs



- **Basic Business Calculations, NQF Level: 4**
Credits: 5, Classroom Duration: 1 day facilitated, Self-Paced
Online: 6–8 hours (complete within 1–2 weeks)
- **Payroll Processing and Pay Administration, NQF Level: 5**
Credits: 15, Classroom Duration: 2–3 days facilitated, Self-Paced Online: 15–20 hours (complete within 3 weeks)
- **Marketing Budget Coordination and Financial Tracking, NQF Level: 5**
Credits: 12, Classroom Duration: 2 days facilitated, Self-Paced Online: 12–15 hours (complete within 2–3 weeks)



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Skills Development ROI Consultation

Project Management



- **Introductory Project Management, NQF Level: 4**

Credits: 2, Classroom Duration: 1 day facilitated, Self-Paced Online: 4–6 hours (complete within 1 week)

- **Computerised Project Management, NQF Level: 5**

Credits: 15, Classroom Duration: 2–3 days facilitated, Self-Paced Online: 15–20 hours (complete within 3 weeks)

- **Manage a Small Project, NQF Level: 5,**

Credits: 10, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Learning Project Coordination and Implementation, NQF Level: 5**

Credits: 10, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

Information Communication- AI and Data Management



Artificial Intelligence - Full Program:

• Overview of Artificial Intelligence, Level 4, 2 Credits; Introduction to Artificial Intelligence; Machine Learning, Deep Learning, Level 4, 5 Credits; Artificial Intelligence, Level 5, 12 Credits. Classroom Duration: 2–3 days facilitated, Self-Paced Online: 15–20 hours (complete within 3 weeks)

- **Introduction to Mathematics and Statistics, Level 4**

Credits: 10, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Analytical Thinking and Problem Solving, Level 4**

Credits: 3, Classroom Duration: 1 day facilitated, Self-Paced Online: 4–6 hours (complete within 1 week)

- **Data, Databases and Data Visualisation, Level 4**

Credits: 8, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Computing Theory, Level 4**

Credits: 8, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Machine Learning, Level 5, 16 Credits.**

Credits: 16, Classroom Duration: 2–3 days facilitated, Self-Paced Online: 15–20 hours (complete within 3 weeks)

- **Deep Learning, Level 5**

Credits: 16, Classroom Duration: 2–3 days facilitated, Self-Paced Online: 15–20 hours (complete within 3 weeks)

- **Introduction to Governance, Legislation and Ethics, Level 4, 1 Credit.**

Credit: 1, Classroom Duration: 1 day facilitated, Self-Paced Online: 4–6 hours (complete within 1 week)

- **Fundamentals of Design Thinking and Innovation, Level 4, 1 Credit.**

Credit: 1, Classroom Duration: 1 day facilitated, Self-Paced Online: 4–6 hours (complete within 1 week)



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QCTO Qualifications and Learnerships

Employment Equity, B-BBEE and SDF Consultation

Skills Development ROI Consultation

Information Communication- AI and Data Management (Continued)



- **4IR and Future Skills, Level 4**

Credits: 4, Classroom Duration: 1 day facilitated, Self-Paced Online: 4–6 hours (complete within 1 week)

- **Introduction to Data Science and Data Analysis, NQF Level 4**

Credits: 6, Classroom Duration: 1 day facilitated, Self-Paced Online: 4–6 hours (complete within 1 week)

- **Computers and Computing Systems, NQF Level 4**

Credits: 4, Classroom Duration: 1 day facilitated, Self-Paced Online: 4–6 hours (complete within 1 week)

- **Basic Statistics for Data Analytics, NQF Level 4**

Credits: 10, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Statistics Essentials for Data Analytics, NQF Level 5, Credits 4**

Credits: 4, Classroom Duration: 1 day facilitated, Self-Paced Online: 4–6 hours (complete within 1 week)

- **Data Science and Data Analysis, NQF Level 5**

Credits: 12, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Data Analysis and Visualisation, NQF Level 5**

Credits: 16, Classroom Duration: 2–3 days facilitated, Self-Paced Online: 15–20 hours (complete within 3 weeks)

Information Communication- Cloud Administrator



- **Introduction to Cloud Computing, NQF Level 4**

Credits: 8, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Cloud Computing Elements, NQF Level 4**

Credits: 8, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Containers, Cloud Native and Kubernetes, NQF Level 4**

Credits: 4, Classroom Duration: 1 day facilitated, Self-Paced Online: 4–6 hours (complete within 1 week)

- **Cloud Security, Risks, Vulnerabilities and Mitigation, NQF Level 4**

Credits: 3, Classroom Duration: 1 day facilitated, Self-Paced Online: 4–6 hours (complete within 1 week)

- **Data and Databases in the Cloud , NQF Level 4**

Credits: 6, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Fundamentals of Cloud Computing Platforms, NQF Level 4**

Credits: 3, Classroom Duration: 1 day facilitated, Self-Paced Online: 4–6 hours (complete within 1 week)

- **Introduction to Cloud Computing Governance, Legislation and Ethics, NQF Level 4**

Credit: 1, Classroom Duration: 1 day facilitated, Self-Paced Online: 4–6 hours (complete within 1 week)



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Information Communication- Internet of Things



- **Introduction to Internet of Things, NQF Level 4**

Credits: 4, Classroom Duration: 1 day facilitated, Self-Paced Online: 4–6 hours (complete within 1 week)

- **Computers, Devices and Computing Systems, NQF Level 4**

Credits: 6, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Building Blocks of Internet of Things, NQF Level 4**

Credits: 8, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Internet of Things Design and Development Considerations, NQF Level 4**

Credits: 8, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Data, Databases and Visualisation, NQF Level 4**

Credits: 4, Classroom Duration: 1 day facilitated, Self-Paced Online: 4–6 hours (complete within 1 week)

- **Design Thinking Principles for Innovation, NQF Level 4**

Credit: 1, Classroom Duration: 1 day facilitated, Self-Paced Online: 4–6 hours (complete within 1 week)

- **Basic electronic principles, NQF Level 3**

Credits: 4, Classroom Duration: 1 day facilitated, Self-Paced Online: 4–6 hours (complete within 1 week)

Information Communication- General and Technical



- **Introduction to data communication and networking, NQF Level 5**

Credits: 15, Classroom Duration: 2–3 days facilitated, Self-Paced Online: 15–20 hours (complete within 3 weeks)

- **Basic of computer architecture: Hardware, NQF Level 5**

Credits: 30, Classroom Duration: 4–6 days facilitated, Self-Paced Online: 30–40 hours (complete within 6 weeks)

- **Basic of computer architecture: Software, NQF Level 5**

Credits: 30, Classroom Duration: 4–6 days facilitated, Self-Paced Online: 30–40 hours (complete within 6 weeks)

- **Basic concepts of sustainable computer environment and green technologies, NQF Level 4**

Credits: 10, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **End User computing, NQF Level 3**

Credits: 6, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)



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Leadership & Team Development



- **Team Motivator, NQF Level: 4**

Credits: 13, Classroom Duration: 2–3 days facilitated, Self-Paced

Online: 13–18 hours (complete within 2–3 weeks)

- **Team Cohesion & Motivational Strategies, NQF Level: 4**

Credits: 6, Classroom Duration: 1–2 days facilitated, Self-Paced Online: 6–10 hours (complete within 1–2 weeks)

- **Implement Strategies, Personal Development Plans and Identify Barriers to Team Growth, NQF Level: 4**

Credits: 7, Classroom Duration: 1–2 days facilitated, Self-Paced Online: 7–10 hours (complete within 1–2 weeks)

Marketing & PR



- **Public Relations, Marketing & Advocacy, NQF Level: 5**

Credits: 6, Classroom Duration: 1 day facilitated, Self-Paced Online: 6–10 hours (complete within 1–2 weeks)

- **Social Media & Digital Literacy, NQF Level: 4**

Credits: 5, Classroom Duration: 1 day facilitated, Self-Paced Online: 6–8 hours (complete within 1–2 weeks)

- **Marketing Campaign Coordination, NQF Level: 5**

Credits: 15, Classroom Duration: 2–3 days facilitated, Self-Paced Online: 15–20 hours (complete within 3 weeks)

- **Brand Management Support, NQF Level: 5**

Credits: 10, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Digital Marketing Support and Content Coordination, NQF Level: 5**

Credits: 12, Classroom Duration: 2 days facilitated, Self-Paced Online: 12–15 hours (complete within 2–3 weeks)

- **Market Research and Consumer Insights Support, NQF Level: 5**

Credits: 10, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Marketing Project Coordination, NQF Level: 5**

Credits: 10, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Sales Research, NQF Level: 5**

Credits: 9, Classroom Duration: 2 days facilitated, Self-Paced Online: 9–12 hours (complete within 2 weeks)

- **ICT Solution Marketing and Sales, NQF Level: 5**

Credits: 18, Classroom Duration: 3 days facilitated, Self-Paced Online: 18–22 hours (complete within 3–4 weeks)



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Communication & Customer Service



- **Business Communication & Customer Service, NQF Level: 5**

Credits: 8, Classroom Duration: 1–2 days facilitated, Self-Paced Online: 8–12 hours (complete within 2 weeks)

- **Communication & Customer Relationships, NQF Level: 5**

Credits: 10, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Marketing Budget Coordination and Financial Tracking, NQF Level: 5**

Credits: 12, Classroom Duration: 2 days facilitated, Self-Paced Online: 12–15 hours (complete within 2–3 weeks)

- **Stakeholder Relationships (ICT Environment), NQF Level: 5**

Credits: 6, Classroom Duration: 1–2 days facilitated, Self-Paced Online: 6–10 hours (complete within 1–2 weeks)

- **Professional Communication for Learning Environments, NQF Level: 5**

Credits: 8, Classroom Duration: 1–2 days facilitated, Self-Paced Online: 8–12 hours (complete within 2 weeks)

Supply Chain & Logistics



- **Introduction to Supply Chain Management, NQF Level: 5**

Credits: 10, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Demand Execution Management Operations, NQF Level: 5**

Credits: 10, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Transport and Distribution Operations, NQF Level: 5**

Credits: 10, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Inventory Management, NQF Level: 5**

Credits: 10, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Warehousing and Facilities Operations, NQF Level: 5**

Credits: 10, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Production Operations, NQF Level: 5**

Credits: 10, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Procurement Operations, NQF Level: 5**

Credits: 10, Classroom Duration: 2 days facilitated, Self-Paced Online: 10–15 hours (complete within 2 weeks)

- **Returns Management, NQF Level: 5**

Credits: 7, Classroom Duration: 1–2 days facilitated, Self-Paced Online: 7–10 hours (complete within 1–2 weeks)

- **Performance and Contract Management and Improvement of Operations, NQF Level: 5**

Credits: 7, Classroom Duration: 1–2 days facilitated, Self-Paced Online: 7–10 hours (complete within 1–2 weeks)



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Strategic Business Short Courses

(Non-Unit Standard Courses)

In addition to our accredited qualifications, learnerships, internships, skills programmes and part-qualifications, Knowledge Mining Academy offers a portfolio of strategically designed short courses that respond to immediate organisational, workforce and performance needs.

These programmes are not aligned to registered unit standards and do not lead to a formally accredited qualification. Instead, they serve a distinct and valuable purpose by providing flexible, focused and responsive learning interventions that can be implemented without the extended timeframes, assessment requirements and administrative processes associated with formal occupational qualifications.

Our short courses are developed to address real workplace challenges and emerging capability requirements. **They enable organisations to respond quickly to changes in legislation, technology, leadership expectations, customer needs, operational processes and workforce development priorities.**

Programme content is informed by current industry trends, organisational priorities and the practical realities of the South African workplace. Each course is designed to provide relevant knowledge, practical tools and immediately applicable skills that employees can use to improve their effectiveness, confidence and performance in the workplace.

Each programme is professionally designed, outcomes-driven and structured around clearly defined learning objectives. Depending on the requirements of the organisation, courses may be delivered as stand-alone workshops, facilitated learning sessions, blended programmes or structured development journeys delivered over an agreed period.

Because the content is developed internally, we are able to contextualise each intervention to reflect the client's industry, organisational culture, workforce profile, operational environment and strategic priorities. Workplace examples, case studies, practical activities and supporting resources can be adapted to ensure that the learning is relevant to the participants and directly connected to their roles and responsibilities.

Where appropriate, we work with the client to identify the underlying performance or capability need before recommending a learning solution. This ensures that the intervention is not simply an isolated training event, but a purposeful response to a clearly defined business requirement.

Facilitators, coaches and subject matter specialists are selected according to the programme focus, client sector and target audience. This ensures that every intervention is delivered by professionals with the appropriate knowledge, experience and credibility to engage participants and translate theory into practical workplace application.



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Sales Excellence Programmes



Sales Foundations & Support

- **Sales Operations Excellence: Sales Administration, CRM Discipline and Process Efficiency**
Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)
- **Sales Support to Sales Impact: Understanding the Sales Cycle and Enabling Revenue Growth**
Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)
- **CRM Mastery: Using Sales Systems and Data to Drive Accountability and Results**
Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

Core Professional Selling Skills

- **Prospect Mastery: Unlocking the Secrets to Successful Sales Prospecting**
Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)
- **Consultative Selling Pro: Moving from Product Selling to Value-Based Solutions**
Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)
- **Negotiation Edge: Strategic Negotiation and Margin Protection**
Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)
- **Closing with Confidence: Advanced Techniques for Securing Commitment**
Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)
- **Strategic Account & Growth Development - Key Account Strategy: Managing and Growing High-Value Clients**
Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)
- **Territory Titans: Maximising Geographic and Sector-Based Sales Potential**
Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)
- **Sales Forecasting & Target Management: Using Sales Metrics to Drive Predictable Growth**
Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)
- **Growth Intelligence: Identifying Expansion Opportunities Through Sales Analytics and Market Insight**
Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)



Knowledge Mining Academy (Pty) Ltd.

QCTO Qualifications and Learnerships

Employment Equity, B-BBEE and SDF Consultation

Skills Development ROI Consultation

Sales Excellence Programmes (Continued)



- **Sales Leadership, Management & Coaching - Sales Leadership Excellence: Leading High-Performance Sales Teams**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

- **Coaching for Sales Performance: Developing, Mentoring and Holding Sales Teams Accountable**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

- **Pipeline & Performance Management: Driving Activity, Conversion and Revenue Accountability**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

- **Strategic Sales Management: Aligning Sales Strategy with Organisational Growth Objectives**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

Work Readiness & Emerging Professionals



- **Workplace Launchpad: Professional Readiness, Workplace Expectations and Corporate Success**

Classroom Duration: 1 day Facilitated / 3.5 hours (eLearning)

- **Interview & Career Strategy Mastery: Interview Excellence, Career Planning and Personal Positioning**

Classroom Duration: 1 day Facilitated / 3.5 hours (eLearning)

- **Professional Presence & Personal Brand: Business Etiquette, Corporate Communication and Digital Reputation**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

- **Workplace Agility: Thriving in Hybrid, Multigenerational and Fast-Paced Environments**

Classroom Duration: 1 day Facilitated / 3.5 hours (eLearning)

- **Corporate Communication Excellence: Email, Meetings, Feedback and Workplace Influence**

Classroom Duration: 1 day Facilitated / 3.5 hours (eLearning)

- **Accountability & Ownership for Young Professionals: Developing Professional Discipline and Performance Mindset**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)



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QCTO Qualifications and Learnerships

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Leadership & Executive Development



- **Executive Leadership Excellence:**

Strategic Leadership for Sustainable Organisational Performance (Top and Senior Management)

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

- **Strategic Thinking & Decision-Making: Leading with Clarity in Complex and Uncertain Environments**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

- **High-Performance Leadership: Building Accountable, Results-Driven Teams**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

- **Leading Digital & Organisational Transformation: Driving Change, Innovation and Business Agility**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

- **Commercial Leadership Mindset: Thinking Like a Business Owner Within the Organisation**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

- **Women in Leadership: Strategic Influence, Executive Presence and Organisational Impact**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

- **Leadership Governance & Ethical Accountability: Responsible Leadership in the South African Business Environment**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

- **Coaching & Mentoring for Leaders: Developing Talent and Strengthening Succession Pipelines**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

- **Collaborate and Communicate – Foundations for Junior Leaders**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

- **Think, Adapt, Solve – Building Agility in Action**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)



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HR, Compliance & Transformation



- **HR Prodigy: Empowering Beginners with Essential HR Knowledge**

Classroom Duration: 3 days Facilitated / 7 hours (eLearning)

- **Employment Equity Essentials: Practical Guidance for EE Forums and Workplace Compliance**

Classroom Duration: 1 day Facilitated / 3.5 hours (eLearning)

- **Transformation IQ: Understanding B-BBEE and Driving Meaningful Business Transformation**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

- **Inclusive Horizons: Empowering Diversity and Inclusion in the Workplace**

Classroom Duration: 1 day Facilitated / 3.5 hours (eLearning)

- **Compliance Smart: Workplace Ethics, POPIA Awareness and Professional Accountability**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

- **Generations@Work: Unlocking the Power of Multigenerational Diversity**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

- **Eliminating Harassment in the Workplace**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

Project, Performance & Business Fundamentals



- **Project Prodigy: Empowering Beginners with Project Management Knowledge**

Classroom Duration: 3 days Facilitated / 7 hours (eLearning)

- **Emotional Intelligence Mastery: Empowering Personal and Professional Growth**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

- **Finance Fundamentals for Non-Financial Professionals: Understanding Budgets, Costs and Profitability**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

- **Mzansi Business Basics: Understanding South African Corporate Culture, Compliance and Workplace Expectations**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)

- **Innovation Igniters: Creative Thinking and Continuous Improvement in Modern Organisations**

Classroom Duration: 2 days Facilitated / 3.5 hours (eLearning)



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The Five Lens Enneagram

*Built For – **Embedding Culture**, Coaching & Team Effectiveness.*

What is the FIVE LENS Enneagram?

The 5 Lens Enneagram is a cutting-edge, multi-dimensional psychometric assessment designed for modern corporate environments. Unlike traditional personality tests that simply place individuals in a box, this advanced framework looks at human behavior through five distinct, interconnected layers to provide a holistic view of a person's current effectiveness and future potential: Enneagram Style, **Personal Mastery**, Emotional Resilience, **Social Drives**, Energy Centres,

By integrating these five distinct perspectives, the system provides leaders and teams with actionable, data-driven insights to accelerate leadership capability, emotional intelligence, and organizational alignment.

At Knowledge Mining Academy, we use the Five Lens Enneagram to develop self-aware leaders, resilient employees and more effective teams.

Unlike traditional personality assessments that focus primarily on observable behaviour, the Five Lens Enneagram explores the deeper motivations, emotional responses, social drives and thinking patterns that influence how individuals lead, communicate, make decisions and respond to pressure.

Our certified Five Lens Practitioners use the framework to facilitate meaningful personal and organisational development through:

Executive and Individual Coaching

Individual assessments and facilitated debrief sessions provide deeper insight into personal strengths, behavioural patterns, emotional resilience and development opportunities. Participants are supported to strengthen self-awareness, personal accountability and intentional leadership.

Leadership Development

The Five Lens Enneagram can be incorporated into structured leadership development programmes to strengthen emotional intelligence, resilience, decision-making, communication and the ability to lead diverse teams effectively.

Team Development and Alignment

Team workshops help participants understand their own behavioural drivers and those of their colleagues. This creates greater appreciation of different perspectives, improves communication, strengthens collaboration and supports the resolution of team conflict.



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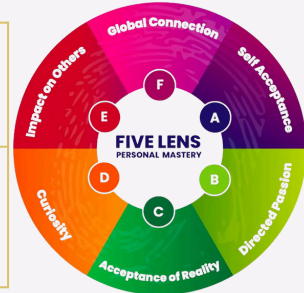
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The Five Lenses

Lens 1: The Enneagram

Where self-awareness begins in the Five Lens model.

The Enneagram reveals the internal forces that drive how people respond, collaborate, and lead. By assessing personal triggers, defence mechanisms, and core strengths, this lens creates a nuanced map of each individual's behavioural landscape.



Lens 2: Personal Mastery

Reveal the beliefs that shape leadership and growth.

The Personal Mastery lens focuses on the internal drivers that influence how individuals think, relate, and act. It assesses the mental, emotional, and motivational factors that contribute to personal maturity and the ability to navigate life with self-awareness and stability.



Lens 3: Emotional Resilience

Respond effectively to pressure, uncertainty, and change.

This lens measures an individual's ability to remain effective under pressure. It focuses on the traits that influence how people respond to challenge, regulate their emotions, and sustain a constructive mindset in the face of uncertainty.



Lens 4: Social Drivers

Uncover the deeper motivations that drive behaviour and engagement.

The Social Drives lens surfaces the needs and motivations that influence how individuals behave and interact – often without conscious awareness. It assesses what truly drives a person at a given moment: from basic safety needs to belonging, recognition, and ultimately purpose.



Lens 5: Energy Centres

Balance instinct, emotion, and reason for more effective decision-making.

The Energy Centres lens explores how individuals process information and make decisions using three core systems: instinct (gut), emotion (heart), and reason (head). Each centre represents a distinct form of intelligence, and our behaviour often reflects the dominance – or neglect – of one over the others.





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CompTIA Certification Training

International Certification Pathways

Knowledge Mining Academy is a recognised CompTIA Delivery Partner, enabling us to provide internationally recognised technology training and certification preparation aligned with CompTIA's globally respected certification framework.

CompTIA certifications may be offered as stand-alone programmes or integrated into our accredited qualifications, learnerships, internships and customised workplace learning initiatives. This allows us to enhance locally relevant training with additional international certification opportunities that strengthen technical knowledge, validate industry capability and improve learner employability.

Where appropriate, CompTIA content and certification preparation are used to complement our own contextualised learning material, practical activities and workplace experience. This provides learners with a broader development pathway that combines occupational competence, workplace application and internationally recognised technology credentials.

Certification pathways are selected according to the learner profile, programme objectives and the client's technical capability requirements. Through this approach, organisations can strengthen the value of their learning investment while developing employees with relevant, practical and globally recognised skills.

Our CompTIA training solutions may support development across areas such as:

- Foundational digital and IT knowledge
- Technical support and computer hardware
- Networking and infrastructure
- Cybersecurity
- Cloud technologies
- Data and emerging digital capabilities
- IT operations and professional development

The specific certification pathway recommended will depend on the learner's existing knowledge, career objectives, job role and the organisation's workforce development priorities.



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Client Experiences and Success Stories

Client testimonials

"Knowledge Mining Academy has supported our organisation across Employment Equity, B-BBEE, skills development, training implementation, and workforce capability initiatives over a number of years. Their guidance and hands-on support have helped simplify complex compliance, reporting, and skills development requirements while ensuring our initiatives remained aligned to our broader business strategy and workforce objectives. What has consistently stood out is their professionalism, responsiveness, industry knowledge, and genuine commitment to adding long-term value to our organisation. Diana Esteves and her team have the ability to combine strategic insight with practical implementation support, making complex people, compliance, and development processes far more manageable and effective.

In addition to their strong expertise in Employment Equity and B-BBEE, Knowledge Mining Academy has demonstrated a forward-thinking approach to learning and development through programmes focused on Data Analytics, Artificial Intelligence, Digital Capability Development, leadership development, and future workforce readiness. Their ability to align learning interventions with real business needs and sustainable talent development makes them a highly valuable strategic partner.

Knowledge Mining Academy approaches every engagement with professionalism, integrity, and a strong focus on building meaningful, long-term relationships. Their passion for people development and organisational growth is evident in everything they do.

I would highly recommend Knowledge Mining Academy to any organisation looking for a credible, innovative, and highly professional partner in skills development, workforce transformation, compliance support, and future-focused capability building." (Sonika Carr, Executive Head - HR, Reunert Connect (Pty) Ltd. Date: May, 2026)

"Knowledge Mining Academy has been an exceptional partner in supporting our organization with our internship and learnership programmes.

Their team is highly knowledgeable, professional, and always willing to go the extra mile to provide guidance and support whenever needed.

They have made the entire process straightforward and have consistently been available to answer questions and offer practical advice.

It has been a pleasure working with a team that is so committed, reliable, and genuinely invested in delivering excellent service.

I would highly recommend Knowledge Mining Academy to any organization looking for a trusted and professional skills development partner." (Lynette Cockeran, HR Manager, Elvey Group, a member of the Hudaco group. July, 2026)



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Client Experiences and Success Stories

Client testimonials

It is with great pleasure that I recommend Knowledge Mining Academy for the exceptional training and professional development services they have provided to our organization.

Knowledge Mining Academy provided our organization with high-quality training and skills development services tailored to our business and compliance needs. Their team demonstrated professionalism, expertise, and excellent support throughout the planning and delivery of the training programmes. The training enhanced our employees' knowledge, skills, and workplace performance while contributing to our compliance and transformation objectives. We experienced a collaborative and reliable partnership, with training that was practical, engaging, and delivered to a high standard. We confidently recommend Knowledge Mining Academy to any organization seeking a trusted and results-driven learning and development partner.

We look forward to continuing our relationship with Knowledge Mining Academy and have no hesitation in endorsing their services to other organizations. (Tiffany Pillay, HR Manager, Nashua Tshwane July, 2026)

"Knowledge Mining Academy has been an invaluable partner in supporting our learnership and internship programmes. Their service is exceptional, they provide consistent feedback, keep us informed of any changes, and are always readily available to assist both our team and our learners. Their proactive approach to planning each year's learner intake, together with their ability to tailor programmes to our operational requirements, has made the entire process seamless and efficient. With their support in planning and placing our learners and interns, Deltec Energy Solutions achieved our B-BBEE Level 1 status in 2025, and we look forward to maintaining this success in 2026. I would highly recommend Knowledge Mining Academy to any organisation seeking a professional, reliable, and results-driven skills development partner." (Mmathapelo Matlala, HR Manager, Deltec Energy Solutions, July 2026)



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Learner Experiences and Success Stories

Learner testimonials

"My experience with Knowledge Mining Academy was meaningful and impactful to my personal and professional growth. Throughout the programme, I received continuous support, guidance and encouragement, which helped me build confidence and adapt to a professional working environment. The experience improved my communication, workplace readiness and understanding of professional expectations. What stood out most was the genuine care and mentorship provided throughout the journey, which made me feel supported every step of the way."

(Ngoanaseloana Rachidi, Brigit Fire, Finance Assistant Intern, 2025 -2026, Hosted for work experience by Knowledge Mining Academy during her internship, permanently appointed by us in June 2026.)

"The learnership gave me a chance to learn in class and gain real work experience at the same time. It helped me apply what I learned in class to my daily tasks at work. Through this experience I improved my skills, gained more confidence, and developed a better understanding of warehousing operations and inventory control. Excellent program." (Clearance Ndlovu, Elvey Group Intern - Supply Chain Practitioner 2025 -2026)

"What has helped me the most during my learnership was learning about the role of ICT in the economy. This gave me a better understanding of where the world is heading as technology continues to evolve and transform the way we live and work. It helped me see the importance of digital skills and how ICT contributes to business growth and economic development.

The programme has supported my learning by exposing me to current trends and developments in technology and business. It has broadened my understanding of how ICT is used in the workplace and has given me valuable insight into the skills needed to succeed in today's digital economy. The workplace exposure has also helped me understand professional environments and workplace expectations.

I have gained valuable knowledge about ICT and its impact on businesses and the economy. The programme has increased my confidence in understanding and discussing technology-related topics, and it has improved my professional skills through workplace exposure. I have also gained a greater appreciation of how technology is shaping the future of work. I would definitely recommend Knowledge Mining Academy to other learners. The programme is highly relevant to what is currently happening in the world, making it an essential learning opportunity. It not only provides quality learning but also gives learners exposure to real workplace environments. Furthermore, it plays an important role in helping learners gain practical work experience through placements with reputable companies, which greatly contributes to their professional and career development.

Thank you, Knowledge Mining Academy, for the opportunity." (Siphesihle Tshabalala, Nashua Kopano learner on OC: ICT Business Development and Sales Consultant NQF 5 learnership, 2025 -2026)



KNOWLEDGE MINING ACADEMY

Contact Us



Business Cell: 063 311 5916

Office: 010 143 1546



www.knowledgemining.co.za



dianae@knowledgemining.co.za

