

Profile & Offerings

2026

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M I N D T H E G A P

L E A R N I N G



MIND THE GAP

About Us

Mind-the-Gap started over 20 years ago with a vision to empower, upskill and create opportunity through South Africa's dynamic structure of Skills Development.

We recognised the needs and challenges that industries and the South African workforce face to formalise their people development processes as part of the ever changing education, vocational training and labour landscape within the arena of national skills legislation.

Mind-the-Gap today is a successful, fully accredited quality service provider of people development with aims to provide practical solutions in assisting organisations & individuals reach their full potential through training, career development and managing & retaining talent.

CREATING

opportunity
through skills
development

What We Do?

We assist workplaces in planning, implementing and analysing effective training, assessment and people development strategies that work.

We also contribute by growing and upskilling entrepreneurs in starting and running their own businesses.

We have credible, practical, occupational learning experience and have a key focus for this year and beyond to move and integrate our offerings to meet the 4th Industrial Revolution and create future skills focused knowledge workers in all sectors we interact with.

Our Credentials:



BBBEE **Level 2** Contributor



Accredited SDP



Accredited SDP



Accredited CPD



Authorised Training Partner
CertNexus



Authorised Testing Centre
(Certiport)

What We Offer:

- * Full Qualifications
- * On Demand Short Courses
- * Skills Programmes
- * International Tech Certifications
- * CPD Programmes
- * Bespoke Designed Programmes



UPDATE

The following full pre-2009 qualifications has, by way of the Government Gazette No. 50742 (June 2024), been given an extended enrolment period for a minimum of 1 year and maximum of 2 years (to latest 2026):

Category	MTG Full Qualification Name	Accreditation	SAQA ID	NQF Level	Credits	Duration
Administration	Business Administration Services	SSETA	61595 LP:35928	4	143	1 year
Contact Centre	Contact Centre Skills	SSETA	93997 LP:80566	3	124	1 year
Entrepreneurship	Starting your Start up! (New Venture Creation)	SSETA	49648	2	138	1 year
	Successful Small Business (New Venture Creation)	SSETA	23953	4	153	1 year
Management	Management & Supervision	SSETA	83946 LP: 23654	3	120	1 year
	Generic Management & Operations	SSETA	57712 LP: 74630	4	150	1 year
	Generic Management & Leadership	SSETA	59201 LP: 60269	5	162	1 year

You need to enrol before 30 June 2026 and complete your studies by 2029.
Enrol now and pay later!

SPECIAL DISCOUNT



Contact us for discounts on these programmes!

Extended Pre-2009 Qualifications

Full Qualifications





Occupational Learning Full & Part Qualifications

2026 and beyond....



Mind-the-Gap holds accreditation with QCTO to offer the following occupational full (and part) qualifications. We offer them as:

- **blended learning** with our Mind-the-Gap Learning Platform and online facilitated sessions
- **corporate cohorts** with their own implementation plans & **public intakes** against a scheduled training calendar

Category	MTG Programme Name	Accreditation	SAQA ID	NQF Level	Credits	Duration
Administration	Office Administrator	QCTO OC	102161	5	445	1.5 - 2 Years
Contact Centre	Contact Centre Manager	QCTO OC	99687	5	285	1.5 - 2 Years
Entrepreneurship	Entrepreneur (Start Smart Series)	QCTO OC	124485	3	63	6 Months
	Entrepreneurial Business Manager (Business Builders Series)	QCTO OC	124447	4	120	1 Year
Financial Services	Long Term Insurance Advisor	QCTO OC	105026	5	180	1 Year
Human Resources	HRM Administrator	QCTO HOC	121150	5	120	1 Year
	HRM Officer	QCTO AOC	121151	6	134	1 Year
Management	Management Assistant	QCTO OC	101876	5	316	1.5 - 2 Years
	Office Supervisor	QCTO OC	118740	5	240	1 - 2 Years
Information Technology	Data Science Practitioner	QCTO OC	118708	5	185	1 Year
Innovation	Design Thinking Innovation Lead	QCTO OC	118788	4	160	1 Year
	Design Thinking Practitioner	QCTO OC	118705	4	100	9 Months
Project Management	Project Manager	QCTO OC	101869	5	240	1 Year



1. QCTO Occupational Qualifications are made up of Knowledge, Practical Skills and Work Experience so a workplace to complete is essential.
2. Upon completion of all three, you need to register and complete an EISA (External Integrated Summative Assessment) in order to get the qualification.

Please contact us for more information about each offering!

Occupational Learning Skills Programmes

2026 and beyond....



Mind-the-Gap holds accreditation with QCTO to offer the following occupational full (and part) qualifications and skills programmes. We offer them as:

- **blended learning** with access to our online Mind-the-Gap Learning Platform and attendance to collab sessions
- **RPL (Recognition of Prior Learning)** where you may have experience or prior knowledge and seeking the formal qualification
- corporate cohorts with their own roll outs or public intakes against our scheduled training calendar

Category:	MTG Programme Name:	Accreditation:	SAQA ID:	NQF Level:	Credits:	Duration:
Entrepreneurship	New Business Essentials	QCTO SP	SP/210401	2	32	4 - 6 weeks
	Technopreneur	QCTO SP	SP/220328	4	60	4 - 6 weeks
Information Technology	Cybersecurity Defender [*]	QCTO SP	SP/220330	4	60	4 - 6 weeks
Management	Conflict Management	QCTO SP	SP/210502	5	8	3 Days

* This skills programme includes the following micro credentials for:

- CertNexus[®] CyberSAFET[™] (Exam CBS-410)
- IR BIZ Incident Response for Business Professionals (Exam IRZ-110)

and international exam:

- CertNexus[®] Cybersec First Responder[™] (Exam CFR-410)



Please contact us for more information about each offering!

These skills programmes are added offerings that are aligned and offered as standalone skills programme that we have categorised with our short courses into the following categories:

- **RPL** – this is for screening for RPL eligibility for our management and other programmes.
- **Best Business Practices** – these focus on key skills needed in any business for best practice
- **Entrepreneurship** – these focus on skills for entrepreneurs
- **Future Focused Skills** – these focus on key future skills as growing increasingly important for the future world of work

Category	MTG Course Code	Course Name	Duration	Level
RPL	GM5/RPLS	RPL Screening: Generic Management	1 day	Advanced
	PM5/RPLS	RPL Screening: Project Manager	1 day	Advanced
Best Business Practices	SP/CJ	Customer Journey: A Roadmap to Great Customer Experience (CX)	2 – 3 days	Intermediate & Advanced
	SP/BUSCOMM	Successful Business Communication	2 – 3 days	Intermediate & Advanced
	SP/RM	Risk Management	1 – 2 days	Intermediate & Advanced
	SP/BT03	Budgeting in a Business	2 – 3 days	Intermediate & Advanced
	SP/WWP04	Effective Business Presentations	1 – 2 days	All levels
	SP/WWP07.1	Effective Sales Techniques	1 – 2 days	Basic
	SP/WWP07.2	Effective Sales Techniques	1 – 2 days	Intermediate & Advanced
	SP/WWP05	Effective Coaching Skills	2 – 3 days	Intermediate
	SP/WWP02	Interviewing & Selection Skills	2 – 3 days	Intermediate
	SP/BT01	Administration: Record Keeping	2 – 3 days	Intermediate & Advanced
Entrepreneurship	SP/INN	Innovation in Business	2 – 3 days	Intermediate
Future Focused Skills	SP/SM05	EQ & Supervising Others Effectively	1 – 2 days	Advanced
	SP/PS02	Making Decisions & Solving Problems	1 – 2 days	All levels
	SP/SM02	Handling Stress	1 day	All levels
	SP/WWP01	Running Effective Meetings	2 – 3 days	Intermediate
	SP/PS03	Negotiation Skills	1 – 2 days	All levels
	SP/PS01	Resolving & Managing Conflicts	2 – 3 days	All levels
	SP/AI01	Using Artificial Intelligence (AI) as a Management Tool	1 – 2 days	Intermediate

Skills Programmes per Category



Please contact us for more information about each offering!



We can transform your workforce with short skills courses that cater to targeted learning needs. They are aimed to provide standalone skills and knowledge that supports **microlearning** methodologies. Most are online and self directed but **can be customised** to your needs.

MTG Course Code	Course Name	Duration	Method of Training	Level
SC/BBW	Brilliant Business Writing	1 - 2 days	Online	All levels
SC/TIME	Effective Time Management	1 - 2 days	Online	All levels
SC/FFLM	Future Focused Leadership & Management	2 - 3 days	Online	Advanced
WWP03.1	Successful Business Communication	1 - 2 days	Online	Basic
SC/AI	Artificial Intelligence (AI) as a leadership and management tool	1 - 2 days	Online	Basic
SC/EQ	Emotional Intelligence at Work	1 - 2 days	Online	All levels
SC/MOT	Motivating Self & Others	1 - 2 days	Online	All levels
SC/SUP	Supervisory Skills	1 - 2 days	Online	Intermediate & Advanced
SC/TTT	Train-the-Trainer	2 - 3 days	Online	Intermediate & Advanced
SC/MMIN	Mastering Meeting Minutes	1 - 2 days	Online	Intermediate & Advanced



Please contact us for more information about each offering!



Short Skills Courses per Category

Customer Journey: A Roadmap to Great CX

Customers are going to be willing to pay more for products and services because of the experience they have been given and therefore customer experience (CX) is a top priority to businesses in the future as companies that focus on customer experience stay relevant and keep customers happy!

The **Mind-the-Gap Customer Journey: A Roadmap to Great CX CPD Programme** is designed to ensure that delegates understand the total quality philosophy and its application to customer service, so that they can achieve customer satisfaction by consistently delivering services that meet or exceed customer expectations.

Winning the customer experience race can only be achieved by organisations that work holistically to this end. The learning will align to the business and allow for change in behaviours to become CX Ambassadors for their team and customers.

Accredited by SABPP, delegates can earn up to 8 CPD points depending on the format and duration of programme chosen: online only or blended online learning and a facilitated workshop.

Please contact us for more information about this offering!

Earn up to



CPD Points



MIND-THE-GAP

CUSTOMER JOURNEY:

A Roadmap to Great Customer Experience

Companies rely on staff to become advocates of great service, to build and maintain the customer base and becoming the difference in a memorable customer experience for customers.

Our Customer Journey CPD Skills Programme will give delegates an understanding of the total quality philosophy and its application to customer service in their business, so that they can become better equipped to consistently deliver services that meets or exceeds customer expectations throughout the customer journey.

Customer experience and employee experience are the two DRIVING FORCES of business...

WHAT WILL BE COVERED:

- Delegates will gain an understanding of:
 - Defining Quality Customer Service, Customer Experience CX and the Customer Journey
 - Meeting or Exceeding Customer Needs
 - CX statistics for the Future World of Work
 - Maintaining & Improving Relationships with Internal & External Customers
 - Communication Skills for Success
 - Applying Business Processes
 - Committing towards a Great Customer Experience

The learning will align to the business and allow for change in behaviours to become CX Ambassadors for their team and customers.

The programme is presented **over one day** in a conference format with interactive sessions to ensure that the outcome of committing to deliver great CX is mapped and locked in.

Delegates will also have the opportunity to access **online resources** via MTG Learning and complete an assessment.

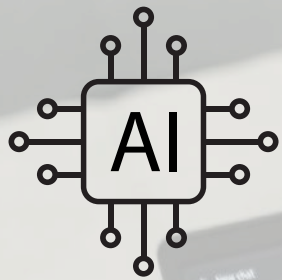
 This programme is accredited for CPD Points with SABPP.

Claim up to 8 CPD Points

Contact us for more information:
mind-the-gap.co.za Email: info@mind-the-gap.co.za

Continuous Professional Development [CPD]





as a Management Tool

This future focused programme introduces Generative AI as a strategic business tool. It covers core concepts, capabilities, limitations, governance, and real-world applications relevant to business leaders. Executives will learn how to identify use cases, manage risks, and develop AI-aligned business strategies.

This is aimed at business leaders, managers, executives and decision makers that are wanting to leverage AI as a management tool.

Accredited by SABPP, delegates can earn 4 CPD points and delegates can also complete the AIBIZ or GENAIBIZ micro-credentials from CertNexus at a discounted fee!

By the end of the programme participants will be able to:

- Understand what Generative AI is and how it applies to business
- Identify areas in their business where Generative AI can add value
- Lead AI-enabled innovation with awareness of risks and governance
- Formulate a roadmap for Generative AI strategy and adoption

Please contact us for more information about this offering!

Earn up to



CPD Points



Continuous Professional Development [CPD]

CERTNEXUS® Credentials & Certifications

CertNexus is the **global certification body** of vendor neutral, emerging technology certifications and micro-credentials for Business, Data, Development, IT, and Security professionals. Their future forward certifications contribute to closing the emerging tech global skills gap while providing individuals with a path towards rewarding emerging tech careers and vetted, trusted credentialing. All CertNexus certifications are aligned to ANAB ISO/IEC 17024 standards and are globally recognised.

As an authorised training partner, Mind-the-Gap recognises the need to qualify future tech workers and leaders in emerging technologies and can offer vendor neutral, internationally recognised with our new CertNexus® courses:

CYBERSECURITY

CyberSec First Responder™ (CFR)

CFR Advanced (CFR-A)

Incident Response for Business Professionals™ (IRBIZ)

CyberSAFE

ARTIFICIAL INTELLIGENCE

Artificial Intelligence for Business Professionals™

(AIBIZ)

Generative AI for Business Professionals™ (GenAIBIZ)

Certified AI Practitioner (CAIP)

DATA SCIENCE

Data Science for Business Professionals™ (DSBIZ)

Certified Data Science Practitioner™ (CDSP)

DATA ETHICS

Data Ethics for Business Professionals™ (DEBIZ)

INTERNET OF THINGS

Internet of Things for Business Professionals™ (IoT BIZ)



Please contact us for more information about each offering!

Go to <https://certnexus.com/> for more information too!

CertNexus
Certifications



Minding the **FUTURE** Gap

2027

and beyond ...

What's Next...

As new qualifications are registered, we will be adding to our offerings so please contact us for updated as this prospectus as it will be growing in

The accreditation process for national qualifications and skills programmes can be lengthy and will share when what is available. However we wanted to give you a sneak peak as to what offerings will come be coming in 2026/7 by Mind-the-Gap:

Human Resources

- HR Advisor
- CX Manager

Management

- Quality Manager
- Organisational Risk Practitioner
- Business Development Manager

IT & Data Skills

- Cybersecurity Analyst
- IT Business Development & Sales Consultant
- Internet of Things Developer

Future Skills

- Quality Assurer
- Environmental Practitioner
- Programme Manager
- Occupational Trainer

COMING SOON

Please **connect with us** and watch our social media space for updates!



mindthegapsa



mind-the-gap-learning



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