



*KLM*  
EMPOWERED

# Corporate Profile

*Greatness. It's not a word. It's a movement.*

The vision of KLM Empowered is to become known for growing greatness. Our core purpose is to unleash the potential of people and organisations by empowering them to know more, do more, and achieve more.



A message from the CEO

## KLM Empowered...Reimagined

As we continue to navigate this time of unprecedented change, we have seen a fundamental shift in the way we work, interact, engage, and learn. This has called upon us to seek new and innovative ways of reimagining our future and adapting to the demands of these changes with precision and speed. In these volatile, uncertain, complex, and ambiguous times, we are constantly reminded of the importance of cultivating and harnessing the full potential of our humanness through experiences that are forward-thinking, creative, immersive, practical, personalised, and impactful. The impact of the “new normal” and rapid change that the Fourth Industrial Revolution presents necessitates agile leadership, whereby teams are upskilled and prepared for co-existence with AI. This is our present reality.

During Covid-19 and the months prior, we worked hard to differentiate ourselves by improving every aspect of our signature professional development solutions and learning journey. We focused on building a future-fit faculty and redesigning our business model to align to the changes that we constantly experience. I am confident that KLM Empowered’s refreshing approach to partnering with you, with business leaders, and their teams on their learning journey will result in a powerful, engaging, life-altering experience.

KLM Empowered has taken learning to the next level by launching a signature virtual learning approach that blends self-study and virtual group sessions with online assessment and individual coaching, transforming ourselves into a provider of both classroom-based and online learning experiences. What’s more, we have been fully accredited by the Services SETA as an approved provider of online learning in June 2020.

I am excited to share that the cornerstone of our new methodology, our unique KXC Learning Management System, has been zero-rated by several data service providers, enabling learners and faculty members to transition seamlessly to a new world of learning without additional costs.

The new normal that we are all facing demands a new level of leadership, innovation, and agility. We have a choice to make—ride out the storm or catch the wave. We have chosen the latter and would love to help you do the same.

Lyn Mansour, CEO

*L. Mansour*



## *Our Story*

KLM Empowered was established in 2005 and is a proud Level 1 B-BBEE company with 30.1% Black Women Ownership, currently transitioning to 51% Black Ownership.

Through its Knowledge X-Change Centres of Excellence, KLM Empowered delivers world-class, globally recognised skills transfer solutions that enable individuals and organisations to build future-fit capabilities and remain relevant and effective in a world characterised by continuous change.

KLM Empowered has become well-known for excellence in the design, delivery, and project management of skills development, socio-economic development, and leadership development initiatives that complement business transformation strategies, add extraordinary value to the achievement of B-BBEE objectives. We ensure an optimal return from investment in people development.

KLM Empowered has produced a remarkable track record of competence development and project success and

remains the first choice among many esteemed clients for successful learnership implementation and leadership development.

KLM Empowered is committed to helping people find their voice and advocates for the less able, less confident, and less advantaged. We specialise in turnkey learnership solutions for people living with disability and have an unparalleled support infrastructure for learners with special needs. As a proponent of gender equality and supporting women in leadership, our CEO, Lyn Mansour, has recently accepted an invitation to join the global Women Empowerment network established by the United Nations Global Compact and United Nations Women.

### *What do we do.?*

- Integrated B-BBEE solutions
- Qualifications for individuals or groups offered online or on-campus
- Learnerships for employed or unemployed learners
- Specialised turnkey hosted learnership solutions for learners living with disability (PWD)
- Accredited skills programmes

- Customised learning experiences
- Future-fit leadership development
- Cutting-edge MasterClasses
- Diversity and Inclusion training
- Change management consulting
- Recruitment and pre-screening of learners, interns, and graduates

### *How will you benefit.?*

- Business-critical skills development
- Leaders who are equipped to lead your business in a VUCA world
- Achievement of B-BBEE objectives
- Optimal return on investment in people development

### *Our Footprint*

KLM Empowered has a national footprint and has become a preferred project partner for the delivery of skills development initiatives across the country.

For more information on our services and solutions, please visit [www.klmempowered.com](http://www.klmempowered.com)



## Accreditation

Our learning programmes are accredited by the SETAs indicated below and we are delighted to announce that we have been **accredited by the QCTO** to offer occupational qualifications.



## Registration

We are registered with the Department of Basic Education, UMALUSI, and the Department of Higher Education and Training to offer learning programmes at NQF Levels 1 through 6.

## Awards

KLM Empowered is the proud recipient of the SABPP Top Face to Face Training Provider award for 2018 and the SABPP Top Accredited Training Provider award in the category of Monitoring and Site Evaluation for 2015.

KLM Empowered has held the Services SETA Three Star Award since January 2011 based on its legislative compliance, commitment to quality, and customer service delivery.

## Leadership Development

Our Novaturient Series of MasterClasses is designed to build the mind-sets, skills, and ways of working that leaders need to shape their organisations for the future, and thrive despite the speed and complexity of the VUCA world.

Titles include:

- The WE-RISE Experience
- Changing Lanes
- Adaptability Intelligence
- The Digital Leader
- The Agile Leader
- The Innovation Catalyst
- Enabling Change
- Communicating with Impact
- I am Human
- Project Management Intermediate
- Project Management Advanced
- The Essentials of Finance

## Qualifications

### Faculty of Business Administration

- National Certificate: Business Administration (Level 3)
- Further Education & Training Certificate: Business Administration (Level 4)
- Occupational Certificate: Office Administrator (Level 5)

### Faculty of Management

- National Certificate: Management (Level 3)
- Further Education & Training Certificate: Generic Management (Level 4)
- National Certificate: Generic Management (Level 5)

### Faculty of Marketing & Customer Experience

- National Certificate: Contact Centre Support (Level 3)
- Further Education & Training Certificate: Contact Centre Ops (Level 4)
- National Diploma: Marketing Management (Level 5)
- National Diploma: Customer Management (Level 5)

### Faculty of Project Management including Agile Practices

- Further Education & Training Certificate: Project Management (Level 4)
- National Diploma: Project Management (Level 5)
- Occupational Certificate: Project Manager (Level 5)

### Faculty of Entrepreneurship

- National Certificate: New Venture Creation (Level 2)
- Further Education & Training Certificate: New Venture Creation (Level 4)

### Faculty of Transport & Logistics

- General Education & Training Certificate: Transport (Level 1)
- National Certificate: Freight Handling (Level 3)
- National Certificate: Freight Forwarding & Customs Compliance (Level 3)
- Further Education & Training Certificate: Road Transport Supervision (Level 4)
- National Certificate: Supply Chain Management (Level 5)

### Faculty of HR

- Further Education & Training Certificate: HR Management & Practices Support (Level 4)
- National Diploma: HR Management & Practices (Level 5)
- National Certificate: Productivity (Level 5)

### Faculty of Warehousing & Distribution

- National Certificate: Wholesale & Retail Distribution (Level 2)
- National Certificate: Wholesale & Retail Operations (Level 3)

### Faculty of Insurance & Investment

- Further Education & Training Certificate: Long-term Insurance (Level 4)
- Further Education & Training Certificate: Wealth Management (Level 4)
- National Certificate: Wealth Management (Level 5)

### Faculty of Information Technology (IT)

- National Certificate: End User Computing (Level 3)
- Further Education & Training Certificate: Systems Development (Level 4)
- Further Education & Training Certificate: Technical Support (Level 4)
- National Certificate: Systems Development (Level 5)
- National Certificate: Systems Support (Level 5)
- National Certificate: Business Analysis Support Practice (Level 5)
- National Certificate: Business Analysis (Level 6)

### Faculty of Hospitality

- National Certificate: Fast Food Services (Level 3)
- National Certificate: Food and Beverage Services (Level 4)
- Further Education & Training Certificate: Hospitality Reception (Level 4)
- National Certificate: Professional Cookery (Level 4)
- National Diploma: Food & Beverage Management (Level 5)
- National Diploma: Accommodation Services (Level 5)
- National Diploma: Event Coordination (Level 5)
- Diploma: Reception Operations & Services (Level 5)

