

KLM

EMPOWERED



COMPANY PROFILE

KLM EMPOWERED HUMAN SOLUTIONS SPECIALISTS (PTY) LTD

The Greatness Effect

Celebrating 20 years of BECOMING—two decades of igniting potential and accelerating advancement, from the roots of effectiveness to the canopy of mastery

2026-2027



PREFACE

For two decades, KLM Empowered has enriched lives and elevated organisations, redefining what's possible through purpose-driven capability-building experiences that unleash personal growth, catalyse business improvement, and awaken meaningful social and economic change.

Now, as the landscape of skills development evolves, so does our story. With the bold shift to QCTO qualifications, the infusion of leading-edge technologies, and an unwavering commitment to service excellence, we're not merely keeping pace with change—we're leading it.

As project management experts, we stand ready to partner with our clients to establish and manage learning academies and assessment centres, to strategically optimise the achievement of B-BBEE scorecard objectives, and to work with workplace mentors to augment learning with real-world experience that fosters competence and confidence.

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CHAPTER 1

20 YEARS OF BECOMING

A tree doesn't grow overnight.
It anchors itself first,
deep into the soil of purpose,
into values that will one day
hold it upright through every season.

And then, quietly, ring by ring,
it begins to grow.

KLM Empowered began like this.
Rooted not in a product or a pitch,
but in a belief:
That when one person is elevated,
they do not stand taller alone.
They lift others with them.

That belief became action.
That action became impact.
And over 20 years, impact became legacy.

Every learner who stepped into a classroom,
every company who saw transformation,
not as a tick box,
but as a seedling with the potential
to become a forest...
they all became rings in our story.

This year we celebrate 20 years of
empowering learners,
sharing knowledge, and
investing in the greatest human potential,
20 years of 'I believe in you',
20 years of becoming.



Becoming is a doing word. It is not finite. It is expansive, ongoing, evolving. It depicts growth, progress, the lapse of time, and above all else, the pursuit of the greatest human potential.

This is what the KLM Empowered brand embodies today. We are more than a company. We are a movement, a guide, a catalyst. For two decades, we have walked alongside novaturient individuals and organisations, helping them write new chapters filled with promise and possibility. And our story is far from over – the next chapter is waiting to be written, with partners who share our vision of greatness.

CHAPTER 2

OUR STORY

Every story has a beginning, and ours started unfolding in 2005 with a simple yet powerful belief: *that greatness already exists within people – it only needs the right environment to grow.* From that seed of belief, KLM Empowered Human Solutions Specialists was born, a company that dedicates itself to cultivating potential where others overlook it. As a proud Level 2 B-BBEE company with 51,17% black female ownership, our identity is deeply tied to economic renewal through powerful people development and enduring innovation.

Catalysts of Advancement

At the core of our philosophy is a conviction: that education is a catalyst for the growth needed in our economy. It has the power to transcend not just individuals, but families and communities as well. That is why we continue to champion equal access to meaningful opportunities for every knowledge seeker.

Partnering for Value

For our client partners, we have become more than a training provider – we are a strategic ally, aligning skills development with business improvement strategies to deliver extraordinary value. With us, investment in people development translates into measurable impact: maximum B-BBEE points (including preferential procurement), a strong return on investment, and – most importantly – lives changed.

Innovation Imagineers

We are not content with the status quo. Innovation fuels our story. We pioneer tech-enabled, human-centric models that adapt to diverse needs, break down barriers, and create new pathways for growth. We nurture talent and ignite potential, not with a one-size-fits-all approach, but with empathy, creativity, and relentless dedication to excellence.

As trailblazers of new-age instructional design, we craft content that engages, inspires, and adapts to diverse audiences. Our programmes are brought to life through leading-edge EdTech tools and platforms, ensuring that the exchange of knowledge is immersive, accessible, and measurable.



CHAPTER 3

THE KLM EMPOWERED DIFFERENCE

Every great story is defined not only by how it unfolds, but by how it is narrated. Our story is written in a way that is distinct, compelling, and inspirational – because we believe that unlocking greatness deserves nothing less. Here are some of the reasons you should partner with us:

Project Management

With clear milestones, meticulous planning, and proactive oversight, we walk alongside our partners to ensure that project objectives are not just met but exceeded.

Each project becomes a story of certainty, with outcomes delivered on time, every time.

Credibility

As a multi-SETA and QCTO-accredited provider and assessment centre, our work is underpinned by credibility. We hold the trust of industry and regulators alike, ensuring that every certificate is aligned to national standards and carries weight.

Portfolio

Our diverse portfolio speaks directly to the country's story of scarce and in-demand skills. From technical specialisations to professional competencies, our solutions address skills for careers that are crucial for positively shaping South Africa's future.

Tech Innovation

Our commitment to tech innovation drives us to continuously pioneer smarter, faster, and more inclusive ways of delivering education and implementing business strategies. We harness technology to break down barriers and create immersive, impactful experiences.

Participant Support

Personal development is never a solo journey. Our support infrastructure is unmatched, ensuring that every participant, including those with disabilities, receives the guidance and care needed to thrive, both at work and in their personal lives.

Recognition

Our story has not gone unnoticed. We are proud to have received awards for delivery, quality, and commitment to upliftment, affirming that our pursuit of excellence is not only experienced by our beneficiaries, but also celebrated by industry peers.



KLM Empowered is not just another training provider. We are the difference between programmes that tick boxes and experiences that shape lives.

By blending credibility with innovation, structure with flexibility, and passion with precision, we craft stories of ascendancy that are as unique as the people and organisations we serve.

CHAPTER 4

LEARNERSHIPS

In South Africa, the story of opportunity is often overshadowed by the harsh reality of unemployment. For too many young people, especially those from disadvantaged backgrounds, the dream of a meaningful career feels just out of reach. This is where QCTO learnerships step into the story as a powerful bridge. Designed around occupational competence, they don't simply equip aspiring young talent with knowledge; they connect learning directly to real workplace experience, ensuring that the skills gained are relevant, practical, and aligned with industry demand. They prepare opportunity seekers not just for jobs, but for careers that matter – careers in sectors with a pressing need for skilled professionals.

Learning Pathways**Administration**

Office Administrator → Management Assistant
→ Office Supervisor

HR Management

HR Administrator → HR Officer → HR Advisor

Information Technology

Cloud Administrator → Cybersecurity Analyst
→ Software Engineer

Learning & Development (L&D)

Occupational Trainer → L&D Practitioner
→ L&D Professional

Project and Risk Management

Project Manager → Quality Manager → Risk Manager

Sales & Service

Visual Merchandiser → Sales Representative
→ Marketing Coordinator

Software Development for the 4IR

IoT Developer → AI Developer → RPA Developer

Transport & Logistics

Freight Handler → Road Transport Supervisor
→ Supply Chain Manager

The Learning Journey

Every learnership tells the story of growth – a journey where raw potential is nurtured into skill, confidence, and opportunity. At KLM Empowered, we see this process not as a checklist, but as a carefully crafted passage to mastery, where every step is designed to build greatness and shape futures.

From discovering voices that are eager to be heard, to tech-enhanced classes that equip participants with the knowledge they need to grow, to simulated practice, mentor-led application, and nationally recognised certification, our learnerships are a narrative of enablement, elevation, and evolution – a quantum quest we are privileged to take with every navigator of new possibilities.



CHAPTER 5

IMPACT OPTIMISATION

At KLM Empowered, we believe that every project is an opportunity to inspire sustainable change and build an enduring legacy. To ensure that every milestone delivers maximum impact for both participants and client partners, we provide a suite of value-enhancing services that strengthen every step of the process in pursuit of the canopy of excellence.

**FORENSIC SCREENING**

Integrity is at the heart of everything we do. Through forensic screening, we ensure that applicants are genuinely eligible – verifying declared disabilities and confirming that candidates are not already registered for other learnerships. This protects client investment and ensures that opportunities are reserved for those most in need.

**ENTRANCE ASSESSMENTS**

Every journey begins with understanding current capabilities of aspiring entrants. Our assessments check entry requirements and highlight areas where skills gaps may exist. Where needed, we implement bridging programmes that strengthen foundations and give every individual a fair chance to succeed.

**WORKPLACE SUCCESS LAUNCHPAD**

We bridge the gap between the classroom and the workplace through our *Positively Charged* work readiness bootcamp. Future professionals gain the confidence, business etiquette, and interpersonal skills they need to make a strong impression during their practical workplace experience, which amplifies opportunities for retention.

**MENTORSHIP MASTERY**

We invest deeply in guiding mentors to become coaches, champions, and catalysts of growth. Through our structured support, we equip mentors to inspire mentees to step into their roles with courage and competence, and in doing so, they help them carve out a place where they are not just contributors, but indispensable assets.



SUPPORT FOR SPECIAL NEEDS

True enablement must include everyone. We provide holistic support for people with disabilities, including reasonable accommodation, mentor sensitisation, and regular wellness check-ins. Our goal is to create environments that are not just accessible but genuinely inclusive.



ICT HELP DESK

Learning journeys are smoother when support is always close at hand. Our ICT help desk, powered by a bespoke self-service and ticketing platform, provides proactive, timely assistance to participants, client partners, and faculty members, resolving challenges quickly and effectively.



ASSESSMENT PROCTORING

Integrity matters. By using cutting-edge online examination proctoring tools, we guarantee that assessments are fair, secure, and credible. This protects the quality of our offering, safeguards the candidate's achievement, and assures our clients that results can be trusted.



PLACEMENT SUPPORT

A qualification is not the end of the story – it's the beginning of a career. Our career advancement workshops guide next-gen employees in their quest for permanence. From CV writing to interview skills, we equip grads to present themselves with confidence and pursue roles with purpose.



CHAPTER 6

FORGING FUTURE LEADERS

At KLM Empowered, we believe that leaders are not born fully formed – they are cultivated, shaped, and inspired through continuous growth. In a world of constant change and complexity, leadership is no longer about authority; it's about vision, adaptability, and humanity. That is why our Leader Development offering, delivered through the Knowledge X Change Centre of Leadership Excellence, is designed to produce leaders who are both future-focused and deeply grounded in purpose.



MasterClasses

Our MasterClasses are immersive learning experiences that go beyond theory to spark effectiveness. Each session is carefully crafted to address the realities of modern leadership:

Digital Leadership – guiding leaders to harness technology and data as enablers of progress

Agile Leadership – equipping leaders to pivot with confidence in fast-changing environments

Innovation Leadership – inspiring leaders to foster creativity and unlock new possibilities

Change Leadership – developing resilience and clarity to lead people through transitions

Human Leadership – grounding leaders in empathy, inclusivity, and authentic connection

Together, these MasterClasses provide a powerful toolkit for leaders to navigate complexity while staying anchored in purpose.

Executive Coaching

Leadership growth is also deeply personal. Our Executive Coaching offering, built on the ALPAS approach, is designed to help leaders break free from thoughts, patterns, and practices that hold them back. ALPAS – rooted in the philosophy of alignment, liberation, purpose, action, and sustainability – creates a safe and empowering space for leaders to rediscover balance, embrace wellness, and unlock their full potential.



CHAPTER 7

DIGITAL FLUENCY

In today's fast-changing world, digital fluency has become the new literacy – a language that opens doors to opportunity, innovation, and growth. At the Knowledge X Change, we have made it our mission to nurture this fluency by offering digital proficiency solutions that meet knowledge explorers where they are and take them to where they dream to be. From beginner, intermediate, and advanced Microsoft training that equips individuals with the everyday skills to communicate, collaborate, and create with professionalism, to globally recognised IT certification programmes (through Certiport) that set graduates and professionals apart on the international stage, our solutions are crafted to unlock potential at every level.

Our faculty are more than trainers; they are builders of digital competence and confidence. We believe in shaping talent pools of responsible, future-ready digital citizens who not only keep pace with change but see new possibilities – citizens who can implement innovative solutions, reimagine their careers, and even reinvent their businesses for a future we cannot yet fully imagine.

At the Knowledge X Change, every course, every certification, and every skill acquired is a stepping stone in a larger story: the story of aspiring cyberians who are equipped not just for the digital economy, but for the boundless opportunities of tomorrow.

CHAPTER 8

ENTERPRISE GROWTH SOLUTIONS

The Knowledge X Change at KLM Empowered helps leaders and organisations write their next chapter with clarity, innovation, and courage. Through our strategic advisory services, we turn disruption into opportunity and strategy into distinction. Our offering focuses on four pillars:

Digital Integration

The digital era is reshaping the way we work, learn, and live. Our digital integration framework helps corporates and educational institutions embrace technology to modernise processes, enhance efficiency, and prepare for the future of work.

EdTech Consulting

Education is at the heart of future readiness, and technology has opened doors to possibilities never before imagined. Our EdTech digital classroom solution redefines how learning is delivered, and our educator development programmes fortify teachers and facilitators with the skills, tools, and confidence to thrive in this new digital landscape.

Disability Inclusion

Inclusion must be consciously embedded in company culture. Our approach to disability awareness and disclosure drives diversity and inclusion by breaking down stigma, fostering understanding, and encouraging openness. By cultivating workplaces where disclosure is safe and support is real, we unlock the full potential of diverse teams and ensure that every voice matters.

Change Enablement

Change is never easy, but it's always possible. Our change enablement services help leaders to navigate transitions with purpose and empathy, ensuring that shifts takes root and activate new ways of working and being.



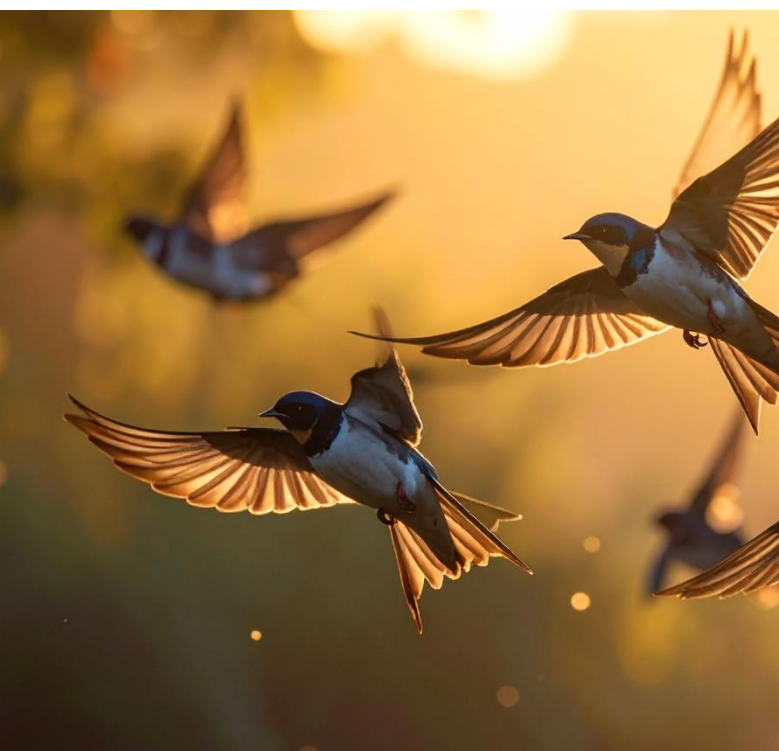
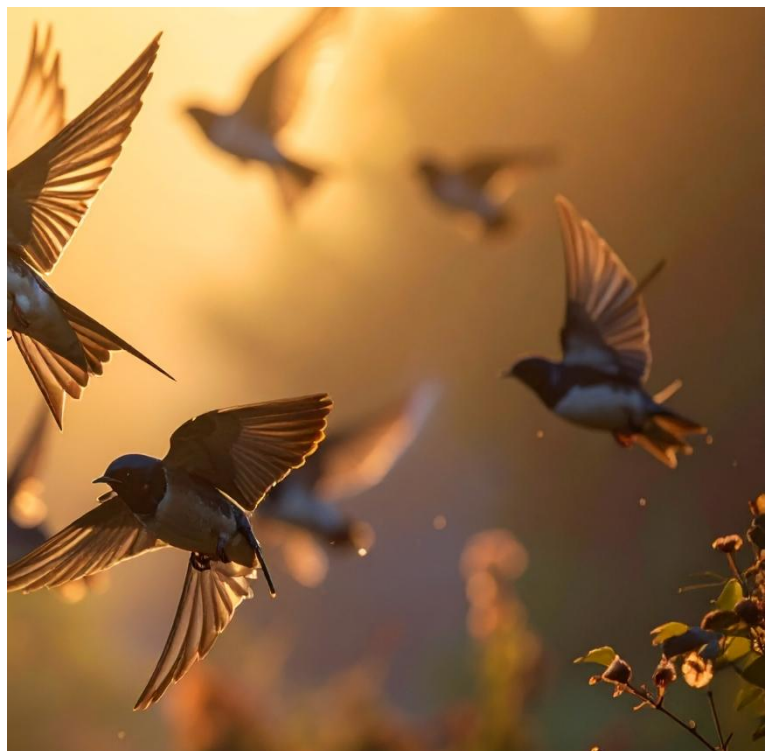
CHAPTER 9

BURSARY MANAGEMENT SOLUTION

Every bursary carries within it the promise of a brighter future – an opportunity for a young person to step beyond limitation and into possibility.

At ProSource, your outsourced project management partner for integrated B-BBEE scorecard solutions, we honour that promise by managing bursaries with care, precision, and purpose, ensuring that every investment in education makes its way to where it is needed most.

Our Bursary Management Solution relieves organisations of any administrative burden while guaranteeing transparency and compliance. Our world-class AI-driven applicant tracking and management system ensures that every application is captured, evaluated, and managed efficiently, allowing for speed, accuracy, and fairness.



Once candidates are approved, we take responsibility for the disbursement of funds directly to educational institutions, ensuring that tuition and related costs are covered without delay. But our service does not end with payment – we remain a steady presence in the lives of bursary recipients, providing support, guidance, and encouragement as they progress in their studies.

In this way, bursaries are more than transactions; they are relationships. Through our stewardship, organisations can be assured that their bursary programmes deliver not just compliance with skills development and B-BBEE objectives, but true enrichment for beneficiaries whose lives – and futures – are shaped by the gift of education.

CHAPTER 10

QCTO ACADEMIES

The Great Wildebeest Migration, the annual movement of vast numbers of grazers across Northern Tanzania and Kenya in search of fresh, lush grass, is truly a spectacular event, and is considered one of the greatest shows on earth. From an education perspective, South Africa is also migrating to greener pastures through occupational qualifications overseen by the **Quality Council for Trades and Occupations (QCTO)**.

Occupational qualifications focus on applied learning, ensuring that graduates are workplace-ready and capable of adding value from day one. For employers, this model offers more than a pipeline of talent. It offers a way to build future human capital. Businesses can nurture skills that match their strategies, benefit from B-BBEE scorecard recognition, and make a tangible contribution to socio-economic upliftment.



As the game changes, so do the rules. That's why ProSource has crafted the **INKONKONI**® Solution, a comprehensive outsourced partnership that includes:

Strategic Planning

Developing a QCTO Strategy and identifying relevant qualifications for your organisational roles

Faculty Development

Preparing your in-house subject matter experts to facilitate selected QCTO qualifications

Accreditation

Establishing your organisation as a Host Worksite and Assessment Centre for the qualifications

We've chosen to call this solution **INKONKONI**®, the Isizulu word for Wildebeest, to encapsulate the adventurous and optimistic spirit with which we facilitate the big migration to QCTO-based qualifications and initiatives. It also underpins the idea of working together to navigate an exciting yet sometimes perilous odyssey.

CHAPTER 11

CLIENT STORIES

“KLM Empowered has been an invaluable partner, empowering our service and support teams, and significantly contributing to the success of our learnerships. Through their dedication and professionalism, they have ensured that our learners receive the highest quality of training and mentorship, shaping them into well-rounded and highly competent professionals within their respective fields.”

L&D Specialist, Coca Cola Beverages SA

“It is rare that you come across a company such as KLM Empowered, a company that embodies professionalism and passion, a company that truly believes in empowering people through education, a company where every training intervention is impactful and memorable.”

Executive Head of HR, Kganya

“The KLM Empowered team has always ensured customer excellence. They show full dedication and commitment to all our projects nationally, ensuring that 100% competency rate is a non-optional requirement. This is the # Greatness Effect.”

Learning Programme Manager, DSV

“KLM Empowered continuously delivers excellence not only in the classroom but in every aspect of their business. We are confident in our partnership with KLM Empowered as there is a shared passion for upskilling and developing our employees.”

HR Manager, Jurumani Solutions

“We are very enthusiastic about the transformational culture work being conducted for our organisation by the Knowledge X Change. Collaborating with them in preparing for the evolving educational landscape has proved invaluable.”

Director in the Office of the Vice Chancellor, CUT





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"The commitment of KLM Empowered to meeting our rigorous standards and stringent timelines, coupled with the highest levels of professionalism and attention to every student, has been truly impressive. Your dedication, guidance, and insight have been nothing short of remarkable."

CSI Specialist, Coca Cola Beverages SA

"It has been my privilege and honour to work with the team at KLM Empowered. I made the perfect choice in partnering with KLM to craft innovative solutions to our business needs in the learnership space. These services are always coupled with precise project management skills which are core to what KLM stands for."

HRD Manager, Unitrans

"Throughout the years, KLM Empowered has delivered service excellence across all aspects and provided excellent customer service throughout. Through our partnership, we have seen hundreds of learners successfully qualify, many of which have been permanently employed."

Head of Transformation, Dell

"The Knowledge X Change Digital Transformation Catalyst Experience was, without a doubt, the most exceptional training experience we have ever had. We have no doubt that this training will result in substantial improvements within our institution as we navigate our path towards digital transformation."

Principal, Boland TVET College

"KLM Empowered is one of the leaders in the industry and delivers an exceptionally high level of service. KLM Empowered will always be our preferred partner and it is a pleasure working with them."

Skills Development Manager, Metrofile

CHAPTER 12

AWARDS & ACCOLADES

Every story has milestones – shining moments that remind us why the journey matters. For KLM Empowered, those milestones take the shape of awards and accolades, tokens of recognition that speak not only to what we have achieved, but to the lives we have touched along the way. Each award is more than a trophy on a shelf; it's a story of people who have found their voice, of businesses that have unlocked new potential, and of communities elevated through education. These acknowledgements are markers of excellence, yes – but more than that, they are affirmations of our purpose, proof that when passion and innovation come together, greatness follows.

**2024 GENDER MAINSTREAMING AWARDS**

Winner: Equal Representation and Participation

Winner: Mainstreaming Gender and Disability

2024 WOMEN'S EMPOWERMENT PRINCIPLES AWARDS

Winner: Leadership Commitment and Action

Finalist: Gender-Inclusive Workplace

2024 STANDARD BANK TOP WOMEN AWARDS

Finalist: Top Business in Skills & Youth Development

2023 GENDER MAINSTREAMING AWARDS

First Runner-up: Equal Representation and Participation

First Runner-up: Mainstreaming Gender and Disability

2023 AFRICAN BUSINESS AWARDS

Finalist: Disability Inclusion Category

Finalist: SMME Category

2022 WOMEN'S EMPOWERMENT PRINCIPLES AWARDS

Finalist: Leadership Commitment and Action

2021 STANDARD BANK TOP WOMEN AWARDS

Second Runner-up: Top Businesswoman of the Year Award
(Lyn Mansour, CEO: KLM Empowered)

Finalist: Top Women Empowered Company:
Skills Development Category

2020 SABPP ACHIEVEMENT AWARDS

Winner: Leading Training Provider in the Digital Space

A CALL TO TURN THE PAGE

At KLM Empowered, we have always believed that education is the most powerful tool for evolution and reinvention – for people, for organisations, and for our nation. For two decades, we have walked alongside our partners in this shared mission of prosperity, charting new routes where none seemed possible, and nurturing greatness where others only saw potential.

Today, as we embrace new technologies, shift boldly into QCTO qualifications, and expand our impact through innovative services, we are writing a new chapter in our story – one of reinvention, resilience, and renewed purpose. But this chapter is not ours alone. It is meant to be written together – with you.

I invite you to join us on this journey of possibility. Let us partner with you to unleash new talent, elevate communities, and build the future of our greatest resource, our people. With every learning pathway created, every customised solution curated, every individual championed, and every leader cultivated, we advance closer to the vision we share: a nation where everyone can know more, do more, and become more...where everyone matters.

The time is now. Let's shape this story of greatness – together. Please connect with us at ceo@klmempowered.com.

Warm regards,

Lyn Mansour

Chief Executive Officer
KLM Empowered Human Solutions Specialists

