



Building Work-Ready Capability

Spike & Bird Training is a South African private higher education provider that delivers QCTO-approved, SAQA-aligned occupational qualifications.

What makes us different is that we integrate theory, practical training, and real workplace experience into a single learning journey, so learners don't just qualify, they become work-ready.

We support employers, individuals, and funded programmes by building practical skills that improve productivity, strengthen compliance, and reduce operational risk.

What We Do

We specialise in developing practical, job-ready skills by integrating learning directly with workplace application.

Our focus is clear: Learners must leave our programmes ready to perform, not just qualified.

We design and deliver structured skills development solutions that support:



Employers improving workforce capability, performance, and compliance.



Individuals seeking recognised, career-aligned qualifications.



Industry and funders (including SETAs) implementing learnerships and skills initiatives.

Our programmes address real skills gaps and align directly with South Africa's occupational skills priorities.

Our Approach: Integrated Learning That Drives Results

Our model combines the following into a single, cohesive journey:

**Knowledge
(theory)**

**Practical skills
training**

**Structured workplace
experience**

Unlike traditional training providers, we embed workplace exposure into the programme itself, allowing learners to apply skills in real-time.

Aligned to National Skills Priorities

We operate fully within the National Qualifications Framework (NQF) and:

**Deliver programmes
aligned to QCTO
occupational standards**

**Meet SAQA-registered
outcomes**

**Support SETA-driven
and industry-led skills
development needs**

This ensures both credibility and relevance.

What Makes Us Different: Integrated Work Experience

Our key differentiator is our fully integrated work experience model:

- Workplace exposure starts early and continues throughout.
- Learners move seamlessly from theory, practice, application.
- Facilitators, assessors, and workplace supervisors work together.
- Challenges are addressed in real or simulated work environments.

This results in:

- Stronger competence.
- Greater learner confidence.
- Improved completion and employment outcomes.

How It Works

We deliver an end-to-end learning solution:

- Identify skills needs.
- Deliver structured learning (theory and practical).
- Apply learning in real workplace environments.
- Assess and certify competence.

Our programmes are designed for real-world application across key areas:

Customer Operations

- Contact centre management and performance improvement.
- Live campaign exposure and operational learning.

Facilities & Operations

- Development of job-ready facilities managers.
- Real-world operational experience.

Health & Wellness

- Practical, client-facing fitness training.
- Supervised real-world instruction.

Digital & Technical Skills

- Cybersecurity, IoT, and IT-related programmes.
- Workplace-integrated technical training environments.

Programme Offering (Overview)

We offer a range of occupational qualifications and skills programmes, including:

- Contact Centre Manager (NQF Level 5).
- Facilities Manager (NQF Level 6).
- Fitness Instructor (NQF Level 4).
- IT and digital programmes (in development with integrated labs).
- Business and support qualifications (e.g. Office Administration, Project Management).

All programmes are designed to deliver practical competence, not just theoretical knowledge.

Outcomes You Can Expect

Organisations partnering with Spike & Bird Training benefit from:

Improved Productivity

Employees gain job-relevant skills that enhance performance and efficiency.

Compliance & Audit Readiness

Programmes aligned to QCTO, NQF, and BBBEE requirements support regulatory compliance.

Reduced Operational Risk

Better-trained employees lead to:

- Fewer errors.
- Improved consistency.
- Stronger operational capability.

