



IMPACTFUL
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CUSTOMER SUCCESS EMPOWERING YOUTH THROUGH ICT

Story



A LEARNERSHIP THAT IMPACTED 194 LIVES

Client
National Skills Fund (NSF)

Industry
Public Sector

Solution
NQF Level 4 Technical Support Learnership

Partner
Impactful, Powered by LRMG

Challenge
Upskilling unemployed, underprivileged youth in KwaZulu-Natal

Impact
194 learners completed the programme, 8 gained permanent employment

THE CHALLENGE

Turning funding into future-fit skills

As a funding entity reporting to the Department of Higher Education, the NSF's core mission is to support national skills development priorities. The aim of this project is to address a critical gap: equipping unemployed post-school youth in KwaZulu-Natal (KZN) with ICT and digital skills aligned to South Africa's future economy.

The learners – aged 18–27 and from underprivileged backgrounds – lacked access to further education and employment opportunities. The goal? Provide an entry-level ICT qualification alongside real workplace experience.

THE SOLUTION

A tailored learnership for impact

NSF selected the NQF Level 4 Technical Support Learnership, which balanced classroom training with hands-on exposure in both school and corporate settings.

The programme was designed to:

- » Support youth entering the high-growth ICT sector
- » Provide a recognised qualification and workplace experience
- » Create long-term employability and economic participation

This solution aligned closely with the National Development Plan 2030 and helped bridge the digital divide for underrepresented youth in KZN.

IMPLEMENTATION

Resilience, agility, and results

Despite early-stage partner withdrawals and last-minute policy changes, the delivery team adapted quickly. Quarterly reporting remained on track, audit outcomes were clean, and the programme stayed aligned to its original intent.

Highlights:

- » 194 learners completed the programme
- » 188 received certificates; 6 received Statements of Results
- » 8 learners secured permanent employment with their host organisations

Employers included schools, academies and private sector institutions such as Sarnia Primary, iCebilethu Academy, Bambanani, Thuthuka Services, and Richfield.

Impact: A community transformed

While the internal organisation didn't undergo a dramatic shift, the lives of 194 young people in KZN were profoundly impacted. These learners are now significantly more employable, qualified, and confident in entering the workforce.

"A project of this size has proven that successful execution is possible with the right SDP partner."

Standout Successes: Real People, Real Growth

Eight learners stood out for their performance and are now employed full-time.

Feedback and results

» Net Promoter Score: 10

Client feedback

"The level of professionalism that Thando Moses and Shaun Mostert portray is exceptional."

A seamless experience with clean audits, flexible delivery, and full learner retention – all achieved through strong partnership and dedication.

Lessons and what's next

What worked: Flexible programme delivery, adaptive problem-solving, and stakeholder alignment

What's next: Explore higher-level qualifications to make an even greater impact in future iterations

Growth unlocked

This was more than a learnership – it was strategic success between NSF and its Skills Development Provider. It delivered on the promise of the National Development Plan 2030, unlocking real opportunities for South Africa's future leaders.

When public and private sectors partner with purpose, the results speak for themselves.
Want to find out more?

Let's connect.

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