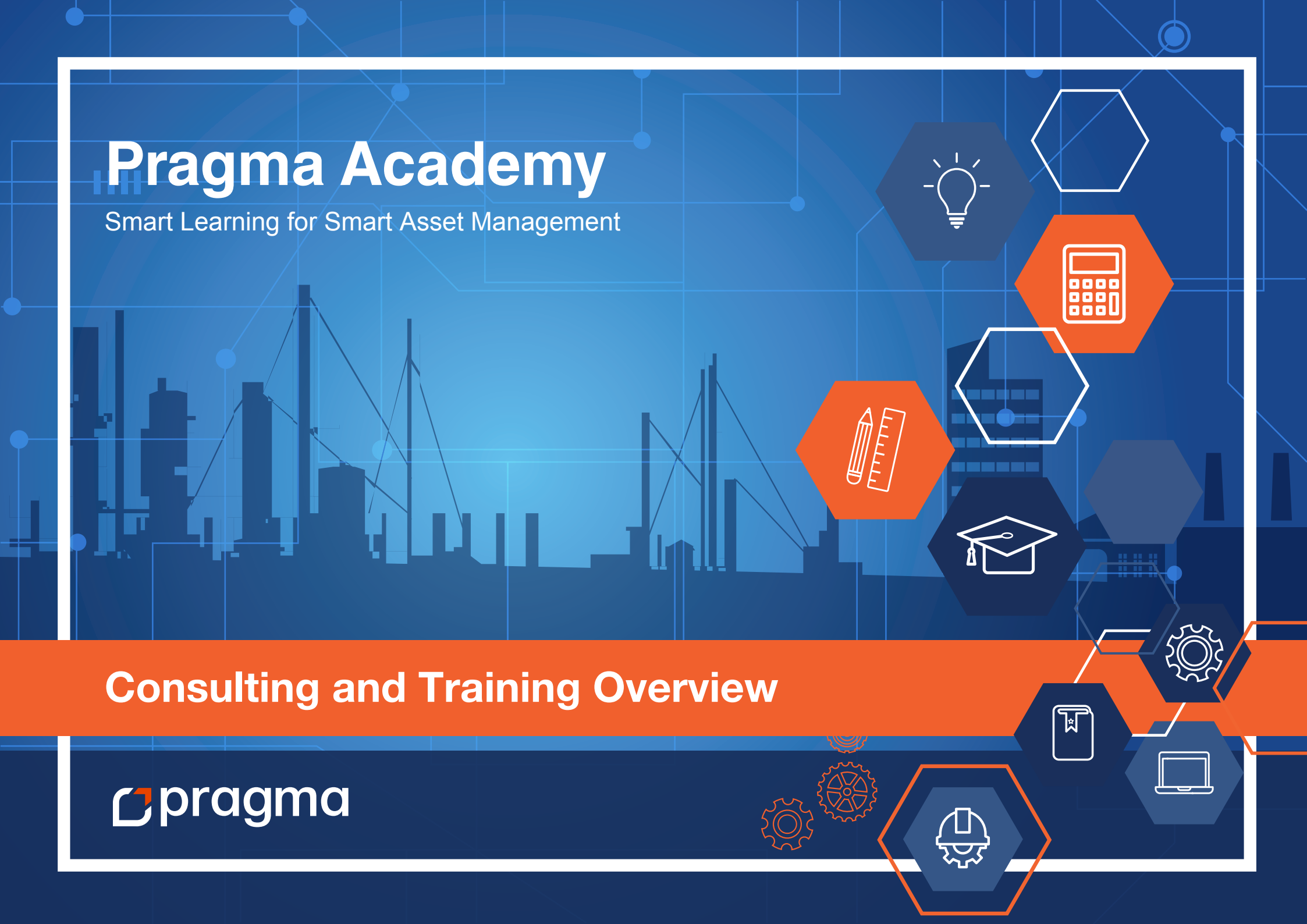
Pragma Academy

Smart Learning for Smart Asset Management



Consulting and Training Overview

pragma

Overview

smart learning | engineered

The Pragma Academy, with its team of engineers and learning specialists, combines asset management consulting expertise with learning best practices to create structured skills development and role-based learning. The latest learning methodologies and technologies are included in our online and classroom training courses, providing our clients with impactful learning experiences.

> Creating learning that is memorable and value-adding to our clients

Pragma is an accredited training service provider through the merSETA and the Quality Council for Trades and Occupations (QCTO). It is also the first training organisation in South Africa to be accredited by the QCTO as a Skills Development Partner (SDP) for the Maintenance Planner Qualification. Our training material is endorsed through SAAMA.

Overview

We believe in a holistic approach to training, where your asset management training requirements are not isolated activities, but rather part of your broader asset management strategy.

Our training programmes and courses have been developed with a deep understanding of our clients' training requirements. For more than 30 years we have provided the required skills development to support organisations in various sectors enabling teams to perform at their peak and organisations to achieve their strategic objectives.

We have a suite of training courses available as public training or onsite training at clients, all of which can also be customised according to client requirements.

> An investment in your employees is an investment in the future of your organisation

We offer the following:

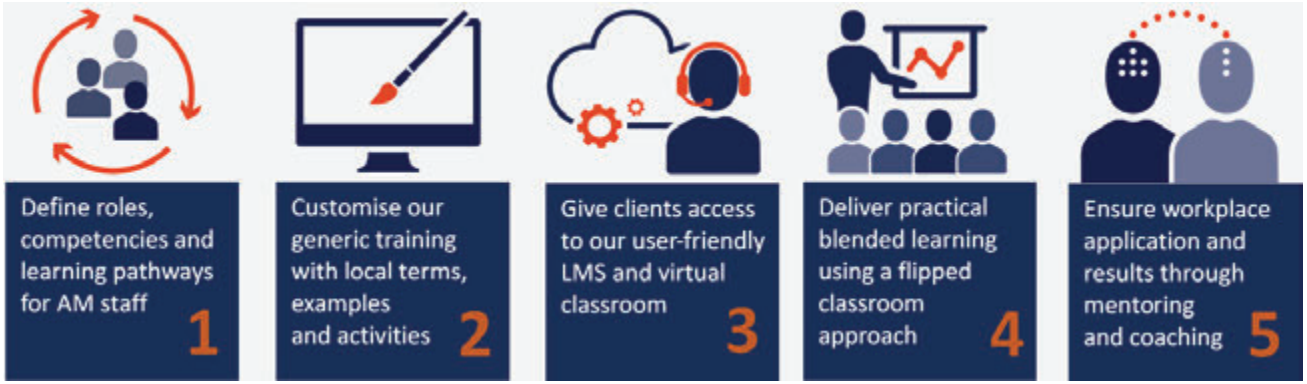
- Corporate Consulting and Training
- Academy Short Courses
- On Key Training
- Health and Safety Training
- Maintenance Planner Qualification

Corporate Consulting and Training

Consulting and Training

We focus on the various roles within your asset management team and address the skills required to achieve optimum team performance.

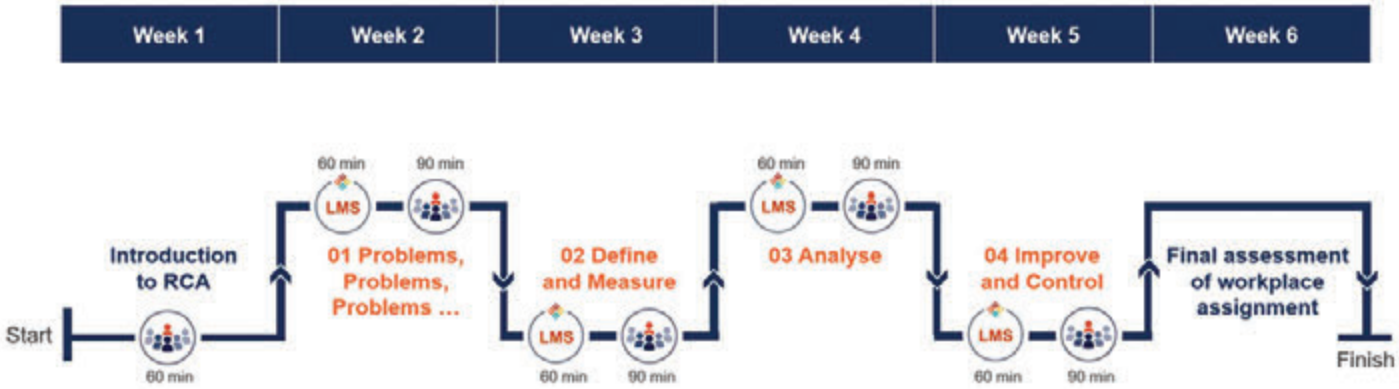
Our five-step model ensures a focused approach to skills development and is the starting point for many of our training initiatives.



Our five-step model enables us to work closely with our clients to clarify the roles and responsibilities of asset management employees within the organisation. We look at the competencies required to fulfil those roles and develop learning pathways for each role, listing the required training in a logical and prioritised sequence.

We provide clients with the option of customising training materials to include organisation-specific examples, case studies, terminology and practical exercises. Finally, we provide expert coaching and mentoring support to ensure that learning is applied in the workplace.

Our learning management system (LMS) allows us to deliver training beyond the traditional classroom, delivering practical blended learning, using a flipped classroom approach. This allows learners to complete the theoretical component prior to attending highly interactive facilitated training sessions. Our facilitated training takes place in the classroom, virtual classroom or onsite at client.



Academy Short Courses

Consulting and Training

Pragma provides a wide range of asset management training short courses, which can be delivered according to our public calendar or in-house according to our five-step model.

We have created recommended learning pathways for key roles within asset management teams and linked these to our suite of courses.

> Our training courses are developed by subject matter experts and learning specialists to target specific asset management training requirements

Course Name	Course Description	Delivery Format	Manufacturing Manager	Reliability Engineer	Maintenance Manager	Maintenance Planner / Scheduler	Maint. Foreman / Supervisor	Maint. Artisan / Technician
Asset and Maintenance Management Overview Training								
The Asset Management Landscape	This course provides a holistic view of asset management and the relationship between the different elements as defined by the GFMAM. It is aimed at decision-makers who are responsible for the implementation of asset management in the organisation and others who need to support them.	3 day classroom training 24 notional hours blended learning Public classroom and virtual classroom training available	■	■				
Fundamentals of Maintenance Management	This course is aimed at maintenance managers and supervisors and is based on a logical model of maintenance management, covering the principles, best practices and benefits of each element, as well as the interfaces between them. The course is very practical with many examples, exercises and guidelines, ending with a self-assessment and implementation roadmap.	3 day classroom training 24 notional hours blended learning Public classroom and virtual classroom training available			■	■	■	
Effective Maintenance for Frontline Staff	This course is highly practical and explains the fundamental principles and processes of an effective maintenance system in straightforward language. It also emphasises the important roles of the artisans and technicians to ensure success and support the company-wide roll-out of maintenance of management.	1 day classroom training						■
Measuring and Managing Performance	This course enables learners to develop a balanced scorecard of asset management KPIs, linked to the AM objectives and deployed throughout the organisation to various teams and individuals. It also covers the setting of SMART targets for these KPIs based on benchmarking. Finally, it covers a measurement plan to define data sources, measurement frequency, display format, accountabilities and discussion forums.	3 day classroom training 24 notional hours blended learning Public classroom and virtual classroom training available		■	■		■	

Academy Short Courses

Consulting and Training

Our courses are facilitated by asset management consultants with a range of skills and expertise acquired through our consulting services in industry.

Our training is practical in nature, with a focus on implementing learning into the workplace.

A learning pathway provides a structured approach to training, where learners complete targeted training according to their role requirement

Course Name	Course Description	Delivery Format	Manufacturing Manager	Reliability Engineer	Maintenance Manager	Maintenance Planner / Scheduler	Maint. Foreman / Supervisor	Maint. Artisan / Technician
Asset and Maintenance Management Overview Training								
ISO 55000 Overview and Implementation	This course unpacks the requirements of the different clauses in ISO 55000 and how they should be interpreted and implemented. It also provides quidelines for certification - typical pitfalls and key success factors, followed by a discussion of some real life case studies	2 day classroom training 16 notional hours blended learning Public classroom and virtual classroom training available	■					
Developing an AM Policy and Strategy	This course is usually done as an in-house course for a senior management team, to guide them through the process of developing an AM policy and strategy. The course is very interactive and makes ample use of international case studies and examples as guidance for the management team.	2 day classroom training	■					
Maintenance Work Management Training								
Maintenance Work Management	An efficient Maintenance Work Management process is vital in ensuring the long-term success of a maintenance programme. Operational efficiency is achieved when work is properly planned and scheduled based on best practice principles. This course will teach best practices to ensure effective planning and scheduling techniques which will ensure that plants run efficiently and resources are allocated optimally.	3 day face to face 6 x 4 hours Virtual classroom Blended learning with 8 hours virtual classroom activity and 16 hours of self-directed elearning			■	■	■	
Contractor Management	This course enables learners to manage contractors effectively. It starts with the outsourcing decision and gives guidance on the type of work to be outsourced or sub-contracted. It then uses a model to classify the different types of contractors and how they should be managed and finally it gives some practical guidelines on how to manage the quality, safety and success of contractors.	3 day classroom training 24 notional hours blended learning Public classroom and virtual classroom training available			■		■	

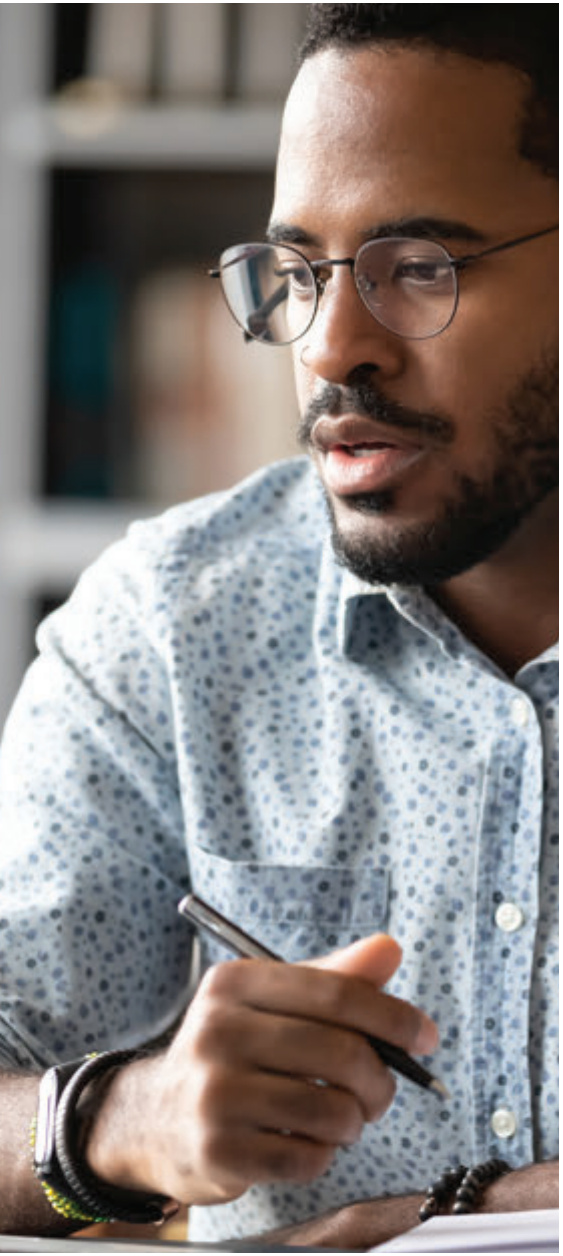
Academy Short Courses

Consulting and Training

Course Name	Course Description	Delivery Format	Manufacturing Manager	Reliability Engineer	Maintenance Manager	Maintenance Planner / Scheduler	Maint. Foreman / Supervisor	Maint. Artisan / Technician
Maintenance Work Management Training								
Shutdown Management	**Development in Progress**				■		■	
Practical 5S	This practical workshop is usually facilitated on site for work teams. It explains the principles and practices of 5S where after the teams get the opportunity to implement it in their work environments and share the learnings with each other.	Onsite training, including practical activities		■			■	■
Reliability Engineering and Improvement Training								
Basic Data Analysis	The data you collect could either have meaning in your world, or it can be completely useless. Therein lies the skill – to be able to sift through all that data to figure out what is relevant and what isn't. This training course will equip learners with skills to make good decisions after the data analysis process.	Blended learning with virtual classroom training and elearning - 16 notional hours		■	■		■	
Structured Problem Solving	This course gives learners a structured methodology to solve problems. It uses the DMAIC methodology and provides learners with a variety of supporting tools which are applied practically during each of the DMAIC steps.	3 day classroom training 24 notional hours blended learning Public classroom and virtual classroom training available	■	■	■			
Root Cause Analysis	This course is aimed at the frontline teams who must be able to do basic root cause analysis on fairly straightforward problems, with a quick turnaround time. Although it is also based on the DMAIC steps, the main focus is on the problem definition, the cause-affect analysis and verifying potential causes. It is very practical and excludes the more complex problem solving techniques and concepts.	Blended learning with virtual classroom training and elearning - 14 notional hours				■	■	■

Academy Short Courses

Consulting and Training



Course Name	Course Description	Delivery Format	Manufacturing Manager	Reliability Engineer	Maintenance Manager	Maintenance Planner / Scheduler	Maint. Foreman / Supervisor	Maint. Artisan / Technician
Reliability Engineering and Improvement Training								
Reliability Engineering in Practice	This course equips reliability engineers (RE) with the skills to improve the reliability of critical assets. It covers the role of a RE and fundamental RE analyses in a practical way – failure analysis as a basis for asset tactics, hazard rates, MTBF and RBDs. Learners will develop a RE roadmap for their sites.	3 day classroom training 24 notional hours blended learning Public classroom and virtual classroom training available		■				
Maintenance Plan Development	This practical and hands-on course is aimed at giving the engineering team the skills to develop or review maintenance plans for their critical assets. It is based on the proven RCM methodology but has been adapted for a more practical and efficient application. Learners will play the popular OMM Game.	3 day classroom training 24 notional hours blended learning Public classroom and virtual classroom training available		■	■	■	■	
Condition Monitoring Essentials	With the ever growing need to save on capital expenditure, a clear and concise maintenance strategy on all assets is a necessity. This unique training course outlines the theory and tools needed to incorporate condition monitoring into your maintenance plans.	3 day classroom training 24 notional hours blended learning Public classroom and virtual classroom training available		■	■	■	■	
Financial Decision-Making	This course equips engineers to make data-driven and financially founded decisions about assets. They learn how to calculate the life cycle costs of different asset options, quantify the value of improvement projects and compile a sound business case to motivate their recommendations.	3 day classroom training 24 notional hours blended learning Public classroom and virtual classroom training available	■	■	■			
Materials Management Training								
Spare Parts Foundations	This course provides an overview of the discipline of spare parts mangement and a framework for understanding the various interrelations between asset management and supply chain.	2 day classroom training or 4 half-day virtual classroom training available 16 notional hours					■	

Academy Short Courses

Consulting and Training

Course Name	Course Description	Delivery Format	Manufacturing Manager	Reliability Engineer	Maintenance Manager	Maintenance Planner / Scheduler	Maint. Foreman / Supervisor	Maint. Artisan / Technician
Materials Management Training								
Spare Parts Optimistation	This practical and hands-on course is aimed at giving the engineering team the skills to develop or review maintenance plans for their critical assets. It is based on the proven RCM methodology but has been adapted for a more practical and efficient application.	3 day classroom training or 6 half-day virtual classroom training available 24 notional hours		■	■			
Buyer Training	This course provides training specfic to the SC Buyer role. In this course we discuss a systematic approach to reorder efficiently and effectively. Concepts such as requisition priorities, combining orders and assessing requisition trends will be discussed.	2 day training 4 half-day virtual classroom training available						
On Key Training								
Entry On Key 5	The Entry learning pathway focuses on On Key usability, navigation and Work Order transactions.	Blended learning consisting of 5 learning modules 1 virtual classroom contact session 14 notional hours						
Basic On Key 5	The Basic learning pathway introduces the learner also to the asset register and basic concepts of planning.	Blended learning consisting of 9 elearning modules 2 virtual classroom contact session 24 notional hours			■		■	
Advanced On Key 5	The Advanced learning pathway is for the engineering planners or learners looking to get a full understanding of what On Key has to offer both from a configuration and transactional point of view. This learning pathway covers the full scope of Planning, Scheduling and Daily Allocation.	Blended learning consisting of 14 elearning modules 2 virtual classroom contact session 39 notional hours				■		
On Key Analytics	**Development in Progress**			■				

On Key Training

Consulting and Training

For training to be impactful, it must speak to specific training needs. Our On Key courses have been created for our On Key users, based on their roles within the organisation and knowledge requirements of the On Key enterprise asset management (EAM) software. The various modules that make up each course will provide On Key users with a general understanding of the structure of On Key and will equip them with the skills to work in specific modules of the software.

- The Entry learning pathway focuses on On Key usability, navigation and work order transactions.
- The Basic learning pathway also introduces the learner to the asset register and basic concepts of planning.
- The Advanced learning pathway is for engineering planners or learners who would like to obtain a full understanding of what On Key has to offer both from a configuration and transactional point of view. This learning pathway covers the full scope of planning, scheduling and daily allocation.

Click here for more information about On Key.

Course Designed for	Data Administrator, Data Capturers and Clerks	Engineering Planners, Planner Assistants, Schedulers, Foreman	Engineering Planners, Maintenance Managers
Modules	Entry On Key 5 for Data Clerks	Basic On Key 5 for Planners	Advanced On Key 5 for Planners
	5 Modules	9 Modules	14 Modules
01. Getting Started with On Key	■	■	■
02. Configuring On Key		■	■
03. On Key Asset Register Basics		■	■
04. On Key Profiles	■	■	■
05. On Key Staff Configuration	■	■ - CS 1 (2 Hours)	■ - CS 1 (2 Hours)
06. On Key Work Order Configuration			■
07. On Key Time Loss Configuration			■
08. On Key Unscheduled Work Orders	■	■	■
09. On Key Validating Work Orders		■	■
10. On Key Planning		■	■
11. On Key Scheduling			■
12. On Key Daily Allocation			■
13. On Key Feedback on Work	■ - CS 1 (3 Hours)	■ - CS 2 (2 Hours)	■
14. On Key Service Management			■ - CS 2 (3 Hours)
Elearning Modules est. Hours	11 Hours	20 Hours	34 Hours
VILT Class Contact Session	1 x 3 Hours	2 x 2 Hours	1 x 2 Hour & 1 x 3 Hours

The courses are delivered in a blended format making use of elearning, discussion forums and virtual instructor led training (VILT). The VILT sessions are led by a subject matter expert and provide learners with an opportunity to ask detailed questions and get insights as to how these practices can work in their environment.

Health and Safety Training

Consulting and Training

Pragma is a well-established industry leader in fuels retail training to some of the major national suppliers of petroleum products, where an extremely high level of compliance with health, security, safety and environmental (HSSE) standards are essential.

Included in our range of custom developed courses for the specific HSSE requirements and processes are:

Permit to Work

The fuels retail sector has a standard health and safety work process for all employees and contractors to adhere to when working on site. There are two roles that require a permit to work, namely permit holders and permit issuers. The permit to work system is the process that should be followed to identify and manage the level of risk certain jobs have before starting to work. Pragma offers Permit to Work training in both classroom and blended training formats.

Authorised Gas Testing

This course provides learners with comprehensive knowledge and the practical skills necessary to safely conduct gas tests for oxygen levels and flammable and toxic gases.

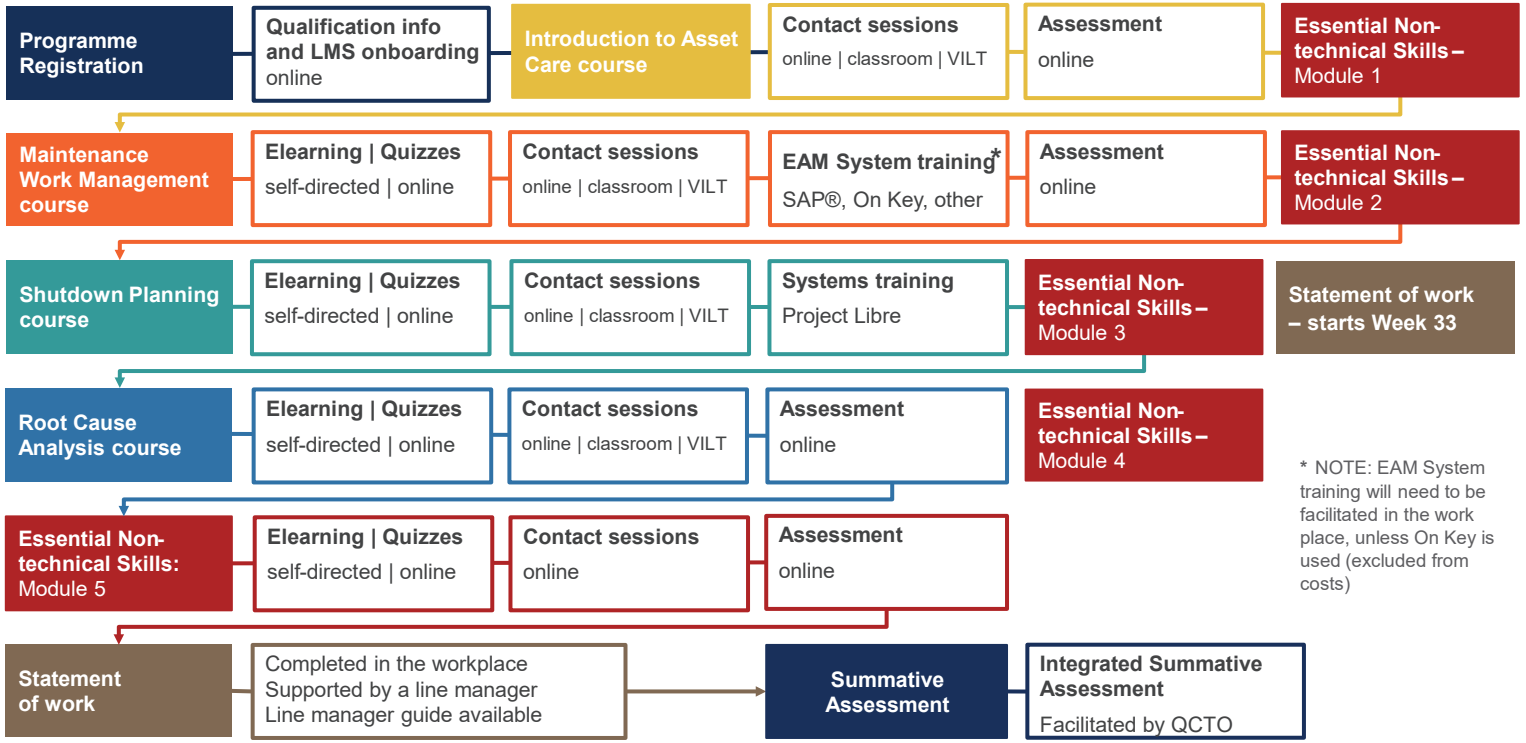
Passport

Pragma's Passport training consists of an introduction to the retail site work environment, the hazards workers could be faced with and the steps taken to reduce or mitigate the risk to working safely on retail sites.

Maintenance Planner Qualification

Consulting and Training

The first formal qualification for maintenance planners in South Africa – adding new impetus to this role.
The Maintenance Planner qualification is a formal qualification accredited through the Quality Council for Trades and Occupations (QCTO) at NQF Level 5 with 261 credits. This 18 month programme has been approved as a learnership and is structured to provide learners with the required theoretical knowledge, while ensuring practical application of knowledge in the workplace.



* NOTE: EAM System training will need to be facilitated in the work place, unless On Key is used (excluded from costs)

Pragma Academy | Maintenance Planner Qualification NQF 5 | Learner Journey

Good planning improves wrench-time up to 45-50%

The qualification is aimed at:

- artisans who aspire to pursue a career as maintenance planners.
- supervisors of artisans with no formal maintenance planning qualification.
- maintenance planners, maintenance schedulers, shutdown coordinators and shutdown planners who do not have a formal qualification.

The programme delivery comprises a blend of elearning, virtual instructor led facilitated sessions, workplace implementation and completion of a Statement of Work, assessments, quizzes and, finally, an external integrated summative assessment (EISA).

The Academy Portal

Consulting and Training

The Academy Portal is the Pragma Academy learning management system (LMS), which is used to manage learning content, store learner information and track learning achievement.

The LMS allows learners to do the following:

- Access elearning (online training content)
- Access blended elearning modules (as part of a blended learning programme)
- Attend scheduled online, facilitated contact sessions (virtual classroom training, as detailed below)
- Complete online quizzes and assessments
- Download additional support material made available to learners
- Track their learning progress
- Access certificates for completed training.

Combining the power of technology and the richness of human interactions to deliver flexible and engaging learning experiences.

The Academy Portal

Consulting and Training

VILT | virtual instructor led training

Unlike pure elearning, a virtual instructor led classroom simulates a live classroom, including real-time facilitation.

- Learners access the virtual classroom via the Academy Portal, our learning management system (LMS).
- Our personalised onboarding experience includes a designated success coach who ensures learners are able to quickly and seamlessly engage with our LMS.
- The course facilitator connects with and shares learning content with learners via the Academy Portal.
- Breakout rooms allow learners and the facilitator to meet in smaller groups for practical exercises and discussions.
- Facilitated sessions are recorded and saved as a resource in the Academy Portal.
- Additional resources and activities can be downloaded from the Academy Portal.
- Learners can upload, present or share material for review by their peers or the facilitator.
- Assessments are completed and uploaded online.

Various online tools are used in the virtual classroom to enhance the classroom experience and encourage learner participation and engagement.

CHAT

Send public and private messages

WEBCAMS

Hold visual meetings

BREAKOUT ROOMS

Group users into breakout rooms for team collaboration

POLLING

Poll your users anytime

AUDIO

Communication using high quality audio

EMOJIS

Express yourself

SCREEN SHARING

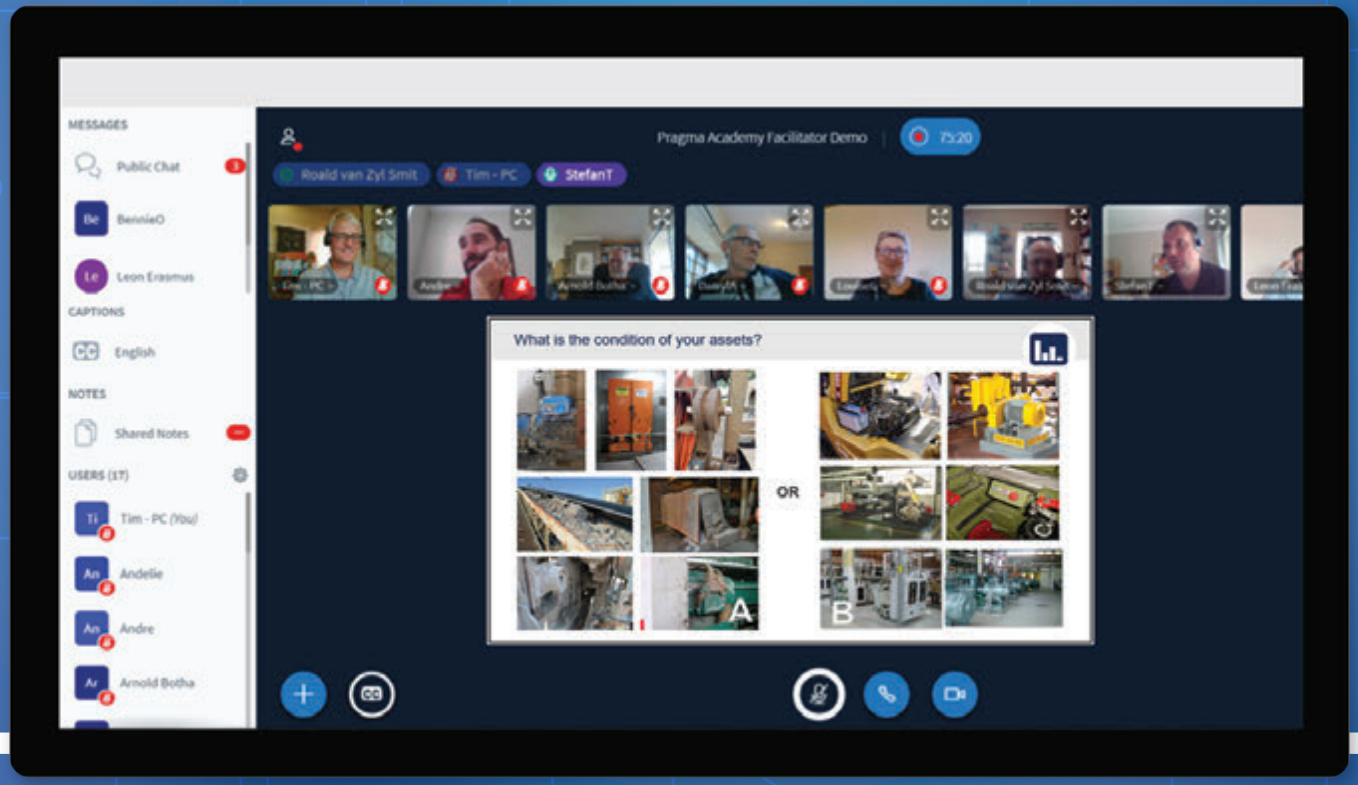
Share your screen

MULTI-USER WHITEBOARD

Draw together

Pragma Academy's Virtual Classroom Training

Online learning has never been more collaborative



A virtual instructor led classroom simulates a live classroom, but unlike pure elearning, a VILT classroom includes real-time facilitation, enabling learners and facilitators who are in different physical locations to come together via the internet and communicate audio-visually.