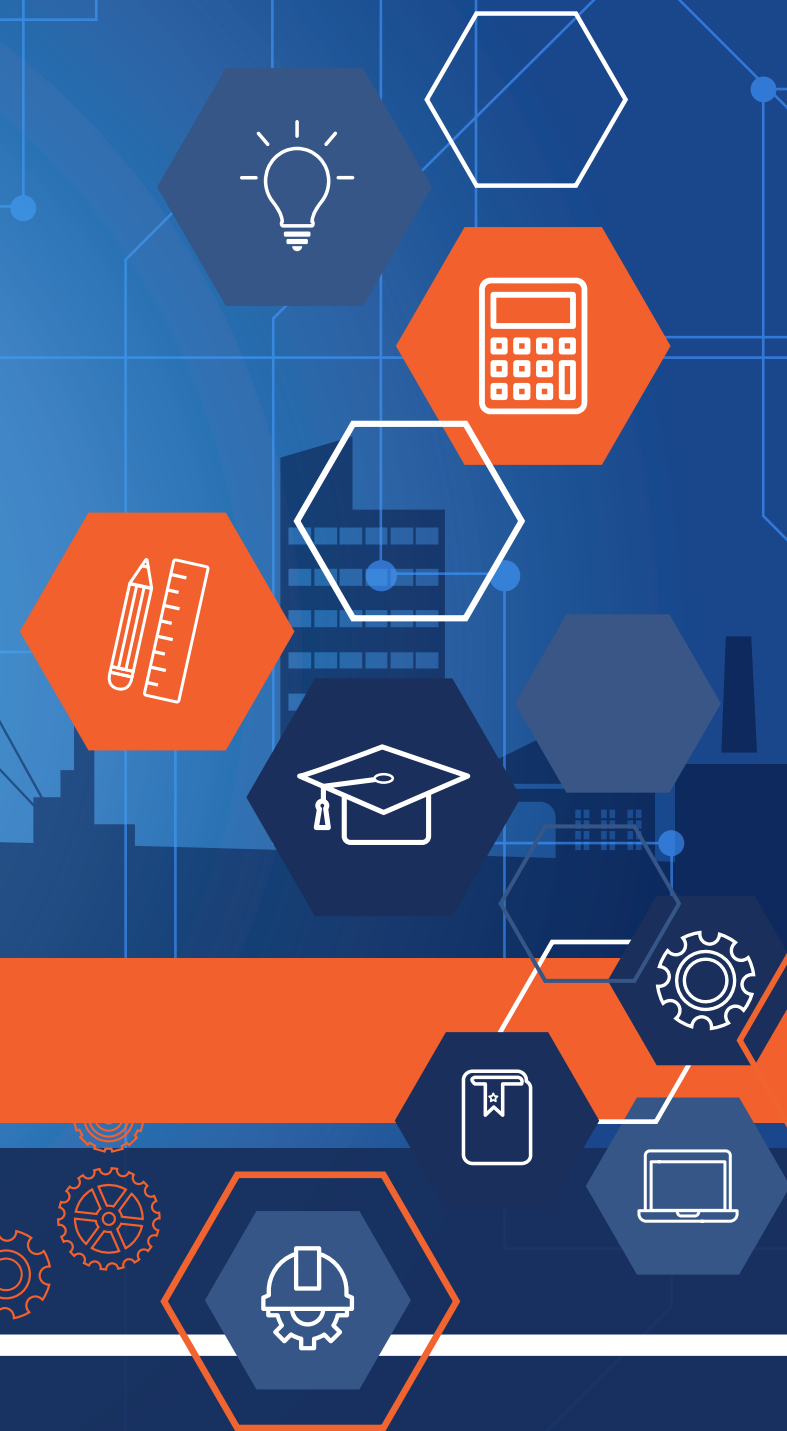# Pragma Academy

Smart Learning for Smart Asset Management

Consulting and Training Overview

pragma

smart learning | engineered

The Pragma Academy, with its team of engineers and learning specialists, combines asset management consulting expertise with learning experiences to create structured skills development and role-based learning. The latest learning methodologies and technologies are included in our 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.

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.

Our commitment to excellence has shaped our approach to learning and development and ensures that we consistently deliver training that is memorable and value-adding to learners and their organisations.

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

Asset Management Masterclass

We partner with our clients to understand the distinct role requirements within their asset management teams, tailoring our solutions to cultivate the skills essential for peak team performance.

Our proven five-step model serves as the cornerstone for numerous training initiatives, guaranteeing a targeted and effective skills development strategy. Through our five-step model, we comprehensively explore our clients' organisational landscape, clarifying the roles within asset management teams.

We meticulously analyse the competencies necessary to fulfil these roles, crafting learning pathways for each position. These pathways outline the requisite training in a logical and prioritised sequence, ensuring a seamless progression towards proficiency.

We empower clients with the flexibility to personalise training materials, incorporating organisation-specific examples, case studies, terminology and practical exercises. This customisation fosters relevance and resonance, enhancing the learning experience for participants.

Our commitment to learning extends beyond instruction. We believe that effective training should result in measurable improvement in the workplace. By incorporating workplace activities, projects, or assignments into our training, we can assist with making learning stick.

Additionally, we offer expert coaching and mentoring support to facilitate the seamless application of new knowledge and skills in the workplace, delivering lasting and measurable results.

1. Define roles, competencies and individual learning pathways
2. Customise generic AM training with local terms and examples
3. Infrastructure support – clients use our learning management system
4. Deliver blended learning: on-line, face-to-face, remote with exercises
5. Mentoring and workplace coaching for application and results

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	Exco / Senior Management Team	Technical Director or Engineering Manager	Operations Manager	Asset Manager	Reliability Engineer	Maintenance Engineer	Maintenance Planner/Scheduler	Maintenance Foreman/ Supervisor	Production Manager / Supervisor	Maintenance Artisan/ Technician
Asset and Maintenance Management Overview Training												
The Asset Management Masterclass	This programme gives learners the knowledge and skill to be able to develop an AM strategy for an organisation, implement AM and make strategic and tactical AM decisions. It achieves this by providing a birds-eye view of all the elements of AM, their interdependence and how they contribute to the overall AM objectives of improved asset performance at lower risk and optimal costs.	12 week duration, 100 notional hours 1) Rotational Model Blended 2) Classroom and virtual classroom options available		●	●	●	●	●				
Asset Management for Senior Leadership	This interactive workshop provides top management with an overview of Asset Management and ISO55000, the benefits to the organisation, and the role that top management must play to implement and maintain an Asset Management System.	Half day workshop, face to face (preferred) or virtual classroom. Group training only.	●									
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 lots of 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 management.	1 day group training, delivered onsite or at the Pragma Academy.										●
An Introduction to ISO 55000	This course unpacks the requirements of the different clauses in ISO 55000 and how they should be interpreted and implemented. It also provides guidelines for certification - typical pitfalls and key success factors, with a discussion of some real life case studies.	2 day classroom training 16 notional hours blended learning Public classroom and virtual classroom training available		●	●	●						

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	Exco / Senior Management Team	Technical Director or Engineering Manager	Operations Manager	Asset Manager	Reliability Engineer	Maintenance Engineer	Maintenance Planner/Scheduler	Maintenance Foreman/ Supervisor	Production Manager / Supervisor	Maintenance Artisan/ Technician
Asset and Maintenance Management Overview Training												
ISO 55000 for Senior Leadership	This interactive workshop provides top management with an overview of ISO55000 and the benefits to the organisation, and the role that top management must play to implement and maintain an Asset Management System	Half day workshop, face to face (preferred) or VILT. Group training only.	●									
Developing an AM Policy and Strategy	This course is normally 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 to the management team.	2 day classroom training. Group training only.		●	●	●						
Maintenance Work Management Training												
Maintenance Planner Qualification	The planner qualification is aligned with the Maintenance Planner Qualification Curriculum (Occupational Code 312202) as registered by the Quality Council for Trades and Occupations (QCTO – Accreditation Number: QCTOSDP00180912-1330). It has been directed at NQF Level 5 and carries 261 credits.	18 month programme Blended learning with self-directed elearning, virtual classroom training sessions, Statement of Work and an external summative examination.							●			
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 classroom training 6 x 4 hours virtual classroom training Blended learning with 8 hours virtual classroom training 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 Onsite and virtual classroom training available. Customised group offering only.						●		●		

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Maintenance Work Management Training												
Shutdown Management	This course will provide learners with the necessary guidelines and best practice principles on how to best plan, manage and close out a successful shutdown of an asset, a component of an asset, or a facility.	VILT training programme with a recommended delivery over 3 weeks (this can vary depending on client needs). 27 notional hours blended learning.						●	●	●		
Shutdown Planning	This training gives learners the skills to plan a shutdown effectively by discussing the critical success factors for a successful shutdown and highlighting the important role of the planner. The learners will get practical experience in the planning of a shutdown, using generic project management software.	Blended learning with 10 hours virtual classroom (or F2F) training, 10 hours assignments and 4 hours of self-directed elearning. Onsite or virtual classroom group training only.							●	●		
Practical 5S	This practical workshop is normally facilitated on site for work teams. It explains the principles and practices of 5S whereafter the teams are given 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	This course aims to make learners data literate. It covers basic information management concepts and uses a structured process to clarify the decisions to be made, the information required and the data to be collected. Learners do a practical exercise with a real scenario and data set.	Blended learning with virtual classroom training and elearning - 20 notional hours					●	●				
Problem Solving for Artisans	This course is aimed at artisans and technicians who were normally first on the scene of a breakdown and should play a much more critical role in problem solving by gathering information about the failure, doing effective fault-finding and recording the direct cause(s) of the failure.	1-day face-to-face on-site training for artisans, with customisation to incude client-specific examples.										●

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Reliability Engineering and Improvement Training												
RCA for Foremen/ Supervisors	This course is aimed at the maintenance and production supervisors who must solve medium-sized (level 2) problems within a week. The course is very practical and focuses mostly on the correct problem definition and root cause analysis using causal trees and evidence-based verification.	2-day face-to-face or virtual classroom training							●	●	●	
Focused Improvement for Asset Reliability	This course covers the reactive solving of a problem as well as a pro-active implementation of a value-adding improvement.	4 day classroom training 32 notional hours blended learning Public classroom and virtual classroom training available				●	●	●				
Focused Improvement for Process Reliability	**Course in development**											
Reliability Engineering in Practice	This course equips reliability engineers 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 (Blended)	This practical and hands-on course is aimed at giving the engineering team a clear understanding of the maintenance plan development process to enable them to contribute to the process according to their specific roles and responsibilities.	Blended learning - 24 notional hours consisting of: 1x 1 hour onboarding session 4x 3 hour contact sessions 10 hours self-directed learning and formative assessment 1x 1 hour summative assessment Also available as 3-day classroom or virtual classroom training.				●	●	●	●	●	●	
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.	2 days classroom training Public classroom and virtual classroom training available					●	●	●	●		

Course Name	Course Description	Delivery Format	Exco / Senior Management Team	Technical Director or Engineering Manager	Operations Manager	Asset Manager	Reliability Engineer	Maintenance Engineer	Maintenance Planner/Scheduler	Maintenance Foreman/ Supervisor	Production Manager / Supervisor	Maintenance Artisan/ Technician
Reliability Engineering and Improvement Training												
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 cost of different asset options, quantify the value of improvement projects and compile a sound business case to motivate their recommendations.	28 notional hours blended learning: 4 x 7 hours classroom training; or 7 x 4 hours virtual classroom training Public classroom and virtual classroom training available		●	●	●	●	●				
Materials Management Training												
Spare Parts Training	Course in development						●	●	●			

On Key training structured according to your role

Impactful training speaks to the role requirements of your job. As a critical success driver of successful asset management, Pragma - the owners of On Key EAM - has extensively invested in its ability to deliver exceptional training content. It has designed a learning platform that works for today's reliability and maintenance teams.

For On Key users specifically, we have created three learning pathways that provide a target training approcah to better equip learners with the necessary knowledge to fulfil their duties in the system. Alternatively, and based on their individual requirements, users can enrol for one or more standalone modules.

Why On Key end-user training?

- On Key end-user training will ensure that team members adopt On Key EAM and use it effectively from the outset.

- New team members will learn how to use the system appropriately without picking up bad habits from longstanding or more experienced staff.

- Experienced staff members obtain access to new features, and best practices are entrenched at a deeper level.

Click here for more information about On Key training

Learning pathways

We offer courses, each consisting of online training modules, online contact sessions and discussion forums. The live, online contact sessions provide and opporunity for learners to interact with Pragma's subject matter experts.

Learners are able to raise questions about the application of On Key in their own working enviroments. The discussion forum space is safe place for learners to learn from each other and pose questions to the facilitation team. Leading questions are placed on the discussion forums and are used to gauge learner's understanding of the content. Based on the learner interactions in the discussion forums, the facilitation team can adapt and tailor what is presented during the contact sessions.

Entry learning pathway

focuses on On Key usability, navigation and work order transactions.

Basic learning pathway

introduces the learner to the same modules as the Entry pathway, and also introduces the asset register and basic concepts of planning.

Advanced learning pathway

suits engineering planners or learners seeking a complete grasp of On Key's configuration and transactions, covering basic to advanced 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.

https://www.pragmaworld.net/academy/fuels-retail-training/

Maintenance Planner Qualification

The Maintenance Planner Qualification is a formal qualification accredited through the Quality Council of 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.

The role of a planner

The main focus of the maintenance planner is to improve the productivity of the maintenance staff and reduce the equipment downtime for required maintenance. This is done through effective maintenance planning and scheduling practices, which will ensure that all the resources for a job are arranged and prepared in advance and that maintenance slots are agreed with Production.

Good planning improves *wrench-time by 45 – 50%

*wrench-time = time artisans spend working with their tools.

The benefits of good planning

Tradesperson productivity
Reduction of delays. Improves tradesperson productivity by 45-50%, boosting a 90-person workforce to 141.

Quality of work
Effective planning ensures that tradespeople are doing the right work, thereby improving asset health and availability.

Shift to proactive work
Increased attention to preventive and predictive maintenance.

Improved efficiency
A sustained shift toward preventive and predictive maintenance ensures better asset availability.

Find out more

Watch this short video to find out more about the benefits to learners and their organisations and hear directly from some of our graduates: **MPQ Video Link**

Equip yourself with the expertise to craft robust asset management strategies with the Asset Management Masterclass. It's like an asset management mini-MBA!

Lead the future. Expertly.

Own your role as a leader of asset management within your organisation with confidence and clarity.

The Asset Management Masterclass will unlock the power to drive strategic decisions with precision. Our seasoned facilitators will guide you through the intricate landscape of asset management, demystifying complex frameworks and concepts along the way. Harness the collective wisdom of like-minded professionals on a journey of discovery, where you'll develop an Asset Management Policy and Implementation Strategy, with coaching and mentoring support. Elevate your entire management team as you create alignment and a unified vision and roadmap for sustainable asset management improvement and success.

Programme format

The Asset Management Masterclass is delivered as blended training, over 12 consecutive weeks, with elearning and virtual classroom training sessions.

The AM Masterclass assists delegates with their preparation for the CAMA Exam. It also provides delegates with the theoretical knowledge required to implement Asset Management in their organisation and application for the CSAM designation with SAAMA.

Who should attend?

This programme is aimed at senior managers and specialists who are responsible to define, implement, lead and improve asset management in their organisations.

- Technical Directors
- Group Head of Engineering
- Engineering Managers
- Plant Managers
- Operational Managers
- Mine Managers
- Section Engineers
- Asset Managers
- Asset Management Specialists

Find out more

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The Academy Portal, Pragma Academy's learning management system (LMS), is designed to manage learning content, store learner information, and track learning achievement. Through the LMS, learners can:

- Access elearning and online training content
- Attend scheduled facilitated contact sessions in a virtual classroom setting
- Complete online quizzes and assessments
- Download additional support materials
- Track their learning progress
- Access certificates for completed training

In addition to traditional elearning, the LMS supports virtual instructor led training (VILT) simulating a live classroom experience with real-time facilitation. Key features of the virtual classroom include:

- Real-time interaction with course facilitators
- Breakout rooms for smaller group discussions and practical exercises
- Recording of facilitated sessions, which are saved and available as a resource in the Academy Portal
- The ability for learners to upload, present or share material for peer or facilitator review.

The combination of these features and online tools ensures that learners have a comprehensive and interactive learning experience, whether through self-paced elearning or facilitated virtual classrooms.

The Pragma Academy facilitators are trained to deliver both classroom and virtual classroom training in an impactful and engaging manner. In addition, learning coordinators support learners during elearning and virtual classroom training, and provide onboarding prior to learners accessing the LMS for the first time.