



# BCONSULT

Occupational Certificate

**DESIGN THINKING PRACTITIONER**

---

NQF Level 4 | SAQA ID 118705 | 100 Points | 12 Months

## Design Thinking Practitioner – NQF Level 4

SAQA ID: 118705 | Credits: 100 | Duration: 12-month | QCTO Learnership

---

### 1. Course Overview

The Occupational Certificate: Design Thinking Practitioner is designed to equip learners with the skills, methodologies, and practical competencies required to apply human-centred design thinking approaches to solve complex challenges and drive innovation across industries.

This qualification prepares learners to understand customer and stakeholder needs through applied ethnographic research, collaborative engagement, and creative problem-solving methodologies. Learners are exposed to the full design thinking process, including empathy mapping, problem definition, ideation, prototyping, testing, and implementation planning.

The programme responds directly to the demands of the Fourth Industrial Revolution (4IR), where organisations require agile, innovative, and digitally aware professionals capable of addressing rapidly changing business and societal challenges. The qualification promotes innovation, collaboration, critical thinking, creativity, and customer-centric solution development.

The course includes theoretical knowledge, practical skills training, and workplace experience modules to ensure learners are industry-ready and capable of contributing to innovation initiatives within public, private, educational, entrepreneurial, and non-profit sectors.

### 2. Learning Outcomes

Upon successful completion of this programme, learners will be able to:

- Demonstrate an understanding of design thinking principles, methodologies, and innovation practices.
- Apply the design thinking process to generate creative and innovative solutions to complex problems.
- Conduct applied ethnographic research to better understand stakeholder needs, behaviours, and environments.
- Analyse and synthesise data from multiple sources to inform solution development.
- Collaborate effectively within multidisciplinary teams and innovation environments.
- Develop prototypes, test concepts, and contribute to implementation strategies.
- Communicate ideas and solutions using appropriate visual, verbal, written, and digital methods.
- Apply ethical, customer-centric, and human-centred approaches to innovation and problem-solving.

---

**Johannesburg:** 32 Lucas Ln Bedfordview, Germiston, 2008

**Durban:** 28-32 Siphosethu Rd, Mt EdgeCombe, Kingfisher Office Park

**Cape Town:** Unit 63 & 64 Millenium Office Park, 19 Edison Way, Century City, Milnerton

Occupational Certificate:

## Design Thinking Practitioner – NQF Level 4

SAQA ID: 118705 | Credits: 100 | Duration: 12-month | QCTO Learnership

---

- Utilise digital and computer technologies relevant to design thinking practices and the modern workplace.

### 3. A Qualified Learner Will Be Able To:

A qualified learner will be able to:

- Conduct applied ethnographic research and immerse themselves in the environment and context to engage stakeholders effectively and analyse problems from multiple perspectives.
- Apply design thinking methodologies and innovation principles to stimulate creativity and develop relevant, sustainable, and innovative solutions.
- Use customer-centric and empathetic approaches to understand user needs and challenges.
- Generate, prototype, test, evaluate, and refine innovative ideas and solutions.
- Collaborate within multidisciplinary environments to solve organisational and societal challenges.
- Present ideas and recommendations using various communication methods such as storytelling, visual presentations, reports, videos, and digital media.
- Contribute to organisational innovation, digital transformation, and continuous improvement initiatives.

### Entry Requirements

The minimum entry requirement for this qualification is:

An NQF Level 3 Qualification or equivalent.

Recognition of Prior Learning (RPL) is available in line with the Quality Council for Trades and Occupations (QCTO) RPL Policy.

---

**Johannesburg:** 32 Lucas Ln Bedfordview, Germiston, 2008

**Durban:** 28-32 Siphosethu Rd, Mt EdgeCombe, Kingfisher Office Park

**Cape Town:** Unit 63 & 64 Millenium Office Park, 19 Edison Way, Century City, Milnerton

[www.bconsult.co.za](http://www.bconsult.co.za)

Occupational Certificate:

## Design Thinking Practitioner – NQF Level 4

SAQA ID: 118705 | Credits: 100 | Duration: 12-month | QCTO Learnership

---

### 4. International Comparability

This qualification compares favourably with international programmes in Canada and Australia that focus on human-centred design, innovation, and service design practices.

International benchmarking included comparisons with:

- Ontario College – Graduate Certificate in Interdisciplinary Studies in Human-Centred Design.
- RMIT University – Graduate Certificate in Service Design.

Similarities include:

- Human-centred and customer-focused innovation methodologies.
- Collaborative and interdisciplinary problem-solving approaches.
- Research, prototyping, testing, and solution implementation practices.
- Application of design thinking to real-world organisational and social challenges.
- Practical workplace or project-based learning components.

The qualification is aligned with global trends in innovation, digital transformation, service design, and future-focused problem-solving skills required in the modern economy.

### 5. Occupational Trainer – NQF Level 4 Certification

#### Occupational Certificate: Design Thinking Practitioner

- **SAQA ID:** 118705
- **NQF Level:** 4
- **Credits:** 100
- **Qualification Type:** Occupational Certificate (Part Qualification)

This qualification serves as a foundational occupational certification for learners seeking to enter innovation, design thinking, digital transformation, customer experience, and creative problem-solving roles across multiple industries.

It also provides progression opportunities into the:

- Occupational Certificate: Design Thinking Innovation Lead (NQF Level 4)

---

**Johannesburg:** 32 Lucas Ln Bedfordview, Germiston, 2008  
**Durban:** 28-32 Siphosethu Rd, Mt EdgeCombe, Kingfisher Office Park

**Cape Town:** Unit 63 & 64 Millenium Office Park, 19 Edison Way, Century City, Milnerton

Occupational Certificate:

## Design Thinking Practitioner – NQF Level 4

SAQA ID: 118705 | Credits: 100 | Duration: 12-month | QCTO Learnership

---

### 6. Potential Career Opportunities

Learners who complete this qualification may pursue career opportunities such as:

- Design Thinking Practitioner
- Innovation Support Practitioner
- Human-Centred Design Facilitator
- Creative Problem-Solving Consultant
- Customer Experience Assistant
- Innovation Project Assistant
- Service Design Support Practitioner
- Digital Transformation Support Officer
- Research and Insights Assistant
- Innovation Solution Developer
- Creative Strategist Assistant
- Entrepreneur or Start-up Innovator

This qualification is applicable across sectors including:

- Information and Communication Technology (ICT)
- Education and EdTech
- Healthcare
- Media and Advertising
- Engineering
- Public Sector and Government
- Financial Services
- Retail and Customer Experience
- Digital Design and Creative Industries
- NGOs and Community Development

---

**Johannesburg:** 32 Lucas Ln Bedfordview, Germiston, 2008

**Durban:** 28-32 Siphosethu Rd, Mt EdgeCombe, Kingfisher Office Park

**Cape Town:** Unit 63 & 64 Millenium Office Park, 19 Edison Way, Century City, Milnerton

[www.bconsult.co.za](http://www.bconsult.co.za)

Occupational Certificate:

## Design Thinking Practitioner – NQF Level 4

SAQA ID: 118705 | Credits: 100 | Duration: 12-month | QCTO Learnership

---

### 7. Learning Options

This programme may be offered through:

- Full-time classroom-based learning
- Part-time learning
- Online and blended learning
- Workplace-based learning
- Skills development programmes
- Learnerships and occupational training pathways
- Recognition of Prior Learning (RPL)

Training includes:

- Knowledge Modules
- Practical Skills Training
- Workplace Experience
- Integrated Formative Assessments
- External Integrated Summative Assessment conducted through the relevant Assessment Quality Partner (AQP)

Learners will engage in practical innovation projects, collaborative activities, research exercises, prototyping tasks, and solution presentations to ensure workplace readiness and applied competence.

### Contact Details

#### Email

sales@bconsult.co.za

info@bconsult.co.za

#### Phone

+27 31 536 8167

+27 87 222 7137

+27 31 536 8467

---

**Johannesburg:** 32 Lucas Ln Bedfordview, Germiston, 2008

**Durban:** 28-32 Siphosethu Rd, Mt EdgeCombe, Kingfisher Office Park

**Cape Town:** Unit 63 & 64 Millenium Office Park, 19 Edison Way, Century City, Milnerton

[www.bconsult.co.za](http://www.bconsult.co.za)