

Learn-i-Biz Course - Online training for Directors

April 2026



Companies and Intellectual
Property Commission

a member of **the dtic** group

AGENDA

Customer Enquiry Management System

- Implementation notice

Learn-i-Biz Course

- Overview and support
- Target Audience
- Enrolment cost
- Course duration
- Topics
- Enrolment
 - Required browser
 - Registration process
 - Pop-up message activation

Certificate

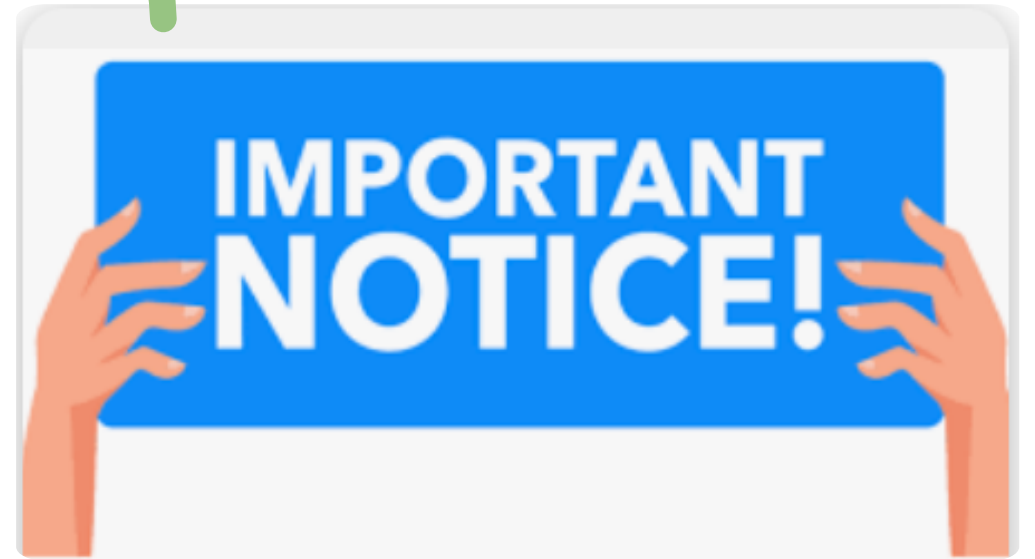


ONLINE TRAINING
FOR DIRECTORS

CUSTOMER ENQUIRY SYSTEM MANAGEMENT [Notice 17 of 2026]

CIPC wants to make all our customers aware of the new **Customer Enquiry Management System**. Also known as **CEMS**.

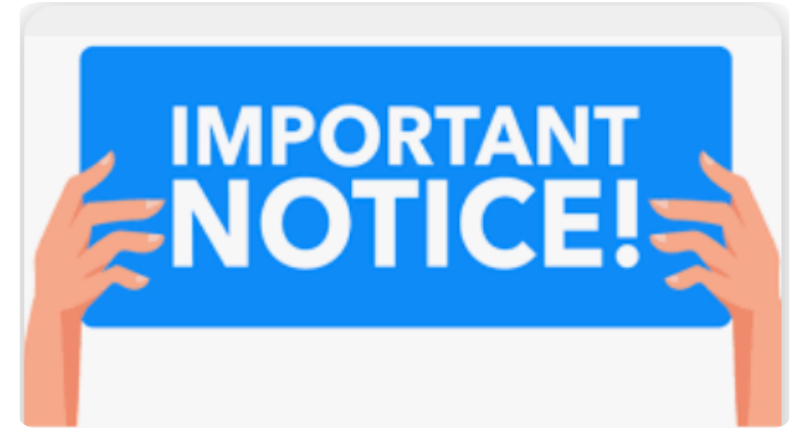
Notice 17 of 2026 is available on the CIPC website.



CUSTOMER ENQUIRY MANAGEMENT SYSTEM [Notice 17 of 2026]

From **1 April 2026**, CIPC moved all enquiry management to **CEMS**. From this date -

- **The dedicated email addresses have been disabled**
- **Submitting new enquiries via CEMS is mandatory**
- **Any enquiry which was logged through email on or before 31 March 2026** will be processed. Subsequent follow-ups must be logged via CEMS. When a follow-up is done, a **PDF copy** of the email correspondence can be **uploaded as an attachment** that the CIPC responding official has the full history immediately.

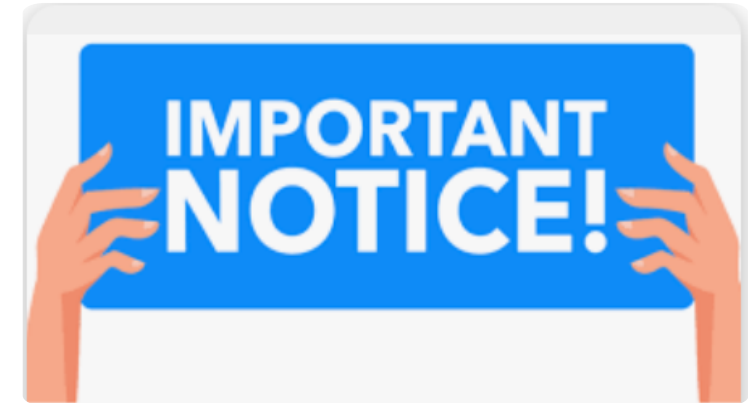


CUSTOMER ENQUIRY MANAGEMENT SYSTEM [Notice 17 of 2026]

- Paper Based Disclosure and/or e-Disclosure enquiries and requests must now be submitted through CEMS.

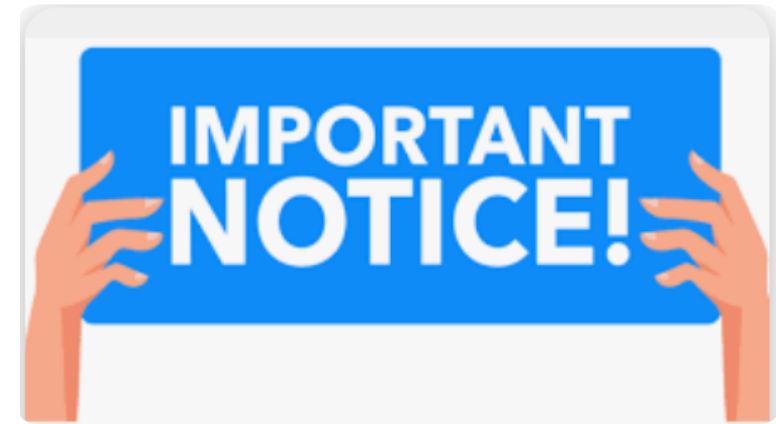
Accessed the system from –

- CIPC website. Scroll to the footer of the homepage and look for the “NEED HELP?” section. Then select “Log a Query” to begin;
- BizPortal (<https://www.bizportal.gov.za/>). Select “Contact Us”, and thereafter “Enquiries”; or
- Directly via <https://enquiries.cipc.co.za/>



CUSTOMER ENQUIRY MANAGEMENT SYSTEM [Notice 17 of 2026]

- Password reset is not managed through CEMS. The existing password reset process remains unchanged. The form, certified ID copy and any other documentation which may be required, must still be emailed to resetpassword@cipc.co.za
- Information on the requirements to do a password reset can be found with the link https://www.cipc.co.za/?page_id=1975



Learn-i-Biz Course Online training for Directors



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OVERVIEW – WHAT DOES THE COURSE ENTAIL?

This educational initiative equips SMME directors and entrepreneurs with the essential knowledge of their duties and promotes stronger compliance with the Companies Act of 2008.



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SUPPORT



For course inquiries and enrollment guides, please contact us.



elearning@cipc.co.za

**FREQUENTLY ASKED
QUESTIONS**

&

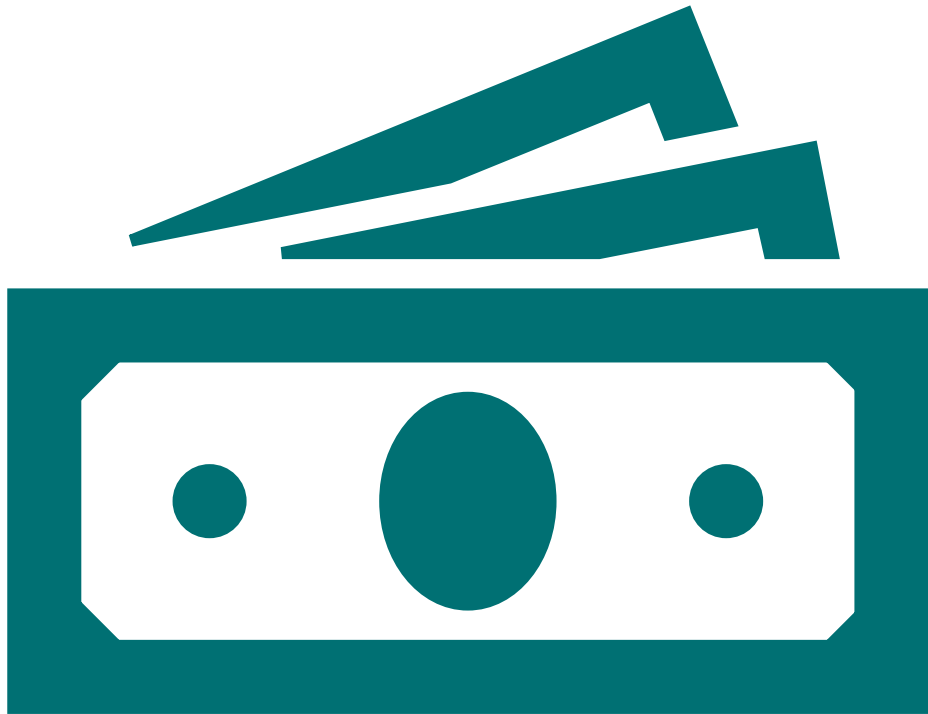
STEP-BY-STEP GUIDE



TARGET AUDIENCE

Designed primarily for **prospective and established SMME directors**, this course offers a curriculum that is inclusive by design. That said, our doors are open to everyone - if you have a passion for the subject, we'd encourage you to enroll.





ENROLMENT COST

There are no tuition fees or hidden costs. The program is completely free.





DURATION

What is the expected timeline for completion?

The curriculum takes approximately two hours to complete and is entirely self-paced to fit your schedule. You can do one module at a time. Your progress is saved automatically, allowing you to pause and resume exactly where you left off at your convenience.



COURSE MODULE TOPICS

The modules topics are:

1. What is a Company?
2. What is a Director?
3. Other Key Persons in a Business
4. Responsibilities of a Director
5. Personal Financial Interest and Potential Conflict of Interest
6. Remuneration of Directors
7. Distributions and the Board of Directors



ENROLMENT PROCESS – MANDATORY BROWSER

Either **Google Chrome**, **Firefox**, or **Microsoft Edge** are required to access the Learn-i-Biz course.

Using a different browser will cause technical problems. We recommend downloading one of the mentioned options and setting it as your default for the best interface performance.

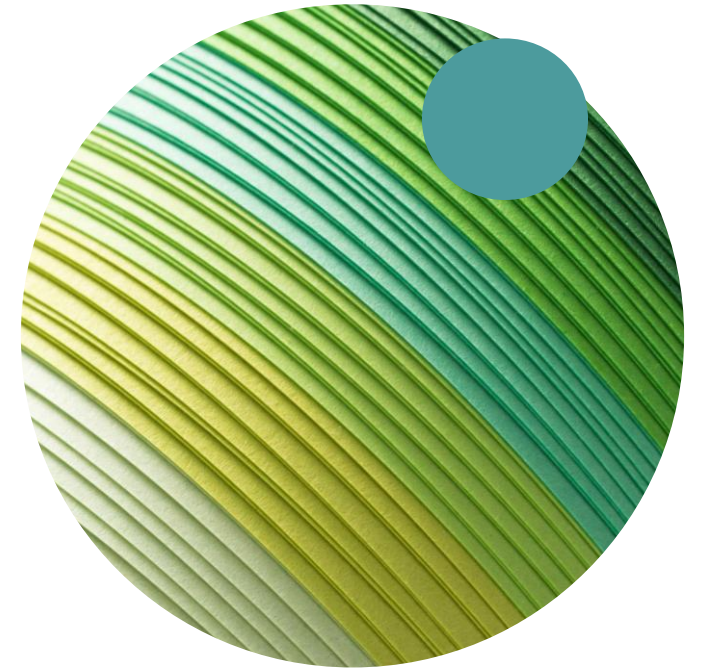


ENROLMENT

Your **Customer Code** is not a login credential for this course.

To get started, create an account with your details to select a username and password. Use the link
<https://elearning.cipc.co.za/login/signup.php>

Once registered, you will receive an email containing a **verification link**. Click this link to access the course website.





Populate the required fields as illustrated in the next few slides.

These are –

- **Username and Password:** Choose your own credentials.
- **Email Address**
- **First Name and Surname**
- **City/Town, Country, Province**
- **Gender, Age, Demographics, Disability**
- **What is applicable to you?**
- **ID number (South Africans) or Passport number (for foreigners).**
This is a mandatory field.

Then select *Create my new account*



Create a new account

Username

The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 special character(s) such as *, -, or #

Password

Email address

Email (again)

First name 

Last name 

City/town


Country

Select a country 

Other fields 

Province 



Gender 

Female



Age 

35 years and below



Demographic 


African




Disability 

Not Disabled



What is applicable to you 

I am not a member or director of a registered business 

South African ID number **South Africans**

Passport number **Foreign Citizens**

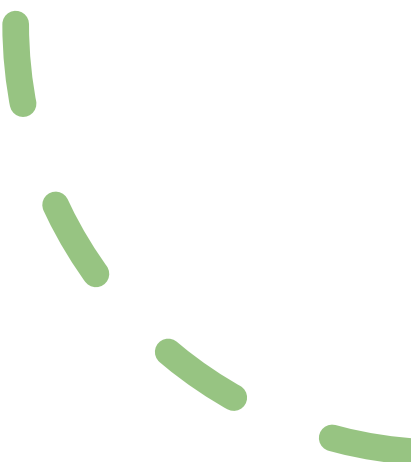
Complete an ID
number or
Passport
number



ACTIVATE POP-UP MESSAGES & COOKIES







Adjust your browser settings to allow pop-up messages and cookies.

As per the screenshots below you will -







- 
- **Login to your account**
 - **Select settings**
 - **Locate the Privacy and Security section and select Site Setting**
 - **Enable Cookies and unblock pop-up windows**



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-  History >
-  Downloads Ctrl+J
-  Bookmarks and lists >
-  Tab groups >
-  Extensions >
-  Delete browsing data... Ctrl+Shift+Del

 Zoom  100%  

-  Print... Ctrl+P
-  Search with Google Lens
-  Translate...
-  Find and edit >
-  Cast, save, and share >
-  More tools >

-  ? >
-  **Settings**
- 



Settings



You and Google



Autofill and passwords



Privacy and security



Performance



Appearance



Search engine



Default browser



On startup



Languages

🔍 Cookies

Privacy and security



Delete browsing data
Delete history, cookies, cache, and more



Third-party cookies
Third-party cookies are allowed

15 results



Customize the info used by sites to show you ads



Security
Safe Browsing (protection from dangerous sites) and other security settings



Site settings
Controls what information sites can use and show (location, camera, pop-ups, and more)



Images

Sites can show images



Pop-ups and redirects

Don't allow sites to send pop-ups or use redirects



Additional content settings



Automatically remove permissions from unused sites

To protect your data, let Chrome remove permissions from sites you haven't visited recently.



Pop-ups and redirects



Filter sites on page

Sites might send pop-ups to show ads, or use redirects to lead you to websites you may not want to visit

Default behavior

Sites automatically follow this setting when you visit them



Sites can send pop-ups and use redirects



Don't allow sites to send pop-ups or use redirects

Customized behaviors

PASSWORD RESET

If you are locked out of your account, select the **“Forgot your password?”** option and enter your registered username or email to verify your identity and reset your access.

For a direct route to regaining access, you may also use the recovery link:

https://elearning.cipc.co.za/login/forgot_password.php



 [Log in](#)



Username

Username

Password

Password



[Forgot your password?](#)

Log in

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CERTIFICATE

Do I get a certificate once I completed the course?

Upon successfully completing the course, you can download a certificate of completion. The certificate confirms your participation, but the course is **not accredited**.

Certification requires a minimum score of **80%** across all seven end-of-module assessments. Your certificate will become available for download immediately upon meeting these criteria.



CERTIFICATE

Clarifying accreditation vs non-accreditation

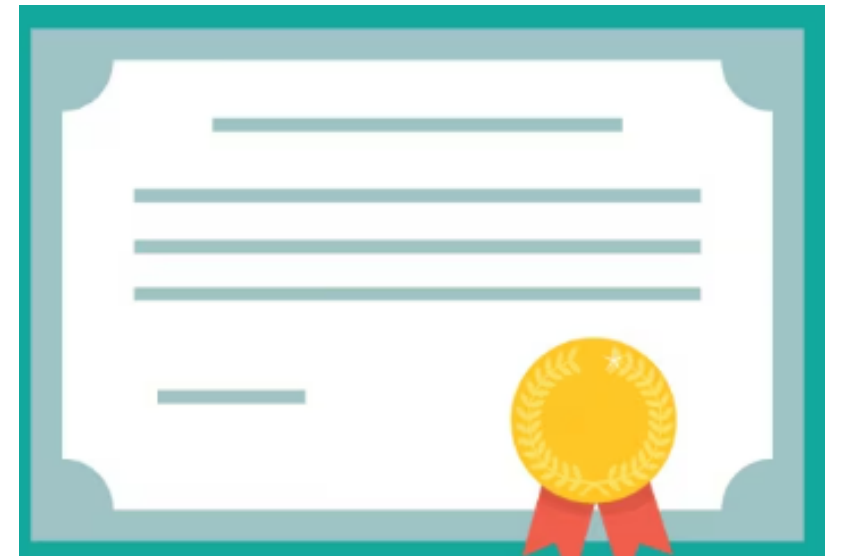
- In South Africa, an **accredited course** is a learning program that has been formally vetted, approved, and registered on the **National Qualifications Framework (NQF)**.
- If a course is accredited, it means it is not just a "workshop" or "attendance certificate" - it is a legally recognized qualification that meets national quality standards.
- For a course to be accredited both the course and the institution (e.g. a school / college/ university) must be accredited.
- This does not apply to the Companies and Intellectual Property Commission.



CERTIFICATE

Non-Accredited courses

Non-accredited short courses are valuable for gaining specific practical skills, but they do not provide NQF credits or result in a formal qualification.



Course Menu



Directors Training Modules

- Module 1
- Module 2
- Module 3
- Module 4
- Module 5
- Module 6
- Module 7
- Study Guide
- Companies Act 71 of 2008
- Director Quick Reference Guide

Certificate of Completion

Certificate of Completion



Course

Settings

Participants

Grad

CERTIFICATE

OF COMPLETION

This certificate is proudly presented to

[Redacted Name]

Identity number

[Redacted Identity Number]

for successfully completing the Learn-i-Biz Directors' eLearning Course

on

[Redacted Date]

Final score

[Redacted Final Score]

Certificate reference number

[Redacted Certificate Reference Number]





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Questions?