

ACTT Workshop: July – August 2006

Sensitisation Seminar for CTLC Principals & Trainers

Propelling Tanzania into the digital age:
Incorporating IT in the education process



Sponsored and facilitated by ACTT

Affordable Computers and Technology for Tanzania

Mkombozi's ACTT project serves as an income generating activity for Mkombozi's residential centre while simultaneously providing computer maintenance skills to young Tanzanians.

Specifically, ACTT sells computers that have been refurbished by street youth who live at Mkombozi and have been trained as hardware and software technicians. The refurbished computers are sold at a discounted rate to schools, businesses and not-for-profit organisations throughout Tanzania to promote information technology (IT), to enhance education, to create employment opportunities, and to assist older street youth to transition to independent living.

About the Mkombozi Centre for Street Children

Mkombozi is one of the leading child-focussed agencies in northern Tanzania, working with over 1,000 vulnerable children and families a year in Kilimanjaro and Arusha Regions.

Mkombozi's mission is to help vulnerable children and youth to grow in mind, body and spirit and to build a more caring society for all. We capture local potential through learning and reflection and act as a catalyst for holistic development.

Mkombozi's vision is a world where all children and youth are prioritised and can access opportunities to become well rounded, inquiring and productive people who are working towards a more just and democratic society.

IT is the key...

IT is the key to unlock Tanzania's educational and development potential !

Mkombozi believes education is a critical tool in the alleviation of poverty and, as such, goes “the extra mile” to ensure that vulnerable children and youth can access appropriate education.

Mkombozi also believes that IT is one of the greatest breakthroughs in current education systems – one which holds the potential to unlock wider, richer and more relevant educational experiences while contributing to the overall development of the country.



How ACTT began

ACTT was initially established as a distribution partner of Digital Links International (DLI) to sell refurbished computers in Tanzania. DLI is an organisation dedicated to ensuring access to personal computers (PCs) and IT in developing countries.

Mkombozi has since expanded the ACTT project so that it also provides Mkombozi's own youth with the opportunity to learn IT skills while also generating income for the Mkombozi residential centre.

In fact, Mkombozi's ACTT project is now playing an important role in the implementation of Tanzania's nation-wide information and communication technology (ICT) policy. ACTT is directly involved in the establishment of sustainable computer programs and learning centres in the country's northern zone.

ACTT's mission, goals and strategic objectives

ACTT's mission is to contribute to the alleviation of poverty in Tanzania by empowering youth with IT products, skills and education that enable them to access opportunities to become independent, well-rounded, inquiring and productive adults.

ACTT's goals are to sustain and deepen the impact of Mkombozi's practice with Tanzania's vulnerable children by raising money to support Mkombozi's residential care services for street children and by educating and increasing the self-sufficiency of youth.

ACTT's objectives:

- To provide affordable hardware, training and PC maintenance.
- To provide IT training for children and youth.
- To create opportunities for employment among Tanzania's youth.
- To generate funds for Mkombozi's care services.
- To sensitise policymakers and the public to the potential of IT.

ACTT products and services

■ Computer hardware sales

ACTT sells high-quality, refurbished PCs to educational institutions, non-government organisations, civil society organisations and individuals within Tanzania. Hardware includes desktops, printers, monitors, keyboards, mice, cables and other peripherals. Although various packages are available to suit the needs and budget of each customer, minimum system specifications include Pentium II processors @ 266Mhz, 64Mb RAM and 4Gb hard drives.

■ PC installation & follow-up

ACTT trained technicians are available to install and configure ACTT computers at the customer's site, at no extra cost. ACTT is also willing to do a pre-installation visit to provide advice on the adequate preparation of that site for optimal PC performance. ACTT always offers a 3 month follow-up visit to the customer's site, to ensure that ACTT computers are problem-free.

ACTT products and services (continued)...

■ PC maintenance

ACTT offers one-year software and hardware maintenance contracts to ACTT customers. This includes regular 3-month, onsite PC cleaning, check-ups and troubleshooting as well as emergency service (i.e. telephone support and, if necessary, onsite visits). ACTT also troubleshoots and repairs non-ACTT PCs that are delivered to the ACTT workshop.

■ IT skills training

ACTT provides 4 levels of IT skills training courses to a broad spectrum of clients. The specific courses at each level include:

- Level 1: Basic Computer Fundamentals
- Level 2: Community Technology Learning Centre (CTLC) Certification
- Level 3: IT Hardware
- Level 4: IT Teacher Training for CTLCs and Schools

ACTT products and services (continued)...

■ **Apprenticeships for vulnerable youth**

ACTT offers much-needed apprenticeships to street children, children at Mkombozi's residential care centre, youth who have dropped out of primary school, as well as graduates of vocational training and secondary schools.

■ **Volunteer placements**

ACTT offers volunteer placements to skilled professionals with experience as PC hardware/software technicians or trainers. These are remarkable opportunities for graduates and professionals seeking exposure to grassroots development. Interested IT volunteers should apply directly to ACTT's recruitment partners:

- Global Development Links
- Visions in Action
- Cross Cultural Solutions
- School for International Training

ACTT training objectives

- To equip CTLC trainers with IT skills so they can share their knowledge with others.
- To enable general trainees to acquire knowledge in IT that will help them in their day-to-day lives.
- To extend the workplace skills of ACTT trainees.
- To fully equip ACTT technicians and CTLC trainers with the technical skill to manage any technical problem, thereby promoting the sustainability and efficiency of PC hardware.
- To build hope and confidence in learners as they adapt and become competent in the new world of IT.
- To ensure that ACTT customers understand basic applications and gain computer knowledge that will increase their work efficiency and profitability.
- To enable sustained computer learning in educational institutions.
- To ensure general computer literacy and skill, with an emphasis on popular applications.

ACTT training details

Training target groups

- Government institutions, Municipal Council and DEOs.
- Private and government secondary and primary schools.
- Vocational training centres and folk development colleges.
- CTLC trainers, ACTT customers and other interested individuals.

ACTT training sites

- ACTT workshops for CTLC trainers, government employees, technicians, teachers, principals and the general public.
- CTLCs for trainers, trainees and the general community.
- Other sites, for bulk purchasers, at a location of their choice.

ACTT certification and awards

- ACTT CTLC Certificate of Participation
- Microsoft CTLC Certificate of Completion
- ACTT Hardware Certificate

ACTT training course overviews

Course: Computer Fundamentals

Duration:

2 weeks @ 3-4 hours per day

Course content:

General introduction to computers, the internet, the world wide web and databases. Introduction to specific applications, including: Microsoft Word, Windows XP operating system, Microsoft Excel and PowerPoint.

Course target group:

CTLC Trainers, trainees, Mkombozi street youth, ACTT apprentices and the general public.



Course overviews (continued)...

Course: Computer CTLC

Duration:

6 weeks @ 3-4 hours per day

Course content:

Introduction to computer fundamentals, digital media fundamentals, word processing, spreadsheets, databases, the internet, the world wide web, web design and presentations.

Course target group:

CTLC Trainers, trainees, Mkombozi street youth, apprentices and the general public.



Course overviews (continued)...

Course: Basic Computer Hardware

Duration:

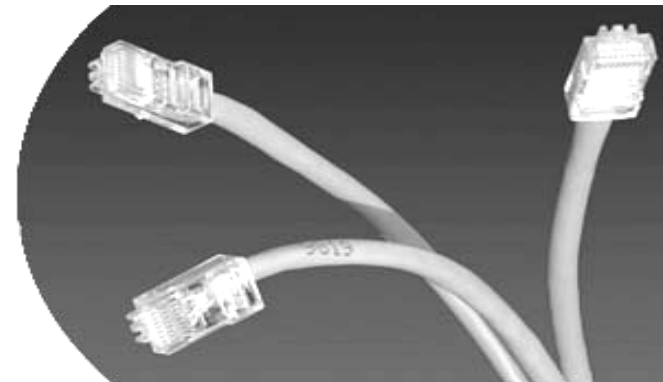
3 weeks @ 3-4 hours per day

Course content:

Computer set-up and configuration, trouble-shooting and maintenance, computer components, hardware / parts, interfaces, ports, connectors and electricity.

Course target group:

Mkombozi street youth, apprentices, CTLC technicians and the general public.



Microsoft Unlimited Potential (UP) syllabi

Through its innovative UP program, Microsoft aims to increase computer literacy among all members of the population regardless of age, background, education, location or socio-economic status.

Microsoft's UP CTLCs help improve lifelong learning opportunities for disadvantaged people by connecting individuals and communities. Through local partnerships, like the one established with ACTT, Microsoft's UP program creates affordable opportunities for local people to contribute to society and the local community.

Microsoft's UP CTLCs are based on 3 keys:

- Prepared instructors
- Engaged students
- A well-designed curriculum



Methodologies of the Microsoft UP curriculum

Course element:	Purpose:
Instructor manual	Used by the instructor to prepare for and deliver instruction. Includes a version of the student manual with margin notes for the instructor.
Student manual	Primary textbook for student use in classroom, lab, office, or home.
Student practice files	Sample application files for student use in classroom or lab. Enables students to complete step-by-step procedures and end-of-lesson exercises.
PowerPoint slides	Visual tool for instructors to reinforce learning. Slides include lesson objectives and serve as a quick reference for all major tasks.
“Quick quiz” answer key	Students take short quizzes at the end of each lesson to assess what they have learned and how they would apply it. The answer key provides the correct answers to quiz questions.
“Putting it all together” answer key	Students complete hands-on exercises at the end of lessons to apply what they have learned to real-world projects. The answer key provides the best solutions for each exercise.
Lesson times	Instructors use this information to determine instructional times and customize their courses.

“The way forward”...

1. Develop an “evolving syllabus” and establish baseline standards.
2. Train and certify the trainers (before training the students).
3. Standardise and validate examination and certification procedures.
4. Content development.



ACTT hardware maintenance & repair services

ACTT offers:

- Software and hardware maintenance contracts for CTLCs and other purchasers of ACTT hardware.
- Troubleshooting / repair of computers delivered to the workshop.
- Software and hardware maintenance to all clients who buy more than 5 computers from ACTT.
- Software and hardware maintenance to general public.

Why is PC preventive maintenance (PM) so important?

- Money: PM can save you the cost of a new component / PC.
- Time: PM helps you to avoid data loss and system failure.
- Data: The data on your hard disk is most important, thus it makes sense to take care of the hardware that houses it.
- Performance: PM helps you to avoid overall system performance downgrades which can occur over time.

Standard ACTT computer lab

ACTT computer labs are designed to ensure:

- Optimum equipment performance and life-span.
- Time-saving, efficient performance.
- Reduced maintenance costs.
- Enhanced security / safety.
- A healthy learning environment.
- Class control.

ACTT computer labs always include:

- Sufficient space to comfortably accommodate a standard class.
- Surge protectors and voltage stabilizers for clean power.
- Flip-chart / white board with marker pens (no chalk dust).
- Appropriate work tops and comfortable seats.
- Projector screen for seminars and training (where possible).
- Grilled doors and windows for security.
- Ceiling, carpet and curtain for dust and heat control.

ACTT's recent achievements

- Establishment of 4 CTLCs.
- Establishment of a refurbishing centre and training ground.
- Extension of ICT access to disadvantaged groups, schools and institutions with support from Forum Syd.
- Development of an organisational model for sustainable provision of ICTs to schools and related institutions.
- Provision of hardware skills and job opportunities to street youth.
- Collaboration with TEA and COSTECH in establishing affordable computer costs / availability for schools.
- Partnership with DLI / Barclays computer program for disadvantaged and girls schools / institutions.

ACTT's current challenges

- Maintaining a high standard of service as it grows.
- Sourcing of hardware at cheaper costs.
- Clearing costs and taxes (proper agents for clearing computers at cheaper costs).
- Securing qualified personnel to work in the technical aspect.
- Securing donors and government support to meet high costs of operation.
- Obtaining support for training, evaluation and impact assessment in schools.
- Sourcing of volunteers to help input new ideas and technical support to the project.

ACTT's future plans

- Extending IT skills and experience to local communities.
- National development via sustainable CTLC programs, quality training and maintenance.
- Establishing a refurbishing centre to supply computers, training and maintenance needs to the northern zone of Tanzania.
- Provision of hardware skills to as many street youth as possible.
- Creating employment opportunities for vulnerable youth.
- Sensitisation and training of all government employees, policy makers, school teachers, head teachers, school principals, school boards and committees, and the general public with respect to the role of IT in poverty reduction and national development.

“ACTT” now to promote IT skills and training in Tanzania !

Why support ACTT ?

When you support ACTT, you enhance employment opportunities for young people - a critical development priority in Africa, where half the population is under the age of 16.

How can you support ACTT ?

- Donate a used PC
- Buy a used PC
- Help establish a new IT lab
- Be an ACTT volunteer
- Join the ACTT team

Learn more...

www.mkombozi.org/actt

