



**Report on ICT Literacy Training for HODs and Education Managers in the Umlazi
District
(Chatsworth and Maphundu Wards)**

March 2009 - June 2009

Project Overview

The KwaZulu Natal Department of Education has taken various steps to promote entry level ICT skills for teachers using an integrated and contextualized learning methodology. Previous ICT Skills for Teachers training in KwaZulu Natal included training in Richmond, Bergville and Mbazwane. In this particular project SchoolNet SA was contracted by the KwaZulu Natal Department of Education to conduct ICT Skills training for 120 HODs in the Umlazi district.

The tasks associated with this project were allocated as follows:

School Net South Africa provided the following services:

- Conceptualisation, co-ordination and implementation of training
- Liaising, if required, with the 120 HODs and school principals
- Contracting of SchoolNet trainers with specified dates and times
- Liaison with and booking of the training venue
- Providing CDs, manuals and certificates for participants
- Monitoring and reporting on training
- Catering during the training
- Provision of a certificate upon teachers completing all 40 hours of training

The Department of Education provided the following services:

- Select and invite HODs from the Umlazi District to the training
- Provide contact details of delegates to SNSA
- Suggest suitably equipped venues for the training
- Selecting 20-30 educators to attend the course depending on workstations available and ensuring that these educators know the dates for the course and that attendance at each session is a prerequisite for receiving a certificate.

Overview of the Training

There were two venues that were selected as being suitable; these were Lamontville Education Centre and Microsoft's Smart Exchange Lab.

Lamontville Education Centre

The computer centre was in good working condition as this centre is typically used by teachers and youth from the community for computer training. The venue was equipped with 20 working computers with Microsoft Office 2003; with no access to the Internet. SchoolNet provided an extra 5 laptops for the duration of the training in anticipation of 25 participants attending the course. Catering was provided by a community member who was contracted via the Education Centre.



23rd March -27th March

There were 19 participants and 16 participants who attended all sessions of the training. Two teachers missed the first day's training because the principal did not forward the date to them; he apologised personally.

At the onset of the training, the participants were asked to rate themselves and almost all placed themselves in the beginner level in terms of their ICT competency. During the course participants showed eagerness to participate and complete scenarios independently. Those with some prior ICT experience were willing to help others. The trainer reflected that he was happy that participants had opportunity and access to computers at their schools.

The centre did not have internet and this was disappointing to teachers wanting to learn more about Web surfing and email. The trainer was able to connect his 3G card and demonstrate how to connect to the Internet. It was even possible for email addresses to be created for teachers that requested this.



Participants noted that catering was very good and the caterer was able to tailor her meals to the palate of the participants.

30th March – 3rd April

There were 14 participants that were present and 10 teachers were able to complete all sessions of the course. The participants mostly rated themselves in the beginner level in terms of their ICT competency. The trainer reflected that the participants were punctual and worked very hard to complete the tasks at hand. Teachers were to a great extent able to start helping themselves rather than asking the trainer for assistance. Teachers reflected that both the scenarios and examples were very useful.



Participants noted that catering was well done.

Microsoft Smart Exchange Lab

The computer centre was not in good working condition although it is a Microsoft lab. At least 5 computers had technical issues such as not being able to read CDs and Office software was not loaded. The venue was equipped with 20 working computers with Microsoft Office 2007; although there was no access to the Internet. This was due to a service provider problem; despite this trainers were able to use their 3G cards to demonstrate how to search the web and set up email addresses. Participants that particularly requested email addresses were able to work individually to set these up. SchoolNet provided an extra 5 laptops for the duration of the training in anticipation of 25 participants attending the course.



Catering was provided by a local caterer.

23rd March – 27th March

This training was attended by 19 participants and all teachers were able to complete the course. Teachers were not confident computer users and as a result initially worked in pairs. Although there was no internet, teachers were shown how to navigate the Web and create email addresses. Some teachers came back the next day demonstrating how they were able to set up email addresses using their cell phones. The teachers reflected that they were not able to complete previous training courses as they did not see the value; however this course was viewed as the first step toward something different and promised that they would use the CD as a resource and complete other activities at home.

30th March – 3rd April



This course was poorly attended with only 8 participants in attendance. At the onset the majority of teachers described themselves as beginner computer users. Most found that they were well supported by the trainer and were also able to use the tip sheets when they needed detailed step by step assistance. Teachers enjoyed the fact that they were able to work at their own pace and in terms of their individual needs.

25th May – 29th May

This training was attended by 18 participants and all of them completed the course. All teachers except for three were first time computer users. The three teachers' experience was limited to typing assignments. Despite this the teachers were very eager and displayed this enthusiasm by arriving early to practice what they learnt the previous day.

Some teachers experienced difficulty in locating the tip sheets for office 2007 but once this was ironed out they were fine on their own.

Extracts from evaluations completed by teachers

"I'm very pleased to be trained by the trainer we had. He was very good, he treated everyone equally. I wish the department to provide us for more computers in our schools so that we will use these skills"

"I enjoyed the whole session more so because it was my first time to have a chance of being face to face with the terminologies of the computer. I am very thankful for the opportunity I have been offered."



"The course was interesting. It broadens our horizon. We gained a lot of practical experiences. One wishes to have a follow up course."

"This course is very informative. I wish we were exposed to it two years ago. Such courses should be compulsory to educator training courses in order to eliminate administrative work which is done by educators"



“The approach of the train(ing) was excellent, it made (it) easy to adjust myself (to) learning computers since it was for the first time for me to touch a mouse. I have gained a lot from the training wishing to get more to advance myself.”

“The course was an eye-opener and fruitful as it moved us from computer illiteracy to being literate. We hope to have further trainings so as to be confident and independent.”

“More courses of this sort of training are essential for educators.”

“I would suggest that we get more workshops on computer training because one week is not enough.”

“The training was very informative. I wish to get more of these trainings and that we should be monitored to check if we do implement what we have learnt here.”

“One week is too short. I wish to attend more workshops. The materials are well planned and easy to follow. The instructor explained everything clearly and attended to every individual, allowed us to work according to our own pace and motivated us. She is dedicated to her work. “

“Course is really just in time, hence at this time every educator acquired computer literacy.”

“I feel that the workshop was not sufficient. I would appreciate more training.”

“I wish our Department can make more training sessions like this on weekends maybe in order to give educators more time to be developed in computer literacy.”



Conclusion and Recommendations

The training sessions have in the main been enjoyed by participants and they have been exposed to a wealth of new resources and gained new skills to improve their administrative tasks and general computer literacy.

Our recommendations to further improve on future training sessions are as follows:

- The venues made provision for 25 participants to attend each training session. Out of a possible 120 participants only 78 teachers participated. To maximize the attendance it is advised that teachers should be invited at least 1 month in advance with supporting documentation explaining the type of training that is being offered.

- Attendance registers should be forwarded at least two weeks before the training can commence to ensure that our trainers can adequately prepare for the training. This advance notice will also facilitate the sending out of reminders with dates and times for ease of reference.
- The venues did not have internet and although 3G cards were used for demonstration it is not ideal for teachers. Future training projects will ensure that sufficient venue hire is quoted to meet this need.

SchoolNet SA has been excited to be involved in this training and we would be interested to further assist the KwaZulu Natal Department of Education to implement the ICT Skills for teachers' course to teachers that were not included in this initiative. It will also be possible to provide sustained training to the teachers that have completed ICT Skills by implementing our other range of courses. This would facilitate teachers being able to complete a learning pathway that will help them achieve the competences as stated in the national policy guideline document for teacher training and professional development in ICT.



Schools and teachers that participated in this training are as follows:

Name of School	No of Teachers	Names of Teachers	Name of School	No of Teachers	Names of Teachers
A.J. Mwelase SP	2	Buyani Makhanya Thembelihle Dlamini	Lalelani P	2	Buyisile Mkhize Kholisile Sokhela
Amanganga P	1	Nobuhle Mgenge	Lamontville HS	2	Mazwi H Mbambo Thabani Mzinyane
Bantu Vukani SP	4	Candy Mpanza Thulile Mapumulo CE Limpilo Mvubu N J Ngcobo-Mabizela	Manzowlwandle P	2	Bongani C Ngobese Bongi Nkosi Kheswa
Bashokuhle P	1	Duduzile Buthelezi	Mbanafi JPS	2	Busisiwe C Manqele Zandile A Mkhize
Bavumile JP	2	GF Gina SD Ndlovu	Mzizi Dube P	2	Maria T Ngcobo NG Shirley Xaba
Bhekaphambili	2	Duduzile Sithole Thembeke Zulu	Mzwilili JP	2	Andresinah P Sibiya BH Mthembu
Bhekithemba CP	2	Princess T Maphanga Susan Dlamini	Ndengezi Intermediate	2	Lindiwe E Dube Thembisile A Mkhize
Bhekokuhle P	1	Emmanuel M Zungu	Nyanisweni JP	2	Busisiwe T Langa Bonisile MS Xaba
Botate P	2	Sifiso M. Bhengu Speratus P Mbokazi	Sandakahle Combined	6	Gugu Zungu Linda Zulu Thela langa Tozi T. Mbatha Busisiwe Myeza Mbalenhle Jele
Charles Memorial P	2	Nomathemba R Bulose Nomusa Nkosi	Saphinda CP	4	Khulile V Shezi Hlengiwe Mtshali Thembisile Mabaso Adrinah N Cele
Delani P	1	Nokwazi Qwana	Sawela	2	Sbongile D Ndlovu Margaret E Myeni
Edamini Intermediate	1	Fikile Luhlongwane	Sekelani	2	Bongiwe Mtshali Ntombizethu Ngidi
Egcekani PS	1	Zukile R Dhlamini	Sizwakele	2	Elizabeth M Zitha Hendrietta N Mawaba
Embonini	1	Purity S Khathi	Shumayela	1	DC Mtshali
Emthethweni	2	Sbongile Msomi Pansy Nzuza	Thokozamnganga H	1	Goodness M Hadebe
Name of School	No of Teachers	Names of Teachers	Name of School	No of Teachers	Names of Teachers

Entuthukweni JP	4	Phili Nene Tiny Dlangisa Nhlanhlakazi Mashabane Thandazile Mhlongo	Tholisu	2	Thoko G Nxele Ntombizanele V Ngcobo
Fundakahle	2	Beryl Duma Ntombikayise Zwane	Umbelebele Sec.	1	TEJ Langa
Gijima PS	2	Nompumelelo Nkosi Ningi Nzama	Umthala P	1	Ness Dlamini
KwaCutshwayo P	1	Nolwazi Kubone	Umthombomuhle P	1	Mfanafuthi Gumede
KwaManzini P	1	Bongekile CA Mbatha	Vukuzakhe	2	Cebisile Nkosi Nomasonto Makhaye
KwaShaka High	1	Musa BS Shezi	Vumokuhle JP	2	Sibongile Cele Nesi Sishi