

Report to Vodacom Foundation on SchoolNet SA

Partners in Learning Training and

Support for Community ICT Centres

Progress Report: July 2011

DESCRIPTION OF PROJECT

The Vodacom Foundation is partnering with Microsoft and SchoolNet SA in a three year programme aimed at enhancing initiatives in education. The project consists of two components:

- Providing training and support for Vodacom ICT Resource Centres
- Providing Microsoft Partners in Learning training for teachers and schools in Limpopo and KwaZulu Natal

This report follows on from the progress report submitted at the end of 2010. It reports on progress made at the ICT Resource Centres as well as the training conducted in KwaZulu Natal and Limpopo schools in the first half of 2011.

TRAINING AND SUPPORT FOR VODACOM ICT RESOURCE CENTRES

In 2010, Vodacom Foundation opened two ICT Resource Centres in Ganyesa in the NorthWest Province and in Witbank in Mpumalanga. A third centre is in the process of being equipped in Sunnyside, Pretoria in Gauteng.

To date the following courses have taken place either at the centres – or in the case of Sunnyside at a nearby school in order to up-skill proposed centre staff prior to the centre opening:

ICT Resource Centre Staff Training:

- Witbank Resource Centre (7-9 December 2011)
- Sunnyside Resource Centre (25-27 May 2011)

Sizanani – ICT Skills for Community Members – Training of Trainers:

- Witbank Resource Centre (10-11 December 2011)
- Sunnyside Resource Centre(23-24 May 2011)

ICT Skills for Teachers – Training of Trainers:

- Witbank Resource Centre (21-22 May and 12-13 July)
- Sunnyside Resource Centre (7-9 June and 12-13 July)

Help Desk – Deploying Technical Support Solutions: Training of trainers:

- Witbank Resource Centre (14-18 February 2011)
- Ganyesa Resource Centre (6-10 December 2010)

Descriptions of Courses offered to ICT Resource Centre Staff:

ICT Resource Centre Staff Training

This course takes 3 days and prepares staff to manage the ICT resource centres.

The intention of the course is to raise issues around the effective management and use of a resource centre servicing a school cluster. Topics discussed include marketing the centre, maintenance, evaluating the success of the centre and capacity building.

In addition to covering the centre manager materials, the course will also include an overview of the Mindset materials so that centre staff can direct teachers and learners to appropriate resources. To see the courseware please follow this link: <http://schoolnet.org.za/cluster/>

Sizanani – ICT Skills for Community Members – Training of Trainers:

The train the trainer course takes 2 days – ideally immediately after the centre manager training.

The Sizanani course teaches basic computer skills in contexts that will be useful to people either as members of community organisations or as entrepreneurs. For example, participants are taught how to design a logo and then to use this to create business cards and letterheads.

Completing the train the trainer course will enable centre staff to offer this accredited course to community members and out of school youth.

To see the courseware please follow this link: <http://www.schoolnet.org.za/sizanani2007/index.htm>

ICT Skills for Teachers – Training of Trainers:

This introductory ICT skills training provides teachers with both an initial and ongoing computer experience using scenarios that directly relate to their roles as teachers. This course's focus is catering to the teachers' needs and interests, emphasizing the development of independent learning. Participants' different levels of confidence and ICT experience are acknowledged which allows for each participant to work on ICT-based scenarios that best suit his/her skill level. This is the ideal introductory course as it offers scenarios that include a wide range of skill levels. The training materials for each course that forms part of the Microsoft Partners in Learning offering is available at <http://www.schoolnet.org.za/PILP>. The training CD also incorporates the Microsoft Digital Literacy Curriculum which serves as an additional self-study resource for ICT users generally.

The train the trainer course is run in two parts. For two to three days the group experiences the course as participants. Then for two days they are trained to be trainers.

HelpDesk Training of Trainers

This technical skills programme is called Deploying Student Technical Support Solutions and is designed to enable clusters of schools to support each other and their local communities. Schools are increasingly facing the challenge of providing adequate levels of technology support, from helping teachers and learners use new solutions to troubleshooting current technology, deploying and maintaining new equipment. This programme assists both learners and teachers from schools to face this challenge with confidence. This course will help develop capacity within the schools to solve basic problems themselves and to conduct simple network installations. The course also helps develop an interest in IT as a profession amongst learners who attend the course.

The train the trainer course is run over five days – and consists of participants experiencing the course themselves and then going through the methodology on the final day. The difference between this course and a regular course is that no learners are invited – only adults who have the potential to become trainers. The potential trainers for this course should have excellent technical skills – and preferably an A+ qualification (or similar).

Descriptions of SchoolNet SA training and support for ICT Resource Centres:

Ganyesa – NorthWest



The Ganyesa Centre staff received the HelpDesk training of trainers' course; however this was not successful in terms of appointing new trainers who will be able to offer this course in future. On the whole, the group did not have good technical skills, and the departmental technicians who did attend the course were not interested in becoming trainers. The group also included learners with limited or no ICT skills, despite the department being told that it was inappropriate to include learners in a training of trainers' session. Despite not being successful as a training of trainers, the course was still well received by the participants who will be able to conduct basic technical trouble shooting at their schools and at the centre as a result of the training.

The Centre Staff Training and the Sizanani Training of Trainers' sessions for the Ganyesa centre had to be cancelled as there was no permanent staff working at the centre at the time when the training was scheduled to take place. In the interim we have been liaising with a volunteer who works part time at the centre and a peace corps volunteer to try to establish what is happening at the centre and we have shared their details with Vodacom Foundation. We are hopeful that full-time centre staff will be appointed soon so that these training sessions can take place and that the centre can be more fully utilized.

Witbank – Mpumalanga

The Witbank Centre has received all four rounds of training for centre staff.

The ICT Resource Centre Staff course was well received and helped to equip the centre team with the skills to set-up, promote and manage training sessions at the centre. Subsequently SchoolNet SA's programmes manager and Vodacom project administrator have visited the Witbank centre to meet the staff in person and to go through the upcoming training courses. This visit helped us to establish a better working relationship with the centre and we hope to have a follow up visit in the next quarter. Communication between the Witbank centre and SchoolNet SA has been challenged by the centre not having internet access for some time and then some sites being blocked. This block on sites has meant that the ICT trainer has been unable to set up an email address for herself or a shared online calendar for the centre. In the interim, SchoolNet staff members have been speaking to the centre trainer telephonically and have also been sent various faxes showing that there is a training programme running at the centre as well as a record of people who have used the centre. (A copy of this programme has been forwarded to the Vodacom Foundation.)



Prior to the Sizanani ICT Skills for Community Members training of trainers' course, the centre trainer had been using her own materials as well as some parts of the Intel Skills for Success course to offer training at the centre. Since being trained as a Sizanani trainer, the trainer is using the Sizanani materials instead of her own materials as she finds that Sizanani is well suited to the out of school youth, job seekers and entrepreneurs that the ICT Resource Centre serves. The trainer, ET Mokumo, offers Sizanani training in three hour sessions at the centre most mornings – unless the centre is being used for something else. 22 participants were trained in March and in April and May 72 participants were trained in three groups.

These courses were publicized by the Centre Manager J Mokena on community radio towards the end of 2010 and many people expressed interest. When the current cohort of trainees complete their Sizanani course a new round of training will commence. There are about 100 potential participants on the waiting list for training and they will be contacted soon to be told the dates and times of the next courses. Unfortunately transport remains a major problem as the mine busses will not transport participants and it is expensive for them to reach the centre. This has resulted in some participants dropping out of the course. The trainer reports that many of the participants are "very slow" as they are novice computer users, but she does feel the course has really helped them to improve their skills.

The ICT Skills for Teachers training of trainers session was run in two parts – first for the trainees to experience the course as participants and then to be trained as trainers. Of the ten people who were trained, eight have been appointed as trainers, including the full time centre trainer. The full time trainer reports that now that there is capacity to offer this course at the centre she has compiled a training schedule that will start from August 2011 offering training from 2-4pm at the ICT Resource Centre. This information has been circulated to school principals in the area and they have received quite a lot of interest in the courses being offered. (A copy of this programme has been forwarded to the Vodacom Foundation.)



Sunnyside - Gauteng



Although the Sunnyside Centre has not yet been opened, potential staff have participated in the ICT Resource Centre staff course and have been trained as trainers for both the Sizanani and ICT Skills for Teachers courses. As part of the ICT Centre Staff course, the group were shown the Mindset resources so that they will be able to direct teachers and learners using the centre to appropriate content. We are hopeful that having received this training prior to the centres being opened that the staff can "hit that ground running" and that from the time the centre opens that courses can be run at the centre.

We were disappointed that the HelpDesk training of trainers' course that had been arranged to commence on Monday 18th of July was cancelled late on Friday 15th July – apparently because the centre management team had not realised that a prerequisite for being selected as a trainer was prior technical training (e.g. A+). Whilst we would have hoped that centre staff still would have attended the course (even if they did not have an A+ qualification) to be able to promote the course in future, the GDE representatives felt that it was unlikely that anyone who had been invited to the training would qualify as a trainer. This course will be rescheduled once the GDE have found suitable potential participants and we will reiterate that centre staff should still attend the course when it does take place.

MICROSOFT PARTNERS IN LEARNING TRAINING FOR TEACHERS

In 2010 a process was started whereby 35 schools situated in Kwa-Zulu Natal and Limpopo were selected to receive the Microsoft Partners in Learning bouquet of courses.

In 2010 teachers from the selected schools received training in the following courses:

- ICT Leadership for Education Managers
- ICT Skills for Teachers
- Student HelpDesk

In 2011 teachers from the selected schools have been trained or are in the process of being offered the following courses:

- Peer Coaching
- Innovation workshop
- One Step Further
- WebQuests

Listed below are the schools that have received training through this initiative; the courses that they have received and the dates of training.

ICT Leadership for Education Managers

Limpopo

- Vhembe District of Limpopo (29 – 31 March 2010)
- Mopani District of Limpopo (23 – 25 April 2010)

KwaZulu Natal

- Port Shepstone District (29 – 31 March 2010)
- Pinetown and Umlazi Districts (23 – 25 April 2010)

HelpDesk

Limpopo

- Vhembe District of Limpopo (10 – 14 June 2010)
- Mopani District of Limpopo (21 – 23 April and 29 – 30 May 2010)
- Mopani District of Limpopo (10-14 June 2010)

KwaZulu Natal

- Port Shepstone District (10 – 14 June)
- Pinetown (26 November-4 December 2010)
- Umlazi (22-24 October and 5-6 November)

ICT Skills for Teachers

Limpopo

- Siloam Primary – Vhembe District (29-31 March 2010 and 8-9 May)
- Tondalushaka Secondary (4-6 June and 8-9 June)
- Nyanisi Secondary (10 – 14 June)
- Mandela Barloworld (10 – 14 June)
- Maloti Secondary (4 – 6 June 2010 – 17-18 July 2010)
- Charles Mathonsi Secondary (23 – 27 June 2010 and 1-2 July 2010)
- Mpandeli Secondary School (6-8 August 2010 and 19-September 2010)

- Gija Ngove Secondary School (10-12 September 2010 and 17-18 September 2010)
- Basopa High school (17-19 September 2010 and 23-24 September 2010)
- Shingwedzi High School (17-19 September 2010)
- Lephai Secondary School (8-10 October 2010 and 15-16 October 2010)
- Realedisha High School (8-10 October 2010 and 18-19 March 2011)
- Messina Primary school (9-10 October 2010)
- Thonzwe J Primary School (12-14 November 2010)
- Ramauba Secondary School (26-28 November 2010 and 3-4 December 2010)
- M.K Khambani Primary School (8-10 October 2010 and 29-30 January 2011)
- Taxila Secondary School (28 March-1 April 2011)
- Edson Nesengani Secondary School (4-6 March 2011 and 16-17 April 2011)
- Hivuyeriwile High School (17-18 September 2010 and 11-13 March 2011)
- Mukwanteli Seocndary School (27-29 April 2011)
- Tshivhidzo Masiagwala Secondary School (3-6 June 2011 and 11-12 June 2011)

KwaZulu Natal

- Luthuli High (23 – 25 April and 1 – 2 May 2010)
- Ithongasi Primary (28 June – 2 July 2010)
- Siphapheme Primary (21 – 23 April and 4 – 5 June 2010)
- Jamengweni Primary (15 – 16 May and 14 – 15 June 2010)
- Zakhele Primary (14 – 18 June 2010)
- Siyaphambili High School (31July and 6-9 August 2010)
- Swanvale Primary School (30 July- 1 August 2010 and 7 August,11 September 2010)
- Amangcino Primary School (10-18 November 2010)
- Kwagwegwe Primary School (8 -23 November 2010)
- Isipingo Beach Intermediate School (15,23 and 30 October and 29November-1st Decemember 2010)
- Uthando Primary School (November 2010 and 3-5 December)
- Mangquzuka High School (12-14 November 2010 and 11-12 March 2011)
- Intakemezolo Combined School (27 June-1 July 2011)

Peer coaching

Limpopo: Vhembe district

- Session 1 (19 February 2011)
- Session 2 and 3 (11-12 March 2011)
- Session 4 and 5 (13-14 May 2011)

Limpopo: Mopane District

- Session 1 (5 March 2011)
- Session 2 and 3 (18-19 March 2011)
- Session 4 and 5 (6-7 May 2011)

KwaZulu Natal: Port Shepstone District:

- Session 1 (19 February 2011)
- Session 2 and 3 (19-20 March 2011)
- Session 4 (7 May 2011)
- Session 5 (11 June 2011)

KwaZulu Natal: Pinetown and Umlazi Districts:

- Session 1 (24 February 2011)
- Session 2 (23 March 2011)

- Session 3 (30 March 2011)
- Session 4 (14 April 2011)
- Session 5 (18 April 2011)

One Step Further:

Limpopo

- Vhembe District of Limpopo (24-25 June 2011)
- Mopani District of Limpopo (24-25 June 2011)

KwaZulu Natal

- Port Shepstone District (24-25 June 2011)

Innovation Workshops

- Limpopo – Mankweng (12 March 2011)
- KwaZulu Natal – Port Shepstone (12 March 2011)

CONCLUSION

This report shows that a substantial amount of training has taken place, both at the Vodacom ICT Resource Centres and at the schools that the Vodacom Foundation is supporting in KwaZulu Natal and Limpopo. We are confident that the training programme set out for the schools will be completed by the end of 2011 as scheduled. Despite some challenges initially with selecting suitably equipped and motivated schools, the schools that are involved in the programme now are on the whole committed to the training pathway. Also – as the teachers progress through the learning pathway, their skills are improving and they are better able to use ICTs both in their own administrative work and in the preparation of lessons. Over time we hope that the training being offered will contribute towards creating a culture of using ICTs to enhance teaching and learning – and that eventually we will start seeing teachers who have benefitted from Vodacom sponsored training coming forward as innovative teachers.

The training that is taking place at the ICT Resource Centres seems to be well received and we have refined the offering to include showing the group how to use an online calendar and how to access the Mindset content. We are confident that as the other ICT Resource centres are staffed that we will be able to provide training to them so that they will be better equipped to be able to offer training and to run the centres effectively. We hope to overcome the technical challenges around communicating with the centres so that we can be better placed to track the programmes being offered at the centres, both so that we can offer support to Vodacom and so that we can better support the centre staff.

We are very grateful for this opportunity to work with the Vodacom Foundation – and are excited about the plan going forward of training staff at a centre and then offering training to nearby schools. We feel that this strategy will create pockets of excellence, and communities of teachers who can support one another and have access to infrastructure through the centres.

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