

Telecentre.org Academy
Global Certification Programme



The **Global Certification Programme** is an initiative that aims to establish global curricula and standards for telecentre courses, with globally recognised accreditation and certification schemes.

It is to be developed by a **Consortium of Universities**, established by the Telecentre.org Academy Global Secretariat (currently hosted by Indira Gandhi National Open University) and composed of open and distance universities throughout the world.

A draft charter on the Consortium of Universities has been made and circulated to partner universities worldwide.

For more information on the Global Certification Programme, please contact:

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Telecentre.org Foundation is an independent, non-profit, non-stock international organisation, registered in Manila, Philippines, with a mandate to help sustain the telcentre movement around the world. It is funded by the International Development and Research Centre (IDRC) of Canada, Microsoft, and the Philippine Commission on Information and Communication Technology (CICT). The Foundation works in at least 40 nations worldwide, strengthening and building the capacity of telecentre stakeholders who help to sustain the tens and thousands of telecentres established to support remote and disadvantaged communities.

For more information about the Telecentre.org Academy, please contact:

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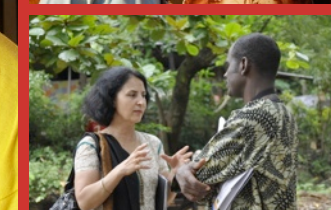
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TELECENTRE.ORG academy

a flagship programme of Telecentre.org Foundation

www.telecentre.org/academy

- 1 million grassroots-level knowledge workers
- 10,000 policy makers
- 1,000 network leaders, promoters, and advocates
- 1 billion community members



TELECENTRE.ORG academy



What is Telecentre.org Academy?

Telecentre.org Academy is a capacity-development programme of Telecentre.org Foundation for telecentre stakeholders worldwide.

There is now emerging agreement in the development community that capacity development is the engine of human development.

**United Nations Development Programme,
Primer on Capacity Development, 2009**

What is its purpose?

The Academy has been established to address the learning and training needs of the telecentre movement.

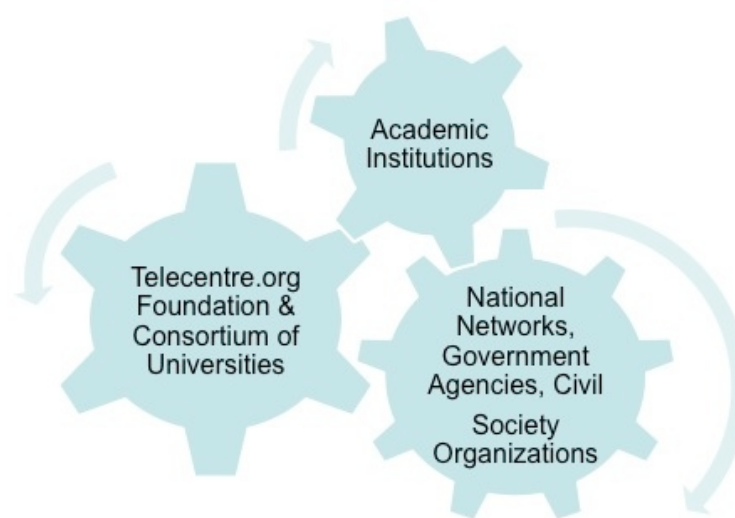


How does the Academy work?

The Academy builds partnerships with national entities in countries where there is a need for telecentre-related capacity training. There are two main groups of partners that the Academy works with:

Academic institutions, which administer the courses to learners and take care of recruitment and enrolment, along with quality control and monitoring of course implementation, assessment, accreditation and certification; and

National networks, government agencies, and civil society organisations, which are the entities responsible for placement, marketing and recruitment as well as training, mentoring, and coaching for some of the Academy's programmes.



What kind of capacities are being developed? And for whom?

The Academy initiates courses aimed at four specific types of telecentre stakeholders:

GRASSROOTS COMMUNITIES

- The Academy works to prepare and train members of grassroots communities in skills development programmes (e.g. ICT and entrepreneurial skills) that will enable them to take up jobs and, in many cases, become self-engaged entrepreneurs.

TELECENTRE OPERATORS

- The Academy offers certificate and diploma courses in Telecentre Management, which not only involves training telecentre operators in existing technology, equipment, and systems but also builds their capacity to empower the community through the provision of services and the generation of self-employed opportunities.

TELECENTRE NETWORK PROVIDERS AND INFORMATION ENTREPRENEURS

- The Academy is developing a post-graduate programme intended to help participants gain a more holistic understanding of telecentres as sustainable social enterprises that will soon be part and parcel of the 21st century.

POLICYMAKERS, THINK-TANK, AND DECISION MAKERS

- The Academy is developing workshops, structured learning field visits, and collaborative learning sessions on issues such as next generation networks, connectivity technologies, technology for the poor, financing telecentres, the use of USO funds, and cost-benefit analysis of knowledge infrastructures in rural areas.

TELECENTRE MANAGEMENT COURSE

CORE MODULES

Module 1: FUNDAMENTALS OF TELECENTRES

- Unit 1 Introduction to Telecentres
- Unit 2 Telecentre operation and telecentre participants
- Unit 3 Telecentres and community development

Module 2: UNDERSTANDING LOCAL COMMUNITIES

- Unit 1 Introduction to a local community
- Unit 2 Mapping community resources
- Unit 3 Social, economic and political lifelines of a community

Module 3: COMMUNITY INFORMATICS

- Unit 1 Introduction to community informatics
- Unit 2 Community information flows
- Unit 3 Information stakeholders, gaps and entrepreneurship

Module 4: TELECENTRE PLANNING

- Unit 1 Introduction to telecentre planning
- Unit 2 The telecentre logistics or physical plan
- Unit 3 Planning for equipment and system
- Unit 4 Understanding a business plan

Module 5: FUNDAMENTALS OF TELECENTRE MANAGEMENT

- Unit 1 Components of telecentre management
- Unit 2 Telecentre operations and procedures
- Unit 3 Stakeholders in telecentre management
- Unit 4 Time management

Module 6: QUALITIES OF A TELECENTRE MANAGER

- Unit 1 Qualities and skills of a telecentre manager
- Unit 2 Community leadership and social entrepreneurship
- Unit 3 Partnerships and networking

Module 7: INTRODUCTION TO COMPUTER AND THE INTERNET

- Unit 1 Fundamentals of computer
- Unit 2 Introduction to the internet
- Unit 3 Computer maintenance and troubleshooting

Module 8: INTRODUCTION TO TELECENTRE SERVICES

- Unit 1 Telecentre services: What, why and how?
- Unit 2 Core services of a telecentre
- Unit 3 Auxiliary services of a telecentre

Module 9: COMMUNITY USE OF TELECENTRE

- Unit 1 Introduction to community use of telecentre
- Unit 2 Use of telecentre by children and youth
- Unit 3 Use of telecentre by men and women
- Unit 4 Use of telecentre by people with special needs & elderly

Module 10: INFORMATION MANAGEMENT AT A TELECENTRE

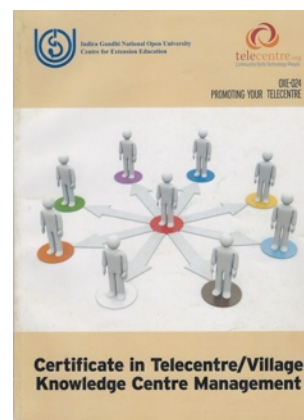
- Unit 1 Introduction to information management at a telecentre
- Unit 2 Information systems, sources and ethics
- Unit 3 Information management tools and techniques

Module 11: INTRODUCTION TO TELECENTRE MARKETING & PROMOTION

- Unit 1 Basics of marketing and promotion
- Unit 2 Social marketing
- Unit 3 Telecentre promotion

Module 12: ASSESSING TELECENTRE'S PROGRESS

- Unit 1 Introduction to assessment
- Unit 2 Conducting telecentre assessment
- Unit 3 Using assessment results for telecentre sustainability



ELECTIVE MODULES

SOCIAL ENTREPRENEURSHIP

COMMUNITY MEDIA

TROUBLESHOOTING COMPUTERS AT TELECENTRES

COMMUNICATION SKILLS FOR TELECENTRE MANAGERS

