

## Community-based Support Package for Trainers of African FOSS Business Models (FBT) - "Free your IT-Business in Africa!"

### Do you plan a training based on ict@innovation's "Free your IT-Business in Africa!" - Advanced Training on African FOSS Business Models for IT-SMEs?

The following includes an overview of what kind of support ict@innovation is able to offer to trainers, who want to embark on training the course "Free your IT-Business in Africa! - Advanced Training on African FOSS Business Models for IT-SMEs" for their costumers in Africa.

For trainers, who took part in ict@innovation Training-of-Trainers programme, this support package is intended to support the national follow-up trainings as part of the engagement of ict@innovation with the community of FOSS Business Models Trainers (FBT)

### **Background: how this community support package has come into being:**

- At the end of 2010, about 15 FBT-trainers who had concluded their trainings and some that were still to conducted theirs (in 2011) came together in Johannesburg, South Africa to establish- what did work or what did not work in the previously established support system. The report of this workshop is available from the following blog post: ["ict@innovation Advanced African FOSS Business Training workshop – Workshop Report now available!!!"](#)
- The outlined proposed support in this document is rooted strongly on the results of this workshop.

The prime focus of the Community-based Support Package in 2011 will be on **Marketing, Product Quality and peer-to-peer community support**, based on a strategic review of support and self-governance within the FBT community (see workshop report above).

Please note, that the Support Package for Trainers is community-based: This means, there is no central external resource. Instead, the system depends on stakeholders (translation: all of us) to keep the support network going. Therefore:

- a) we thank wholeheartedly the community managers of FBT / ict@innovation FBT Self Governance Group:

Name	Community Specialist	Contact
Mark Clarke	Dokeos Management	Mark[at]jumpingbean.co.za
Robert Nkambwe	News	rnkambwe[at]yahoo.com
Arnold Pietersen	Certification Development	arnold.pietersen[at]yahoo.com
Harrison Tago	Moderation of Mailing List	h.tago[at]ymail.com
Lawrence Lyayuka	Marketing	
John Matogo	Evaluation Management	john.matogo[at]gmail.com
Isaac Kigen	Training Advisor	isaackigen[at]yahoo.com
		cenfoab[at]gmail.com
Camipra Mponda	Wiki Administration	

- b) Everybody is invites to join the Community Specialists group. Please contact the persons above and add your name here, if you would like to contribute: <http://www.ict-innovation.fossfa.net/wiki/public-wiki/advanced-training-material-african-foss-business-models/fbt-way-forward>.

All communication should be done via the FBT mailing list (fbt[at]it-inwent.org), so everybody can give their input and help with preparing trainings.

### Market your courses

- In a first step some core Marketing Material in form of an adaptable marketing brochure is available for your national trainings. Its modular format and open license allow for easy adaptation. The brochure is online here: <http://www.ict-innovation.fossfa.net/e-learning/main/document/document.php?cidReg=M008&curdirpath=%2FMarketingMaterial> Please change the material according to your needs and add your logo and training course details.
- In a second step, the marketing community will share further ideas on how best to market trainings. Please help the community with sharing your ideas and experiences!

If you have additional questions or ideas, please contact the Marketing Community Manager via [fbt\[at\]it-inwent.org](mailto:fbt[at]it-inwent.org).

### Make use of the ict@innovation core brand and build your own brand

- We also strongly encourage you to market yourself as an expert by contributing back to the training material and showing your expertise thereby. You can contribute to the training material on "Free your IT-Business in Africa!" - Advanced Training on African FOSS Business Models for IT-SMEs here: [http://wiki.it-inwent.org/index.php/Free\\_Your\\_IT\\_Business\\_in\\_Africa](http://wiki.it-inwent.org/index.php/Free_Your_IT_Business_in_Africa). If you have additional question, you may contact the Training Advisor Community
- Also a community certificate can be jointly developed. Please share your ideas with the community via: [FBT\[at\]it-inwent.org](mailto:FBT[at]it-inwent.org)

### Recruiting participants for national training / customers

- The online community of ict@innovation can be tapped for local marketing of the national trainings. This can be done via the Marketing Community who can promote or link your training to specific locations.
- For online marketing of the training, the ict@innovation platform offers several resources. You can:
  - Announce your training on the directory of upcoming trainings here: <http://www.ict-innovation.fossfa.net/wiki/public-wiki/course-advanced-african-foss-business-models/national-course-versions> (you may also upload your localized training material here later). Please follow this link to add your course: <https://www.ict-innovation.fossfa.net/node/add/course>
  - To announce your training in the events calendar, please follow this link: <https://www.ict-innovation.fossfa.net/node/add/event>
  - Announce the training in the ict@innovation online newsletter, which reaches more than 500 FOSS experts in Africa. Please send your training announcement to [george.nyambuya\[at\]giz.de](mailto:george.nyambuya[at]giz.de), who will include it in the next newsletter.
  - Announce the training in the different community mailing lists. For an overview, see <http://www.ict-innovation.fossfa.net/mailling-lists>.
  - Write a blog about your upcoming training and post it on the ict@innovation FrontPage: Log-in at the ict@innovation portal and go to "Create new Blog Post" (right column)
  - If needed, an announcement in the GIZ/SADC newsletter can be made by contacting the Project Coordinator at [george.nyambuya\[at\]giz.de](mailto:george.nyambuya[at]giz.de)

## Get Training Material

- All training material on “*Free your IT-Business in Africa!*” - *Advanced Training on African FOSS Business Models for IT-SMEs* “ is available as open educational resource and can be used, remixed and adapted at <http://www.ict-innovation.fossfa.net/wiki/public-wiki/ictinnovation-training-materials>
- The training material includes a wealth of support tools to you as a trainer such as:
  - Trainers Manual with overall Learning Objectives, Sessions and Timetable, Delivery method, Duration etc
  - Facilitation tools such as assignments, exercises, lead questions for discussions, assessments, case studies
  - Model Presentations for Trainers / Facilitators
  - Final Test for Assessment
  - Evaluation forms
  - Collection of completed exercises / assignments
  - Pool of derived training material

If you have additional question on the training material, please contact the Training Advisor Community via the mailing list.

- For the time being, limited numbers of hard copy manuals of the material can be printed and sent to you as national trainer for use in your trainings by the ict@innovation support secretariat. Localized/adjusted materials provided earlier will be incorporated – the localized material must be provided **6 weeks before the start of the training**. Please note, that the open license allows you to re-print (and even sell) the training material locally (which might often be the more economic way of providing printed copies to participants).

Please first register your training on this link, <https://www.ict-innovation.fossfa.net/node/add/course>

Please send an email to the Project Coordinator: [george.nyambuya@giz.de](mailto:george.nyambuya@giz.de) to request material (6 weeks before the start of the training)

## Get Advise on Organization of your Training

To prepare the trainings properly, support on organizational and technical aspects is being offered through the FBT community on:

- Input on training organisation and conduction
- Review of Training presentation, assignments and test produce by National participants
- Information on FOSS online resources

Also, if you would like to organize a training with other community members, please contact the community via [FBT\[at\]it-inwent.org](mailto:FBT[at]it-inwent.org) to plan a joint training, get help from the community, find a good training venue etc.

To get your question to the community and the Training Advisory group, please send your support request to the **FBT-mailinglist** at [FBT\[at\]it-inwent.org](mailto:FBT[at]it-inwent.org).

### Get Advise on E-learning Phase

Please contact the community managers of “Dokeos Administration” via the mailing list for support on:

- Technical Support on use of e-learning systems (e.g. installation and configuration of training space in ict@innovations’ e-learning section / dokeos)
- Management of the e-learning tools such as creating courses, Multiple Choice Questions (MCQ), Assignment evaluation (Dokeos)
- Also help concerning the content of an e-learning phase will be provided via the mailinglist

### Get free online evaluation and more monitoring for high quality feedback

To get feedback on your training and for improvement of your training implementation and your trainer skills, a standard evaluation form for assessment of training is provided by the ict@innovation support secretariat. You can download the evaluation forms per module [here](#). But we strongly encourage you to use the online form to be filled in by each participant at the end of the training: <http://www.ict-innovation.fossfa.net/evaluation/NTraining>

- In a first step, the results of the online evaluation will then be sent to you by the ict@innovation support secretariat. In a second step an evaluation could be developed by the evaluation community, so you will be able to download his own evaluation results.
- You may also use the ict@innovation ”Final Test for Assessment” and the “Collection of completed exercises / assignments”. Thereby, you can monitor learning outcomes of your participants and the quality of your training. All online at: <http://www.ict-innovation.fossfa.net/node/4252>.
- Please liaise with the Evaluation Community Managers via the mailing list: FBT[at]it-inwent.org

### 3) What this community support package is not about:

The goal of the community support package is to support your own training through a range of services. However, in the end your training will need to be financially self-supporting. Therefore, the community support package does not entail any financial support.

The training has to support your business and core mission in a sustainable manner. This can only be achieved through a full recovery on the training costs by your organization / network: You therefore will have to look at different factors related to financing: e.g. what fees participants are able and willing to pay, what public funding sources are willing to invest in your training, how you will deal with venue costs, if your training institution does not have a training room, any other costs that will occur and how these costs can be covered. For more information on how to organise and how to finance FOSS trainings, see module 6 of the Advanced Training material <http://www.ict-innovation.fossfa.net/og/co-editors/wiki/floss-training>.