



Support Package for Trainers of ict@innovation: Linux System Administration, LPI Certification Level 1

Do you plan to conduct a training based on ict@innovation's "Linux System Administration, LPI Certification Level 1"?

The following includes an overview of what kind of support ict@innovation is able to offer to the trainers, who want to offer trainings on Linux System Administration to their customers 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 certification-trainers.

Background

The support package for trainers of Linux System Administration Trainings based on the certification scheme of the Linux Professional Institute (LPI) certification takes into consideration a number of factors that are a result of experience in the African market relating to the subject. While the LPI brand is not widely recognized in Africa, there is a growing awareness relating to Linux and FOSS. Ubuntu is increasingly being deployed in small businesses, non-profit organizations, learning institutions and even on the enterprise level. With this comes a potential need for a standardized and vendor-neutral training and certification, as provided by LPI. It is this potential we hope you as our trainers will exploit and get adequate numbers of students to train. These students or customers may come from small businesses, Universities and other tertiary institutions, as well as system administrators working in enterprise organizations.

The support package also takes into consideration the need for sustainability in the training services. Once the project time span comes to an end, then you as trainers must be in a position to continue offering the training services and continue training more people. This training should therefore be a part of your business model as an extra income stream, or part of your training curriculum if you as a trainer are coming from learning institutions. There is great potential in Universities that can equip their Computer Science students with an added skill in their arsenal that will help them become more marketable once they graduate.

The support package covers:

- 1. Training and Learning Material**
- 2. Marketing Material and support to recruit participants**
- 3. Coordination and liaison with LPI**
- 4. Advise on Organization of your Training**

1. Training and Learning Material

- (a) **Download:** The complete manual "*ict@innovation: Linux System Administration, LPI Certification Level 1*" is available as open educational resource for download at <http://www.ict-innovation.fossfa.net/wiki/public-wiki/foss-certification-training-material/lpi-testing-engines>

At this page, you will find:

- **Trainers Manual** with overall Learning Objectives, Sessions and Timetable, Delivery method, Duration etc, which is downloadable and is openly licensed. You are free to download and adapt this manual according to the CC Attribution, Share alike license. This means: You are free to share (to copy, distribute and transmit the work), to remix (to adapt the work) and to make commercial use of the training material, as long as you attribute the work in the manner specified by ict@innovation and share alike (if you alter, transform, or build upon this work, you may distribute the resulting work only under the same or similar license to this one)



- Facilitation tools such as assignments, exercises, lead questions for discussions, assessments, case studies
- Model Presentations for Trainers / Facilitators
- Further resources are also available on that link. These include additional open-licensed manuals which can be used for reference, sample testing engines and [Sample labs](#) that can be used in learning scenarios. With the sample labs, you can be able to demonstrate certain commands or scripts practically so that the learners get a feel of the real life admin scenarios.

- b) **Wiki:** All training material on “[ict@innovation: Linux System Administration, LPI Certification Level 1](#)” is also available as open educational resource in wiki-format in order to facilitate shared use, remixing and adaptations. The more people will add to the material, the more complete and the better it will become. The wiki is available on this link: http://wiki.it-inwent.org/index.php/LPI_level_1_Training_Guide

If you see the need to translate the training manual or parts of it, ict@innovation will provide wiki space where the translation can be done in a community process. Please contact the ict@innovation Certification Manager Evans Ikua, if you are interested in leading or helping with a translation.

- c) **Hard copies:** At this point in time, limited numbers of hard copy manuals of the material can be printed and sent to you for use in up to two of your trainings by the [ict@innovation](#) team. 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 contact Evans Ikua (ikua@fossfa.net), if you need printed materials for your training. Kindly note that hardcopies will only be sent to the trainers whose trainings are properly registered on the [ict@innovation](#) portal according to instructions elsewhere on this document.

- d) **E-learning:** The Dokeos e-learning platform is also be available for your e-learning phase - <http://www.ict-innovation.fossfa.net/e-learning/>. Please create your course under the Linux Certification Category. You may also upload your localized training material there later if need be. Trainers may be guided on installation and configuration. Support is given to trainers if they have questions regarding the creation and running of courses. Please contact Evans (ikua@fossfa.net) in case of any queries. Please see this link to download some manuals on e-learning and the Dokeos e-learning system: <http://www.ict-innovation.fossfa.net/e-learning/main/document/document.php?cidReq=M007>

1. Marketing material

- (a) Standard ict@innovation FOSS Certification brochures to advertise your training and Guidelines for marketing (including correct use of logos and ict@innovation brand) is available for download at this link: http://www.ict-innovation.fossfa.net/e-learning/main/document/document.php?cidReq=LCINFO&curdirpath=%2FMarketing_material. Please change the material according to your needs, while following the marketing guidelines (use of logo, ict@innovation brand etc).

- (b) LPI marketing material, Posters, flyers etc is made available by the African Master Affiliates of LPI of your region / country to you as trainers so that you can use them in your marketing campaigns. Please contact Evans for guidance on this. The LPI master affiliates will also provide a database of branded marketing material which will be available for download at the following website – www.lpi-eastafrika.org, which is under construction and will be ready in the coming weeks. You as trainers will be free to download this material, print it and use for your marketing requirements. The LPI will also be providing a data base of marketing material for download at their website – www.lpi.org . The use of the LPI marketing material will be used according to guidelines which will be published on that url.



(c) The online community of ict@innovation can be tapped for local marketing. (Email addresses of possible training participants can be obtained via the ict@innovation portal by searching users/companies in your country (http://www.ict-innovation.fossfa.net/search/org_advanced or http://www.ict-innovation.fossfa.net/search/user_advanced). If you have additional questions, please contact [Evans Ikua](#).

d) 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: <https://www.ict-innovation.fossfa.net/node/add/course>. Once in that page, just follow the instructions.
- Announce your training in the events calendar. Once logged into the portal, you will see a link to “**create a new event**” in the right hand side of the portal.
- Announce the training in the different community mailing lists. For an overview, see [here](#): <http://www.ict-innovation.fossfa.net/mailling-lists>
- Write a blog about your upcoming training and post it on the ict@innovation front page. Each trainer registered on the portal has the right to submit a blog. Once logged into the portal, you will see a link to “**create a blog post**” on the right hand side of the portal. If not, please contact Evans Ikua. If the outreach above does not suffice, you may also consider to announce the training in the ict@innovation online newsletter, which reaches more than 500 FOSS experts in Africa. If you would like to have your training announcement integrated into the next newsletter, **please** liaise with George Nyambuya
- For visibility you as ict@innovation trainers are listed on the portal with all your contact details. This gives you additional publicity and credibility when marketing yourselves. This list is available on this link: <http://www.ict-innovation.fossfa.net/fct>
For better visibility, please ensure that your **public profile** is properly updated on the portal with all your contact details.

d) For additional marketing of the training

ict@innovation in partnership with the African LPI Master Affiliates will be engaging in road shows, participating in events and advising on media strategies where possible that will increase awareness about the project and available trainings and trainers. This is done through contacts in the local media and press releases during training roll outs or exam labs. If you have input to such marketing tools or press contacts, please contact the African LPI Master Affiliates.

(e) If needed, a training announcement can be made in the InWent SADC newsletter, please contact George at this email address: george.nyambuya@giz.de

(f) Trainings can also be announced on the LPI website in coordination with the African Master Affiliates and facilitated by the FOSS Certification Manager [Evans Ikua](#).

1. Coordination and Liaison with LPI

- (a) ict@innovation is planning to train 2 or more LPI proctors per country. The presence of proctors in each country and major cities will ensure that LPI can deliver paper-based exams which are cheaper to deliver than computer based exams. This way we can maintain the low exam fees. It is the responsibility of the trainers to identify possible trusted persons who they can propose to be trained as proctors.
- (b) ICT@innovation is also coordinating with the LPI in the provision of marketing material to you as ict@innovation trainers as outlined above.
- (c) ICT@innovation can assist you with exams delivery and communications with LPI in order to coordinate the process. This will be done in partnership with the proctors that will be trained.
- (d) ICT@innovation is negotiating for lower exam fees for the ict@innovation community with LPI. The exam fee has now been set at a discounted rate of \$90 per exam for our trainers. However, negotiations are ongoing with the LPI so that the exam fees can be brought lower for ict@innovation trainers and trainings. This information will be passed on as soon as we complete these discussions and we are



looking at lowering the exam rates even further. For more information and updates, please contact the FOSS Certification Manager [Evans Ikua](#)

4. **Get Advise on Organization of your Training**

a) To prepare the trainings properly, support on organizational and technical aspects is being offered through the **Certification community** on:

- Input on training organisation and conduction
- Review of Training presentation, assignments and test produced by you as trainers in your home country / institution
- Information on FOSS online resources
- 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).

To get your question to the community, please send your support request to the Certification mailing list [certification\[at\]it-inwent.org](mailto:certification[at]it-inwent.org) and refer to “community support on organization of training“.

b) *Technical support through **central hotline for trainers of ict@innovation***: If you have additional questions or you would like to receive personalized support, trainers will be available upon individual request from September 2011 to March 2012 for the trainer support hotline. Please contact mark@jumpingbean.co.za to arrange an individual online / phone meetings for the training support.

c) **Resource material on how to organize trainings**: ict@innovation provides you with information on how to organise and how to finance FOSS trainings, as part of its advanced training material “Free your IT-business in Africa!”, see here: http://wiki.it-inwent.org/index.php/Free_Your_IT_Business_in_Africa#Module_6:_FOSS_Training. This material will help you in the following fields: Understand some of the requirements for becoming a FOSS trainer. / Be able to identify and seize the opportunities that exist for FOSS training as a business. / Gain the knowledge and skills required to organise and provide FOSS training. / Appreciate the benefits of peer production of Open Educational Resources and Open Content. / Understand the crucial role of communication.

d) As part of the networking aspect of the ict@innovation project, the training consultants as well as the entire FOSSFA Linux expertise is available on an ongoing basis for exchange of information and knowledge. You as trainers can benefit from this resource online as well as through other electronic methods and to tap from the more knowledgeable colleagues. For this the following resources are available on the ict@innovation portal:

- i. FOSS Certification group: see <http://www.ict-innovation.fossfa.net/og/linux-admin-trainers>
- ii. Certification Forum: see <http://www.ict-innovation.fossfa.net/forum/public-forums/foss-certification-forum>
- iii. Certification mailing list: see <http://lists.it-inwent.org/listinfo/certification>
- iv. Wiki: http://wiki.it-inwent.org/index.php/LPI_level_1_Training_Guide ict@innovation LinkedIn group: see http://www.linkedin.com/groups?home=&gid=3081735&trk=anet_ug_hm
- v. LPI trainers Facebook page: http://www.facebook.com/home.php?sk=group_166131933408357



d) **Evaluation:** 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 has to be filled in by each participant at the end of the training. This form can be downloaded at the e-learning portal on this link, http://www.ict-innovation.fossfa.net/e-learning/courses/LCINFO/document/LPI_RollOut_Evaluation.doc?cidReq=LCINFO (you must be a registered user at the e-learning portal). Once logged in, please click on the Documents folder. Once you download this document, your participant can fill it and then you can share the information with us. We are also working on an online form which we will make available in the coming weeks.

e) **Certificates:** If you are offering an LPI C training, please note that the LPI forbids the issuance of certificates of attendance to participants. This is meant to encourage participants to take the LPI exams and get the requisite certification, which is also in line with the objectives of [ict@innovation](http://www.ict-innovation.fossfa.net).

5) 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/or your core mission as an educational institution 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/institutional 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 Free your IT-business in Africa! http://wiki.it-inwent.org/index.php/Free_Your_IT_Business_in_Africa#Module_6:_FOSS_Training .



Implementing partners:



The Free Software and Open Source
Foundation for Africa

About ict@innovation

The ict@innovation programme builds capacities in African small and medium ICT enterprises to make a business with Free and Open Source Software (FOSS). ict@innovation aims to encourage the growth of African ICT industries, particularly in Southern and East Africa, through three main actions: spreading FOSS business models for enterprises in Africa, fostering FOSS certification and supporting innovative local FOSS applications for social and economic development. ict@innovation is a partnership of FOSSFA (Free Software and Open Source Foundation for Africa) and the 'Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)', Germany [until 2011: InWEnt, now part of GIZ]. The programme focuses on Free and Open Source Software (FOSS) as a key technology to drive innovation, add local value and create sustainable and affordable ICT-solutions.

About the Free Software and Open Source Foundation for Africa (FOSSFA)

FOSSFA is the premier African FOSS organization, and was founded in 2003 under the auspices of the Bamako Bureau of the African Information Society Initiative within the mandate given by African governments in 1995 to the United Nations Economic Commission for Africa (UNECA). The vision of FOSSFA is to promote the use of FOSS and the FOSS model in African development, and the organization supports the integration of FOSS in National policies. FOSSFA also coordinates, promotes, and adds value to African FOSS initiatives, creativity, industry, expertise, efforts and activities at all levels. FOSSFA partners with development organizations who share these goals towards a participatory and gender-mainstreamed sustainable development and the attainment of the Millennium Development Goals in Africa. For more information about FOSSFA, please visit www.fossfa.net.

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