

WhizzICT Smartphone Repair Training Course



Prepared for INF3011F by
Family Guys



The UCT Knowledge Co-op facilitated this collaborative project.

See <http://www.knowledgco-op.uct.ac.za>

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INTRODUCTION

- The Family Guys Team
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- Whizz ICT in Khayelitsha – help with accreditation of smartphone repair training course



SITUATION OF CONCERN AND PROBLEM DEFINITION

- Competitors in the community
- Lack of accreditation
 - course seen as less valuable
- Benefits from taking the course
 - skills learned
 - point of reference for family and friends

SITUATION OF CONCERN AND PROBLEM DEFINITION

- Accredited smartphone repair training course at Whizz ICT
 - staff
 - well-drawn curriculum
 - resources
 - finances
 - equipment and tools

THE SOLUTION

- Criteria
- Unit standards
 - "unit standards are the training outcomes after assessment"
 - Unit standards should be aligned with curriculum
- Alternative Solutions
 - Solution 1 – Work with what you have
 - Solution 2 – UCT
 - Solution 3 – Investors

Criteria	Solution
Qualified staff	Hire temporary qualified technicians using investor money
Curriculum	The full National Certificate qualification (Core, Fundamental with Electives)
Learners' support (materials)	Textbooks can be purchased
Financial resources	Collaboration with investor provides funding
Physical resources	Purchase 3-4 toolkits to help with the repair course
Benefits	Highest chance of accreditation approval Students leave with a qualification
Risks	MTN might require a certain number of sales to agree to collaborate

MTN might not be willing to cooperate.

THE SOLUTION

05 STAGE 3 LEARNING SITE COMPLIANCE

This stage deals with the environment in which the teaching will take place

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This stage is about ensuring that there is an adequate **learning environment** with the required **resources** necessary to obtain the accreditation for the course.

This includes having a lease agreement or **proof of ownership** for the property as well as having the required **equipment and tools** available to teach the course. The resources and equipment need to be adequate and the computers used need to be functional. Lastly, the **health compliance** need to be met and safety measures need to be in place.



06 CHECKLIST

— A checklist that can be used to monitor the progress of the accreditation guideline



The purpose of the checklist is to provide an easy and convenient way to see which documents are still required.

Once the all aspects of the checklist have been ticked off, the accreditation application can be made to MICT SETA

**IMPORTANT
NOTE**

THE SOLUTION

➤ Guide

Aims to assist Whizz ICT in putting together all documents and other requirements

If followed, it will produce a fully-accredited smartphone repair training course

➤ Checklist

The checklist provides an easy and convenient way to monitor progress

Helps identify documents that are still required

Also indicates when application can be made

THE SOLUTION

➤ Projected expenses

3 main sources of expenses for Whizz ICT

- staff training
- smartphone repair kits
- printing of learning resources

Expenses	Price
Staff training (2 courses @ R3550)	R 7 100
Smartphone Repair Kits (4 kits @ R2000)	R 8 000
Printing of textbook (15 textbooks @ R20)	R 300
Total	R15 400

APPROACH- PROTOTYPE

The guide

- Introduction and Prerequisites
- Stage 1, Stage 2, Stage 3
- Outputs of stages
- Checklist
- Possible investors

