

# Revolution $2\pi$ | Smartphone Training Course

7 May 2019



The UCT Knowledge Co-op facilitated this collaborative project with WHIZZ ICTS

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

# Presentation Outline

## Key Talking Points

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1. Introduction
  - *Team*
  - *Project*
2. Problem statement
3. Project Problem Scope
4. Approach
  - *Solution Considerations*
  - *Testing & Stakeholder Feedback*
5. Solution
6. Poster Presentation
7. Team Reflection
  - *Project Management*
  - *Team Management*

# Meet the Team



**Kieran Reilly**

Team Communicator

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Head of team communications and direction



**Thami Hoza**

Process Manager

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Manages process flow for deliverable implementation



**Siya Sabela**

Business Analyst

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Oversees product implementation to meet project sponsor needs



**Monde Mcongwana**

~~Risk Management Officer~~

In charge of project risk mitigation and contingency plan implementation



**Gumi Madzivire**

Governance and documentation

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In charge of documentation, ensuring deadlines are met as well as governance

# WhizzICT Smartphone Repair Project

- Tembinkosi saw the need for community members to gain jobs.
- Decided that the best way to do this would be to offer an accredited course that could increase the ability for the community to find a job.

## WHIZZ ICT CENTRE

ICT Centre specialising in Computer Training, Printing, Smartphone Support and other ICT Related Services.



# Problem Statement

Whizz ICT would like to get their course accredited, because they would like to give their community members a qualification that would help them acquire jobs and increase their work opportunities.



# About the Problem

## Drilling Down on Scope

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SETA  
Accreditation for  
Smartphone  
Repairs



Data Collection



Safety, Facilities  
and Man-Power



Effective  
Stakeholder  
Communication

# Approach

## Solutions Considerations



### **SOLUTION 1**

The initial solution will include achieving the ultimate goal of getting WhizzICT's Smartphone Repairs course accredited with the relevant SETA organization.

### **SOLUTION 2**

This solution will involve WhizzICT to partner up with similar businesses that offer similar services in other communities. Looking at the possibility of online courses.

### **SOLUTION 3**

Data collection and understanding user and product demographics as well as having the database updated to reflect relevant stakeholders.

# Approach

## Accreditation Phases

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### PHASE A:

Expression of Interest  
&  
Submit PAAF-01



### PHASE B:

Submit  
Portfolio of Evidence

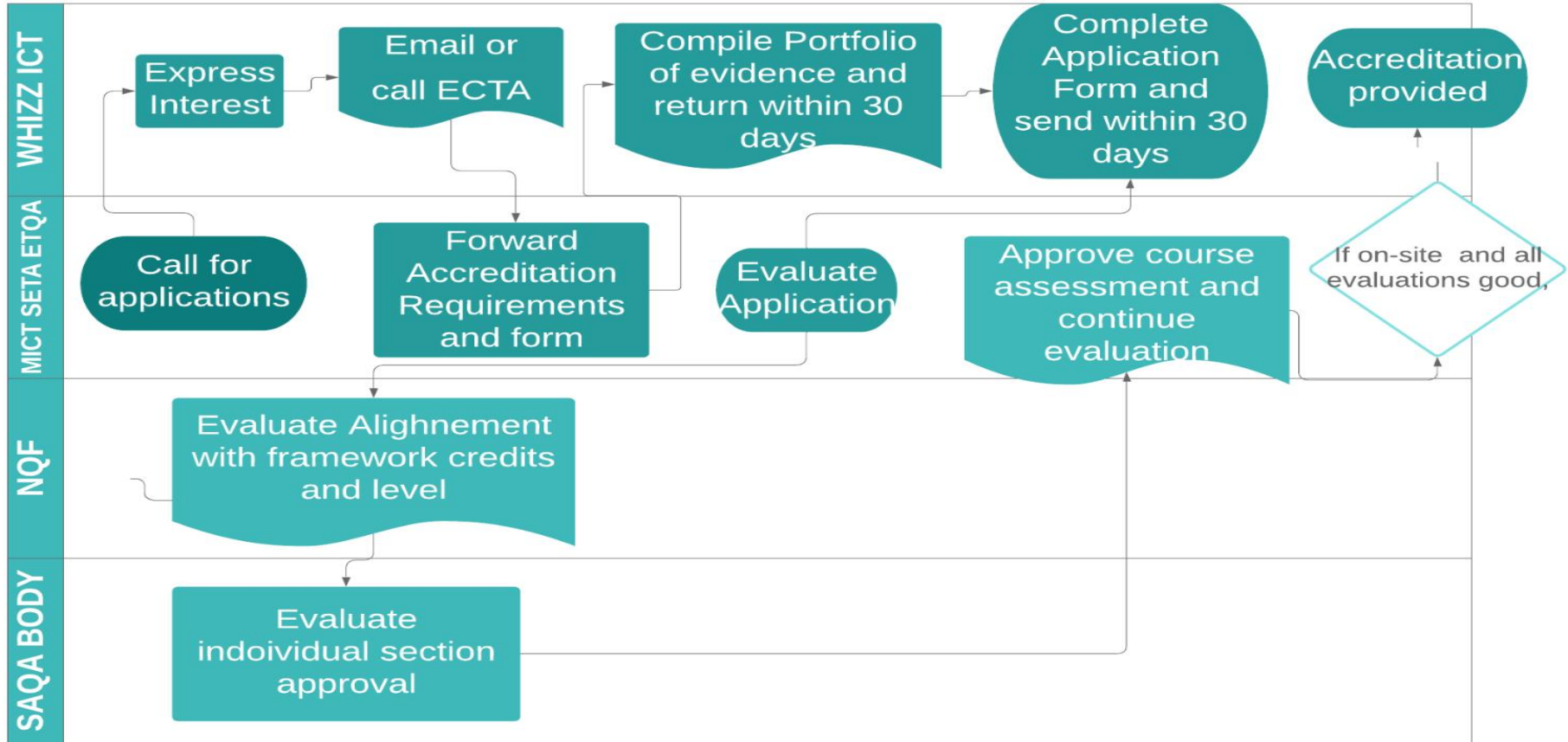


### PHASE C:

Submit  
Aligned Course Material



# Testing & Stakeholder Feedback: Process Flow



# Solution: Course Outline & Content Document

## Programme Options WhizzICT can undertake

Qualification ID	Qualification Title	NQF Level	Min Credits
59910	National Certificate: Information Technologies Operations	3	130
78965	Further Education and Training Certificate: Information Technology: Technical Support	4	163
63849	Further Education and Training Certificate: Electronics	4	122
49077	National Certificate: Information Technology: End User Training	3	130

# Solution: Course Outline & Content Document

## Unit Standard Courses

<b>Qualification ID</b>	<b>Qualification Title</b>	<b>NQF Level</b>	<b>Min Credits</b>
59910	National Certificate: Information Technologies Operations	3	130
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# Open Source Course material + Resources



## Topic 2:

### Potential Hazards Associated with Mobile Phone repair

Your physical well being is important not only to yourself, but also to others. Therefore, as you embark on mobile phone repair, you should be aware of all the potential hazards and how to prevent them.

#### What is a hazard?

A hazard is anything that has the potential to cause harm to yourself or those around you. Before you learn the different types of hazards, let's start by defining some of the terms associated with hazards. Write down the meaning of the terms in the following activity.

Term	Meaning
Flammable	
Corrosive	
Toxic	
Fumes	

Let us now look at the various types of hazards that you could encounter when repairing or maintaining a mobile phone?



# ETQA Requirements for material as subset of Portfolio of Evidence

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# Proposed WhizzICT Course Content Handbook

## PROPOSED: SMARTPHONE REPAIR TRAINING COURSE

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# The Focus