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Report On

**SETTING UP A STRATEGIC BUSINESS
UNIT FOR TRAINING SERVICES**

Submitted to UNIDO

By L P Fernando

(Period of October 22 to November 21, 2001)

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1.0 EXECUTIVE SUMMARY

The United Nations Industrial Development Organisation (UNIDO) is assisting the setting up of commercially sustainable business information network known as UBINnet.COM (Uganda Business Information Network) within the Integrated Programme. UBINnet.COM consists of shareholders of Public and Private sector. One of the Strategic Business Unit of this company is training operation focused on Entrepreneur Skills Development Training.

The CyberWorld is the first CyberCafe in Kampala, where IT training services are currently offered in a small scale to support the on going CyberCafe operation. The Cyberworld has been selected as the managing agent of UBINnet.COM and in addition the present training operation of Cyberworld will become the training strategic business unit of UBINnet.COM.

The UNIDO entered into a contract with Giganton (Pvt) Ltd, Sri Lanka to study the existing Cyberworld training operation in order to re-focus /re-profile to transform into a professionally managed profit centre. Accordingly the writer was selected to under take the said study, during the October 22 – November 21, 2001.

The findings of the detail study of both internal and external environment with recommendations; resource requirements, strategies and action plan detailing the implementation process have been addressed in the report.

It is proposed that a further assignment of 3 weeks be required to assist in the implementation and to conduct the Train the Trainer Programmes.

2.0 Introduction

With the rapid development of the global technologies, it has become extremely important that developing countries pay attention to Capacity building of the individuals, which plays a major role in the economic growth in the new millennium. The advent of Internet and other information networks has changed the life style of each and every human being, from household to enterprises. The increase of global literacy levels, and understanding capabilities and evolvement of knowledge based companies, clearly indicates the role of capacity building in upbringing a society.

Having identified this need for training, many countries have encouraged private and public sector organisations to setup training outfits to cater for the demand. Although there are many training outfits providing various programmes, only a very few organisations has paid attention to the market needs and the quality component in terms of delivery & content.

The detailed study of the existing CyberWorld Training operation (Internal Environment) and the competitor activities /market needs (External Environment) was commenced on October 22,2001.

The Terms of Reference (TOR) prepared for the writer was based on the fact that the existing operation is professionally managed and needed assistance only to enhance product portfolio, systems, quality of service, etc. Accordingly the assignment was split into period of 2 weeks each. However the initial observations very clearly indicated that the present training operation of CyberWorld is more of a **Support Service (Cost Center)** to the on-going Cybercafe operation, rather than a profit center. There are no systems in place that would fit CyberWorld with the proposed UBINnet.COM Training. Therefore the operation required to be developed from ground zero requiring a change in the TOR and the timing of the assignment.

This situation was immediately brought to the attention of the International Expert and subsequently to UNIDO and the Managing Agent. A detail discussion was held with Ms Dorah Kitaburaza and Mr. Sam Njuba Jr., joint Directors of CyberWorld. (Managing Agent- UBINnet.COM). Accordingly the TOR was changed to accommodate the revised requirement, whereby the assignment was done during

the period October 22 – November 21 with a further period of 3 weeks in January 2002.

Furthermore a presentation was made to the Board of Directors of UBINnet.COM at the Board Meeting held on November 21, 2001. The presentation material is attached. (Refer Annex E – Presentation to Board of UBINnet.COM)

3.0 Detail Study

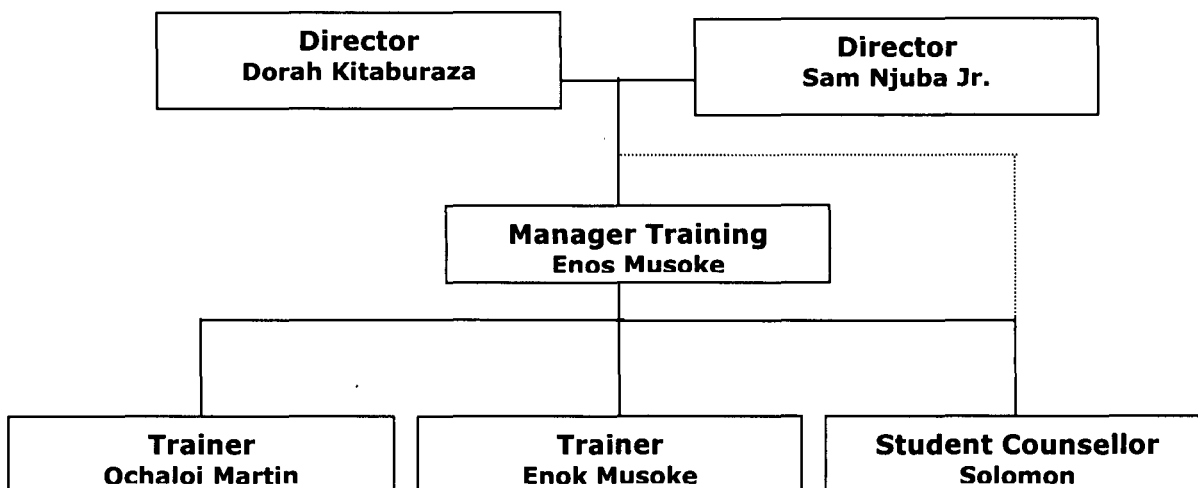
3.A Internal Environment

The present structure operates under the purview of two joint directors Ms Dorah Kitaburaza and, Mr. Sam Njuba Jr. with four personnel involved in operational activities as given below.

Personnel

- Manager Training
- Trainer
- Trainer
- Student Counsellor

Present Organisation Structure



Interview Process

It was decided to adopt a bottom-up approach to get the insights of the training activities by conducting one-to-one interviews with the operational staff. No standard questionnaires were used due to the sample being very small.

Mr. Sam Njuba Jr. Director of CyberWorld was updated at the end of each interview session with the operational staff.

The interview process commenced with detail interviews with M/S Enos, Enok, Martin & Solomon. It was observed that apart from the very low resources utilization, there were no performance indicators/control mechanisms for monitoring purposes. There is no training schedule for trainers except for the times allotted for each personnel. At present, there is no focused marketing activities by CyberWorld.

The Summary of Interview Recordings

3.A.1 Mr. Enos Musoke: Designated as the Manager Training CyberWorld. He has completed a course in Computer Science conducted by African Virtual University and currently follows an undergraduate study program (BA Education) conducted by the Makerere University. Mr Musoke conducts basic end-user application training at CyberWorld. Furthermore, it was observed that he is involved with training activities (Freelance) at various other institutions, whereby lesser commitment to the on-going operation by working only 4hrs a day. (Refer Annex A .1 - CV)

3.A.2 Mr. Enok Musoke : Designated as a Trainer of CyberWorld. He is currently following an undergraduate study program (BA Education) conducted by the Makerere University. Enok is the brother of Enos the Training Manager. Enok performs more of an instructor assisting students (individuals) in very basic computer training. Although he has indicated in his CV (Refer Annex A.2 - CV) as Asst. Manager – Training, it was noted that the management has not designated him as such.

3.A.3 Mr. Ochaloi Martin: Designated as Trainer – CyberWorld. He performs similar duties to Mr Enok Musoke. Apart from the basic training, he also conducts training on Web Design skills on an individual basis. He currently follows an undergraduate study program (BA Education) conducted by the Makerere University. (Refer Annex A.3 - CV)

3.A.4 Mr. Solomon Bange: Designated as Student Counsellor/Receptionist - CyberWorld. He is mainly involved in functions such as: handling student inquiries, registrations, payments and preparation of certificates. He indicated that his services will not be available on full time basis, as he intends to commence a full time study programme in the University in the near future.

The following documentary evidence was requested for and status is indicated below. It should be noted, that the documents provided too needs a lot of improvement, in terms of content and quality. (Refer Annex A.4 – Available Source Documents)

Document	Status	Document	Status
1. Student Registration form		10. Hours Utilization by trainer	N/A
2. Copy of the invoice	N/A	11. Grading & Evaluation Criteria	N/A
3. Student Registration Card	N/A	12. Average no of Students	
4. Evaluation form	N/A	Trained for a Day/Month	N/A
5. Course Outlines		13. Average Registrations	
6. Sample Course Material	N/A	for a month by programme	N/A
7. Student Attendance forms		14. Student Categories (Corporate,	
8. Advert Copies	N/A	Students/ Walk in, etc.)	N/A
9. Sample Certificate		15. Training Schedule	

The initial findings indicate a very low resource utilisation in all aspects namely: Human Resources, Hardware and Space Availability. Furthermore the operational personnel demonstrated very low level of commitment to the ongoing operation at CyberWorld. The initial observations very clearly indicate the lack of systems in the existing training operation at CyberWorld.

3.B External Environment

The competitor study was commenced in parallel to the study of the internal environment, with the following 8 institutions being visited in order to obtain the competitor information and identifying market needs, in terms of available resources, human resources for delivery, lecture rooms, no of computers, pricing, types of courses conducted, course contents, timings, behavioral patterns, customer handling and room utilisation. The objective was to critically analyse and position the current status of CyberWorld training with the competition.

Institutes/Organisation Visited

- Rank Consult (U) Ltd
- Service & Computer Industries Limited (NCR)
- NIIT
- ComputerSkills Solutions
- MTAC – Management Training And Advisory Center
- Future Technologies (A Franchise Operation of APTECH World Wide)
- Uganda Management Institute
- Makerere University
- Others – Students, Parents & Professionals

3.B.1 Rank Consult (U) Ltd

Structure /Location

The training institute situated at Plot 10, Hannington Road is a short distance from the main Kampala Road. Being away from the main road, the location restricts access to students/customers who use the public transport.

The structure includes 1 lecture room with 10 computers, 2 lecture rooms each with 6 computers, and another two small rooms each having 4 computers (all interactive) with a total number of 30 computers being used for training purposes. At the time of the visit the institute had less than 25% seat utilization. The delivery team consists of 8 full time trainers, a student counsellor, and a Manager heading the operation.

Product Portfolio

Rank Consult conducts basic elementary level courses targeting beginners, and intermediate users in Microsoft Office suite with Internet training. Although the program outline indicates areas such as High Level programming in C, C++, Visual Basic and Network administration in Novell NetWare it was told that currently these are not conducted due to lack of resources for delivery. The pricing was obtained to be used as a guide when re-visiting the business plan for CyberWorld Training. (Refer Annex B.1 – Pricing and Product information)

Timings

It was noted that delivery hours span from 8 a.m. to 7 p.m. in two-hour slots. However there is no training activity during weekends leaving practical sessions for students only if necessary.

3.B.2 Service & Computer Industries Limited (NCR)

Structure /Location

NCR is located at Plot 94, William Street near Hotel Equatoria. The institute is located close to the main Kampala road with better accessibility for students/ customers using any mode of public transport.

NCR is diversified into other areas in ICT namely Software Development, and sale of computer accessories /peripherals besides from the training business. The institute is equipped with 3 lecture rooms each with 10 computers. (all interactive) At the time of the visit the institute had a very low resource utilization in terms of seating capacity. (ie. 15% - 20%). The structure includes 5 full time trainers, a receptionist and a manager.

Product Portfolio

It was observed that there was no product variation in relation to the courses offered. Although the institute offers a career progression programme for students. (Refer Annex B.2.1 - Pricing /Product information & Career Progression Chart) A majority of the programmes consists of Microsoft Office suite at either elementary, intermediate or advanced level. Besides Microsoft Office related training programmes Internet training, Web Designing using HTML/Front Page, and C Programming is also offered by NCR. Course Inquiry form – (Refer Annex B.2.2), Student Registration Form - (Refer Annex B.2.3), Course Commencement Plan – (Refer Annex B.2.4), Course Outlines – (Refer Annex B.2.5) were collected during the competitor study.

Timings

Delivery hours are from 8 am to 7.30 p.m. in 2-3 hour slots. However the training activities are restricted to 5 days from Monday to Friday.

3.B.3 NIIT

Structure /Location

NIIT is one of the leading training institutes in Uganda with a large global representation in over 28 countries. Located at the P.O Box 33339, Metropole House, Entebbe Road, in the heart of Kampala. The institute has accessibility for student/clients who use any mode of transport. It was also observed that no parking facilities were available. The institute maintains very high standards.

The structure includes 3 lecture rooms each with 21 computers, and 2 lecture rooms each with 10 computers. (all interactive) with a total of more than 80 computers being used for training purposes. At the time of the visit NIIT had approx. 50% of seat utilization. The delivery team consists of 10 full time trainers, 2 academic counsellors, receptionist, Manager and an Asst. Manager Operations.

Product Portfolio

The product portfolio mainly focuses on 2 programmes one covering Microsoft Office suite leading to the MOUS (Microsoft Office User Specialist) and the other a Certificate level course in Programming. No product variation was seen during the observations. Pricing along with the course outline was obtained for reference purposes. (Refer Annex B.3 – Course Contents /Structure).

Timings

The institute operates from 8 a.m. – 7.30 p.m. from Monday to Friday leaving the weekends for student practicals. No training sessions are conducted during weekends.

3.B.4. CompuskillSolutions

Structure /Location

CompuskillSolutions is situated at the same building premises of CyberWorld, it is a few meters away from the current operation. Observations indicated an organised structure in comparison to the present CyberWorld Training.

The operation includes 1 lecture room with 10 computers (all interactive) and 3 full time trainers plus a Manager. It was also observed that this institute maintains an average of 25% of seat utilisation.

Product Portfolio

The Company conducts basic elementary level courses targeting beginners, and intermediate users in Microsoft Office suite with Internet training. In addition, few programming languages such as Dbase III +, FoxPro and Visual Basic courses are also on offer. The pricing and course contents were obtained for reference purposes. (Refer Annex B.4 – Pricing and Product information)

Timings

It was noted that delivery hours are from 8 a.m. to 9 p.m. in two-hour slots. There is no training activity scheduled during weekends.

3.B.5 MTAC – Management Training And Advisory Center

Structure /Location

MTAC is located at PLOT M 175, Jinja Road Nakawa, where the present UBINnet.COM office is housed. MTAC established in 1965, under the Ministry of Tourism and Industry, is 5% government funded while 95% is raised from its training and consultancy services. The Location provides a conducive environment for training activities with a 5 minutes walk from the main Jinja Road with library, ample parking and canteen facilities. It is recommended that UBINnet.COM builds a strategic alliances with MTAC.

The structure includes 2 auditoriums with a seating capacity of 250 and 150 respectively with all facilities available for workshops/seminars. The interactive training lab is equipped with 10 multimedia computers. Furthermore, the center has 6 training rooms with a seating capacity of 25 each for non-interactive sessions. The core team consists of 11 full time permanent consultants, 2 academic coordinators and a Manager.

Product Portfolio

MTAC concentrates on short term training programmes with a view to develop professional skills in the areas of General and Strategic Management, HR, Finance and Accounting, Production and Engineering, Supervisory & Administrative Management, Project Marketing, Gender & Entrepreneurship Development and ICT. It was observed that the MTAC operation lacks focused marketing activities, whereby giving opportunities for UBINnet.COM to develop a strategic partnership in promoting its services while outsourcing MTAC resources. (Refer Annex B.5 – Profile and Product information)

Timings

MTAC operates from 8.30 a.m. – 5.30 p.m. from Monday to Friday and on weekends/holidays with flexible timings on customer request for training.

3.B.6 Future Technologies

Structure /Location

Future Technologies Ltd. a Franchise operation of APTECH can be rated as the best private sector training operation in Uganda, expanding its services for USA, Europe, Asia and Africa. The training institute is situated in the heart of Kampala on the first floor of Conrad Plaza, Plot 22, Entebbe Road Kampala, with accessibility for student/clients who use any mode of transport. However it lacks sufficient parking facilities. Future Technologies maintains high standards when compared to all other institutes in Kampala. Manipal University – India, Oracle University – USA, Southern Cross University – Australia are some of the affiliated institutions of Future Technologies.

The structure includes 4 lecture rooms each with 20 computers, and 3 lecture rooms for non-interactive training. The Institute maintains a high occupancy rate in terms of lecture rooms, seating, etc. The delivery team consists of 12 full time trainers, 2 academic counsellors, receptionist and a Manager. Furthermore a part time faculty is used for specialised training.

Product Portfolio

Future Technologies offers a wide range of programmes starting with basic end-user application training to degree programmes. It also focuses on corporate training activities. (Refer Annex B.6 – Profile and Product information)

Timings

Future Technologies operates from 8.30 a.m. – 5.30 p.m. from Monday to Friday and weekends being allowed for student practicals.

3.B.7 Uganda Management Institute (UMI)

Structure /Location

UMI is located at Plot 44/52 Jinja Road, Kampala with easy access for trainee delegates with all facilities such as library, parking, canteen, hostel etc. UMI has also established a Global Distance Learning Centre with the assistance from World Bank with state of the art technologies, including Video Conferencing. The Distance Learning Centre facilities (Interactive training rooms) can be used by organisations for a fee. It is recommended that UBINnet.COM builds a strategic alliances with UMI.

The structure includes 3 main halls with 150 – 200 seating capacity, and 3 interactive training labs with 15-20 computers in each. The Institute has been maintaining a high occupancy rate at all times and have been conducting training programmes on a scheduled calendar which is published every 3 months.

Product Portfolio

UMI offers a wide range of programmes targeting the working community (Public /Private Sector) ranging from short courses, resident programmes (One Week) on Human Resource Management, Desktop Publishing, Secretarial Skills, Record Management, Presentation Skills, Train the Trainer and many more programmes in other areas such as vocational and IT training. (Refer Annex B.7 – Profile and Product information and training calendar)

Timings

UMI operates from 8.30 a.m. – 5.30 p.m. from Monday to Friday and weekends where most of the training programmes are held continuously (i.e. Monday to Friday /Saturday)

3.B.8 Makerere University

Structure /Location

Makerere University is Uganda's most popular university for higher education and ranks as one of the largest in East and Central Africa. At present the University caters to a student population of over 20,000. Makerere University is located at P.O. Box 7062, Kampala on Makerere hill, approx. 4 - 5km to the North of the city centre, covering an area of 300 acres (two square kilometers). The location offers an excellent academic environment, conducive for studies.

Product Portfolio

Makerere University has twenty faculties offering full time and part-time courses and external study programmes. Teacher Training is one of the very popular courses (External) offered by the university that has attracted training the industry. Computer Science was offered as a part of the main degree programme of the Mathematics Degree.

Agriculture, Arts, Forestry and Nature Conservation, Law, Medicine, Science, Social Sciences, Economics, Technology, Veterinary, Medicine are few of the other streams of study offered by the university.

Timings

The University conducts lectures on both weekdays and weekends.

Note: Makerere University was selected with a view to study the current national standards in higher education. No comparisons can be made with its activities with regard to institutions stated above.

3.B.9 Individuals

A few students, parents and professionals were interviewed as part of the study of the external environment to obtain their views of the present Training industry in Kampala. The common statements made by many of these individuals was that the available current training programmes lack industry-focus, quality in content and delivery, and many of the software applications taught are outdated.

4. Findings of the Study

4.A Internal Environment

- Customer base of student's trained todate.
- Absence of necessary systems
- Inadequate commitment from the present staff including relationships which are not conducive
- Absence of focussed marketing activities.
- Lack of accountability
- Unsuitability of the present location (ie physical space, parking and other customer requirements.)
- Ineffective delivery methods.
- Absence of course material.
- Absence of performance monitoring mechanisms
- Poor utilisation of resources such as HR, HW & space.
- Inadequate attention to service quality
- Non availability of qualified faculty.
- Unable to comment on financial discipline due to inadequate information.
- Necessity to change the "Mind Set" of individuals.

4.B External Environment

- Potential for Corporate Training on IT and skills development training
- The training courses on IT offered by many training institutes are very basic.
- No training activities during weekends
- Non availability of short term programmes such as workshops / seminars
- Lack of skilled/qualified trainers
- Less concentration on focused marketing activities.

5.0. The Current status in comparison to the desired output.

The desired output is to develop the present CyberWorld Training operation into a professionally managed, quality conscious profit center with a clear emphasis on the development of entrepreneurial skills.

It is should also be noted that as per the findings todate, although the Graduate studies have been included in the TOR, the CyberWorld Training is not in a position to launch any such programmes relating to Graduate Studies in the next 12 months. However more emphasis will be made on Management related programmes/workshops, seminars to give more exposure to the proposed operation.

5.A Internal Environment

Findings	Desired Output
1. Existing customer base	Optimisation & Build Customer loyalty
2. Necessity to change "Mind Set".	Through training/workshops to build the team spirit to achieve the objectives of a profit center.
3. Inadequate commitment from the present staff	
4. Lack of accountability	Identify a Manager to head the overall operation
5. Non availability of qualified faculty.	Identify & select a qualified faculty consisting of a senior lecturer and two lecturers.
6. Ineffective delivery methods.	Train the trainer programmes. Assist in the preparation of course material. Conduct Training on service quality.
7. Absence of course material.	
8. Inadequate attention to service quality	
9. No marketing activities.	Build a corporate marketing team
10. Absence of necessary systems	Develop Systems
11. Poor utilization of resources such as HR, HW & space.	Develop performance monitoring mechanisms/Indicators
12. Unsuitability of the present location.	Identify a suitable location.

5.B External Environment

Findings	Desired Output
1. Vast potential for Corporate Training 2. Less concentration of focused marketing activities.	Focused Marketing activities & concentrate on Corporate Training programmes
3. Training courses offered by many training institutes are very basic.	Enhance the current product portfolio
4. Lack of skilled qualified trainers	Capacity building of trainers
5. No training activities during weekends	Based on demand, schedule courses during weekends.
6. Non availability of short term programmes such as workshops	Identify Strategic partners to conduct short term courses.

6.0 Recommendations

Based on the above the following a action plan was developed in consultation with the International Expert, and joint directors of CyberWorld in planning-out the time frame in identifying & prioritising the areas that needs immediate attention. (Refer page 32 – Action Plan, page 33 - Gantt Chart)

As the first step in preparation for the implementation in January 2002, so that desired Objectives/Outputs can be achieved with measurable deliverables.

- Human Resources
- A Training Location
- Hardware & Software
- Developing and Implementation of Systems

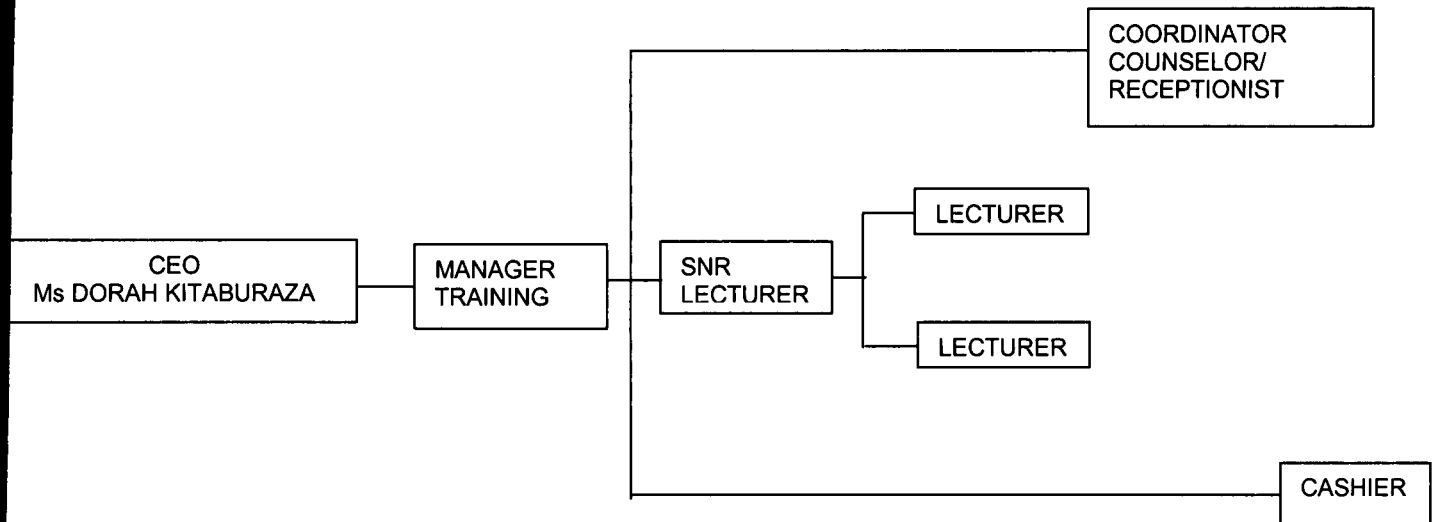
6.A Human Resources

To achieve the desired objective of being a professionally managed, quality, conscious, profitable training outfit, it is extremely important that a well qualified, skilled training faculty is in place, in order to carry-out action plans developed.

The following, organisational structure was developed for initial commencement of the training operation, and it should be noted that additional resources would be needed with the growth of the business. However it is recommended to maintain a thin structure within the first 12 months of the operations to maintain the profitability.

As indicated in the organisational structure the proposed training operation will be headed by Manager, who in return will report to the CEO. Initially 5 personnel have been identified other than the manager. Manager Training will be responsible for all operational matters.

Proposed Organisational Structure for UBINnet Training



Brief Profiles of the personnel is given below.

Manager – Training

The Manager – Training is solely responsible for the smooth operation of the strategic business unit, while maintaining the corporate objectives, on a profitable basis. He/She will be expected to perform a major marketing relationship building role, (70% of the time to be spent in promoting training services and balance 30% on day to day operations). He/she should have a Degree from a recognised University or a similar qualification with excellent interpersonal skills. IT literacy is a must for this position. The ability to drive the training team, building team-spirit, while creating the required mind set among team members are requirements of the job. A sound experience in Relationship Marketing and an ability to manage a team will be considered as an added qualification for the position.

Senior Lecturer

Senior Lecturer directly reports to the Manager – Training and will be responsible for the delivery, and Lecturers. He/She is expected to allocate 50% of the time for delivery and balance for Quality Assurance (QA) in terms of Delivery, Course Material, Compilation of Training Need Analysis, (TNA), Post Training Reviews (PTR) & Training Scheduling. A Degree from a recognised University in Information Communication Technology with a minimum of 2-3 years experience is a must for this position.

Lecturers

Reporting to the Senior Lecturer, the lecturers are primarily responsible for delivery to different target audiences. Each Lecturer is expected to deliver a minimum of 98 hrs of lectures for a month, excluding the time spent on product development. Delivery and preparation of quality training material is an integral part of the lecturer's profile. Furthermore they are expected to get involved in: TNA (Training Needs Analysis) and PRT (Post Training Review), version updates, conducting of examinations and assessments. A Degree from a recognised University in Information Communication Technologies or a Higher National qualification with a minimum of 2 years experience to qualify for this position.

Counsellor/ Receptionist

The functions of Counsellor cum Receptionist has been merged to maintain the thin structure of the training SBU. The person will report directly to the Manager Training and should have excellent interpersonal skills and ability to advice customers in selecting suitable programmes. Further he/she will maintain the computerised Student Registration/Inquiry System, while providing routine reports for MIS purposes. The Ideal candidate should be a female, who is willing to work long hours and on roster basis, with an IT background. A diploma in education or a similar qualification with some experience is required for this position.

Cashier

The person is primarily responsible for receipts/payments of the company. A good mathematical background, with IT skills in preparation of financial reports on a routine basis is important for this position. UACE A/L and experience in a similar capacity is required for this position.

Resources Identified

Three personnel were selected (2 Lecturers and a Counsellor/Receptionist) to fill the above vacancies and necessary training and guidelines were provided from November 12 – 21 2001, in preparation for a successful Implementation (Phase 11) in January 2002.

It should be noted that all areas listed below should be made available by latest January 15, 2002 for commencement of the operations. A copy of the report to be handed over to the CEO of UBINnet.COM for close monitoring and for necessary action.

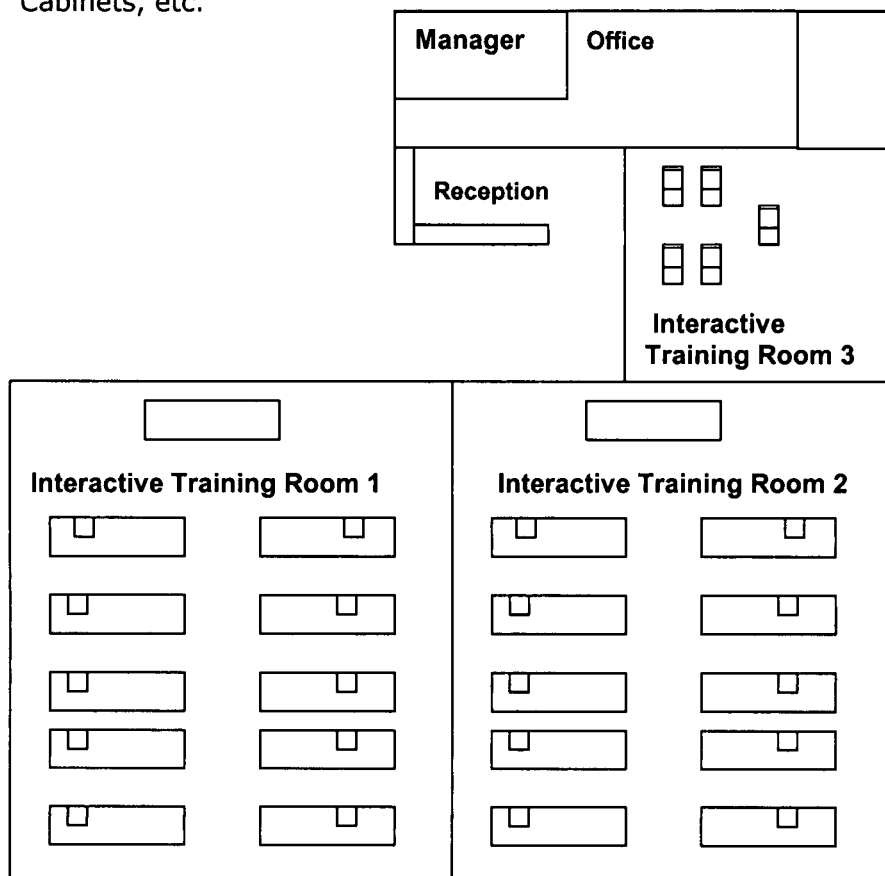
6.B Infrastructure for Training Location

The following can be considered as a typical structure for the proposed training location with a square area of approx. 300 – 400 square meters. It is recommended that the selected location be conducive for training activities without disturbances, with ample parking facilities, with easy access to a main road

The Structure will include 2 interactive training labs with 10 multimedia computers in each (with Internet facilities) which can be expanded to 20 with the growth of the business. Another small room is recommended for small group classes or one-on-one training for Corporates. Furthermore the room can be utilised as a meeting room.

A small reception, half partitioned cubical, and an office area will also be looked at as the main criteria in identifying the location.

Other Infrastructure requirements: Toilet facilities, Pantry, Computer Tables, Chairs, Air conditioning, Carpeting, Magi Boards, Name Board, Display Material, Filing Cabinets, etc.



6.C Hardware

The following is given as guidelines for RFQ (Request for Quotations) for acquisition of Hardware. Existing computers used at CyberWorld (13 Nos.) will be absorbed into the proposed training operation as per the previous agreement.

6.C.1 Computers

Instructor Computer – 2 Nos

Pentium 4, 1.5 GHz Processor, 128 MB RAM, (Upgradable to 512 MB), 30 GB HDD, CDROM/CDRW Drive, 2 Ethernet Network Cards 100 mbps, TV capture Card, 17" Monitor.

Computers for Trainees and Office

Pentium 4, 1 GHz Processor, 128 MB RAM, (Upgradable to 512 MB), 20 GB, Ethernet Network Card 100 mbps IDE, CDROM, 15" Monitor.

6.C.2 Printers

Printer (Heavy Duty): With 15-19 PPM, 8 MB RAM, Network Capable, 350 Paper Tray, and Standard Duplexing. (This is needed for printing of course material)

Printer (Colour): 10-15 PPM, 8 MB RAM, Automatic Paper sensor, 2400 X 1200 dpi colour.

6.C.3 Others

Multimedia Projector (Portable)

6.D Software

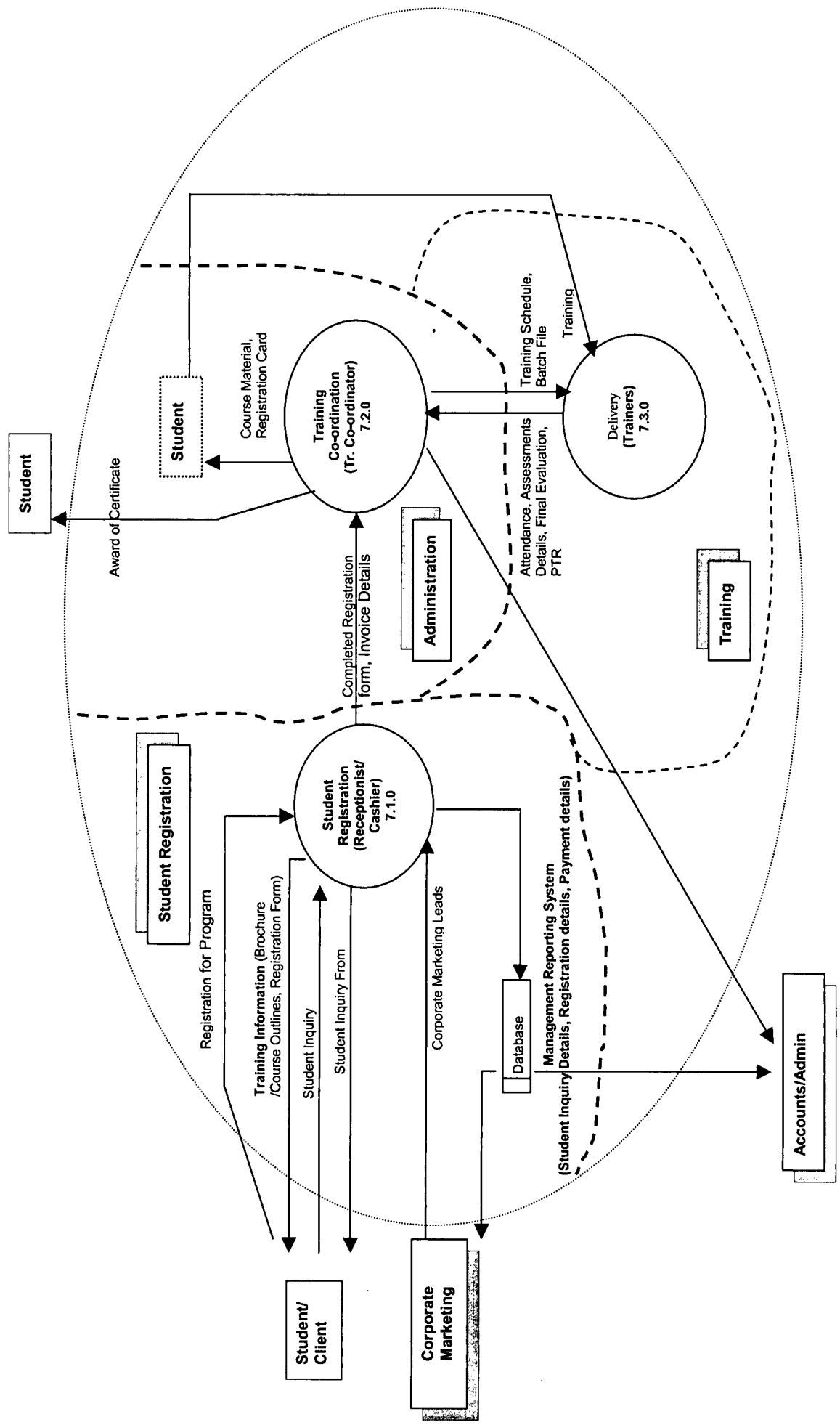
It is recommended at least all of the following original software is made available for training. (It should be noted that other software would be needed with introduction of new product lines.

Operating System: Windows 2000

End-User Applications: Microsoft Office Suite 2000, Adobe Collection, Eudora 4.3.2 & Netscape 4.0, (Apart from Microsoft Outlook 2000 and Internet Explorer 5.0).

Programming Languages: Visual Studio 6.0, Java 2.0.

Context Diagram for UBINnet Training



7.0 System flows and Major Process (contd.)

The above context diagram was developed for easy understanding of the operations and to identify the major process in the training domain along with the following source documents processed at each point.

It is extremely important that these documents are developed for smooth functioning of the training operation to meet the desired objectives. Training has been provided for the personnel recruited. A comprehensive Program should be developed, to handle the registration process, which would provide necessary reports. Microsoft Access based system will be developed in this regard before the implementation which can be improved with the business growth.

Each process is briefly explained below.

7.1.0 Student Registration

Personnel: Counsellor /Receptionist

As per the diagram the Receptionist/ Cashier will man the front office, with handling of telephone inquiries, walk in registrations. An Inquiry form is developed to be filled for each and every inquiry and the information will be recorded in the same database where the registration details are entered. This information will be made available for corporate marketing unit and accounts division on-line. Furthermore course outlines and student registration forms are made available at this point.

On successful completion of the registration process, the payment will be made and the student will be passed on to the Training Coordinator to collect the student registration card, and course material. Initially at the start-up both these functions are to be performed by a single individual.

Documents Used:

7.1.1 Inquiry Form

7.1.2 Brochure on UBINnet Training (To be designed by Corporate Marketing)

7.1.3 Detailed Course Outlines

7.1.4 Student Registration Form

7.1.5 Invoice – (To be designed in consultation with Accounts/Admin)

7.1.6 Receipt – (To be designed in consultation with Accounts/Admin)

(Refer Annex C.1 to C.5 - Recommended Sample Source Documents)

7.2.0 Training Co-ordination

Personnel: Training Coordinator

As described in process 7.1.0 this is a separate role, where a Training Coordinator needs to be recruited, (not included in the present Organisational Chart) with the increase of the workload to the Counsellor /Receptionist. All course material & evaluation forms will be printed and made available for training sessions by the coordinator. Apart from above, a batch file will also be prepared, per batch consisting of all details of trainee delegates (pertaining to the training programme), attendance sheets and course evaluation forms that would be handed over to the Lecturer, prior to the commencement of the training.

Documents Used:

- 7.2.1 Student Registration Card
- 7.2.2 Training Schedule
- 7.2.3 Course Material
- 7.2.4 Attendance form
- 7.2.5 Course Evaluation form
- 7.2.6 Issuance of certificate form

(Refer Annex C.1 to C.5 – Recommended Sample Source Documents)

Following Reports will be generated at process 1.0 and 2.0 using the computerised SRS (Student Registration/Inquiry System), Jointly by Tr. Coordinator / Receptionist/ Cashier.

Daily Reports

- 7.2.7 Student Registration Details (By Programme, Income)
- 7.2.8 Daily Collection Summary

Weekly Reports

- 7.2.9 Performance Indicators (Utilisation of: Room, Lecturer hrs, Seating)
- 7.2.10 Debtors Report (Detailed, Aged Analysis)

Monthly Reports

- 7.2.11 Monthly Turnover Report (by Income Category, Programme)
- 7.2.12 All Weekly Reports.

7.3.0 Delivery

Personnel: Senior Lecturer/ Lecturers

This is the most important stage of the training cycle, where the training is conducted. The Trainers are supposed to be at the training room at least 15-30 minutes before the commencement of the session, to ensure the training room is in order. Further they will make necessary recordings such as attendance and other useful information in a batch file. They are supposed to conduct assessments at the end of each module. These will be useful for the compilation of the PTR (Post Training Review). Once the training is completed, the duly completed file will be handed over to the Training coordinator for issuance of certificates.

Documents Used

7.3.1 Training Needs Analysis

7.3.2 Student Attendance Summary

7.3.3 Student Evaluation forms

7.3.4 Post Training Review

Special Note:

Although the trainers have been primarily identified for the preparation of course material, it is suggested that other options such as out sourcing of well prepared course material should be looked at, in order to maintain the quality standards. Further more with the anticipated business growth, this will reduce the workload of trainers where they will be able to concentrate more on quality delivery.

8.0 Product Portfolio

It is essential that UBINnet.COM Training offer a High-level product categorisation as given below in achieving its objectives. Furthermore UBINnet.COM must pay emphasis on Entrepreneur Skills Development training in the form of Workshops /Seminars & Short Courses. (ie. Human Resource Management & Development, Marketing Skills, Customer Care, Strategic Planning, etc). The proposed strategic alliances with MTAC, UMI and working with the Master Craftsman Program (a UNIDO initiative under the integrated programme) will further facilitate such an initiative.

Square One - Focusing on the age group of 4 – 14 providing a preliminary IT education for Kids.

Preface – Focusing on basic End-User applications, such as Certificate Courses, Diplomas for the entrants of Information Communication Technologies.

Interface – Focusing on existing IT users who wishes to enhance their skills in high-end applications such as Programming, Networking, Database Technologies, and Internet Technologies.

Proface – Focusing on corporate training, and professionals who wishes to pursue a recognised qualification in their relevant fields.

Since the necessary infrastructure to offer, all above categories will not be available at launching of services, hence the following two product categories will be offered initially. The guidelines for preparation of course outlines have been given during the training period from Nov 12 - 21, 2001. The programme hierarchy chart indicates the clear career progression of a student to obtain different qualifications from the institute.

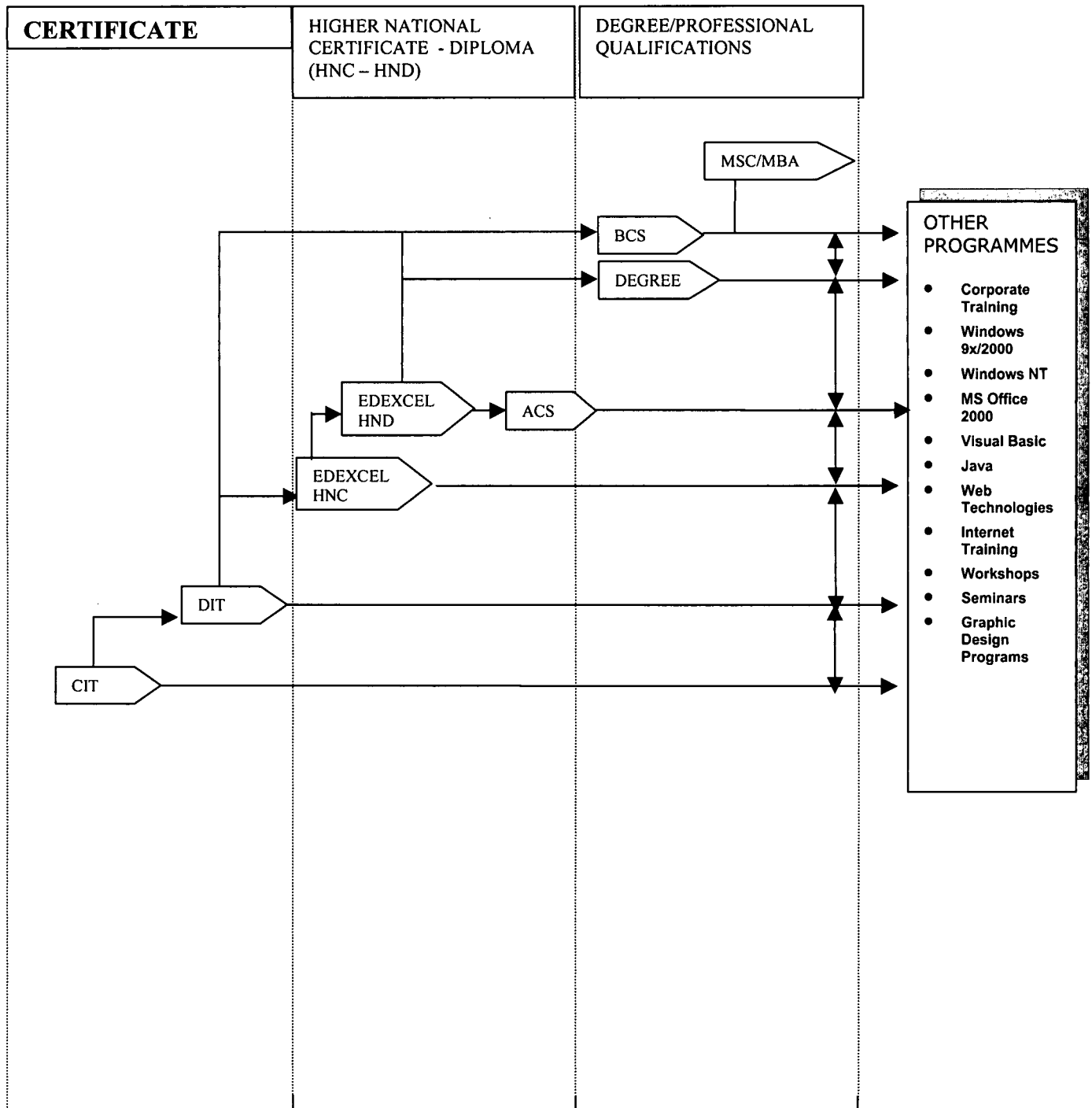
Corporate Training

- Training Needs Analysis
- IT for Managers
- IT for Accountants
- IT for Secretaries
- Microsoft Office Suite
- Internet Training
- **Workshops and Seminars on Entrepreneur Skills Development**

Career Training

- Certificate in Information Technology – CIT
- Diploma in Information Technology – DIT
- Graphics Design
- Web Design
- Web Technologies
- Visual Basic
- Java Programming
- Database Administration

8.A Proposed Programme Hierarchy for Training Services



Note: Edexcel HNC & HND Qualifications, ACS, BCS & Degree qualifications will not be offered by UBINnet.COM Training initially. This Chart is prepared to indicate the career progression for training services.

9.0 Marketing Strategy

It is recommended that a marketing strategy be developed for the products on offer. This will be done in conjunction with the Corporate Marketing unit, which will promote and market the training services. The services of the Corporate Marketing will play an important role in the Training Operation. Developing strategies, for Products, Pricing, and Promotion is important in this regard.

Following will be used for promoting of training services.

Corporate Training – Relationship Marketing through Corporate Marketing, Direct mailer campaigns, Email Campaigns.

Students - News Papers Advertising, Television, Radio, Handbills, Direct mailer campaigns, Email Campaigns.

10.0 Turnover Projections

Turnover projections are prepared for year 2002/2003 with the batch analysis.
(Refer Annex D)

11.0 Conclusion

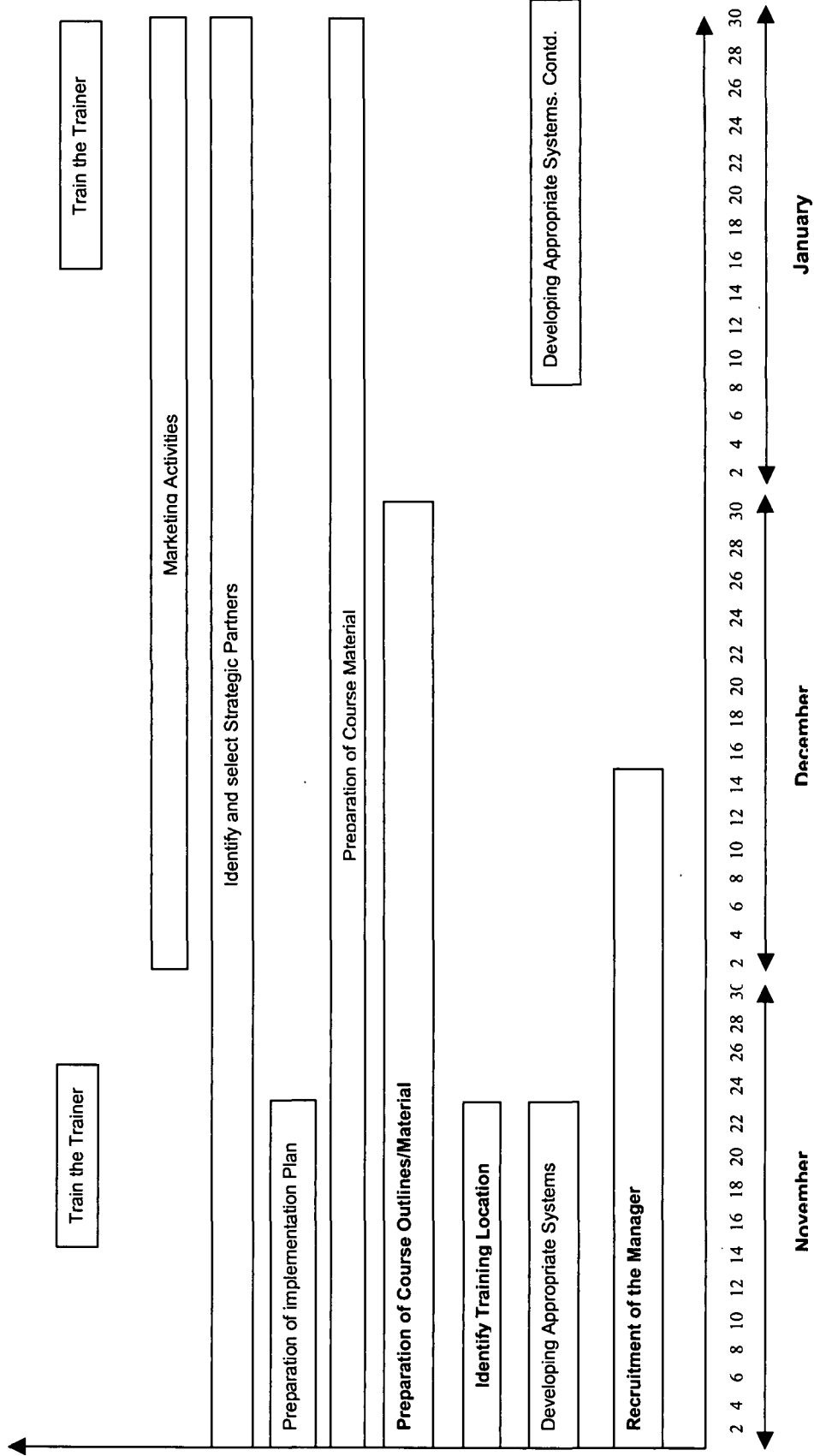
It is highly recommended that all above detailed guidelines, recommendations be followed in achieving a successful implementation. It should be clearly noted that Strategic Alliances, with organisations such as MTAC & UMI would strengthen UBINnet.COM Training and give competitive advantage in the market place. Preliminary discussions were held with MTAC in this regard and will be continued in January 2002 in developing a MOU.

The following action plan developed on October 31, 2001 indicates the status of the training project as of November 21, 2001. All the above mentioned activities/tasks should be completed on or before January 15, 2002 for implementation.

12.0 – Current Status Action Plan Developed on October 31,2001

Activity	Completion	Status
1. Visit Competitors	Nov 06, 01	Completed
2. Identify Human Resources	Nov 09, 01	
o Manager Training		To be Identified
o Senior Lecturer		To be Identified
o Lecturers		Completed
3. Identify a Location	Nov 21, 01	Pending Decision
4. Developing Appropriate Systems	Nov15, 01	Completed
o Student Registration Process		Completed
o Course Scheduling		Completed
o Invoicing and Receipting		Completed
o Management Information System		Completed
o Issuance of Certificates		Completed
o Assessments		Completed
o Inventory /Assets		Jan 2002.
5. Assistance to prepare Course materials	Nov 21, 01	In Progress- To be reviewed in Jan 02.
6. Implementation Plan	Nov 21, 01	Completed
7. Identify Strategic Partners	Nov 21, 01	In Progress
8. Marketing Activities	Nov 21, 01 & In Jan 2002	In Progress
9. Implementation	Jan 31,02	to be Completed
10. TOT	Jan 31,02	In Progress

13.0 – Proposed Gantt Chart for Implementation



14.0 Abbreviations

PTR	-	Post Training Review
TNA	-	Training Needs Analysis
TOT	-	Training of Trainers
MTAC	-	Management Training and Advisory Centre
UMI	-	Uganda Management Institute
CIT	-	Certificate in Information Technology
DIT	-	Diploma in Information Technology
HTML	-	Hyper Text Markup Language
HNC	-	Higher National Certificate
HND	-	Higher National Diploma
MOUS	-	Microsoft Office User Specialist
ACS	-	Australian Computer Society Examinations
BCS	-	British Computer Society Examination
EDEXCEL	-	Education Excellence – (Possible Tie-up in UK)
RFQ	-	Request for Quotation
SRS	-	Student Registration System

Annex - A

CV's of the present Faculty & Available Source Documents

- Annex A.1 - Enos Musoke
- Annex A.2 - Enok Musoke
- Annex A.3 - Ochaloi Martin

Annex A.4 - Available Source Documents
(Student Registration Form, Course Outlines, Student
Attendance forms, Sample Certificate, Training Schedule)

CURRICULUM VITAE

1. Family name: Musoke
2. First name: Enos
3. Date of birth: 12th December 1975
4. Nationality: Ugandan
5. Mission Statement: Life is what you make it. It's a long road through which your abilities for providing inventions and innovations on complicated situations are called for. Also what one offers is what he gets. Hard work, respect and truth pave a strong road to prosperity.

Institution: Budo Junior School
 Date: 1983 - 1989
 Primary Leaving Examinations

Institution: Budo Kings College
 Date: 1990 - 1993
 Ordinary Level Examinations

Institution: Progressive SSS Bweyogerere
 Date: 1994 - 1996
 Advanced Level Examinations

Institution: African Virtual University (MUK)
 Date: July 1997 to December 1999
 Computer Science

Institution: Makerere University Kampala
 Date: 1999\2000 To Date
 BA Education Undergraduate Evening

6. Language skills: (1-5 for competence)

English	Reading	5	Speaking	5	Writing	5
Luganda	Reading	4	Speaking	5	Writing	3
Itesot	Reading	3	Speaking	3	Writing	3
French	Reading	3	Speaking	2	Writing	2

7. Other skills:
 - Knowledge in Computer Software and Repair & Maintenance
 - Secondary School Teacher

8. Present Position: **Training Manager**
Cyberworld Café

2. Years Professional Experience: 4 years

3. Years with present firm: 3 years

4. Organisations Trained by me Below.

- Tree Seed Project Namanve (Microsoft Office & QuickBooks Accounting)
- Legal Aid Project Kamokya (QuickBooks Accounting)
- Hotel Africana Staff (Microsoft Office, Internet, Saige & QuickBooks Accounting)
- Nile Basin Project Entebbe (Web Page Designing Html & Microsoft FrontPage)
- Ministry of Finance EDF Project (Microsoft Office & QuickBooks Accounting)
- Viper Room Staff (QuickBooks and Excel)
- Bageine & Co. Advocates
- UMOJA Supermarket (Access and QuickBooks)
- Rubaga Hospital (Microsoft Office, Repair & Maintenance and Internet)
- BOUCH Uganda Limited
- Jaffrey Indian Community Agha Khan
- Central Broad Casting Station (CBS)
- Plan International (FrontPage & Internet\E-mail)

5. Professional Experience Record: Computer Tutor\Trainer
Secondary School Teacher
Software and Hardware Maintenance
Company Manager in Computer Technology

Date: October 1998 to Date
Location: Royal Plaza Kampala Rd. Opposite Fido Dido
Company: Cyberworld Café Kampala Road
Position: *Training Manager*
Description: Software Tutor & Manager in the following packages
Introduction & Windows 95\98\2000
Microsoft Office
Desktop Publishing
Web Page designing
Accounting Software
Web Page Designing
Programming
AutoCAD 12\14\2000
Auto Civil

Date: Jan 1997 to August 1997
Location: Nkrumah Road behind UCB Main Branch
Company: Integrated Systems and Services
Position: *Software Tutor*
Description: Software Tutor
Programming Languages Tutor in the following

- Visual Basic
- C++
- Pascal

Date: February 1997 to July 1999
Location: Amber House 2nd Floor
Company: Royal Computers
Position: *Training Manager*
Description: Software Tutor & Manager in the following packages
Introduction- & Windows 95\98\2000
DOS
Microsoft Office
Internet and Email

Date: 1998 to 1999
Location: Amber House 1st Floor
Company: IT TRENDS
Position: *Training Manager*
Description: Software Tutor & Manager.

Date: 1997 March to May 1997
Location: 5th Street Bugolobi Industrial Area
Company: POST OFFICE Kampala
Position: *Industrial Trainee*
Description: Stock taking of Post Office Gadgets
Recording Phone Bills
Creating Identification Tags for The Staff

Date: July 2000 to September
Location: Kasubi Kampala
Company: Ganda Senior Secondary School
Position: *Student Teacher*
Description: Practising Teaching Skills in, ,
Economics
Commerce
History

6. Memberships of Professional bodies:

- UNFA Uganda National Farmers Association
- RED CROSS Member

7. Responsibilities held:

- Sanitary & Cleanness Prefect Budo Junior School
- Mass Representative Kings College Budo
- Deputy Head Prefect Progressive SSS Bweyogerere
- Guild Representative Lumumba Hall MUK
-

8. References:

- Mrs Loyce Adong
- Bank of Uganda Kampala
- 071-802889

MICROSOFT WORD

COURSE OUTLINE

1. Starting M s Word
2. Creating a new document
3. Closing a Document
4. Opening a document
5. Exiting Word
6. Saving Documents
7. Saving Using Password
8. Copying and Moving Text
9. Character Formatting
- 10.Paragraph Formatting
- 11.Indentation
- 12.Line spacing
- 13.Columns
- 14.Page Numbers
- 15.Page Breaks
- 16.Inserting Date & Time
- 17.Headers & Footers
- 18.Spelling & Grammar
- 19.Bullets & Numbering
- 20.Boards & Shading
- 21.Finding Text
- 22.Replacing Text
- 23.Printing
- 24.Back Ground

NAME	COURSE	TUTOR	COMPUTER	SIGNATURE	TIME
MULLASA	EX CEL	GLORIA	SYLVES?ER	<i>[Signature]</i>	9:30-11:00
MUKASA	EX CEL	GLORIA	PUMBA	<i>[Signature]</i>	9:30-11:00
KILITO	EX CEL	GLORIA	PERBLES	<i>[Signature]</i>	9:30-11:00
KLIBRIGE	EX CEL	GLORIA		<i>[Signature]</i>	9:30-11:00
MUNWANGA	EX CEL	GLORIA		<i>[Signature]</i>	9:30-11:00
SEKABIRIA	EX CEL	GLORIA	NAMIRER BIE	<i>[Signature]</i>	9:30-11:00
SENIFUKA	EX CEL	GLORIA	YOGI	<i>[Signature]</i>	9:30-11:00
INAMULI	EX CEL	GLORIA	TEFI BEN	<i>[Signature]</i>	9:30-11:00
MUNWANGA	EX CEL	ENOS	NAMIRER BIE	<i>[Signature]</i>	9:30-11:00
MUKASA	EX CEL	ENOS	YOGI	<i>[Signature]</i>	9:30-11:00
MR. JACKIEY PAIBIA	WORDS	ENOS	MIRIA	<i>[Signature]</i>	2:00-3:30
TULYGAUCENDA EMINA	PRIN? SHEPP	ENOS	PERBECCA	<i>[Signature]</i>	2:00-3:30
MASINGA CAROLINE	PERFECTION WORDS	ENOS	PUMBA	<i>[Signature]</i>	2:00-3:30
NAMABI	WORDS	ENOS	PERBLES	<i>[Signature]</i>	2:00-3:30
SERUFUSA F. SEKINIE	EX CEL	ENOS	PERBLES	<i>[Signature]</i>	2:00-3:30
OPIO HARBERT	CORAL DRAM	ENOS	YOGI	<i>[Signature]</i>	6:30-7:00
MWANGAHA CHRISTOPHER	INTRODUCTION	"	"	<i>[Signature]</i>	6:30-7:00
DEWON JOSEPH	"	"	MIRIA	<i>[Signature]</i>	6:30-7:00
NAMMANGU J	"	"	MIRIA	<i>[Signature]</i>	6:30-7:00
ZITA LUATARIUS	INTRODUCTION	ENOS	SLYVSTER	<i>[Signature]</i>	6:30-7:00
KUNIHUA FLORENCE	"	"	DEBBECA	<i>[Signature]</i>	6:30-7:00
ASINWE ZALIKAH	"	"		<i>[Signature]</i>	6:20-7:20
Namuyangu J	"	"		<i>[Signature]</i>	6:20-7:20
Kunihue Florence	"	"		<i>[Signature]</i>	6:20-7:20
Rita Rosnawati	"	"		<i>[Signature]</i>	6:20-7:20

CERTIFICATE OF MERIT

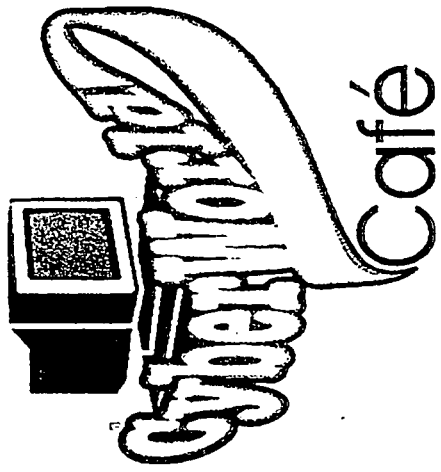
This certificate is awarded to

CHARLES-MARTIN JUUKO.

Who has successfully completed the necessary requirements for a course in

FTP & Ms FRONTPAGE.

at CyberWorld Training Centre



Training Manager's Signature

Date
10th / 08 / 2001

Director's Signature

Date
10th / 08 / 2001

<u>TIME</u>	<u>TUTOR</u>
8:00 AM TO 12:00 NOON	ENOCK
12:00 NOON TO 4:00 PM	MARTIN
4:00 PM TO 8:00 PM	ENOS

Annex - B

Information on Competitors

- Annex B.1 - Rank Consult (U) Ltd.
- Annex B.2 .1 to B.2.5 - Service & Computer Industries Limited.
- Annex B.3 - NIIT
- Annex B.4 - CompuskillSolutions
- Annex B.5 - MTAC
- Annex B.6 - Future Technologies
- Annex B.7 - Uganda Management Institute



Course Enquiry Form

Welcome to SCI's Progress Institute. Thank you for your interest in our courses. Please fill out this form and hand it over to our Student Advisor. The information you provide here will help us to recommend appropriate course(s) for you and also remain in touch with you.

- o Name: _____
- o Current occupation: Student/ Working/ Self-employed/ Housewife/ Other _____
- o Contact Address & Tel.: _____
- o Prior Computer knowledge: _____
- o Why do you want to do a computer course? _____
- o Type of Course desired: Diploma Course / Short Course on _____
- o If you are a working professional, please complete the following additional information:
 - o Company working with: _____
 - o Your designation: _____
 - o Office Address and Contact nos: _____
 - o Will your company sponsor you for course(s)? Yes/ No/ Don't know

o How did you know about us? Word of Mouth/ Newspaper Ad/ Mailer/ Radio/ TV/Other _____

Thank you for filling out this form. Our Student Advisor will soon attend to you.

For use by the Student Advisor only.



Course Enrollment Form (Individuals)

I am hereby enrolling for the following course:

Course Title	Starting on	Schedule

- o My details are as follows:
 - Name: _____
 - Current occupation: Student/ Working professional/ Self-employed/ Housewife/ Other _____
 - Contact Address & Tel.: _____
- o Enclosed is an amount of Ush. _____, in cash/ by cheque no. _____, dated _____, drawn on _____ (name of bank), in favour of Service & Computer Industries Ltd., towards (tick appropriately below):
 - Initial payment for Diploma course.
 - Part / Full payment for Short-term Certificate Course
- o I hereby commit that I shall pay the balance amount for the course I have enrolled for, if applicable, as described below (tick appropriately below, if applicable):
 - As per the monthly installment plan for the Diploma Course.
 - Within 30 days of receipt of the Invoice or the end of the course, whichever is earlier, for Short-term Certificate Course.

I hereby testify that I have read and understood the following terms and conditions completely and that I agree to them unconditionally:

- a) It is entirely the student's responsibility to regularly attend course sessions as per given schedule and be punctual. The schedule for a course may be changed owing to unavoidable circumstances and concerned students shall be informed about the same in advance, when applicable.
- b) No request for refund of amount paid shall be entertained, once a student has commenced the course (attended at least 1 session).
- c) Students of Short-term Certificate Courses shall be awarded Course Completion Certificate, based on Attendance record and participation in class. Lack of requisite attendance or non-completion of payment shall automatically disqualify a student for his/her certificate.
- d) Students shall be responsible for catching up on the content of missed course sessions on their own.
- e) Normally, transferring from one batch to another is not permitted. However, students desiring such a transfer, owing to unavoidable circumstances, may apply in writing. An application does not necessarily grant a transfer, which will be reviewed and decided upon, on a case-to-case basis.
- f) Diploma course students, who default on payment of monthly installments, are liable to be disqualified. Such students shall not be entitled to receive any refund or certificate.
- g) Students shall not remain present at the Institute, outside their scheduled time, unless prior permission has been granted.
- h) Diploma course students shall submit two photographs and a filled profile form, within two weeks of commencing the course. They will be issued an Identity Card, which should be carried by the student, whenever he/she is present at the Institute.
- i) Students of Short-term Certificate courses shall collect their Course Completion Certificate personally, two weeks after the end date.
- j) Students shall maintain general discipline and follow the other general rules & regulations of the Institute.

Signature: _____

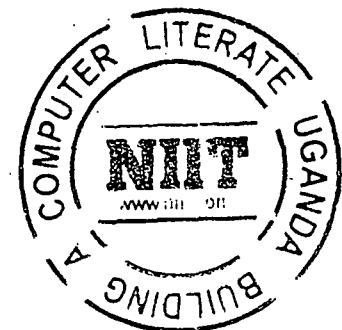
Date: _____

For remarks by the Course Counsellor only : _____



Program	Mths.	Total	Remarks
BASIC COURSE FEE PLAN			
S2P	7 weeks	221000	
		95000	316000
CAREER COURSE FEE PLAN			
CTC TOTAL	6	987,000	Sem 1
HTC TOTAL	12	2,066,000	Sem1+ Sem 2
DNIIT TOTAL	24	4,407,000	Sem 1,2,3,4
SEM1(A)	1	298,000	
	2	142,000	
	3	263,000	
	4	142,000	
	5	142,000	987,000.00
	6	0	\$ 548.33
SEM2 (B)	1	313,000	
	2	155,000	
	3	301,000	
	4	155,000	
	5	155,000	1,079,000.00
	6	0	\$ 599.44
SEM3 (C)	1	313,000	
	2	155,000	
	3	301,000	
	4	155,000	
	5	155,000	1,079,000.00
	6	0	\$ 599.44
SEM4 (D)	1	364,000	
	2	182,000	
	3	352,000	
	4	182,000	
	5	182,000	1,262,000.00
	6	0	\$ 701.11

- 1 Admission fee is to be paid once at the commencement of any Course (Career or End-User and Literacy Program and Advanced Standing)
- 2 Registration fee is to be paid on batch allocation
- 3 Admission Status change fee is payable at the time of upgrade.
- 4 Courseware fee is subject to revision
- 5 Fees in Uganda Shillings





COMPU SKILLS SOLUTIONS

TRAINING AND INFORMATION CENTRE

ADDRESS:
 Park Royal Building
 Kampala Road
 Plot No. 83/85,
 Kampala, Uganda
 Opposite Fido Dido

CompuSkills provides training for beginners & advanced students on PC applications, programming languages and the Internet.

We provide instructor led courseware, hands on computer based training, one-on-one assistance to our students. Each student is entitled to a personal computer for the time in class.

Training goes on from Monday to Friday according to the timetable below. Saturdays and sometimes on Public holiday are for hands on review for the students. The computer lab is open 10:00 a.m. to 6:00 p.m. on such days.

N.B. Free Internet surfing & E-mail for all students @ COMPU SKILLS SOLUTIONS.

CLASS TIME TABLE:

- Session 1: 8:00 a.m. - 10:00 a.m.
- Session 2: 10:30 a.m. - 12:30 p.m.
- Session 3: 1:00 p.m. - 3:00 p.m.
- Session 4: 4:00 p.m. - 6:00 p.m.
- Session 5: 7:00 p.m. - 9:00 p.m.

PACKAGES OFFERED

BEGINNERS / STARTER PACKAGE:		
Introduction to Computer	-	Free
KeyBoarding (Typing)	-	52,000/=
Microsoft Windows98	-	
WORD PROCESSING:		
Microsoft Word (3 Weeks)	-	65,900/=
Word Perfect (3 Weeks)	-	60,000/=
SPREADSHEET:		
Microsoft Excel (3 Weeks)	-	65,900/=
DATABASE:		
Dbase III + (3 Weeks)	-	55,000/=
FoxPro (3 Weeks)	-	55,000/=
Microsoft Access (3 Weeks)	-	65,900/=
PRESENTATION:		
Ms PowerPoint (3 Weeks)	-	65,900/=
GRAPHICS / DESKTOP PUBLISHING:		
Adobe PageMaker (4 Weeks)	-	100,000/=
Corel Draw (4 Weeks)	-	100,000/=
PhotoShop (4 Weeks)	-	100,000/=
INTERNET:		
Intro ⁿ to Internet (3 Weeks)	-	65,900/=
WebPage Designing (1 Month)	-	250,000/=

COMPUTER PROGRAMMING:

- Dbase Programming (4 Weeks) - 100,000/=
- Foxpro Programming(4 Weeks) - 100,000/=
- MsVisual Basic Fundamentals - 100,000/= (4 Weeks)
- Mastering VB Development - 90,000/= (4 Weeks)

TERMS OF PAYMENT
 Payments are strictly on cash basis. Installments are acceptable but a minimum of 50% must be paid to begin with any package.

TERMS AND CONDITIONS OF TRAINING

1. Training is between 8:30 a.m. to 9:00 p.m. from Monday to Friday. Saturdays and some public holidays are open for hands on review.
 2. Students are encouraged to come within the allocated session. Hours lost due to say rain are compensated after the agreed training period not on the said day.
 3. Certificates are issued for all packages except Microsoft Windows.
 4. Students shall be responsible for any damage caused to property esp. the computers at the Training Centre.
 5. Management reserves the right to admission.
- For further information please come in person at our offices on Kampala Road opposite Fido Dido.**



MANAGEMENT TRAINING AND ADVISORY CENTRE (MTAC)



MTAC - Uganda, Kampala
MANAGEMENT TRAINING AND ADVISORY CENTRE (MTAC)

1.0 BACKGROUND AND EXPERIENCE

1.1 MTAC legal and professional status
The Management Training and Advisory Centre (MTAC) is a parastatal body under the Ministry of Tourism, Trade and Industry, established initially as an ILO/UNDP Project in 1965 and by Act of Parliament in 1969. MTAC is 5% government funded while 95% is raised from its training, consultancy and other activities. MTAC appreciates that its professional growth and sustenance greatly depends on the quality of its services to its esteemed customers. Consequently, maximum emphasis is placed on professional competence and high quality results in all its undertaking.

1.2 MTAC Vision
To be the leading Management Development Institution in Eastern Africa.

1.3 MTAC Mission
To contribute to improved managerial performance in Uganda through the provision of needs-based management training, consultancy and research services.

- 1.4 MTAC Values**
- ◆ Quality service
 - ◆ Team work
 - ◆ Professionalism

1.5 MTAC performance
Since its establishment in 1965, MTAC has built a track record of regular and repeat training and consultancy assignments with a client spread covering parastatals, the private sector, NGOs, local and central Government. MTAC conducts capacity building and management development courses catering for up to about 1500 participants per year.

2.0 MTAC'S TRAINING AND SERVICE RANGE

MTAC offers courses in the following areas:

- ◆ *General and Strategic Management*
- ◆ *Human Resource Management*
- ◆ *Finance and Accounting*
- ◆ *Production and Engineering Management*
- ◆ *Supervisory and Administrative Management*
- ◆ *Project, Marketing and Procurement Management*
- ◆ *Gender and Entrepreneurship Development*
- ◆ *Information and Communication Technology*

MTAC also offers tailor-made programmes in any of the above areas to suit various clients' needs.

PROFILE

P.O. Box 4655, Kampala

Tel: 221011/3 or 223611

E-mail: mtacmkt@yahoo.com

2.2 MTAC Training Support Facilities

a) **Location**
MTAC is located 4.5 kms away from the City Centre, occupying plot M175 on Jinja Road, Nakawa. Its location makes it easily accessible by both motorists and pedestrians.

b) **Surroundings**
MTAC surroundings are conducive to learning. The green gardens around the buildings add to the beauty. In addition to which we have ample and secure parking space.

c) **Canteen Services**
We have a contractual arrangement with a caterer to provide quality canteen service and facilities.

d) **Training Rooms and Sitting Facilities**
MTAC has a training complex comprising two big halls, one with a stage platform and seating capacity of 250 persons, the other with the capacity of 150 persons.

The training complex also has 6 training rooms, the largest with a seating capacity of 25 persons.

Group discussions can also be conducted outside in the gardens to the pleasure of the participants.

MTAC also has a fully operational and modern computer laboratory equipped with INTERNET wireless connection.

e) **Reading Facilities (Library)**
MTAC has a library for participants' and consultants' use, stocked with literature in varied management subjects. MTAC borrows up-to-date literature and video training tapes.

3.0 CONSULTANCY
MTAC's management consultants are capable of providing consultancy services to meet the needs of Public and Private enterprises and NGOs relating to:

- ◆ Organisation Structuring and Job Design
- ◆ Strategic Planning
- ◆ Design of Management Systems (in each area of management)

- ◆ Management Audits
- ◆ Project/Programme Evaluation
- ◆ Feasibility Studies and Business Planning
- ◆ Design of Accounting Systems
- ◆ Management Information Systems Design
- ◆ Computer Applications
- ◆ Records Management
- ◆ Formulation of Training Policies
- ◆ Training Needs Assessment and Formulation of Training Plans
- ◆ Personnel Selection
- ◆ Job Evaluation
- ◆ Design of Remuneration Structures
- ◆ Formulation of Terms and Conditions of Service
- ◆ Design of Staff Appraisal Systems
- ◆ Organisation and Methods
- ◆ Preparation of Contract Documents
- ◆ Training programme design and conduct
- ◆ Preparation of Job Descriptions and Persons Specifications.

4.0 COMPUTER TRAINING AND FACILITIES

MTAC provides computer training and consultancy services in the following areas:

- ◆ Basics of computer Applications: (MS-DOS, WP, Lotus 123)
- ◆ Introduction of Microsoft: (Windows, MS-Word, MS-Excel)
- ◆ Introduction to Database Management: (dbase IV)
- ◆ Introduction to Database management: (MS-Access)
- ◆ Intermediate Database Management: (Dbase IV)
- ◆ Desktop Publishing: (Pagemaker)

5.0 TRAINING/CONSULTANCY ASSIGNMENTS UNDERTAKEN

The areas in which MTAC has provided training and consultancy services during the last five years are:

5.1 Training

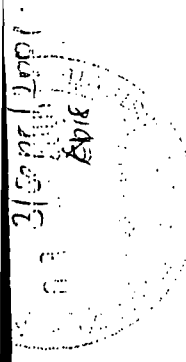
Area	Client
Human Resource Management & Development	<ul style="list-style-type: none"> ◆ Ministry of Public Service (MPS) ◆ President's Office ◆ Uganda Parliamentary Service ◆ Tororo District Local Government ◆ Uganda Tea Growers' Association (UTGC)

UGANDA MANAGEMENT INSTITUTE

TRAINING COURSES BETWEEN NOVEMBER 2001 AND FEBRUARY 2002

This is to invite applications for the following courses to be conducted at Uganda Management Institute between November 2001 and February 2002.

NO.	COURSE	TARGET GROUP	COURSE OBJECTIVES	DATES
1.	Modernising Human Resource Management HRM:401-03	Senior Personnel and Human resource professionals in Public Service, NGOs and commercial organisations. This programme is also suitable for Senior Managers who want to examine their personnel operation and consider innovations, and Managers who control personnel or those responsible for the development of the personnel function.	Participants will be able to: <ul style="list-style-type: none"> Appraise their HRM and devise strategies and systems for improvement; Raise their awareness of the importance of good human resource management policy and practice; Devise strategies to improve human resource planning and career management; Develop their contribution to organisational stability through change. 	12-23 November 2001 R/ 553,000 N/R 337,000
2.	Desktop Publishing IT: 201 - 15	Journalists, Graphic Designers, Typesetters.	Participants will be able to: <ul style="list-style-type: none"> Acquire knowledge and skills in typesetting and graphic design. 	12-23 November 2001
3.	Communication Skills for Secretaries IT 201 - 03	Senior and Personal Secretaries from Private Organisations, Public Enterprises, NGOs, Government Departments and Local Governments	Participants will enhance their oral and communication skills and be able to write memos, letters and reports from instructions given by their managers.	19-30 November 2001
4.	Basic Records Management LD 101 - 01	Stenographers, Records staff, Copy Typists, Secretaries, Clerks in Central and Local Authorities and in the Private Sector	Participants will be able to: <ul style="list-style-type: none"> Understand the concept, importance and benefit of records; Ensure that all procedures relating to records and information management are understood and practiced Learn principles of management with emphasis on Public Relations. 	19-30 November 2001
5.	Professional Presentation Skills with Powerpoint/Flash IT 201 - 17	Persons who make or who may be called upon to make presentations before an audience in meetings, conferences, workshops, retreats, etc; with the aid of the computer or other modern technology equipment	Participants will be able to: <ul style="list-style-type: none"> Apply effective presentation skills before an audience; Prepare presentation slides using the computer, either in Power Point or Flash; Insert objects, e.g pictures, charts, graphs, maps in computer presentation slides; Prepare transparencies. 	26-30 November 2001 R/ 337,000 N/R 200,000
6.	Human Resource Management for Head Teachers of Post Primary Schools HRM:401-09	Head and Deputy Head teachers of post primary schools, Heads of post primary and tertiary institutions	Participants will be able to: <ul style="list-style-type: none"> Discuss the management function in their duties; Enhance their interpersonal skills; State the importance of team work; Enhance their staff motivation skills. 	7 - 18 January 2002



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UGANDA GLOBAL DISTANCE LEARNING CENTRE AT UGANDA MANAGEMENT INSTITUTE

1. Background

The Uganda Global Distance Learning Centre was established by the Uganda Government through credit from the World Bank. In an effort to deliver the development services that reach the beneficiaries (the local/rural populace), the global development community realized that providing funds for development projects only, is not enough to bring about the sustainable development. Without knowledge, financial capital alone is always wasted.

The World Bank Group therefore invited partners to join in the creation of a Global Development Learning Network (GDLN) – [an administrative unit comprising Distance Learning Centres (DLCs) worldwide, Network Operating Centre (NOC)] and world Bank Institute (WBI) which uses interactive video, the internet and print media to facilitate the use of distance learning courses, teleseminars, and special events from electronic classrooms in all DLCs, to provide Courses, Seminars, and discussion opportunities from a variety of global sources, where participants can be linked by satellite networks, electronic classrooms, and internet services. This is intended to bridge the knowledge/skills and/or best practices gap, by providing access to network Courses to many people in many countries on time, to speed up the delivery of development services.

In Uganda, the Uganda Assessment of Capacity Building Activities in the IDA 1998 Report, confirmed that capacity building strategies emphasizing overseas training, have not been found to be cost effective and are not geared towards demand side gaps of expertise. Further, the overseas training cost was ranging between USD.3,000= for short courses of one to three weeks, to USD.18,000= for long courses per person.

Therefore, the Government of Uganda took strategic measures in response to such trends, by setting up the Global Distance Learning Centre at UMI, to deliver continuous human resource development and improvement of the cost effectiveness of professional and continuous education through use of distance learning, and modern technology in order to create a critical mass of trained professionals.

2. The Global Distance Learning Centre at UMI

a. The Vision, Mission and Objectives of the Centre

Vision:

The GDLC to be a leading Centre for learning the best management practices in the delivery of services for sustainable development through a world wide exchange of learning activities on key development issues.

Mission:

To provide cost effective, demand-driven learning services to development practitioners through advanced communication technologies and multimedia modes on a sustainable basis.

Objectives are:

- i. Strengthen capacity in the critical management and technical fields of the public, private and civil sectors in order to contribute towards the Government's goal of eradicating poverty and promoting development.
- ii. Develop partnership in the exchange of experience and knowledge among development community and decision makers in Uganda and other countries through a Global Distance Learning Network (GDLN).
- iii. Offer content from a global range of sources and reach wider audiences through the participation of a critical mass of development practitioners to effect tangible change in management practices in Uganda.
- iv. Operate on a sustainable basis.

b. The Business of the Centre

The Global Distance Learning Centre is in the business of knowledge, skills, and information delivery done through organizing courses, seminars, workshops and conferences for development practitioners targeting policy makers, top and middle level managers and professionals in the public, private and NGO sectors, the civil society and the academia. This is to improve on their capacity to be able to help the target population to be productive and earn more income thereafter reducing the impact of poverty.

The Centre will deliver the learning services using live videoconferencing, teleconferencing, computer conferencing, e-mail, Internet services, etc. The learning materials can also be delivered using print, videocassette, CD-ROM or any other digital media.

c. The Learning Methods at the Centre

The major modes of study includes:

- Live (synchronous) video interaction between local course participants and remote infrastructure/facilitator. Here, participants are seated in groups of three sharing personal computers. The interactivity is provided through video conferencing, phone and e-mail.
- Lectures, teleseminars, discussions and exchange of experiences between specialists in high level development institutions are also delivered through AccessNet video-conferencing.
- Independent, time flexible (asynchronous) computer based study. This is in a multimedia personal computers labs, containing a network of multimedia personal computers arranged in booths to be used for independent study or in a classroom configuration. This allows for flexible study of Internet-based courses and computer based communication.

The connectivity is achieved through a VSAT (a Very Small Aperture Terminal), satellite antenna for voice, video and data.

Annex - C

Recommended Sample Source Documents

- Annex C.1 - Inquiry Form.
- Annex C.2 - Course Outlines
- Annex C.3 - Student Registration Form
- Annex C.4 - Student Registration Card
- Annex C.5 - Course Evaluation Form

UBINnet.COM Training Services Inquiry Form

No:..... Date :

Name : (Mr /Mrs/Miss)..... Telephone:.....
Address : Fax :
: Email :
Job Title :

Please mark the appropriate level of qualification

(i) O' Level (ii) A' Level (iii) Diploma
(iv) Degree (v) Post Graduate (vi) Masters

How would you rate your IT Skills

Beginner Intermediate Advanced

What it's the most preferable time for you to follow classes

Morning Afternoon Evening Weekend

How did you get to know UBINnet.COM Training

Newspaper Ad Television Radio Friend

Others : (Please Specify)

Thank you for your cooperation

FOR OFFICIAL USE ONLY

Handled By : Date :
Status : Follow-up Remarks :

DIPLOMA IN INFORMATION TECHNOLOGY (DIT)

LEVEL OF CERTIFICATION: **DIPLOMA**

Module I

- Introduction to Computers

Module II

- Introduction to Operating Systems

Module III

- Microsoft office Applications
Word, Excel, PowerPoint, Access

Module IV

- Information Systems

Module V

- Introduction to Software Engineering

Module VI

- Networking & Data Communication

Module VII

- Introduction to Systems Development

Module VIII

- Programming Techniques & introduction to Pascal

Module IX

- Structured / Object Oriented Systems Development

Module X

- Programming in Visual Basic

Module XI

- Introduction to the Internet & Electronic Commerce

Module XII

- Web Designing using Hyper Text Markup Language (HTML)

(72 Hrs)

WEB DESIGNING USING HTML

LEVEL OF CERTIFICATION: **CERTIFICATE**

Module I

- Introduction to the Internet

Module II

- Formatting Text
- Incorporating Graphics
- Creating Hyper Links
- Creating Lists & Lines

Module III

- Creating Tables

Module IV

- Creating Forms

Module V

- Creating Frames & Uploading

Duration: 15 Hrs

INTRODUCTION TO THE INTERNET

LEVEL OF CERTIFICATION: **CERTIFICATE**

Module I

- Evolution of the Internet
- Introduction to Networks
- History of the Internet
- Internet Tools
- Types of Connections

Module II

- Electronic Mail
- Composing a new message
- Sending, receiving, deleting & printing messages
- Relying, forwarding & re-directing messages
- Sending attachments
- Creating personal mail boxes & transferring mail
- Saving a message
- Prioritising mail
- Creating auto signatures
- Keeping copies of outgoing mail
- Automatic checking of mail & sending timed messages
- Changing email passwords
- Mail filtering & sorting mail messages
- Incorporating sounds for new mail

Module III

- The World Wide Web
- Screen anatomy
- Types of browsers
- Uniform Resource Locators
- Search engines
- Creating & managing bookmarks
- Saving web pages & graphics
- Setting a home page
- In-built email facility
- Downloading information
- Printing

Module IV

- Introduction to electronic commerce
- What is Electronic Commerce?
- Benefits of electronic commerce
- Handling money on the Net
- Types of electronic payments
- The future of electronic commerce

Duration: 12 Hrs

COMPUTER DRIVING LICENCE (CDL)

LEVEL OF CERTIFICATION: CERTIFICATE

MODULE 1A

- Basic concepts of information technology

MODULE 1B

- Using a computer & managing files

MODULE 2

- Word processing
 - Basic Skills
 - Screen Familiarization
 - Editing Text
 - Aligning Text
 - Fonts & Attributes
 - Indenting Paragraphs
 - Changing Line Spacing
 - Tab Setting
 - Finding & Replacing Text
 - Spelling & Grammar
 - Thesaurus
 - Working with Columns
 - Page Setup
 - Printing a Document
 - Creating Tables
 - Sorting Text
 - File Management
 - Mail Merging
 - Working with Macros

MODULE 3

- Spreadsheets
 - Basic Skills
 - Formatting
 - Editing
 - Column & Ranges
 - Insert & Delete
 - Sorting Data
 - Filling Series
 - Creating Charts
 - Printing
 - Functions
 - Working with Macros
 - File Management

MODULE 4

- Databases
 - Introduction to Databases
 - Basic Skills
 - Databases
 - Forms
 - Queries
 - Sorting
 - Reports
 - Working with Macros

MODULE 5

- Presentation / graphics
 - Basic Skills
 - Editing
 - Formatting
 - Applying Design
 - Inserting Images, Clip Art & Graphs
 - Slide Transition & Effects
 - Animation
 - Using Presentation Tools
 - Preparing Masters
 - Printing Slides & Notes

MODULE 6A

- Electronic mail
 - Introduction
 - Basic Skills
 - Receiving Mail
 - Sending Mail
 - Responding to Mails
 - Working with Attachments
 - Creating & Using Nicknames
 - Composing Messages (Advanced)
 - Last Word & Feedback

MODULE 6B

- Internet
 - What is Internet?
 - World Wide Web
 - How to Navigate
 - Internet Practical

Duration: 110 Hrs

GRAPHIC DESIGNING

LEVEL OF CERTIFICATION: **CERTIFICATE**

Module I - PageMaker

- Introduction to PageMaker
- Text handling
- Using the clipboard
- Formatting techniques
- Graphics usage
- Columns
- Working with colours
- Printing

Module II CorelDRAW

- Setting up a new drawing
- Saving a drawing & printing a drawing
- Working with text
- Special effects
- Drawing basic shapes
- Transforming objects
- Outlining objects
- Creating business cards
- Print merge

Module III – Corel PhotoPaint

- Text & objects
- Cool effects

Module IV – Adobe PhotoShop

- Text & objects
- Cool effects

(40 Hrs)

VISUAL BASIC

LEVEL OF CERTIFICATION: **CERTIFICATE**

Module I – (Introduction)

Windows Programming Environment
Forms, Controls, Properties and
Methods

Variables and Data Types

Arrays and Records

Control Constructs

Module II – (Development)

Interacting with the user (Message
Boxes, Input Boxes)

Menus, Toolbars and Status Bar

Procedures and Functions

MDI and SDI

Clipboard Object

Module III – (Brushing Up)

Project Startup (Forms and
procedures)

Modules

Dialogue Control

Splash Screen

Mouse Pointers

Module IV – (Databases)

Database creation and Manipulation

Data management and Data Control

DBCombo, DBList and DBGrid

Queries

Module V – (Error Handling)

Error Handling

Debugging

Module VI – (More Controls)

Collections

File Object

OLE Object

Internet Explorer

Multimedia and Picture Controls

Module VII – (Hard Copy Output)

Printing in VB

Crystal Reports

Module VIII – (Advance Programming)

Automation

ActiveX Controls

Module IX – (Distributing your Applications)

Using Wizards

Creating EXE

(21 Hrs)

JAVA PROGRAMMING

LEVEL OF CERTIFICATION: **CERTIFICATE**

Module I – (Introduction)

What is Java?

History of Java.

Java's development outline.

Inside story about Java (OPTIONAL)

Module II – (Java Language Fundamentals)

Basic Java statements.

Code formatting and commands.

Flow control.

Array and string.

Comparisons.

Module III – (Object Oriented Programming with Java)

About objects.

Using objects.

Classes and objects.

Creating classes and interfaces in Java.

Inheritance and polymorphism.

Creating sub classes.

Module IV – (Basic Applets in Java)

How application and applets differ.

Creating applets.

Introducing applets to the web.

More about applets and tags.

Passing parameters between applets.

Module V – (Working with Graphics)

Graphic classes.

Drawing and filing.

Text, font and colour operations.

Using colour objects.

Module VI – (Working with Multimedia)

Playing sounds.

Playing videos.

Animation and threads.

Advanced animation in Java.

Module VII – (Package & Interfaces)

Programming (packages).

Programming (interfaces).

Module VIII – (Security and Distribution)

Security framework in Java.

Creating, signing and using Java executables.

Licensing components.

(24 Hrs)

WEB DEVELOPMENT TECHNOLOGIES WITH ASP

LEVEL OF CERTIFICATION: CERTIFICATE

Module I – (Understanding the Web)

Internet in General

Domain Name System and how the Internet works

World Wide Web – How it works

Module II – (Hypertext Markup Language - HTML)

Introduction

Working with HTML Tags

Using an authoring tool (eg: MS-FrontPage, Netscape Composer, Macromedia Dream Weaver etc)

Ethics in Web designing

Project

Module III – (Introduction Client Side Scripting with Java Scripts)

Introduction

Java Object Model

Using Java objects in Scripts

Project

Module IV - Creating Dynamic Web Pages with Server Side Scripting

Introduction

Server side scripting with Perl

Server side scripting with Active Server Pages

Introduction to database applications using ASP

Project

Module V - Setting up a Web Site using Windows NT server & IIS

Introduction to web server

Windows NT Server 4 – Internet

Perspective

Internet Information Server

Installation

Setup

Maintenance

(50 Hrs)

UBINnet.COM Training

[Address]

Tel: [Telephone No] Fax: [Fax Number]
Email: learn@ubinnet.com Web: www.ubinnet.com

Student Registration Form

Program Name

For Office Use Only - Costing			
Date		Registration No	
Reference No			
Invoice No			
Course Fee			
Program Code			
No of Students/Batch			
No of Sessions		No of Hrs	
No of Certificates	1	No of Diskettes	1
Tea/ Refreshments			
Remarks	C Fee		+ VAT
Advances Paid			
Receipt No			

Name (Mr/Mrs/Miss)

Address

Registration No

(Please indicate only if you have already registered at UBINnet.COM Training Services)

Telephone Residence

Office

Email

Previous Computer Experience

NID / Passport No.

Educational Qualifications

Professional Qualifications

Contact Details (In case of Emergency)

Name (Mr/Mrs/Miss)

Address

Telephone

Mobile

I hereby certify that the above particulars are true and correct to the best of my knowledge.

.....
Signature of Student

.....
Student Counselor

.....
Date

Please note that payments will NOT be refunded after the registration


Sample Registration Card

Front

Front Inside

Back Inside

Back

STUDENT REGISTRATION CARD UBINnet.COM Training  [Address] [Address] Tel : Fax: Email: learn@ubinnet.com Web: www.ubinnet.com		Student Name Program Month Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec		Installment Batch Balance		Date Item Signature		Rules & Regulations
---	--	--	--	---------------------------------	--	---------------------------	--	---------------------

UBINnet.COM Training Services

Course Evaluation Form

This is a confidential document . Your evaluation of the course would be a valuable contribution for us to improve and develop our training programmes. Therefore kindly fill in the evaluation form and submit same

Batch Code

Subject Lecturers Name

Lecturers Evaluation

- 1 Are you happy with the lecturers presentation ? Yes
 No
- Were the explanations clear ? Yes
 No
- Was the Lecturer fully prepared and organised ? Yes
 No
- Did you get satisfactory answers to your queires ? Yes
 No
- Was the language easy to understand ? Yes
 No
- Did the class always commence on time ? Yes
 No
- 2 Was the class always held for the duration scheduled? Yes
 No
- 3 Were the course material given to you found useful? Yes
 No
- 4 Your Comments on the course material
.....
- 5 Was the time allocated for course work sufficient ? Yes
 No

6 In your openion the lectruer is Very Good Good Average Poor

Computer facilities

- 7 Were you happy with the computer room arrangements? Yes
 No
- 8 Were you happy with the computer hardware available ? Yes
 No
- 9 Were you happy with the computersoftware available ? Yes
 No
- 10 Were you happy with the equipment used for presentation ? Yes
 No

11 Your Overall opinion of the training center is Very Good Good Average Poor

12 Your General comments and suggested Ides for Improvement

We thank you for your sincere effort and time spent to evaluate the course

Organisation Name

Date Signature

Your Views Help Sharpen Our Vision

Annex - D

Annex D.1 - Turnover Projections 2002/2003

Budget for Jan 2002 - Dec 2002

Student/Batch Analysis

PRODUCTS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
C/IT	0	4	4	8	0	10	0	15	15	0	15	0	71
DIT	0	0	0	10	0	0	15	0	0	15	15	0	55
Internet Training	4	4	10	12	12	20	20	20	20	20	20	20	182
Web Design	4	4	8	8	8	10	10	10	10	10	10	8	100
Web Technologies	0	0	4	4	0	4	4	4	0	4	0	4	28
Visual Basic	0	4	0	8	0	8	0	8	8	8	0	8	52
Java programming	0	0	4	0	4	0	4	0	4	0	4	0	20
Graphic Design	0	5	0	5	0	5	0	5	5	5	0	5	35
Total	8	21	30	55	24	57	53	62	62	62	64	45	543

Corporate Training

IT for Managers	4	4	0	8	8	8	8	10	0	10	0	10	70
IT for Secretaries	0	0	8	0	8	0	8	0	8	10	0	10	52
IT for Accountants	0	4	8	0	8	8	0	10	0	10	0	10	58
Ms Office (Option 1)	4	0	6	0	8	0	8	0	8	0	8	0	42
Ms Office (Option 2)	0	4	0	4	0	8	0	8	0	8	0	8	40
Ms Office Intermediate (Op 1)	0	4	4	0	8	0	8	0	8	0	8	0	40
Ms Office Intermediate (Op 11)	0	0	4	0	8	0	8	0	8	0	8	0	36
Total	8	16	30	12	48	24	40	28	32	38	24	38	338

Batches

Total No of Students for the Month	16	37	60	67	72	81	93	90	94	100	88	83	861
------------------------------------	----	----	----	----	----	----	----	----	----	-----	----	----	-----

Total no of Batches

	5	8	9	9	9	8	8	10	8	9	8	8	9
--	---	---	---	---	---	---	---	----	---	---	---	---	---

Total Hrs Spent on Training for a Month

	80	128	144	144	144	128	128	160	128	144	128	144	144
--	----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----

Hrs for a Lecturer (per month)

	1	1	2	2	2	2	2	2	2	2	2	2	2
--	---	---	---	---	---	---	---	---	---	---	---	---	---

Lecturer Requirement

Full Time	1	1	1	1	1	1	1	1	1	1	1	1	1
Part Time													

96

Budget for Jan 2002 - Dec 2002

Student/Batch Analysis

PRODUCTS	Course Fee (\$)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
CIT	250	-	1,000	1,000	2,000	-	2,500	-	3,750	3,750	-	3,750	-	17,750
DIT	350	-	-	-	3,500	-	-	5,250	-	-	5,250	5,250	-	19,250
Internet Training	50	200	200	500	600	600	1,000	1,000	1,000	1,000	1,000	1,000	1,000	9,100
Web Design	100	400	400	800	800	800	1,000	1,000	1,000	1,000	1,000	1,000	800	10,000
Web Technologies	300	-	-	1,200	1,200	-	1,200	1,200	1,200	-	1,200	-	1,200	8,400
Visual Basic	150	-	600	-	1,200	-	1,200	-	1,200	1,200	1,200	-	1,200	7,800
Java programming	175	-	-	700	-	700	-	700	-	700	-	700	-	3,500
Graphic Design	180	-	900	-	900	-	900	-	900	900	900	-	900	6,300
600		3,100	4,200	4,200	10,200	2,100	7,800	9,150	9,050	8,550	10,550	11,700	5,100	82,100

Corporate Training

IT for Managers	200	800	800	-	1,600	1,600	1,600	1,600	2,000	-	2,000	-	2,000	14,000
IT for Secretaries	200	-	-	1,600	-	1,600	-	1,600	-	1,600	2,000	-	2,000	10,400
IT for Accountants	200	-	800	1,600	-	1,600	1,600	-	2,000	-	2,000	-	2,000	11,600
Ms Office (Option 1)	180	720	-	1,080	-	1,440	-	1,440	-	1,440	-	1,440	-	7,560
Ms Office (Option 2)	200	-	800	-	800	-	1,600	-	1,600	-	1,600	-	1,600	8,000
Ms Office Intermediate (Op 1)	180	-	720	720	-	1,440	-	1,440	-	1,440	-	1,440	-	7,200
Ms Office Intermediate (Op 11)	180	-	-	800	-	1,600	-	1,600	-	1,600	-	1,600	-	7,200
Workshops/Seminars	200	-	-	-	1,500	1,500	1,500	1,500	5,600	2,000	2,000	2,000	-	20,000
1,520		3,120	5,800	2,400	10,780	4,800	9,180	9,180	5,600	8,080	7,600	6,480	7,600	72,960

Total

2,120	6,220	10,000	12,600	12,880	12,600	18,330	18,330	18,330	14,650	16,630	18,150	18,180	12,700	155,060
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Annex - E

Annex E.1 - Presentation to the Board of UBINnet.COM

Presentation to the Board of Directors

Of

UBINnet.COM

In the setting-up of Training Operation

Presented by Prasantha Fernando

On November 21, 2001

Agenda

1. Terms of Reference
2. CyberWorld Training
3. Current Status Comparison to the desired Out Put
4. Action Plan
5. Implementation

1 Terms of Reference

- Study of the CyberWorld Training
- Findings gaps for improvement to introduce new systems/Value addition
- Identify Resource requirements
- Implementation Plan

2. CyberWorld Training

The initial observations clearly indicated that the present training operation at CyberWorld, functions more as a **Support Service (Cost Center)** to the on-going CyberCafe operation, rather than a profit center. Hence the need to setup a professionally managed SBU.

3.0 Current Status Comparison to the desired Output

3. A - Internal Environment

Findings	Desired Output
1. Existing customer base	Optimisation & Build Customer loyalty
2. Necessity to change "Mind Set".	Through training/workshops to build the team spirit to achieve the objectives of a profit center.
3. Inadequate commitment from the present staff	
4. Lack of accountability	Identify a Manager to head the overall operation
5. Non availability of qualified faculty.	Identify & select a qualified faculty consisting of a senior lecturer and two lecturers.
6. Ineffective delivery methods.	Train the trainer programmes.
7. Absence of course material.	Assist in the preparation of course material.
8. Inadequate attention to service quality	Conduct Training on service quality.
9. No marketing activities.	Build a corporate marketing team
10. Absence of necessary systems	Develop Systems
11. Poor utilization of resources such as HR, HW & space.	Develop performance monitoring mechanisms/indicators
12. Unsuitability of the present location.	Identify a suitable location.

3. B - External Environment

Findings	Desired Output
1. Vast potential for Corporate Training	Focused Marketing activities & concentrate on Corporate Training programmes
2. Less concentration of focused marketing activities.	
3. Training courses offered by many training institutes are very basic.	Enhance the current product portfolio
4. Lack of skilled qualified trainers	Capacity building of trainers
5. No training activities during weekends	Based on demand, schedule courses during weekends.
6. Non availability of short courses such as workshops	Identify Strategic partners to conduct short courses.

4.0 Action Plan

Activity	Completion	Status
1. Visit Competitors	Nov 06, 01	Completed
2. Identify Human Resources	Nov 09, 01	To be Identified
o Manager Training		Completed
o Senior Lecturer		Completed
o Lecturers		Completed
3. Identify a Location	Nov 21, 01	Pending Decision
4. Developing Appropriate Systems	Nov 15, 01	Completed
o Student Registration Process		Completed
o Course Scheduling		Completed
o Invoicing and Receipting		Completed
o Management Information System		Completed
o Issuance of Certificates		Completed
o Assessments		Completed
o Inventory /Assets		Completed Jan 2002.
5. Assistance to prepare Course materials	Nov 21, 01	In Progress- To be reviewed in Jan 02.
6. Implementation Plan	Nov 21, 01	Completed
7. Identify Strategic Partners	Nov 21, 01	In Progress
8. Marketing Activities	Nov 21, 01 & In Jan 2002	In Progress
9. Implementation	Jan 31, 02	to be Completed
10. TOT	Jan 31, 02	In Progress