Telecentre facilitators facilitated

Prof. Peter Mkhize (Chance2Advance), Peter Skosana (ICT Coordinator, Limpopo), Matsobane Madisha (Workshop organiser, Limpopo), and Samuel Mtshweni (Chance2Advance)

"Better late than never!" These are the words from sixteen Unisa telecentre facilitators. These are people who assist students with internet access where Unisa has a partnership with communities. They attended a four-day workshop run by Chance2Advance. The workshop programme included end-user computing, customer service, and business writing skills.

Opening the workshop, George Dire, Limpopo Communications Manager, thanked the participants from the telecentres for coming and hoped that they would use the knowledge from the training to go back and help the communities they served. He also thanked Chance2Advance for coming to Limpopo to educate communities on their home ground.

Workshop organiser Matsobane Madisha said: "The purpose of the workshop is to provide formal training to telecentre staff in order to equip them with the necessary skills, not only to help Unisa students but also to serve communities in which they exist."

The project is a first step in bringing the standards of service offered by the university's partners as close as possible to Unisa's own standards and expectations.

Participants thanked Unisa for the workshop, adding that the courses delivered to them during the week and the knowledge they gained would have been very expensive anywhere else.