

CURRO

**Curro IT Skills Development
Programme
Information Pack
2021**

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Introduction

The aim of the IT Skills Development Programme (SDP) strategy is to equip our Interns with transferable skills within the IT field, the ability to foster strong interpersonal relationships and Curro Systems skills, as well as relevant industry qualifications that can be utilized to influence change at school level.

By empowering the interns to function as change agents within the schools to which they are assigned, they will gain the IT skills, on the job proficiencies in multiple e-learning platforms, Curro systems and other IT related programs.

Interns will gain experience by participating in day-to-day functions within the Curro IT framework.

This will bring about the following benefits for the learner:

- Prepare Interns for the digital age
- Encourages the interns to explore the IT field
- Diversification of Interns' skill set
- Offer real-world experience
- Improves Interns' critical thinking and problem-solving skills
- Encourage leadership skills
- Successful candidates will finish year **one** with MTA qualifications
- Successful candidates will finish year **two** with A+, N+ & other industry qualifications

Entry Requirements/criteria of the SDP

Internship Programmes shall be offered to the following persons:

Minimum requirements to apply

- o South African citizens.
- o Grade 12 learner within the Curro affiliation
- o Pass either English FAL or English HL in grade 12 with 55% or higher
- o Technology proficient.

Duration of Training

The Curro IT SDP project has been designed to introduce generic IT-related skills needed in the industry over a 2-year training programme.

Year 1: Training interventions shall take place for a minimum of 13 (thirteen) months, thereafter candidates will need to apply for the second year of the Programme.

Year 1: will commence on 1 December 2020 with a **2-week** induction program (1 December till 15 December 2020) and will then continue from 4 January 2021 till 20 December 2021.

Year 2: Training interventions shall take place for a minimum of 12 (twelve) months while the candidates are placed at Curro Service desk, Support technicians or at the Western Cape schools, thereafter candidates will need to apply for a specific track within the third year of the Programme should the programme be extended.

Personal Development Plan/Training Plan

Candidates will be required to undergo the Psychometric Online Assessments listed below as part of the application.

- Personality (PAW)
- Cognitive Ability (COPAS)
- Talents / Strengths (Strengths Finder Top 5)
- Integrity (GIP)
- EQ test

Personal Development Plans (PDP) and a Training Plan shall be prepared for the group of interns soon after the initial orientation session.

Mentoring of Interns

During year one and two, interns will be expected to complete job shadowing and on the job training with the staff within the IT department and IT specialists in the field.

The mentor shall be expected to evaluate the intern and provide input when the intern is considered for the IT department succession plan.

The Roles & Responsibilities of Intern

1. Assist with the download of books on e-learning platforms
2. Onboarding of devices on the Curro Network
3. Installation of printers
4. Imaging devices
5. Deploying Windows 10
6. Downloading & installation of Certificates
7. Tier 1 technical support assistance to onsite technicians
8. Assist schools with maintaining Synergy data
9. Remote technical support assistance via the service desk
10. Assist support staff with installing e-learning applications
11. Assist Interns with problems related to e-learning devices
12. Assist staff with problems related to e-learning devices
13. Provide Curro Support Service centre with information in a report format once a week based on:
 - a. Issues with downloads
 - b. Problem areas w.r.t. e-learning platform
 - c. Staff attitude towards the project
 - d. Learner attitude towards the project
 - e. Ongoing training and support
14. Report problems with Wi-Fi connectivity and availability via the Curro Service Desk
15. Log all calls related to the device project via the Curro Service Desk, monitor the call resolution and provide feedback to the Support Service centre on resolution.

Frequently asked questions

1. How will classes work?

The program is based on a model of “on the job learning” and academic interventions which are a combination of online self-study, workshops, face-to-face facilitation and group work.

2. Will assignments be used as an assessment method?

Year one is focused on exam-based courses and practical learning interventions with very little assignment-based projects.

3. Will being part of the internship benefit you in studying further at university?

All learning interventions are based on skills and qualifications needed in the workplace and are not currently aligned to NQF credit bearing courses.

International Industry standards are used as a benchmark and not South African academic levels.

See curricula for more details

Aligning the program with SAQA qualifications is still under investigation but registration is not guaranteed.

4. How much will the interns earn?

The monthly stipend amount to be paid to the Interns is currently as follows:

- Interns who participate in the 1st year: R 3 000,00
- Interns who participate in the 2nd year: R 5000,00

5. Will the internship involve travelling?

Interns will be placed at schools in the Western Cape who makes use of an e-learning platform and will need to travel to and from the schools during work placement period in the beginning of each term.

During the work shadowing & support periods, interns will visit additional schools in the Western Cape who are not on an e-learning platform to assist with technical support.

Interns will also be required to attend supplier Workshops in the Johannesburg and other areas.

Interns will assist in the hosting of Robotics, technology and other IT related competitions, days and events hosted at Curro schools.

Traveling expenses for the above mentioned will be covered by Curro Holdings.

6. Who pays for the transportation to and from Cape Town, if interns are from out of town?

All interns are required to arrange their own living accommodation within the Northern suburbs of the Cape Town area and transport to and from their accommodation.

7. Who pays for the transportation to and from work at the Support Service centre?

Interns are required to arrange their own transportation to and from the Support Service centre.

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8. Where do interns stay in Bellville/ Durbanville (Cape Town), if they are from out of town? Do they have to pay for accommodation and food themselves?

Interns/ their guardians are to find their own accommodation in the Bellville/ Durbanville area.

Please use the street address provided to find accommodation in the Northern suburbs of Cape Town, close to the Support Service Centre: 24 Bella Rosa street, Bellville.

9. After the year is completed, would the learner be offered full time employment by Curro?

Interns that perform well during the first year will be offered a second year, however permanent employment is not guaranteed after the second.

10. What certificates will the interns acquire during year one of the internships?

During the first year of the internship the interns will MTA (Microsoft Technology Associate) certificates on completion of the exams. These certificates are of an international standard.

11. What will the average day consist of?

Usually the day consists of providing in-house support at the Support Service centre, working with the support desk staff and assisting the onsite technicians.

Training sessions (theoretical and practical) will be provided.

There will also be time allocated to study and complete online courses.

Suggested programme curricula for 2021

Curricula is subject to change as and when Curro Holdings requirements changes.

Curro Computer Support Technician Curriculum

Year 1 of Curro IT SDP

Program Outcomes

1. Manage Information technology hardware.
2. Manage software.
3. Support computer networks.
4. Provide end user support.
5. Solve information technology problems.
6. Demonstrate customer service skills as an IT professional.

Induction

| | |
|-----------|---|
| CUR-I-001 | Business Orientation |
| CUR-I-002 | IT Career paths in Curro |
| CUR-I-100 | Introduction to Organisational Specific Software |
| CUR-I-200 | Introduction to Business Applications |
| CUR-I-300 | Introduction to Organisation Infrastructure (Curro Network) |
| CUR-I-400 | Psychology of Human Relationships |
| CUR-I-500 | Workplace communication |
| CUR-I-600 | Introduction to Curro service desk |

Semester 1

| | Course Title | Specifics |
|---------|---|----------------------------------|
| CWP-001 | Work placement practical | |
| CUR-101 | Organisational specific Software | Curro Systems |
| CUR-201 | Business Applications | Supplier Systems |
| CUR-301 | Organisation Infrastructure (Curro Network) | Hardware & Software |
| CUR-401 | Psychology of Human Relationships | PDP & Sessions with Anina |
| CUR-401 | Learning to learn | Coursera |
| CUR-501 | Written Communication | Email etiquette |
| CUR-502 | Oral Interpersonal Communication | Feedback & Presentation sessions |
| MOS-003 | MS Excel Core | MOAC_ENU_77-727 |
| CUR-602 | IT Support: Fundamentals course | edX |
| MTA-001 | Networking Fundamentals | Exam 366 |
| CUR-601 | Introduction to Curro service desk | |

Semester 2

| | Course Title | Specifics |
|----------|---|----------------------------------|
| CWP-002 | Work placement practical | |
| CUR-102 | Organisational specific Software | Curro Systems 2 |
| CUR-202 | Business Applications | Supplier Systems (Fresh service) |
| CUR-302 | Organisation Infrastructure (Curro Network) | Hardware & Software |
| CUR-402 | Psychology of Human Relationships | PDP & Sessions with Anina |
| CUR-503 | Written Communication | Reporting & Email etiquette |
| CUR-504 | Oral Interpersonal Communication | Feedback & Presentation sessions |
| CUR-603 | IT Support: Communication course | edX |
| MOS-004 | MS Excel Experts | MOAC_ENU_77-728 |
| MTA-002 | Security Fundamentals | Exam 367 |
| CUR -604 | IT Support: Documentation course | edX |

Semester 3

| | Course Title | Specifics |
|---------|---|---|
| CWP-003 | Work placement practical | |
| CUR-103 | Organisational specific Software | Curro Systems 3 |
| CUR-203 | Business Applications | Supplier Systems (Microsoft Office 365) |
| CUR-303 | Organisation Infrastructure (Curro Network) | Hardware & Software |
| CUR-403 | Psychology of Human Relationships | PDP & Sessions with Anina |
| CUR-505 | Written Communication | Report writing |
| CUR-506 | Oral Interpersonal Communication | Feedback & Presentation sessions |
| MTA-003 | Windows OS Fundamentals | Exam 349 |

Semester 4

| | Course Title | Specifics |
|----------|---|----------------------------------|
| CWP-004 | Work placement practical | |
| CUR-104 | Organisational specific Software | Curro Systems |
| CUR-204 | Business Applications | Supplier Systems |
| CUR-304 | Organisation Infrastructure (Curro Network) | Hardware & Software |
| CUR-404 | Psychology of Human Relationships | PDP & Sessions with Anina |
| CUR-507 | Written Communication | Onboarding communication |
| CUR-508 | Oral Interpersonal Communication | Feedback & Presentation sessions |
| CUR -700 | Technical Reporting | |
| CUR -800 | PC Maintenance and Troubleshooting | |
| MTA-004 | Software Development Fundamentals | Exam 371 |
| MTA-005 | Database Fundamentals | Exam 364 |

Suggested programme curricula for 2022

Curricula will be finalized in 2020 based on Curro Holdings requirements

Year 2 of Curro IT SDP Curriculum Minimum required

International qualification that will be included in the updated 2020 curricula

| | | |
|-------------|---------------------------------|--------------------------|
| COMPTIA-001 | A+ | Exam 220-901 and 220-902 |
| COMPTI-002 | N+ | Exam N10-006 |
| COMPTIA-003 | S+ | Exam SY0-501 |
| CPRL-001 | Programming language | TBC |
| NQF 4 | Technical Support Qualification | TBC |