

TOYOTA AFRICA

Private Sector Employees' ICT Skills Development

Background

Maximising the skills and efficiency of employees is vitally important for any organisation. However, for multi-national companies, particularly those operating in developing countries, maintaining a consistent and effective approach to skills development and validation can be very challenging.

Toyota Tsusho Africa, the wholly owned African subsidiary of the Japanese automotive and industrial conglomerate, turned to ICDL in order to overcome just such a problem in ensuring a uniform level of ICT literacy amongst its 1,300 employees in Kenya, Uganda, Zimbabwe, Malawi, Angola, Zambia, and Mauritius.

Why ICDL was Chosen

To improve overall productivity at the company and to ensure the company's information management systems are utilised properly, Toyota Tsusho intended to choose one computer skills certification programme to be the internal standard for the staff. The flexibility of learning different modules in any order and the reputation as an internationally recognised qualification made ICDL a practical solution for Toyota Tsusho, whose employees come from different educational backgrounds.

Description and Delivery Details

In 2008, Toyota Tsusho decided to make certain ICDL modules a prerequisite for all the staff that use the company's information management systems in the seven countries in Africa. The staff may choose to complete the remaining three modules and achieve ICDL certification at their own cost. So far, the training centres at Toyota East Africa, Toyota Tsusho Centre of Excellence – Durban, Toyota Uganda, and Toyota Malawi Ltd., are registered ICDL centres, with Mauritius soon to come on board. Since 2009, 397 people have already registered with the ICDL programme, with more people to join every day.

Maintaining the quality standard of ICDL is crucial for the success of the programme. Facilitators from each of the seven distribution centres are, therefore, brought to South Africa for training with ICDL South Africa, and then they return to their respective countries.

Impact

The feedback about the ICDL programme at Toyota Tsusho is very positive. Candidates have become enthusiastic about computer skills and enjoyed a lot of benefits from applying these practical skills to their work.

Toyota Tsusho's management is pleased with the impact as well: "It is amazing to see the improvement in productivity and confidence of the staff who have completed the ICDL programme," said Corrie Hiepner, ICDL Coordinator at the Toyota Tsusho Centre of Excellence. On October 16, 2008, a Representative from Toyota Tsusho was quoted in a press release as saying: "... [Toyota Tsusho] would recommend [ICDL] to all companies..."

