

Project Name: ICDL Training for **Entire UAE Community**

Introduction

Dubai Health Authority has joint the efforts with ICDL GCC Foundation since 2005 till date to achieve H.H. Shaikh Mohamed Bin Rashid Al Maktoum' s initiative to provide IT training to UAE local staff of all Dubai Government Departments as a part of the bigger vision of having e-government services. When the project of training Dubai Government's local staff on ICDL completed in 2008; DHA took the initiative to extended H.H. Shaikh Mohamed's vision to provide the ICDL training to its Expatriate staff beside the local staff and their families to help in spreading the IT literacy in UAE society. With the great response from the ICDL candidates DHA decided to expand its focus to include all the Government, Minsters and private entities all over the UAE. The categories that were covered in the last past 11 months are:

- DHA Local Staff and their Families
- DHA Expatriates staff and their Families.
- Dubai Sport Council
- UAE Federal Authority for Govt. Human Resources
- Ministry of Health
- Public candidates (e.g. retired citizens)
- School and Universities Candidates
- And we got a request from H.H Shaikh Mansour Bin Zayed Al Nahyan's Pvt. Affairs Office.

As a commitment to the society DHA-ICDL Center has also helped the underprivileged staff (e.g. messengers, domestic staff and assistant nursing staff) in training their children on ICDL and getting them ICDL certified for free or minimum payment.

Project Description

The DHA has a dedicated unit - IT Skills Development Unit – that manages the ICDL project within the authority. The IT Skills Development Unit has 3 spacious fully equipped labs with the capacity of 20 candidates each. The Unit has 3 experienced trainers who were in the training field for more than 10 years where two of them are certified as CTPs. The IT unit members didn't spare any effort in spreading the ICDL culture among the DHA staff, their families and all social members they have encounter during implementing the ICDL project. The implementation of the project within DHA can be described in the below points:

- An annual plan is developed where the ICDL training is divided into cycles.
- Each cycle's announcement is released via MS outlook internal announcement system.
- Each cycle's announcement is also released using DHA external announcement system to target the non-DHA candidates.
- Nominations received from Department Heads and Individuals via mails, phone calls and physical visit to IT Unit Office.
- Confirmation is sent to the candidates via mail and sometimes reconfirm by phone calls.
- First day of each cycle candidates are given hand-out explaining:
 - *ICDL Program Concept (Modules, Skill Card...etc.)
 - *ICDL Tracks (Start, Core and Advance)

 - *Current Cycle's detailed schedule
 - *Exam Schedule
 - *Exam Rules
- Candidates are registered according to ICDL rules in the ATS database.
- In case of failed candidates retake exams are scheduled and failed candidates are always tracked to make sure they have completed all the exams.
- Evaluation forms are sent online to assess the training for improvement and enhancement.

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- As an appreciation and encouragement at the end of each cycle a high achievers announcement is sent across DHA using MS Outlook internal announcement system.
- For the other Governments and Ministries the file is sent to the coordinator of that concerned entity to be circulated among the staff as an appreciation.
- The high achievers poster is posted in the IT Unit's Office where all visitors can see it.
- Once the certificates are received from ICDL GCC Foundation; IT Unit informs the candidates to collect their certificates.
- Mobile phone messages were used as an extra announcement tool to confirm the retakes exams or the collection of ICDL certificates. This tool was used to overcome the obstacle of having DHA candidates working in shifts and not able to get the notification on time (especially the retake exams).
- In the collaboration of ICDL GCC Foundation ICDL posters were distributed all over DHA premises as part of IT Awareness Campaign.
- ICDL training activities were announced in the DHA newsletters and local newspapers.

Impact

- The IT Skills Development Team have received a lot of appreciation letters and poems dedicated to their sincere efforts in helping the candidates to learn and gain new skills using ICDL program syllabus and obtain the ICDL certification.
- Because the ICDL training was conducted in a very friendly and comfortable environment a lot of candidates have decided to complete their ICDL Start certification to obtain the Core certification. Moreover, they keep coming back to the ICDL Center to ask about the latest news.
- High morale boost for the staff who attended the certification.
- Fear of attending the exams was totally taken away after the training sessions.
- Flexible timings were given for the candidates when requested.
- Candidates from different management levels attained the ICDL certification.
- There was a remarkable improvement in their computing knowledge once the training got over.
- There were group involvements in the practice session during the training.
- Leadership qualities were well noticed during the sessions.
- Candidate Participation in training was punctual.
- Candidate's moral was in high spirits while attending the training sessions
- Complimentary training was released for the high achievers from FAHR authority and Dubai Sports Council.
- Training the staff from sports council is one of the major stepping stones and it will help the staff to organize the events effectively and in a systematic orderly manner. Sport is a part of society as both an educational fixture and an entertainment enterprise. Sport forms part of human and social development. As a universal language, sport can be a powerful medium for social and economic change.
- Medical staff trained on ICDL will have a better outlook which can be incorporated with the medical reports they could present it in seminars and for statistical reports.
- The employers trained on ICDL whether from DHA or other Government Departments will always have an upper hand over the rest of the other department staffs.

Quotes: Learn: Mastering New Skills and Hardworking = ICDL Certificate

IT Skills Development Unit – DHA ICDL Center have received many poems in English and Arabic as an appreciation and gratitude to toward the trainers and we have kept snap shot of them in the images part as we have also attached the file with this mail.
