KWAZULU-NATAL DEPARTMENT OF TRANSPORT

Public Sector Employees' Skills Development in a South African province

Background

Maximising the efficiency of the civil service in delivering essential services to citizens is a priority for any central and regional government. The KwaZulu-Natal Department of Transport, South Africa, adopted ICDL over three years ago, as a way of using technology to improve efficiency in the work place.

Why ICDL was Chosen

Testing and training methods implemented throughout KwaZulu-Natal include two mobile computer labs fully equipped with the technology to handle the increasing number of employees to be trained and tested. Only the ICDL programme offers the in-built flexibility required to operate in this way whilst maintaining integrity according to global standards and being simple to engage with.

Delivering ICDL in Multiple Regional Locations

The T2 Centre, which is the official training component of the KwaZulu-Natal (KZN) Department of Transport, became a registered ICDL training and testing centre in February 2006. The centre employs full-time ICDL trainers and test supervisors who run ICDL programmes throughout the year.

The successful implementation of the programme has resulted in testing facilities being set up in eight regional offices to cater for all employees. Testers travel to the various regional offices to test the employees using laptops. Additional test sessions are run in the regions to cater for the increase in demand of candidates writing exams.

The T2 Centre honours ICDL graduates every year at a graduation ceremony, where the top three candidates are awarded prizes for the high scores achieved for all seven modules[1]. A plaque is placed at the Head Office training centre, where the top students' scores and names are engraved. This is proving to be a motivating factor for employees to achieve higher marks.

Impact

The ICDL assessments have become a standard at KZN Department of Transport to test shortlisted applicants before they are interviewed for vacant posts. The reliability and efficiency in handling this process has seen many applicants undergoing assessments for the relevant ICDL modules. Since its inception, more than 950 employees have attended the ICDL training course, of which 250 have successfully completed their ICDL certification.

One of the key outcomes of the project has been a drastic reduction in the logging of application based ICT support calls in the Department due to the ICDL programme, emphasising the efficiency gains achieved.

"ICT literacy has become an essential criterion in business today. By equipping our staff with computer and Internet skills and setting the ICDL as a benchmark for digital literacy, we believe, they will be able to take advantage of modern technology to enhance their job

[1] For a detailed explanation of the modules offered by the ECDL / ICDL programme, visit: www.ecdl.org

functions," said Renita Madhan, the manager of ICT at the T2 Centre. "We are continually receiving positive feedback from students and supervisors who comment on how the ICDL has helped them perform tasks more efficiently," said Ms. Madhan.