

Matrix of Training Models

The following table is not exclusive, rather it has been developed to demonstrate the wide range of different training programmes and models that exist. The first section of the matrix describes a range of New Zealand-based initiatives. The second section shows a number of international models and, in particular, highlights projects that could provide a useful model for new initiatives in New Zealand. The matrix reflects the wide diversity in training models that exists, these include formal courses leading to a qualification (ICDL and CISCO), formal introductory courses that range from computer basics to product specific (such as Microsoft Office) right through to custom-developed courses for not-for-profit groups that can be tailored to their own needs. Just in time learning is catered for with self-paced programmes and specialist skills, particular Internet publishing and web page design, are common.

The matrix describes courses and training programmes targeted at a single community, at volunteers in community groups and at a distinct audience, such as youth. ICT training is most often delivered in a specialised centre (often in conjunction with an education provider or community organisation) but models also exist for in-home self-paced learning and for mobile learning centres.

New Zealand

Project	Who	What	Category	Training model	Reference	Level/ Delivery
Akozone	Auckland City Libraries	Access to ICT resources within a number of Auckland City Libraries. Library Learning Clubs are also included in Mt Wellington and Glen Innes.	Informal training	Accessible to library customers (individuals and groups for self teaching and for tutor led group sessions), any level of computer expertise from novice to skilled users. Community groups with their own tutors can make arrangements to use AKOZONE.	www.aucklandlibrary.co.nz/general.aspx?ct=31	All levels Individual/Group
Certificate in Generic Computing	Northland Polytechnic	Funded by TEC Community Education	Formal	Free computer if complete the course Mini- Linux course One-year full-time	www.norhtland.ac.nz/facbus/infosystems/linuxmini.htm	Introductory Individual
Click-IT	Waitakere City Libraries, Ranui Action Project, Unitec	Public access computers and learning centre within Ranui Library. Provides community based training. Self-paced ICDL training is also available using computers supplied by Unitec and Cyclone Computers.	Self-paced training	Self-paced computer based learning, focussing on basic ICT skills and leading to ICDL qualification	-	Introductory Individual
Community computer hub 24 PCs	Est. by government agencies	Wairoa.com East Coast	Informal Formal	Used by SeniorNet, REAP and Waikato University to offer courses	www.wairoa.com	All

Project	Who	What	Category	Training model	Reference	Level/ Delivery
		Remote rural community		Wairoa Waikaremoana Maori Trust Board trainees and rangatahi		
Cool-IT	Christchurch Polytechnic (CPIT)	Computer courses on CD-Rom	Resource	Self-taught with no classes or coursework and no contact with teachers.	www.brylton.com/cool-home.html	Introductory Individual
Computers in Homes	2020 Communications Trust and Victoria University New Zealand	Placing recycled computers in the homes of low-income families with training at children's school and technical support in the home.	Informal Formal Tech helpers (part-time paid or student interns)	Community computing in partnership with Polytechnics Adult literacy training online and one-on-one tutoring in ICT and literacy skills Online training manual in English, Maori, Samoan and Tongan. Planning manual on CD-Rom	www.computersinhomes.org.nz	Introductory Individual
KiwiCareers	NZ Government Career services	Computing courses	Resource	List of courses offered in computing at all tertiary providers in New Zealand	www.kiwicareers.govt.nz/lists/courses/subject/s10e01.htm	Introductory Individual
E-learning Porirua	Porirua New Zealand	New computers into schools and recycled computers into homes with training for teachers, parents and children.	Informal Mentoring	Community Computing in partnership with Whitireia Polytechnic. Group training for mentoring in technical skills and Internet safety.	www.e-learning.org.nz	Introductory Individual
ePakeke	Te Whare Wananga o Awanuiarangi, Whakatane	ePakeke is an introductory computer course for Kaumatua and Kuia. It has been developed for adult learners with little or no computer skills.	Formal training	Includes computer basics, ergonomic and safe working practices with computers, word Processing and spreadsheets, presentations, file management and hardware/software basics.	www.wananga.ac.nz/2004_Prog/1_contents/43_ePakeke.html	Introductory Individual
ICT training	Cisco Systems in partnership with Te Runanga O Te Whanau	Cyberwaka Cisco Networking Academy in Te Kaha East Coast	Formal	Teaching local Maori IT skills Interactive multi-media self-paced curriculum	www.cisco.com	Advanced Industry-recognised qualifications
ICT Tuition	Waikato Institute of Technology, Technocatz	Web-based basic ICT literacy skills	Self-paced online learning	Free Internet and Web-based training.	-	Introductory Individual
Key4Free	Tindall Foundation, The Warehouse and the Tertiary Accord of New Zealand	Basic ICT training. TIANZ members are: Manukau Institute of Technology, Christchurch Polytechnic Institute of Technology,	Self-paced training	Self-paced and tutor assisted computer literacy	-	Introductory Individual

Project	Who	What	Category	Training model	Reference	Level/ Delivery
		Universal College of Learning, Otago Polytechnic and The Open Polytechnic				
Maori computer skills and employment options training	MUMA Manukau Urban Maori Authority	'Cybertek' for adults 'Millennium 200' project for school children	Formal NZQA	Community computer hub Internet cafe	www.nzmis.org.nz/download/itiwmc.pdf	Introductory Individual
National Certificate in Computing Level 1 and 2	Te Wananga o Aotearoa	Aotearoa Charitable Trust	Formal	Offered free computers for completing the course. Project to encourage access to IT and to encourage the use of ICT to advance the health and well-being of its communities. Computers, training and follow-up support provided to students who complete the course.	www.twor-otaki.ac.nz	Introductory Individual
National database of cultural heritage	CWA and National Library	Living Heritage	Web resource	Promoting ICT skills in youth as well as protection of environment and heritage	www.livingheritage.org.nz	Intermediate Individual
National Network of community centers	SeniorNet	Training and access Online discussions	Volunteers Communities determine needs	Computer classes for adults 50 and over. Low-cost introductory classes	www.seniornet.org.nz	Introductory Individual
NetSafe	Internet Safety Group	Information and resources on safe Internet activity for children, youth, parents and schools.	Internet Safety	Online resources and guides.	www.netsafe.org.nz	General Individual/Train the trainer
Online learning centre and bilingual portal for learning	Ministry of Education New Zealand Partners CWA New Media MultiServe Education Trust	TKI (Te Kete Ipurangi) WickED	Helpdesk Resources Student volunteers	Online Cluster networks Volunteers (WickED)	www.tki.org.nz	Organisation Individual
Otara Digital Opportunities Project	Otara Digital Opportunities Project, Manukau City	Training for Community ICT	Just in time	Just in time training provided to groups participating in the ODO project.	-	Introductory onwards Individual/Group
SmartNewtown	Wellington City Council, 20/20 Communications Trust and Fujitsu New Zealand Ltd	Newtown, Wellington has four ICT hubs providing free computing, teaching and Internet access to residents and visitors.	Informal training	Smart Community model Free computing classes available for residents. These range from beginner's classes to specific classes for people wanting to learn more about word processing, spreadsheets, the Internet and email.	www.smartnewtown.org.nz	Introductory to Intermediate

Project	Who	What	Category	Training model	Reference	Level/ Delivery
				Website design courses are available for community or not-for-profit groups within Newtown.		
TechAngels	Wellington Girls High School New Zealand	High school students are given advanced IT training and leadership development and then mentor two teachers in the use of ICT for teaching and learning.	Formal Mentor	Tech Angels attend STAR-funded courses at Natcoll in Computer Design and then mentor their teachers in developing multimedia teaching resources.	www.techangels.org.nz	Advanced Individual
Videoconferencing network for e-learning	Asnet's Video On Line service with Ministry of Education	Kawn (Kaupapa Ara Whakawhiti Matauranga)	Helpdesk Travelling technicians	Video-conferencing help desk and face-to face help Technicians are local and trained to support the network	www.kawm.net.nz/aboutkawm.htm	

International

GLOBAL WITH NEW ZEALAND LINKS						
Cisco Networking Academy Program	CISCO with educational and industry partners.	Preparing tomorrow's workforce with IT skills, the Cisco Networking Academy Program provides training to students and populations served by not-for-profit community organizations.	Formal training	Standard elearning curriculum delivered 450,000 students across 151 countries, including New Zealand	cisco.netacad.net	Medium
Making the Net Work	Making the Net Work	Community IT resource centres: UK Online centres US Technology Centres Network	Resources	Start up manuals and online resources	makingthenetwork.org/centres	
Network of community technology centres that provide access to technology training, advice and support for youth. Community technology support network.	i.can.connect	Microsoft's Unlimited Potential Program (Bill Gates) Five partners in Australia Indigenous outback communities and youth in urban deprived centres.	Informal consultancy & partnering	Learning to use email and the Internet. Volunteer instructors (Microsoft). Donated curriculum (Microsoft) Online networking (global and local) and support and offline local support.	www.microsoft.com/mscorp/citizenship/giving/programs/up/support.asp	Introductory

SeniorNet International Non-profit organisation	SeniorNet			Volunteers	www.seniornet.org	
UNESCO Education policy	UNESCO Strategies to address the digital divide	Third World developing nations	Portal	Pilot training programmes using ICT for literacy and community development work.	portal.unesco.org/education/en/ev.php-URL_ID=30242&URL_DO=DO_TOPIC&URL_SECTION=201.html	
United Nations	UNITes	The United Nations Information Technology Service (UNITes) is a global volunteer initiative to help bridge the digital divide. UNITes both supports volunteers applying information and communications technologies for development (ICT4D) promotes volunteerism as a fundamental element of successful ICT4D initiatives.	Online resources	Community ICT and Networking Resources	www.unites.org/Html/Resource/cictnr.htm	
Web resources for NGOs and Non-Profits	Aimed at developing countries but links to useful resources. For nonprofits.	Links to free Web hosting	Resources Weblinks	Guide: How can my organization setup a web site? Where can we get free hosting? Where can we find easy-to-use and free software?	www.nsrc.org/helpdesk/web-resources.html	Introductory
GLOBAL GENERAL						
Extensive technology and soft skill curriculum	Workforce Development Initiative	Technology For All	Self-paced training	e-learning platform that includes more than 2,000 online courses in business skills, introductory and advanced computer skills, and soft skills	www.techforall.org	Introductory through to advanced end-user
eRiders	Global network	Consulting and assistance to not-for profits with technology strategy development, multiple onsite visits and advice and information by phone and email.	Online Resource	Two key Websites: Extensive training resource portal Free uploads and downloads of tested training materials ERider training Training for trainers Group and individual training for NGOs	www.eriders.net	Individual + Organisation All levels

Circuit Riders	USA Britain Eastern Europe Africa Asia	A technology support system for non-profits with hands-on technical assistance, staff training, and consultation with agency management on ICT strategies that support the organisation's mission.	Hands-on assistance	A "rider" can be an individual working independently or as part of a loose-knit team of peers, or can be one of several individuals employed by a voluntary organisation for the purposes of offering technology assistance to other agencies. Typically it implies a person with a broad set of technology skills, an independent and creative spirit, and a desire to share their technology knowledge with others.	www.lasa.org.uk/cgi-bin/publisher/display.cgi?1358-7102-93792+computanew	All, from technical fixes to long-term planning
Summer Source Camp	Tactical Technology Collective, Amsterdam; Multimedia Institute, Croatia	Summer Source Camp, a seven-day gathering of individuals and organizations working to implement free and open source software solutions for civil-society organizations (NGO's, activists, educators and independent media), from a practical, application-based perspective.	Formal training; Partner-ing	Connecting people with ICT skills working in NGOs and community settings; providing networking and training.	www.tacticaltech.org	Expert Organisation
Open Source Schools	Open Source Schools	web site with information about education projects that use Linux and open source software and projects such as collaborative encyclopaedias, libraries, schools applications, and interfaces.	Resource		opensourcechools.org	
Community Networking Model with centralised online support and training and onsite visits.	AFCN: Association for Community Networking	Difficulty in replicating models, as they need to be 'locally' owned.	Resource	Online Web-based	www.afen.org	
Toolkit of open source software for community-based telecentres and for non-technicians in charge of centres.	Telecenters of the Americas TELELAC 11 project	Chasquinet sponsored by International development Research centre	Resource on CD but also available online	Hands-on guide plus a forum to deal with other questions www.tele-centros.org/toolkit2.0.htm	www.tele-centros.org/toolkit2.0.htm	All
Free course materials, workshops materials and Web Authoring courseware	INASP	International Network for the Availability of Scientific Publications	Resource	Online	www.inasp.info/training/internet/internet-registration.html	All

Readiness For A Networked World.		Guidebook for connectivity projects. Available in multiple languages	Resource	Online	www.readinessguide.org/	
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AUSTRALIA						
Basic IT Enabling Skills (BITES)	Department of Education, Science and Training	The Basic IT Enabling Skills (BITES) for older workers programme will provide workers aged 45 years and older with the opportunity to undergo nationally accredited training in information technology.	Formal training	The programme is designed to help older welfare dependent people, who are in the labour force, to gain nationally accredited skills in information and communication technology, so they can operate more effectively in the workforce.	itskills.dest.gov.au	Introductory
Beanbag Net Centres	Inspire Foundation (in partnership with Coca-Cola, Microsoft and youth services)	Beanbag Net Centres are being established in urban locations around Australia with the aim of helping to bridge the "digital divide" for young people. Each location is provided with: free Internet access in youth-friendly locations; tailored computer and Internet training (one aim if which is to provide participants with skills to train others); and local community websites developed by young people to build a positive profile of them and the communities in which they live.	Informal training	The Beanbag Net Centres Project specifically addresses Internet access and local content issues for young people living in urban locations throughout Australia.	www.beanbag.net.au	All levels
COIN Internet Academy	Rockhampton City Council and Central Queensland University	Free basic computer and Internet training to not-for-profit community groups and their members. Also runs fee-based Microsoft product training.	Formal training	NFP groups are eligible to join COIN and receive free class-based training. COIN also operates a mobile classroom to access rural areas.	www.coinrock.org	Introductory
Learnlinks	Partnership between RMIT and community-based learning centres.	Community-based introductory courses: courses tailored to Senior learners.	Formal	Accredited courses with Certificate of attainment from the university. Flexible online learning	www.learnlinks.com.au	Individual Introductory

	Australia					
Computer access and training for youth.	Redfern Computer Centre, Sydney	Redfern Computer Centre	Informal training; Mentor-ing	Self-paced and guided access to ICT.	-	Introductory
Finding, joining or starting an online community	Vicnet Australia	My connected community	Informal Helpdesk	Free training workshops Download free training manual Online help	mc2.vicnet.net.au	Individual
First Click, WA	WA Department of Education and Training	First Click is designed to increase computer literacy among adult Western Australians who have no computing or Internet skills and do not want to enrol in a formal course at TAFE or University	Informal training	First Click comprises three strands: Increasing community awareness; providing opportunities and resources to increase skills through a grants program and provision of learning materials; developing partnerships with stakeholders.	www.training.wa.gov.au/initiatives-events/content-firstclick-default.asp	Introductory
ComunIT	CISA (Community Information Strategies Australia Inc) South Australia Not-for-profit and non-government agency.	IT support and advisory service for the not-for-profit, charity and volunteer sector: information management, web development, and training programs technology consultancy.	Resource Seminar	Free of charge to South Australia community on the Web or by subscription to organisations outside.	www.cisa.asn.au	Introductory Organis-ation
Net Detectives	Australian Broadcasting Authority	An online activity which promotes Internet safety for young people.	Internet safety	Net Detectives uses the medium to teach young people about the medium. The activity is designed specifically for use in the school environment, and is pitched at young people in the upper primary school to lower secondary school age range.	www.aba.gov.au/internet/education	General
Netty's World	NetAlert Ltd	A website designed to educate children about safe Internet practices while helping them to realise the many advantages of going online.	Internet safety	Teaches children what to do if they find content that is worrying, as well as ways to protect their identity and personal details online. The website also contains a range of Internet security safety tips and educates children about the dangers of meeting strangers who contact them online.	www.nettysworld.com.au	General
Albany GateWAY	Western Australia	Regional community web portal: publishing system for creating and uploading web	Informal	Technical training Community online building support	www.albanygateway.com.au	Introductory

		pages by anyone in the community. Require only basic Internet skills and word-processing.				
Roving Trainer	ACT State Government	The roving trainer program aims to ensure that all Canberrans have the requisite skills to access IT and the Internet.	Formal training	The program provides free training on a one-to-one basis, or in small groups. Training is provided through a number of public IT access points.	www.cmd.act.gov.au/digitaldivide/rovingtrainer.htm	Introductory
TechAssist Tasmania	Tasmania Australia	Technical support and service for equipment and software	Helpdesk Software library	Training and support for people who have difficulty with a standard computer set-up but want to get online.	www.techassist.org.au	
The Network	Telecentre Network in Western Australia	Training needs of rural and regional people in ICT tools and applications.		Full report on training and support about to be published.	www.telecentres.wa.gov.au	
The Internet Community Hour	Western Australia Several locations and venues.	Trains people as trainers for their own community groups and aims at empowering people with basic Internet skills and getting people into employment. Working with refugee groups.		CD-Rom "Train the Trainer" Online tutorials	www.internetcommunityhour.com	Introductory
Whereveruni	Salvation Army: Urban Heart, RMIT University, Maremont Recovery and Accommodation Centre	Whereveruni aims to engage people who are marginalised from learning and from social participation and excite these people to realise the possibilities that lay within them through an educational experience that is facilitated by technology.	Informal training	Online learning resources	www.whereveruni.rmit.edu.au	All levels
ASIA/PACIFIC						
Internet Learning Centres	Jhai Foundation Partner Schools Online	Centres to teach young people in Laos computer skills sustained through profits from coffee crops	Volunteer		www.jhai.org/education.htm	
-	Niue/Fiji virtual					

	communities					
USA and Canada						
"Kids, Cops & Computers"	Merry Go Round Children's Foundation, Toronto, Canada.	Resources, training and support for at-risk youth in partnership with police and school boards. Provides state-of-the-art home computer and cable Internet connection for each student along with police buddies who maintain email contact with the youth, also training sessions for the youth, their families and their e-buddies.	Formal Informal	IT training offered through CDI College, an accredited tertiary institution that offers formal qualifications. Volunteer tech helpers are recruited with informal briefing for the program	http://www.merrygoround.ca	Introductory Individual
Aboriginal Smart Communities	Canada's First Nations communities in partnership with The Education Network of Ontario that networks 30 communities with videoconferencing and internet access.	K-Net Smart First Nations Demonstration Project 3-year. Using ICT and networks for economic, health and education development. Local area networks connect local institutions such as schools and nursing stations.	Formal Onsite & online tutorials Helpdesk Just-in-time skills development programme.	Networking training to fill 50 community jobs Technical support and training programmes within Smart communities. Helpdesk employs full-time technician and fields 10 calls a day. K-net staff field videoconference helpline. On-line training tutorials developed. Specialised just-in-time skills development programmes.	smart.knet.ca	All
Accidental Webbie	CompassPoint, San Francisco	Three day workshop for people who have 'inherited' the role of web master in a NFP.	Formal training	Workshop covers the skills needed to update an existing site or create a new one. Combines classroom and hands-on instruction to work through planning and technical skills. Day 1: Planning a Website. Day 2: HTML Basics. Day 3: Web Site Tools and Techniques.	www.compasspoint.org	Introductory
CAP (Community Access Programme) Models	Ontario Canada	Commons Group Various projects for Civil Society Use of ICTs Volunteer Action Online (V@O)	Resources Partnerships	Guide for opensource decision making and software selection Development of not-for-profit Web sites Partnering with businesses to build the capacity of the voluntary sector	commons.ca/projects	Organisation Voluntary sector Not-for-profits
Community Development	Laboratory for	A suite of tools and	Resource		www.ag.uiuc.edu/~lced/toolb	

Toolbox.	Community and Economic Development University of Illinois at Urbana-Champaign	assessment of individual and communities.			ox	
Community Planning and Capacity Building CCEDNet	Canada	The Canadian Economic Development Network (CED)	Links Resources	Resources for building community The membership of CCEDNet is made up of Community Economic Development (CED) community-based organizations and practitioners from every region of Canada, bringing urban, rural and northern experiences together.	www.ccednet-rcdec.ca/en/pages/links_1.asp	
Community Technology and Training Center	Capital Area Training Foundation, Austin, TX	CTTCs are a public service to the community of Austin, Texas. They provide "digital opportunity" to those who might otherwise miss out in the technology-driven economy and assist local high schools in building their technology capacity.	Formal training	Computer Skills Training Open-Door Computer Labs	www.catf-austin.org/cttc	USA
Community-based Computer Help Desk for not-for-profits.	Rochester USA	CommuniTech Rochester	Helpdesk	Provide community-based organisations with a resource for solving technical problems through a community helpdesk.	www.cityofrochester.gov/communittech.htm	
Computers for Youth (CFY)	CFY is a non-profit organisation with substantial in-kind resources from public and private partners. USA	Home computers, training in the local school followed by ongoing technical support. This program serves low-income Black and Hispanic New York at-risk youth and their families. Computers are distributed through schools and training offered to teachers and families.	Informal Volunteer trainers Helpdesk Tech-helpers Formal Internships	Volunteer trainers recruited to run half-day workshops for families & teachers. Bilingual helpdesk operated by disadvantaged youth in order to develop marketable skills. Students attend 2-week summer school training: Tech Helpers fix computers families bring to school. High school Interns create Web content, build Web pages, and locate Web links for local content for communities.	http://www.cfy.org	Introductory Internship advanced Individual
conNEcting Nebraska	Center for Applied Rural Innovation (CARI), University of	To enhance the knowledge of a community, moving it into the Information Technology	Formal training	Master Navigator Program: An introductory series of classes that teach adults some of the basics of using a computer and	connecting.unl.edu	Introductory

	Nebraska-Lincoln	era. The organisation offers a range of computing, Internet and eCommerce courses and support for communities and businesses.		<p>accessing internet.</p> <p>Electronic Main Street Program Provides classroom instruction for businesses to learn about technology opportunities</p> <p>Community Technology Planning. Assists communities in developing technology plans.</p>		
ContentBank	The Children's Partnership	Online tools and resources for children and youth group leaders. The Contentbank Web site is designed to be the "first stop" for information and resources about online content for low-income and underserved community users.	Resource	<p>ContentBank has three major goals, including:</p> <p>To identify what online content low-income users need, examples of what exists, and what still needs to be created;</p> <p>To make it easier for community-based organizations and the individuals they serve to create their own content; and</p> <p>To encourage the public and private sectors to develop useable content for low-income and underserved Americans.</p>	www.contentbank.org	All
DetroitCONNECTED	Headed by the Center for Urban Innovation at the University of Michigan School of Social Work with partners.	Recycled computers and a WiFi broadband network allow non-profit and church groups to deliver computers and training to low-income homes.	Informal Tech Helpers	Training in churches and community centres in partnership with the university and local businesses to encourage home use.	www.detroitconnected.org	Individual
Information Access Oxford	Libraries County of Oxford Integrated Network Ontario, Canada Telecommunication Access Partner (TAP program)	Library-based training, technical support and connectivity: Canada's Community Access Program champion lead this project.	Informal Partner-ing	Technical support through partnership with local organisations	www.county.oxford.on.ca	
Mobile Technology Classroom	HandsNet, Washington DC	Laptop computers with full Internet connectivity that allows hands-on training delivery at conferences and other locations.	Formal training	Previously provided classroom training for NFPs but this has now been suspended and replaced with mobile service. No further information available at this point.	www.handsnet.org	Introductory

NPower, New York	New York City: Assessment of hardware, software and staff skills and planning based on inventory and project goals. Consultants are enrolled in a job skills training program.	Putting technology know-how in the hands of Non-Profits	Online planning guide Team of consultants	Young adults 18-25 who have H>S> equivalency apply for a job-skills training programme to help them land jobs in the IT sector. Students learn computer networking and basic web design. Part of the training is hands-on project work with non-profits.	www.npowerny.org	Non-profit organisations Young adults – IT employment skills
Seattle Community Network (SCN)	Seattle, Washington	Seattle Community Network went live in 1994. Seattle Community Network (SCN.org) is a free public-access computer network. We have been privileged to partner with the Seattle Public Library from the start. SCN was originally a project of the Seattle Chapter of Computer Professionals for Social Responsibility (CPSR).	Free Web hosting Free classes Free Helpdesk	Not-for –profit organisation run by volunteers. In existence for 10 years	www.scn.org	Introductory classes on email
TechAtlas Associated with Techsoup and Npower national network	USA	TechAtlas Hosted by NPower	Web resource that requires a password	Customised technology plan Ongoing support over time	www.techatlas.org/toolswww.npower.org	All
Technology Affinity Group	USA	Forum for professionals working in philanthropy who want to advance the use of IT in community organisations	Forum	Through a network of technical and non-technical staff TAG shares information about technical resources available to the non-profit sector and seeks to advance the use of IT in the voluntary sector.	www.tagtech.org	
Technology Pioneers Program	Harbinger Partners Boston	Program that helps community-based non-profit organisations strengthen their abilities to use technology strategically.	Mentor training	Non-profit and for-profit organisations work together to do a Technology Needs assessment and a Strategic Technology Plan. Volunteers help implement the plan. Technical training	www.harbingerpartners.org	Organisation
Techsoup Technology Planning	TechSoup, San Francisco	Online resource of technology planning tools for community/nfp group	Resource	The material is designed to help groups to use technology in a way that directly furthers their mission and assist with budgeting, technology purchases and as a tool to	www.techsoup.org	Introductory

				advocate for technology funding.		
TrainingPoint	CompassPoint Nonprofit Services	A experimental project that aims to create an online resource for the nonprofit sector that is supported and driven by its community of users. TrainingPoint is a free online service for nonprofit organizations and trainers.	eLearning	Online upload and download of freely distributable technology curriculum	www.trainingpoint.org	UK
W.K. Kellogg Foundation MIRA Project	Based on earlier project in Slovakia Rural US communities	Grass-roots groups planned training sessions and the ICT projects in dozens of communities in the rural United States between 1998 and 2000. Teams who attended all sessions got grant to design own ICT project		Training topics: project planning, living with change, managing community technology projects, and human and electronic networks. Schools, libraries, retirement homes, community centres.		Citizens groups training Had to travel from home to training
WebJunction	WebJunction USA and Canada	Online community of libraries and other agencies sharing knowledge and experience to provide the broadest public access to information technology.	Resource	WebJunction fosters communication and problem solving for issues specific to libraries and librarianship in the United States and Canada. The site includes sample policies and practices, technology and buying information, access to online courses and lessons, a newsletter, and related discussion forums.	www.webjunction.org	All
Wired for Good (WFG)	Centre for Excellence in Nonprofits (CEN) California	Leveraging partnerships in Silicon Valley non-profit organisations are mentored in technology planning. Project ended Dec 2002	Mentorship Resource	Nonprofits develop technology plans and receive donated equipment and other services to aid them in implementing the plan. Wired for Good guidebook based on program now available.	wiredforgood.org/guide/guidebook.htm	
Workforce Development Initiative	Technology For All	Extensive technology and soft skill curriculum	eLearning	e-learning platform that includes more than 2,000 online courses in business skills, introductory and advanced computer skills, and soft skills	www.techforall.org	Introductory
EUROPE						
BICT Business in the Community	UK 700 businesses and companies	ICT Support for non-profits sponsored by business sector	Web resources	ICT support for the voluntary sector	www.bitc.org.uk/programmes/programme_directory/community/links/linksictvol.html	
Mass Mitec Creative	Harborough	Community Learning Network	Online	Organises, promotes and hosts web	www.hcln.net	Advanced

Collaborative Communications	Community Learning Network Midlands, Great Britain	that uses videoconferencing and radio for training.	training	conferences (webinars & webinars) on a variety of topics related to the use of ICT for social and economic development.		
SCIP Learning and Empowerment	Sussex Community Internet Project	ICT and Internet training for staff and volunteers from community and voluntary organisations.	Formal training	SCIP provides short courses, technical support and runs technology festivals. It also offers bespoke training programmes (which they charge for) and provide a range of free web-based learning resources.	www.scip.org.uk	
UK Online Centres	Direct Support CuriosIT is a range of fun ICT activities for centres	UK Online Centres In partnerships with voluntary organisations such as Networks Online and Partnerships Online.	Helpdesk Experts online service Mentoring and Work- shops Tools	Direct Support aims to make sure that all groups whether in isolated communities or very small get the help they need to run a sustainable, local centre or online learning and Internet access.	www.scn.org	All
UK Wired Up Communities	Department for Education and Skills, UK	Connecting homes to the internet in disadvantaged communities to evaluate learning, employment and social cohesion outcomes.	Resource	Practitioner's Toolkit with videos and the Wired Up Communities online game. Available as download on Internet. www.intelligentcommunities.org.uk/	www.intelligentcommunities.org.uk/documents/WUCFinalReport-final.doc	
SOUTH AMERICA						
Amic@s (Aulas municipales de información, comunicación, y Aprendizaje)	Asuncion, Paraguay	Asset-Based Community Development (ABCD) was developed by John Kretzmann and John McKnight at Northwestern University in the U.S.A. Used by neighbourhood groups to set up community learning centres	Web resource Work Book Mailing list for help	Instead of starting with the idea of a community with a deficit and specific needs, ABCD starts with a survey of assets and capacity. What are the skills of those residing in the community? The web site includes an introduction to the practice and the capacity survey that is from the workbook by the founders. This survey can be modified to local activities and local economies and translated into a local language.	www.northwestern.edu/IPR/abcd/abcdciforeward.html	All
Centros de Informacion y Capacitacion (CIC).	Unitec Centre for IT Research / Department of Agriculture, Peru and others.	Building network and computer centres in regional Peru to support education and economic growth. Centres are located in four of Peru's	Formal and informal training; Access centres	Computer access centres and basic ICT training provides access to agricultural, economic, health and educational resources. Funds training and technical support resource in each community to build		Introductory Individuals and Groups

		poorest regions and wireless networks link these to their satellite communities.		community capacity. Computer Centres use satellite technology and wireless networks		
Red Equidad	Equidad Foundation, Argentina	National network of production of digital content of technological centers located in NGOs, schools, low-income communities and rural areas.	Informal	Community-based ICT training and support	www.equidad.org	Unknown