APPENDIX 3

The Role & Mandate of AFRALTI

AFRALTI CENTRE; WAIYAKI WAY; Adjacent to the Communication Authority of Kenya & The Nairobi School

P.O. Box 58902 - 00200 CITY SQUARE, NAIROBI, KENYA; Website: www.afralti.org; Email: info@afralti.org; +254 710 207 061; +254 733 444

THE AFRICAN ADVANCED LEVEL TELECOMMUNICATIONS INSTITUTE (AFRALTI)

TRANSMITAL LETTER

5TH February 2015Dear

To All AFRALTI Members

Dear Sir/Madam,

RE: INFORMATIVE BULLETIN ON THE ESTABLISHMENT, ROLE AND MANDATE OF AFRALTI

Receive warm regards and our compliments from AFRALTI

This informative bulletin on the establishment, role and mandate of AFRALTI is produced as an annex to the Report of AALOF 2015, but its purpose is to provide background information to any person engaging or wishing to engage for the first time with AFRALTI for the purposes of being a client, member or a partner.

Whereas the main objectives of AALOF 2015 are as listed below, the reader of its report may find this annex a useful source of background information on AFRALTI. The AALOF 2015 was convened to provide a forum among others for the following objectives:

1. Provide a face to face forum of Liaison Officers and AFRALTI officers to meet and appreciate each other.
2. Provide insights of AFRALTI role, mandates and programmes to Liaison Officers.
3. Receive and review country and institutional Training Needs Analyses.
4. Develop a consensus on how AFRALTI can use the institution of Liaison Officers to deliver its programmes more effectively in their respective national and niche markets.

This appendix provides the reader with AFRALTI's background information including information AFRALTI's Vision & Mission Statements, Membership, Member Countries, Potential members, Joining procedure, Nominated Liaison Officers; Role of Liaison officers, AFRALTI's Historical developments; AFRALTI's partners

It is my sincere hope that the bulletin provides sufficient background for your positive engagements with AFRALTI

In case of more details, please visit the AFRALTI website on www.afralti.org or contact the undersigned.

Yours sincerely,

Samson Kibii,

Head of Client Services

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APPENDIX 3: THE ROLE AND MANADE OF AFRALTI

1.1 A BRIEF ON AFRALTI

AFRALTI is the acronym of the African Advance Level Telecommunications Institute, a Pan-African Training Institute, that was established by the predecessor of the AU (African Union) as a privileged institution (with full diplomatic status of an Inter-Governmental Organization) to spearhead the development and application of ICT knowledge and skills in Africa.

a. VISION STATEMENT 2017

- **To be a leading Centre of Excellence for ICT capacity building in Africa**

b. MISSION STATEMENT

- **To Provide quality Training, Consultancy & Advisory Services to Member Countries and Partners (enterprises) in the ICT Sector in Africa through the development & delivery of appropriate programmes, strategic alliances and partnerships**

1.2 MEMBER COUNTRIES

SN	Country name	Flag	ICT Regulatory Authority	Logo
1	Republic of Kenya		The Communications Authority of Kenya (The CA)	
2	United Republic of Tanzania		Tanzania Communications Regulatory Authority (TCRA)	
3	Republic of Uganda		Uganda Communications Commission (UCC)	
4	Republic of Malawi		Malawi Communications Regulatory Authority (MACRA)	
5	Republic of Zimbabwe		Posts and Telecommunications Regulatory Authority of Zimbabwe	
6	Republic of Mozambique		Telecomunicações de Moçambique;(TDM)	
7	The Kingdom of Swaziland		Swaziland Communication Commission (SCCOM)	
8	Republic of Zambia		Zambia Information & Communications Technology Authority, (**ZICTA**)	

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1.3 HOW TO JOIN AFRALTI

A Country desirous of Joining AFRALTI will normally express its intentions in writing through the Director of AFRALTI, who will provide the guidelines and procedures for joining. The Director will notify the Governing Council of such an application for their records. This process will culminate in the ratification of the IGA through normal diplomatic procedures.

POTENTIAL MEMBERS

At least three countries listed below have expressed their interest to join AFRALTI in 2015

1. The Republic of Burundi
2. The Republic of South Sudan
3. The Federal Republic of Somalia

1.4 MEMBERSHIP

AFRALTI is currently a State-Membership organization with eight (8) active Member states listed below whose membership benefits include cost effective and relevant trainings to their citizens and institutions as well as several other key benefits.

1.5 THE AFRALTI TERRITORY

Although the current active state membership of AFRALTI comprises mainly the countries in East and Southern Africa, this is more historical than real. Although the focus of AFRALTI membership is all English Speaking Countries in Africa, there is a significant departure from this principle that has been created in the precedence of the Republic of Mozambique, a Portuguese speaking country, having joined and is an active member of AFRALTI. In this regard, AFRALTI welcomes all African Countries to join its ranks irrespective of their National language since requisite translations and language experts will be used to deliver training in these countries. The key objective of AFRALTI is to provide world-class training solutions to Africa and to empower its peoples through c ICTs Knowledge and skills.

AFRALTI Region & Member States

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2.0 THE NOMINATED LIAISON OFFICERS

Since it was approved, most Member States and parner institutions have nominated an AFRALTI Liaison Officer, mostly from their HR compliments while some have aptly considered officers with a Marketing orientaion or a Public Affairs reponsibility whose competincies in dealing with customer is very essential. The list below provides some of nominated current Liaison Officers and representatives.

a. List of Current nominated Liaison Officers and Representatives who attended AALOF 2015

SN	Country/Partner	Regulator/ Partner	Name of Liaison Officer	Official Function	e-mail of Liaison Officer
	Liaison Officers of currently active AFRALTI Member States				
1	Kenya	The CA	Mrs. Patricia Kerrets-Kemei	HR Manager	kerretts@ca.go.ke
2	Uganda	UCC	Mrs. Joyce Kasirye	Manager, Human Resources	Jkasirye@ucc.co.ug
3	Tanzania	TCRA	No Liaison Officer has been appointed	Not applicable	Not applicable
4	Malawi	MACRA	Mr. Dalitso Jumbe	Humans Resources Manager	djumbe@macra.org.mw
5	Zimbabwe	POTRAZ	Ms. Nora Zaranyika	Public Affairs Officet	zaranyika@potraz.gov.zw
6	Zambia	ZICTA	Ms Chileya Seleta Nkhoma	Development & Staff Welfare Officer	cseleta@zicta.zm
7	Mozambique	TDM	Ricardo Bunguel	Head of Training Division, TDM	rbunguel@tdm.mz
8	Swaziland	SCCOM	Lindiwe Malaza	Agt. Chief Executive Officer (CEO, SCCOM)	lindiwe.malaza@sccom.org.sz
	Swaziland	SCCOM	Tanya de Sousa	Human Resources Officer	tanya.desouza@sccom.org.sz
	Representative of Active Partner Institutions				
9	Zanzibar	SUZA	Idrissa Mustafa	ICT Cor-dinator of SCOPE -SUZA	idrisaidrissa@yahoo.com
10	South Sudan	MOTPS	Eng. Thomas Gatkuoth Nyak	Director of Telecommunications	gatkuoth.thomas@yahoo.com

b. The Role of Liaison Officers

The Governing Council established the institution of the liaison officers to help AFRALTI access its markets effectively. This is a very vital instrument in the delivery of courses to the market and at the same time providing market needs within the constituent member countries.

AFRALTI on its part convenes the Liaison Officers forum to help consummate the relationship with the liaison officers.

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3.0 DEVELOPMENTS AND ACHIEVEMENTS OF AFRALTI TO DATE

AFRALTI was first run as a project of the ITU with the support of the UNDP between 1986 and 1991 when it became an autonomous inter-governmental organization when over 10 members had ratified the IGA on the establishment of AFRALTI. At the beginning, most training programmes were biased towards Telecommunications and technical courses but after the year 2000, the training needs of most member state other customers changed to soft skills and competencies required to match or beat the competition after the liberation of the telecommunication and related sectors.

Over the last 25 years, AFRALTI has impacted at over 20,000 people through quality training in various ICT areas. AFRALTI is proud to note that it has been an effective training institution for member country for which it has run many successful in-country and in-house programmes whose demand has been consistent.

4.0 AN OVER VIEW OF AFRALTI PARTNERS

The following is a list of organizations representing some of the current Strategic Alliances & Partners

Working with various strategic partners such as the CISCO Incorporated (USA; Huawei Technologies (China) and The Fibre Optic Association (USA), AFRALTI has fully fledged laboratories to train in CISCO Certification and other Digital Technologies and MIS courses.

	CISCO	Huawei	FOA	ICDL
	UKTA	Pearson VUE	New Bucks University	ITU
2				

AFRALTI besides being the Regional CISCO Academy Support Centre for East and Southern Africa, it is also a Huawei Authorized Learning Partner (HALP) and a Fibre Optic Association (FOA) Approved School no 578. AFRALTI is also for a second time running an ITU Centre of Excellence for Africa in Broadband Access and Spectrum Management. Besides being an ICDL Approved Training Centre, AFRALTI is also a Pearson Vue Testing Centre. The recruitment of partners is a continuous function of growth in the product/service offerings.

AFRALTI is active discussion with other potential partners including Universities and academic institutions and Professional Associations, the world over with whom it is developing industry-accredited programmes for the working people who wish to advance their personal development and careers through optimized high quality programmes cost effectively & conveniently.

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5.0 A GLIMPSE INTO AFRALTI'S STRATEGIC PLAN 2017

AFRALTI's corporate objectives up to 2017are making AFRALTI into a **vibrant Centre of Excellence and a Partner in regional** development

	In order to transform the institute into a vibrant centre of excellence, the institute will: 1. Add Value for Customers; 2. Create a Sustainable future; 3. Develop Organizational Capability; 4. Harness Creativity and Innovation; 5. Lead with Vision, 6. Inspiration and Integrity; 7. Managing with Agility; 8. Succeeding through the Talent of People 9. Sustaining Outstanding Results.
Transform AFRALTI into a preferred Partner in Regional ICT Development	The institute intends to be a preferred Partner in Regional ICT Development through: 1. The provision of capacity building to the region of AFRALTI 2. Developing and disseminating world-class ICT knowledge products & services to empower the peoples of the AFRALTI region.

6.0 GLIMPSE INTO AFRALTI'S MARKETING PLAN 2017

AFRALTI has developed the following marketing objectives & strategies:

AFRALTI's Marketing Objectives	1. Increasing the growth and profitability of AFRALTI 2. Creating a strong AFRALTI brand in Africa 3. Promoting World-Class Products/services in AFRALTI's market offering 4. Having a strong Regional Presence and positive impact 5. Creating new opportunities and innovations in Africa

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Selected Tactical Marketing Objectives of AFRALTI's	1. Recruit at least one additional member country to join the AFRALTI Community every year by 2015 2. Recruit and retain at least 48 strategic corporate customers into the customer database per year 3. Develop and implement a strong promotional plan to increase brand recognition of AFRALT in Africa 4. Develop a strong and implement a strong social and online media promotion strategy and a social and online media promotion plan by the end of 2014 5. Establish a strong network of Liaison Officers and Partners in all member states by 2017 6. Establish at least one key contact and initiate an agency relationship in at least 20 African Countries which are not a member of AFRALTI by the end of 2017

7.0 PREVIOUS TRAINING AREAS OF AFRALTI

The List below shows some of the Training Topics of previous AFRALTI's programmes.

	Topic	Period Offered
1	CCNA Instructor Training	July - December 2012
2	CCNA Security	July - December 2012
3	CCNA Wireless	July - December 2012
4	CDMA Technologies - Advanced	July - December 2012
5	CDMA Technologies - Basic	July - December 2012
6	CISCO Certified Network Associate (CCNA)	July - December 2012
7	Customer Experience Management	July - December 2012
8	Data Communication & IP Networking - (Introduction)	July - December 2012
9	Data Communication & IP Networking-(Advanced)	July - December 2012
10	Data Communications	July - December 2012
11	Digital Broadcasting & Management	July - December 2012
12	Huawei Certified Data Associate (HCDA)	July - December 2012
13	Internet Technologies & Applications	July - December 2012
14	IP Networking - Basic	July - December 2012
15	IP Telephony	July - December 2012
16	IT Essentials Instructor Training	July - December 2012
17	Key Account Management	July - December 2012

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	Topic	Period Offered
18	Linux Essentials	July - December 2012
19	Long Term Evolution (LTE) - Technology & Business Drivers	July - December 2012
20	Multi Protocol Label Switching (MPLS)	July - December 2012
21	Optical Fibre	July - December 2012
22	Trends in Universal Access	July - December 2012
23	Business Continuity Management	April – December 2013
24	Certified Fiber Optic Technician (CFOT)	April – December 2013
25	Cyber Security and Risk Analysis	April – December 2013
26	Data Communication & IP Networks - Advanced	April – December 2013
27	Data Communication & IP Networks - Basic	April – December 2013
28	Employee Performance & Wellness	April – December 2013
29	Induction Programme - Regulator	April – December 2013
30	Internet Protocol - Basic	April – December 2013
31	Long Term Evolution - Technology & Business Drivers	April – December 2013
32	Organizational Knowledge Management	April – December 2013
33	Project Management in ICT Projects	April – December 2013
34	Quality of Service, Monitoring & Compliance	April – December 2013
35	Spectrum Monitoring & Management	April – December 2013
36	Strategic Marketing in Telecommunications	April – December 2013
37	Strengthening Consumer Protection in the Internet Economy	April – December 2013
38	Stress Management, Personal Financial Management and Employee Wellness	April – December 2013
39	Telecommunications Billing	April – December 2013
40	Train-the-Trainer for ITU eLearning	April – December 2013
41	Advanced Excel	January – December 2014
42	Basic PC and Internet	January – December 2014
43	Broadband Technologies and the Next Generation Networks	January – December 2014
44	Certified Fiber Optic Network Design Specialist (CFOS/D)	January – December 2014
45	Certified Fiber Optic Technician (CFOT)	January – December 2014
46	Child Online Protection	January – December 2014
47	Combating Cyber Crimes	January – December 2014

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	Topic	Period Offered
48	Contract Management and Procurement	January – December 2014
49	Digital Migration	January – December 2014
50	E-Government Policy and Strategy	January – December 2014
51	Excellent Customer Service	January – December 2014
52	Human Capital Development Forum in ICT	January – December 2014
53	Human Capital Management (HCM) & Management of Contracts within an ICT Society (HCMIS)	January – December 2014
54	IPv6 Migration: Application and Challenges	January – December 2014
55	Legal, Regulatory, Policy & Environment of a Converged Society (LRPECS)	January – December 2014
56	Long Term Evolution (LTE): Regulatory Aspects	January – December 2014
57	Long Term Evolution (LTE): Technology and Business Drivers	January – December 2014
58	Long Term Evolution (LTE): Technology Aspects	January – December 2014
59	Media and Presentation Skills	January – December 2014
60	Network Auditing & Control Techniques	January – December 2014
61	NGN, Future Networks and Cloud Computing	January – December 2014
62	Project Management for ICT	January – December 2014
63	Quality of Service: Application and Challenges	January – December 2014
64	Satellite Communications Technologies, Policy and Regulation	January – December 2014
65	Spectrum Utilization and Harmonization	January – December 2014

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THE AFRICAN ADVANCED LEVEL TELECOMMUNICATIONS INSTITUTE (AFRALTI)

Mission, Vision & Value Statements

AFRALTI Region & Member States

Corporate Objectives

During the Marketing Plan period, the Institute will focus on 2 broad Strategic Goals, namely: Making the Institute a vibrant Centre of Excellence and a Partner in regional development.

In order to transform the institute into a vibrant centre of Excellence, the instituite will endevour to do so by (a) Adding Value for Customers; (b) Creating a Sustainable future; (c) Developing Organisational Capability; (d) Harnessing Creativity and Innovation; (e) Leading with Vision, Inspiration and Integrity; (f) Managing with Agility; (g) Succeeding through the Talent of People and (h) Sustaining Outstanding Results.

The institute intends to be a preferred Partner in Regional ICT Development through (a) the provision of capacity building to the region of AFRALTI and (b) develpoing and disseminating world-class ICT knowledge products & services to empower the peoples of the AFRALTI region.(*which is the whole of Africa*).

Curent Member states comprise the following Member States: Kenya, Malawi, Mozambique, Swaziland, Tanzania,Uganda, Zambia and Zimbabwe. All independent African countries are eligible to Join AFRALTI as full member states by ratifying the IGA Treaty on the establishment of AFRALTI.

ICT sector organizations, including AFRALTI **Clients and Partners** in Member States and Non Member states can apply to become **Associate Members** in the appropriate category,(incluiding *Sector Member; Content Partner, Academic Partner, Strategic Partner and Delivery partner*) after ratification by the AFRALTI Governing Council.

For more information, please contact us on:

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