Train the Trainer: Skills Training for Focal Persons - Session 2 (IT)

OBJECTIVES OF THE TRAINING

- To equip the participants with the skills needed in becoming an efficient & effective Focal Persons
- To determine the components and methods used in Project Management Cycle
- To identify the scope of tasks and responsibilities as the focal persons (Livelihood and ICT)

TRAINER'S GUIDE TO TRAINING

1. Preparation (Pretraining)

- Brainstorming - ideas and general outline of the program; Training Needs Assessment
- Planning & Organization - training manual, materials, tests, speakers, participants
- Logistics - venues, meals, transportation, etc.

2. During the training

- Verbal Language (Voice Modulation, Diction, Words of Encouragement & Appreciation)
- Nonverbal Language (Body Gesture, Facial Expression, Appropriate Physical Touch)
- Mastery of the Program
- Closing: Integration of all topics

3. Assessment (Posttraining)

- Evaluation - training program, facilitators, logistics
- Measurement of Training effectiveness & efficiency - KAP Survey Model (Knowledge, Attitudes, & Practices)

BASIC COMPUTER AND AUDIO-VISUAL EQUIPMENT TROUBLESHOOTING

What is Troubleshooting?

- From www.webopedia.com - To isolate the source of a problem and fix it. In the case of computer systems, the term *troubleshoot* is usually used when the problem is suspected to be hardware -related. If the problem is known to be in software, the term *debug* is more commonly used.

Why is Troubleshooting Important?

- Prevent problems from happening
- Hardware & software life cycle
- Get good stuff with manuals and software and support and longevity
- System specifications come in handy
- Apply updates and patches
- Install programs judiciously

Occupational Health and Safety

OHS or Occupational Health and Safety refers to the legislation, policies, procedures and activities that aim to protect the health, safety and welfare of all people at the workplace.

1. Do not work alone so that there's someone who can take care of you in case of emergency.
2. Always power off the computer and unplug the computer before working on it.
3. Take away any liquid near your working area to avoid getting electrocuted or accidentally damaging computer parts.
4. Be careful with tools that may cause short circuit.
5. Always ground or discharge yourself before touching any part of the computer.
6. Do not use excessive force if things don't quite slip into place.

7. Clean the area before and after using it to maintain sanitation and prevent accidents.

8. Hold the components on the edges and do not touch the Integrated Circuit (IC) parts.

9. Always wear personal protective equipments (PPE) in accordance with the organization's OHS procedures and practices.

10. Make sure that the pins are properly aligned when connecting a cable connector.

11. Contingency measures during workplace accidents, fire and other emergencies are recognized.

12. Use brush, compressed air or blower in cleaning the computer system.

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Basic Computer Troubleshooting
General Tips to Keep in Mind:
Write down your steps: Once you start troubleshooting, you may want to write down each step you take. This way, you'll be able to remember exactly what you've done and can avoid repeating the same mistakes. If you end up asking other people for help, it will be much easier if they know exactly what you've tried already.
Take notes about error messages: If your computer gives you an error message, be sure to write down as much information as possible. You may be able to use this information later to find out if other people are having the same error.
Always check the cables: If you're having trouble with a specific piece of computer hardware, such as your monitor or keyboard, an easy first step is to check all related cables to make sure they're properly connected.
Restart the computer: When all else fails, restarting the computer is a good thing to try. This can solve a lot of basic issues you may experience with your computer.

Common Computer and Audio-Visual Troubleshooting

1. **Power button will not start computer**
   - Check if the computer is plugged in.
   - Make sure the outlet is working.
   - If the computer is a laptop, make sure the battery is charged.
2. **An application is running slowly or hangs up (frozen).**
   - Close and reopen the application.
   - If closing fails, force quit the application (CTRL+ALT+DEL) then open Task Manager to end the application.
   - If all else fails, restart the computer.
   - Run a virus scanner.
   - Update the application.
   - Check if you have enough drive space and memory (RAM).
   - Run Disk Defragmenter.

3. **Mouse or keyboard stops working.**
   - Make sure the mouse or keyboard is plugged in.
   - Check cables for any damage.
4. **Sound is not working properly.**
   - Check the volume level.
   - Check the audio player controls.
   - Check the cables or wireless connection for any damage or interference.
5. **Printer problems**
   - If lines or bands are seen in the printout, check the printer's ink levels.
   - Do a print head cleaning procedure.
   - In case of a paper jam, immediately unplug printer and gently remove the jammed paper.
   - Check if the printer is plugged in properly.
   - Update your printers' driver.

6. **Monitor or projector problems**
   - Make sure the HDMI or VGA cable is connected properly.
   - Check the cable for any damages.
   - Go to Settings to set the resolution that is compatible with the monitor or projector.

SCOPE OF TASKS & RESPONSIBILITIES

Job Summary
- selected and evaluated by the General PTA officers who have experience and have previously or currently demonstrated knowledge and skills in the area of Information technology
- point person or person in charge in terms of all IT related issues or concerns, or a person that would bring significant contributions that would benefit the PTA associations as a whole and supports the Goals, Mission and Objectives of the PTA that is inline with Information Technology.

Job Description

1. Provide technical assistance and basic support.
2. Provide training and coaching to co-members to improve their computer skills.
3. Provide advice and recommendations in terms of use of technology.
4. Organize and prepare documentations such as manuals and policies.
5. Assist in the design of posters, brochures and flyers.
6. Manage and monitor the social media platform of the PTA.
7. Manage the Donated IT equipment that is owned or donated to the PTA.
8. Assist students in IT terms of training, tutoring, computer awareness.
9. Assist the school in terms of additional manpower for different activities.
10. Assist in the coordination of activities that involve technology.
11. Establish good communication with all stakeholders.
12. Support the activities of outside providers such as NGOs, Donors and Sponsors.
13. Keep track of Assets using basic applications such as Microsoft excel.
14. Provide reports such as budget, procurement documents and or "usage reports".