

TERMS OF REFERENCE¹

UNV VOLUNTEER – Information Communication Technology for Development Cisco Networking Academy BRAZIL

Preamble:

The United Nations Volunteers is the UN organization that supports sustainable human development globally through the promotion of volunteerism, including the mobilization of volunteers. It serves the causes of peace and development through enhancing opportunities for participation by all peoples. It is universal, inclusive and embraces volunteer action in all its diversity.

This post is a UNV volunteer assignment based on the values of free will, commitment, engagement and solidarity, which are the foundations of volunteerism. Volunteering brings benefit to the individual volunteer as well as the society at large. It enhances social cohesion and enriches communities.

In most cultures volunteerism is deeply embedded in long-established, ancient traditions of sharing and support within the communities. In this context, UNV volunteers take part in various forms of volunteerism and play a role in development and peace together with co-workers, host agencies and local communities.

In all assignments, UNV volunteers promote volunteerism through their action and conduct. Engaging in volunteer activity can effectively and positively enrich your understanding of local and social realities, as well as create a bridge between yourself and the people in your host community. This will make the time you spend as UNV volunteer even more rewarding and productive.

1. UNV Assignment Title: UNV Specialist in ICT for Cisco Networking Academies
2. Type of assignment (International or National UNV volunteer): National
3. Project Title: ICT for Development – Cisco Networking Academy
4. Duration: 1 year (12 months)
5. Location, Country: Campinas, Sao Paulo, Brazil
Duty Station: Fundação Bradesco
6. Expected starting date: January 15, 2008

¹ The standard Terms of Reference (ToRs) include a number of bullet points regarding the promotion of volunteerism. These are basic suggestions, and therefore should be modified and amended in order to better match the assignment. We expect to see volunteerism for development (V4D) as a means to achieve the objective of the assignment in each ToR.

All assignments aim at expanding ICT education and capacity as well as promoting volunteer contributions to ICT for Development. Therefore, V4D cannot be expressed solely as a series of bullet points, but should permeate the entire ToR. Building on this ToR template will ensure improved advocacy for the promotion of volunteerism within the programme/project and within the context of the assignment.

7. Brief Project Description:

Background

The Cisco Networking Academy Program is a comprehensive, e-learning program, which provides students with the Internet technology skills essential in a global economy. The Networking Academy program delivers web-based content, on-line assessment, student performance tracking, hands-on labs, instructor training and support, and preparation for industry-standard certifications. Launched in 1997, there are now over 10,000 Networking Academies in more than 155 countries. Over 400,000 students are enrolled in Academies in high schools, colleges and universities, technical schools, community-based organizations, and other educational programs around the world.

The Networking Academy program is a powerful development tool, because it employs the Internet and education - the two great equalizers. The Internet is capable of eliminating the time, geographic, socioeconomic, racial and ethnic boundaries that can limit access to education and advancement. E-learning is highly effective in reaching disadvantaged and at-risk communities worldwide. Through the Gender Initiative, Cisco and Cisco Learning Institute work with partners to help increase female enrollment in the program, by identifying best practices in female recruitment and retention and also establishing projects that create all-female Academies or all-female classes. <http://gender.ciscolearning.org>

The Networking Academy program curriculum teaches students, at educational institutions and in-transition workers in-demand, Internet technology skills including a broad range of topics from basics on how to build a network to how to build a web site and more complex IT concepts such as applying advanced troubleshooting tools. Combining instructor-led, online education with hands-on laboratory exercises, the Networking Academy curriculum prepares students for lifelong opportunities in the real world. Cisco Certified Network Associate (CCNA) coursework is a cornerstone of the Networking Academy curriculum. www.cisco.com/go/netacad

Bringing the Cisco Networking Academy Program to developing countries has allowed their students the same educational opportunities that are currently being offered to students in other countries around the world. Providing a workforce with the skills to design, build and maintain the Internet infrastructure is a critical step to participation in the global economy. This is a program that can assist offering sustainable development and accelerate a country's progression and full integration into the world economy.

8. Host Agency/Host Institute:

"Fundação Bradesco".

Address: Estrada Velha de Indaiatuba, Km 3,5

city: Campinas

State: São Paulo

Zip Code: 13012-970

phones: + 55 19 32683465/ 55 19 32676769

9. Country Specific Deliverables/Description of Duties:

During the 12 months of the contract the volunteer will make progress in one or more of the following areas: (These deliverables will be confirmed/updated during the first 30 days of the volunteer contract)

Academy Growth focused on increasing access and participation of underserved populations: See Key Projects

Outreach to improve Access and Participation: See Key Projects

Sustainability of Academies: See Key Projects

Workforce Development: See Key Projects

Brazil FY09 Key Projects:

- Projeto CID: inclusion of the Networking Academy in the Digital Inclusion Centers kept by the vulnerable communities. Currently 100 CIDs exist in Brazil. We will work with the development of 20 units. (Sustainability/workforce Development and participation of underserved population). Our goal is to create at least one "CID" – Digital Inclusion Center until the end of next calendar year.
- Projeto Proa: Together with the institution PROA and the Regional Academy SENAC - RJ, we will implement female classrooms exclusively. Pilot Plan: first class: February (Gender Initiative/Improve Access/Workforce Development). Our goal : implement and coordinate one female classroom with Regional Academy : SENAC - RJ
- Project DV: The objective of this project is creating the first group of CCNA in the state of São Paulo for visual disabled. This project will be implemented throughout Fund Bradesco Academy. (Workforce Development/ Participation of underserved population). Our goal: Implement one Pilot Class of CCNA at Campinas Fundação Bradesco Unit
- Project Habilitar - phase II - Group of physically and visual disabled will study IT Essentials. Beginning in February/09 (Workforce Development/ Participation of underserved population)

The work and placement of the volunteer is jointly managed by Cisco and UNV. Therefore the volunteer will have several points of contact for differing concerns:

| 10. Cisco UNV/ General Scope of Work

Cisco UNV Scope of Work:

The UNV volunteer will work in a host country where one or more Cisco Networking Academy is already operational. She/he will gain access to training by working with current Academy Instructors in the host country.

The following description outlines the main areas of work that Cisco-UNV volunteers will be involved in. As the needs and priorities of each country may vary, the activities and projects volunteers undertake will vary accordingly. However, the work of any one volunteer should not be outside the scope of work described below:

Under the supervision of the Host Institution Manager and the CISCO Academy Area Manager the UNV volunteer will be responsible for:

- Broadening the reach of Networking Academy Program within underserved populations in the host country by fostering public-private partnerships among local NGOs, private firms and academic communities.
- Establish contacts with private sector and government ministries to create internship opportunities for Academy program students, as well as links between graduates and potential employees
- Research potential partners at NGOs, private sector, community groups, educational institutions and government offices, establish contact and make presentations on the Academy program and outline possible partnership role that each could play in support of Academy program (such as scholarships, advertising support, equipment costs, etc.)
- Implement the PLAN-IT Workforce Development Toolkit and educate the Regional and Local Academies about the benefits of integrating a Workforce Development Program at their institutions.

Outreach to group with restricted access to ICT training

- Ensure program expansion to reach groups that have limited or no access to technical ICT training
- Identification of target groups most in need of ICT training, and development of country-specific strategies for providing most effective opportunities for them
- Encourage, mobilize and support co-workers and members of the local community to play an active part in the development of their community;
- Implement community strategy for promotion of ICT training and raising awareness about it
- Identify and address social constraints which negatively affect attendance and performance of female students
- Get acquainted with traditional and/or local forms of volunteerism in the host community and define how it can contribute to ICT for Development

Outreach and advocacy to improve female participation and retention in the Academy Program:

- Ensure program expansion to reach females that typically have limited or no access to technical ICT training
- Identification of girls and women most in need of ICT training, and development of country-specific strategies for providing most effective opportunities for them.
- Implement community strategy for promotion of the benefits of providing ICT training to women and raise awareness about it.
- Identify and address social constraints that negatively affect attendance and performance of female students.

- Use the PLAN-IT Gender Toolkit to integrate these gender mainstreaming strategies and educate the Local and Regional Academies about the toolkit's benefits.

Provide support in terms of Gender Issue and Technical Assistance to Academy Program:

- Dialogue with Networking Academy in host country to help them identify links with NGOs, women's organizations and ICT networks that recruit and support female participants. These links should cover such organizations in-country as well as regionally and abroad.
- Serve as a role model in ICT by making presentations to community leaders, teachers, NGOs, and potential students.
- Develop system of mentoring for female students with other role models where possible, and assist in the development of job placement, internships and scholarships with particular focus on girls.
- If the Academy Program lab is available, offer short courses that will strengthen girls' basic computer literacy / technology skills.

Helping to manage community-telecenter functions in those Academies that will double as telecenters.

- Identify Academy students interested in volunteering, and create a program for them to assist community users to access relevant content
- Train Academy students as volunteers so that they could conduct training classes on basic ICT skills

Assist Regional and Local Academies with Financial and Strategic Planning

- Use the PLAN-IT Sustainability Toolkit to work with each Academy to create financial and strategic plans to ensure their Academies maintain a sustainable cost recovery model
- Assist academies develop and refine their marketing and advertising strategies and materials
- Investigate outside funding opportunities for Academies.

Strengthen Networking Academy Program knowledge network

- Facilitate information exchange on best practices and community participation
- Provide Weekly Reports to Cisco team, as well as other ad hoc reports requested, reporting on activities, challenges and successes
- Providing quarterly report to partners in the initiative on the status of Networking Academy Program implementation

Assist in a number of Academy activities

- Support Academy instructors with activities for students, instructors and community members
- Maintain database with details about Academy graduates

Promotion of Volunteerism:

UNV volunteers are expected to promote volunteerism and engage in volunteering activities. As such UNV volunteers are encouraged to:

- Strengthen their knowledge and understanding of the concept of volunteerism by reading relevant UNV and other publications and taking active part in UNV activities;
- Reflect on and integrate into their work plan activities that will be undertaken as part of their assignment in order to promote volunteerism for development (V4D) and volunteering in the IT sector
- Encourage CISCO students to volunteer their IT skills among the respective communities and advice on how to increase volunteer opportunities for them

Specific ways to promote volunteerism during the assignment and within working hours include:

- Networking and building relationships with local organizations, groups or individuals and supporting and/or participating in local volunteering initiatives;
- Contributing articles/write-ups on field experiences and submitting them for UNV publications/websites, newsletters, press releases, etc.;
- Initiating and/or participating in local volunteer groups. Assisting them in submitting stories, experiences to the World Volunteer Web site;
- Reflecting on the type and quality of voluntary action that they are undertaking, including participation in ongoing reflection activities.
- Promoting or advising local groups in the use of OV (online volunteering), or encouraging relevant local individuals and groups to use OV whenever technically possible.

11. Contact Details

UNV Country Officer (Name and Contact Information): Anika Gärtner – anika.gaertner@undp.org.br + 55 61 3038 9043

Host Institution Manager (Name and Contact Information): Fábio Guimarães - fquimaraes@fundacaobradesco.org.br + 55 19 32677085

Cisco Academy Area Manager (Name and Contact Information): Ligia de Oliveira – liolivei@cisco.com +55 11 55023161

Cisco UNV Program Manager: Catherine Stanley, catstanl@cisco.com, +1-408-525-7839

12. Volunteer Reporting Responsibilities:

As negotiated with Cisco's Academy Area Manager, the volunteer will submit weekly, bi-weekly or monthly activity reports that includes the actions the volunteer has taken, the challenges encountered and a plan for the subsequent time-period. (Please see attached template)

Cisco issues a global quarterly report on the status of the Cisco-UNV program in August, November, February and May. As such, each volunteer will submit a report that includes the achievements they have made, the learning points gathered and the objectives for the upcoming quarter. (Please see attached template.)

In addition volunteers will need to complete the Volunteer Periodic Progress Report for the UNV Country Office Team.

13. Qualifications/Requirements:

The successful candidate should be at least 25 years old and have excellent communication and interpersonal skills and be able to promote the core values of the Cisco Networking Academy Program to the non governmental, educational, business and government sectors.

The candidate will be able to manage their time and work in liaison with the Cisco Networking Academy Program team.

The candidate should have proven expertise in at least one of the Sustainable Development key areas, such as education, labor & employment, poverty eradication.

Other significant assets will be advanced user-level ICT skills, experience in working with multiple partners, and a passion for bringing about change to improve human development.

Experience in volunteering and a commitment to volunteerism as a critical element in community development and building ICT capacity are highly desirable.

14. Competencies:

- University Degree in a relevant discipline
- 2 – 3 years of professional experience in either the private sector, non-profit or government sector.
- Computer skills: Advanced user-level ICT skills
- Language skills: Fluent in spoken and written English
- Development skills: A proven expertise in at least one of the Sustainable Development key areas, such as education, labor & employment, poverty eradication.

15. Living Conditions: Campinas, located 98 kilometers from São Paulo is an industrial city famous for its universities. It dates from the 18th century and grew rapidly during the Brazilian coffee boom of the late 19th and early 20th centuries. Today its population is estimated in one million. Campinas is located on the São Paulo plateau in the transition area to the Serra da Mantiqueira mountain range. It has an excellent climate throughout the year, characterized by mostly sunny and hot days, a mild temperature range and a constant regime of cool winds

16. Application:

All applications - cover letter (stating reasons for applying and why candidate's skills and experience are relevant) and CV should be submitted to unv.brasil@undp.org.br until 15 December 2008.

Date: November 24, 2008