

tctc

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Corporate Profile

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The TCTC Way: Bringing Learning To You

The Beginning

TCTC was founded by Ray Abela in 1987 when Ray realised that computers would become an integral part of everyday life. Initially, the company focused on providing training courses, bringing knowledge to people so that they could get the most out of their PCs.

Today, TCTC has grown to incorporate 31 training centres located around the Maltese Islands in line with Ray's philosophy of bringing lifelong learning closer to people. The vast majority of local councils also collaborate with TCTC to enable communities to learn more about the technology that permeates our lives.



Making Learning Accessible

TCTC offers a broad spectrum of courses to cater for a wide variety of demographics. Through its continued collaboration with local councils, governmental institutions and corporate sponsors, TCTC has brought this knowledge to thousands of Maltese citizens, both young and old.

In addition, this training has been conducted at local centres specifically set up to provide "close to home learning" and convenience for those wishing to enrich their lives by learning new skills.



Through continually developing new ideas and concepts to match the fast paced changes in the world of technology, TCTC strives to provide people with the learning and assistance they need to ensure that the digital divide remains as small as possible. In this way, TCTC helps to foster a inclusive IT society within the Maltese Islands. All the training centres are being adapted for disabled access, allowing everyone to enjoy being in the comfort of a TCTC classroom.

Ray has also donated books and learning materials to the Corradino Correctional Facility to assist its inmates in developing skills that will allow them to better integrate with modern society.



WE are the **FIRST** to go **GREEN**

*This summer our students will receive course notes on a Tablet
THIS AVOIDS STUDENTS FROM PRINTING & CARRYING COURSEWARE*



ebook
Course notes on tablet

A Greener way in our Philosophy



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Respect For The Environment

The need to maintain a strong sense of environmental responsibility has not escaped TCTC either, and they are the first Maltese educational institution to switch to using tablets for course notes.

Not only does this assist students in that they are no longer required to carry heavy books, but it also drastically reduces the amount of paper being used.

Giving Back

TCTC strongly believes in maintaining a strong sense of Corporate Social Responsibility. We feel that it is our responsibility to encourage all citizens from our communities to use computers and electronic services that will enrich their lives.



Sharing its success with the communities that support it has become an overriding goal for the organisation, and so TCTC constantly seeks out other corporate partners to enable many courses to be offered for free. In this way we keep our training courses firmly within the reach of everyone to ensure that IT knowledge remains easily available to all.

Our Responsibility

It is our responsibility to encourage all citizens from our communities to use computers and electronic services that will enrich their lives.

We strive to work with local and international partners to provide a robust mix of projects that cater for a diverse array of students which encompasses everyone from children to the elderly.

We also strive to provide value to our business partners by taking the time to understand their needs and working with them to create mutually beneficial solutions. TCTC fosters strategic partnerships that enable us to develop ventures that are beyond the scope of a single entity.

Constant Growth

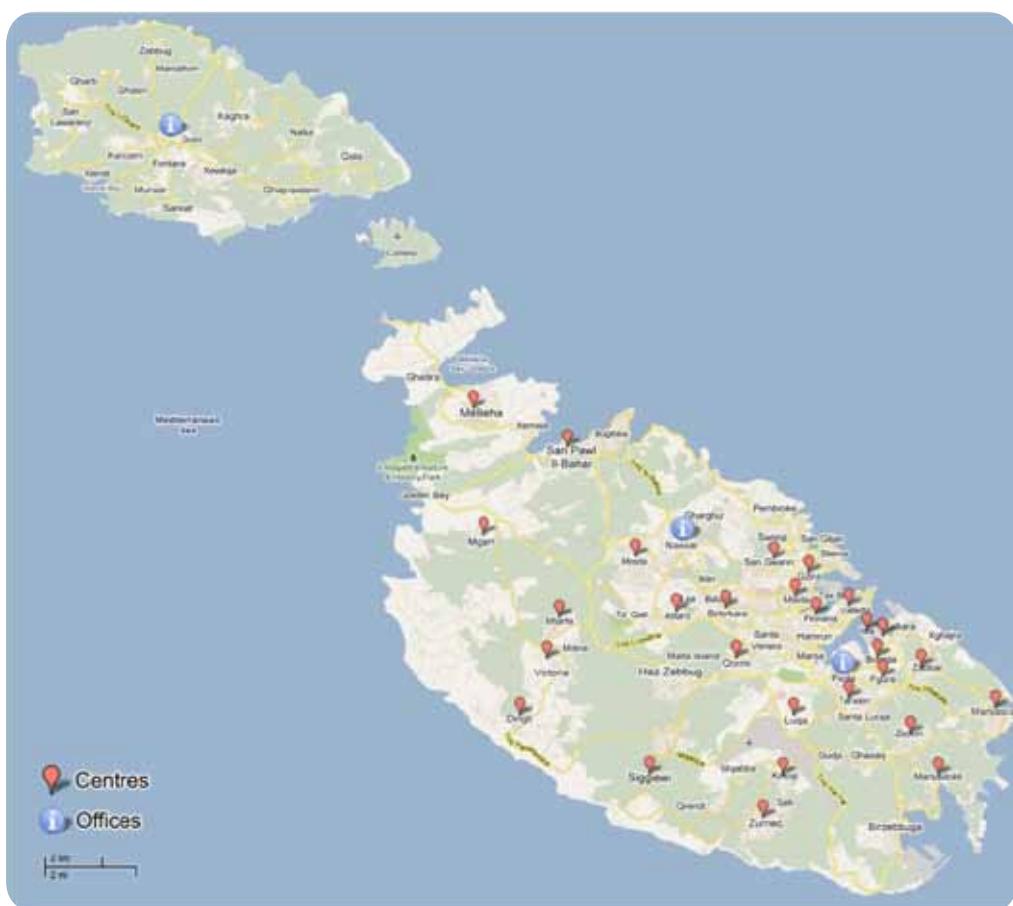
At TCTC we believe strongly in partnerships, both in business and with the communities that surround us. By continuing to work together

we can build something far greater than we would achieve alone. And by co-operating, our successes can be shared to further enrich the world in which we live

TCTC continues to develop new courses and teaching methods, maintaining pace with the developments in the world of technology and responding to changes in the way we use it.

Not only does TCTC lead the way with initiatives such as home learning, digital notes, and ways in which learning can be made fun, but it also is offering assistance to governments to revolutionise the way in which citizens can interact with a country's leaders.

With over 25 years experience in the education industry, TCTC will always use its deep understanding of this field to bring new learning to communities.



Reaching Out With TCTC



A Strong Web Presence

TCTC maintains a strong presence on the Internet, having multiple sites that cater to different aspects of its training.

Through its websites it offers news, information and promotions to those wishing to extend their knowledge of ICT.

TCTC also maintains a strong Social Media presence and has a very active Facebook page, as well as a YouTube channel.

This allows our students a fast and simple way to stay in touch with us, and allows us to keep our finger on the pulse of what our customers want.

Also, these are ideal platforms for providing our students with free educational content in a variety of downloadable formats.

Educational TV

Always at the forefront of innovation, TCTC has also brought computer training to television through educational programmes such as *CLICK*, *E-BIZ* and *EGOV4U*.

The educational content and convenience of learning from home has seen these programmes become extremely popular and TCTC further cement its position as a household name within the computer training sector.

TCTC has gained experience in all aspects of the broadcasting process. It has both produced and presented educational programmes, delivering them in a format that is entertaining and informative.

As a result, TCTC's programming has received a variety of broadcasting awards for its excellent content and unique style.



THESE PAST 25 YEARS I HAVE BEEN FORTUNATE ENOUGH TO WITNESS THE GROWTH OF TCTC INTO THE INSTITUTION IT HAS BECOME TODAY.

WATCHING THE COMPANY GROW AND EXPAND HAS BEEN AN EXTREMELY REWARDING EXPERIENCE, AS HAS SEEING THE TENS OF THOUSANDS OF PEOPLE WE HELPED ALONG THEIR JOURNEY THROUGH THE WORLD OF ICT.

TODAY I SEE THE STRONG PARTNERSHIPS WE HAVE BUILT, AND THE NEW IDEAS THAT MY TEAM PROMOTE, AND I FEEL VERY PROUD OF THE ORGANISATION THAT TCTC HAS BECOME.

WE HAVE FOLLOWED OUR GOAL OF BECOMING CLOSER TO COMMUNITIES AND BRINGING LEARNING TO ALL. MAKING OUR COURSES ACCESSIBLE TO ALL, LISTENING TO THE NEEDS OF COMMUNITIES, AND HELPING PEOPLE TO BRIDGE THE DIGITAL DIVIDE, HAVE ALL BEEN INSTRUMENTAL TO OUR SUCCESS.

I LOOK FORWARD TO THE COMING YEARS AND FEEL SECURE IN THE KNOWLEDGE THAT, WITH THE COLLABORATION OF MY PARTNERS, AS WELL AS THE DEDICATION AND HARD WORK OF MY TEAM, TCTC IS WELL EQUIPPED TO HANDLE THE CHALLENGES THAT THE FUTURE MAY BRING.

RAY ABELA,
TCTC MANAGING DIRECTOR

Quality Assurance And Accreditations

Maintaining The Highest Standards

In order to ensure the highest educational standards throughout our organisation, TCTC has engaged in a variety of quality control and assurance methods.

We have installed cameras in our training centres in order to monitor lessons in progress to make sure that the material being delivered meets our high standards.

In addition, our tutors are put through a rigorous selection process to provide our students with both qualified and knowledgeable teaching staff, who are also able to communicate effectively and clearly.

Certification Of Completion

We provide our students with authentic certificates to allow them to offer proof of the knowledge they have gained from our courses.

This allows them to show prospective employees evidence of their new skills, and is also a testament to the quality of training they have received from us.

National And International Accreditation

In recognition of the high standards it promotes and maintains, TCTC has been awarded with both national and international accreditations that certify as a centre of excellence in the learning field.

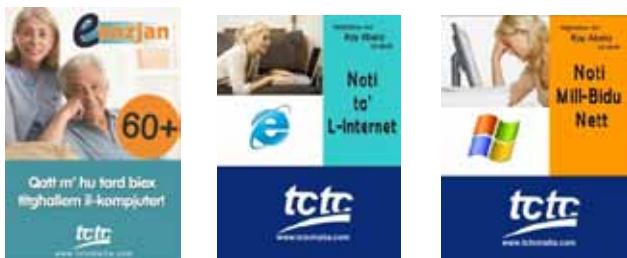
This gives our students peace-of-mind in that their time spent with us is a solid investment in their future. It also allows companies to see the value in sending their employees to our courses, and they can relax in the knowledge that their employees are gaining solid, certifiable skills.



Bringing Learning To Life

Training Materials For Easy Learning

At TCTC we want to facilitate your learning and so we carefully prepare all the material for our courses, including manuals, notes and even audio-visual material that you may require. Our division, TCTC Media, has developed a series of training tutorials in the Maltese language, including a set sponsored by Microsoft. We have also translated many of our course notes into the Maltese language to broaden their appeal.



Digital Notes For Students

TCTC has also developed digital notes that can be read on a tablet. This allows students to keep their studies portable, without being burdened by heavy bags. In addition, it also saves paper in line with TCTC's green philosophy. Our beginners and Internet courses both have Maltese notes on CD. We have also developed Maltese notes for our *e-anzjan* course and will continue to expand this facility for our other courses.

Publishers Of Training Manuals

The training manuals entitled *Nitghallmu Ma' Ray Abela* provide simple, easy to follow instructions that help our students to rapidly assimilate the knowledge from their course. This book has been designed to guide students step-by-step through many important IT applications and uses.

The book *Nitghallmu Ma' Ray Abela* is also the only Maltese guide to using computers and Internet applications, making it unique on the marketplace and part of TCTC's philosophy of always leading by innovation. Written by Ray Abela, TCTC's managing

director, the manual has also been made available to libraries and other institutions where learning takes place, such as the Corradino Correctional Facility where inmates can now learn about computers in their native language.



Tagħiġi tal-informatika għal soċjetà aktar moderna

Corporate Training

At TCTC, we understand the value of continuous professional development in the field of human resources and the role it plays in business success.

We provide corporate companies with tailor-made training courses for their employees. These training courses can benefit from EU funding and TCTC has also aided companies in completing the necessary paperwork to secure this.

We have worked with a number of companies over the years including: Actavis, Airmalta, MIA, Vodafone, ETC Corporation, De La Rue, Outlook Co-op, Marsa Sports Club, Enemalta, James Caterers, HSBC, Maltapost, Multigas, Reggie Miller Foundation, Allied Newspapers, Wasteserv, Hotset, Caremalta, Global Capital and Finco Trust Group of Companies.

Helping Companies To Grow

To further learning within corporate communities, TCTC has offered courses to company employees and their families at reduced prices.

However, TCTC does not only assist with a wide variety of ICT skills.

We are also able to offer soft skill training for company personnel, giving them well-rounded knowledge for today's corporate environment.

This concept has been warmly welcomed and has proved to be highly successful within the business



community, with a strong uptake and many small, medium and large companies taking up the learning opportunities and continuous professional development that we are able to offer to their staff.

Private companies can also take advantage of various government subsidies to enable their staff to pursue additional learning opportunities, while keeping within the company's budget.

Customised Learning

All of courses can be customised to meet specific corporate requirements, whether in terms of course content, timings or location.

If you'd like to see your company employees grow and develop new skills, becoming more productive members of your workforce, then contact TCTC today and let us develop a programme for you.

Training for your Employees!

TCTC offer you tailor-made courses which best suit your staff!

Various courses including Basic Skills, ECDL Core, ECDL Advanced, Sage and other Specialised Training

tctc



For further information

call us now at TCTC on 21 421 784/5 or by email on privatetuitions@tctcmalta.com

www.tctcmalta.com

Private Tuition

One-On-One Training

TCTC also provides the facility for students to enjoy specialised one-on-one training sessions that provide focused individual attention from their tutor.

This allows students to enjoy private lectures in one of our centres, or even tuition in the comfort of their own home. This makes our courses more accessible, and also offers an alternative to classroom learning.

In addition, course schedules are tailored to the student's availability, allowing private students to follow a course at their own pace. TCTC offers this option on a wide variety of courses, allowing students to get to grips with subjects at their own pace.

Home Learning For The Elderly



E-anzjan has been designed to assist the elderly in remaining integrated and active within modern communities by familiarising them with technolo-

logical devices. *E-anzjan mid-dar* expands on this successful concept by offering the elderly the opportunity to gain this knowledge from the comfort of their own homes.

In addition to individually tailored courses and focused tutor attention, they can also enjoy specially reduced prices on presentation of the 'Karta Anzjan'.

Learning IT At Home



After the success of our *Learn IT* course, TCTC offers the same material through private tuition. Students can learn how to use their computers from the comfort of their own home with qualified instructors. This encourages learning in a familiar environment with a schedule that suits our busy, modern lifestyles.

ECDL Revision

We offer one-one-one tuition for those sitting their ECDL exams, offering help on specific modules to assist you in obtaining this core qualification.

FADALLEK XI EZAMI?
Għandek xi diffikulta f'xi MODULE PARTIKOLARI ta'l-ECDL



ECDL



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E-mail fuq : privatetuitions@ctcmalta.com



Ray Abela



BE THE CHANGE YOU WANT TO SEE IN THE WORLD.

THOSE ARE VERY TRUE WORDS THAT HAVE PUSHED ME THROUGH MY YEARS IN BUSINESS.

LIFE IS NOT ABOUT SITTING BY AND WAITING FOR THINGS TO HAPPEN. YOU MUST ACT AND MAKE OPPORTUNITIES WHERE NONE MAY SEEM TO EXIST.

I STRONGLY BELIEVE THAT REAL LEADERS ARE ORDINARY PEOPLE, WITH EXTRAORDINARY VISION, COMMUNICATION, AND DETERMINATION. THEY PUSH FORWARDS, SEEING THE PATH TO FOLLOW WHEN EVERYONE ELSE HOLDS BACK.

PERHAPS IT IS FOR THAT REASON THAT I HAVE ALWAYS LOOKED FOR NEW WAYS OF DOING THINGS. INNOVATION AND CREATIVITY HAVE ALWAYS DRIVEN ME AND PUSHED ME FORWARDS.

IT IS THESE ELEMENTS THAT HAVE LED ME INTO NEW PATHWAYS, SUCH AS CONSULTANCY AND ADVISORY SERVICES. I CONTINUALLY SEE NEW PATHWAYS, AND YET I KNOW THAT STILL MORE AWAITS MY DISCOVERY. THAT FILLS ME WITH EXCITEMENT AND DRIVES ME ONWARDS EACH NEW DAY.

I KNOW WITH CERTAINTY THAT THE FUTURE BELONGS TO THOSE WHO SEE POSSIBILITIES BEFORE THEY BECOME OBVIOUS.

I HAVE MADE IT MY LIFE'S WORK TO DO JUST THAT, AND I HOPE TO CONTINUE SEEING THEM IN THE YEARS TO COME.

Innovation And Forward Thinking



Starting Out

Following the completion of several graduate and diploma courses in programming and ICT management during his studies in the UK, Ray found himself infused with enthusiasm and a determination to bring this knowledge back to Malta.

Developing TCTC

After gaining considerable experience with several large local organisations such as AT&T Malta and Airmalta, TCTC was born over 25 years ago. The company began to offer training from his parent's house in Zejtun, a location in which the company remained based for more than five years. From the outset, Ray grew and developed a very specific skill set for business success.

His mother acted as his first secretary, while his father, a former Malta Drydocks employee, offered street-wise advice. His uncle Wistin, who saw how technology would change the future, pointed Ray in the right direction.

"I have no words to explain the gratitude towards these three key people in my life, and I like to think they look at me now with satisfaction for what I have achieved," Ray says.

He still believes that it is vital to understand clearly what your customers need and respond to those needs with creative solutions, while simultaneously injecting passion into everything you do to ensure that you always stand out from your competitors.

TCTC Grows

As TCTC grew, Ray focused on bringing courses closer to communities. By forging strong partnerships with government institutions, as well as large corporations, he was able to bring a wide variety of training into the heart of communities and make "lifelong learning" easily accessible to all.

Through the corporate philosophy he has cultivated at TCTC, the organisation has continued to build strong links with individuals, public entities, private companies and corporate clients.



These partnerships have enabled TCTC to evolve policies and practices which are unmatched by its competitors.

Many Paths

To continue the spirit of innovation in which TCTC was born, Ray has also worked to diversify the media through which IT training is delivered.

Therefore, he has taken TCTC into television programming and this development has been very well received by the company's students. Being involved in the presenting and production of these programmes has been a truly rewarding experi-



ence for Ray that has brought him popularity and respect from his students and colleagues.

In addition, he also built a creative team at TCTC that produces educational DVDs, instructional material and manuals for all the courses offered, allowing TCTC to provide a true multimedia approach to learning.

New Thinking

Ray has been very active within the European Union, establishing partnerships with local councils outside of Malta's borders. This has given him clear insight into the ways in which citizens interact with local bodies and agencies and provided him with a determination to help governments reach out their citizens in a simpler, more efficient manner.

Ray has therefore developed his "E concept" to incorporate local councils, government services, and the way in which citizens exert their democratic rights. He would like to see IT bringing greater transparency to governments, allowing them to show greater accountability to the citizens they are responsible to. In addition, the system would also give citizens far greater access to their government representatives.

Such a system would also drastically reduce bureaucracy, and thus reduce costs as well, ultimately making governance more cost effective. He is working to bring this vision to life, using his wealth of experience in IT, as well as his characteristic drive to get the job done.

EU Funding Concepts

There are a wide array of funding initiatives promoted by the European Union and Ray is adept at finding and utilizing these to provide new learning opportunities for disadvantaged sections of the community. In seeking out such funding, and looking for new ways in which technology and humans can interface better, Ray continues to work to bridge the digital divide. He believes that, with the assistance of the EU, governments, local councils

and corporate sponsors, more and more people can be re-skilled, obtain better work placements, become more empowered, and benefit from better knowledge and practices.

Professional Consultancy

Ray has acted in a consultancy role for a variety of government institutions. In this capacity he has been at the forefront of bringing digital change to government bodies, helping them to reach out to the people, while also making those in power more accessible to the citizens they govern.

In addition, Ray has also worked with councils and organisations in the EU, piloting projects that reach out citizens around the globe. Ray continues to collaborate with government departments and institutions, sitting in on think-tanks and also assisting with the implementation of new ideas that keep Malta at the forefront of technology and learning.

The Author

Ray has published a book, *Nitghallmu ma' Ray Abe-la*, that provides readers with a step-by-step guide to understanding and using the most common IT applications. This book is unique in that it has been

published in Maltese to make this ICT knowledge widely accessible to the population, and to help those who may find English difficult to step across the digital divide. It is intended that the book will act as a core ICT textbook for both children and the elderly.

Balance Is Key

While Ray spends a great deal of time focused on the growth and development of TCTC, he also dedicates himself to creative pursuits. Ray is an active artist and greatly enjoys the process of painting. His artistic works have been shown in several local exhibitions, including his own exhibition "My Other World". Ray insists that taking time away from work is essential to maintaining a healthy balance in life and achieving your vision. His daughters, Kylie Marie and Shannon Jo, also offer support, friendship, advice, and the courage to press on when things get tough.

The Future

Ray looks forward to the years ahead and to developing further innovative and exciting learning opportunities for communities, giving thousands more the chance to discover the benefits that IT skills can bring.



Ray's Vision

Integrating Technology

Ray has worked on a large number of learning projects that include entrepreneurship, the tourism and hospitality sector, soft skills, secretarial and business administration, as well as technology. Through this, he has come to have a clear understanding of what people are looking for.

He would really like to see citizens more digitally integrated into their world, not necessarily through the introduction of more technology, but through educating them on how to use existing technology better.



Improving Governance

This could be especially useful for government services. By harnessing the correct application of existing technology, we can improve customer service, offer transparency and accountability, and improve communication with citizens.

Large corporations also have their role in this. Ray feels that it is their corporate responsibility to give back to communities and invest in empowering people to use technology to positively affect their lives. He is clear that the important element here is not simple statistics in course take-up or technology roll-outs.



Instead, it is about investing in the empowerment of people to make that investment worthwhile.

Re-Skilling The Labour Force

The digital world has resulted in a need to provide our workforce with new skills. Even traditional skills, such as carpentry, now require some form of digital ability as computers and ICT move into every sphere of our lives.

There is no doubt, technology is the way forward. However, training is essential to ensure the workforce can keep pace with technology. That reskilling should be kept practical and useful to be valuable, and to have a positive effect on Malta's workforce.



Harnessing Technology

Ray is clear that there is also great scope for harnessing technology. General elections, for example, could conduct voting by fingerprints, government officials could be trained to use software to track enquiries from citizens and respond quickly.

Ideas For Moving Forward

Ray has set up Ray Abela & Associates to assist with consultation and the generation of innovative ideas whereby technology can be used to have a positive effect on people's lives.

He has already spearheaded the live video streaming of local council meetings in Marsaskala and Zurrieq. But he knows there is still much to do. For example, he would like to implement social networking policies for local councils, enabling them to have simple, clear communications over networks.

Ray sums up his vision in his own words, "I am here to assist and help with the integration of governments and citizens to bring them closer together in innovative ways."



Community Courses

Making Learning Accessible To All

TCTC is committed to ensuring that its courses are widely available to its communities, both from a financial and a physical perspective.

We do our utmost to ensure our courses cover a wide demographic of computer users, and provide essential learning in IT skills whether our students are complete beginners or advanced users.

Discover the online world



The Internet has become an indispensable part of our lives. *Learnweb* develops students' familiarity with the World Wide Web, encouraging them to understand its potential benefits - and of course its pitfalls.

More advanced knowledge can be gained through *Learnweb Expert* which provides training on Internet security, online shopping, live webcam conferencing and the use of government services. This gives students well-rounded capabilities

with the online environment. The *Learnweb Expert* course also looks at a variety of other Internet uses such as newsgroups.

Fun Summer Learning



I-Kids is an innovative project aimed at kids between the age of 5-10 years and will focus on mastering ICT topics that will assist with school work and projects. The course spans five weeks through the summer holidays, with two hours of lessons every week. The students will learn how to use useful applications such as Paint, Word, the Internet, and email. This practical course also leads students towards an internationally recognised certificate and will be offered for free.

Make Use Of Online Services



TCTC launched its *EM citizen* course to help the 70% of Maltese households that have Internet ac-

The advertisement features a large blue banner with the text "INTERNET U KOMPJUTER GHAT-TFAL DAN IS-SAJF". Below this, the "i-kids" logo is displayed. To the left, there's a vertical red banner with white text that reads ". 5-10 eta ZEXEN BIXX". In the center, a smiling Smurf character in a red hat and blue overalls is pointing towards the text. To the right, two other Smurf characters are shown: one in a white turban and another in a white dress. At the bottom, there's contact information: "Applika Online fuq www.ikids.com.mt 21 421 784/5" and the TCTC logo with the website "www.tctcmalta.com".



cess get more out of the online services available. The course provides basic familiarity with these services, encouraging further use and competency. *EM citizen* was the winner of the Information Society Awards 2007.

Maximizing The Internet



Social media and using the Internet for communication are important skills and TCTC's eWeb course makes using Facebook, MSN and Skype simple. Students learn how to use these important applications to stay in touch with their friends and family.

Learn More About Your PC



This course helps students come to grips with

some of the technical aspects of their own PC. They will be taught how to format their PC, how to take advantage of networking, as well as how to troubleshoot and maintain their computer.

While this course will be initially held at TCTC's premises, it is envisaged that it will also be rolled out into students' homes as well to provide true hands-on training in this important aspect of computer use.

Make Friends With Your PC



Computers and the Internet are now part of everyday life. However, there are still many who are not literate in their use, and this causes them to struggle as a result.

EqualSkills provides complete beginners, irrespective of status, education, age, ability or understanding an opportunity to learn basic computer use and also gain an internationally recognised certificate.

On completion of the course, the candidate will be able to send an email, use simple programs and surf the web to look for information on news, weather or hobbies.

Learning is achieved through continuous practice during the customised lessons and the certificate is awarded based on the completion of a workbook.

Your First Steps In Web Design

The *ECDL WebStarter* is specifically designed to allow students to get to grip with the basic elements of web design.

At the end of this course students will be able to create and maintain their own simple website.

Get To Grips With Digital Images

This course provides students with the basic skills necessary to work with digital images. If you are looking to get to grips with images, but don't want complex courses, then this could be the course for you.

It is ideal for second-level students, small businesses, community groups or individuals who do not want the time and expense commitment of an advanced level digital image editing programme.

Bring Your Photos To Life



In 2009 TCTC collaborated with Melita Digital to organise free courses that educate people on the popular pastimes of digital photography and photo editing.

Ephoto takes students into the world of digital photography and basic photo editing, helping them gain confidence and proficiency in taking photos and uploading them to their computer.

The course also covers how to use a simple photo editing program, Picasa, to effectively edit your images and produce better results from your photography, as well as understanding the basics of photo manipulation.

Lessons are always fun and we encourage creativity and experimentation in all of our students.



Equal Opportunities For All

TCTC LTD IS COMMITTED TO PROMOTING EQUALITY AND DIVERSITY IN ALL OUR SERVICES AND TO GIVE EQUALITY OF OPPORTUNITY TO OUR DIVERSE CUSTOMER AND EMPLOYEE GROUP.

WE AIM TO END DISCRIMINATION AND PROMOTE EQUAL OPPORTUNITIES FOR EVERYONE AND POSITIVELY VALUE DIVERSITY WITHIN THE ORGANISATION.

TCTC LTD AIMS TO ENSURE THAT NEITHER APPLICANT NOR EMPLOYEE IS DISCRIMINATED AGAINST, EITHER DIRECTLY OR INDIRECTLY, ON THE GROUNDS OF GENDER, MARITAL STATUS, RACIAL OR ETHNIC ORIGIN, DISABILITY, SEXUAL ORIENTATION, AGE, RELIGION OR TRADE UNION ACTIVITY WHERE THESE OR ANY OTHER FACTORS ARE IRRELEVANT TO THE POST IN QUESTION.

WE EXPECT EVERYONE WHO WORKS FOR US TO SUPPORT US IN THIS. WORKING PROCEDURES WHICH ENSURE THAT INDIVIDUALS ARE TREATED ON THE BASIS OF THE KNOWLEDGE, SKILLS AND APTITUDES RELEVANT TO THEIR JOBS WILL BE KEPT UNDER REVIEW.

TCTC IS COMMITTED TO ACTION TO MAKE THIS POLICY FULLY EFFECTIVE. THE SUCCESS OF THE POLICY IS DEPENDENT UPON THE SUPPORT AND CO-OPERATION OF ALL STAFF. WE WILL MAKE SURE EVERYONE WE WORK WITH OR WHO WORKS FOR US KNOWS ABOUT OUR POLICY AND KEEPS TO IT. IF ANY OF THESE PEOPLE HAVE THEIR OWN POLICY, WE WILL MAKE SURE IT FITS IN WITH OURS.



International Certification

Furthering Your Education And Training

At TCTC we offer a variety of specialised courses that cater to specific needs, such as obtaining formal certification in computer skills, or developing particular business skills.

These courses provide students with essential training that helps them function better within the workplace and assists them in furthering their careers.

Formal Certification For Your IT Skills



TCTC also offers the *ECDL* as a private course. This consists of a course covering the seven ECDL modules, and students are awarded a European computer driving licence qualification following examinations.

Certification in *ECDL* is equivalent to an O-Level standard of education (MQF level 4).

The seven course modules include: concepts of information and communication technology, using the computer and managing files, word processing, spreadsheets, using databases, presentations, as well as web browsing and communication.

TCTC is certified in the use of the automated EnlightKS system for *ECDL* examinations, having upgraded from the previous manual examination system.

Taking your IT studies to the next level



The *ECDL Advanced* is equivalent to an A-Level standard of education.

This challenging course is comprised of four modules: word processing, spreadsheets, databases and PowerPoint presentations.

The completion of this course provides students with excellent job opportunities and rounds out any resumé or CV.



Accounting Made Simple



AUTHORISED TRAINING CENTRE



Sage Line 50 is designed for company managers, accountants, accounts clerks and prospective book-keepers. This course examines tax codes, nominal ledgers, budgeting, invoicing, cash control and other accounting procedures in detail. The course also looks at fixed asset registers, stock codes, stock takes, invoicing / credits from stock, profit reporting and the other more advanced aspects of this accounting software. The course also has Malta Qualifications Framework equivalencies, with level 1 certification equivalent to level 2 of the MQF, level 2 certification is referenced to a Level 3 of the MQF, while level 3 certification is equivalent to level 4 of the MQF.

Diploma in Business Skills & Certificate in Finance Accounting



Having been officially recognized as a City & Guilds International Centre in 2008, this course allows students to achieve a recognised qualification (equivalent to level 2 of the Malta Qualifications Framework) in a combined range of business skills. This course covers import areas such as customer service, business studies, office procedures, as well as book-keeping and accounts.

In November 2009 TCTC began offering courses that lead to a Diploma in Business Skills & Certificate in Finance Accounting. This evening course is offered on a part-time basis, providing students with the opportunity to gain new career skills while continuing to remain in full-time employment.



TCTC Projects

Learning Opportunities

TCTC also engages in several special projects that utilise European Social funds to provide additional community training to those that might not otherwise take advantage of it.

This facilitates the Maltese population in furthering their knowledge of IT, regardless of their status.

Opportunities Close To Home

This project targets vulnerable persons and inactive women within the community, encouraging them to learn new skills to open up new opportunities for themselves within the ICT sector. The courses offered by this project enable each participant to gain an internationally recognized standard in ICT with the *ECDL*.

In addition students can also gain solid business competence through the *City & Guilds Diploma in Secretarial and Business Administration*.

Both of these courses have had a definite positive impact on the employability of those on the project, with over 300 students attending so far.

TCTC is also offering its *Sage Line 50*, *EM citizen* and beginners course to those joining this project. The courses cover the localities of Birkirkara, Kirkop, Marsaskala, Naxxar, San Gwann and Zurrieq.



Parents and Teachers fusion ICT Training Programme

Studies show that role models, such as parents and teachers who are confident in the use of ICT, indirectly promote the use of technology to their children and students.

Therefore, the Education Department selected TCTC to launch this project to enable ICT confident parents and teachers to act as conduits of knowledge and to encourage their children and students to become more familiar with ICT. Over 1,800 parents and teachers participated in this 75-hour course, with the vast majority earning ECDL certification as a result (MQF level 3 equivalent).

EGOV4U



Ray Abela's long track record of working in communities to bridge the digital divide has resulted in him being appointed the senior consultant on the *EGOV4U* project that involved a number of European partners, including Malta's Local Council Association and Fondazzjoni Temi Zammit. This international program encourages citizens to use online government services, making the whole



process far more efficient and accessible. Between 2012-2013, this project was implemented across other European countries.

Locally, *EGOV4U* incorporates a wide array of government services. You can fill out your tax form, apply for social benefits, renew driving licences, look up court cases, access a variety of health services, and even look for employment online.

By allowing people to use these services from the comfort of their own home, the local government is helping its citizens save a great deal of time. You can now skip the queues and get what you need with just a few clicks of your mouse.

Ray has been instrumental in developing the course materials to support *EGOV4U*, and has also developed a television campaign to help bring this innovative use of technology into people's homes. In addition, there is also an Internet portal that provides a wealth of information for course participants.

The *EGOV4U* programme was very successful, with over 5,500 attendees registering for an e-ID during the course.



Operational Programme II - Cohesion Policy 2007-2013
Empowering People for More Jobs and a Better Quality of Life
Project part-financed by the European Union
European Social Fund (ESF)
Co-financing rate: 72.25% EU; 12.75% MT; 15% Local Council



Community meetings have also been very well attended, with many coming to learn about this new service and the benefits it offers to users.

EGOV4U TV is also a popular programme aired on major TV stations and which has been very well received by Maltese viewers.

ICT & Soft Skills In The Tourism Industry

Targeting those who wish to advance in or join the tourism sector's labour market, this project aims to improve the social and academic skills of individuals who would like to further their career in tourism.

The course offers participants the opportunity to not only develop their knowledge of the tourism industry by delving into customer care, hospitality, as well as English and Maltese heritage and culture.

In addition, this project will allow the participants to gain an internationally recognized standard in ICT through the *ECDL*.

My Digital Life



This TCTC project will bring learning direct to students through the delivery of lessons and notes via Wi-Fi direct to tablets. This allows students to take advantage of the benefits of technology, while learning about technology itself.

E-Anzjan Skype

Skype provides a cheap, simple and very useful method for communicating with others around the world.

E-Anzjan Skype helps the elderly to take advantage of this and to learn how to use Skype to talk with friends and relatives all around the world.

Basic IT training for everyone



Providing students with a solid foundation for future IT learning, *Learn IT* has been followed by over 5,000 students in more than 40 localities.

The course is heavily subsidised to keep it accessible to as many members of the community as possible, allowing them to gain vital digital skills.

To facilitate the assimilation of this important knowledge, the *Learn IT* course is divided into three sections:

- Section one provides students with basic computer familiarity.
- Section two builds on this by enriching and consolidating their IT knowledge.
- Section three introduces more advanced concepts, such as an explanation of networking methods so that students understand the means by which computers communicate.

Get ready to become certified



ECDL Start prepares students for ECDL certification with a three module course and is organised in

classrooms located in local council offices.

At the completion of this course students are ready to begin the seven ECDL modules to gain the European Computer Driving Licence qualification.

Robotics



TCTC brings a unique experience to learning by using robots to teach core mathematical and technological principles..

This summer course allows kids aged 10 years and up to experience programming their very own robot.

This teaches children the fundamentals of technology, engineering and mathematics in a manner that is both hands-on and engaging.

Children will be taught to explore the software used, LEGO Mindstorms Education NXT, and discover some rudimentary programming while doing so.

They will also be able to experiment with activities using the robot they build, making this a creative, and very educational, project.

An advertisement for a Robotics course. At the top, it says "Are you ready for a..... NEW EXPERIENCE THIS SUMMER". Below that is a large image of a white LEGO Mindstorms robot. To the right, the word "Robotics" is written in large, bold, black letters with "Course" in smaller letters above it. Below "Robotics" is a bulleted list: "• BUILDING SMART ROBOTS", "• ACTIVITIES USING ROBOT", "• PROGRAMMING", and "• ROBOT PROJECT". At the bottom left is a "tctc" logo with "www.tctcmalta.com" underneath. At the bottom right is another "tctc" logo with "www.tctcmalta.com" underneath. There are also social media icons for Facebook and YouTube.

Upcoming Projects

Searching Out New Horizons

TCTC is continually looking for new ways to increase the knowledge of our society – not just in ICT skills, but with learning that truly improves the quality of life of our citizens.

TCTC is diversifying into new projects that educate people on leading healthier lives and enabling them to enjoy a better environment. Thus “green citizen” training and eco-awareness training projects are definitely on our drawing board for the coming year.

Of course, we also have a variety of new ICT projects in the pipeline:

Making Computers Part Of Your Life



E-Lifestyles gives adults and elderly people the opportunity to learn how the Internet and computers plug into our modern lifestyles.

Social networking, uploading and sharing photos, booking a holiday online, shopping with PayPal, and chatting on Skype are all covered.

This innovative course is a continuation of our other community courses such as *Learn IT*, *Learn Web* and *EGOV4U*.

Increasing Local Council Interactivity



E-Democracy is aimed at increasing the interactivity between local councils and their citizens. This includes consultancy to local councils on the web broadcasting of council meetings, the publishing

of meeting agendas and minutes, placing more community services online and increased interaction with the council administration.

Making Learning A Family Activity



TCTC understands the importance of family participation in the learning process and has created *e-familja* to teach computer skills that are ideal for both parents and children alike.

Parents will acquire the skills necessary to help their children with homework, school projects and to ensure that their children browse the Internet in a safe way.

The children will learn the same skills as their parents, thus using ICT training to bring families closer together. This course aims to develop a more informed and computer literate society by working with the core building block of communities – the family.

Take Your Business Global



The Internet is a huge market and TCTC will be preparing the *iBIZ* course to help local businesspeople increase their web presence and tap into the hundreds of millions of potential customers that are connected through the World Wide Web.

Setting up your own online shop and developing your website is an integral part of this course, as is

marketing your products online and receiving online payments.

Advanced ICT Skills For Communities



ECDL Expert START expands on the current ECDL START project and is comprised of four modules, instead of the seven contained in the ECDL Core level. Just as the ECDL START was offered free, so this course will also feature sponsorships to allow the community to obtain this highly sought after international certification at very low cost.

An Office And Business Administration Diploma



Our popular *E-Councils* course will be repackaged as a diploma course that is aimed at clerical and administrative staff and will cover business and office administration training, customer care and skills, book-keeping and accounts, effective English business writing and relevant applications. This project embraces the EU funding opportunities that exist for local councils and SMEs and is a valuable investment for your key administration staff.

Buy Online With Confidence



Buying items online has become extremely popular with people looking for a bargain. However, many are confused by the online shopping process and wonder if it is safe.

Students will be taught how to buy from different online stores using clear examples drawn from various websites such as eBay, Amazon and Play.

This course will give people the confidence and knowledge they need to safely make purchases online using different methods of payment including PayPal.

ICT4U - A Foundation



ICT4U provides students with a solid foundation for future IT learning. Heavily subsidised to keep it accessible, *ICT4U* encourages people to invest in their future careers.

To facilitate the assimilation of this important knowledge, the *ICT4U* course is divided into three sections. Section one provides students with basic computer familiarity. Section two builds on this by enriching and consolidating their IT knowledge. Section three introduces more advanced concepts, such as an explanation of networking methods so that students understand the means by which computers communicate.

It is never too late to learn



E-anzjan specifically focuses on increasing technology use amongst the elderly. The project helps the elderly become comfortable with items such as mobile phones and ATMs, as well as Internet banking procedures. Through these methods, *e-anzjan* assists the elderly in remaining integrated and active within modern communities and facilitates their communication and learning.

Looking Forward

As the years continue to pass by I never cease to be amazed at how TCTC continues to grow through the hard work and dedication of my team, my partners and my sponsors. It is through their contribution that we continue to have one successful year after another.

I have always worked to provide my team with continuous professional development and to empower them to make them feel that TCTC is their business too.

That will continue so that TCTC will keep growing, going from strength to strength to accomplish even more outstanding achievements. This last quarter of a century has been truly astounding, and I look forward to what we can achieve with the next twenty-five years.

I will continue to make it our priority to maintain our strong collaboration with Malta's Local Councils, as well as various other organizations and sponsors. In addition, I shall also seek new EU funding opportunities to ensure that vital IT train-

ing remains accessible, both geographically and financially, for all of Malta's diverse communities.

I will also be looking to work closely with governments, bringing my ideas and concepts on how technology can improve our society and the way in which we care-take it.

I have watched the world change and I know there are still many more changes to come. As those changes come in, I would like Malta to be at the forefront of them, riding the crest of the wave as an example to others. By embracing the technology that we have today, I am confident that we can do that.

We look forward to the challenges of the coming years and I am confident that, with the assistance of my team and my partners, TCTC will continue to live up to the high standards and impressive achievements that it has become renowned for.

Ray Abela, Managing Director, TCTC



Missing from photo: Abigail Borg, Jane Ronner Abela, Maria Cauchi

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