



# **Competency Assessment and Training of Agricultural Stakeholders in the Use of Virtual Systems and e-delivery for Learning and Sharing Information in the era of COVID-19.**

**Training Report**

**Submitted to CCARDESA**

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### **List of Acronyms**

**CCARDESA** The Centre for Coordination of Agricultural Research and Development  
for Southern Africa.

**COVID-19** Coronavirus

**SADC** Southern African Development Community.

## **1.0 Introduction**

The Centre for Coordination of Agricultural Research and Development for Southern Africa (CCARDESA) was established in 2010 to coordinate agricultural research and development in Southern Africa. To execute its responsibility, CCARDESA uses discussion platforms and networks to key agricultural and nutrition stakeholders across the region, targeting sub-national, national, civil society and private agricultural research and extension services, academia, and policymakers. With the onset and escalation of COVID-19, prevention guidelines in many countries restrict in-person gatherings. Therefore, many organisations world over are turning to innovative ways of staying in touch and conducting their work. Like other organisations, CCARDESA is using multiple platforms to engage with its stakeholders and ensure the continued relevance of the services they provide. However, to effectively and impactfully engage, it requires that target members/partners are well equipped with skills to use modern digital platforms for communication.

To this effect, CCARDESA, engaged a consultant to conduct a competency assessment and build capacity for its partners in SADC states in modern digital communication platforms. This report therefore is a highlight of the training conducted from 21<sup>st</sup> June to 23<sup>rd</sup> June 2021.

## **2.0 Training objectives.**

To impart skills on

- How to join and participate in virtual meetings
- How to present and share contents for collaboration
- How to host advanced virtual webinars
- How to demonstrate professional etiquette on virtual meetings

## **3.0 Training Design and facilitation**

The training was delivered virtually using Zoom. There were four organized sessions, each session lasting four hours. The training was designed to be an interactive and very hands on to allow participants acquire and practice skills in real-time. The session plan

was informed by a pre-training skills and competency assessment (see annex 1 for session plan and annex 2 for training materials).

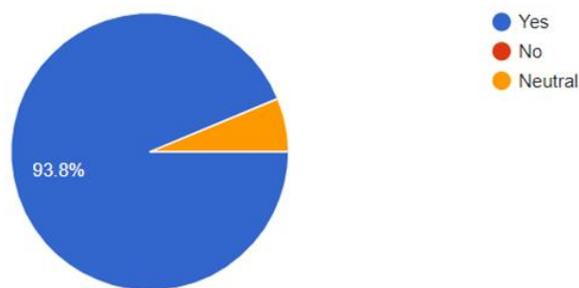
### 3.1 Attendance

The training was attended by 42 individuals from Zambia, Eswatini, Botswana, Tanzania, Mozambique, Lesotho, Zimbabwe, Malawi, Mauritius, Congo DRC and South Africa. See annex 3 for the participants list.

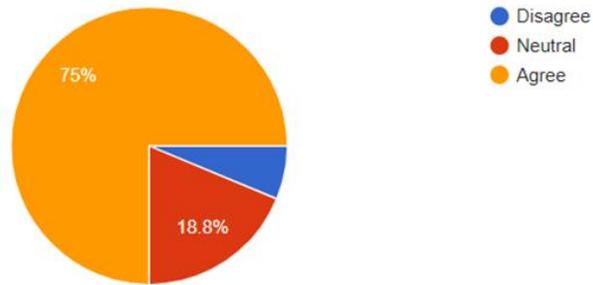
### 3.2 Post training assessment of participants' digital skills in virtual communication platforms

Participants' digital skills and competencies were assessed before commencing the training with the objective of helping the consultant to develop relevant training tools and design the training in the most useful and impactful way. At the end of the training, a post assessment was administered to assess if learning had taken place. From the post assessment, 100% of the respondents indicated that they can now confidently engage in virtual meeting and 93.8 said they now feel confident to make presentations using the share screen function. Figures 1 to 6 highlight other key virtual skills that trained participants say they are now comfortable to use effectively.

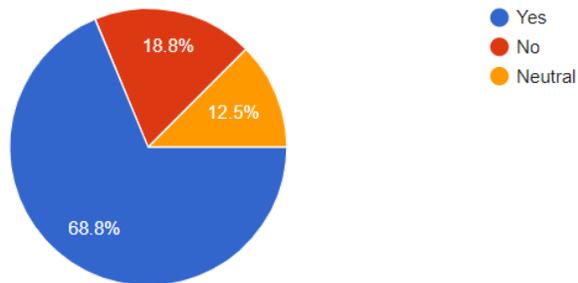
**Figure 1. Assessment of ability to use the share screen function to make presentations**



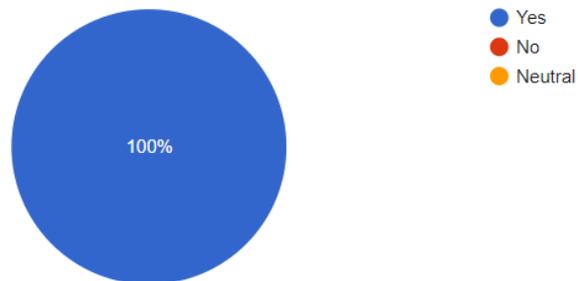
**Figure 2. Assessment of skills to adjust audio and video functions to enhance impact as a host or participant in a meeting or webinar.**



**Figure 3. Assessment of improved skills in use of webinar collaboration tools like polls and breakout rooms**



**Figure 4. Assessment of competency and understanding of virtual meeting etiquette for improved professionalism.**



**Figure 5. General assessment of the impact of training programme**



Despite the positive outcome of the training, participants indicated the desire for additional support as indicated in figure 5 below.

**Figure 6. Assessment of further learning support and development**



#### 4.0 Observations and limitations

- Participants actively participated in assignments, providing contributions and practical examples on how the new knowledge and skills will be used to impact their work. For instance, one participant noted how they will be able to use the whiteboard and breakout rooms for brainstorming. Another noted how they will now use different ways to engage during virtual meetings given that is easy to bore people during these meetings.

*“I will use more of breakout rooms to engage and brainstorm with my colleagues; it has been difficult to do so lately as we don’t have office and field interactions. Also knowing how to add music to the presentation, I am thinking of using that for energizers during virtual meeting”. Zambia*

*“I did not know how to share my screen; I have never shared one until now. Usually, I would share documents to emails and it takes time to get feedback. This is a very good skill that will allow me to collaborate better with colleagues- getting or giving feedback on documents in real-time. I have also found the use of virtual backgrounds very interesting and useful”. Mozambique*

- The training was planned for approximately 80 individuals who participated in the online pre-assessment survey. However only 42 attended representing 52% of the expected turnout.
- Some participants (3) failed to successfully attend the training due to poor network connectivity in their locations.
- Most participants had basic Zoom accounts and so, they could not practice the use of some features like generating a poll.

## **5.0 Recommendations**

The consultant recommends the following.

1. For similar trainings to maximise attendance, there is need for CCADERSA, the country focal points and the consultant to strongly work together in identifying and communicating with identified participants. In the just ended assignment, identification of training participants was done through the survey that was shared via CCARDESA online platforms.
2. CCARDESA must consider supporting its partners further to cover the remaining gaps as indicated in figure 6. Furthermore, CCARDESA could engage more with participants in meetings to ensure that they continue to practice and internalise the acquired digital skills.
3. Related to 1 above, it is strongly recommended that CCARDESA generate a comprehensive data base of their national and subnational partners to optimise efficiency and accountability of initiatives such as this training.
4. There should be clearer communication of the ToRs during the inception stage to ensure clarity of expectations and deliverables. For example, in this assignment,

there were initially conflicting assumptions of what should constitute a training database by the client and the consultants.

## 6.0 Conclusion

The training has been concluded successfully having delivered on all the objectives of course. CCARDESA is carrying out a very commendable job in supporting knowledge sharing through improved digital communication skills among partners in the member states.

## 7.0 Annex

### Annex 1. Training Session Plan

Time (C.A.T)	Topic	Activity	Learning Objectives	Resources
09.00 – 09.30	Welcome/Introductions	Group participation guided by host	<ul style="list-style-type: none"> <li>Housekeeping course objectives</li> <li>Participants practice the use of reaction buttons and the chat function on zoom</li> </ul>	<ul style="list-style-type: none"> <li>Computers</li> <li>Internet connection</li> <li>Zoom App</li> </ul>
09.30 – 9.50	Making an impact with virtual meetings	Breakout room discussion	<ul style="list-style-type: none"> <li>Scene setting about the advantages of virtual meetings</li> <li>Practice session of small groups collaborating in breakout rooms</li> </ul>	<ul style="list-style-type: none"> <li>Zoom App</li> </ul>
9.50 – 10.00	Pause/Break	Participants' reflection	<ul style="list-style-type: none"> <li>Participants identify their individual key learning points so far</li> </ul>	<ul style="list-style-type: none"> <li>Zoom App</li> </ul>

			<ul style="list-style-type: none"> <li>• Further use of the zoom text/chat function</li> </ul>	
<b>10.00</b> <b>10.30</b>	– Logging in professionally	Participants demonstrate logging in with full name and location	<ul style="list-style-type: none"> <li>• How to login in with official name and location</li> <li>• How a good video presence enhances impact</li> <li>• Why having an image in place of the ID icon promotes off camera visual engagements</li> <li>• How to log in and out of a virtual meeting</li> </ul>	<ul style="list-style-type: none"> <li>• Zoom App</li> </ul>
<b>10.30</b> <b>10.50</b>	– Projecting personal impact with your audio-visuals	Participants demonstrate best practice in the use of zoom audio-visuals	<ul style="list-style-type: none"> <li>• Tips on how to properly use the camera</li> <li>• How to enhance your video quality</li> <li>• How to use virtual backgrounds and video filters</li> <li>• Muting and unmuting your audio for impact</li> </ul>	<ul style="list-style-type: none"> <li>• Zoom App</li> </ul>
<b>10.50</b> <b>11.00</b>	– Pause/Break	Participants' reflection	<ul style="list-style-type: none"> <li>• Participants identify their individual key learning points so far</li> <li>• Individuals practice the use of zoom virtual backgrounds and video filters</li> </ul>	<ul style="list-style-type: none"> <li>• Zoom App</li> </ul>

<b>11.00</b> <b>11.15</b>	– Sharing and presenting content on zoom	Guided discussion by host	<ul style="list-style-type: none"> <li>• How to share screen</li> <li>• How to annotate on a presentation</li> <li>• How to use a whiteboard</li> </ul>	<ul style="list-style-type: none"> <li>• Zoom App</li> </ul>
<b>11.15</b> <b>11.50</b>	– Hosting advanced webinars	Participants' skills practice	<ul style="list-style-type: none"> <li>• Selected participants share and stop sharing screen</li> <li>• How to enable multiple sharing of screen</li> <li>• Sharing a screen and video at the same time</li> </ul>	<ul style="list-style-type: none"> <li>• Zoom App</li> </ul>
<b>11.50</b> <b>12.00</b>	– Pause/Break	Participants' reflection	<ul style="list-style-type: none"> <li>• Participants identify their individual key learning points so far.</li> </ul>	<ul style="list-style-type: none"> <li>• Zoom App</li> </ul>
<b>12.00</b> <b>12.20</b>	– Giving feedback with a poll	Participants' skills practice	<ul style="list-style-type: none"> <li>• Participants take part in a poll for practical experience</li> <li>• How to launch a poll</li> <li>• How poll results are collated and shared</li> </ul>	<ul style="list-style-type: none"> <li>• Zoom App</li> </ul>
<b>12.20</b> <b>12.30</b>	– Tips for successful virtual meetings	Guided discussion by host	<ul style="list-style-type: none"> <li>• How to demonstrate professional etiquette</li> <li>• How to get comfortable with the meeting technology</li> <li>• How to get engagement and feedback from participants</li> </ul>	<ul style="list-style-type: none"> <li>• Zoom App</li> </ul>

			<ul style="list-style-type: none"> <li>• Acquiring skills for planning and scheduling meetings</li> </ul>	
<b>12.30 – 12.50</b>	Etiquette for virtual meetings	Breakout room discussion	<ul style="list-style-type: none"> <li>• How to encourage individual differences for collaboration</li> <li>• How to welcome participants to sessions</li> <li>• How remain polite and professional</li> </ul>	<ul style="list-style-type: none"> <li>• Zoom App</li> </ul>
<b>12.50 – 13.00</b>	Review/End	Participants' reflections and next steps	<ul style="list-style-type: none"> <li>• Review course objectives</li> <li>• Course feedback</li> <li>• Recommendations for next steps</li> </ul>	<ul style="list-style-type: none"> <li>• Zoom App</li> </ul>

## **Annex 2 Training Reference Material.**

Please note that the comprehensive training manual is attached separately.

### Annex 3 Training Attendance list

Training Day	Name	Job Title	Organization/institution	Country/town	Email
<b>Monday, 21st June 2021</b>	1. Americo Antonio Humulane	Researcher	Agricultural Research Institute of Mozambique	Mozambique-Maputo	<a href="mailto:antonio.humulane@gmail.com">antonio.humulane@gmail.com</a>
	2. Blair Mhone	Reporter	Malawi Broadcasting Corporation	Malawi	<a href="mailto:blairkmhone@gmail.com">blairkmhone@gmail.com</a>
	3. Juvêncio Gomes dos Santos	Communication Designer	Institute for Agricultural Research of Mozambique	(Moçambique-Maputo)	<a href="mailto:ioesantos84@gmail.com">ioesantos84@gmail.com</a>
	4. Lusito Maseko	Assistant Extension officer	Government of Eswatini	Eswatini	<a href="mailto:lusito@gmail.com">lusito@gmail.com</a>
	5. Bridget Kakuwa	Project Officer	CCARDESA Botswana	Botswana	<a href="mailto:Bkakuwa@ccardesa.org">Bkakuwa@ccardesa.org</a>
	6. Mandla Makhubela	Assistant extension officer	Ministry of Agriculture	Eswatini	<a href="mailto:msimisimandla@gmail.com">msimisimandla@gmail.com</a>

	7. Nyashe Freeman Musikambesa	Southern africa Media analyst	M&C SAATCHI Media group	Zimbabwe-Harare	<a href="mailto:nyashafreeman@gmail.com">nyashafreeman@gmail.com</a>
	8. Gabriel Fabião Matsinhe	Comunicação e Informação.	Instituto de Investigação Agrária de Moçambique	(Mozambique-Maputo)	<a href="mailto:matsinheg85@gmail.com">matsinheg85@gmail.com</a>
	9. Futhi Nkambule	Extension Officer	Ministry of Agriculture	Eswatini	<a href="mailto:futhienkam@gmail.com">futhienkam@gmail.com</a>
	10. Teboho Masupha	ARC	Junior Reseracher	South Africa	MasuphaE@arc.agric.za
	11. Thembi Ngcobo	Agricultural Research Council (ARC)	Training Manager	South Africa	NgcoboT@arc.agric.za
<b>Day 2:</b>	12. Nhlengetfwa Thandekile	Assistant Extension Officer	Ministry of Agriculture	Eswatini	<a href="mailto:gabs133142@gmail.com">gabs133142@gmail.com</a>
	13. Ganyani Khosa	ICT Development Consultant (15 – 25 years)	Centre for Development and Research	Zimbabwe	<a href="mailto:khosag@cedreafrica.org/khosagan@">khosag@cedreafrica.org/khosagan@</a>

<b>Tuesday, 22nd June 2021</b>	14. Roy Mukupa Chandwa	Finance and Administration Officer	Rural Development Innovations (Lusaka)	Zambia	<a href="mailto:mcroychandwe@gmail.com">mcroychandwe@gmail.com</a>
	15. Sandile Ngcamphalala	Farmer Development Manager	Grain South Africa	South Africa	<a href="mailto:sndilen@gmail.com">sndilen@gmail.com</a>
	16. Cyclone Ntshalala	Extension Officer	Swaziland Government	Eswatini	<a href="mailto:cyclonentshakala@yahoo.com">cyclonentshakala@yahoo.com</a>
	17. Kamlesh Boodhoo	Accademic Staff	University of Mauritius	Mauritius	k.boodhoo@uom.ac.mu
	18. Elsa Adelia Timana	Head of Seed Department	Seed Department	Mozambique- Maputo	elsa.timana@gmail.com
	19. Bridget Kakuwa	Program Officer	CCARDESA Botswana	Botswana	<a href="mailto:Bkakuwa@ccardesa.org">Bkakuwa@ccardesa.org</a>
	20. Maruza Musekiwa Innocent			zimbabwe	<a href="mailto:mimaruza@gmail.com">mimaruza@gmail.com</a>
	21. Figueiredo	IT	IIAM-Mozambique Institute of Agricultural Research	(Mozambique)	

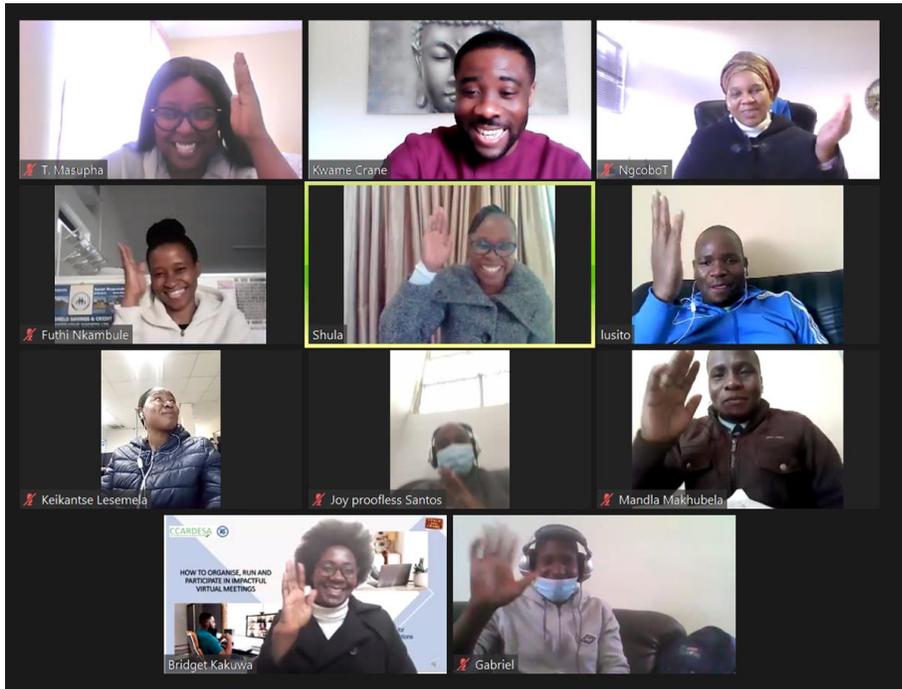
<b>Day 3:</b>     <b>Wednesday, 23rd June 2021</b>	22. Catherine Njuguna	Communication Specialist	IITA- International Institute of Tropical Agriculture	Tanzania	catherine.njuguna@gmail.com
	23. Cheelo Muloongo	District Agricultural Information Officer	Ministry of Agriculture	Zambia-Sesheke	cheelomuloongo@yahoo.com
	24. Colleta Motshabi	Cooperative Auditor	Ministry of Agricultural Production and Food Security. Department of Agribusiness Promotions	Botswana	cmotshabi@gov.bw
	25. Emmanuel Kunene	Researcher	University of Eswatini	Eswatini	enkunene@uniswa.sz
	26. Fridah Chipambala	Dissemination of technologies to the farmers through demonstrations, trainings, field days, monitoring and report writing	Ministry of Agriculture	Zambia	kambachipambala@gmail.com

27. Mbingo Musa	Soil Scientist	Ministry of agriculture	Missing location	<a href="mailto:mbingomusamaxwell@gmail.com">mbingomusamaxwell@gmail.com</a>
28. Mamoholi Mphutlane	Information Officer	Ministry of Agriculture	Lesotho	mokaumosili@gmail.com
29. Chongo Mwango	Agricultural Journalist	Ministry of Agriculture	Zambia-monze	mwangoc2010@gmail.com
30. Rethabile Nchee	Technology dissemination Officer	Department of Agricultural Research	Lesotho	ncheeretha@gmail.com
31. Marcos Vieira Niuiaia	Graphic and Multimedia Designer	Institute of Agricultural Research of Mozambique (IIAM)	(Mozambique-Maputo)	niuiaia@gmail.com
32. Dr Oswin Chibinga	University of Zambia	Lecturer-School of Agric		ochibinga@gmail.com
33. Paulina Mundia	Project Officer-Farmer Communication Outreach	Biovison Africa Trust	Kenya-Nairobi	<a href="mailto:pmundia@biovisionafrica.org">pmundia@biovisionafrica.org</a>
34. Thembumusa Simelani	Network Engineer (1-5 years)	Ministry of Agriculture	Eswatini	<a href="mailto:Khuleni2011@gmail.com">Khuleni2011@gmail.com</a>

	35. Vuyiswa Mngomezulu	Assistant extension officer	Ministry of agriculture	Eswatini-Pigg's peak	<a href="mailto:francisv64@gmail.com">francisv64@gmail.com</a>
	36. Makananelo Sephelane	Providing support to Researchers	Agricultural Research	Lesotho	<a href="mailto:maky.saphep@gmail.com">maky.saphep@gmail.com</a>
	37. Carlos Filimone	Technology Transfer	Institute of Agriculture Research of Mozambique	Mozambique	<a href="mailto:cfilimone@gmail.com">cfilimone@gmail.com</a>
	38. Jones Malama	IT Officer	Zambia Agriculture Research Institute	Zambia	<a href="mailto:jozmalama@gmail.com">jozmalama@gmail.com</a>
	39. Ligia Mutemba			Mozambique	<a href="mailto:muntembaligia@gmail.com">muntembaligia@gmail.com</a>
	40. Jean Louis			DR Congo	

## Annex 4. Photo gallery

### Training Group 1 (AIR) – Monday 21<sup>st</sup> June 2021



### Training Group 2 (WATER) – Tuesday 22<sup>nd</sup> June 2021



Training Group 3 (EARTH) – Wednesday 23<sup>rd</sup> June 2021 (Morning)



Training Group 4 (SUN) – Wednesday 23<sup>rd</sup> June 2021 (Afternoon)



**PS:** The photos of the screen shots do not reflect all the participants you attended the planned sessions.

## Annex 5. Pre training assessment survey report.



Final CCARDESA  
Report- A report on