



Foundation for
Information Technology Accessibility

*Gattard House,
National Road,
Blata l-Bajda
HMR 9010
Malta*

One-To-One Mentoring Initiative (121M)

The Foundation for Information Technology Accessibility (FITA) has set up the one-to-one mentoring initiative as part of the memorandum of agreement signed between FITA, MITA, KNPD, and BCS Malta Section.

This initiative provides ICT mentoring support to disabled persons, who may not avail of formal ICT training because of transport or accessibility restrictions.

This service is managed by FITA and relies heavily on the contribution and involvement of volunteer workers who are willing to provide adhoc support, addressing specific difficulties which disabled clients may face from time to time.

FITA has discussed this initiative with the BCS Malta section and would be pleased to include any BCS local members on a voluntary basis.

Terms of Service

Service Goals

1. Combining teaching ICT with other non-digital knowledge equally important to social inclusion
2. Enhancing communication with the specified target groups
3. Seeking to establish peer to peer teaching systems
4. Creating informal environments
5. Using teachers who can empathise with the students
6. In combination with FITA Online helpdesk framework, build an online archive of practical ICT knowledge addressing the most common user needs.

Client Eligibility

1. The service is provided solely to disadvantaged individuals including disabled persons and the elderly, who have restricted mobility.

*Fax: (356) 2599 2048; Website: <http://www.fitamalta.eu>
Mr. Stanley Debono: (356) 2599 2048; Email: stanley.debono@gov.mt
Mr. Michael Micallef: (356) 2599 2343; Email: michael.micallef@gov.mt*

2. Applications for support by eligible individuals must concern personal computing problems at home, in residential care or day centres.
3. The service is not meant to replace technical support services related to generic hardware and software problems.
4. The service is not meant to replace formal training when alternative services are available to the client. However, a degree of support may be provided in order to compliment existing training or facilitate participation to future formal training opportunities.

Service Details Governing Mentors

1. Mentors will receive all necessary client details and required service information directly from FITA.
2. Mentors are allocated by FITA for every session based on client requests. Services of mentors under FITA's scheme are therefore not tied to any one client.
3. FITA may make arrangements to cover transport costs (against receipt of service form) subject to available funding.
4. Service Issues
 - a. When a client request is being allocated to a mentor, the mentor may refuse the call due to availability issues. No specific reason need to be given.
 - b. Should a mentor be unable to fulfill his commitment as part of a client request already allocated to him or her, he or she must inform the client and FITA of this in a timely manner. No specific reason need to be given.
 - c. If Mentors encounter any difficulties in providing the service, they are to inform FITA accordingly so that FITA can take remedial action.
5. Service Forms
 - a. Mentors are required to submit to FITA a copy of the service form, signed by the client, outlining all service provision date and details. All arrangements for further service provision must also be submitted to FITA in order to monitor service quality.

- b. The service form submitted by the Mentor must include (or have attached) electronic content provided to client/student. This information will be used to enhance the FITA Online information resource.

Service Details Governing Clients

1. If the Client encounters any difficulties in service provision, he or she, is to inform FITA accordingly so that FITA can take remedial action.
2. If the Client knows he or she will be unable to meet the volunteer worker sent by FITA, he or she must inform FITA in a timely manner, so that FITA can inform the volunteer accordingly.
3. Clients must ensure that they sign the relevant service form at the end of any given mentoring session and hand it to the volunteer worker. They may also opt to retain a copy for their own records.