



education

2026

ICTC E-Culture

eManual

eManual compiled
by:
MDoE eLearning

Mpumalanga e-Learning



education

MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA

Mpumalanga E-Culture

July 2026

Presented by: DR LE FULLARD



education

MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA

Presentation Outline

- Device Management by ICTC
- Policy Matters
- Mpumalanga eCloud & In-house Training
- Closing Remarks







DEVICE MANAGEMENT: ICTC RESPONSIBILITIES

- School should appoint an ICTC – reappointment (leaving school)
- School may appoint an **assistant ICTC** (absent/workload)
- ICTC should safeguard & manage devices (procedures/guidelines)
- ICTC should **compile a file** & maintain asset registers & records (PoE); **Request an online file on Mpu eCloud** (Mr Mavimbela to create)
- ICTC should be on the **MDOE WhatsApp group** & leave the group when not acting as ICTC
- ICTC should visit the **Mpumalanga eCloud** regularly for access to all procedures & **proformas**
<https://sasoldbeedustream.co.za/course/view.php?id=181>
- ICTC should support onboarding & retrieval processes (**keep records; start the process early to submit on time**)
- ICTC should provide first-line technical support & maintenance
- ICTC should manage reporting & POEs



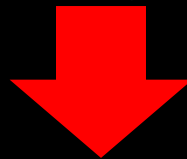
DEVICE MANAGEMENT: ICTC RESPONSIBILITIES

- ICTC should **report** faults, loss, or theft immediately (Follow **reporting procedure**)
- ICTC should promote the use of digital learning resources (**In-house training**)
- ICTC should ensure that learners & teachers utilise digital content effectively (**In-house training**)
- ICTC should **implement monitoring procedures** to ensure the use of devices is solely for teaching, learning & approved educational purposes (**Develop monitoring instrument to use quarterly** – file completed instruments). The **instrument should cover**:
 - to ensure educational use only
 - no unauthorised apps or misuse of devices
 - no lending, selling or transferring of devices



DEVICE MANAGEMENT: ICTC RESPONSIBILITIES

- ICTC should care for, store & protect the device against damage, loss/theft (**no learner devices may be kept by school staff** – if storage at school is a challenge, then ICTC may approach the **District/Head Office** for safekeeping)
- ICTC should collect devices from learners/teachers when leaving the school (A **delivery note should be developed** & completed by the respective learner/teacher leaving – once indication is made to leave the school; the ICTC should immediately collect the device)



Device Ownership Clarity

All devices remain the **property** of the Mpumalanga Department of Education & are issued under specific conditions to users (schools)



DEVICE MANAGEMENT: FIRST LINE SUPPORT STEPS

- 1 Learner/Teacher Reports an Issue to ICTC**
Hardware, software, damage, loss or theft is reported to the ICTC in person
ICTC: Identification of Fault Category (Damages, OEM faults & Theft/Loss)
- 2 ICTC Logs the Ticket**
The ICTC emails the School Support Centre to log a support ticket post troubleshooting
- 3 ICTC Provide Full Details**
Device model, serial number, asset tag number & a description of the symptoms or problem
- 4 Support Centre Resolves or Dispatches**
The Fetch & Repair service provider is engaged for hardware faults; other queries are resolved remotely

Escalation email: MPELTSM@rainmaker.co.za

Subject line: SCHOOL NAME – EMIS – CIRCUIT – DISTRICT – DESCRIPTION OF
FAULT/QUERY/THEFT OR LOSS

Damages

User-Caused

The registered user, parent or guardian shall report the incident immediately. A Loss & Damage Form must be completed, signed and stamped.

OEM Faults

Manufacturer Issues

Hardware or software problems not caused by damage or negligence. The ICT Coordinator is first conduct troubleshooting thereafter log a ticket with school support.

Theft / Loss

Requires Formal Reporting

The incident must be reported to the local SAPS. SAPS case details are included on the Loss & Damage Form (Affidavit).



DEVICE MANAGEMENT: BRL DISTRICT CONTACT DETAILS



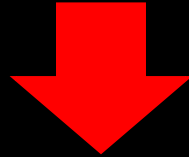
○ Ehlanzeni	sinehlanhla@rainmaker.co.za
○ Bohlabela	ndumisoM@rainmaker.co.za
○ GertSibande	carol@rainmaker.co.za
○ Nkangala	muzi@rainmaker.co.za

✧ Cc

- mpeltsm@rainmaker.co.za



DEVICE MANAGEMENT: ADDITIONAL ISSUES



Directed to District e-Learning Officials

👉 OTHER ASSISTANCE 👉 If you need extra assistance (other than device issues), please connect with **your district E-Learning** official as follows:

👉 **Bohlabela**: Lorna (+27825930174) & Charmaine (+27721968976)

👉 **Ehlanzeni**: Mike (+2776 2763191)

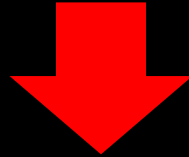
👉 **Gert Sibande**: Mike (+27834384223) & Gab (+27736445635)

👉 **Nkangala**: Nomusa (+27727414050) & Segale (+27714138934)





POLICY MATTERS: SCHOOL ICT POLICY



School ICT Policy should outline

- 👉 Participants/Users role as custodians of state-owned devices, with clear policies on usage & accountability
- Use virtual assistants (LLM) to create a proper school ICT policy
- Visit FEDSAS or other institutions' policies
- The Policy must include:
 - Processes for reporting, retrieval & storage/safekeeping
 - To avoid misuse of devices
 - Empowerment of teachers & learners
 - Etc.





MPUMALANGA eCLOUD: FIRST LINE SUPPORT STEPS

1 ICTC join MDOE WhatsApp group

- ICTC should be on the **MDOE WhatsApp group** &
- Leave the group when not acting as ICTC

2 ICTC should compile a file

- ICTC should compile a file & maintain asset registers & records (PoE);
- Request an online file on Mpu eCloud (Mr Mavimbela to create)
- Template for the file available on Mpu eCloud
(<https://sasoldbeedustream.co.za/course/view.php?id=171>)

3 ICTC should visit the Mpumalanga eCloud regularly

- ICTC should visit the Mpumalanga eCloud regularly for access to all procedures & proformas

To request an online file/course on Mpu eCloud:
Mr Mike Mavimbela (+27834384223)

Mpumalanga eCloud

E- training
Manuals

Educational
Policies

Course
Templates

e-
Certificates

Training &
Partner Info



Mpumalanga



<https://sasoldbeedustream.co.za/my/>



E-LEARN: TEMPLATE MOODLE QMS



E-LEARN: PROFORMA_MANUALS



E-LEARN: EDUCATIONPOLICIES



E-LEARN: EDUKITE



E-LEARN: TEMPLATE ICTC FILE



PSSS PARTNERS



A HELPDESK



LL4DEI



E-LEARN: TEMPLATE MOODLE CLASSROOM

CALENDAR

All courses

New event







CLOSING REMARKS



Note of thanks to:

- Ms Keitu Phele - Bongani Rainmaker Logistics (BRL)
- Ms Mapule Diholo - SNAPPLIFY
- Mr A Zitha – SNAPPLIFY
- Mr G Hadebe – Vodacom
- Ms T Masilela – Vodacom
- Ms M Tebeila - Head Office-Director
- Mr D Mathonsi - Head Office-CES: SLIS
- Ms W Khoza - IT Specialist
- Mr M Mavimbela - District SES: E-learning (Gert Sibande)
- Mr G Magubane - District SES: E-learning (Gert Sibande)
- Mr S Mokone - District DCES: E-learning & SLIS (Nkangala)
- Ms N Keninda - District SES: E-learning (Nkangala)
- Ms C Mnisi - District (A)DCES: E-learning & SLIS (Bohlabela)

The End



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