



Mission Statement	2
Our Philosophy	3
Equal Opportunities Statement	3
A Success Story	4
The man behind the company's achievements	6
Courses Offered by TCTC	7
Learn IT	7
Learn Web	8
Equal Skills	9
ECDL Start	10
ECDL	10
ECDL Advanced	10
Sage Line 50	11
Sage Line 50 Advanced	11
EBIZ	12
EBIZ Expert	13
EBIZ for Youths	13
EBIZ TV Programme	13
City & Guilds Administration and Secretarial Courses	14
EFamilja	15
EAnzjan	16
EAnzjan ...mid-dar	16
EPhoto	17
EWeb	18
SmartKids	19
EM Citizen	20
ECouncillor	20
ETfal	21
Training in collaboration with Private Companies	22
Private Tutions	22
Training Tutorials in Maltese	23
Maltese Notes	23
Click TV programme	23
Our Way Forward	24



TCTC Profile

“ The way we do business is changing almost as rapidly as technology. The times of doing it alone are over...to work together as partners is the way we can best serve our customers...we believe that a good business partner takes time to understand your business and works with you to create a solution that makes your business work at optimal efficiency. ”

MISSION STATEMENT

www.tctcmalta.com





“ It is our responsibility to work amongst different generations and encourage all citizens to use computers and electronic services. Through the years, together with various local and international partners, we have developed a mixture of projects for different audiences being kids, students, housewives, parents, adults and elderly. Our vision and philosophy are simple – we offer our training courses close to the citizen both physically through our centres around the islands and financially, thanks to our sponsors and collaborators, with whom we make training free to all. ”

TCTC Ltd ensures that its students are treated equal without any unjustified discrimination on grounds of age, sex, disability, race, colour, nationality, citizenship, religious belief, sexual orientation, marital status or other irrelevant distinction. We seek to foster a culture based on trust, mutual respect and diversity within the organisation.

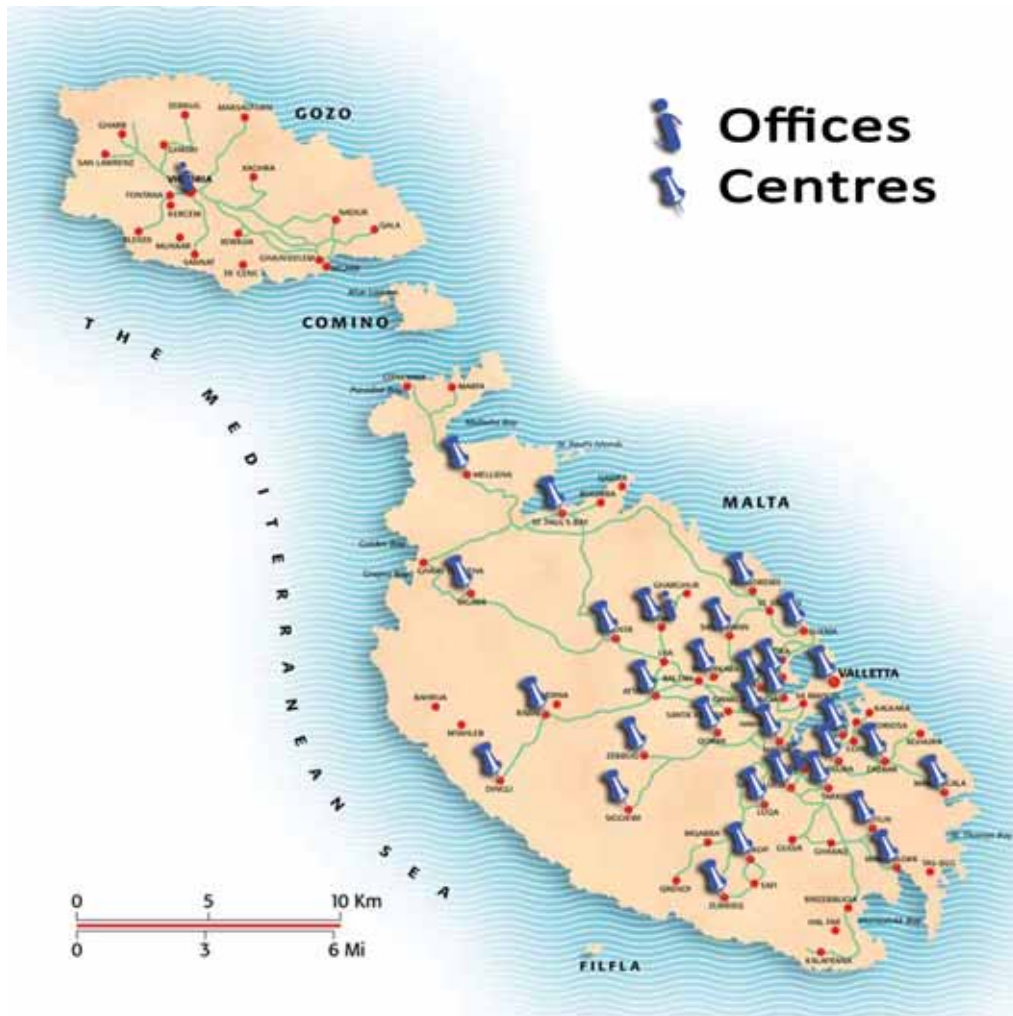
The success of this policy is dependent upon the support and co-operation of our staff. We attempt to make ICT available to all the community by reaching persons which have fewer opportunities to learn.

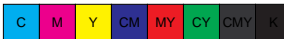


TCTC Profile

TCTC was founded in 1987 by the present Managing Director, Ray Abela from a single classroom in Zejtun dedicated to computer training.

Through constant determination and development of new ideas, TCTC gained a stronger presence in the local market. From a one classroom centre, TCTC reached all around Malta and Gozo. Customer satisfaction and education of the community was always our priority, and our commitment to this helped us grow from year to year.





Today the company has thirty-one training centres and thirty-eight classes spread around the Maltese islands and employs a team of twenty qualified persons. TCTC offers a wide range of computer related training and academic courses. We provide training from beginners courses to more advanced and specialised programmes like Technician Course, Web Design, Photoshop, ECDL, Sage and Administration and Secretarial Courses.

TCTC will remain committed to educating the community through successful collaboration with other organizations including local councils and private businesses.





TCTC Profile

TCTC is proud to have had the opportunity to work with you through 2009. Together we have brought IT closer to the community. We did our best to reach everyone by providing training to different people at different levels with different needs. This was not an easy task, however together we have offered a comfortable solution for those who really need to learn.

During twenty-two years of business in the computer training sector we can boast of wide experience, excellence in service and professionalism. In all these years we worked well with individuals, public entities, private companies and corporate clients, and through these collaborations TCTC evolved policies and practices which are unmatched by our competitors. From the very beginning we understood what our customers need. TCTC's concept of 'going to the community' with our learning programmes had been immediately welcomed. Being geographically accessible to all had been extremely successful.

TCTC's resources are several. These include fully qualified and down to earth tutors, patient administrators and an array of mobile computers. Computers are installed by our technical department at various centres provided by our collaborative organizers. I would like to take this opportunity to thank our long list of well acclaimed sponsors who have faith in TCTC, and support us in every necessity being distribution or promotion, course content expertise, internet, mobile services provision and much more.

I remember the years when I started on my own. Recognition goes to my parents who saw my enthusiasm, determination to succeed and self esteem, and offered me the possibility to deliver training from their home in Zejtun for more than 5 years. The success continued to grow thanks to a dedicated team of employees at TCTC. Without these persons who believe in the company and its ideas, we would not have become such a success.

I would like to take this opportunity to thank you for your collaboration and I would also like to wish you a successful year. We look forward to continue working together in the weeks, months and years ahead of us to develop further innovative and exciting learning opportunities for the Maltese community.

Ray Abela
Managing Director
TCTC Ltd.





The *learn IT* initiative was launched by TCTC four years ago. Since then it has been offered to more than 5,000 students in over 40 localities. This project was launched to give our students and their families an opportunity to attend computer training courses. TCTC has identified the main factors which discourage students from applying for extra courses. The company concluded that the course fee is the main dissuading factor. Thus, courses were heavily subsidized to encourage more people to invest in their personal careers.

Learn IT incorporates basic IT training courses which students require as their first step to advance in their career. This course is highly recommended to students, adults, parents, housewives and senior citizens.

The *Basic Computer Skills* is an ideal course for citizens who wish to learn how to use a computer. It covers basic features such as switching on and turning off a computer, writing a letter and performing basic calculations in Excel.

The *Intermediate Computer Skills* course is ideal for those who have completed the beginners course and want to enrich and consolidate their knowledge in computer skills.

This course covers:

- Advanced features of Windows, such as creating files and folders, and control panel features.
- Microsoft Word: mail merge, styles, templates, header & footer, page numbers and page borders.
- Microsoft Excel: functions and graphs.

This course also leads to ECDL Core Certification.

The *Internet Skills* course will introduce the delegates to the digital international network. Students will learn more about the different means of communications related to computers, covering topics such as: different internet connections, hardware and software needed for home internet connections, browsing and downloading freeware and shareware. Students attending this course will also be able to learn how to send, reply and forward emails and attachments.





Nowadays, Internet has become more important in everyday life. Internet gives us the possibility to communicate with our families and friends abroad, download different files and browse for information and pictures.

Learnweb aims to teach students use Internet and know about its benefits. After the success of *Learnweb*, *Learnweb Expert* was launched. *Learnweb Expert* is an advanced course which gives training on internet security, online shopping, live conferencing using webcams, government services and more.

Learnweb

- Different internet connections
- Hardware/Software needed
- Browsing/Searching
- Sending, replying and forwarding e-mails
- Saving and sending attachments
- Downloading freeware and shareware
- Chatting



Learnweb Expert

- Computer security and computer protection
- Tips to help against Spam
- Windows Live Messenger
- Net Etiquette
- Discussion Boards and Newsgroups
- Government e-Identity
- Online shopping





Although computers and the Internet are now part of everyday life, there are still many people who have never switched on a computer and are only vaguely aware of the Internet and its uses. *EqualSkills* is specifically designed for complete beginners and is open to everyone regardless of status, education, age, ability or understanding.

Beginner students who have followed a course in the basic uses of a computer can also gain an internationally recognised certificate which stands as their first step before the ECDL Core qualification. With *EqualSkills* the candidate will acquire an appreciation of what a computer can do and what tasks can be executed online using the World Wide Web. 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.

EqualSkills gives students the opportunity of learning computer basics in a fun way. Learning is achieved through continuous practise and hands on during the lesson. Lessons are tailor-made according to the student's likes and hobbies enabling successful and fast learning. The certificate is not achieved through successful completion of an exam as we understand that it is quite nerve-racking for a beginner student to sit for an exam. Thus the certificate awarded is based on a workbook which is filled up by each student during the lesson.

- computer basics: explaining parts of the computer, the keyboard, using the mouse
- introduction to desktop: desktop items, creating a document, file types
- the World Wide Web: web browser, searching
- Email: Email accounts, messages



ECDL start aims to prepare students for ECDL certification. This course, organised in local councils involves three parts. At the end of these courses, students can opt to sit for the seven ECDL modules and gain the International Computer Driving Licence qualification.



ECDL consists of a course covering the seven ECDL modules. After each module, the student can choose to work out a mock test before sitting for the official exam.

After completing the course and passing from the exams, each student is awarded with an international computer driving licence qualification.

- Module 1: Concepts of Information and Communication Technology (ICT)
- Module 2: Using the Computer and Managing Files
- Module 3: Word Processing
- Module 4: Spreadsheets
- Module 5: Using Databases
- Module 6: Presentation
- Module 7: Web Browsing and Communication



One can gain thorough knowledge of Word, Excel, PowerPoint and Access by following the Advanced ECDL courses. On completion of each module students gain the relevant ECDL certification. The qualification offers a stand alone certificate and thus students are not required to sit for all 4 modules in order to achieve a recognised certificate. Holders of this certification prove to be more efficient in their respective jobs while exploiting all of the features which an Office program offers.



Sage Line 50 targets company managers, accountants, accounts clerks and prospective book-keepers. The first lesson of this course is a revision of basic accounts.

- Tax code
- Nominal ledger chart of Accounts
- Budgeting
- Creating clients, postings of invoices, credit notes, receipts
- Creating suppliers, postings of invoices, credit notes, payments
- Bank payments, receipts, deposits and transfers, cash control vs. bank current accounts
- Bank reconciliation
- Management reports on all the above modules including statements, VAT return
- Filling up VAT returns and Vat Reconciliation
- Issuing Management Information

Sage advanced course is further divided into 2 Parts. Part 1 follows the beginners course. It goes into more detail and also covers new features of *Sage*.

- Fixed asset register
- Stock Codes and Stock Details, Stock Take and Valuation
- Discounts, levels of discounts
- BOM - Bills of Material for Manufacturing Companies
- Invoicing / Credit from Stock
- Profit Reporting
- Types of Invoices
- SOP / POP (Sales Order Processing and Purchase Order Processing)
- Period end routines (Year End and Month End)

sage PASTEL

AUTHORISED TRAINING CENTRE



eBIZ, launched in November 2009 aims to help business persons with an interest in the success of their organization. It is also targeted to non business people interested in gaining more knowledge about the business world today. The aim of *eBIZ* is to inform our business community of the progress achieved through Internet.

eBIZ foundation course aims to improve the knowledge of topics including customer care online, time management, e-commerce, e-marketing and outlook. It will look specifically into Microsoft Office Outlook and Microsoft Office Excel and explore how business persons can maximise their use by using special features designed to facilitate their work.

With the help of various sponsors and partners, this course was launched on the 25th November 2009. Seminars will be starting on the first week of February 2010 after 19:00hrs so as to be convenient for business people to attend.

- Outlook usage for businesses
 - o Managing inbox, setting reminders, utilising calendar appointments
- Spreadsheets for businesses
 - o Creating a profit and loss account, time sheets, expense budgets, loan calculator
- E-Services for businesses
 - o ETC website for employers, online newspapers, online payments and receipts
- Mobile Telephony
 - o Downloading emails, synchronising contacts to outlook appointments, WI-FI access, M-Services
- Internet Banking
 - o Registering, dual authorisation, payments, online applications, personal loans





eBIZ expert takes on from *eBIZ foundation* course. Through the different modules offered during this course, students can increase their knowledge of subjects covered during the foundation stage.

Students are offered the opportunity to study MS-Project and other subjects which lead to City
iently manage tasks in the

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City & Guilds Administration and Secretarial Courses

TCTC was officially recognized as a *City & Guilds* International Centre in 2008. This course is an opportunity for learners to achieve a qualification that offers a combined range of single subjects in business skills at different levels. At the completion of each level, if successful, learners are given a Certificate of Unit Credit and if all the levels are completed, they will be awarded with a full award certificate.

In November 2009 TCTC started offering courses related to business, secretarial and administration leading to a Diploma in Business Administration. This course is offered on a part-time basis in the evenings so as to allow students to work while gaining more administration and secretarial skills.

These courses include:

- Customer Service
 - o Delivering good customer service, dealing with queries, complaints and problems
- Business Studies
 - o Organisation of business, people in business, influence and controls on business
- Office Procedures
 - o Staff, health and safety, oral and written communication methods, stationary and stock, purchase and sales of goods, filing rules, equipment and storage, mailroom
- Book-Keeping and Accounts
 - o Completing financial documents, recording cash and credit transactions, preparing a bank reconciliation, petty cash, extracting a trial balance from ledger accounts
- Computerised Accounts
 - o Creating accounts, processing accounts and producing reports using computer software





Efamilja

TCTC is interested in teaching Maltese families a range of computer skills which are ideal for both parents and their children. *efamilja* will be introduced in 2010 with such an aim. The concept behind this project is learning as a family while sharing the same resources. Parents will acquire the necessary skills to help their children in doing their homework, projects and browse the Internet in a safe way. Children have the opportunity to be present for these classes and thus be able to learn exactly the same material as their parents.

efamilja seeks to bring ICT closer to the community. It is a learning opportunity which aspires for a more informed society by getting together parent and child to learn the same skills.

This course includes:

- creating powerpoint presentations
- creating projects using Microsoft Word
- downloading from the internet
- editing pictures using Picasa
- translating text from one language to another
- browsing the internet using search engines for kids





EAnzjan



eanzjan is a project which specifically focuses on how technology can serve the elderly. The project aims to help the elderly manage their own affairs independently. Elderly people often have little experience of using high-tech technology gadgets and so the challenge is to make them aware of these gadgets available to meet their needs and be thought how to be used. Such technology gadgets include mobile phones, ATMs and Internet banking.

The objective of this project is to give the opportunity to elderly people to widen their knowledge with contemporary subjects that could not be learnt in their times. *eanzjan* will acknowledge elderly needs, that is; to learn ICT while joining them together in various organizations, helping them be active, stay integrated into society, communicate and learn.

This course includes:

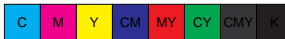
- An introduction to computers
- Managing files and folders: creating folders, renaming and deleting files and folders, opening saved items
- Using the keyboard: typing, deleting text, using cut, copy and paste buttons, inserting bullets, spell checking text
- Drawing and inserting pictures: inserting symbols, tables, borders and shading, using the help wizard
- Internet: Internet Service Providers, typing addresses to enter a website, search engine

EAnzjan ...mid-dar



eanzjan ...mid-dar is a project which focuses on the specific needs of the elderly. Such courses are offered to the elderly from the comfort of their homes at specially reduced prices on presentation of the 'Karta Anzjan'.





EPhoto



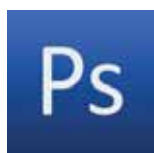
In the beginning of 2009, TCTC with the collaboration of Melita Digital organised free courses dealing with digital photography and photo editing. Nowadays, with the progress that has been made in digital photography, every citizen can have complete control over his/her images, by choosing which ones to print, edit or save. *ephoto* aims to train the general public in this respect.

ephoto introduces students to the world of digital photography and basic photo editing. It helps students to gain proficiency in photo taking, uploading photos to the computer and using a simple photo editing program, Picasa, to effectively edit their photographs.

Lessons are fun and students are also shown the comic element in photography by merging their photo in other well known pictures such as the Mona Lisa and other famous figures. Students are awarded an attendance certificate upon completion of the course.

This course includes:

- Taking Photos
- Uploading photos on computer
- Using Picasa as a photo editor:
 - o Removing the red-eye
 - o Setting colour balance
 - o Creating Sepia effect
 - o Changing the colour mode of a photo to black and white
- Creating comical images using own photos
- Adding special effects using online photo editors





TCTC Profile

EWeb



eweb leads students to understand the tools available in order to design, build, upload and maintain a website. Students learn how to plan and develop a website, test and upload it online. They are also shown the basics of Photoshop to help them in the design of their website. Dreamweaver and HTML are the main program and language tackled during this course. An attendance certificate is awarded at the successful completion of the course.

This course includes:

- Planning and developing a website
- Photoshop as a tool for web-design
- Dreamweaver, HTML, creating hyperlinks, inserting the navigation bar
- Testing and uploading



Create your on website

Call us **NOW** on 2142 1784/5 for more information





SmartKids



Smartkids aims to teach children aged between 4 to 8 years computer skills such as internet, downloading pictures and sounds and editing pictures. This course with a twist is also aimed at children aged between 9 to 12 years to help them prepare for school projects, send emails and learn more advanced photo editing skills.

This course includes:

- for ages 4 to 8
 - o using word processor and PowerPoint for school projects
 - o browsing the internet, emails, downloading pictures and sound
 - o creating greeting cards, banners and calendars using Microsoft Publisher
 - o basic photo editing

- for ages 9 to 12
 - o creating school projects , designing cover pages
 - o using internet and emails
 - o creating PowerPoint presentations, photo editing
 - o Microsoft Publisher





EM Citizen



Following the success of *Learn IT* campaigns with the aim to reduce the digital divide, TCTC launched *em citizen* course.

Today, government departments, corporations and private companies have extended their services online. This breakthrough in our society has reduced beaurocracy as companies shifted most of their customer care operations online.

It is well known that more than 70% of Maltese households have access to Internet, therefore if we co-operate in educating our society in using technology, the demand for online services will increase in popularity.



ECouncillor



ecouncillor aims to help local council personnel by offering a range of courses specifically tailored for them. These courses are aimed for clerks, secretaries, councillors and mayors. Subjects range from ICT courses, soft skills, administration and management.

This course includes:

- Using email effectively
- Being an ecouncillor
- Being legally compliant
- Using meetings effectively
- Presentation skills
- Better time management
- Enhancing negotiation skills
- Preparing reports and press releases





ETfal



e-tfal is a new concept which was introduced during the summer of 2008 aimed for students aged between 6 and 12 years. During this course, our students were split into three groups according to their age and were taught various academic subjects including mathematics and English. This was done through the use of different computer applications and Internet. Over 4,000 students applied for this course which was held in various localities in Malta and Gozo.

In addition, a website was created providing all the necessary links and notes used during the course. The aim was to provide access to students to further their studies throughout the year.

With the collaboration of several local councils, this summer we gave life to the *e-tfal* project. *e-tfal* was a project aimed at kids aged between six and twelve years in which they were given the opportunity to develop their academic skills through the use of educational games.

This course includes:

For ages 5-6

- online educational games and worksheets
- spelling games and puzzles
- calendar (days of the week and months of the year)
- food, colours, weighing, PowerPoint presentation and sending an ecard

For ages 7-8 and 9-10

- PowerPoint presentations and animations
- educational games and worksheets
- exploring office websites
- creating folders





Training in collaboration with private companies

TCTC believes that the continuous professional development of human resources is an asset for the success of any firm. TCTC has thus helped a number of corporate companies to benefit from several tailor-made training courses for their employees. TCTC has also aided such companies in filling in the necessary forms in order for them to be able to benefit from EU Funding. Below is a list of companies with which TCTC has successfully worked throughout these years.

Actavis	Airmalta	MIA
Vodafone	Maltacom	ETC Corporation
Outlook Co op	Marsa Sports Club	Enemalta
HSBC	Maltapost	Multigas
ESF Funds	Reggie Miller Foundation	Allied Newspapers
Hotset	Caremalta	Global Capital
James Caterers		

In collaboration with various private businesses TCTC gave the opportunity to employees and their families for further learning with reduced prices. The concept of extending these training programmes to family members had been welcomed immediately and proved to be highly successful.

Private Tuitions (One to One)

This year TCTC has invested heavily in private tuitions. Private tuitions give students the opportunity to follow courses on a one-to-one basis. The tutor is able to give specialised individual attention to the student and thus addressing the student's specific queries. Private Tuitions are also tailored according to the times and days when the student is available. This summer we have had an unexpected number of one-to-one bookings mainly for ECDL single modules. Such training is also offered for other type of ICT subjects.





TCTC Media developed a series of training tutorials with the name 'NITGHALLMU MA' RAY ABELA' with easy steps to follow in Maltese.



Maltese Notes

Our training experience showed the need to translate our course notes into the Maltese language. We have now developed two separate CDs with Maltese notes for beginners and Internet courses. At present, TCTC also has *eanzjan* course notes in Maltese which are identical to those available in English.



Click TV programme



Community training usually thought through a number of courses namely; *Learn IT*, *ECDL Start* and Internet training will be transmitted door-to-door through the successful TV programme *Click*.

Click is an informative TV programme aired on Channel 22. This programme is a success story which has been going on for the last seven years. The aim of this interesting programme is to encourage family members to discover the world of technology and computers.

Presented in a simple and fun way, this programme is popular amongst different generations. Since the 'Klikka' Club was introduced, a total of 9,600 members have enrolled.



TCTC Profile

Our Way Forward...

Our aim is to develop more training initiatives together with local councils and other organisations. TCTC aims to make computer training easily accessible to the community. We plan to widen our curricula to be able to meet the needs of a wider audience.

Our priorities are to continue collaborating with Local Councils and various organisations. We will also seek EU Funding to make training accessible both geographically and financially for all the community.