

# NT Education & Timor-Leste

## Customer

- NT Education & Timor-Leste

## Industry

- Education

## Challenges

- Improve technology and communication links to training schools in Timor-Leste

## Solution

- Network and computing technology management
- Bi-lingual IT support

## Results

- Building opportunities for NT and Timorese communities
- Quality partnership

## Services

- Network and computing technology management
- NEC Darwin Support Centre

## The Customer

The Northern Territory's Department of Education provides educational and training options for Territorians from the early years to adulthood. In fulfilling this role, the department has a range of strategic policy, regulatory, delivery and support responsibilities.

## The Challenges

In a development program to build stronger employment links between the Northern Territory and the Democratic Republic of Timor-Leste (Timor-Leste), the NT Department of Education was charged with training Timorese workers through new English language centres in Timor-Leste.

Timorese students were to be provided with the opportunity to achieve a fully accredited Australian qualification in English to help them gain employment in areas where the Northern Territory was experiencing labour shortages.

The Department of Education was to improve the technology and connectivity to connect two Timorese schools to the internet for the first time.

In recognition of the importance of the project, NT Minister for Education, Peter Chandler, opened the English Language centre at the Sentru Formasaun Profisional Training School in Becora, Dili, Timor-Leste. "As their closest neighbour we are committed to further develop Timor-Leste and continue to strengthen our political, economic and cultural ties. Through this centre, the Northern Territory is showcasing its education system and expanding the footprint of the NT Open Education Centre to deliver transnational education in Asia. I look forward to the strong partnership and watching the possibilities that may emerge following the successful implementation of this program," he said.

The project was developed in association with the Batchelor Institute, a dual sector tertiary education provider that services the education, training and research needs of Aboriginal and Torres Strait Islander peoples.

## The Solution

NEC played a key role in facilitating the new agreement, including sending a team to Timor-Leste to formalise the arrangements.

It now manages the network and computing technology at both the training school in Becora and Maubara Primary School, and provides ongoing IT support.

NEC engineers assisted with the installation of satellite dishes at two schools and building of Wi-Fi networks to connect the iPads, laptops and desktops provided by the NT Government. The new environment was also connected to the Northern Territory Department of Education NT Schools network.

Critical to the success of the project, NEC also helped familiarise the schools' principals, teaching staff and administrators with the new equipment.

As the official languages of Timor-Leste are Tetum and Portuguese, NEC delivers ongoing support via its Service Centre in Darwin, which has two dedicated IT technicians fluent in the two languages to ensure the schools have the best possible support for its technology network.

## Results

In the first year of operation, 84 students were enrolled learning English at the centre. And for some teachers and students in Timor-Leste, it was the first time they had access to computers and the internet.

Peter Chandler said: "This is a very exciting project which is providing students with the opportunity to obtain seasonal employment in Australia while contributing to the economic growth of Timor-Leste."

"The Batchelor Institute and NEC have partnered with us in this program and without their support we would not have the quality program in place that we have today."

- Peter Chandler, NT Minister for Education