

**Farmer to Farmer East Africa**

**Volunteer Assignment Scope of Work**

**NOTE: THIS SCOPE OF WORK IS A DRAFT AWAITING EDITS**

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| **Summary Information** | |
| Country: | Uganda |
| Assignment Code: | UG67 |
| Country Project: | Oil Seed Crops |
| Host organization: | Loro-Oyam SACCO |
| Assignment title: | Training in Computer applications as a first step in transitioning from manual to automated accounting system |
| Type of Volunteer Assistance: | Organizational development (O) |
| Type of Value Chain Activity: | Information and Input support services (S) |
| Preferred assignment dates: | December, 2015 |
| Objective: | 1. Training SACCO staff in different computer applications 2. Guide the staff in the first steps of capturing different data into the system from their written records into an electronic version |
| Desirable Volunteer Knowledge and Skills: | * Formal qualifications in computer science or Information technology, with knowledge in capturing financial data . |

1. **BACKGROUND**

Loro-Oyam SACCO was registered in 2012 but officially started its operations in January 2013, initially starting with 33 members with a share value of Ushs. 20,000; with no savings and loans being offered to members. The SACCO operates with a shared vision of “building sustainable savings & investment capacity of the community in order to alleviate poverty”. The mission is “to be the most efficient and effective financial service provider through offering deposit taking and loan provision services to its members”. Since then; the SACCO has grown to a membership of **744 members**, with 245 women and 499 men as individual members. It also has other beneficiaries in form of 29 Village Savings and Loan Associations (VSLA) each with 15 members and 10 education Institutions that transact business with the SACCO. The SACCO operates on “one member, one vote” on all matters of decision making. It’s a member owned and controlled organization that is at the top of the tripartite model with producer organizations and cooperatives at the bottom. The members elect representatives from the parish or sub county levels- these constitute the delegates to form the Annual General Assembly (AGM). The assembly elects a board of directors- 9 in to total who are responsible for the policy and decisions made for the SACCO- among these different sub committees are elected to oversee and supervise the management staff activities. These sub committees are comprised of the credit, finance and planning, human resource and education, youth and gender.

The SACCO offers different Products and services to its beneficiaries. The products include**;** Loan Products -Agricultural Loan, School fees loan, and business loan. Savings Products include: - Voluntary savings, Compulsory savings and fixed deposits.

Services offered include; Banking/deposit/ saving services, Loan services, Advisory services (Pre-disbursement trainings). The SACCO fund is largely constituted of the share capital from members and members’ savings, it’s from this that the SACCO is able to loan out and to continue with its day-to-day operations. The SACCO is transparent towards its members in all its operations, offerings a 2.5% interest per month on all loans disbursed and members are able to access their savings at will.

**ISSUE DESCRIPTION:**

There have been concerted efforts by government to improve agriculture and make the agriculture sector more attractive. The many strategies employed by government to make agriculture more attractive include but are not limited to: mechanization, improved seed distribution, farmers’ education and provision of soft loans. In a bid to finance agriculture, the government of Uganda has encouraged and promoted cooperative societies as an engine to accelerate the accessibility of loans from these cooperative societies which are commonly referred to as SACCOs (Savings and Credit Cooperatives).

The aim of promoting these SACCOs is because in developing countries like Uganda, there is a poor saving culture among the population owing to poor underdeveloped stock markets, dominance of urban based commercial banks, Micro Deposit Taking Institutions (MDIs) and non-regulated Micro finance institutions in the financial markets as vehicles for savings. Hence Savings and Credit Cooperatives (SACCOs) are intended to offer an alternative to improve the above un- desirable situation in low income countries especially helping members who in most cases are farmers. Savings and Credit Co-operatives (SACCOs) are community membership-based financial institutions that are formed and owned by their members in promotion of their economic interests. These institutions mobilize and intermediate savings exclusively with in their membership under the co-operative statute 1991. Furthermore, they are one of the several types of cooperatives that are unique micro finance institutions categorized under tier four in the financial market and therefore not regulated by Bank of Uganda. Therefore, Savings and Credit Co-Operatives (SACCOs), one of the several types of co-operatives are unique, legal, member-based Micro-Finance Institutions (MFIs) and unlike many other Micro-Finance Institutions, SACCO owners are also the users of the service that the SACCOs offer. (Arthur Nuwagaba, 2012- from Journal of Environment and Earth Science)

SACCOs, like many other business entities in Africa are faced with challenges in their quest towards survival and growth. • Loro-Oyam SACCO was formed to address the financial needs of its members and just like any other SACCO- it is run as a business and is no exception to the challenges faced in this business environment. These challenges can be categorized into internal and external challenges- among the external challenges are; deficiency in contemporary skills, Leadership and governance problems, Inadequacy of resources, Insufficient technological development, Quality service demand, Ethics and integrity. Insufficient technology development is affecting many of the existing SACCOs and with the limited resources – it becomes very difficult to acquire a computer and later on hire a technical person to train staff on using this equipment. In order to build their capacity to address the challenges that constrain development, SACCOs will need to keep pace with information technology as one of the key remedies.

Loro-Oyam SACCO management and board is aware of the benefits that can be accrued from an automated system however, the staff is not conversant with information technology, all their records keeping and tracking system are manual using ledger books, cash books which increases the work load on the few staff hired by the SACCO. This manual record keeping also makes it difficult to track loans issued and follow up on repayments, it also increases the chances of document loss especially in case of a fire break out since no copies of such documents can be kept with back up in different locations. Being non-conversant with computer applications and the lack of funds to purchase computers for their staff has been one of the hindrances for this SACCO in embracing ICT in its operations. However, the SACCO has received a computer from one of the customers which they wish to start with in this journey of automating their accounting systems. This was the basis for the SACCO’s request for CRS’ F2F program to have a volunteer consultant to train their staff in different computer applications as they prepare for this transition. It’s important that the staff is conversant with using computer and the different Microsoft packages as this will be helpful in navigating the accounting software.

**SPECIFIC OBJECTIVES OF THE ASSIGNMENT**

This volunteer assignment has two major objectives:

1. To train the Staff of Loro-Oyam SACCO on how to use computer and the different computer applications
2. Guide the staff to initiate the inputting of information from the manual records into an electronic version

* More specifics into the activities will include; Training staff on different computer packages ; MS word, Excel, Access, Database Management and , Internet Access
  + Application of some of these packages for record keeping, data management , information tracking and communication
  + Develop a manual on computer use for orientation of future staff and providing a refresher for those already trained.

1. **ANTICIPATED RESULTS FROM THE ASSIGNMENT**
2. Staff trained and records from the hard to soft copy versions for the SACCO
3. Training manual developed
4. Debriefing with USAID and in country group presentations after assignment
5. Field trip report and expense report
6. Outreach activity, press release or a media event back in US
7. **SCHEDULE OF VOLUNTEER ACTIVITIES IN UGANDA**

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| Day | Activity |
| Day 1 | Travel from home to US international airport |
| Day 2 | Arrival at Uganda Entebbe Airport, picked by Fairway Hotel shuttle to Kampala and check in at the Hotel. |
| Day 3 | At 9.00 am, the volunteer is greeted at the hotel by CRS staff and thereafter proceed to CRS office for introductions and briefings including host brief, logistics and expectations and anticipated outcomes. Any training materials such as hand –outs will be prepared at CRS offices. |
| Day 4 | Travel to Lira/Oyam district to commence the assignment. |
| Day 5 | In the morning CRS introduces the volunteer to Loro-Oyam SACCO board staff. . Together with CRS and the management, the volunteer will finalise with the action plan and will have time to be oriented in the activities of the SACCO. |
| Days 6-13 | Train the staff in different computer applications |
| Day 14- 15 | Guide the staff in inputting the different records into an electronic version |
| Day 16 | Wrap up with discussions of the recommendations and the final report with the host management and staff. |
| Day 17 | Travel back to Kampala |
| Day 18 | Debriefing at CRS office with USAID Mission and CRS staff.  Volunteer will finalize his/her reporting at CRS office. |
| Day 19 | Depart for USA |
| TBD | Outreach event in the US |

1. **DESIRED VOLUNTEER QUALIFICATIONS**

Formal qualifications in computer science and Information technology; with knowledge in developing/ capturing financial data.

1. **ACCOMODATION AND OTHER IN-COUNTRY LOGISTICS**

In Kampala, the volunteer will stay at Fairway Hotel & Spa ([www.fairwayhotel.co.ug](http://www.fairwayhotel.co.ug)). In Lira, the volunteer will stay at **Margaritha Palace Hotel.**

CRS will pay for hotel accommodation, and provide the volunteer with per diems to cater for meals and other incidentals. The volunteer may get an advance, which will have to be cleared before departing from Uganda. For more information, please refer to the country information that will be provided.

**Host contribution** –Loro-Oyam SACCO has committed to have its staff available throughout the trainings and the volunteer will closely work with both staff since they are only two for the entire duration of the trainings. One or two board members may join in the sessions to help the staff in future especially during the transition phase. Those that participate in the trainings will help to ensure that future staff is oriented in computer applications.

This volunteer assignment is a preparatory phase as the SACCO will be receiving a computer with the required software package- they will be receiving another volunteer right afterwards to take them through the use of the software but it’s important that they understand the basics of computer and start documenting some of the information using the computer. This will make the transition to automated systems much faster and easier for the staff to understand and work with.

**G. RECOMMENDED ASSIGNMENT PREPARATION**

* The volunteer should prepare materials for hand out which can be printed at CRS office in Kampala before commencement of the assignment. Flip charts, markers, masking tapes can be obtained at CRS offices in case the volunteer wishes to make some illustrations.

**H. KEY CONTACTS**

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