

1st Global Telecentre Awards Guidelines

Telecentre.org Foundation and **SPARK (the 4th Global Forum on Telecentres)** organizers, in cooperation with the regional telecentre networks, are proud to announce the launch of the first ever **Global Telecentre Awards!**

The Awards seek to recognize and celebrate the best players in the international telecentre arena, and encourage them to continue raising the bar of excellence in the delivery of ICT-based services to the communities.



Categories

The Awards shall have 5 main categories: **Telecentre**, **Telecentre Manager**, **Telecentre Network**, **Telecentre Initiative**, and **Telecentre Innovation**.

- **Telecentre**

The **Best Global Telecentre Award** shall recognize the best performing telecentre in the global telecentre movement. Specific areas that will be looked into are: *innovation, sustainability, content and services, and community impact.*

This award shall highlight the telecentre that has proven to be most successful in strengthening its operations, offering high quality and diverse content and services, and implementing innovative and creative solutions, making it more relevant to the community it serves. It shall honor the telecentre that has been operational for at least 2 years and has made the greatest and most positive impact to the community it serves, where the lives of people have significantly improved as a result of the telecentre's presence.

- **Telecentre Manager**

The **Best Global Telecentre Manager Award** shall be given to the telecentre manager who has demonstrated exemplary leadership and initiative in managing the telecentre, steering it towards growth and innovation that positively impacts the community it serves. The individual should have at least **one year residency as manager** in the same operational telecentre.

- **Telecentre Network**

The **Best Global Telecentre Network Award** shall pay tribute to the network of telecentres that has not only emerged as a sustainable entity but has also managed to create an enabling environment for the telecentres under it, facilitating knowledge exchange among them, building their capacities, and making them self-sufficient, thereby enabling them to contribute to the attainment of the ultimate goal

of digital inclusion. Only networks below the regional level shall be eligible for this award.

- **Telecentre Initiative**

The **Best Global Telecentre Initiative Award** shall honor the organization that has successfully implemented a telecentre-related initiative and has supported and directly benefitted a minimum of **10 telecentres**. Such initiative must have been in place for **at least two years as of nomination date** and must have clear and concrete evidence of success, thereby making a valuable contribution to the global telecentre movement.

The criteria for this shall include the community empowerment value of the initiative where both the telecentre and the telecentre users are working together.

- **Telecentre Innovation**

The **Best Global Telecentre Innovation Award** seeks to recognize the most innovative telecentre solution introduced. It enables solution providers and telecentre and ICT4D project implementers the opportunity to showcase new innovations that expand opportunities for telecentres to become more sustainable. It could be any product, service or concept that represents innovative development and addresses a specific need.

The above categories put premium on the 3 important aspects of the global telecentre movement – *People, Innovation* and *Sustainability* – which are also the 3 main themes of the upcoming **SPARK (the 4th Global Forum on Telecentres)** event.

In cases where an initiative falls within the scope of more than one category, you must select only one category, that is, the one that best represents and fits the initiative.

Application Process

- **Submission of Entry**

1. To submit an entry to a particular Awards category, you must be a registered member of **any** of TCF's community websites listed below:
 - **English:** <http://community.telecentre.org>
 - **Spanish:** <http://comunidad.telecentre.org>
 - **French:** <http://communaute.telecentre.org>
 - **Arabic:** <http://mogtamaa.telecentre.org>
 - **Russian:** <http://soobshchestvo.telecentre.org>
2. For the **Telecentre Manager** category, nominee must likewise be a registered member of any of the above community websites.

3. All submissions must be made via a **blog post** in **any** of the above community websites using the corresponding language of each site.
4. Blog post must clearly explain why your nominated entry deserves to win the award for the selected category.
5. Blog post must be *concise, well-organized*, written in *clear and simple language*, with a *catchy title*, and *must not exceed 700 words* (exclusive of title).
6. Blog post must be properly tagged to include the Awards tag **“GTA2013”** plus the corresponding category tag (choose the most appropriate one):
 - **“Telecentre”** (to enter it under the **Telecentre** category)
 - **“Telecentre Network”** (to enter it under the **Telecentre Network** category)
 - **“Telecentre Manager”** (to enter it under the **Telecentre Manager** category)
 - **“Telecentre Initiative”** (to enter it under the **Telecentre Initiative** category)
 - **“Telecentre Innovation”** (to enter it under the **Telecentre Innovation** category)

Example: “GTA 2013”, “Telecentre Manager”

7. You may only submit **one blog post per category**. Likewise, a particular blog post may only be entered in one category. To submit an entry to another category, a separate blog post must be made.
8. For richer content, you may embed *photos, videos* and *links* in your blog post.
9. Supporting documents such as news clippings, brochures, and testimonials may also be attached to the blog post. However, the combined number of pages for these attachments should not exceed 5 A4-sized pages and the actual number of file attachments should not be more than 5.
10. Blog post, including accompanying images, videos and other supporting documents, must not in any way violate any intellectual property right.
11. By participating in the Awards, you automatically grant Telecentre.org Foundation the right to use, copy, adapt, transmit, distribute, publish and display your submitted entry, whether whole or in part, and this will be applicable worldwide and in perpetuity.
12. Self-nomination is allowed for all categories. A telecentre, organization or entity may be nominated in multiple categories (e.g. Best Telecentre and Best Telecentre Innovation) but it can only win once. In the event it emerges as the winner in more than one category, it will be the judges’ discretion to

select the most appropriate award. The second placer in the other category will then be proclaimed the winner for that category.

13. Acceptance of entries will be from **12am GMT of January 1, 2013** to **11:59pm GMT of February 28, 2013**. Blog posts may no longer be edited after this date.

Judging Process

- **Initial Screening**

All entries received shall be screened by a special panel appointed by the Awards Committee, and the emerging **top 3 entries** (regardless of region) in each category shall constitute the pool of semifinalists. Each semifinalist shall receive a **Certificate of Recognition** from TCF.

All semifinalists shall then proceed to the next phase of the competition – **Community Voting** and **Final Judging**.

- **Community Voting**

All semifinalists shall be subjected to a *one-month public voting process* via the TCF community websites for the **Global Community's Choice Awards**.

To cast a vote, user must be a registered member of **any** of the TCF community sites mentioned above.

For each category, the semifinalist with the highest number of votes shall be named the **Global Community's Choice** for that category. Awards will be as follows:

- **Global Community's Choice for Best Telecentre**
- **Global Community's Choice for Best Telecentre Manager**
- **Global Community's Choice for Best Telecentre Network**
- **Global Community's Choice for Best Telecentre Initiative**
- **Global Community's Choice for Best Telecentre Innovation**

NOTE: Results of the community voting shall not in any way influence the final judging process.

- **Final Judging and Criteria**

From the semifinalists, TCF, through its appointed panel of judges, shall determine the winners of the major awards (namely **Best Global Telecentre, Best Global Telecentre Manager, Best Global Telecentre Network, Best Global Telecentre Initiative, and Best Global Telecentre Innovation**) based on the following set of criteria:

○ **Best Global Telecentre**

Criterion	Weight	Description
Content & Services	30	Offers relevant, high-quality and diverse content and services that meet the needs of the community
Community Impact	35	Demonstrates a positive impact on the lives of people in the community, thereby building “better lives, smarter communities”
Innovation	15	Implements innovative and creative solutions that address real community needs
Sustainability	20	Ability to sustain its operations through diverse means and sources of income

○ **Best Global Telecentre Manager**

Criterion	Weight	Description
Leadership & Management	30	Has at least 1 year residency as manager of the same operational telecentre and manifests exemplary leadership and management skills, steering the telecentre towards growth, innovation and sustainability
Networking & Partnership	30	Ability to establish strong partnerships as well as mobilize resources to make the telecentre self-sufficient
Contribution to Telecentre Community at the National, Regional or Global level	15	Actively involved in the telecentre movement either at the national, regional or global level
Impact of Work to the Community	15	Demonstrates a positive impact on the lives of people in the community
Innovations Introduced	10	Has implemented at least 1 innovative or creative solution that addressed a real community need

○ **Best Global Telecentre Network**

Criterion	Weight	Description
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Leadership & Management	20	Manifests strong leadership of the network, steering it towards growth, innovation and sustainability
Networking & Partnership	20	Ability to establish strong partnerships as well as mobilize resources to make the network self-sufficient
Content & Services	20	Provides diverse, relevant and quality content and services to network members in various areas such as knowledge sharing, networking, training, resource mobilization, etc
Contribution to the Global Telecentre Movement	10	Actively involved in the global telecentre movement
Impact of Work to General Membership	15	Demonstrates a positive impact on the overall operation of its member telecentres
Sustainability	15	Ability to sustain network operations through extensive resource mobilization efforts

○ **Best Global Telecentre Initiative**

Criterion	Weight	Description
Features & Functionalities of the Initiative	20	Overall characteristics of the initiative that make it stand out and that contribute to its overall effectiveness
Reach	20	Has supported and directly benefitted a minimum of 10 telecentres
Community Impact & Empowerment	25	Represents synergistic efforts of both the telecentre and its users and demonstrates a positive impact on the lives of people in the community
Contribution to National Digital Inclusion Efforts	15	How the initiative has helped the group of telecentres or the network in bridging the digital divide at the local level
Sustainability	20	Must have been in place for at least two years as of nomination date, with clear and concrete evidence of success plus the ability to keep the initiative going and even expand and make it grow

○ **Best Global Telecentre Innovation**

Criterion	Weight	Description
Originality or Innovative Value	30	Introduces a new product, service or concept that represents innovative development and addressed a specific need
Usefulness & Relevance	30	Addresses real and specific needs and enables telecentres to become more sustainable
Replicability	20	Can be easily replicated or implemented in other telecentres or telecentre networks
Practicality	20	Solution is cost-effective to implement

In the final judging, there will only be one set of judges for all contest categories. To ensure integrity of the Awards, judges should have no submitted or nominated entry.

The decision of the panel of judges is final and irrevocable.

Awarding

The awarding ceremonies for the **1st Global Telecentre Awards** shall take place at the **SPARK (the 4th Global Forum on Telecentres)** event to be held in Granada, Spain on May 28-29, 2013.

Prizes

Aside from the global recognition that comes with winning the award, winners shall receive the following prizes:

- **Global Community's Choice Awardees:**
 - **Certificate of Recognition**
 - **Plaque**
 - **Visibility in TCF's corporate and community websites as well as its various online communication channels**

- **Major Awardees** (Best Global Telecentre, Best Global Telecentre Manager, Best Global Telecentre Network, Best Global Telecentre Initiative, and Best Global Telecentre Innovation):
 - **Certificate of Recognition**
 - **Plaque**

- **Maximum travel grant of 2,500 USD** to attend the awarding ceremonies
- **Waived conference fees for the 4th Global Telecentre Forum** that will take place in Granada, Spain
- **Visibility in TCF's corporate and community websites as well as its various online communication channels**

General Inquiries

For general inquiries regarding the 1st Global Telecentre Awards, please email spark@telecentre.org. However, questions pertaining to the merits of a particular nomination or entry shall not be entertained during the competition period.