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KEVAJOPA TECHNOLOGIES LIMITED

Make Smarter, Faster, Secure.

PROFESSIONAL TRAINING PROSPECTUS

Fibre Technologies for Sales and Operations

A three-week foundation programme for people without an engineering background who work — or want to work — on the commercial and operations side of the fibre industry

Know the products: cable types, connectors, ODFs, closures, splitters, OLTs, ONTs and the tools. Specify and quote them correctly. Then work the operations side — monitoring, faults, tickets and customer communication. No engineering prerequisite.

Programme code	FTC-2026-015
Duration	3 weeks
Level	Foundation — no prior technical training required
Target audience	Sales, technical sales, procurement, stores, customer service and operations staff in fibre, ISP and ICT businesses — and non-technical graduates entering the sector
Delivery	Face-to-face at Kevajopa, Dar es Salaam, or on the client's premises. Real equipment in the room, plus simulation
Contact hours	Option A (Full-time): 45 hours · Option B (Part-time): 27 hours
Class size	Maximum 16 participants per intake
Language	English, with Kiswahili clarification throughout
Award	Kevajopa Certificate in Fibre Technologies for Sales and Operations (Foundation)
Intake	Rolling intakes; start date confirmed on registration

ENQUIRIES AND REGISTRATION

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About the Programme

About Kevajopa Technologies Limited

Kevajopa Technologies Limited is a Tanzanian ICT company incorporated in Dar es Salaam in February 2024 (Registration No. 172177301). The company delivers ICT solutions, software development, networking and infrastructure, electronic security systems and professional technical training. Kevajopa is an authorised Hikvision Dealer and Training Partner and an active supplier on the Government e-Procurement (NeST) platform, and supplies fibre and networking hardware commercially — so the products taught on this programme are products the company itself sells and installs.

Why This Programme Exists

Fibre is being sold, specified, quoted and supported every day in Tanzania by people who are not engineers. The salesperson who quotes a fibre job, the procurement officer who raises the order, the stores controller who receives it, the customer service agent who explains a fault — none of them will ever splice a fibre, and all of them need to know the difference between a green connector and a blue one, between G.652 and G.657, between a 1:8 and a 1:32 splitter, and between an ODF and a closure.

Get that knowledge wrong and it costs real money. A quotation with the wrong connector polish gets re-done on site at the supplier's expense. A drop cable specified without bend tolerance fails at the customer's door frame. A splitter sized for take-up that never came ties up capital in a cabinet. None of these are engineering failures; they are product-knowledge failures, made by commercial people who were never taught the products.

This programme teaches the products first and the operations second. Week 1 is the catalogue — you handle the cable, the connectors, the ODF, the splitter, the ONT and the tools, and learn what each one is, what it does and when it is the right answer. Week 2 turns that into commercial competence: specifying, quoting, building a bill of quantities, and handling the objections you will actually meet. Week 3 takes you to the operations side — monitoring, alarms, tickets, incidents and customer communication — so that the same person can work a Network Operations Centre desk or a sales counter with the same underlying knowledge.

Who This Programme Is For

- Sales and technical sales staff at fibre, ISP, ICT and electrical contracting companies who quote fibre work
- Procurement, stores and inventory staff who order, receive and issue fibre materials and need to know what arrived is what was ordered
- Customer service and service desk staff who explain fibre faults and installations to customers
- Non-technical graduates seeking an entry route into the fibre and telecommunications sector, on either the commercial or the operations side
- Staff moving into a Network Operations Centre, service management or shift supervision role
- Employers who need commercial and operations teams to speak the same language as their engineers

What This Programme Is Not

It does not train engineers. Participants will not splice fibre, terminate an ODF, operate an OTDR or design a network, and the certificate does not qualify anyone to do so. Kevajopa's Fibre Optic Technologies for Network Operators (FOT-2026-014) is the engineering programme and this is a sound stepping stone towards it. Nor does the certificate guarantee employment; it is evidence of a defined and assessed skill set, which is what a hiring manager can act on.

Entry Requirements

- Form Four (CSEE) or above; a certificate, diploma or degree in any field is an advantage but is not required
- Comfortable using a computer — email, a web browser and basic spreadsheets, since quotations and bills of quantities are built in Excel
- Working written and spoken English, since datasheets, quotations and alarms are in English
- For the operations content in Week 3, willingness to work in a shift environment in an eventual role

No engineering, IT or mathematics background is assumed. The only arithmetic used is percentages, unit pricing and simple addition.

Learning Outcomes

On successful completion, a participant will be able to:

OUTCOME	DESCRIPTION
Identify products	Recognise on sight and name correctly the fibre products a Tanzanian supplier stocks — cable constructions, connectors, adapters, pigtails, patch cords, ODFs, closures, trays, splitters, FAT and FDT enclosures, OLTs, ONTs, media converters and SFP modules.
Explain the technology	Explain in plain language what fibre is, why a customer buys it over copper or wireless, and the practical difference between single-mode and multimode, G.652 and G.657, UPC and APC.
Specify correctly	Turn a vague customer request into a specification that will actually work — the right cable for the route, the right connector for the equipment, the right splitter for the take-up.
Avoid the costly errors	Catch the product-knowledge mistakes that cost suppliers money: polish mismatch, wrong fibre type on a drop, undersized or oversized splitters, incompatible SFPs, and quantities that ignore slack and wastage.
Build a quotation	Build a bill of quantities and a quotation for a straightforward fibre job, including consumables and wastage, and explain each line to the customer.
Handle objections	Answer the price objection honestly — including why the cheapest patch cord is often the most expensive one — and know when to say no to a specification.
Brief the engineers	Hand a job to the technical team with the information they need, and recognise when a site survey is required before any price is given.
Work operations	Read a monitoring dashboard, triage an alarm, raise a usable ticket, escalate correctly and write a customer outage notification that is accurate and calm.

HOW THE PROGRAMME IS TAUGHT

Week 1 is taught around a table covered in real products. Participants handle every item, pass it round, and learn it by name, by feel and by application rather than from a slide. Week 2 works from real Tanzanian pricing and real customer enquiries, building quotations that are then critiqued by the class. Week 3 moves to simulated shifts, with alarms injected by the trainer and tickets and customer notifications marked the way a shift supervisor would mark them.

Roughly a third of the programme is explanation and two thirds is handling, specifying, quoting and simulation.

Curriculum

Three thematic weeks, five sessions each. Session length depends on the delivery option selected (see Schedule Options).

Week 1 — Fibre Technology and the Equipment Catalogue

SESSION	TOPIC	CONTENT AND PRACTICAL WORK
1.1	**What fibre is, and why a customer buys it**	Light in glass in plain language; why fibre beats copper and wireless on distance, capacity and interference, and where it does not; single-mode versus multimode and why almost everything you will sell is single-mode; G.652.D and G.657 bend-insensitive fibre and which belongs on a drop. What the customer is actually buying.
1.2	**Cable — types, construction and how to specify one**	Loose tube, armoured, ADSS, figure-8, micro-duct, drop cable and indoor LSZH: what each looks like, where it belongs, and what happens when the wrong one is supplied. Core counts and how they are chosen. Tube and fibre colour coding. Drum lengths, wastage and why quoted metres are never route metres. Practical: identify eight cable samples by construction and state where each belongs.
1.3	**Connectors, adapters, pigtails and patch cords**	SC, LC, FC and E2000 by sight; simplex and duplex; the 2.5 mm and 1.25 mm ferrule families. UPC and APC — blue and green — what the polish does and why the two must never be mated. Pigtails versus field-installable connectors versus factory patch cords, and the price and quality difference between them. Practical: sort a mixed box of connectors and patch cords by type and polish, then price a small order.
1.4	**Passive equipment**	ODFs, patch panels, splice closures, splice trays and protectors; wall boxes, street cabinets, FAT and FDT enclosures; optical splitters from 1:2 to 1:64, what a split ratio costs in signal and what it buys in customers; ducts, sub-ducts, sealing kits and accessories. Practical: open an ODF and a closure and identify every part inside by name.
1.5	**Active equipment and tools**	OLT, ONT and media converters; switches and SFP modules, including the compatibility questions that must be asked before an SFP is quoted. The tools your engineers use — fusion splicer, cleaver, OTDR, power meter, light source, visual fault locator, inspection scope — what each is for, roughly what each costs, and which ones a customer genuinely needs to own. Practical: match twelve items to twelve job descriptions.

Week 2 — Specifying, Quoting and Selling Fibre

SESSION	TOPIC	CONTENT AND PRACTICAL WORK
2.1	**Turning a request into a specification**	What customers actually say and what they actually need; the questions that must be asked before any price is given — route, distance, aerial or buried, how many users now and in three years, existing equipment, who owns the building; the enquiries where the honest answer is that a site survey comes first.
2.2	**Building a bill of quantities**	Reading a BoQ and building one from scratch in a spreadsheet: materials, consumables, wastage allowance, labour, transport and contingency. Why slack, drum ends and spare cores are line items and not generosity. Kevajopa's own BoQ conventions and margin policy. Practical: build a complete BoQ for a real small fibre job.
2.3	**Product comparison and the price objection**	Branded, generic and grey-import product in the Tanzanian market; what a warranty is actually worth; how to compare two quotations that look identical and are not; the honest arithmetic of why the cheapest patch cord is often the most expensive one once a site revisit is counted. Practical: compare three real supplier quotations and defend a recommendation to the class.
2.4	**Quotations, lead times and stock**	Writing a quotation a customer can say yes to; validity periods and why exchange rate movement matters on imported stock; lead times, minimum order quantities and what genuinely has to be imported; managing a customer's expectation on delivery honestly. Government supply: NeST, no VAT component, and 2% withholding at source.
2.5	**Handing the job to the technical team**	What a good sales-to-engineering brief contains and what happens when it is missing; the difference between a promise you can make and one only an engineer can; recognising when your own quotation has become wrong and saying so early. Practical: brief a job to a colleague who must then quote it back to you.

Week 3 — The Operations Side

SESSION	TOPIC	CONTENT AND PRACTICAL WORK
3.1	**Inside a Network Operations Centre**	What a NOC does and does not do; NOC versus service desk versus field teams; first, second and third line; the shift model and why nothing belongs to one person; the tools on the desk. Where a fibre product question becomes an operations question.
3.2	**Monitoring, and what green really means**	How a monitoring system knows anything — polling, thresholds and unsolicited alarms; up, down, degraded and unknown; reading a dashboard and describing accurately what the network is doing. The limitation that defines the job: a system can only show you what it was configured to watch. Practical: first guided shift.
3.3	**Alarms, tickets and priority**	Severity and what it means in customer terms; flapping, duplicate and storm alarms; correlating many alarms to one cause; writing a ticket an engineer can act on without phoning back; classification and priority, and the cost of getting priority wrong in either direction. Practical: work an alarm queue and convert it into tickets.
3.4	**Incidents, escalation and customer communication**	The incident lifecycle from detection to closure; the escalation matrix and when the clock forces your hand; writing the first update, the holding update and the closure notice without guessing at a cause; handling an angry or important caller; what you may never promise. Practical: run one incident end to end.
3.5	**Service levels, reporting and assessment**	SLA and availability in plain arithmetic; MTTR; maintenance windows and change notification; the shift log and handover; the daily operations report. Professional conduct and confidentiality. Final assessment: simulated shift plus written examination.

Delivery, Assessment and Fees

Schedule Options

Both options cover the same fifteen sessions and the same assessment. Option A suits jobseekers and employer-sponsored intakes; Option B suits participants already in work.

OPTION	PATTERN	CONTACT HOURS
A — Full-time	Monday to Friday, 09:00–12:00. One session per day over 15 working days.	45 hours — 15 hours per week, of which about 30 hours are handling equipment, building quotations and simulated shifts.
B — Part-time	Three sessions per week of three hours — Tuesday and Thursday evenings and Saturday morning — over the same three calendar weeks.	27 hours — 9 hours per week, Kevajopa's standard part-time pattern. Reading is set between sessions.

Closed intakes can be run on the client's premises where a training room and a table large enough to lay out the product set are available. Kevajopa brings the equipment samples, the simulated dashboard and all course materials.

Assessment and Certification

COMPONENT	WEIGHT	FORM
Product identification test	20%	Practical: identify, name and state the application of items laid out on the bench, and spot the deliberately wrong ones
Quotation and BoQ portfolio	30%	The bill of quantities and quotation built in Week 2, plus the written defence of a supplier recommendation
Simulated shift	25%	A timed shift with injected alarms, assessed on triage, ticketing, escalation and customer communication
Written examination	25%	Ninety minutes — products, specification, commercial judgement and incident process

The Kevajopa Certificate in Fibre Technologies for Sales and Operations (Foundation) is awarded on an overall mark of 60% or above with at least 80% attendance. Participants who attend fully but fall short receive a Certificate of Attendance and may resit the practical components once within three months at no additional tuition cost. For employer-sponsored intakes, a short readiness report on each participant is issued to the sponsor.

Progression

Graduates who want to move onto the technical side are eligible for a 10% discount on any Kevajopa engineering programme taken within twelve months — Fibre Optic Technologies for Network Operators (FOT-2026-014), Digital Networking, Security Systems Implementation or Cyber Security. FOT-2026-014 is the natural next step: this programme teaches the products, that one teaches the practice.

Fees and Registration

Programme Fees

ENROLMENT TYPE	FEE (TZS)	NOTES
Individual participant — Option A (Full-time)	**420,000**	Tuition, materials, product sample set, assessment and certificate
Individual participant — Option B (Part-time)	**350,000**	Same syllabus over evening and Saturday sessions
Corporate group — up to 10 participants	**3,200,000**	Closed intake, at Kevajopa or on the client's site
Each additional participant beyond 10	**290,000**	To a maximum class size of 16
Registration fee (per participant)	**30,000**	One-off, non-refundable, payable with the registration form

PAYMENT TERMS

- A deposit of 50% of the tuition fee, with the registration fee, secures a place. The balance is due by the end of Week 1.
- Corporate sponsors may settle against an invoice on 14-day terms with a signed local purchase order or training authorisation.
- Kevajopa Technologies Limited is not registered for VAT; fees are invoiced with no VAT component. Government procuring entities deduct 2% withholding tax at source.
- A place may be transferred to another person from the same organisation at no charge up to the first day of the intake. Cancellations after that date forfeit the deposit.

How to Register

1. Complete the Registration Form accompanying this prospectus — one form per participant.
2. Attach a copy of the national ID or passport and a copy of the highest certificate obtained.
3. For sponsored participants, attach the employer's authorisation, local purchase order or undertaking to pay.
4. Return the form and attachments to info@kevajopa.co.tz, by WhatsApp to +255 782 444 470, or by hand at the Kevajopa office.
5. Pay the registration fee and deposit. An invoice and payment instructions are issued on receipt of the form.
6. A confirmation letter is issued with the intake start date, timetable, venue and joining instructions.

FOR EMPLOYERS

If you supply, install or support fibre, we will scope a closed intake around your own catalogue — the brands you stock, your own price list, your BoQ template, your escalation matrix — so that participants finish able to quote and support your products rather than generic ones. There is no charge for that discussion.

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Kevajopa Technologies Limited, Registration No. 172177301, incorporated in Dar es Salaam on 12 February 2024 under the Companies Act, 2002. TIN 172-177-301. Kevajopa reserves the right to amend the timetable, venue or delivery arrangements without reducing the published learning outcomes or contact hours. The certificate is evidence of assessed competence, not a guarantee of employment.