



# Internet in the UNEVOC Network: Information for UNEVOC Centres

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## What is UNEVOC?

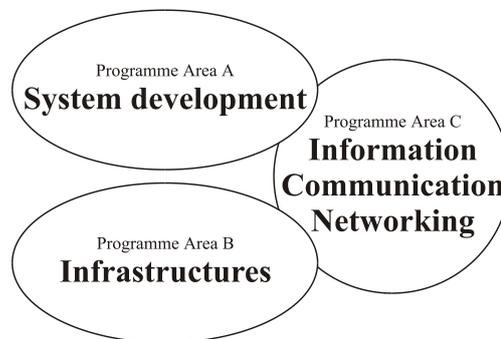
UNEVOC is the International Project on Technical and Vocational Education of the United Nations Educational, Scientific and Cultural Organisation (UNESCO). It was launched in 1992, following a resolution of UNESCO's General Conference in 1991. It has established a worldwide network of entities that are committed to cooperating to achieve its overall goal. This goal is *to strengthen the development and improvement of technical and vocational education in UNESCO Member States*. In 1992, the German Government made a commitment to UNESCO for on-going, substantial support. Other countries, such as the Republic of Korea, Japan, France, are also providing significant contributions in various forms.

### The new UNESCO Centre in Bonn

**In September 2000, UNESCO established the new International Centre for Technical and Vocational Education and Training (“UNESCO Centre”) in Bonn. UNEVOC Berlin was transferred to Bonn, where it forms the base of the new centre. Since then, it is the Centre in Bonn that serves the worldwide UNEVOC Network.**

## What are the objectives of UNEVOC?

The objectives are clustered into three programme areas that focus on technical and vocational education and its relationship to the world of work. These areas are:



### Programme Area A:

This area fosters the international exchange of ideas and experiences and promotes studies on policy issues. It is devoted to the development of technical and vocational education systems.

### Programme Area B:

This area strengthens national research and development capabilities in order to improve the infrastructures of technical and vocational education.

### Programme Area C:

This area increases access to databases and documentation and strengthens the UNEVOC Network. It addresses information, communication and networking. This includes the development of UNESCO's clearing house function in technical and vocational education through developing **information and communication resources on technical and vocational education** in the Internet.

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## 1 Executive summary

If your institution has access to a computer and a regular telephone line, we invite you to consider **accessing the Internet computer network.**

### 1.1 Contents

The Internet provides a very useful complement to telephone, fax, and postal service for effectively **communicating with colleagues within your country and abroad** (Part 2 of this document), and for **accessing information** (Part 3). Communication using Internet enables unequalled opportunities to **network with colleagues in your areas of work and interest**, no matter where they are located as long as they also have access to Internet. It provides the potential for **improved co-operation and dialogue among UNEVOC Centres in the UNEVOC Network** (Part 4).

### 1.2 Taking action to gain access to Internet

This document provides you with the information you need to take the necessary action to gain access to the Internet. Your action involves three initial steps:

- Step 1: Decide **whether or not Internet is appropriate for your institution.** We have attempted to inform you of the nature of the Internet, and of its possible application in international exchange on technical and vocational education. It may be best for you to concentrate on some features of the Internet that appear to be particularly useful for your institution and learn more about other features later, once you have gained access.
- Step 2: Perform a **cost/benefit analysis.** Use the tables in Part 5 to determine whether the benefits of accessing Internet outweigh the costs. In many cases, accessing the Internet can even be justified in terms of savings in other areas, most notably in fax, telephone and postal mail expenses.
- Step 3: Make **arrangement with an Internet Service Provider nearest you.** With the information in this document and in particular the results of your cost analysis, you can contact and meet the providers of access to Internet with confidence that you know exactly what you need from them. Even if you do not fully understand what the Internet is or if it seems your institution will not be able to afford it, this step is crucial. The providers of access will be able to more directly advise you on their requirements (in terms of computer equipment and fees) and explain to you the procedures for accessing the Internet through them. They may also know about schemes and programmes under which technical and financial assistance for accessing the Internet is available.

### 1.3 Continued support for UNEVOC Centres without Internet

The UNESCO Centre Bonn is aware of the heterogeneity of the UNEVOC Network in terms of access to the Internet. While the Internet will enhance professional communication and information exchange for those who have access to it, the UNESCO Centre Bonn will continue to communicate with UNEVOC Centres without access to Internet as previously through postal mail and fax.

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## 2 Communicating with colleagues within your country and abroad

Internet electronic mail (e-mail) permits relatively rapid and inexpensive person-to-person (or person-to-group) communication. Because it uses a constantly active, global computer network, messages can reach their destinations in a matter of minutes, or even seconds, no matter how far away they are from you.

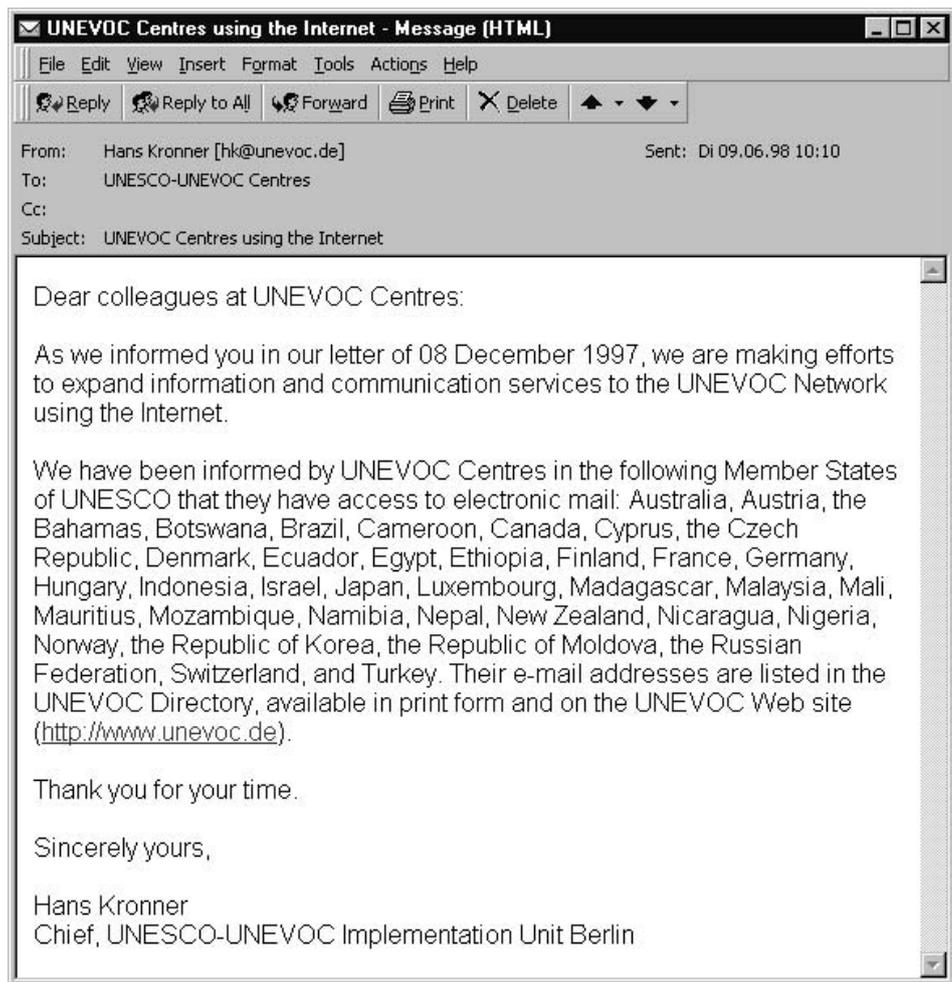
### 2.1 What is electronic mail (e-mail)?

Electronic mail is the computer equivalent to conventional paper mail. With it, you can use a computer and telephone line to send text messages to one person or to several simultaneously, which then appear on the computer screens of your correspondent.

Using software which might look like the picture on the right, you can write to colleagues locally or far away, even in other countries, and your messages are still delivered quickly and, as a rule, less expensively than if you had sent them using fax or postal mail.

### 2.2 What can I send by e-mail?

As a general rule, you can send any text which you type into your computer, such as messages, letters, notes, memos, conference papers, and other documents. Increasingly, software is being used which supports the exchange of *any* file stored on a computer disk, including formatted text, data files (such as images, databases and spreadsheets), and even software programmes.



### 2.3 Where do I get my e-mail?

E-mail is received and sent through an electronic mailbox or so-called *e-mail account* which is maintained on a computer by your **Internet Service Provider**. When you make an arrangement with your provider (usually your telecom provider, a private company, or a non-profit organisation) to access the Internet, your provider will give you instructions for accessing your e-mail account using your own computer and your telephone line. In most cases your provider will simply give you a diskette containing pre-configured software to install on your computer for accessing your e-mail account.

## 2.4 To whom can I send messages using e-mail?

You can send messages to any institution or individual with an e-mail address (see 2.7). There are UNEVOC Centres with access to e-mail in all world regions.

## 2.5 How expensive is it to send an e-mail message?

The cost to you depends on your Internet Service Provider. As a general rule, Internet Service Providers are paid a "flat-rate" for access to e-mail and other Internet services. This means that you pay not for each message sent, as with a postal letter or fax, but for all of them, perhaps on a monthly basis. This does vary depending on the country and the Internet Service Provider. Contact providers in your area to determine how expensive it is for you.

## 2.6 Do I have to be connected to the host computer while I write my e-mail?

Not necessarily. The method you will use depends on the computer system used by your provider. In most cases, you will first type your messages into the computer; and only then you connect to your provider via a telephone line and send your message off.

## 2.7 What does an e-mail address look like?

Like postal addresses, e-mail addresses contain unique information required for the delivery of messages to their destination. The e-mail address that corresponds with your Internet account (see 2.3) contains only a **user identification** name and the so-called **domain name** maintained by your provider. For the e-mail address `info@unevoc.de`, this can be explained as follows:

<b>info</b>	@	<b>unevoc.de</b>
<i>user id</i>	<i>"at"</i>	<i>domain name</i>

You may already have encountered e-mail addresses, identifiable through the "at" symbol, on business cards, brochures and letterheads of your colleagues, in newspaper advertisements and on television. As a general rule, domain names contain extensions specific to countries (i.e. **.de** = Germany, **.fr** = France, **.mg** = Madagascar) or the type of institution it represents (i.e. **.com** = commercial, **.org** = non-profit or international organisation, **.edu** = educational).

## 2.8 How can I find someone's e-mail address?

There is no universal "Internet telephone directory". When you receive your own e-mail address from your Internet provider and begin sending e-mails, the recipients will learn that you are now reachable via e-mail. You can inquire for somebody's e-mail address by contacting him or her directly via telephone, fax, postal mail, or via e-mail addresses maintained by others working in your field. For example, the e-mail addresses of UNEVOC Centres that have access to Internet can be found in the UNEVOC Directory.

An important first step to communicate via e-mail is to inform others. A good way to do this is to print your e-mail address on your letterhead, on business cards, and in your publications. Be sure to inform the UNESCO Centre Bonn so that your e-mail address is published in the UNEVOC Directory along with other contact information.

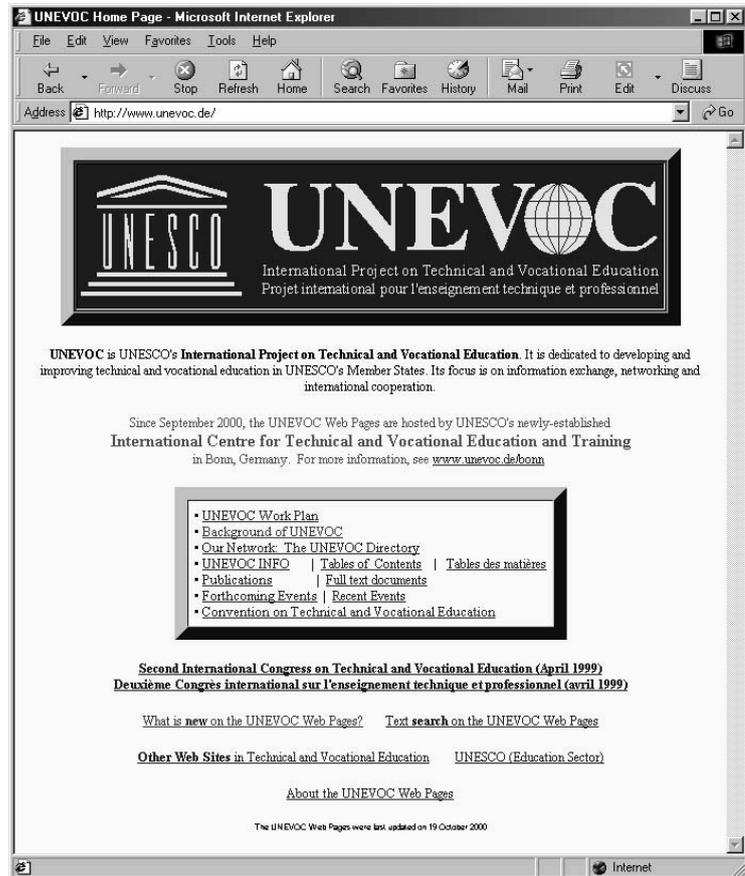
## 3 Accessing information on the Internet

*With the so-called **World Wide Web**, it has become easy to access information on the Internet. The Internet has become so popular that it is now a regular tool for research in many parts of the world, in all fields of both professional and non-professional interest.*

### 3.1 What is the World Wide Web?

The World Wide Web, or the Web, is a part of the Internet that is accessible with computer software called a *Web Browser*. The Web consists of a collection of computerised documents, called *Web pages*. Because they are stored on computers connected to the Internet, Web pages can be accessed straight away if your computer is also connected to the Internet. Web pages are organised into individual *Web sites* with their own unique addresses (see 3.4).

The picture to the right depicts the UNEVOC Web site, located on a computer in Germany, providing information about UNEVOC (see 4.4).



### 3.2 Why is it called a Web?

Like the threads of a spider web, Internet Web pages are interconnected. These connections are called "hyperlinks" or "links". If a user selects a link on a Web page, the page that has been selected appears on the screen. For example, on the UNEVOC Home Page depicted on the right, the underlined item Publications can be selected to view another page displaying the List of UNEVOC Publications. From there you can make a further selection, and so on.

### 3.3 What can I find on the Web?

There is a tremendous amount of information made available on the Web by educational institutions, government agencies, firms, and even private individuals. Most information is in English, but Web pages are available in many languages.

Most relevant to UNEVOC Centres are sites devoted to technical and vocational education, of which there are many. As indicated above, the UNEVOC Network is represented on the Internet on the UNEVOC Web Site (see 4.4 below).

### 3.4 How do I find information on the Web?

In many cases you will already know the location of the Web pages you wish to view. For example, a colleague gives you the address of a specific Web site, or you come across a Web site address in a newspaper or magazine, or on someone's business card or letterhead. If the site is well organised, once having arrived at the welcome page you can follow the system of menus to locate the information you seek or use the index to look for key words or phrases.

If you do not know the Web location of the information you seek, there are facilities on the Web which make this process easier, e.g. tools which search the entire contents of the Internet (or a sub-set) for pages containing keywords or phrases which you specify.

You may also write by e-mail to an expert in your field who is prepared to help you find the information you are looking for. This of course requires networking, which is why the UNESCO Centre Bonn aims to support collaboration and exchange in the UNEVOC Network using the Internet.

### 3.5 Where do I look first?

Your Internet Service Provider will most likely direct you to good starting points in your country, as well as show you good research facilities on the Web. **The UNEVOC Web site provides a useful starting point for finding Web sites dedicated to Technical and Vocational Education.**

### 3.6 How do I recognise a Web page address?

A Web address, like an e-mail address, contains unique information required for locating Web pages. For example, the Web address for the UNESCO Convention on Technical and Vocational Education available on the UNEVOC Web site can be explained as follows:

<a href="http://www.unevoc.de/convent/convent.htm">http:// www.unevoc.de /convent/convent.htm</a>		
Web "protocol"	"domain" name of UNEVOC Web site	location and file name of Web page on the UNEVOC Web site

Web addresses can always be identified by the first part, <http://>, which tells the browser to use the *Web protocol* (hypertext transfer protocol).

## 4 The use of Internet in the UNEVOC Network

*Increasingly, Internet is conducive to enhanced co-operation and exchange of information and experiences. Using e-mail and the Web, UNEVOC Centres can quickly and comparatively cheaply inform one another of their activities and publications and send off inquiries and requests. Beyond the direct, practical advantages of cheaper, more rapid communications, this constant contact also permits a level of continued dialogue and exchange between UNEVOC Centres that would be impossible otherwise given the geographic distance between Centres and the cost of arranging conferences. The UNESCO Centre Bonn is encouraging this higher level of interaction by maintaining and updating the UNEVOC Web site and by enabling group communication via enhanced e-mail services.*

### 4.1 UNEVOC Centres and specialists with access to Electronic Mail

So far, the UNESCO Centre Bonn has been in touch with UNEVOC Centres and other specialists in technical and vocational education in the following countries:

Albania, Algeria, Argentina, Armenia, Australia, Austria, Azerbaijan, the Bahamas, Bahrain, Bangladesh, Bhutan, Bosnia and Herzegovina, Botswana, Brazil, Brunei Darussalam, Bulgaria, Burkina Faso, Cambodia, Cameroon, Canada, Chad, Chile, China, Colombia, the Cook Islands, Costa Rica, Croatia, Cuba, Cyprus, the Czech Republic, Denmark, Ecuador, Egypt, Estonia, Ethiopia, Fiji, Finland, France, Georgia, Germany, Greece, Hungary, India, Indonesia, Iran, Israel, Italy, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Latvia, Lao People's Democratic Republic, Lebanon, Lesotho, Lithuania, Luxembourg, Madagascar, Malawi, Malaysia, Mali, Mauritius, Mexico, Mongolia, Morocco, Mozambique, Namibia, Nepal, the Netherlands, New Zealand, Nicaragua, Nigeria, Niue, Norway, Pakistan, Papua New Guinea, Peru, the Philippines, Portugal, Qatar, the Republic of Korea, the Republic of Moldova, the Russian Federation, Rwanda, Samoa, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Taiwan of China, Tanzania, Thailand, Tonga, Trinidad and Tobago, Turkey, Ukraine, the United Arab Emirates, the United Kingdom of Great Britain and Northern Ireland, the United States of America, Viet Nam, and Yugoslavia.

The E-mail addresses of UNEVOC Centres are listed in the UNEVOC Directory, and you can communicate with them all as a group using the UNESCO-UNEVOC E-Circulars (see 4.2). Furthermore, you may join the E-Forum to contact a broader world-wide community of experts in technical and vocational education (see 4.3).

## 4.2 E-Circulars for UNEVOC Centres

The UNESCO-UNEVOC Electronic Circulars (E-Circulars), distributed by Electronic Mail, are used to inform UNEVOC Centres of new UNEVOC Publications, to announce upcoming events, and to communicate other information that may be of interest to all of you. We welcome UNEVOC Centres to take advantage of this service to make announcements that would be of interest to the UNEVOC Network. Texts of announcements can be sent to the UNESCO Centre Bonn at any time, either via e-mail ([circular@unevoc.de](mailto:circular@unevoc.de)) or via fax or letter.

## 4.3 E-Forum

The UNESCO-UNEVOC Electronic Mail Forum (E-Forum) is an Internet-based service provided by UNESCO. Its purpose is to facilitate the international exchange of information and experience in technical and vocational education. E-Forum brings together educators, researchers and other interested people around the world to share information on a non-commercial basis.

This may include:

- Announcements of international conferences and workshops;
- Information on publications and on resources available on the Internet;
- Inquiries for materials that would be useful for your work, and that may be available abroad, e.g. curriculum materials, samples of legal texts;
- Finding partners for international cooperation in research and development.

Messages to be disseminated to the participants of E-Forum are sent to the following Internet e-mail address: [forum@unevoc.de](mailto:forum@unevoc.de). Such messages are then forwarded to all E-Forum participants. All participants may send and by reply to messages through the E-Forum.

## 4.4 UNEVOC on the World Wide Web

### 4.4.1 Online access

The UNEVOC Web site can be reached via the Internet by opening <http://www.unevoc.de> with a Web browser (see part 3).

### 4.4.2 Offline access

Should you have a computer with Windows and a Web browsing software at your disposal, you can view the UNEVOC Web pages without being connected to the Internet. To do this, obtain the offline version of the UNEVOC Web pages on floppy disk which is available free of charge from the UNESCO Centre Bonn.

### 4.4.3 Contents of the UNEVOC Web site

Currently, the following information is available through the UNEVOC Web site:

- **UNEVOC Work Plan**  
This item shows the main lines of action as well as the activities of UNEVOC.
- **Background of UNEVOC**  
This item explains its history, programme areas, structures and mechanisms.

- **Our Network: the UNEVOC Directory**

This item offers a Web version of the printed UNEVOC Directory that is kept up-to-date. E-mail and Web site addresses of UNEVOC Centres are listed.

- **UNEVOC INFO**

This item shows the Tables of Contents of the various issues of UNEVOC INFO, a newsletter disseminated quarterly. For most issues, the full text is available online as well. This item also provides for subscriptions via e-mail.

- **Publications**

This item displays information on UNEVOC publications. It informs readers where to order these, and allows them to print out order forms or to order publications via e-mail. Since 1999, full text versions of selected UNEVOC publications can be downloaded from the UNEVOC Web Pages.

- **Forthcoming Events**

This item announces forthcoming events, either organised by UNESCO-UNEVOC, or events related to the world-wide development in technical and vocational education that have been announced by other parties. Likewise, it offers information on recently completed events of this type.

- **Convention on Technical and Vocational Education**

This item provides the full text of UNESCO's Convention on Technical and Vocational Education in both English and French.

- Finally, links to **other Web Sites in Technical and Vocational Education** are offered (for online users only).

## 5 Cost/benefit analysis

Information on the Internet is basically free of charge. However, accessing the Internet usually requires you to pay a monthly fee. Therefore the decision to gain access is one which your institution will have to weigh carefully. A table is provided below to help you with this decision. Fill in the spaces as far as you can. Consider whether Internet is feasible in your institution — even for a trial period — and how you will finance the costs for gaining access. Take into account the benefit of this for your institution: easy, rapid communication with your colleagues no matter where they are, as long as they too have access to Internet; immediate access to curriculum and research materials; and the option to make the Internet an integral part of your relevant training programmes and curricula. In many cases, accessing the Internet can even be justified in terms of savings in other areas, most notably in fax, telephone and postal mail expenses. In the tables below, circle **Yes** to the questions, **No**, or **?** if you are unsure of the answer. Use these answers to decide whether or not you need Internet. If you decide that you do need Internet, use them as support for when you meet with Internet Service Providers and with those who make decisions on your budget.

### 5.1 Communications needs

1	Do you frequently need to send and receive faxes internationally?	Yes	No	?
2	Do you frequently need to send and receive large documents by post?	Yes	No	?
3	Do you frequently need to make international telephone calls?	Yes	No	?
4	Do the people fax, telephone, and post letters to have access to e-mail?	Yes	No	?
5	Would it be beneficial to your institution to be able to correspond frequently with UNEVOC Centres and other institutions working in the field of technical and vocational education who have access to e-mail?	Yes	No	?

- For many institutions, savings in fax and postal expenses can justify Internet. If you know that many of your regular correspondents use e-mail but you currently spend substantial sums of money on sending them faxes or letters, the decision to get access to Internet is an easy one: it will no doubt be beneficial. To make sure, **compare costs in Table 5.5.**
- Internet e-mail makes possible unequalled collaboration and interaction with colleagues and partners on a day-to-day basis, even with those far away from you. Before using your own resources for research and development, you may wish to explore what your colleagues abroad have developed thus far. **If your institution stands to benefit from improved collaboration, Internet will be beneficial.**

## 5.2 Information needs

1	Do you require up-to-date information from international sources?	Yes	No	?
2	Do you require access to international databases on the Internet?	Yes	No	?
3	Do you currently spend money on ordering information from international sources that you could also get via the Internet?	Yes	No	?
4	Would you like to receive UNEVOC announcements and publications via Internet?	Yes	No	?
5	Would you like to engage in constructive dialogue and information exchange with UNEVOC Centres and others working in our field using e-mail?	Yes	No	?

## 5.3 Equipment and training required

1	Do you have a computer that can also be used for Internet?	Yes	No	?
2	Do you have a telephone line?	Yes	No	?
3	Do you have a modem? (for attaching the computer to the telephone line)	Yes	No	?
4	Are you and/or your staff familiar with using computers?	Yes	No	?

- Access to Internet does not require a separate telephone line or dedicated computer. Depending on the type of service provided by your Internet Service Provider, even very old computers can be used to access Internet (for example, 10-year old IBM compatible computers with DOS version 3.0 can be used). Nevertheless, the more user-friendly systems work best on newer computers using at least Microsoft Windows 3.1.
- If you or someone among your staff is familiar with using other computer applications (word processing etc.), then it is likely the Internet software can be learned without too much difficulty.
- **If you have to acquire a telephone line, a new computer, or pay for training for yourself or your staff to learn how to use computers, your initial expenses will be higher.**

## 5.4 Estimate of initial expenses for gaining access to Internet

1	New computer (if needed – can be same computer used for other purposes)	
2	New telephone line (existing fax and telephone line can be used)	
3	New modem (to connect computer with Internet Service Provider via telephone)	
4	Training of staff to use computer (if needed)	

5	Start-up fee charged by Internet Service Provider (if applicable)	
6	Software Installation/setup fee charged by Internet Service Providers (if applicable)	
<b>Total initial expenses</b>		

### 5.5 Comparison of ongoing costs with and without Internet

Current ongoing costs		Estimated costs with Internet	
Average monthly <b>telephone</b> bill including local and international <b>calls</b> , and <b>faxes</b>			Estimate of monthly telephone bill <b>minus</b> calls and faxes to correspondents reachable by e-mail
Average monthly <b>postal</b> expenses			Monthly fee charged by Internet Service Provider <b>minus</b> postal expenses that can be avoided by using e-mail
			Estimate of per-minute/volume charges per month (if any) charged by Internet Service Provider (ask them about this)
<b>Total ongoing costs without Internet</b>			<b>Total ongoing costs with Internet</b>

## 6 Further information on accessing the Internet

### 6.1 University libraries and computing departments

The first institutions to obtain Internet access in a country are usually the libraries and computing departments of universities. Other departments in your own institution may have access to Internet already. Contact them to find out whether they may be willing to inform you about the Internet and whether or not you may be able to benefit from their access to the Internet.

### 6.2 Non-profit networking organisations

Many institutions are gaining access to Internet through non-profit networking organisations supported by international donors and agencies. Locate non-governmental organisations and aid agencies and contact them to find out whether or not there are such networks active in your area.

### 6.3 Internet Service Providers

Increasingly, it is possible to find Internet Service Providers through advertisements in local newspapers and other media. Get into touch with them to find out how to access the Internet through them.

### 6.4 Publications

Useful information about accessing the Internet is available in various publications. A good example is the book *At ease with e-mail - A handbook on using electronic mail for NGOs in developing countries*, published jointly by the United Nations Non-Governmental Liaison Service (NGLS) in Geneva, and the New York office of the Friedrich Ebert Foundation. This book is available in English, French, and Spanish.

For a free copy of *At ease with e-mail*, write to:  
United Nations Non-Governmental Liaison Service (NGLS)  
Palais des Nations  
CH-1211 Geneva 10  
Switzerland