Konexio Africa

UNHCR webinar

3rd of July, 2025

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1. History

2016 Konexio **founded** in **Paris**, **France**
Launch of DigiStart coding courses in Paris

2019 Launch of **first cohort** in **Africa**
Pilot in **Malawi** (Dzaleka Refugee Camp)

2021 Expansion to **other regions in France**
Launch of Konexio advocacy initiatives

2022 Launch of the program in **Kenya** (Kakuma)

2024 Creation of **Konexio Africa**
(NGO with HQ in Nairobi, Kenya)

Konexio was founded in 2016 by **Jean Guo** as a **nonprofit** to **bridge the digital divide and employment gap** faced by vulnerable groups, especially refugees, women and youth

Konexio offers **free digital skills training** through learning by doing, and actively engages with committed private and public partners, along with volunteers, trainers, and collaborators

Talent is equally distributed, opportunity is not

2. Mission

Our vision: To create a more inclusive society, in which no one is marginalized due to lack of access to digital skills

Our mission: To prepare underserved talent for the jobs of the future and support them in their social and professional integration in a sustainable way

Our ambition: Be a key actor in the digital training space for those who are socially and economically disadvantaged

Konexio supports the UN's Sustainable Development Goals

Our goal: to train **20 000 learners** in digital skills by 2030

Main priorities

1. To adapt to the evolution of the digital market by **professionalising training** in **AI**
2. To create **global partnerships** with corporate donors to turn our interns into employees
3. To integrate **green issues** into our programs

3. Why Africa?

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Why → **What**

Facing poverty challenges...
> 700 Million people with less than 2 dollars a day (390 M in Africa)
> 35 Million refugees (10 M in Africa)
> Lack of jobs / income generating activities

...and technological challenges...
> 4 Billion digitally excluded people
> 800 Million workers in Africa need digital upskilling to meet the demands of digitization

...but technology can be a solution to poverty!
> 57 million jobs will require digital skills in Africa by 2030
> Investing in the digital inclusion of marginalized communities double the return on investment in 5 years

Digital Inclusion Programs (DIP)

to connect **excluded people**
(particularly refugees, women, youth
+ vulnerable host community members
to provide jobs for nationals)

to **the international job market**
through **digital skills training and job placement**
in partnerships with **local NGOs**,
and **leading companies and platforms**
(BPO, data entry, transcription, translation...)

with a **capacity-building** approach

4. Training operating model

How

Excluded people

Konexio	Partners	Konexio	Partners	Partners	Partners	Konexio
Initial Set-up	Teachers selection	Training-of-Trainers	Students selection	Training students Digital skills	Training students Work experience	Alumni support
		2 months		3 months 3 hours/day	3 months 3 hours/day	3 months

Work (freelance)

Tech Freelancers on platforms

Then other jobs

Konexio: Curriculum development and improvement

Konexio: Impact tracking

Konexio: Link with platforms (Registration, Papers, Payment)

5. Impact

Until now

6 months Digital Inclusion Programs in **3 countries: Malawi, Kenya, Uganda**

1 international programs team and 30 trainers trained

850 participants upskilled (90% refugees, 66% women, 90% under 30 years old)

Impact on **5 000+ indirect beneficiaries** and on the economies of the countries concerned

$200 average monthly earnings by time of graduation through platforms Upwork appen Toloka

Voices from the frontline

"This program is **changing the game** for **many young women**, helping us to achieve **financial independence**"

Abuk arrived in Kakuma, Kenya, in 2010 with her mother and nine siblings. In the camp, Abuk's family relied heavily on UNHCR and struggled to access basic services. After 6 months, Abuk started working on online gig platforms such as: Upwork, Toloka and Appen. With skills in web research, data annotation and graphic design, she started to land her first freelance jobs.

The story of Abuk
Refugee from the South Sudan

6. Scaling our training programs

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Initial pilot
[2019 - 2021]

Upskill **JRS** in **Malawi** to launch digital skills training in Dzaleka refugee camp

Link participants with opportunities for online jobs

$485 average monthly earnings after graduation

Pilots renewal
[2022 - 2023]

Demonstrated success in **Malawi** and new partners in **Kenya**: **RefuSHE**, **JRS**

Partnership with Appen for impact sourcing: privileged access to jobs

84% of students earning before graduation

Test in Jordan, but not conclusive

Scaling the impact
[2024 - ...]

Scaling to six locations in Africa:
Malawi: Dzaleka
Kenya: Kakuma, Nairobi
Uganda: Kiryandongo, Adjumani
Tanzania: Nyarugusu

Establish headquarters in Nairobi

1 000+ people trained in three years and **7 000+** indirect beneficiaries

7. Offering activities

Addressing two major pain points: **working conditions** not always ideal, **business** not enough sustainable

Existing training

Partners — **Training students** — Digital skills — 3 months — 3 hours/day

Partners — **Training students** — Work experience — 3 months — 3 hours/day

konexio — **Alumni support** — 3 months

Work (freelance)

Tech Freelancers

Then other jobs

Curriculum development and improvement — konexio

Impact tracking — konexio

Link with platforms (Registration, Papers, Payment) — konexio

Other skilled but unemployed people

Alumni, other refugees, and host communities

Training participants — Technical skills — 1 to 3 months

New training

Then other jobs

Activity — BPO/AI tasks for companies — 2 years

Agency

Sales

Project management

Quality

Full time jobs

BPO/AI specialist: data (text, image, audio)... cleaning, preparation, labelling, entry, transcription, analysis (humaniser), customer success and prospection

English, **French**, **Swahili** (and other African languages)

EAT, convenient all day for **Europe**, morning for **Asia**, afternoon for **USA**

Inside the **refugee camps**, working with **RLO - Refugee Led Organisations**

Secured and daily accessible delivery centres, with reliable **power**, **internet** and **computers**

Quotations/proposals

Organisation of **production**

Checking the **work** carried out

Customer success management