

Learner's Hub — Zimbabwe's National WhatsApp Chatbot for Learner Guidance & Welfare Reporting

AI in Education · Good practice · Zimbabwe

Quality score: 20/100

Evidence strength: Descriptive / self-reported

Summary

Zimbabwe's Ministry of Education launched a WhatsApp chatbot, Learner's Hub, giving rural learners real-time academic guidance, indigenous-language support and a welfare/safeguarding reporting channel — riding on a nationwide 8,000-kit Starlink rollout to schools.

Key dimensions

Dimension	Score
Evidence of learning impact	0/3
Equity & inclusion	1/3
Transparency, ethics & data protection	1/3
Teacher capability & pedagogy	0/3
Scalability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-12

[Ministry of Primary and Secondary Education \(MoPSE\)](#), with UNFPA and UNESCO support — accessed 2026-08-12

[Newsday Zimbabwe](#) — accessed 2026-08-12

[Bulawayo24](#) — accessed 2026-08-12

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