



Amplifying quality and impact **in online solutions for capacity development**

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ITU Academy

Who

- ITU's online learning platform for external stakeholders (50,000+ users):
 - Policymakers, regulators, government officials
 - ICT professionals
 - Professionals from academia, civil society
- 70% of participants are from developing countries

academy.itu.int

The screenshot displays the ITU Academy website. At the top, the ITU Academy logo and navigation menu are visible. A banner for the 'Digital Skills Forum' is featured, with the text: 'Developing skills for digital transformation, 17-19 September 2024, Manama, Bahrain'. Below this, a section titled 'Find courses based on their level' offers three options: 'Introductory', 'Intermediate', and 'Advanced', each with a brief description. The 'Upcoming online instructor-led & face-to-face courses' section follows, with a sub-header stating: 'The ITU Academy catalogue offers a large selection of online, face-to-face and blended courses. If you are looking for a specific course, browse through the catalogue below or use the advanced search.' A grid of course cards is shown, including 'National cyber crisis management' (02 SEP 2024, INSTRUCTOR LED, \$450.00), 'Digital transformation in the public sector' (02 SEP 2024, FACE TO FACE, FREE), 'CSIRT/SOC establishment and modernisation' (03 SEP 2024, INSTRUCTOR LED, \$500.00), 'Key aspects and governance of Internet of things, big data and artificial intelligence' (23 SEP 2024, INSTRUCTOR LED, \$150.00), '5G for policymakers and government officials' (30 SEP 2024, INSTRUCTOR LED, FREE), and 'Cyber resilience of critical information' (01 OCT 2024, INSTRUCTOR LED, FREE). A 'LOOK FOR MORE COURSES' button is at the bottom of the grid. The footer of the page reads 'Self-paced courses that guarantee flexibility'.



What & How

ITU Academy

- **Content:** 150+ courses, online and face-to-face, offered annually in several languages
- More than 80% **delivered online:**
 - Nearly 40% - online, instructor-led
 - 43% - online, self-paced

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The screenshot shows the ITU Academy website. At the top, there is a navigation bar with the ITU Academy logo and links for Home, About, Partners, Training courses, and ITU-D Capacity Development. Below the navigation bar is a banner for the Digital Skills Forum, held from 17-19 September 2024 in Manama, Bahrain. The main content area is titled "Find courses based on their level" and features three blue boxes for Introductory, Intermediate, and Advanced levels. Below this is a section for "Upcoming online instructor-led & face-to-face courses" with a list of six course cards. Each card includes the course title, delivery mode (Online Instructor Led or Face to Face), dates, language, and price. A "LOOK FOR MORE COURSES" button is at the bottom of the list. The footer of the page mentions "Self-paced courses that guarantee flexibility".

ITU Academy
Empowering minds

Home | About | Partners | Training courses | ITU-D Capacity Development | Search

Digital Skills Forum

Developing skills for digital transformation
17-19 September 2024
Manama, Bahrain

Find courses based on their level

INTRODUCTORY

a course that provides an overview of a topic or can be taken by any learner without having a specialized background in the topic

INTERMEDIATE

a course that may require some pre-requisite knowledge on the topic. It may be aimed at professionals from other related areas

ADVANCED

a course aimed at professionals working on the topic and trying to strengthen their core competencies or acquire some new ones with direct application to their field

Upcoming online instructor-led & face-to-face courses

The ITU Academy catalogue offers a large selection of online, face-to-face and blended courses. If you are looking for a specific course, browse through the catalogue below or use the [advanced search](#).

02 SEP 2024

ONLINE INSTRUCTOR LED

National cyber crisis management

World or Multi-Regional ENGLISH \$450.00

02 SEP 2024

FACE TO FACE

Digital transformation in the public sector

World or Multi-Regional ENGLISH FREE

03 SEP 2024

ONLINE INSTRUCTOR LED

CSIRT/SOC establishment and modernisation

World or Multi-Regional ENGLISH \$500.00

23 SEP 2024

ONLINE INSTRUCTOR LED

Key aspects and governance of Internet of things, big data and artificial intelligence

World or Multi-Regional ENGLISH \$150.00

30 SEP 2024

ONLINE INSTRUCTOR LED

5G for policymakers and government officials

World or Multi-Regional ENGLISH FREE

01 OCT 2024

ONLINE INSTRUCTOR LED

Cyber resilience of critical information

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[LOOK FOR MORE COURSES](#)

Self-paced courses that guarantee flexibility

Instructor-led online training: Challenges

Design & Delivery: often lecture-based, learner engagement suffers, use of activities is low

Cohort size: balancing KPI numbers with attention to learner

Technical: time zones for live sessions, platform troubleshooting

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Self-paced courses that guarantee flexibility



Instructor-led online training: Ensure quality and impact

Learning design
Evaluation approach
Setup

Learning design solutions: create a *learner-centred* experience



“The danger of lectures is that they create the illusion of teaching for teachers, and the illusion of learning for learners.”

Albert Camus



Instructor-led online training: Ensure quality and impact

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Learning design solutions: create a *learner-centred* experience

- **Involve** the learner (relevant examples, case studies): build in activities, analysis & decision-making (*with consequences*)
- Foster **peer learning** (groupwork, joint projects)
- Allow for **reflection**
- Reduce 'one-off training': Pre-/Post- training actions
- Reconsider knowledge assessments:
 - reduce 'quiz culture'
 - grant learner access to the instructor – assignments w. feedback, Q&A sessions



Instructor-led online training: Ensure quality and impact

Learning design
Evaluation approach
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Evaluation strategy

- Built in *more* **qualitative feedback**:
 - revised end training evaluations, went beyond 'happy sheets'
 - included inputs re instructor performance, interactivity, tech issues, relevance
- **Mandatory** for certification
- Informs **iterative** design
- Also implemented **post-training evaluations** process (*4-6 months later*): check application of knowledge

Setup

- **Promotion**: social media, partner network, *peer endorsement*
- **Revamped Training Outline doc**: capture instructional approach *at planning stage* and allow for inputs
- **Creating capacity**: instructor training (ToTs), SME **≠** trainer

ITU Academy: start learning today



Capacity and Digital Skills Development Division
Telecommunication Development Bureau (BDT)
International Telecommunication Union

Contact us: ituacademy@itu.int

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Thank you!



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