

OPERATIONAL PROCESSES AND PROCEDURES FOR THE ITU CENTRES OF EXCELLENCE NETWORK

2018

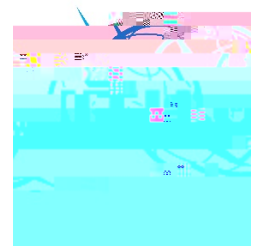


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1 BACKGROUND AND INTRODUCTION

The Centres of Excellence project was established pursuant to Resolution 11 of the ITU Plenipotentiary Conference (Rev. Minneapolis, 1998)

Therefore, this document was produced, which provides detailed information and guidelines on operational processes and procedures for Centres of Excellence to follow in the implementation of the strategy. It covers areas such as the application and selection process for the Centres of Excellence, fees and funding, governance of the Centres of Excellence network, and the monitoring and evaluation of the centres. The purpose of this document is to ensure transparency and consistency in the implementation of CoE activities across the entire network.

2.3 Selection of CoEs

2.3.3 Selectionprocess

- The final decision on the selected CoEs and their priority areas shall be made by the BDT Director.
- All applicants will be notified of the selection results. The results will also be published on the ITU Academy website.
- A Cooperation Agreement between ITU and the selected CoEs will be entered into by December 2018.
- If a selected CoE is not in a position to sign the Cooperation Agreement within six months following the deadline, i.e. by July 2019, the BDT Director may select another CoE for that region, based on the eligible applicants amongst those that applied and taking into consideration the priority areas.
- Each selected CoE will receive an official plaque from ITU. This plaque shall be returned to ITU at the end of the cycle or at an earlier time in case the institution ceases to be an ITU CoE.

3 OPERATIONS OF THE ESC

The core operations of the ITU Centres of Excellence consist of delivering training activities to a national and international customer base in the priority areas for which they were chosen.

Each CoE is expected to prepare its training catalogue for the following year no later than December of the previous year. A draft training catalogue is presented to the regional Steering Committee meeting (see section 5.1). Each CoE is expected to implement a minimum of two training activities per priority area per year.

The training catalogue will be uploaded on the ITU Academy website at the beginning of each year.

3.1 Delivery of training

The Centres of Excellence are expected to deliver training in line with the training catalogue and list of courses approved by the regional CoE Steering Committee.

Courses that a CoE may wish to run during the course of the year which had not been initially approved by the Steering Committee should be sent through the Chair to members of the committee by email for approval.

If a CoE wishes to run a course on a topic that is outside the priority area(s) assigned to it, and provided the topic is not covered by another CoE in the region, the CoE should submit the course proposal as part of the list of courses to be approved by the regional CoE Steering Committee.

CoEs are expected to market and deliver training to a national and international audience.

The following guidelines shall be applied with respect to delivery of training.

3.1.1 Advertisement of courses in the ITU Academy platform

- CoEs shall prepare supporting documents to be used to market their courses in the ITU Academy. The documentation will include the invitation letter, course outline, registration forms and information note. CoEs shall use templates provided by ITU to prepare the supporting documents.

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The distribution of training fees shall be decided by each respective Steering Committee, within the following broad guidelines:

- ITU shall retain between 20%-30% of fees collected per CoE training activity, to be used for purposes of supporting the CoE network activities, such as:
 - ¾ Content development
 - ¾ Quality assurance (appointment of experts for the content review)
 - ¾ General support to the CoEs
- The respective Steering Committees shall decide the actual percentage to be retained, within the prescribed range
- ITU shall transfer to the CoEs the balance of between 70%-80% of the collected fees within six months
- In exceptional cases to be determined by ITU, ITU reserves the right to make alternative arrangements with the CoE with regard to:
 - ¾ The CoE's contribution to the ITU under this Section in the event of a fully sponsored training;
 - ¾ The means of collecting training fees in cases where a collection through ITU is not possible or practicable.

3.3 Awarding of certificates

3.3.1 Certificates

Centres of Excellence shall grant certificates of achievement based on assessment tests undertaken during, and at the end of, each training. In this regard, Centres of Excellence are required to develop assessment tools for each training they deliver under the programme. The tools should include the following:

- Regular assessments
- Practical 9lde t ehe

partner's logo shall be placed on the top left hand corner of the certificate and horizontally aligned with the ITU logo. The ITU logo shall be placed on the top right hand corner.

In case where more than two partners are involved, the partners' logos shall be distributed horizontally aligned along the bottom of the certificate. In this case, the ITU logo shall appear in the centre and at the top of the certificate, above any text.

3.3.3 Signatures

Where the signatory of the certificate is ITU, the signature shall be on the bottom right hand corner.

Where there are other signatories to the certificate, the signature shall be on the bottom right hand corner.

CoEs by the ITU focal points in each region.

4.3 Monitoring and evaluation process

The CoE status is conferred to an institution based on its current and potential capability to perform "excellence" in a specific domain. It is, therefore, important to ensure that all Centres perform up to the highest standards.

Based on the key performance indicators and associated targets, the performance of the CoEs shall be evaluated.

The evaluation will be carried out once a year and shall be made by the ITU focal points in the respective ITU Regional Office. The evaluation will be based on the analysis of the data collected/compiled from each CoE. A short report, together with relevant documents received from CoEs, shall be submitted to ITU Headquarters by the regional focal points at least one

- ITU membership: additional SC members per region may be selected from the wider ITU membership, including Governments, sector members and academia members. The selection criteria include regional representation, institutional representation, and previous engagement with the CoE network.

5.1.2 Process of selecting Steering Committees

The selection of the Steering Committees consists of the following steps:

- Following the selection of the Centres of Excellence, ITU shall inform the Member States that host a CoE and therefore qualify as members of the Steering Committees
- The Member State notifies ITU of the Steering Committee representative
- ITU may invite other Member States, sector members and academia members to express interest in being on the regional Steering Committees
- The final composition of the Steering Committees will be announced
- An eligible Steering Committee member not willing to participate in Steering Committee activities or a member withdrawing, for whatever reason, shall be replaced by another member from amongst interested stakeholders

5.1.3 Functions of Steering Committees

The Steering Committees shall:

- Recommend and give advice to ITU on operations of the CoEs and on ways of improving the CoE programme, including strategic recommendations
- Discuss and assess the performance of the CoEs over the past year and make recommendation on how to improve it, if necessary
- Determine distribution of training fees within the parameters prescribed in section 3.2. above
- Discuss and decide on the annual training plan
- Recommend pricing policies and guidelines
- Facilitate cooperation between CoEs
- Induct new partners and assist in promoting the activities of the Centres of Excellence

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Steering Committee members shall be

During the year, the Chair will be responsible for, among other things:

- Following up on the implementation of the decisions and recommendations made at the last Steering Committee meeting
- Submitting requests to ITU on behalf of the CoE network and following up on their implementation
- Facilitating and chairing online meetings of the Steering Committee during the year
- Liaising with ITU on convening the next Steering Committee meeting (in consultation with the host of the next meeting)
- Discussing and agreeing with the ITU Secretariat on the agenda and conduct of the next Steering Committee meeting
- Representing the Steering Committee in other meetings, as appropriate