







17-19 October 2023 Geneva, Switzerland





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### Introduction

The ITU Academy Training Centres (ATCs) first annual meeting took place in Geneva,





#### Tuesday, 17 October

The meeting was opened by Ms Susan Teltscher, Head, Capacity and Digital Skills Development Division, ITU, who welcomed the welcomed participants, after which she invited Dr Cosmas Luckyson Zavazava, Director, Telecommunication Development Bureau (BDT), ITU, to deliver the opening remarks.

#### Welcome remarks from the BDT Director

Dr Zavazava welcomed all participants and reminded attendees that bridging the digital skills gap is as crucial as connecting the 2.6 billion people who are still offline. In this sense, he recognized that achieving meaningful connectivity and bridging the digital skills divide are the two main challenges that the BDT is trying to address through the ITU Academy, the ITU Academy Training Centres (ATC) and initiatives such as the Digital Transformation Centres (DTC) Initiative.

He congratulated the representatives of the ATCs for their achievements and commitment and noted that the work they have accomplished so far will be instrumental in the shared journey towards dosing the digital skills gap. He also emphasized that the strength of the ATC programme does not lie in the potential of each centre alone, but rather in the power of all ATCs as a network of institutions.

The BDT Director prompted ATC representatives to be proactive in their approaches and encouraged them to exchange experiences, ideas, and perspectives throughout the ATC annual meeting and beyond. He took the opportunity to share with attendees the five thematic priorities of the BDT, which are universal and meaningful connectivity, an enabling environment, digital transformation, partnerships and resource mobilisation, cybersecurity, and child online protection.

He conduded his remarks by thanking participants and wishing them fruitful deliberations.

#### ATC programme overview

In this session, Ms Susan Teltscher took the floor and provided key highlights about the ATC programme. Her presentation focused on the positioning of the ATC flagship programme within the ITU Capacity Development strategy, updates on the evolution of the programme thus far and the plans for 2024. She highlighted the importance of the ATCs in helping implement the BDT core mandate (strengthening capacities in the field of ICTs, in particular in developing countries), as well as its varied offer in terms of training topics (cutting across all ITU areas of work). The presentation also included an overview of the timeline for the programme and a quick look at the current institutions which joined the ATC programme.

In terms of facts and figures to date, based on the numbers from the ITU Academy platform which hosts the entire external-facing training catalogue of the organization, 38 training courses were part of the ATC umbrella at the time of the meeting (with 24 of them already implemented, and a further 14 planned for the rest of the year). The updates captured the good geographic spread of the programme with regards to the participants and a prevalence on online instructor-led courses in terms of preferred delivery methodology. It also highlighted room for improvement in terms of gender balance (76% male, 21% female), as well as increasing the rates of certification (positioned at 52% from the total number of enrolled learners) BT/F1 1:









and strength, and explore potential collaboration areas between the centres. ATC representatives were given three minutes to share what they have learned from other ATCs or answer a question that was addressed to them. Several questions were then covered in plenary, during the discussion segment of the session.

Below is a summary of interventions by the ATCs:

- The representative of (Lithuania) reminded participants that their Centre is part of the private sector and indicated that capacity development, training and knowledge sharing only
- The representative of (Peru) provided additional information on micro-learning small learning packages (bite size/short modules) which are hands on (involvement of labs) to prevent learners from being overwhelmed and synthesize the topics in an experimental learning. With regards to target groups, INICTEL-UNI is working with vulnerabarET3n9eW\*fulkat(on)-7(s)-172(an)-5(d54)

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delivery. Ms Letamo encouraged ATCs to continue engaging with and learning from each other to address existing challenges.

#### Ensuring course quality

Mr Emil luga, Capacity and Skills Development Officer, ITU, facilitated the session and invited participants to continue to ensure ATC training course quality

going forward Participants were split into four groups with mixed representation so as to allow interaction between the various ATCs. They were encouraged to brainstorm and capture the ideas and group them per common threads/categories. The emerging discussions focused on the following areas: training needs actions to define the skills and knowledge gaps of trainees more specifically, selection of participants, visibility and promotion of the courses, training design, tools and platforms, course delivery, and certifications. Salient points captured during the conversations were:

- Target the and the need to develop a pool of adaptive and flexible experts; instructional technologies and pedagogy training may





- The evaluation should also aim to gauge whether final assignments were helpful for the













and interact according to the area of interest and topics for their planned courses. The themes which came priorities and specific need for information, and

#### included the following:

- Available resources (self-paced online courses, manuals, guidelines, toolkits) available to ATCs in each respective area.
- Current practices, examples and capacity development actions ATCs are employing; potential collaborations frameworks for future common projects.
- Methodology for training delivery, e.g. exploring the use of use case scenarios, TTXs, drills, exploring the delivery master classes instead of standalone training, including perspectives and considerations for developed and developing countries.
- Legal frameworks, compliance with ethical guidelines, data management, interoperability standards.
- Applying common criteria in the training approaches for the subject matter; managing applications.

Following the group sessions, as part of the plenary debrief for this session, Ms Halima Letamo invited ATC representatives to share their main takeaways from the day. Several highlighted ITU





# Thursday, 19 October

## Focus on methodology and delivery

This session explored how to improve course delivery for an optimal learning experience in online instructor-
led courses (as the most common methodology across all ATC training courses). Participants were grouped
into four stations, each one focusing on a specific topic/question. During the subsequent plenary discussion,
the main ideas that came out of the groups were presented. These included the following:

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: the participants also provided qualitative feedback, stressing the interactive nature of the event, its collaborative nature, and the quality of the facilitation. Suggestions for future similar events mentioned more time allotted to interaction with topic experts relevant to specific participants, as well as increasing the focus on deeper collaboration between ATCs with similar areas of expertise.

Figure 4: The meeting experience in one word according to the participants







# Annex 1: Participants





6	Ms Guiomar LEVI-SETTI	Junior E-learning Officer
7	Ms Sara BENNOUNA	Junior Digital Skills Officer
1	Mr Cosmas Luckyson ZAVAZAVA	Director, Telecommunication Development Bureau
<u> </u>	IVII WSITIAS LUCKYSUTI ZAVAZAVA	· ·
2 Ms Sofie MADDENS		Chief, a.i., Digital Knowledge Hub, Telecommunication
	IVIS WHE WADDLE 10	Development Bureau
3	Ms Yolanda MARTINEZ	Senior Project Coordinator, Digital Services Division
4	Mr Walid MATHLOUTHI	Head, Future Networks and Spectrum Management (Access) Division

5 Mr Vladimir DAIGELE





### Annex 2: Agenda inputs (pre-meeting) questionnaire

We are looking forward to welcoming you to this event which brings together representatives of the ITU Academy Training Centres (ATCs) that started operations in 2023. We envision a practical, working-style meeting focused on sharing best practices from the first year of the programme, discussing training approaches, and networking for joint activities.

In order to help us further tailor the agenda, we would be grateful if you could please provide us with your





# Annex 3: Event agenda