# Advancing Skills and Training Development using ICT

Letsatsi Joseph Mofokeng
Skills development Facilitator
Telkom SA SOC Limited

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# INTRODUCTION



> **"Personally I'm always ready to learn, although I do not always like being taught".**
>
> Winston Churchill
> British Politician & Statesman, 1874 – 1965

- Online Learning
- Hybrid Learning
- Blended Learning
- Face-to-face Learning
- Mobile Learning

All have to do with our topic "Advancing skills development using ICT"

# THE AFRICAN DREAM – EDUCATION FOR ALL



Photo: Nicci Giles          South African students reading mobile literature

" **Education is the most powerful weapon you can use to change the world** "

so said Nelson Mandela: freedom fighter, revered political leader, humanitarian and champion of education

## What will it take to carry this dream forward?

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# 1

## First, let's deal with some facts about learning in the 21st Century

"Technology is just a tool. In terms of getting the kids working together and motivating them, the teacher is most important." – Bill Gates

"Teaching in the Internet age means we must teach tomorrow's skills today." – Jennifer Fleming

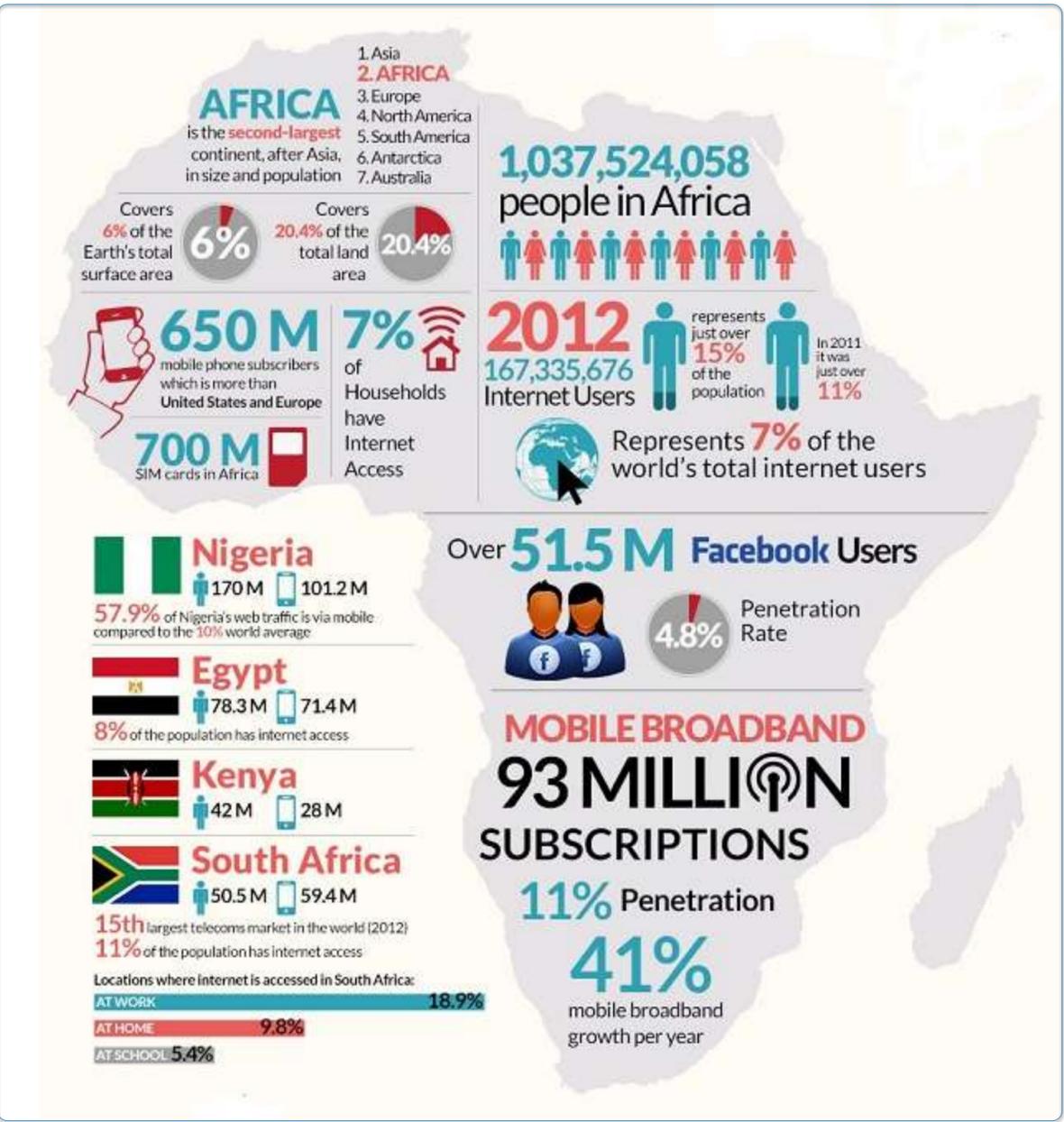# MILLENNIALS TAKE OVER THE WORKFORCE



Millennials now make up over 35% of the workforce. By 2020, millennials will form 50% of the global workforce. Why is this important

o Millennials have grown up with broadband, smartphones, laptops and social media being the norm and expect instant access to information.

o Millennials will expect a workplace technology ecosystem that includes social networking, instant messaging, video-on-demand, blogs and wikis.

o Most millennials are used to more interactive forms of learning.

o 22% of millennials say that training and development would be a desired benefit of their employment

Source: http/researchcareerblog,com/2015/04/28/strategies-for-engaging-millennials-in-the-workplace/#sthash.Ho6P8NKH.dpuf

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# A SNAPSHOT OF INTERNET USE IN AFRICA



| INTERNET USERS AND POPULATION STATISTICS FOR AFRICA | | | | | |
|---|---|---|---|---|---|
| AFRICA REGION | Population (2014 Est.) | Pop. % of World | Internet Users, 30-Jun-2014 | Penetration (% Population) | Internet % Users |
| Total for Africa | 1,125,721,038 | 15.7 % | 297,885,898 | 26.5 % | 9.8 % |
| Rest of World | 6,056,685,527 | 84.3 % | 2,737,863,442 | 45.2 % | 90.2 % |
| WORLD TOTAL | 7,182,406,565 | 100.0 % | 3,035,749,340 | 42.3 % | 100.0 % |

▪ NOTES: (1) Africa Population are 2014 mid-year estimates. (2) Internet Usage Statistics are for June 30, 2014. (2) The Facebook subscriber data is for December 31, 2012. (3) Data from this table may be cited, giving the due credit and establishing an active link back to Internet World Stats. Copyright © 2014, Miniwatts Marketing Group. All rights reserved worldwide.

▪ In Africa, one in 5 people use the Internet today, compared to almost 2 in 5 people in Asia & Pacific, and 3 in 5 people in the CIS – Source: http://www.itu.int/en/ITU-D/Statistics/Documents/facts/ICTFactsFigures2015.pdf

Source: http://www.pcmag.com/article2/0,2817,2426807,00.asp/

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# DRIVERS OF CHANGES IN THE LEARNING SPACE



## FOUR (4) RECENT LEARNING TRENDS

- **Big Data** – Big Data = Big Results

- **Mobile Learning** – Learn anywhere at any time

- **Personalisation** – Mass Customization; Mass Production

- **Edutainment** – Less lecturing, more doing

Source: http://elearninginfographics.com/4-elearning-trends-watch-infographic/

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# So, How is Telkom responding to the Changing Learning Landscape
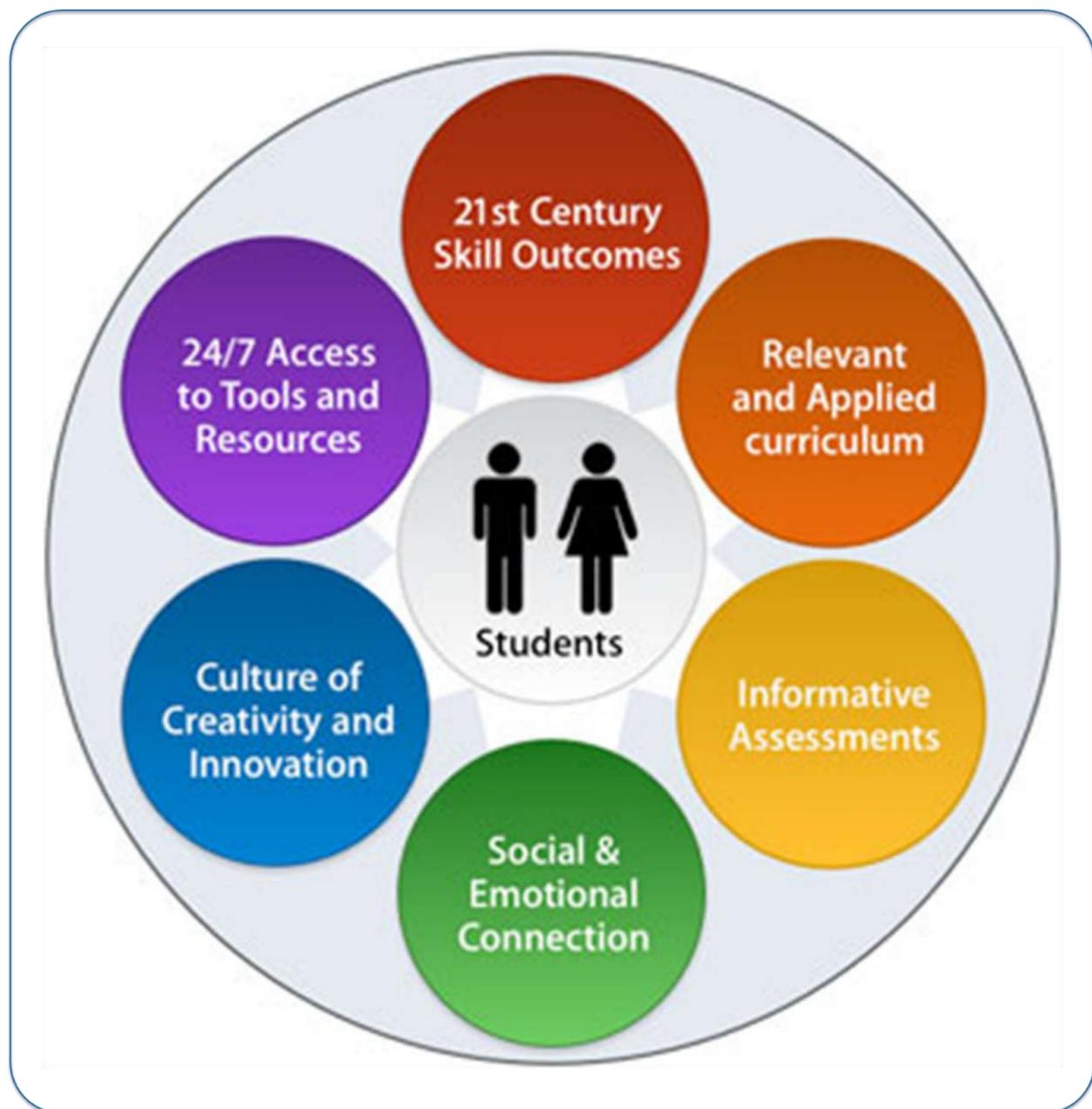
"Today, online learning is the most accessible pathway to the new knowledge economy and related jobs for the majority of working people. To be effective for the next generation, online learning has to include mobile learning, e-gaming, online communities, and learning management systems that engage each user" - Frits Pannekoek President, Athabasca University

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# WHO IS A TELKOM EMPLOYEE?

## The Employee Profile



- Telkom has its own LAN network and an intranet accessible by all employees

- Not all employees can access the internet (Risk related decision)

- 100% of employees have access to a computer, of which about 85% have their own device

- Technicians are allocated laptops as a dispatch tool and use it for learning purposes as well

- Learners have access to the Digital Media Services (DMS), Intranet, and the company's Learning Management System (Moodle)

# TARGETING EMPLOYEES WITHIN THE ORGANIZATION

## Microsoft Lync

Limitation – only works within the company's network, i.e. can only be used for people connected on the Telkom network

- The company's Microsoft suite license include MS Lync

- Learners nominated for the programmes are given clear directive how to use MS Lync

- Learners are scheduled for a MS Lync meeting and receive a link to use on the day of the meeting

- On day of meeting, learners click on link distributed during scheduling of meeting

- The facilitator is able to mute and unmute learners microphones

- The sessions are recorded and distributed later as reference material

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# INTEGRATED ONLINE LEARNING

**Learning Management System (LMS)**

Limitation – only works within the company's network, i.e. can only be used for people connected on the Telkom network

- Used for assessment purposes, i.e. online assessments
- Results immediately available; five opportunities
- Online learning material available prior to accessing the assessment
- Learners can do wiki's, discussion groups on LMS for assessment purposes
- Assessment documents can be published on LMS and learners complete and submit via LMS

To *teach* is to *model* and to *demonstrate;* To *learn* is to *practice* and *reflect. (Downes, 2007*

# USING VIDEO STREAMING TO PRESENT LECTURES

## Digital Media Streaming (DMS)

Hi light an important point hear.

- Interactive media service managed similar to a TV studio.

- Learners use their laptop to log into the system and watch lectures from their desktops

- Advantage – can view live broadcast or recorded broadcasts which are archived

- Recordings can also be incorporated into LMS for online learning

# WebEx – TOOL FOR JUST-IN-TIME (JIT) TRAINING
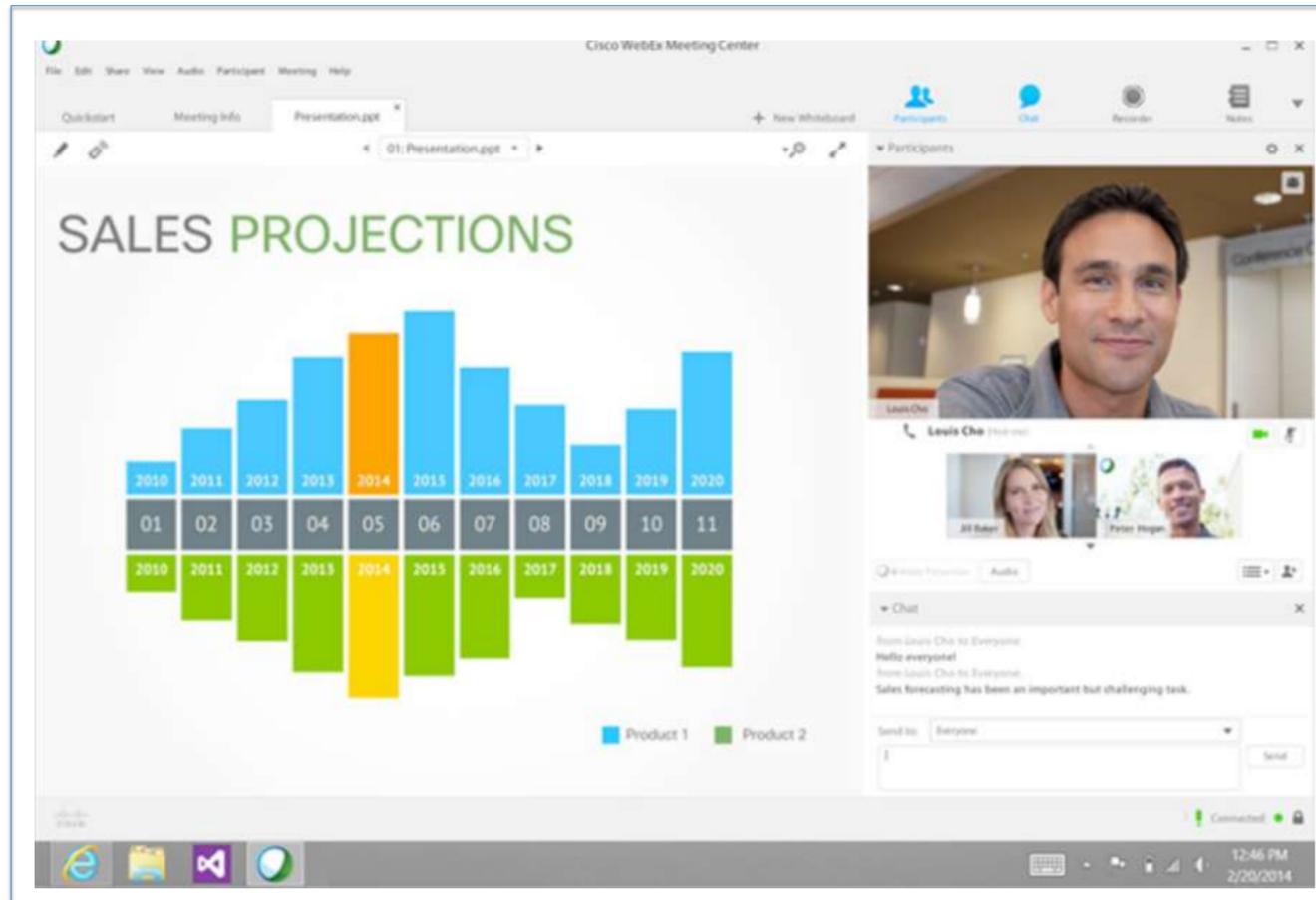


Tool of choice for frontline, sales and third party personnel

- Telkom has bought a handful of WebEx licenses for facilitators

- Facilitator schedule a WebEx session and distribute the WebEx link to all participants

- On day of training, all participants log into system and participate in the training

- Each session is recorded and later shared via the company's Learning Management System (LMS)

- Some identifiable benefit:

  o Learners need internet connectivity only

  o Get to reach a greater number of learners simultaneously over a wider geographical/global area

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# FINAL THOUGHTS – THE CHANGING LANDSCAPE
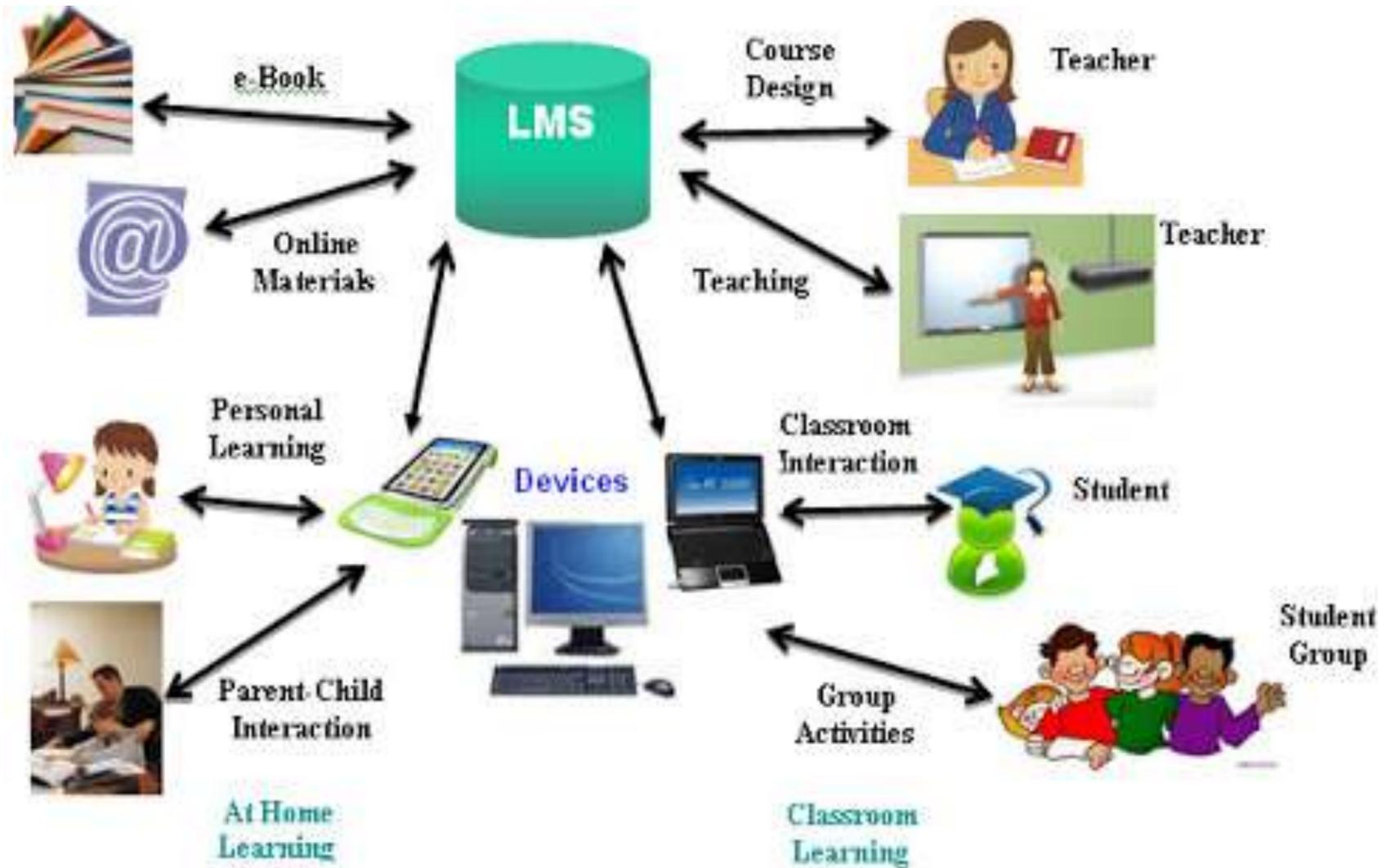
"eLearning is changing. And, we will see new models, new technologies and designs emerge. So, let's drop the "e" – or at least give it a new and wider definition." – Elliot Masie, producer, author, and e-learning expert (Masie Center and Masie Productions)

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The link between distance learning and telecommunications is becoming even stronger, yielding new solutions to old problems, innovative educational resources and new teaching/learning practices.

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# Thank You