



**Digital
Transformation
Centres**

GLOBAL DTC WORKSHOP

14 - 16 May 2024 - Bali, Indonesia





DTCI COURSE CONTENT

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09:15 – 09:30



Overview



Cisco

Technical support provided to the DTCs by Cisco regional managers



HP-LIFE

Train-the-trainer sessions were organised for the DTCs in 2023.

Designated [DTC URL](#) (analytics)

Upcoming follow-up train-the trainer activities this year



ST Foundation

Roll-out of the ICBVI train-the-trainer and citizens training in Ghana

On-going discussions with other DTCs

Content on Tablet for Seniors, and Introduction to Computer Basics available



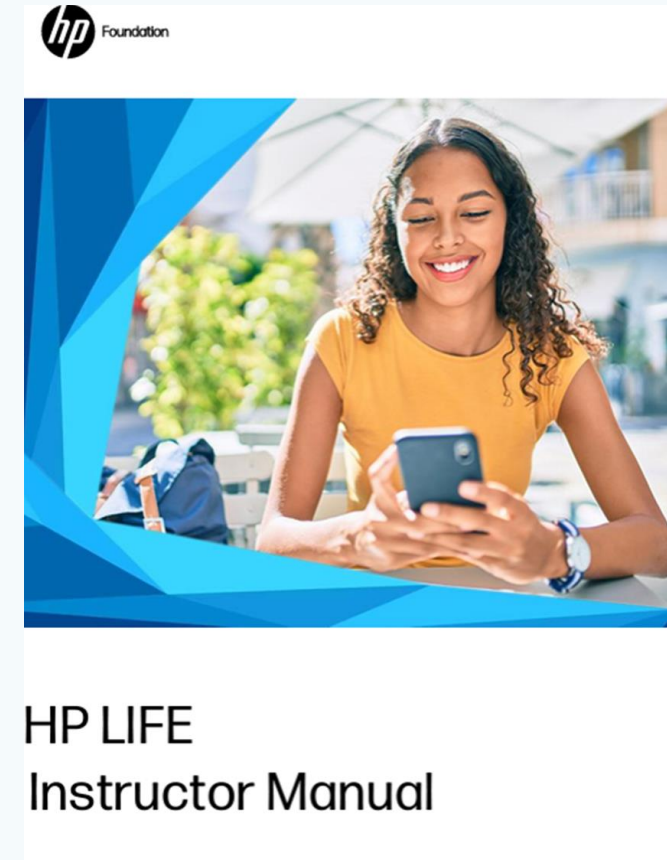
Digital Skills Foundation

- +610 licenses allocated to 7 DTCs.
- Orientation/information sessions for DTC trainers and learners organised.
- Contest for the DTCs organised to drive learners' engagement

HP-LIFE: ICT and business skills

Potential collaboration opportunities

- **HP-LIFE webinar sessions:** Webinars with authors of existing or new courses, to share deployment experiences, peer learning sessions supported by HP experts.
- **Local partnership opportunities:** Explore local private sector partnership activities with selected DTCs.
- **Remote coaching opportunities:** Provide virtual support to the DTCs through coaching sessions.
- **HP partner connection:** HP can facilitate connection between its business partners and DTCs, for local collaboration.



Local content from DTCs

DTCs continue to develop local content based on identified needs

- Quality assurance and national accreditation
- Branding and certification

Localising existing content

- Language
- Customisation to local context and learning needs
- Format



ITU: Introduction to digital finance for small businesses



Support individuals in learning the essential elements of financial management focused on micro-enterprises and digital tools that can strengthen their small businesses.

Target audience: Citizens with low literacy levels.

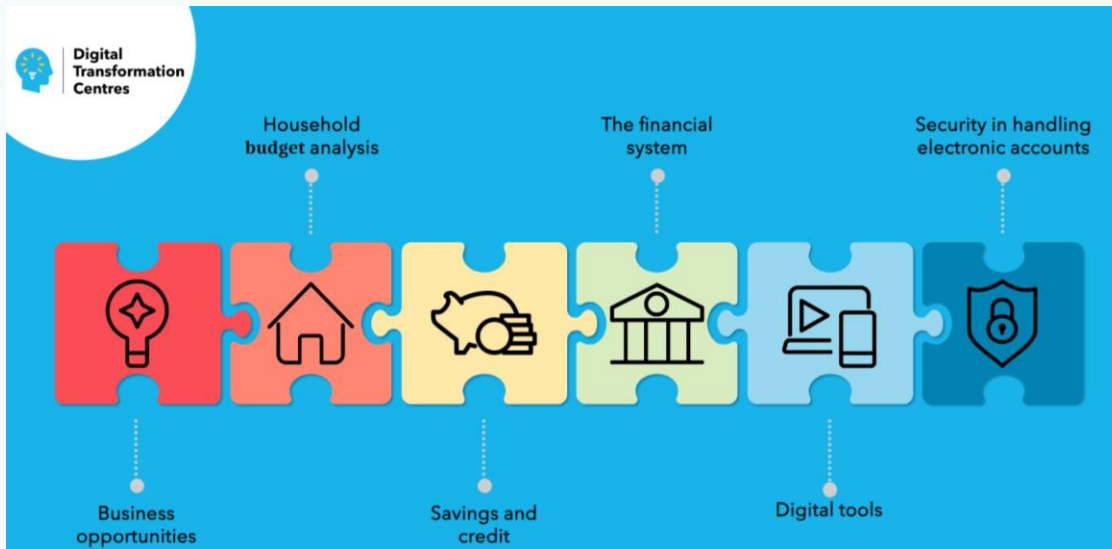
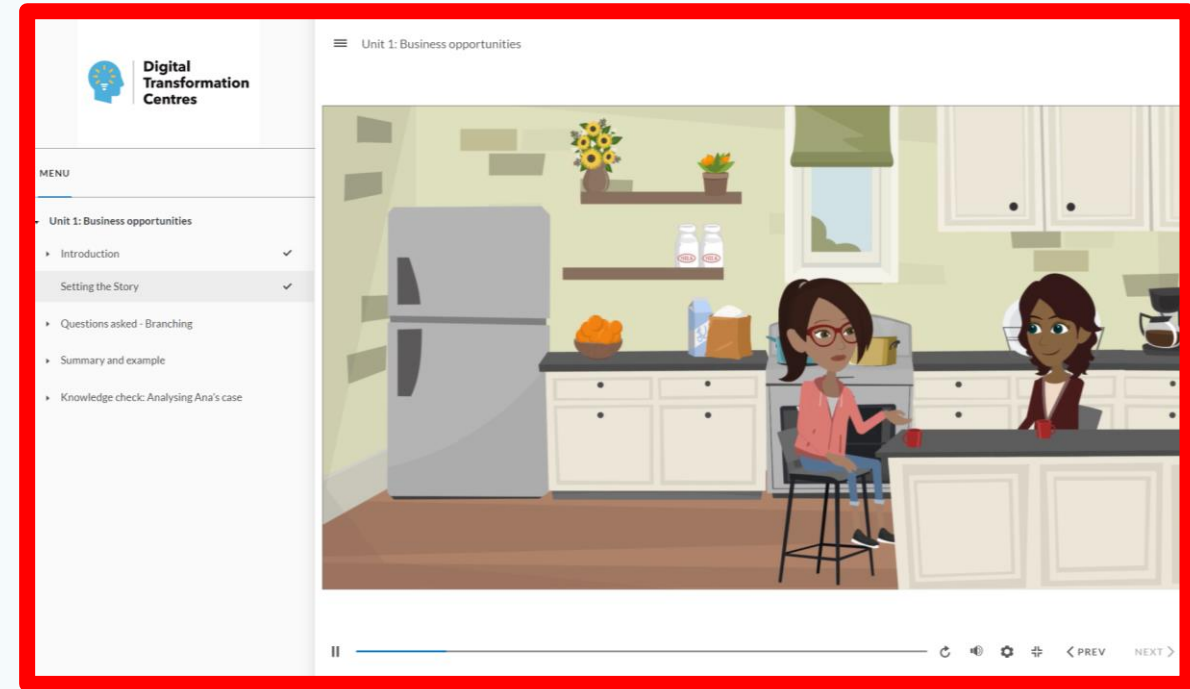
Learning outcomes: By the end of the course, learners should be able to:

- Complete a self-diagnosis of an individual or business financial situation;
- Understand how to access financing through saving groups or credits;
- Raise awareness on available digital tools for savings and credit, including to send and receive payments.
- Online safety and security.



ITU: Introduction to digital finance for small businesses

- The course was piloted in the Dominican Republic in May 2023 before being converted into an e-learning product.
- Available by August 2024.
- Languages: English, French, Spanish



Snippet of the course

Common challenges

- Delivery modality: From self-paced online learning content to instructor led courses. Role of the trainer.
- Language and localisation
- Existing content
- Sustainability and ensuring knowledge transfer when:
 - Building institutional capacity
 - One or several trainers leave the DTC
 - Changing focal points



Considerations

Availability of content vs. delivery of content: It is not because content is available that it needs to be delivered right away. Think about:

What are existing needs at national level and which of the available content meets those needs?

What additional steps should DTCs undertake to be able to channel the content into their own activities, to make sure it aligns with priorities?

Are the trainers/instructors in your DTC already equipped to deliver this content?

What type of support is needed?
(From ITU, the content provider, stakeholders)



Q&A





THANK YOU!
