Introduction

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Santo Domingo, Dominican Republic, 10 June 2025
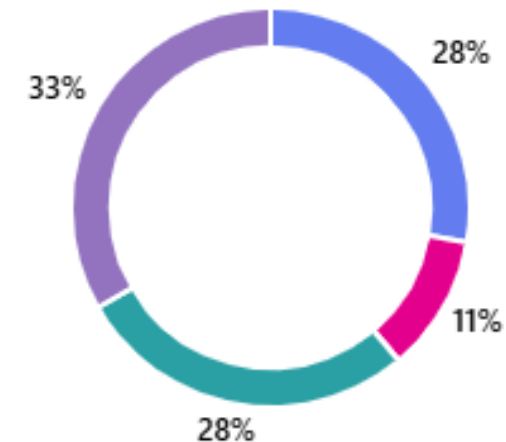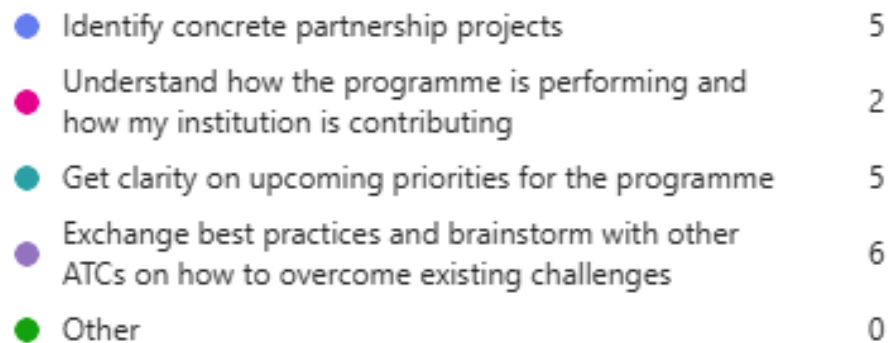
Meeting expectations

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Debrief of the pre-meeting poll

Before the workshop, we asked you…

"What is the **ideal outcome** for you in order to consider this meeting a success?"

- Identify concrete partnership projects — 5
- Understand how the programme is performing and how my institution is contributing — 2
- Get clarity on upcoming priorities for the programme — 5
- Exchange best practices and brainstorm with other ATCs on how to overcome existing challenges — 6
- Other — 0

33%   28%

11%

28%

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TRAINING CENTRES

Debrief of the pre-meeting poll

Before the workshop, we asked you…

"What would you like to **see more of/less of** during the meeting in order to make this happen?"

Meeting objectives

Objectives of this meeting

Updates on:
- ATC programme and its KPIs
- ITU Academy revised guidelines, features.

Network and consolidate links between participating institutions

Build on **lessons learned** regarding training course organization and management

Ultimate goal: to ensure a strong and high-quality ITU capacity development programme that meets the expectations and needs of the ITU membership

Provide a **forum for discussion** and inputs on the future direction of the programme

Agenda

This year's meeting…

Designed with your suggestions and feedback

Based on collaboration and co-creation

Includes ATC-led sessions

Prioritises group discussions to foster exchange among ATCs

Focuses on implementation (models, challenges)

Platform to share experiences and reflect on lessons learned

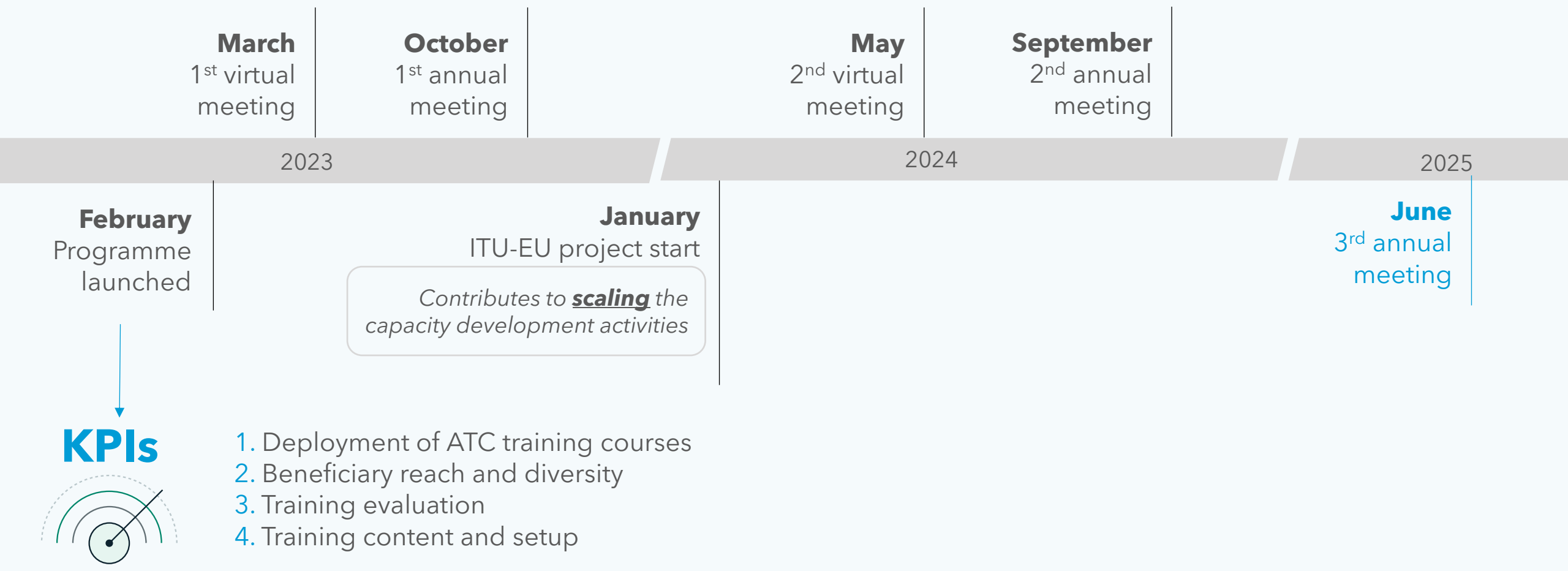**Paving the way forward together for the programme**

Be open and ready with:

- Questions
- Ideas
- Suggestions
- Challenges
- Solutions

ITU Academy TRAINING CENTRES

ATC programme update and KPI overview

The ATC programme to date

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March
1st virtual meeting

October
1st annual meeting

May
2nd virtual meeting

September
2nd annual meeting

2023

2024

2025

February
Programme launched

January
ITU-EU project start

*Contributes to **scaling** the capacity development activities*

June
3rd annual meeting

KPIs

1. Deployment of ATC training courses
2. Beneficiary reach and diversity
3. Training evaluation
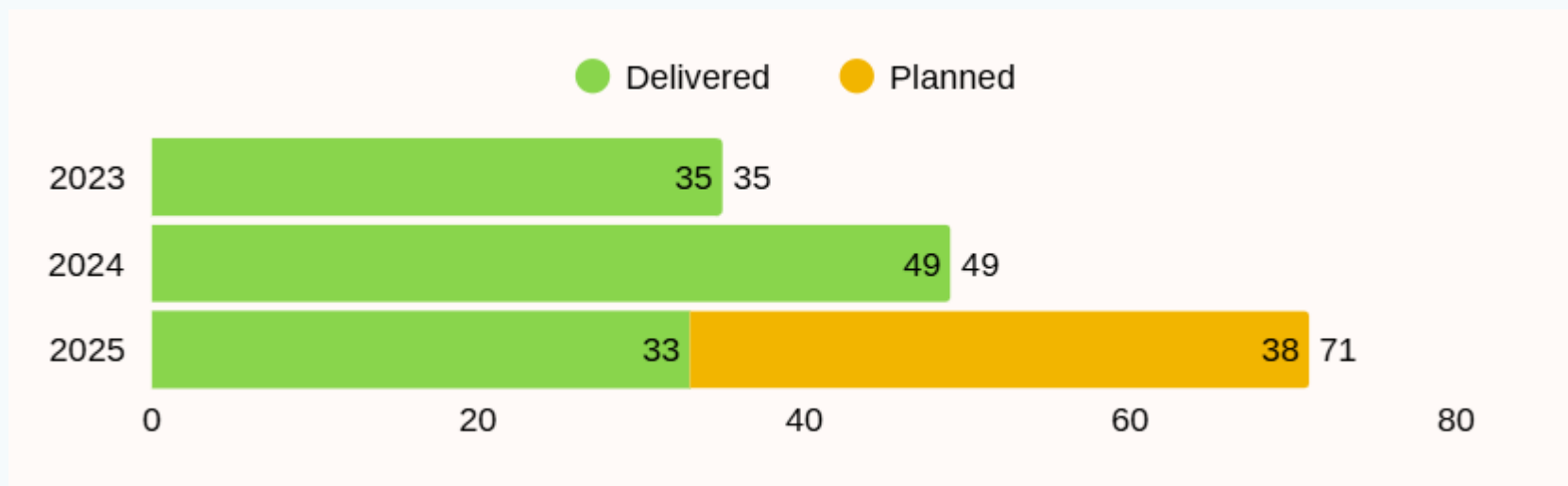4. Training content and setup

1. Deployment of ATC training courses

Number of courses delivered

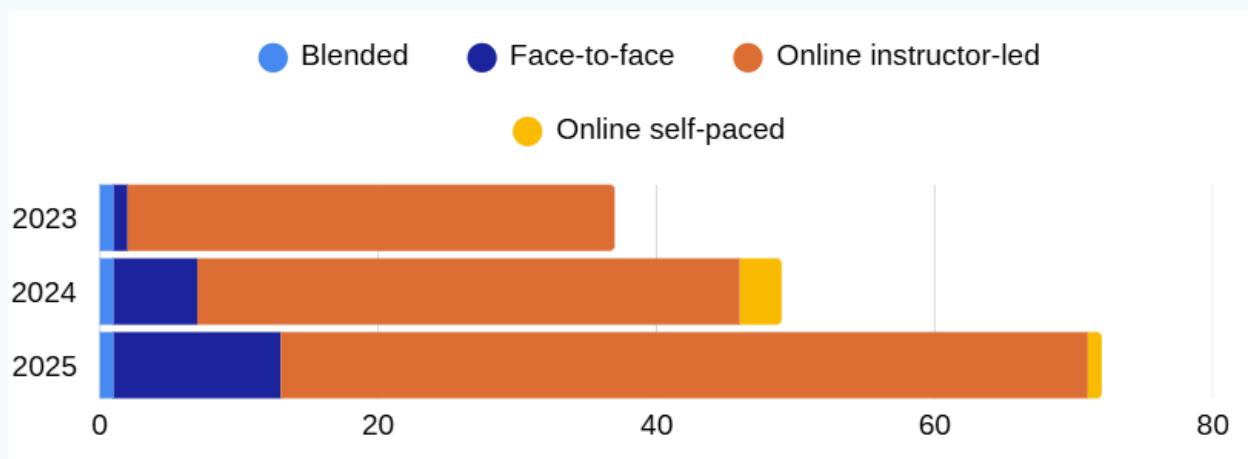**155**

courses delivered and planned
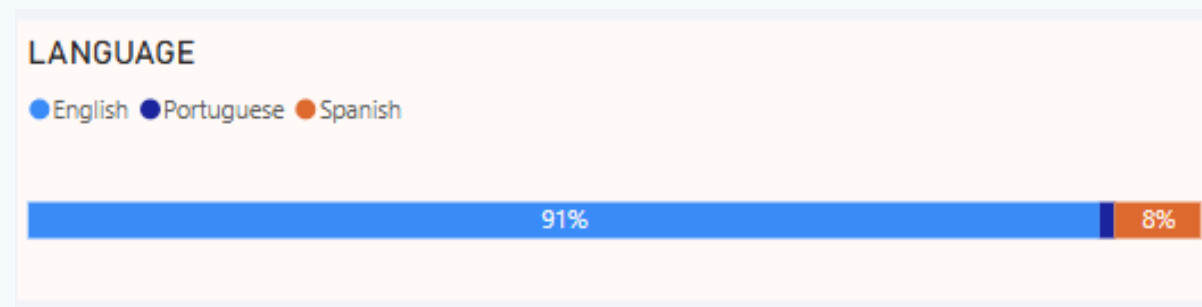since the launch of the programme
(2023 to 2025).

Types of courses

Number of courses per modality

Legend: ● Blended ● Face-to-face ● Online instructor-led ● Online self-paced

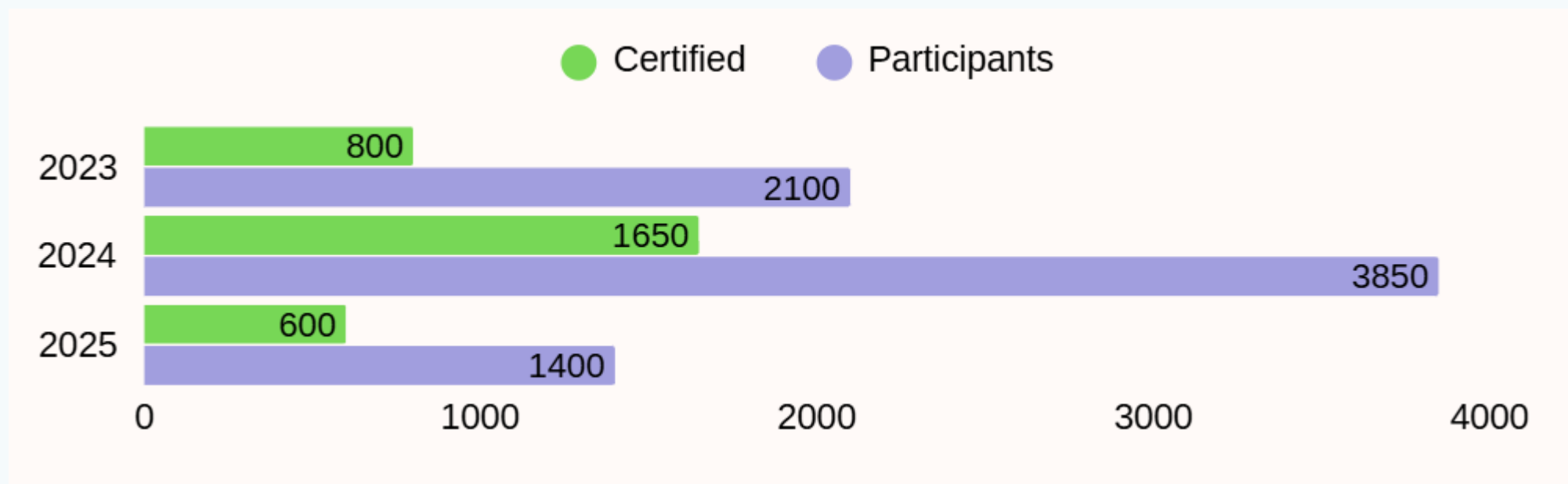Years: 2023, 2024, 2025
X-axis: 0, 20, 40, 60, 80

As per the programme structure, most courses are **online instructor-led**.

Most courses are **in English**:
ATCs are encouraged to run courses in other UN languages, especially through the ITU-EU project.

LANGUAGE
● English ● Portuguese ● Spanish

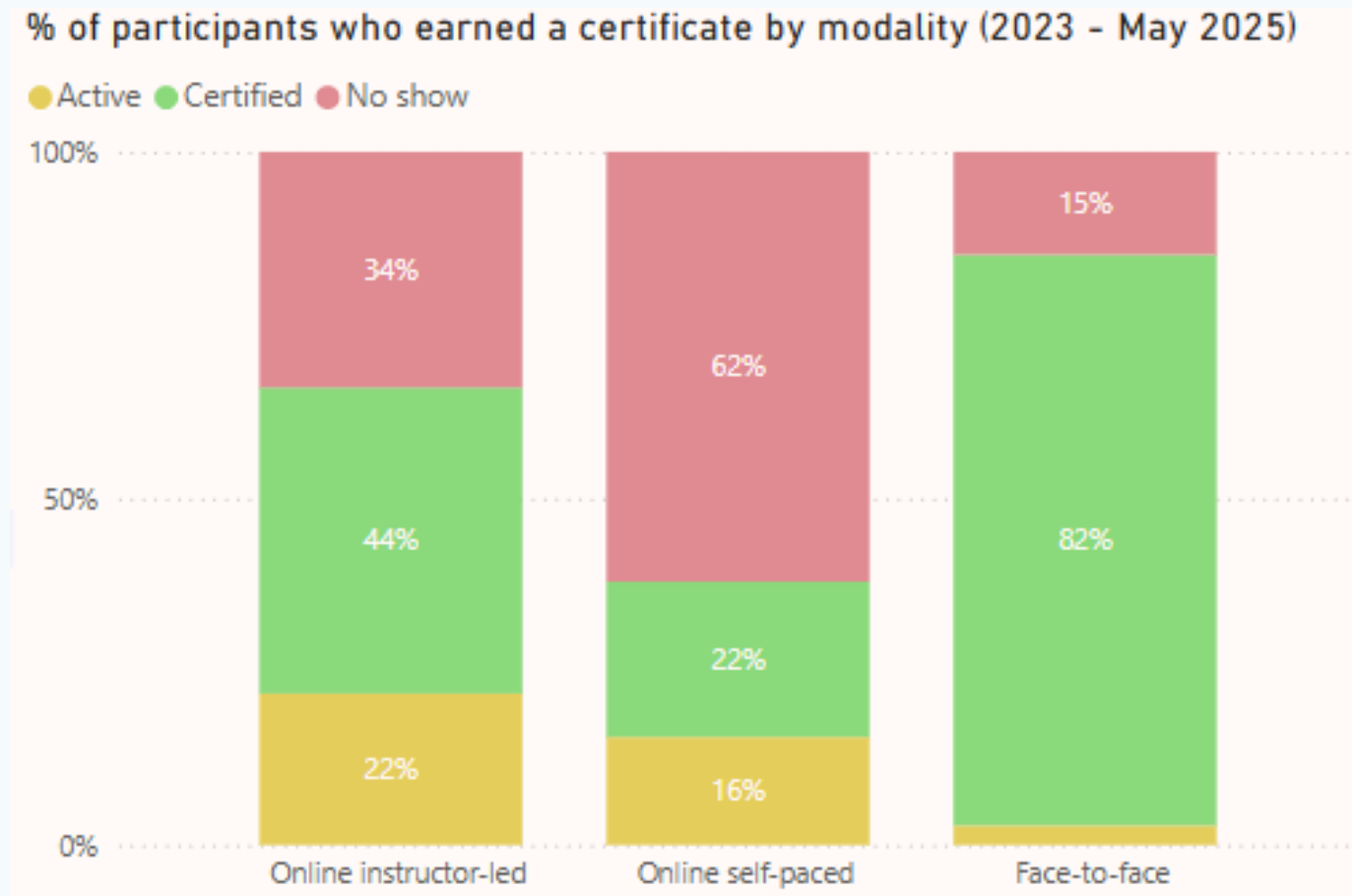91%   8%

Number of participants certified

+3,000

participants certified since the launch of the programme (2023 to 2025)

This corresponds to an overall certification rate of 41 %

Share of participants certified

ITU**Academy**
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% of participants who earned a certificate by modality (2023 – May 2025)

● Active ● Certified ● No show

Overall, **certification rate is high** compared to industry standards and varies across modality, as expected.
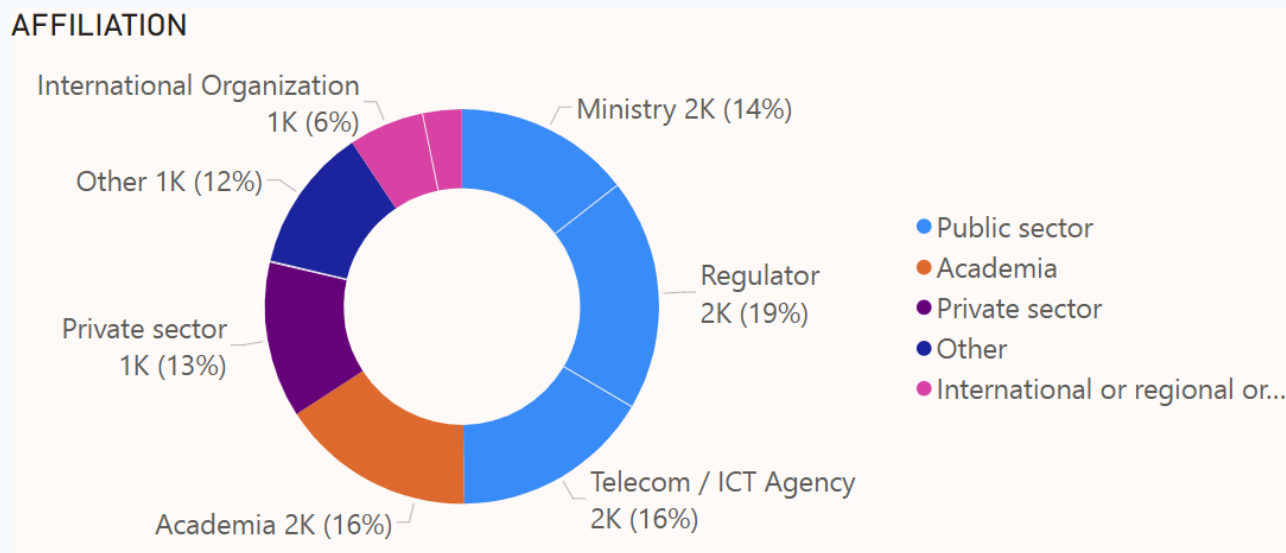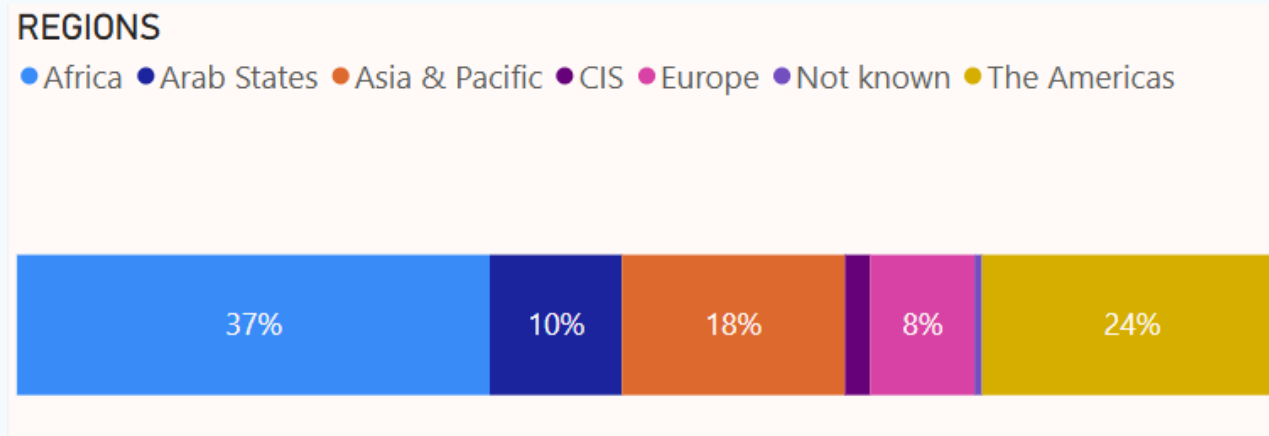
2. Beneficiary reach and diversity

Diversity of course participants by country/region, affiliation, gender (2023-2025)

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190 countries represented.

86% of participants are from developing countries.

23% of participants are women.

REGIONS

● Africa ● Arab States ● Asia & Pacific ● CIS ● Europe ● Not known ● The Americas

| 37% | 10% | 18% | 8% | 24% |

AFFILIATION

International Organization 1K (6%)

Other 1K (12%)

Private sector 1K (13%)

Academia 2K (16%)

Ministry 2K (14%)

Regulator 2K (19%)

Telecom / ICT Agency 2K (16%)

● Public sector
● Academia
● Private sector
● Other
● International or regional or...

Diversity of course participants by country/region, affiliation, gender (2023-2025)

3. Training evaluation

Overall level of satisfaction

Training setup

Scale: 1 Strongly disagree | 2 Disagree | 3 Agree | 4 Strongly agree

Nb	Question	Avg ATC
17	The duration of the training course was: *1: too short	2: just right	3: too long*	1.87
18	The training course registration process was clear and straightforward.	3.41
19	The ITU Academy platform provided a user-friendly environment for effective learning.	3.46
20	The payment process was clear and straightforward.	3.11
21	The admin and tech support received during the training course helped my learning process.	3.38
22	The information provided on the logistics and schedule of the training course was timely and accurate.	2.90

Points to **consider**:
- Duration of training
- Info on logistics

The training course facilities (venue, catering) were conducive to learning.

4%
34%
61%

- Strongly agree
- Agree
- Disagree
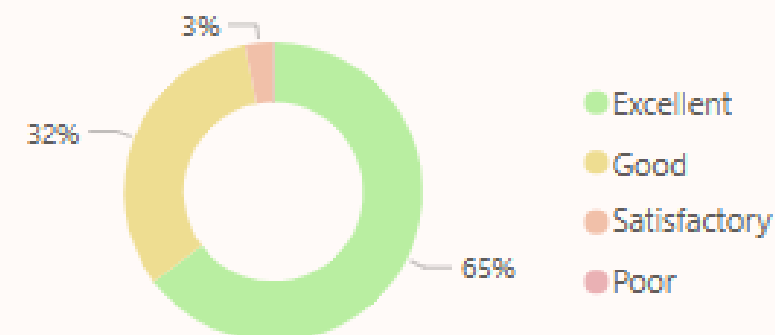- Strongly disagree
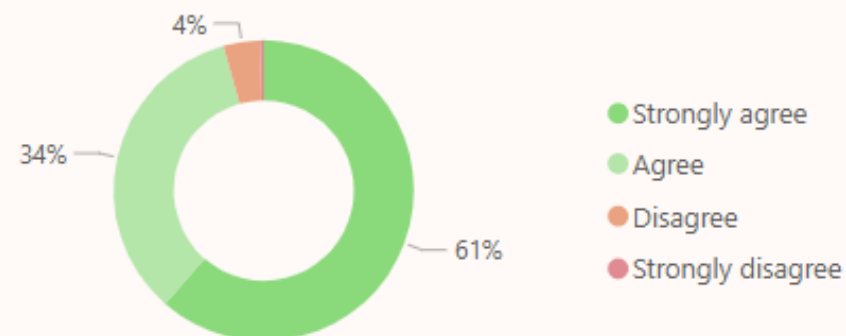
Overall level of satisfaction

Training value

Scale: 1 Strongly disagree | 2 Disagree | 3 Agree | 4 Strongly agree

Nb	Question	Avg ATC
6	The training course content is directly relevant to my work.	3.48
7	I was able to develop my knowledge and skills on the subject matter, as a result of this training course.	3.47
8	The learning objectives of the training course were clear.	3.45

Overall, how would you rate the quality of this training course?

- 3%
- 32%
- 65%
- Excellent
- Good
- Satisfactory
- Poor

Assessment of training delivery

Training delivery

Scale: 1 Strongly disagree | 2 Disagree | 3 Agree | 4 Strongly agree

| Nb	Question	Avg ATC
12	The training course delivery method was conducive to effective learning.	3.38
14	The training instructor(s) communicated their knowledge of the subject matter clearly and efficiently.	3.50
15	The instructor feedback received throughout the training was timely and relevant.	3.47
65	The case studies, examples and scenarios used in the training course helped gain a clear understanding of the content.	3.44

To what extent do you feel the objectives of the training course were met?

Not met - partly met - mostly met - fully met

0.14K (5.03...)

1.16K (43.25%)

1.38K (51.42%)

- Fully met
- Mostly met
- Partly met
- Not met
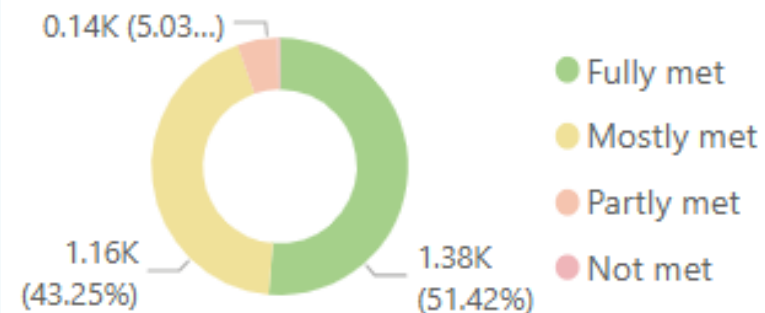
ATC programme in the context of the ITU Academy

Percentage of ITU Academy courses by organizer

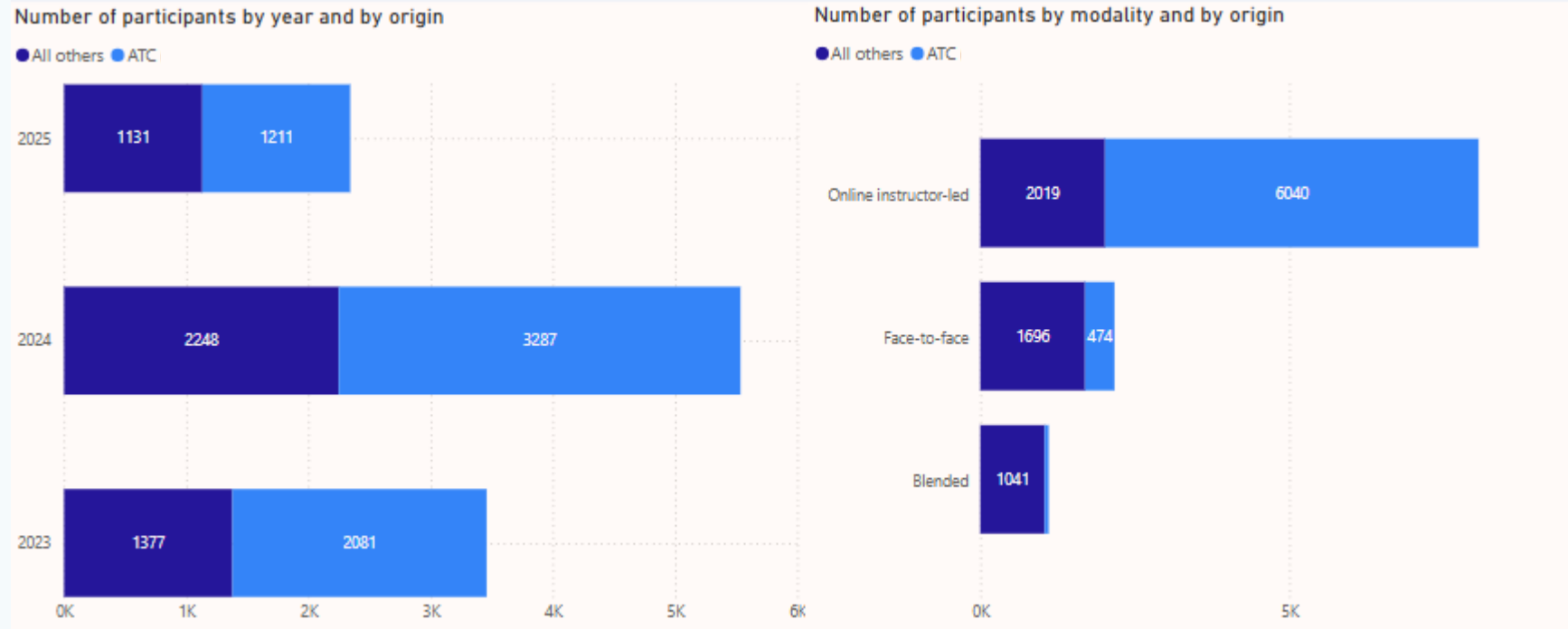|	ATC	All others
2025	61%	39%
2024	35%	65%
2023	32%	68%
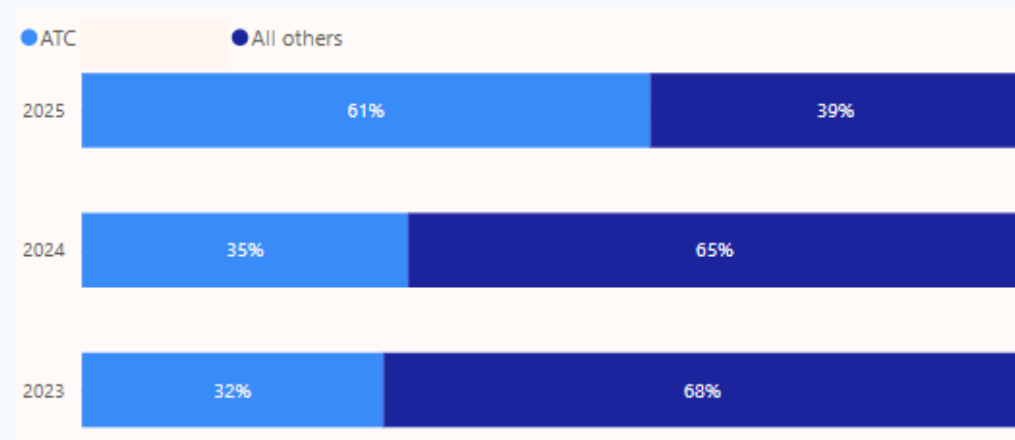
The ATC programme's importance in the broader ITU Academy work is increasing.

Note: in 2025, some non-ATC courses are still in the planning so the final % (61%) will decrease.

COURSE MODALITY

● All others ● ATC

	All others	ATC
Online instructor-led	25%	75%
Online self-paced	96%	
Face-to-face	71%	29%
Blended	88%	12%

ATC programme in the context of the ITU Academy

Number of participants by year and by origin

● All others ● ATC

Year	All others	ATC
2025	1131	1211
2024	2248	3287
2023	1377	2081

Number of participants by modality and by origin

● All others ● ATC

Modality	All others	ATC
Online instructor-led	2019	6040
Face-to-face	1696	474
Blended	1041	
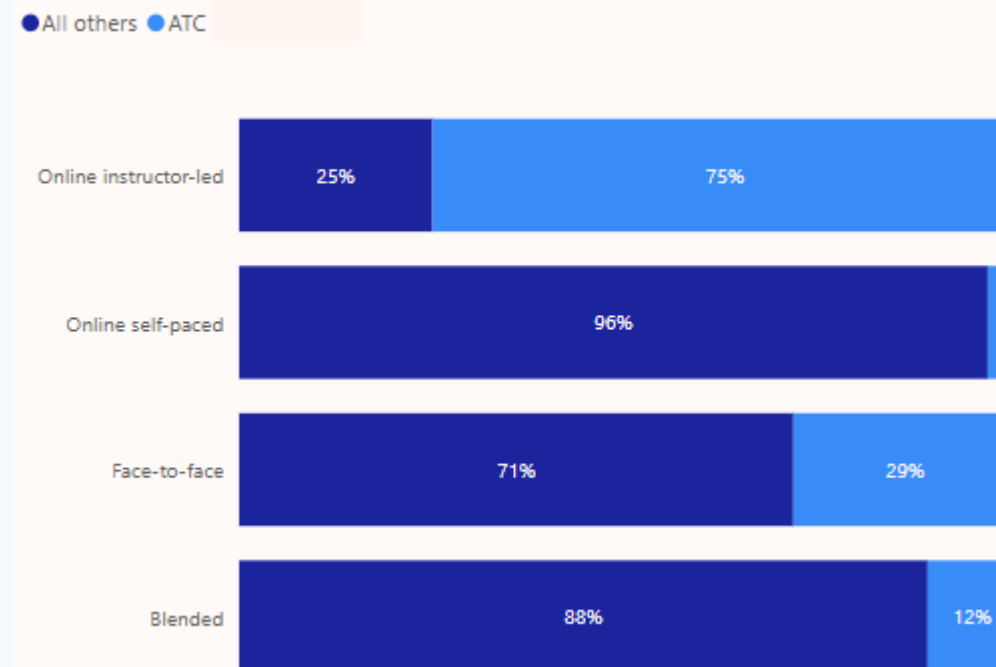
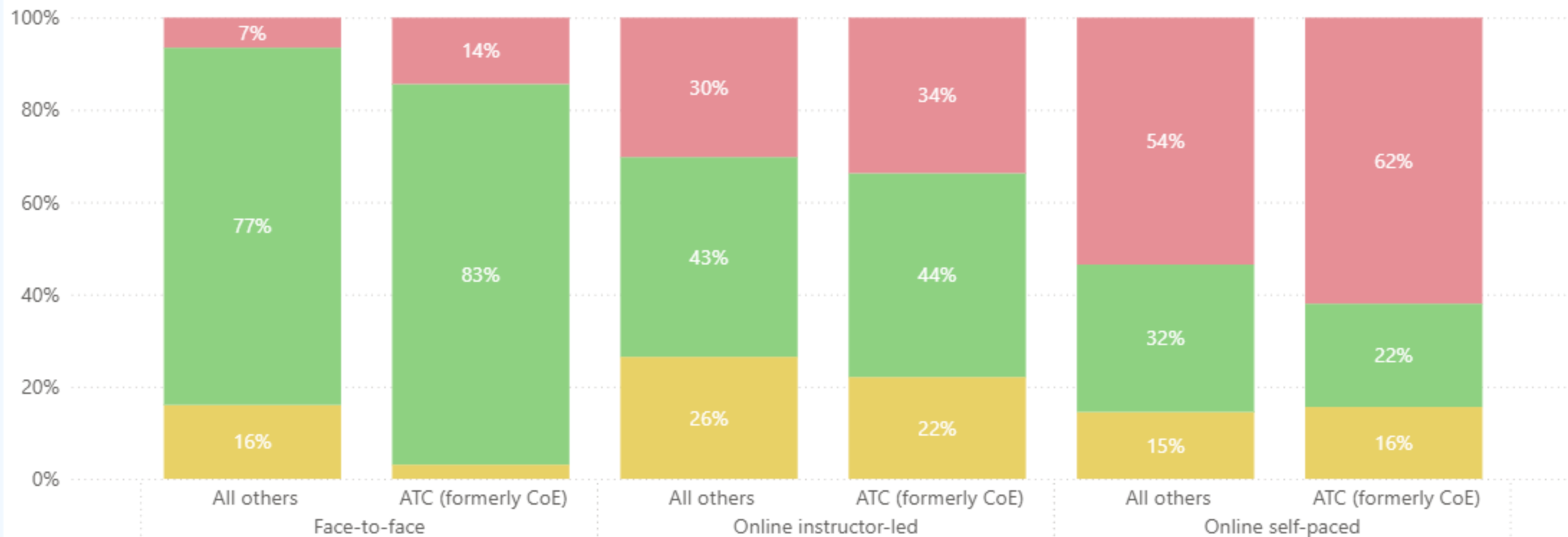Since its launch, the ATC programme represents:

- **3 out of 4** participants in online instructor-led courses

- around **1 out of 4** participants in face-to-face or blended courses.

Note: self-paced courses are not included

ATC programme in the context of the ITU Academy

% of participants who earned a certificate by modality and by origin (2023 – May 2025)

● Active ● Certified ● No show

Face-to-face
- All others: Active 16%, Certified 77%, No show 7%
- ATC (formerly CoE): Certified 83%, No show 14%

Online instructor-led
- All others: Active 26%, Certified 43%, No show 30%
- ATC (formerly CoE): Active 22%, Certified 44%, No show 34%

Online self-paced
- All others: Active 15%, Certified 32%, No show 54%
- ATC (formerly CoE): Active 16%, Certified 22%, No show 62%

Since its launch, courses in the ATC programme perform better than other ITU Academy courses for face-to-face courses, similar for online instructor-led courses and worse for self-paced courses (although that concerns only a couple of courses).

What's coming in 2025

Second full year of ITU-EU project implementation

- And planning courses for 2026
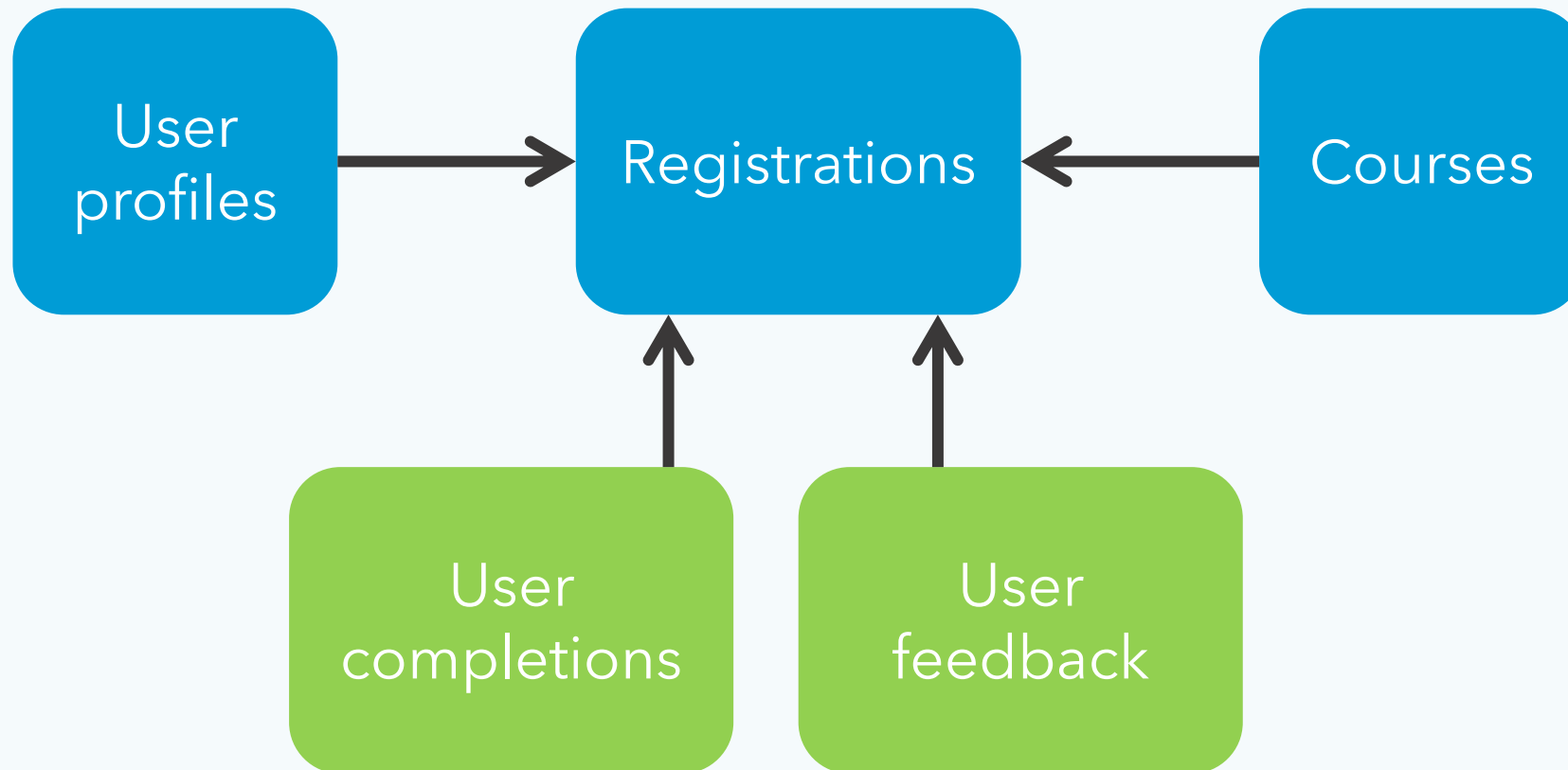
ATC Cooperation Agreement renewal process to start

- New CAs need to be signed before activities can continue
- Performance assessment of ATCs based on established KPIs

Reporting on training courses: demo/walkthrough
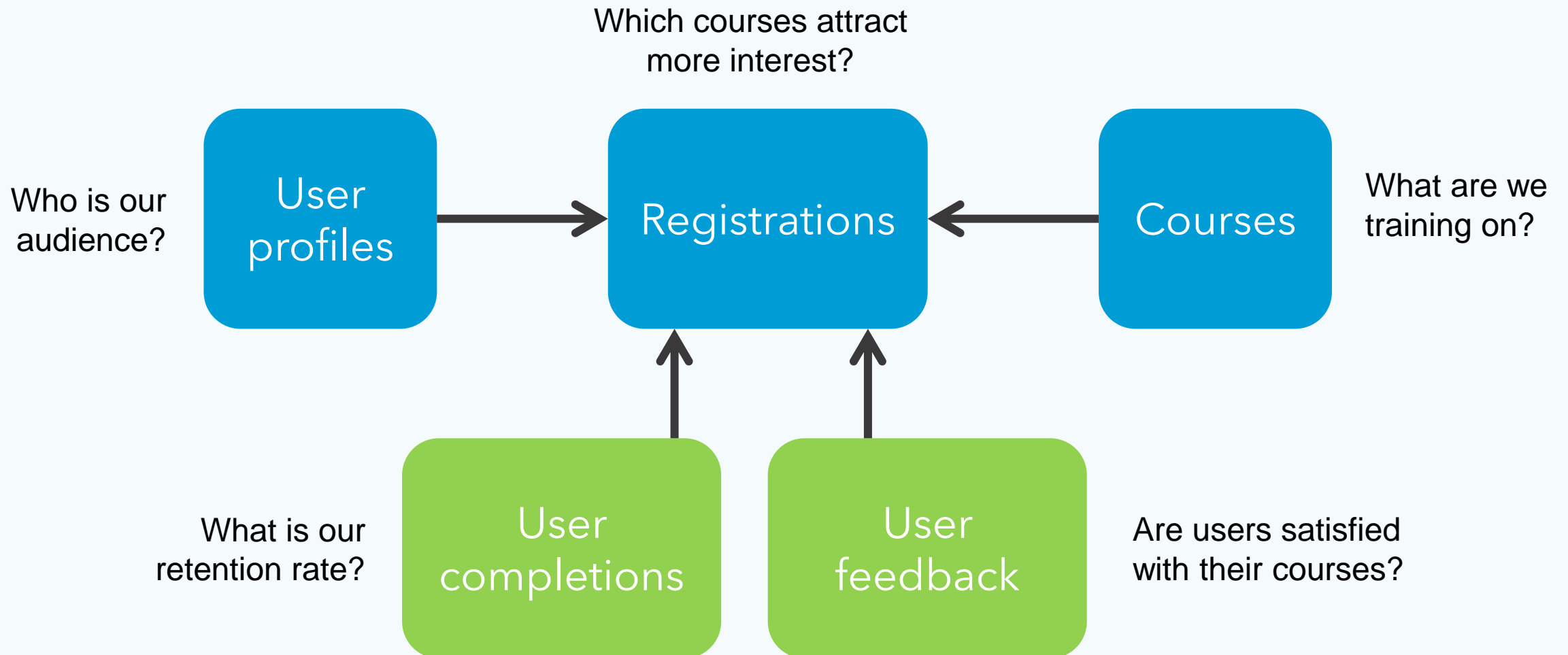
What data do we have?

User profiles → Registrations ← Courses

User completions → Registrations

User feedback → Registrations

How do we use it?
Advanced analysis: decision-making

- What explains courses with high completion?

- What explains high registrations?

- Which elements of training design lead to more satisfaction?

- What are the gaps in supply/demand?

- What are trends, evolutions?

- ...