



Online Training Course on
Telecom/ICTs Regulatory Framework, Regulatory
Management & Compliance for Somalia's National Communications Authority
19th May to 17th June 2021

TRAINING COURSE OUTLINE

COURSE DESCRIPTION

Title	Telecom/ICTs Regulatory Framework, Regulatory Management & Compliance Course
Objectives	The main objective of this online training course, to be delivery in the framework of ITU Academy, is to take participants through regulatory functions and requirements at national and international level. The Course shall emphasize importance of Spectrum management, ICT Services, Authorization, Competition and Market Structures.
Dates	19th May to 17th June 2021
Duration	5 weeks from 19th of May to 17th of June 2021, live lectures through ZOOM will be delivered each week on Wednesday and Thursday from 1500 Hours to 1700 Hours EAT (Eastern Africa Time). Participants will be engaged on ITU Academy portal every week through Forums, Quizzes and Assignments on Monday, Tuesday and Friday
Registration deadline	15 May 2021
Course code	21OI26555ARB-E

DESCRIPTION OF THE TRAINING COURSE

The ICT industry is rapidly evolving, giving rise to complex regulatory challenges globally. New technologies and services put pressure on regulatory Authorities to come up with new legislation and policies to manage ICT Sector competitively.

This Training module shall take participants through regulatory functions and requirements at national and international level. The Course shall emphasize importance of Spectrum management, ICT Services, Authorization, Competition and Market Structures.

LEARNING OUTCOMES

By the end of this training, participants should be able to:

- Understand the essential drivers of ICTs sector reform locally and internationally, including the impacts of globalisation and convergence.
- Describe the structure and process of policy development formulation, regulatory practice, and licensing procedures in various Arab and African countries.
- Demonstrate an understanding of the relevant theory that applies to the policy and regulatory environment for the Telecom./ ICT sector.
- Demonstrate an understanding of ICT innovation and the implications of emerging technologies on regulations.
- Analyse the electronic communications and ICT environment in any chosen Arab and African countries with reference best practice approaches and practices.
- Understand the competition in digital age as well as overall understanding of the price regulations, policy, and framework.
- Demonstrate an understanding of spectrum management principles.
- Understand the implications of technology on the economics of the overall market structure.

TARGET POPULATION

The training course is mainly designed to staff from Somalia's National Communications Authority.

SYSTEM AND BANDWIDTH REQUIREMENTS FOR THE PARTICIPANTS COMPUTERS

Each Participant has to have the following requirements for his computer:

- Windows 7 Desktop Systems or Mac OS X 10.10
- RAM of 8GB
- Core i5 processor

A speed of 5 Mbps for the interactive sessions.

TUTORS/INSTRUCTORS

NAME OF TUTOR(S)/INSTRUCTOR(S)	CONTACT DETAILS
<p>Training Leader: Mr. Jonathan Peter Mwakijele Head, Management, Policy and Regulatory (MPR) Unit African Advanced Level Telecommunications Institute</p> <p>Trainers:</p> <ol style="list-style-type: none">1. Dr. Geoffrey Gitau Kamau2. Dr. John Andrew Mpapalika3. Eng. Vitalis Olunga4. Eng. Jared Baraza5. Eng. Martin Mwaura	<p>E-mail: jmwakijele@afraiti.org Tel: +254 20 444 0634 M: +254 718 860 897</p>

Course Modules:

1. The Regulatory Environment and the Role of Regulators
2. Competition and Price Regulation
3. Authorization of ICT services
4. Radio Spectrum Management
5. Legal and Institutional aspects of Regulation
6. New Technologies and their Impact on Regulation
7. Universal Access and Service Universal
8. The Compliance Functions
9. Consumer Protection Regulations

Note: Case Studies of Regulatory best practices from developing countries will be covered in each module.

Week / Session	Date and time	Topic	Exercises and interactions
Week 1	19th of May Wednesday 1500 - 1700	Module 1: The Regulatory Environment and the Role of Regulators	This module addresses the following topics: <ul style="list-style-type: none"> • An Overview of the Regulatory Environment • International Regulation • The Role of the Regulators • What do the Regulators expect? • Your Jurisdiction Environment • The Best Practice in Regulatory Obligation • ISO 19600: Compliance Management Systems
	20th of May Thursday 1500 - 1700	Module 2: Competition and Price Regulation	This module addresses the following topics: <ul style="list-style-type: none"> • Regulation and competition policy • Measuring interconnection costs and establishing interconnection rates • Impact of IP on traditional telephony interconnection arrangements • Opportunities and challenges for developing country regulators • Price regulation and competition
Week 2	26th of May Wednesday 1500 - 1700	Module 3: Authorization of ICT Services	This module addresses the following topics: <ul style="list-style-type: none"> • Authorization practice and procedures • Individual licenses • Competitive licensing processes • Fees

			<ul style="list-style-type: none"> • Special authorization situations • Re-farming of spectrum
	27th of May Thursday 1500 - 1700	Module 4: Radio Spectrum Management	<p>This module addresses the following topics:</p> <ul style="list-style-type: none"> • Policy and planning • Authorization • Pricing • Monitoring and compliance • International affairs • Developing spectrum management capacity
Week 3	2nd June Wednesday 1500 - 1700	Module 5: Legal and Institutional Aspects of Regulation	<p>This module addresses the following topics:</p> <ul style="list-style-type: none"> • The need for Regulation in ICT Sector • Legal context of regulatory reform • Elements of an effective regulator • Impact of convergence on regulation • Organization and institutional approaches • Approaches to regulation • Functional aspects of regulation
	3rd June Thursday 1500 - 1700	Module 6: New Technologies and their impact on Regulation	<p>This module addresses the following topics:</p> <ul style="list-style-type: none"> • Technological trends • Implications of technology on the economics of the overall market structure • The new regulatory paradigm • Focus on innovation – technology leap frogging
Week 4	9th June Wednesday 1500 - 1700	Module 7: Universal Access and Universal Services	<p>This module addresses the following topics:</p> <ul style="list-style-type: none"> • Defines Universal Access and Universal Service fund • The Role of NRAs in establishing and managing USF • Accounting for USF • Defines how the fund shall be used • Sources of the USF • Case Studies and best practices of USF • Discusses inclusivity and digital divide
	10th June Thursday 1500 - 1700	Module 8: The Compliance Functions	<p>This module discusses the following topics:</p> <ul style="list-style-type: none"> • Compliance Structure • The Role of the Board of Directors, the Internal and External Auditors • Responsibilities of the Compliance Officer

			<ul style="list-style-type: none"> • Key Compliance Activities and Processes • Compliance and Corporate Governance • Corporate Governance and Financial Crime Prevention • Compliance Training • Conflicts of Interest • Ongoing Compliance with Laws and Regulations
Week 5	16th June Wednesday 1500 - 1700	Module 9: Consumer Protection Regulations	<p>This module discusses the following topics:</p> <ul style="list-style-type: none"> • Fundamentals of Consumer Protection • The Concept of Consumer Protection • Implications of QoS Regulations • Implications of Network performance (NP) • Quality of Experience (QoE) and Consumer Protection • Implications of Customer Satisfaction • Implications of QoS Measurements
	17th of June Thursday 1500 - 1700		Test and evaluation

METHODOLOGY (Didactic approach)

This training will be conducted via virtual classroom which will be Virtual instructor led training and online self-study and testing. This will incorporate live lectures, course materials, homework and daily progress assessments. The following training methodologies will be utilized:

I. Virtual Instructor-Led Training

Training will be conducted using Virtual Instructor-led Training (VILT). This instructor-led online training will be as collaborative and interactive as traditional classrooms. Participants and Instructor will engage in video conferencing, send instant messages and share files with the participants during the training sessions.

II. Online Self Study and Testing

Using ITU academy platform, participants will have access to study materials and assessments that will be taken daily and graded by the system and the reports evaluated by the course facilitators to determine the effectiveness of learning and teaching process.

Classes will be held via the ITU academy platform and Zoom video conferencing tool. For ease of communication a WhatsApp group will be set up for this training and details shared with the participants. Each day a participant will be required to spend at two hours of self-paced study and take associated assessments from the e-learning platform to test their understanding of the course materials covered in that week.

EVALUATION AND GRADING

Evaluation will be based on attendance (10%), forum participation (10%), Quizzes (40%) and Assignment (40%).

IMPORTANT: a passing mark of 60% is required for obtaining a completion certificate.

TRAINING COURSE COORDINATION

Course coordinator: Eng Naima Hassan Dimbil NCA Focal point for cost modelling training. Mobile: +252617601316 Email address: naimadimbil@nca.gov.so	ITU coordinator: Eng. Mustafa Al Mahdi Programme Officer Arab Regional Office-ITU Mobile: +20114 117 75 73 Email address: mustafa.almahdi@itu.int
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REGISTRATION

ITU Academy portal account

Registration and payment should be made online at the ITU Academy portal.

To be able to register for the course you **MUST** first create an account in the ITU Academy portal at the following address:

<https://academy.itu.int/index.php/user/register>

Training course registration

When you have an existing account or created a new account, you can register for the course online at the following link: <https://academy.itu.int/index.php/training-courses/full-catalogue/online-training-course-regulatory-framework-regulatory-management-compliance-somalias-national>

You can also register by finding your desired course in our training catalogue <https://academy.itu.int/index.php/training-courses/full-catalogue>