



e-quality: excellence and accessibility for all

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Wales: a Case Study

- ▶ c. 3m. Population
- ▶ bilingual Celtic nation
Regional government formed 1999
- ▶ much of Wales eligible for E.U. Objective 1 status
- ▶ 14% of companies have difficulty finding ICT staff
- ▶ 36% of companies expect their requirements for ICT staff to grow





Why Now?

- ▶ Wales still operates a learning system dominated by traditional processes yet the current order is being challenged by global players, most of them outside Wales
- ▶ Unless we start to think imaginatively and radically about access to excellence in learning for all, technology will fail to transform the volume and quality of learning
- ▶ We are being forced to rethink the essence of learning, its planning and its delivery





What worried us?

- ▶ Is quality a necessary factor in having a fulfilling learning experience let alone an e-learning experience?
- ▶ How do we ensure that our strategy is inclusive of the needs of all?
- ▶ How do we measure quality at every stage of the process from motivation to delivery
- ▶ How do we measure the impact of high quality e-learning services compared to just facilitating learning experiences
- ▶ Do we measure the impact of quality e-learning services as an economic indicator e.g. higher skilled work force or should we focus on personal development and achievement?





E-Learning in Wales

Mission Statement

- ▶ “ to promote lifelong learning and provide world-class learning opportunities for all in Wales to fulfil their potential”
- ▶ “to demonstrate excellence in connectivity, content, confidence and competence in the application of technology to learning”
- ▶ 5 key goals
 - Essential skills
 - Lifelong learning
 - Applying knowledge
 - Skills for business
 - Learning communities





Challenges

- ▶ Connectivity – *unequal access and opportunities, variable technical support*
- ▶ Content – *materials designed, built, procured and accessed by a variety of local arrangements*
- ▶ Confidence – *lack of knowledge and good practice, limited understanding of benefits, low exploitation of the commercial benefits*
- ▶ Competence – *insufficient competence and capacity to deliver excellence*





What did we need to consider?

- ▶ Access → *Infrastructure*
- ▶ Motivation → *Information and Orientation*
- ▶ Materials → *Standards & Interoperability*
- ▶ Delivery → *Training & Culture Change*
- ▶ Accreditation → *Existing & New Qualifications*
- ▶ Support → *Metadata Resources, Technical*
- ▶ Progression → *Coherent Framework*





Perspectives on E-Learning

- ▶ E-Learner
- ▶ E-Learning Provider
- ▶ E-Learning Support
- ▶ E-Learning Content Creator
- ▶ E-Learning Awarding Body
- ▶ Employer
- ▶ Policy Maker





Contexts

- ▶ Home
- ▶ Learning Centre
- ▶ Social Setting
- ▶ Workplace
- ▶ On the Move





Strategic Objectives - Connectivity

- ▶ Create a national integrated e-learning network based on 'one to many' – all people can access all learning opportunities. This goes beyond technical collaboration and interoperability of systems
- ▶ Delivery infrastructure and technical support to enable people to access e-learning at a location of their choice (*£180m broadband investment, free Internet access in all schools, colleges, libraries, community centres*)





Strategic Objectives - Content

- ▶ Support high quality e-learning programmes from content sourced locally
- ▶ Organise national procurement policies and enter into strategic relationships for IPR and licencing issues
- ▶ Promote interoperability compatible with international guidelines e.g. SCORM, Dublin Core
- ▶ Establish a national digital repository of learning objects and digital assets





Strategic Objectives - Confidence

- ▶ Invest in options which provide excellence in learning support
- ▶ Ensure that all people involved in the development, distribution and delivery of e-learning obtain necessary skill levels
- ▶ Exploit opportunities provided by e-learning for economic growth derived from high quality products and services
- ▶ Implement a national programme of public understanding of the benefits of e-learning





Strategic Objectives - Competence

- ▶ Introduce a national plan to raise ICT skills levels
- ▶ Create a national observatory for intelligence gathering, research and dissemination to champion international good practice in e-learning
- ▶ Develop a national centre of excellence to promote networks to lead development, distribution and delivery
- ▶ Develop competence in instructional design, graphics design and programming to produce high quality web-enabled bilingual materials,





Consultation Phase

Online consultation available at,

www.cymruarlein.wales.gov.uk/skillict/consultation.htm

- ▶ Responses requested on the role organisations can play in implementing the strategy
- ▶ What are you currently planning?
- ▶ What contribution could you make?
- ▶ What should others do more of?
- ▶ What's missing?





Discussion Areas

- ▶ How can we maintain infrastructure to meet growing technical requirements?
- ▶ How can we reconcile detailed standards for design, production and delivery with encouraging individual teachers, communities to produce e-learning materials?
- ▶ How can we integrate e-learning into existing learning systems to manage the transition where technology-based learning is ubiquitous?
- ▶ How do we manage the skills gap which restricts opportunities to extend e-learning to all forms of learning?
- ▶ How do we engage everyone to promote the benefits of e-learning?
- ▶ How do we measure the difference e-learning makes?





References

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