The role of technology in vocational training and skill upgradation

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So, what of technology?
3 themes

1. Consistency
   - of teaching, learning experience and assessment

2. Validity
   - of identity and results

3. Scalability
   - while maintaining consistency and validity
   - Must be underpinned by effective, well proven quality assurance processes
Effective use of learning technology

### Action Here
- Teachers/trainers are fully trained in appropriate quality assurance and assessment processes, in use of technology support tools
- Fully tracked learning, from diagnostic to completion
- Qualification and learning content embedded in trainer, assessor, learner and employer/manager workflows (e-portfolio)
- Content delivered is customised and more up-to-date

### Can result in these benefits
- Consistency of teaching approach and quality of learning experience
- Improved validity of candidate identity
- Reduced cost, ability to scale
- Improved efficiency with higher quality learning outcomes and direct employer business benefits
- Faster completion and more efficient use of classroom time
Benefits of Learning Technology for Support Right Across the Learner Journey
Enabling the People Supply Chain

- Profiling
- Matching
- Profiling

Capability → Suitability → Employability → Employment

Assessing → Training → Certifying → Delivering

Students, Institutions, Government, Intermediaries, Business

Different Capabilities, Varying degrees of employment

Right-fit Candidate, Productive Workforce

Demand (Jobs)
Intelligent Learning Environments

Personal Learning Networks
- Content, people, resources
- Prescribed, discovered, created
- Closed group as well as open to the web

Adaptive Learning
- Individual focused learning for multiple pedagogies in distributed learning
- Dynamic points of intervention based on measurement of learning

Long Lived Collaboration environments
- Not just a LMS/VLE but the workspace for faculty, students ...
- Alumni networks, research groups, project groups
Learning X.0
Home
Welcome D. Prasad!

<table>
<thead>
<tr>
<th>Assessment ID</th>
<th>Assessment Title</th>
<th>Seat Time</th>
<th>SBT</th>
<th>Analytics</th>
<th>Status</th>
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<tbody>
<tr>
<td>KMB.BO.0001</td>
<td>Customer Service Management - Beginner Level</td>
<td>--</td>
<td>View</td>
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<tr>
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<td>Customer Service Management - Advanced Level</td>
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<td>View</td>
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<td>Merchandising - Beginner Level</td>
<td>Launch</td>
<td>--</td>
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<td>KMB.CS.0002</td>
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</tr>
</tbody>
</table>

Some of the assessments allocated to you are locked.
You first need to pass in respective practice session prerequisites to get access to the locked assessments.

Maximizing Human And Organizational Performance
Hi there!

Could you please help me buy green chilli pickles. I am not able to locate them in store.

- Sure Maam! Let me help you with it.
- Maam, you need to go to grocery section. There you may find it.

Ok
Virtual Mentor helps and guides the trainee through the process.
Immersive Environment Design
Sales person responds to requirements by selecting the right response from a set of possible responses.
Immersive Environment Design
Performance Dashboard

**Learning Stats**
- Allocated processes: 16
- Completed processes: 2
- Success rate: 12%
- Master Score: 24%

**Assessment Stats**
- Total Assessments: 4
- Unlocked Assessments: 2
- Assessments Completed: 1
- Master Score: 56%

Skills Dashboard

- Process Adherence: 88%
- Cash Handling: 25%
- Merchandizing: 66%
- Instrument Handling: 25%
- Theft Detection: 75%
- Customer Service: 52%
- Store Operations: 23%
Would you invite a plumber into your home who has only learned online?

Vocational training and assessment has two parts:
- Knowledge
- Skills competence

Technology can be used to assist with both.

But someone qualified to do so must observe the learner performing skills consistently and to accepted national occupational standards.
e-portfolio: gathering evidence and assessing competence, digitally

Thanks to Learning Assistant’s online platform, vocational qualifications can be consistently monitored, delivered and quality assured anytime and anywhere.
The iPad app prototype is currently being built to support the online / offline access to portfolios that assessors demand.
Secure Online Assessment of Knowledge

- Set tests whenever and wherever is most convenient, 24/7/365
- Can conduct tests anywhere securely (no browser access); invigilator option to provide proof of identity
- Performance feedback within seconds and certificates within days
- Reduce administration and paperwork - no storing, couriering or marking of papers
- Download and deliver tests without the need for permanent internet connection
Use of technology to achieve consistency of Teacher Training

There are significant opportunities to create a consistent, certified infrastructure of teachers, at scale, using a combination of content technologies and community

* Train the Trainer, Training, Assessment & Quality Assurance qualifications
E-Volve

WHAT IS E-VOLVE?

e-volve is our new e-assessment platform

- Walled Garden
  - Candidate Management
  - Exam Scheduling
- SecureAssess / SecureClient
  - Exam Delivery
  - Exam Marking
  - Results (provisional)
- Walled Garden
  - Results (confirmed)
E-volve links

- http://media.cityandguilds.com/evolve/livemeeting.wmv
Let's collaborate
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