"Digitalization of Training Institutions – a multi-level approach from the Jordanian Water Sector"

Agenda

CHALLENGES

APPROACH

IMPLEMENTATIO
N

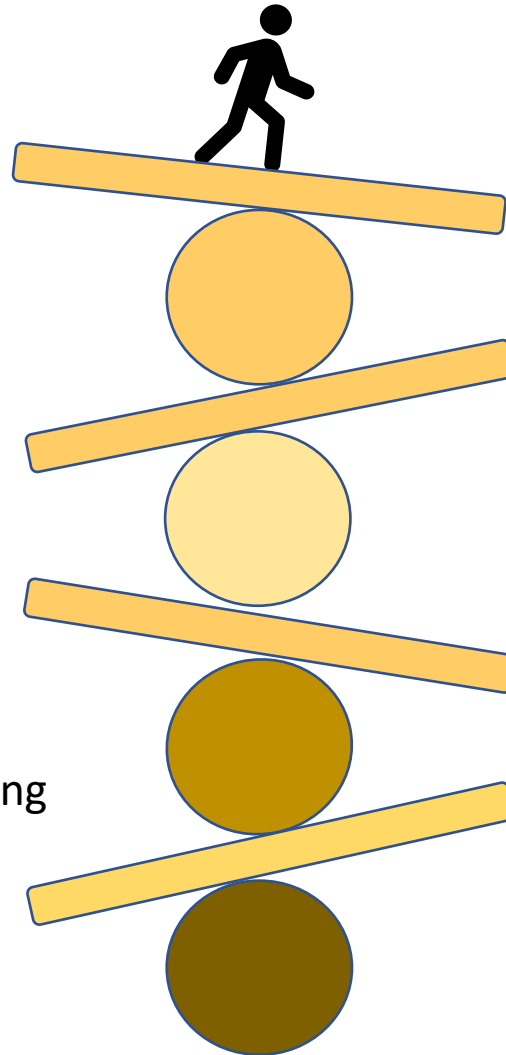LESSONS LEARNT

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Challenges

- Limited personnel resources
- Overload of existing staff
- Constantly changing responsibilities and personnel

- Limited number of software licences
- Technical limitations, e.g. missing or old IT equipment

- Bureaucratic decision-making structures
- Strict regulations concerning the use of software

- Lack of digitalisation knowledge
- No clear tasks and job descriptions
- Lack of standard processes in training operation

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Digitalization approach on 3 levels

✓ Sensitize and qualify **Management staff**

✓ Building a digital network to share resources, tools, and contents

✓ Strengthen sustainability of digital processes through **institutionalization**, e.g. LMS

✓ Adequate technical equipment (software and hardware)

✓ Qualification of a sufficient number of **experts** in different topics

✓ Use different tools and media to make digital training attractive

Water Training Center of the Water Authority of Jordan

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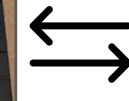
Implementation in practice

Organizational / process development (on site and online) with a focus on digital processes moodle BigBlueButton

Selective involvement of experts on organizational development

Gamification → Digital Finances → Marketing

Training sequence: Digital Transformation of Training Institutions

Managing Digital Teaching and Learning for Management (30hrs online)

Follow-up/ deepening: Management advanced (20 hrs online)

Digital teaching and learning for trainers - basic training (30 hrs online)

moodle · Microsoft Teams · YouTube · simpleshow video maker

Individual coaching

„Training of Trainers on Occupational Health and Safety in Wastewater Treatment " (online)
moodle · Microsoft Teams · WhatsApp

Assessment as basis for procurement of IT & workshop equipment

Development of a Learning Management System (tender in progress) moodle BigBlueButton

| Assessment and conception | Setup and programming | Training & Operation | Hosting |

Development of a VR/ AR environment incl. training scenarios & didactical concept (tbc)

TOT on virtual training courses – development and implementation (tbs)

05/21   02/22   08/22   12/22

Objective

Water Training Center works process-based and offers digital and face-to-face training courses for the Jordanian Water Sector

Lessons learnt

- ✓ Check compatibility with existing IT systems
- ✓ Use existing resources (e.g. internal IT departments/ servers for hosting)
- ✓ Work with teams instead of individuals and thus strengthen institutionalization
- ✓ Minimize fix costs (e.g. for licences) through use of open source software, e.g. Moodle & BBB
- ✓ User friendly platforms, which support Arabic language
- ✓ Balanced development of Human Resources, Software and Hardware
- ✓ Comprehensive planning from the start, considering timing, target groups, budget, digitalization of processes and infrastructure.

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Thank you for your attention