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Draft WSIS+10 Vision for WSIS Beyond 2015

C4 Capacity Building

**1. Vision**

Everyone should have the necessary skills to benefit fully from the information society in order to bridge the digital divide among those who know how to use telecommunication technology and those who do not know. Therefore, capacity building, digital literacy and competences are essential. Appropriate specialized training programmes in telecommunications/ICT, development of professional standards, lifelong learning initiatives and more affordable ICTs will empower all layers of society towards improving the quality of their lives. It will also assist people who are outside the formal education processes and will help them to acquire new skills as well as improve on existing ones.

With the growth in digital literacy arising out of capacity building programs, the threat to societies will inevitably rise in terms of privacy, surveillance and dangers to critical infrastructure. It is imperative that as part of capacity building, professionalism is a necessary standard for those who create, maintain and operate the ICTs that multistakeholders use. ICT professionalism means operating at a higher standard of ICT practice than that which may be in place today. The interdependence of nations in the use and provision of the internet and ICTs and the pervasiveness of the Information Society makes it essential that ethical and professional practice is the norm around the world for economic, social and practical reasons.

**2. Pillars**

1. **Content development and specialized training**

While innovations in ICTs offer new tools, many people have yet to acquire the knowledge and skills to fully leverage the benefits these tools provide; therefore it is important to develop a wide and growing range of general and specialized training programmes in all aspects of telecommunications/ICT.As technology keeps changing rapidly. Existing knowledge quickly becomes obsolete, hence the need to upgrade this knowledge and package it into content and training materials that are relevant for the time.

This applies to not only the users of ICTs but also the creators, maintainers and operators of ICT. The need to continually upgrade skills is part of the requirements of professional practice along with a commitment to ethical behaviour and the community which is served ie the Society at large.

1. **Development and maintenance of e-Education, e-Learning and m-Learning for skills development**

There is a crucial need to continue promoting e-Education, e-Learning and m-Learning for skills development and lifelong learning for all beyond the classroom, as well as the introduction of appropriate recommendations/policies in this sphere.

1. **E-skilling, digital competence and professional standards**

Ensure that development of ICT infrastructure takes place in parallel with e-skilling and human capacity building; everyone has the necessary digital competence that corresponds to professional standards in the ICT sector, in order to build a digital culture in all layers of society.

The professional standards that apply must be capable of comparison across countries and continents, to assist in the measurement of their effectiveness in each jurisdiction. Measurement must be made of digital capability, that is the capability of people employed in the creation, maintenance and operation of ICTs through applications, programs, systems and content.

They must include continuing professional development, commitment to a code of ethics and professional conduct and having regard to the society which they serve which holds them to account for their behaviour.

1. **Facilitation and fostering of capacity building activities**

Capacity building is an important component in all aspects of human life; therefore it is important to ensure that human and institutional capacity building activities remain a priority objective in order to build the Information Society.

1. **Partnership and collaboration**

ICTs are cross cutting in all sectors, and their impact is also cross cutting in all walks of life; consequently human and institutional capacity building requires partnership and collaboration for achieving a desirable result.

**3. Targets**

1. Application of professional standards in telecommunications/ICTutilising existing global schemes and developing new ones where gaps exist.
2. Variety of specialized training programmes in ITU membership priority areas.
3. Promotion of efforts towards development of necessary recommendations and policies for skills development and lifelong learning through m-Learning.
4. Provision of specialized ongoing training in telecommunications/ICT.
5. E-skilling, up-skilling and reskilling activities in order for individuals to be up to date in the changing environment.
6. Organization of events and initiatives for facilitation of public-private partnership in capacity building activities.
7. Improving partnerships with existing organisations that operate in capacity building activities

**Annex: Zero Draft Stakeholder Contributions**

1. **Content development**
2. Reinforce the ongoing activities on content **development for training programmes** in Member States priority areas in order to build up to date knowledge base for ITU membership.
3. Ensure the design of appropriate **curricula for ICT applications.**
4. Support development of **local content and software industry** in accordance with the national culture respecting the linguistic aspects of each state.
5. **Development and maintenance of e-Education, e-Learning and m-Learning**
6. Promote the **importance of e-Education and e-Learning** and increase its use in order to make education accessible and affordable beyond the classroom.
7. Encourage the integration **of ICTs** in various education programmes.
8. Promote efforts towards development of necessary **policies for e-Learning, e-Education and m-Learning**.
9. Encourage **research activities in the area of m-Learning**.
10. Expand **training on broadband mobile technologies**.
11. Direct efforts toward provision of more affordable and accessible devices, connectivity and content for increasing ICT penetration and promoting **m-Learning and e-Education**.
12. **E-skilling, digital literacy and specialized training**
13. Focus on the importance of **e-skilling** for capacity building.
14. Develop **professional standards for the ICT sector**.
15. Integrate **digital culture** in all levels of society.
16. Ensure the cross match of market needs with specializations in ICT professional training programmes in order to **equip graduates** **with the necessary skills** and expertise to fulfill the job market needs.
17. Develop specific **policies to maintain skills** in order to keep up with changing information environment.
18. **Foster digital literacy and provide specialized training** for girls and women, people with disabilities, children and young people to overcome illiteracy and/or to improve existing skills.
19. Ensure the development of **ICT infrastructure takes place in parallel with e-skilling and human capacity building**.
20. Take into account the growing importance of **e-skilling and** **up-skilling and reskilling** of e-skilled individuals in the current fast-changing environment.
21. Develop an **e-skilling impact assessment framework** with clear indicators that are relevant and acceptable.
22. Encourage Member States to implement not only **digital literacy policies** but those which foster professional digital capability in creators, maintainers and operators of content, programs, applications and systems
23. Promote **training for** **tutors and teachers** in the use of ICTs and mobile technologies for the benefit of all stakeholders of the educational system.
24. Guarantee specialized **ongoing training in ICTs**.
25. Ensure **not only a provision of knowledge but also a teaching of using this knowledge**.
26. **Facilitation and fostering of capacity building activities**
27. Ensure that **capacity building remains a priority objective** in order to continue to build up the Information Society and to narrow the digital divide.
28. **Develop and promote capacity building programmes and ensure use of innovative technology** at the regional, national, and local levels for the social, economic and cultural benefit of all society
29. Ensure that **capacity building initiatives** are focused on access to and efficient use of ICTs, in areas such as: dispute resolution; coordination of spectrum; avoidance of interference; fostering communication and consultation; and ensuring sharing of data and information.
30. Recognize the importance of both **institutional and human capacity building activities for the attainment of the goals of an information society.**
31. **Explore new dimensions of capacity building** in the changing information and communication environment, such as **human rights education.**
32. Focus on technical and governance infrastructure enhancement for the development of capacity building in order to **promote e-Governance and e-Commerce and to guaranty e-Democracy**.
33. Enhance institutions’ connectivity to Internet by **integrating the use of ICT tools and social media platforms**.
34. Promote the importance of human capacity building for the **automation of services and processes**.
35. **Importance of partnership and collaboration**
36. Facilitate the **increase in the participation of developing countries and civil society representatives** in Internet governance debates thanks to human capacity building activities in those countries.
37. Enhance capacity building for a **better institutional national and international collaboration** in order to address developmental issues and share information online that can improve the quality of life for all people.
38. **Promote private-public partnerships** taken by national, regional and international agencies to build human capacity and to encourage m-Learning initiatives.
39. Promote value of **specialized research and education networks** **to facilitate knowledge sharing** among research centres in the world.
40. Create **an ecosystem for the safe use** of mobile, Internet and other ICT technologies for education.