

microlearning conference 2005
Living & Learning in **New Media Spaces**
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Presentation:

The Project C4learning@ams

e-learning and microlearning as part of a strategy for
improving training efficiency



What is it about?

- ✧ The Public Employment Service Austria
- ✧ Internal personnel training
- ✧ The challenge
- ✧ Our experience with e-learning
- ✧ The vision
- ✧ The project C4learning@ams
- ✧ Social communication and dislocated types of learning
- ✧ Our partners



Public Employment Service Austria

- ✧ Implementation of the labour market policy of the Federal Government
- ✧ Services offered
 - ⇒ Advising and placing persons seeking work
 - ⇒ Emergency support (e.g. unemployment benefit)
 - ⇒ Service for firms
 - ⇒ Informing the public about labour market and labour policy
 - ⇒ Controlling the access of foreigners to the labour market
- ✧ 4.800 staff in 109 offices
- ✧ http://www.ams.or.at/neu/GB_Kurzfassung_englisch.pdf

Internal Personnel Training

✧ Basic training

- ⇒ Basic training before work deployment
- ⇒ Duration depending on type of workplace: 2 to 10 months
- ⇒ Dual training system
 - Seminars, workshops, case training in the training centre
 - Integrated consolidation training on the job in the offices
 - 2004: - 643 training events in 19 training courses
 - 422 trainees
 - 148 internal trainers, 43 external trainers.

✧ Further training

- ⇒ Parallel to the job
- ⇒ 2004: Approx. 22,000 training days, 3.900 participants.

The Challenge

- ✧ Long periods of absence for training courses lower productivity
- ✧ 109 offices in the whole of Austria
- ✧ High proportion of women among the employees of AMS
 - ⇒ approx. 60% of AMS employees are women, 75% of the new ones
 - ⇒ Many colleagues have children still requiring care and are therefore relatively limited in their mobility
- ✧ The more directly the training relates to the work performed, the greater is the training efficiency
- ✧ PC and Internet enable new types of learning that are not dependent on the location.

Our Experiences with e-learning

- ✧ The computer has been used as means of integrated teaching and learning since 1994
 - ⇒ Previously limited to computer and application training courses for the software products used
 - ⇒ Until 1999 simulation of dealing with cases in the immediate training environment (locally since not accessible via Internet)
 - ⇒ From 1999 several pilot experiments with wb (web based) and cb (computer based) learning modules
- ✧ Since 2003 learning programs for specialist training
 - ⇒ bought-in programs (d.g. ECDL)
 - ⇒ own productions for extensive mass training courses
- ✧ 2004 model attempt at integration of interactive learning patterns and social learning components with the „smart agent studio“ of the ARC.

The Vision

- ✧ Integration of learning in the working process instead of simulation of the work in the training centre
 - ⇒ just in time learning
 - ⇒ learning in small units according to demand
 - ⇒ learning in „time gaps“
- ✧ Optimisation of learning location/learning time/learning and teaching media
- ✧ Intensification of duality and practical relevance
- ✧ „Reflecting workshops“ and „best practice“ exchange as sources of a learning organisation.

The Project C4learning@ams

- ✧ The expression stands for:
 - ⇒ linking comprehensive use of IT with traditional types of learning and teaching
 - ⇒ learning-target optimised mixture of:
 - learning for the job
 - learning on the job
 - learning on demand
 - ⇒ learning as closely as possible to the workplace or within the work process itself
 - ⇒ Taking account of the social components of learning
- ✧ The project is limited to basic training
- ✧ Additional benefit for the further training is desired.

Project Targets

- ✧ Fundamental analysis of learning targets and content, ideal learning environments, learning means and learning media
- ✧ Identification of all content that can be communicated via „e-learning“ in conformity with the target, independent of location, simultaneously or independent of time
- ✧ Definition of the most efficient learning situation for the respective content and for setting the respective target (ideal learning environment)
- ✧ Extension of the didactic to include comprehensive use of the new media
- ✧ Preparation of the standard learning materials in accordance with the respective ideal learning environment
- ✧ Integration of the latest research results by involving external partners from the field of science.

Criteria of Success

- ✧ Complete coverage of the existing training targets of the basic training
- ✧ Quality achieved by the previous training must be maintained
- ✧ Total costs of the basic training must not increase significantly (max. 5 %)
- ✧ and in addition:
 - ⇒ increased speed of changed knowledge and capabilities
 - ⇒ increased number of participants in the same period of time.



Project Phases and Components

- ✧ Identification of suitable **content and learning phases**
 - ⇒ Essentially completed
- ✧ **Didactic model** of a change from locally dependent, individually controlled learning sequences and training events with presence
 - ⇒ implementation in progress
- ✧ Expansion of the **technical infrastructure**
 - ⇒ PC installed at every workplace
 - ⇒ networking over central server and mainframe structure
 - ⇒ firm's own intranet over own data lines
 - ⇒ own training environment of database applications available independent of location.

Project Phases and Components

- ✧ Creation of an **information database**
 - ⇒ with keyword searching of the relevant laws, guidelines and standard operating procedures with link to the user programs for dealing with cases, and an IT glossary containing the most important terms and abbreviations
 - link to the user programs not yet realised (question of costs)
- ✧ IT supported **scripts and work texts**,
 - ⇒ Which are linked to the information database for rapid updating (link not yet realised)
- ✧ Purchase and development of a „**learning management system**“
 - ⇒ training portal in the Intranet
 - ⇒ learning platform
 - ⇒ administration tool.

The Problem of Social Communication

- ✧ The system of learning coaches in the offices
- ✧ Teletutoring
 - ⇒ Lecturers and tutors are reachable
- ✧ Regional learning partnerships
 - ⇒ form small groups (3-4 persons)
 - Topic-centred working
 - Meetings in-between
- ✧ Communication and exchange of sensitivities as an additional software tool
 - ⇒ the Intralife tool
 - ⇒ private rooms for chat and forums.



Project Partners

- ✧ University of Linz, correspondence study centre
- ✧ University of Hagen, Germany
- ✧ *Fernstudien Schweiz* (Switzerland)
- ✧ Austrian Research Center, smart agent studios
- ✧ AMS Betriebs GesmbH (a Siemens company), IT service providers of the AMS
- ✧ braintec, Switzerland
- ✧ *ÖGHD* (Austrian Association for University Didactics)
- ✧ IBM Austria



AMS Austria

Thank-you for your attention

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Internal Personnel Training

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