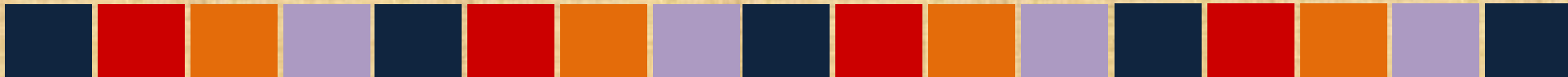




KMSA CONVENTION 2019



**What the MOOC? Exploring Social Learning as a
Means of Advancing Knowledge in
Municipalities**



- **WHITE PAPER ON LOCAL GOVERNMENT 1993**
Defines characteristics of developmental local government – iv) **LEADING & LEARNING**
- **Municipalities should ensure that knowledge and information are acquired and managed in a way that promotes continuous learning, and which anyone can access easily and quickly”**



SUSTAINABLE DEVELOPMENT GOALS

SDG 4: Quality Education

Ensure inclusive and equitable quality education
and promote universal lifelong learning
opportunities for all



THE CONCEPT OF SMART CITIES

Smart cities are creating a system of learning through city-to-city exchange networks where they share ideas and experiences with their peers. In a global survey conducted for his book *Beyond Smart Cities* Tim Campbell found that among the 500 cities on the planet with a population of half a million or more there are somewhere between 1,000 and 10,000 visits annually to discover proven practices in transit, energy, management, water use and environmental sustainability, and **the most innovative cities had set up a system of learning (Campbell, 2012)**. This also happens at the local level between the different sorts of organisations that come together in smart city partnerships and living labs to share expertise and ideas.



THE FUTURE OF LEARNING IN THE WORKPLACE



THE PHILOSOPHY

- Fees Must Fall Campaign
- Commercialisation of Education
- Commodification of Knowledge



- Democratisation of Knowledge
- Access To Free Education
- Cost Effective Means To Education
- Universal Education
- Open Source



DIGITAL TECHNOLOGIES

- ...radically changing education and the way we learn. There is a move towards open education approaches facilitated by technology...
- For example...
 - **MOOCs (massive open online courses)**
 - **Crowd Learning** where the knowledge and expertise of many people is crowd sourced
 - **Maker Culture** where learning happens through making.
 - **Open Data, Source and Innovation** are also changing the way organisations collaborate and learn.



The Questions...

**WHAT IS THE FUTURE OF LEARNING IN THE
WORKFORCE?**

**WHAT DOES EFFECTIVE LEARNING AND
DEVELOPMENT LOOK LIKE IN THE 21ST
CENTURY?**



ORGANISATIONS THAT DELIVER EFFECTIVE LEARNING AND DEVELOPMENT WILL BE ABLE TO:

1. **RECRUIT AND RETAIN THE RIGHT PEOPLE** – by meeting the changing expectations of employees
(91% of millennial change jobs in less than 3 years)
2. **ADDRESS SKILLS GAPS** – by understanding needs and responding with customised programmes
3. **INCREASE PRODUCTIVITY** – by continuously building competency and capacity
4. **IMPROVE KNOWLEDGE SHARING** – by creating spaces for collaborative learning and innovation



THE SKILLS GAP

“Organisations need to work harder than ever to attract and retain talent, to create cultures of collaboration and innovation, to increase productivity and competitiveness and to address skills gaps as they arise”



SOCIAL EVOLUTION

“Social Learning is an evolution of eLearning”

“When the social aspect of eLearning is genuinely harnessed, the experience becomes compelling”



There is a need for change...

“The design, organisation, planning, funding and delivery of learning and development must evolve”

“By designing learning experiences that mirror the way in which learners use technology on a daily basis – will significantly increase the impact of that learning”



“New social learning can result in people becoming more informed, gaining a wider perspective, and being able to make better decisions by engaging with others”

“It acknowledges that learning happens with and through other people, as a matter of participating in a community, not just by acquiring knowledge”



The New Learner

“Social learning is transforming the experience of learning for those who embrace it”

“For Learners, social learning offers accessibility, extension, convenience, flexibility and interaction with others”

“Most of what we learn at work and elsewhere comes from engaging in networks where people co-create, collaborate and share knowledge, fully participating and actively engaging, driving and guiding their learning through whatever topics will help improve”



The Changing Workplace

“For organisations, it is time to come on board”

“Social learning is powerful for organisations looking to increase the level of skills and knowledge within workforce”

“Educators need to be aware of the advanced skills their students will need to flourish in more knowledge- intensive labour markets, without neglecting the development of other important competencies. These include 21st century skills such as global languages, advanced digital skills, as well as social and emotional learning”



WHAT IS A MOOC?

- MOOC stands for a Massive Open Online Course
- It is an online course aimed at large-scale participation and open (free) access via internet
- They are similar to university courses, but do not tend to offer academic credit
- A number of web based platforms, providers and initiatives supported by top universities and colleges offer MOOCs in a wide range of subjects



WHAT IS A MOOC?

- **Launched in 2012** and coined “MOOCs”: Massive Open Online Courses.
- **Over 800 universities** around the world have launched free online courses.
- In 2016, around **58 million students** had signed up for at least one MOOC.
- Many countries around the world (e.g. India, Mexico, Thailand, Italy, and more) have launched their own country-specific MOOC platform.



MOOC: AT A GLANCE...



MULTIPLE CRITERIA

- ✓ **Providers and Categories**
- ✓ **Universities/Entities**
- ✓ **Instructors**
- ✓ **Countries**
- ✓ **Languages**
- ✓ **Type of certificates**
- ✓ **Tags**
- ✓ **Self paced MOOCs**
- ✓ **Coupon Discount**



COURSE CATEGORIES

- **Art and Culture; Art, Architecture & Design; Music, Film & Audio; Business; Management & Leadership; Economics & Finance; Marketing & Communication; Computer Science; Data Science; Education; Engineering; Statistics & Data Analysis; Teacher Professional Development; Engineering Electronics; Health & Society; Food & Nutrition; Medicine & Pharmacology; Veterinary; Humanities; Personal & Professional Development; History; Language & Literature; Law; Sports; Science; Social Science**

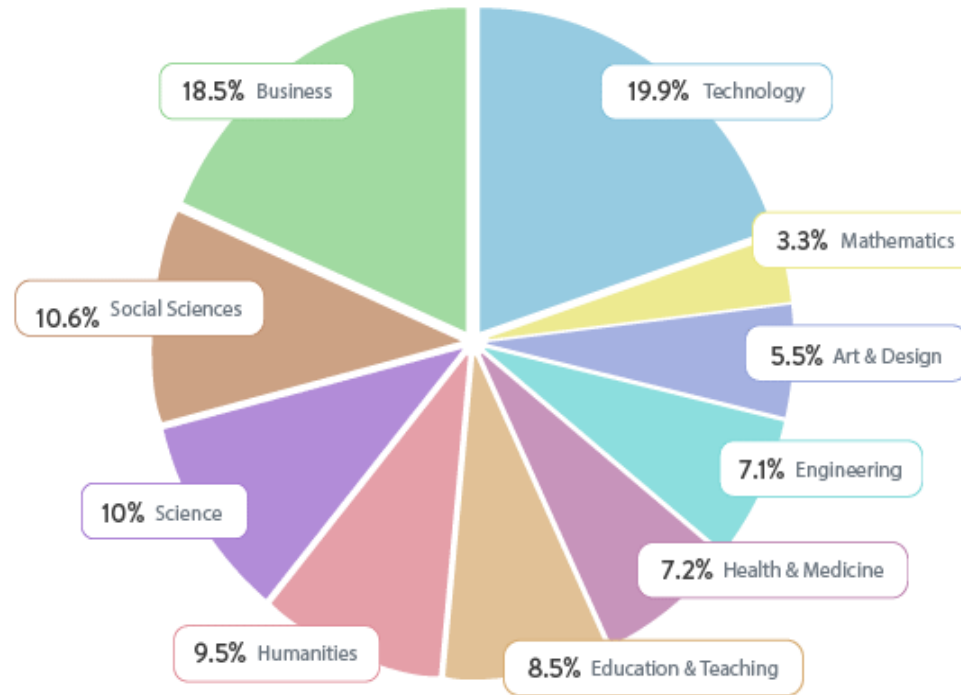


WHAT DOES A TYPICAL MOOC ENTAIL?

- **Course Content;**
- **Videos;**
- **Assessments;**
- **Audio;**
- **Quizzes;**
- **Case Studies;**
- **Animation;**
- **Blogs**
- **Reviews**



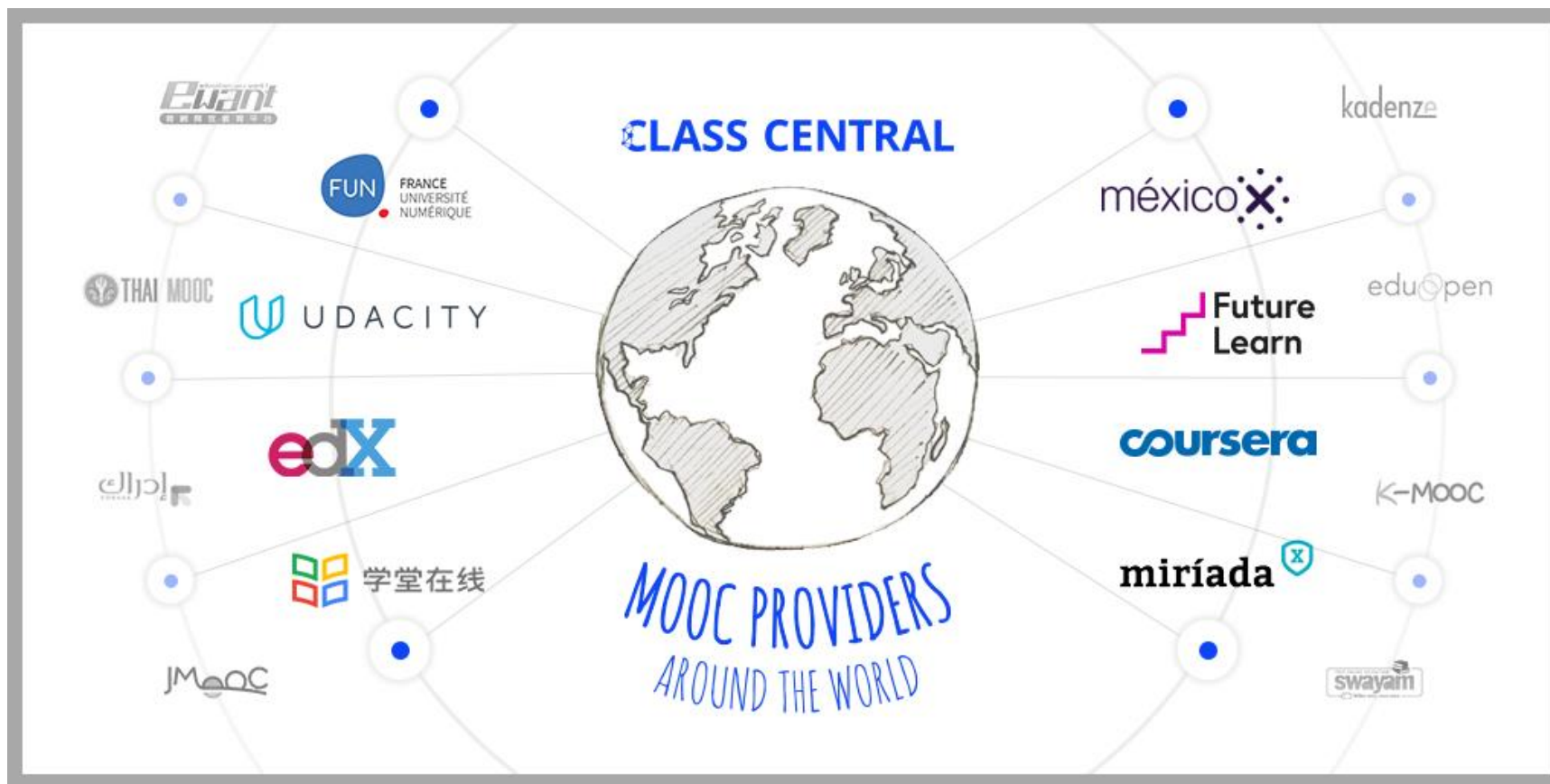
Course Distribution by Subject



By the Numbers: MOOCs in 2017



CLASS CENTRAL



ACTIVE MOOC AND FREE ONLINE COURSES PROVIDERS

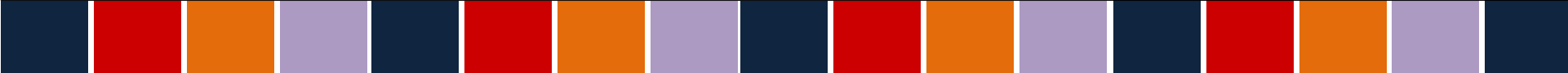
Coursera; FutureLearn; EdX; ALISON, ARI Campus, ApnaCourse, Aquent Gymnasium, Box Hill Institute, Canvas Network, Complexity Explorer, CourseSites, Cybrary, EMMA, Eduonix, Eurpoean Schoolnet Academy, FUN, FX Academy, Federica Web Learning, FeedMyHappy, FirstAidForFree, IAI Academy, Investoo.com, Iversity, KAU, Kadenze, Lagunita Stanford Online, Leada, Learn.com.au, MOOC Tecnico, MOOC-Ed, MRUniversity, Master University, MiriadaX, MongoDB, Mooc.house, NovoEd, Online University of Finland, Open Education, Open2Study, OpenClassrooms, OpenCourse World, OpenHPi, OpenLearning, OpenSAP, OpenSecurity Training, Oracle Learning Library, Polimi OPEN KNOWLEDGE, ProjectManagers.Org, Saylor Academy, SchoolEducationGateway, Simpliv, Smartly, SoundviewPro.com, Stepik, TELELAB, The College of St. Scholastica, UNED Abierta, UNINETTUNO OpenupEd, UPVX, URJCx, **Udacity Inc**, Udemy, UniMOOC – Tec, Unow, Virtual eUniversity, WEU, World Mentoring Acadmy (WMA) and Younico



HERE IS A LIST OF TOP FIVE MOOC PROVIDERS BY REGISTERED USERS:

PROVIDER	STUDENTS	PARTNERS	COURSES
1. COURSERA	37 (30) Million	150	2000
2. EDX	18 (14) Million	100	1500
3. XUETANDX	14 (9.3) Million	?	400
4. UDACITY	10 (8) Million	?	200
5. FUTURELEARN	8.7 (7.1) Million	100	?





HOW TO BE A SUCCESSFUL MOOC STUDENT

- MOOC enable students around the world to take university courses online
- MOOC GUIDE
 - Advises current and future students how to get the most out of their online study
 - Covers area such as:
 - ✓ What types of courses are offered;
 - ✓ Who offers them;
 - ✓ What resources students need;
 - ✓ How to work effectively with other students;
 - ✓ How to interact with professors and staff;
 - ✓ How to handle assignments;
 - ✓ How to stay motivated.



PRODUCE PROFESSIONAL LIFELONG LEARNERS



MOOC: WHAT IT MEANS FOR MILE...

- **Create professional lifelong learners**
- **Derive new ideas and concepts**
- **Ability to develop publications**
- **Follow global trends & latest developments**
- **Access to unlimited & cutting-edge knowledge**
- **Revolutionised learning & development**
- **Access to premier universities**



Implications for MILE

The key challenges that the municipality face right now in relation to social learning are:

1. **READINESS** of learning and development professionals
2. **RELEVANCE** of available content to a municipal environment
3. **INTEGRATION** with existing learning and development infrastructure
4. **ENGAGEMENT** of learner to overly long/academic content
5. **DIGITAL LITERACY** of the majority of employees



The Future

“The future of social learning will be bigger, better and more social”

“Social learning is evolving fast...fit for purpose within a modern organisational environment”



There is a huge potential for learning and development in the workplace because social learning can...

- Enhance innovation
- Integrate high value external expertise
- Break down organisational silos and hierarchies
- Provide fresh insights and new ways of thinking and doing



What Skills do we need for Growth and 4IR? – Foundational Skills

1. **Problem Solving**
2. **Creative Thinking**
3. **Analysis**
4. **Report Writing**
5. **Data Analytics**
6. **Communication**
7. **Good English Language Skills**
8. **Cognitive Skills**
9. **Emotional Intelligence**



Financing Infrastructure in African Cities (Coursera)

- **Created by:** African Local Government Academy; Erasmus University Rotterdam; Institute for Housing and Urban Development; United Cities and Local Governments of Africa
- **Delivered by:** Coursera
- **Taught by:** Bernadette Ssanyu; Jaap Spronk; Meine Pieter van Dijk; Somesh Sharma
- **Basic Information:** Financing Infrastructure in African Cities explores innovative new methods that local governments can use to fund infrastructure projects in their cities. With many cities struggling to cope with an influx of inhabitants they need people who can help them improve the quality of life of their citizens. This MOOC will equip participants with the knowledge to go back to their local governments and make a difference.

Planning for Climate Change in African Cities (Coursera)

- **Created by:** African Local Government Academy; Erasmus University Rotterdam; Institute for Housing and Urban Development; United Cities and Local Governments of Africa
- **Delivered by:** Coursera
- **Taught by:** Various instructors and Veronica Olivotto
- **Basic Information:** Climate change poses a threat to economic growth and long-term prosperity of many countries around the world. Africa is not an exception, considering the actual and potential impacts of climate change and climate variability that will threaten its vulnerable sectors and human populations. African countries are projected to experience changing rainfall patterns, rising sea levels, and higher temperatures that will affect food security, agricultural production, water availability, and public health, among others. These climate change impacts and climate variability can further produce social and political problems, such as rural-urban migration and water resource disputes.



LEARNING HAS BECOME SOCIAL!



LEARNING OPPORTUNITIES

- Municipal Solid Waste Management in Developing Countries
- Financing Infrastructure in African Cities
- Sexuality and Gender: Diversity and Inclusion in the Workplace
- Women in Leadership: Inspiring Positive Change
- Smart Cities
- Planning for Climate Change in African Cities

LEARNING OPPORTUNITIES

- Faecal Sludge Management
- Act on Climate: Steps to Individual, Community and Political Action
- Climate Change
- Household Water Treatment and Safe Storage
- Water in a Thirsty World
- Wind Resources of Renewable Energies
- Greening the Economy: Sustainable Cities
- Understanding the Origins of Crime
- Security and Safety Challenges

LEARNING OPPORTUNITIES

- Understanding **Diversity and Inclusion**
- The Value of Developing and Using MOOC for Government Employees
- **Human Resources** (in Modern Digital Technology)
- **Cultural Heritage and the City**
- Mindfulness and Resilience to Stress at Work
- Career Planning: A Pathway to Employment
- **Race and Cultural Diversity** in South African Life and History

LEARNING OPPORTUNITIES

- The **Art and Science of Facilitation**
- Strategic Career Self management
- Speaking to Persuade: Motivating Audience with Solid Arguments and Moving Language
- Achieving your Optimal Performance
- Converting Challenges into Opportunities
- **Building High Performing Teams**
- Personality Types at Work
- **Leadership:** Identity, Influence and Power
- Emergency Management

LEARNING OPPORTUNITIES

- Empowering Yourself in a Connected World
- Successful Career Development
- Leadership through Social Influence
- Presentation Skills: Designing Presentation Slides
- The Dynamics Group Communication
- Leading for Equity, Diversity and Inclusion
- Career Options: Exploring a New Career
- The **Sustainable Development Goals** – A Global, Transdisciplinary Vision for the Future

LEARNING OPPORTUNITIES

- Inspiring **Leadership** through Emotional Intelligence
- Corruption
- Risk in Modern Society
- Public **Health**
- How to Write and Publish a Scientific Paper
- Problem Solving Skills for Success
- How to Change the World
- **Conflict** Transformation
- Water Resources Management and Policy

LEARNING OPPORTUNITIES

- **Water Supply and Sanitation** Policy in Developing Countries: Developing Effective Interventions
- Global Diplomacy: The UN in the World
- **Communication**: Addressing Key Challenges
- Presentations: Speaking so that People Listen
- **Health**: Challenges and Opportunities
- **Strategies** Management
- **Innovation** Management

LEARNING OPPORTUNITIES

- Giving Sense to your **Leadership** Experience
- Conflict
- Corporate **Strategy**
- **Communication** in the 21st Century Workplace
- The Art of Negotiation
- Inspiring and Motivating Individuals
- Applications of Everyday **Leadership**
- Grow to Greatness = Smart Growth
- **Design Thinking for Innovation**
- **Fundamentals of Management**

LEARNING OPPORTUNITIES

- Conflict Resolution Skills
- Graphic Design
- Culture Driven Team Building
- The Impact of Technology
- Leading Teams/Organisations
- Project Management – The Basics for Success
- Effective Problem Solving and Decision Making
- Leadership and Influence
- Development and Planning in Cities: Exploring Theories, Policies and Practices

POTENTIAL MOOCS

**“Strategic Planning and City Development Strategies
in Africa”**

**“Understanding Knowledge Management in South
African Municipalities”**

“Understanding Local Government in South Africa”

“Water and Sanitation in African Cities”

and many more...



IVY LEAGUE



BROWN



Cornell University



COLUMBIA UNIVERSITY
IN THE CITY OF NEW YORK



Dartmouth



HARVARD
UNIVERSITY

Yale University



Penn
UNIVERSITY of PENNSYLVANIA



PRINCETON
UNIVERSITY

CLASS CENTRAL

Conclusion

“Social learning is coming of age”

“Organisations are now exploring how they can use social learning tools to build relationships with current and prospective employees, customers and partners”

“Platforms, content and connectivity are converging in a way that meets today’s learners needs and expectation”



QUESTIONS?



thank
thank
you!