



Capacity
Building

**2019–2020
Course
Catalogue**



Programme Overview

The GSMA Capacity Building programme offers an extensive range of free training courses for policymakers and regulators. Since the programme's launch in 2013, it has rapidly established itself as the world's premier provider of specialist telecoms regulatory training. With over 10,000 days of training delivered to regulatory professionals from over 150 countries around the world, it has already achieved unparalleled scale and reach. By emphasising real-world examples of regulatory good practice from different regions, the GSMA's courses help students understand the implications of different policy and regulatory approaches and how they affect the mobile services offered to their country's citizens.

Programme Highlights

- Courses available in English, French and Spanish
- Course content that is suitable for professionals at any stage of their career
- Training delivered both face-to-face and online, providing our students with maximum flexibility in how they study
- Partnerships with a range of global organisations allowing us to deliver training where it is needed the most
- Online courses offered year-round enabling students to study at their own pace from anywhere in the world
- Courses accredited by the United Kingdom Telecommunications Academy



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Ways to study with us

To provide policymakers and regulators with maximum flexibility in how they study, we offer our courses both face-to-face and online.

Face-to-Face

We deliver face-to-face courses principally through partnerships with recognised regulatory training and development organisations. This provides us with global reach so we can train regulatory professionals across the world. Our face-to-face courses vary in length from half a day to two days and can also be delivered on site at your organisation.

Online

All of our courses are offered online via our eLearning portal and can be accessed via a computer, tablet or mobile device. Courses vary in length from three to four weeks and require a commitment of two to four hours per week. Course participation is free of charge for regulators and policymakers, subject to availability.

www.gsmatraining.com

Trainers

Our courses are developed and delivered by experts and leaders in mobile policy. Our policy experts come from a range of backgrounds including telecoms, law and financial services. All of our trainers have strong backgrounds in mobile policy and many of them hold advanced academic qualifications. Our experts use their extensive knowledge, while also drawing on practical case studies, to deliver courses that are packed with the latest information.

To learn more about our trainers visit:

www.gsma.com/publicpolicy/capacity-building/courses/meet-our-course-leaders

Free Mobile Policy Training for Policymakers and Regulators



Our courses are available online at
www.gsmatraining.com

Students trained in over 150 countries

Over 10,000 days of training delivered

95% of students say our courses are beneficial to them

Training offered face-to-face and online

Courses available in English, French and Spanish

5G — The Path to the Next Generation

Face-to-Face: Two-day course

Online: Four-week course

UKTA Accredited



Course Overview

The mobile industry is preparing to embark on the transition to fifth generation (5G) technology, which will build on the achievements of 4G while also creating new opportunities for innovation. 5G will usher in a new era that will see connectivity become increasingly fluid and flexible. This course covers the key aspects of 5G technology and examines the role governments and regulators can play in helping unlock the benefits of future 5G services for their citizens.

Course Objectives

- Learn about the underlying technologies and concepts associated with 5G.
- Discover the key differences between 5G and previous generations of mobile technology.
- Understand how governments and regulators can help accelerate the development of 5G technology and services in their countries.

Advanced Spectrum Management for Mobile Telecommunications

Face-to-Face: Two-day course

Online: Four-week course

UKTA Accredited



Course Overview

This course considers the history and technical evolution of mobile telecommunications before moving on to cover the core functions of the spectrum manager. Participants will learn about how spectrum is used, the characteristics of spectrum bands and the progression of mobile technologies. The course also covers the principles of spectrum planning at national and international levels and includes a deep dive into spectrum licensing and an overview of regulatory issues related to spectrum.

Course Objectives

- Understand the processes and approaches to spectrum allocation and licensing.
- Learn how spectrum management is changing in the ever-evolving communications sector.
- Understand how the concepts can be applied to the spectrum conditions in your own country.

Bridging the Mobile Gender Gap

Face-to-Face: One-day course

Online: Four-week course

UKTA Accredited



Course Overview

There is currently a significant gender gap associated with access to, and use of, the internet and mobile broadband services. This gender gap can be attributed to a number of factors including the cost of devices and services, network coverage, concerns around security and harassment as well as a lack of technical literacy among women. This course explains the background to the issues and focuses on strategies that can be used to help close the gender gap.

Course Objectives

- Understand the context via gender-disaggregated data on internet access and use.
- Learn how barriers such as access, affordability, safety, digital skills and the availability of locally relevant content can be addressed.
- Discover how gender perspectives can be integrated into strategies, policies, plans and budgets so they explicitly address women's needs, circumstances and preferences.

Children and Mobile Technology

Face-to-Face: Two-day course

Online: Three-week course

UKTA Accredited



Course Overview

Children and young people are among the most avid users of mobile technologies but these new technologies also come with new dangers. Parents, governments and industry have a role to play in protecting and supporting children who are connected. This course looks at the issues from several angles and examines whether regulation is necessary.

Course Objectives

- Learn what is known about children's use of mobile technologies.
- Acknowledge the benefits while mitigating risks for children.
- Understand the law related to online child sexual exploitation.
- Understand the role of regulation in child online protection.



**“I am addicted to GSMA Capacity Building courses
— they are so helpful for my career.”**



Suada Hadzovic, Engineer, Communications Regulatory Agency,
Bosnia and Herzegovina

Competition Policy in the Digital Age

Face-to-Face: Two-day course

Online: Four-week course

UKTA Accredited



Course Overview

Competition in mobile telecommunications is multifaceted and dynamic. Regulatory authorities must be alert to rapid technological changes that impact infrastructure competition. This course provides a foundation for understanding the rules of competition and the regulatory powers that apply to the telecommunications sector, taking into account the wider competitive landscape that now includes Over-The-Top players.

Course Objectives

- Understand the application of competition law as it applies to the telecommunications sector, especially abuse of dominance and merger control.
- Look at the interaction between competition law and regulation, especially Significant Market Power/Dominant Carrier regulation.
- Compare the treatment of the telecommunications sector in regulation and competition law with the situation in the wider communications ecosystem.

Digital Identity for the Underserved

Face-to-Face: One-day course

Online: Four-week course

NEW for 2019-2020

Course Overview

Official proof of identity is fundamental to an individual's ability to enforce their rights and secure access to a wide range of important services. However, one billion people in the world, many of them women and forcibly displaced people, are still unable to prove their identity. This course highlights the fundamental role digital identification can play in empowering these people to become digital consumers so they can fully participate in today's digital economy. It further highlights the impact certain government policies can have on the ability of vulnerable groups to access official proof of identity as well as identity-linked mobile services.

Course Objectives

- Understand the linkage between proof-of-identity policies and people's ability to access mobile services that can boost social, digital and financial inclusion.
- Develop an appreciation of the good practices that governments looking to accelerate their digital transformation journeys can adopt and understand how these can be amplified by leveraging mobile operators' core capabilities and reach.

Internet of Things

Face-to-Face: Two-day course

Online: Four-week course

UKTA Accredited



UNITED KINGDOM
TELECOMMUNICATIONS
ACADEMY

Course Overview

The Internet of Things (IoT) involves connecting devices to the internet across multiple networks to allow them to communicate with humans, applications and each other. IoT is set to have a huge impact on our daily lives, helping us to reduce traffic congestion, improve care for the elderly and create smarter homes and offices. This course provides a high-level overview of IoT concepts from a mobile perspective, outlines the role IoT can play in enhancing the quality of life of citizens and explores the implications that IoT has for policymakers and regulators.


Course Objectives

- Understand the benefits IoT can bring to citizens, consumers and businesses.
- Learn about the key difference between IoT and traditional telecoms services.
- Discover the regulatory implications of IoT.



Capacity Building

Student Profile



'All of the stakeholders involved are now working together on an action plan for Senegal based on what they learned on the course.'



Racky Seye Samb, Head of the Office of Information System Security and Trust, Ministry of Communication, Telecommunications, Posts and Digital Economy, Senegal

Racky works for the Ministry of Communications, Telecommunications, Posts and Digital Economy in Senegal and coordinates all activities related to cybersecurity and child online protection. The ministry is currently at the early stages of implementing its action plan for child online protection with input from a range of national stakeholders. In Senegal, cyberattacks and online abuse are common. As a result, they are an important issue for the government, mobile operators and other community stakeholders to address.

Our Children and Mobile Technology course was delivered in Senegal in partnership with Ecole Supérieure Multinationale des Télécommunications (ESMT). Representatives from many local stakeholders attended the course including those from law enforcement, the ministry of education, civil society, telecoms operators and the media. Racky found it very useful to have everyone in the same room to discuss how they could move forward to strengthen the protection of children online.

All of the stakeholders involved are now working together to put into operation an action plan based on what they learned on the course and their discussions during the breakout sessions. According to Racky, the course had a huge impact. Not only did attendees gain a better understanding of the issues, but it also helped them realise the need for increased collaboration.

The action plan now being implemented focuses on training for relevant stakeholders (to increase their understanding of the key issues) and developing awareness campaigns for children and parents on how to use the internet safely. The stakeholders also want to work with victims to understand how they can reduce the risks of cyber abuse in the future. Racky and the other stakeholders hope that these campaigns will help children become more responsible in how they use the internet and lead to the inclusion of cybersecurity in the school curriculum. Furthermore, they are looking to work with the GSMA to create a working group to further progress these projects in Senegal.

Leveraging Mobile to Achieve SDG Targets

Face-to-Face: Two-day course

Online: Four-week course

UKTA Accredited



Course Overview

Between now and 2030, the mobile industry will bring billions of people and things online, helping to enrich the lives of citizens around the world and deliver on the sustainable development goals (SDGs) set by the United Nations. The SDGs serve as the world's to-do list to end poverty, reduce inequalities and tackle climate change. This course offers practical advice and case studies to help governments understand how they can harness the power of mobile in their efforts to achieve national sustainable development targets.

Course Objectives

- Gain critical insights into the impact of the mobile industry on sustainable development, including the powerful effect it has on the activities of other industries.
- Understand the policy frameworks and regulatory levers needed to maximise the impact of mobile on the implementation of national SDGs action plans.

Mobile Money for Financial Inclusion

Face-to-Face: One-day course

Online: Four-week course

UKTA Accredited



Course Overview

Mobile money services are proliferating in many countries, providing 'unbanked' citizens with the ability to manage their money and make financial transactions efficiently and securely. In markets with more mature mobile money services, these platforms are now used to offer a broader range of financial and mobile-for-development services. This course provides an in-depth look at mobile money services — how they work, the stakeholders involved and the regulatory enablers, as well as critical issues such as cross-network interoperability.

Course Objectives

- Understand the value of mobile money services to individuals and society.
- Learn about the regulatory framework and legal prerequisites needed for mobile money to flourish.

Mobile Sector Taxation

Face-to-Face: Half-day course

Online: Three-week course

UKTA Accredited



Course Overview

In many countries, in a variety of ways, governments impose substantial taxes on the mobile industry — above and beyond standard corporate tax. Sector-specific taxation is never without consequences. For example, special mobile taxes affect consumer prices as well as operators' ability to build and upgrade their networks. This course takes a critical look at mobile industry taxation, discusses the impacts of these taxes, and explains how telecoms regulators can affect the level of sector-specific taxation.

Course Objectives

- Learn about the principles of taxation.
- Understand the ways additional taxes are applied to the mobile industry.
- Learn how supplemental mobile sector taxation impacts consumers and society.
- Consider how over-taxation of the sector can be rolled back to everyone's benefit.



“My professional career has improved because I took the Internet of Things course. After finishing the course I shared my knowledge with my colleagues and have also started to collaborate with other ministries within the country.”



Sophia Chando, Head of the ICT Unit in the Prime Minister's Office, Tanzania

Mobile Technology, the Environment and Climate Change

Face-to-Face: Two-day course

Online: Four-week course

UKTA Accredited



Course Overview

Mobile technologies have the potential to promote and contribute to a sustainable and low-carbon future. This course examines case studies of mobile service applications in the areas of climate change mitigation and adaptation, business sustainability, smart cities and the improvement of the natural environment. The course also addresses the environmental footprint of the mobile industry and covers sustainable responses of network operators to topics such as energy use, recovery of used and waste equipment and reporting on climate change impacts.

Course Objectives

- Examine the potential of Information and Communication Technologies (ICT), including mobile technologies, to contribute to a sustainable future.
- Learn about the importance of environmentally sound management of used and waste electrical and electronic equipment.
- Identify opportunities for mobile services and technologies to support environmental and climate-change management in smart cities.

Principles of Mobile Privacy

Face-to-Face: One-day course

Online: Four-week course

UKTA Accredited



Course Overview

The growth of the mobile internet and converged services is creating new challenges related to the use and protection of people's personal information. This course investigates the current state of mobile privacy, highlights research into consumer attitudes towards their privacy and examines current and emerging regulations around the world. The course also reviews the GSMA's universal Mobile Privacy Principles, Privacy Design Guidelines for app developers and industry initiatives that give consumers more control over how their information is used.


Course Objectives

- Understand the facets of mobile privacy, data protection and consumer trust.
- Consider the role of mobile operators, internet content providers and consumers in respecting and protecting the privacy of consumers.
- Discover how regulation can be applied effectively to protect consumer privacy in a converged world.



Capacity
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Student Profile

An aerial photograph of a coastal town in St. Maarten, showing a mix of residential and commercial buildings, a sandy beach, and turquoise water. The town is nestled between a bay and a mountain range.

‘Despite the devastation, Sidney believes the disaster provided St. Maarten with a clean slate so now the country can implement new policies and regulation to support the recovery process.’



**Sidney de Weever, Head of the Technical Division,
Bureau Telecommunicatie en Post, St. Maarten**

Heading up the technical division of the Bureau Telecommunicatie en Post, St. Maarten, Sidney is involved in areas such as spectrum assignment and the inspection of transmission sites. He is also called on for technical input when the Bureau is developing policies and legal frameworks.

Sidney already had some insight into the UN's Sustainable Development Goals (SDGs), but decided to take our Leveraging Mobile to Achieve SDG Targets course to understand how technology could help countries deliver on the goals. The course was delivered in Panama in partnership with the Caribbean Association of National Telecommunication Organizations (CANTO). Alongside his role at the Bureau, Sidney is also a civic leader in St. Maarten and believes that achieving the SDGs is very important for his community.

In September 2017, Hurricane Irma — a category 5-plus storm — battered the country with sustained wind speeds of over 180 MPH. It destroyed 35 cell towers, knocking out communications in its immediate aftermath. The country's electricity network was also down for weeks and many roads were inaccessible.

A few months later, the United Nations Development Programme (UNDP) and representatives from the Economic Commission for Latin America and the Caribbean (ECLAC) were on the ground to complete assessments and research studies. Based on the knowledge he had gained on our course, Sidney was able to discuss with UNDP and ECLAC representatives the important role technology can play in helping communities recover from disaster and ultimately also achieve the SDGs goals.

"I mentioned that we could use technology in our recovery efforts and they were surprised that I had knowledge of the various technologies, and asked me for more information about them," he said.

Despite the devastation, Sidney believes the disaster provided St. Maarten with a clean slate so now the country can implement new policies and regulation to support the recovery process and help them achieve the SDGs more quickly. As part of this, he sees the need for the country's regulatory frameworks to be modernised to cope with the realities of today and the future of tomorrow.

Radio Signals and Health

Face-to-Face: One-day course

Online: Four-week course

UKTA Accredited



Course Overview

The effect of radio transmissions on health has been studied extensively, leading to international standards for network antennas and exposure limits for workers and the public. Despite the ever-growing body of scientific knowledge, many people continue to be concerned about electromagnetic fields (EMFs) and their impact on health. This course looks at the state of the science, standards for mobile technologies, regulatory compliance and public awareness and education.

Course Objectives

- Understand public concerns and the accumulated knowledge about the health effects of EMFs.
- Learn about internationally accepted safety requirements for radio transmissions.
- Learn how to respond to public safety concerns and increase awareness of the science.



“My first course was Advanced Spectrum Management. It is the best engineering training course I have taken among the over 20 short engineering training courses I have done in my career.”



Arnold Mujuni Bareba, Senior Officer — Gulu Region, Uganda
Communications Commission

Responding to Disasters and Humanitarian Crises

Face-to-Face: One-day course

Online: Four-week course

NEW for 2019-2020

Course Overview

Recent emergencies, such as the major hurricanes in the Caribbean and the unprecedented number of people being forcibly displaced around the world, highlight the increasingly important role mobile plays during times of crisis. As mobile communication becomes ever more critical to the success of disaster response efforts and humanitarian aid delivery, policymakers and regulators need to better understand how they can support these efforts through effective policies. This course looks at the role of policymakers and mobile operators in disaster response management and the effect they can have on the acceleration of aid delivery during and after a humanitarian crisis.

Course Objectives

- Learn how improved coordination between mobile operators, governments, regulatory authorities and the humanitarian community can mitigate risks during times of crisis.
- Discover how regulators around the world are adopting flexible approaches to policy during emergencies to positively impact response efforts.
- Understand and explore how mobile platforms can digitise humanitarian aid delivery channels through innovative case studies.

Unlocking Rural Mobile Coverage

Face-to-Face: One-day course

Online: Four-week course

UKTA Accredited



Course Overview

Today, around 3.3 billion people are connected to the mobile internet, but more than four billion still remain offline and one billion of these are not covered by mobile broadband networks. Closing the mobile coverage gap is primarily an economic challenge. Uncovered populations typically live in rural locations with low population densities, low per-capita income levels and weak or non-existent enabling infrastructure. This course considers the challenges and opportunities that the public and private sectors face in bringing coverage to the uncovered, thereby giving them access to greater social and economic opportunities.

Course Objectives

- Explore the role of the government and the private sector in improving connectivity.
- Learn how innovation and infrastructure sharing can help bridge the coverage gap.
- Learn about best practices in policy and regulation to foster investment in rural networks.
- Learn about examples of successful rural coverage projects.

Contact Us

About the GSMA

The GSMA unites more than 750 operators with over 350 companies in the broader mobile ecosystem, including handset and device makers, software companies, equipment providers and internet companies, as well as organisations in adjacent industry sectors. The GSMA also produces the industry-leading MWC events held annually in Barcelona, Los Angeles and Shanghai, as well as the Mobile 360 Series of regional conferences.

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