E-Learning and Remote Technical Assistance (RTA): the experience of CIHEAM-Bari

E-learning and Remote Technical Assistance (RTA) are **Distance Learning (DL)** expressions, which are complementary and synergistic with traditional face-to-face learning and technical assistance activities

- **The E-learning activity** involves the online delivery of structured courses (usually in asynchronous mode) implemented on a specially designed platform.

- **The RTA** consists in targeted interventions (usually short) that try to respond to "on demand" specific problems. These are info-training sessions delivered from a web-meeting platform (on-air) and then implemented on the e-learning platform (on-line).
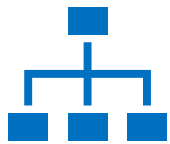
E-learning / RTA

CIHEAM BARI

The areas involved include:

The management unit, which deals with organisational and relational aspects;

The training-project and tutoring group, which is tasked with elaborating technical and support contents;

The information technology section that provides all technological, multimedia, information and "help desk" components.
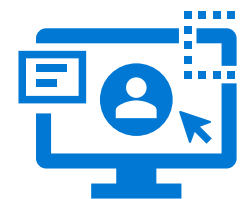
E-learning / RTA

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Main features:

Methodology

Approach

Tutoring

Technology

Methodology

The learning methodology applied by CIHEAM Bari in E-learning has always taken into account the type of **interaction** among different actors of the learning process, thereby favouring a "collaborative-constructivist" approach. This approach, mostly applied to **adults**, has often allowed the development of "**peer learning**" contexts for "responsible" learning, as is the case in the "**Communities of practice**" **(CoP)**.

*"**Peer learning**" is an innovative approach where there is not a teacher top expert of the topic of study/interest but each member of the group exchange information with others at the same level.*

Community of practice (CoP) as a place of Adult Peer Learning

The CoP is a group of people who learn and interact together, build relations resulting in a sense of fellowship and mutual commitment… as "groups of people sharing a concern, problems, passion for a subject, an interest to explore".

Appoach

The approach adopted by Ciham Bari is oriented towards the creation of an "Inclusive Learning Environment (ILE) and allowing a favorable "cognitive ergonomy" by promoting a set of planned actions that, although fulfilling the key role of learning, pay particular attention to the individual needs, as well as the cultural and language levels of beneficiaries.

Planned Actions:

Multilingual courses
Technical Tutoring
Timing (time zone)
Technology commensurate with context

Favourable "cognitive ergonomy"

useful
usable
desirable
valuable
findable
accessible
credible

TUTORING

Tutoring is particularly important and strategic for the learning model applied by CIHEAM Bari. The tutor plays a crucial role in mediating/promoting communication and supporting the whole training process. The CIHEAM Bari provides specific training courses for "institutional tutors".

Cognitive & Metacognitive support

The tutor helps the students to look for the necessary resources for the study activities and facilitates the exchange of ideas, rouses curiosity for innovation and enrichment.
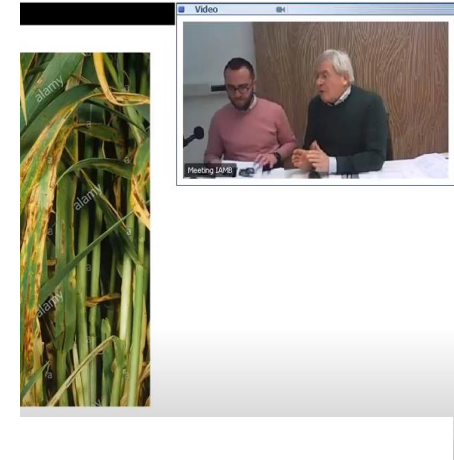
Socio-Affective & relational support

The tutor should encourage relationships and support the student emotionally. As moderator he/ she promotes cooperation and collaboration among the learners, with some forms of mediation when it is necessary.

Technological support

The tutor must make the students feel comfortable and proficient with the technology applied helping them with problem solving actions.

Technology

The technology applied to E-learning and RTA is composed by a set of systems and applications specifically designed for that use. For ex. Learning Management Systems (Moodle, Docebo, Claroline,etc.) or Web Meeting Apps (Skype, Zoom, WebEx,etc.)

The technological solutions adopted by CIHEAM BARI are appropriately selected based on the delivery method and the technological level of target countries. They are always satisfactory for user-friendliness and cost-effectiveness (DIGITAL DIVIDE).

CIHEAM Bari Technology
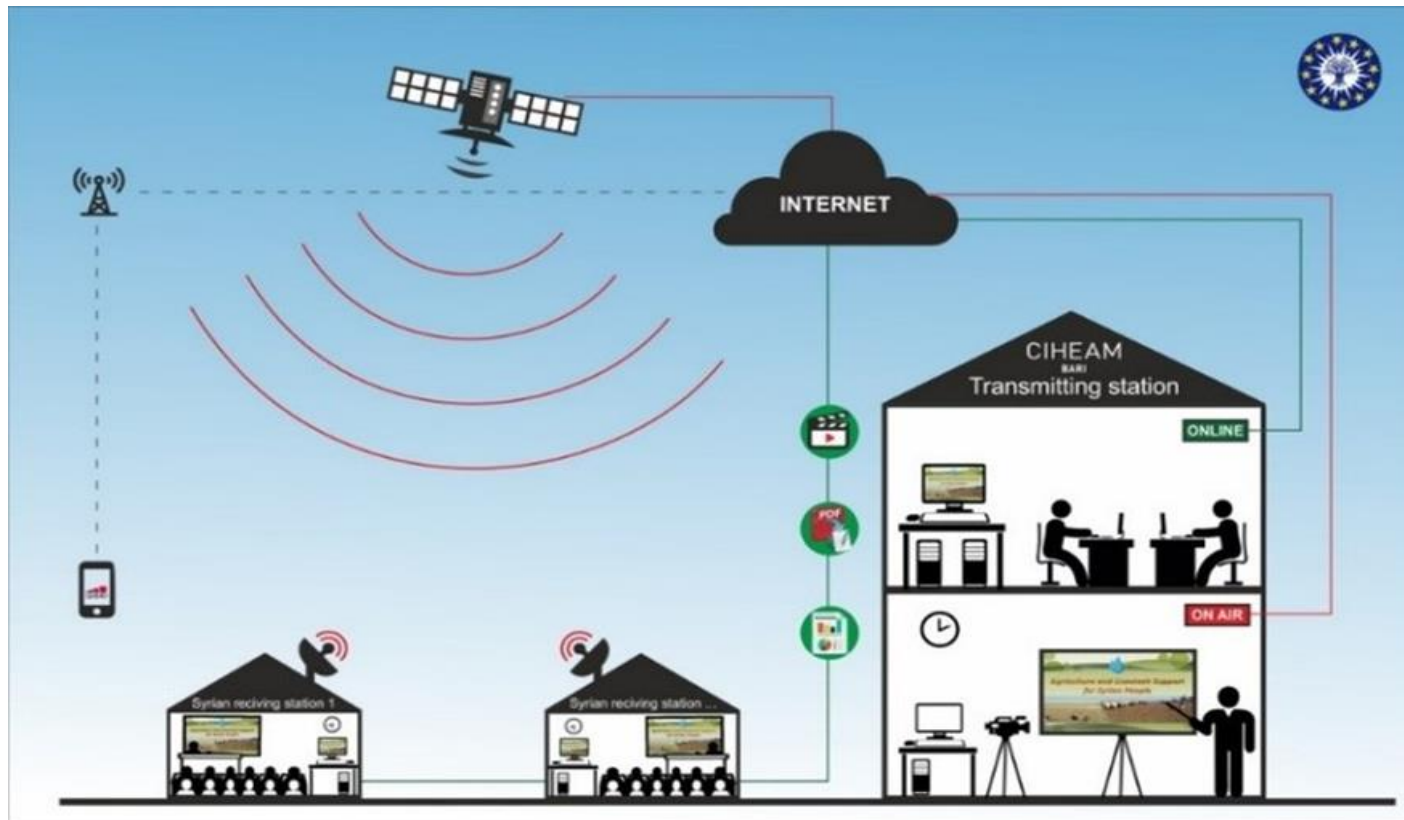
The CIHEAM Bari has Learning Management System and Web Meetings technologies that enable both **"on-air"** and **"on-line"** options.

Learning Management Systems why Claroline?

Claroline platform has been developed following teachers' experiences and is very much appreciated for its considerable capacity to monitor all different activities. Claroline is a collaborative E-Learning platform released under open source license and is largely used at international level because it is available in over 35 languages.
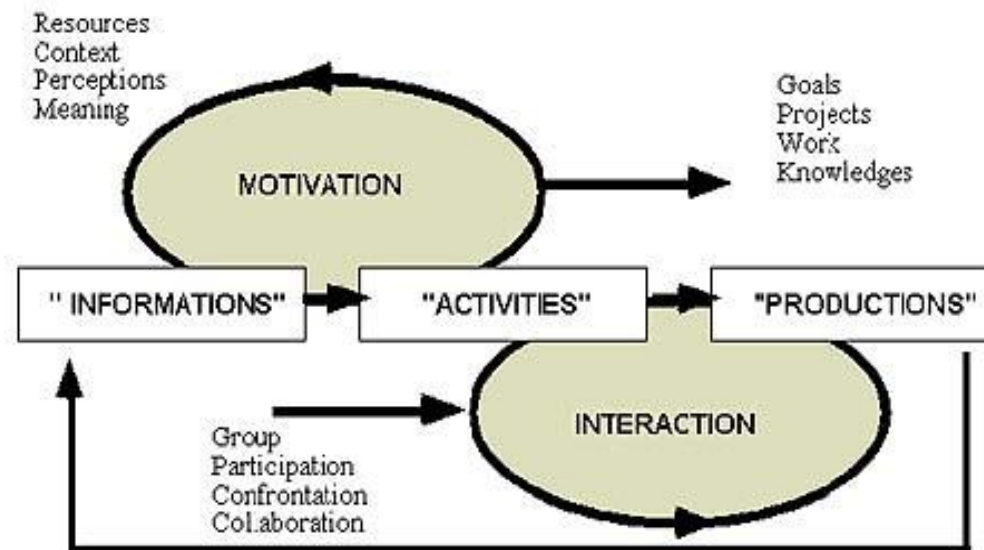
Learning Management System "CLAROLINE"

Discussion Fora to encourage the "interaction"

Web meetings systems Webex or Zoom

WebEx, (© Cisco) and Zoom (©zoom communication) , are a web-meeting platforms allowing the recording of video lectures delivered on a real-time basis from the transmitting station (CIHEAM Bari) to one or more receiving stations (e.g. offices, consortia, workers' associations). The platform allows for the active participation via the teacher/learner interaction during the live session (on-air activity). If missing these lectures at the set time, it is possible to get the recorded broadcast (on line activity) from the E-learning platform.
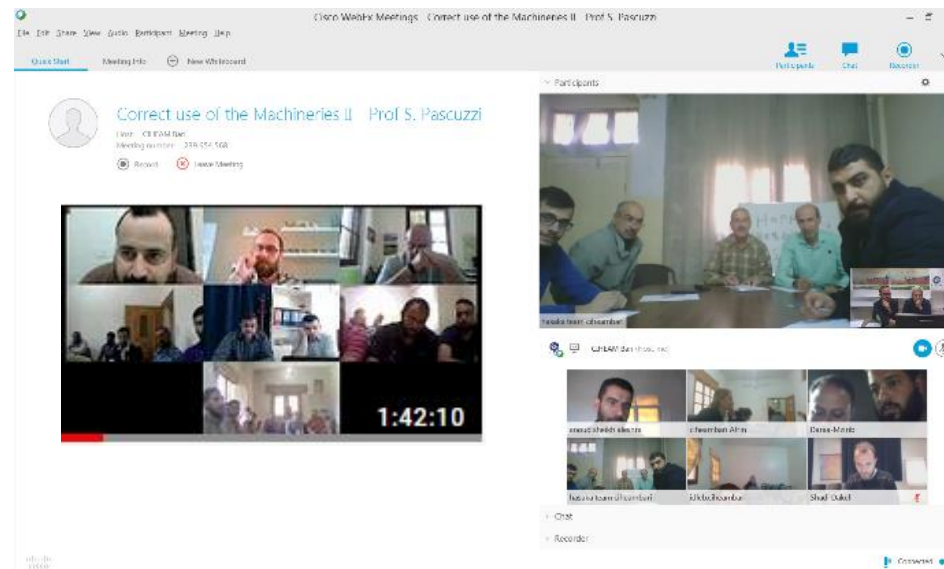
From "Web Meeting" in real time (lesson on-air) — 1

recording

LMS — **Integration on learning path materials (from "on air" to "online material")** — 3

To Platform (LMS) streaming (lesson on-line) — 2

E-Learning and Remote Technical Assistance (RTA): the experience of CIHEAM-Bari

During seventeen years of E-learning and RTA activities a total number of 32 courses have been organized and delivered: 22 in English, 7 in Arabic, 2 in French and 1 in Italian, both blended and online that constitute the current "background".

A particular interesting experience was the RTA activities carried out in "Agriculture and Livestock support for Syrian people" programme/project. This one was recognized as one of the best cooperation project of year 2017 by OCDE for its resilience capacity building impact.