GSMA Capacity Building

2020–2021 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 established itself as a premier provider of specialist telecoms regulatory training. With over 12,000 days of training delivered to regulatory professionals from 166 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 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 via our easy-to-use elearning platform, enabling students to study at their own pace from anywhere in the world.**
- **Courses accredited by the United Kingdom Telecommunications Academy.**

Our Courses

5G — The Path to the Next Generation	8
Big Data Analytics and Artificial Intelligence for Impact	9
Bridging the Mobile Gender Gap	10
Children and Mobile Technology	11
Competition Policy in the Digital Age	13
Digital Identity for the Underserved	14
Internet of Things	15
Leveraging Mobile to Achieve SDG Targets	18
Mobile Money for Financial Inclusion	19
Mobile Networks and Personal Data	20
Mobile Sector Taxation	22
Principles of Mobile Privacy	23
Radio Signals and Health	26
Responding to Disasters and Humanitarian Crises	28
Spectrum Management for Mobile Telecommunications	29
Unlocking Rural Mobile Coverage	30

Ways to study with us

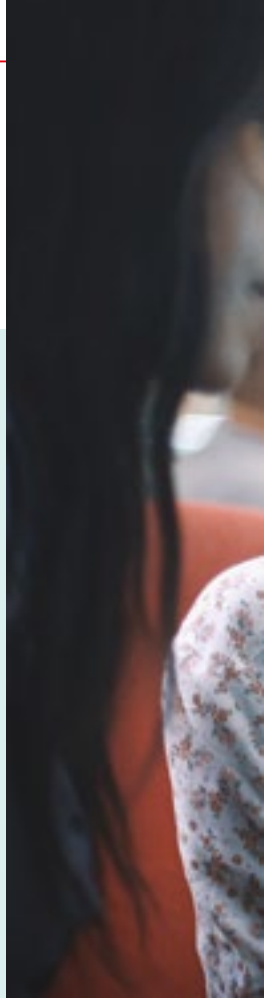
To provide policymakers and regulators with maximum flexibility in how they study, we offer our courses both face-to-face and online.

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 learning platform and can be accessed via a computer, tablet or mobile device. Courses vary in length from three to five 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.



Trainers

Our courses are developed and delivered by experts and leaders in mobile policy. Our experts come from a range of disciplines 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.

Capacity Building

Free Mobile Policy Training for Policymakers and Regulators

Our courses are available online at www.gsmatraining.com

- We have trained students from 166 countries
- We offer training face-to-face and online
- Our courses are available in English, French and Spanish
- 96% of students say our courses are beneficial to them
- Our online learning platform is easy to use
- We offer mobile apps for Android and iOS so you can study off-line
- We partner with a wide range of organisations to achieve global reach

5G — The Path to the Next Generation

Face-to-Face: Two-day course
Online: Four-week course

UKTA Accredited

UKTA UNITED KINGDOM TELECOMMUNICATIONS ACADEMY

Course Overview

The mobile industry has embarked on the transition to fifth generation (5G) technology, which builds 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.

Big Data Analytics and Artificial Intelligence for Impact

Face-to-Face: One-day course
Online: Four-week course

NEW for 2020-2021

Course Overview

Climate change, infectious diseases, disasters, air pollution, migration and poverty are among the most critical challenges the world faces today. This course looks at the role mobile technology, advanced analytics and artificial intelligence can play in drastically improving the effectiveness and efficiency of planning and responses to these challenges. It also considers the ways in which insight-driven decision-making can encourage the adoption and responsible use of mobile data analytics and artificial intelligence to accelerate progress in delivering the United Nation's Sustainable Development Goals.

Course Objectives

- Discover what is meant by the terms mobile data analytics and artificial intelligence.
- Learn about the importance of sustainable business models in unlocking the long-term benefits of these technologies.
- Gain critical insights into current (and emerging) standards and regulation covering this area.
- Learn about policies that help drive innovation and explore a range of innovative use cases.

Bridging the Mobile Gender Gap

Face-to-Face: One-day course
Online: Four-week course

UKTA Accredited

UKTA UNITED KINGDOM TELECOMMUNICATIONS ACADEMY

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

UKTA UNITED KINGDOM TELECOMMUNICATIONS ACADEMY

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.

"The Internet of Things workshop was informative and very well received by participants. I have heard nothing but praise for both the presentation and the learning outcomes."

Bernadette Lewis, Secretary General,
Caribbean Telecommunications Union

Competition Policy in the Digital Age

Face-to-Face: Two-day course
Online: Four-week course

UKTA Accredited

UKTA UNITED KINGDOM TELECOMMUNICATIONS ACADEMY

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

UKTA Accredited

UKTA UNITED KINGDOM TELECOMMUNICATIONS ACADEMY

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

UKTA 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 differences between IoT and traditional telecoms services.
- Discover the regulatory implications of IoT.

GSMA Capacity Building

Student Profile
Kitso Kusane

"The platform is diverse and multicultural and it offers networking opportunities and collaboration even after the courses end."

Kitso Kusane, Trainee Telecommunications Engineer, Botswana Communications Regulatory Authority

Kitso Kusane works for the Botswana Communications Regulatory Authority as a Trainee Telecommunications Engineer. She decided to take capacity building courses to gain a better understanding of regulation in the telecommunications sector. So far, she has studied the Bridging the Mobile Gender Gap and Spectrum Management for Mobile Telecommunications courses on the GSMA Capacity Building online learning platform. Of these two courses, her favourite was the Spectrum Management course because she felt it provided her with a holistic understanding of spectrum regulation.

Before the course, Kitso didn't fully understand the World Radio Conference (WRC) process, but the course materials helped her appreciate the vital role these conferences play in addressing international issues related to radiocommunications.

The last WRC was held during October and November 2019 in Sharm El Sheikh, Egypt.

Botswana, along with other African countries, played a key role in ensuring millimeter wave spectrum across the 26 and 40 GHz bands was harmonised for mobile use. Securing this spectrum helped ensure the citizens of these countries will be able to capitalise on the benefits of 5G in the future.

Kitso also enjoyed the in-depth case studies featured throughout the Spectrum Management course and the additional documents shared by the trainer, as she felt they were presented in an attractive and engaging manner.

When asked about the online training platform, Kitso said "the platform is diverse and multicultural and it offers networking opportunities and collaboration even after the courses end."

Since finishing the training, Kitso regularly refers to her course notes and is looking forward to taking another one soon. Kitso also said she would recommend the course to other policymakers as the materials are comprehensive and the flexibility of the online learning platform makes it easy to fit study time around work schedules.

Leveraging Mobile to Achieve SDG Targets

Face-to-Face: Two-day course
Online: Five-week course

UKTA Accredited

UKTA UNITED KINGDOM TELECOMMUNICATIONS ACADEMY

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 positive impact of mobile on the implementation of national SDGs action plans.

Mobile Money for Financial Inclusion

Face-to-Face: One-day course
Online: Two-week course

UKTA Accredited

UKTA UNITED KINGDOM TELECOMMUNICATIONS ACADEMY

Course Overview

Mobile money services are proliferating in many countries, providing 'unbanked' citizens with the ability to manage their money and conduct financial transactions efficiently and securely. In markets with 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 Networks and Personal Data

Face-to-Face: Half-day course
Online: Two-week course

NEW for 2020-2021

Course Overview

Over the last decade the mobile phone has become the primary means for people to access the internet whenever they want and wherever they go. This has led not only to alternative internet-based communications services, but also to an explosion of third party online services that make intensive use of personal information via the mobile phone. The course explains what data is collected from users across the mobile ecosystem and how it is stored, used and accessed, as well as the related data protection and privacy implications for government, industry and other stakeholders.

Course Objectives

- Understand the essential elements of a mobile network and how they influence the kinds of consumer information operators can access or determine.
- Discover what operators do with consumers' personal data and how data privacy laws, including those concerned with cross-border data flows, affect the services offered by mobile operators.
- Develop an understanding of the data privacy issues raised by new technologies such as 5G, big data analytics, digital identity and the Internet of Things.

"The courses that I took were in areas that I was unfamiliar with. The courses helped me to gain a broader appreciation of telecommunications and the impact of policy on society and consumers. Taking the courses was well worth the time investment."

Karen Woo, Head of Access Department, Malaysian Communications and Multimedia Commission

Mobile Sector Taxation

Face-to-Face: Half-day course
Online: Two-week course

UKTA Accredited

UKTA UNITED KINGDOM TELECOMMUNICATIONS ACADEMY

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.

Principles of Mobile Privacy

Face-to-Face: One-day course
Online: Three-week course

UKTA Accredited

UKTA UNITED KINGDOM TELECOMMUNICATIONS ACADEMY

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.

GSMA Capacity Building

Student Profile
Imad Memon

"The course has broadened my understanding of various aspects of spectrum management, such as processes for licensing spectrum and licence renewal to name just a few."

Imad Memon, Director General of Strategy and Development, Pakistan Telecommunications Authority

Imad Memon is currently Director General of Strategy and Development at the Pakistan Telecommunications Authority (PTA), but prior to taking on this role in October 2019 he was Director General of Licensing at the PTA.

When Imad took the Spectrum Management for Mobile Telecommunications course a key focus of his job was the renewal of three mobile licences for an additional 15 years. Asked how the course had helped him in his role, he said it "gave me insights on best practices related to spectrum licensing." He also highlighted that he found the material on different approaches to spectrum assignment useful and that the policy recommendations for effective spectrum pricing were very valuable. In fact, Imad said that his team formulated their recommendations for licence renewal based on best practices suggested in the course.

Imad felt that the course content was highly relevant because spectrum is a priority issue in Pakistan. Spectrum auctions have been held in Pakistan regularly in the years between 2014 and 2017. This has paved the way for increased mobile broadband penetration in the country, but Imad feels that quality of service and coverage are still not where they need to be. As a result, he believes more spectrum needs to be assigned to telecom operators in order to offer a better mobile broadband experience to consumers and businesses in Pakistan.

Imad said that his professional career path had certainly improved as a result of taking this course. The topics covered, such as spectrum for IoT, 5G and backhaul, are helping him in his new role in strategy and development. For example, he is now involved in formulating a framework for IoT, 5G and Administrative Incentive Pricing (AIP) for backhaul spectrum in Pakistan.

Summing up, Imad said "the course has broadened my understanding of various aspects of spectrum management, such as processes for licensing spectrum and licence renewal to name just a few."

Radio Signals and Health

Face-to-Face: One-day course
Online: Four-week course

UKTA Accredited

UKTA UNITED KINGDOM TELECOMMUNICATIONS ACADEMY

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.

"We will take what we have learned during the 5G training and apply it to our conditions back home, but it is also useful for our contribution to the whole EU ecosystem on 5G."

Denion Meidani, Director of Monitoring, Control and Inspection, National Authority for Communications and Postal Services, Albania

Responding to Disasters and Humanitarian Crises

Face-to-Face: One-day course
Online: Three-week course

UKTA Accredited

UKTA UNITED KINGDOM TELECOMMUNICATIONS ACADEMY

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 positive 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.

Spectrum Management for Mobile Telecommunications

Face-to-Face: Two-day course
Online: Four-week course

UKTA Accredited

UKTA UNITED KINGDOM TELECOMMUNICATIONS ACADEMY

Course Overview

This introductory 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.

Unlocking Rural Mobile Coverage

Face-to-Face: One-day course
Online: Three-week course

UKTA Accredited

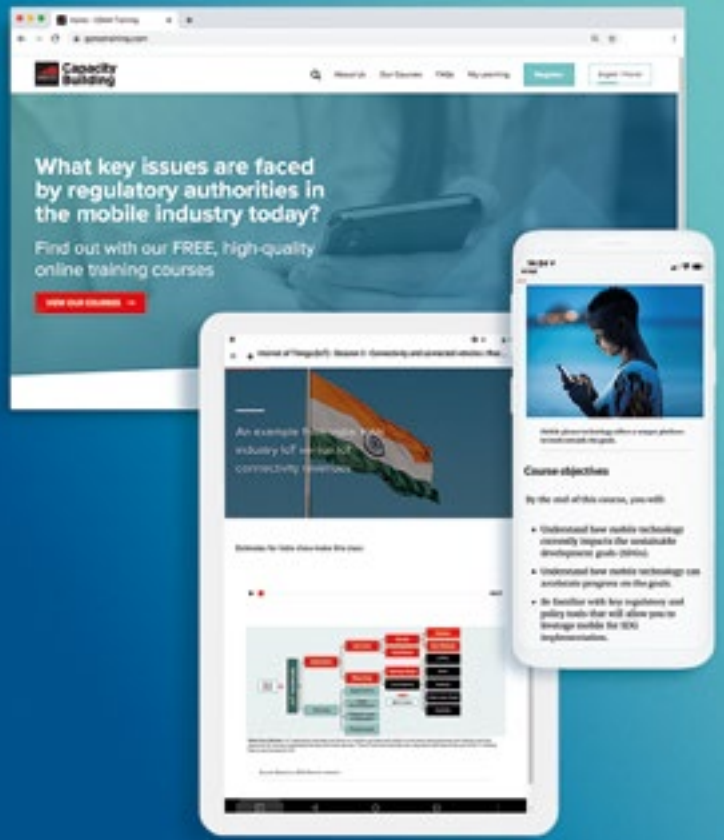
UKTA UNITED KINGDOM TELECOMMUNICATIONS ACADEMY

Course Overview

Today, around 3.5 billion people are connected to the mobile internet, but over half the world's population still remain offline and over 750 million people 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 from examples of successful rural coverage projects.



GSMA Capacity Building

Our new online learning platform

We have introduced a new, feature-rich online learning platform that makes it even more convenient to take our training courses. The new system has excellent interactivity features, making our courses more engaging, and works seamlessly across a range of devices such as laptops, tablets and smartphones. The new platform also includes mobile apps for iOS and Android devices so you can now download our courses and study them offline. As a result, it is easier than ever to fit our courses around your busy schedule.

Register for a course and download our apps today by visiting: **gsmatraining.com**

Contact Us

About the GSMA

The GSMA unites more than 750 operators and nearly 400 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.

For more information, please visit the GSMA corporate website at **www.gsma.com**

Follow the GSMA on Twitter: **@GSMAPolicy**

For more information about our training courses visit **www.gsma.com/training**

To register for our online courses visit **www.gsmatraining.com**

To discuss partnerships contact our team on **capacitybuilding@gsma.com**