

4. What role does ICT play in education and training organisations?

In the ICT Strategy for Information and Communication Technology in Education, the Department of Education notes the following:

The information and communication technology (ICT) revolution imposes particular challenges on education systems around the world. These challenges can be reduced to three broad areas. The first has to do with participation in the information society, the second considers how ICT impacts on access, cost-effectiveness and quality of education, while the third has to do with the way that ICT changes the education process. (DoE 2001)

In an education and training organization, these are some of the areas in which ICT is an essential tool:

- Administration: for example, financial management, staff payroll, accounting information, administration of bursaries and fees.
- Management of learner information: for example, learner registration and enrolment, throughput statistics, resulting.
- Reporting according to ETQA requirements.
- Professional profiling: for example, lecturer information and statistics.
- Communications and marketing: for example, internal communications for professional purposes; external communications such as advertising or information dissemination.
- Programme delivery: for example, course content and teacher materials can be delivered through an electronic component. E-learning is the term used to describe educational programmes that use electronic delivery methods (including Computer-based learning). These methods include CD-ROM, the Internet, satellite, wide area network, video and audiotape, interactive TV, virtual classrooms and so on. E-learning is an umbrella term that applies to electronic delivery both from a distance and face-to-face.
- Learner support: for example, introducing learners to the Internet, or using e-mail services as a support tool.

[Answer to FAQ 4 The NQF, Information Systems and the NLRD]