

7. How can ICT be used to support providers and learners?

The way in which ICT is used to support both providers and learners depends on the resources of the organisation and the level at which staff and learners use the available resources. There are, however, a wide set of processes and applications to choose from. To cite a few examples, lecturers may use the computer system to write their course notes, get information from the Internet, download support material, keep in touch with colleagues via email, print work or develop materials for use with a data projector in class. Some classes may be conducted in a computer lab where learners have access to a computer to study materials from a CD or the Internet. The practical parts of accounting packages, computer programming, computer support, word-processing, spreadsheets, desktop publishing, etc. can be taught using computers. Learners may use computer facilities on campus or at home for research, making notes and preparing assignments.

Many organisations and universities use computer-based training and e-learning to supplement classroom teaching on campuses. Many organisations have courses available in computer labs for learners and staff to learn a language or learn to use a word-processor or learn to touch-type, for example. Learners can use these courses in their own time and at their own pace. Remember that companies also make extensive use of this technology to train staff. For example, when a new model of a vehicle is first sold, mechanics at the service centres may get an updated version of the servicing guide either on CD or delivered over the company's network or the Internet. They will then complete the course during dedicated training time and do a number of assessments along the way. The assessments could be electronic or carried out by an assessor.

[Answer to FAQ 7 The NQF, Information Systems and the NLRD]