CARICOM DIGITAL SKILLS TASKFORCE CONSULTATIONS ON DIGITAL SKILLS

NGOs, CSOs, COOPERATIVES

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THE QUESTIONS:

1. WHAT IS THE SITUATION OF DIGITAL SKILLS ACQUISITION AND DEVELOPMENT AMONG THE SUBPOPULATION ACROSS THE REGION?

2. WHAT ARE THE CONSTRAINTS AND ENABLERS, AT THE MICRO, MEZZO AND MACRO LEVELS?

3. WHAT SHOULD THE GOALS FOR 2030 AND 2040 BE FOR THIS SUB-POPULATION?

4. WHAT ARE THE STRATEGIES AND RESOURCES NEEDED, AND HOW SHOULD THESE BE ROLLED OUT?

5. WHAT ARE THE BENEFITS TO ACCRUE FROM INVESTING IN THIS SUB-POPULATION'S ACQUISITION OF DIGITAL SKILLS, AS WELL AS THE COST OF INACTION?

WHAT DO WE MEAN BY DIGITAL SKILLS OR DIGITAL COMPETENCE?

According to the European Commission (EC), it is the ability to use and engage with digital technologies for learning, working and for participating in society in a responsible, confident and critical manner. The EC's framework classifies digital skills in five groups.

Digital Skills
Information and data literacy
Communication and collaboration
Digital content creation
Safety
Problem solving

Digital Skills	Characteristics
Information and data literacy	✓ To articulate information needs, to locate and retrieve digital data, information and content. ✓ To judge the relevance of the source and its content. ✓ To store, manage, and organise digital data, information and content.
Communication and collaboration	✓ To interact, communicate and collaborate through digital technologies while being aware of cultural and generational diversity. ✓ To participate in society through public and private digital services and participatory citizenship. ✓ To manage one's digital presence, identity and reputation.
Digital content creation	✓ To create and edit digital content. ✓ To improve and integrate information and content into an existing body of knowledge while understanding how copyright and licences are to be applied. ✓ To know how to give understandable instructions for a computer system.
Safety	✓ To protect devices, content, personal data and privacy in digital environments. ✓ To protect physical and psychological health, and to be aware of digital technologies for social well-being and social inclusion. ✓ To be aware of the environmental impact of digital technologies and their use.
Problem solving	✓ To identify needs and problems, and to resolve conceptual problems and problem situations in digital environments. ✓ To use digital tools to innovate processes and products. ✓ To keep up-to-date with the digital evolution.

WHAT IS THE SITUATION OF DIGITAL SKILLS ACQUISITION AND DEVELOPMENT AMONG THE SUBPOPULATION (NGOS, CSOS, COOPERATIVES) ACROSS THE REGION?

NGOs	Initiatives to develop digital skills
Caribbean Policy Development Centre (CPDC)	- Post on their website Knowledge and Information Management links - Conducted 3 day virtual ICT workshop on online communication technologies and research tools.
UNESCO	Has trained young people on how to develop smart apps that generate sustainable impact for the Caribbean Small Islands Developing States with their 'Caribbean Youth Mobile Initiative' .
SheLeadsIT	Has Hackathons to increase digital skills amongst the population, especially girls.
UN Women	TodasConectadas, a virtual platform to connect more than 3.8 M women in LATAM and the Caribbean around the theme of technology and entrepreneurship.

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CSO	Initiatives to develop/use digital skills
IDB	CSO Go - an online Hub where CSOs can find & hire individual service providers to provide key management services.
ILO	• ILO specialists conducted training sessions aimed at Trade Unions, • A new module was developed by the Caribbean office to cater to the emerging needs of trade unions. • Participants learned about communications strategy, creating audio-visual content and engaging in social media.
Other CSOs	Adopt using virtual technologies such as Website, Facebook, Twitter and Instagram to connect with members and potential members*.

*Leid, Simone. 2017."Legitimizing Virtual Constituencies: How CSOs are using Digital Technologies to Enlarge the Space for Citizen Participation in Women and Gender Issues in the Caribbean."

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Co-Operatives	Initiatives to develop digital skills
CCCU (Caribbean Confederation of Credit Unions)	• Active web and social media presence to reach out to potential and existing members to promote its products and services. • Workshops recently with Caribbean Credit Unions on topics such as Digital Strategies, Strategic Data Analytics, Digital Transformation and AI.
Cipriani College of Labour and Cooperative Studies (CCLCS)	• Hosts webinars & conferences to empower members re: emerging topics & trends. • Held 2 day conference in 2021 which explored topics such as Strategic ICT and Digitization: Shift the Paradigm and Digitizing The Co-operative Identity: Innovative Strategies
Credit Unions and Cooperatives in the region	Pivoted to offer some of their services digitally to members such as hybrid AGMs, online banking and using social media to promote their products and services.

- *Despite these initiatives, many organizations make use of the assumption that members already have the digital skills and tools necessary to participate.*
- *There is a reliance on members to acquire digital skills on their own and not many options to teach digital skills to members.*

WHAT ARE THE CONSTRAINTS AND ENABLERS, AT THE MICRO, MEZZO AND MACRO LEVELS?

MICRO

Gig economy

Must engage in continuous learning

Access to smart phones and mobile connections

May take years to acquire new skills.

Functionally illiterate.

Skills gap contributing to high levels of unemployment

Unable to afford/access unlimited internet connection.

MEZZO

Rapid technological change

The presence of young people encourages internet and mobile phone adoption

Aging populations

Mobile internet connections & Broadband access are limited

High poverty and unemployment rates in some islands

Lack of time and budget are the top barriers to upskilling workforces

MACRO

Must seek human capital capable of catalyzing innovations in products and services.

Make appropriate investments in technology

Increase awareness among consumers of the benefits of internet

Speed at which governments move to exploit new technologies

Financing and technical capabilities may be lacking

Functional literacy rates needs to be addressed, particularly in rural areas.

Cost of Internet is prohibitive to many

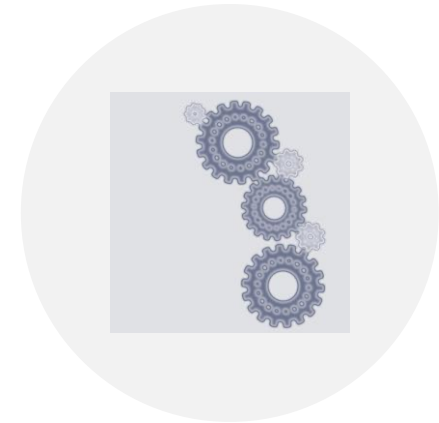Lack of reliable and stable infrastructure (e.g. power and internet)

GOALS FOR 2030

REDUCTION

Where practicable, ensure constraints are significantly reduced and/or eliminated permanently.

4 IR READY

- ✓ Artificial intelligence (AI)
- ✓ Augmented reality/virtual reality
- ✓ Big Data/Analytics
- ✓ Blockchain
- ✓ Cloud technology
- ✓ Drones
- ✓ Internet of Things (IoT)
- ✓ Robotics

PROFICIENCY

- ✓ Adaptability
- ✓ Problem Solving
- ✓ Collaboration
- ✓ Creativity and Innovation
- ✓ Emotional Intelligence
- ✓ Entrepreneurial Skills
- ✓ Leadership
- ✓ Risk Management Skills

GOALS FOR 2040

Some jobs needed

- Data detective
- Data analytics
- Data monitors
- Data ethicists
- Data trust officers

2040

Ensuring our populations possess these skills

- Curation
- Ethics
- Global competence
- Data Literacy
- Lifelong learning

WHAT ARE THE STRATEGIES AND RESOURCES NEEDED, AND HOW SHOULD THESE BE ROLLED OUT?

- STRENGTHENING THE COMMUNITY TO PROMOTE TECHNOLOGICAL SKILLS AND DIGITALIZATION

- DIGITAL SKILLS TRAINING FOR INDUSTRY 4.0 AND EMPLOYABILITY

- SPECIALIZED DIGITAL CONSULTANCY E.G. THOSE THAT CAN CHANNEL SERVICES THROUGH BASIC MOBILE PHONES, TO INCREASE PARTICIPATION UNTIL ACCESS TO SMART PHONES AND INTERNET ACCESS IS REALIZED.

- SEARCH FOR SOLUTIONS TO PROMOTE RURAL DIGITALIZATION (HACKATHON)

- COMPETITIVE FUNDS

*Adapted from Digital Literacy in rural areas: An indispensable condition to bridge the divide in Latin America and the Caribbean (IICA, 2021)

WHAT ARE THE STRATEGIES AND RESOURCES NEEDED, AND HOW SHOULD THESE BE ROLLED OUT?

Assessing potential skills gaps

- Assessing demand and/or need for specific skills in the future (next 5-10 years).
- Determining the current supply of specific skills.
- Analyzing skills gaps, including development of the business case to close them. (Every 3-5yrs)
  Communicate the digital skills supply, demand and gap to wider audiences.

Developing a skills strategy

- Designing a portfolio of initiatives to close skills gaps.
- Designing tailored learning journeys and delivery plans for specific roles or groups of employees.
- Deciding on learning infrastructure and enablers.

Reimagining infrastructure for skilling at scale

- Launching a "skilling hub" or other organizational structure dedicated to learning.
- Delivering a skills transformation at scale across the organization via comprehensive capability-building programmes that address the most critical skills needs.
- Implementing dynamic tracking of workforce and impact.

*Adapted from McKinsey and Company's survey found that these 9 best practices will help ensure the successful design and implementation of a holistic reskilling programme.

WHAT ARE THE BENEFITS TO ACCRUE FROM INVESTING IN THIS SUB-POPULATION'S ACQUISITION OF DIGITAL SKILLS, AS WELL AS THE COST OF INACTION?

Benefits

- Better prepared members who can not only interact with other members but are functionally literate and ready to participate in the digital economy.

- Extend more services to members.

- Reach and interact with more members anytime, anywhere and on the smart device of their choice.

- Globally competitive

Cost of Inaction

- Becoming stagnant
  - Fallout out in membership
  - Members may gravitate to other organisations which are more modern.

- Being left behind and not being agile.

- Vulnerable populations would increase.

- Not being globally competitive

THANK YOU

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