



Transforming to Phygital world of Capacity Building

Concept Note

JUNE 2023

Introduction

Phygital (physical+digital) ecosystem will encourage a blended mode of training delivery. Blended learning harnesses the benefits of both online and in-person instruction, providing a flexible, personalized, and engaging learning experience that can lead to improved educational outcomes.

There is although need for Digital

infrastructure to develop digital content and to conduct online trainings.

Digitalisation is one of the key pillars of the National Standards for Civil Service Training Institutions (NSCSTI)¹. This pillar captures the extent to which the CSTIs are equipped with blended learning infrastructure to ensure digital availability of training material.

Overview of panel discussion

The panel discussion on 'Transforming to Phygital world of Capacity Building' is a key session during the National Training Conclave. This document outlines the challenges and topics for discussion, aiming to shed light on transitioning to phygital mode of training delivery.

The panel discussion will serve as a platform to

- Discuss the existing challenges in the CSTIs

- Deliberate on the best possible interventions and key takeaways for each institute.

The knowledge outcomes of the panel will contribute to the ongoing efforts of the Capacity Building Commission towards enhancing the capacities of Training institutes. The participants of the panel include representative from CSTIs, Academia, Private institutes, and Civil services.

Challenges identified in transforming to phygital world in a CSTI

A. Promoting Digital Learning

- Training to be accessible to everyone across geographies and services
- Methodology to identify the courses that can be converted into the phygital mode
- Identify the resources required to develop a course for blended mode of learning

B. Faculty Capacity

- Build faculty capacity on how to

create and deliver virtual training modules along with classroom training programs

- Lack of understanding on how to upload and deliver courses on iGOT
- Contribution of courses on iGOT

C. Infrastructure

- Procuring requirements for Digital Learning Lab for the institutes
- Active collaboration with other CSTIs to leverage training from existing Digital Learning Lab (DLL)

¹ NSCSTI. (2022, July). Approach Paper. Retrieved from NSCSTI: https://www.nscsti.org/assets/pdf_doc/CBC_Approach%20Paper.pdf

Topics of discussion

Q1: What is the best-suited mode of learning – Physical, Digital, or blended mode of training and most effective for civil servants?

- a. Accessibility to courses
- b. Interactive sessions with trainers
- c. Customization in training delivery

Q1.1: Can you elaborate on the best practices around digital training delivery?

- a. Best practices from comparable national and international institutions to deliver blended training
- b. Define learning objectives
- c. Training to be learner-centered, interactive, and accessible
- d. Instructional design strategies

Q2: Can you elaborate on what should be CSTI's approach for converting offline (physical) content to online (digital) content?

- a. Institute can identify the existing in-house capabilities
- b. Empanel external agencies
- c. Collaborate with institutes to leverage DLLs

Q3. How can an institute maximise learning outcomes from and adoption of digital courses?

- a. Engaging Course Content- mix of multimedia elements such as videos, interactive quizzes, and simulations.
- b. Use of storytelling techniques and real-life examples to make the content relatable and practical.

- c. Peer-to-peer interaction and provide opportunities for collaborative problem-solving.

Q3.1 How can it be monitored and sustained in a department?

Q3.2 How can we encourage interaction between learners and instructors through discussion boards, live webinars, or virtual office hours?

- a. Clear learning objectives
- b. Certification of digital courses
- c. Mobile-Friendly Accessibility
- d. Continuous Assessment and Feedback

Q4. What should be a CSTI's approach to improve faculty capacity to deliver digital training? and how can CSTIs built ecosystem allowing faculties to develop digital courses for iGOT?

- a. Particularly instructional design capacity for faculties)
- b. Identify the knowledge and skills gaps that the digital training program aims to address
- c. Equip them with the necessary skills and knowledge to effectively facilitate online learning

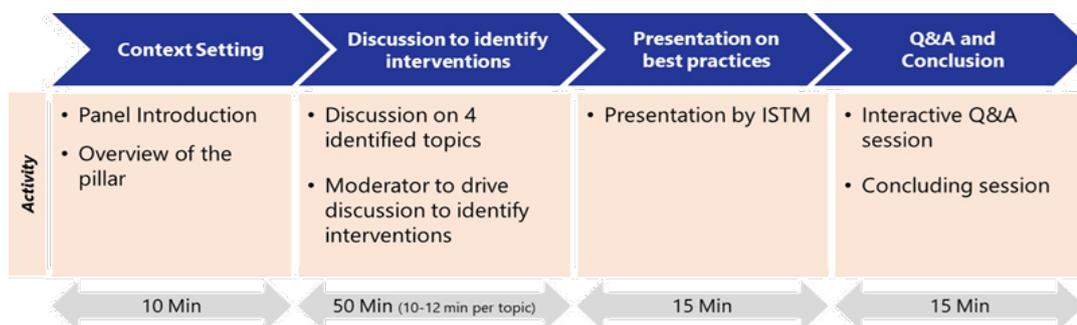
Q4.1 How can collaboration and peer-to-peer learning be enabled for faculty across CSTIs?

- a. Hands-on training sessions and workshops to allow faculty members to gain practical experience with digital tools and platforms

Presentation on Best Practices:

Best practices presentation by **Smt. Sumita Singh, Director, Institute of Secretariat Training and Management** on creating Digital Learning Labs.

Structure of Panel Discussion





CAPACITY
BUILDING
COMMISSION
