

EXAMONLINE

Reaching out to everyone...

Rekindle
RESULTS
DRIVEN Learning

RE:

EDUCATION

Digital Education and the role of Platforms in expanding access to learning opportunities

Gontse Nosi



Rapelang Rabana



Rekindle
RESULTS DRIVEN Learning

IMAGINE

Chief Digital
Officer

BCX

FFWD
INNOVATION

> NORRSKEN IMPACT ACCELERATOR

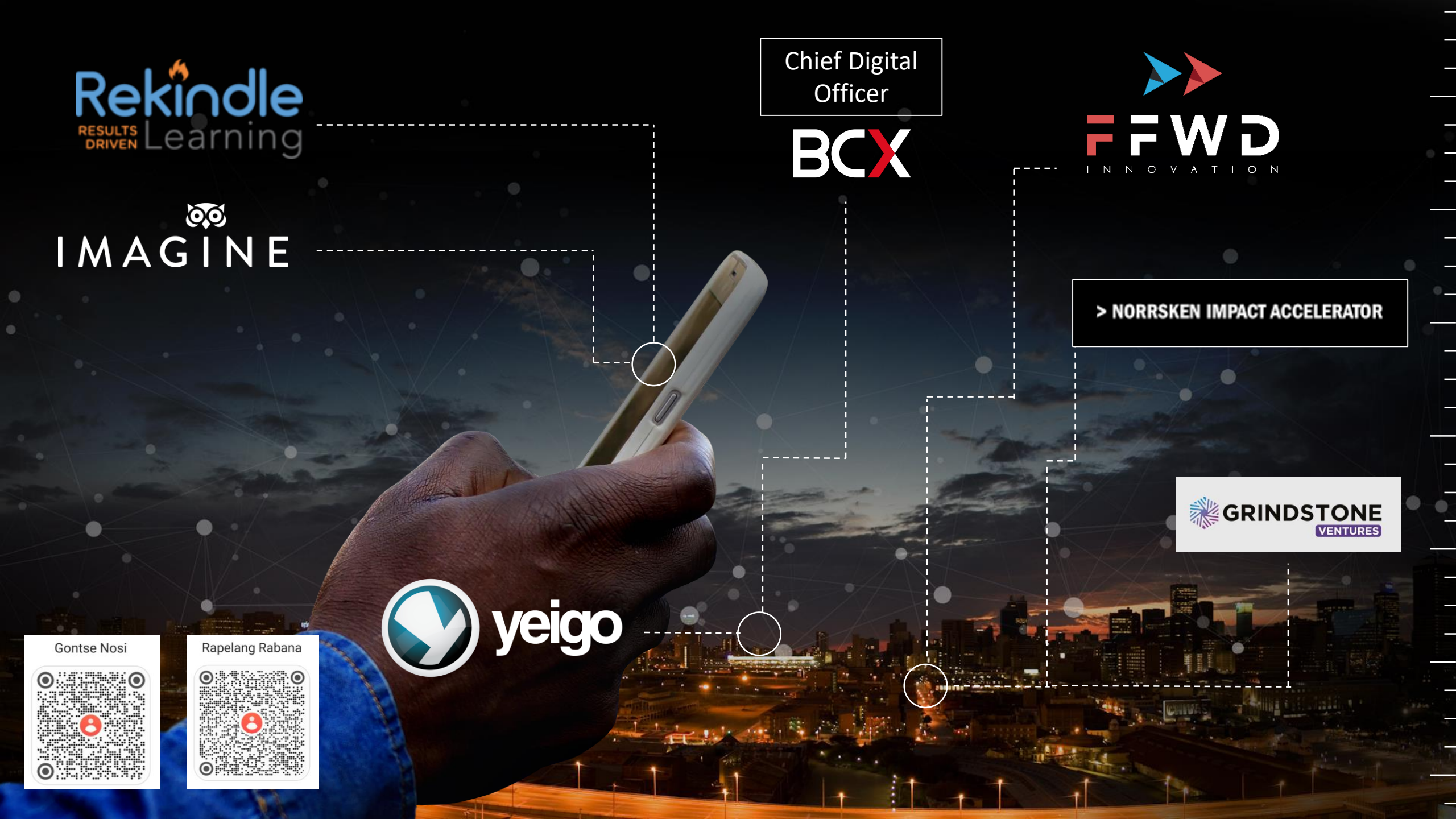
GRINDSTONE
VENTURES

yeigo

Gontse Nosi



Rapelang Rabana



Mission: to empower people to adapt to the changing world of work

“...striking innovation...”

McKinsey Lions Go Digital

100% Black Owned
Majority African female owned
BBBEE Level 1 Contributor

YOU'RE IN GOOD HANDS

WE HAVE
WORKED WITH

Digital Learning
Experience Platforms

Secure remote
examinations

EXAMONLINE
Reaching out to everyone...

Rekindle
RESULTS
DRIVEN Learning



SKILLS DEVELOPMENT FRAMEWORK

FOUNDATIONAL KNOWLEDGE

Rapid knowledge transfer to cover theoretical, foundational knowledge across industries



Micro-Learning



Secure Online Examinations

PRACTICAL APPLICATION

Engineering practical experiences using virtual and augmented reality, to close the gap between knowledge and practise



Mixed Realities

WORK PLACEMENT

Internships, learnerships, apprenticeships to gain valuable, industry specific work experience required for career advancement



Work Experience

COMPETENT PROFESSIONAL

1 Make knowing easy
bite-sized social-media like learning

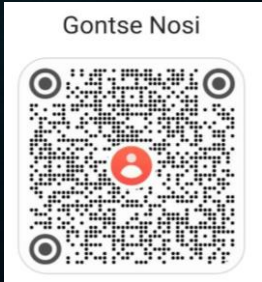
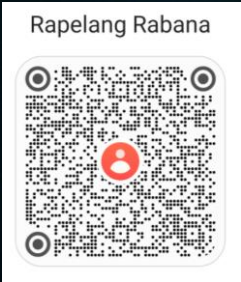
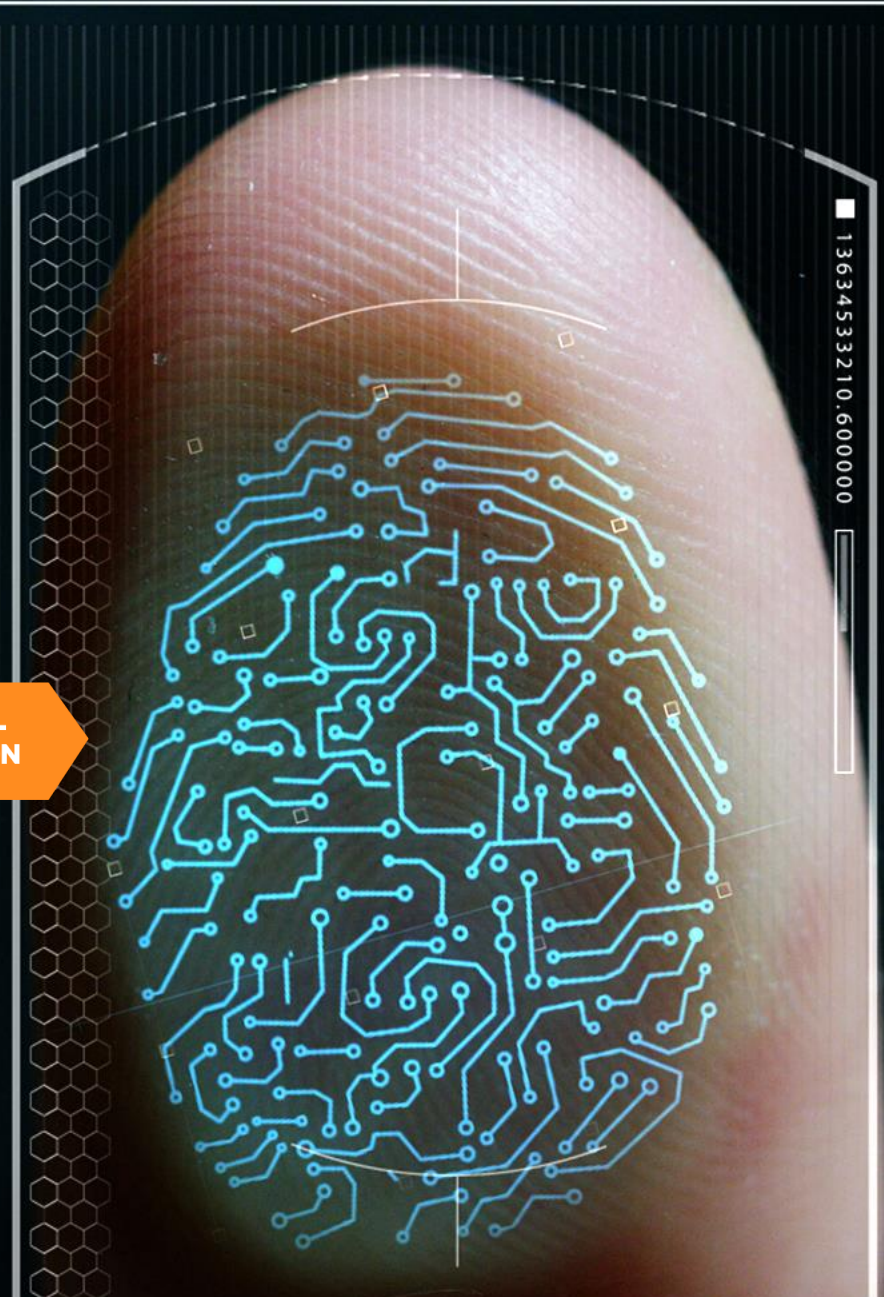
FOUNDATIONAL
KNOWLEDGE

2 Certify learning
Secure online examinations

FOUNDATIONAL
KNOWLEDGE

3 Experiential learning
Dematerializing training experiences

PRACTICAL
APPLICATION



TYPICAL APPROACHES TO TRAINING & SKILLS DEVELOPMENT



More in-person
Workshops?



Traditional
E-learning with
Manuals, slides and
Lots of reading?



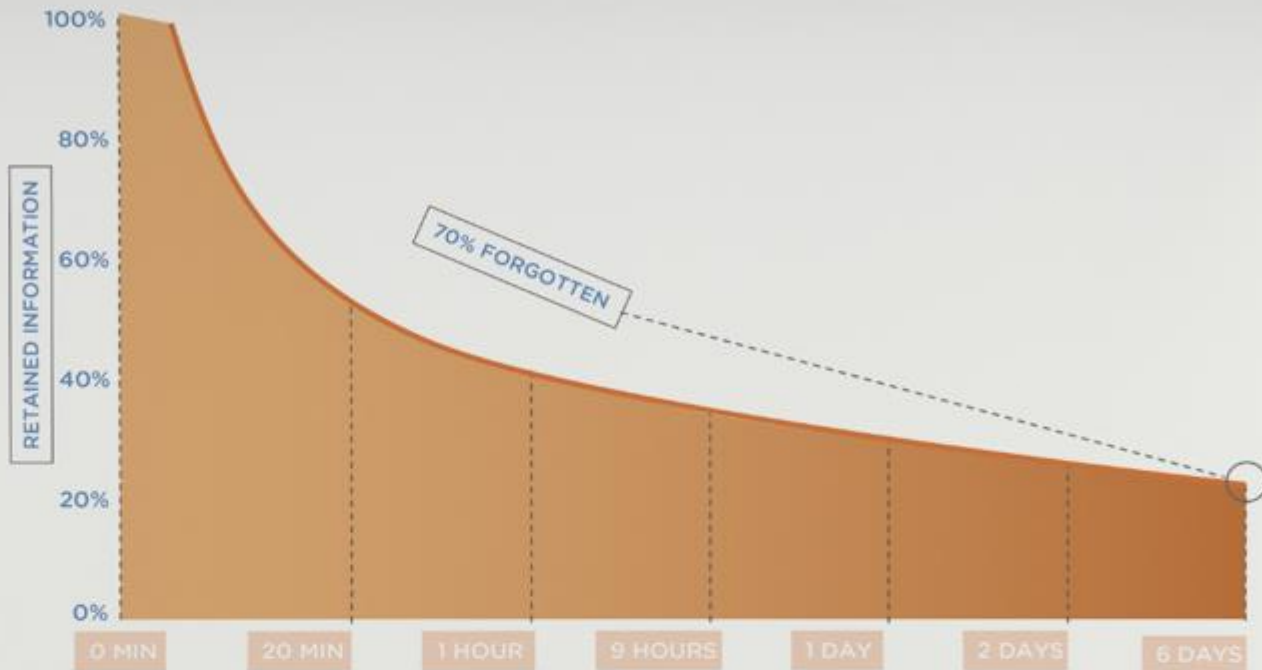
Send another
email?



THE PROBLEM WITH THAT?

- People either don't like to read, or too busy to focus
- People skip through slides to get to the questions at the end
- Once-off learning events don't build long-term retention





RESULTS IN

MINIMAL
KNOWLEDGE
RETENTION

WHAT IF THERE WAS A DIFFERENT WAY TO LEARN?

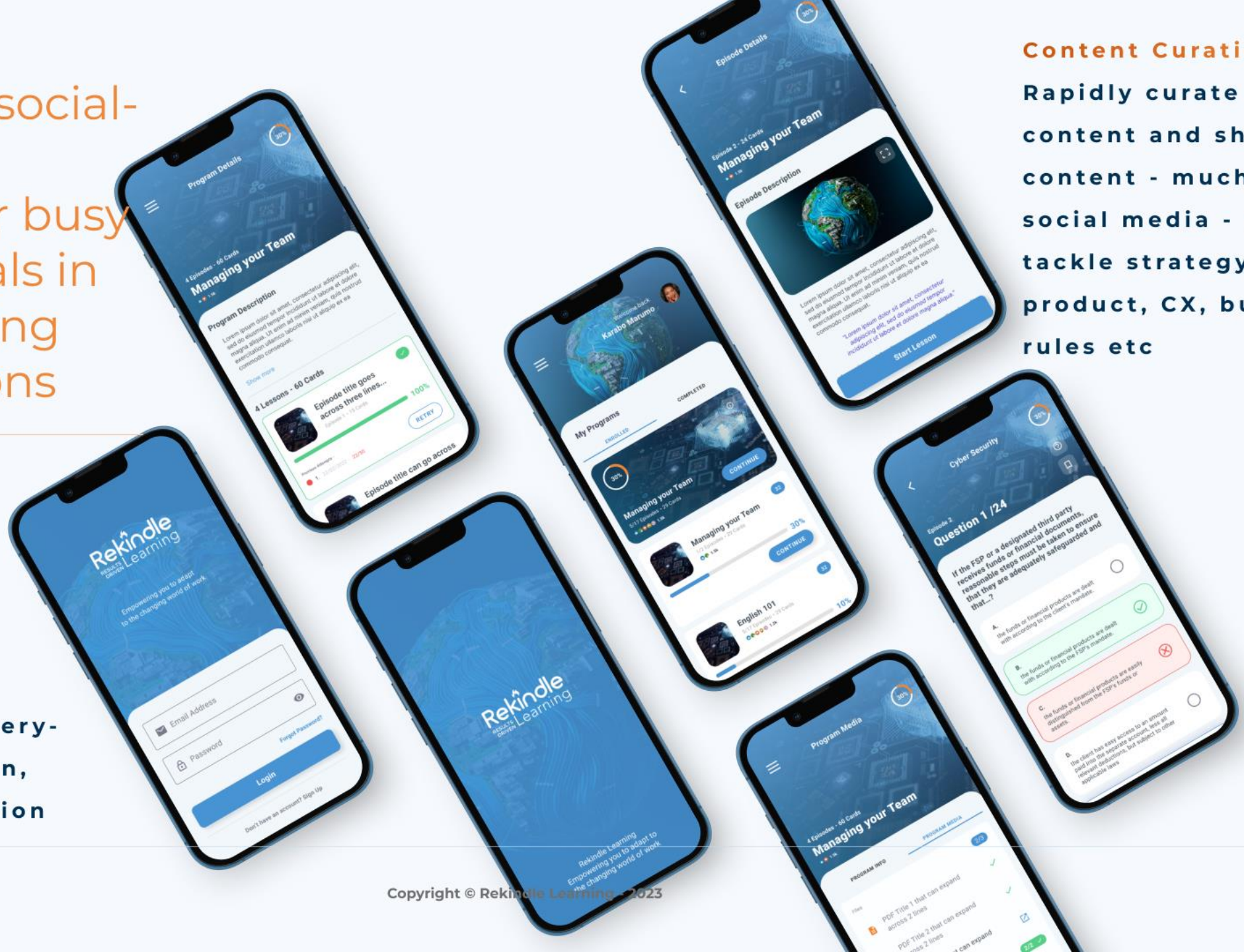
- Why not learn in bite-sizes? Like on social media?
- Why not use people's addiction to phones to create short, frequent learning moments?
- Why not combine the reading with questions if people like questions more?
- Why not keep learning until mastery is achieved as opposed to clocking time?

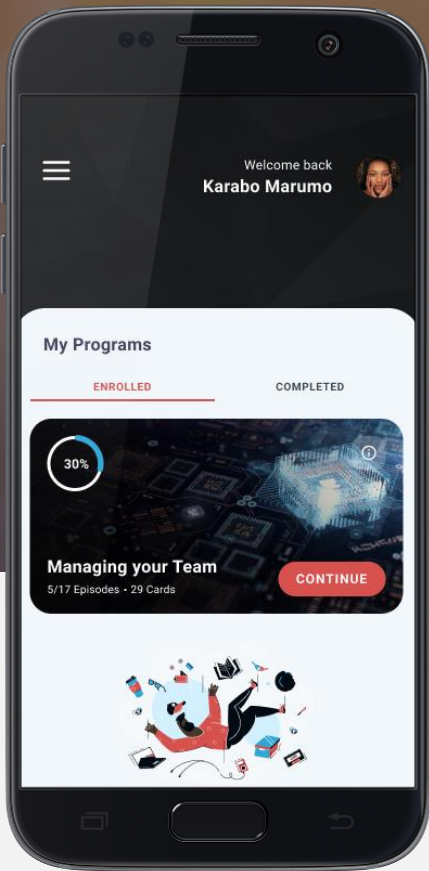


Bite-sized, social-media like learning for busy professionals in fast changing organizations

Active Learning: Question-driven learning, highly interactive, mastery-based progression, videos, gamification

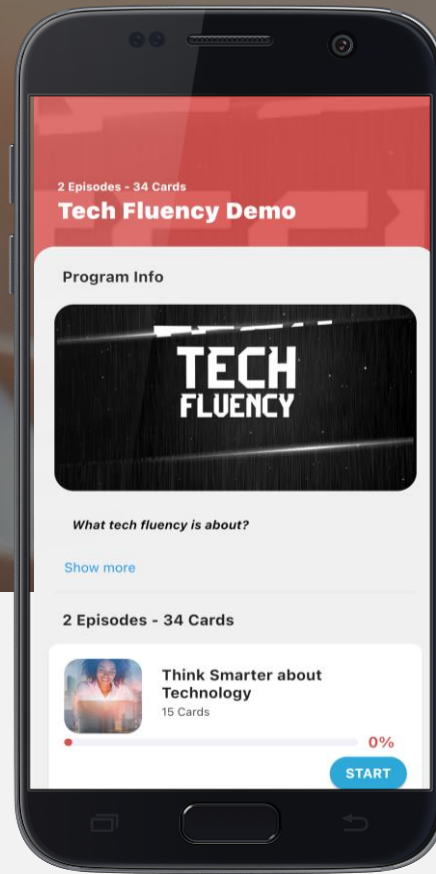
Content Curation: Rapidly curate content and share content - much like social media - to tackle strategy, product, CX, business rules etc





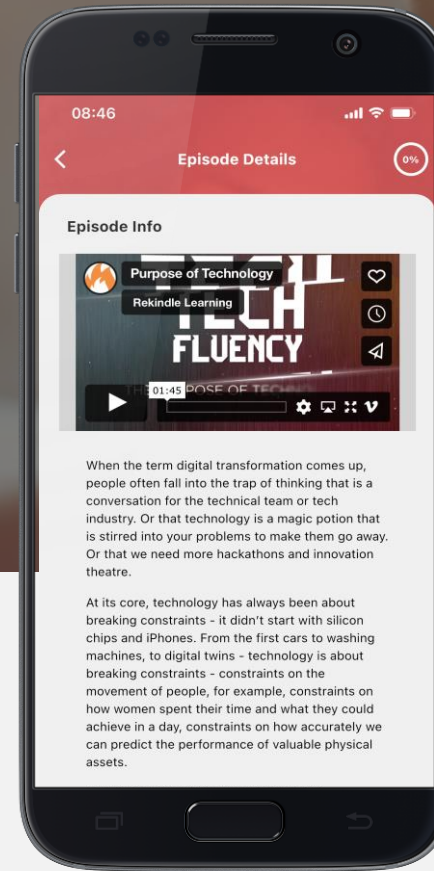
Get Started

Micro-learning is about learning in small bite-sized chunks, mostly using questions. Now learning is as accessible as your emails and social media so you can integrate learning with your work-day.



Select Active Lesson

The Course Introduction page lists all the available lessons. Select the lesson you are currently busy with to continue.



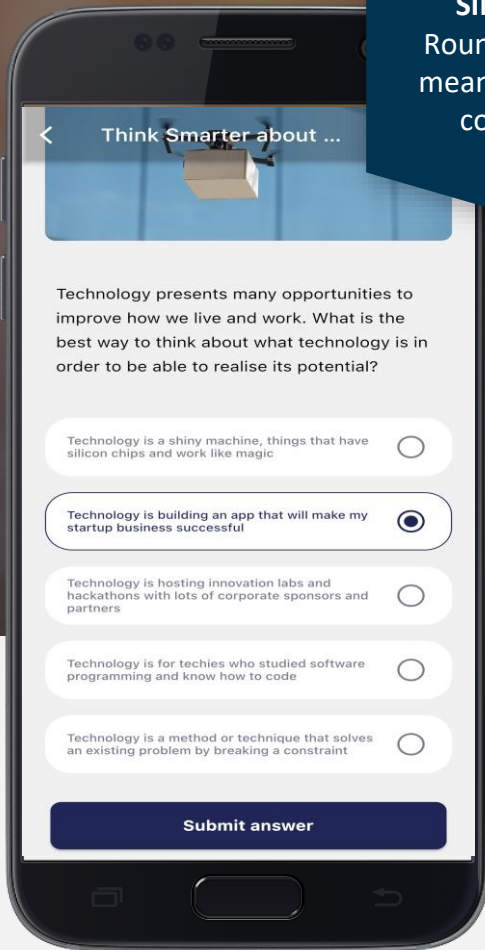
Lesson Introduction

Each lesson will start with an introductory video or short introduction to explain the learning objectives. Best to put on your earphones or be in a private space to watch the video.

**CLOSE APP AND CONTINUE
NEXT TIME:**

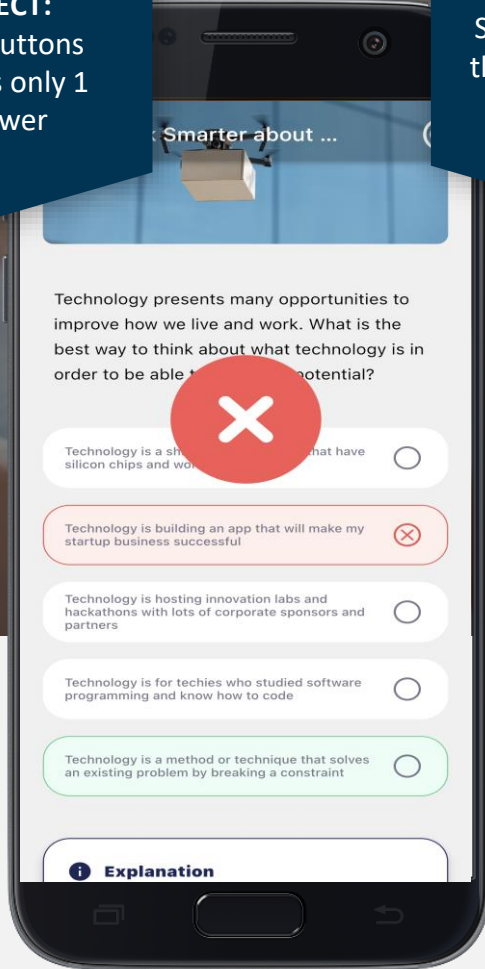
You don't need to log off. Just close app and next time you open it, you can will continue from where you left off!





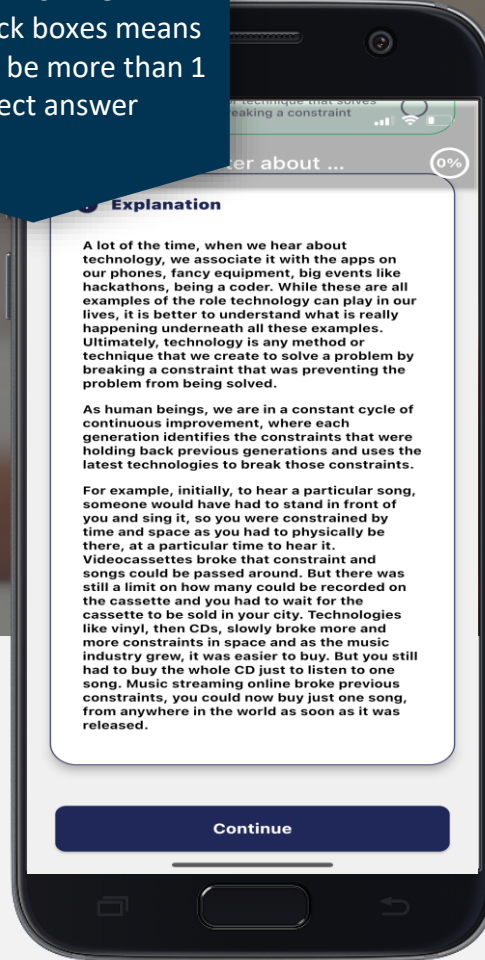
SINGLE SELECT:
Round radio buttons means there is only 1 correct answer

Select an Answer



MULTI SELECT:
Square tick boxes means there can be more than 1 correct answer

See Correct Answer



Understand Explanation



Engage in Learning Steps

Learn in little bits every day!

The application tracks how you are performing and brings you back to the learning steps you struggle with until you demonstrate that you have understood and retained knowledge.

This helps you build long-term retention of the new knowledge.

RAPID REINFORCEMENT

ADAPTIVE LEARNING PATH

CORRECTIVE FEEDBACK:

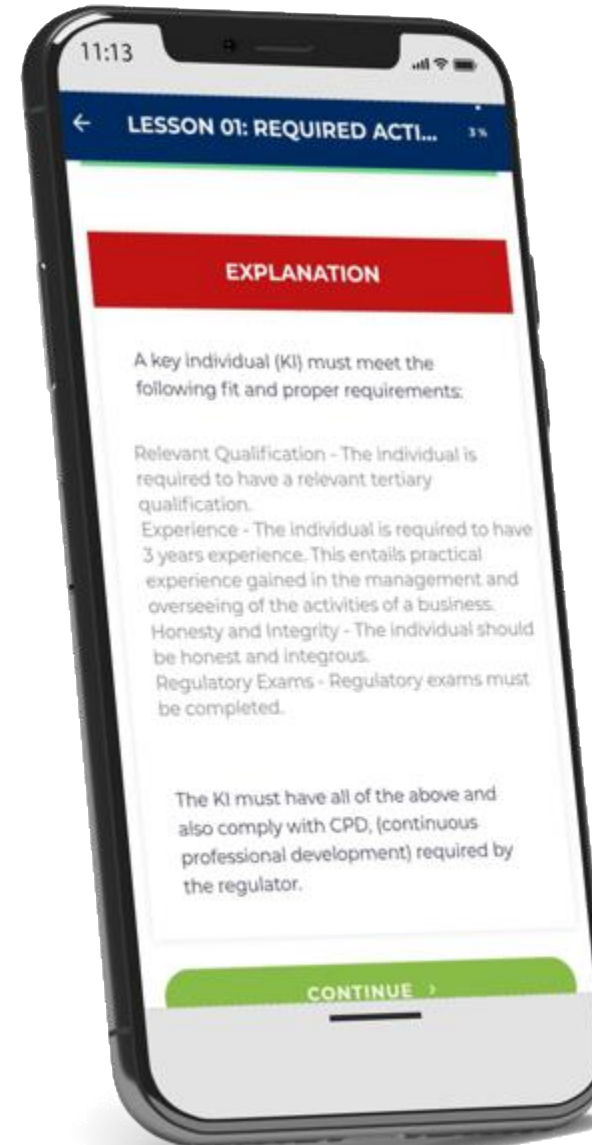
From each interaction, you get to know if you are right or wrong. And digest the corrective explanation to understand why you were not correct.

COACH IN YOUR POCKET:

App automatically tracks what you are struggling with, and focuses you on those weak areas until you get it. Your own pocket coach!

COMPETENCY-BASED LEARNING

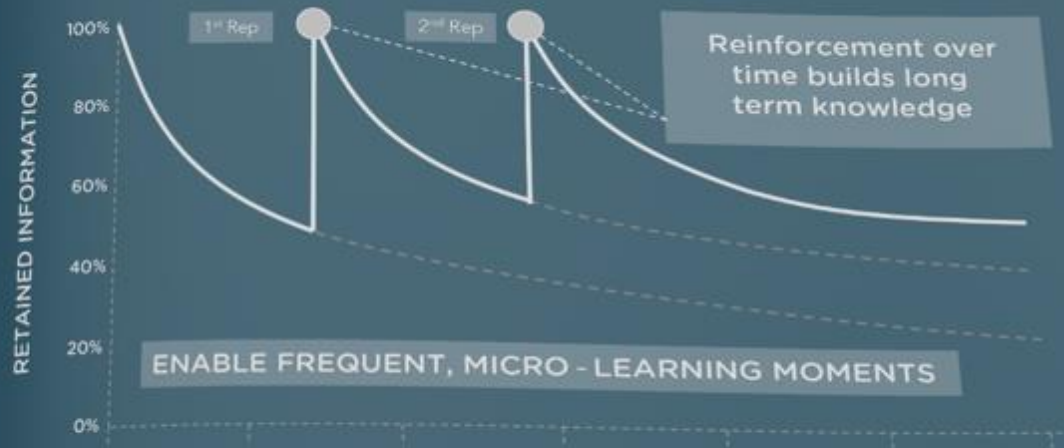
Keep learning until you demonstrate mastery. At your own pace. At your own time. Take in as much help as you need. Ultimately everyone is empowered to get there!



Rekindle
RESULTS
DRIVEN Learning



CONTINUOUS LEARNING

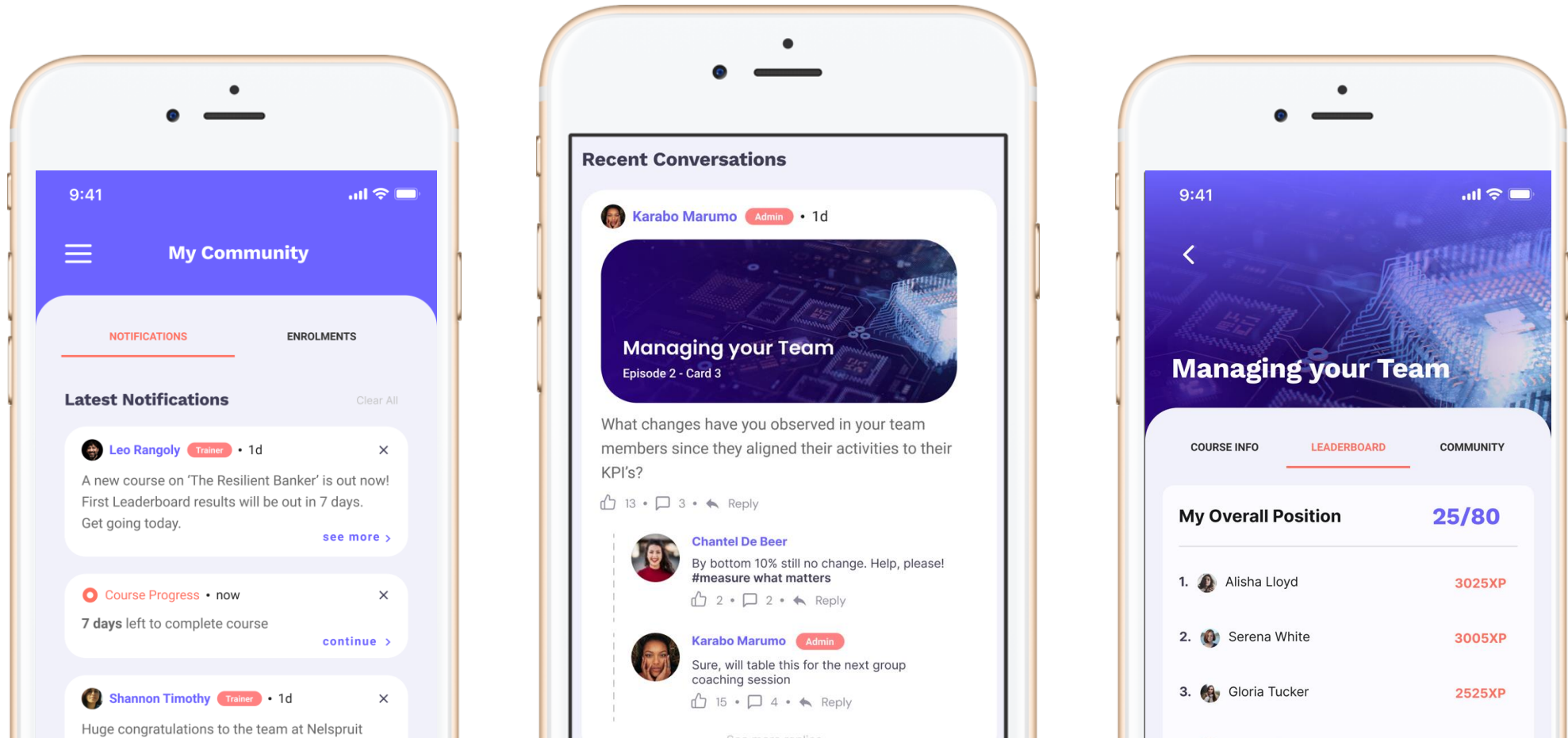


- Make learning as accessible and consumable as emails and social media.
- Use 10 or 20 min gaps in the day to learn.
- Automatically focuses you on weak areas



PEER LEARNING

- Prompt discussions to apply learnings and new insights
- Facilitate weekly discussions on emerging issues as they arise
- Drive competition amongst bankers



BLENDED LEARNING PROGRAMS

ACQUISITION

Exposure to new knowledge



Webinars, videos lectures, virtual training, digital textbooks, in-person training

REINFORCEMENT

Sustain and entrench knowledge



Quizzes, practice tests, 1-on-1 engagement, rapid feedback, personalized learning

APPLICATION

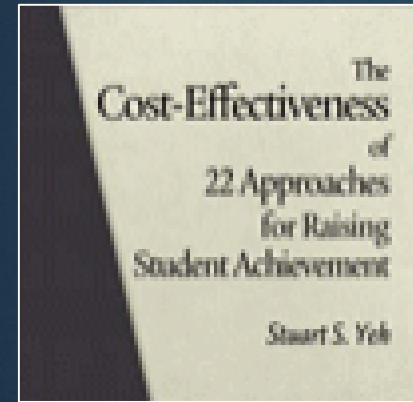
Analyse, synthesize and apply



Experiential learning, real-life exposure, projects, work assignments, job shadowing

- Investigation of the 22 most popular approaches for improving student achievement / learning outcomes to find most *cost effective*
- Approaches assessed include: hiring teachers with higher levels of education, paying teachers more, having smaller classes, better pre-school, providing digital content, add an extra school year, more charter schools etc
- Also assessed impact of rapid reinforcement, personalized, bite-sized learning, (rapid assessment)

IMPACT OF RAPID REINFORCEMENT



The Cost-Effectiveness of 22 Approaches
for Raising Student Achievement

- by Stuart S. Yeh

RAPID REINFORCEMENT BY FAR AND AWAY THE MOST COST-EFFECTIVE

**WHY? Lack of adequate performance feedback limits ability to improve.
Rapid reinforcement closes that feedback loop.**

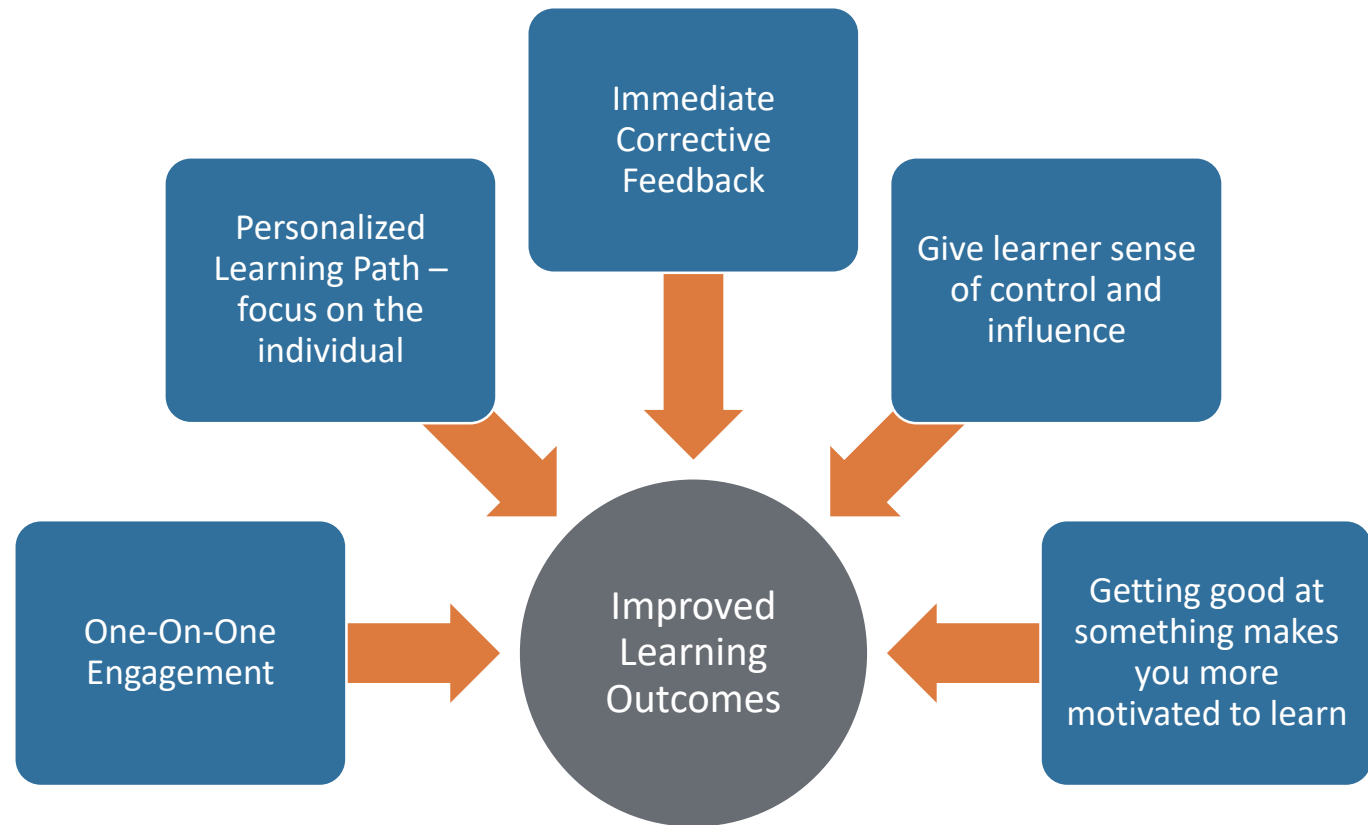
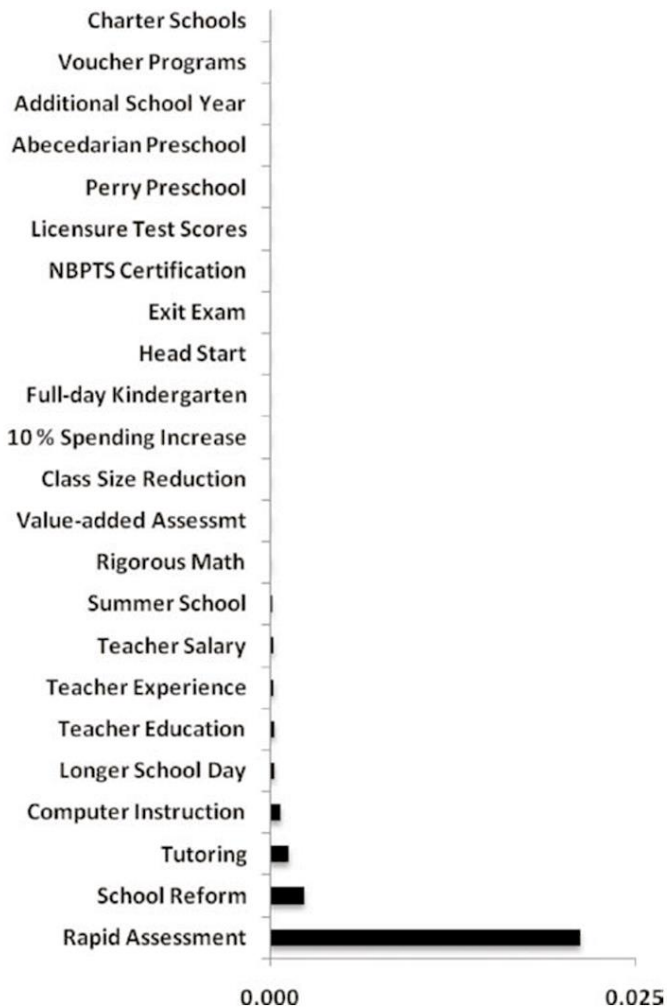


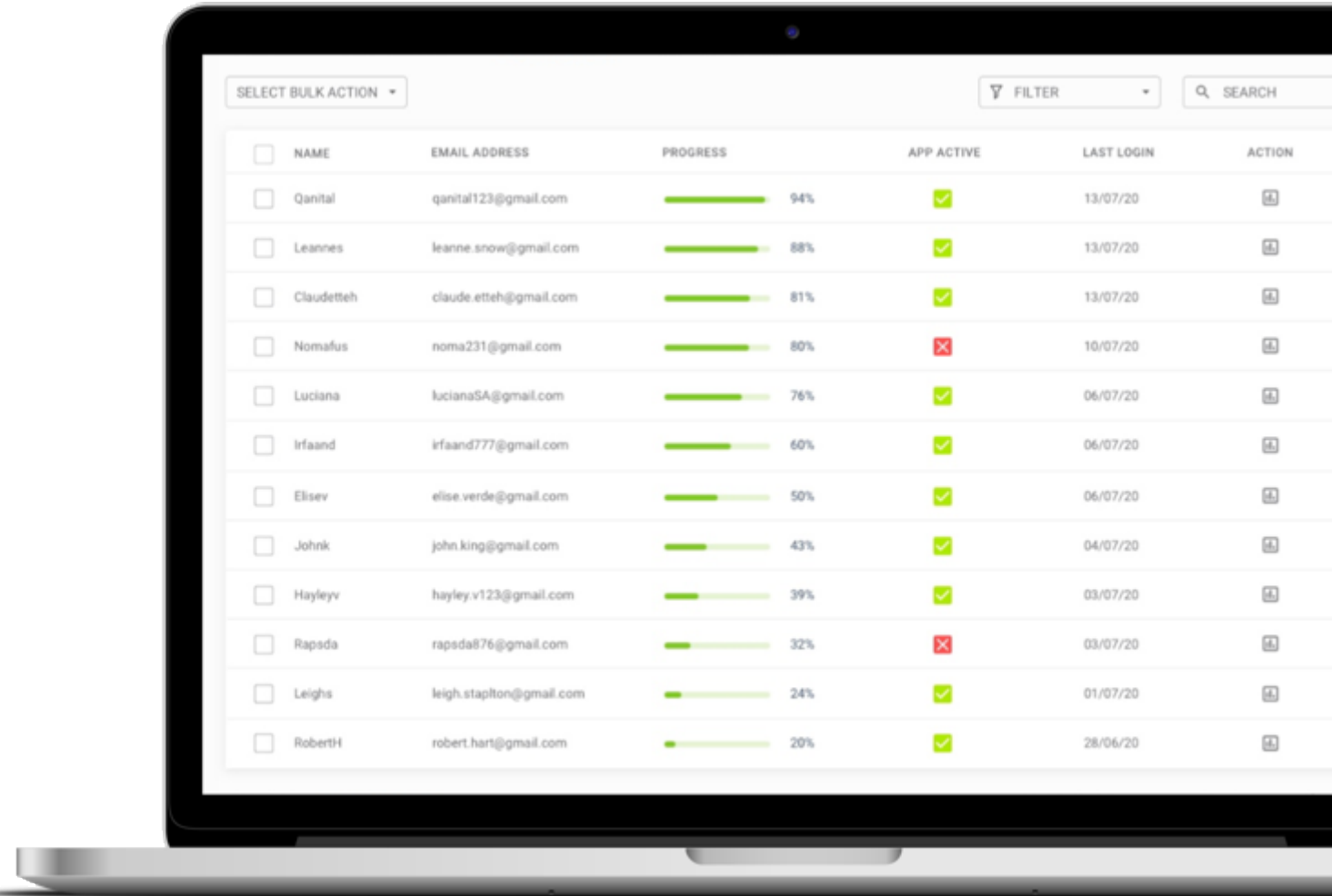
Figure 8.1 Relative magnitude of 22 effectiveness–cost ratios.

TRACK LEARNING ACTIVITY AND KNOWLEDGE RETENTION

Instead of an attendance register, track knowledge retained

View of users showing their activity levels and progress. Those who know the content finish faster. Those who need support can keep on learning

- Monitor individual and group participation progress. Empower managers to drive learning
- Use analytics to gauge enthusiasm, engagement, commitment



<input type="checkbox"/>	NAME	EMAIL ADDRESS	PROGRESS	APP ACTIVE	LAST LOGIN	ACTION
<input type="checkbox"/>	Qanital	qanital123@gmail.com	94%	✓	13/07/20	⊞
<input type="checkbox"/>	Leannes	leanne.snow@gmail.com	88%	✓	13/07/20	⊞
<input type="checkbox"/>	Claudetteh	claudetteh@gmail.com	81%	✓	13/07/20	⊞
<input type="checkbox"/>	Nomafus	noma231@gmail.com	80%	✗	10/07/20	⊞
<input type="checkbox"/>	Luciana	lucianaSA@gmail.com	76%	✓	06/07/20	⊞
<input type="checkbox"/>	Irfaand	irfaand777@gmail.com	60%	✓	06/07/20	⊞
<input type="checkbox"/>	Elisev	elise.verde@gmail.com	50%	✓	06/07/20	⊞
<input type="checkbox"/>	Johnk	john.king@gmail.com	43%	✓	04/07/20	⊞
<input type="checkbox"/>	Hayleyv	hayley.v123@gmail.com	39%	✓	03/07/20	⊞
<input type="checkbox"/>	Rapsda	rapsda876@gmail.com	32%	✗	03/07/20	⊞
<input type="checkbox"/>	Leighs	leigh.stapton@gmail.com	24%	✓	01/07/20	⊞
<input type="checkbox"/>	RobertH	robert.hart@gmail.com	20%	✓	28/06/20	⊞



IMAGINE

THE FUTURE OF LEARNING

Enabling millions of children to attain basic literacy and numeracy.



Renewable Energy and
Community Development

REFERENCE

KP ACADEMY

- Pele is committed to holistically developing the communities it operates in as well as artisans broadly, with technology-enabled scalable learning experiences
- Over 2020, KP Academy has provided remote learning to 150 unemployed, underemployed people seeking further opportunities, as well as business owners and managers of NGO's and community projects. Topics covered include business management, ECD management
- KP Academy has also established partnerships with 2 TVETs to provide microlearning for renewable energy artisan development



Who & What

African Bank – South Africa:
Client facing staff, and those providing financial advice, at branches and head office

Objective

Enable up to 1000 staff to be FAIS Compliant (banking regulation required to render advice) by passing the FAIS RE5 exam



Challenge

- The company transforming from a credit provider to be come a fully- fledged financial services institution.
- FAIS regulations are becoming a critical requirement for all companies rendering financial services in South Africa
- 3-day training masterclasses provided to staff undertaking the exam
- Training time-consuming and costly for the business and delivering poor pass rates



Solution

- Launched **RE Champs** learning experience platform:
- Prepared FAIS RE5 micro- learning course for Client – over 450 learning cards and over 10 videos
 - Half-day training to Learning Managers and Learning Partners to access reporting and manage users
 - Since 2018 almost 1000 staff have undertaken the micro-learning course
 - Every 3 months, new staff are onboarded and Learning Partners drive engagement with staff



Outcome

- **Increase in FAIS RE5 exam pass rate:** The Bank saw 31% increase in pass rates for FAIS RE5 exam in first cohort. This was single highest increase of any prior intervention.
- **Increase in marks for repeat takers:** many staff that were struggling were able to increase their exam scores post using the application
- **Reduced time away from work:** Staff are encouraged to do 20 mins of learning everyday instead of long training days away from work.



Who & What

DirectAxis

Outbound call centre
2016 - 2017

Objective

Empower call centre agents to
be fluent in all products and
increase sales conversation
ratio



Challenge

- Large call centre with over 1000 call centre agents.
- Lots of pressure to perform and increase revenue
- Regular updates to products and release of new products and solutions, from the company and its partners, could overwhelm sales agents making it difficult to successfully close the sale, or up-sell new products they were not familiar with



Solution

- Used micro-learning to provide training in product knowledge, system processes and compliance
- Prepared agents for the launch of a new credit product, by providing a supplementary micro-learning course
- Setup 2 groups. Control group had typical half-day workshop on new product. Test group completed the micro-learning course on the app.



Outcome

- Test group achieved a 50% sales conversion rate
- Control group that did not use the application and only relied on face to face, achieved a 30% sales conversion rate which was 20% less than the Test group.
- Agents found it easy to learn on the app, as they could learn in privacy without the worry of looking stupid, and all they had to do was engage with app to complete and understand

1 Make knowing easy
bite-sized social-media like learning

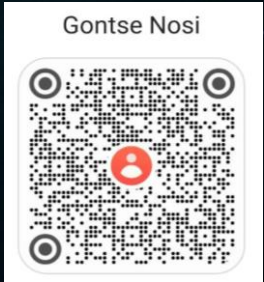
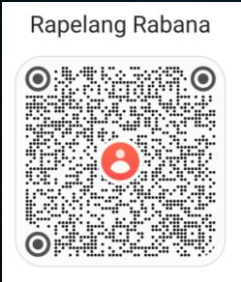
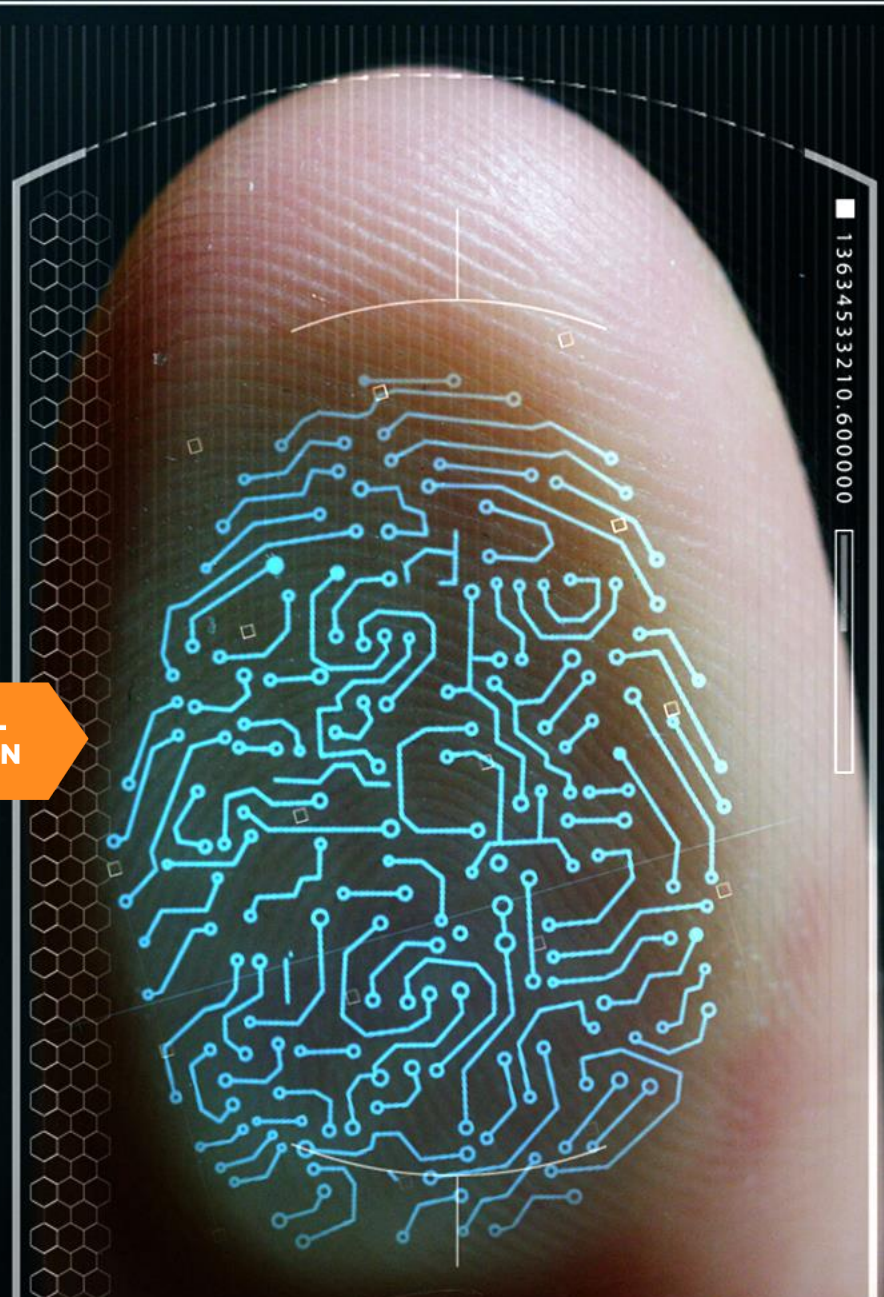
FOUNDATIONAL
KNOWLEDGE

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PRACTICAL
APPLICATION



CERTIFICATION OF KNOWLEDGE REMAINS A CHALLENGE



08 Sep

Share

Jobless and living off mom's pension: SA doctors trained abroad sick of HPCSA exam delays



Unemployed doctors marched to the Union Buildings on Wednesday.

Yoliswa Sobuwa/News24

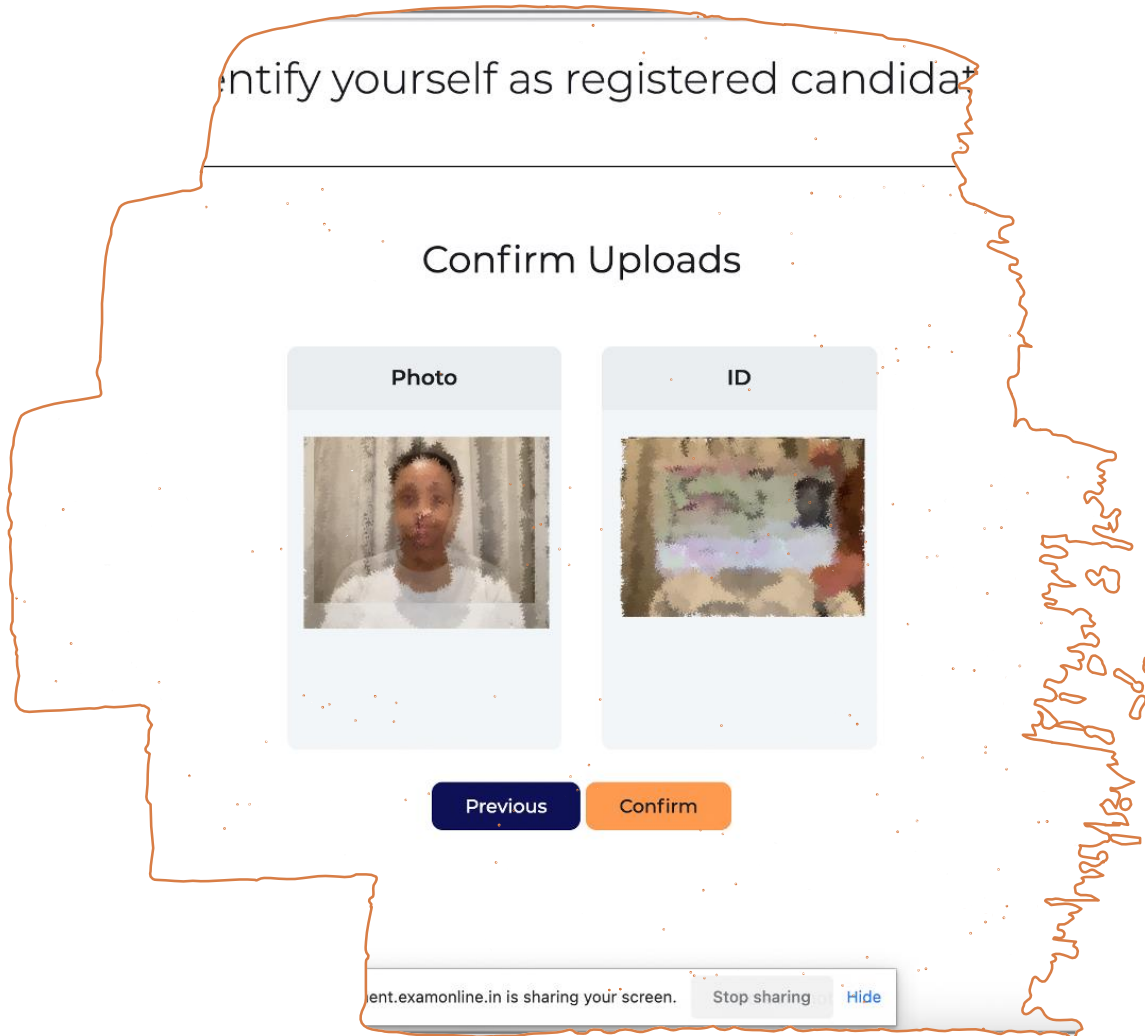
Nearly 4 000 Cape estate agents could lose jobs if they don't qualify by next January



Real Estate Business Owners of South Africa (REBOSA) raised fears that the current deadline will lead to more than 20 000 people jobless. | FILE

MAINTAIN INTEGRITY OF EXAM PROCESS

- Ensure the registered candidate is the same person taking the examination
- Capture photograph of candidates and photograph of their identification document
- Monitor candidates throughout the exam via microphone, video, screen-sharing
- Violations such as speaking to anyone, moving away from their computer, going to another website or screen are flagged
- Complete post-exam logs for every candidates of ALL activity during exam



CANDIDATE EXPERIENCE

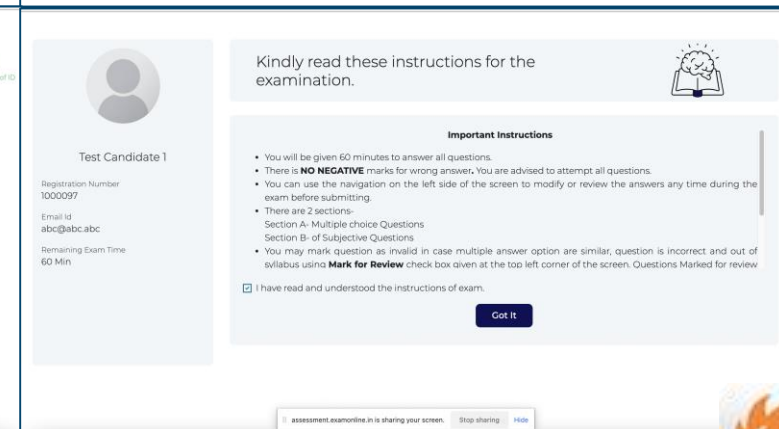
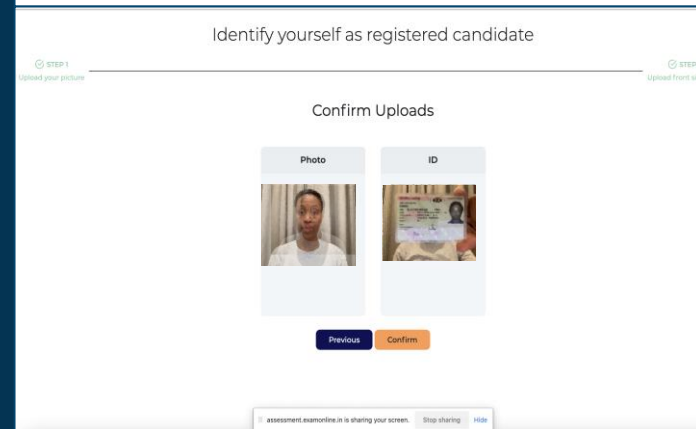
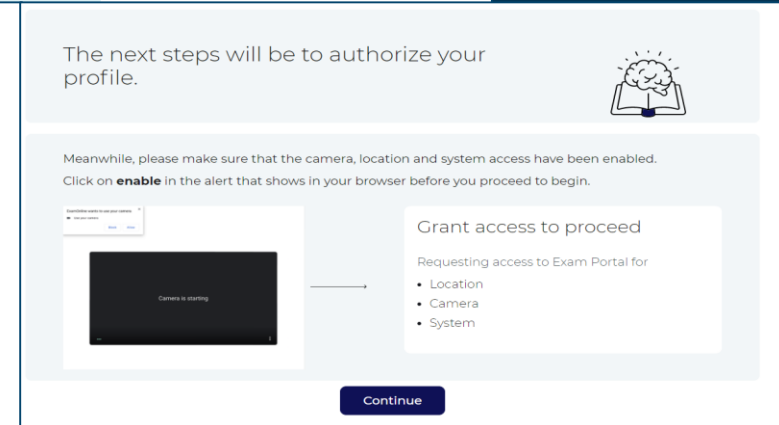
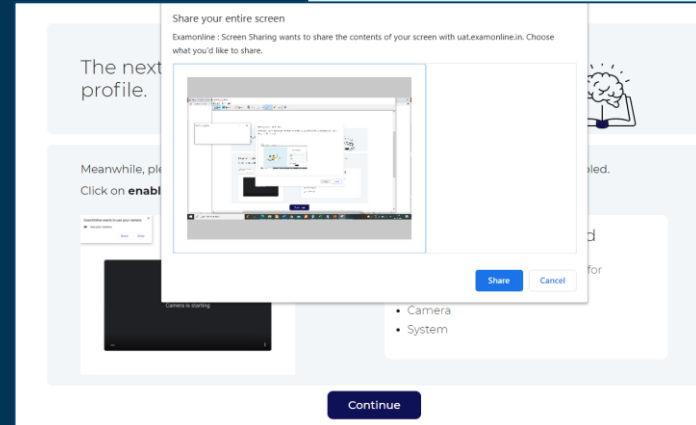
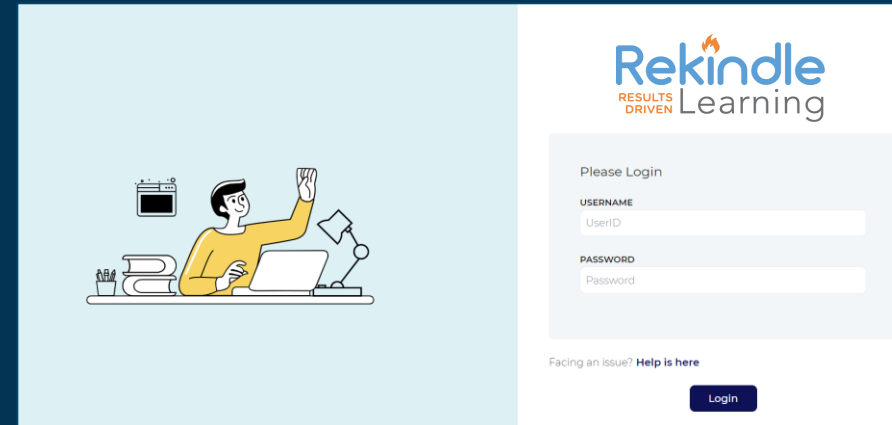
ENTER EXAM

Technical Requirements:

- Desktop / Laptop
- Google Chrome Browser

Steps for Candidates

- Login using private access details
- Share screen
- Allow permissions for camera, microphone and location
- Take selfie
- Take photo of ID
- Accept Exam T&C's



CANDIDATE EXPERIENCE

TAKING THE EXAM

Track the time left.
Mark a question for review to remind yourself to come back to it.

Jump around questions by clicking on the yellow badges for each question.

Read questions and select answer options

EXAMONLINE
Reaching out to everyone...

Chat to Exam Proctor

The screenshot displays the ExamOnline interface. At the top, a 'Time Left' indicator shows 0:59:51. Below it, a question is presented: 'QUESTION 1 of 35 (Sections : 2) Section-A'. The question text is: 'Vibhu walk 10 M in front and 10 M to the right. Then every time turning to his left, he walks 5,15 and 15 M respectively. How far is he now from his starting point?'. Four radio button options are provided: 20M, 15M, 10M, and 5M. A 'Mark for Review' checkbox is visible. On the right, an 'Attempt Summary' grid shows 30 question numbers (1-30) with yellow badges. A legend below the grid indicates: 0 (green) for Answered, 0 (blue) for Marked For Review, and 35 (yellow) for Not Answered. At the bottom, there are buttons for 'Submit Exam', 'Take A Break', 'Previous', 'Next', and 'Chat with Proctor'.



PROCTOR EXPERIENCE

AI AND HUMAN INVIGILATION



Live Dashboard
of exam activity



Authorize
candidates to
access exams

Examonline

Home

Dashboard

Proctoring

- Authorization
- Proctor
- Super Proctor

Dashboard
Welcome to Examonline eProctoring Solution

0 Live Examinees	3 Exam Ended
1 Auth Queue	
0 Live Authorizers	
0 Disconnected Examinees	

Authorise Examinee

Examinee Details | Examinee Snapshots | Live Chat

Registration Image

Candidate Snapshot

ID Card Snapshot

Close Authorise Reject

Refresh Filter Tests

Unauthorised 1 Authorised 0

Test 27
Reg No: 3929



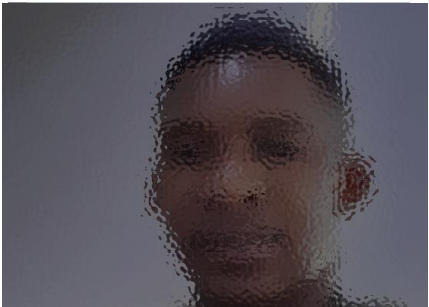
PROCTOR EXPERIENCE

AI AND HUMAN INVIGILATION

VIDEO AND AUDIO FEED

Test 27 Time remaining: 0:09:59

Examinee Details **Live Feed** Candidate Log Secondary Camera Feed



System[17:15:58]: Monitoring has been started

System[17:16:11]: Could not clearly detect the face or unknown person detected

Enter message Send

Screen Candidate Pause End Test

Flags

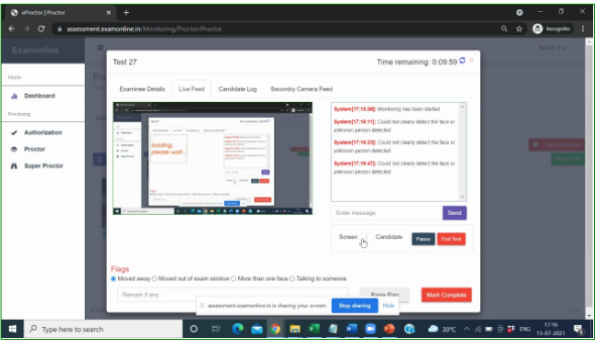
Moved away Moved out of exam window More than one face Talking to someone

Remark if any Raise Flag Mark Complete

COMPUTER SCREEN FEED

Test 27 Time remaining: 0:09:59

Examinee Details **Live Feed** Candidate Log Secondary Camera Feed



System[17:15:58]: Monitoring has been started

System[17:16:11]: Could not clearly detect the face or unknown person detected

System[17:16:23]: Could not clearly detect the face or unknown person detected

System[17:16:47]: Could not clearly detect the face or unknown person detected

System[17:16:59]: Could not clearly detect the face or unknown person detected

Enter message Send

Screen Candidate Pause End Test

Flags

Moved away Moved out of exam window More than one face Talking to someone

Remark if any Raise Flag Mark Complete



REAL-TIME INVIGILATION: SINGLE CANDIDATE

The screenshot shows a web browser window with the URL `assessment.examonline.in/Monitoring/Proctor/Proctor`. The page title is "eProctor | Proctor". The interface includes a sidebar with navigation options: Home, Dashboard, Proctoring, Authorization, Proctor, and Super Proctor. The main content area displays "Test 27" with a "Time remaining: 0:09:59" indicator. Below the test title are four tabs: "Examinee Details", "Live Feed", "Candidate Log", and "Secondary Camera Feed". The "Candidate Log" tab is active, showing a list of system events with timestamps and descriptions. An orange callout box on the right side of the log reads "Audit Trail of the Candidate's activities".

Test 27 Time remaining: 0:09:59

Examinee Details Live Feed **Candidate Log** Secondary Camera Feed

- [7/13/2021 1:45:20 PM] System: Exam window closed!
- [7/13/2021 2:19:47 PM] System: Loaded Question: 1 Section: Section
- [7/13/2021 5:13:22 PM] System: Examinee logged in
- [7/13/2021 5:13:39 PM] System: Photo snapshot uploaded
- [7/13/2021 5:13:45 PM] System: ID snapshot uploaded
- [7/13/2021 5:13:49 PM] System: Examinee status updated to Unauthorised
- [7/13/2021 5:13:49 PM] System: Camera Detected : HP TRUEVISION HD CAMERA (0408:5365)
- [7/13/2021 5:13:49 PM] System: AI verify: NO CANDIDATE FOUNDuser not found
- [7/13/2021 5:15:49 PM] System: Candidate authorised
- [7/13/2021 5:15:52 PM] System: User registered with AI
- [7/13/2021 5:15:58 PM] System: Monitoring has been started

Audit Trail of the Candidate's activities

Detailed invigilation report available for every candidate after the exam





A subsidiary of UNISA 

EXAMONLINE
Reaching out to everyone...

REFERENCE



UNISA ENTERPRISES

- Unisa Enterprises is a subsidiary of UNISA focusing on short course, professional training and skills development for corporate and government institutions
- UE is committed to serving people in various countries across the continent
- Over the past 3 years, UE has administered exams for over 5 000 exam candidates

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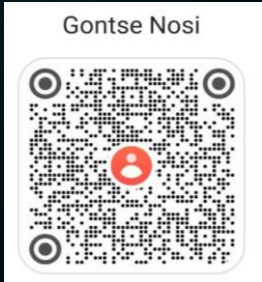
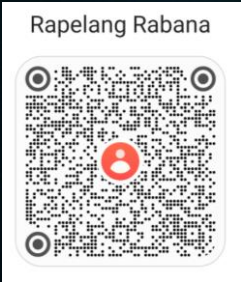
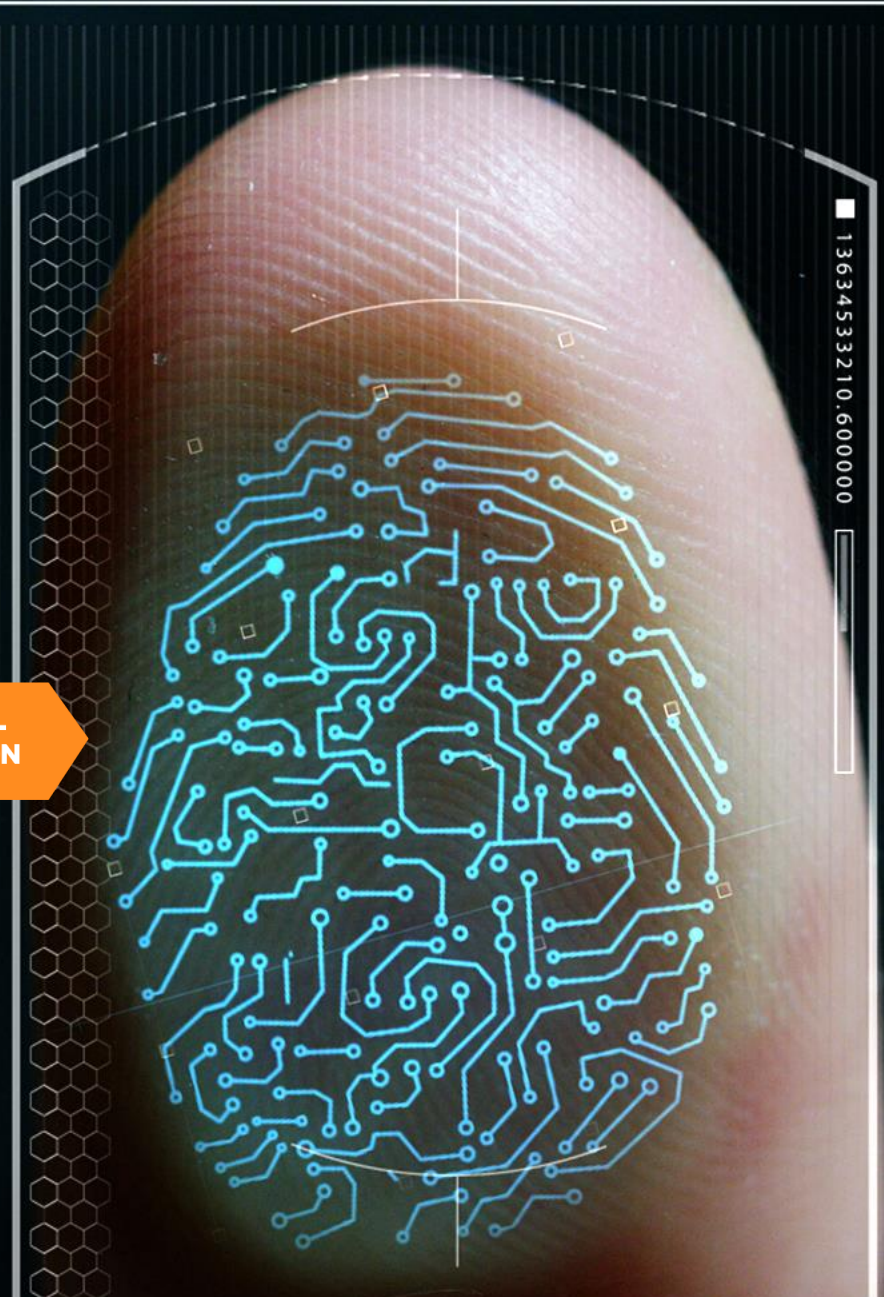
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Internships, learnerships, apprenticeships to gain valuable, industry specific work experience required for career advancement



Work Experience

COMPETENT PROFESSIONAL

WE ARE A PRODUCT OF

WHAT

+

HOW

WE ARE TAUGHT



HOW LEARNING HAPPENS

Creating 'just-right' experiences



CURATE INCREASINGLY COMPLEX EXPERIENCES FOR MAXIMUM LEARNING



1

2

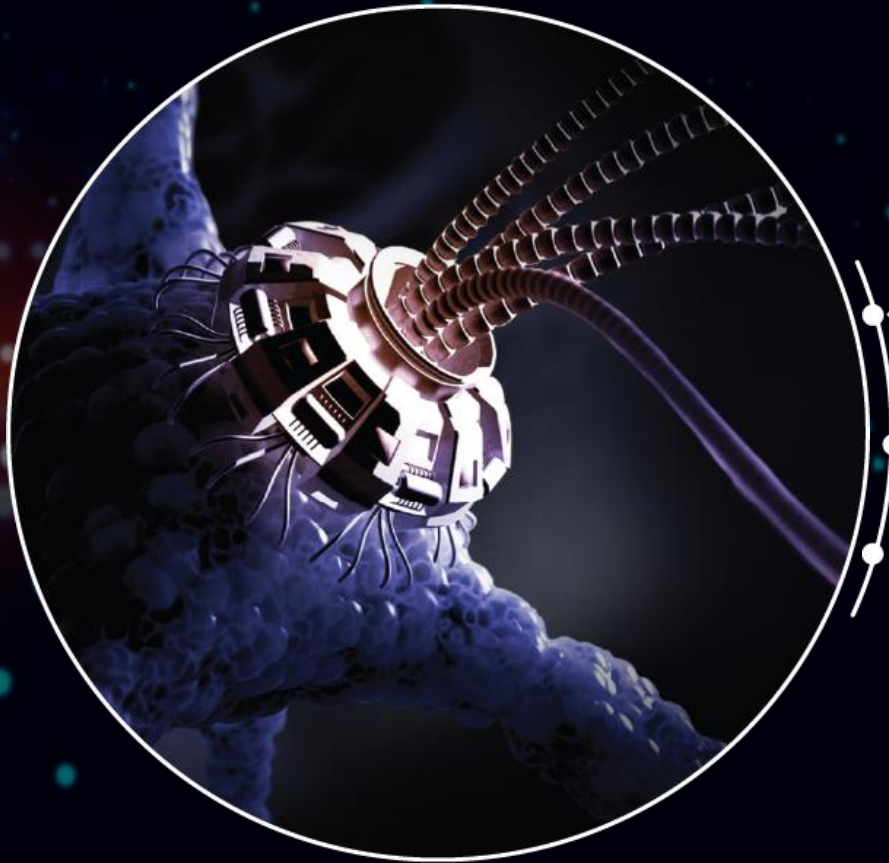
3

4

5

Experiential Learning through Virtual Reality

Could we curate artificial experiences?



VR grabs you full attention



AI-driven engagement provides feedback to adjust and improve



VR creates an unlimited field of practice

Video Source:
Interplay Learning - DELL



SOFT SKILLS TRAINING

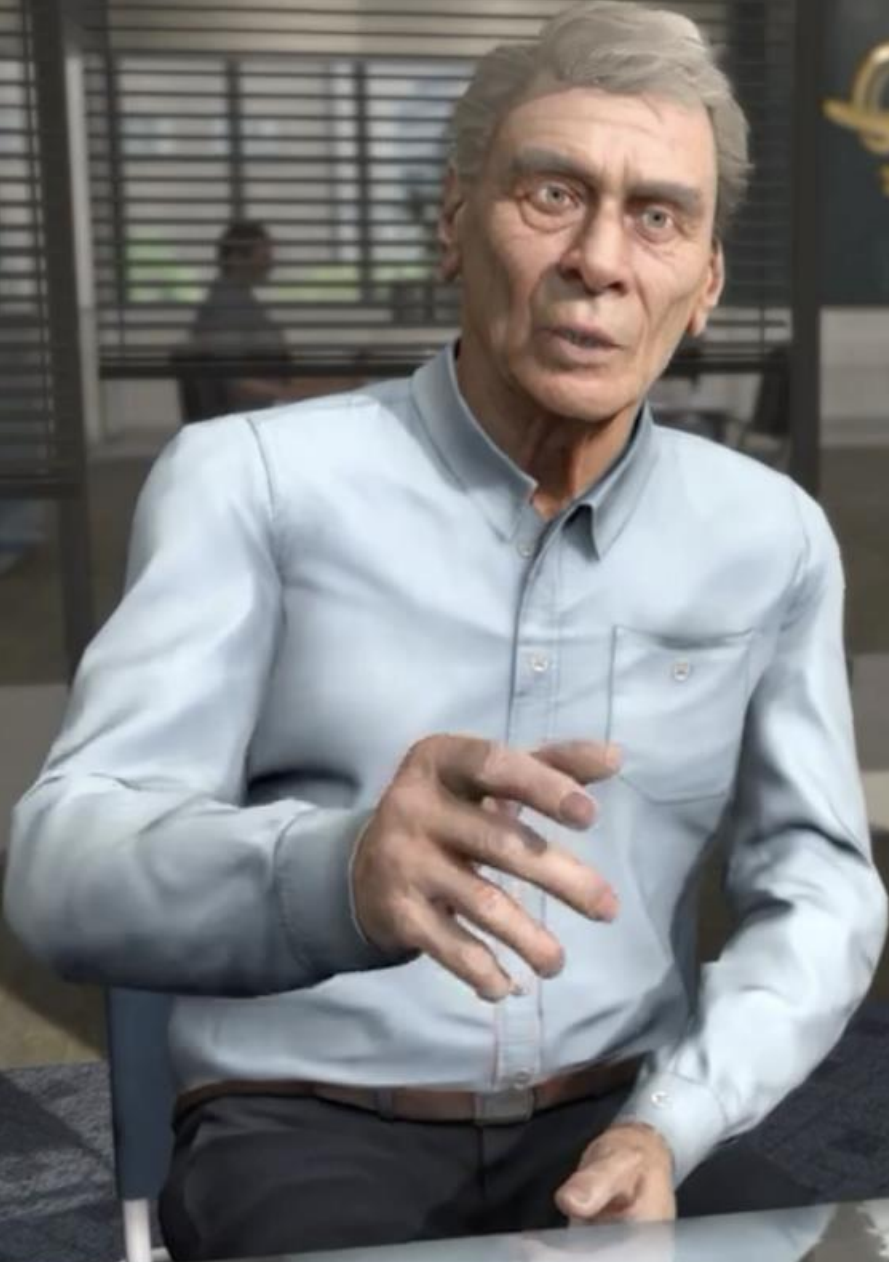
EXPERIENCES

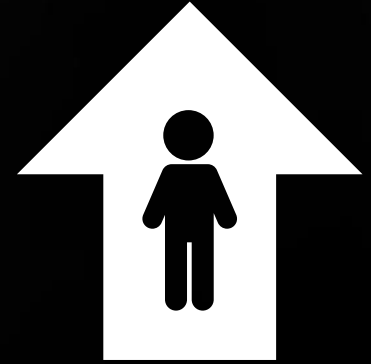
Rekindle
RESULTS
DRIVEN Learning



Walmart training thousands of customer service reps in soft skills using VR

Video Source: Talespin





CULTIVATE JUST-RIGHT EXPERIENCES AT SCALE

Could we dematerialize
learning completely?

1 Make knowing easy
bite-sized social-media like learning

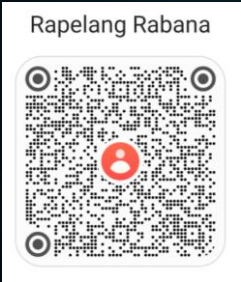
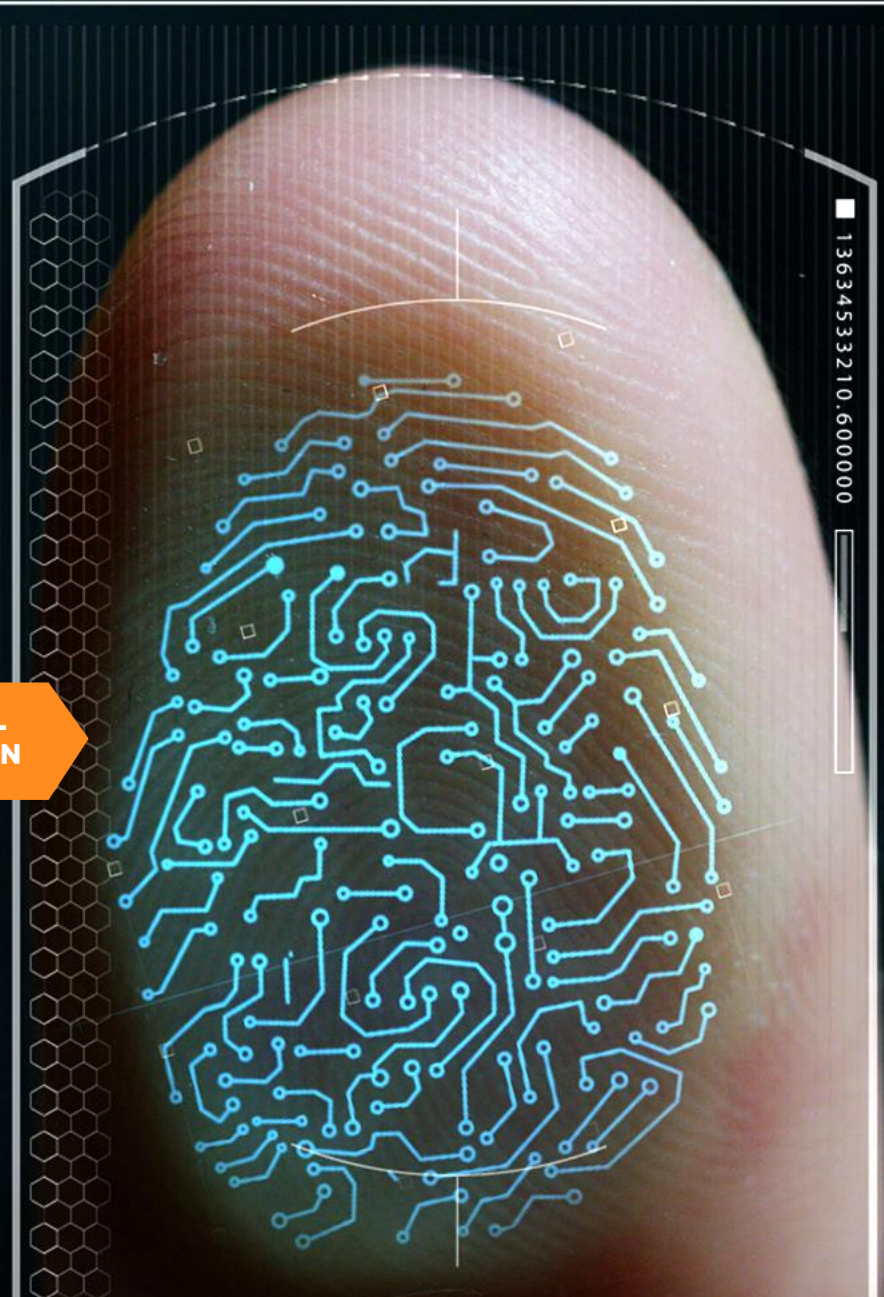
FOUNDATIONAL
KNOWLEDGE

2 Certify learning
Secure online examinations

FOUNDATIONAL
KNOWLEDGE

3 Experiential learning
Dematerializing training experiences

PRACTICAL
APPLICATION



EXAMONLINE

Reaching out to everyone...

Rekindle
RESULTS
DRIVEN Learning

RE:

EDUCATION

Digital Education and the role of Platforms in expanding access to learning opportunities

Gontse Nosi



Rapelang Rabana

