



Capacity  
Building

# 2017-2018 Course Catalogue



## **Programme Overview**

The GSMA Capacity Building programme offers a range of free training courses that help keep policymakers and regulators abreast of current industry trends and how they affect the delivery of mobile services in countries around the world. By emphasising real-world examples of regulatory good practice from different regions, the GSMA's courses help students understand the implications of different policy and regulatory approaches and how they affect the mobile services offered to their country's citizens.

## **Ways to Study With Us**

Our courses are offered in English, French and Spanish, and are suitable for professionals at any stage of their career.

To provide policymakers and regulators with maximum flexibility in how they study, we offer our courses both face-to-face and online.

Our face-to-face courses are delivered globally through a range of strategic partnerships. Our online courses are offered year-round and allow students to study at their own pace from anywhere in the world.

GSMA Capacity Building courses are accredited by the UK Telecommunications Academy.

## **Face-to-Face**

We deliver face-to-face courses principally through partnerships with recognised regulatory training and development organisations. This provides us with global reach so we can train regulatory professionals right across the globe. Our face-to-face courses vary in length from half a day to three days and can also be delivered on site at your organisation.

## **Online**

All of our courses are offered online via our eLearning portal and can be accessed via a computer, tablet or mobile device. Courses vary in length from three to six weeks and require a commitment of two to four hours per week. Course participation is free of charge for regulators and policymakers, subject to availability.

**[www.gsmatraining.com](http://www.gsmatraining.com)**

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**“There are some amazing original features in your courses, including how participation of students from around the world is encouraged. This allows you to learn a lot of new information about other countries.”**



**Carlos Diaz, Banker  
Central Reserve Bank of Peru**





# Advanced Spectrum Management for Mobile Telecommunications

Face-to-Face: Two day course

Online: Four week course

## Course Overview

This course considers the history and technical evolution of mobile telecommunications before moving on to cover the core functions of the spectrum manager. Participants will learn about how spectrum is used, the characteristics of spectrum bands and the progression of mobile technologies. The course also covers the principles of spectrum planning at a national, regional and international level. In addition to an in-depth analysis of spectrum licensing, the course also contains an overview of regulatory topics that relate to spectrum, such as infrastructure sharing, as well as numerous illustrative case studies.

UKTA Accredited



## Course Objectives

- Understand the processes and approaches to spectrum allocation and licensing.
- Learn how spectrum management is changing in the ever-evolving communications sector.
- Understand how the concepts can be applied to the spectrum conditions in your own country.

# Children and Mobile Technology

Face-to-face: Two day course

Online: Three week course

## Course Overview

Children and young people are among the most avid users of mobile technologies and these technologies have brought many benefits to young people around the world. Like any tool, however, mobile technologies can be used to cause harm. Parents, governments and industry have a role to play in protecting and supporting children who are connected. This course looks at the issues from several angles, including cultural differences regarding children's use of mobile devices, child online protection and whether regulation is necessary.

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## Course Objectives

- Learn what is known about children's use of mobile technologies.
- Acknowledge the benefits while mitigating risks for children.
- Understand the law related to online child sexual exploitation.
- Understand the role of regulation in child online protection.

# Competition Policy in the Digital Age

Face-to-Face: Two day course

Online: Four week course

## Course Overview

Competition in mobile telecommunications is multifaceted and dynamic. Regulatory authorities must be alert to rapid technological changes that impact infrastructure competition and the related downstream and upstream markets.

This course provides a foundation for understanding the rules of competition and the regulatory powers that apply to the telecommunications sector, within the background of a wider competitive landscape that now includes Over-The-Top players.

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## Course Objectives

- Understand the application of competition law as it applies to the telecommunications sector, especially abuse of dominance and merger control.
- Look at the interaction between competition law and regulation, especially Significant Market Power/Dominant Carrier regulation.
- Compare the treatment of the telecommunications sector in regulation and competition law with the situation in the wider communications ecosystem.

# Disaster Preparedness and Response

Face-to-Face: One day course

Online: Four week course

## Course Overview

Recent emergencies, such as the Ebola crisis in West Africa and earthquakes in Nepal and Italy, highlight the increasingly important role mobile plays during times of crisis. As mobile communication becomes ever more critical to the success of disaster response efforts, there is a need for policymakers and regulators to better understand how they can support the benefits that mobile communication delivers during emergencies. This course looks at how the inclusion of mobile in disaster response plans can help save lives and speed up recovery times.

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## Course Objectives

- Learn how improved coordination between mobile operators, governments, regulatory authorities and the humanitarian response community is critical during times of crisis.
- Discover how regulators around the world are adopting flexible approaches to policy during emergencies to positively impact response efforts.
- Consider how aid is becoming increasingly digitised and the role mobile can play in this new environment of digitised aid.





**“100% of delegates would recommend this course to a colleague or fellow regulatory professional.”**



**Telecommunications Regulators  
from Bosnia and Herzegovina, Croatia,  
Serbia and Montenegro  
Disaster Response Course, October 2016**



# Internet of Things

Face-to-Face: Two day course  
Online: Four week course

## Course Overview

The Internet of Things (IoT) holds tremendous promise for citizens, consumers, businesses and governments. Referring to machines, devices and appliances of all kinds that are connected to the internet through multiple networks, IoT has the means to shrink healthcare costs, reduce carbon emissions, increase access to education, improve transportation safety and much more. This course provides a high-level overview of IoT concepts from a mobile perspective, outlines the role IoT can play in enhancing the quality of life of citizens and explains the key differences between traditional telecoms services and the IoT world. It also discusses the implications that IoT has for policymakers and regulators.

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## Course Objectives

- Understand the benefits IoT can bring to citizens, consumers and businesses.
- Learn about the key difference between IoT and traditional telecoms services.
- Discover the regulatory implications of IoT.

# Leveraging Mobile to Achieve SDG Targets

Face-to-Face: Two day course

Online: Four week course

## Course Overview

In September 2015, the UN's 2030 Agenda for Sustainable Development was unanimously adopted by world leaders. The agenda details 17 Sustainable Development Goals (SDGs) and 169 targets that act as the world's to-do list to end poverty, reduce inequalities and tackle climate change. Countries have committed to act in collaborative partnership with other stakeholders to implement the plan by 2030.

The mobile industry is delivering a vast range of programmes and initiatives to support these efforts. This course offers practical advice and case studies to help governments understand how they can harness the power of mobile in their efforts to achieve national sustainable development targets.

## Course Objectives

- Gain critical insights into the impact of the mobile industry on sustainable development, including the powerful effect it has on the activities of other industries.
- Understand the policy frameworks and regulatory levers needed to maximise the impact of mobile on the implementation of national SDGs action plans.



# Mobile for Socio-Economic Development

Face-to-Face: Three day course

Online: Six week course

## Course Overview

The potential of mobile technologies to enhance people's lives and generate economic value is unprecedented. Governments in every country have a responsibility to create the conditions that maximise the benefits for society.

This intensive course highlights the contribution that the mobile industry and mobile technologies make to the economy, and the wide range of mobile services that, particularly in developing countries, can transform people's lives. Participants will learn about regulatory best practices for the mobile sector, as well as practical steps that can accelerate the delivery and uptake of mobile-driven education, healthcare and financial services.

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## Course Objectives

- Understand the economic contribution of the mobile sector and the effects of government intervention.
- Learn how government can best support universal access to mobile.
- Learn how mobile technologies contribute to social welfare through health, education, financial inclusion and e-government.

# Mobile Money for Financial Inclusion

Face-to-Face: One day course

Online: Four week course

## Course Overview

Mobile money services are proliferating in many countries, providing 'unbanked' citizens with the ability to manage their money and make financial transactions efficiently and securely. While the business model has been proven through hundreds of self-sustaining services, many countries have only a nascent mobile money sector. Meanwhile, in mature markets the mobile money platform is now used to offer a broader range of financial and mobile-for-development services.

This course provides an in-depth look at mobile money services — how they work, the stakeholders involved and the regulatory enablers, as well as critical issues such as cross-network interoperability.

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## Course Objectives

- Understand the value of mobile money services to individuals and society.
- Learn about the regulatory framework and legal prerequisites needed for mobile money to flourish.



**“This course helped me to improve my knowledge of radio frequencies and health. In fact, it helped to improve and develop our strategy on compliance control of exposure levels.”**

**Sana Souai, Chief Engineer  
National Frequencies Agency, Tunisia**





# Mobile Sector Taxation

Face-to-Face: Half day course

Online: Three week course

## Course Overview

In many countries, in a variety of ways, governments impose substantial taxes on the mobile industry — above and beyond standard corporate tax. Sector-specific taxation is never without consequences. For example, special mobile taxes affect consumer prices as well as operators' ability to build and upgrade their networks. This course takes a critical look at mobile industry taxation, discusses the impacts of these taxes, and explains how telecoms regulators can affect the level of sector-specific taxation.

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## Course Objectives

- Learn about the principles of taxation.
- Understand the ways additional taxes are applied to the mobile industry.
- Learn how supplemental mobile sector taxation impacts consumers and society.
- Consider how over-taxation of the sector can be rolled back to everyone's benefit.

# Principles of Internet Governance

Face-to-Face: Two day course

Online: Four week course

## Course Overview

Internet governance is the development of shared principles, norms, rules, decision-making procedures and programmes that shape the evolution and use of the internet. As policymakers and technical experts work to get the remaining two-thirds of the world's population online, the way in which the internet is governed will have a huge impact on how it continues to evolve. This course provides an overview of internet governance through its history, institutions, processes and people.

The course discusses and analyses the actual or potential consequences of different policy approaches, including the multi-stakeholder model, which have been either adopted or proposed for internet governance at the national, regional and global level.

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## Course Objectives

- Understand the history, institutions and people involved in internet governance.
- Learn about the policies and processes involved in internet governance and how they are approached by different stakeholders.
- Apply the concepts to local, regional, national and international internet issues.

# Principles of Mobile Privacy

Face-to-Face: One day course

Online: Four week course

## Course Overview

The growth of the mobile internet and converged services is creating new challenges related to the use and protection of people's personal information, as data flows between multiple parties, in real time, across geographic borders.

This course investigates the current state of mobile privacy, highlights research into consumer attitudes towards their privacy and examines current and emerging regulations around the world. The course also reviews the GSMA's universal mobile privacy principles, Privacy Design Guidelines for app developers and industry initiatives that give consumers more control over how their information is used.

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## Course Objectives

- Understand the facets of mobile privacy, data protection and consumer trust.
- Consider the role of mobile operators, internet content providers and consumers in respecting and protecting the privacy of consumers.
- Discover how regulation can be applied effectively to protect consumer privacy in a converged world.

# Radio Signals and Health

Face-to-Face: One day course

Online: Four week course

## Course Overview

The effect of radio transmissions on health has been studied extensively, leading to international standards for network antennas and exposure limits for workers and the public.

Despite the ever-growing body of scientific knowledge, many people continue to be concerned about electromagnetic fields (EMFs) and their impact on health. This course looks at the state of the science, standards for mobile technologies, regulatory compliance and public awareness and education.

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## Course Objectives

- Understand public concerns and the accumulated knowledge about the health effects of EMFs.
- Learn about internationally accepted safety requirements for radio transmissions.
- Learn how to respond to public safety concerns and increase awareness of the science.

# Weighing the Benefits of Universal Service Funds

Face-to-Face: Half day course

Online: Three week course

## Course Overview

Governments in many countries impose a levy on the mobile sector to fund network deployment in areas where market conditions do not support commercial investment. While the ultimate objective of universal service is laudable, the results of this approach have been mixed. This course looks at the record of universal service funds (USFs) in achieving their objectives and considers alternative approaches to connecting the unconnected.

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## Course Objectives

- Understand the challenges involved in connecting the rest of society.
- Learn how countries around the world have used their USFs, and the outcomes for citizens.
- Consider alternatives to USFs that could be more effective.

# Women and Mobile

Face-to-Face: One day course

Online: Four week course

## Course Overview

It is widely recognised that information and communications technology can have a positive socio-economic impact on women's lives. Unfortunately there is currently a significant gender gap associated with access to, and use of, the internet and mobile broadband services. This gender gap can be attributed to a number of factors including the cost of devices and services, network coverage, concerns around security and harassment, as well as a lack of technical literacy amongst women.

This course explains the background to the issues and focuses on strategies that can be used to help close the gender gap.

## Course Objectives

- Understand the context via gender-disaggregated data on internet access and use.
- Learn how barriers such as access, affordability, safety, digital skills and the availability of locally relevant content can be addressed.
- Discover how gender perspectives can be integrated into strategies, policies, plans and budgets so they explicitly address women's needs, circumstances and preferences.
- Explore how to work together with other stakeholders to share good practices that have real impact.

**NEW** for 2017-2018

## Trainers

Our courses are developed and delivered by experts and leaders in mobile policy. Our policy experts come from a range of backgrounds including telecoms, law and financial services. All of our trainers have strong backgrounds in mobile policy and many of them hold advanced academic qualifications. Our experts use their extensive knowledge, along with practical case studies, to deliver courses that are packed with the latest information.

To learn more about our course leaders visit

**[www.gsma.com/publicpolicy/capacity-building/courses/meet-our-course-leaders](http://www.gsma.com/publicpolicy/capacity-building/courses/meet-our-course-leaders)**.

## Global Reach, Local Impact



**The GSMA has trained students from over 120 countries, providing insights into the latest industry, policy and regulatory thinking.**

We work with a range of strategic partners to help local policymakers and regulators positively shape the development and reach of mobile services in their country, and provide guidance on how to leverage mobile broadband to enable digital and financial inclusion for citizens.

## Partners

### Our Partners Include



## Some of Our Partnership Models

### Higher Education Institutions

- **École Supérieure Multinationale des Télécommunications (ESMT)** is an international institution of higher training and learning based in Senegal and created by seven States: Benin, Burkina Faso, Guinea, Mali, Mauritania, Niger and Senegal.
- ESMT offers certifications and graduate programmes in telecommunications and ICT to students and professionals across sub-Saharan African countries including Benin, Burkina Faso, Cameroon, Congo, Djibouti, Gabon, Guinea, Ivory Coast, Madagascar, Niger, Nigeria, Senegal and Togo.
- The Capacity Building programme has partnered with ESMT, delivering train-the-trainer sessions, as well as face-to-face courses across the whole Capacity Building catalogue.

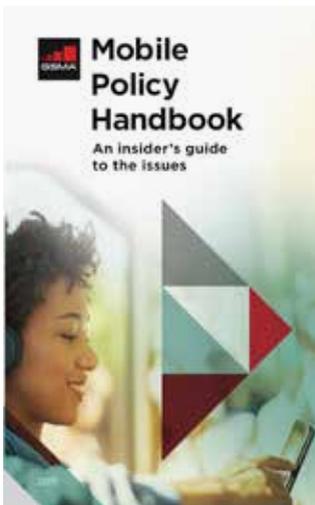


### Development Organisations

- **CE-Digital** is a partnership between CAF – Development Bank of Latin America, eLAC 2018 – Digital Agenda for Latin America and the Caribbean, and GSMA. It offers an extensive programme of capacity building activity for Latin America.
- CE-Digital offers free face-to-face and online telecommunications/ICT courses in Spanish for regulators, policymakers and government officials in Latin America.
- CE-Digital delivers unique insight into the latest policy and regulatory trends in the ICT industry in the region, focusing on key topics that encourage the establishment of enabling regulatory environments.



# Mobile Policy Handbook



A country's citizens benefit most when the private and public sectors work together in a spirit of openness and trust. The GSMA is committed to supporting governments and regulators in their efforts to introduce pro-investment telecommunications policies.

The **Mobile Policy Handbook: An insider's guide to the issues** is a window into industry perspectives, a signpost to regulatory best practice and a portal to more information.

To read or download the Mobile Policy Handbook please visit:

<http://mph.gsma.com/publicpolicy/handbook>

## Spectrum Management and Licensing

Mobile data traffic continues to flourish and as the demand for 4G mobile services grows, it will place significant pressure on available spectrum.

To meet this increasing demand, operators need access to sufficient, economically, homogeneous spectrum. Here, effective spectrum management is key. It will do 2 things: the industry around the spectrum needed to further expand mobile services and enhance the quality and range of services offered.

The CEIR is a very useful or national regulatory and global bodies in addressing the key issues identification and release of more spectrum for mobile broadband. It will also aid with national governments and regulatory agencies and the international telecommunications (ITU-T).

International agreements that exist at the demand stage of mobile communications. These that simply look on spectrum being released from spectrum pricing, for example, can lead to greater access to spectrum if undertaken and helped. Investment in spectrum is a key to a sufficient amount of spectrum to support for mobile use - especially digital broadband services.

ITU-T has been addressing when Conference 2012 (WRC-12) on the horizon. The regulatory process built upon the framework of WRC-12 to strengthen the role of mobile communications in particular, bringing 3G terrestrial mobile services closer to mobile broadband and enabling 4G services. It will also address TV white space, which currently consists of unused spectrum at broadcast bands, which will help to support more mobile services.

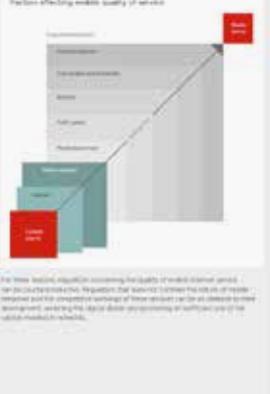


Offering a high quality of service is essential for mobile network operators, all of which depend on the quality of their service. This article looks at how operators can meet customer expectations. Quality of service (QoS) is a key performance indicator (KPI) for network operators. It is a measure of the quality of service (QoS) that a network can provide to its users. It is a key performance indicator (KPI) for network operators. It is a measure of the quality of service (QoS) that a network can provide to its users.

Public domain standard based factors

- The level of service and quality of service
- The changing needs of service providers and users
- The increasing demand for mobile services and the need for more spectrum
- The need for more spectrum for mobile services and the need for more spectrum
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In addition to the quality of service, network operators also need to ensure that the quality of service is maintained. The QoS is a key performance indicator (KPI) for network operators. It is a measure of the quality of service (QoS) that a network can provide to its users.



**CEIR, Intelligence**

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**Mobile coverage**

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**Network data layer**

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**Service quality**

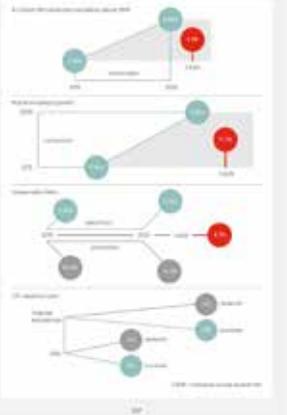
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**Network quality**

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## Contact Us

### About the GSMA

The GSMA unites nearly 800 operators with almost 300 companies in the broader mobile ecosystem, including handset and device makers, software companies, equipment providers and internet companies, as well as organisations in adjacent industry sectors. The GSMA also produces industry-leading events such as Mobile World Congress, Mobile World Congress Shanghai, Mobile World Congress Americas and the Mobile 360 Series of conferences.

For more information, please visit the GSMA corporate website at **[www.gsma.com](http://www.gsma.com)**

Follow the GSMA on Twitter: **@GSMA**

For more information visit **[www.gsma.com/publicpolicy/capacity-building](http://www.gsma.com/publicpolicy/capacity-building)**

To register for our online courses visit **[www.gsmatraining.com](http://www.gsmatraining.com)**

To discuss partnerships contact our team on **[capacitybuilding@gsma.com](mailto:capacitybuilding@gsma.com)**



**“97% of delegates  
said the course  
was beneficial.”**

**ICASA, South Africa  
Competition Policy Course, April 2016**



Capacity  
Building



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