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.

**Programme Overview**

- Courses available in English, French and Spanish
- Course content that is suitable for professionals at any stage of their career
- Training delivered both face-to-face and online, providing our students with maximum flexibility in how they study
- Partnerships with a range of global organisations allowing us to deliver training where it is needed the most
- Online courses offered year-round enabling students to study at their own pace from anywhere in the world
- Courses accredited by the United Kingdom Telecommunications Academy

**Programme Highlights**
<table>
<thead>
<tr>
<th>Course</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>5G — The Path to the Next Generation</td>
<td>6</td>
</tr>
<tr>
<td>Advanced Spectrum Management for Mobile Telecommunications</td>
<td>7</td>
</tr>
<tr>
<td>Children and Mobile Technology</td>
<td>8</td>
</tr>
<tr>
<td>Competition Policy in the Digital Age</td>
<td>9</td>
</tr>
<tr>
<td>Disaster Preparedness and Response</td>
<td>11</td>
</tr>
<tr>
<td>Internet of Things</td>
<td>12</td>
</tr>
<tr>
<td>Leveraging Mobile to Achieve SDG Targets</td>
<td>13</td>
</tr>
<tr>
<td>Mobile for Socio-Economic Development</td>
<td>14</td>
</tr>
<tr>
<td>Mobile Money for Financial Inclusion</td>
<td>15</td>
</tr>
<tr>
<td>Mobile Sector Taxation</td>
<td>16</td>
</tr>
<tr>
<td>Mobile Technology, the Environment and Climate Change</td>
<td>18</td>
</tr>
<tr>
<td>Principles of Internet Governance</td>
<td>19</td>
</tr>
<tr>
<td>Principles of Mobile Privacy</td>
<td>20</td>
</tr>
<tr>
<td>Radio Signals and Health</td>
<td>21</td>
</tr>
<tr>
<td>Unlocking Rural Mobile Coverage</td>
<td>22</td>
</tr>
<tr>
<td>Women and Mobile: Bridging the Gender Gap</td>
<td>23</td>
</tr>
</tbody>
</table>
Ways to study with us

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

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 across the world. 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
Trainees

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, while also drawing on practical case studies, to deliver courses that are packed with the latest information.

To learn more about our trainers visit:

www.gsma.com/publicpolicy/capacity-building/courses/
meet-our-course-leaders
Free Mobile Policy Training for Policymakers and Regulators

Our courses are available online at www.gsmatraining.com
Students trained in over 140 countries

Over 7,300 days of training delivered

95% of students say our courses are beneficial to them

Training offered face-to-face and online

Courses available in English, French and Spanish
5G — The Path to the Next Generation

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

Course Overview

The mobile industry is preparing to embark on the transition to fifth generation (5G) technology, which will build on the achievements of 4G while also creating new opportunities for innovation. 5G will usher in a new era that will see connectivity become increasingly fluid and flexible. This course covers the key aspects of 5G technology and examines the role governments and regulators can play in helping unlock the benefits of future 5G services for their citizens.

NEW for 2018-2019

Course Objectives

• Learn about the underlying technologies and concepts associated with 5G.
• Discover the key differences between 5G and previous generations of mobile technology.
• Understand how governments and regulators can help accelerate the development of 5G technology and services in their countries.
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 national and international levels and includes a deep dive into spectrum licensing and an overview of regulatory issues related to spectrum.

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 but these new technologies also come with new dangers. 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 and examines whether regulation is necessary.

UKTA Accredited

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

UKTA Accredited

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.
“The courses are a great way to exchange ideas and experiences with other regulators around the world and also to learn from colleagues who are more experienced in other subjects.”

Daniela Oropeza, Deputy Director, Office of the President, Instituto Federal de Telecomunicaciones (IFT), Mexico
Disaster Preparedness and Response

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

Course Overview

Recent emergencies, such as the major hurricanes in the Caribbean and the earthquake in Mexico, 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.

UKTA Accredited

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.
Internet of Things

Course Overview

IoT involves connecting devices to the internet across multiple networks to allow them to communicate with humans, applications and each other. IoT is set to have a huge impact on our daily lives, helping us to reduce traffic congestion, improve care for the elderly and create smarter homes and offices. 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 explores the implications that IoT has for policymakers and regulators.

UKTA Accredited

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.

Face-to-Face: Two-day course
Online: Four-week course
Leveraging Mobile to Achieve SDG Targets

**Face-to-Face:** Two-day course

**Online:** Four-week course

**Course Overview**

Between now and 2030, the mobile industry will bring billions of people and things online, helping to enrich the lives of citizens around the world and deliver on the sustainable development goals (SDGs) set by the United Nations. The SDGs serve as the world’s to-do list to end poverty, reduce inequalities and tackle climate change. 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.

UKTA Accredited

**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

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 digital identity.

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. 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 can transform people’s lives. Participants will learn about regulatory good 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.

UKTA Accredited
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. In markets with more mature mobile money services, these platforms are 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.

UKTA Accredited

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.
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.

UKTA Accredited

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.
“The courses provide a broader, unique perspective on issues relevant to the telecoms sector, and allow regulators to have a very immediate view of what is currently happening. It is a quick way to research current issues, as the GSMA provides additional materials, and also a good way to form professional relationships.”

Pauline Seymour, Vice President of Legal Regulatory and Carrier Services, Utilities and Regulation and Competition Authority, The Bahamas
Mobile Technology, the Environment and Climate Change

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

Course Overview

Mobile technologies have the potential to promote and contribute to a sustainable and low-carbon future. This course examines case studies of mobile service applications in the areas of climate change mitigation and adaptation, business sustainability, smart cities and the improvement of the natural environment. The course also addresses the environmental footprint of the mobile industry and covers sustainable responses of network operators to topics such as energy use, recovery of used and waste equipment and reporting on climate change impacts.

NEW for 2018-2019

Course Objectives

• Examine the potential of Information and Communication Technologies (ICT), including mobile technologies, to contribute to a sustainable future.

• Learn about the importance of environmentally sound management of used and waste electrical and electronic equipment.

• Identify opportunities for mobile services and technologies to support environmental and climate-change management in smart cities.
Principles of Internet Governance

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

Course Overview

As policymakers and technical experts work to get the remaining 50 per cent 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.

UKTA Accredited

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. 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.

UKTA Accredited

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.

UKTA Accredited

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.
Unlocking Rural Mobile Coverage

**Face-to-Face:** One-day course  
**Online:** Four-week course

**Course Overview**

Despite the growth of internet coverage in all parts of the world, over 4 billion people are still offline. Of the 3.2 billion people who are connected, nearly 1.2 billion don’t have access to high-speed internet access. Closing the mobile coverage gap is primarily an economic challenge. Uncovered populations typically live in rural locations with low population densities, low per-capita income levels and weak or non-existent enabling infrastructure. This course considers the challenges and opportunities that the public and private sectors face in bringing coverage to the uncovered, thereby giving them access to greater social and economic opportunities.

**NEW for 2018-2019**

**Course Objectives**

- Explore the role of the government and the private sector in improving connectivity.
- Learn how innovation and infrastructure sharing can help bridge the coverage gap.
- Learn about best practices in policy and regulation to foster investment in rural networks.
- Learn about examples of successful rural coverage projects.
Women and Mobile: Bridging the Gender Gap

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

Course Overview

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

• 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.

UKTA Accredited
“I used my learning during the courses as part of my technical research related to the formulation of different ICT policies. I really liked the interaction with my fellow professionals around the globe, as it gave me an opportunity to share and gain knowledge at the same time.”

Anna Teresa Aguilar, Planning Officer, Department of Information and Communication Technology, The Philippines
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

Follow the GSMA on Twitter: @GSMA

For more information visit www.gsma.com/capacitybuilding

To register for our online courses visit www.gsmatraining.com

To discuss partnerships contact our team on capacitybuilding@gsma.com