Adult Learning Symposium

3.5 Disrupting Class with CLaaS

Leslie Loh

Disrupting Class with CL.aa.S

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Nov 3rd 2016

- Technology transforming Economy & Redefining Jobs
- Problems with Higher Education & Adult Learning
- Disrupting Class with Learning Innovations
- Future of Higher Education
- Future of Adult Learning
- Workplace of the Future
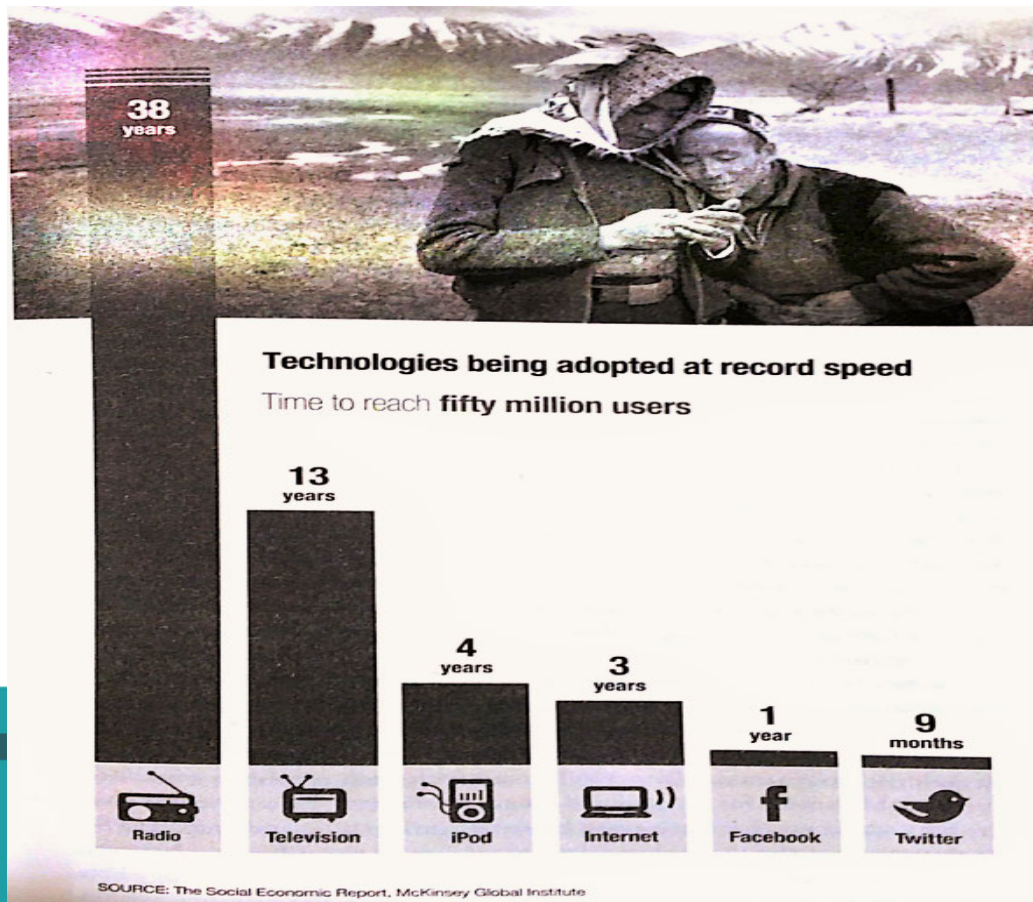- Lithan Transformation Narrative

Technology Transforming Economy & Redefining Jobs

Accelerating Technological Change

Technologies being adopted at record speed

Time to reach **fifty million users**

- 38 years — Radio
- 13 years — Television
- 4 years — iPod
- 3 years — Internet
- 1 year — Facebook
- 9 months — Twitter

SOURCE: The Social Economic Report, McKinsey Global Institute

Let's go! **TRAINING AND ADULT EDUCATION** **SECTOR TRANSFORMATION PLAN** (TAESTP)

Digitization transformed the economy in three ways :-

- It converted physical goods into virtual ones
  e.g., eBooks

- It enhanced the information contents of many of our routine transactions
  e.g., RFID tags to track the movement of goods

- It created online platforms and business models that enabled small
  startups to become micro-multinationals

- Online platform e.g., eCommerce, Digital Market Place

- Sharing economy e.g., AirBnB, Uber, Icarsclub

- Cloud services e.g., SaaS, CLaaS

- Crowdsource everything e.g., Investors, Customers, etc

Technology Redefines Jobs

- If Moore's law applies to employment, workers will need to master new sets of technology tools (web, social media etc.) every two years or so

- Mckinsey – 60 % of future jobs would have more than 30 % of activities automated by technology

- Growth of "freelancer" or "Gig" Economy

Value Creation vs Value Addition

Thinker & Maker

"T" - shaped Multidisciplinary skills

Tech & Innovation skills are Core future skills

No Job is Spared!

	Major Occupational Group	Percent of Total Employment	Percent Displaced Within Group
11-0000	Management	6%	41%
13-0000	Business and financial operations	3%	32%
15-0000	Computer and mathematical science	2%	21%
17-0000	Architecture and engineering	2%	11%
19-0000	Life, physical, and social science	1%	10%
21-0000	Community and social services	2%	36%
23-0000	Legal	1%	6%
25-0000	Education, training, and library	6%	74%
27-0000	Arts, design, entertainment, sports, and media	2%	50%
29-0000	Healthcare practitioners and technical	5%	10%
31-0000	Healthcare support	2%	29%
33-0000	Protective service	2%	16%
35-0000	Food preparation and serving related	8%	88%
37-0000	Building and grounds cleaning and maintenance	4%	78%
39-0000	Personal care and service	3%	81%
41-0000	Sales and related	11%	93%
43-0000	Office and administrative support	17%	90%
45-0000	Farming, fishing, and forestry	1%	43%
47-0000	Construction and extraction	5%	39%
49-0000	Installation, maintenance, and repair	4%	12%
51-0000	Production	7%	53%
53-0000	Transportation and material moving	7%	64%
	Total	100%	60%

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Problems with
Higher Education & Adult Learning

- Academic education do not deliver work-ready graduates
  - 96% of college provosts in the US believed that they have successfully   prepared students for the workplace but only 11% of employers felt so (Gallup Survey)

- Vocational credential not internationally recognized

Inflexible Higher Education Pathway

- Silo and proprietary pathway for university, polytechnic and vocational education respectively

- Limited credentials interoperability inhibit flexible learning pathway for developing multi-disciplinary talents who are "Thinker", "Designer" and "Maker" all roll into one

Disrupting Class with
Learning & Business Model Innovation

MOOCs for Applied Learning

- One size does not fit all

- Need personal intervention eg., coaching

Learning Mass Customization

- Digitalization + Pedagogy = Massification + Personalization
- Mass Customization via Collaborative Learning

Competency-based Curriculum
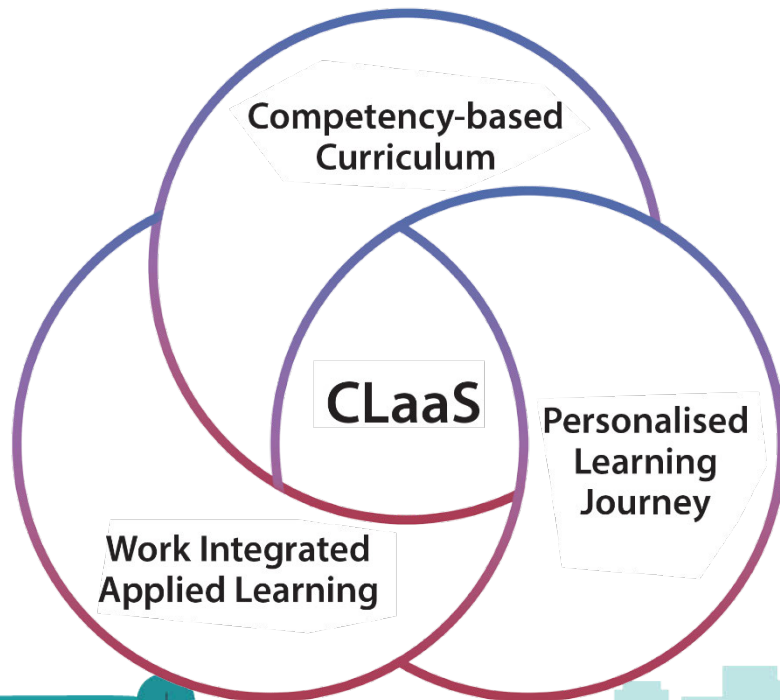
- Competency-based curriculum with accreditation to skills framework to deliver multidisciplinary skills & competencies outcome for specific job

- Interoperable Credential
  - Accredited Singapore WSQ Competencies framework
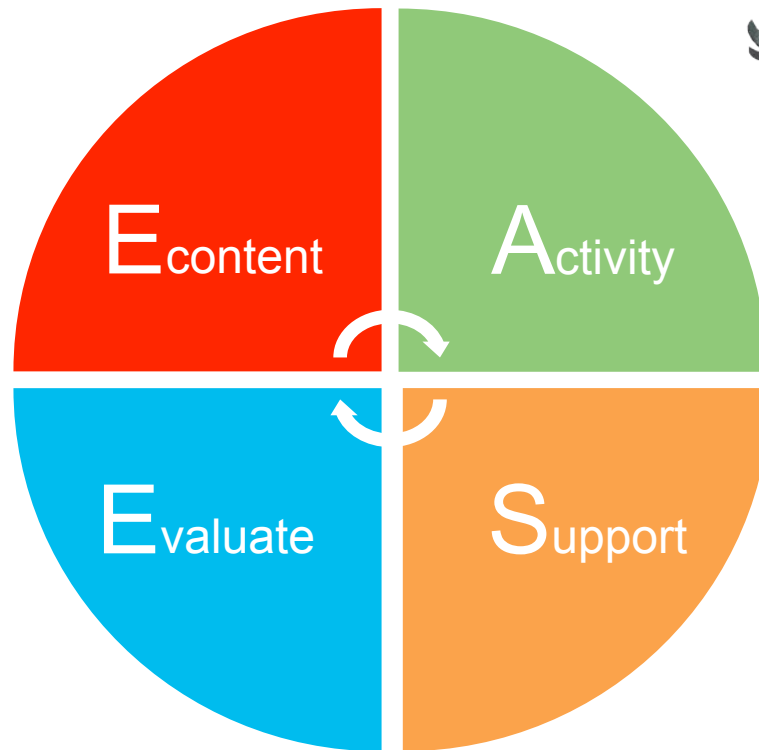 - Cross accreditation for academic pathway to 50 universities in UK and Australia

From Classroom to Work Place Skills Utilization

Conceptual Knowledge	→	Higher Order Skills	→	Ability

eLearning & Flipped Classroom

Work-based Mentoring

Workplace OJT

Total Learning Solution and Talents Provider

More than just a training provider

Applied learning pathway for Undergraduate

Lifelong Learning & Career progression for Professionals

Outsource Talents & Training provider for Enterprises

Learning-to-job-enhancement Outcome as our mission

Digital Skills Accelerator

Systems Management	Software Engineering	Business IT	Entrepreneurship & Innovation
• System Management • IOT	• Software Development • Big Data & BI	• ERP • CRM • eCommerce	• Entrepreneurship • Sales & Marketing • Innovation Management

Future Of
Higher Education

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Students received four years of college education, front-loaded at the beginning of adulthood
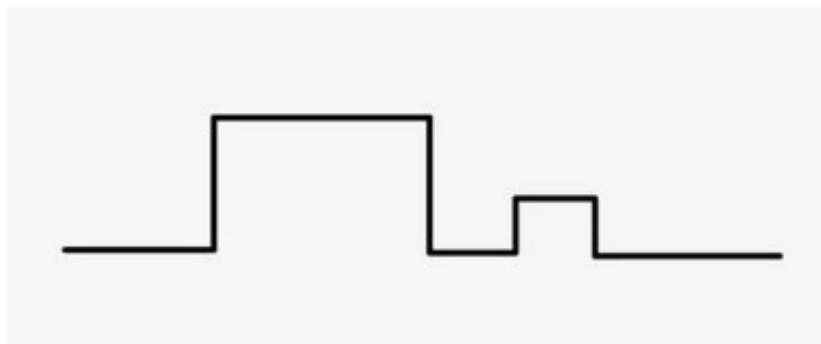
- 4 years during ages 18-22
- Formal learning occurred in the classroom only
- Limited access to academic setting later in life
- Students needed to prove ability by age 18 to be accepted
- Alumni returned to campus occasionally for selected events

Source: www.stanford2025.com/open-loop-university/
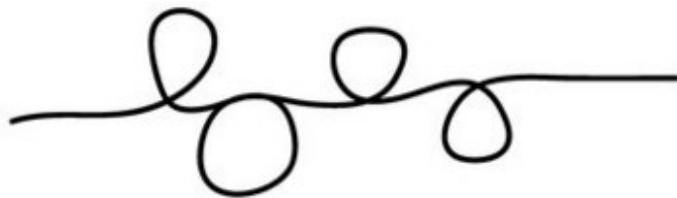
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SECTOR TRANSFORMATION PLAN
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Students receive a lifetime of learning opportunities

- 6 years over a lifetime
- Knowledge was obtained across classrooms and practical settings
- Seasoned adults returned to pivot careers and reconnect with community
- Students began studies at a range of ages
- Populi returned as expert practitioners and enriched campus life

Source: www.stanford2025.com/open-loop-university/

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Applied Education Trend in Asia

- Asian's aspiration for degrees produces excessive number of university graduates not ready for the workplace

- In 2014, Singapore announced SkillsFuture initiative with annual investment of S$1B to deliver an applied education system

- In 2014, China announced that 55% (640) of their academic universities (1145) will become Universities of Applied Sciences

- In 2015, Malaysia Education Blueprint was launched recognizing the growing important of skills based learning and technology

Dual-Tracked Applied Learning

- No "either" "or"

- Applied + Academic = Skills + Transferable knowledge

- Toward cross fertilization between academic education and applied curricula

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Lithan Dual Tracked Applied Degree Pathway

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WEB DEVELOPMENT APPLIED LEARNING PATHWAY

6 months full-time on campus, immersive skill-based learning

6 months full-time apprenticeship for skills application

12 months integrated study and work pathway
50% learn & work
50% work & learn

12 months academic learning
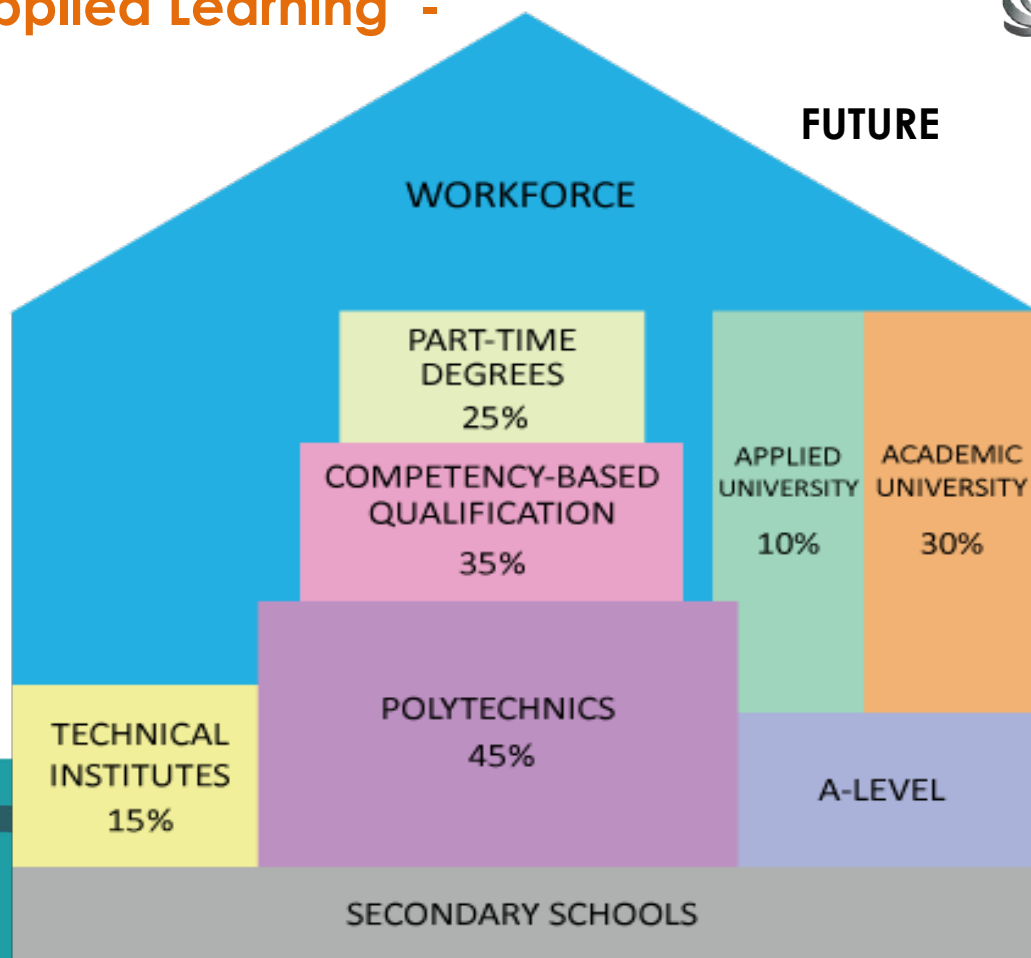
Lithan BTEC HNC
in Web Development
(9 months)

Lithan BTEC HND
in Web Development
(12 months)

Bridge to VU
(3 months)

VU or Top-up degree with 50 UK/
Australian Universities
(12 months)

7 LEARNING CAMPUSES IN SINGAPORE, MALAYSIA, MYANMAR, INDIA, CHINA

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Lithan's Higher Education Solution in Singapore

- "A" level, Polytechnic & ITE Graduates unable to enter our top-ranked public universities

- Study & Work Internationally to a Global Digital Career

- To achieve better Return on Investment & Learning Outcome than graduates from our top-ranked public universities

  - Get hired before they even graduates

  - More than 83% secure fulltime jobs within 6 months

  - Higher than S$3,200 monthly salary
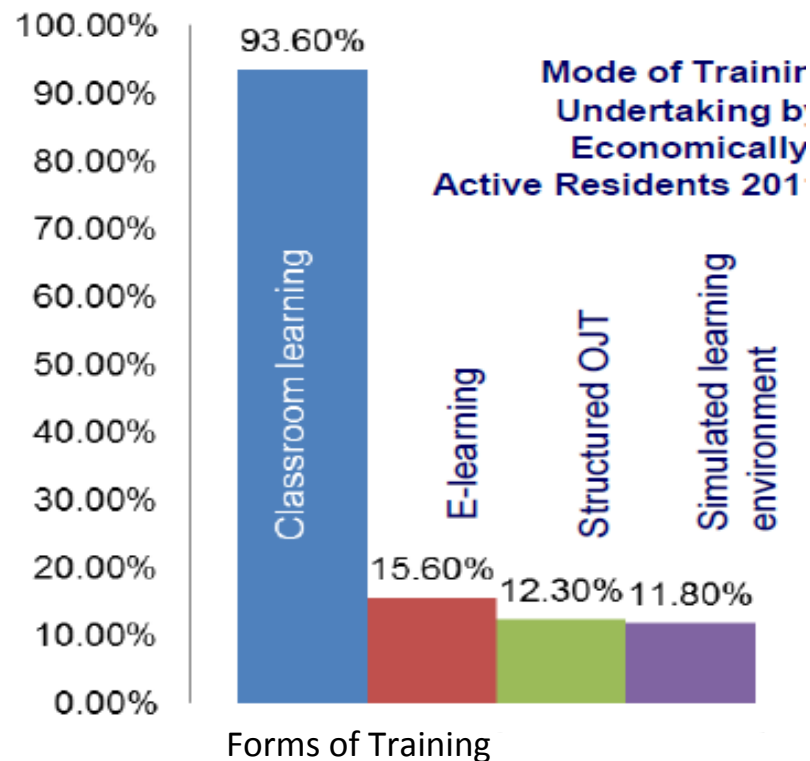
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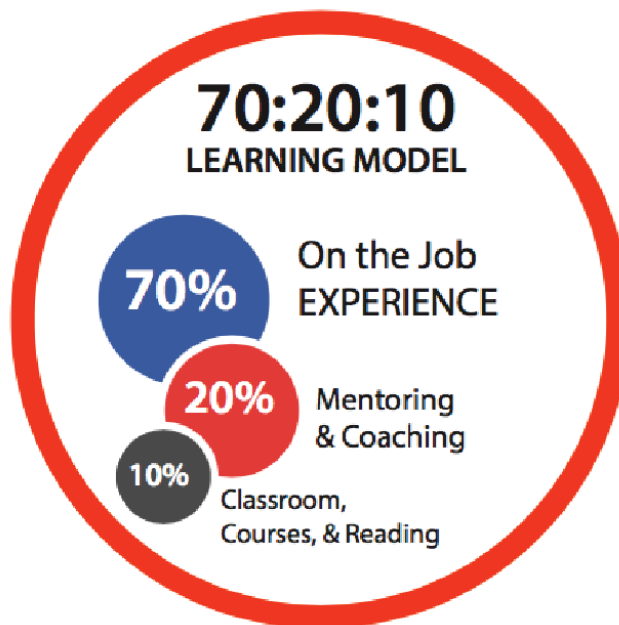# Future of
Adult Learning

Adult Learning System Inadequate

- Weak outcomes for both employers and individuals

- Time invasive to both employers & individuals

- Weak link in bridging learning to performance

Classroom learning: 93.60%
E-learning: 15.60%
Structured OJT: 12.30%
Simulated learning environment: 11.80%

Mode of Training Undertaking by Economically Active Residents 201...

Forms of Training

Open CLaaS for Adult Learners

Open learning architecture where bite-sized learning components can be arranged and assembled just like LEGO bricks to form personalized learning journey

- What – Competency delivery with EASE

- When – Own Pace Own time

- Where – On Campus, Workplace or Anywhere

- How – Personalized Mentoring & Peer2Peer Learning

The Workplace of the Future

Workplace Learning for Skills Mastery

Traditional Learning	Workplace Learning
Store Knowledge	Find Knowledge
Learning Events	Continuous Learning
Learning by Knowing	Learning by Doing
Just in Case	Just in Time
For Everyone	For the individual
Learning Enabling Work	Learning as Part of Work
Formal **(10%)**	Formal and Informal **(70:20:10)**

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Just-in-Time Skilled Talents

- Latent talents (Train & Place) Sourcing

- Variable Workforce

  - Skilled Apprentice

  - Mentors on demand

Competency
Learning
as a Service
(CLaaS)

Workplace
Learning
Consulting

On demand Curriculum
On demand Mentors
On demand Technology

Workplace Learning Plan
OJT Blue Print
Learning facilitation

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Transformation Narrative

Strategy 1 : Identify New Opportunities

- New Customers
    - Higher Education
    - Enterprise Learning

- New Geography
    - Myanmar
    - Malaysia
    - India
    - China

Learning Innovation

- Competency Learning as a Service (CLaaS) deliver scalable personalized blended learning without boundary
- Skills based learning pedagogy using real world or simulated projects to deliver skills utilization at workplace

Business Innovation

- New services eg talents sourcing & workplace learning
- Uberized faculty to deliver mentoring on demand

- Learning-to-performance Outcome as our differentiator

- Learning journey & Relevant to Jobs Enhancement Measurement
  - Independent certification of WDA level 4 survey outcome for qualification for Public sharing & Branding
  - Public sharing of learners comprehensive satisfaction rating on their learning journey and outcome

Real time Assessment Management + Advance Learning Analytics
= Effectiveness Training Management

- Total Learning Effectiveness
  - Online/Offline Contents
  - Delivery Quality
  - Learning environment

- Real time 360% Assessment
  - Peer2Peer collaborative assessment eg Learners, Faculty, Producer
  - End-to-end journey assessment eg Online, Offline, Support, Evaluation

- Learners & Community Engagement
  - Online Community learning Portal
  - Online applications & enrollment system
  - Customers Experience Management
- Training Operations Management
  - Training Management System
  - Learning Management System
  - Assessments Management System
  - Learning Analytics

- Financial & Talents Management
  - Financial Accounting System
  - Talents Management System
- Open Learning Technology Infrastructure
  - Video/Audio Recording Studio
  - Online learning infrastructure

- Multidisciplinary TAE Job Role
  - Product/Programme Producer
  - Curriculum Designer/Developer
  - Learning Facilitators/Mentors
  - Workplace Learning Consultant

- Uberized workforce
  - Learning Facilitators
  - Mentors

Thank You

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