

Asia e-Learning Network (AEN)

Country Report: Condition and Practices on e-Learning

Your Name	Lim Kin Chew
Position	Executive Manager
Division	E-Learning Competency Centre
Name of Institution	National Institute of Education
Address	1 Nanyang Walk
Country	Singapore
URL of Institution	http://www.ecc.org.sg
TEL	65-67903684
FAX	65-68617374
E-mail Address	kclim@nie.edu.sg

*Reference: To check basic information about e-learning, please refer to the following website:

<http://www.learning-technology.net/en/pdf/e-learning.PDF>

<http://www.asia-elearning.net> <Will be in English soon>

I. Condition and Practices on e-Learning in your country

Q1. Please indicate useful books, reports and documents regarding e-Learning in your country.

[Example: “*e-Learning White Paper in Japan*”, “*e-Learning Vendors Directory*”, research reports on e-Learning. Reference written in English is preferable.]

* Note: we appreciate it if you could bring a copy of those documents you indicate at the AEN Conference Secretariat when you register the conference.

Directory of E-Learning Providers in Singapore 2002 (May 2002, by E-Learning Competency Centre)

State of E-Learning in Singapore (August 2001, by Knowledge Platform Inc.)
<http://www.elearningpost.com/elthemes/singreport.asp>

ITSC Affirms Homegrown Products’ Global Readiness
http://www.itsc.org.sg/standards_news/2002-07/Plugfest-press-release-2.html

Specification for eLearning Framework Part 1: An Overview
Specification for eLearning Framework Part 2: Learning Resource Identification
http://www.itsc.org.sg/standards_news/2001-12/2001-12-26-eLearning-stds-approved.html

LSTC Organises eLearning Standards Seminar
http://www.itsc.org.sg/standards_news/2001-10/2001-10-11-eLearning-seminar.html

eLearning Standards and What It Means to Singapore
<http://www.itsc.org.sg/synthesis/2000/itsc-synthesis2000-kinchew-elearning-standards.pdf>

Q2. Please indicate general information about the following items in your country. If it is difficult, please introduce existing reports and data on elearning in your country.

1) Vision/Master Plan regarding e-Learning by the Government

Please indicate vision and policy to promote and utilize e-Learning developed by your government and/or e-Learning consortium etc. in your country.

[Example: “e-Learning section in IT National Strategy” etc.]

Vision:

Towards an e-Learning Hubhub in the Region

Strategies/Initiatives:

Facilitate Infrastructure Development

1. Establish industry-wide e-Learning infrastructure projects to spur widespread adoption of e-Learning.
2. Provide financial incentives to encourage early implementation of e-Learning for organisation’s training.
3. Provide equity financing for start-up in the seed stage of enterprise formation.
4. Nurture local enterprise development through facilitation of project, partnership and international development.
5. Attract world-class companies to hub their regional operations in Singapore.

Develop e-Learning Capability

6. Develop e-Learning capability in instructional design and multimedia technology and related professions.
7. Focus e-Learning R&D on pedagogically innovative learning models and environment.

Spearhead Thought Leadership

8. Establish an e-Learning Competency Centre to facilitate the
 - promotion of e-Learning applications, awareness and best practices;
 - formulation of e-Learning standards and promotion of interoperability; and
 - certification of e-Learning professionals, systems and content.

Accelerate e-Learning Adoption

9. Provide incentive-based schemes to promote the take-up of e-Learning for skills training and upgrading.

2) Major domestic projects/practices in e-Learning

Please indicate major projects/practices initiated by your domestic organizations including government, university etc. in the field of e-Learning.

[Example: Government project to enhance e-Learning, best practices in corporate training by e-Learning, etc.]

1. National IT Literacy e-Learning Program (e-NITLP): Initiated and managed by Infocomm Development Authority of Singapore (IDA), this programme covers basic information about computer, communicating and shopping through the Internet, and online living. E-NITLP is subsidized by IDA and targeting working adults, housewives and senior citizens.
2. Strategic Manpower Conversion Programme [SMCP(E-Learning)]: Launched by IDA together with Ministry of Manpower (MOM), SMCP (E-Learning) aims to train a pool of skilled manpower for the e-learning industry. The programme is conducted on a pilot basis specifically in the area of Instructional Design. Sponsoring companies and individuals can claim 50% of course fee.
3. e-Learning Early Adopters Programme (eLEAP): Launched by IDA, eLEAP programme aims to encourage companies to embrace e-learning for continual and effective employee training. eLEAP will provide a jumpstart fund for corporate e-Learning projects that comply with guiding principles.
4. e-Learning Training Incentive Programme (eTIP): eTIP is launched by IDA and aims to encourage the development of employees' IT skills through e-Learning.

3) Major vendors / users in e-Learning

Please indicate major vendors/players and also famous users in e-Learning in your countries.

[Example: Various types of vendors including system vendors, content vendors and service vendors etc.]

Major Vendors:

Content Vendors:

Local Vendors: PurpleTrain, ISS, ASPonline, Dnium, SDC Asia,

International Vendors: SmartForce, NETg,

System Vendors:

Local Vendors: Inchone, National Computer System (NCS), Wizlearn, CrimsonLogic

International Vendors: Saba, Docent, Intralearn

Services Vendors:

Local Vendors: ICUS, Knowledge Platform, Singapore Computer System (SCS), TTS Asia, IKS, Inkstudio,

International vendors: HP Education

Major Users:

Local Companies: SingTel, Singapore Airline, DBSBank, CityCAB, Infocomm Development Authority of Singapore (IDA), NTUC, Singapore Power

International Companies: CitiBank, Nokia, Motorola, ST Microelectronics

4) Trends of technology using e-Learning

Please indicate what types of technologies are used in e-Learning in major practices.

[Example: types of technologies such as Video-Conferencing (synchronous type), Web-based Training (asynchronous type), collaborative learning, e-Learning standardization, etc.]

1. Users are adopting diverse technologies in e-learning based on their organisations' needs.
2. Currently asynchronous learning is dominant among user organisations. Synchronous learning (e.g. video conferencing) is limited to large multinational companies and institutions.
3. E-Learning companies are making concerted efforts in adopting e-learning standards. 10 companies that participated in e-Learning PlugFest 2002 in June have demonstrated interoperability in Meta-data, Content Packaging and Question & Test Interoperability.

5) Criteria of content and services in e-Learning

Please indicate what kinds of criteria are used to evaluate qualities of content and service in e-Learning.

[Example: Criteria to evaluate content, types of supplying system, managing system of learners' results, etc.]

E-Learning Competency Centre is currently working on the quality criteria of e-learning content. The quality criteria and evaluation guidelines will cover instructional design, content, usability and technology aspect of e-learning. E-Learning Competency Centre targets to officially release the quality criteria in November 2002.

6) Major projects done by foreign organizations and international organizations

Please indicate major projects implemented in your country in the field of e-Learning.

[Example: World Bank Project, UNESCO Project, USAID Project, Virtual University project etc.]

None at the moment.

II. Active Organization in e-Learning

Q3. Do you have any domestic education and training institutions (universities, training institutions, company etc.), which are active in e-learning?

Please describe the name and contact person of institutions as much as possible.

1) Name of Institution: **E-Learning Competency Centre**

Brief introduction of its institution: E-Learning Competency Centre is an independent body representing a joint collaboration between Singapore's e-learning industry, government and educational institutions. The ECC was set up on 1st of December 2001 at the National Institute of Education with funding and assistance from Infocomm Development Authority of Singapore (IDA), the Ministry of Education (MOE) and the e-Learning Chapter of the Singapore Information Technology Federation. E-Learning Competency Centre aims to foster excellence in e-learning by driving the adoption of standards, and developing the competencies of professionals in order to establish Singapore as a renowned e-learning hub in the Asia-Pacific region.

Contact person: **Mr. Lim Kin Chew, Executive Manager**

Address/Phone/Fax/e-mail:

National Institute of Education

1 Nanyang Walk

Phone: 65-67903684

Fax: 65-68617474

Email: kclim@nie.edu.sg

<http://www.ecc.org.sg>

2) Name of Institution: **NTU**

Brief introduction of its institution: Nanyang Technological University (NTU) was established in July 1991 and has its origin in the former Nanyang Technological Institute (NTI), which was set up in August 1981. NTU's mission is to nurture high level manpower and leaders for the professions, industry and business, and to advance research and development in the academic and professional disciplines. The university is made up of 9 schools and has 3303 staff members and 21199 students as at 2001. The University is actively pushing many applications onto the World Wide Web front. It is connected to the Internet and all the facilities and resources available over the Internet are accessible by anyone on the campus network.. It is currently using the Blackboard Learning Management System to develop and deliver its online courses.

Contact person: **Dr. Tan Tiong Hok, Daniel, Director, Centre for Educational Development**

Address/Phone/Fax/e-mail:

50 Nanyang Ave

Singapore 639798

Phone: 65-67905222

Fax: 65-67911846

Email: ethtan@ntu.edu.g

<http://www.ntu.edu.sg>

3) Name of Institutions: **Institute of System Science**

Brief introduction of its institution: The institute of System Science (ISS) of the National University of Singapore is the premier IT technology transfer institution that supports the national IT manpower development plan in establishing and maintaining a world class Information and Communication Technology (ICT) capability in Singapore. ISS specialises in Software Technology and Engineering Practice and provides industry with Knowledge Management and e-Business expertise. It aims to provide quality lifelong ICT learning to professionals and managers through a combination of e-Learning and classroom activities. In April 2001, it launched an online certification preparatory programme in IT project management

(eCITPM). This programme is part of the IT skills certification programme jointly launched by the Infocomm Development Authority of Singapore (IDA) and the Singapore Computer Society (SCS) in 1998.

Contact person: Mr. Lim Swee Cheang, Director

Address/Phone/Fax/e-mail:
25 Heng Mui Keng Terrace
Phone: 65-68742020
Fax: 65- 67782571
Email: swee@iss.nus.edu.sg
<http://www.iss.nus.edu.sg>

4) Name of Institutions: [ASKnLearn.com Pte Ltd](http://ASKnLearn.com)

Brief introduction of its institution: [ASKnLearn.com Pte Ltd](http://ASKnLearn.com) was formed in January 2000 as a joint venture with NITEC Holding of Ngee Ann Polytechnic. ASKnLearn.com provides a Learning Management System originally developed by the Polytechnic. It has also developed interactive broadband multimedia content for schools, the Civil Service College, Singapore Police Force, MINDEF, and corporations. The company specializes in advanced multimedia development using software such as Macromedia Director, Flash, Authorware; video production, and video streaming.

Contact person: Mr. Yee Jenn Jong, CEO

Address/Phone/Fax/e-mail:
20 Ayer Rajah Crescent
#09-02 Technopreneur Centre
Singapore 139964
Phone: 65-67762013
Fax: 65-67731610
Email: yeejj@asknlearn.com
<http://www.asknlearn.com>

5) Name of Institutions: Pacific Knowledge Platform Pte Ltd

Brief introduction of its institution: [Knowledge Platform](http://Pacific Knowledge Platform Pte Ltd) is a Singapore-based end-to-end e-learning solutions provider. Its principal focus is on delivering e-learning solutions for the corporate and banking sectors, with a special emphasis on Business Process Excellence and Compliance & Risk Management. [Knowledge Platform](http://Pacific Knowledge Platform Pte Ltd) specialises in developing and delivering premium online courses, it develops both generic 'off-the-shelf' courses and customised courses to meet client specifications. It provides a complete learning experience, including development, management, tracking and hosting of online course content. Its focus is now also on providing blended online/offline learning solutions and technology tools to enable in-house content development needs.

Contact person: Mr. Mahboob Mahmood, CEO

Address/Phone/Fax/e-mail:
Suite #03-11, The Alpha
Singapore Science Park II
10 Science Park Road
Singapore 117684
Phone: 68730063
Fax: 68733613
Email: mmahmood@knowledgeplatform.com
<http://www.knowledgeplatform.com>

6) Name of Institutions: National University of Singapore

Brief introduction of its institution: [The National University of Singapore \(NUS\)](http://National University of Singapore) is the premier university in Singapore. It has its roots in Singapore's first centre of higher education - The Straits Settlements and Federated Malay States Government Medical School, which was founded in 1905.

It was given its present name in 1980 through a merger between the University of Singapore and Nanyang University. It started developing its own Courseware Management System in 1998. They named this system the Integrated Virtual Learning Environment (IVLE). The Centre for Instructional Technology manages and supports the operation and enhancement of this IVLE. Aside from facilitating the organization of course materials on the Web, IVLE also provides a wide variety of tools and resources that can be added to a course. Supplementing classroom teaching of more than 2,400 courses and reaching some 28,000 students, IVLE provides tools for discussion forums, online chat, auto marked quizzes, class distribution lists, electronic mail, course faq builders, lesson plans, automatic index generation, staff homepages, course calendar, subscription services, assignment repositories, templates and much more.

Contact person: Mr. Ravi Chandran, Director

Address/Phone/Fax/e-mail:

Computer Centre Building

Level 3

National University of Singapore

10 Kent Ridge Crescent

Singapore 119260

Phone: 68744575

Fax: 68733760

Email: cithead@nus.edu.sg

<http://www.cit.nus.edu.sg>