



Digitalizing the Learning Process: e-Learning Perspectives of Georgian Civil Service

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Legal Framework

- Georgian Law on Civil Service
- Government decree on “Determining the professional development needs of a professional civil servant, the standard and the rules of the professional development”
- Government decree on “Rules and conditions for the use of professional development leave by a professional civil servant”
- Order of Ministry of Education on “Approval of the accreditation regulations and fees of the professional development program for a professional civil servant”



Professional Development System - Basic

For Newcomers

Managerial and non-managerial ranks

Accredited and pre-defined topics

Training-centers having accredited basic programs

Delivered during 1 year after appointment

Professional Development System - Supplementary

- Acting Civil Servants
- Topics defined based on
 - ✓ hierarchical position
 - ✓ job description
 - ✓ results of the performance evaluation
 - ✓ Strategic goals/needs of the public institution
- No Accreditation
- Any public or private providers
- Delivered during 2 years after determining



Teaching Methods/forms

Professional development programs (basic and supplementary) can be completed through the following teaching methods/forms:

- Online or distance learning
- Classroom lessons
- Master class
- learning by doing

Online and distance learning

- Before Covid-19
 - Fragmented experience of distance learning
 - Asynchronous online courses in particular fields only
- After Covid-19 restrictions
 - All programs were delivered remotely via online platforms
 - Increased demand on Asynchronous online courses
 - Need of creating E-Learning Platform for Civil Servants



Pros and Cons



Increase
accessibility



Flexible



Readiness of the
Civil Servants



Skills of
Trainers



Cost-efficient



A variety of
courses



Technical
equipment and
readiness



Internet
Access

Survey on e-learning Readiness of Civil Servants (2020)

- 63% of Civil Servants agree that e-learning/distance learning is efficient
- 45% of Civil Servants choose e-learning/distance learning because of easy accessibility and cost-efficiency
- 91% of Civil Servants have access to technical equipment at office, 86% - at home
- 74% of Civil Servants have access to high-speed internet at office, 77% - at home
- 72% of Civil Servants can properly use of e-mail, 81% - can search for information, 66% - can download and install applications, 64% - can use Microsoft Office programs (Word, Excel and etc.)





Where we are now – perspectives of Digitalization

- Developing the Online Learning Platform – elearning.csb.gov.ge
- Synchronous and Asynchronous courses
- Integration with eHRM
- Special role/space for CSB, HRs, Course Creators, providers
- Access to the courses for guest users and private providers

**Thank You for Your
ATTENTION**

Questions?

