WORKSHOP FOR EXCHANGE OF BEST PRACTICES
TO ESTABLISH AND OPERATE REMOTE EDUCATIONAL SERVICES

The Virtual Workshop for the Exchange of Best Practices "To Establish and Operate Remote Educational Services", was held on February 22, 2022, and was aimed at enabling COPANT members to share best practices established in their standardization bodies and lessons learned to provide educational services remotely.

It was attended by 35 delegates representing 11 NSBs from the following countries: Argentina, Bolivia, Colombia, Cuba, Ecuador, Mexico, Nicaragua, Paraguay, Peru, Uruguay, and Venezuela, as well as delegates from the Caribbean regional organization: CROSQ.

The following are the most important points presented by the workshop participants.

ICONTEC - Colombia - José Pinzón, Technical Education Leader:

- He explained how online training is developed, using the Teams, Zoom, and Webex platforms,
- Cyclical training of teachers in terms of digital media and pedagogical tools.
- He explained the advantages of the online modality for ICONTEC as well as for the students and the challenges that lie ahead for online training.
Sebastián Piazza, IRAM:

- He explained how the Training Management area manages training, handling everything as a business experience since the pandemic began. Focusing on objectives and how to achieve them.

Santiago Yepez, CEC–EPN Ecuador:

- He explained what CEC-EPN is in Quito Ecuador, how the pandemic affected the continuity of their business, and how they adapted to the new situation given by COVID.
- Different modalities were designed such as self-study where the student manages his time to learn on open platforms 24/7, another design is virtual with a tutor without a defined schedule that participates and guides the learning of students, the third modality is already virtual and "live" courses with fixed and defined schedules and the last modality is the Hybrid in which a teacher manages both remote and virtual students.

Latoya Burnham, CROSQ:

- She explained that they have not yet implemented online training services and that they are actually learning from the experiences of the other workshop participants in order to implement them.
- She explained that some CARICOM countries such as Jamaica, Saint Lucia, and Guyana have online training services. Likewise, as a result of the pandemic, many countries have migrated their face-to-face training processes to online processes.
- She noted that other services have also migrated to online services such as consulting services in the regional network and this has benefited some projects such as preparing laboratories for certification.
- She commented that they are currently seeking contacts for a project involving 15 members to implement courses oriented to quality promotion, accreditation, standards development, and metrology.
Evelyn Herrera, Training and Development Manager, FONDONORMA:

- Explained that before the pandemic they were already developing distance learning courses, workshops, and information, which allowed a much easier transition, all of this helped by BioLinky.co; He explained how the distance learning courses were developed, which were developed on the Google Classroom platform, and how they were executed.

Tania Pevida, Deputy Director of Science, Center for Quality Management and Development (CGDC):

- Explained the state of CGDC due to the pandemic and how they developed the distance courses using the EVEA platform (Virtual Teaching and Learning Environment) at no cost (for schools and universities in Cuba) all this is based on Moodle which allows uploading content, developing different modules and even uploading material and implementing self-assessment.

**Note:** The sessions were recorded and are available at the following links:

[Day 1](#)
[Day 2](#)