



UNITED NATIONS  
INDUSTRIAL DEVELOPMENT ORGANIZATION



**SUSTAINABLE DEVELOPMENT GOAL 9**  
INDUSTRY, INNOVATION AND INFRASTRUCTURE

# UNIDO's E-LEARNING PLATFORM FOR TRADE, INVESTMENT & INNOVATION

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# Outline



WHAT WE DID

WHY WE DID IT

HOW WE DID IT

CHALLENGES

USER FEEDBACK

RESOURCES

LESSONS LEARNT





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# INTRODUCING UNIDO

THE UNITED NATIONS  
INDUSTRIAL DEVELOPMENT  
ORGANIZATION



# SUSTAINABLE DEVELOPMENT GOALS

UNIDO is contributing to all SDGs, focusing on **SDG 9**







# Inclusive and Sustainable Industrial Development

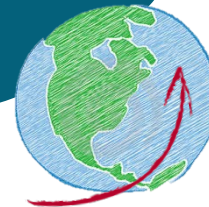


## SHARED PROSPERITY

Advancing poverty eradication and inclusiveness, building productive capacities, providing more opportunities for all women and men across social groups

## ECONOMIC COMPETITIVENESS

Advancing economic and industrial growth, building trade capacities, ensuring that all countries can benefit from international trade and technological progress, applying modern industrial policies and complying with global standards



## SAFEGUARDING THE ENVIRONMENT

Advancing environmentally sustainable growth, greening industries through cleaner production technologies and resource efficiency methodologies



# UNIDO Functions



**TECHNICAL COOPERATION**



**ANALYTICAL AND RESEARCH FUNCTIONS AND POLICY  
ADVISORY SERVICES**



**NORMATIVE FUNCTIONS AND STANDARDS AND QUALITY-  
RELATED ACTIVITIES**



**CONVENING AND PARTNERSHIPS FOR KNOWLEDGE  
TRANSFER, NETWORKING AND INDUSTRIAL COOPERATION**



# UNIDO Technical Departments

TRADE,  
INVESTMENT,  
INNOVATION

Quality  
Infrastructure

Impact  
Investment

Industry 4.0

AGRIBUSINESS

Rural  
Development



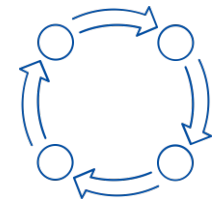
ENERGY

Renewable  
Energy



ENVIRONMENT

Circular  
Economy



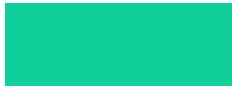


# TII has Multiple Beneficiaries

Our programmes and projects incorporate essential policy-, institutional- and enterprise-level activities to benefit:



**POLICYMAKERS:** capacity-building and advisory services for improved regulatory frameworks



**INSTITUTIONS:** strengthening cooperation for collective actions



**ENTERPRISES:** enhancing the efficiency of operations and creating new business opportunities

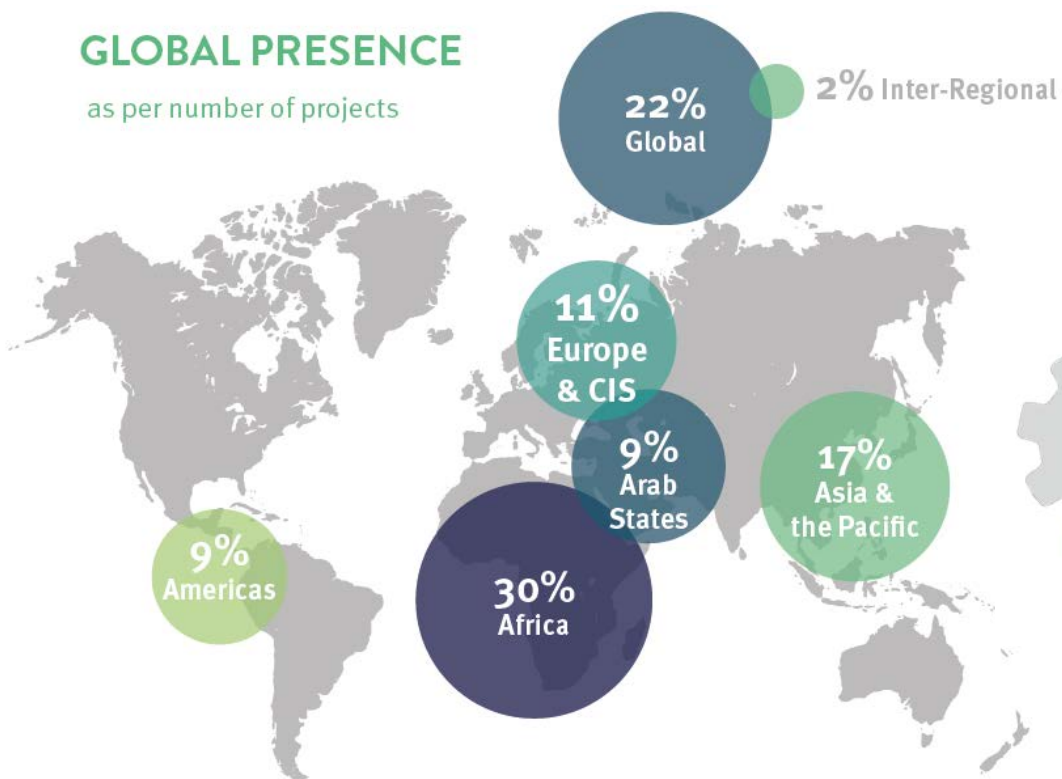
Special emphasis is put on enhancing capacities of **small and medium-sized enterprises (SMEs)** as they make up over 90% of all businesses worldwide and are essential to the 'path out of poverty' for many developing countries.



# TII FACTS & FIGURES 2018

## GLOBAL PRESENCE

as per number of projects



## TECHNICAL COOPERATION



**121 projects**  
**27 global programmes**  
**16 (inter-)regional projects**  
**75 countries worldwide**  
**\$ 33.300.000**  
**total volume of implementation**



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# WHAT WE DID



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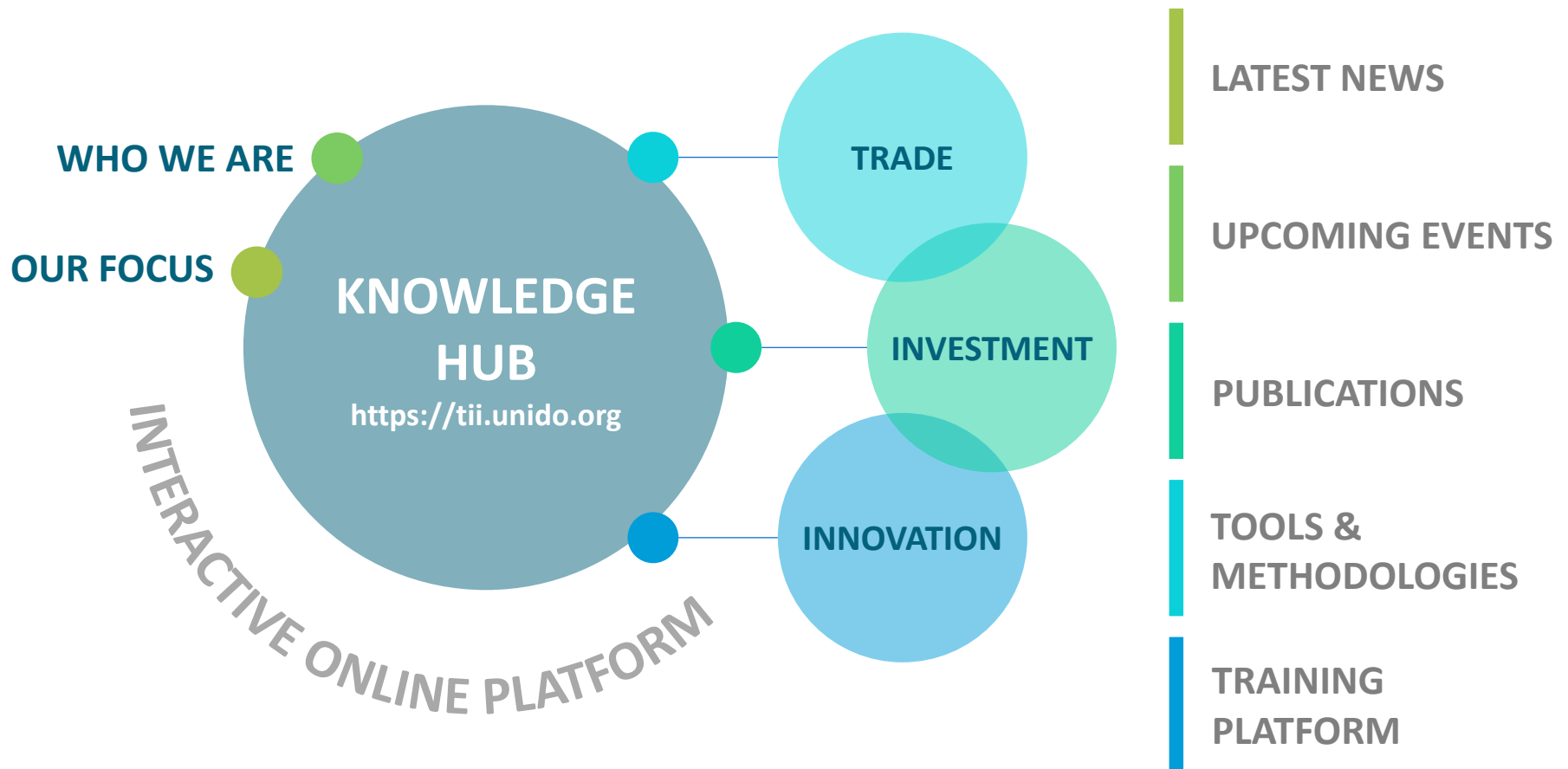


**TII** TRADE  
INVESTMENT  
INNOVATION  
**KNOWLEDGE HUB**

<https://tii.unido.org>

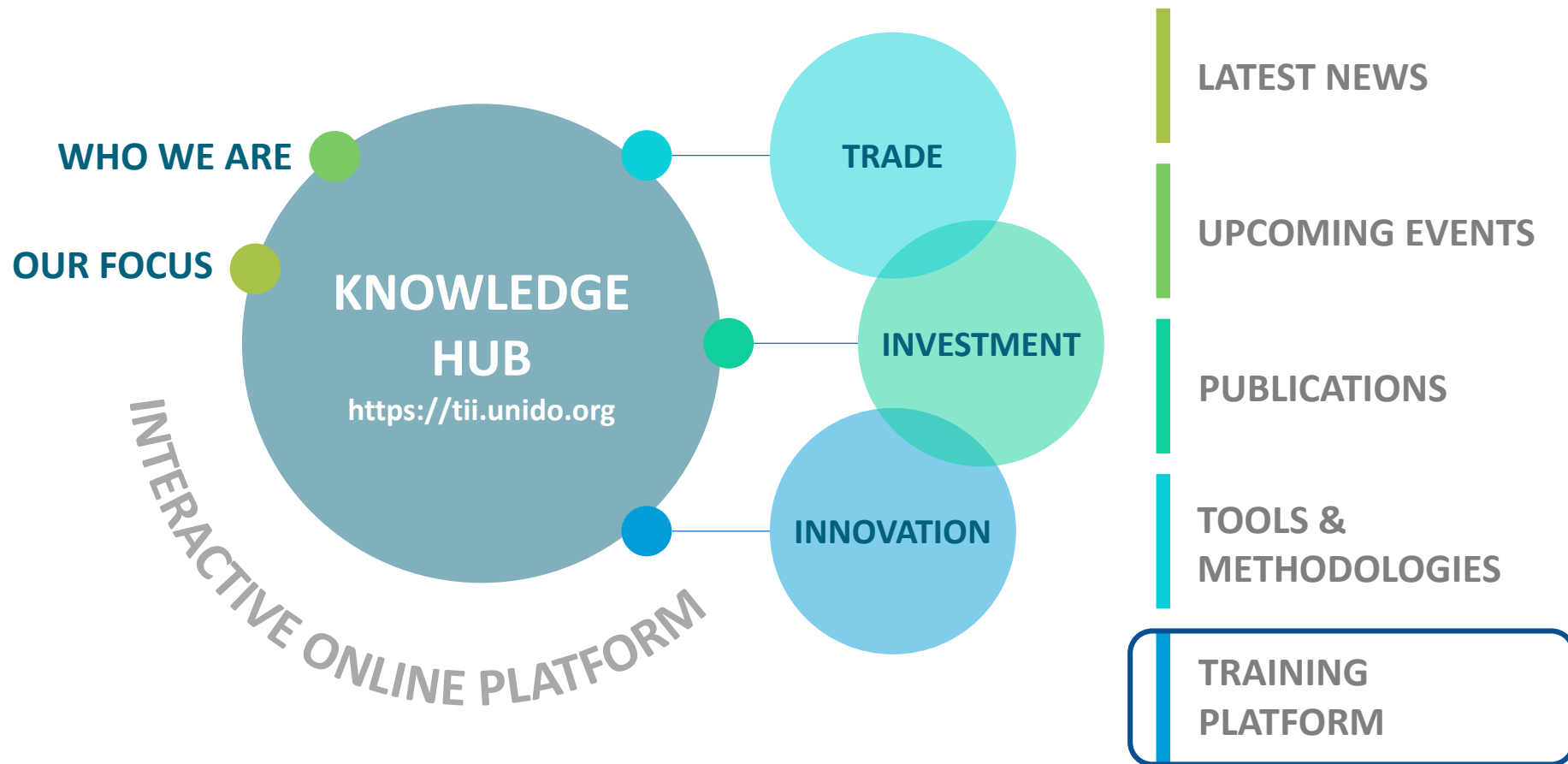


# Trade, Investment, Innovation Knowledge Hub





# Trade, Investment, Innovation Knowledge Hub





# TII Training Academy

## TRADE



QUALITY INFRASTRUCTURE  
& TRADE

QUALITY POLICY

QUALITY MANAGEMENT

## INVESTMENT

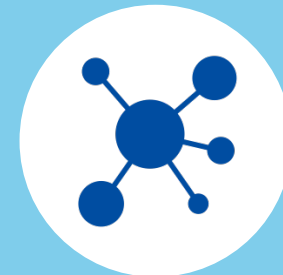


IMPCAT INVESTMENT  
(EN, FR, CH)

INTERNATIONAL BUSINESS  
ALLIANCES

INVESTMENT PROJECTS:  
PREPARATION AND APPRAISAL

## INNOVATION



E-COMMERCE

INDUSTRY 4.0

INNOVATION  
MANAGEMENT



# Training Platform: Overview & Registration

**UNIDO TII ACADEMY NOW ONLINE!**

Welcome to the Trade, Investment and Innovation Training Academy! Here you will find different online training courses related to trade, investment and innovation. Upon successful completion of a respective course, a certificate will be issued for you. To make sure course content is displayed correctly, please use Google Chrome or Firefox (please avoid using Internet Explorer).

**TRAINING: TRADE**

- QUALITY INFRASTRUCTURE AND TRADE
- QUALITY POLICY

**TRAINING: INNOVATION**

- E-COMMERCE

**TRAINING: INVESTMENT**

- IMPACT INVESTMENT
- IMPACT INVESTMENT (FRENCH)
- IMPACT INVESTMENT (CHINESE)
- INTERNATIONAL BUSINESS ALLIANCES

Please log in or register to continue

E-MAIL

PASSWORD

LOG IN

CREATE NEW ACCOUNT

RESET YOUR PASSWORD





# Quality Infrastructure and Trade

The technical content for this training has been developed in collaboration with partners from the International Network on Quality Infrastructure (INetQI).



INTERNATIONAL NETWORK ON  
QUALITY INFRASTRUCTURE

# Modular Approach

## Module 1: Global Context



The purpose of this module is to provide a general overview of the **Global Trading System**. By the end of this module you will be able to:

- Have basic knowledge of the Sustainable Development Goals (SDGs)
- Understand principles of the World Trade Organization (WTO)
- Have a basic understanding of the Technical Barriers to Trade (TBT) Agreement
- Have a basic understanding of the Sanitary and Phytosanitary Measures (SPS) Agreement
- Understand the basics of Trade Facilitation in the context of the WTO agreement

[read](#)

## Module 2: Quality Infrastructure System



The purpose of this module is to provide a general overview of the **Quality Infrastructure System (QIS)**.

By the end of this module participants should be able to:

- Define the 'building blocks' of QIS and explain how they relate to each other
- Describe the importance of the quality infrastructure system (QIS)
- Identify good practices in effective QIS
- Understand the regional and international aspects of QI
- The topics introduced here are explored in more detail in subsequent modules

[read](#)

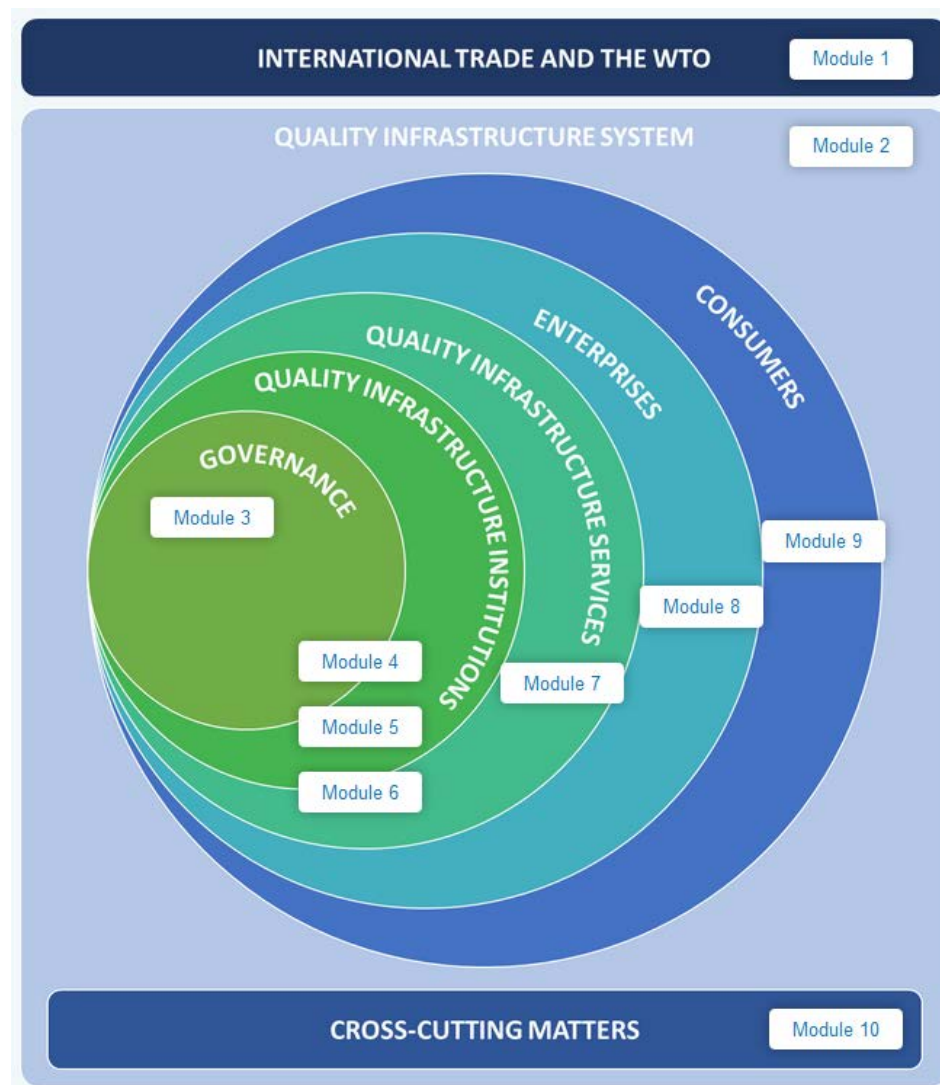
## Module 3: Governance



This module outlines the importance of a **strong governance** related to the quality infrastructure system. By the end of this module, participants should be able to understand:

- What quality policy is
- Why quality policy is important
- Quality policy guiding principles
- Step-by-step approach to develop quality policy
- Who are the main stakeholders

[read](#)



# Information, Videos, Exercises, Further Reading

## Interactive Exercises

### Technical Information

QUALITY INFRASTRUCTURE AND TRADE

START 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29

#### QUALITY INFRASTRUCTURE AND THE SDGs

Poverty reduction measures are generally intended to create shared prosperity and wellbeing as a means of ending poverty. This however, can only take place through economic growth, a well-designed business environment and the development of an industrial sector. Poor business environments may even have a disproportional negative effect on women-owned businesses, which are more likely to remain informal, extending the poverty trap.

Experiences from the past decade show that shared prosperity was in most cases based on progress made in absorbing the labor force more effectively into higher income industrial jobs of a growing manufacturing sector. Extending this experience to the developing world means that it should likewise experience poverty reduction if the same changes can be brought about.

Economic growth, trade and industrial development have the potential to simultaneously increase employment opportunities and increase labor productivity. Technology is diffused through standards among others, and productivity is increased by their use. On the other hand, rigid or burdensome regulations and conformity assessment procedures effectively limit competition or market entry, choices for consumers are diminished, and this can have a negative price effect, especially for the poor.



An effective quality infrastructure will therefore be able to provide part of the fundamentals through which technology can be improved, productivity can be enhanced and economic growth is made possible, with the potential to lead to poverty reduction in the long run.

These are random questions to the module.

Try to answer as many questions as possible! Some of these might even be included in your final exam.

The Quality Infrastructure System is ...

- ☐ Not relevant for consumers as they have no role in its operation
- ☐ A group of governmental bodies applying laws and regulations
- ☐ A system which is only relevant within the country and does not need to observe international rules and practices
- ☒ A system that comprises public and private organizations, together with the policies, practices, and the legal and institutional framework to implement quality in all economic spheres

Check Finish

### Further Reading Links

#### FURTHER READINGS

Leveraging the Impact of Business Environment Reform: The Contribution of Quality Infrastructure - Lessons from Practice, Donor Committee for Enterprise Development (DCEd)

Quality Infrastructure: Building Trust for Trade

UNIDO/ISO (2013): Building Trust - The Conformity Assessment Toolbox

UNIDO/ISO (2013): Fast Forward - National Standards Bodies in Developing Countries

UNIDO (2016): Setting up Accreditation Bodies in Developing Economies



### Videos





# Final Exam & Certificate

TAKE THE FINAL EXAM IN TRAINING CYCLE QUALITY INFRASTRUCTURE AND TRADE

## Final exam: Quality Infrastructure and Trade

Certification is carried out ...

- ☐ For management systems only, including quality management and environmental management
- ☐ By independent third-party certification bodies
- ☐ For products, processes, systems or persons
- ☐ For testing laboratories to demonstrate their competence

## Final exam: Quality Infrastructure and Trade

Quality Policy should be developed based on a set of principles because ...

- ☐ It assures that the necessary consultations are held with all relevant stakeholders
- ☐ International requirements make it an obligation for countries to use the said principles
- ☐ There is no single model or template applicable to every country
- ☐ These principles are a guidance that enables each country to adapt the Quality Policy to its own specific needs

Question: 2 of 20 questions

20 questions (randomly chosen from a set)

Pass with >60% → Approval →





# Discussion Forum

## Forum

Open a new discussion

Search the forum

APPLY

### Demo forum topic

Please make sure you search the forum prior to opening a new thread.  
by DorinaN(Forum moderator)

Posted

Last reply

### Demo forum topic

Posted on Tue, 08/14/2018 - 10:24 by Dorina N

Please make sure you search the forum prior to opening a new thread.

#### Comment

**B** *I* Format -

Text format

About text formats ?

Basic HTML

SAVE





# My Profile & Progress

## My profile

### Personal Data

Dorina Nati  
D.NATI@unido.org  
Interested in Trade  
Interested in Investment  
Interested in Innovation

### Organisational Data

Forum moderator  
  
Albania

[EDIT YOUR PROFILE](#)

### Final exam in Quality Infrastructure and Trade

Exam taken: Tuesday, August 7, 2018 - 10:46  
Your score: 100% (47 of 47 points)

Congratulations! You have passed!

[DOWNLOAD YOUR CERTIFICATE HERE](#)

## My progress

### Last read



Module 2: Quality Infrastructure System  
Last accessed on: Mon, 09/03/2018 - 12:09

[READ FURTHER](#)

### Training Modules Progress:

#### Module 1: Global Context

27 slides read

#### Module 2: Quality Infrastructure System

28 slides read

#### Module 3: Governance

27 slides read





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# WHY WE DID IT



# Objective and Rational

## EXTERNAL

**INFORMATION SHARING &  
TRAINING FOR PARTICIPANTS  
FROM DEVELOPING  
COUNTRIES (& LDCs)**

## INTERNAL

**INDEPENDENT  
ADJUSTMENTS TO CONTENT  
AND EASY USABILITY**



# Objective and Rational

## EXTERNAL

**INFORMATION SHARING &  
TRAINING FOR PARTICIPANTS  
FROM DEVELOPING  
COUNTRIES (& LDCs)**

EASY TO ACCESS (WITH SLOW  
INTERNAT CONNECTION),  
INTERACTIVE, USER FIRENDLY

## INTERNAL

**INDEPENDENT  
ADJUSTMENTS TO CONTENT  
AND EASY USABILITY**

BACKEND ACCESSIBLE TO UNIDO  
WITH THE POSSIBILITY TO EDIT  
CONTENT ANY TIME  
+ MONITORING & REPORTING



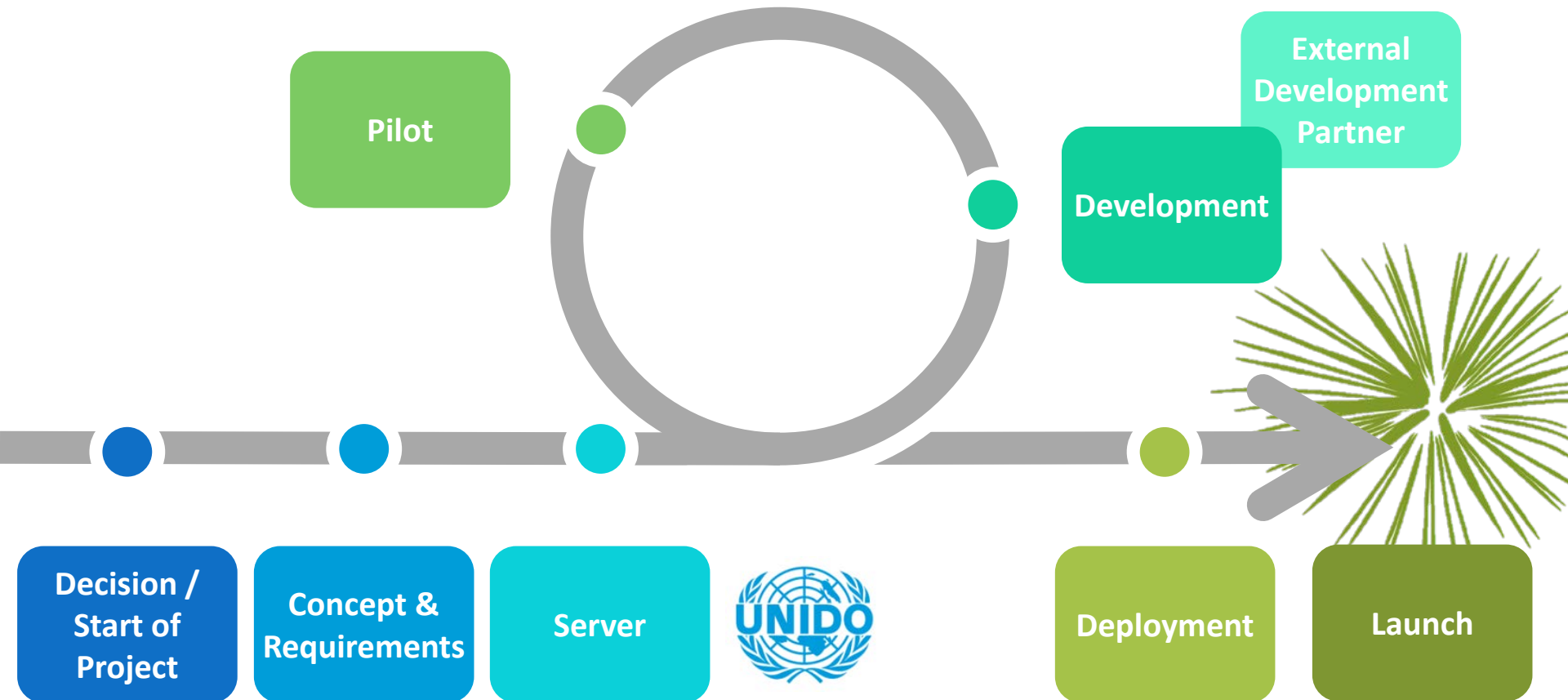
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# HOW WE DID IT

# Development Process



## Development Process: Phase II

### Decision / Start of Project

Project on Trade Knowledge Hub, expanded due to increased interlinkage of trade with investment and innovation (and institutional restructuring / responsibilities)

### Concept & Requirements

Content requirements: definition of desired functionalities  
Technical requirements: Drupal (open source CMS), alignment with UNIDO webpage, alignment with “department design”

### Server

Hosted on UNIDO servers (UNIDO requirement), close cooperation with UNIDO IT team

# Development Process: Phase I

## Development

External development partner (conversant with Drupal),  
close cooperation on structure, functionalities, visuals, etc.  
Close cooperation with UNIDO IT team

## Pilot

Testing all functionalities, checking visualizations,  
improvements, definition of roles, rights and responsibilities

## Deployment

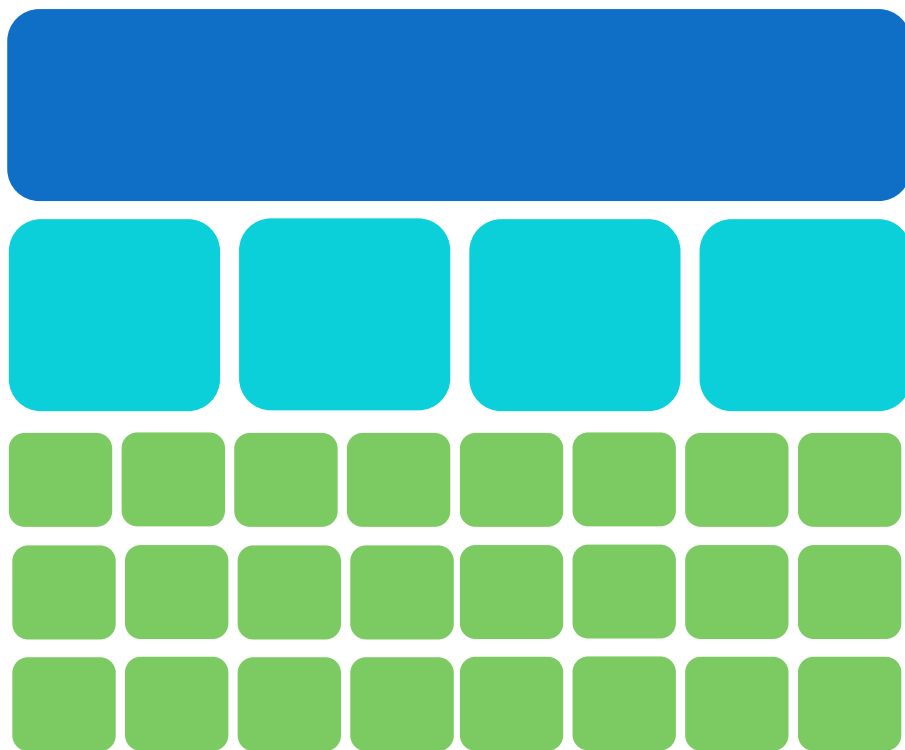
1. Transfer to test servers
2. Transfer to UNIDO servers

## Launch

Final testing phase before going public!



# Training Structure



TRAINING CYCLE

TRAINING MODULE

TRAINING SLIDES

(text, video, exercises,  
etc.)

# Training Content Development



- **Roles & Responsibilities of all actors**
- **Development process**
- **Content requirements**



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# CHALLENGES

# Challenges

## MAINTAINANCE

- Time consuming
- Different training editors

## ALIGNMENT

- Make technical content fit to the existing framework

## TECHNICAL

- Growing content base
- Technical bugs
- Unexpected appearances/disappearances

## COORDINATION

- Different content owners
- Different thematic areas

# Challenges & Mitigation Measures

## MAINTAINANCE

- Time consuming
- Different training editors

Designated System Administrator

## ALIGNMENT

- Make technical content fit to the existing framework

Guidance document on content development

## TECHNICAL

- Growing content base
- Technical bugs
- Unexpected appearances/disappearances

Close cooperation with developers and UNIDO IT

## COORDINATION

- Different content owners
- Different thematic areas

Designated Hub Coordinator





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# USER FEEDBACK

# User Feedback

## EVALUATION FORM AFTER FINAL EXAM FOR EVERY USER

### USERS LOOKING TO LEARN SOMETHING NEW

- Positive feedback on comprehensiveness of the training
- Happy with the content and way presented



### USERS LOOKING FOR A CERTIFICATE

- Complaining about comprehensiveness of the training
- Not happy with the content presented





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# RESOURCES

# Human Resources



TII DIRECTOR



HUB COORDINATOR



TECHNICAL LEAD



EXPERT DEVELOPER

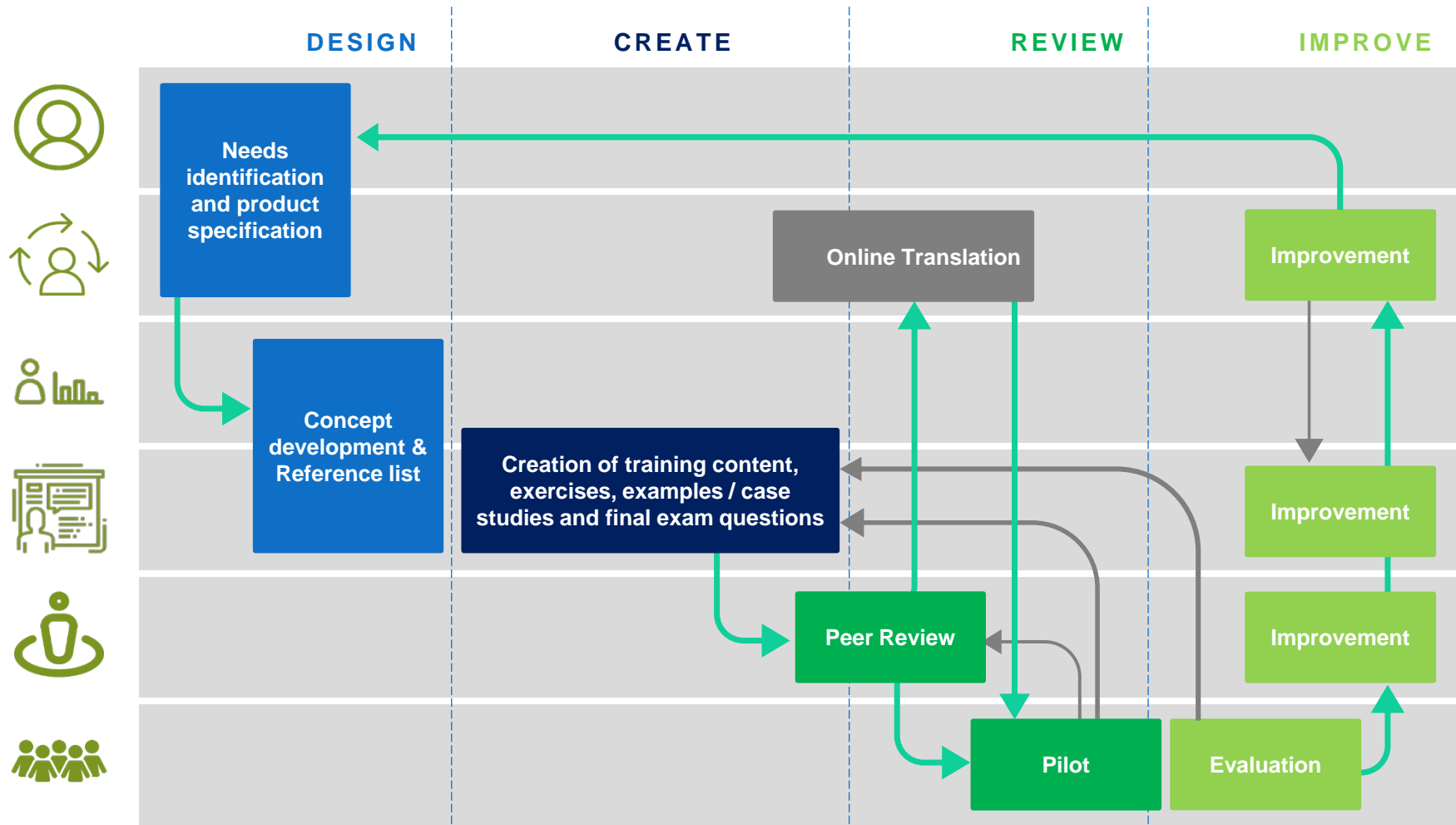


PEER REVIEWER



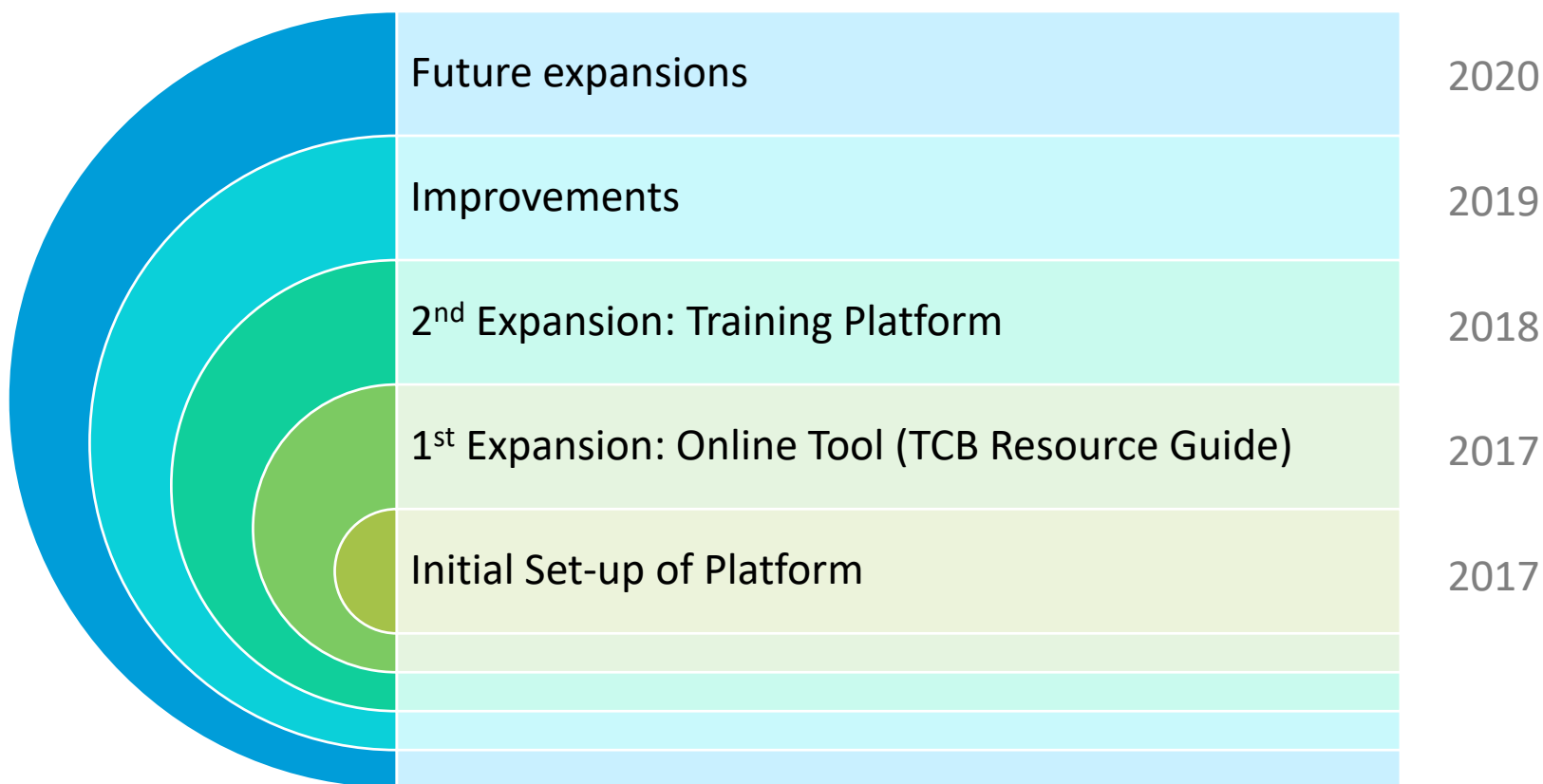
TRAINEES

# Time Resources





# Financial Resources





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# LESSONS LEARNT

## Lessons learnt

PLANNING  
IS KEY

DON'T  
UNTERESTIMATE  
(HUMAN & TIME)  
RESOURCES



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THANK  
YOU.