



Knowledge hub
-
Collection of best practices

Summary of the best practice

1. Title of the best practice (e.g. name of policy, programme, project, etc.) *

Policy: Technical Standards for Information and Communication Technology Tools in Education Systems in Bosnia and Herzegovina

2. Country or countries where the practice is implemented *

Bosnia and Herzegovina

3. Please select the **most relevant** Action Track(s) the best practice applies to *

- Action Track 1. Inclusive, equitable, safe, and healthy schools
- Action Track 2. Learning and skills for life, work, and sustainable development
- Action Track 3. Teachers, teaching and the teaching profession
- Action Track 4. Digital learning and transformation
- Action Track 5. Financing of education

4. Implementation lead/partner organization(s) *

UNESCO, UNICEF, implemented by all education authorities (16) in BiH

5. Key words (5-15 words): Please add key descriptive words around aims, modalities, target groups etc. *

Purchase, maintenance and use of ICT tools in schools is now set-up in a organised manner. Representatives of 16 ministries of education, representatives of schools and universities guided by experts in this field produced this policy paper in 2021.

6. What makes it a best practice? *

Setting up standards for ICT tools in education

Description of the best practice

7. Introduction (350-400 words)

This section should ideally provide the context of, and justification for, the practice and address the following issues:

- i) Which population was affected?
- ii) What was the problem that needed to be addressed?
- iii) Which approach was taken and what objectives were achieved? *

The COVID-19 pandemic has caused an unprecedented disruption of education across the globe - around 1.6 billion learners were out of their classrooms for months. This situation has further deepened inequity and exacerbated an already existing learning crisis as millions of children, youth and adults did not have equal access and opportunities to continue learning.

The BiH education authorities estimated that the lack of continuum of learning affected over 9,700 children in primary and secondary schools who did not have access to ICT and many educators lack the ICT skills needed to facilitate quality distance learning.

Furthermore, according to UNICEF's U-report, 45% of youth experienced challenges with access to learning, due to the need of having to share devices within the household, or not having appropriate space and environment for learning. Even if they had ICT equipment, children and youths with disabilities faced access challenges due to the lack of assistive technology and their needs for intensive teacher support.

8. Implementation (350-450 words)

Please describe the implementation modalities or processes, where possible in relation to:

- i) What are the main activities carried out?
- ii) When and where the activities were carried out (including the start date and whether it is ongoing)?
- iii) Who were the key implementation actors and collaborators? (civil society organizations, private sector, foundations, coalitions, networks etc.)?
- iv) What were the resources needed (budget and sources) for the implementation?

*

Activity started in April and ended in October 2021. A working group was formed consisting of the representatives of ministries of education, schools and universities, IT professors from schools, guided by an IT expert from BiH. The group had three working meetings followed by extensive exchange of materials. The working group worked free of charge except of the IT expert which was paid by UNESCO and UNICEF.

9. Results – outputs and outcomes (250-350 words)

To the extent possible, please reply to the questions below:

- i) How was the practice identified as transformative? (e.g., impact on policies, impact on management processes, impact on delivery arrangements or education monitoring, impact on teachers, learners and beneficiary communities etc.);
- ii) What were the concrete results achieved with regard to outputs and outcomes?
- iii) Has an assessment of the practice been carried out? If yes, what were the results? *

Every future procurement of ICT equipment, its maintenance and use is systematically regulated by the development of "Basic Technical Standards for Information and Communication Technology Tools in Education Systems in Bosnia and Herzegovina", a document prepared by all ministries responsible for education. Only the recommended standards for all new education have been set, which determine the lower limit of acceptable ICT equipment, by category, which will enable unhindered access to online and blended learning.

10. Lessons learnt (300 words)

To the extent possible, please reply to the following questions:

- i) What were the key triggers for transformation?
- ii) What worked really well – what facilitated this?
- iii) What did not work – why did it not work? *

Analysis of the existing elements of ICT infrastructure for primary, secondary and higher education in the administrative units of Bosnia and Herzegovina was done, which projected the capacities of educational systems for conducting electronic and combined teaching.

Some of the findings from this analysis are that 53% of primary schools do not have a permanent internet connection, and 66% of them do not have a computer science classroom, which is why 229 notebooks were ordered to help through cooperation with MICROSOFT and the Global Coalition for Education. the process of realization of teaching.

This cooperation continues after this project, considering that BiH is included in the MS program Shape the Future, which offers favorable tariffs for the purchase of Windows software, and a free license for the Office 365 A1 package and MS Teams platform.

11. Conclusions (250 words)

Please describe why may this intervention be considered a “best practice”.

What recommendations can be made for those intending to adopt the documented “best practice” or how can it help people working on the same issue(s)? *

Mapping of the needs of education institutions was carried out to implement full digitalization of all teaching processes, after which the digitalization process was systematically regulated by the this policy document.

12. Further reading

Please provide a list and URLs of key reference documents for additional information on the “best practice” for those who may be interested in knowing how the results benefited the beneficiary group/s. *

<http://www.mcp.gov.ba/Content/Read/obrazovanje-dokumenti> (section Education, other documents, dated 13.04.2022.)