

people:skills:jobs:



11th IUISC Conference 2006: *Connecting with the Customer – Opportunities and Challenges*

Presented By

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Introduction

“I find that a great part of the information I have was acquired by looking up something and finding something else on the way.”

Franklin P. Adams

US journalist (1881 - 1960)

What I intend to share with you today...

- Policy Context
- Who is the Customer?
- How do we Connect?
- Successful Connections
- Collaboration

Policy Context

- DfES White Paper “The Future of Higher Education”
- NI Economic Vision
- DEL Skills Strategy
- FE Means Business



Who is the Customer?

- Business/Industry
- Learners



How do we connect?

- Flexible learning methods e.g. e-learning
- Development of ICT skills

Successful Connections

- FE sector now has mature support services and a robust infrastructure
- DEL Commitment to E-learning in HE
- Enhancing Excellence in Teaching & Learning
- Developments in Library Services

North-South Collaboration

- Cross-Border Programme of Funding for Research Projects Contributing to Peace and Reconciliation
- International Centre for Local and Regional Development: NUI Maynooth, Harvard and UU
- Universities Ireland
- North-South HE Conferences

Conclusion

“We are continually faced with a series of great opportunities brilliantly disguised as insoluble problems.”

John W. Gardner

US administrator 1912-2002