

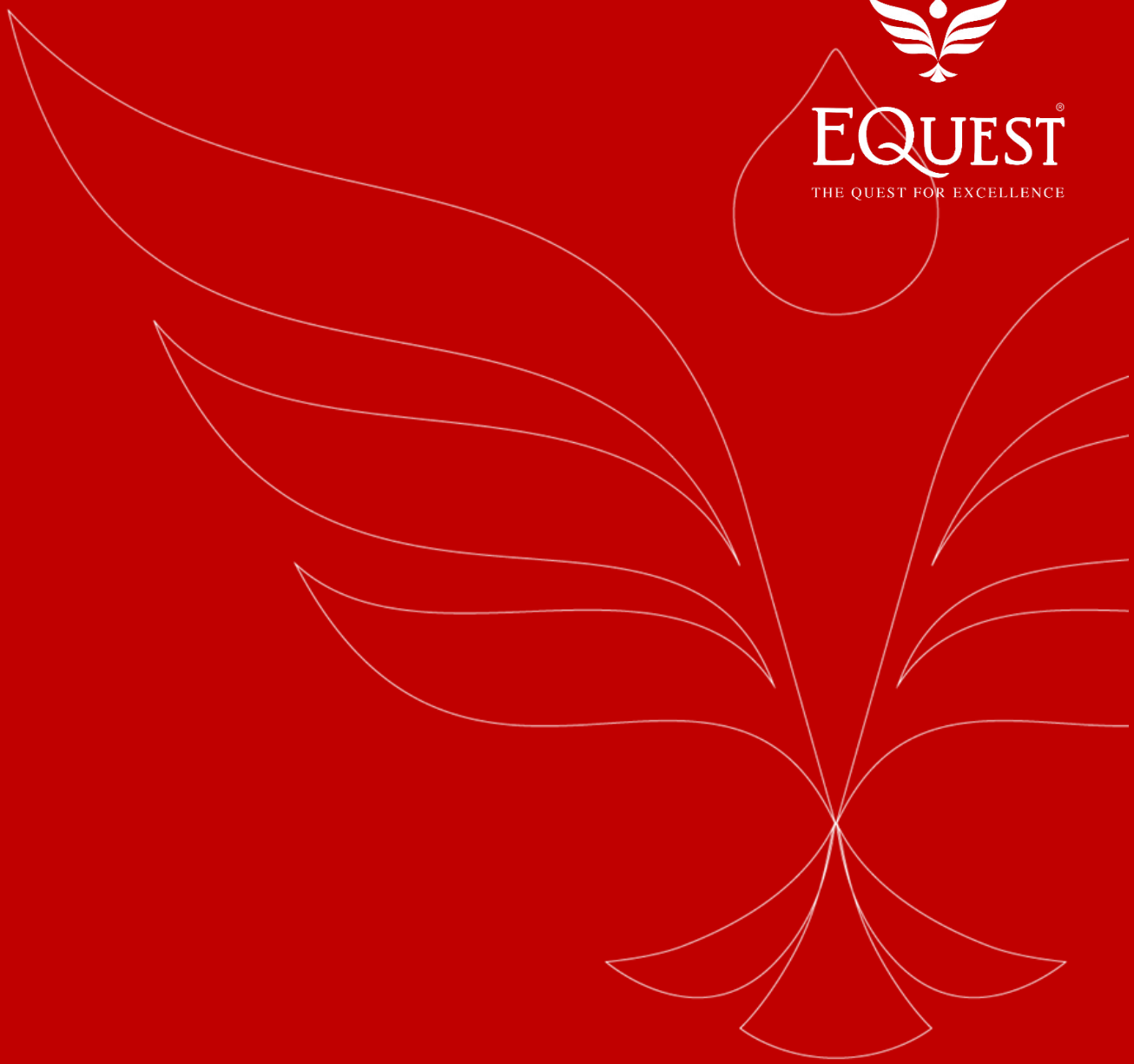


OVERVIEW ON EQ DIGITAL TRANSFORMATION

PHAN THỊ MAI TRANG
August 30, 2023



60 Hai Ba Trung , District 1,
Ho Chi Minh City, Vietnam



The Quest for Excellence



Backed by Leading Investment Firms

KKR

<https://www.kkr.com/>

Founded in 1976, KKR is **one of the top three investment firms in the world**. The firm is managing US\$367 billion of assets as of March 31, 2021. The investment in EQuest is made through the KKR Global Impact Fund (“KKR Global Impact” or “the Fund”), and marks the Fund’s fourth investment globally **in the educational and workforce development space** as part of the Fund’s thematic **focus on Lifelong Learning**.

Core Values - LEADS

Learning

At EQuest, we cherish and champion the eagerness to acquire knowledge and skills. Learning enables growth, and thus is the **principal value at the heart of all EQuesters**.

Excellence

Achieving excellence is our guiding principle. We always strive for the **highest possible personal and professional standards** in our fields.

Action

Poor implementation capability is the biggest hurdle to success. At EQuest, we maintain and foster a **culture of thoroughness and walk-the-talk**.

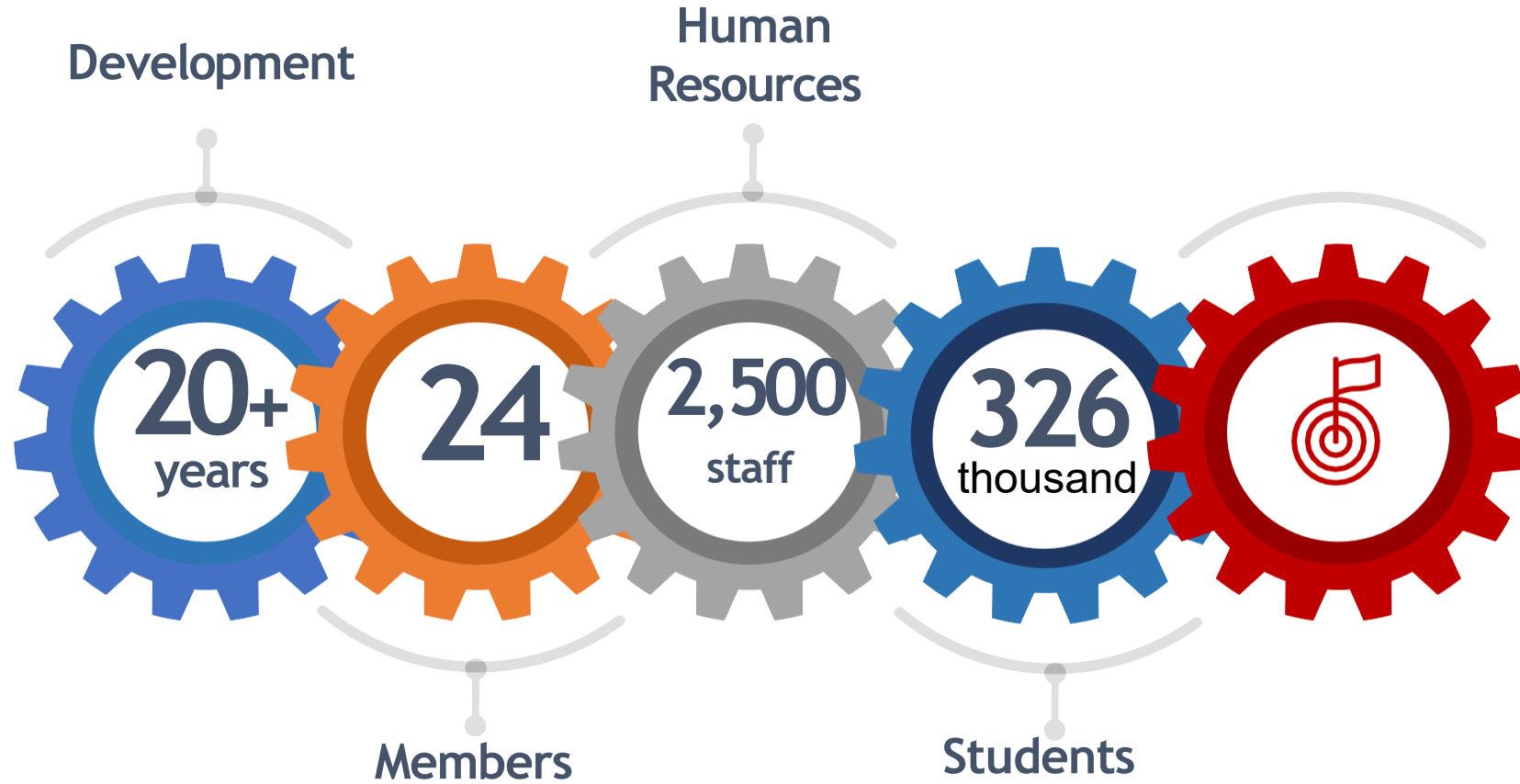
Dedication

We deeply believe in the value of what we do, and thus, we **work with passion and devotedness** towards our shared mission.

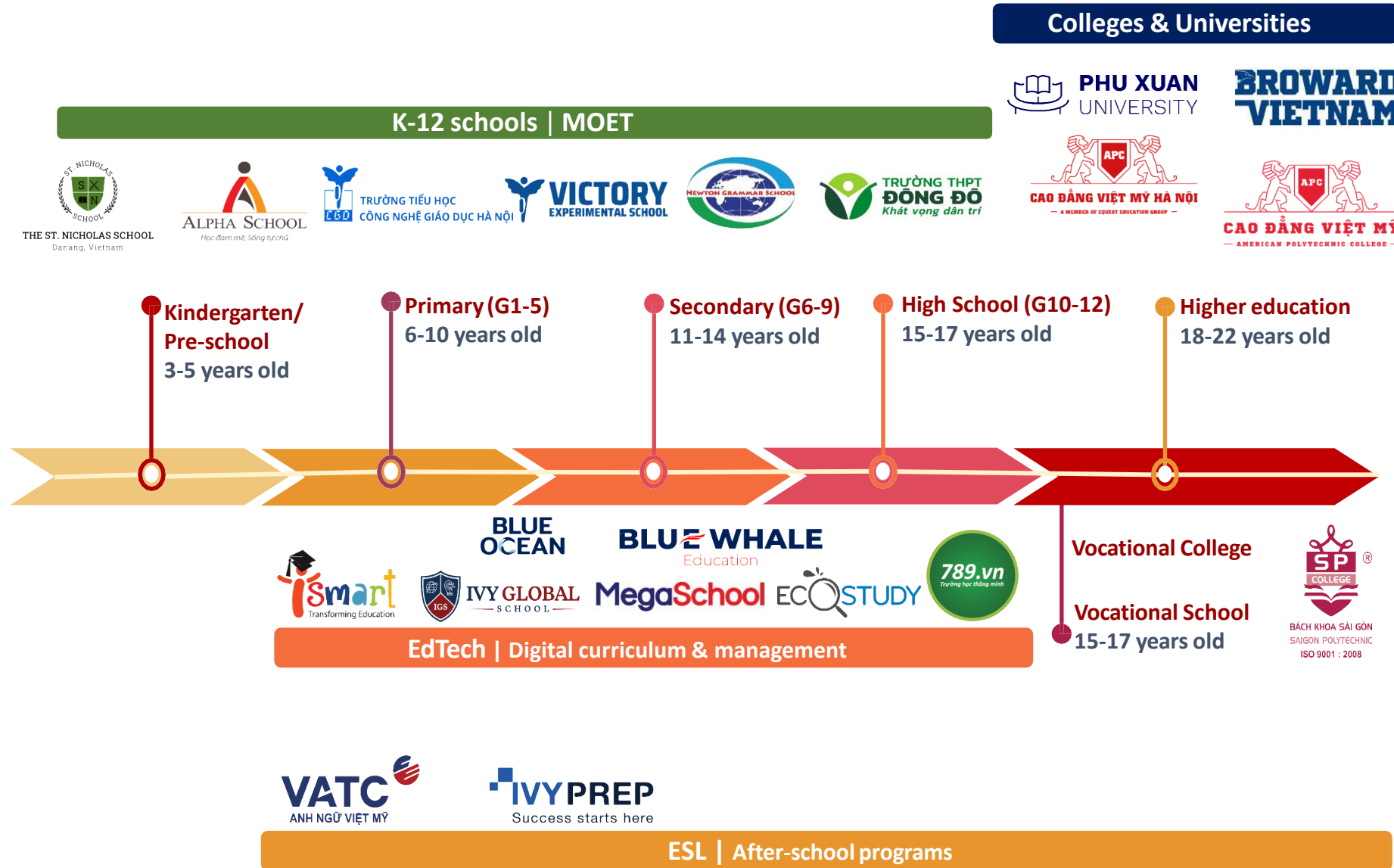
Scalability

We aim for sustainable and far-reaching social impacts, which can only be realized by the **aggressive pursuit of scalable business models that cater to the mass**.

Fast & Strong Growth



Integrated Ecosystem



Vocational College

Vocational School
15-17 years old



BÁCH KHOA SÀI GÒN
SAIGON POLYTECHNIC
ISO 9001 : 2008



ESL | After-school programs



COOPERATION
WITH
DEAKIN



NGUYEN QUOC TOAN
Chairman cum CEO, EQuest Group;
Co-founder, EQuest Group and iSMART
Education.

Dr. Toan Nguyen is co-founder, Chairman cum CEO of EQuest. He is a serial entrepreneur in the finance and education sectors who co-founded several successful businesses in investment banking, education, and EdTech.

Dr. Toan is very committed to transforming the education sector in Vietnam. He believes that massive education reform is the only way Vietnam can move forward and be globally competitive. Besides running EQuest, Dr. Toan also writes extensively about various education policies, political economy, and business strategies.

BETECH-OBSESSED

Make full use of the technology platform to leapfrog development, automate and optimize costs

MEASURABILITY AND VISIBILITY

Everything has to be seen and measured. If it cannot be seen and measured, it will not be implemented and cannot be managed. Therefore, digitizing and visualizing work, the goal is the first habit-forming requirement in the organization."

DIGITAL TRANSFORMATION

K-12

MegaEdu



Learning Management System

MegaSchool

Teach less - Learn more



Digital Lessons



E-Learning



Centralized Data & Platform

MegaTest



Online Testing System

C&U

MEGAUNI

FUTURE READY



Short Courses

INTRODUCTION TO PROMPT ENGINEERING FOR GENERATIVE AI



Explore New ChatGPT Courses on MegaSchool

- Step 1:** Click the course link CHATGPT
- Step 2:** Use Company/School Email to sign in system
- Step 3:** Click the button "Enroll in Subject"
- Step 4:** Click the button "Go to Subject"
- Step 5:** Click "Modules" and start learning

LEARN NOW!

EQ-UNIVERSITY&COLLEGE GROUP (CnU)



Diploma
(Vocational Training)

Higher Diploma
(Vocational Training)

University

OKRs 2023-2024-PRODUCT DEVELOPMENT TEAM

1

- **UNITY FRAMEWORK OF CURRICULA AND LEARNING MATERIALS**
- Unifying the general structure of the framework of training programs and learning materials for the groups of Management, Communication-MKT, Tourism-Hotel Services, IT, Graphic Design, Technical Technology

2

- **INTERMEDIARY PROGRAM FROM DIPLOMA, HIGHER DIPLOMA TO UNIVERSITY**
- Promulgating joint programs from Intermediate to College, from College to University majoring in Management, Communication-MKT, Tourism-Hotel Services, IT, Graphic Design, Technical Technology

3

- **TEACHING&LEARNING DIGITALIZATION**
- Transforming online teaching (Blended Learning) for 30% of learning materials

Our Team



PROJECT
LEADER



PROJECT
OPERATION
COOPERATOR



PROJECT ACADEMIC
COOPERATOR



Coaching

COACHING
TEAM

PRODUCT DEVELOPMENT TEAM



INTERNAL COOPERATION TEAMS

QA TEAM

- ❑ Coordinating the development and promulgation of the process in the construction of the training program.
- ❑ Coordinating the operation and evaluation of the implementation process of the training program at the units.

TRAINING DEPARTMENT

- ❑ Coordinate in the process of implementing the improved training program.
- ❑ Coordinating implementation, operation and control of new training program.
- ❑ Evaluate and give feedback on the quality of training programs to continue to improve.

ACADEMIC DEPARTMENT

- ❑ Coordinating the construction of the e-curriculum framework structure.
- ❑ Coordinating the development of learning materials for specialized subjects.
- ❑ Evaluation of the content of the curriculum.
- ❑ The core of building and improving training programs to deploy at the unit.

TECH TEAM LMS - UMS

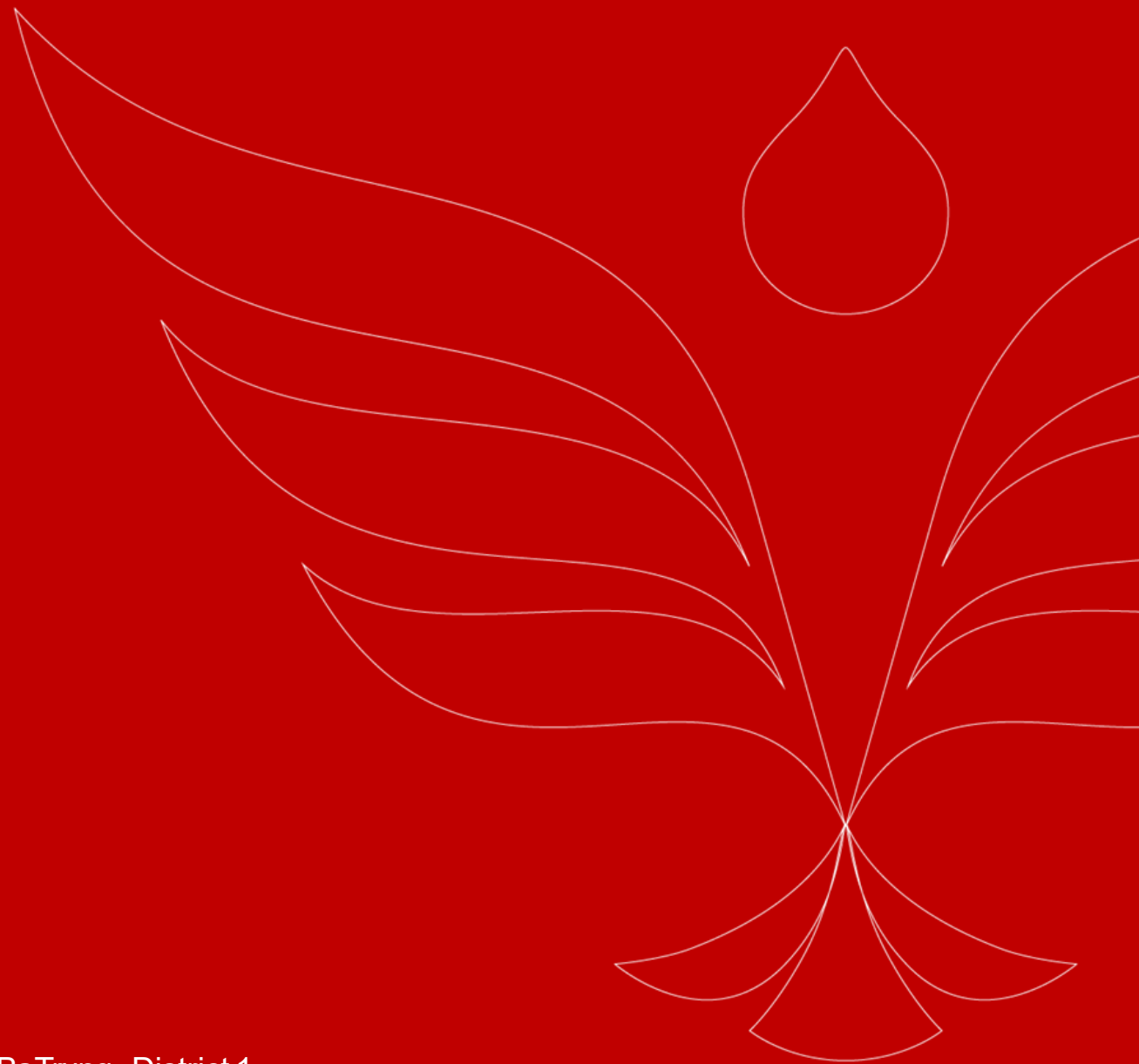
- ❑ Collaborate in improving, adjusting the platform to ensure teaching in a new way.
- ❑ Coordinate hops to extract teaching and learning management data from UMS-LMS and vice versa to ensure smooth teaching process.



ACTION PLAN FOR DIGITALIZING GENERAL ENGLISH (GE) COURSE FOR CnU STUDENTS



60 Hai Ba Trung , District 1,
Ho Chi Minh City, Vietnam



01

STATUS

1. Training programs:

- There is no response to the vision and mission of the school, towards digital factor
- There is no standardized test for the output, only using the internal test proposed by the teacher
- students who have not achieved the required level of A2

2. Schools:

- **traditional training model, not taking advantage of ICT**
- Students are enrolled year-round with a small number for each semester, so they cannot be gathered to organize classes right away for students because of the increase in teaching costs.
- There is no system to store learning materials in service of quality assurance and inspection

3. Instructors:

- Large workload (program design, course content development, lectures, teaching and learning management, student support, ..)
- Few opportunities to learn and develop more digital transformation capacity

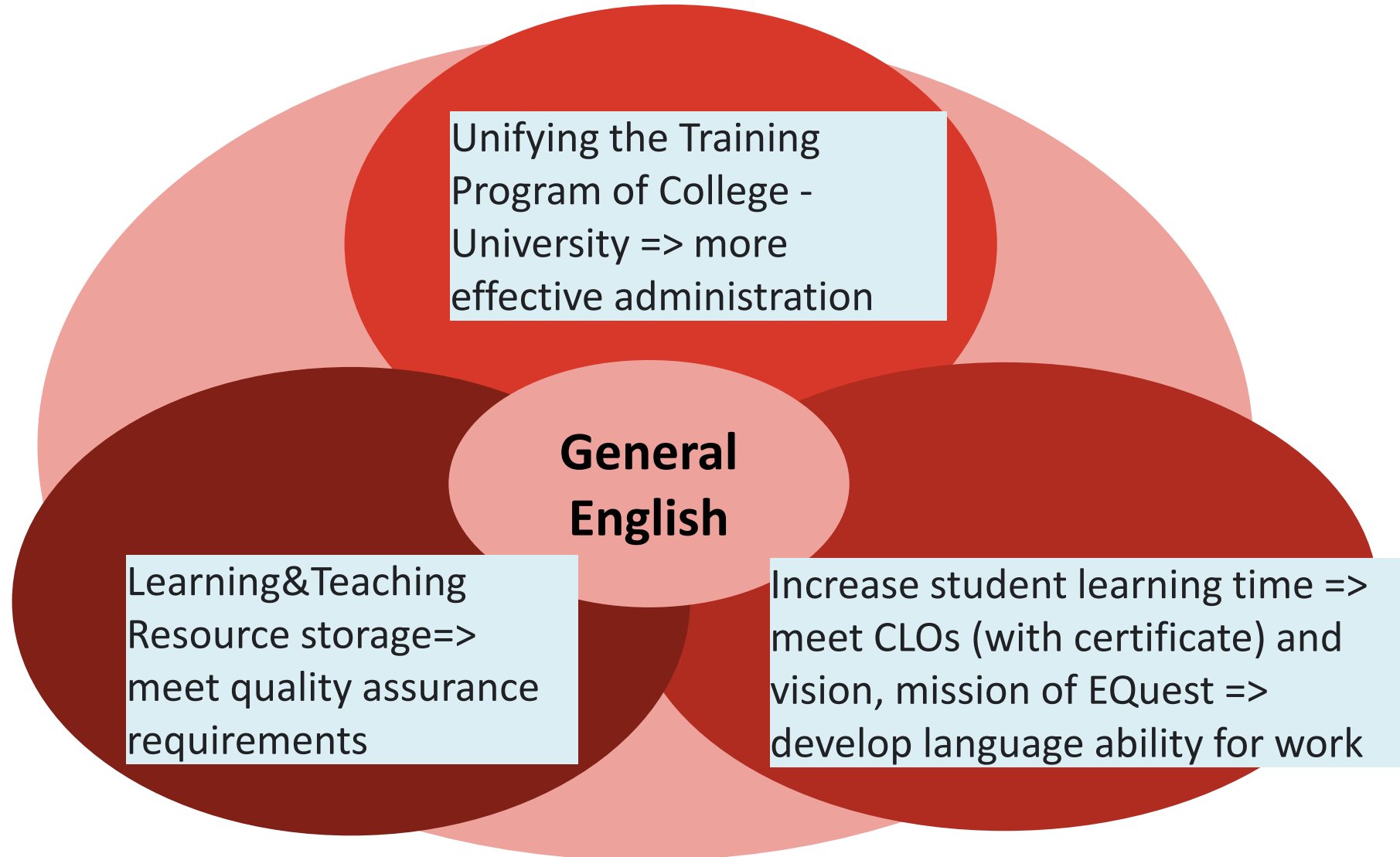
4. Students:

- uneven level/background
- not yet assessed for entry level
- Limited personal equipment/technology for learning
- get used to the traditional way of learning and passive communication receiving from what the teacher prepared

02

RECOMMENDATION

COURSE PURPOSES



1. Training program

- → make it digitalized and mapping with the school's mission/ vision/core values
- → make student achieve the A2 Certification by adding 120 h guided self-study online
- → use the standardized test from English Score, British Council

2. The Schools

- → Online training/teaching model, make use of ICT
- → MegaU helps to operate and organize class at any time, any campuses
- → Evaluation process/ QA can easily made through online teaching and learning process and materials/date storage

3. Instructor

- → be trained with experts from BC, National Geographic to improve teaching design thinking capacity
- → Fully support teachers with learning materials, testing/ assessment, and scoring

4. Students

- → use the result of test from English Score from BC as the placement test, on-progress and final test for evaluation and instruction students based on data from teacher dashboard
- → the teaching and learning designed for computer/laptop/mobile assess
- → improve students' active learning and active communication

Common European Framework of Reference (CEFR)

Cambridge English Scale

Cambridge English Young Learners

Cambridge English School

General & Higher Education

Business

IELTS

TOEFL

TOEIC

EnglishScore

CEFR FRAMEWORK



English Qualifications

Multilevel Tests

AN OVERVIEW COMPARISON

Content/Format	Now	Recommended	Note
Course Objectives (language ability)	Course 1.1 (A1 CEFR) Course 1.2 (A2 CEFR) Course Length: 120h	Course (A2 CEFR) Course Length: 240 h	Certificate for 4 skills
<i>Teaching & Learning Model</i>	Traditional	Flipped classroom Blended Learning	Use: MegaUni LMS is an online learning system Learning materials include video lectures, slides, exercises, quizzes, tests
Admissions	Monthly enrollment => difficult to gather classes because of the small size	Digital learning can be used for students to study on LMS at any time they enroll	
<i>Teaching cost</i>	The same	The same	

DETAILED GE COURSE

Nội dung	GE 1	GE 2	NOTE
<i>Course Length</i>	120 h(60h in class/60h online)	120 h(60h in class/60h online)	The GE course divided into 2 stages
<i>Course Goal</i>	A1 CEFR EnglishScore A1 Certificate	A2 CEFR EnglishScore A2 Certificate	
<i>Learning Model</i>	Filliped classroom Blended Learning <i>(MegaUni LMS)</i>	Filliped classroom Blended Learning <i>(MegaUni LMS)</i>	
<i>Teaching model</i>	Blended (online: 50%)	Blended (online: 50%)	
<i>Learning Materials</i>	Voices (Beginner) National Geographic Learning	Voices (Elementary) National Geographic Learning	
<i>Digitalized Material Learning</i>	<ul style="list-style-type: none"> • Video lectures (Grammar) • Video Slides (Vocabulary) • Exercises, tests • Infographics 	<ul style="list-style-type: none"> • Video lectures (Grammar) • Video Slides (Vocabulary) • Exercises, tests • Infographics 	

1

Gram, Vocab

2

Exercises, Tasks

4

On-progress assessment
Mid and Final test

MODEL

BLENDED LEARNING
FLIPPED LEARNING

LMS

IN-Class

3

Review
Oral/Written Practices
Feedback/Reflection

5

Review on Mid/Final Period

LMS Platform: MegaUni LMS



The image shows a screenshot of the MegaUni LMS website. At the top left is the MegaUni logo with the tagline 'FUTURE READY'. To its right is a red button with the text 'Khám phá' and a downward arrow. The main content area features a large white headline in Vietnamese: 'Sẵn sàng cho sự nghiệp của bạn với MegaUni'. Below the headline is a paragraph of text: 'Học tập trên nền tảng chuẩn quốc tế với nội dung chất lượng từ các trường và doanh nghiệp hàng đầu.' At the bottom left of this section is another red button with the text 'Tìm hiểu thêm'.

Mega Uni LMS is used to:

- store online learning materials system (static and dynamic) for the subject;
- provide learning materials for students to self-study online (with support);
- monitor the learning progress of students;
- operation, inspection and evaluation;
- test management, evaluation, scores;

**Nhấn vào [đây](#) để truy cập Mega Uni LMS.*

The English Score test was chosen as the Placement test, on-going tests and also standard exit tests for certification for the following reasons:



EnglishScore

1

Reputation

More prestigious than an internally recognized test/certificate
British Council is a large and reputable organization in Education (English) and Teacher Training

2

Reasonable Price

Reasonable price (\$7.5 exam fee + \$10 certificate fee)
Approaching international standards (CEFR) using a test recognized by a reputable organization

3

Objective

An independent, reputable unit that assesses learners' language ability;
Ensure learners meet the output standards of foreign language ability approaching international foreign language standards



		Reading, Listening, Speaking, Writing	Reading, Listening, Speaking, Writing	Reading, Listening, Speaking, Writing
Skills Covered		Reading, Listening, Speaking, Writing	Reading, Listening, Speaking, Writing	Reading, Listening, Speaking, Writing
Scope	Versions	General, Academic	Teachers, Adult	Workplace
	Time	2 hours 45 minutes	2 hours 45 minutes	30 - 40 minutes + 30 minutes
Measurement	Scoring Range	IELTS (0 - 9.0)	CEFR (A1 - C2)	CEFR (A2 - C1)
	Accuracy	Thorough	Thorough	Moderate
	Good for	Detailed assessment of individual skills		Quick and general assessment of 4 skills
	Format	Paper-based, Computer-based	Computer-based	Mobile
Delivery	Location	Exam Centre (Remote coming in 2022)	Exam Centre (Remote coming in 2022)	Remote (mobile)
	Scheduling	Weekly exam dates	Dates scheduled with institution	24 x 7
Security	Identity Check	Full ID check	Full ID check	Photo on Certificate
	Invigilation	Invigilated Exam	Invigilated Exam	Photo Check and AI Face Tracking
	Good for	Important decisions where 100% confidence is a priority		Balance of confidence, convenience and cost
	Cost	\$200USD (4,750,000 vnd)	\$85USDD (2,000,000 vnd)	\$7.5 (176,000 vnd) (4 skills) + \$10 (236,000 vnd) (certificate)

BRITISH COUNCIL'S SUPPORT*

02

TRAINING

01

CERTIFICATE

Provide 4-skill certificate;
Reasonable prices for students.

Provide 200 sample exams;
Provide materials, lesson plans for up to 900 hours of study;
Train the Trainers for internal training;
UK experts advise on the compatibility of learning materials and curricula;
There are Dashboards for teachers/trainers to track students' practice progress.

03

WORKSHOP

Organize English learning orientation seminars for teachers, led by British Council experts as speakers.

*[Link](#) English Score.

BRITISH COUNCIL'S SUPPORT

- Preparation guide
- 'How to' videos
- Test preparation tips (video)
- English language learning tips (video)
- Practice tests
- Teacher training guide
- FAQ answer sheet

GUIDE Preparing for the EnglishScore test

1 Getting started

- Intro to the test
- Get the app
- Create an account

2 Prepare and practise

- Take a practice test
- Tips to prepare
- How the test works

3 Take the test

- Get your room and phone ready
- Use your Connect Code
- Take the real thing!

BRITISH COUNCIL
EnglishScore

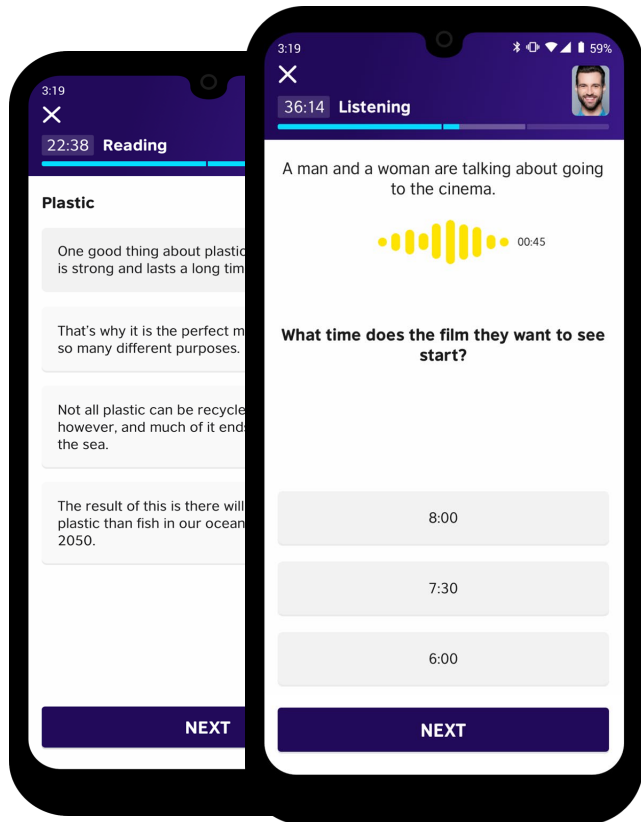
EnglishScore Guide
Intro to the test
0:00 / 2:58

EnglishScore Guide
How the test works
0:00 / 3:04

Test Structure

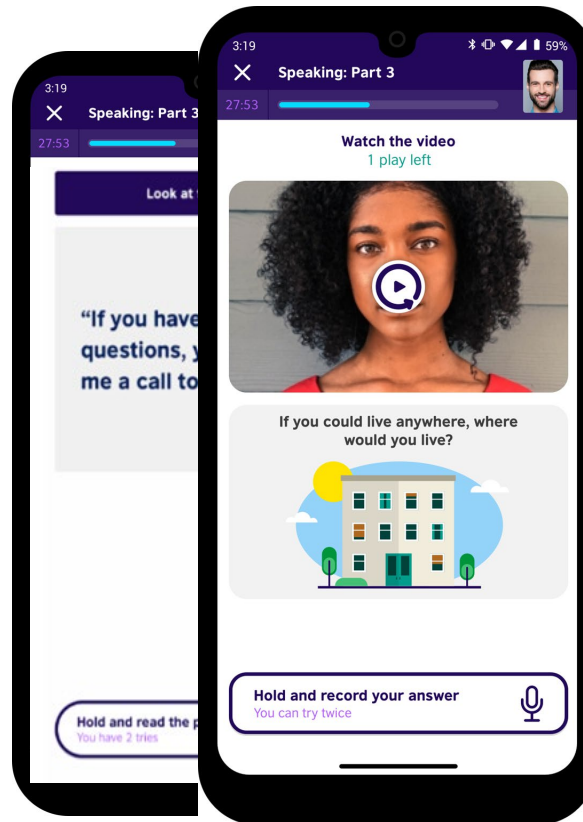
Core Skills Test

Grammar, Vocabulary, Reading, Listening
30-40 mins



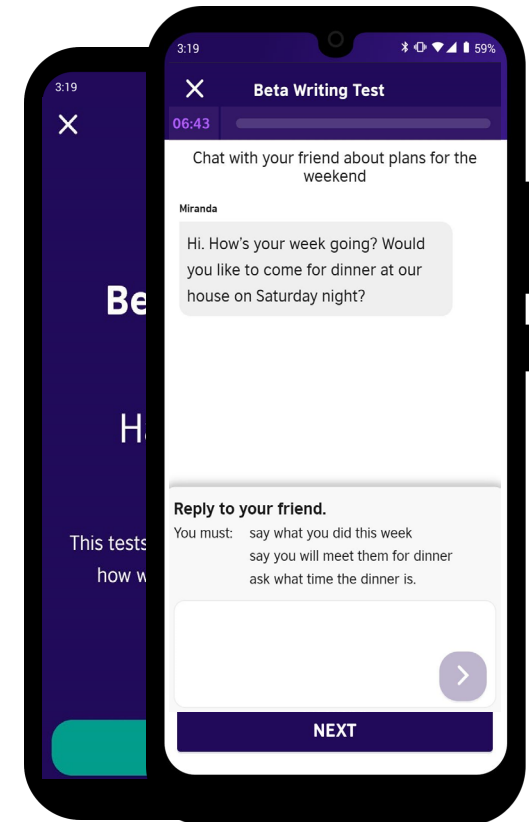
Speaking Test

Pronunciation, Fluency, Communication
15-20 mins



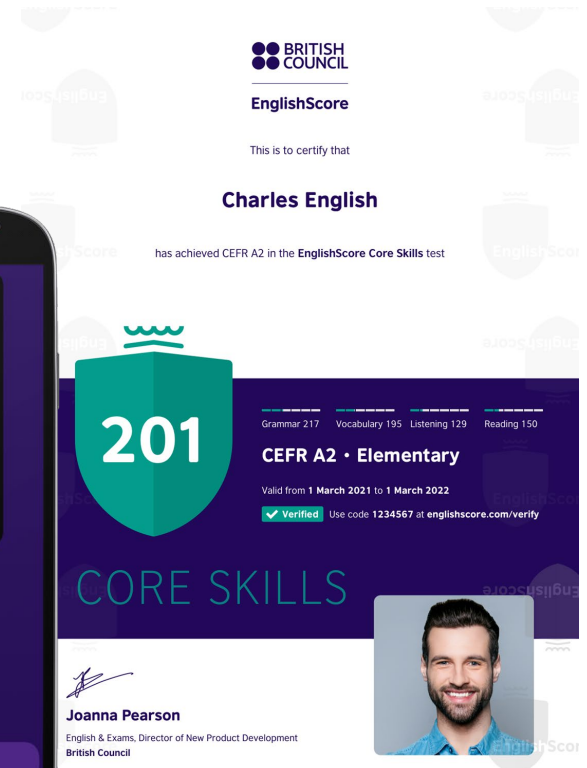
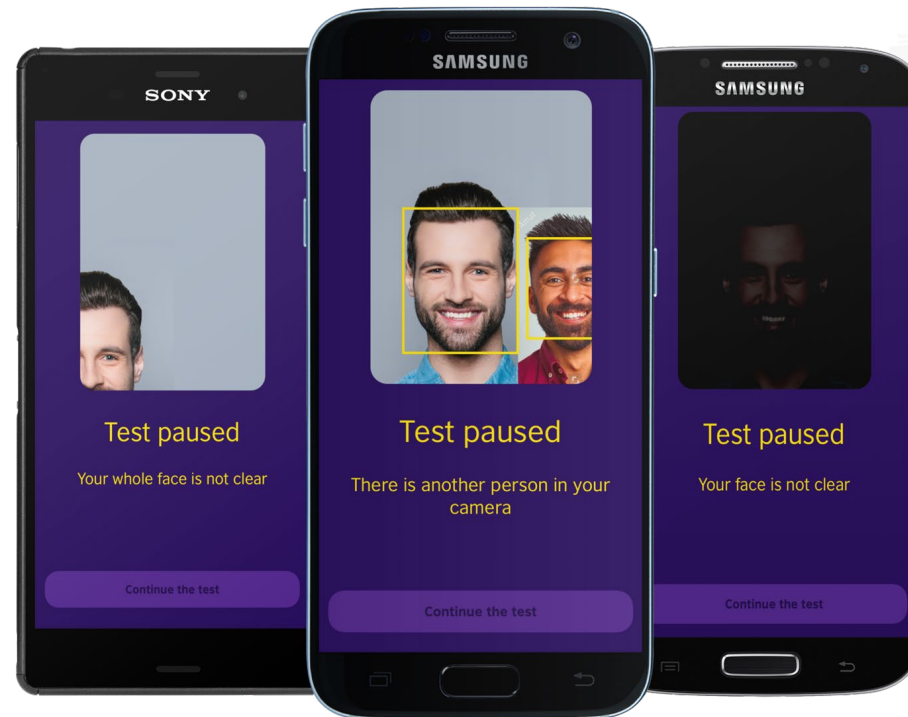
Writing Test

Language, Structure, Communication
20-25 mins



Test Room Technology

- Test bank
- Front camera for identification
- Test room condition
- Security Certificate



Teacher Dashboard

The screenshot displays the British Council English Score Teacher Dashboard. The interface includes a header with the British Council logo, the word "Dashboard", and user information for "English Score Demo" (Angelica Nierras). Below the header, there are filters for "Your organisations" (ChildOrg1, English Score Demo), "Connect code" (1 CEFR), "Select a date range", "Certificate status", and a search bar. A calendar pop-up for November 2022 is open, showing the date 8th selected. The main content is a table of test results with columns for Test Taker, Date Taken, Exam Name, Vocabulary, Reading, Listening, Core Skills, CEFR, and Status.

Test Taker	Date Taken	Exam Name	Vocabulary	Reading	Listening	Core Skills	CEFR	Status	
Mayur Vijay	2022-Nov-08 11:51:02 GMT	English Score Demo CCODEDEMO	259	183	215	233	A2		
Khansa Idrees	2022-Nov-08 12:34:58 GMT	English Score Demo CCODEDEMO	300	268	268	280	A2	✓	
Khansa Idrees	2022-Nov-02 10:22:49 GMT	English Score Demo CCODEDEMO	205	198	185	201	A2	✓	
Khansa Idrees	2022-Nov-02 10:06:06 GMT	English Score Demo CCODEDEMOTTRID Student ID: qwerty	300	300	276	291	292	A2	✓
Mayur Vijay	2022-Nov-02 9:18:54 GMT	English Score Demo CCODEDEMO	231	245	203	174	213	A2	✗
Khansa Idrees	2022-Oct-21	English Score Demo	244	289	199	199	233	A2	✓

SUGGESTED ROLES OF LECTURERS AND STUDENTS

Lecturers	Learners
Coach, tutor	Supported/Guided active learning
Facilitator, Knowledge, discussion, collaboration supporting	Communicator
Problem-solving task designing	Reflective learning, goal setting
Content lecturing, skill practicing	Learning collaborator
Learner performance tracking for supporting and learning content improvement	Researcher and creator
Teamwork/ task/project supervising	
Personalized learning administration and support	
Open testing/evaluating (improvement oriented)	
Time lecturing reduction, teacher-led Time active learning increase, student-led	

THE DIFFERENCES

TRADITIONAL CLASSROOM

BLENDED & FLIPPED CLASSROOM

No real-time data analysis

LMS provides homework data => supports teachers to adjust lectures and coordinate differentiated learning (if necessary)

Students receive answers/explanations and self-monitor their progress => increase learning motivation

Main knowledge provided by teachers in class

Knowledge is acquired through pre-recorded lecture videos/slides

Students are encouraged to explore more on their own and actively seek support from teachers

Available materials to support teachers and students are limited

Many supporting documents for teachers and students to meet different levels and needs of students => increase student interest

Fixed study time

Students study anytime, anywhere

03

ACTION PLAN

ACTION PLAN

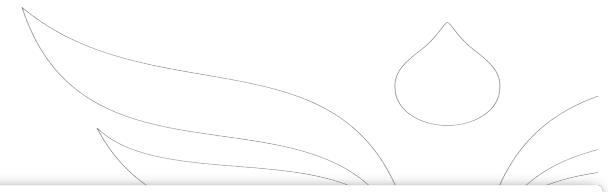
Tasks	Detail	PIC	Time
Review, evaluate and recommend training programs	Review and evaluate the existing training program of General English course	Aca	July, 15-30
	Proposed training program in GE, including: <ul style="list-style-type: none"> • Determining course outcomes; • Building the course curriculum . 	Aca	Aug, 1-7
Develop, test, and evaluate training programs	Building learning outcomes for GE course	Aca	Aug, 8-15
	Building a package of materials for GE online/blended	Aca	Aug, 15-30
	Upload learning materials to the LMS	Aca/MegaUni/QA	Sept, 1-15
	Training on curriculum and teaching methods	Aca/MegaU/QA	Sept,15-20
	Pilot of GE course -2 classes (50sts)	Aca/QA	Sept,20-Dec,20

ACTION PLAN

Tasks	Detail	PIC	Time
Evaluate the Pilot Training Program	Developing standards for evaluating the training program	Aca	Sept, 30
	2 Surveying and summarizing the training program evaluation	Aca Lecturer and students	Oct 20 & Dec 20
Edit and pack the Training Program	Adjust the Training Program based on the assessment synthesis	Aca QA	Dec 20-27
	LMS platform feature tuning based on review aggregation	MegaU Aca QA	Dec 20-27
	Packing and handing over the Training Program	Aca QA	Dec, 28-30

Preliminary DIGITAL PLAN

Tasks	Detail	PIC	Time
Digitize learning materials	Build timeline and detailed digitization diagrams	Aca	July 15-30
	Producing digitized learning materials in video/slides/image format	Aca	
	Producing digitized learning materials in the form of exercises	Aca & MegaUni LMS	
Review digital learning materials	Review of digital learning materials (content & technical issues)	Aca QA MegaUni LMS	Aug 1-15
	Editing and packaging materials	Aca & MegaUni LMS	Dec, 15-30



WHAT I GOT IMPRESSED AND LEARNED MOST.....

1. Digital Transformation framework

[Digital transformation framework](#)

https://drive.google.com/file/d/1FDVtWafkrFbdSUCGMTd2MpVjWV69sSxw/view?usp=drive_link

From Ms. Lucy Blakemore- _Digital transformation workshop

2. Curriculum frameworks: Transformation of Digital Technology in Teaching and Learning

<https://docs.google.com/presentation/d/1bgBVdtgVSrpBkji28jPJUaXI2pRVWLPI/edit#slide=id.p1>

Dr Lam Pham, Deakin University

3. Digital vision and horizon scanning: EduTech

https://drive.google.com/drive/u/2/folders/1eXV5umVriXmQcSygs08Z3RLSx59_V-iP



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THE QUEST FOR EXCELLENCE

Thank You!