LUMINUS EDUCATION RESPONSE TO COVID-19 PANDEMIC
March 2020
• Form a Transformation Team and relevant Taskforce teams
• Provide all Call Centre staff – including UNICEF Helpline – with tools, training and connectivity to work from home
• Provide teaching staff with tech to work from home – laptops, routers and internet packages
• Teachers fully online from home as of March 20th
• Provide update training to ensure all staff are able to use the technology efficiently
• Accelerate instructional design support for teachers
• Set up a helpline and train Call Centre staff to provide first line tech support for students
• All team meetings via Teams and Zoom

• First virtual classes begin for 2, 3, 4 years programmes – 85% enrolled by the end of the week, 4700 classes conducted
• Survey students to determine barriers to attending classes – connectivity came top of the list
• Start procurement with internet providers, Zain available by the end of the week, bundles - 100 GB high speed
• Planning starts for short courses
• Cameras and other technology issued to teachers to allow them to develop virtual content
• Call Centre operating from 8:30am to 10:00pm
• Secured 300 laptops for students and teachers to ensure seamless delivery of online education

• Start development of content for Foundation programmes for short courses – study skills, life skills, career readiness etc.
• Provide additional internet bundles from Orange and Umniah - a total of 5120 so far
• Virtual counselling sessions & selection committee interviews being conducted
• Complete survey of all 2,000 short course students to identify tech needs
• Start on-going planning for new normal post crisis
• Food parcels for most vulnerable started, refund of service payments