

The status of online training quality in Vietnam

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Abstract

Online training (E-learning) is gradually gaining popularity in the current education industry. This is an inevitable trend in the context of the industrial revolution 4.0. The way of online should be paid more attention; in addition, it is also necessary to concentrate on quality assurance in online training. We often care about the way of online training and besides it is quality assurance in online training. In developed countries people have applied online training for a long time, have implemented many online training models of high quality. As regards many developed countries, online training has been executed for a long time ago, which suggests the implications of high quality in online training models. The article focuses on systematizing the theory of online training, reflecting the actual situation of online training quality in Vietnam and some developed countries, thereby drawing lessons and recommendations. Conference to improve the quality of online training in Vietnam today. Organizing a conference aims to improve the quality of online training in Vietnam.

Keywords: Online training, e-learning, quality online training, industrial revolution 4.0.

Introduction

E-Learning's effectiveness is also proven in practice. The results obtained from E-Learning method are higher than traditional learning methods because E-Learning is highly interactive based on multimedia, facilitating learners to exchange information more easily, also like making learning content appropriate to each person's ability and interests. According to experts, the E-Learning system changes the way of learning and the role of learners. The learner plays a central and proactive role of the training process, can learn anytime and anywhere thanks to learning aids; Learners can study

according to a personal timetable, at a pace depending on ability and can choose learning content. E-Learning allows students to fully master their own learning process, from time to time, the amount of knowledge to study as well as the order of learning lessons, especially allowing an online search of relevant knowledge. When it comes to the lesson, come to the lesson immediately, revise the parts learned quickly, freely exchange new learners or teachers right in the process of learning, things that traditional ways cannot or require ask too high cost.

E-Learning is also very appealing to many learners, especially those who have

never been attracted to the old-fashioned way of education and in the context of working people. The distance learning programs in the world today have reached a rich level of interface, with many multimedia effects such as sound, images, three-dimensional animations, animation techniques, etc. ... there are well-qualified degrees degrees High interaction between users and programs, live talk over the network. This gives students interest and passion in the process of acquiring knowledge as well as learning efficiency.

Therefore, the effectiveness of online training is probably not controversial, but the problem is how to ensure quality in online training

1. Theoretical basis

1.1. Online training

In general terms, online training is a term used to describe learning and training based on information and communication technology, especially information technology.

Online training is the learning that is transmitted or supported through electronic technology. Transmission through various techniques such as Internet, TV, videotape, intelligent teaching systems, and computer-based training. E-learning is a term used to describe learning and training based on information and communication technology.

There are many other ways to understand E-learning, but in general, E-learning has the following characteristics:

- Based on information and communication technology. More specifically, network technology and simulation techniques.

- E-learning is very good for traditional multimedia based e-Learning methods based on Multimedia, enabling learners to exchange information more easily, as well as providing appropriate learning content. fit with each person's ability and interests. Learners can adjust the rhythm of their course, which means they can learn slowly or quickly by the time they arrange themselves or because of their ability to acquire knowledge.

- E-Learning will become an inevitable trend in the knowledge economy. Currently, E-learning is attracting special attention from countries and organizations around the world.

Although newly born, now

online teaching has been a very popular type of learning all over the world, not only works to support students' self-learning, distance learning students but also It is also very useful for studying in class according to the traditional type of training.

So far, 5 types of online training can be described as follows:

1) Technology-based Training (Technology-Based Training) is a form of technology-based training, especially based on information technology.

2) Computer-Based Training (CBT) is a form of training using training applications (software) on CD-ROMs or installing on independent computers, not connected, no communication with the outside world. This term is uniformly understood with the term CD-ROM Based Training.

3) Web-based training (WBT - web based Training) is a form of training using web technology. Learning content, learner information and course management are stored on the server and users can easily access via a web browser. Learners can communicate with each other and with the teacher, use the functions of direct exchange, forums, e-mail ... and can hear the voice and see the image of the person communicating with him.

4) Online Learning (Online Learning / Training) is a form of training that uses networking to perform learning: taking study materials, watching programs, communicating between learners and with teachers. ...

5) Distance Learning is a form

of training in which the teacher and the learner are not in the same place, not even at the same time. Examples include training using video conferencing technology or web technology.

1.2. Online training quality

The quality of online training is assessed by the training provider providing quality online education services, ensuring the output standards, based on the Vietnam national qualification framework to recognize certificates for learners. It is the first condition for recruitment and must be based on the actual ability to recruit and use. In addition, distance learning or online teaching must have effective teaching methods and strategies; together with the investment in technical infrastructure (machines, equipment, virtual classrooms ...), teachers must also be trained.

Based on the traditional training, the E-learning outperforms to reduce the training cost. After the training completion, E-learning can approach the large scale of up to 1000 students. Therefore, we can benefit from lower cost in comparison with traditional classes, which have enormous expenses. Secondly, online learning can speed up training for a large number of students without being limited by the number of instructors or classes. Thirdly, E-learning can save the cost of buying facilities. In particular, servers and software requiring for online learning are much cheaper than classrooms, tables, tables and chairs, and other facilities. Fourthly, one

of the saving factors is time. Teachers and students do not have to travel much, which means that the flexibility in E-learning. Nevertheless, there are some disadvantageous points regarding E-learning: first, the requirements of new skills are challenging. Those who are able to teach well in class are not sure of the level of designing courses online, for learners, they must also be familiar with new skills. Second, it also needs to have self-discipline. Online learning means that students should take their own responsibility on their own learning. Some people will find it difficult to create a fixed schedule.

Compared with traditional training methods E-learning has the following advantages:

- Reducing training costs: After finishing development, an E-learning course can teach 1000 students at a cost only slightly higher than organizing training for 20 students.

- Shorten the training time: Online learning can speed up training for a large number of students without being limited by the number of instructors or classes.

- Needless facilities: Servers and software needed for online learning are much cheaper than classrooms, tables, tables and chairs, and other facilities.

- Teachers and students do not have to travel much. Can study anytime, anywhere.

However, it also has disadvantages such as:

- New skill requirements: Those who are able to teach well in class are not sure of the level

of designing courses online, for learners, they must also be familiar with new skills.

- Requiring a higher sense of individuality: Learning online requires students to be more responsible for their own learning. Some people will find it difficult to create a fixed schedule.

2. Current status of online training in Vietnam and its quality

Vietnam joined Asia E-learning Network (Asia E-learning Network - AEN, www.asia-elearning.net) with the participation of the Ministry of Education and Training, Ministry of Science and Technology, Bach Khoa University, Ministry of Posts and Telematics ... This shows that E-learning research and applications are being paid attention in Vietnam. However, compared to other countries in the world, E-learning in Vietnam is only in the early stages and there is still a lot of work to be done to keep up with the countries.

According to a survey of more than 30 typical E-Learning websites of More Company (www.idgvv.com.vn), online educational activities in Vietnam mainly provide the following 4 groups of services: Provide courses foreign languages, exam preparation programs / general knowledge courses (level 2, level 3) and skills courses. Corresponding to the above services are user groups:

- General knowledge: Students at secondary or high schools across all regions have the need to study in parallel with the program at the school

to improve their study results or prepare for the exam. Students search for lecture videos, practice exams, take part in mock exams and also learn foreign languages. They have good learning spirit and high self-learning ability. However, the limitation of this group is the ability to pay for low courses and limited internet access conditions.

- Foreign language and skills: Common subjects are students and working people. They participate in language learning and skills with the desire to develop themselves and achieve career goals. Compared to students, groups of students - working people have easier access to the internet, higher ability to pay for courses, and more autonomy when deciding to attend the course.

In the group of skills, self-development skills (communication, thinking, emotional management ...) and science and art skills (photoshop, makeup ...) get the most attention. Next are professional / business skills (job application, branding, Facebook advertising ...). In addition to language or skills courses, a group of middle-aged, married people are also interested in family life courses such as raising children and studying with their children.

According to research by international organizations, the market of online education and training in Vietnam has many potentials, with large scale and revenue growth rate of more than 40% per year, estimated market size less than 2 billion USD. Therefore, not only domestic

enterprises, but Vietnam is also an attractive destination for investors in Asia such as Japan, Korea or Singapore. By the end of 2016, Vietnam had 309 projects investing in education and training with a total registered capital of over 767 million USD.

The study of the Vietnam Chamber of Commerce and Industry on the educational activities of a series of E-Learning courses related to online business training also noted that schools from universities and colleges to high schools Over the past years, primary, primary and preschool have applied technological factors to teaching, making activities more effective and lively, increasing interaction between teachers and learners.

Also giving similar results, the survey of Vietnam Market Research Group Q & Me during March 10-18, 2016 on 500 university students in Vietnam, said that the universities are all built. set up an electronic portal to convey operational information and use computers and projectors in the teaching process; Most college students use electronic devices such as smartphones, laptops or both. In which, about 40% of students contact teachers via social networks, especially through Facebook. The use of e-books with a higher increase rate also helps students minimize both times and cost in the learning process ...

According to the survey results of the Vietnam Internet Community Charity Fund and VNG Joint Stock Company with 839 participants, the 3 barriers for exam / online learners are:

Fee collection (35%); Must connect to the internet regularly (24%) and find it difficult to find the necessary exam/lecture (16%). According to a survey by DeltaViet (2014), “attractive lectures content” and “study with prestigious lecturers” are very important factors to attract online learners.

The Prime Minister’s Decision No. 1755 / QĐ-TTg aims to bring our country into a strong country in information and communication technology, by 2020 to complete a broadband network to most villages, 50- 60% of households have computers and broadband internet access ... According to research results of the International Telecommunication Union, the number of internet users in Vietnam is about 31 million, accounting for 34% of the population. number. It is worth mentioning that most internet users are at the age of 12-50, age is suitable for training, access to online training methods. In the field of education and training, 100% of schools and continuing education centers across the country have been connected to the internet. Those are favorable conditions for teachers in general and foreign language teachers, in particular, to study online on the job site. The reason for this is that online training is a suitable method for practicing foreign languages with basic skills like listening - speaking - reading - writing. Learners can practice many times for an activity that does not affect others, can test and compare their results to adjust the most effective way of

learning.

However, in fact, the implementation in the localities over time has shown that one of the biggest barriers in fostering online teachers is that many people do not have the habit of learning online but only focus on studying and having instructors direct. The organization’s assessment of the quality of online training methods is also limited, there are places for achievements that expand both “input” and “output”, leading to skepticism about the quality of online training. online. Besides, the application of information technology in schools today is mainly text editing and management software, no teachers have been trained to use application information technology. into teaching. Not even rare, teachers have no skills to use computers and exploit information via the internet. With about 90% of teachers who have not met the standards in both primary and secondary schools, the National Language Project by 2020 is facing many challenges to achieve the goal of equipping the majority of students. sufficient foreign language capital for independent communication. That goal of the project requires a comprehensive change in the organization of teaching and learning foreign languages in particular and in other subjects, in general, to reduce costs, increase efficiency and create positive habits of the learner.

3. Online training in developed countries

3.1. Online training in the US

In the US, there have been millions of high school students registering for Online learning. Bringing class to the Internet is a booming trend in these countries. Not only is a spontaneous movement, in many states in the United States, but educational managers have also enacted regulations before graduation, each student must enroll in certain subjects at classes. online. According to the explanation of the managers, this is a preparation step to equip students with the necessary skills for studying at the university later and adapting to the working environment of the 21st century.

3.2. Online training in Korea

For Korea, the Government sees this as a tool to reduce the cost of tutoring at exam preparation centers, thereby contributing to equality in education. Along with that, the school television channel was opened with the website providing free college exam lectures, attracting a huge number of students to participate. Some good teachers and lecturers in Korea think that e-learning provides more opportunities and fairness for education because poor students can participate in the exam preparation courses of good teachers with very high tuition fees. less compared to regular exam preparation classes.

3.3. Online training in some other developed countries

In many developed countries, E-learning is deployed on a large scale with many features that

come with the course. Firstly, the flexibility of learning and payment of learning costs because of the nature of the Internet, the foundation of technology for online learning is flexible.

From the time of registration to completion, the learner can study according to the timetable he plans. No restraint by class time and space even though you're still in a "virtual" classroom. The low cost of the study is monthly with each subject being paid quickly by various electronic payment methods. This is perfectly suitable for countries with developed information technology such as the US, Japan, Korea ...

4. Lessons on developing and ensuring the quality of online training in Vietnam

We also propose six main points to ensure the quality of online training in Vietnam.

Firstly, the deployment, propagation, and replication of E-Learning are not only for education but also for the whole society. Especially, the university or school should enhance corporate cooperation in building E-Learning websites of countries. These institutions should actively propagate about the benefits of learning and social learning. Furthermore, it is very necessary to organize the building of groups, units, families, and families to study by the forms of commendation and praise at the grassroots level.

Secondly, strengthening training on methods and skills, using a combination of components to create E-Learning lectures is very important. At the same time, improve the

effectiveness of online forums, assert an interactive role when evaluating courses and learners' results, assess the roles and responsibilities of administrators and technicians bring us many benefits as technical instructors.

Thirdly, The educational institutions should upgrade infrastructure for E-Learning. Especially, feasible infrastructure plays an important role. Before deciding to successfully implement online teaching-learning, we need to develop infrastructure to serve E-Learning with reforms and upgrades. Therefore, training institutions need to allocate financially as well as arrange a reasonable time to continue implementing both teaching and upgrading activities at the same time without affecting learners.

Fourthly, to prepare a highly qualified workforce ready for the Industrial Revolution 4.0, it is necessary to have a form of training teaching staff to meet the most modern teaching requirements, such as the ability to respond using teaching information technology. The usage of modern teaching facilities should be considered. Most importantly, the ability to self-study and self-study science need to be taken into account.

Fifthly, reputable and experienced online training institutions also need to research and open more periodic training courses for learners or classes to improve teaching skills for the team. Instructors aim to be at a comprehensive change in both quality and quantity for online training. E-Learning has

many advantages compared to traditional teaching methods but it is not necessary to obtain a perfect solution. Therefore, the educational institutions cannot completely replace traditional teaching methods. Therefore, there is a need to combine the use of E-Learning and traditional teaching methods in parallel. Learners can perform all possible learning activities on E-Learning, participating as if they are learning on a real course.

Lastly, implementing effective marketing campaigns for E-Learning programs is the crucial point. Marketing contributes to E-Learning much to every level of population,

thereby encouraging learning spirit as well as shortening the barriers that traditional training brings.

5. Conclusion

E-learning is an indispensable trend in the next development period, thanks to this technology, anyone anywhere, anytime can in terms of the flexible time and place, participate in the best courses guided by the best teachers. Understand It is necessary to investigate the structure of the E-learning system so that we can gradually computerize the training process being applied. The combination

of new technology and the strength of certain traditional learning methods will create the highest learning efficiency for students.

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