

COM/CITEL/RES. 140 (XII-02) ¹

**ESTABLISHMENT OF A GENERAL COORDINATION FOR THE DEVELOPMENT OF
HUMAN RESOURCES**

The XII Meeting of the Permanent Executive Committee of CITEL, COM/CITEL,

CONSIDERING:

- a) That human society is faced with an essential challenge to achieve full employment and an economic growth that is sustainable in the global economy, and with the challenge of achieving social insertion;
- b) That the development, education and training of human resources powerfully contribute to promoting the interests of individuals, companies, the economy and society;
- c) That in the framework of the Summit of the Americas held in Quebec, Canada, in April 2001 the Heads of State and Government of the Americas confirmed their commitment to devote special attention to the establishment of human resources training programs, and to share and mobilize such programs in order to strengthen the ability to apply information and communication technologies to human development;
- d) That in the framework of the Summit it was agreed to enlarge access to technical specialization through the continuous use and expansion of national and regional training programs in information and communication technologies;
- e) That the Summit of the Americas Action Plan instructs to further the improvement of human resources in the telecommunication sector through continuous training programs in telecommunication, regulatory, management and technology policies; and
- f) That the Washington Declaration approved at the Third Summit of the Americas noted that it was necessary to “strengthen mechanisms that will allow the dissemination and implementation of human resources and training programs, including information activities to telecommunication services users, in coordination with national entities, the Center for Excellence of the Americas of the ITU, and with the private sector, regional, sub-regional organizations and other entities of civil society”;

BEARING IN MIND:

- a) That pursuant to Resolutions COM/CITEL/RES.90 (VIII-99) and COM/CITEL / RES. 98 (IX-00) the Working Group on Human Resources Development was created and its mandate established;
- b) That in the year 2002 the CITEL started to offer fellowships through the Center of Excellence of the ITU in the manner of distance courses that have resulted in a significant increase in the number of people having access to such courses;
- c) That there are currently 10 Regional Training Centers that have the following tasks, among others:

¹ Document COM/CITEL/doc.747/02 rev.1

- To contribute to the local and regional development and training of human resources in the field of information sciences and technologies.
 - To organize and engage in development and training activities in the area of vocational extension, continuous education, updating courses, specialization, technical and vocational training.
- d) That the tasks of this Working Group require updating, and

RECOGNIZING:

- a) The need to draw up training and development programs that respond to the specific needs and to the regulatory and management environment of telecommunications and technological development, and
- b) That it is necessary to continue planning courses in the field of telecommunications and that it is of essence to have a General Coordination for the Development of Human Resources that will coordinate the work of the Regional Training Centers and will identify and promote specific training courses with a view to meeting the needs and priorities of the members of the CITEL,

RESOLVES:

1. To create a General Coordination for the Development of Human Resources in charge of the Administration of the Eastern Republic of Uruguay.
2. To approve the following terms of reference of the mentioned General Coordination for the Development of Human Resources:
 - a) To identify and promote specific training courses to meet the needs and priorities of the members of the CITEL.
 - b) To coordinate training programs for the CITEL Member States with Regional Training Centers.
 - c) To coordinate the work with the Center of Excellence of the ITU for the Americas.
 - d) To draw up and disseminate a document describing what the training centers have to offer.
 - e) To request liaison officers to provide a list of the training demand in member countries.
 - f) To encourage entities from member countries to devote additional efforts to the training and development of human resources.
 - g) To prepare and keep an updated list of courses available at regional, sub-regional, and international telecommunication organizations.
 - h) To prepare and keep an updated list of international events related to telecommunication development and training of human resources.

- i) To request the Secretariat to publish in its website updated information on the activities of the Administration in its role of coordinator, its progress and the mentioned lists, trying to create links with the electronic sites of organizations and events listed.
 - j) To identify and promote training programs offered by operating companies and equipment manufacturers.
 - k) To steadily contribute to the establishment of a more direct relationship with international organizations capable of providing training to personnel of the CITEL member countries, particularly in the field of management, regulation and control of telecommunications
 - l) To administrate the surplus of the COM/CITEL Reserve Fund.
- 3. To request the Member States, to appoint an officer to liase with the Coordination Center. The liaison officer will identify unmet demand for training in his/her country, as well as supply of training courses if any.
 - 4. To conclude the activities of the Working Group on Human Resources Development.
 - 5. To derogate Resolutions COM/CITEL/RES.90 (VIII-99) and COM/CITEL / RES. 98 (IX-00).

INSTRUCTS THE EXECUTIVE SECRETARY:

To send the Administration of Ecuador, on behalf of COM/CITEL, a letter of recognition of the work carried out as chair of the Working Group on Human Resources Development.