

PCC.I/DEC. 312 (XXXVII-20)¹

IDENTIFYING TRAINING NEEDS OF MEMBER STATES FOR PROTECTING USER RIGHTS

The 37 Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

1. To invite member states to complete to the questionnaire attached as an annex to the present decision.
2. To request member states to forward the information listed in the annex to the Rapporteurs on Protecting Telecommunication Service Users, Mariella Seminario (mseminario@osiptel.gob.pe) and Ileana Gama (Ileana.gama@ift.org.mx), so that they can present the results of the consultation at the 38 Meeting of PCC.I.
3. To instruct the CITEL Secretariat to distribute the questionnaire to member states and set December 15, 2020 as the deadline for completing and returning it.

ANNEX TO DECISION OF PCC.I/DEC. 312 (XXXVII-20)

IDENTIFYING THE TRAINING NEEDS OF MEMBER STATES FOR PROTECTING USER RIGHTS

QUESTIONNAIRE

1. Do you have training programs for your staff on the regulatory framework for the protection of user rights? Please identify and describe them.
2. What issues do you give priority to in the training programs you are developing? Please provide details.
3. What issues do you believe are missing from the training program and that must be addressed? Please describe them.
4. Do you have specific training for your staff on services for persons with disabilities? Please describe.
5. Is training provided for addressing users who speak first-nation languages? Please describe.
6. Is training provided on the quality of user services? Please provide details.

¹ CCP.I-TIC/doc. 4992/20

7. In your training programs, are traineeships offered to staff from other institutions with regard to the protection of telecommunication service users? Please provide details.
8. In view of the current context of the COVID-19 pandemic, has consideration been given to providing some kind of specific training on how to use and/or develop digital tools or has this training already been provided?