



HYBRID LEARNING IMPLEMENTATION IN VTC MEDAN, INDONESIA



Muhammad Ali, S.S., M.A., Ph.D
Head of VTC Medan





About VTC Medan



1971



10.500 M2



Medan City, Indonesia



bbplkmedan.kemnaker.go.id



- Construction
- Tourism

Main Duty

- Training Development
- Empowerment
- Certification of workforce, instructor, and training staff

Function

- Program and Vocational Curriculum Development Center
- Training Module Development Center
- Vocational Instructure Training Center
- Training Equipment Development Center
- Vocational Development Innovation Center
- Vocational Training Organizer Development Center





About VTC Medan



1971



10.500 M2



Medan City, Indonesia



bbplkmedan.kemnaker.go.id



- Construction
- Tourism



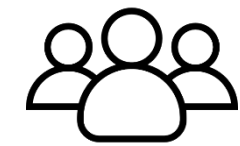
Instructors: 64 (Construction: 23, Tourism: 7, Others: 34)



Administration: 9



Training Organizer: 8

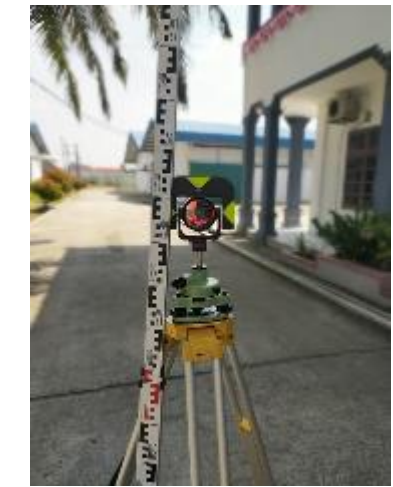


Program & Evaluation: 8





TRAINING FACILITIES | Construction Department





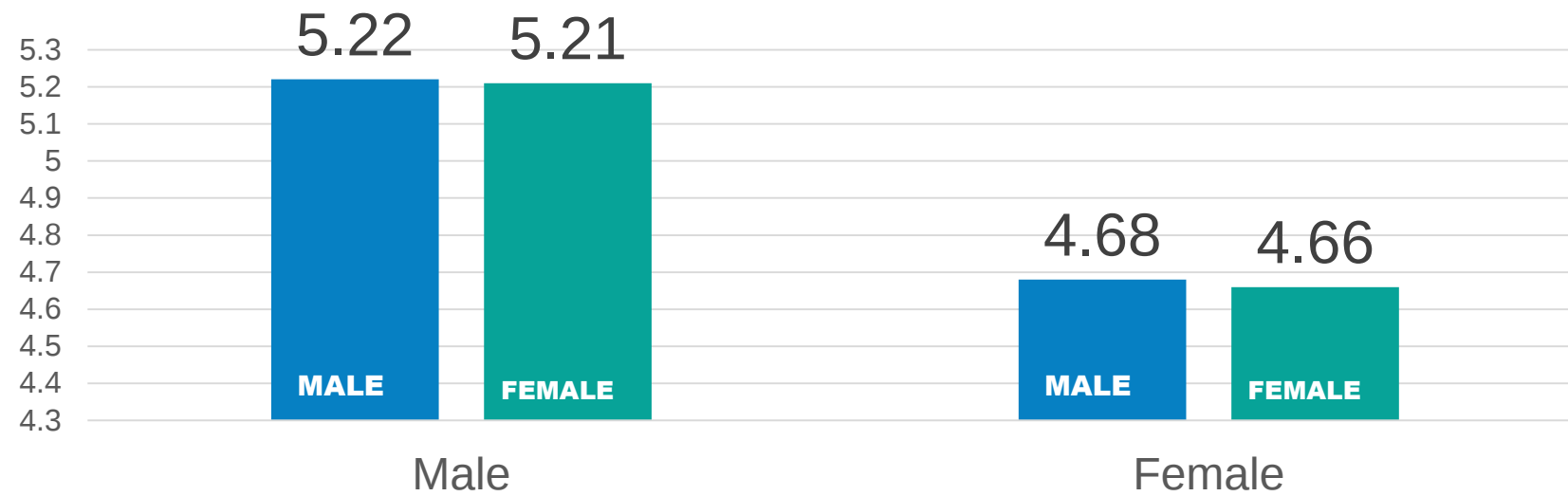
TRAINING FACILITIES | Tourism Department



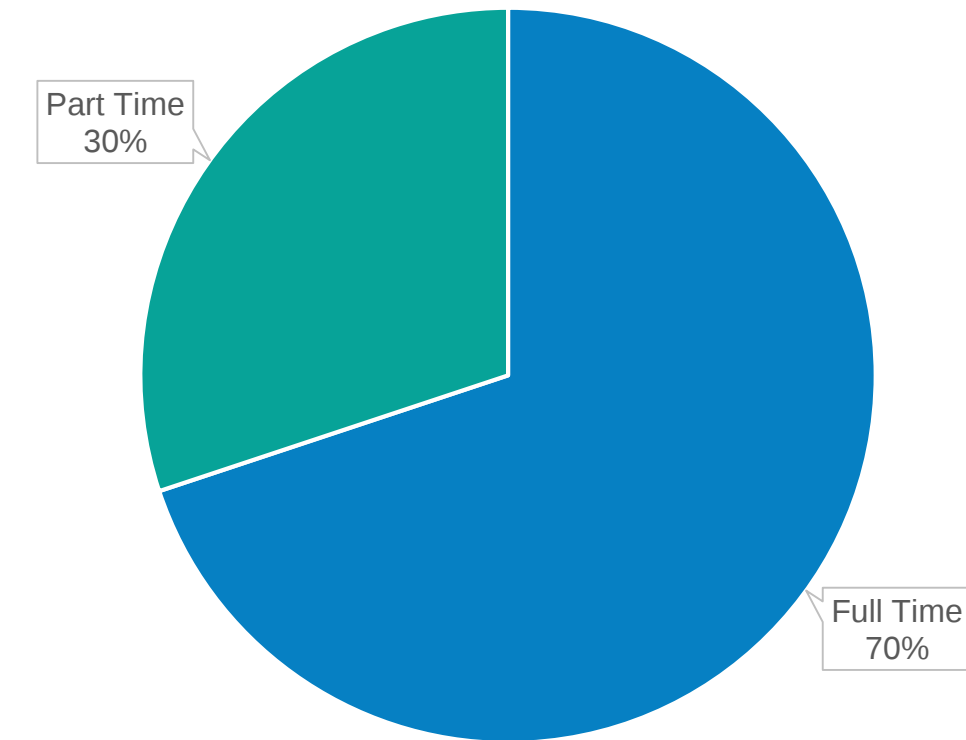


Indonesia Employees Data

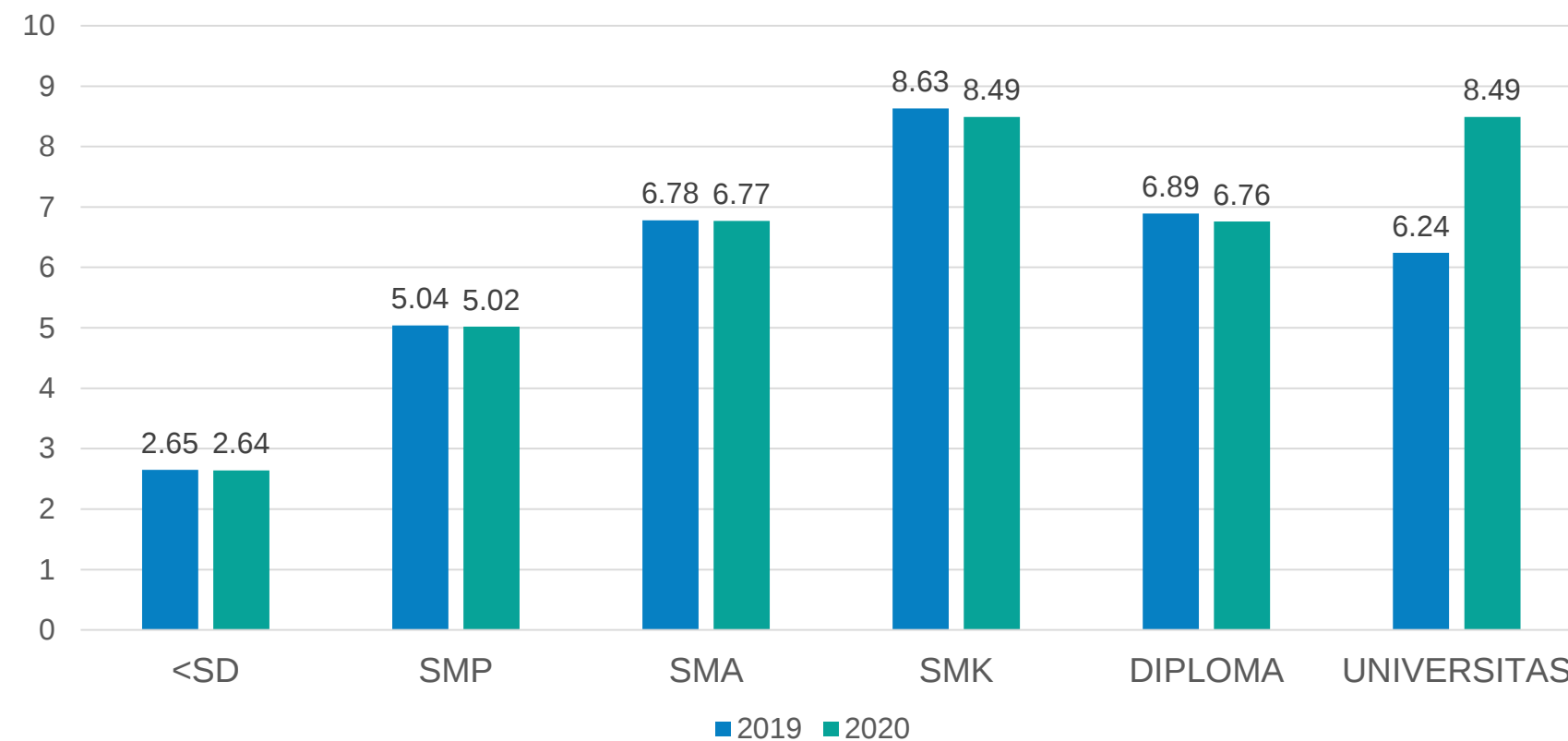
Comparison of Unemployment Rates
Based on Gender 2019 & 2020 (percentage)



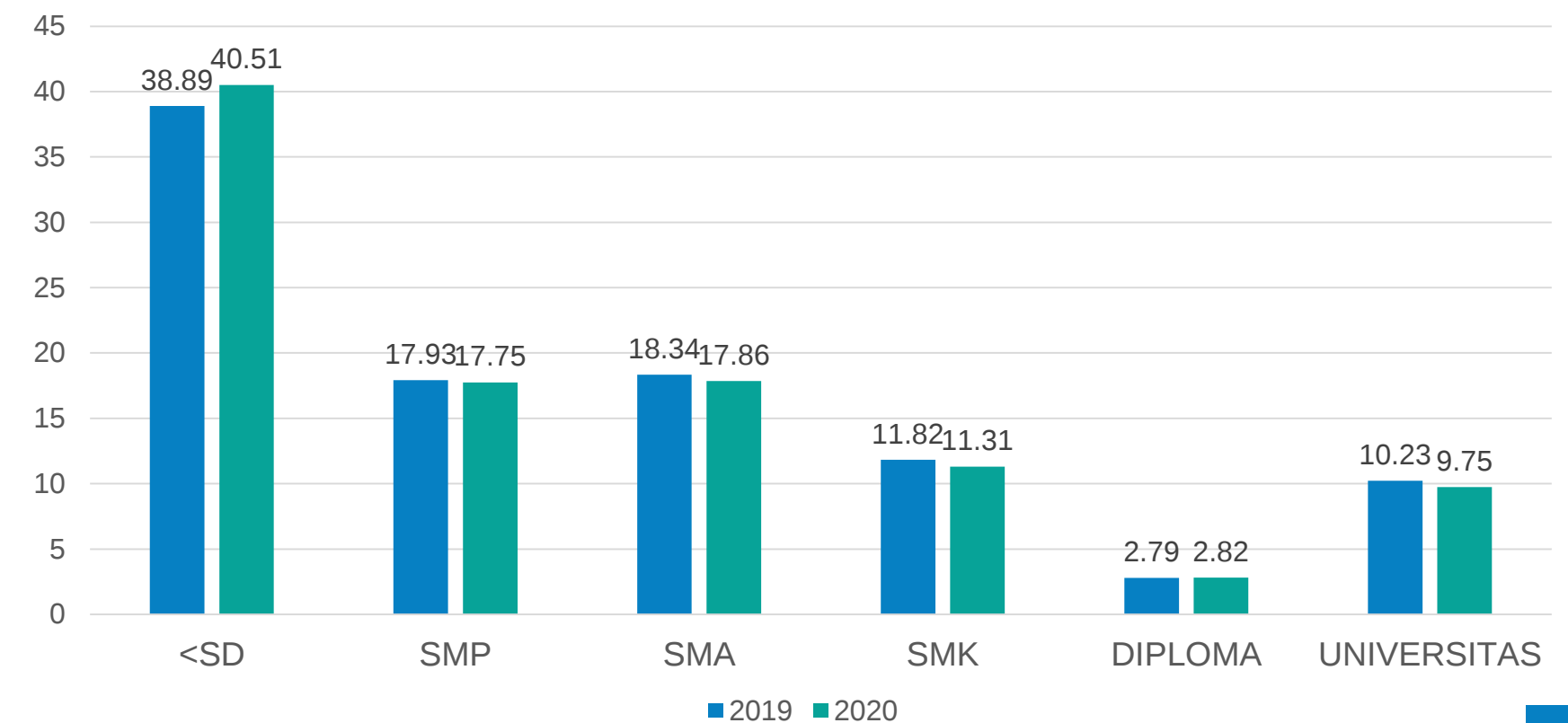
Workforce Based on Working Hour



Comparison of Unemployment Rates
Based on Educational Attainment 2019 & 2020 (percentage)

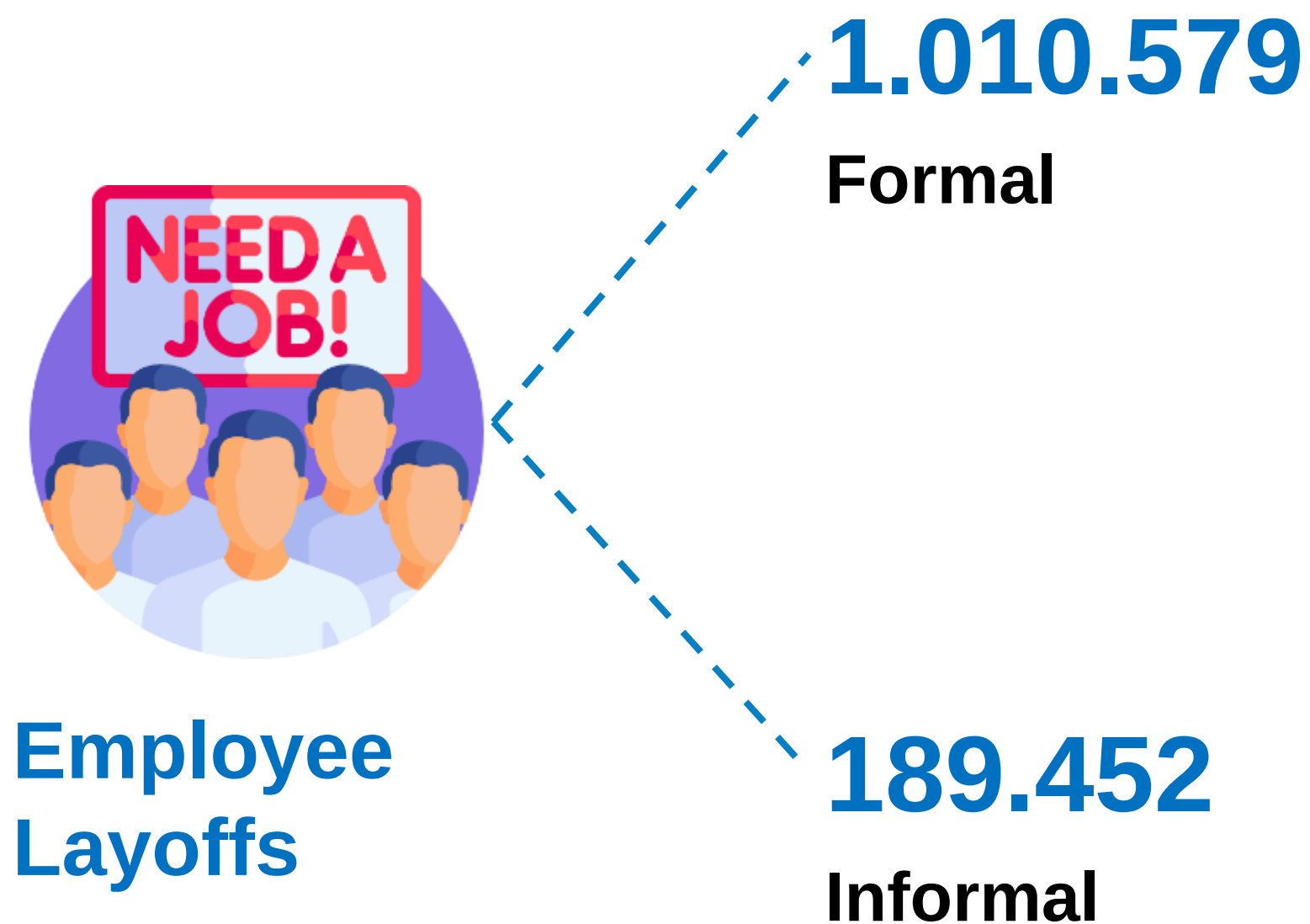


Employment Rates
Based on Educational Attainment 2019 & 2020 (percentage)





The Impact of Covid-19 on Workers



Source: Ministry of Manpower, April 2020

7 Government Responses



Economic Stimulus



Income Tax Incentives, Relaxation of Loan Payments, & Relaxation of Social Security Contribution



Social Safety Net for Informal Workers



Training Incentives through Pre-Employment Card Program



Expanding opportunities on cash-intensive labor program and Entrepreneurship



Protect Indonesian Migrant Workers



Provides Companies and Workers Guidelines

Source: Ministry of Manpower Indonesia



Types of Training in VTC Medan



**Job Seekers
Training**



**Instructure Basic
Training**



**Upgrading /
Upskilling**



**Competency Assessor
Training**



Training Staff Training

TYPES OF DELIVERY



Non-Boarding



Boarding



Mobile Training Unit



Online Training



Hybrid Learning

Training Capacity

2019: 11.184 participants

- **2.240 Internal Training**
- **4.080 UPTD**
- **4.864 BLK Komunitas**

Fostered Institutions

- **17 UPTD**
- **38 BLK Komunitas**



Implementation of Online Learning in VTC Medan



**HYBRID LEARNING
PROGRAM**



**PRE-EMPLOYMENT CARD
TRAINING PROGRAM**



Implementation of Online Learning in VTC Medan



PRE-EMPLOYMENT CARD
TRAINING PROGRAM

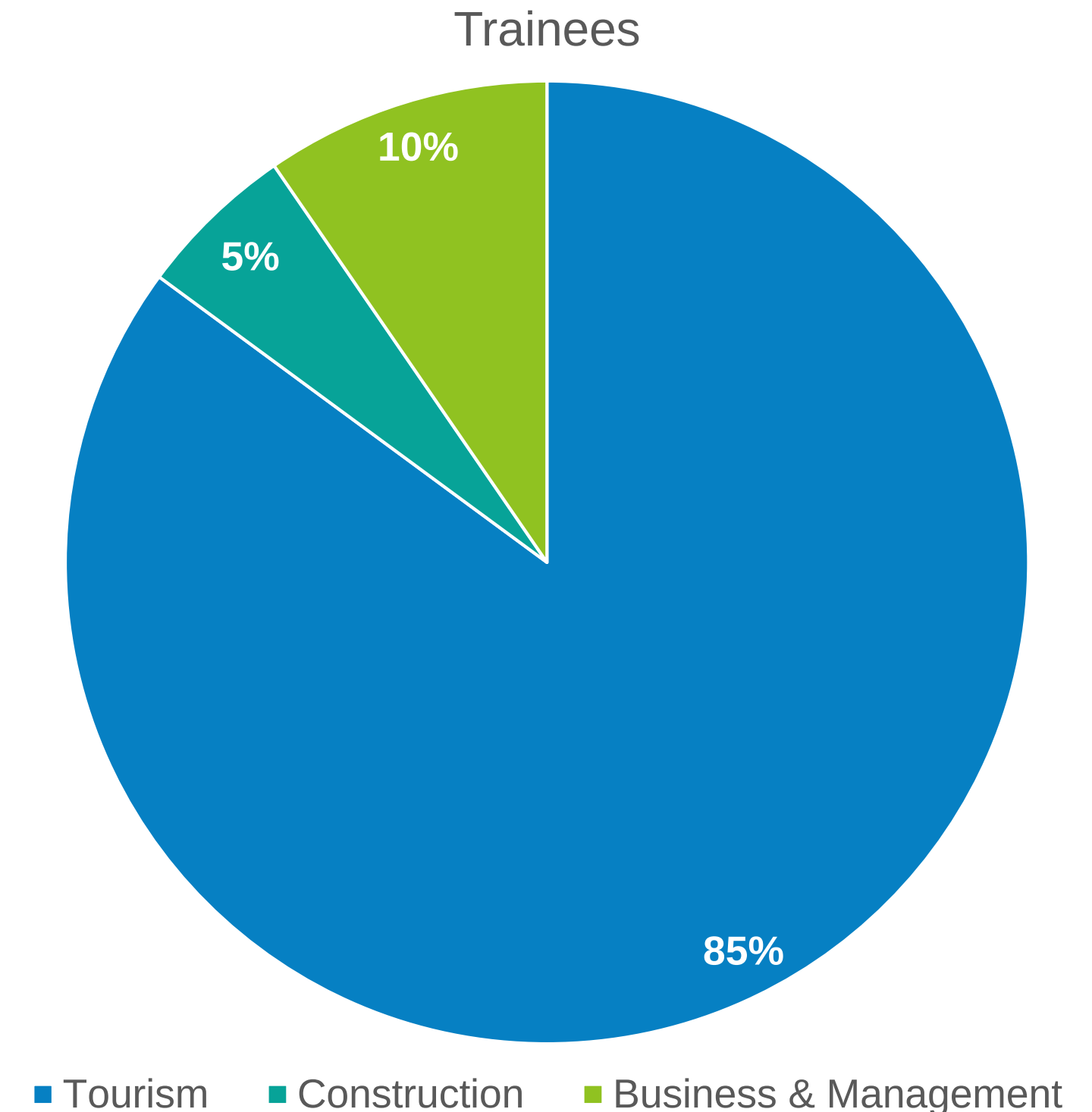


Pre-Employment Card Training Program in VTC Medan

Trainees: 2.504

Training Program:

- **Tourism:**
 - **Concierge: 450**
 - **Public Area Cleaner: 510**
 - **Receptionist: 510**
 - **Telephone Operator: 241**
 - **Room Attendant: 420**
- **Construction:**
 - **Interior Design: 133**
- **Business & Management**
 - **Content Writer: 120**
 - **Social Media Administrator: 120**





31 of 34 Provinces in Indonesia

Bali: 9	Nanggroe Aceh Darussalam (NAD): 37
Bangka Belitung: 7	Nusa Tenggara Barat (NTB): 109
Banten: 27	Nusa Tenggara Timur (NTT): 32
Bengkulu: 8	Riau: 23
DI Yogyakarta: 7	Sulawesi Barat: 1
DKI Jakarta: 88	Sulawesi Selatan: 42
Gorontalo: 11	Sulawesi Tengah: 7
Jambi: 14	Sulawesi Tenggara: 8
Jawa Barat: 106	Sulawesi Utara: 17
Jawa Tengah: 52	Sumatera Barat: 22
Jawa Timur: 69	Sumatera Selatan: 21
Kalimantan Barat: 20	Sumatera Utara: 974
Kalimantan Selatan: 15	
Kalimantan Tengah: 12	
Kalimantan Timur: 28	
Kalimantan Utara: 6	
Kepulauan Riau: 15	
Lampung: 11	
Maluku: 7	



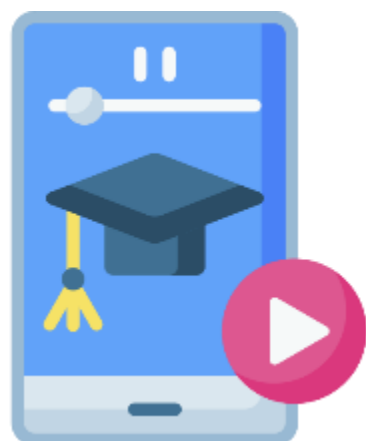
Implementation of Online Learning in VTC Medan



**HYBRID LEARNING
PROGRAM**



What is Hybrid Learning?



**ONLINE
TRAINING**



**OFFLINE
TRAINING**



Classical Training vs Hybrid Learning

CLASSICAL

Rp 139.590.000 ,-

- Recruitment
- Participants

Rp 50.000.000 ,-

- The cost of classical training: the same training hours with Hybrid Learning

Rp 32.000.000 ,-

Rp 9.600.000 ,-

Rp 133.217.777,8 ,-

Rp 364.407.777,80 ,-

Expenditures for official trips per
training package

Expenditures for materials per training package

Expenditures for Trainer from Hotel Industry (320
Training Hours
@ Rp 100.000)

Participants' equipment

Expenditures on consumption of participants

TOTAL COST

HYBRID

Rp 90.130.000 ,-

- Recruitment
- Opening
- Monitoring
- Closing
- Participants

Rp 4,000,000 ,-

- Internet assistance

Rp 32.000.000 ,-

Rp 9.600.000 ,-

Rp 1.120.000 ,-

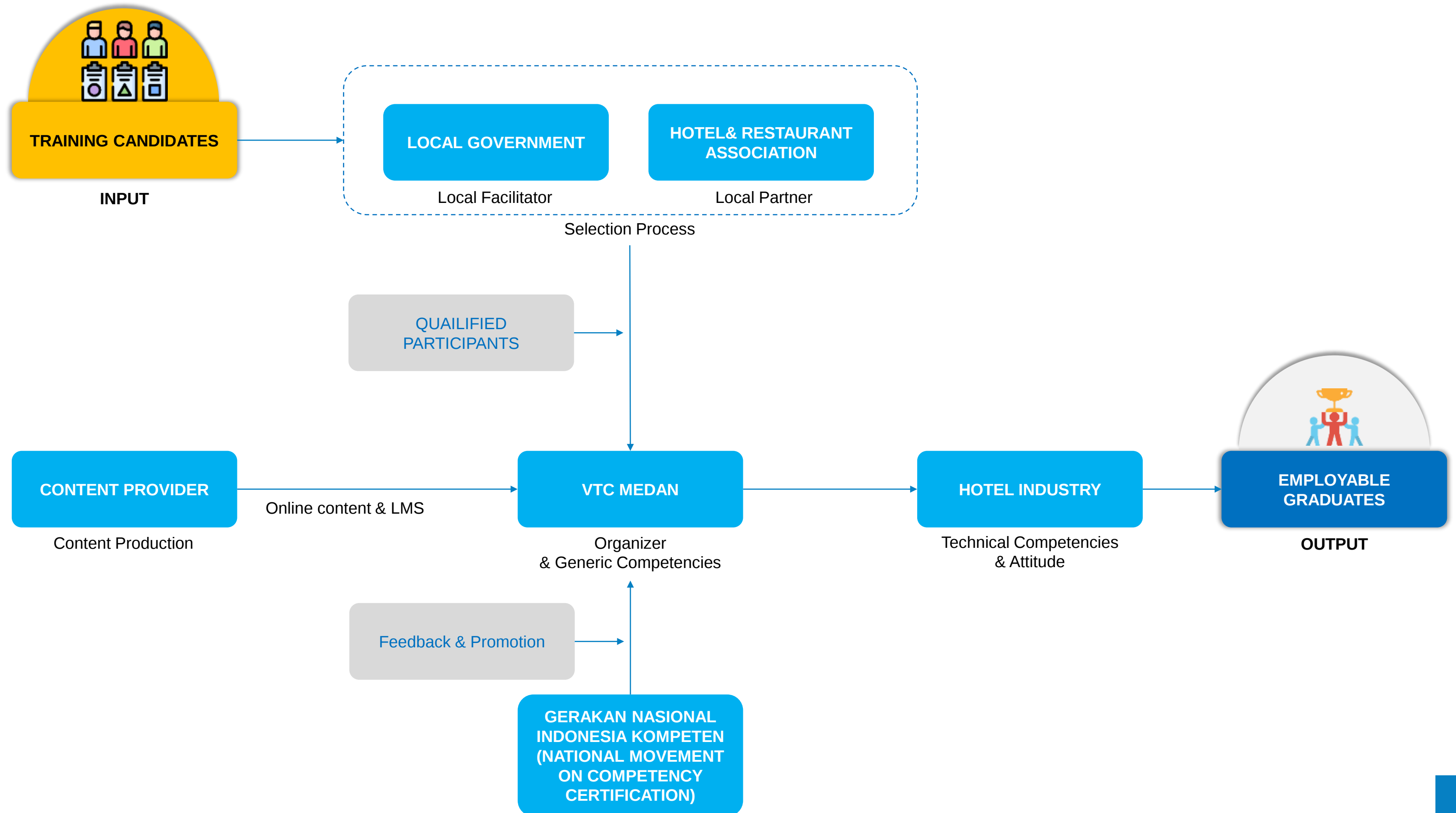
Rp 136.850.000 ,-

Budget Savings: 62.44%

Classical Training (16 participants): Hybrid Training (43 participants)



Hybrid Learning Model





Hybrid Learning Contents Structure

Types Of Contents:

- Videos
- HTML5
- Quiz



**Digital
Contents**

Types Of Delivery:

- Virtual Classroom
- Face to Face Facilitation



**Digital or
Face to Face
Interaction**

Types Of Delivery:

- Skill Training
- Role Play



**Practical
Session**

Types Of Delivery:

- Exam
- Observation



**Competency
Assessment**

Knowledge Transfer

- Attitude Transfer
- Knowledge Check

- Skill Transfer
- Enhanced Attitude

**Matching with Learning
Objective**



Hybrid Training Program



Front Office
(Receptionist)



Housekeeping
(Room Attendant)

SKKNI 145 / 2018



Online Training

80 Training Hours / 10 Working Days



Offline Training

320 Training Hours / 40 Working Days



Hybrid Training Program



Front Office (Receptionist)

Requirements:

- Must be at least 18 years old
- Physically and mentally healthy
- Be able to converse in English at a basic operational level
- Pass the interview from representative of hotel industry & instructors of BBPLK Medan

1. PROCESS RESERVATIONS
2. PROVIDE ACCOMMODATION RECEPTION SERVICE
3. MAINTENANCE OF FINANCIAL NOTES
4. PROCESS FINANCIAL TRANSACTIONS
5. COMMUNICATE THROUGH PHONE
6. COOPERATE WITH COLLEGES AND CUSTOMERS
7. WORK IN VARIOUS SOCIAL ENVIRONMENTS
8. FOLLOW THE HEALTH, SAFETY AND SECURITY PROCEDURE IN THE WORKPLACE
9. DEVELOP KNOWLEDGE OF THE HOSPITALITY INDUSTRY
10. RENEW LOCAL KNOWLEDGE
11. PROMOTE PRODUCTS AND SERVICES TO CUSTOMERS
12. HANDLE CONFLICT SITUATIONS
13. PROVIDE FIRST AID
14. IMPLEMENT THE ADMINISTRATION PROCEDURE
15. PREPARE FOR FINANCIAL STATEMENTS
16. USE ORAL LANGUAGE FOR NEGOTIATION OF COMPLEX EXCHANGE OF INFORMATION IN TYPES OF HOTEL AND RESTAURANT CONTEXT
17. COMMUNICATE ORAL IN ENGLISH ON THE BASIC OPERATIONAL LEVEL
18. DEVELOP SAFE ENVIRONMENTS FOR CHILDREN
19. BUILD AND MAINTAIN SAFE WORKPLACES
20. LOOK FOR AND GET COMPUTER DATA
21. OPERATE COMPUTER RESERVATION SYSTEM
22. PROCESS TRANSACTIONS FOR PURCHASE OF GOODS AND SERVICES



Housekeeping (Room Attendant)

1. COOPERATE WITH COLLEGES AND CUSTOMERS
2. FOLLOW THE HEALTH, SAFETY AND SECURITY PROCEDURE IN THE WORKPLACE
3. FOLLOW CLEANLINESS PROCEDURES IN THE WORKPLACE
4. CLEAN THE LOCATION / AREA AND KITCHEN EQUIPMENT
5. PROVIDE HOUSEKEEPING SERVICE TO GUEST
6. PREPARE ROOMS FOR GUESTS

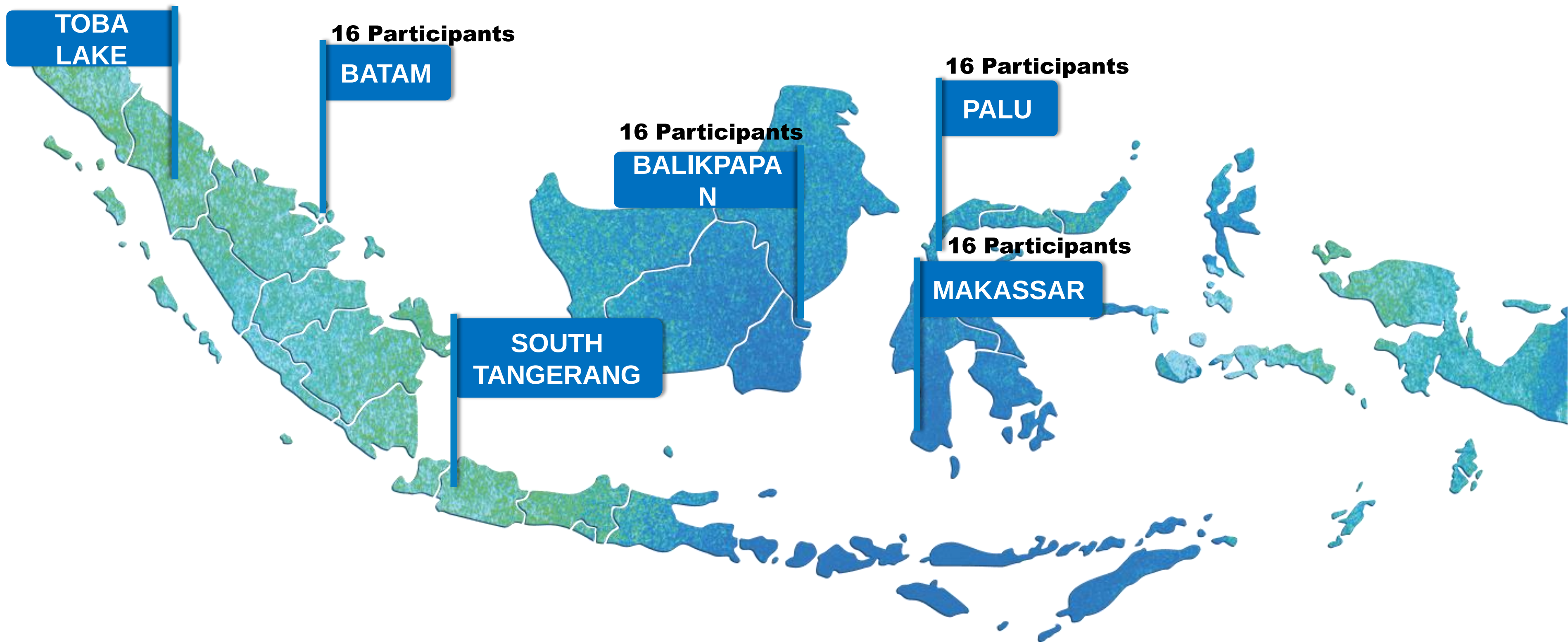
SKKNI 145 / 2018

Requirements:

- Must be at least 18 years old
- Physically and mentally healthy
- Pass the interview from representative of hotel industry & instructors of BBPLK Medan



Hybrid Training Pilot Projects





BALIKPAPAN (Front Office Hybrid Learning)

Online Training

100%

On The Job Training

50%



MAKASSAR (Front Office Hybrid Learning)

Online Learning

100%

On The Job Training

Waiting for Government Regulation on Hotel Operational



BATAM (Housekeeping Hybrid Learning)

Online Training

10%

On The Job Training



PALU (Housekeeping Hybrid Learning)

Online Learning

10%

On The Job Training

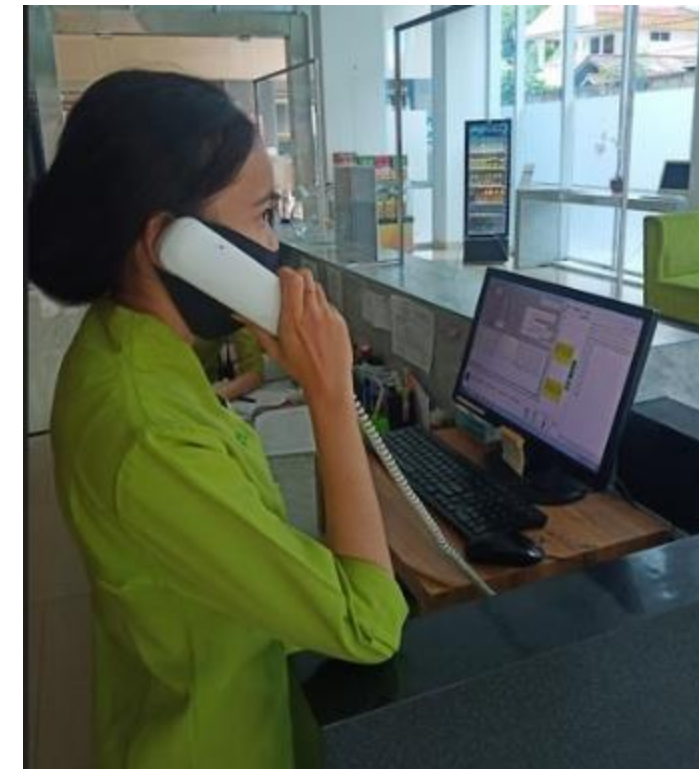
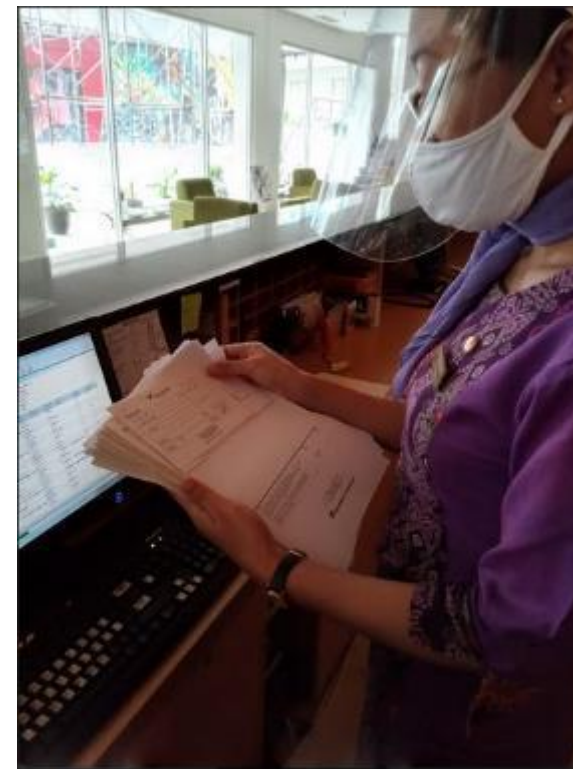


Learning Process

Online Training

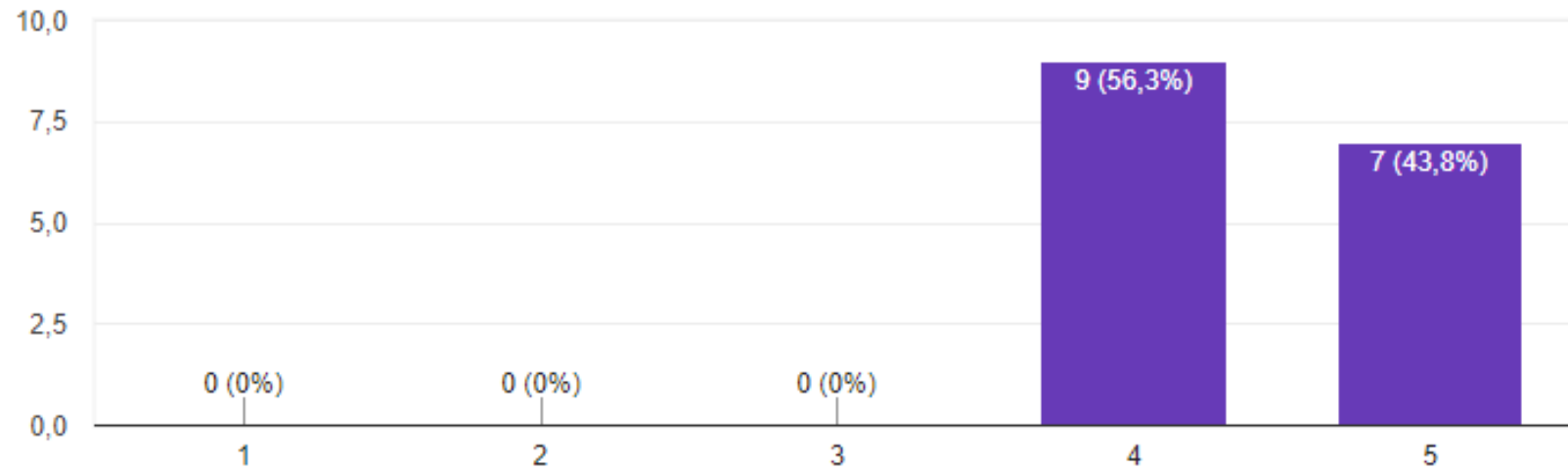


On The Job Training

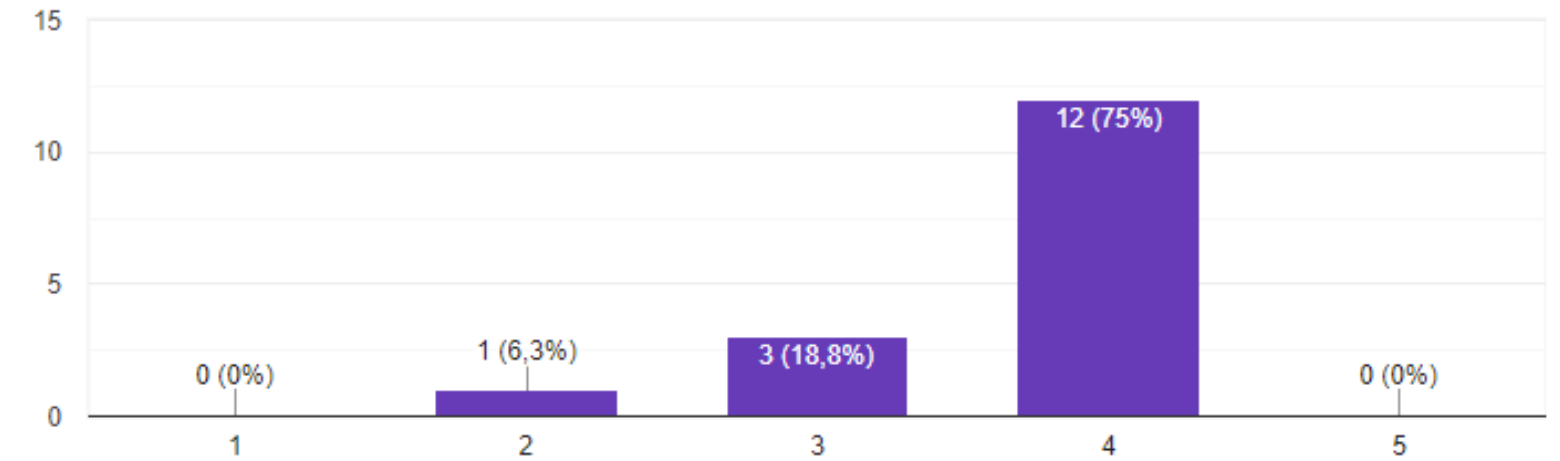




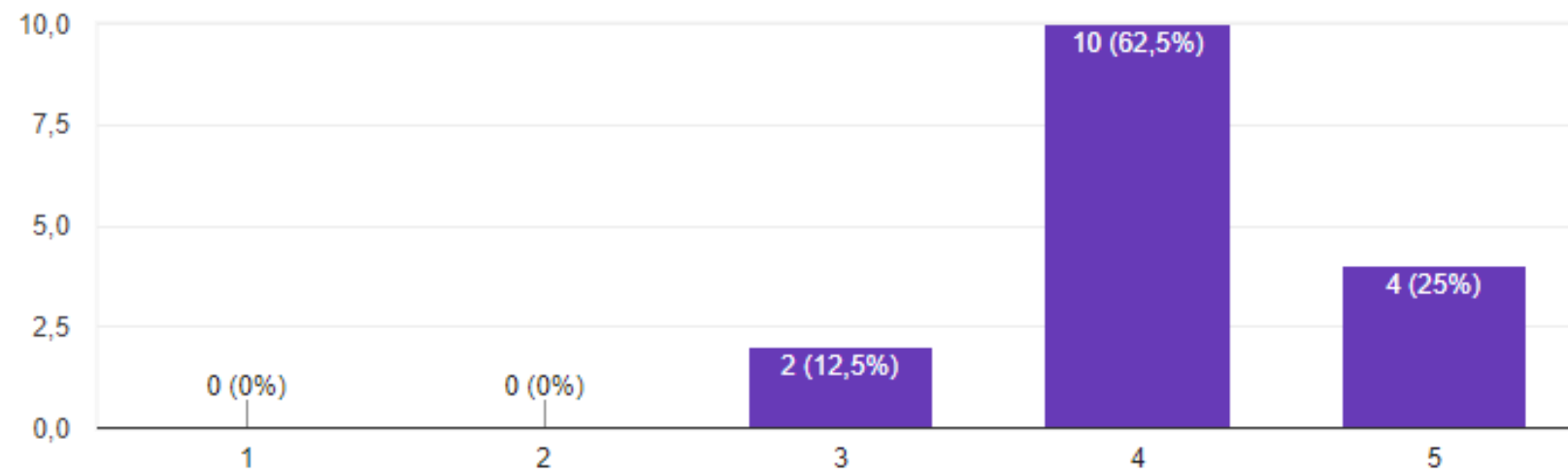
The materials distributed were helpful



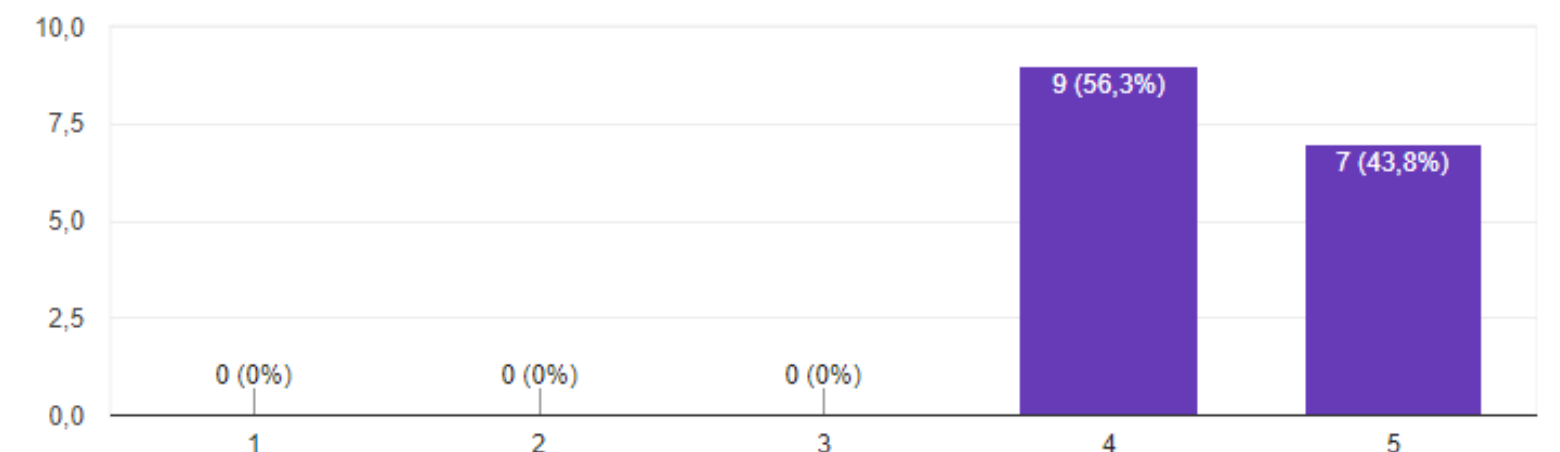
The digital platform provided good learning experience



Training staff was responsive

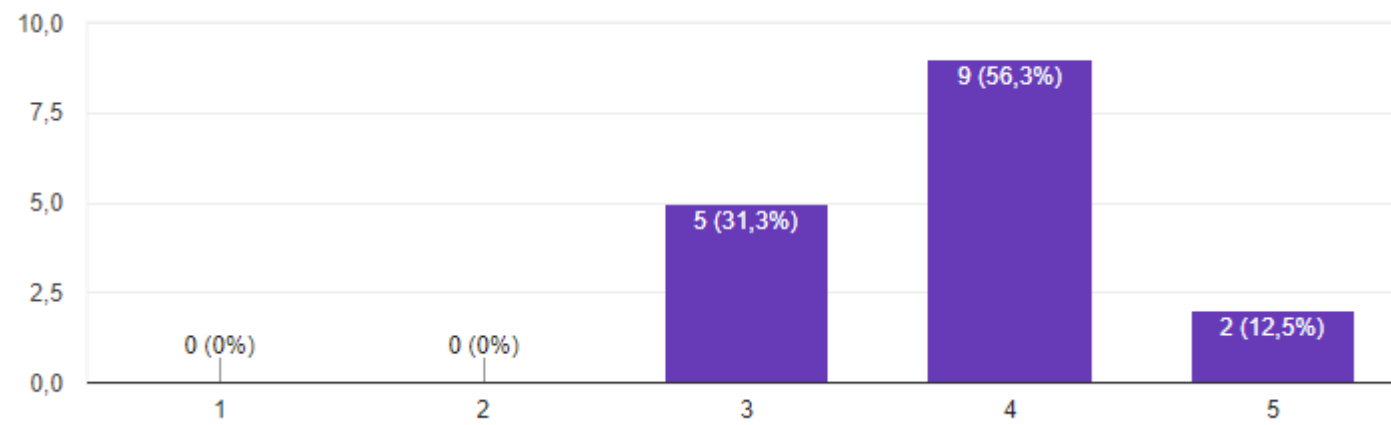


Time allocation was sufficient to learn all the materials given

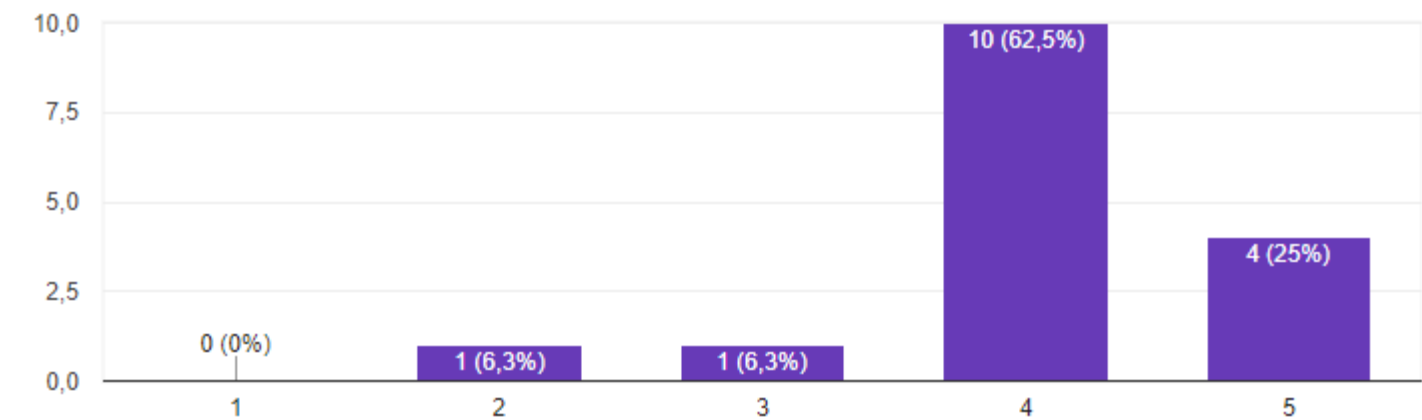




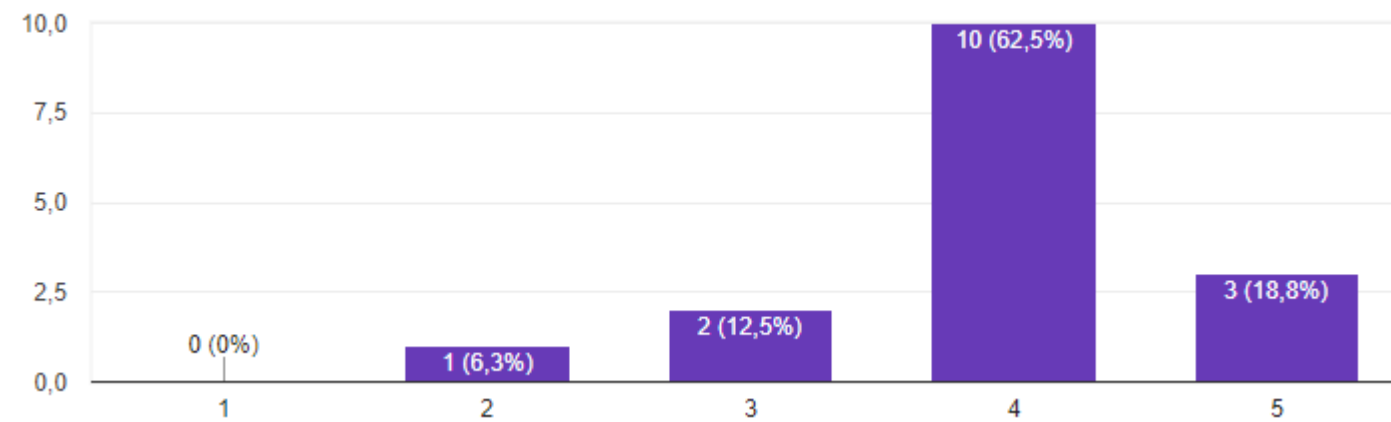
Instructure listened to the participants need



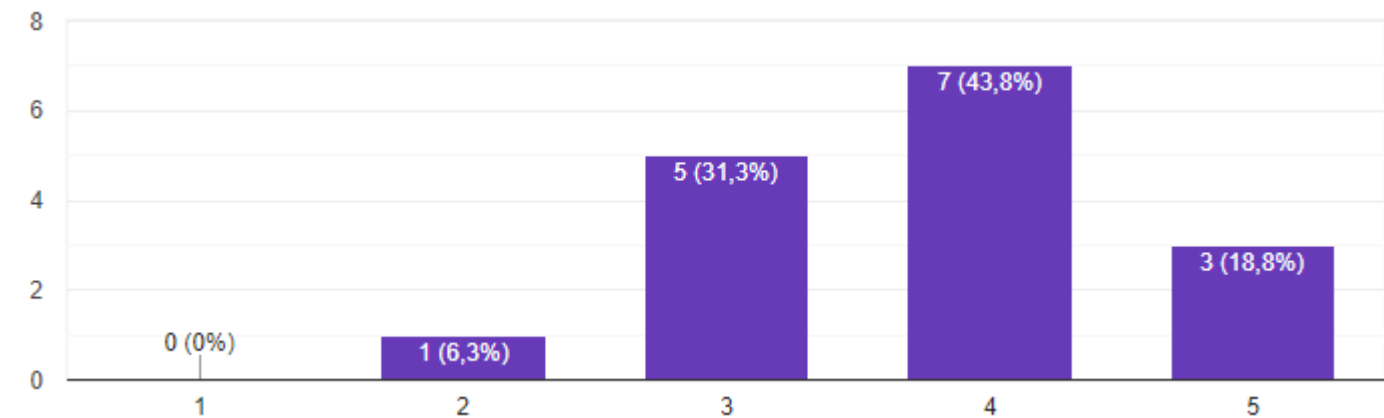
LMS provided engaging and fun learning process



Hybrid Learning Program was planned well



I am satisfied with Hybrid Learning experience





Challenges



TECHNICAL ISSUES

- Internet connection
- Devices problem
- Technology adaptation



COVID-19 PANDEMIC

- Delayed offline class
- Delayed OJT



PERSONAL PROBLEM

- Taking care of family member
- Got a job during online training



Online Learning in IMT-GT Working Group





Thank You