HYBRID LEARNING
IMPLEMENTATION
IN VTC MEDAN, INDONESIA

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Head of VTC Medan
About VTC Medan

1971
10.500 M2
Medan City, Indonesia
bbplkmedan.kemnaker.go.id

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

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10,500 M2
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• Construction
• Tourism

Instructors: 64 (Construction: 23, Tourism: 7, Others: 34)
Administration: 9
Training Organizer: 8
Program & Evaluation: 8
TRAINING FACILITIES | Tourism Department
Indonesia Employees Data

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

- Male: 5.22% (2019) vs. 5.21% (2020)
- Female: 4.68% (2019) vs. 4.66% (2020)

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

- <SD: 2.65% (2019) vs. 2.64% (2020)
- SMP: 5.04% (2019) vs. 5.02% (2020)
- SMA: 6.78% (2019) vs. 6.77% (2020)
- SMK: 8.63% (2019) vs. 8.49% (2020)
- DIPLOMA: 6.89% (2019) vs. 6.76% (2020)
- UNIVERSITAS: 6.24% (2019) vs. 8.49% (2020)

Workforce Based on Working Hour
- Full Time: 70%
- Part Time: 30%

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

- <SD: 38.89% (2019) vs. 40.51% (2020)
- SMP: 17.93% (2019) vs. 17.75% (2020)
- SMA: 18.34% (2019) vs. 17.86% (2020)
- SMK: 11.82% (2019) vs. 11.31% (2020)
- DIPLOMA: 2.79% (2019) vs. 2.82% (2020)
- UNIVERSITAS: 10.23% (2019) vs. 9.75% (2020)

Source: Official Statistics News No. 40/05/Th. XXIII
Covid-19: Impact and Government Responses

The Impact of Covid-19 on Workers

- **Formal:** 1,010,579 employees
- **Informal:** 189,452 employees

Employee Layoffs

7 Government Responses

1. **Economic Stimulus**
2. **Income Tax Incentives, Relaxation of Loan Payments, & Relaxation of Social Security Contribution**
3. **Social Safety Net for Informal Workers**
4. **Training Incentives through Pre-Employment Card Program**
5. **Expanding opportunities on cash-intensive labor program and Entrepreneurship**
6. **Protect Indonesian Migrant Workers**
7. **Provides Companies and Workers Guidelines**

Source: Ministry of Manpower, April 2020

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 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

Trainee Distribution:
- Tourism: 85%
- Construction: 10%
- Business & Management: 5%
### 31 of 34 Provinces in Indonesia

<table>
<thead>
<tr>
<th>Province</th>
<th>Number</th>
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<tbody>
<tr>
<td>Bali</td>
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<td>Bangka Belitung</td>
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<td>DI Yogyakarta</td>
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<td>DKI Jakarta</td>
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<td>Kalimantan Utara</td>
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<td>Kepulauan Riau</td>
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<table>
<thead>
<tr>
<th>Province</th>
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<td>Nanggrooe Aceh Darussalam (NAD)</td>
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What is Hybrid Learning?

ONLINE TRAINING

OFFLINE TRAINING
### Classical Training vs Hybrid Learning

<table>
<thead>
<tr>
<th></th>
<th>Classical</th>
<th>Hybrid</th>
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<tr>
<td>Expenditures for official trips per training package</td>
<td>Rp 139,590,000,-</td>
<td>Rp 90,130,000,-</td>
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<tr>
<td></td>
<td>- Recruitment</td>
<td>- Recruitment</td>
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<tr>
<td></td>
<td>- Participants</td>
<td>- Participants</td>
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<tr>
<td>Expenditures for materials per training package</td>
<td>Rp 50,000,000,-</td>
<td>Rp 4,000,000,-</td>
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<td></td>
<td>- The cost of classical training: the same training hours with Hybrid Learning</td>
<td>- Internet assistance</td>
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<tr>
<td>Expenditures for Trainer from Hotel Industry (320 training hours @ Rp 100,000)</td>
<td>Rp 32,000,000,-</td>
<td>Rp 32,000,000,-</td>
</tr>
<tr>
<td></td>
<td>- Participants</td>
<td>- Participants</td>
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<tr>
<td>Participants' equipment</td>
<td>Rp 9,600,000,-</td>
<td>Rp 9,600,000,-</td>
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<tr>
<td>Expenditures on consumption of participants</td>
<td>Rp 133,217,777,8,-</td>
<td>Rp 1,120,000,-</td>
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<tr>
<td></td>
<td>TOTAL COST</td>
<td>Rp 136,850,000,-</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Budget Savings: 62.44%</td>
</tr>
</tbody>
</table>

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

INPUT
TRAINING CANDIDATES

LOCAL GOVERNMENT
Local Facilitator

HOTEL & RESTAURANT ASSOCIATION
Local Partner

Selection Process

QUALIFIED PARTICIPANTS

CONTENT PROVIDER
Content Production

Online content & LMS

VTC MEDAN
Organizer
& Generic Competencies

HOTEL INDUSTRY
Technical Competencies
& Attitude

EMPLOYABLE GRADUATES
OUTPUT

GERAKAN NASIONAL INDONESIA KOMPETEN
(NATIONAL MOVEMENT ON COMPETENCY CERTIFICATION)

Feedback & Promotion
Hybrid Learning Contents Structure

Types Of Contents:
- Videos
- HTML5
- Quiz

Digital Contents

Knowledge Transfer

Types Of Delivery:
- Virtual Classroom
- Face to Face Facilitation

Digital or Face to Face Interaction

- Attitude Transfer
- Knowledge Check

Practical Session

- Skill Transfer
- Enhanced Attitude

Types Of Delivery:
- Exam
- Observation

Competency Assessment

Types Of Delivery:
- Skill Training
- Role Play

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

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

SKKNI 145 / 2018

Requirements:
• Must be at least 18 years old
• Physically and mentally healthy
• Be able Converse in English at a basic operational level
• Pass the interview from representative of hotel industry & instructors of BBPLK Medan
Hybrid Training Program

Housekeeping
(Room Attendant)

1. COOPERATE WITH COLLEGES AND CUSTOMERS
2. FOLLOW THE HEALTH, SAFETY AND SECURITY PROCEDURE IN THE WORKPLACE
3. FOLLOW CLEANLINAL 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
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
<table>
<thead>
<tr>
<th>Location</th>
<th>Training Method</th>
<th>Percentage</th>
<th>Training Type</th>
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</thead>
<tbody>
<tr>
<td>BATAM</td>
<td>Online Training</td>
<td>10%</td>
<td>On The Job Training</td>
</tr>
<tr>
<td>PALU</td>
<td>Online Learning</td>
<td>10%</td>
<td>On The Job Training</td>
</tr>
</tbody>
</table>
Learning Process

Online Training

On The Job Training
Evaluation

The materials distributed were helpful

Training staff was responsive

The digital platform provided good learning experience

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
Thank You