

Session 4.7: Mr. Godfrey Ngoboka

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- ◆ Ministry of Health
- ◆ Rwanda
- ◆ BIO
- ◆ Abstract
- ◆ Paper





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A sustainable CRVS eLearning course to upskill competencies of practitioners in the registration of vital events: Experiences from Rwanda

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Introduction 1/3

- ◆ The Civil registration system provides universal access to registration services of vital events.
- ◆ 166 million children under five in LMIC lack birth registration in 2019.
- ◆ Low birth registration of 56% and below 10% of death registration in Rwanda in 2018.
- ◆ Rwanda had 446 civil registration service points before 2020.

2/3

- ◆ CRVS legal review to decentralize and digitalize CRVS systems.
- ◆ Increased registration sites from 446 to 3,220 in the health sector and lower administration level.
- ◆ High demand for (re)training needs for all CRVS practitioners.
- ◆ Limited resources for (re)training of CRVS practitioners on new registration SOPs, regulations & digital registration system.



3/3

- ◆ The COVID-19 pandemic informed the government that eLearning approach can work in absence of in person training.
- ◆ As results, Government decided to adopt cost effective CRVS eLearning approach to (re)train the CRVS practitioners.
- ◆ We present the process for developing CRVS eLearning course, lessons learnt, challenges and best practices.

Methods 1/3

- ◆ Developed national CRVS training materials that covers:
 - ◆ Background and important of CRVS system
 - ◆ CRVS regulatory framework
 - ◆ SOPs for registration of vital events &
 - ◆ Registration of vital events in the digital CRVS system.
- ◆ Hiring eLearning expert and professional graphic design company to pursue:
 - ◆ Pedagogical review of CRVS training materials
 - ◆ Co-design of engaging activities
 - ◆ Graphic design/Narration/Voice-Over
 - ◆ Conversion of modules into SCORM format
 - ◆ Upload the course on LMS platform

2/3

- ◆ Translation of final CRVS eLearning course into local language.
- ◆ Review translation with CRVS technical team and feedback to translator.
- ◆ Narration and voiceover in both languages.
- ◆ Review circle of the draft eLearning course with local CRVS technical teams & experts.
- ◆ Piloting self-pace CRVS eLearning course with practitioners from Health sector, Sector, and Cell.

3/3

- ◆ Validation and launch of the eLearning course.
- ◆ Issue Ministerial circular to all relevant cadres to pursue CRVS eLearning course as mandatory required Continuous professional development (CPD) credits.
- ◆ CRVS technical team provides regular technical support to practitioners.
- ◆ Monitor the uptake of CRVS eLearning course and share quarterly results to CRVS Steering committee.

Results

- ◆ Collected all CRVS training materials which included in the eLearning course.
- ◆ Developed the CRVS eLearning course by engaging relevant stakeholders.
- ◆ Uploaded the course at LMS platform of MINALOC for user access.
- ◆ Issued Ministerial circular as a requirement for practitioners to take the course as part of CPD credits.
- ◆ Over 900/3,220 practitioners are enrolled and over 320 completed the course.

Enablers for the CRVS eLearning course

- ◆ Availability of infrastructures and high-level penetration of ICT services.
- ◆ CRVS governance & Coordination structures from central to sub-national.
- ◆ Political will and leadership support to strengthen CRVS system;
- ◆ Technical and financial supports from partners eg Vital strategies/Bloomberg D4H, WB, GFF, UN bodies.

Discussion and Conclusion

- ◆ CRVS eLearning course can be re-adjusted to meet country context.
- ◆ Cost effective and sustainable approach for re-training of CRVS practitioners.
- ◆ Require strong political support and buy-in.
- ◆ Functional Governance and coordination structures in place to provide oversight.
- ◆ Engagement of relevant partners for technical and financial support.