WIPO Academy
IP eLearning Section

Internal Oversight Division
Pre-Evaluation Review

IOD Ref: EVAL 2024-04
Date: August 29, 2024

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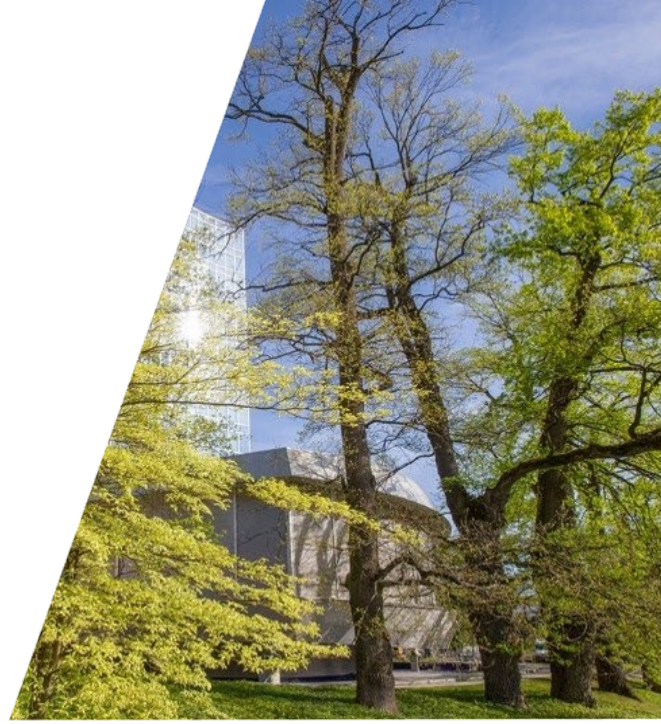

The **2024 Oversight Annual Workplan** included the evaluability review of the WIPO Academy Distance Learning (DL) Program, now referred to as WIPO IP eLearning Section.

The WIPO Academy has been offering worldwide access to IP eLearning Section courses that have progressively covered all aspects of Intellectual Property (IP) since 1999. Both general and tutor-led advanced courses have been offered in more than ten languages to professionals and those new to the field (students, teachers, young professionals, government officials, judges, lawyers, creators, small and medium entrepreneurs, researchers, scientists, and engineers). These include hybrid, executive, and certification courses that set out to educate and reinforce specific knowledge and skill sets. The Academy further assists national IP offices and universities who wish to create localized IP training content by customizing courses.

Through its work, the WIPO Academy contributes to the WIPO MTSP 2022-2026, Strategic Pillar 4, which aims to support governments, enterprises, communities, and individuals in using IP as a tool for growth and sustainable development. The IP eLearning Section's direct contribution is to increase access to IP knowledge and skills in all member States.

The pre-evaluation review aimed to understand the activities that inform the IP eLearning Section and the related verifiable data available. The review, therefore, focused on:

- Target audience of the IP eLearning Section courses;
- Procedure for Course Development;
- Engagement Processes of Experts and Tutors;
- Scholarship Procedures;
- Statistics of participants (2020-2024); and
- Impact of IP eLearning Section on developing economies and transitional economies as per WIPO Academy mandate.

WIPO Academy Total Allocated 2024 -2025 Biennium

CHF 7,587,000

Source: Regional and National Development Sector Workplan Summary Report

Areas covered in the pre-assessment

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WIPO Academy Overview

The Academy is WIPO's core entity for the delivery of IP education, training, and human capacity-building services, particularly for developing countries, least **developed countries (LDCs), and countries with economies in transition.**

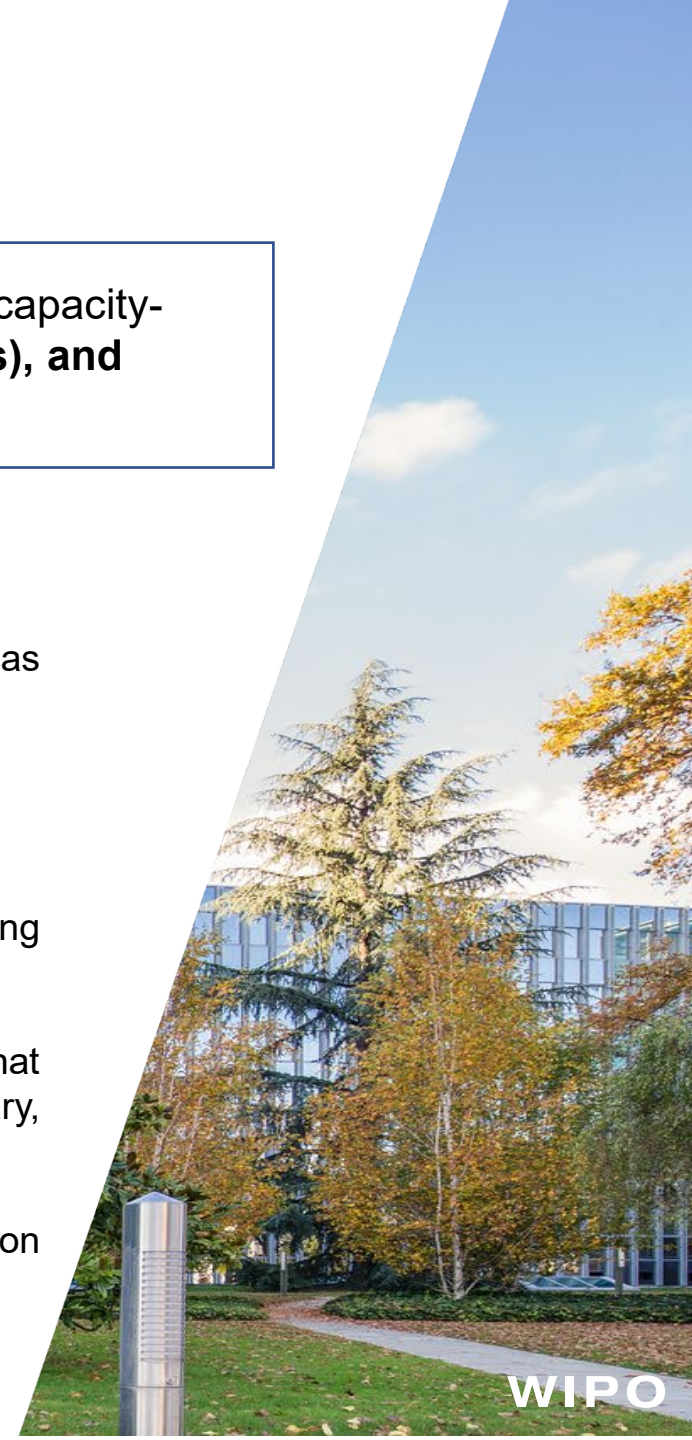
The Academy conducts three programs:

- WIPO IP eLearning Section (previously referred to as Distance Learning Program);
- WIPO Academic Institutions and Executive Program (before March 15, 2024, this was known as the Professional Development Program) which includes WIPO Summer Schools; and
- IP Training Institutions.

The IP eLearning Section's role is to be:

- The primary provider of online, blended, and face-to-face learning for IP education and training services to Member States;
- The coordinating entity in WIPO for IP education, training, and human capacity-building to ensure that IP education and training services delivered to Member States are harmonized, complementary, cohesive, and cost-efficient, aligned with national needs and priorities.
- The in-house center of excellence for research and development of new IP training and education technologies, e.g., the "digital tutor" project.

Reference Document: Office instruction No. 08/2018 The WIPO Academy: mandate, Role and IP Education and Training Services.



IP eLearning Section

IP eLearning Section Overview

The IP eLearning Section has been delivering **general and advanced** training courses, accessible worldwide, in over 10 languages covering all **IP aspects** since 1999.

- Between January to May 2024, IP eLearning Section offered 218 courses (166 Advanced and 53 General).
- **Languages:** IP eLearning courses are offered in more than 10 languages: Arabic, Chinese, French, English, Spanish, Russian, Portuguese, German, Japanese and Korean.
- IP eLearning courses are offered in two components:
  - **General Courses** that focus on theoretical knowledge across a broad spectrum of IP topics, emphasizing understanding the legal frameworks (self-study); and
  - **Advanced Courses** that provide specialized training and validate specific IP-related skills. Most include hands-on mentoring or tutorials.
- **Target Audience:** IP professionals, government officers, and employees of IP offices (lawyers, patent agents, artists, performers, economists, journalists, entrepreneurs, business owners, and university students).

Positive Increase:

IP E-learning courses are available in an extra 13 languages:
Albanian, Bulgarian, Croatian, Georgian, Khmer, Latvian, Lithuanian, Mongolian, Romanian, Slovak, Thai, Uzbek, and Vietnamese.

With ongoing development for the following 10:
Amharic, Farsi, Bahasa (Indonesia), Tajik, Ukrainian, Kyrgyz, Urdu, Laotian, Turkish & Khmer.

+13 Extra Languages

+10 Languages in the process of development

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Course Content Development Phases

01 Criteria for New courses

1.1 Course offerings are determined by a need that is based on any of the following factors:

- Director General Requests.
- Member State Requests.
- Substantive Sector Requests.
- Outcomes of Developmental Agenda (DA) Projects.
- Topical Focus on WIPO-specific areas, e.g., IP and Sports, AI and IP, and Finance.
- Signing into force of new treaties.

1.2. Organize in-person or virtual meetings.

1.3 Discussions with Management and Memo to Management.

02 Official Requests from Stakeholders

2. 1 Requests are received by WIPO via note verbale, letters, or emails.

2.2 A memo is drafted and sent to the Executive Director of WIPO Academy.

2.3 Information required for new courses:

- Name of course.
- Course description.
- Target audience.
- Eligibility.
- Duration of the course.
- Course Fees.
- Level of course – general/advanced/specialized.
- Language
- Details of recommended experts to tutor.
- Details on publishing announcement.
- Course administration.
- Launch date (s).
- Pilot Session.
- Regular Offering.

03 Expert Engagement

3.1 Experts are identified from recommendations made by:

- Management
- Substantive WIPO Sectors and regional divisions.
- Past collaborations with relevant expertise.
- Academy's IP Experts database.
- WIPO partner institutions.

Experts are engaged for course design and development.

Initial meetings are scheduled with all recommended individuals to confirm their availability, validate their expertise, and assess their course development or training proposals.

3.2 A Memo with Terms of Reference (TOR) is circulated for approval by:

- Executive Director of WIPO Academy;
- Relevant substantive WIPO Sectors.

3. 3 Framework agreements with Tutors. Details are forwarded to the Central Services Division (CSD).

04 Course Planning, Development and Progress

4.1 The Course outline is drafted and agreed upon.

Reference Documents: DL Guide for Authors & WIPO Academy Instructional Design Guide.

The Academy uses the Bloom Taxonomy, a learner-centered approach.

4.2 Benchmarking of resources, WIPO publications, and background material are made available for authors.

4.3 Content is created in the pedagogically approved format.

The IP eLearning administration provides an in-house support team/ pedagogist.

4.4. Follow-up meetings are scheduled with substantive team experts.

05 Course Production & Animation

5.1 Engage animators/ instructional designers.

Select the appropriate format of the course.

5.2 Visual Story Boards (VSB)

VSB is prepared and circulated for comments to the team.

5.3 Animation.

Animation is prepared upon feedback to VSBs.

5.4 Review of content.

5.5 Proofreading.

5.6 Translation into UN languages.

The Academy can also initiate a selection process and recruit experts using its e-system. Central Services Division is involved in the contracting stage.

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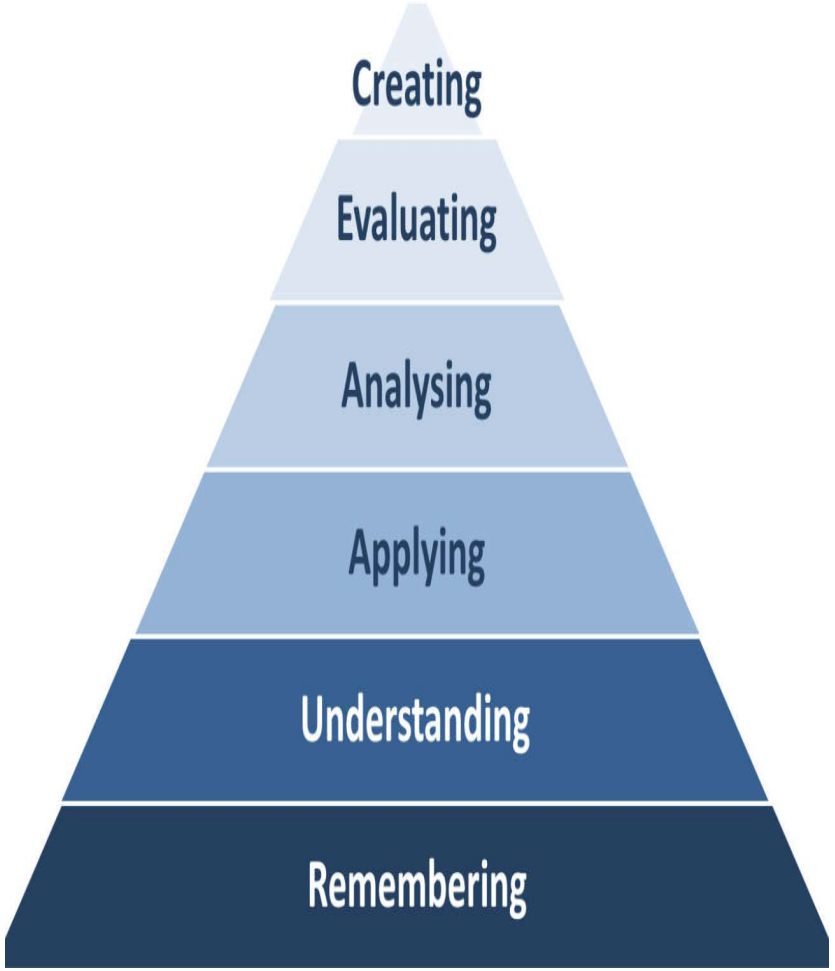
Course Design: Bloom Taxonomy



The academy utilizes Bloom's Taxonomy to support experts in determining the cognitive levels of learning (basic to higher-order thinking) that the course should achieve and crafting appropriate, specific, and measurable course learning outcomes.

- **Creating**: The ability to generate new ideas, products, or ways of viewing things. Examples: Designing, constructing, planning, producing, inventing.
- **Evaluating**: The ability to make judgments based on criteria and standards. Examples: Critiquing, judging, assessing, evaluating, and supporting.
- **Analyzing**: The ability to break information into parts to explore understandings and relationships. Examples: Comparing, contrasting, organizing, deconstructing, categorizing.
- **Applying**: The ability to use information in new situations. Examples: Using, executing, implementing, demonstrating, solving.
- **Understanding**: The ability to explain ideas or concepts. Examples: Summarizing, explaining, interpreting, paraphrasing, discussing.
- **Remembering**: The ability to recall or recognize specific information. Examples: Listing, defining, describing, identifying, naming.

Reference Document: WIPO Academy Instructional Design Guide for Writing an Online Learning Course available at https://shorturl.at/fBBTL.

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Course Customization

Customized Courses are courses developed for a specific country upon official request by the Member State or national IP office to the Academy.

- The Academy currently offers forty-one (41) customized courses for 22 countries and the Andean Community (Bolivia, Colombia, Ecuador, and Peru).

- These countries are Albania, Brazil, Bulgaria, Cambodia, China, Colombia, Croatia, Cuba, Egypt, Georgia, Latvia, Moldova, Mongolia, Oman, Romania, Russia, Saudi Arabia, Slovakia, Republic, Thailand, Tunisia, Uzbekistan, and Vietnam and the Andean Community.

- Course customization is a collaborative process between the WIPO Academy, the customizer who proposes the national IP expert, and the relevant WIPO Regional Division.

- In National IP offices, the customization process is initiated either or through:
  - Official exchange of letters.
  - Signed Memorandum of understanding.

- **Experts:** Selected by the customizing country and vetted by the WIPO Regional Divisions and WIPO Head of IP Learning.

- Translation to non-UN languages is handled by translation companies or translators hired by the requesting Member States. Funding depends on the Academy's project allocation and prioritization, determined by the Head of the IP e-learning Section and the Executive Director. The WIPO Language Division is informed and vets companies.

- **Responsible parties**: Member-State, Regional Divisions, Translation Service, and the Academy.

19 Member States customization projects are in progress or being initiated:

Albania, Cabo Verde, Ethiopia, Georgia, Iran, Kyrgyz Republic, Lao PDR, Lithuania, Mongolia, Nigeria, Pakistan, Philippines, Rwanda, Saudi Arabia, Tajikistan, Tanzania, Türkiye, Ukraine, and Vietnam.

Five member states: Cuba, Indonesia, Syria, Thailand, and Trinidad and Tobago and the Andean community have demonstrated interest in customization projects.

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Course Customization Process Cont'd

01

Initiation
An official request is submitted by the requesting Member State to the Executive Director, WIPO Academy, and after consideration, a positive reply is sent.

02

Introduction
A meeting is held with the requesting Member State, where WIPO procedures are explained.

03

Expert Identification
Experts are identified and consulted. Customization training documents are shared.

04

Outline
An outline of the proposed customized content is prepared.

05

Engagement
Internal Memorandum on expert(s) engagement + ToR are approved by relevant WIPO Divisions. Experts are engaged in the customization process.

06

Workspace
A shared workspace is made available on the Academy's eLearning platform to share customization documents, original course content, customized content reviews, and final versions.

07

Submission
The customized content is submitted.

08

Validation
The content is validated by the Academy and/or an external expert.

09

Training
Local teams are trained in course administration and tutoring by an expert and the IP e-Learning section.

10

Pilot Launch
A trial run of the course is launched.

11

Official Launch
The course is officially launched.

✓

Funding is based on the Academy's budget allocation for customization and prioritization of projects based on demand

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Course Customization Process (Translation) Cont'd

01

Initiation
An official request is submitted by the requesting Member State to the Executive Director, WIPO Academy, and after consideration, a positive reply is sent.

02

Quotation
Quotations for the translation are provided to the Academy by the requesting Member State.

03

Internal Procedure
WIPO's internal procedures are followed (Internal Memorandum approved + Purchase order or ICS depending on whether the translator is a company or an individual contractor.

04

Workspace
A shared workspace is made available on the Academy's eLearning platform to share original course content, translated documents, and validated final versions.

05

Launch
Translation begins.

06

Finalization
The translation is finalized.

07

Validation
The member State validates the translated content.

08

Training
Local administration and tutor teams are trained by the expert and the IP E-learning section.

09

Pilot Launch
A trial run of the translated course is launched.

10

Official Launch
The translated course is officially launched.

11

KPIs
Key performance indicators are monitored.

✓

PROCEDURES CLEAR!

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Course Revisions

- The Academy Administration initiates reviews in two forms:
  - **Minor revisions** - occur regularly based on student feedback and tutor reports;
  - **Major revisions** – occur every four to five years following consultation and assessment with WIPO substantive Sectors and IP eLearning Section tutor teams.

- During reviewing periods, a course can be excluded from the annual offering of courses for in-depth review.

- There have been twelve (12) major and eleven (11) minor reviews in the last four years *(See **Annex 2**).*

- Some courses are currently being planned for review in light of Artificial Intelligence (AI) developments, namely:
  - DLJTIP: General Course on Intellectual Property for Judges
  - DL-302- Advanced Course on Trademarks, Industrial Designs and Geographical Indications
  - DL-318 - Patent information search.
  - DL-511 - Software licensing, including open source.
  - DL-320 - Basics of Patent drafting.
  - DL-450 - IP Management.

- All IP eLearning Section courses are undergoing pre-assessment to determine the scope of revisions needed in 2024-2025 in light of the “Treaty on Intellectual Property, Genetic Resources, and Associated Traditional Knowledge” adopted in May 2024, and the upcoming Diplomatic Conference in November 2024 to conclude and adopt a “Design Law Treaty.”

- **Costs:** Collectively funded by the substantive WIPO Sectors and WIPO Academy.

Engagement Process: Experts

Experts engaged in course design and development are practitioners in IP law or innovation management and pedagogy.

Engagement:

- The Academy engages known or recommended experts utilizing the Organization's Framework Agreement method for greater agility compared to Request for Quote (RFQ) processes.
- Initial meetings are scheduled with all recommended individuals to confirm their availability, validate their expertise, and assess their proposals for course development or training.

Professional Background:

- Experts are qualified in various IP areas that include copyright, trade secrets, patents, trademarks, IP compliance and audit, IP finance and tax benefits, IP and sustainable development goals, geographical indications, industrial designs, Madrid & Hague systems, inventions, IP education, traditional knowledge, etc.
- From January 2019 to May 2024, the Academy hosted 433 experts from eighty-four (84) countries on a virtual platform.
- **Qualifications:** Advanced master's Degree (Master's or PhD) in IP Law and Innovation or practical public or private sector experience in IP Law, Innovation, IP administration/prosecution, or national policy development.

RISK OF CONTINUOUS ENGAGEMENT OF EXPERTS WITHIN THE NETWORK, THEREBY REDUCING CHANCES OF ENGAGING NEW TALENTED PROFESSIONALS WHO ARE NOT YET WELL-CONNECTED.

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Engagement Process: Tutors

Tutors are practitioners in IP law or innovation management and pedagogy (teaching training, practice, administration, business, and policy development). They are members of universities, IP institutions, academies, and professional associations.

- Tutors are engaged in teaching and training.
- Tutors are proposed by other WIPO specialized Sectors, such as the Regional and National Development Sector, treaty administration areas, Sector Leads, and IP offices, upon request of the IP e-learning Section of the WIPO Academy.
- **Engagement:**
  - Tutors are first given access to the course on the eLearning Platform as guests for the session and asked to become active tutors in the next session.
  - Tutors are engaged twice a year for approximately 20-30 working days using the WIPO Office Instruction No.03/2024 Policy on Individual Contractor Services (ICS) for a five-year ICS contract (Framework Agreement).
- **Remuneration:** The average fee paid for a tutor is 6000 to 9000 CHF annually.
- The total number of currently engaged tutors for 2024 (Jan-May 30, 2024) is **132.**
- **Eligibility:** Advanced master's Degree (Master's or PhD) in IP law and innovation or practical public or private sector experience in IP law, innovation, IP administration/prosecution, or national policy development.
- **Performance Review:** Based on deliverables by a team composed of the tutor administrator (hired expert), course administrators (a member of the IP e-learning section assigned by the Head, IP e-learning), substantive WIPO Sector, and e-learning Training Manager conducts the review.
- Since 2020, the Academy indicated having completed **126** formal evaluations.

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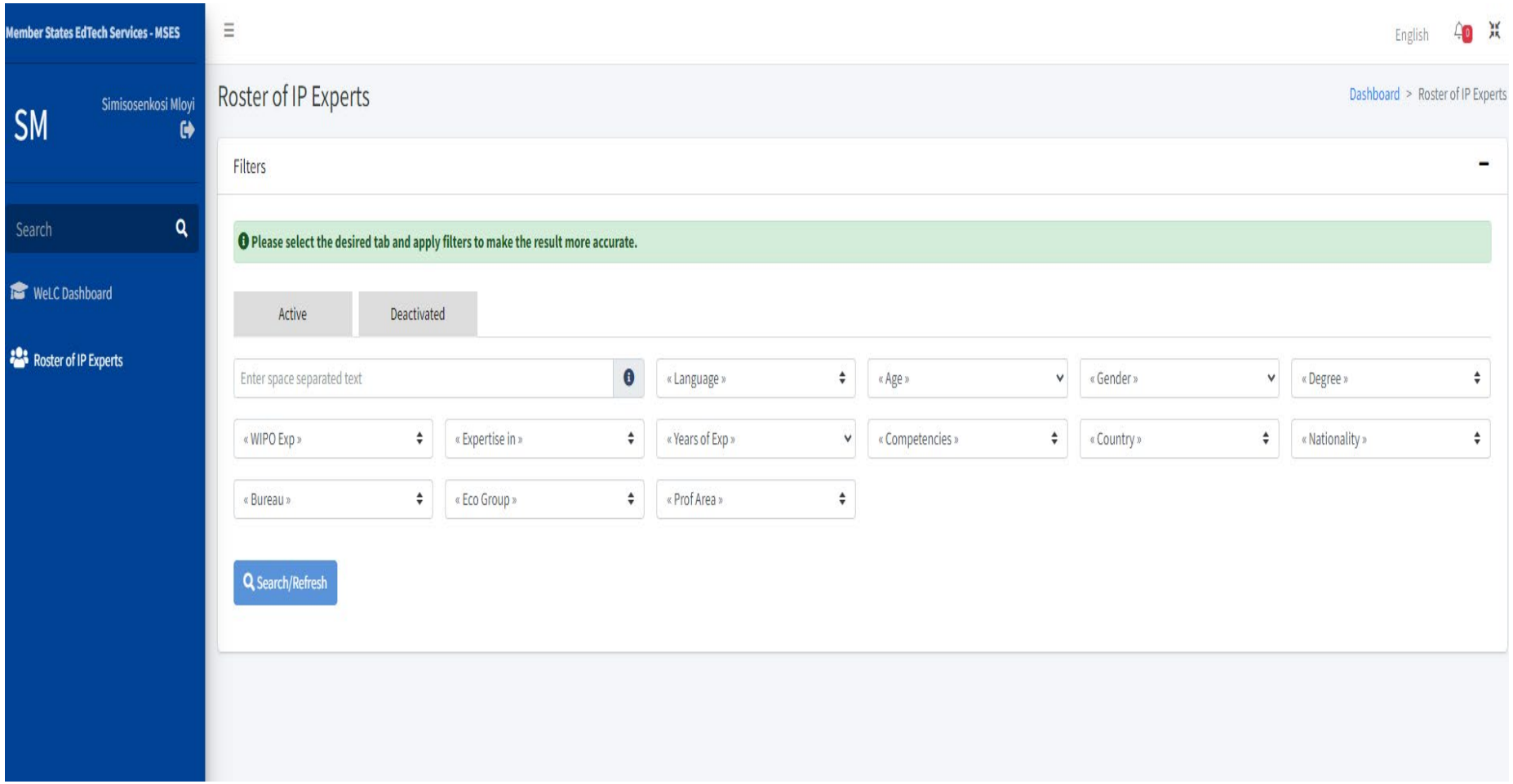
IP Experts Roster Main Menu



THE IP EXPERTS' REGISTRATION SERVES AS A ROSTER FOR EXPERTS IN IP AND EDUCATIONS AND IS ACCESSIBLE BY INVITATION RECEIVED FROM THE WIPO ACADEMY PROGRAMS.

Figure 1: IP Experts Roster interface
Source: WIPO Academy IP Experts Roster.

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IP Experts Roster: Analysis by Country Representation

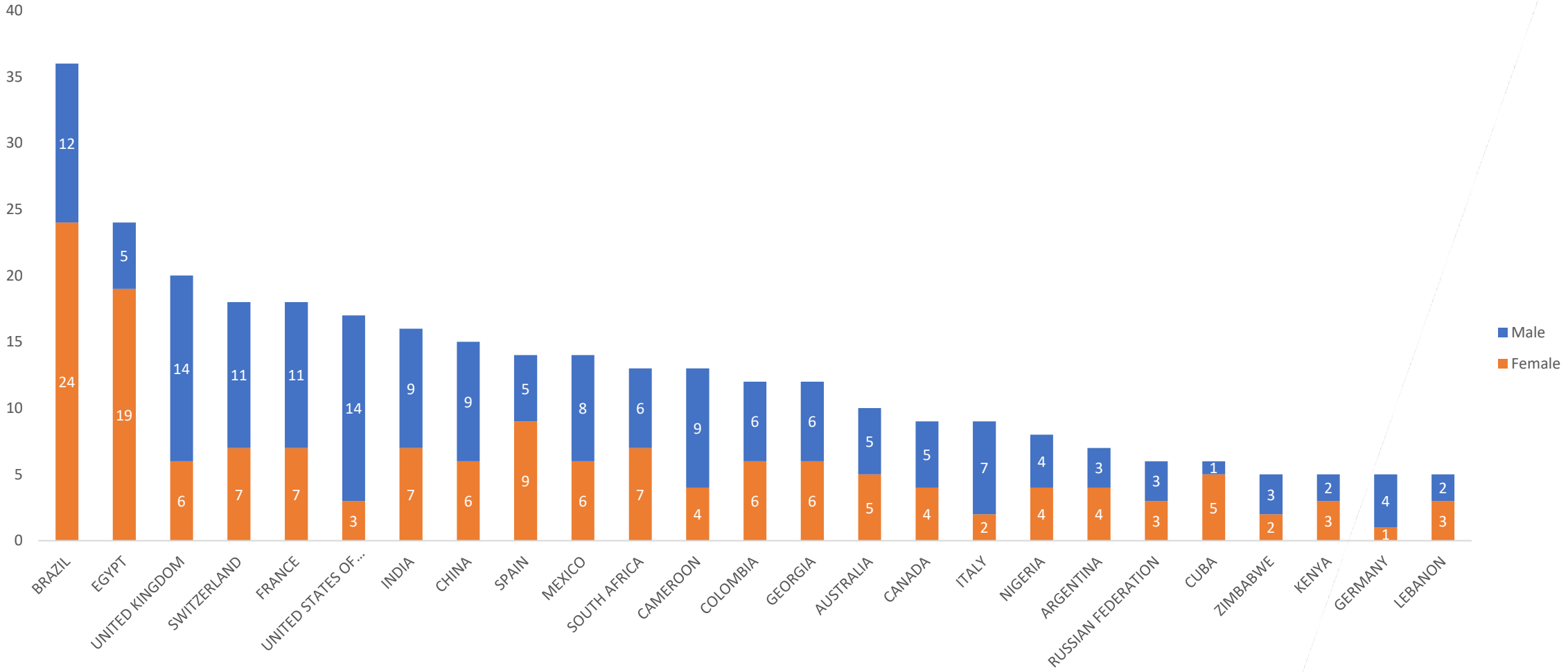

Figure 2 illustrates the history of representation by country for the top 25 out of 84 countries in 2019 – May 2024.

IP Experts Roster: Analysis by Professional Area and Assignment

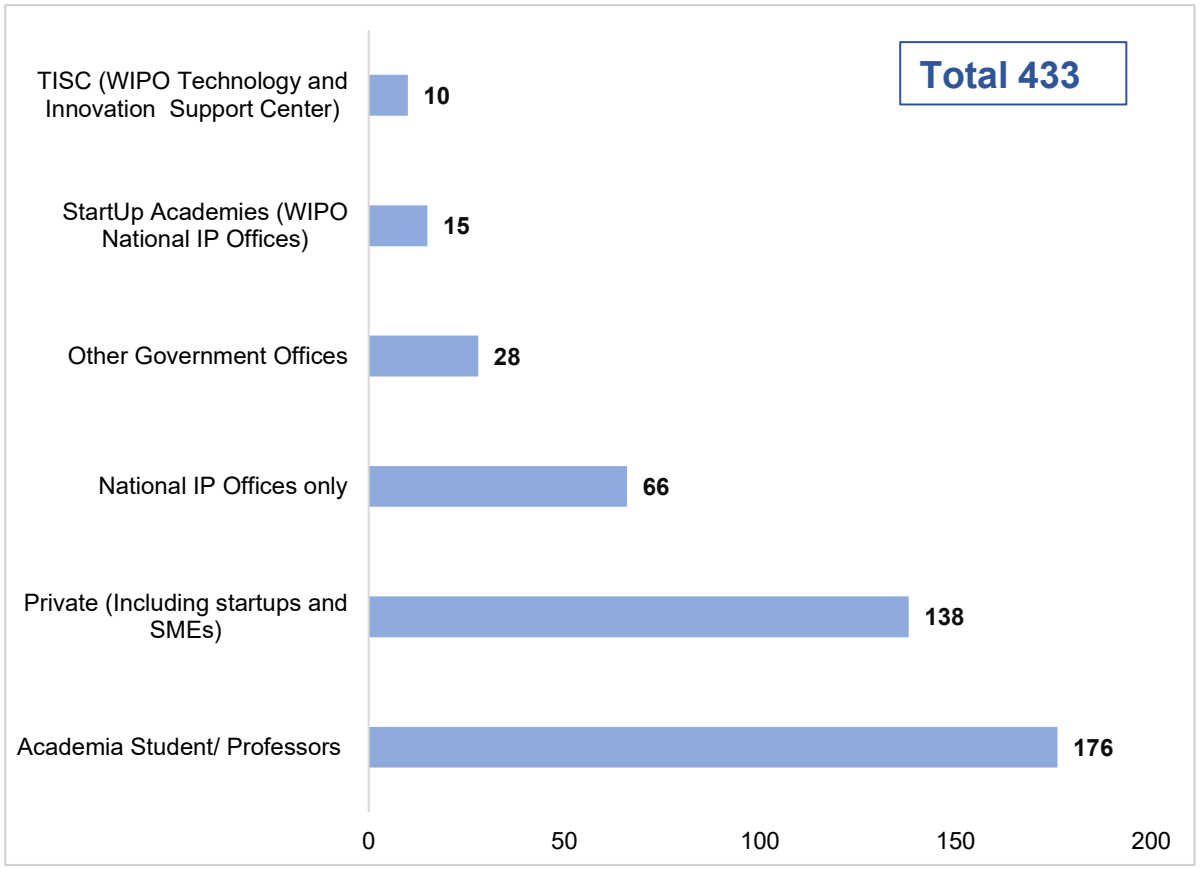

Figure 3 illustrates the professional areas of the 433 IP experts in 2019 – May 2024

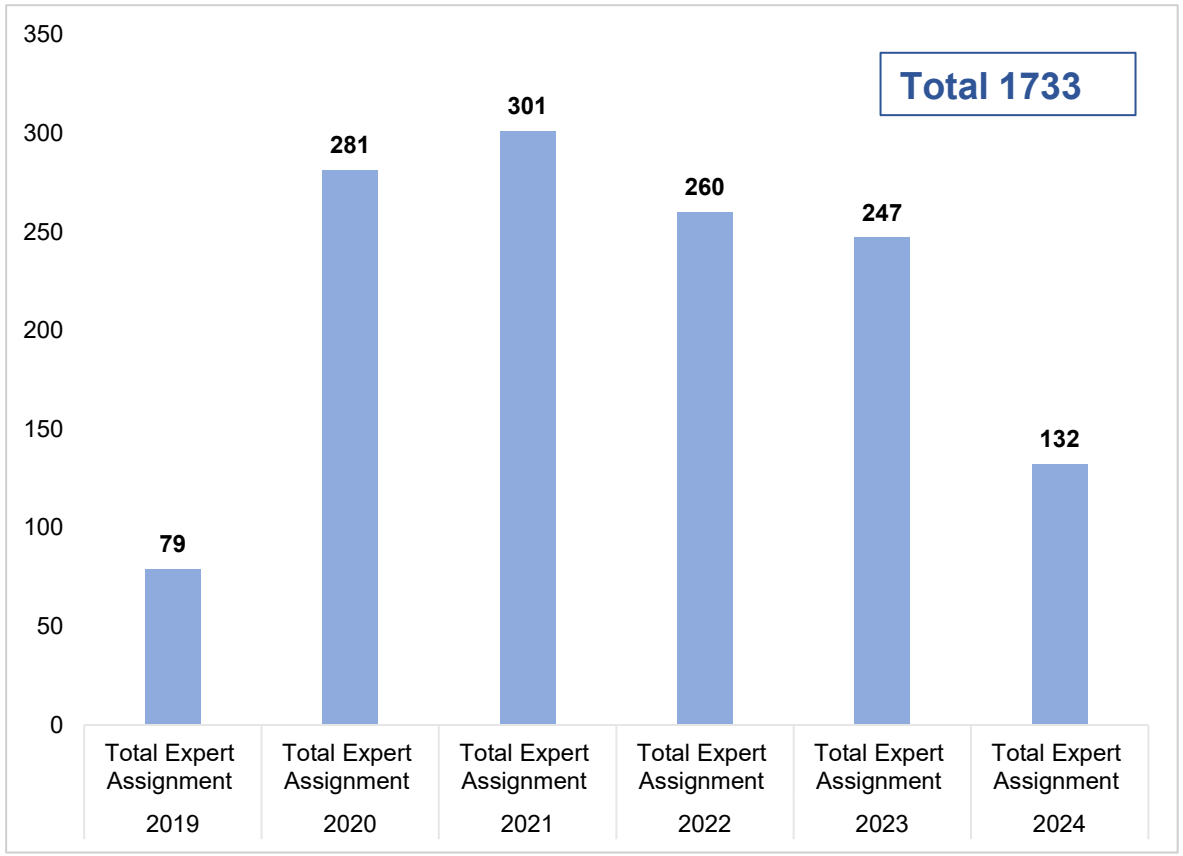

Figure 4 illustrates the total number of assignments completed by IP Experts in 2019 – May 2024.

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IP Experts Roster: Analysis by Economic Group and Region

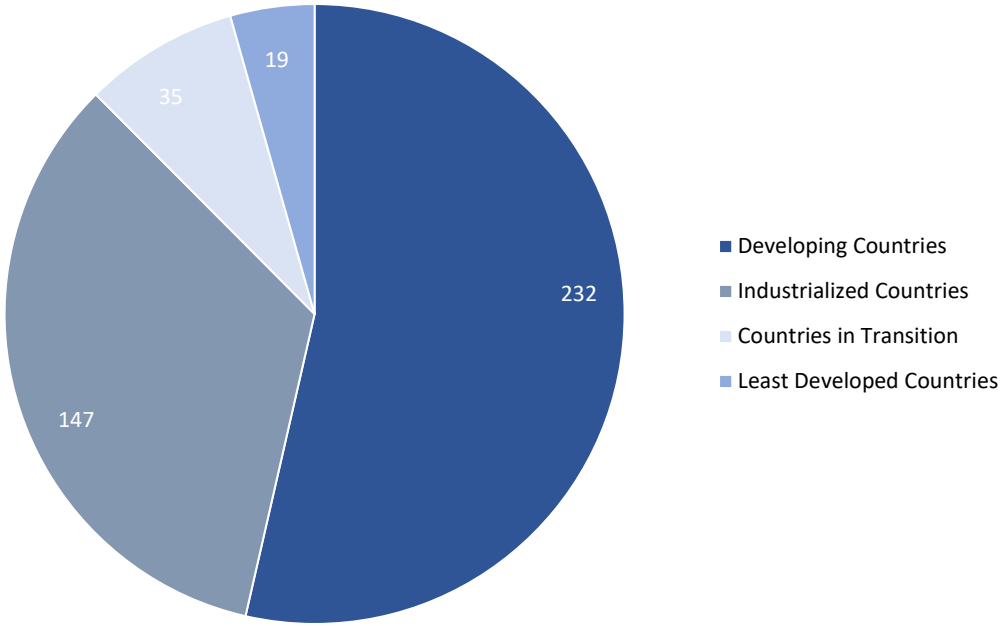

Figure 5 illustrates the history of representation by an economic group of all the Academy's IP Experts in 2019 – May 2024.

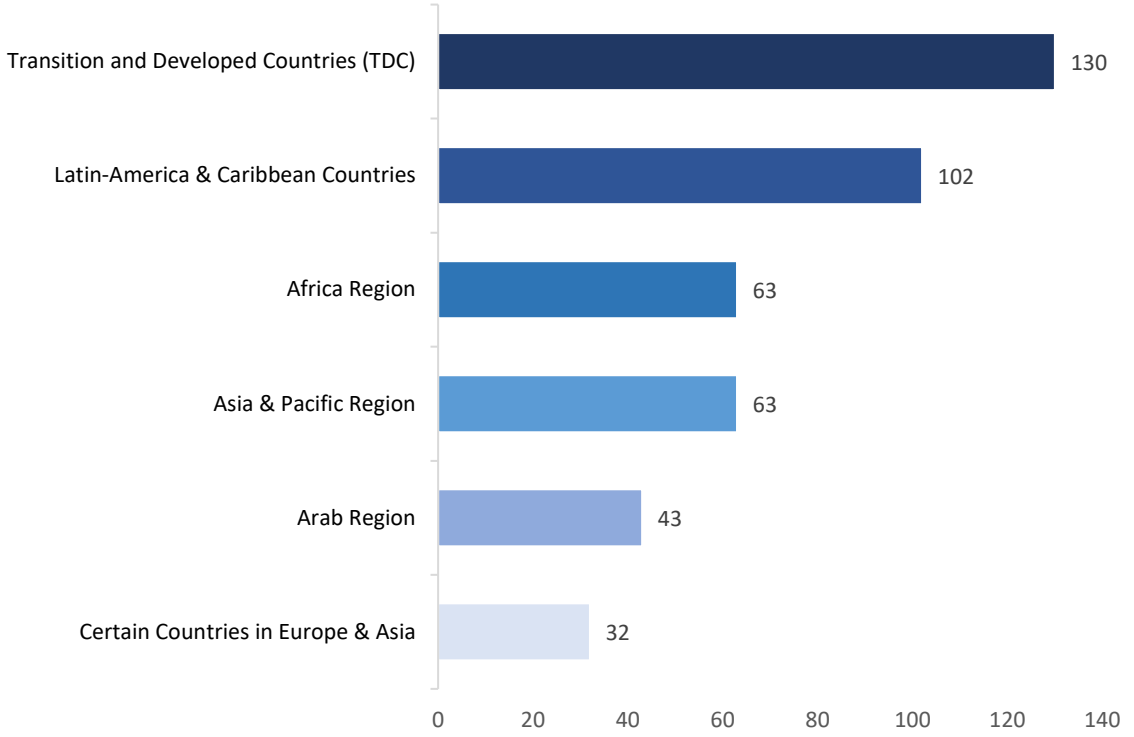

Figure 6 illustrates the history of representation by region of all the Academy's IP Experts in 2019 – May 2024.

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IP Experts Roster: Analysis by Gender Representation & Age Group

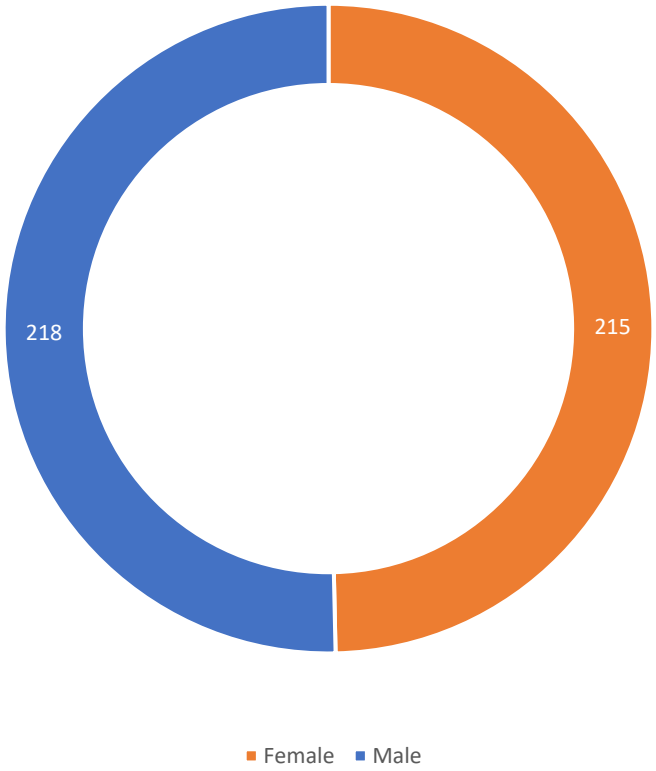


Figure 7 illustrates the gender representation-of the Academy IP experts in 2019 – May 2024.

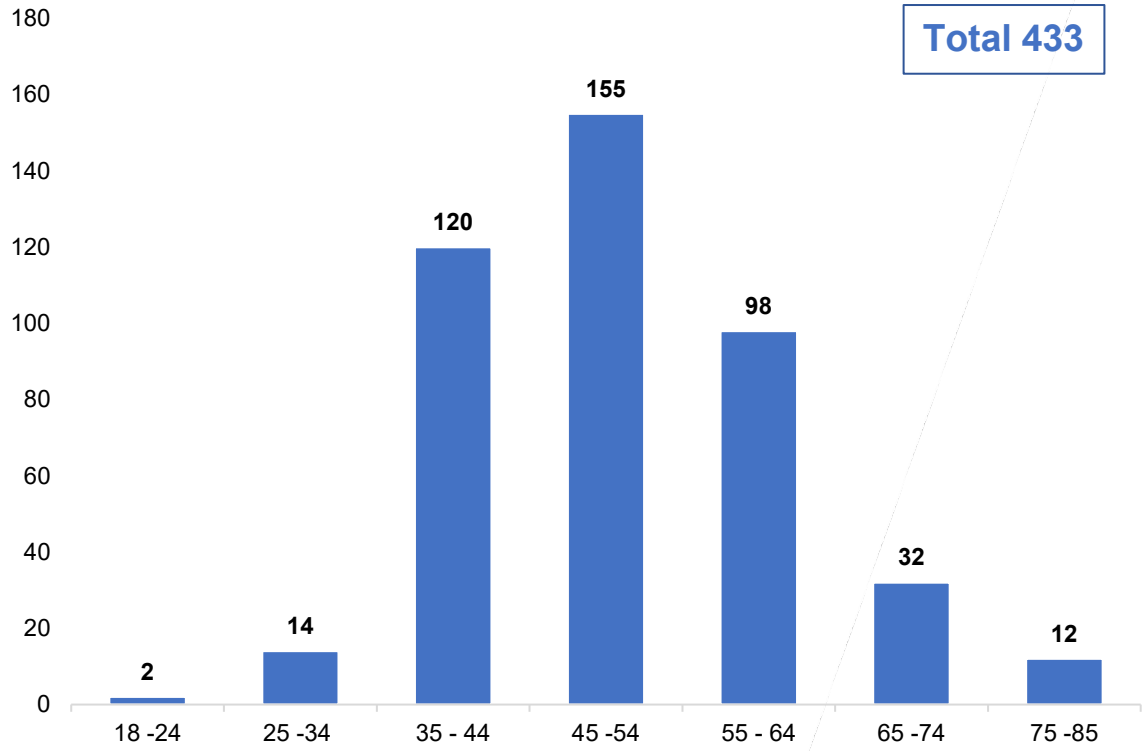
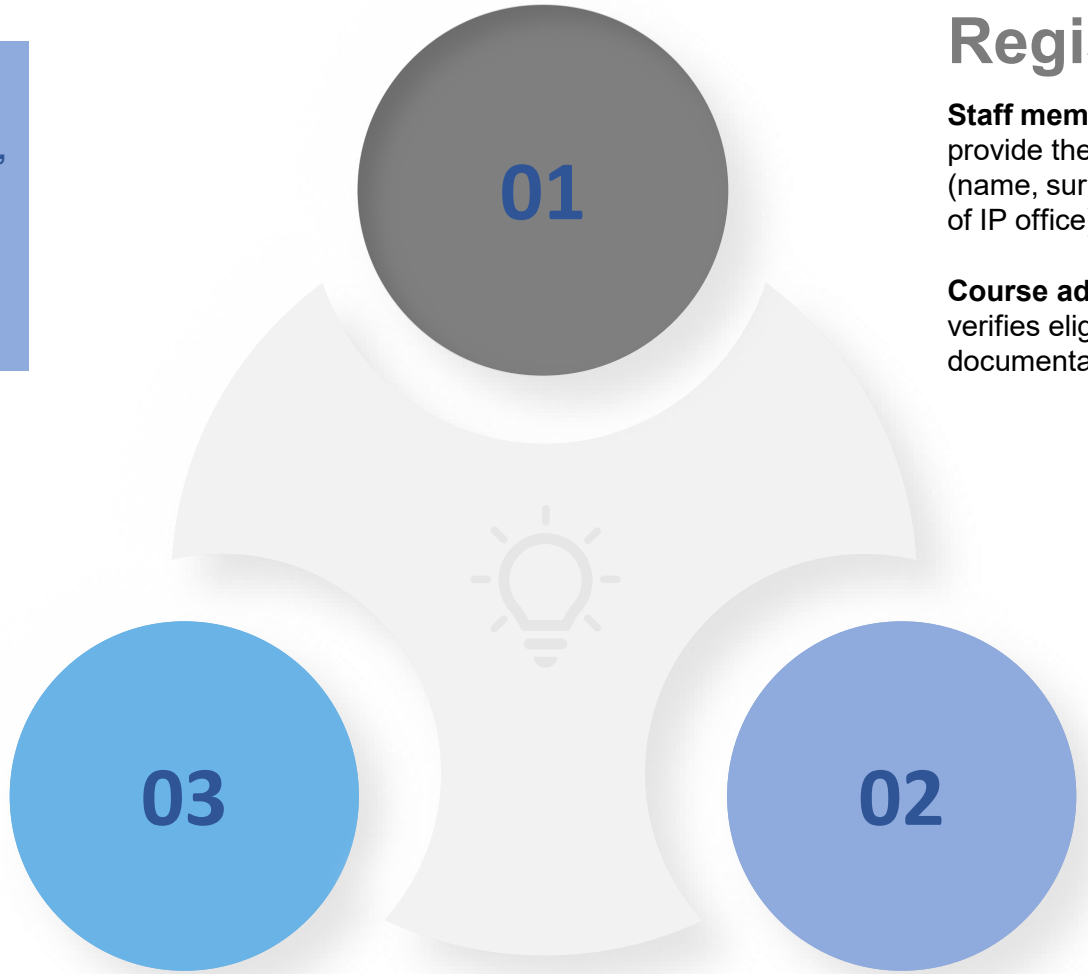


Figure 8 illustrates the age group of the Academy IP Experts in 2019 – May 2024.

GENDER REPRESENTATION ON TRACK! ✓

Scholarship Procedures

IP eLearning Section administration offers scholarships to national IP office staff members, other government offices, WIPO Affiliated Technology and Innovation and Support Centers (TISCS), members of WIPO national IP training institutions, and collective management organizations (CMOs).



Registration

Staff members of eligible offices register as scholars and provide the information required on the registration page (name, surname, country of origin, gender, rank and name of IP office).

Course administration: Academy IP e-Learning Section verifies eligibility for a scholarship and ensures documentation is complete.

Nomination Letter

A Nomination Letter signed by the Director or Head of the National IP office, government authority, CMO, or TISCS administrator is submitted to the IP eLearning Section administration.

The nomination Letter includes the following details: participant details, course name, session, and language.

Reviews of nominations are handled by the IP e-Learning Section.

Approval

Scholarships are granted based on the following criteria:

- Application must be for the first time in the given course.
- No more than two scholarships can be applied for in the same session.
- Previous beneficiaries of a scholarship for advanced courses who did not complete the course or failed the exam are not eligible.

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Participants: Representation by Region - 2020 to May 2024

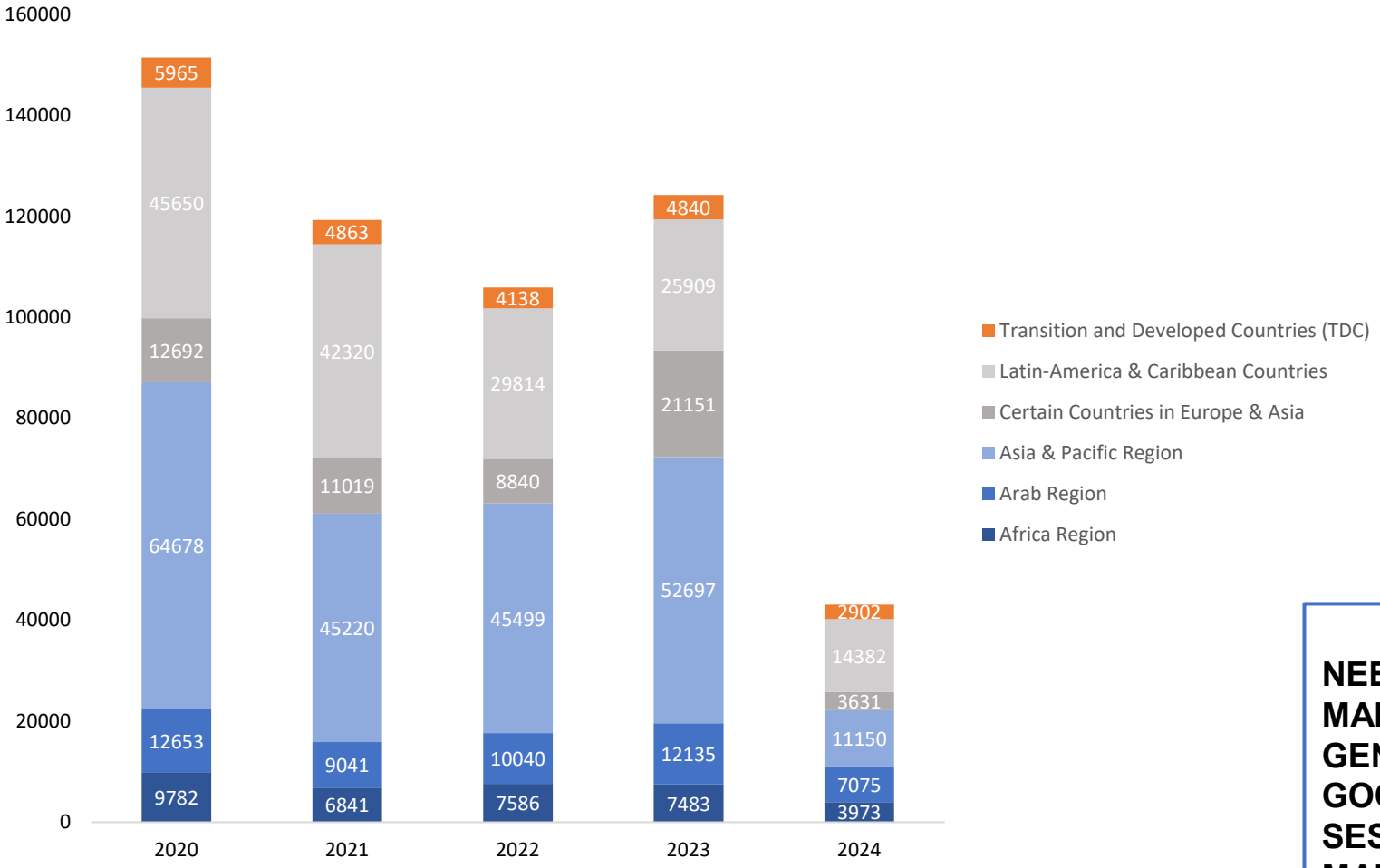

Figure 9 indicates the number of participants per region between *2020 - May 2024.

Observation

- Asia & Pacific region and Latin America & Caribbean Countries rank highly.
- The lowest ranking is Africa and Transition and Developed Countries (TDC).
- * IOD was unable to obtain complete statistics for **2019** despite request.

NEED TO FURTHER ENGAGE IN PROACTIVE MARKETING STRATEGIES SUCH AS GENERATED ALUMNI TESTIMONIALS, GOOGLE AND LINKEDIN ADS, OUTREACH SESSIONS, AND NATIONAL IP OFFICES MARKETING TO RAISE AWARENESS ON COURSES AVAILABLE AND ELIGIBILITY.

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IP eLearning Granted Scholarships by Region – 2020 to May 2024

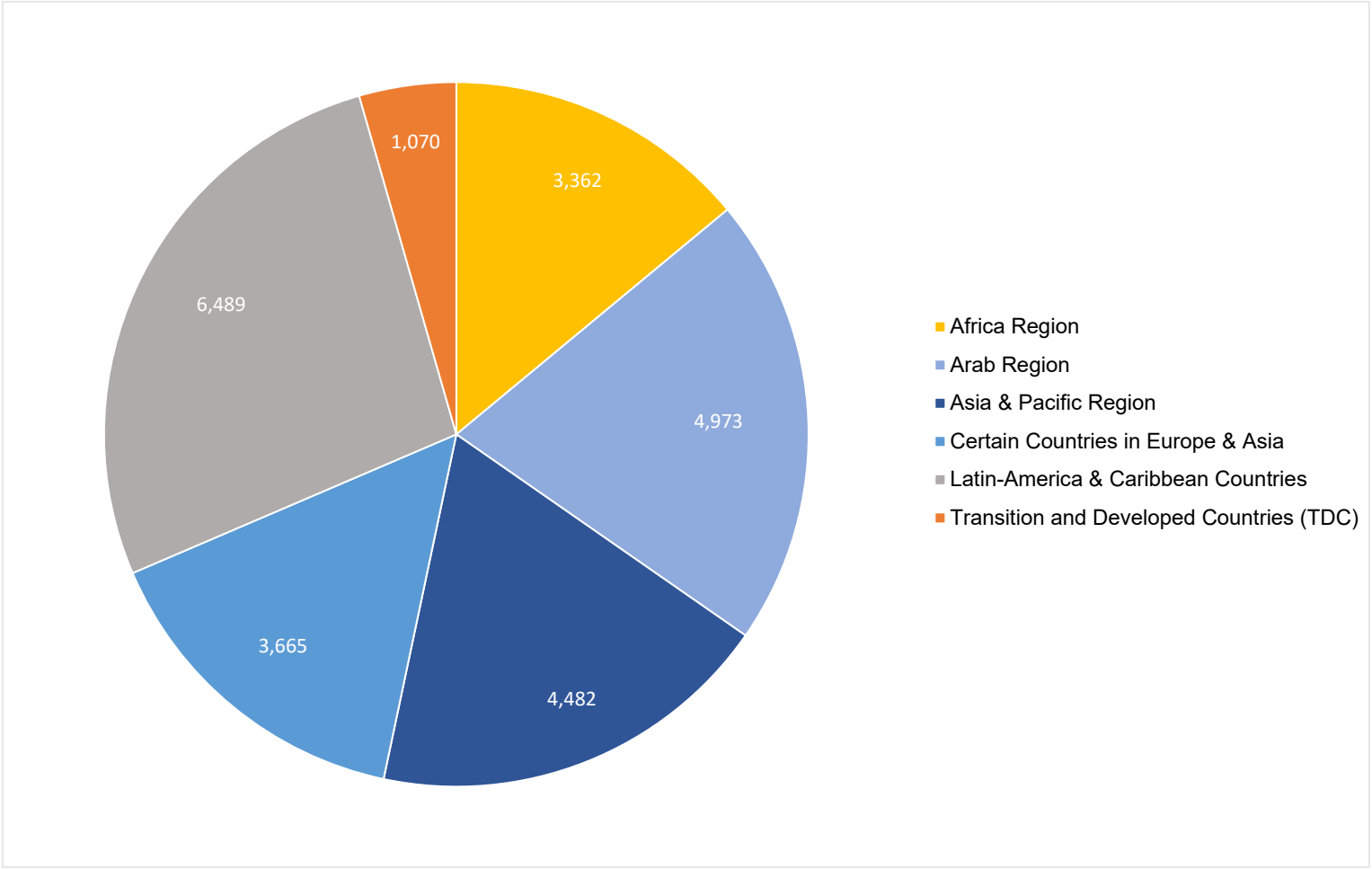

Figure 10 indicates the total number of scholarships granted to participants per region in 2020 – May 2024.

Observation

All nominees who register online with complete details and meet the criteria are granted scholarships.

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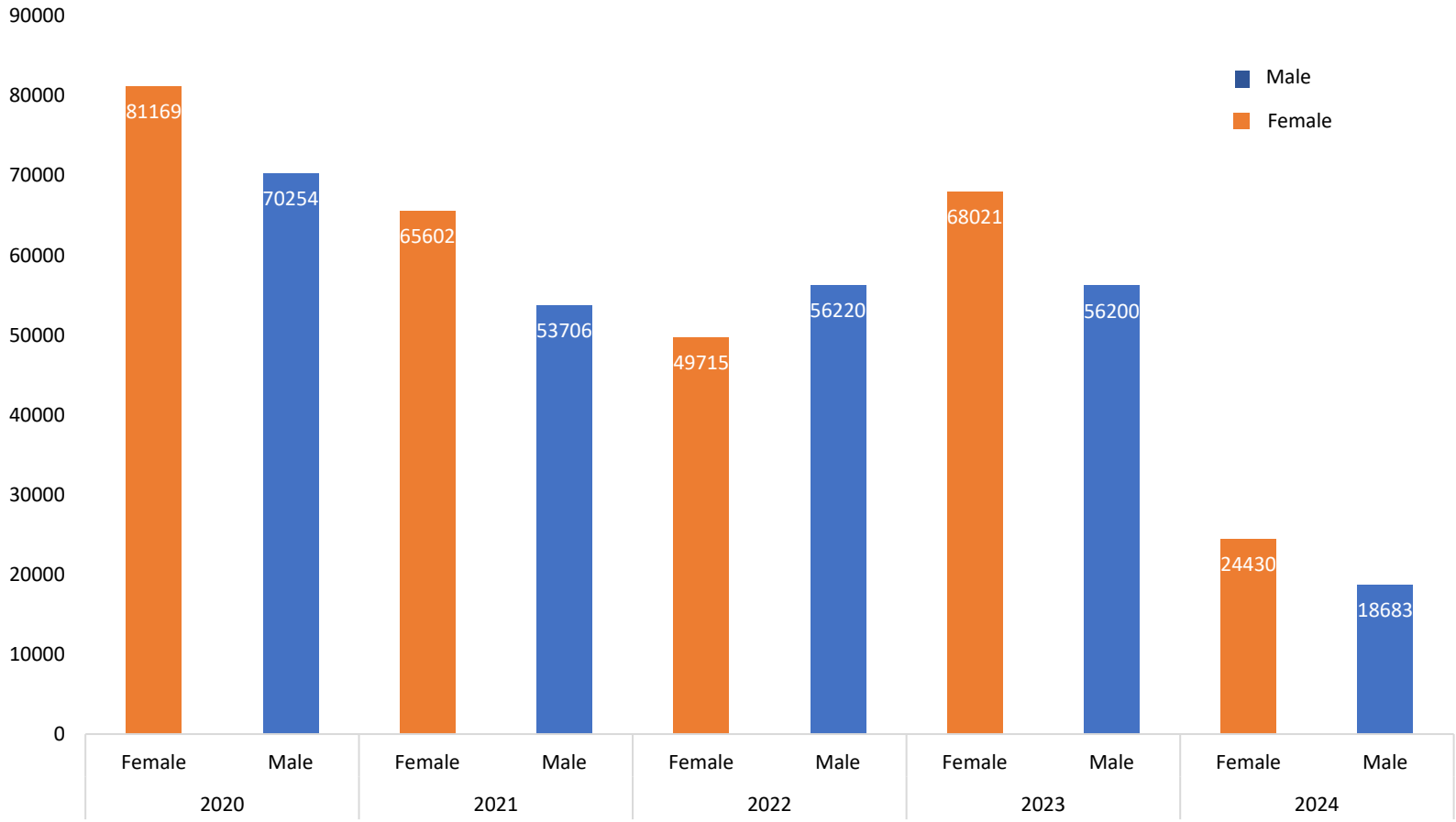
Participants: Gender Representation - 2020 to May 2024



GENDER REPRESENTATION ON TRACK!

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Course Completion Statistics 2020 – May 2024 – based on IOD Analysis

Row Labels	Sum of CONFIRMED REGISTRATIONS	Sum of ATTENDED	Sum of Field1
DL101A22S3	148	126	85%
DL101A22S4	164	132	80%
DL101A23S1	239	196	82%
DL101A23S1AC	36	11	31%
DL101A23S2	203	180	89%
DL101A23S3	144	120	83%
DL101A23S4	376	303	81%
DL101A24S1	160	113	71%
DL101A24S1AC	15	6	40%
DL101A24S2	261	242	93%
DL101A24S3	120	50	42%
DL101AAE23	2	2	100%
DL101AEG20S1	282	282	100%
DL101AEG20S2	335	276	82%
DL101AEG20S3	175	161	92%
DL101AEG21S1	224	205	92%
DL101AEG21S2	133	112	84%
DL101AEG21S3	83	74	89%
DL101AEG22S1	223	203	91%
DL101AEG22S2	143	131	92%
DL101AEG23S1	171	145	85%
DL101AEG23S2	822	767	93%
DL101AEIPA23	198	198	100%
DL101AOM23P	20	18	90%
DL101AOM24S1	27	6	22%
DL101AOMP23	1	1	100%
DL101ASA22S1	235	202	86%
DL101ASA22S2	215	191	89%
DL101ASA22S3	841	750	89%
DL101ASA23S1	888	713	80%

Row Labels	Sum of CONFIRMED REGISTRATIONS	Sum of ATTENDED	Sum of Field1
DL001A22	401	326	81%
DL001A23	544	408	75%
DL001A24	232	154	66%
DL001AAE23SPECIAL	10	9	90%
DL001AJOCAMP23	1	0	0%
DL001AL23	24	23	96%
DL001ASA24IPE	19	15	79%
DL001C20_test	2	2	100%
DL001C20S1	4499	4499	100%
DL001C20S2	6410	6410	100%
DL001C21S1	2919	2919	100%
DL001C21S2	7640	7640	100%
DL001C22S1	5003	5003	100%
DL001C22S2	8910	8910	100%
DL001C23S1	7383	7383	100%
DL001C23S2	9603	9603	100%
DL001E20	8282	6370	77%
DL001E21	5752	4520	79%
DL001E22	4863	3930	81%
DL001E23	6007	4792	80%
DL001E24	2615	1918	73%
DL001EBC20S2	84	52	62%
DL001EBC21S1	7	3	43%
DL001EMC22	13	10	77%
DL001EMINTSG23	28	23	82%
DL001EPH22	9	9	100%
DL001ESDGL23	21	16	76%
DL001EYE22	7	5	71%
DL001F20	590	425	72%
DL001F21	182	42	23%

Row Labels	Sum of CONFIRMED REGISTRATIONS	Sum of ATTENDED	Sum of Field1
DL177E23S4	532	390	73
DL177E24S1	791	604	76
DL177E24S2	428	278	65
DL177F20S1	45	35	78
DL177F20S2	116	81	70
DL177F21S1	291	249	86
DL177F21S2	73	55	75
DL177F21S3	38	32	84
DL177F21S4	48	36	75
DL177F22S1	263	229	87
DL177F22S2	58	46	79
DL177F22S3	37	31	84
DL177F22S4	60	42	70
DL177F23S1	249	227	91
DL177F23S2	53	42	79
DL177F23S3	66	53	80
DL177F23S4	50	35	70
DL177F24S1	218	109	50
DL177F24S2	49	34	69
DL177OE21	85	61	72
DL177OF21	11	10	91
DL177OR21	7	7	100
DL177OS21	27	20	74
DL177R20S1	124	110	89
DL177R20S2	248	221	89
DL177R21S1	312	291	93
DL177R21S2	134	123	92
DL177R21S3	89	71	80
DL177R21S4	159	144	91

Row Labels	Sum of CONFIRMED REGISTRATIONS	Sum of ATTENDED	Sum of Field1
PCT101E22	4114	2165	53%
PCT101E23	3902	3027	78%
PCT101E24	1754	1288	73%
PCT101F20	535	420	79%
PCT101F21	474	379	80%
PCT101F22	563	464	82%
PCT101F23	314	240	76%
PCT101F24	170	98	58%
PCT101G20	44	38	86%
PCT101G21	29	27	93%
PCT101G22	26	23	88%
PCT101G23	23	20	87%
PCT101G24	19	11	58%
PCT101J20	11	10	91%
PCT101J21	12	10	83%
PCT101J22	9	6	67%
PCT101J23	2	2	100%
PCT101J24	4	4	100%
PCT101K20	20	18	90%
PCT101K21	12	9	75%
PCT101K22	17	17	100%
PCT101K23	19	16	84%
PCT101K24	11	8	73%
PCT101P20	1392	1142	82%
PCT101P21	1214	985	81%
PCT101P22	751	557	74%
PCT101P23	689	527	76%
PCT101P24	251	157	63%
PCT101R20	603	519	86%
PCT101R21	589	500	85%

Observation

The following General Courses had at least over 60% of the course completion status:

- DL101 General Course on Intellectual Property.
- IP Panorama.
- DL101 PCT Introduction to the Patent Cooperation Treaty.

The DL 001 Primer on Intellectual Property had the lowest completion rate (23%) compared to the abovementioned courses.

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Course Completion Statistics -2020 – May 2024 – based on IOD Analysis

Row Labels	Sum of CONFIRMED REGISTRATIONS	Sum of ATTENDED	Sum of Field1
DL203P24S1	18	18	100%
DL203R20S1	45	45	100%
DL203R21S1	13	13	100%
DL203R22S1	24	22	92%
DL203R23S2	28	24	86%
DL203R24S1	5	4	80%
DL203S20S1	218	189	87%
DL203S20S2	45	45	100%
DL203S21S1	107	107	100%
DL203S21S2	61	60	98%
DL203S22S1	41	39	95%
DL203S22S2	78	74	95%
DL203S23S1	60	57	95%
DL203S23S2	26	26	100%
DL203S24S1	73	70	96%
DL204C20S1	125	125	100%
DL204C20S2	130	130	100%
DL204C21S1	77	77	100%
DL204C21S2	81	81	100%
DL204C22S1	93	93	100%
DL204C22S2	55	55	100%
DL204C23S1	88	88	100%
DL204C23S2	30	0	0%
DL205C22S2	43	43	100%
DL205C23S1	159	159	100%
DL205C23S2	53	53	100%
DL205E20S1	152	152	100%
DL205E20S2	111	111	100%
DL205E20S5	28	28	100%
DL205E21S1	192	192	100%

Row Labels	Sum of CONFIRMED REGISTRATIONS	Sum of ATTENDED	Sum of Field1
DL205F24S1	38	35	92%
DL205FSP21	6	6	100%
DL205G20S1	2	2	100%
DL205G20S2	3	3	100%
DL205G21S1	2	2	100%
DL205G21S2	1	1	100%
DL205G22S1	3	3	100%
DL205G22S2	4	4	100%
DL205G23S1	3	3	100%
DL205G23S2	2	2	100%
DL205G24S1	8	8	100%
DL205S20S1	80	80	100%
DL205S20S2	76	76	100%
DL205S21S1	64	64	100%
DL205S21S2	101	98	97%
DL205S22S1	50	48	96%
DL205S22S2	91	87	96%
DL205S23S1	84	74	88%
DL205S23S2	53	52	98%
DL205S24S1	70	68	97%
DL205SSP21	20	20	100%
DL3001FCM22	29	26	90%
DL301A20S2	28	28	100%
DL301A21S1	19	19	100%
DL301A21S2	15	15	100%
DL301A22S1	29	26	90%
DL301A22S2	10	10	100%
DL301A23S1	42	41	98%
DL301A23S2	12	12	100%

Row Labels	Sum of CONFIRMED REGISTRATIONS	Sum of ATTENDED	Sum of Field1
DL320A23S2	6	6	100%
DL320A24S1	10	10	100%
DL320C20S1	432	432	100%
DL320C20S2	273	273	100%
DL320C21S1	157	157	100%
DL320C21S2	108	108	100%
DL320C22S1	106	106	100%
DL320C22S2	66	66	100%
DL320C23S1	134	134	100%
DL320C23S2	49	49	100%
DL320E20S1	427	344	81%
DL320E20S2	205	175	85%
DL320E20TiscMorocc	13	13	100%
DL320E21S1	158	158	100%
DL320E21S2	116	113	97%
DL320E22S1	100	97	97%
DL320E22S2	123	109	89%
DL320E23S1	127	118	93%
DL320E23S2	103	95	92%
DL320E24S1	143	127	89%
DL320F20S1	122	122	100%
DL320F20S2	12	12	100%
DL320F20TiscMorocc	34	34	100%
DL320F21S1	107	107	100%
DL320F21S2	17	17	100%
DL320F22S1	53	45	85%
DL320F22S2	26	22	85%
DL320F23S1	15	15	100%
DL320F23S2	9	8	89%
DL320F24S1	81	70	86%
DL320OA23S1	29	22	76%

Row Labels	Sum of CONFIRMED REGISTRATIONS	Sum of ATTENDED	Sum of Field1
DL320S23S2	28	28	100%
DL320S24S1	38	38	100%
DL4001E20S1	32	32	100%
DL4001E20S1-301	31	31	100%
DL4001E20S1-302	31	31	100%
DL4001E20S1-450	31	31	100%
DL427E20S2	100	100	100%
DL427E21S1	106	106	100%
DL427E22S2	155	141	91%
DL427E23S1	97	94	97%
DL427E23S2	105	100	95%
DL427EP20S1	84	84	100%
DL450A20S1	47	47	100%
DL450A20S2	14	14	100%
DL450A21S1	35	35	100%
DL450A21S2	20	20	100%
DL450A22S1	17	16	94%
DL450A22S2	15	14	93%
DL450A23S1	20	18	90%
DL450C20S1	523	523	100%
DL450C20S2	363	363	100%
DL450C21S1	199	199	100%
DL450C21S2	203	203	100%
DL450C22S1	209	209	100%
DL450C22S2	119	119	100%
DL450C23S1	180	180	100%
DL450C23S2	2137	2137	100%
DL450CO20	57	57	100%

Observation

The following Advanced Courses had a high score ranging and completion between 80 -100%:

- DL -201 Copyright and Related Rights
- DL 203 Traditional knowledge and traditional cultural expressions.
- DL 320 Basics of Patent Drafting.
- DL 450 Intellectual Property Management.

A comparison between general IP eLearning courses and Advanced courses indicates that advanced courses had a higher completion rate than general courses. This may be explained by the commitment on the part of the participant who has either paid for the course or requested endorsement for scholarship.

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Conclusion and Recommended Actions

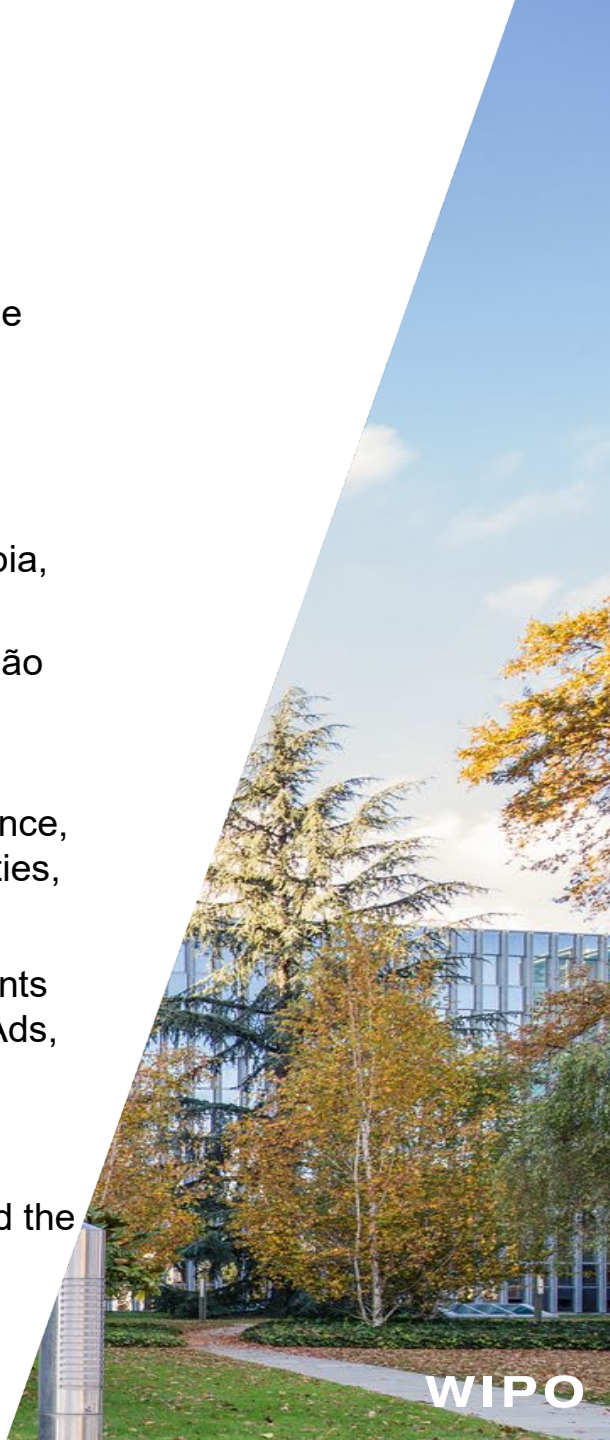
Based on the pre-evaluation review findings, IOD will not undertake a fully-fledged evaluation in 2024 but recommends a follow-through of the following selected actions extracted from the existing workplan to advance the program:

Workplan activities scheduled for completion by December 2024:

1. Complete the
    a. customization process and launch of IP eLearning Section courses for Peru, Ecuador, Cuba, Colombia, and Bolivia and
    b. customization of the IP eLearning Section Course on Copyright (DL-201) for Lusophone countries: São Tomé and Príncipe, Portugal, Mozambique, Guinea Bissau, Cabo Verde, Brazil, and Angola, in cooperation with the WIPO Brazil Office.
2. Extend target audience categories as planned to include women digital entrepreneurs, women in STEM (science, technology, engineering, and mathematics), diplomats, the judiciary, diplomats, collective management societies, teachers and youth, patent drafting professionals, and university technology transfer offices.
3. Engage in awareness-raising about the availability of e-learning courses to boost regions with fewer participants through initiatives such as Google Ads, Outreach and Briefing sessions, Colorful Flyers for Alumni, LinkedIn Ads, and Sub-Regional and regional-focused Training Events and a Course Catalog in UN Languages.

In addition, IOD makes the following recommendations:

1. Revise the IP Experts Pool registration process to open it up, expanding potential new talent selection beyond the existing network.
2. Conduct an internal review to identify courses with low completion rates and their underlying reasons and consider reducing their frequency per year.



Management Comments

No	Recommendations	Priority	Person (s) Responsible	Other Stakeholder	Management Action Plan	Deadline
1	Revise the IP Experts Pool registration process to open it up, expanding potential new talent selection beyond the existing network.	Medium	Executive Director, WIPO Academy Head IP eLearning Section IP eLearning Manager Associate IP eLearning Officer Administrative Assistant	Academy Program Heads RNDS Division WIPO Substantive Sectors Procurement Services	Plan to introduce a competitive process for increasing the pool of experts, especially young IP teachers and professionals from developing and least-developed countries adept in eLearning tools. Given the high volume of program activities this year, the competitive process is planned for 2025. Action: Planned for 2025 to prepare Terms of Reference, and launch ARE process with support of PTD.	Q1, 2025.
2	Conduct an internal review to identify courses with low completion rates and their underlying reasons and consider reducing their frequency per year.	Medium	Executive Director, WIPO Academy Head IP eLearning Section eLearning Training Manager eLearning IT Solutions Manager	Global participant population WIPO Substantive Sectors	The IP eLearning Section's objective is to provide access to IP educational materials. Action: Identify and monitor the attendance rate and plan remedial action after identifying reasons	End of 2025

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Acknowledgement

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Annex 1: Revision of Courses

Course Title	Launch	Review	Review Comment	Major Review	Minor Review
General Course on Intellectual Property	2001	2020-Major	V2 - revised content, new animation	1	
Introduction to Patent Cooperation Treaty	2009	Content is reviewed 2 times per year (July and December)	Content is reviewed 2 times per year (July and December)		9
IP Panorama	2016	2022-Major	Content updated, re-organized, new animation (V2)	1	
Copyright and Related Rights	2004	2021-Major	All content updated (V2)	1	
Trademarks, Industrial Design and Geographical Indications	2008	2020-Major	V2 - revised modules, new module on IP and development, new case summaries	1	
Madrid System for the International Registration of Marks	2020	2024-Major	Update of modules to reflect changes in legislation	1	
Arbitration and Mediation Procedure under the WIPO Rules	2008	2022-Major	Update of modules to reflect changes in procedures, rules, articles	1	
Patent Information Search	2008	2022-Minor	Update of some modules to reflect changes in search engines (USPTO) and links		1
Intellectual Property Management	2010	2022-Major	Major review is ongoing	1	
Collective Management of Copyright and Related Rights for Legal Practitioners	2014	2024-Major	Update of all modules to reflect current legislation and practice - ongoing	1	
Collective Management of Copyright and Related Rights for Rights Holders	2017	2023 -Major	Update of all modules to reflect current legislation and practice	1	
Collective Management of Copyright and Related Rights for Collective Management Organizations (CMOs)	2017	2023-Major	Update of all modules to reflect current legislation and practice	1	
Collective Management of Copyright and Related Rights for Policy Makers	2016	2024-Major	Update of all modules to reflect current legislation and practice	1	
Software Licensing including Open Source	2017	2024-Major	Major review is ongoing	1	
Promoting Access to Medical Technologies and Innovation	2016	Minor	Minor changes to content, addition of Trilateral Study COVID-19 extract		1

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