**Madam Nagamani - Malyasia**

**Date of Interview: 1 September 2021**

**Recording starts late and is split into two recordings.**

00:08

So classes due to the accessibility of Internet, and the majority of students could afford their affordable groups. So there's not much of a problem. Government private schools, okay. government school, of course, some students belong somewhere rural areas, students from rural areas, a lot of problems because of internet connections. They don't have like laptops or phones, the parents will be having phones. And they have to pass to their students to use, say, if they have four or five children in the house. Definitely a big problem. I mean, difficult for them to have this internet classes. Google classes. Yeah, I'm sorry, I have to pause for a minute. Just give me a moment, please.

01:52

Yeah, sorry. My son is actually having an online class. So he needed a little help. Oh, you do have this problem? Yeah, I guess we are all in same, same same boat.

02:10

So a question number five now, in what ways do you think the pandemic has impacted teachers work and their working conditions?

02:21

Okay, here the teachers have to incorporate the technology effectively to the teaching practices, and practices and methods can help students overcome some of the difficulties that were associated with this form of learning environment and also to adapt to the new new method. In fact, they have to learn first, then help many of the students were left out because it's all a new things, you know, to adjust.

02:57

And working conditions of teachers have there been any salary reduction or any job loss or anything like that?

03:07

No, no, no. No, there was no salary reduction or deduction, nothing of that sort of thing. only, they have to go on the online teaching, follow their Ministry of Education's instruction, they say.

03:31

Question number six. What schools in your location already using digital technology before the pandemic?

03:39

Oh, yes, yes. They're using like, frog Aisha. By the ytl group. Wonder urban and rural schools were the pioneers. They have already started using. but there was some schools were adapting to this technology already. Okay.

04:04

And just cross checking the name you said frog Asia. Frog Asia. Okay, okay. Okay, okay. It's for it's a platform. Cloud based platform. All right. Question number seven. What are the new digital technologies that have been introduced in your school system during the pandemic?

04:32

Okay, it was like google classroom google slides. Like what I say Google form , Microsoft and word widely used in the school system.

04:45

And now what about social media platforms? Any social media platforms? WhatsApp? telegram?

04:54

No, no, not that kind of thing. No, no, we don't have that. Okay.

04:59

 How do teachers communicate with the parents?

05:02

Mostly, through WhatsApp, mostly WhatsApp messages

05:18

 Do you think teachers had access to a personal device and internet connectivity for doing their work?

05:28

Yeahm teachers do have these kinds of gadgets and internet connectivity , they do not have any they have do not have any problem regarding internet connectivity, we also have this government plan now, we have network connectivity program as a result that the yes phone ytl Yes, they provide a lot of kind of help to teachers, like the frog asia they introduced network connection program to help ,ow income groups. So, these were given to these teachers and also low income group people. All teachers had no problem they had internet connectivity, no problem. Hello you Hello?

00:12

Hello, hello. Hello. Hello. Am I audible? Yeah, what happened is? Yeah, I'm sorry, there was a disconnect from my side there was an internet break.

00:37

Okay, no problem. I thought it was on my side here.

00:40

No, no, it was on my side then I tried to log in from my mobile but I couldn't I couldn't hear your voice. I could see you but I couldn't hear your voice. Okay, okay. Sorry about that. Yeah, let's continue. So, yeah, so you were saying that there is support that's being given to teachers. So, is the government giving the support or is the union giving this support?

01:12

government giving the Ministry of Education, but on the recommendation of union okay. Which question are we here?

01:23

We are at question number nine. Okay, okay. Okay. Yeah, it is on the recommendation by NTUP but it's provided by the Ministry of Education and the YTL, it is like this, the, the national government started the network connectivity program. Last year, as a result, there was well so, they I mean, they called upon any phone companies who can come come forward to help teachers and so, as a result, the yes phone company with the partnership with ytl, they came up with this platform called frog asia for low income group families , which helped teachers also, So, these are the things so, it is by the government entirly by the government. Okay.

02:31

Now, when you say I'm sorry, this is a little clarification I need in connection to your answer. When you say it's on unions recommendation. So how do how does the union what is the manner in which union make the recommendation?

02:51

No, no, no, it's all like that. First , government plan, they have initiated the network connectivity, they also have the teachers. So they brought about this program for the what they call the internet, , they call all these phone companies or any foundation to help come forward. And so NUTP they found this ytl Foundation, they coordinated with the ytl Foundation. And they help these teachers with their poorer families B- 40 We call it the B -40 family. They are low income groups to have this kind of what are they provided with the phones, they are called yes phone. Phone are given to many children and many students in schools. So they can they can have their own. I mean, no need to bother the parents lead your lab, their own phones and all this kind of thing.

04:02

Now this ytl Foundation, is it possible for you to share with me their link? Or to the it is the B 40. Families help the B 40 families? Okay, okay. I'm sharing with you the link if you could just confirm if it is the same thing you're referring to. I'll just share the link in the chat box.

04:37

 Can you please check if this is the one

04:40

is right. Yes. That's right.

04:44

Okay, great. Wonderful. Yeah. Thank you. Okay. So is the ytl foundation supporting the nationwide ?

04:57

 nationwide okay. nation

05:01

 Okay, okay, where can I find more information on this project?

05:10

You can go to NUTP website, yes phone or ytl Foundation, you can get a lot of information from there.

05:21

Great, great. Yeah, sure, I will do that.Thank you. Let's move on to question 10 what challenges have teachers faced in accessing or using devices and accessing the internet for their work? How did they deal with this, these challenges?

05:39

Okay, here many companies like many schemes were introduced by multimedia companies for easy access for online teaching and teachers attended online workshops to upgrade their skills in IT.

06:00

Question number 11 what are the ways in which teachers work have changed compared to the pre pandemic period?

06:08

So okay, instead of like a increases hours in preparing the materials as well as attending online workshops, after teaching hours, workshops, I mean, they have to attend workshops as well. That so teachers overstress , long hours, definitely is stressful for teachers.

06:37

Anything else in terms of nature of their work? So time duration, you're saying a really increased a lot

06:45

 preparation of work. And also the online teaching is not same as face to face, have to wait for all the students to come online, then only they can start their main classes then the online classes, a lot of patients are required and then its is not like face to face because they they can follow I mean, children, they cannot put in any questions. The kind of thing like that's all I can say. Okay, okay.

07:30

Okay. Um, what are the current major concerns of teachers with regard to their work?

07:37

Okay, here we can see that there was less physical activities. much time too much of time spent in front of laptops. So, this particular major concern meant that this is a major concern.

08:00

And anything, anything is with regard to balancing the work, work life and home life, or anything else, in terms of how they work together with their colleagues, any other such things?

08:21

 I can't say much because the teachers involved . There is a interview with the one with Jamal, right. She has already done an interview. Yeah, right. Right. Okay. So she had the same question. Oh, okay.

08:48

Okay. So, she must have already answered this. Already. Are there any specific factors that have caused stress amongst teachers? .

09:11

Like, mainly , there was one we have the pedagogy is pedagogy, TDPR are that means change of syllables and all by the Ministry of Education, and there was a lot of stress because teachers have to do i mean i have syllabus, I mean, there is a time like , they have to be two or two sessions, you know, here and one session here conducting and the other same time, there is a pedagogy number two, so that caused a lot of stress. among teachers and a lot of they were filming, they complained to NUTP but NUTP was not consulted on this issue. But they have a lot of complaints like teachers complain and then later of course the ministry to reconsider the syllabus. finaly they move to this kind of thing doesn't cause a lot of anger among teachers. ,

10:28

so the what Am I understanding is they had to be present in two separate sessions at the same time.

10:35

Yeah, right.. That's humanly not possible.

10:41

If you go to the pedagogy in NUTP you go to the website NUTP pedagogy 2, one was okay.

10:53

pedagogy two, okay. Okay. So, so who raised this concern to the government that this is a problem? Did the teachers raise it themselves? Or did the union raise it?

11:07

The Union raised it and school principals also they have the they can always send the mean complaints to ministry as well. Union played the major part.

11:27

Is it possible to get any documentation any public records of how the union asserted its viewpoint to the to the government

11:40

 definitely have to go through the union to maybe again

11:56

 So I'm asking if, if this maybe if it has appeared in any newspaper that the NUTP advocated for teachers or if there is a circular that say that, you know, mentions that this work has been this advocacy has been done on part of the teachers by a new team.

12:18

A lot of news in our newspapers, media, , if you go to the NUTP website, definitely then a lot of articles, media, I can find it. Okay, I will find that then. Yeah, I'll download it from there.

12:41

Okay, question number 13. Second part, whom do teachers reach out to for support? Have they approached the Union for any specific purposes?

13:00

Yes. Yeah, like the earlier the pedagogy number two, definitely they come there. I mean, need to consult the Union have all this kind of support definitely. union support them. thing. Like the pedagogy number two session was a lot of teachers turn to NUTP for consultation, and help.

13:41

Okay, so what were the kind of issues that teachers came up with one was the pedagogy twom which you raised anything else that was stressing teachers.

14:04

 their major thing is the pedagogy number two, other than that they were because they have to follow the instruction by the Ministry. They can't do much about that. .I mean, they need digital and technology all those things. NUTP, also considered law and helping them in various ways. But that will come down to things I would like to see how the union helped them. Oh, okay.

14:46

Question number 14. During the pandemic and transition to online mode, how have teachers benefited from being a union member, please share some examples.

15:04

okay the union the communicated with the ministry to consider a new social distancing pedagogy model that is created by the education expert so and this

15:51

 whatever problems , anything I mean ministry brings up and they were not happy where are they cannot accommodate to the wishes of the ministry they were turned to NUTP , they always have meetings and all, it is not like a one single member one to one it is overall is if an issue is brought out by the Ministry then them union will explore various ways o handle it and this is this the members I mean how they benefit member and anything they can bring any kind of issue they can bring to the. if they have any problem with school , like lack of online and we we help them the union went all the way to do so many help in so many ways.

17:10

Can you can you share with me a few examples?

17:14

Okay, just now the ytl, the yes phone and those kinds of things and they were given and also the teachers are given a 1000 ringgit ,not given or not given don't know, but it's the proposal has been submitted to the Ministry of Education for teachers given a rebate of 1000 ringgit to get laptops. Okay. And then that. Yes phone for teachers, students, many teachers , given many students ytl and then yes phone through the union.

18:06

Okay, and this rebate on purchasing laptop, that was also an effort of the Union.

18:14

 Yes, yes, yes.

18:16

Okay. Okay. Question number 15. Has your union advocated for any policy changes for teachers during the pandemic?

18:36

Yeah, this is the same like the internet connected training, training notice not much of training and like we just said the rebate, the NUTP recommended to the ministry to give rebate of 1000 ringgit to teachers to buy laptops and to conduct online classes and free data to be given to teachers. There is something good free data.

19:07

Okay, so is there is this implemented already that free data is given to teachers?

19:15

Not yet. It is they are considering this ministry. They've gone to the ministry level already. Soon. I think they can accomplish this proposal. Okay.

19:33

Okay. Anything that the union did to support the well being of teachers during the COVID times?

20:02

We also have some training like Yeah, yeah, definitely there's some training given to teachersm like the frog play, and kind of thing, so many training because we will we're not really sure whatever types of training were given because it was conducted online at all. So I can't say much on that.

20:27

Okay, but trainings are not conducted by the union.

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Training training , some meetings we have meetings for Teachers , Training is no , training is conducted by the Ministry only.

20:44

And one What were these meetings for that you mentioned?

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 meetings, they can be small groups, if they have problems in their schools and all if they have the schools or whatever problems then they can have they will have a meeting a session with the union.

21:08

Oh, like that. Okay. Okay. Okay, question number 17. in your region, what kind of support will be needed by the teachers for their work in future?

21:23

Okay, this one, the online teaching learning extends well beyond the classroom. So and we'll have to continue and the the role of teachers but also adapt and grow along. It is, then it is easier if teachers responsibility to take this be innovative and seize any opportunity that comes here. We'll teachers of the future must be prepared to be data collectors as well as analysts, planners, collaborators, and then curricular expert problem solvers, their researchers and they have to change anything. Okay. Okay.

22:12

Does your organization have any specific plans for supporting teachers in future?

22:19

Oh, we have like NUTP has been providing legal support to teachers when there is a need besides the measure health care, and it was recommended the ministry of education that teachers and support staff , we are the front liners should be given the COVID-19 vaccine, at least one dose before the face to face school session begins. These measures went all the way all the way to the ministry, they brought this issue they want all teachers to be vaccinated at least one dose.

23:11

Okay, what are your main concerns with the teachers work in future?

23:35

Teachers work they have to require teachers , they need multiple talents. And the selection process must be stringent. The future that means they have to follow this new digital now this thing that has to go along with the future teaching.

24:13

 How do you think the teaching profession will change in the future?

24:20

definitely there of changes in the teaching profession. Like NUTP proposed to the ministry that those with the aptitude and passion for teaching only should be recruited to the teaching profession. Not everybody who's academically qualified turns out to be a good teacher because now that profession is undergoing a lot of challenges that need you need teachers to face them and also they we also need teachers who have strong bilingual who can speak more than one language or the provision in more than one language this should be a great asset

25:22

what kind of challenges are you mentioning here when you say teachers have to face a lot of challenges

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 challenges, now again go back like they are they have to be, they must have passion for the teaching profession , challenges like really have lot of real complaints from teachers , there is no coordination in school. We have problems in schools as well and all those things are challenging times. T

26:45

Question number 21 , do you think digital learning technologies will continue to be used in future in your region ?

27:15

Yes Ah okay yeah definitely hit will continue in our country like Malaysia does. Because the Ministry of Education has announced a refresh of its digital learning platform that is designed for teachers students and educators, we call it DELIMA, digital education Learning Initiative Malaysia .This one is a platform will be used for the required by teachers and students within nations school system and this one includes a digital learning which enables that technology resources such as Google Classroom ,Microsoft and Apple teacher Learning Center.

28:27

Okay, can you can you tell if this to me again the full phone that will not

28:32

dilemma is digital education Learning Initiative Malaysia

28:45

Okay. Okay.

28:53

Question number 22. What do you think will happen to digital learning technologies when schools will reopen?

29:06

Okay, like this one, what will happen Digital Learning Technologies, students will have control of their own learning journey in a deal. They will have much training for them. They will have some experience of what is digital learning and all.

29:31

is there anything else that you would like to share with me with regard to future of teachers work that has not been covered in the discussion so far?

29:53

 Okay is like the teaching profession like in a classroom? I mean, future need to focus on our combination of students engagement learning, inquiry based approaches, curiosity, imagination design thinking. Definitely teaching also teachers have to be flexible out there too. I don't know maybe they have a little bit be online classes, there will be conduct online classes and also on face to face teaching. So both, we have to coordinate both that kind of thing. Now is face to face teaching later on in future digital technology, they apply this better digital technology. Sure, yeah. So anything else that you have to share with me?

31:15

That's okay, that's all. Okay.

31:25

Thank you so much for taking out time.