

## **Transcription for Group B: Participant 13**

**Interviewer:** [...] Alright, I think we're ready to start. Since we've already had a brief discussion on this research and what it's all about let us start. So, I have a few questions here that we will use to guide this conversation. Feel free to share anything you'd like to say. So, what are the technological skills that you think entrepreneurs need in order to get micro credentials?

**Interviewee:** Oh, I think that's an easy one they definitely need Internet they need technological skills, we need the ability to navigate through a computer say.

**Interviewer:** That's a good point, thank you for that. And how much effort do you think it takes to complete a micro credential program?

**Interviewee:** OK I think it doesn't take a lot of effort, not that I've done this myself so I cannot speak from experience, but I think it shouldn't take a lot of effort I mean if a program or your course can be completed in a month then it's probably not that bad that's what I would like to think.

**Interviewer:** Alright, thank you for that. And then what are the facilitating conditions so we mean what sort of resources will a person need to complete these micro credential courses.

**Interviewee:** In terms of resources I think they would need a couple of things they will need a device some sort of device to do the course on unless if they're going to class in person, then they will need notebooks ends and things like that they will probably need the course material like your textbooks and things like that.

**Interviewer:** Alright that's a good point. And how easy do you think it is to access these courses, so how easy do you think it is to find these courses?

**Interviewee:** Oh, I think it's quite difficult actually, for me I would say because I actually didn't know about these credentials until I heard about them from you. So, I think if I had the knowledge of these short courses or what you call them, then maybe it would be easy for me to find them but I think it's hard to look for something you don't know about.

**Interviewer:** That is a very fair point, it is indeed difficult to look for something you don't know how would that even work thank you for raising that point. How do you think acquiring a micro credential contributes to your skills as an entrepreneur?

**Interviewee:** I think these short courses can actually help you as an entrepreneur to improve some of your skills it depends on which skills you want to improve because I think some things you can't learn them through courses I think some things you can only learn them through your on the job training if you get what I mean so I think it depends on the type of skill you're wanting to learn as an entrepreneur then in that sense they can help you if that skill is something you can learn through a course.

**Interviewer:** That is a very good point, thank you for that. How is training currently being conducted in your organization? How are you currently doing this in terms of the medium of delivery?

**Interviewee:** Currently we actually focus on hands on training because of the nature of our company who stop we have had a few experts come in and teach us how to do some things but it's more like they're teaching you how to work with the machines and things like that we have not had more theoretical training just more practical hands on training that is what we are focused on so far.

**Interviewer:** Alright that's a very good point. So you currently do your training in person because you're focused more on the practical side in your business alright, what skills do you aim to improve if you were to do a micro credential course since you have been doing the more practical side let's say you would like to do something more theoretical let's say to improve your people management skills for example I believe that is something you can learn through a course if you were to do something like that just for example what sort of skills would you like to improve?

**Interviewee:** Alright so looking at our business we are in need actually of some communication skills I think those are very important because we have quite a number of employees and the business is growing so we need to have that unlock. We need to know how to deal with people and how to communicate well, I think that is very important. Apart from that is the head of the business I need to have good leadership skills, that is something that is very important because good leadership goes a long way you know leadership and management are different, I do need both leadership and management skills for my business.

**Interviewer:** Very interesting, thank you. How long do you think it would take to complete a micro credential program?

**Interviewee:** I think that would depend on the course itself and yourself as an individual, but I think these short courses probably do not take that much time.

**Interviewer:** Right, because the reasonably quite short. So, if you do decide to go for a micro credential program what sort of factors would you look at, what things which help you decide which program to go for or which course to go for?

**Interviewee:** So, I would definitely look at the needs of my business first, because that is the most important thing of all. And then I also need to look at our schedule, can we even accommodate training at this time, or when can we look into doing this training. The other thing I would need to look at is how flexible the course is we later allow us to train, to get training and to do our work simultaneously.

**Interviewer:** Alright so those are some of the things you would look at, interesting. How do you currently measure your skills, what are the things you look at to determine someone's skills levels?

**Interviewee:** OK, so the things I look at is obviously the years of experience, I think that is an important factor actually.

**Interviewer:** Alright that is a good point. How much flexibility do you think macro credentials allow you in comparison to your traditional degrees or college diplomas?

**Interviewee:** I think the short courses are probably a little bit more flexible than the traditional degrees as you said, because the short courses you can pace yourself you can do it at your speed, your pace, your time. So I think it's quite flexible.

**Interviewer:** would you say macro credentials are credible, just as credible as university or college degrees?

**Interviewee:** That's an interesting question, I think short courses are just as credible as university degrees especially if they are offered by a good institution I don't think there's any problem with short courses.

**Interviewer:** Do you think micro credentials accurately depict a person's skills?

**Interviewee:** That is also an interesting one, I do not think they accurately depict a person's skills but they are a good indication of this person's education if I can call it that I can include see what this person has studied what skills they have gotten and maybe it's more theoretical but academically see so it is good to have the micro credentials or these short courses but then I don't think they accurately depicted person's skills.

**Interviewer:** Alright that's a fair point. And then how can micro credentials increase a person's employability?

**Interviewee:** OK I think this one micro credentials definitely play a big role, they do a big part here. Because I think employers actually consider people with micro credentials so it's definitely a good to have for job seekers.

**Interviewer:** Alright that's a good point. Which method of learning do you prefer, game-based learning or a more traditional setup where you have to sit in a classroom and maybe listen to a lecturer teaching you something and you take notes. Which one do you prefer?

**Interviewee:** Oh, I've never done this game based setup but I'll definitely go for this one. No questions asked.

**Interviewer:** That is quite interesting for what are some of your business goals, as we approach the end of the interview, and do you think you would need to improve your entrepreneurial skills in order to acquire those business goals that you have?

**Interviewee:** Alright so my biggest goal is for my business to just be successful to be, 2 generate lots of profit, for it to grow and you know employ more people because that way I actually get to help my community and the people around me by providing them employment so by my business growing it doesn't only benefit me but it will benefit some people in the community as well so that is my goal. And I think to achieve this goal I will need to improve some of my skills definitely so that I will know exactly what I need to do for my business to grow.

**Interviewer:** Alright, alright. And do you think macro credentials can help you to achieve some of your goals? Do you think they can help you in any way?

**Interviewee:** Definitely. I think they can help me in the sense that I can get some skills by completing these courses and those skills would definitely be helpful for me in my business.

**Interviewer:** Alright that is good to hear. This is now the end of our interview. I thank you for the time that you have spent on this interview I appreciate it.