

## **Transcript for Group A: Participant 1**

**Interviewer:** Good evening [...] Thank you very much for taking part in this interview. I'll start by giving a quick definition of micro-credentials. So micro credentials are defined as short, verified courses where successful candidates are presented with digital certificates or digital badge after the completion of the course. So, it's basically something like a course that you can take either online or in person, and it's usually very short. And it's focused on a particular skill that you can take a course on marketing management or your course on business management, etc. As an entrepreneur, right? Just to improve your skills so that you can apply those skills in your in your business venture, right, so that you can be successful and sustainable. Do you have any questions on what micro credentials are? Because you hear this term very often along the interview. Is better. Because people will actually be interactive like that, so, and they'll ask a lot of questions actually. So maybe just to elaborate, it's different to you know [...] your traditional degrees where you go to university and study for like 3-4 years to get a qualification, micro credentials can be short like one month, three months, you focus on one specific skill. And then once you write a test for something at the end of that program, then you know it qualifies you to say you now have this skill and you can go and apply it in an actual situation.

**Interviewee:** Alright, I understand.

**Interviewer:** We are focusing on for this study the entrepreneurial, entrepreneurship skills that we think are important for the success of the business. We all know you know the world is leaning very much towards technology, everything. Technology rules the world. So you need to have technology, technological skills right for your business to be successful. So those are the things will be focusing on. OK, so before I start we start talking, please feel free to say anything that comes to you mind which you think will add value.

**Interviewee:** Okay.

**Interviewer:** OK. And before we start, just so that we can get comfortable, can I ask more about your business and what you do at the moment, how your business is doing and such information?

**Interviewee:** OK. Thank you for the opportunity. It's an honour for me to be here today. I am currently running a digital marketing agency that I started the beginning of 20... end of 2020 beginning of 2021 so that December to January period. So yeah, it's. A 1 man company at the moment, It's currently something that I do in my free time. It's been making me quite a lot of, you know, extra income. So the services we provide is the digital marketing like I said, so maybe digital marketing for startup businesses. So businesses that are also trying to start up, we give them packages and help them with their brand identity. In the same way, creating your Google business profile, creating

business emails for the websites you know just helping them start. We help them register the companies, but we're giving them more digital footprint, helping them find an audience online. So yeah, that's what we do. But it's mostly websites focused, but anything else like posters or weddings or church services or events, you know, things like that. So yeah, just anything that has to do with the businesses' personal online presence.

**Interviewer:** OK, that's good. Thank you for sharing. I think you're very much the right person for this interview because you sound like a very, you know, active entrepreneur in business. Thank you so much. So we can just dive right in.

**Interviewee:** Thank you.

**Interviewer:** So, the first question that I'd like to talk about with regards to micro credentials, keeping in mind that they are usually offered online. I mean they are offered in person too, but since they are usually like short and very flexible, I think most people prefer to take this online so that they can complete the program in their own time because people are busy. You know they're working. In line with that, what do you think that the technological skills that you need to acquire micro credentials?

**Interviewee:** Thanks. OK, so technological skills that you need. First you need basic navigation skills. First of all, knowing where to find the course, right where, where to find the micro credential. Then after you found that you also need like a basic understanding of how to navigate the course because you might find that the course has different content options like videos and you might also need to do like an online assessment or quizzes or stuff. So you need navigation skills. Computer understanding, you know, skills you also need. What else can I say? Internet connection is not a skill, right? No.

**Interviewer:** Good point actually, because since they are usually offered online you do need Internet connection.

**Interviewee:** Yeah. So you probably just need Computer literacy skills. If you know how to use a computer, how to navigate through the course, then you should be fine in terms of technological skills.

**Interviewer:** Thank you very much for that, what about in thinking in terms of the effort it takes to complete a micro credential program.

**Interviewee:** I think it depends on the course, the hours, the content volume as well. Because there are courses that require you to just sit on your laptop for 8 hours and then you get a certificate after that, to say you know, you complete the course and there's others where you actually need to do an assessment. So it might run for like a month or three months. You might need to do quizzes and whatever. So I think depending on the size of the content, but if I was to say, maybe for a 30 day not even a 30 day course. Because the courses don't normally have a specified period but it might take 150% of

the time specified depending on the difficulty challenge, like if they say it takes 30 minutes or 30 hours to complete. Maybe it might take you 45 because you know you're not understanding at the same level as they expect you to do that or you're not watching the YouTube videos at the rate, maybe you keep repeating or something, you know, to get, get a better understanding or it might also take you less time. Because you are understanding everything much faster since it's a topic of interest to you or you already maybe know something or you just don't take too long to answer the questions on the assessment. So yeah, I would say it depends on the difficulty and the volume of the content of the said micro credential.

**Interviewer:** Yeah, that's a very good point because it is for entrepreneurs. You're probably busy because, I mean, it's probably not the only thing you're doing right. You also have the full time job as well, so I think it is quite important to look at those hours how many hours you're required to you know to focus on this program.

**Interviewee:** Yeah.

**Interviewer:** Essentially, how many more you might have to put in in case you're busy or you need more time, just like you said, yeah. Thank you. Then moving on, what do you think are the facilitates and conditions so in terms of time, money and technological resources, like you know things that you're going to need in order to complete this program?

**Interviewee:** Yeah. So like I said before, you need it. It seems like a petty reason. Very small reason, but you need a good environment. I have tried doing a micro credential in a small space because my family has a very small house where you have a lot of activity happening in the background and stuff so it's hard for you to put your 100% to focus exactly because you have so many distractions behind and that's number one. So a good environment, a quiet place, number two is what I said before the stable Internet connection, which also translates to money. Imagine doing it on a 50 megabytes thing and they have videos on every chapter. Becomes difficult. It also will become expensive if you don't have Wi-Fi. So you obviously have to pay for it. So that's money. Money for the actual course as well, there is obviously free online programs, but a lot of the Udemy courses are expensive, not expensive, but they need some kind of cash to access the content.

You also need time away from the business time away from the business is a cost to me. I could have spent that time that I'm doing the course on another project, but now I'm not working on the project which is, you know, making it longer and I could have been using that time to do something that would actually make money. Obviously I'm gaining knowledge now, but if I translate it to my business, I'm using time so. Yeah.

**Interviewer:** That that is a very important point. I wonder if that's one of the reasons why some entrepreneurs may be hesitant to actually take up this because they feel they would rather use their time making some money.

**Interviewee:** Yes. And if I could just add there because now, not specific to me, but other individuals. Imagine if your entrepreneurial activity is digging. When you get home with no time to yourself, you won't even have at least the capacity to think of doing an online course because you're tired. But now with us at least it's better. I will be tired, but I'm not physically tired and I think a lot of people just hide, not hide, but the main reason they wouldn't do it is I don't have the time. I have a full time job. I have this business. I don't have the time for this.

**Interviewer:** Do you think if those people were to like sort of change the way they think and think like this: I don't have the time. I mean, investing time in this course means time away from my business. I am going to lose out a little bit. But I'm going to gain a lot of value from this course. Actually, it's going to pay back and it might actually benefit me way more than if I don't invest the time in gaining this skill. One week worth of your time in the course and then you lose out on sales. But for one week. The skill you're going to acquire in that one week you will be able to make sales for the rest of the business actually.

**Interviewee:** It's just an entrepreneurial mind. It's like a basic entrepreneurial thing is I have to make the sale. It's not about, you know, the investment, especially because a lot of people don't know the value in the micro credentials. It's not a priority, rather make the sale, than invest in the market potential.

**Interviewer:** Wow that is quite interesting. Thank you very much. All right, moving on, how easy do you think it is to access a course that rewards you with a micro credential upon completion? So basically, how easy is it? Let's say you want to improve your marketing skills, for example, how easy is it to find the course actually whether online or a course that's offered in person?

**Interviewee:** It's very easy, extremely easy. It's just a matter of one Google search and obviously maybe 10 minutes of filtering through which one I want based on the cost of the time, the content or the specific areas that are covered in that course. But for me it's easy.

**Interviewer:** OK, so I think it goes back to computer literacy like you mentioned that, I mean some entrepreneurs may struggle a little bit, they might struggle to find these micro credentials, but if they have the computer literacy skills, it becomes very easy.

**Interviewee:** Yes, it also depends. You can find online courses from many platforms, but some people don't know these things. People think you have to walk into universe or colleges or something. So yeah, you're right.

**Interviewer:** Thank you for that. Do you think, right, that acquiring micro credentials contribute to your skills level, do you think there is some benefit to that in terms of upskilling the entrepreneur?

**Interviewee:** I think there is a huge benefit to that. If I can take it as my case. Before I did this specific micro credential course on WordPress, it would take me longer to perform an activity, so once I did that short course, I had like a new skill now, I was upskilled. Is that a word? It doesn't take me as long to do my business activities now. What happened to my connection?

**Interviewer:** You're back, you're back.

**Interviewer:** Technological resources are lacking huh.

**Interviewee:** Sorry, as I was saying, when I started my business, I will have to do a Google search first to see how I can complete the activity. But now because of this course now I can [...] I now know what I'm doing in a sense. So, I think the course definitely helps you, even for things like money handling. But if I had done this financial course to help my business or business management course as a whole, then that would help me as well. You know when I get income, how can I use that to sustain my business? So that I have actually you know currently and it's unfortunate, but that money that I make for my business, I use it for personal reasons like buy things and upkeep and whatever. But if I had a business management course I would actually know how to manage my business well. You know, like if I get money from my business, I should use it in this way so that my business can run by itself without me injecting some of my salary into it. Does that make sense? So I think it really helps. I think it 100% helps.

**Interviewer:** Thank you very much for your input. So just on that point, you mentioned that there was a course you did, which skills would you say you improved through that program?

**Interviewer:** Is it just general business management skills in terms of your business, obviously what you focus on? Is it your creativity skills and how would you classify those skills that you managed to get from that course that you did?

**Interviewee:** I would say technological skills. It's a technical kind of thing, you know, like it tells you if you want to create a page that looks like this. Click here, click there. Click that kind of app. Where do you find the slide show that you can put on your website? That kind of thing and then I did a digital marketing short course. That one was the free one from Google, that one, it was more. How can I say it, more knowledge like? How you. Yeah. It's like it's not technical, but it teaches you things like what is digital marketing? How do you get started if a client comes to you saying I want, you know, digital marketing for my business, how do you get started? What questions do you ask,

you ask things like, what kind of vision? You have to, you know, like you have to ask the customer what vision they have for their business in order for you to help them as an agency. So yeah

**Interviewer:** Alright, I see, that was quite beneficial for you. Thank you for that.

**Interviewer:** All right. I have a question here, in your business venture at the moment, how is training conducted? I understand you say it's a one main business. So how are you currently training yourself like in terms of the medium of delivery? Do you prefer online courses or do you prefer in person. How are you currently handling training?

**Interviewee:** Differently online because I need to share my screen, I can't show you. It's not like a. An outside job. I do my business online, so it makes sense for me to do my training online, because then I don't need to see you to explain what I'm talking about.

**Interviewer:** OK. Alright. Which skill do you aim to improve using micro credentials? I'm looking at your business. What would you say? Like what skill would you say you would like to improve using micro credentials?

**Interviewee:** Business management as a whole because now I have the skill to perform the business activity, but I can't say I know how to manage a business. So if I was to get a business management credential. I hope your next question is not what's stopping you from getting that thing, but if I was to get a business management course, I think that will help me because sometimes I really get demotivated, but if I had a business course, maybe it teaches you there that you have to be consistent. You have to push. Like you cannot give up on your business when you feel like it just because you have salary. You have to continue working on it and you know, and then when you have income, how do you handle it so that it makes more income then maybe I could invest that in my own business to market my own business and then get more clients and eventually quit my job. Then I'll be a happy person.

**Interviewer:** Very interesting feedback. How long does it usually take to complete a macro credential? I think just going back you might have, I think you answered this already when you were talking about how much effort you need to invest in getting a micro credential?

**Interviewee:** Mm-hmm.

**Interviewer:** You spoke about the hours. It depends on the hours. Level. Is that right?

**Interviewee:** That's correct.

**Interviewer:** OK. Then just another question here is do you find value actually in acquiring micro credentials instead of a traditional university degree? If so, why? Why do you say so? If not, why do you think it's not very beneficial to gain? To take up a micro credential program instead of traditional university.

**Interviewee:** So, there is one thing. This thing is important. Micro-credentials for the win. You know why? Because I can do a micro credential course and at the same time make money. If I then invest in a university course, in a university degree one, I can't afford it. It costs a fortune. It costs a lot. These Udemy courses normally cost between R200 and R600 and also I can do it in my free time. I can do these micro credentials in my free time whereas I feel like the university course or degrees need a lot more investment, a lot more effort and time. Maybe you might even need to attend lectures on campus and I don't have the time to be doing that, I have a job, and I have my business also too, you know, to give attention to. So, I don't have the time and I'm not really willing to be a person with a student card anymore. So that's it.

**Interviewer:** Alright, and also I think another thing is also that traditional university degrees are usually more like generalized. You learn a lot of content whereas micro credentials you can get one for a particular skill that you want to improve. So it's very like, what's the word?

**Interviewee:** Exactly. Yes. You can focus on a specific skill.

**Interviewee:** You know what? The thing is, once you finish the university degree, now you actually need the skills that are actually going to help you in your business. Because if I did digital marketing, I can imagine the different scenarios they would want me to do. You know, for example you can search on Google how to make posters and get immediate results, but a university degree. That might be a lesson for one day.

**Interviewer:** Well, that's a very good point. Thank you for that. And then moving on, how do you measure your skill level? Do you measure, just to give you an example in terms of experience or in terms of education acquired because, I think some people might still be, you know, in that mindset that if you have a degree, you're like sort of more educated than someone who just did a course you know. What are your thoughts on that?

**Interviewee:** How I measure mine is definitely on experience, not by a degree. Because like I'm saying. The degree has nothing to do with my business right now. I measure my skills on experience and also results produced right. If I produce a working website. It's like, I know what I'm doing. Because if I compare the website I did on the first day before I did the course and the one I did after that. There's a major difference because it looks crisp. It looks modern and you know all of those things. So I definitely measure my skills, my personal skills on the results or on the product that I'm producing. So if I make a poster, I look at it. I'm like, damn. Now I'm good or, you know, it's getting better. So yeah, definitely on experience and results.

**Interviewer:** OK, very good point. The other thing is how much flexibility do you think micro credentials give you?

**Interviewee:** It's up to you. You choose your pace. If I want to repeat a lesson in university if you miss it. Sorry, you can't. Then you have to do an assignment by the 10th of February for example, so then that would force me to do it on the 9th of February. And I don't do it wholeheartedly, because now I'm rushing against time, but because I have so much flexibility with micro-credentials, I can do the same assessment 10 times, so I'll do it again because it's at my own times. My understanding is, university is more like, we're learning with the smartest person, so if you don't get it, that's on you. I'm so sorry. But with this one, I understand a section and I'm like, OK, cool. Let's move on to the next section. You know, because it doesn't help me to just skip through the content which I've paid for, and you know because it won't help my business in the end, but I'm actually there to learn so I can improve my business, you know? So it gives me so much flexibility. I can do it at 12 PM. 12:00 AM. 1:00 AM, 2:00 AM 3:00 AM, anytime I choose to.

**Interviewer:** Any time is teatime.

**Interviewee:** Any time is teatime and my lecturer is right there, I can just play him from the video and then you know, so much flexibility. Very, very flexible. Yeah.

**Interviewer:** I think I agree with that definitely. Still talking about micro credentials. Do you think micro credentials are just as credible as traditional degrees? And by that I mean they can be, you know, sort of. What's the word I'm looking for? They're on the same level as if I have a credential and you have a degree, we're on the same level. Like if I do the micro credential on, let's say business management, of course, micro credentials are stackable, right? You can stack them.

**Interviewer:** You can do multiple courses. You get those. Yes, completed. You've acquired this skill, right? So let's say you've done your micro credentials in business management, you stack them. Comparing with the person who's done a business management degree, would you say they're on the same level? Maybe not. They don't have to necessarily be on the same level, but do you think that the credentials are just as credible as university degrees.

**Interviewee:** I think personally, as a person, I think yes, they are just as credible. I feel like university is in my computer, so that's just dried out so they can spend our money. We could have done it in 15 hours if they really wanted. But now, because you know, they make it in three hours. Anyway, I was saying I personally think they're credible, but as a more traditional person, I think if I did a business management course, I would probably tell you that I don't think micro credential courses are as credible because they've invested.

**Interviewer:** Or is it standard? That you worried about, like, the concern is it the time invested into the course, do you think the content is not enough to qualify the person to say you now have the skill or is it rather the sort of assessing standards that are used

because I mean for a degree, there are probably like, I don't know, there's a council or, I don't know, some people determine, right, the assessing standards.

**Interviewee:** Yeah. Yes, yes, yes, yes. But then think about this. I get your point. But then me with my micro credential would probably be better than that guy because he got his degree through assignments, group assignments, even where he wrote the documentation and he didn't participate in the project. So I think stay with me. I think that me, I think that they're credible, even sometimes more credible than a degree. Yes, they're credible, but there is a perception.

**Interviewer:** That they are not.

**Interviewee:** Right, on Twitter or something, there was a lady today. She's a musician that said that she has 19 qualifications and 19 of those qualifications are all diplomas and certificate of attended whatever. Whatever. Right. And people were like. And then she was bragging on this one podcast but people were saying there's not even one degree there, there's just diplomas and whatever. People like girls.

**Interviewer:** I would think that people listening to her should have been happy for her.

**Interviewee:** Exactly. Supposed you're supposed to be like, yes, yes, yes. But exactly, you know. That's the thing, the society, the perception around micro-credentials is that they are not as credible as a university degree because university degree used to put your sweat and blood, have you spend three years of your life dedicated to that one thing right. But then will I remember what I learned in my first year or? Like, you know. It's very tricky. The micro credentials now it's a focused thing where I'm doing it in a week and I know what I'm doing, you know? So I think it's credible, but I know society doesn't think so.

**Interviewer:** These are still sort of not, I can't say new, but I think they've been around for a few years, but not as long as these have been around.

**Interviewee:** Yes, it's true.

**Interviewer:** Because, I mean, people are still in the process of actually adopting or rather making use of this progress and you know, and I mean naturally, it would take time right for people to.

**Interviewee:** Yeah.

**Interviewer:** I'm starting to see some degrees on entrepreneurship and things like that.

**Interviewee:** And you would actually be wasting your time almost if you went to the University for entrepreneurship, when there is micro credentials, they can teach it to you like that, so yeah.

**Interviewer:** Makes sense. Then the next question is, do you think micro credentials accurately depict a person's skills? Like if you have a micro credential in marketing.

**Interviewee:** In my honest truth I would say. Not at all times, sometimes because I will do a course on boiler making, get a micro credential. I'm planning on starting a business in boiler making. Whatever. Then I don't find anyone to invest in my business and then I have the certificates though, right? I have the badge to say I did it. They introduce new zinc levels. No, this is now then, ten years later, I'm like, oh [...], so I think not at all times, I don't think it's at all times. Sometimes if it's soft skills, maybe you know you can say, OK, you can't really forget how to do it. You can, but you know soft skills are easier to adapt and keep practicing and stuff so.

**Interviewer:** OK, so I think this is a good point when we're talking of hard skills versus soft skills

**Interviewer:** And I'm just thinking in terms of entrepreneurship skills, right, which is the focus here? Like leadership courses can teach you how to improve your leadership skills. I mean, if they teach you the fundamentals that you need, right, I think those can always be applied.

**Interviewer:** But those skills, right, they accurately depict the persons skills, but not all the time. It depends on the skill, right, whether it's a soft skill or a hard skill.

**Interviewer:** Feel that it's going to keep changing over time.

**Interviewee:** Yes.

**Interviewer:** Like very much to your point, if you get micro credentials. So let's say technology skills. For example, in 2023, you cannot apply those skills probably in 2025 new things in 2025 in terms of technology. So you will most likely have to upskill.

**Interviewee:** Yep. You can't say to me I'm a programmer that when you got your credentials in 2002.

**Interviewer:** Understood. Then just another question, do you think micro credentials can increase a person's employability? I mean, I know we're talking about entrepreneurs, but entrepreneurs provide employment, right? And they themselves. You can be employers, right?

**Interviewee:** A person investing in a micro credential investing their time, not even money, investing in their time shows me that this person was actually that willing to put the extra effort. You know, to acquire the skill, it's very different from, how can I say it's very different from? A person that can say with their mouth, I know how to do that, but they don't have the picture. See. So, I definitely would employ someone with micro credentials. And also like you said earlier that it's a focused area type learning. So that

being said, I will trust the micro credentials certificate more than a university degree. I don't trust my own university degree paper because I don't.

**Interviewer:** Why not?

**Interviewee:** Umm. And then the thing they taught me, they. They taught me a lot of programming, which I can't do. But with the micro credential, I think the stuff you know the quizzes are more structured to say if you make 70% and you go to make you know that kind of thing, it kind of makes sure that you get the content, you understand the content before we can give you the credential.

**Interviewer:** That is so true because, like you were saying earlier, like, you know, university, it's a very fast-paced environment, there's due dates and you know things have to be done in a certain amount of time. In three years, you need to have done so much. I don't know how much content you need to have, you know, worked through and stuff like that, which means it's really difficult. Like people sometimes just probably study for the sake of passing, not for the sake of actually understanding, you know.

**Interviewee:** You know, you're right and it's more like. It's a matter of let's just keep going, how we get there, how much I'm going to get there with doesn't matter. I just want to get there. And that was me.

**Interviewer:** Thank you for that. Then moving on, which method of learning would you prefer between game based learning or traditional learning. Just to elaborate on that. Micro credentials can be offered in different formats, right? Like you see sometimes videos you need to watch, I mean. It can be done via something called gamification as well. So, what would you prefer actually, game based learning or traditional learning?

**Interviewer:** Meaning sitting in the classroom and learning or going through content reading through it.

**Interviewee:** Game based because I get bored very quickly. I remember when I was in a traditional learning structure in university, I would sit in every single lecture I would listen for 10 minutes and then the rest. I'll be on my phone. I'm not very good at focusing for long periods of time. Especially with things that are like traditional content. But if it's a game, you can give it to me, I. Can play it the whole day so. I would really prefer the other one.

**Interviewer:** OK, so we're almost done here. We just have three questions left. So the next question is. Just in general, just to understand what some of your business goals are, and would you need to improve your entrepreneurial skills in order to acquire those goals, just you know based on the conversation we've been having on micro credentials and how they can actually improve the skills of entrepreneurs.

**Interviewee:** My business goals one day is making my business self-sustainable, meaning that I want it to run without me putting so much effort, not without me putting

so much effort, but like without me knocking on doors like. Give me business, you know, like I want it to be like, a known thing everywhere that when everyone thinks of. So when anyone thinks of digital marketing? They like, you know, how you think you need to wash your dishes. You must buy sunlight. I want to be like that. Thank you.

**Interviewer:** Tell me more about it

**Interviewee:** I want to be a good go to person for everyone. If you're having a wedding, like, I must be at a point where I'm like guys. I'm busy. I can't take more clients, you know, in the sense that I want to make it more and I can do that if I can digital market my business. If I can market my own business, right? If I knew how to.

**Interviewee:** That's the thing. Like if I was a client, I wouldn't take me because I'm like girl, you have 50 followers. How are you going to get me 100? Tell me. So it doesn't make sense. It does not make sense at all. Right, so I want to like have a portfolio where I can show my customers look this is what I managed to do for my company, this is what I managed to do for that company and that company and that company. Gain the trust of the of the market right and then from days just take off and then once that happens. Have people that work. That's the bold idea that I have for my business and I feel that if I had the micro credentials, or if I did, because I only did one digital marketing course and it was, it was free content from Google and the voice is good. But I also feel like if I looked at other digital marketing courses like. More paid courses, maybe longer courses with different content. Then I can market my own business first.

**Interviewer:** Alright, I get that.

**Interviewee:** And then from then on, it's not going to be that difficult to market anyone else's business and stuff. So, I really do think my reputation would help me boost my business and just this management in general like once I get to that point then I'm on my way to that point where I'm a big agency and whatnot. How do I deal with the transition. How do I deal with business like having money and things and you know all of that stuff?

**Interviewer:** So would you say actually lack of some like entrepreneurial skills is hindering you from reaching that goal for your business. If you have the necessary entrepreneurial skills, you think that you will be able to achieve that goal. Yes.

**Interviewee:** Yes. If I knew how, then I would probably take further steps into improving the business.

**Interviewer:** You mentioned, yes. And you think that you could actually make use of micro credentials to improve some of those things that you need, yeah. And then the last question is, does your business use any form of technology for its operations? If so, which ones? I think already sort of mentioned some of them at the beginning, you just use WordPress.

**Interviewee:** To make my websites, I use Canva to make my posters. I sometimes use Photoshop. I use the background removers. There's a lot of those which I use.

**Interviewer:** Interesting, thank you very much for being part of this interview. Is there anything else you'd like to add on the conversation we were just having?

**Interviewee:** No, I think I've said everything that I had to say. Thank you.

**Interviewer:** Thank you so much.