



Pacific Waves

Mobile Satellite Systems End User, Radio Telecoms Systems End User & Training of Trainers Training (EDIP) Modules

Evaluation Report

Samoa: June 2025

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1. Executive Summary

Between the 17th and 20th June 2025, 3 Pacific Waves Training Alliance modules were delivered in Samoa: the Mobile Satellite Systems (MSS) End User, the Radio Telecommunications Systems (RTS) End User, and the Training of Trainers (ToT–EDIP) modules. A total of 22 participants attended the training, representing a range of national stakeholders including the Ministry of Communications & Information Technology (MCIT), the Ministry of Natural Resources & Environment (MNRE), the Office of the Regulator, the Samoan Red Cross, the National University of Samoa (NUS), and the 2AP National Broadcasting Station. All training modules were conducted at the 2AP Broadcasting Station building and grounds in Apia.

Twenty-two participants completed the MSS & RTS End User modules including 2 females and 20 males, with 7 of those selected for the ToT (EDIP) module. Eighteen participants (81%) completed the post-training evaluation questionnaire (see Annexes B & C). Formative assessment and the feedback from the questionnaire confirmed that all 3 training modules met their stated objectives.

The EDIP (Explanation, Demonstration, Imitation, Practice) training technique was used throughout the delivery of the training programme and served as the instructional foundation. This practical, step-by-step technique proved highly effective in enabling participants to absorb and transfer technical knowledge, skills, and abilities. ToT (EDIP) participants found the EDIP instructional approach highly beneficial, as it provided a structured, widely recognized framework to build trainer confidence when delivering MSS & RTS End User training modules to others. By the end of the training, participants across all modules reported confidence in their ability to apply their new skills in emergency response situations. Those in the ToT (EDIP) cohort indicated they felt increasingly prepared to deliver MSS & RTS End User training using the EDIP method to foundation competency levels.



This Pacific Waves training initiative not only contributed towards Samoa's national capacity in emergency telecommunications but also supported inter-agency collaboration and local ownership of learning. The participant feedback demonstrated confidence and the effectiveness of both the technical content and the instructional methodology. This training programme has established a good foundation for continued emergency telecommunications capacity building and has provided a meaningful contribution to Samoa's disaster preparedness and emergency telecommunication resilience.

2. Analysis of Quantitative and Qualitative Data from the RTS & MSS End User Training Modules.

Key Findings:

Eighteen participants responded to the MSS & RTS End User post training questionnaire offered valuable insights into levels of confidence, understanding of the course material, and the perceived relevance and impact of the training. The summary below presents key findings related to participant confidence, comprehension, and the overall value derived from completing the MSS & RTS End User training modules.

On completion of the training programme, 14 participants (70%) reported feeling very confident in setting up MSS, while 4 participants (20%) indicated they were confident; no participants reported a lack of confidence. In terms of setting up and using MSS equipment, confidence was apparent, with 16 participants (80%) stating they were very confident and 2 participants (10%) reporting confidence. Similarly, when asked about their ability to use RTS as a first responder, 16 participants (80%) expressed that they were very confident, and 2 participants (10%) felt confident. No respondents reported feeling unconfident in any of these areas, indicating that the training effectively supported end-user operational readiness.

These results reflect consistently high confidence across the core MSS & RTS End User technical areas, with no participants reporting a lack of confidence. These ratings suggest that the training effectively equipped end users and first responders with the necessary practical skills to operate mobile satellite and radio telecoms systems at a foundation competency level in an emergency response context.

Training Objective(s):

The following MSS & RTS End User training objectives were successfully met by participants, as demonstrated through a structured process of formative assessment during their learning.

T.O 1: Operate Mobile Satellite Systems (MSS) as an end-user in a humanitarian emergency response context.

T.O 2: Operate Radio Telecoms Systems as an end-user in a humanitarian emergency response context.



The MSS & RTS End User training modules achieved their stated objectives by equipping participants with the knowledge and practical skills required to operate MSS & RTS as end users in humanitarian emergency contexts. Participants demonstrated increased confidence, satisfactory understanding, and practical competence in using both technologies.

Mobile Satellite Systems (MSS) and Radio Telecoms Systems (RTS) End User Practical Exercises:

Participants consistently highlighted the value of the practical components within the MSS and RTS End User training modules, which provided vital opportunities to translate classroom-based theory into a real world application. These training sessions were specifically structured to improve operational competency in deploying mobile satellite and radio telecommunications systems used in emergency response. Activity-based exercises focused on establishing and verifying line-of-sight for Starlink terminals, BGAN units, and satellite phones, drawing attention to critical factors such as setup accuracy, signal acquisition, and environmental influences. Complementing this, participants engaged in scenario-based radio communication drills using VHF radios in simplex mode, practising key procedures including radio checks, message formatting, call sign usage, and communication protocols. Together, these exercises reinforced participant understanding, boosted confidence, and strengthened practical readiness to support emergency telecommunications in humanitarian contexts.

Summary of the Mobile Satellite Systems (MSS) End User Training Module:

Participants reported a satisfactory level of confidence and understanding in deploying the Starlink system, the BGAN 710 unit and the Iridium 9575 satellite phones and establishing mobile satellite connections as end users, with all demonstrating awareness of key safety considerations. The training content was universally regarded as relevant and valuable to their roles in emergency response.



Summary of the Radio Telecoms Systems (RTS) End User Training Module:

Participants expressed confidence in operating Motorola hand-held radios as end users, with most feeling confident or very confident. Many of the participants also demonstrated an understanding, ranging from basic to advanced, of key radio communication procedures, including message formatting, call signs, voice procedures and effective communication protocols.

Recommendations:

Based on the feedback received, the following recommendations are proposed to maintain momentum, address minor gaps, and build on the strong foundation established during the MSS & RTS End User training modules.

1. Maintain emphasis on hands-on learning: The high confidence levels reflect the success of practical exercises; this should remain a core part of future modules.

2. Reinforce learning for confident users: While most felt very confident, follow-up micro-trainings could support those who were deemed 'confident' to ensure uniform competence across the cohort.
3. Explore advanced modules: Given the strong foundational understanding, there is scope to introduce more complex or scenario-based MSS & RTS technician training and drills for capable participants.
4. Ensure continued access to support materials: To underpin competencies, participants should have ongoing access to the Pacific Waves eLearning platform and resource hub.

These recommendations should be considered by the MCIT in Samoa and implemented by the WFP-led Pacific ETC instructional design team during the 2025-26 Pacific Waves Training Alliance training pipeline.

Conclusion:

The RTS & MSS End User training programme was very effective in meeting its core objectives. Through a structured programme of formative assessment and hands-on application, participants gained essential knowledge, practical skills, and confidence in operating MSS & RTS technologies within humanitarian emergency response contexts. The training modules addressed both theoretical and practical competencies, with the introduction of systems such as Starlink, BGAN 710, Iridium Extreme 9575 and



To build on the success of the MSS & RTS End User training, key recommendations include maintaining a strong focus on hands-on, scenario-based learning and offering follow-up micro-trainings to support participants who were assessed as 'confident'. Introducing advanced modules and technical drills can further develop capable users, while continued access to the Pacific Waves eLearning platform and resource hub will help reinforce learning and support internal training. This initiative has made a valuable contribution to strengthening Samoa's emergency telecoms preparedness and lays the groundwork for further capability development through the Pacific Waves Training Alliance.

3. Analysis of Quantitative and Qualitative Data from the Training of Trainers (EDIP) Training Module:

Key Findings:

Out of the 7 individuals who participated in the ToT (EDIP) training module, 5 (71%) completed the post-training evaluation questionnaire. Their responses offered insight into their confidence levels, comprehension of the training material, and the efficacy of the instructional approach.

The results show that 4 respondents (80%) felt 'very confident' and one felt 'confident' in their ability to train others using the EDIP methodology. All participants reported a full understanding of the MSS & RTS training module content, with no one indicating partial or no comprehension. This reflects effective engagement with the material and high levels of instructional preparedness. Participants unanimously rated the ToT (EDIP) module as easy to understand, and all agreed it will help them plan and deliver training sessions for MSS & RTS End Users. There was also good awareness of how to access and navigate the Pacific Waves eLearning platform and resource hub

Training Objective:

Participants reported a marked improvement in their understanding of lesson planning, training delivery techniques, and their familiarity with the Pacific Waves eLearning platform and resource hub and its available training support resources. The ToT (EDIP) module successfully achieved its training objective as seen below.

T.O 1: Equip participants with the essential knowledge, practical skills, and instructional techniques required to confidently train others in the setup, operation, and basic troubleshooting of telecommunications technologies, including mobile satellite and radio telecoms systems, used in emergency response.

The ToT (EDIP) training module enabled participants to begin to develop both their technical knowledge and instructional capacity needed to train others to gain MSS & RTS competencies within Samoa's national humanitarian emergency contexts. Participants demonstrated confidence, a satisfactory level of understanding, and practical competence in applying EDIP-based instructional methods.



Training of Trainers (EDIP) Practical Exercises:

Participants responded positively to the EDIP (Explanation, Demonstration, Imitation, Practice) instructional technique, citing its value in strengthening engagement and building trainer confidence. They appreciated learning to ask open-ended questions, adjust tone of voice, and apply reflective coaching prompts such as 'what went well? what didn't go so well? and how can we improve next time?'.

EDIP was seen as a useful method for connecting with diverse learner backgrounds, building rapport, and delivering training in a structured, consistent way. Many also valued the practical exposure to satellite technology and the introduction of terms not commonly taught in previously attended training. The feedback reflects a well-received training experience that strengthened both technical and instructional capacity. Participants felt better equipped to train others, and to proliferate national resilience in emergency

telecommunications through the application of practical EDIP skills and access to ongoing support via the Pacific Waves eLearning platform and resource hub.

Summary of the Training of Trainers (EDIP) Training Module:

The qualitative feedback highlighted a good appreciation for the practical and instructional components of the training, particularly the EDIP methodology and techniques for audience engagement. Participants valued learning strategies such as using open-ended questions, understanding tone of voice, and applying coaching-style reflection prompts. Several noted that the content introduced new, previously untaught concepts, especially in relation to satellite technology and radio communication tools. The importance of understanding learners' backgrounds through introductory discussion was also seen as a valuable takeaway for future training opportunities.

Recommendations:

1. **Consolidate Practical Application Through Micro-Trainings:** While confidence levels were high, short follow-up sessions or refresher trainings could reinforce key EDIP instructional techniques and support skill retention, especially in real-world delivery contexts.
2. **Integrate Peer-to-Peer Teaching Opportunities:** Encourage ToT participants to apply their learning by delivering segments of MSS or RTS training locally. This will further embed their instructional competencies and promote sustainable national training capacity.
3. **Enhance Access to Instructional Resources:** Maintain and, where possible, expand the Pacific Waves eLearning platform's resources to include demonstration videos, editable lesson plans, and feedback tools to support independent training delivery and continuous learning.

Again, these recommendations should be considered by the MCIT in Samoa and implemented by the WFP-led Pacific ETC instructional design team during the 2025-26 Pacific Waves Training Alliance training pipeline.

Conclusion:

Participants emphasized the value of learning how to teach telecommunications technologies through a structured and practical methodology. The EDIP approach was particularly well-received, with participants highlighting its clarity, relevance, and usefulness in planning and delivering MSS & RTS End User training. The module successfully strengthened both participants' instructional confidence and technical competence, supporting greater resilience in emergency communications. While the training met its objectives, continued emphasis on hands-on activities and targeted continuity training for less confident trainers would help reinforce consistent instructional capacity.

4. Acknowledgements

The WFP-led Pacific ETC extends its sincere appreciation to the Ministry of Communications and Information Technology (MCIT), the Ministry of Natural Resources and Environment (MNRE), and its Disaster Management Office for their outstanding technical and administrative support in the successful delivery of the recent training programme in Samoa. The dedication, coordination, and on-the-ground contributions of

these ministries were instrumental in ensuring the smooth implementation of the MSS End User, RTS End User, and ToT (EDIP) modules. From logistical arrangements to the provision of a well-equipped training venue at the 2AP Broadcasting Station, along with access to radio equipment and technical expertise, the collective support of all Samoan government partners greatly enhanced the quality and impact of the training. The WFP-led Pacific ETC looks forward to continued collaboration in strengthening Samoa's national emergency telecommunications capabilities.

5. Closing Summary

The successful delivery of the MSS End User, RTS End User, and ToT (EDIP) training modules in Samoa represents a noteworthy advancement in strengthening the country's national emergency telecommunications capability. Over 4 days of concentrated instruction and applied learning, participants from key government agencies and national institutions demonstrated engagement, a high level of technical aptitude, and growing confidence in their ability to support emergency communication operations. The integration of the EDIP methodology throughout all training modules provided a clear and structured foundation for learning, reinforcing both technical and instructional competencies. Participants developed the practical skills required to deploy and operate radio and mobile satellite communication systems in emergency contexts. ToT (EDIP) participants additionally gained instructional confidence and are now better equipped to deliver foundational MSS & RTS End User training within their agencies. Post-training evaluation data confirmed comprehension, high confidence levels, and widespread satisfaction with the training format and content. The training initiative has contributed to Samoa's national preparedness and laid the foundation for sustained knowledge transfer and capability development. Moving forward, continued collaboration, follow-up support, and expanded access to the Pacific Waves eLearning platform and resource hub will be essential in maintaining momentum and enhancing Samoa's resilience in future emergency telecommunications responses.

6. Annexes

Annex A: Mobile Satellite Systems (MSS) End User & Radio Telecoms Systems (RTS) End User & ToT (EDIP) Training Attendance Sheet.

Annex B: Mobile Satellite Systems (MSS) End User & Radio Telecoms Systems (RTS) End User Training Evaluation Charts.

Annex C: Training of Trainers (EDIP) Training Evaluation Charts.

7. Annex A: MSS, RTS End User & ToT EDIP Training Attendance Sheet.

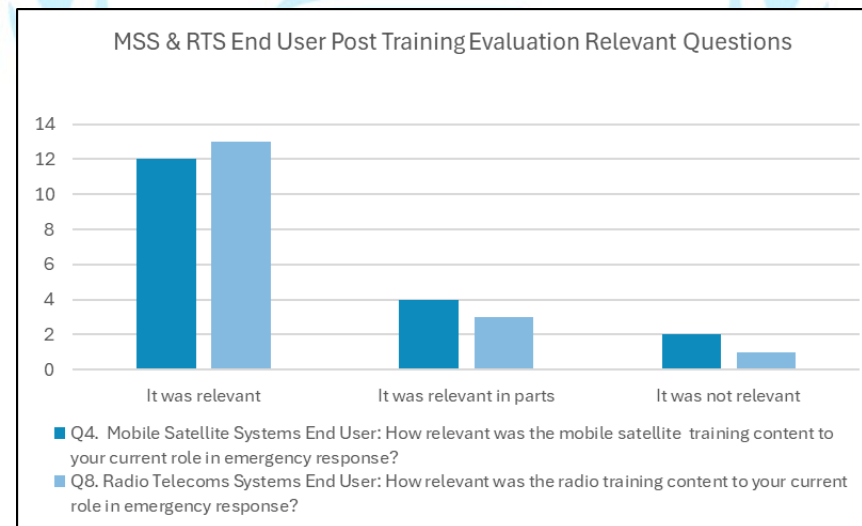
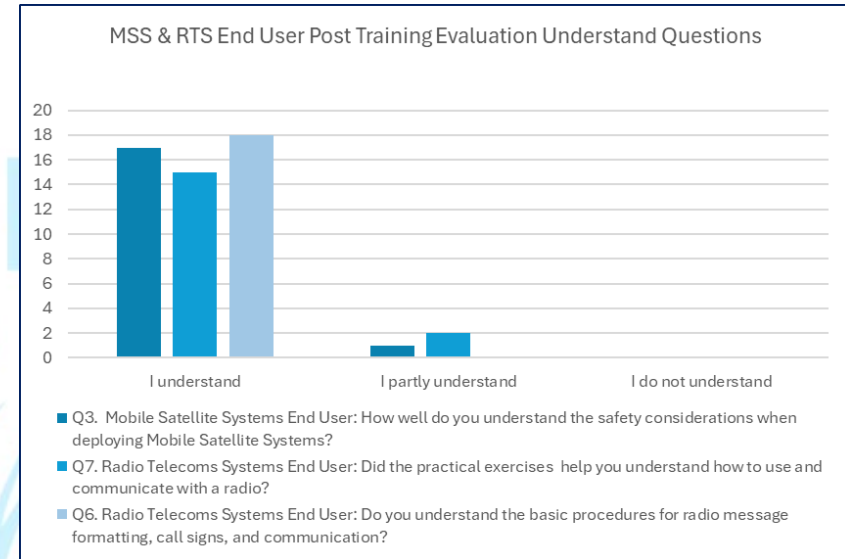
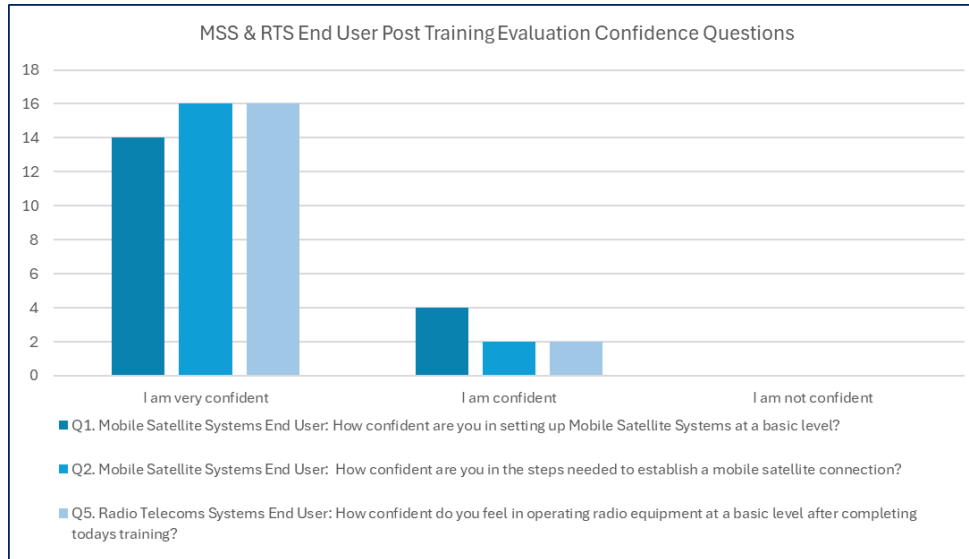
Name	Organisation
Tuesday the 17 th of June (MSS & RTS)	
Faulalo Tupua	MNRE
F. Amosa	MCIT
Calvin Malifa	Samoa Red Cross
Victor Pio	National University of Samoa
Ioane Mamea	MNRE
Talamoni Onesemo	MNRE
Junior Latu	MCIT
Theresa Palale	Office of the Regulator
Alex Ahpoe	Office of the Regulator
Wednesday the 18 th of June (MSS & RTS)	
Leaso Usoalii	Samoa Red Cross
Renee Neemia	MCIT
Timothy Fata	MCIT
Byron Sosaia Satui	MCIT
Meletino Fala	MCIT
Shane Faanuali	MCIT
Thursday the 19 th of June (MSS & RTS)	
James Ah Fook	National University of Samoa
Fala Ah-Loe	Samoa Red Cross
Alshaun Godinet	MCIT
Niualega Filipo	MCIT
Talisau Junior Talisau	MCIT
Sepi Gafa	MNRE (MET)
Gene Kaleuati	CIT

Annex A: MSS, RTS End User & ToT EDIP Training (Continued)

Friday the 20 th of June (ToT EDIP)	
Faulalo Tupua	MNRE
James Ah Fook	National University of Samoa
Junior Latu	MCIT
Victor Pio	National University of Samoa
Alex Ahpoe	Office of the Regulator
Dwayne Tupai	2AP
Meletino Fala	MCIT



8. Annex B: Mobile Satellite Systems (MSS) End User & Radio Telecoms Systems (RTS) End User Evaluation Charts.



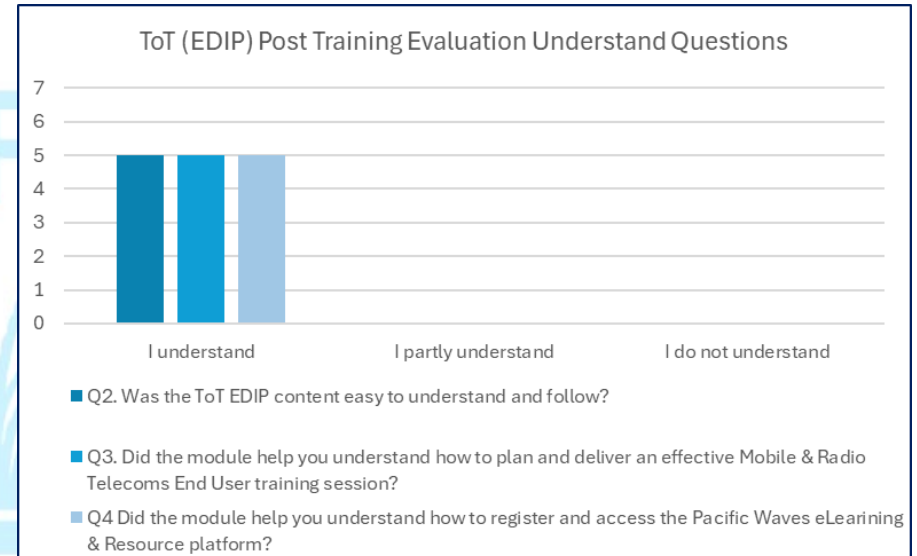
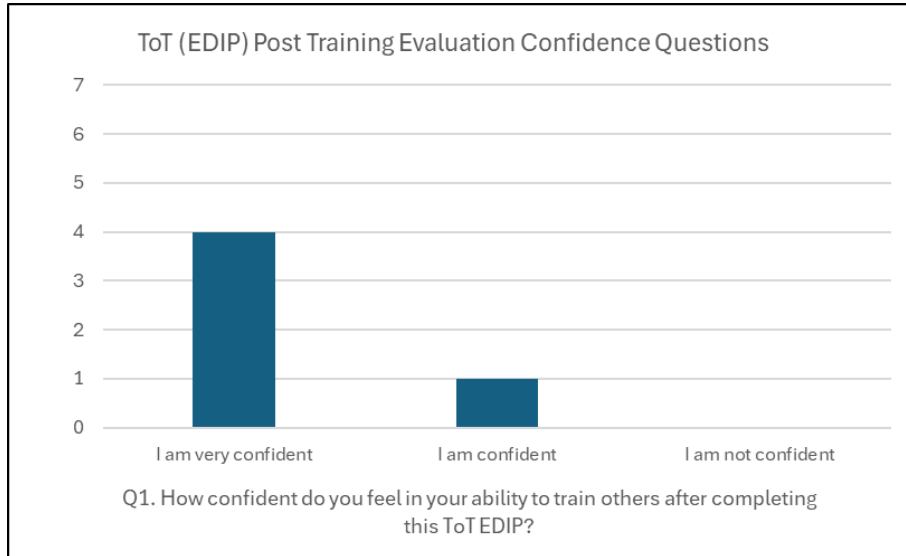
Annex B: Mobile Satellite Systems (MSS) End User & Radio Telecoms Systems (RTS) End User Evaluation Charts (Continued).

What part of the mobile and radio systems training syllabus did you find most valuable for operating mobile satellite systems in emergencies?

11 16

It is very good for I learned new things	Wave of magnetic field
Its all parts of Communication, and ways to operates in remote areas. Its a very quite clearly its flexibility arounds the world	Good communication save times
Practical training for the radio session of being able to use a radio for the first time.	Practical training for the radio session of being able to use a radio for the first time. Good communication saves time.
Satellite systems	It is very good for I learned new things
Using stattelite communication especially in remote areas and the use of sattelite devices	The call signs as well as the finetic alphabet.
Its very good for i learned new things and also with satellite system	Hands on
Sattelite communication	I find very interested on how to use phonetic Alphabetical
The call signs as well as the finetic alphabet	it was good

9. Annex C: Training of Trainers (EDIP) Evaluation Charts.



Annex C: Training of Trainers (EDIP) Evaluation Charts (Continued).


 What was the most useful thing you learned in this ToT EDIP module, and how will you use it when training others?
 4
6

If/ask	Edip
How to keep your audience engaged using open questions as well as learning to be aware of the tone of voice used in training	I learnt a very effective way to get to know the audience and have some understanding of the different backgrounds and competencies which is asking some introductory questions
I have learned things that has never been taught in any IT classes ive been in, how to use satellite phone and new words i picked up and start link different satellite distance and meaning.	What went well? What went wrong? How can we improve?