

GSMA
Capacity
Building

Online Course Catalogue

2026



Programme Overview

- **As a policymaker or regulator, your role in shaping the future of digital connectivity is critical.** That's why the GSMA Capacity Building programme offers a comprehensive range of free training courses tailored specifically to your role.
- **Designed and delivered by industry experts,** our courses provide up-to-date insights on emerging trends and regulatory best practice – empowering you to craft inclusive, innovative and sustainable digital policies.
- **Accessible globally through flexible online, virtual and face-to-face formats,** our programme has already equipped over 10,000 policy and regulatory professionals from more than 180 countries with the knowledge and insights they need to make informed decisions and lead with impact.

Programme highlights



Programme highlights



World-class training: Developed and delivered in partnership with leading global and regional organisations to ensure the highest quality learning experience.



Proven impact: 98% of participants would recommend our courses to a colleague, reflecting the strong relevance of our training.



Recognised accreditation: Courses are accredited by the United Kingdom Telecommunications Academy (UKTA) and certified for Continuing Professional Development (CPD) points.



Accessible and inclusive: Flexible learning formats – online, virtual and in-person – enable participation from professionals across the globe.

Ways to Study

To ensure broad accessibility, the programme is offered via several flexible delivery methods:



Online

Self-paced courses hosted on GSMA's dedicated learning platform, typically spanning two to four weeks and requiring just one to three hours of study per week.



Face-to-Face

In-person training delivered in partnership with ministries, regulatory authorities and regional organisations, on-site at locations around the world.



Virtual

Live, interactive training delivered in virtual classrooms for groups of 20–40 participants, enabling real-time engagement, discussion and collaborative learning.

Trainers

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Trainers

Our courses are developed and delivered by experts and leaders in mobile policy. These instructors come from a range of disciplines including telecoms, law and financial services. All trainers have strong backgrounds in mobile policy and many of them hold advanced academic qualifications. Drawing on deep subject-matter expertise and real-world case studies, they deliver courses that are packed with the latest information.



Course List

1. 5G – The Path to the Next Generation
2. Addressing the Digital Divide
3. An Introduction to Non-Terrestrial Networks
4. Bridging the Mobile Gender Gap
5. Children’s Rights and Connectivity
6. Climate Change and the Mobile Industry
7. Competition Policy in the Digital Age
8. Cybersecurity in the Context of Mobile Telecoms
9. Mobile Connectivity and the AI Revolution
10. Mobile Money for Financial Inclusion
11. Mobile Technology for Humanitarian Emergencies
12. Personal Data in the Context of Mobile Networks
13. Principles of Mobile Privacy and Security
14. Radio Signals and Health
15. Spectrum Management for Mobile Telecommunications

5G – The Path to the Next Generation



**2 Days
Face-to-Face**



**4 Weeks
Online**



**13 CPD
hours**

Overview

The mobile industry is embarking on the transition to fifth-generation (5G) technology, which builds on the achievements of 4G while also creating new opportunities for innovation. 5G is ushering in a new era that will see connectivity become increasingly fluid and flexible. This course covers the key aspects of 5G technology and examines the role governments and regulators can play in helping unlock the benefits of future 5G services for their citizens.

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**2 Days
Face-to-Face**



**4 Weeks
Online**



**13 CPD
hours**

Course Objectives

- Learn about the underlying technologies and concepts associated with 5G.
- Discover the key differences between 5G and previous generations of mobile technology.
- Understand how governments and regulators can help accelerate the development of 5G technology and services in their countries.

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A woman wearing a yellow top with a circular pattern and a blue and yellow patterned wrap is sitting against a green wall. She is smiling and talking on a mobile phone. The background shows a window with green bars.

Addressing the Digital Divide



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1 Day
Face-to-Face



4 Weeks
Online



10 CPD
hours

Overview

Although the world is more connected than ever before, not everyone currently benefits. This course focuses on both expanding mobile broadband coverage (especially in rural areas) and on accelerating mobile internet adoption, which is the biggest challenge we face in addressing the digital divide. Packed with the latest GSMA insights into the barriers to digital inclusion, the course also details concrete policy actions that can be used to address them.





1 Day
Face-to-Face



4 Weeks
Online



10 CPD
hours

Course Objectives

- Gain a better understanding of the factors impacting the digital divide.
- Understand the policy levers that can help bridge the digital divide.
- Create an action plan to address the digital divide in your country.

An introduction to Non-Terrestrial Networks



Online
Only



2 Weeks
Online



6 CPD
hours

Overview

This short course is designed to provide policymakers and regulators with an in-depth understanding of Non-Terrestrial Networks (NTNs) and their integration with 5G technology. During the course we will cover NTNs that are designed to deliver broadband to homes and business in order to compete with Fibre and Fixed Wireless Access solutions, such as Starlink, Eutelsat OneWeb and Amazon Kuiper. However, the main focus of the course is on direct-to-device (D2D) solutions. These are an emerging class of satellite services that can establish a direct connection between a satellite and a smartphone.





Online
Only



2 Weeks
Online



6 CPD
hours

Course Objectives

- Gain insights into the different types of NTN that are in use and under development.
- Understand the key technologies associated with NTNs, including those used for direct-to-device services.
- Identify the regulatory and security challenges associated with the deployment and management of NTNs in the context of 5G networks.



Bridging the Mobile Gender Gap

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1 Day
Face-to-Face



4 Weeks
Online



10 CPD
hours

Overview

There is currently a significant gender gap associated with access to, and use of, the internet and mobile broadband services. This course aims to help policymakers understand the size and drivers of the mobile gender gap in low- and middle-income countries and provides insights and recommendations on how to improve digital inclusion for women. It focuses on mobile, since mobile has the power to transform lives and deliver broader societal benefits, providing citizens with access to life-enhancing services, often for the first time. Mobile is key to digital inclusion since it is now the primary way in which many gain access to the internet. The course also focuses specifically on women, since despite the rapid growth in mobile technology, there remains a gender gap in mobile phone access and use. This means that women are missing out on the benefits of mobile connectivity – it is critical for both women and society that this gender gap is addressed. In an increasingly connected world we cannot afford to leave anyone behind.





1 Day
Face-to-Face



4 Weeks
Online



10 CPD
hours

Course Objectives

- Gain a better understanding of the issue and need for urgent action
- Discover how gender perspectives can be integrated into strategies, policies, plans and budgets so they explicitly address women's needs, circumstances and preferences.
- Learn how barriers such as affordability, safety and security concerns, digital skills, access, and the availability of relevant content can be addressed.
- Learn about what other governments are doing to improve women's digital inclusion.
- Develop an action plan for your country to reduce the mobile gender gap.

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Children's Rights and Connectivity



1 Day
Face-to-Face



3 Weeks
Online



10 CPD
hours

Overview

Connectivity and the digital environment are increasingly central to children's lives. They afford numerous opportunities for the realisation of a number of children's fundamental rights – such as access to information and education – but they can also create risks and play a role in rights violations. This course looks at the various ways in which children are impacted by the digital environment. It considers the growing body of research on children's digital experience, as well as the role of policymakers and other key stakeholders in promoting opportunities whilst combatting potential risks.



1 Day
Face-to-Face



3 Weeks
Online



10 CPD
hours

Course Objectives

- Understand how child rights apply in the digital context
- Learn about the risks and opportunities faced by children online
- Reflect on emerging global standards and good practice in the policymaking space
- Become familiar with the range of approaches that can help support the realisation of children's rights to, through and in the digital environment.

Climate Change and the Mobile Industry



1 Day
Face-to-Face



4 Weeks
Online



10 CPD
hours

Overview

This course aims to inform telecommunications policymakers and regulators, particularly those in emerging and developing markets, about the multifaceted relationship between mobile technologies and climate change. It also discusses how the mobile industry is reducing its own impacts on climate change while also enabling climate action in other sectors. Furthermore, it details how policymakers can facilitate climate action across the mobile ecosystem and beyond. This course will also be helpful to other important stakeholders, including energy and climate-related policymakers seeking to better understand how mobile technologies can contribute to climate action; and relevant international organisations and NGOs who are interested in the intersection between digital and mobile technologies and climate change.



1 Day
Face-to-Face



4 Weeks
Online



10 CPD
hours

Course Objectives

- Understand the drivers and impacts of climate change.
- Learn how mobile operators are mitigating their climate impacts.
- Learn about the importance of responsible management of used mobile phones and other electronic equipment and waste.
- Understand the opportunities for digital and mobile technologies to support broader action on climate change mitigation and adaptation.
- Learn about the policy and regulatory enablers that can help the mobile sector have maximum impact on climate action.





Competition Policy in the Digital Age



2 Days
Face-to-Face



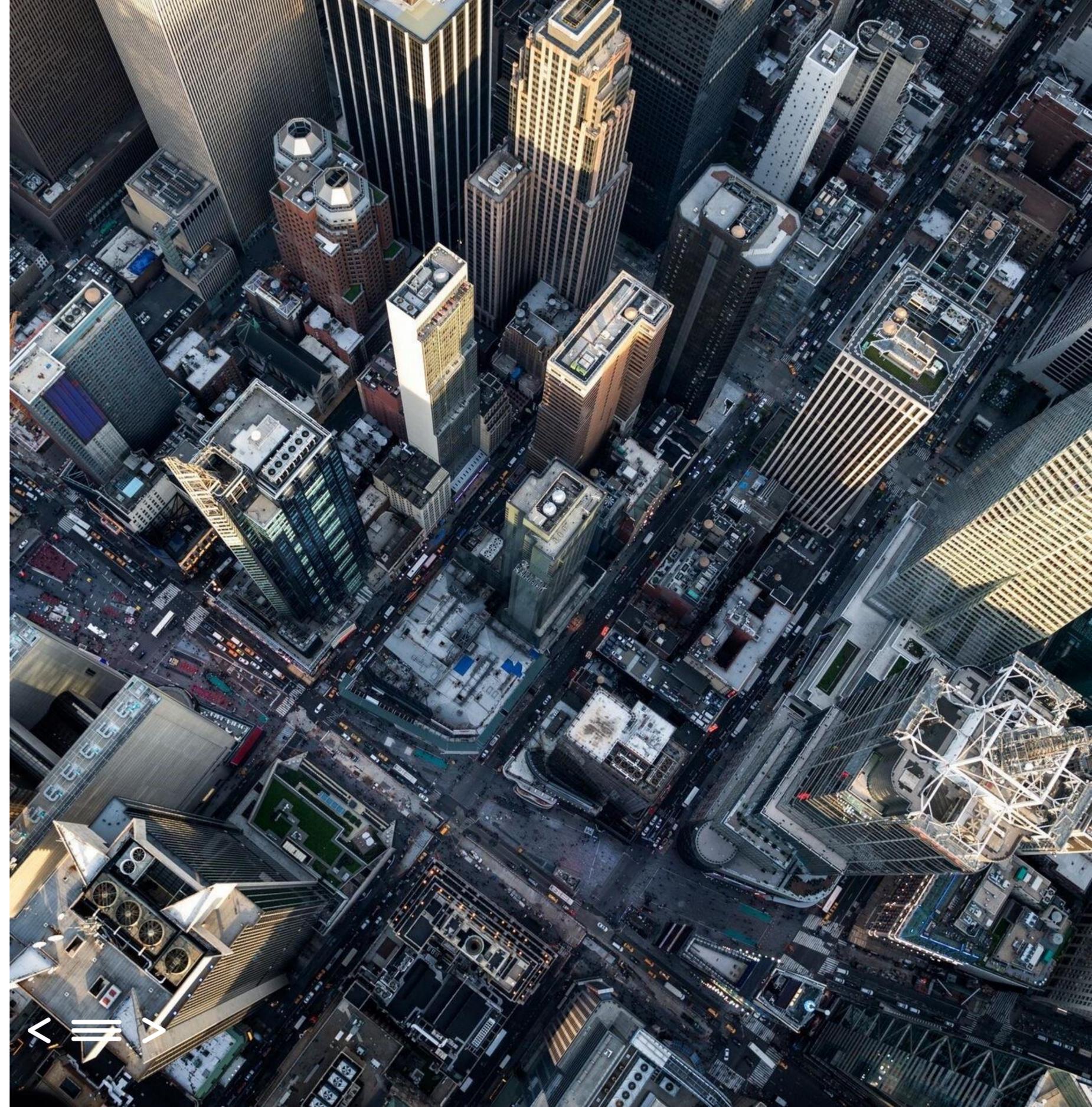
4 Weeks
Online



13 CPD
hours

Overview

Competition in mobile telecommunications is multifaceted and dynamic. Regulatory authorities must be alert to rapid technological changes that impact infrastructure competition. This course provides a foundation for understanding the rules of competition and the regulatory powers that apply to the telecommunications sector, taking into account the wider competitive landscape that now includes Over-The-Top players.





2 Days
Face-to-Face



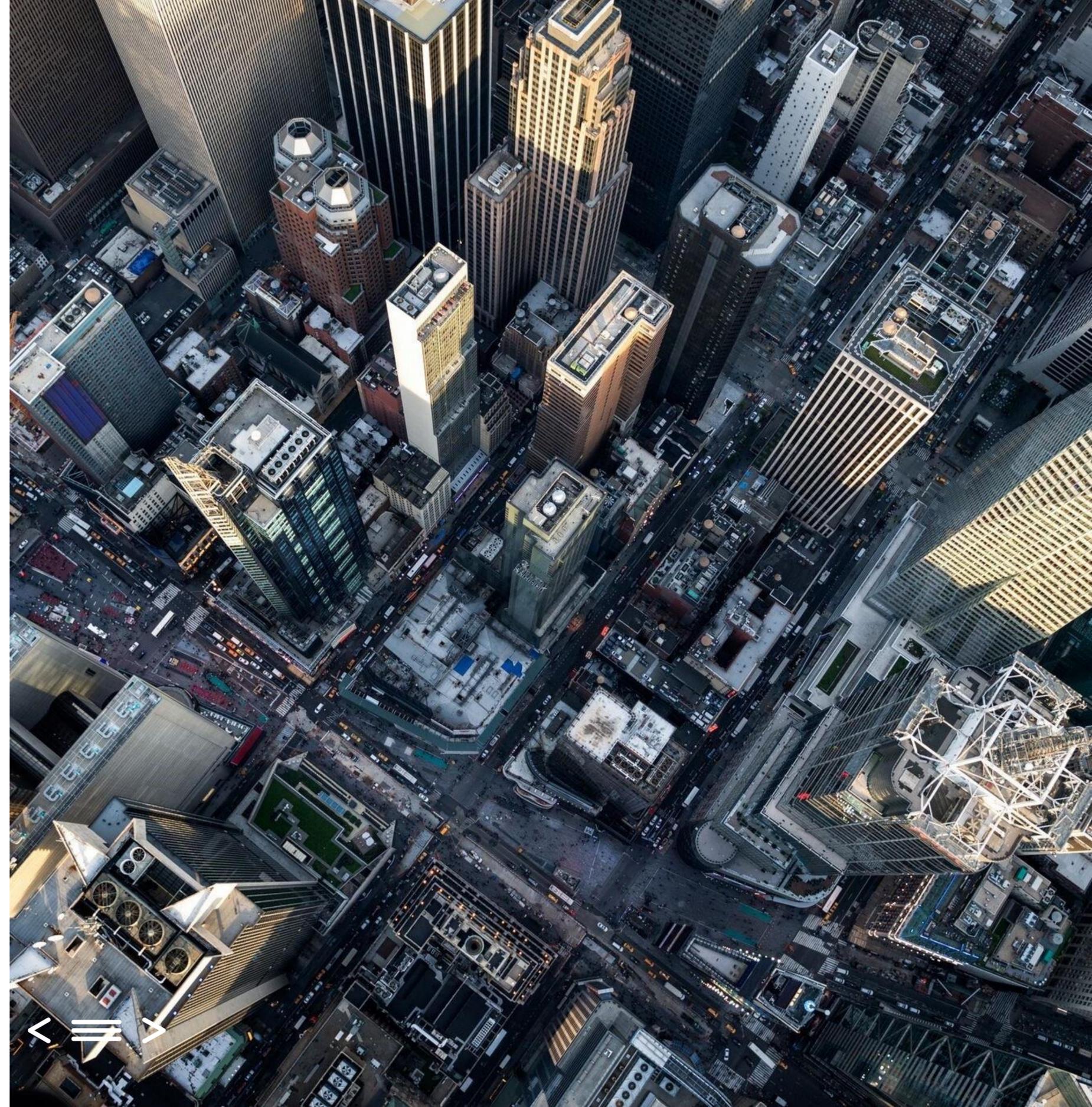
4 Weeks
Online



13 CPD
hours

Course Objectives

- Understand the application of competition law as it applies to the telecommunications sector, especially abuse of dominance and merger control.
- Look at the interaction between competition law and regulation, especially Significant Market Power/Dominant Carrier regulation.
- Compare the treatment of the telecommunications sector in regulation and competition law with the situation in the wider communications ecosystem.



Cybersecurity in the Context of Mobile Telecoms



**2 Days
Face-to-Face**



**4 Weeks
Online**



**13 CPD
hours**

Overview

This course looks at how the mobile industry deals with security challenges across the ecosystem. As digital services, underpinned by fast, high-performance networks, play an increasingly vital role in the way people live and businesses operate, protection against threats to mobile networks and devices is crucial. The course starts with an introductory module explaining the key concepts and outlining the security challenges operators face today, while later modules explore in more detail various risks including network and infrastructure security, mobile device security and fraud and misuse. The course also considers the role of governments and the private sector in cybersecurity, as well as national security strategies and frameworks.





**2 Days
Face-to-Face**



**4 Weeks
Online**



**13 CPD
hours**

Course Objectives

- Understand the key concepts related to security in the mobile ecosystem.
- Understand the importance of robust security and protections for consumers.
- Learn about the policy and regulatory enablers that can help the mobile sector remain a secure environment for governments, enterprises and consumers.
- Understand the challenges that emerging technologies such as AI and quantum computing may have on the mobile security landscape.

Mobile Connectivity and the AI Revolution



**1 Day
Face-to-Face**



**3 Weeks
Online**



**10 CPD
hours**

Overview

This course offers a comprehensive introduction to artificial intelligence (AI), its applications within the mobile ecosystem and beyond, and the governance frameworks shaping its use. The course begins by exploring AI's foundational concepts, emphasising its dependence on high-quality data. It examines various AI techniques, fields and applications while assessing both the strengths and limitations of the technology. A key focus is the impact of AI on mobile telecommunications and other industries. Participants will explore how AI is transforming mobile networks through automation, predictive maintenance, and enhanced customer experiences. The course also addresses key challenges faced by organisations seeking to harness AI's full potential. The concept of responsible AI is introduced, highlighting its benefits and practical implementation strategies. Additionally, the course examines AI governance, analysing how global organisations and governments are addressing regulatory challenges. Special attention is given to the EU's AI Act and its risk-based approach, which is expected to be influential on other AI regulations worldwide.





**1 Day
Face-to-Face**



**3 Weeks
Online**



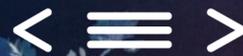
**10 CPD
hours**

Course Objectives

- Gain a solid understanding of AI's foundational principles and applications.
- Assess AI's impact on various industries, with an emphasis on mobile telecommunications.
- Explore responsible AI principles and strategies for implementation.
- Evaluate international approaches to AI governance and regulation.



Mobile Money for Financial Inclusion



1 Day
Face-to-Face



3 Weeks
Online



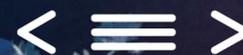
10 CPD
hours

Overview

Mobile money services have become a key enabler for financial inclusion, especially in low- and middle-income countries (LMICs). This has resulted in the growth and increased adoption of mobile money services, with the result that they now support 1.6 billion users in carrying out regular transactions. Despite the benefits of mobile money services, there are still areas that can be improved to increase their impact, especially in the area of policy and regulation. This course aims to support policymakers and regulators in understanding the contribution mobile money services make to financial inclusion in line with the OECD High-Level Financial Inclusion Principles, provide insights into current mobile money adoption trends, and identify appropriate regulatory frameworks that can be used to support licensing and oversight of mobile money services.



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1 Day
Face-to-Face



3 Weeks
Online



10 CPD
hours

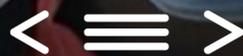
Course Objectives

- Highlight how mobile technology can enable increased access to financial services and boost financial inclusion.
- Provide regulators with a comprehensive understanding of the benefits and challenges of mobile money services.
- Help course participants develop strategies to effectively promote and regulate mobile money services in their respective countries.
- Highlight the essential principles and regulatory frameworks needed to create an enabling environment for mobile money.
- Educate course participants about the potential risks and challenges associated with mobile money and ways to mitigate them, to ensure the safety and security of users' funds.



Mobile Technology for Humanitarian Emergencies

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1 Day
Face-to-Face



3 Weeks
Online



10 CPD
hours

Overview

In recent years, the world has faced more frequent, complex and severe crises, driving a growing demand for humanitarian assistance. At the same time, mobile connectivity has become almost universal. This convergence presents a critical opportunity to harness mobile technology for humanitarian action. This course examines the critical roles of policymakers and mobile network operators in disaster response management. Participants will explore how emerging technologies—such as mobile big data, artificial intelligence and other innovative tools—can be leveraged to enhance humanitarian action. The course also emphasises the importance of developing robust National Emergency Telecommunications (NET) Plans and Early Warning Systems to strengthen disaster prediction and preparedness. In addition, it highlights emerging partnership models and forward-thinking approaches that are transforming the humanitarian landscape.





1 Day
Face-to-Face



3 Weeks
Online



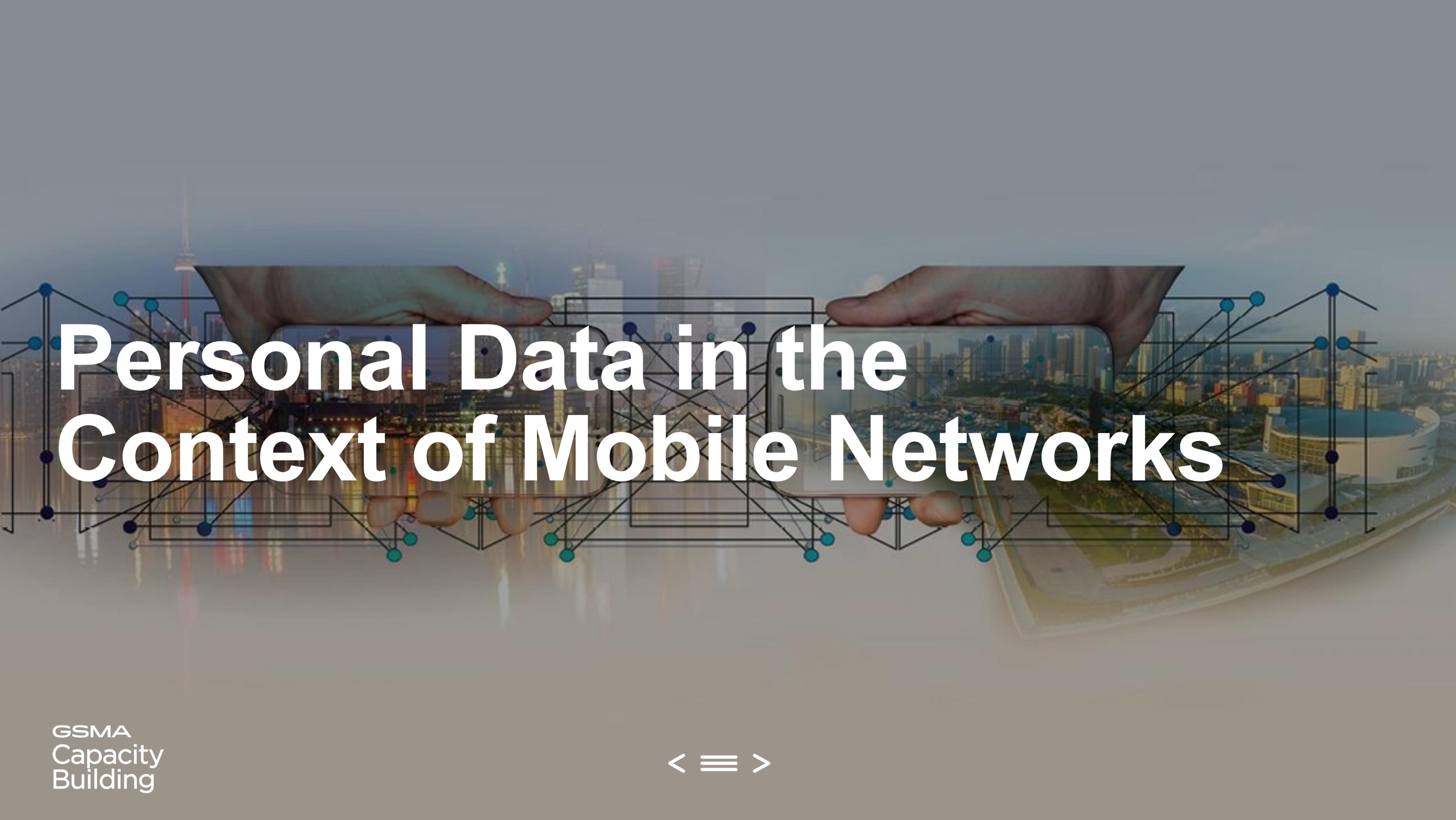
10 CPD
hours

Course Objectives

- Learn how improved coordination between mobile operators, governments, regulatory authorities and the humanitarian community can mitigate risks during times of crisis.
- Discover how regulators around the world are adopting flexible approaches to policy during emergencies to positively impact response efforts.
- Understand and explore how mobile platforms can digitise humanitarian aid delivery channels.
- Explore the importance of emerging tech, NET plans and Early Warning Systems in disaster preparedness and recovery.

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Personal Data in the Context of Mobile Networks



Online Only



2 Weeks Online



6 CPD hours

Overview

Over the last decade, the mobile phone has become the primary means for people to access the internet whenever they want and wherever they go. This has led not only to alternative internet-based communications services, but also to an explosion of third-party online services that make intensive use of personal information via the mobile phone. This short course explains what data is collected from users across the mobile ecosystem and how it is stored, used and accessed, as well as the related data protection and privacy implications for government, industry and other stakeholders.





Online
Only



2 Weeks
Online

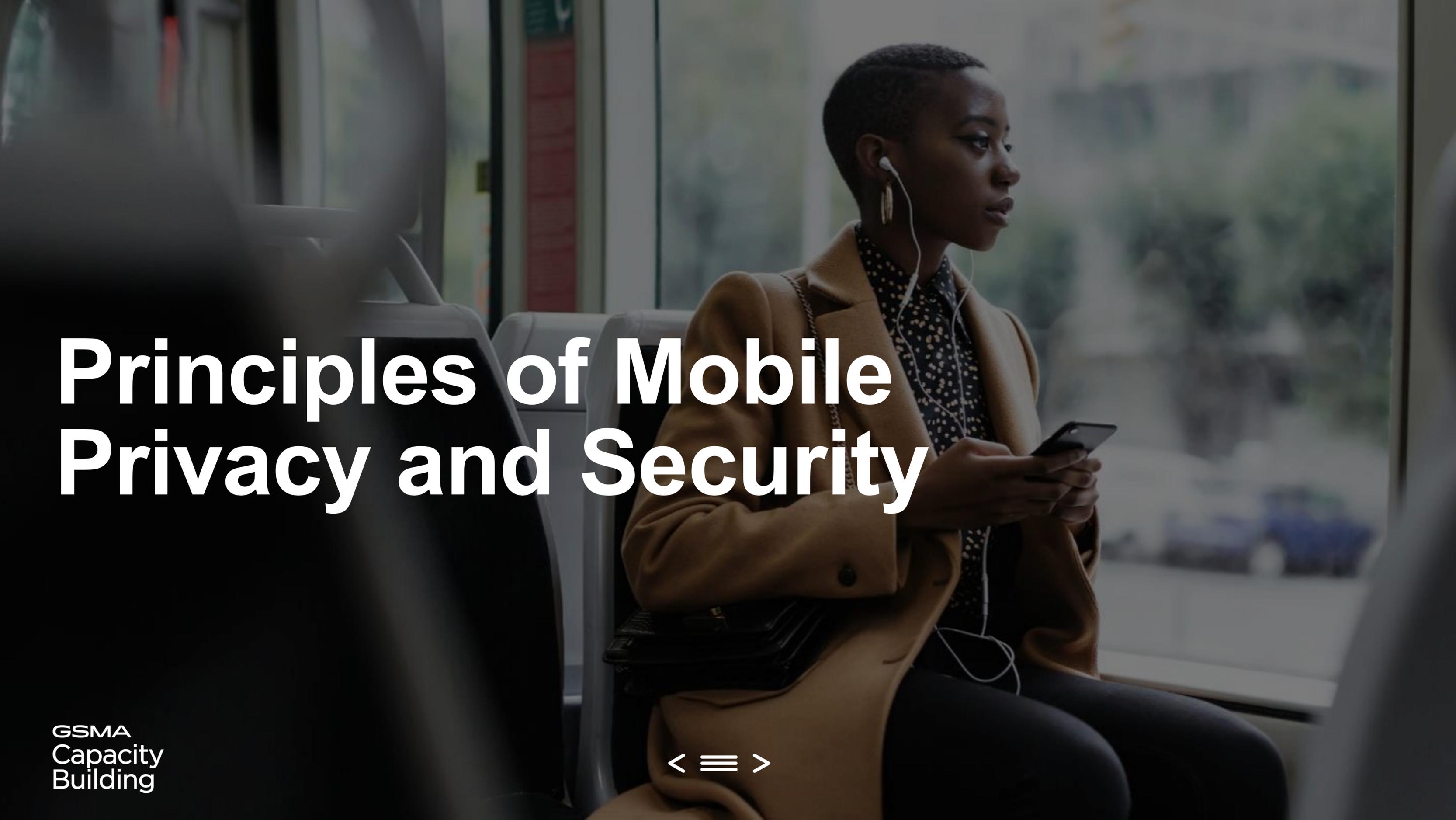


6 CPD
hours

Course Objectives

- Understand the essential elements of a mobile network and how they influence the kinds of consumer information operators can access or determine.
- Discover what operators do with consumers' personal data and how data privacy laws, including those concerned with cross-border data flows, affect the services offered by mobile operators.
- Develop an understanding of the data privacy issues raised by new technologies such as 5G, big data analytics, digital identity and the Internet of Things.





Principles of Mobile Privacy and Security



**1 Day
Face-to-Face**



**3 Weeks
Online**



**10 CPD
hours**

Overview

The growth of the mobile internet and converged services is creating new challenges related to the use and protection of people's personal information. The legal landscape is also evolving to address the challenges related to privacy and security posed by emerging technologies and enhanced data processing capabilities. This course investigates the current state of mobile privacy and security, highlights research into consumer attitudes towards their privacy and examines current and emerging regulations around the world. The course also reviews the GSMA's universal Mobile Privacy Principles, Privacy Design Guidelines for App Developers and industry initiatives that give consumers more control over how their information is used and processed.





1 Day
Face-to-Face



3 Weeks
Online



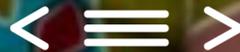
10 CPD
hours

Course Objectives

- Understand the key aspects of mobile privacy, data protection, security concepts and consumer trust.
- Consider the role of mobile operators, internet content providers and consumers in respecting and protecting the privacy of consumers.
- Discover how regulation can be applied effectively to protect consumer privacy and security in a converged world.
- Explore practical solutions and initiatives that enable the operationalisation of privacy and security within mobile operator environments.
- Establish a good foundation in privacy and data protection as well as security principles as they apply within the mobile industry.



Radio Signals and Health





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1 Day
Face-to-Face



10 Hours
Online



10 CPD
hours

Overview

The effect of radio transmissions on health has been studied extensively, leading to international standards for network antennas and exposure limits for workers and the public. Despite the ever-growing body of scientific knowledge, many people continue to be concerned about electromagnetic fields (EMFs) and their impact on health. This course looks at the state of the science, standards for mobile technologies, regulatory compliance and public awareness and education.





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1 Day
Face-to-Face



10 Hours
Online



10 CPD
hours

Course Objectives

- Understand public concerns and the accumulated knowledge about the health effects of EMFs.
- Learn about internationally accepted safety requirements for radio transmissions.
- Learn how to respond to public safety concerns and increase awareness of the science.





Spectrum Management for Mobile Telecommunications



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2 Days
Face-to-Face



4 Weeks
Online



13 CPD
hours

Overview

This course considers the history and technical evolution of mobile telecommunications before moving on to cover the core functions of the spectrum manager. Participants will learn about how spectrum is used, the characteristics of spectrum bands and the progression of mobile technologies. The course also covers the principles of spectrum planning at national and international levels and includes a deep dive into spectrum licensing and an overview of regulatory issues related to spectrum.





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2 Days
Face-to-Face



4 Weeks
Online



13 CPD
hours

Course Objectives

- Understand the processes and approaches to spectrum allocation and licensing.
- Learn how spectrum management is changing in the ever-evolving communications sector.
- Understand how the concepts can be applied to the spectrum conditions in your own country.



About GSMA

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About GSMA

The GSMA is a global organisation unifying the mobile ecosystem to discover, develop and deliver innovation foundational to positive business environments and societal change. Our vision is to unlock the full power of connectivity so that people, industry, and society thrive.

Representing mobile operators and organisations across the mobile ecosystem and adjacent industries, the GSMA delivers for its members across three broad pillars: Connectivity for Good, Industry Services and Solutions, and Outreach. This activity includes advancing policy, tackling today's biggest societal challenges, underpinning the technology and interoperability that make mobile work, and providing the world's largest platform to convene the mobile ecosystem at the MWC and M360 series of events. We invite you to find out more at [gsma.com](https://www.gsma.com)

Follow us on LinkedIn: [@GSMA – External Affairs](https://www.linkedin.com/company/gdma)

For more information about our training courses, please visit www.gsmatraining.com

For other inquiries, reach out to us: capacitybuilding@gsmatraining.com