Letter of Recommendation

National Information Society Agency

As a president of the National Information Society Agency (NIA), I am making my utmost effort to enable Korea to be in the forefront of the 4th Industrial Revolution by successfully taking the role of the support tower for national CTO and CIO based on the 31 years of experience in fostering national informatization.

Human Resources Development Service of Korea (HRD Korea) is a government organization implementing businesses in overall human resources development of Korea including vocational competency development, assessment, supporting foreign workforce employment and helping overseas employment of Korean youths. Especially the vocational competency assessment is the key duty of HRD Korea implemented faithfully since 1982.

I am most pleased to recommend Q-Net, the qualifications information system developed by HRD-Korea, for the UN Public Service Award. Q-Net was in fact recognized in 2006 by KPC with the National Productivity Award in the IT sector and again in 2007 with our highest honor in the public sector, the Presidential Award. Also recognized by the Ministry of the Interior and Safety with the highest honor in data quality in 2015 and again with the minister’s honor in the E-government development sector in 2017.

Q-Net was selected for the prestigious awards due to the convenience and utility of the information and service provided to the people. Q-Net provides comprehensive information for over one thousand national and international skills and most importantly, simplified the certification process and reduced the costs involved. Public response to the Q-Net site has been overwhelmingly positive and the site has become indispensible.

Q-Net is so valuable because it does more than merely provide information. The system was developed to address all the issues related to skills qualification and certification. Q-Net stores and continually updates qualification and certification information of over 16 million applicants, processes over 3 million written and practical test applications annually, handles over 20 million visits to the site annually, services 3.54 million site members, and allowed automation of much of the internal administrative processes. In addition, Q-Net has made it possible for corporations and administrative agencies to search and verify the certification information of job applicants or certification holders online so that hiring procedures are simplified and the possibility of certification forgery is eliminated.
Ultimately, thanks to Q-Net, the people of Korea can apply for certifications testing or search qualifications information from the comfort of their homes or offices and enjoy improved services resulting from drastically reduced workloads on the employees of HRD-Korea and other related organizations. Automation of much of the simple and repetitive work processes have allowed employees to better utilize time on innovating work processes, improving customer services, and increasing organization capacity through more training.

The role of HRD-Korea and the importance of qualifications and certifications testing programs should never be underplayed or overlooked. The National Skills Qualification Testing program administered by HRD-Korea during the 1970s and 1980s provided the pool of skilled labor to the heavy chemical industry and powered the Korean economy. The program also served as an important social infrastructure helping people displaced by the Asian Economic Crisis of the late 1990s secure new jobs. Workers have come to view qualifications testing and certifications as essential procedures for employment or skills enhancement. The qualifications testing program has and will continue to serve as the instrument for skills development and as an incentive for lifelong education.

Also the excellence of the “Q-net System” has been acknowledged globally as a bench-marking model from many countries including Kazakhstan, Cambodia, and Vietnam which are trying to introduce the national skills qualification testing program. Moreover HRD Korea is leading the international interoperability of qualifications through mutual recognition of IT qualifications with Japan, China, Vietnam, etc.

Indeed, the level of development of a country's skills certification program reflects upon the level of development of a country's industries. It is my sincerest hope that the excellence of the qualifications information system is propagated to international society so that the system may contribute to improving industries worldwide. I wholeheartedly recommend Q-Net for the UN Public Service Award as recognition from such a prestigious international organization as the UN would help increase awareness of the valuable system of Q-Net.

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President
National Information Society Agency
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