

Institute on Disability and Public Policy 2014 Annual Meeting
August 10th to 13th 2014 Kuala Lumpur, Malaysia
Presentation by Thomas Ng, founder of Genashtim Innovative Learning

Ladies and Gentlemen, my company Genashtim has created a virtual employment eco-system, with no office anywhere, but with employees working from the comfort, safety and convenience of their homes, in 10 countries.

Using such an operating platform, and leveraging technology and the internet, we are able to engage people with different disabilities working in globally networked teams, to provide online education and services for the global market.

Rather than just being a disability inclusive business, we are a disability dominant business, with 80% of our 50 permanent staff, who are PWD in 10 countries, working in IT, Management, operations, Q A etc. Additionally, about 25% of about our hourly paid staff are PWD. More than 50% of our management are PWD staff.

Our online language programs are run from a Moodle platform, from which we coach students from more than 10 countries in English and Mandarin Chinese. This is all done one-on-one, face-to-face, on the internet. Our English language program called EPiC Online is the only online English program that is integrated into an international university's curriculum – the Taylor's University here in Malaysia.

Our Mandarin Chinese language coaches are 100% PWD, living in China.

Our clients include multinational companies like ABB, Air Asia, Herbalife, Holiday Inn, McDonalds and Yum, and academic institutions like Taylors University, Talal Abu Gazaleh International University in Jordan, University for Peace in Costa Rica, Kaplan Institute in Singapore and Taylors College where we have been particularly successful in helping students with preparation for their IELTS. Most of our clients and students are not aware that we employ PWD and that they are interacting with them. We are even running online English placement tests for 2 universities.

The Disability Inclusive education that we have been talking about so far in this IDPP annual meeting is focussed on PWD as learners. On the flipside, we have more than 50 PWD employed in the delivery of education.

We also have two-way disability inclusive education:-

1. We are working with the PPDIC (Phnom Penh Disability Inclusive Business Incubation Centre), in helping 15 university graduates who are PWD, improve their customer service English so that they can work online for a global market. This training will end in the next month, and we will likely be hiring 2 of these students ourselves, as well as set the rest up to offer their services online like in eLance, oDesk and Fiverr.
2. Our IT technicians, who are all orthopedically-impaired have been trained to train and support the users of screen readers, remotely. Whilst we are competent with both JAWS and NVDA, our trainers are being certified by NV Access, and we will be listed on their website. We have run successful trials in Philippines and Australia.
3. The Rotary Club of Sunway contracted us to train a 50 year old lady here in KL, who lost a

leg and her eyesight due to an accident and diabetes. She will join our QA department when she completes her training. Her trainer is Jett, who is in a wheelchair, can only use 2 fingers of one hand with he uses the mouse. With his other hand types with his knuckles. He also has dyslexia, and is in danger of losing his voice. He is our top trainer for screen readers.

4. We are also providing speech therapy assistance to special needs children eg autism. We hope to one day train an army of PWD to deliver speech therapy online

For what we do, we have recognition from:-

1. UNESCAP
2. ILO
3. The Nippon Foundation
4. ICEVI
5. ESSL Foundation
6. MyHandicap Foundation
7. Singapore Minister of Manpower

Our dream is to grow exponentially. All we need are more customers and every person in this room can help.