

D2.5. A Joint VET Curriculum in the Postal Sector including WBL and apprenticeship programs

WP2 DESIGN OR IMPROVEMENT OF A JOINT QUALIFICATION IN VET

WP RESPONSIBLE

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1. Introduction

1.1. Overview of NeWPost Project

The NeWPOST project aims to establish a strong partnership to provide a new approach towards the needed skills which are necessary for the postal sector, a vibrant economic sector in Europe. The project addresses three specific challenges:

1. **Postal offices should operate on the same way through EU countries.** Postal Offices should have common operational framework and interoperability in order to facilitate the e-commerce and the communication for efficient parcel's delivery.
2. **Making cross-border parcel delivery more efficient.** The inconvenience of cross-border parcel delivery is obstacle for consumers and retailers. The new postal services environment requires the enhancement of the needed skills through a Joint Curricula. The lack of skills should be diminished and the employees to adjust their qualifications in the new environment to ensure the reliable parcel delivery.
3. **Emphasis on digital skills & ICT shortages.** Postal employees are heavily exposed to e-commerce processes and tools. Digital skills will dominate in the future, so postal employees should be adapted in the new context, as drones, high tech tracking devices and other IT tools will prevail in the near future.

The project addresses the following objectives:

- Increase the employability of young people, providing adequate required skills in a constantly changing postal sector environment.
- Substantially contribute towards the development of a highly skilled, qualified and mobile workforce in the postal sector.
- Support Joint developments in VET in Europe with a view to strengthen the quality, relevance and attractiveness of postal sector employees incorporating Work Based Learning.

The NeWPost target groups are professionals and enterprises, in particular:

- End-users: Current and future potential employees in the postal sector.
- Stakeholders: Post offices, Postal Institutions, enterprises on e-commerce sector and associated partners.

Therefore, the project is structured around two main pillars:

- **Designing or improving of a joint qualification in VET.** This pillar includes the development of the Joint Occupational Profile for Postal Sector Employees, the design of a VET Joint Curricula with Strong WBL focusing on new ICT and soft skills and competences of postal employees supporting cross-border mobility.
- **Setting up of a new sustainable cooperation structure.** The specific pillar will be addressed through the set-up of a sustainable cooperation structure for the cooperation and recognition of qualifications for the Postal Service Providers and the increase of awareness and attractiveness of VET for Postal employees.

1.2. How to read this document

This document is part of the NeWPost project and refers to the WP2 “**Design or Improvement of A Joint Qualification in VET**”. The aim of this particular work package is to design and deliver a Joint Qualification Curriculum including a Work-Based Learning (WBL) scheme, adjusted to the needs and skills mismatched in the Postal Industry.

The purpose of this deliverable is to provide the methodology of the design and development of the NeWPost online course, the curricular structure and the overall course description of the training material for Postmen and Front Office Employees in the Postal Sector.

The document includes the following chapters:

In Chapter 2, we present the analysis of educational problem, with a special focus on the learners profile and their training needs, based on the research has been conducted during the previous phases of the project. The Curriculum and its main elements are being presented, as well;

In Chapter 3, there is the design phase of the NeWPOST Joint Currucula, including the modularity of the curriculum, the description of the courses and the modules and the formulation of the learning outcomes.

In Chapter 4, the development phase of the curriculum is covered. The types of educational material, the method of assessment of learners knowledge and skills, and some information about the MOOC platform are including.

In Chapter 5, we present the methodological steps of the implementation phase of NeWPOST training programme, including the piloting of the e-learning platform and the work-based learning scheme in the three implementing countries; Greece, Bulgaria, Romania.

2. Analysis of Educational Problem

During the analysis phase the training problem that will be addressed through the MOOC will be analyzed in order to specify the purpose of training, the knowledge domain, the main learning goals, the basic learning objectives, the learners' profile and the timeframe of the training process. It is equally important, to define the learners' background knowledge and to set any necessary limitations and knowledge prerequisites.

In particular, the NeWPost training programme will address the need of postal employees (postmen and front office) to develop their basic abilities to understand, analyse and develop particular skills in order to respond effectively in various changes addressing currently the postal industry (i.e. digitalization, multicultural communication, GDPR regulation, IT equipment, etc.).

The main target groups of this training programme are:

- Postmen
- Front office employees in the post offices
- People who are seeking to work as postmen or postal officers
- Other Stakeholders: Post Offices, Postal Institutions, enterprises on e-commerce sector and associated partners

We approach the main education needs of the abovementioned target groups during the NeWPost Research Phase, namely;

- Under *D2.1. Methodological Framework*, we conducted quantitative (questionnaires) and qualitative research (in-depth interviews and focus groups) in order to identify the main learning needs and the key drivers of change in postal industry;
- Under *D2.2. Report on Qualitative and Quantitative Analysis*, we collected and analyse all the data from each partner country (Greece, Bulgaria, Romania). Thus, we provided recommendations for skills gaps and training provisions for each country;
- Under *D2.3. Collection of current VET Curricula in the Postal Sector*, we analyzed the current training curricula in the given sector, the innovative services and best practices;
- Under *D.2.4 Gap Analysis*, we provided a detailed presentation of the results aligned to ESCO occupations for the ultimate selection of two professions on which the NeWPOST will build the Joint VET curricula.

During this phase, we achieve to define **(a) the Profile of the Learners, (b) the Description of the Curriculum, (c) the Length of the Courses, and (d) the Special Needs for the Learning Environment (MOOC).**

According to our findings and ESCO tool, the profiles of the learner are the following:

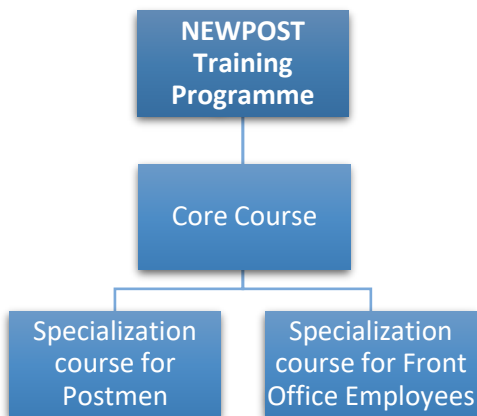
The Profile of New Age Postman	
Knowledge domains in the postal sector	<ul style="list-style-type: none"> • Personal Data Protection: Rules, Policies and the Impact in Postal Sector • Privacy, Confidentiality, Discretion Policies in the Postal Sector • Communicating in multicultural environments (i.e. with people with different cultural backgrounds, migrants, refugees, TCNs) • Transferable skills (i.e. problem solving, teamwork spirit)

Skills and Competences	<ul style="list-style-type: none"> • Digital Transformation and New Technologies in the Postal Sector (drones, Big Data, augmented reality, AGV etc.) • Logistics Management • Basic Knowledge about Parcel delivery • Particular soft skills for postmen (i.e. critical thinking, time management, etc)
	<ul style="list-style-type: none"> • to pay attention to details and be punctual • to be able to work both on their own and with a team • to be patience and to have the ability to remain calm in stressful situations • to accept criticism and to work well under pressure • to have excellent verbal communication and customer service skills • to establish daily priorities and to multitask effectively • to have interpersonal skills, such as to be reliable, trustworthy and polite • to have a good memory and some math skills
Knowledge	<p>Essential Knowledge:</p> <ul style="list-style-type: none"> • data protection • privacy regulations • ethical issues • geographic areas & good sense of orientation • road traffic laws • operate the mailing information systems in order to record the processing and handling of mail • Ensure mail and small packages are traceable until they are delivered to the recipients.
Tasks	<ul style="list-style-type: none"> • sort mail on a sorting frame, getting it into address order • operate automated equipment • deliver mail on foot, by a bicycle or by van • Deliver the mail to homes and business • Re-direct wrongly-addressed mail • get customer signatures for registered post and recorded deliveries • pick up mail from post boxes, post offices and businesses • deal with wrongly addressed or returned mail • move mail to and from processing centres, delivery offices, railway stations and airports

The Profile of New Age Front Office Employee	
Knowledge domains in the postal sector	<ul style="list-style-type: none"> • Personal Data Protection: Rules, Policies and the Impact in Postal Sector • Privacy, Confidentiality, Discretion Policies in the Postal Sector • Communicating in multicultural environments (i.e. with people with different cultural backgrounds, migrants, refugees, TCNs) • Transferable skills (i.e. problem solving, teamwork spirit) • Digital Transformation and New Technologies in the Postal Sector (drones, Big Data, augmented reality, AGV etc.) • Logistics Management • Customer service skills & selling techniques

Skills and Competences	<ul style="list-style-type: none"> • The emergence of e-commerce in the Postal Sector • Particular Soft Skills for Front Office Employees (i.e. flexibility, adaptability, empathy)
	<ul style="list-style-type: none"> • To create a strong relationship with your customers ensuring the quality of their experience, • To use effectively the computer, including all the IT equipment and the rest of digital applications in the post office, • To be able to think critically and make decisions acting as a real salesperson, • To work in teams and communicate effectively, • To adapt yourself in different and uncomfortable situations, • to be patience and to have the ability to remain calm in stressful situations, • to accept criticism and to work well under pressure, • to establish daily priorities and to multitask effectively, • to have interpersonal skills, such as to be reliable, trustworthy and polite
Knowledge	<p>Essential Knowledge:</p> <ul style="list-style-type: none"> • customer service and marketing-oriented knowledge. • Directing and guiding customers on a daily basis is one of your major duties. Perform fast and secure transactions with your customers. • excellent knowledge of the postal activities, internal rules and documents • knowledge of how to secure and protect the personal information of clients avoiding any security or data breach.
Tasks	<ul style="list-style-type: none"> • Front Office employee is responsible for the retail sales of products and services from the store and must promote the services and products of ELTA and third parties that are in the network in the most efficient way according to the instructions and directions of the Head of the Post Office or the Supervisor. • Responsible for the correct price implementation on post items, money transfer cheques, bill payments and all products and services offered in the post office. • They are responsible together with the back office employees for the completion of the entire postal project. • Directing and guiding customers to customers by showing courtesy, understanding, patience and goodwill in any case and request. • Avoiding customer conflict, remaining calm during the transaction. • Maintaining in good condition all the materials of their personal workplace and • continuously caring for their tidiness. • Take care of their best clothing appearance. • They must have a team spirit in the performance of their work • Being liable for the safety of the valuables and the postal items entrusted to them. • Prohibiting others from engaging in their counter on their daily service • Front office employees do not reveal their computer passwords.

	<ul style="list-style-type: none"> • When leaving the counter for a short period, they must always put the "CLOSED" sign in display. • To be supplied promptly after the end of the transaction with all necessary forms, • materials and products in order to be ready for the next day. • Supply regularly the Supervisor with cash during the working hours so that there is no surplus money in the treasury. • At the end of the working day, perform all the operational activities required to close the cashier. • Be sure to secure the date post stamp, their personal stamp, the cash, stamps and products, they are accountable for in their personal cabinet. • Make sure to handle post equipment correctly and turn off everything at the end of the day. • Avoiding any behavior which has a negative impact on the Company during the transaction with client (abandoning the post counter at rush hour, colleague conflict, smoking, personal phone calls abandoning the post counter at rush hour etc.) • Monitoring customer queuing, by trying to serve promptly and efficiently customers in accordance with the priority system (where exists). • They take care of calling customers and serve them properly (where a priority system does not exist). • Complying with the company's instructions for the daily opening and closure of the counter. • Perform fast and secure transactions with customers • Checking for counterfeit banknotes that receive from clients by placing them on the counting machines. If counterfeit money is traced, the front office employee remains discreet and calls the post office supervisor. • Having excellent knowledge of the postal activities by studying daily the organization's curricula and internal rules and documents
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Curriculum Title	<p>NEWPOST Training Programme: A Joint VET Curriculum in the Postal Sector in the new postal area</p>  <pre> graph TD A[NEWPOST Training Programme] --> B[Core Course] B --> C[Specialization course for Postmen] B --> D[Specialization course for Front Office Employees] </pre>
Curriculum Description	<p>The Postal sector, due to technological advances, must focus on the up-skilling of the current employees in digital skills and soft skills since it is clearly in need of familiarization with technological tools which will ultimately enhance customer support and front-office tasks and duties. This course will</p>

	target two Occupational Profiles, Postmen and Front Office Employees and will help learners acquire a great number of skills and competences needed the most (digital, soft/intercultural, other) in order to cover the skills gaps in the postal sector and thrive in their new job positions. The NEWPOST Training Programme will provide a Core Course for both Occupational Profiles, and two Specialization Courses for each one of them, supporting, in this way, flexibility and a personalized learning experience.
Who this course is for:	Postman & Front Office Employee Other Staff/employees from the postal sector
Learners profile	Postman → EQF Level 4 Front Office Employee → EQF Level 5 People who would like to work in post offices
Learning Objectives	
	<ul style="list-style-type: none"> ☛ The curriculum will cover the thematic areas of Personal Data Protection Regulations in the Postal Sector, Privacy and Confidentiality Policies, Methods of communication with people from different cultural backgrounds, important transferable skills in the post office, Digital services and New Technologies & breakthroughs for the postal industry and Logistics Management. ☛ Postmen will also study the basics on parcel delivery and some particular soft skills they need the most so as to be efficient and productive in the workplace. ☛ FOE will also gain an understanding of customer service, e-commerce, and specific soft skills that are important for their job position in the post office.
Total Curriculum Length:	4 weeks (approx. 2-3 lessons per week) 36 hours of study in total for Postmen 39 hours of study in total for FOE
Participation Prerequisites:	No Prerequisites
Special needs from the educational environment:	The educational environment (MOOC) is accessible through a personal computer or a tablet, both connected to the internet.
This course includes:	70 downloadable resources (pptx, manuals, case studies, extra readings) 34 videos 150 Quiz Free Access Certificate of completion accredited by EuroCert

The MOOC (Massive Open Online Course) course will last **4 weeks** and consists of 6 core modules and 2 specialization lessons (2 Modules for PM and 3 for FOE). Each week will contain 2-3 lessons (modules). The total length of whole MOOC course is 36 hours of study for Postmen and 39 hours of study for FOE including the quiz and extra readings. The learner could add an amount of additional educational materials into his/her learning path (extra links and online resources) provided by NeWPost project in order to increase the course length.

	Postman (hours)	Front Office Employee (Hours)
Core Course Modules	27	27
Specialization Course Modules	9	12
Total Length	36	39

Every module consists of 4-5 Units and 10-13 assessment activities/ quiz (evaluation part).

The learning material provided for each lesson (module) is differentiated. We chose to include multiple types of learning material in order to enrich the quality and the interactivity of the course. Indicatively, we produced video lectures, a PowerPoint presentations, animated videos, cases studies, scenarios, self-reflection questions, activities, dialogues, extra reading documents and extra educational online resources (videos, articles, links).

3. Design Phase

The design phase is the most essential and demanding one when creating a new curriculum or/and a new online course. The purpose of this phase is to define and describe the detailed learning objectives for each course and the learning outcomes for each module and the units in which each module is divided, the educational strategy that will be applied in each unit and the learning outcomes of each unit and to define the assessment method.

We designed the learning objectives based on several factors:

- i. The roles, duties and tasks of both the Postmen and the Front Office employee in postal sector;
- ii. The main needs of this staff in order to develop their basic abilities to understand, analyse and develop particular skills in order to respond effectively in various changes addressing currently the postal industry (i.e. digitalization, multicultural communication, GDPR regulation, IT equipment, etc.);
- iii. The current trends and the new drivers affecting New Postal Era;
- iv. The skills and competences needed the most;
- v. The Occupational Profile of the Learners;
- vi. The Qualification Level of the Learners: EQF 4 or/and EQF 5.

The main outputs of the Design Phase are : **(a) the description of the courses** (core and specialization courses), the **(b) the description of the modules**, **(c) the selection of frameworks for writing the learning outcomes (Bloom's taxonomy and DigiComp).**

3.1. Modularity

One of the big differences between an online course and an in-class course is that online courses are made up of many elements, for instance, different videos or individual activities, instead of long-hour lectures. Such modules will be as modular or as stand-alone as possible, because there are many benefits of modularity.

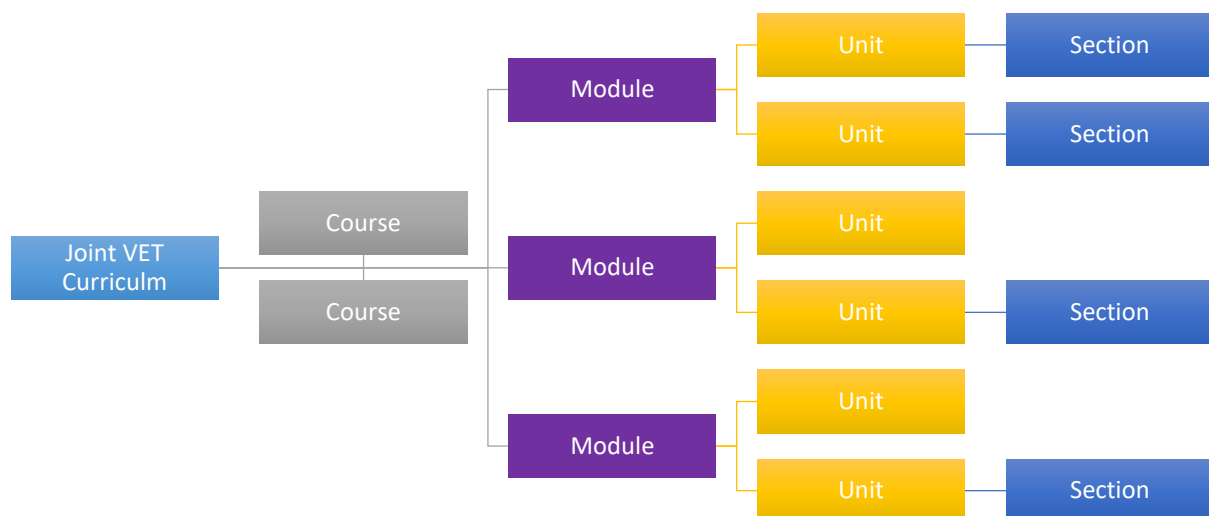
Learners may find compactly structured relevant material about a particular topic more easily without scrolling through a lot of texts or scrubbing through an hour-long video to find the one piece of information they were searching for.

Training modules are arranged in such a way that training material (e.g. video clips / reading material / PowerPoint presentations) alternates with exercise content. This will also allow a modular course content or exercise to be easier to change, reorganize, substitute or enhance because it minimizes the effect on neighboring material. Modularity will also facilitate sharing of content by virtue of being easier to link to.

The **Modular approach** basically means that a two-phase training process will take place:

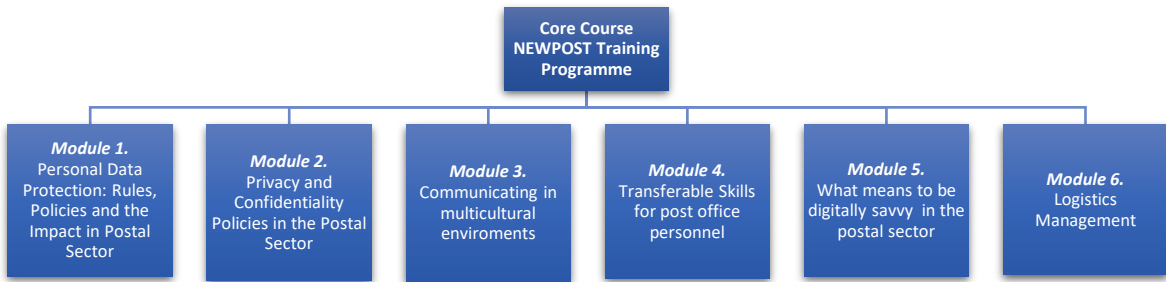
- First, the **foundational knowledge** which underlies a specific skill. The aim here is to “bring” all students to the same level of knowledge.
- Second, the “**performance of the skill**” reliably and under varying conditions. This can be realized either online (*test cases, self-assessments, real work problems*) or through in-person training. In any case the critical part is that all students acquire the needed knowledge in an efficient and cost-effective manner through the NewPost online platform.
- Third, towards supporting flexibility, the **existence of mandatory and optional modules** is a good practice in organizational trainings.

In this context, the material will be organised as following:



- **Joint VET Curriculum:** it contains all the courses content (Core & Specialization Courses)
- **Course:** it contains the modules of each of the courses
- **Module:** it contains the units
- **Unit:** each unit consists of different sections and multiple training materials, such as video lecture, ppt presentation, manuals, extra reading, videos, etc.
- **Section:** the sub-units

3.2. Courses Description

Description of Core Course for both Profiles	
Course Title	Core Course for both Occupational Profiles (PM & FOE)
Course Code	C.C.
Course Description	This course will introduce Postmen and Front Office employees or alternatively learners who seek and would like to acquire these job positions in the postal sector into the principles and the significance of personal data protection in the postal sector, it will facilitate them to comprehend the existing Privacy and Confidentiality Policies in the Postal Sector. It also introduces them to the soft, intercultural, digital and logistics management skills needed the most in order to be efficient and high-performance employees.
Course Schedule (Modules)	
	
Course Knowledge Domain	Data Protection, Postal Privacy and Confidentiality, Intercultural Communication, Soft / Digital Skills, Logistics
Course Learning Outcomes	<ul style="list-style-type: none"> To understand how the GDPR's has been shaping the postal sector and the importance of privacy protection in postal communications. apply the principles of Confidentiality & Security in the postal sector To familiarize learners with handling of information & IT equipment. To enhance communication in multicultural environments To understand the importance of transferable skills in the postal sector To enhance their digital skills when using IT equipment, collaborating and operating tasks To understand the basic logistic services and related techniques in postal sector
Learners Profile	Postman & Front Office Employee (EQF 4, 5)
Course Length	27 hours

Description of Specialization Course for Postmen (PM)	
Course Title	The New Age Postman
Course Code	PC
Course Description	This course will introduce the learners, namely postmen, in the new drivers of change and current needs and trends that have been transforming the postal sector nowadays. The learners will be able to understand what specific skills and knowledge are required by the postal industry in order to cover their skills gap and be adapted in their daily duties and responsibilities. Special focus is given in the knowledge areas about parcel delivery and in the soft skills of postmen.

Course Schedule (Modules)	
<div style="text-align: center;"> <div>Specialization Course for Postmen</div> <div> <div>Module 7. Basic Knowledge about Parcel delivery</div> <div>Module 8. Soft Skills for Postmen</div> </div> </div>	
Course Knowledge Domain	Parcel Delivery, Soft Skills
Course Learning Outcomes	<ul style="list-style-type: none"> To understand the new drivers of change and current trends that have been transforming the postal sector To carry out advanced Postal Items delivery options, to reflect today's hectic lifestyle: delivery outside regular times, scheduled delivery, change of delivery address notice in social media/email should be carried out with speed and efficiency from postal employees. To enhance decision making, time-management & problem-solving skills
Learners Profile	Postman (EQF 4)
Course Length	9 hours

Description of Specialization Course for Front Office Employee (FOE)	
Course Title	The New Age Front Office Employee
Course Code	FC
Course Description	This course will introduce the learners, namely front office employees, in the new drivers of change and current needs and trends that have been transforming the postal sector nowadays. The learners will be able to understand what specific skills and knowledge are required by the postal industry in order to cover their skills gap and be adapted in their daily duties and responsibilities. Special focus is given in the knowledge areas about customer service, e-commerce and some particular soft skills of front office employees.
Course Schedule (Modules)	
<div style="text-align: center;"> <div>Specialization Course for Front Office Employee</div> <div> <div>Module 7. Customer service skills & selling techniques</div> <div>Module 8. The emergence of e-commerce: How to manage new "e-services" and products</div> <div>Module 9. Soft Skills for Front Office Employees</div> </div> </div>	
Course Knowledge Domain	Customer Service, Marketing, E-Commerce, Soft Skills

Course Learning Outcomes	<ul style="list-style-type: none"> To understand the new drivers of change and current trends that have been transforming the postal sector To familiarize learners with E-sales and managing e-deliveries To manage Post e-shops and websites, product search and comparison features in mobile apps To use easily and effectively promotion channels including direct marketing techniques, e-mail marketing, web advertisements or social media campaigns. To be adaptive and flexible in unfamiliar and difficult situation within the post office
Learners Profile	Front Office Employee (EQF 5)
Course Length	12 hours

3.3. Curricular Structure Overview

Course Code	Course Title	Module Code	Module Title	Module Description (units)
CC	Core Course for both Profiles	CC1	<i>Personal Data Protection: Rules, Policies and the Impact in Postal Sector</i>	U1.1. Introduction in the concept of Personal Data U1.2. Legal Framework Concerning Personal Data U1.3. Subject's rights when Processing Personal Data - Personal data protection throughout the whole delivery chain U1.4. Digital Economy, E-commerce and Personal Data
		CC2	<i>Privacy and Confidentiality Policies in the Postal Sector</i>	U2.1. The Framework Concerning Postal Security (adapted to each country's specific regulation) U2.2. Confidentiality Policy of Postal services U2.3. Security Policy of Postal services U2.4. Vulnerable Points of Postal Items U2.5. Discretion Policy of Postal Enterprises
		CC3	<i>Communicating in multicultural environments</i>	U3.1. Introduction to the main concept and aspects of Cultural Diversity U3.2. Intercultural Competences and Values U3.3. Understanding the codes of conduct and manners generally accepted in different societies and applying that to the post office U3.4. Methods to communicate in different cultural contexts, with special reference to communication in the workplace U3.5. Understanding potential cultural obstacles when communicating with customers (multicultural communication - serving immigrants/refugees and 3rd country nationals)
		CC4	<i>Transferable Skills for post office personnel</i>	U4.1. What are the Soft Skills and why are they important? U4.2. Communication and Social Skills U4.3. Proactive interpersonal approach (emotional Intelligence & active listening) U4.4. Teamwork skills and team spirit U4.5. Problem Solving and decision making

PC		CC5	<i>What means to be digitally savvy in the postal sector (IT and Digital Skills)</i>	U5.1. Value added digital services (Digital signatures, time stamps, e-invoice, e-post etc.) - proximity and social services U5.2. Digital Environment. How to organize, store and retrieve information – (Google Drive) U5.3. Collaboration tools for everyday tasks – The example of Slack application U5.4. New Technologies & breakthroughs for the postal industry (drones, Big Data, augmented reality, AGV etc.)
		CC6	<i>Logistics Management</i>	U6.1. Introduction to logistics concepts and main activities U6.2. Logistics Players and Postal Operators U6.3. Stages of Delivery Process U6.4. Classification of Postal Services
	Specialization Course for Postmen (PM)	PM1	<i>INTRODUCTORY VIDEO: The New Age Postman: What is the daily work of a Postman in the New Postal Era?</i>	video
		PM2	<i>Basic Knowledge about Parcel delivery</i>	U2.1. Domestic and International Parcels U2.2. Parcel delivery options U2.3. Ways to increase the parcel delivery efficiency U2.4. Parcels lockers (Ebox) and Parcel pickups stations
		PM3	<i>Soft Skills for Postmen</i>	U3.1. Decision Making and critical thinking U3.2. Ability to handle pressure - time & stress management U3.3. Accident prevention & Crisis Management U3.4. Good Memory: The ability to remember information such as words, numbers, images, faces and processes
	Specialization Course for Front Office Employee (FOE)	FC1	<i>INTRODUCTORY VIDEO: The New Age Front Office Employee: What is the daily work of a Front Office Employee in the New Postal Era?</i>	video
		FC2	<i>Customer service skills & selling techniques</i>	U2.1. Customer- centric approach: improve customer experience, enabling personalized customer experience U2.2. Customer Conflict Resolution U2.3. Selling techniques U2.4. Promotion channels and social media
		FC3	<i>The emergence of e-commerce: How to manage new “e-services” and products</i>	U3.1. Introduction to e-commerce & its applications U3.2. Basic knowledge of e-commerce & customs clearance U3.3. Manage Posts in E-commerce U3.4. Handling Payment Procedure and Flow
		FC4	<i>Soft Skills for Front Office Employees</i>	U4.1. Flexibility and Adaptability to New Postal Era U4.2. Problem-Solving Ability and Quick and Flexible in Handling Difficult Situations U4.3. Initiative, creativity, and responsibility in the post office U4.4. Empathy & Emotional Intelligence

NEWPOST Training Programme: A Joint VET Curriculum in the Postal Sector in the new postal area

Core Course Modules

Modules	Module Title	Units	Training Methodology	Learning Outcomes	Hours	Assessment Methods
1	Personal Data Protection: Rules, Policies and the Impact in Postal Sector	U1.1. Introduction in the concept of Personal Data	video lecture, presentation, infographic with the categories of personal data information	LOut1. understand "what is" and "what is not" Personal Data	1	multiple choice
		U1.2. Legal Framework Concerning Personal Data	video lecture, presentation, case studies with principles of GDPR, videos that explains penalties and sanctions (from the internet)	LOut2. know the Current legal European and National framework compared to the New Structure of Regulation (EU) 2016/679 and its innovations.	1	
		U1.3. Subject's rights when Processing Personal Data - Personal data protection throughout the whole delivery chain	video lecture, presentation, cases studies (rights, data breach)	LOut3. understand how the Personal Data influence the whole delivery chain of postal sector	1	
		U1.4. Digital Economy, E-commerce and Personal Data	interview from a DPO regarding the impact of GDPR in digital economy and e-commerce	LOut4. explore the use of personal data through the digital economy and in e-commerce	1	
2	Privacy and Confidentiality Policies in the Postal Sector	U2.1. The Framework Concerning Postal Security (adapted to each country's specific regulation)	video lecture, presentation, cases studies	LOut1. understand the importance of privacy and confidentiality in the postal sector	1	multiple choice
		U2.2. Confidentiality Policy of Postal services	video lecture, presentation, manual	LOut2. apply the principles of Confidentiality & Security in the postal sector	1	
		U2.3. Security Policy of Postal services	video lecture, presentation, manual, case studies	LOut3. apply the principles of Security in the postal sector	1	
		U2.4. Vulnerable Points of Postal Items	video lecture, presentation	LOut4. recognize vulnerable points of postal items	1	
		U2.5. Discretion Policy of Postal Enterprises	video lecture, presentation, manual, training scenario dialogues	LOut5. identify the applications and the errors in Discretion Policy of Postal Enterprises	1	
3	Communicating in multicultural environments	U3.1. Introduction to the main concept and aspects of Cultural Diversity	video lecture, presentation, experiential learning exercises	LOut1. explain the main concepts of cultural diversity	1	multiple choice
		U3.2. Intercultural Competences and Values	video lecture, presentation	LOut2. outline the aspect of intercultural values and competences	1	
		U3.3. Understanding the codes of conduct and manners generally accepted in different societies and applying that to the post office	video lecture, presentation, experiential learning exercises	LOut3. apply specific codes of conducts and manners when servicing clients from different cultural environments	1	
		U3.4. Methods to communicate in different cultural contexts, with special reference to communication in the workplace	video lecture, presentation + 2 animated videos + interview by expert	LOut4. better communicate with clients with a different cultural background	1	
		U3.5. Understanding potential cultural obstacles when communicating with customers (multicultural communication - serving immigrants/refugees and 3rd country nationals)	video lecture, presentation, 2 animated videos + interview by expert + scenarios + experiential learning exercises	LOut5. understand and evaluate the obstacles in intercultural communication	1	
4	Transferable Skills for post office personnel	U4.1. What are the Soft Skills and why they are important?	video lecture, presentation	LOut1. understand the importance of enhancing their soft skills in the postal sector	1	multiple choice
		U4.2. Communication and Social Skills	video lecture, presentation, Activities	LOut2. identify the types of communication and how to interact in a polite and friendly manner with customers	1	
		U4.3. Proactive interpersonal approach (emotional intelligence & active listening)	video lecture, presentation, 2 animated videos	LOut3. illustrate the principle of emotional intelligence and apply active listening techniques	1	
		U4.4. Teamwork skills and team spirit	video lecture, presentation	LOut4. establish good relations with their teammates and understand the importance of teambuilding in the workplace	1	
		U4.5. Problem Solving and decision making	video lecture, presentation	LOut5. choose the most appropriate solution when solving problems and enhance their decision making skills	1	
5	What means to be digitally savvy in the postal sector (IT and Digital Skills)	U5.1. Value added digital services (Digital signatures, time stamps, e-invoice, e-post etc.) - proximity and social services	presentation and manual	LOut1. familiarize themselves with digital services, proximity and social services	1	multiple choice
		U5.2. Digital Environment. How to organize, store and retrieve information – (Google Drive)	presentation	LOut2. organize, store and retrieve data, information and content in digital environments.	1	
		U5.3. Collaboration tools for everyday tasks – The example of Slack application	presentation	LOut3. use the IT equipment and relevant tools in an appropriate way	1	
		U5.4. New Technologies & breakthroughs for the postal industry (drones, Big Data, augmented reality, AGV etc.)	presentation and manual	LOut4. better understand the new Technologies and their influence in postal sector	1	
6	Logistics Management	U6.1. Introduction to logistics concepts and main activities	presentation	LOut1. understand the basic logistic services and related techniques in postal sector	1	multiple choice
		U6.2. Logistics Players and Postal Operators	presentation, manual, extra reading	LOut2. Understand the diversity of players in the logistics field and the modern development of postal services	1	
		U6.3. Stages of Delivery Process	presentation, manual, Exercise	LOut2. define basic stages in the whole delivery chain	1	
		U6.4. Classification of Postal Services	presentation, manual, extra reading	LOut3. explain and recognize the different types of postal items under the Acts of the Universal Postal Union	1	

Modules	Module Title	Units		Learning Outcomes	Hours	Assessment Methods
	<i>The New Age Postman: What is the daily work of a Postman in the New Postal Era?</i>	INTRODUCTORY VIDEO: The New Age Postman: What is the daily work of a Postman in the New Postal Era?	video	LOut1. understand the needs and new drivers of postal sector in the new post area LOut2. know what are the main task/ duties and skills needed by the New Age Postman		n/a
7	<i>Basic Knowledge about Parcel delivery</i>	U2.1. Domestic and International Parcels U2.2. Parcel delivery options U2.3. Ways to increase the parcel delivery efficiency U2.4. Parcels lockers (Ebox) and Parcel pickups stations	presentation presentation presentation presentation	LOut1. understand and the types of parcel and explain the differences between them LOut2. carry out advanced Parcel delivery options LOut3. outline the key strategies for the improvement of parcel delivery LOut4. recognize the characteristics of Parcels lockers and the benefits of parcel pickups stations	1 1 1 1	multiple choice
8	<i>Soft Skills for Postmen</i>	U3.1. Critical Thinking and Decision Making U3.2. Ability to handle pressure - time & stress management U3.3. Accident prevention & Crisis Management U3.4. Good Memory: The ability to remember information such as words, numbers, images, faces and processes.	presentation presentation + 1 animated video presentation presentation, extra reading	LOut1. examine the pros and cons of each situation and choose the most appropriate solution LOut2. apply time management skills in order to make the most of the time they have LOut3. cultivate solutions in order to be proactive and prevent crisis in the post office LOut4. identify ways to reinforce their good memory during the job	1 1 1 1	multiple choice

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Modules	Module Title	Units		Learning Outcomes	Hours	Assessment Methods
	<i>The New Age Front Office Employee: What is the daily work of a Front Office Employee in the New Postal Era?</i>	INTRODUCTORY VIDEO: The New Age Front Office Employee: What is the daily work of a Front Office Employee in the New Postal Era?	video	LOut1. understand the needs and new drivers of postal sector in the new post era LOut2. know what are the main task/ duties and skills needed by the New Age FOE		n/a
7	<i>Customer service skills & selling techniques</i>	U2.1. Customer- centric approach: improve customer experience, enabling personalized customer experience U2.2. Customer Conflict Resolution U2.3. Selling techniques U2.4. Promotion channels and social media	presentation, manual presentation presentation, manual presentation	LOut1. understand how to improve the customer service experience LOut2. avoid or manage conflicts with customers LOut3. apply selling techniques to gain maximum effectiveness LOut4. understand the language and principles of digital marketing and promotion in postal sector	1 1 1 1	multiple choice
8	<i>The emergence of e-commerce: How to manage new "e-services" and products</i>	U3.1. Introduction to e-commerce and modern digital applications U3.2. Basic knowledge of e-commerce & customs clearance U3.3. Manage Posts in E-commerce U3.4. Handling Payment Procedure and Flow	presentation presentation presentation presentation	LOut1. detail what is meant by the term 'e-commerce' and examine some typical applications LOut2. describe briefly some of the technologies that are used to support applications LOut3. detail some of the problems that are encountered when managing e-shops etc. LOut4. understand the utilization of electronic payments and other electronic procedures in the post office	1 1 1 1	multiple choice
9	<i>Soft Skills for Front Office Employees</i>	U4.1. Flexibility and Adaptability to New Postal Era U4.2. Problem-Solving Ability and Quick and Flexible in Handling Difficult Situations U4.3. Initiative, creativity, and responsibility in the post office U4.4. Empathy & Emotional Intelligence	presentation presentation + 1 animated video presentation presentation	LOut1. understand the concept of adaptability and develop an increased awareness in current needs of postal market LOut2. explore and describe how they feel when being flexible and adaptable in the workplace LOut3. display a range of creativity skills in the post office LOut4. understand the benefits when adopting empathetic attitude in the workplace	1 1 1 1	multiple choice

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NeWPOST Training Programme - A Joint VET Curriculum in the Postal Sector			
Courses	Modules	POSTMAN Training Programme	
	INTRO VIDEO	The New Age Postman: What is the daily work of a Postman in the New Postal Era?	The New Age Front Office Employee: What is the daily work of a Front Office Employee in the New Postal Era?
Core Course	1	Personal Data Protection: Rules, Policies and the Impact in Postal Sector	
		U1.1. Introduction in the concept of Personal Data	
		U1.2. Legal Framework Concerning Personal Data	
		U1.3. Subject's rights when Processing Personal Data - Personal data protection throughout the whole delivery chain	
		U1.4. Digital Economy, E-commerce and Personal Data	
		Privacy and Confidentiality Policies in the Postal Sector	
	2	U2.1. The Framework Concerning Postal Security (adapted to each country's specific regulation)	
		U2.2. Confidentiality Policy of Postal services	
		U2.3. Security Policy of Postal services	
		U2.4. Vulnerable Points of Postal Items	
		U2.5. Discretion Policy of Postal Enterprises	
		Communicating in multicultural environments	
	3	U3.1. Introduction to the main concept and aspects of Cultural Diversity	
		U3.2. Intercultural Competences and Values	
		U3.3. Understanding the codes of conduct and manners generally accepted in different societies and applying that to the post office	
		U3.4. Methods to communicate in different cultural contexts, with special reference to communication in the workplace	
		U3.5. Understanding potential cultural obstacles when communicating with customers (multicultural communication - serving immigrants/refugees and 3rd country nationals)	
		Transferable Skills for post office personnel	
	4	U4.1. What are the Soft Skills and why are they important?	
		U4.2. Communication and Social Skills	
		U4.3. Proactive interpersonal approach (emotional intelligence & active listening)	
		U4.4. Teamwork skills and team spirit	
		U4.5. Problem Solving and decision making	
		What means to be digitally savvy in the postal sector (IT and Digital Skills)	
	5	U5.1. Value added digital services (Digital signatures, time stamps, e-invoice, e-post etc.) - proximity and social services	
		U5.2. Digital Environment. How to organize, store and retrieve information - (Google Drive)	
		U5.3. Collaboration tools for everyday tasks - The example of Slack application	
		U5.4. New Technologies & breakthroughs for the postal industry (drones, Big Data, augmented reality, AGV etc.)	
		Logistics Management	
		U6.1. Introduction to logistics concepts and main activities	
	6	U6.2. Logistics Players and Postal Operators	
		U6.3. Stages of Delivery Process	
		U6.4. Classification of Postal Services	
Specialization Courses	7	Basic Knowledge about Parcel delivery	
		U2.1. Domestic and International Parcels	
		U2.2. Parcel delivery options	
		U2.3. Ways to increase the parcel delivery efficiency	
		U2.4. Parcels lockers (Ebox) and Parcel pickups stations	
	8	Soft Skills for Postmen	
		U3.1. Decision Making and critical thinking	
		U3.2. Ability to handle pressure - time & stress management	
		U3.3. Accident prevention & Crisis Management	
		U3.4. Good Memory: The ability to remember information such as words, numbers, images, faces and processes.	
	9	The emergence of e-commerce: How to manage new "e-services" and products	
		U3.1. Introduction to e-commerce & its applications	
		U3.2. Basic knowledge of e-commerce & customs clearance	
		U3.3. Manage Posts in E-commerce	
		U3.4. Handling Payment Procedure and Flow	
		Soft Skills for Front Office Employees	
		U4.1. Flexibility and Adaptability to New Postal Era	
		U4.2. Problem-Solving Ability and Quick and Flexible in Handling Difficult Situations	
		U4.3. Initiative, creativity, and responsibility in the post office	
		U4.4. Empathy & Emotional Intelligence	

3.4. Learning Outcomes

The NewPost project will develop the Joint Curricula using the **Learning Outcomes approach**. According to **Cedefop** the *learning outcomes approach shifts the emphasis from the duration of learning and the institution where it takes place to the actual learning and the knowledge, skills and competences that have been or should be acquired through the learning process*" (Cedefop 2013: USING LEARNING OUTCOMES. European Qualifications Framework Series)¹.

The learning outcomes approach is of significant importance in designing common curricula for different countries because it functions as a common tool for interlinking the VET relevant tools such as EQF, ECVET, and EQAVET.

Appropriate assessment methods and procedures are used to check whether the learning outcomes have been achieved. The alignment between learning outcomes, teaching, learning and assessment

¹Learning Opportunities and Qualifications in Europe, Available at: <https://ec.europa.eu/ploteus/content/descriptors-page>

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helps to make the overall learning experience more coherent, transparent and meaningful for learners, and all other stakeholders.

Learning outcomes are directly connected to learning assessment. They clearly define what and how is to be assessed. They enable harmonization in assessing the learner's performance therefore, the learning outcomes affect the process of teaching and learning through assessment.

In this understanding the purposes of integrating the learning outcomes in the **Curriculum Design** are:

- To define the expectations of each learning activity.
- To guide trainers in the teaching process, choice of methods, etc.
- To inform learners about what they are expected to be able to do/know after the learning activity.

Summarizing, the learning outcomes **explain what the learner is expected to know** and be **able to do**, after having completed the training program. They describe the learning process itself and clarify what to expect during assessment.

Throughout the teaching and learning process as well in assessment arrangements, well-written learning outcomes allow both teachers and learners to have a clear picture of the results of the courses or units.

→ The methodology selected for the development of the NewPost learning outcomes is the Bloom's Taxonomy broken into the six levels of objectives, as shown in the picture:



The Bloom's Taxonomy uses action verbs in a framework for understanding the different levels of learning, also inspired by the structure and vocabulary of the European Qualification Framework (EQF).

Each statement, after the common statement on audience ("A learner ..."), should begin with a precise action (active) verb, followed by the object of the verb followed by a phrase that gives the context. It is generally benefit to use only one verb for one statement of learning outcomes, except in the cases when the complexity of specific learning outcomes additionally needs to be described.

Upon completion of this course, the learner will be able to:

- ✓ **define** future developments in the postal sector

Evaluation questions while developing learning outcomes are:

- ✓ *What knowledge was gained?*
- ✓ *What skills were developed?*
- ✓ *Did attitudes/tendencies change?*

We developed at least three (3) Learning Outcomes for each unit, using the action verbs from the following list :

Bloom's Level	Key Verbs (keywords)
Create	design, formulate, build, invent, create, compose, generate, derive, modify, develop, adapt, elaborate, formulate, originate, propose, imagine.
Evaluate	choose, support, relate, determine, defend, judge, grade, compare, contrast, argue, justify, support, convince, select, evaluate, assess, estimate, appraise.
Analyze	classify, break down, categorize, analyze, diagram, illustrate, criticize, simplify, associate, compare, assume, contrast, examine, inspect.
Apply	calculate, predict, apply, solve, illustrate, use, demonstrate, determine, model, perform, present, utilize.
Understand	describe, explain, paraphrase, restate, give original examples of, summarize, contrast, interpret, discuss, classify, compare, outline, relate.
Remember	list, recite, outline, define, name, match, quote, recall, identify, label, recognize, choose, relate, select, show

3.5. DigiComp2.0 Competences

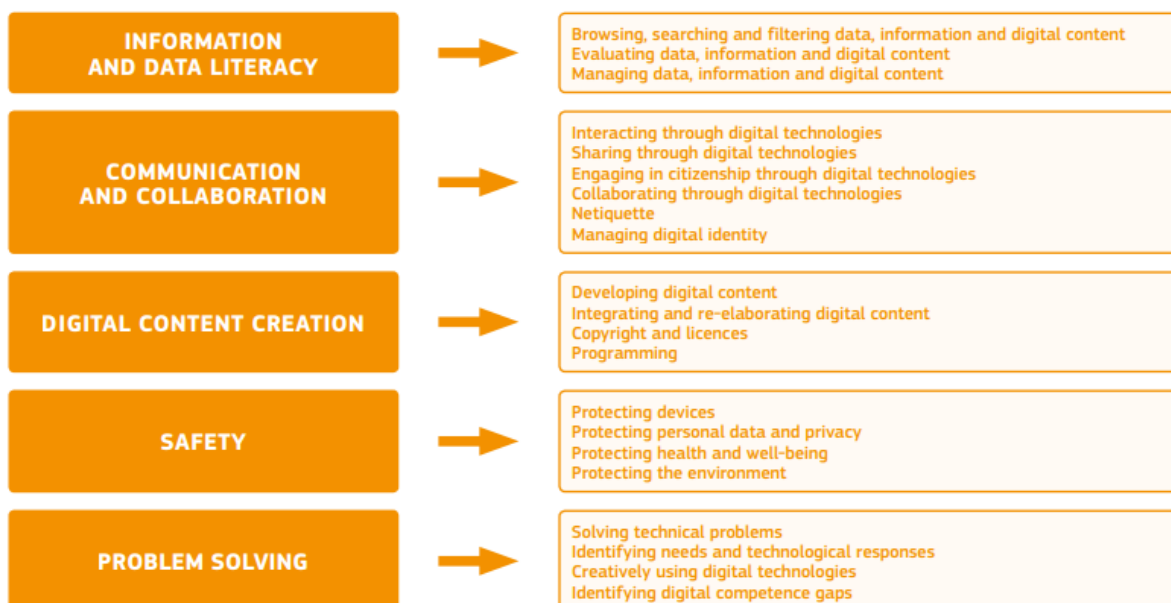
The NewPost partnership under AKMI's coordination as the partner responsible for the curricula design, decided to adopt the **DigComp: a Framework for Developing and Understanding Digital Competences** in Europe and aligned to the *European Qualifications Framework*.

The DigComp is a European Framework that defines areas of competence that are seen as components of e-citizenship. The application of DigComp by the NewPost project is one of the key achievements in the European level and will help the project in a positive way when it will be finally assessed by the European Community.

Both the core material and the practical assignments are based on the needs identified by the conducted research and will be enhanced with DigComp.

Further to the DigComp, it identifies 21 competences in five key areas, describing what it means to be digitally savvy, as shown in the table below. With a closer look many of the NewPost skills gap analysis can be identified in the framework.

DigComp's five key areas and 21 competences



3.6. Modules Overview and Description

As already explained, the NeWPost curriculum consists of 6 Core Modules, 2 Modules specialized for Postmen and 3 Modules specialized for Front Office Employees.

6 Core Modules	2 Modules for PM	3 Modules for FOE
<ul style="list-style-type: none"> •Personal Data Protection: Rules, Policies and the Impact in Postal Sector •Privacy and Confidentiality Policies in the Postal Sector • Communicating in multicultural environments •Transferable Skills for post office personnel •What means to be digitally savvy in the postal sector (IT and Digital Skills) •Logistics Management 	<ul style="list-style-type: none"> •Basic Knowledge about Parcel delivery •Soft Skills for Postmen 	<ul style="list-style-type: none"> •Customer service skills & selling techniques •The emergence of e-commerce: How to manage new “e-services” and products •Soft Skills for Front Office Employees

Module Code	Module Title	Unit Code	Unit Title	Unit Description
CC1	Personal Data Protection: Rules, Policies and the Impact in Postal Sector	CC1.U1.	<i>Introduction in the concept of Personal Data</i>	<ul style="list-style-type: none"> Definition and Concept of Personal Data Description of Information that constitute Personal Data and information that do not Categories of Personal Data Examples of Personal Data with focus on the Post Office environment
		CC1.U2.	<i>Legal Framework Concerning Personal Data</i>	<ul style="list-style-type: none"> Introduction to the Regulation (EU) 2016/679 Structure of Regulation (EU) 2016/679 Sanctions & Penalties under GDPR Personal Data Protection Authorities & Involved Entities and their role in GDPR implementation
		CC1.U3.	<i>Subject's rights when Processing Personal Data - Personal data protection throughout the whole delivery chain</i>	<ul style="list-style-type: none"> Data Subjects Rights Information to be provided where personal data are collected from the data subject Things you need to do in your workplace
		CC1.U4.	<i>Digital Economy, E-commerce and Personal Data</i>	Topics to be discussed with the DPO <ul style="list-style-type: none"> What is the impact of GDPR in digital economy and digital communications? What is the relation between data protection and e-commerce? What steps need to be taken in order for a company to achieve ongoing compliance with GDPR security requirements? What techniques could be followed for user and access management and personal data protection techniques within the organization?
CC2	Privacy and Confidentiality Policies in the Postal Sector	CC2.U1.	<i>The Framework Concerning Postal Security (adapted to each country's specific regulation)</i>	<ul style="list-style-type: none"> The concept of postal security Main activities related to postal security
		CC2.U3.	<i>Confidentiality Policy of Postal services</i>	<ul style="list-style-type: none"> The Concept of Confidentiality The Regulatory Framework in Greece Breach of Confidentiality
		CC2.U3.	<i>Security Policy of Postal services</i>	<ul style="list-style-type: none"> Terms and Definitions The Concept of Security Dangerous Goods and Prohibited Postal Items Postal security standards
		CC2.U4.	<i>Vulnerable Points of Postal Items</i>	<ul style="list-style-type: none"> Dangerous Goods and Prohibited Postal Items Vulnerable points to ensure security Vulnerable points to ensure confidentiality
		CC2.U5.	<i>Discretion Policy of Postal Enterprises</i>	<ul style="list-style-type: none"> The Concept of Discretion The regulatory framework in Greece for Discretion Breach of Discretion Obligations and Penalties of Postal Enterprises
CC3	Communicating in multicultural environments	CC3.U1.	<i>Introduction to the main concept and aspects of Cultural Diversity</i>	<ul style="list-style-type: none"> Introduction to Culture The concept and aspects of Diversity The Definition of Cultural Diversity Phases of Cultural Shock
		CC3.U2.	<i>Intercultural Competences and Values</i>	<ul style="list-style-type: none"> "A new kind of literacy" Understanding the terminological complexities Intercultural Development

		CC3.U3.	<i>Understanding the codes of conduct and manners generally accepted in different societies and applying that to the post office</i>	<ul style="list-style-type: none"> ○ Cultural Codes and Code of Conduct ○ Addressing ethical issues ○ Examples of Cultural Codes and Manners in third countries
		CC3.U4.	<i>Methods to communicate in different cultural contexts, with special reference to communication in the workplace</i>	<ul style="list-style-type: none"> ○ Intercultural Communication ○ Challenges to communicating across cultures ○ Non verbal Communication and Body Language
		CC3.U5.	<i>Understanding potential cultural obstacles when communicating with customers (multicultural communication - serving immigrants/refugees and 3rd country nationals)</i>	<ul style="list-style-type: none"> ○ Main obstacles in Intercultural Communication ○ Communication styles of different cultures ○ Improving Intercultural Communication
CC4	Transferable Skills for post office personnel	CC4.U1.	<i>What are the Soft Skills and why are they important?</i>	<ul style="list-style-type: none"> ○ What are the Soft Skills? ○ The importance of Soft Skills
		CC4.U2.	<i>Communication and Social Skills</i>	<ul style="list-style-type: none"> ○ What is communication? ○ Communication Models ○ Types and Forms of Communication ○ Rules and Tips for communication in the Post Office
		CC4.U3.	<i>Proactive interpersonal approach (emotional Intelligence & active listening)</i>	<ul style="list-style-type: none"> ○ Proactivity ○ Effective Listening ○ Emotional Intelligence
		CC4.U4.	<i>Teamwork skills and team spirit</i>	<ul style="list-style-type: none"> ○ Teamwork Skills ○ Team Spirit Skill ○ Self-Evaluation Tasks
		CC4.U5.	<i>Problem Solving and decision making</i>	<ul style="list-style-type: none"> ○ Problem Solving Skill ○ Decision Making Skill ○ Self-Evaluation Tasks
CC5	What means to be digitally savvy in the postal sector (IT and Digital Skills)	CC5.U1.	<i>Value added digital services (Digital signatures, time stamps, e-invoice, e-post etc.) - proximity and social services</i>	<ul style="list-style-type: none"> ○ Value Added Digital Services ○ Proximity and Social Services
		CC5.U2.	<i>Digital Environment. How to organize, store and retrieve information – (Google Drive)</i>	<ul style="list-style-type: none"> ○ Introduction to Digital Environment ○ Introduction to Google Drive ○ Features of Google Drive ○ Work Smarter with Apps ○ Benefits of using Google Drive
		CC5.U3.	<i>Collaboration tools for everyday tasks – The example of Slack application</i>	<ul style="list-style-type: none"> ○ Introduction to Slack ○ Starting off with Slack ○ Working within Slack ○ Slack Integration ○ Benefits of using Slack
		CC5.U4.	<i>New Technologies & breakthroughs for the postal industry (drones, Big Data, augmented reality, AGV etc.)</i>	<ul style="list-style-type: none"> ○ Understanding New Technologies and Their Influence on Postal Operations ○ Application of Drones ○ Application of Big Data Application of Augmented Reality ○ Application of AVG
CC6	Logistics Management	CC6.U1.	<i>Introduction to logistics concepts and main activities</i>	<ul style="list-style-type: none"> ○ Definition and Main Components of Logistics ○ Four Key Functions of Logistics Phases of Logistics ○ Why is logistics important for postal enterprise success?
		CC6.U2.	<i>Logistics Players and Postal Operators</i>	<ul style="list-style-type: none"> ○ Competition in the Logistics Sector ○ Delivery Companies ○ Designated Postal Operators

		CC6.U3.	<i>Stages of Delivery Process</i>	<ul style="list-style-type: none"> Definition of Delivery Process National Delivery Process International Delivery Process
		CC6.U4.	<i>Classification of Postal Services</i>	<ul style="list-style-type: none"> Classification of Postal Services Innovative Postal Services
PM2	Basic Knowledge about Parcel delivery	PM2.U1.	<i>Domestic and International Parcels</i>	<ul style="list-style-type: none"> What is a domestic parcel? What is an international parcel?
		PM2.U2.	<i>Parcel delivery options</i>	<ul style="list-style-type: none"> What are the different delivery options? Delivery Options in Greece. The ELTA Paradigm Delivery Spots
		PM2.U3.	<i>Ways to increase the parcel delivery efficiency</i>	<ul style="list-style-type: none"> Delivery Trends Ways to Improve the Parcel Delivery Experience The Importance of Same Day Delivery E-commerce & Parcel Delivery
		PM2.U4.	<i>Parcels lockers (Ebox) and Parcel pickups stations</i>	<ul style="list-style-type: none"> What is a Parcel Locker? Features and Functions Benefits of Parcel Lockers Examples and Good Practices
PM3	Soft Skills for Postmen	PM3.U1.	<i>Decision Making and critical thinking</i>	<ul style="list-style-type: none"> Critical Thinking Decision Making Application
		PM3.U2.	<i>Ability to handle pressure - time & stress management</i>	<ul style="list-style-type: none"> Stress Management Time Management Resilience and Mindfulness
		PM3.U3.	<i>Accident prevention & Crisis Management</i>	<ul style="list-style-type: none"> Crisis Management Example of Crisis Management in the post office Accident Prevention
		PM3.U4.	<i>Good Memory: The ability to remember information such as words, numbers, images, faces and processes.</i>	<ul style="list-style-type: none"> How to remember numbers/words Remember Long Phone number/Digits/words Remember Location/Maps
FC2	Customer service skills & selling techniques	FC2.U1.	<i>Customer- centric approach: improve customer experience, enabling personalized customer experience</i>	<ul style="list-style-type: none"> Definition of Customer-centric approach The need to implement customer centric approach Elements of the Customer-centric approach Advantages and benefits of Customer-centric approach
		FC2.U2.	<i>Customer Conflict Resolution</i>	<ul style="list-style-type: none"> Introduction to Customer Conflict Steps for Managing Customer Conflict Additional Tips for Managing Customer Conflict Application
		FC2.U3.	<i>Selling techniques</i>	<ul style="list-style-type: none"> Definition of Selling technique and Major Steps Presentation mix Techniques for meeting objections Closing the sale Challenging sales situations
		FC2.U4.	<i>Promotion channels and social media</i>	<ul style="list-style-type: none"> Marketing and Promotion E-mail Marketing Social Media Social Media Strategy
FC3	The emergence of e-commerce: How to manage new “e-services” and products	FC3.U1.	<i>Introduction to e-commerce & its applications</i>	<ul style="list-style-type: none"> Introduction to e-commerce E-commerce applications Rules of e-commerce E-commerce platforms
		FC3.U2.	<i>Basic knowledge of e-commerce & customs clearance</i>	<ul style="list-style-type: none"> Basics of e-commerce E-commerce automation Custom clearance Tariff and its impacts on E-commerce Legal issues for E-commerce businesses

		FC3.U3.	<i>Manage Posts in E-commerce</i>	<ul style="list-style-type: none"> ○ E-commerce order Fulfillment ○ Online Services ○ Product Comparison and Search ○ Price comparison Websites ○ Price comparison Mobile apps
		FC3.U4.	<i>Handling Payment Procedure and Flow</i>	<ul style="list-style-type: none"> ○ E-commerce payment methods ○ Electronic payments ○ Post office payments ○ Cash on delivery (COD) ○ CryptoCurrency in e-commerce
FC4	Soft Skills for Front Office Employees	FC4.U1.	<i>Flexibility and Adaptability to New Postal Era</i>	<ul style="list-style-type: none"> ○ Flexibility ○ Adaptability ○ Adaptability to the new trends of postal sector
		FC4.U2.	<i>Problem-Solving Ability and Quick and Flexible in Handling Difficult Situations</i>	<ul style="list-style-type: none"> ○ Customer Conflict Resolution and Problem Solving ○ Quick Response to Difficult Situations ○ Flexible Response to Difficult Situations ○ Application
		FC4.U3.	<i>Initiative, creativity, and responsibility in the post office</i>	<ul style="list-style-type: none"> ○ Initiative ○ Creativity ○ Responsibility
		FC4.U4.	<i>Empathy & Emotional Intelligence</i>	<ul style="list-style-type: none"> ○ What is Empathy? ○ How to develop Empathy in the post office? ○ Emotional Intelligence

MODULE DESCRIPTION	
Module Title	<i>Personal Data Protection Rules, Policies and the Impact in Postal Sector</i>
Moudle Code	<i>C.C.1. (Core Course, Module 1)</i>
Module Description	The aim of this modules is to introduce the learners to the basic concept and the principles of Data protection, and thus value the significance of protection personal data. Many different aspects of personal data will be examined, information about what is considered personal data and what is not under the new GDPR rules will be given, accompanied with examples. Within this context learners will be able to learn the legal meaning of protecting personal data and transferring data in the whole delivery chain of the postal sector, understand the policies of data protection in a European level, and finally be able to understand how the GDPR's has been shaping the postal communication within the sector. After completion of the course all learners will be able to identify between personal and not personal data and follow all the proper data protection principles.
Knowledge Domain	Data Protection
Learning Outcomes	<p><u>By the end of this module, the learners will be able to:</u></p> <p><i>LOut1</i> understand "what is" and "what is not" Personal Data</p> <p><i>LOut2</i> know the Current legal European and National framework compared to the New Structure of Regulation (EU) 2016/679 and its innovations.</p> <p><i>LOut3</i> understand how the Personal Data influence the whole delivery chain of postal sector</p>

Contents	<i>LOut4</i> explore the use of personal data through the digital economy and in e-commerce
	Contents (Units) <i>U1.1.</i> Introduction in the concept of Personal Data <i>U1.2.</i> The European Framework for Data Protection <i>U1.3.</i> Subject's rights when Processing Personal Data - Personal data protection throughout the whole delivery chain <i>U1.4.</i> Digital Economy, E-commerce and Personal Data
Duration	4 hours
Assessment Method	Multiple choice questions

MODULE DESCRIPTION	
Module Title	<i>Privacy and Confidentiality Policies in the Postal Sector</i>
Module Code	<i>C.C.2. (Core Course, Module 2)</i>
Module Description	The aim of this modules is to introduce the learners to the basic concepts and policy frameworks concerning Privacy and Confidentiality in the Postal Sector. Based on that, the learners will develop skills to comprehend the regulations concerning privacy and confidentiality, to analyze the content of security policy in the sector and to identify the wrong application in terms of confidentiality policies in the postal sector.
Knowledge Domain	Security, Privacy, Confidentiality, Discretion
Learning Outcomes	<u>By the end of this module, the learners will be able to:</u> <i>LOut1</i> understand the importance of privacy and confidentiality in the postal sector <i>LOut2</i> apply the principles of Confidentiality & Security in the postal sector <i>LOut3</i> recognize vulnerable points of postal items <i>LOut4</i> identify the applications and the errors in Discretion Policy of Postal Enterprises
Contents	<i>U3.1.</i> The Framework Concerning Postal Security (adapted to each country's specific regulation) <i>U3.2.</i> Confidentiality Policy of Postal services <i>U3.3.</i> Vulnerable Points of Postal Items <i>U3.4.</i> Discretion Policy of Postal Enterprises
Duration	5 hours
Assessment Method	Multiple choice questions

MODULE DESCRIPTION	
Module Title	<i>Communicating in multicultural environments</i>
Moudle Code	<i>C.C.3. (Core Course, Module 3)</i>
Module Description	The aim of this modules is to introduce the learners the principles of intercultural communication, including the main aspects of cultural diversity and the obstacles when communicating with people from different cultural backgrounds. Within this context, the learners will be able to apply methods so as to facilitate the communication with clients and enhance their readiness to respond in such challenges in an efficient and effective way.
Knowledge Domain	Intercultural Communication
Learning Outcomes	<u>By the end of this module, the learners will be able to:</u> <i>LOut1</i> explain the main concepts of cultural diversity <i>LOut2</i> outline the aspect of intercultural values and competences <i>LOut3</i> apply specific codes of conducts and manners when servicing clients from different cultural environments <i>LOut4</i> better communicate with clients with a different cultural background <i>LOut5</i> understand and evaluate the obstacles in intercultural communication
Contents	<i>U4.1.</i> The main concept and aspects of Cultural Diversity <i>U4.2.</i> Intercultural Competences and Values <i>U4.3.</i> Understanding the codes of conduct and manners generally accepted in different societies and applying that to the post office <i>U4.4.</i> Methods to communicate in different cultural contexts, with special reference to communication in the workplace <i>U4.5.</i> Understanding potential cultural obstacles when communicating with customers (multicultural communication - serving immigrants/refugees and 3rd country nationals)
Duration	5 hours
Assessment Method	Multiple choice questions

MODULE DESCRIPTION	
Module Title	<i>Transferable Skills for post office personnel</i>
Moudle Code	<i>C.C.4. (Core Course, Module 4)</i>

Module Description	The aim of this modules is to introduce the learners, namely post-office employees, to the basic aspects of “soft skills”. Based on the fact that a successful combination of “hard” and “soft” skills can offer better career perspectives and increase employability, this module is designed to create to the learners the desire to further develop their cognitive skills, in order to strengthen their career perspectives and be more efficient in real work situations.
Knowledge Domain	Soft Skills
Learning Outcomes	<p><u>By the end of this module, the learners will be able to:</u></p> <p><i>LOut1</i> understand the importance of enhancing their soft skills in the postal sector</p> <p><i>LOut2</i> identify the types of communication and to interact in a polite and friendly manner with customers</p> <p><i>LOut3</i> illustrate the principle of emotional intelligence and apply active listening techniques</p> <p><i>LOut4</i> establish good relations with their teammates and understand the importance of teambuilding in the workplace</p> <p>choose the most appropriate solution when solving problems and enhance their decision-making skills</p>
Contents	<p><i>U4.1.</i> What are the Soft Skills and why they are important?</p> <p><i>U4.2.</i> Communication and Social Skills</p> <p><i>U4.3.</i> Proactive interpersonal approach (emotional Intelligence & active listening)</p> <p><i>U4.4.</i> Teamwork skills and team spirit</p> <p><i>U4.5.</i> Problem Solving and decision making</p>
Duration	5 hours
Assessment Method	Multiple choice questions

MODULE DESCRIPTION	
Module Title	<i>What means to be digitally savvy in the postal sector? (IT and Digital Skills)</i>
Moudle Code	<i>C.C.5. (Core Course, Module 5)</i>
Module Description	The aim of this modules is to facilitate the learners to the fact that the rapid technological developments have a great impact in the Postal Sector caused fundamental changes in the procedures and deliveries. As a result, new skills and new digital tools have emerged. Digital skills play a significant role in the sector and each postal employee should be familiar with them in order to increase their competitiveness in this thriving industry. This module will familiarize learners with handling of digital information and IT equipment in the workplace.
Knowledge Domain	Digital and IT skills

Learning Outcomes	<u>By the end of this module, the learners will be able to:</u>
	<i>LOut1</i> familiarize themselves with digital services, proximity and social services
	<i>LOut2</i> organize, store and retrieve data, information and content in digital environments.
	<i>LOut3</i> use the IT equipment and relevant tools in an appropriate way
	<i>LOut4</i> better understand the new Technologies and their influence in postal sector
Contents	<i>U5.1.</i> Value added digital services (Digital signatures, time stamps, e-invoice, e-post etc.) - proximity and social services <i>U5.2.</i> Digital Environment. How to organize, store and retrieve information – (Google Drive) <i>U5.3.</i> Collaboration tools for everyday tasks – The example of Slack application <i>U5.4.</i> New Technologies & breakthroughs for the postal industry (drones, Big Data, augmented reality, AGV etc.)
Duration	4 hours
Assessment Method	Multiple choice questions

MODULE DESCRIPTION	
Module Title	<i>Logistics Management</i>
Module Code	<i>C.C.6. (Core Course, Module 6)</i>
Module Description	Nevertheless, the type or the size of the company, it can be understood that implementing logistics is a key element in keeping pace with customer demands and outperforming competitors. The aim of this modules is to introduce the learners to the logistics management and help them understand the important role of logistics in helping cut on the costs and time spend to move products from one point to another and in ensuring the high quality and value of the supply chain in the postal sector.
Knowledge Domain	Logistics, Postal Operators
Learning Outcomes	<u>By the end of this module, the learners will be able to:</u>
	<i>LOut1</i> understand the basic logistic services and related techniques in postal sector
	<i>LOut2</i> define basic logistics activities in the whole delivery chain
	<i>LOut3</i> explain the usage of parcel lockers
	<i>LOut4</i> issue vouchers, deal with invoices and collect or register electronically the fees of the services provided

Contents	<p>U6.1. Introduction to logistics concepts and main activities</p> <p>U6.2. Logistics Players and Postal Operators</p> <p>U6.3. Stages of Delivery Process</p> <p>U6.4. Classification of Postal Services</p>
Duration	4 hours
Assessment Method	Multiple choice questions

MODULE DESCRIPTION	
Module Title	<i>The New Age Postman: What is the daily work of a Postman in the New Postal Era?</i>
Module Code	<i>P.C.1. (Postman Course, Introductory Video)</i>
Module Description	This introductory video will facilitate the learners to the current trends and new drivers of changes that have been transforming the postal industry. Based on this, the learners will be introduced to the main new duties and skills that are most wanted by the New Postal Era.
Knowledge Domain	Postal Industry
Learning Outcomes	<p><u>By the end of this module (video), the learners will be able to:</u></p> <p>LOut1 understand the needs and new drivers of postal sector in the New Postal Era</p> <p>LOut2 know what are the main task/ duties and skills needed by the New Age Postman</p> <p>U1.1.</p>
Contents	<p>U1.2. Introduction to the new drivers of change in the Postal Sector</p> <p>U1.3. Introduction to main tasks/duties and key skills of Postmen in the New Postal Area</p>
Duration	15 min
Assessment Method	-

MODULE DESCRIPTION	
Module Title	<i>Basic Knowledge about Parcel delivery</i>
Module Code	<i>P.C.2. (Postman Course, Module 7)</i>
Module Description	The main aim of this module is to cover some key characteristics of the domestic and international shipping, the types of the different parcels,

	and the various existing delivery options. The learners will also gain an understanding of ways to better deliver parcels and letters, including the benefits of using the Parcel Lockers as a delivery method.
Knowledge Domain	Parcel Delivery
Learning Outcomes	<p><i>By the end of this module, the learners will be able to:</i></p> <p><i>LOut1</i> understand and the types of parcel and explain the differences between them</p> <p><i>LOut2</i> carry out advanced Parcel delivery options</p> <p><i>LOut3</i> classify, calculate, tabulate, summarize numerical data</p> <p><i>LOut4</i> recognize the characteristics of Parcels lockers and the benefits of parcel pickups stations</p>
Contents	<p><i>U2.1.</i> Domestic and International Parcels</p> <p><i>U2.2.</i> Parcel delivery options</p> <p><i>U2.3.</i> Ways to increase the parcel delivery efficiency</p> <p><i>U2.4.</i> Parcels lockers (Ebox) and Parcel pickups stations</p>
Duration	4 hours
Assessment Method	Multiple choice questions

MODULE DESCRIPTION	
Module Title	<i>Soft Skills for Postmen</i>
Moudle Code	<i>P.C.3. (Postman Course, Module 8)</i>
Module Description	This module will cover a variety of interpersonal and professional skills that are necessary for postmen in order to be efficient and productive in the postal sector. This module presents the importance and the application of critical thinking processes, time and stress management, accident prevention and crisis management in the post office and finally some tips on good memory development.
Knowledge Domain	Soft Skills
Learning Outcomes	<p><i>By the end of this module, the learners will be able to:</i></p> <p><i>LOut1</i> examine the pros and cons of each situation and choose the most appropriate solution</p> <p><i>LOut2</i> apply time management skills in order to make the most of the time they have</p> <p><i>LOut3</i> cultivate solutions in order to be proactive and prevent crisis in the post office</p> <p><i>LOut4</i> identify ways to reinforce their good memory during the job</p>
Contents	<p><i>U3.1.</i> Critical Thinking and Decision Making</p> <p><i>U3.2.</i> Ability to handle pressure - time & stress management</p> <p><i>U3.3.</i> Accident prevention & Crisis Management</p>

	U3.4. Good Memory: The ability to remember information such as words, numbers, images, faces and processes.
Duration	4 hours
Assessment Method	Multiple choice questions

MODULE DESCRIPTION	
Module Title	<i>The New Age Front Office Employee: What is the daily work of a Front Office Employee in the New Postal Era?</i>
Module Code	<i>F.C.1. (Front Office Employee Course, Introductory Video)</i>
Module Description	This introductory module will facilitate the learners to the current trends and new drivers of changes that have been transforming the postal industry. Based on this, the learners will be introduced to the main new duties and skills that are most wanted by the New Postal Era.
Knowledge Domain	Postal Industry
Learning Outcomes	<p><u>By the end of this module, the learners will be able to:</u></p> <p><i>LOut1</i> understand the needs and new drivers of postal sector in the New Postal Era</p> <p><i>LOut2</i> know what are the main task/ duties and skills needed by the New Age Front Office Employee</p>
Contents	<p><i>U1.1.</i> Introduction to the new drivers of change in the Postal Sector</p> <p><i>U1.2.</i> Introduction to main tasks/duties and key skills of Postmen in the New Postal Era</p>
Duration	15 min
Assessment Method	-

MODULE DESCRIPTION	
Module Title	<i>Customer service skills & selling techniques</i>
Module Code	<i>F.C.2. (Front Office Employee Course, Module 7)</i>
Module Description	This module aims at introducing learners to customer services and selling techniques. Different customer-centric approaches, Customer Conflict Resolution strategies and various sales skills will be examined. Finally, this module is going to cover the basic concepts of marketing and promotion, including social media strategies and digital marketing.
Knowledge Domain	Customer Service, Sales

Learning Outcomes	<u>By the end of this module, the learners will be able to:</u> <i>LOut1</i> understand how to improve the customer service experience <i>LOut2</i> avoid or manage conflicts with customers <i>LOut3</i> apply selling techniques to gain maximum effectiveness <i>LOut4</i> understand the language and principles of digital marketing and promotion in postal sector
Contents	<i>U2.1.</i> Customer- centric approach: improve customer experience, enabling personalized customer experience <i>U2.2.</i> Customer Conflict Resolution <i>U2.3.</i> Selling techniques <i>U2.4.</i> Promotion channels and social media
Duration	4 hours
Assessment Method	Multiple choice questions

MODULE DESCRIPTION	
Module Title	<i>The emergence of e-commerce: How to manage new “e-services” and products</i>
Moudle Code	<i>F.C.3. (Front Office Employee Course, Module 8)</i>
Module Description	The aim of this module is to introduce learners to the basics of E-commerce, its applications and the significant role it plays for the postal sector. In particular, the module will cover different aspects of E-Commerce, such as types of E-commerce, custom clearance, mobile apps in e-commerce, product Comparison, online payments, etc.
Knowledge Domain	E-Commerce
Learning Outcomes	<u>By the end of this module, the learners will be able to:</u> <i>LOut1</i> detail what is meant by the term ‘e-commerce’ and examine some typical applications <i>LOut2</i> describe briefly some of the technologies that are used to support applications <i>LOut3</i> detail some of the problems that are encountered when managing e-shops etc. <i>LOut4</i> understand the utilization of electronic payments and other electronic procedures in the post office
Contents	<i>U3.1.</i> Introduction to E-commerce and modern digital applications <i>U3.2.</i> Basic knowledge of e-commerce & customs clearance <i>U3.3.</i> Manage Post in E-commerce <i>U3.4.</i> Handling Payment Procedure and Flows
Duration	4 hours
Assessment Method	Multiple choice questions

MODULE DESCRIPTION	
Module Title	<i>Soft Skills for Front Office Employees</i>
Moudle Code	<i>F.C.4. (Front Office Employee Course, Module 9)</i>
Module Description	This module will cover a variety of interpersonal and professionals skills that are necessary for Front Office Employees in order to be efficient and productive in the postal sector. This module present the importance and the application of adaptability and flexibility, which are really important for learners performance and success in their daily tasks in the post office. It also includes units about handling problems with a quick and flexible manner, initiative and responsibility in the post office and finally empathy and emotional intelligence.
Knowledge Domain	Soft Skills
Learning Outcomes	<u><i>By the end of this module, the learners will be able to:</i></u> <i>LOut1</i> understand the concept of adaptability and develop an increased awareness in current needs of postal market <i>LOut2</i> explore and describe how they feel when being flexible and adaptable in the workplace <i>LOut3</i> display a range of creativity skills in the post office <i>LOut4</i> understand the benefits when adopting empathetic attitude in the workplace
Contents	<i>U4.1.</i> Flexibility and Adaptability to New Postal Era <i>U4.2.</i> Problem-Solving Ability and Quick and Flexible in Handling Difficult Situations <i>U4.3.</i> Initiative, creativity, and responsibility in the post office <i>U4.4.</i> Empathy & Emotional Intelligence
Duration	4 hours
Assessment Method	Multiple choice questions

4. Development Phase

The development phase includes the production of the educational material (content) which is based on the design realized in the previous phase. After its production, subsequently it will be uploaded to the MOOC platform.

During the development phase, authors could collaborate with multimedia developers, video experts (technical staff), who could contribute in creating or editing qualitative educational videos and additional digital educational material as described in the design phase.

Simultaneously, the technical team sets the MOOC Platform, integrates the educational material into the platform (according to the course module, learning activities templates) and creates the platform manuals.

The main outcomes of this phase are: **(a) the production of learning material, (b) the selection of Learning Objects/Activities** (core, additional supportive material, collaboration and assessment learning objects), **(c) pre-post surveys, (d) the Quiz Bank, (e) the user's manual for the MOOC platform.**

4.1. Educational Material

After examining thoroughly the research results, it has been proven that despite being more or less technologically advanced, the postal employees in Greece, Bulgaria and Romania identified that the skills that are mostly needed in their profession are digital and soft skills.

In order to address the above issue, the NewPost project will provide learners with a new Joint Qualification Curricula, which will cover the skills gaps in the postal sector.

We created some templates so as all content creators will follow the same structure when developing the training material. So, we share templates for the development of the units (pptx format) and the development of extra readings, manuals, scenarios and other activities (word format).

Furthermore, we set a list of criteria for the training material and its content:

- meet the criteria of OER (accessible resources and free to share under certain licenses)
- easily to navigate and intuitive to use
- of such interest and value that it will attract readers
- build on experiences and knowledge of the learners
- understandable by the age group/social group
- contain up-to-date information about a topic
- educationally sound in keeping with current theory and practice
- trustworthy source = authors/editors/publishers recognized as having specialized knowledge
- contains enough information
- appealing format and layout

Particularly, for the development of units in **pptx format**, we applied the following instructions, to structure the document:

- Give the title of each module in the front cover
- Formulate, at the beginning of each module, the aims & objectives (up to 5-6 lines)
- Select carefully your 3-5 key words
- Provide the table of contents for its unit
- Create at least 3-4 sections per unit
- Provide the main text with the format of a presentation (pptx)
- Provide extra urls and online resources in the very slide of ppt (not only at the end of it)

- Audiovisual material (Images, graphs, infographics, case studies and videos) clearly linked to the specific topic
- Assessment Activities & Exercises/Quiz/Self-reflection tasks
- List of References/ Bibliography for further reading
- The content should be clear and comprehend, since the EQF level is 4 and 5
- Use simple and clear language
- It has to be tailor-made in the post office working environment
- Add real situation paradigms (use case scenarios, or dialogues, etc.)
- Add self-reflection tasks on specific skills and short activities.
- The length should be 25-30 slides per unit.
- Use nice images, infographics, icons, etc.

The source for all third-party images/videos should be clearly acknowledged. In order to avoid distracting the student's attention away from the area of learning, this can be done in smaller font (8-10) and placed discretely underneath the image.

If the training material has been produced explicitly for the NeWPost project it should contain the logo of the funding program Erasmus+, the respective disclaimer and the license note in the framework of OER, depending on which license the project consortium decides to use. For more information on the different licenses and their application see: <https://creativecommons.org/faq/>

Finally, we produced the following **types** of training material:

Type of Training Material	Amount
Video Lectures	18
PowerPoint Presentations	46
Manuals	10
Case studies/Scenarios	6
Experiential learning exercises & Activities	5
Animated Videos	10
Video Interviews with experts	6
Extra readings	3

4.2. Learning Objects (Activities)

Learning Object is any entity, digital or non-digital, that can be used, re-used or referenced during technology-supported **learning**. Examples of **learning objects** include multimedia content, instructional content, instructional software and software tools that are referenced during technology-supported learning.

Examples of smaller reusable digital resources include *digital pictures or photographs, animation and video clips, small pieces of text, animations and smaller applications available via Web*. Examples of bigger reusable digital resources include *entire web pages that combine text, pictures and other means, or applications that offer a complete educational experience*.

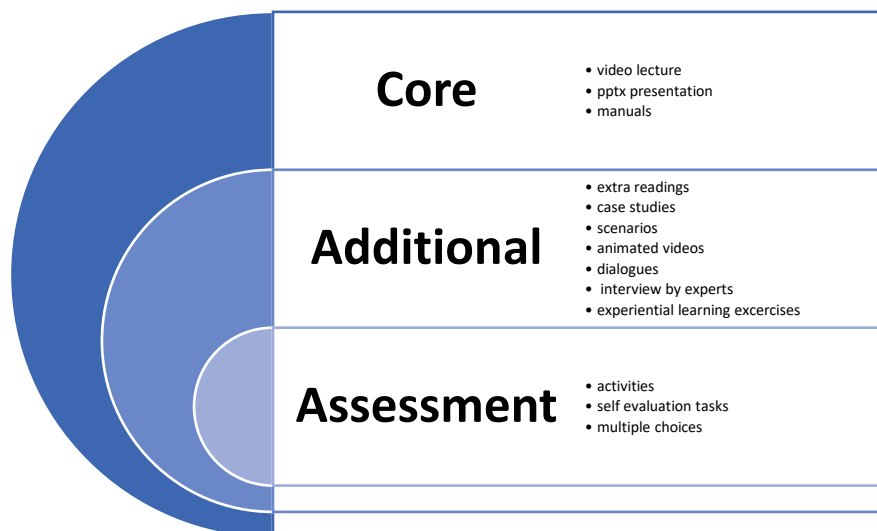
Their content may range from plain text to online presentation with audio to case studies, interactive branching scenarios and project-based learning through collaborative eLearning activities. Whether in text or in multimedia format, this makes no difference as long as they cover a single learning objective of the eLearning course. The variety of alternative media they can be presented with, also makes them ideal for adaptive presentation of content in eLearning.

A typology of several kinds of learning objects may include:

1. Readings (Read it)
2. Excercise / Activity (Practice it)
3. Video (Watch it)
4. Games (Play it)
5. Presentation (Show it)
6. Small projects (Apply it)
7. Tests/Multiple choice (Assess it)

In the NeWPost project, we incorporate various types of Learning Objects in order to facilitate a more interesting and eye-friendly course.

In the graph, we have categorized the Learning Objects into three main groups (1) core, (2) additional supportive material, and (3) assessment learning objects.



4.3. Assessment of Learners

Assessment is the step which helps in ensuring that the set goals are met and the training is effective in imparting the promised knowledge, skills, and attitudes and it will determine if the learner's expectations have matched their experience.

For this purpose, the **Quiz Bank of 150 items** is planned to designed and developed. The main aim of this assessment framework is to seek feedback from the trainees about their training experience. This feedback is needed to improve the prescribed training curricula, delivery, and evaluation.

The Question bank has been prepared with at most care so as to cover the entire content of the courses. The PURPOSES of Quiz Bank are:

- To improve the teaching learning process
- Through instructional efforts the pupils growth will be obtained
- To improve evaluation process
- A pool of test items can be used for formative and summative evaluation of the postal sector employees performance

The questions will be uploaded to the “Aristotelis” Eurocert’s examination system and will be randomly selected by the system from each exam. We plan to create one final official exam on “Aristotelis” platform and one self- assesment quiz hosted to the NewPost LMS so as to prepare and introduce the learners to an examination environment.

The exams will include a dynamic graphical user interface, with active user-friendly elements, a large selection of types questions (multiple choice, right / wrong, etc.), ranking questions in difficulty, ability to take advantage of time constraints such as the limit of available total time and / or time per question, questions with prerequisites etc.

The Learning Platform administrator, will be able to set the test parameters (duration, threshold etc), while the system will be able to provide even automatically both the final grade and the student's success rate. Also, in each question, there will be a specific score.

A minimal score of 60% is expected to be completed by the trainees before they can be awarded the accreditation certificate.

Apart from the Quiz bank (150 multiple choice items), the following assessment methods are planned during the course:

- Critical Reflection Exercises
- Case studies
- Self-Assessment questions
- Scenarios
- Extra Activities

4.4. Authors and Reviewers

Unit Code	Unit Title	Author	Technical Reviewer	Scientific Reviewer
CC1.U1.	U1.1. Introduction in the concept of Personal Data	AKMI	AKMI	AKMI
CC1.U2.	U1.2. Legal Framework Concerning Personal Data	AKMI	AKMI	AKMI

CC1.U3.	U1.3. Subject's rights when Processing Personal Data - Personal data protection throughout the whole delivery chain	AKMI	AKMI	AKMI
CC1.U4.	U1.4. Digital Economy, E-commerce and Personal Data	AKMI	AKMI	AKMI
CC2.U1.	U2.1. The Framework Concerning Postal Security (adapted to each country's specific regulation)	BGPOST	AKMI	AKMI
CC2.U3.	U2.2. Confidentiality Policy of Postal services	ELTA	AKMI	AKMI
CC2.U3.	U2.3. Security Policy of Postal services	ELTA	AKMI	AKMI
CC2.U4.	U2.4. Vulnerable Points of Postal Items	ELTA	AKMI	AKMI
CC2.U5.	U2.5. Discretion Policy of Postal Enterprises	ELTA	AKMI	AKMI
CC3.U1.	U3.1. Introduction to the main concept and aspects of Cultural Diversity	AKMI	AKMI	AKMI
CC3.U2.	U3.2. Intercultural Competences and Values	AKMI	AKMI	AKMI
CC3.U3.	U3.3. Understanding the codes of conduct and manners generally accepted in different societies and applying that to the post office	AKMI	AKMI	AKMI
CC3.U4.	U3.4. Methods to communicate in different cultural contexts, with special reference to communication in the workplace	ITPIO & AKMI SA	AKMI	AKMI
CC3.U5.	U3.5. Understanding potential cultural obstacles when communicating with customers (multicultural communication - serving immigrants/refugees and 3rd country nationals)	ITPIO	AKMI	AKMI
CC4.U1.	U4.1. What are the Soft Skills and why they are important?	AKMI	AKMI	AKMI
CC4.U2.	U4.2. Communication and Social Skills	AKMI	AKMI	AKMI
CC4.U3.	U4.3. Proactive interpersonal approach (emotional Intelligence & active listening)	ITPIO	AKMI	AKMI
CC4.U4.	U4.4. Teamwork skills and team spirit	AKMI	AKMI	AKMI
CC4.U5.	U4.5. Problem Solving and decision making	AKMI	AKMI	AKMI
CC5.U1.	U5.1. Value added digital services (Digital signatures, time stamps, e-invoice, e-post etc.) -	ELTA	AKMI	AKMI

	proximity and social services			
CC5.U2.	U5.2. Digital Environment. How to organize, store and retrieve information – (Google Drive)	AKMI	AKMI	AKMI
CC5.U3.	U5.3. Collaboration tools for everyday tasks – The example of Slack application	AKMI	AKMI	AKMI
CC5.U4.	U5.4. New Technologies & breakthroughs for the postal industry (drones, Big Data, augmented reality, AGV etc.)	BGPOST	AKMI	AKMI
CC6.U1.	U6.1. Introduction to logistics concepts and main activities	AKMI	AKMI	AKMI
CC6.U2.	U6.2. Logistics Players and Postal Operators	BGPOST	AKMI	AKMI
CC6.U3.	U6.3. Stages of Delivery Process	BGPOST	AKMI	AKMI
CC6.U4.	U6.4. Classification of Postal Services	BGPOST	AKMI	AKMI
PC2.U1.	U2.1. Domestic and International Parcels	AKMI	AKMI	AKMI
PC2.U2.	U2.2. Parcel delivery options	AKMI	AKMI	AKMI
PC2.U3.	U2.3. Ways to increase the parcel delivery efficiency	AKMI	AKMI	AKMI
PC2.U4.	U2.4. Parcels lockers (Ebox) and Parcel pickups stations	AKMI	AKMI	AKMI
PC3.U1.	U3.1. Critical Thinking and Decision Making	AKMI	AKMI	AKMI
PC3.U2.	U3.2. Ability to handle pressure - time & stress management	ITPIO	AKMI	AKMI
PC3.U3.	U3.3. Accident prevention & Crisis Management	AKMI	AKMI	AKMI
PC3.U4.	U3.4. Good Memory: The ability to remember information such as words, numbers, images, faces and processes.	AKMI	AKMI	AKMI
FC2.U1.	U2.1. Customer- centric approach: improve customer experience, enabling personalized customer experience	BGPOST	AKMI	AKMI
FC2.U2.	U2.2. Customer Conflict Resolution	AKMI	AKMI	AKMI
FC2.U3.	U2.3. Selling techniques	BGPOST	AKMI	AKMI
FC2.U4.	U2.4. Promotion channels and social media	AKMI	AKMI	AKMI
FC3.U1.	U3.1. Introduction to e-commerce and modern digital applications	AKMI	AKMI	AKMI
FC3.U2.	U3.2. Basic knowledge of e-commerce & customs clearance	AKMI	AKMI	AKMI
FC3.U3.	U3.3. Manage Posts in E-commerce	AKMI	AKMI	AKMI

FC3.U4.	U3.4. Handling Payment Procedure and Flows	AKMI	AKMI	AKMI
FC4.U1.	U4.1. Flexibility and Adaptability to New Postal Era	AKMI	AKMI	AKMI
FC4.U2.	U4.2. Problem-Solving Ability and Quick and Flexible in Handling Difficult Situations	AKMI	AKMI	AKMI
FC4.U3.	U4.3. Initiative, creativity, and responsibility in the post office	AKMI	AKMI	AKMI
FC4.U4.	U4.4. Empathy & Emotional Intelligence	AKMI	AKMI	AKMI

4.5. Pre-Post course surveys

We have incorporate in the MOOC course two surveys in order to monitor the type of learners and their satisfaction upon the completion of the course. Pre and post course surveys can be useful as a motinoring mechanism so as to extract, analysis and report data related to the effectiveness of the course and the MOOC platform.

4.6. User's manual for the MOOC platform

The user's manual for the MOOC platform is described in detail in the D.2.7. e-portfolio on apprenticeship fully operational + user manual.

In particular, the user's manual defines the technical and contextual requirements for the NeWPOST online Training Platform or Virtual Learning Environment (VLE). The NeWPOST training platform is expected to host all relevant training materials developed during the respective project activities.

The Manual is structured around two main pillars:

1. User or contextual requirements

Contextual requirements concern the key features of the NeWPOST VLE, including building blocks of the NeWPOST MOOC architecture, course structure, assessment and certification, collaborative mechanisms, users' communication, accessibility, roles and enrolment. Special focus is given to video lecture content and good practices on delivering teaching/learning material through pre-recorded video sessions. The user requirements also include information regarding the course authoring component and related dashboards that should be managed by the Instructor team.

2. Technical requirements

Technical requirements concern the software specifications of the VLE, including IT architecture, software components, installation prerequisites, software prerequisites, course content format and specifications.

Resources

NeWPOST project official website <http://newpostproject.eu/>


NeWPOST project MOOC platform: <https://mooc.newpostproject.eu/dashboard>

Social media and channels:


- ➔ Facebook: <https://www.facebook.com/NEWPostProject>
- ➔ LinkedIn: <https://www.linkedin.com/in/newpost-project-208a821a7/>
- ➔ Youtube: <https://www.youtube.com/channel/UCM03YtloStnL-uKeU9MdtDA>
- ➔ Twitter: <https://twitter.com/newpostproject?lang=en>

ANNEXES

ANNEX 1. MOOC platform and Training Material


Courses
Profile


My Courses



FRONT OFFICE EMPLOYEE Training Programme

NewPost - NP01-ENx
Starts - Jun 14, 2021

⚙️ [Resume Course](#)



POSTMAN Training Programme

NewPost - CP01-ENx
Starts - Jun 30, 2021

⚙️ [Resume Course](#)

▼ Overview

▼ Introduction

Introduction ✓

Video introduction

➤ 1. Personal Data Protection: Rules, Policies and the Impact in Postal Sector

➤ 2. Privacy and Confidentiality Policies in the Postal Sector

➤ 3. Communicating in multicultural environments

➤ 4. Transferable Skills for post office personnel

➤ 5. What means to be digitally savvy in the postal sector

➤ 6. Logistics Management

➤ The New Age Postman: What is the daily work of a Postman in the New Postal Era?

Introduction

[Bookmark this page](#)

[VIEW UNIT IN STUDIO](#)

Course Description

The Postal sector, due to technological advances, must focus on the up-skilling of the current employees in digital skills and soft skills since it is clearly in need of familiarization with technological tools which will ultimately enhance customer support and front-office tasks and duties. This course will target the Occupational Profile of Postmen and will help learners acquire a great number of skills and competences needed the most (digital, soft/intercultural, other) in order to cover the skills gaps in the postal sector and thrive in their new job positions. The NEWPOST Training Programme will provide a Core Course for both Occupational Profiles, and two Specialization Courses for each one of them, supporting, in this way, flexibility and a personalized learning experience.

Who this course is for:


- Postman (EQF Level 4)
- People who would like to work in post offices as postmen
- Other Staff/employees from the postal sector

Content Overview

Data Protection, Postal Privacy and Confidentiality, Intercultural Communication, Soft Skills, Digital Skills, Logistics, Parcel Delivery.

Learning Objectives

Overview



NEWPOST CC1 U3

What is the reason for the protection of personal data? (2/2)

Παρακολούθηση Κανονισμός


Consider privacy at all stages

Data Breach. For example the theft or loss of data. You will have 72 hours to report any breach. Data breach is a security incident where a personal information is accidentally or unlawfully lost, disclosed or accessed.

Protect your files. Use a strong password (including letters, numbers, symbols, etc.).


Do not store the personal data in personal files or places (like personal google drive, stick, etc.)

Destroy them when it is no longer needed for their original purposes. Empty the trash too!



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destroy them when it is no longer needed for their original purposes empty the trash too!

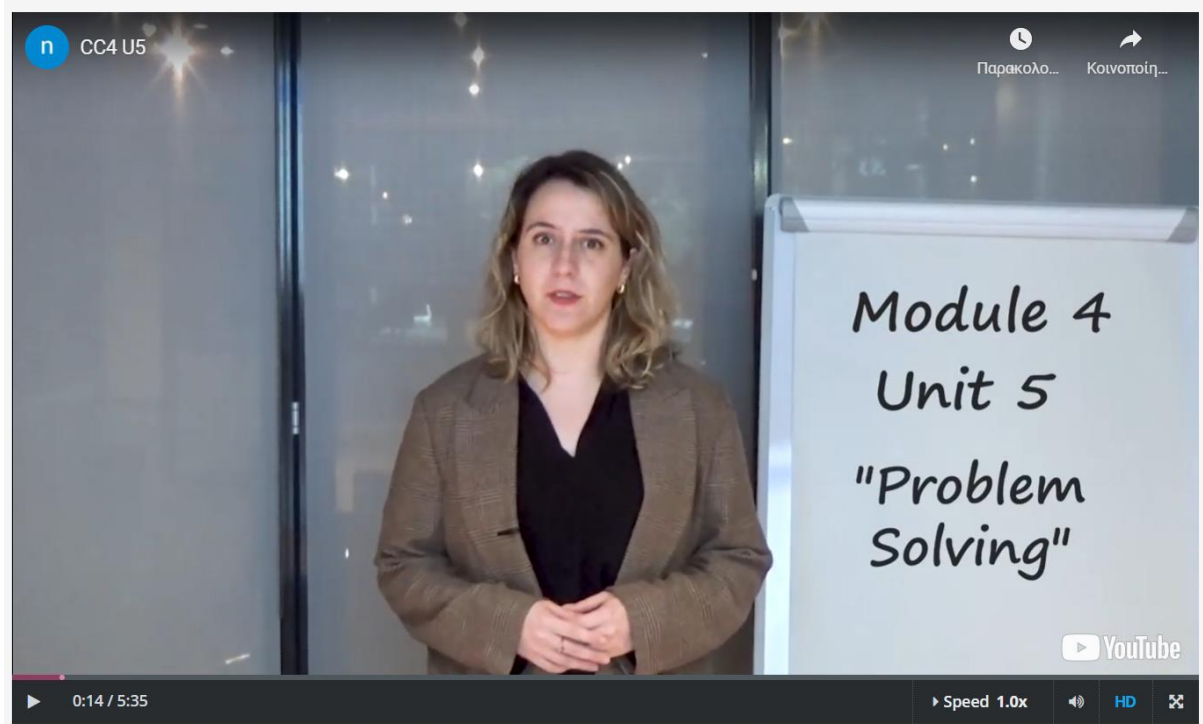


6:15 / 6:52

Speed 1.0x

HD

Video




Lecture


PowerPoint Presentation

20 / 24

50%





Self-Evaluation Tasks



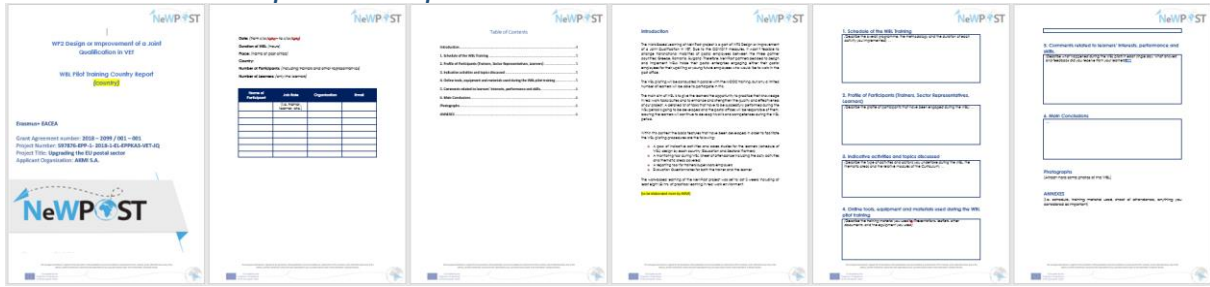
Task 1: You are working on a project and halfway through you realize that you have made a significant mistake that may require you to restart the project to resolve it. How would you approach this so you still met the deadline?

Task 2: How would you deal with a customer who wasn't happy with your service, even though you haven't done anything wrong and it is the customer who has made the mistake?

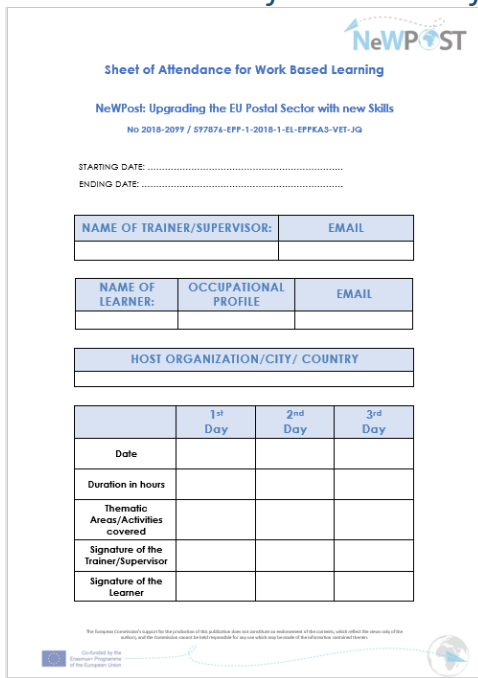
✓ Take some time to think, go back to the previous slides and give an answer to these tasks.

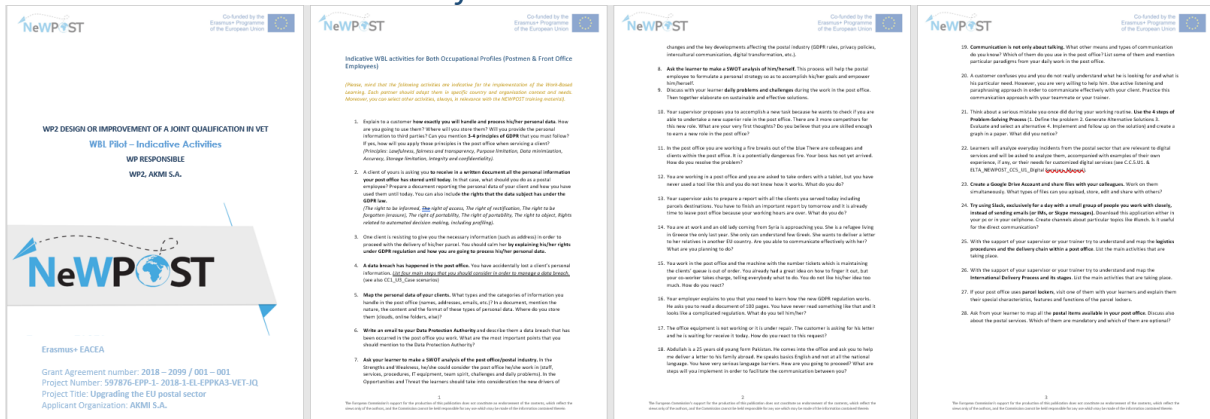
ANNEX 2. WBL Reports Templates



ANNEX 3. Sheet of Attendance for WBL



ANNEX 4. Indicative Activities for WBL



ANNEX 5. Evaluation Questionnaire filled in by learners upon the completion of WBL

WBL Evaluation Questionnaire for Learners

NeWPost: Upgrading the EU Postal Sector with new Skills
No 2018-2019 / 597876-EPP-1-2018-1-EL-EPPKAS-VET-JG

Your opinion is valuable for us! ☺

Please answer the questions by rating the statements below on the scale from 1 to 5, where 1 is "Totally disagree" and 5 is "Totally agree" and providing comments.

- I am overall satisfied with this WBL training.

1

2

3

4

5
- This WBL training is useful for my professional career.

1

2

3

4

5
- This WBL training was useful for improving my skills.

1

2

3

4

5
- The trainers have been very helpful and willing to answer our questions.

1

2

3

4

5
- The training's expected results are clear to me.

1

2

3

4

5
- I am satisfied with the provided training material and education resources.

1

2

3

4

5
- I would like to continue my education on the different thematic areas of NeWPost Training Programme, even after the project's ending.

1


2

3

4

5

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WBL Evaluation Questionnaire for Learners

NeWPost: Upgrading the EU Postal Sector with new Skills
No 2018-2019 / 597876-EPP-1-2018-1-EL-EPPKAS-VET-JG

Your opinion is valuable for us! ☺

Please answer the questions by rating the statements below on the scale from 1 to 5, where 1 is "Totally disagree" and 5 is "Totally agree" and providing comments.

- The case studies and the activities during the WBL training were useful and applicable to real-life situations in the post office.

1

2

3

4

5
- The provided technical infrastructures and support were satisfactory.

1


2

3

4

5
- What aspects of the WBL training you enjoyed more?
- What aspects of this WBL training could have been better?
- Do you have any suggestions or additional comments about this WBL training?

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ANNEX 6. Evaluation Questionnaire filled in by trainers upon the completion of WBL

WBL Evaluation Questionnaire for Trainers

NeWPost: Upgrading the EU Postal Sector with new Skills
No 2018-2019 / 597876-EPP-1-2018-1-EL-EPPKAS-VET-JG

Your opinion is valuable for us! ☺

Please answer the questions by rating the statements below on the scale from 1 to 5, where 1 is "Totally disagree" and 5 is "Totally agree" and providing comments.

- I am overall satisfied with this WBL training (planning, learners' participation, overall implementation).

1

2

3

4

5
- This WBL training is useful for upskilling of postal employees.

1

2

3

4

5
- This WBL training was adequate for upskilling of postal employees.

1

2

3

4

5
- The WBL training's expected results are clear for my learners.

1

2

3

4

5
- The provided training material and education resources were sufficient for the implementation of WBL.

1

2

3

4

5
- It would be helpful for the learners to continue their WBL after the project's ending.

1


2

3

4

5

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WBL Evaluation Questionnaire for Trainers

NeWPost: Upgrading the EU Postal Sector with new Skills
No 2018-2019 / 597876-EPP-1-2018-1-EL-EPPKAS-VET-JG

Your opinion is valuable for us! ☺

Please answer the questions by rating the statements below on the scale from 1 to 5, where 1 is "Totally disagree" and 5 is "Totally agree" and providing comments.

- The case studies and the activities during the WBL training were useful and applicable to real-life situations in the post office.

1

2

3

4

5
- The provided technical infrastructures and support were satisfactory.

1

2

3

4

5
- The linking between the Work Based Learning (WBL) and the MDDC course was clear.

1

2

3

4

5
- There was a very intensive involvement of the learners in the whole WBL process.

1

2

3

4

5
- The learners were interested in additional knowledge.

1

2

3

4

5
- There was a good behavior, communication and collaboration between the trainers and the learners in the post office.

1

2

3

4

5
- During the WBL we manage to keep the schedule and fulfil all the initial objectives of WBL.

1

2

3

4

5
- The integration of the learner in the working environment was satisfactory.

1

2

3

4

5
- The time planning of the WBL was used effectively for all the activities.

1


2

3

4

5
- What aspects of the WBL training you were the most positive?

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WBL Evaluation Questionnaire for Trainers


NeWPost: Upgrading the EU Postal Sector with new Skills
No 2018-2019 / 597876-EPP-1-2018-1-EL-EPPKAS-VET-JG

Your opinion is valuable for us! ☺

Please answer the questions by rating the statements below on the scale from 1 to 5, where 1 is "Totally disagree" and 5 is "Totally agree" and providing comments.

- What aspects of this WBL training could have been better? (here you can mention the existence of problems and difficulties during Work Based Learning).
- Do you have any suggestions or additional comments about this WBL training?

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