



A portfolio of learners resources for the Joint Vet Curricula

D2.6. Training Material WP2 DESIGN OR IMPROVEMENT OF A JOINT QUALIFICATION IN VET



Erasmus+ EACEA

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Contents

1.	Intro	oduction	4
	1.1	The NeWPOST project	4
	1.2	The scope of the "Portfolio of Learners Resources"	5
2	The	pretical (online) Training	6
	2.1	Pre-course survey	6
	2.2	Introductory Videos	6
	2.3	Overview Videos	6
	2.4	Presentations	7
	2.5	Manuals	7
	2.6	Case Studies	8
	2.7	Animated Videos	8
	2.8	Knowledge check	9
	2.9	Exit Survey 1	0
	2.10	Certificate of Completion 1	0
	2.11	User Manual 1	0
3	Wor	k-based learning Training (practical)1	1
4	Asse	essment through exams platform	3





1. Introduction

1.1 The 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 ecommerce 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.

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1.2 The scope of the "Portfolio of Learners Resources"

The aim of the portfolio of resources is to support the learners through the learning process. It collects all learning resources developed by NeWPOST Project Team in the framework of the "NeWPOST Project" for:

- Theoretical (online) Training
- Work-based learning Training (practical)
- Assessment

Part of the e-portfolio of digital resources developed for learners will be repackaged and provided online for self-directed and individual learning and promoted to larger audiences than the ones participating in the pilot.

This portfolio that has been designed in order to provide guidance on:

- **C** The studying materials of the MOOC platform
- The materials and procedures of the WBL trainings
- Examination Platform

<u>Note</u>: The present portfolio includes screenshots of the abovementioned learning resources. The full version of the online training material (manuals, presentations) as well as the resources related to the WBL training activities are provided in printouts or in electronic format. This document contains the links of the relevant materials, as well.





2 Theoretical (online) Training

2.1 Pre-course survey

At the beginning of each course, there is a "pre-course" survey in which there are items regarding the educational and working background of the adult learners who are registered and enrolled in the MOOC course. The country of origin and a consent for the processing of personal data are also asked.

Postman / Front Office Employee "Newpost: Upgrading the EU Postal Sector with new Skills" No 2018-2099 / 597876-EPP-1-2018-1-EL-EPPKA3-VET-JQ * Arraiteitai	Country of Occupation * Greece Bulgaria Romania Belgium Other
Registered email *	Years of professional Experience *
Η απάντησή σας	0 - 4 years 5 - 9 years
Educational Background *	10 - 14 years 15 and more
General High School Technical High School Vocational School	Declaration of consent to the use of your data * O l agree with the personal data protection provisions, found here: https://mooc.newpostproject.eu/privacy.

2.2 Introductory Videos

In the beginning of each module there is an "introductory video" which explains the aims and objectives of the following module and the learning outcomes of the learner upon its completion.



2.3 Overview Videos

Most of the units consists of a video which presents in 10-15 minutes (approximately) the main concepts and topics of the particular unit. The language is in English, while there are also animations and transitions.

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2.4 Presentations

All of the units consist of at least one PowerPoint Presentation, which contains the title and the code of the course, contains the title and the code of the perspective module, contains the title and the code of the unit and the author(s); for example, see the following image:

Lecture



Each presentation includes the aims and objectives of the unit, the learning outcomes, the key words, a table of contents, the core content divided into three – four sections, tasks or questions for self-reflection, a synopsis and a list of references.

2.5 Manuals

Manuals are extra supporting documents which includes more detailed context for some of the units, which are more complicated and need more explanations in order to become clear and understandable by the learners. Not all modules contain manuals.





2.6 Case Studies

Case studies or use cases or scenarios are documents with real or imaginary situation concerning the postal sector and the jobs of postal employees. A problem accompanied with some possible solutions is being presented. Thus, learners are able to deeply understand possible ways to apply the new knowledge they gain from the theoretical parts to real examples and situations.

TRAINING SCENARIO 3: Negligent delivery by postman

Danae is a very good student and a few months ago she took the Michigan Proficiency exams, in which she thinks she did well and now she's waiting for the results. Her friend Maria, who happens to live in the same building with Danae, is also waiting for the same examination results, although she didn't do very well because she didn't study as much. Maria's mother is very competitive and she wants her daughter to do better than her friend Danae.

The day Danae was waiting has come and the envelope with the Michigan examination results has arrived at the designated postal distribution center and been charged to the postman for delivery. However, on this particular day the postman is in a hurry. He wants to finish his work early, so that he has time to run some errands.

In order to save time, the postman doesn't place the mail items in the recipients' mailboxes, as he is supposed to, but rather leaves them at the entrance of each building. On the same day, Maria's mother is back early from work and notice's Danae's envelope, which she opens to find out about Danae's examination results.

Solution: postman places the mail items to be delivered into the designated mailbox of each recipient to avoid breach of confidentiality

Scenario 1

Title: "Erasure'

Mr. Smith is working as a front office employee in the reception area of a post office in Bucharest. A client asks him to deliver a parcel. He is asking her to fill in a form including name, address, telephone number. The client seems very nervous. She doesn't want to mention her address. Has the right to do so?

Questions

1. What should Mr. Smith do with the client in order to continue the parcel delivery?

2. Has the client the right to ask Mr. Smith to delete the address after the parcel delivery?

3. What other rights has the client as the data subject?

Solution

What should Mr. Smith do with the client in order to continue the parcel delivery?

Check the following steps: Mr. Smith should explain the purposes of data collection. The client should know how her personal data will be used. It will use it only for the purpose it was collected, meaning to deliver back the parcel in case the recipient will not be found.

Has the client the right to ask Mr. Smith to delete the address after the parcel delivery? Yes, because, according to GDPR (Article 17) Erasure is the right to be forgotten.

2.7 Animated Videos

For some units, animated videos have been created in order to facilitate different modes of learning and to promote the plurality of learning objects and training materials.







2.8 Knowledge check

Under the section "Course Finish" there is a sub-section titled "Knowledge Check". It contains ten (10) multiple choice questions (quiz) from different modules of the MOOC course. It can be considered as a preparatory step for the final exams.

Knowledge check			
D Bookmark this page			
Quiz			
10 points possible (ungraded)			
1. Which of the following data t	ypes ARE NOT considered "perso	onal information"?	
O a. The name of a client			
a. The name of a clientb. The professional email	address of a client		
 a. The name of a client b. The professional email c. The home address 	address of a client		

There is another platform (Aristotelis platform; <u>ops.eurocert.gr</u>) for the final evaluation and certification of the learner which provides him with the certification accredited by a European Accreditation Body (Eurocert), which is going to be explained further in Chapter 4.







2.9 Exit Survey

Before the completion of the course, there is an "exit survey" which allows the learners to evaluate several aspects about the MOOC platform, the material, the course and their learning experience overall. This "post-course" survey is actually an evaluation questionnaire in google forms. The aim of it is to indicate the satisfaction level of the learner, to investigate the usefulness of the course and to identify if the learner has gained new skills and knowledge for his/her job. Thus, it will help the instructor to proceed in future improvements and further corrections.

Exit Sur	vey				
Postman / Front Office Employee "Newpost: Upgrading the EU Postal Sector with new Skills" No 2018-2099 / 597876-EPP-1-2018-1-EL-EPPKA3-VET-JQ					
* Απαιτείται					
level of satisf	action *				
	Completely dissatisfied	Dissatisfied	Neutral	Satisfied	Completely satisfied
Subjects and contents of the training course	0	0	0	0	0
The issues covered in the Training course were relevant to your interests and needs?	0	0	0	0	0
The technical aspects of the short training	0	0	0	0	0

2.10 Certificate of Completion

Upon successful completion, each learner can download a "Certificate of Completion" which is issued automatically by the MOOC platform including the name of the learner, the training programme and the date of the issuing of the certificate. The learner should click the button "Progress" > "Request a Certificate" > "View Certificate".



However, each participant will be given the opportunity to be certified through *a dedicated assessment procedure*. *The final assessment and certification process is not covered in MOOC environment*. The learner should be transferred in Aristotelis platform (ops.eurocert.gr) and "request" to take the examination for the International Certification. By using the Aristotelis platform, all those involved in the certification process.

2.11 User Manual

The D.2.7b is the User Manual which provides instructions about the registration in the platform, the enrollment in the NeWPOST different courses, the structure of the learning content, the special features of the MOOC and some information about the certification process. It is published in the official website of the project, here \rightarrow http://newpostproject.eu/.

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3 Work-based learning Training (practical)

Work-based learning is an alternative way of receiving education and training in the workplace where learners can get practical knowledge and skills. The skills and competencies employees acquire are those needed for work, but it could be also other skills, such as soft skills. Work-based learning includes both initial and ongoing learning, it can take place in a real-world environment, it provides learners with the required skills for the job(s) they intend to do, and with the desirable knowledge for many fields. The relationship between employer and learner should be direct and strong as in this case, the employer is usually regarded as the mentor/educator in the learning process.

In the framework of NeWPOST project, the WBL piloting will be conducted in parallel with the MOOC training, but only a limited number of learners will be able to participate in this. The main aim of WBL is to give the learners the opportunity to practice their knowledge in real work tasks/duties and to enhance and strengthen the quality and effectiveness of our project. A detailed list of tasks that have to be successfully performed during the WBL period is going to be developed and the postal offices will be responsible of them, assuring the learners will continue to develop his skills and competences during the WBL period.

Within this context the basic features that have been developed in order to facilitate the WBL piloting procedures are the following:

 A pool of indicative activities and cases studies for the learners (schedule of WBL) design by each country (Education and Sectoral Partners)

NewPIST	NewPST Control by the	NeWPIST Co-funded by the Co-funded by th	NewP®ST
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P	 One client is reaching to give you the necessary information (such as address) is order to proceed with the delivery of highes garant. You should calm her ky explaining higher rights under GDPR regulations and how you are going to process higher personal data. 	14. You are at voor Land an do bleg canning from Syni in sporaching you. Die ha in antigene long in director the volution you. She obleg canning from Syni in sporaching you. Die ha volutigene long to her intelliven in norther EU country. Are you able to communicate effectively with har? What are you planning to do?	for the direct communication? 25. With the support of your supports of your trainer try to understand and map the legislics procedures and the delivery chain within a post office. Not the main activities that are taking place.
NeWP	 A data breach has happened in the post office. You have accidentally lost a client's periodal information. (a) face mosh signs fitted you should consider in order to monage a data breach, (see also CC1_U3_Case scenarios) 	20. Yes users in the point of these and the matchine with the marries tradest which is marriaging the clicket; gavaes in our of arder. You always had a grant takes the how to finger it out, that your co-warrier traines change, telling everybedy what to do. You do not like higher idea too match, these do you react.	26. With the support of yoar supervisor or yoar trainer try to understand and map the International Delivery Process and its stages. Ltit the main activities that are taking place.
	5. May the persentil data of your clients. What types and the categories of information you handle in the part office (unress, addresse, email, etc.)? Is a document, mention the nature, the content and the format of these types of personal data. Where do you store them (sould), unline (datar, shain)?	16. Year employer explains to you that you need to learn how the new GOMI regulation works. He and you to read a document of 100 pages. You have move read something like that and it feak like a complicated regulation. What is dry and like/hear?	 If your past office unas parent lockers, while one of them with your karmers and explain them their special exploration relationships of the parent lockers. Add from your karmers on agail the parent locker available in your part office. Discuss lan above the parent endorse Within the first and endorse and which add them as establed?
Erasmus+ EACEA	6. Write an email to your Data Protection Authority and discribe them a data breach that has been escarred in the past office you work. What are the mest important points that you should mention to the Data Protection Authority?	12.7. The affine equipartent is not warking or it is used regari. The catterner's unking for his letter and here is warking for reserve it todays. How do your variest to this request? 18. Addution is a 25 years of young form Paintsis. He comes into the office and ask year to help	
Grant Agreement number: 2018 – 2099 / 001 – 001 Project Number: 597876-EPP-1- 2018-1-EL-EPPKA3-VET-JQ	7. Ask year learner to make a SWOT analysis of the post office/postal industry. In the Strengths and Wakenex, he laber could consider the past office hy/ahe work in (staff, service, procedure). If equiprent, hear is not pitch, shallness and aduly problems, in the Opportunities and Threat the learners should take into consideration the new drivers of	me deliver a lister to his family altrack. Pro pased basics English and next at the sational language. Now very serials language barriers, here way op projet poposed? What are steps will you implement in order to failbase the communication between you?	
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 A monitoring tool during WBL (sheet of attendance including the daily activities and thematic areas covered)

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NeWPost: Upgr	ading the EU Po	ostal Se	ctor wit	h new Skills
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HOST O	RGANIZATIO	N/CITY,	COUI	NTRY
HOST O	RGANIZATION 1st	N/CITY, 2	COUI	NTRY 3rd
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HOST O Date Duration in hours Thematic Areas/Activities covered Signature of the Trainer/Supervisor	RGANIZATIO 1≓ Day	2 D	nd ay	3rd Day

♣ A reporting tool for trainers/supervisors/employers

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NeWP®ST				Contract to the leadinger of the Mathematic and during the Mathematical Strength and the Ma	a resta aver

4 Evaluation Questionnaires for both the trainer and the learner

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Build with the State Sta	WBL Evaluation Questionnaire for Learners	8. The case studies and the actuities during the WRI, training were useful and applicable
B 100 a 000 / 100 000 a 000 000 0000 Image: Control Contrel Contrel Control Control Control Control Control Cont	NeWPost: Upgrading the EU Postal Sector with new Skills	to real-life situations in the post office.
The regioned standard for and 0000 The regioned standard for and 00000 The regioned standard for and 000000 </td <td>No 2018-2077 / 577874-EPP-1-2018-1-EL-EPPKA5-VET-JG</td> <td>3 0 20 30 40 50</td>	No 2018-2077 / 577874-EPP-1-2018-1-EL-EPPKA5-VET-JG	3 0 20 30 40 50
 the spectral target of a strategy and generalizes. <	Your opinion is valuable for us1 (iii)	9. The provided technical infrastructures and support were satisfactory.
13. Work spectra different function of the field with block block place of the field with block bloc	ease answer the quostions by rating the statements below on the scale from 1 to 5, where 1 is "Fotally sagree" and 5 is "Totally agree" and providing comments.	1 2 3 4 5
		30. What aspects of the WBL training you enjoyed more?
Li Li Li Li <	i an overar satured with the value of an over	
The life regularized regulari	10 20 10 40 50	
1 22 12 42 62 1 84 training and offic investors of welds. 13 84 training and offic investors of welds. 1 2 12 6 6 1 32 42 6 6 1 32 42 6 6 1 32 42 6 6 1 32 42 6 6 1 32 42 6 6 1 32 42 6 6 1 32 42 6 6 1 32 42 5 6	This WBL training is useful for my professional career.	
The VBL register and Affer improvement and Affer 11. What spectra direct dire	1 2 3 4 5	
12 22 10 42 52 The failure way highd and willing to assure are questions. 10 23 54 52 The statict case have been any highd and willing to assure are questions. 10 23 46 52 The statict case have been any condict state questions. 12 23 42 52 13. So yas have any suggestions or additional services due this Will being Programme, mean due the puper condict. 12 22 52 42 52 52	This WBL training was useful for improving my skills.	11. What aspects of this WBk training coshf have been better?
To brain takes any highling of effects to score or quadration. IF IF	1 2 3 4 5	
$\begin{array}{ c c c c c c c c c c c c c c c c c c c$	The trainers have been very helpful and willing to answer our questions.	
The Yashing's regreted much are clear to real. Li 2 is in the C 1 i	1 2 3 4 5	
Image: Constraint of the product taking out of the different taking t	The training's expected results are clear to me.	
List by problem by provided training relation and exclusion macross. List by problem any singletion or additional annexity due (16.5 Kk. Harry?) List by problem any singletion or additional annexity. List by problem any singletion or additional annexity due (16.5 Kk. Harry?) List by problem any singletion or additional annexity. List by problem any singletion or additional annexity due (16.5 Kk. Harry?) List by problem any singletion or additional annexity. List by problem any singletion or additional annexity due (16.5 Kk. Harry?) List by problem any singletion or additional annexity. List by problem any singletion or additional annexity due (16.5 Kk. Harry?) List by problem any singletion or additional annexity. List by problem any singletion or additional annexity due (16.5 Kk. Harry?) List by problem any singletion or additional annexity. List by problem any singletion or additional annexity. List by problem any singletion or additional annexity. List by problem any singletion or additional annexity. List by problem any singletion or additional annexity. List by problem any singletion or additional annexity. List by problem any singletion or additional annexity. List by problem any singletion or additional annexity. List by problem any singletion or additional annexity. List by problem any singletion or additional annexity. List by problem any singletion or additional annexity. List by problem any singletion or additional annexity. List by problem any singletion or additional annexity. List by p	1 2 3 4 5	
The class can be presented and a constant of the class o	I are existing with the monoided technical and education encourses	12. Do you have any suggestions or additional convents about this WEL training?
Line Line Line Line Li		
10 20 30 40 50	I would like to continue my education on the different thematic areas of NeWPost Training Programme, even after the project's ending.	
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	10 20 30 40 50	
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State regulation and the state of the particular state	and the second s	adout, of the breasting can't brief squarks for any or which say breasts of the structure surfaced form.





NeWP ST	NeWP®ST	NeWP
		Constrained of the With training could have been better? (Plerer you can neurosci the entered of arbiters of difficulties during With Based Learning)
	2 3 4 5 16. What aspects of the WBL training you were the positive?	
	For larger barger of a particular distance in a section of a section o	Ta bayas tanang agar ka pang k

The work-based learning of the NeWPost project was set to last 2 weeks including at least eight (8) hrs. of practical learning in real work environment.

The VET provider and the Postal representative will cooperate, by preparing activities and cases studies for the learners (at least 4 learners). We already have prepared some cases in the NEWPOST modules. The partners have the opportunity to select the most convenient activities for their country specific context. But it has to be well-structured, in accordance with NeWPost Curriculum and agreed with the coordinator.

4 Assessment through exams platform

As already stated above, the learner should be transferred in Aristotelis platform (ops.eurocert.gr) and "request" to take the examination for the International Certification. In this chapter, the learner can find the detailed instructions and procedures regarding the exams' platform.

Application: please visit the address: ops.eurocert.gr (Do NOT use internet explorer)

1. In order the candidate to participate in the exams, he need to enter the platform and create his own Account by clicking the **"Create Account"** button.









2. Right after, the following menu appears, where the candidate needs to fill in his details (ICN= ID Number). ATTENTION: The user must choose the box "Individual" and fill in his personal details. The username and the password must be kept from the user, since with these credentials will be able to enter to the platform and contact EUROCERT. The Username must contain uppercase and/or lowercase Latin characters or numbers and at least 3 characters in total. The password should consist of 8 characters and contain at least on uppercase, lowercase, a number and a special character.



****At this point the candidate will receive a confirmation e-mail so as to activate his account. Since the account is activated, he can proceed with the examination request.

3. The user enters to the address: **ops.eurocert.gr** and fills in his username and password. Right away the below menu appears. Here, he needs to choose the "Request" button and then the "New Request" option:



4. The below form appears right after thw user cliks on the "New Request" button. The user needs to fill in the form and as soon as he does that he clicks on the "Application Download" button. The candidate should then print or save the pdf file, sign it (manualy or elecrtonicaly).

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**** IF YOU PARTICAIPATE THROUGH ERASMUS+ PROGRAM PLEASE SELECT THE OPTION "EU FUNDED"

5. In the second step "Record Submission" all the necessary supporting documents need to be uploaded along with the downloaded request.

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6. The final 3rd step is the Submission of the Application.

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7. Since the application is accepted by EUROCERT and the exam is created, the candidate will receive an e-mail in order to be informed that he is enlisted to an exam with specific date and time. The candidate should log in to his account and accept or reject the proposed exam by clicking the "Accept" or "Reject" button. ONLY if he accepts the exam the candidate will be able to participate. Otherwise, he needs to wait for the next available examination.

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EXAMINATION PROCEDURE

1. The candidate logs in by using his Username and Password.

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2. Then the user enters to his profile where he can find all his upcoming exams. By clicking the "Exams" button he will be able to be informed about the date and time of the scheduled examinations and the details of the examination center (in case of classroom exams).

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Exams for approval					
Theoretical Examination					
Examination	Examination Center		m Date and hour	Approval	Rejection
ΣΤΕΛΕΧΗ ΔΙΑΜΕΤΑΦΟΡΑΣ- ΔΙΑΛΟΓΗΣ	Eurocert Χλόης 89 & Λυκοβρύσεως, Με	αμόρφωση. Τ.Κ. 14452	24/06/2021 15:00:00	OFF	× OFF
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Temporary saved requests					
System	Date and hour				
Certification	21/10/2020 19:16	21/10/2020 19:16:10			
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3. Then, the user enters into the scheduled exams and activates the examination process by clicking the "examination" button.

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4. With the activation of the examination procedure and before the official start of the exam, the candidate is informed about the exam procedure and details. As soon as the reads the exam instructions he clicks the "Start" button and initiates the examination. At this point the candidate enters the examination and the exam clock starts.

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	Εξέταση	ΣΤΕΛΕΧΗ ΔΙΑΜΕΤΑΦΟΡΑΣ- ΔΙΑΛΟΓΗΣ Οι υποψήφη καθούπαι να απατήρησου τα δίας τας μαρατήρας. Η δαλα υποψήφης αυτάρισης μη βαρμή ματο ματάριση μα κάθα ερώτηση. Καθα αποιή απότησης βάθμολομαία με 1 βηθμα. Μια δυστας απότηση από ερώτης Διάρκαι εξέπτασης εί φως Είναι το υποψήφιο θεωρείται ιπτιμής έφορου αποικήσει, τουλάχιστον τις ελάχετατες συστές αποιτήσεις σε κάθε Εύστεται ως οκολούθως Είναι το Αρχές δαματοφοροίς και δολογής Εύστημα 1. Αρχές δαματοφοροίς και δολογής Σύσθα Εξεπεξίματιναν Ερωτήρετων: 15		
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		Η διενέργετα των εξετάσεων γίνεται αποικλαστικά σε καθορομένο χώρο. Ο χώρος αυτός αποπυτώνεται για κάθε εξεταξιμενο στην βάση, στην οποία εξετάξεστε () P. του χώρου εξέτασης).		

5. With the initiation of the exam the candidate will be able to see the list of questions by chapter.

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Chapters	1 Μέσα Διεθνών Πληρωμών	2 Ασφάλεια Εξαγωγικών Πιστώσεων και Χρηματοδοτήσεις	3 Χρηματοδότηση Εξαγωγών	Φιοπροινικές Βάσκις Δεδομένων κ Συστήματα	α. Μεταφορά Εμπορεύματος	6 Προττοιμασία Φορτωτικών Εγγράφων Διεθνούς Εμπορίου	7 Τα βασικά Γκστοποιητικά Εξαγωγών Χρή	8 τη των Φορτωτικών Εγγράφων	9 Υποβαλή Εξέτασης
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	18 Ερώτηση : 1.18								

6. The candidate starts the exam by choosing the questions in front of him just by clicking on each question. The candidate chooses an answer and then he continues to the next one. Each selected question is marked with blue color. If a question

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remains without an answer, it is highlighted with red color so as the candidate to know that this question needs to be answered within the time limit.

7. The above apply to the whole exam and as soon as the candidate answers all the questions, he can submit the exam by clicking the "submission of the Exam" button at the final chapter of the exam.

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Previous Section			Next Section
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In this way, the candidate completes the examination procedure. As soon as the exam is submitted the system informs the candidate regarding the results (Green Message-pass/ Red Message- fail). The candidate can also be informed by choosing form the main menu the "Cases" option and then choose the exam from the list by clicking the "View" button. In case of success, the official certificate will be issued and sent electronically to the candidate through the platform.