

## 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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<b>Abstract:</b>	This document aims to provide the information about the key educational resources for the NeWPOST learners. It has been developed to support the student through their learning process.
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## 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 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 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:**

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

Note: 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.

### Pre-course Survey

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

Registered email \*

Η απάντησή σας

Educational Background \*

General High School

Technical High School

Vocational School

Country of Occupation \*

Greece

Bulgaria

Romania

Belgium

Other

Years of professional Experience \*

0 - 4 years

5 - 9 years

10 - 14 years

15 and more

Declaration of consent to the use of your data \*

I 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

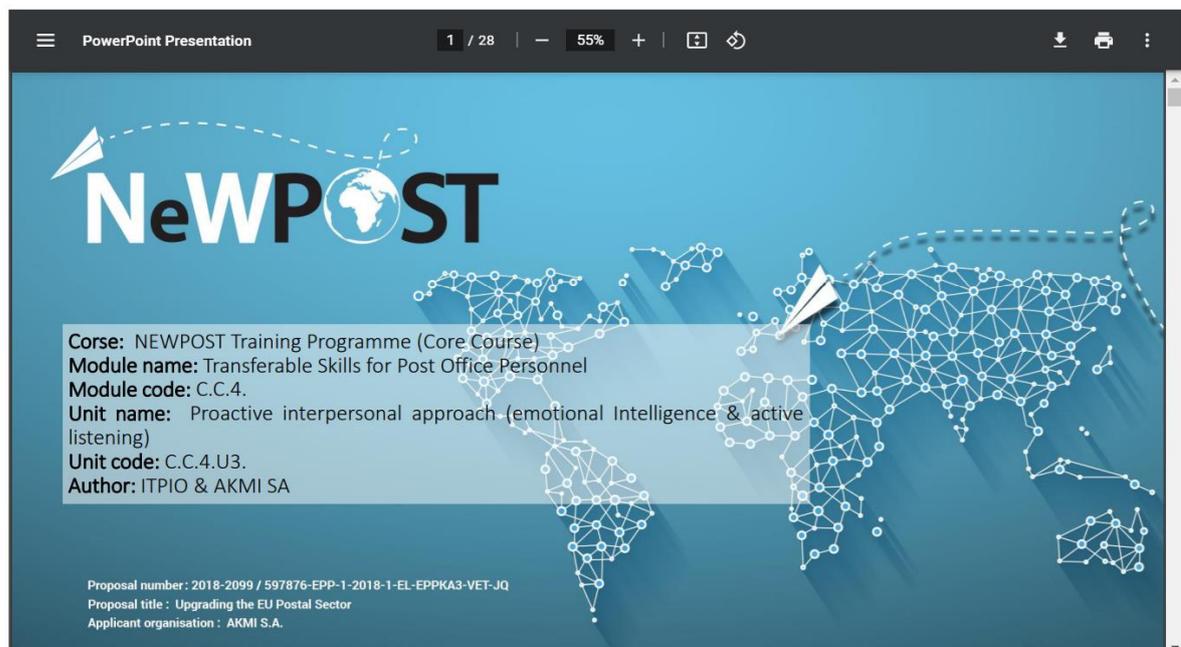
Most of the units consists of a video which presents in 10-15 minutes (approximately) the main concepts and topics of the particular unit. The language is in English, while there are also animations and transitions.



## 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 notices 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**  
[Bookmark this page](#)

Quiz  
 10 points possible (ungraded)

1. Which of the following data types ARE NOT considered “personal information”?

a. The name of a client

b. The professional email address of a client

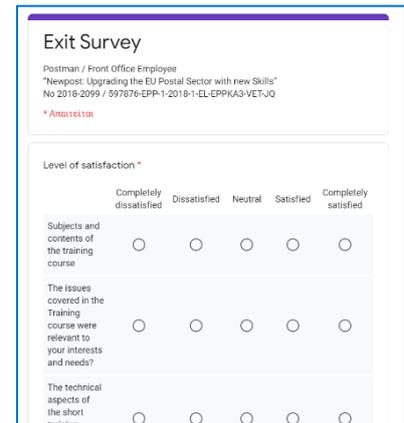
c. The home address

d. The income

There is another platform (Aristotelis platform; [ops.eurocert.gr](https://ops.eurocert.gr)) 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 Survey

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  
\* Aristotelis

Level of satisfaction \*

	Completely dissatisfied	Dissatisfied	Neutral	Satisfied	Completely satisfied
Subjects and contents of the training course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The issues covered in the Training course were relevant to your interests and needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The technical aspects of the short training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 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 have the opportunity to follow **in real time (on line) 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 → <http://newpostproject.eu/>.

### 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)

- A monitoring tool during WBL (sheet of attendance including the daily activities and thematic areas covered)

**NeWPoST**

**Sheet of Attendance for Work Based Learning**

**NeWPoST: Upgrading the EU Postal Sector with new Skills**  
No 2018-2019 / 077076-EPF-1-2018-1-EL-EPFKA3-VET-JG

STARTING DATE: .....

ENDING DATE: .....

NAME OF TRAINER/SUPERVISOR:	EMAIL

NAME OF LEARNER:	OCCUPATIONAL PROFILE	EMAIL

HOST ORGANIZATION/CITY/ COUNTRY

	1 <sup>st</sup> Day	2 <sup>nd</sup> Day	3 <sup>rd</sup> Day
Date			
Duration in hours			
Thematic Areas/Activities covered			
Signature of the Trainer/Supervisor			
Signature of the Learner			

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A reporting tool for trainers/supervisors/employers

Evaluation Questionnaires for both the trainer and the learner

**NeWPoST**

**WBL Evaluation Questionnaire for Learners**

**NeWPoST: Upgrading the EU Postal Sector with new Skills**  
No 2018-2019 / 077076-EPF-1-2018-1-EL-EPFKA3-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, especially the project's ending.  
 1  2  3  4  5

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**NeWPoST**

- The case situation 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

10. What aspects of the WBL training you enjoyed most?

11. What aspects of this WBL training could have been better?

12. Do you have any suggestions or additional comments about this WBL training?

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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.

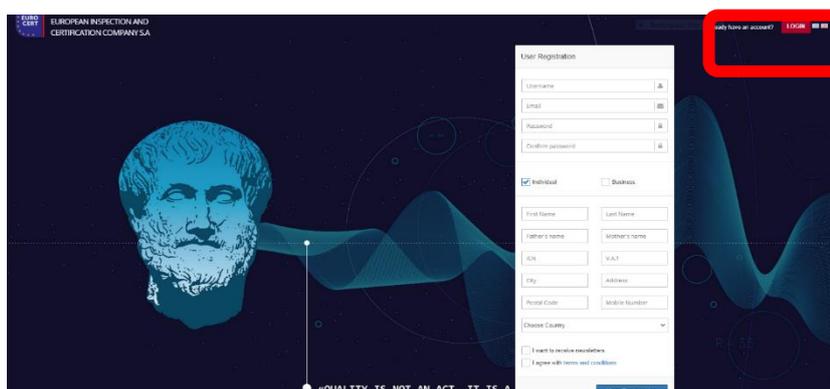
The VET provider and the Postal representative will cooperate, by preparing activities and cases studies for the learners (at least 4 learners). We already have prepared some cases in the NEWPOST modules. The partners have the opportunity to select the most convenient activities for their country specific 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.

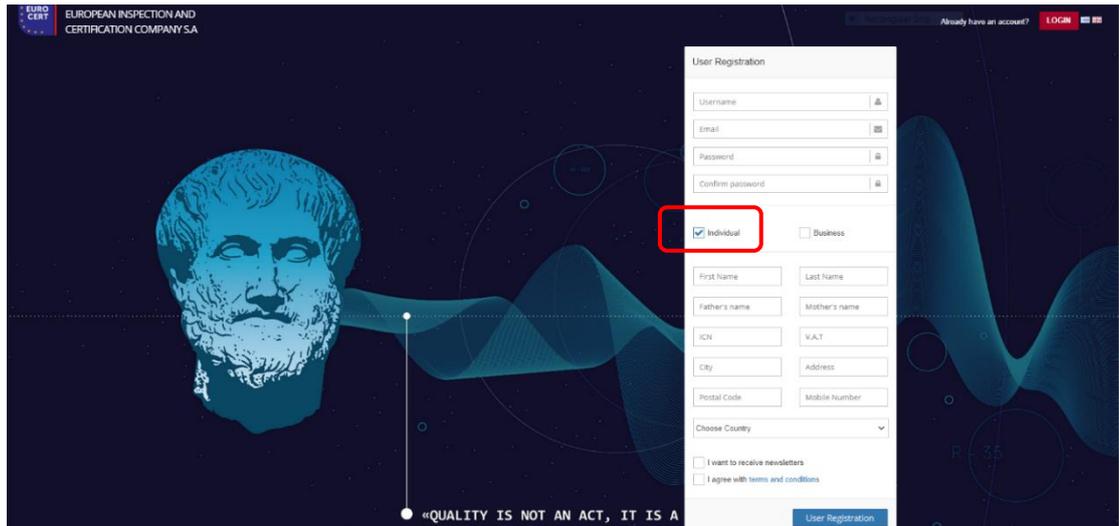
**Application: please visit the address: ops.eurocert.gr (Do NOT use internet explorer)**

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.



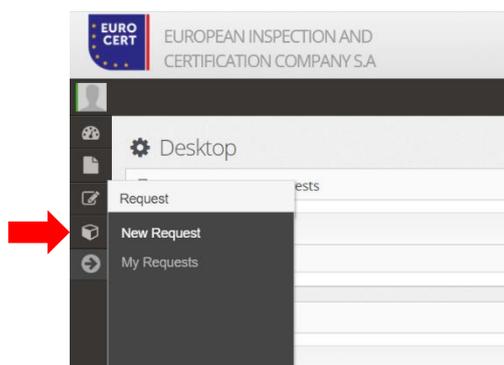
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- Right after, the following menu appears, where the candidate needs to fill in his details (ICN= ID Number). **ATTENTION:** The user must choose the box “Individual” and fill in his personal details. The username and the password must be kept from 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.

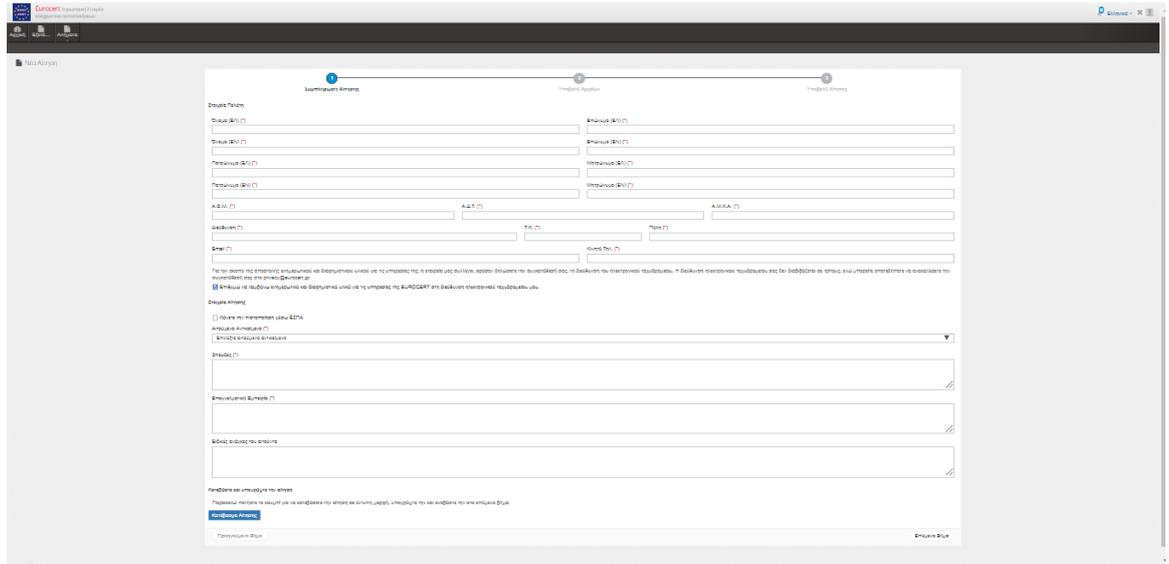


\*\*\*\*At this point the candidate will receive a confirmation e-mail so as to activate his account. Since the account is activated, he can proceed with the examination request.

- 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:



- 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 (manually or electrtonically).



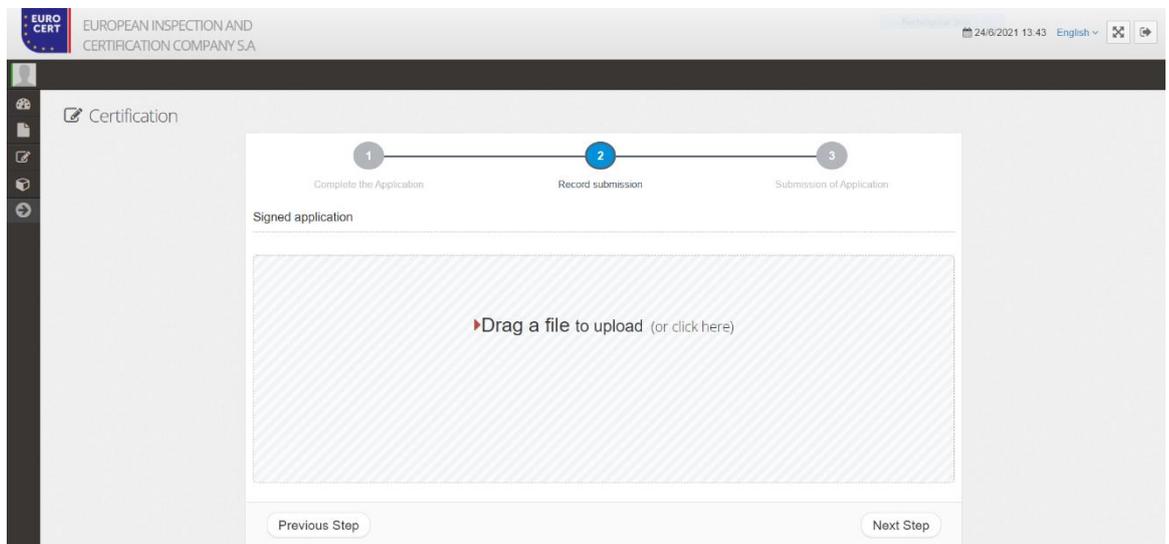
The screenshot shows a web application form for Eurocert. At the top, there is a progress bar with three steps: 'Συμπλήρωση Αίτησης' (Application Completion), 'Υποβολή Αίτησης' (Submission), and 'Υποβολή Αίτησης' (Submission). The form contains several sections with input fields and dropdown menus:

- Επιλογή Πεδίου (Select Field):** Multiple rows with 'Επιλογή (EN) (C)' dropdowns.
- Α.Α.Τ. (C) / Α.Α.Τ. (C) / Α.Α.Τ. (C):** Input fields for identification numbers.
- Επιλογή Αίτησης (Select Application):** A dropdown menu with 'Αίτηση Αποστολής' selected.
- Προσδιορισμός Επιστολής (Message Identification):** A text input field.
- Αριθμός Επιστολής (Message Number):** A text input field.
- Αδελφική Επιστολή (Sister Letter):** A text input field.

At the bottom, there are buttons for 'Προηγούμενο Βήμα' (Previous Step) and 'Επόμενο Βήμα' (Next Step).

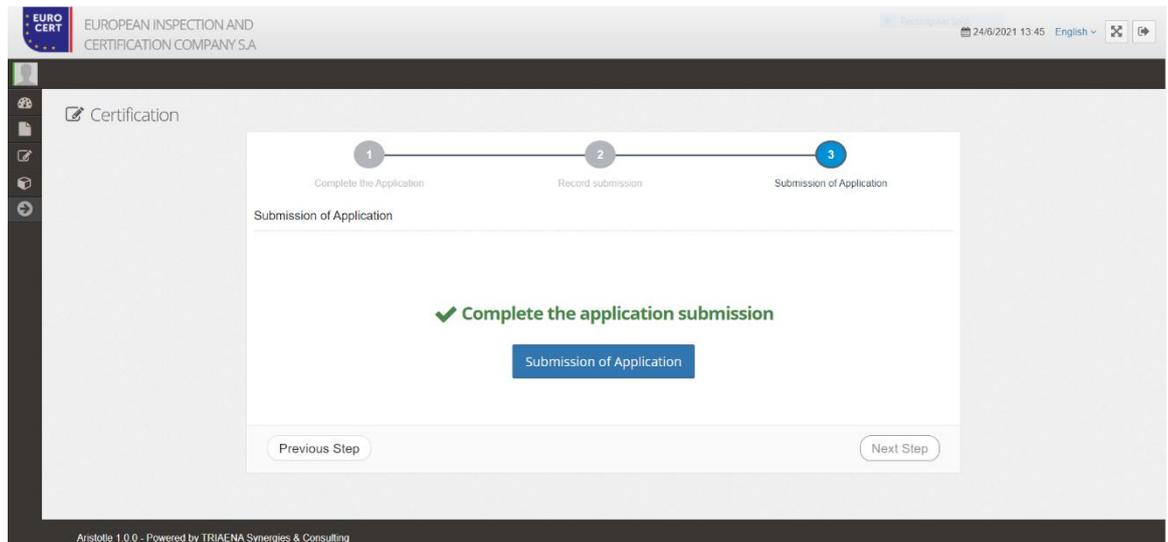
**\*\*\*\* IF YOU PARTICIPATE THROUGH ERASMUS+ PROGRAM PLEASE SELECT THE OPTION “EU FUNDED”**

- In the second step “Record Submission” all the necessary supporting documents need to be uploaded along with the downloaded request.

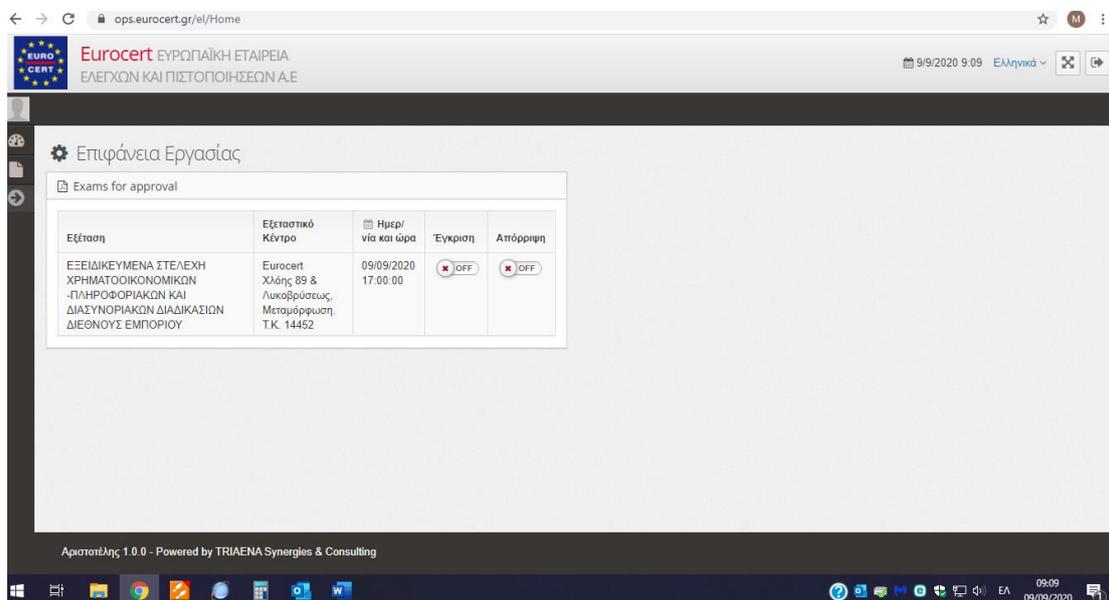


The screenshot shows a web application interface for Certification. At the top, there is a progress bar with three steps: '1 Complete the Application', '2 Record submission', and '3 Submission of Application'. The current step is '2 Record submission'. The main content area is titled 'Signed application' and contains a large dashed box with the text 'Drag a file to upload (or click here)'. At the bottom, there are buttons for 'Previous Step' and 'Next Step'.

6. The final 3<sup>rd</sup> step is the Submission of the Application.

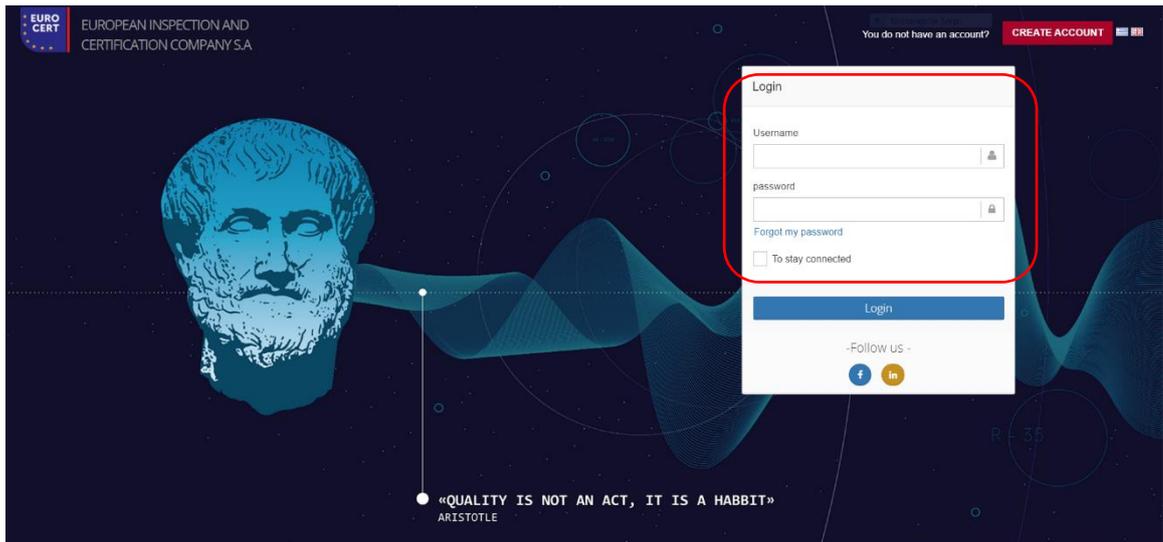


7. Since the application is accepted by EUROCERT and the exam is created, the candidate will receive an e-mail in order to be informed that he is enlisted to an exam with specific date and time. The candidate should log in to his account and accept or reject the proposed exam by clicking the “Accept” 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.

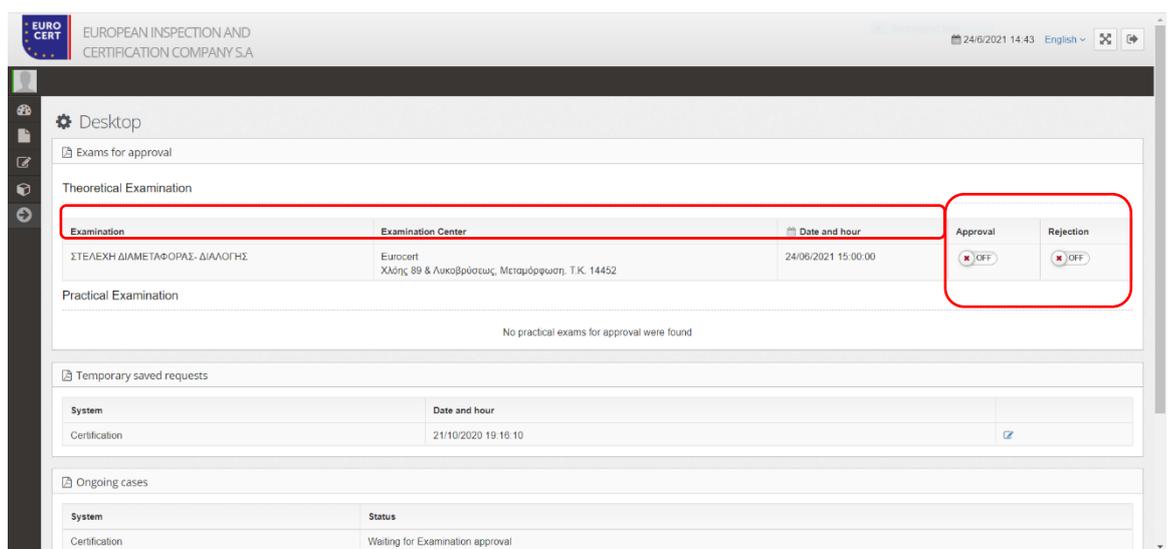


## EXAMINATION PROCEDURE

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



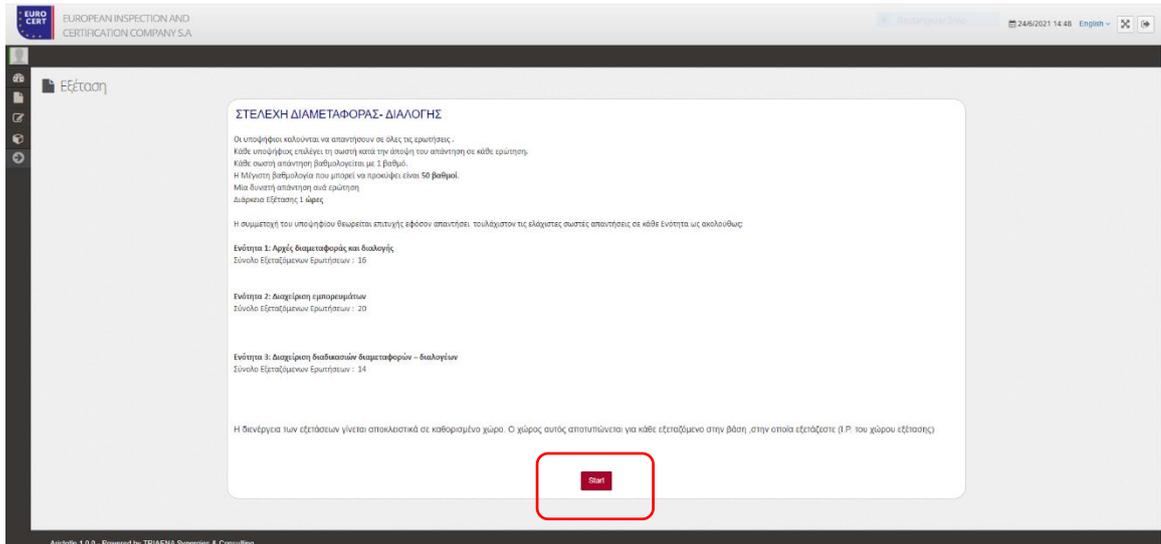
2. Then the user enters to his profile where he can find all his upcoming exams. By clicking the “Exams” button he will be able to be informed about the date and time of the scheduled examinations and the details of the examination center (in case of classroom exams).



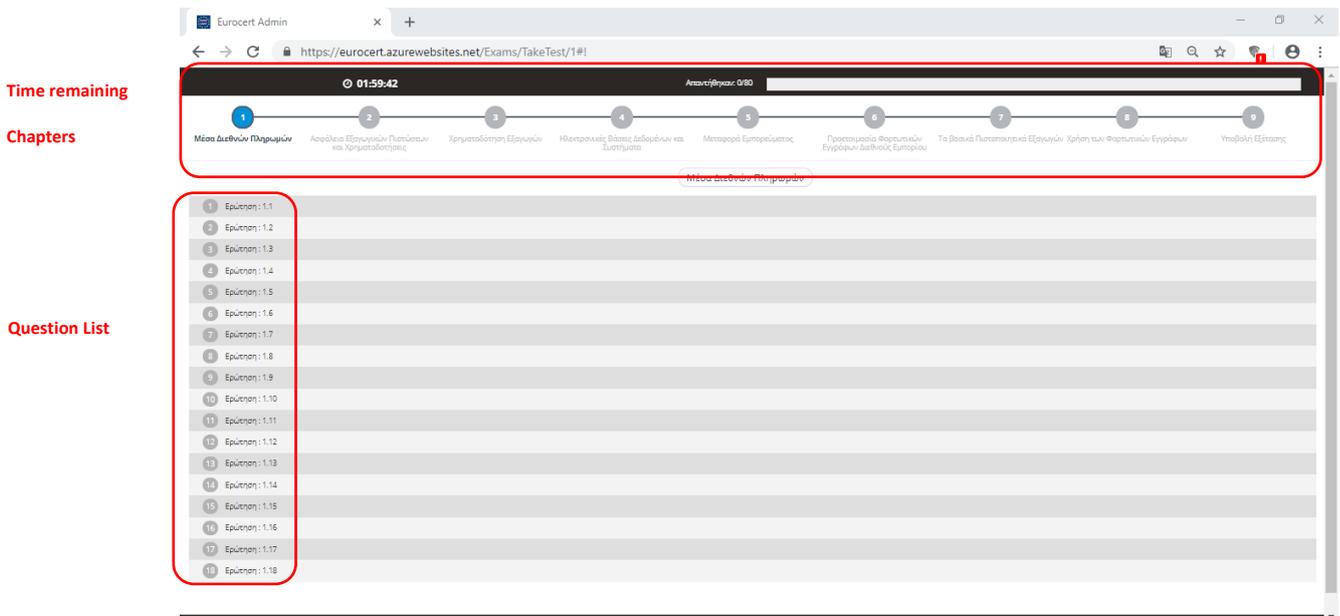
3. Then, the user enters into the scheduled exams and activates the examination process by clicking the “examination” button.



- 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.



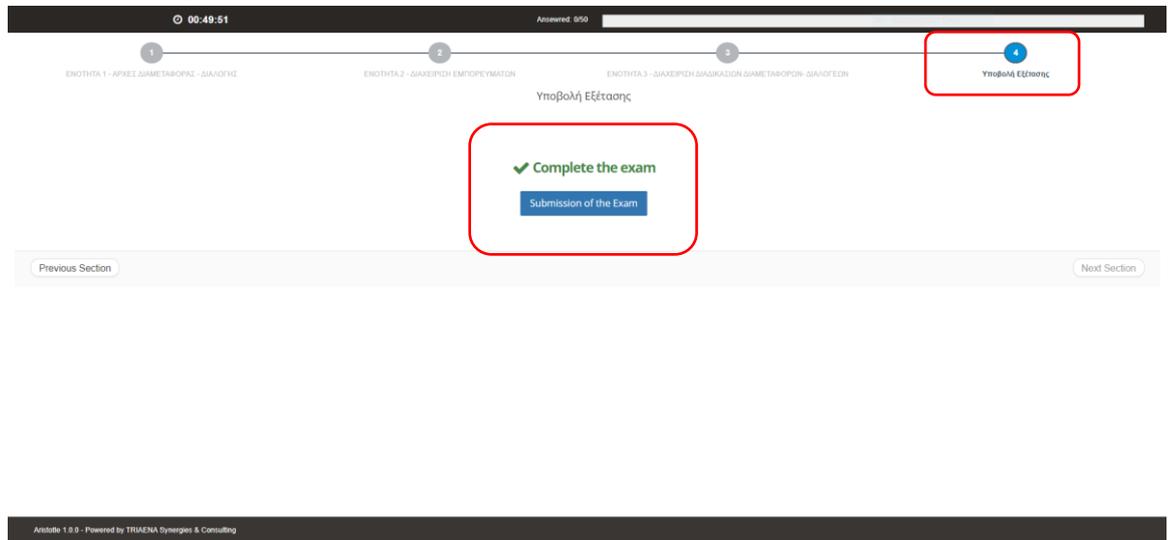
- With the initiation of the exam the candidate will be able to see the list of questions by chapter.



- 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

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.

- 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.



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 from 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.