

D2.7b. User Manual



Erasmus+ EACEA

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1 Homepage

The NewPost Online platform is available through the following link: <https://mooc.newpostproject.eu>.

The following picture depicts the homepage of the application – it contains the 2 training courses in the respective languages. The two courses are the *POSTMAN Training Programme* and the *Front-Office Employee Training Programme*.

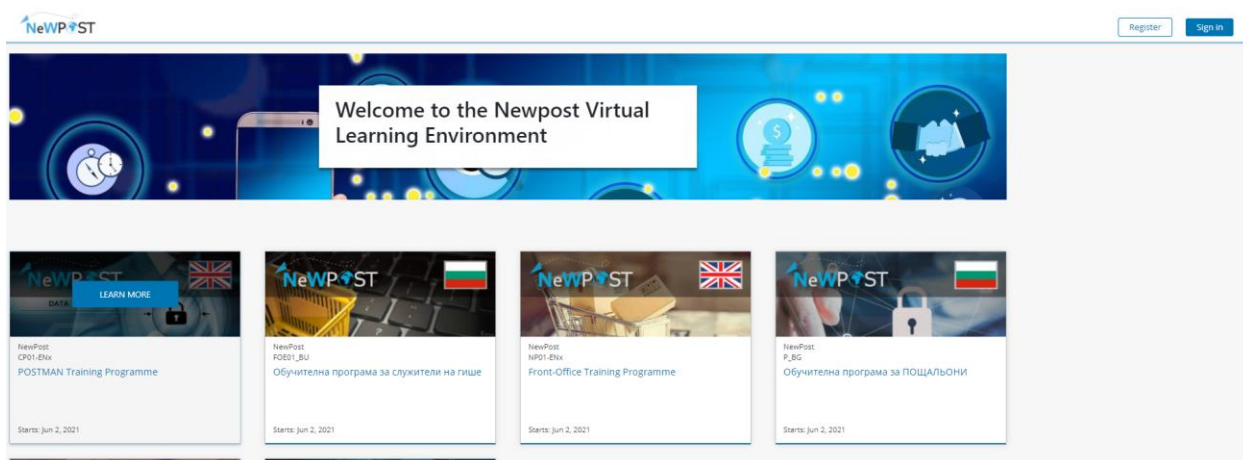


Figure 1 Homepage

Each card course has a unique ID, based on the following Pattern: X-Lan (X can be *P* for Postman and *FOE* for *Front Office Employee* and *Lan* refers to Language). For example, FOE-BU is the code for the Front Office Employee in Bulgarian Language.

The user is able to read the course description by choosing the *LEARN MORE* button for each course.



Figure 2 Course general description link

The internal content is accessed by registering in the platform and enrolling in each course. This is described in the following sections.

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1.1 Registration

By clicking in the *REGISTER* button, the following registration form is opened:

Create an Account

Email (required) !
Enter a valid email address that contains at least 3 characters.

Full Name (required) !
Enter your full name.
This name will be used on any certificates that you earn.

Public Username (required) !
Username must be between 2 and 30 characters long.

Password

Country or Region of Residence ▼

Gender (required) ! ▼

Create Account

Figure 3 Registration Form

The registration process is a two-step process:

1. The user must fill in the following information: Email, Full name, Username, Password, Country and Gender.

Create an Account		
a.	<p>Email (required) ! Enter a valid email address that contains at least 3 characters.</p>	Fill in your email address here.
b.	<p>Full Name (required) ! Enter your full name. This name will be used on any certificates that you earn.</p>	Fill in your first name and last name here.
c.	<p>Public Username (required) ! Username must be between 2 and 30 characters long.</p>	Fill in a user name here <i>i.e. JohnSmith91</i>
d.	<p>Password *****</p>	Fill in a password here.
e.	<p>Country or Region of Residence ▼</p> <p>Gender (required) ! ▼</p>	Select from the drop-down menu your country and your gender.

Create Account

f. Select “Create Account” in order to finalize the registration procedure.

2. After clicking on the *Create Account* button, an activation email from the platform.newpostproject@gmail.com will be sent. The user needs to click on the activation link in order to activate the account as depicted in the following picture.

platform.newpostproject@gmail.com
to me ▾

You're almost there! Use the link to activate your account to access engaging, high-quality NewPost courses. Note that you will not be able to log back into your account until you have activated it.

<https://mooc.newpostproject.eu/activate/b2b917d963d147dcb10d12914cb5a186>

Enjoy learning with NewPost.

The NewPost Team

If you need help, please use our web form at [\(\)](#) or email contact@mooc.newpostproject.eu.

This email message was automatically sent by <https://mooc.newpostproject.eu> because someone attempted to create an account on NewPost using this email address.

Figure 4 Account activation email

NeWPoST Courses Profile

✓ Success
You have activated your account.

Figure 5 Successful activation message

1.2 Enrolling

After Registration and account activation, you can access the platform by signing in where you can search for available courses and enroll in them. Each time a user signs-in, he lands on the dashboard page.

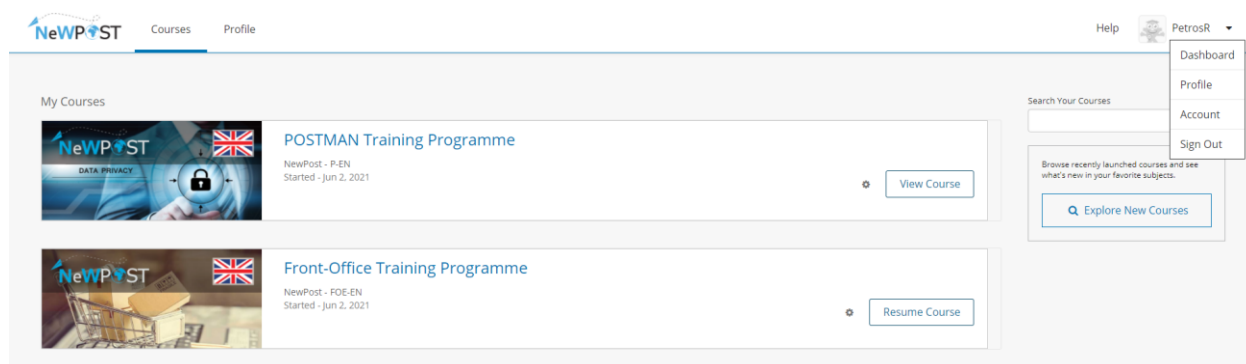


Figure 6 Learner's dashboard

The dashboard gives access to the courses and programs that you have enrolled in, and to information such as course start and end dates, certificates, and email settings. If there are no course enrollments, then the dashboard is empty and you can search for available course through the *Explore New Courses* button and enroll in available courses as the picture below depicts.

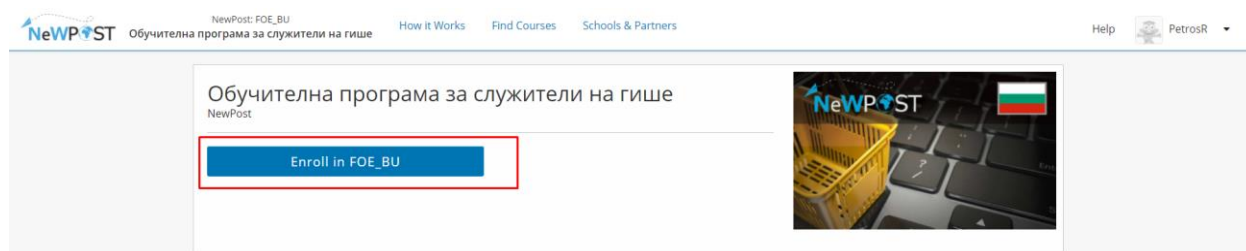


Figure 7 course enrolment

1.3 Learning content

After enrolling in a course, you have access to the course material. The material is organized in section and subsections as depicted in the following picture.

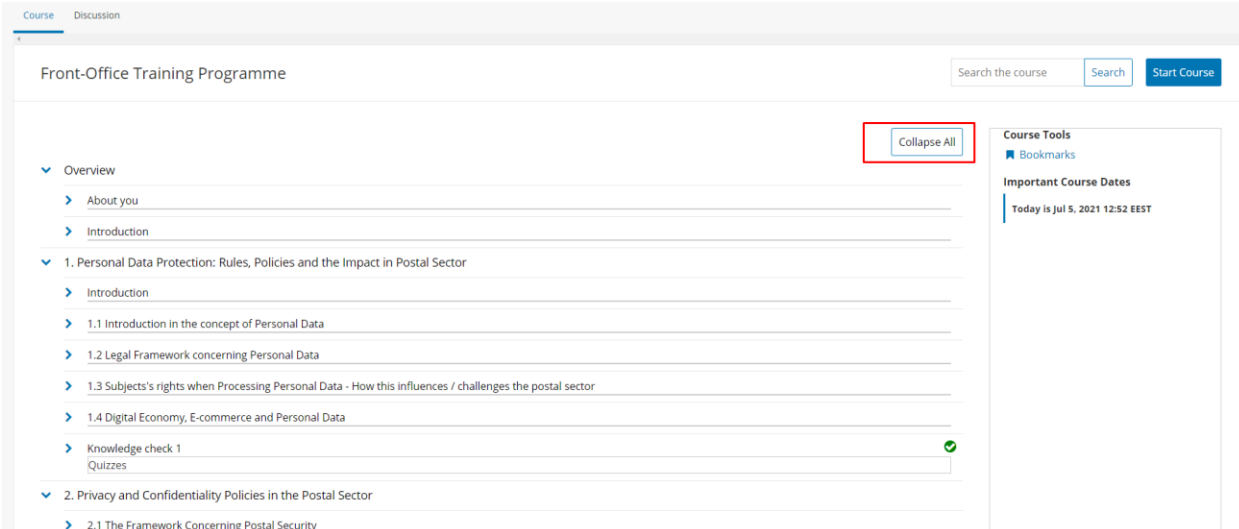


Figure 8 NewPOST online course structure example

Both training programs are following the same structure. The picture below depicts the main parts of the FOE training programme consisting of:

- First Part – *Overview (Red color)*. This first module contains a pre-course survey in the form of an online questionnaire. You are invited to fill-in basic information which are going to be used for drawing some basic results regarding the profile of the participants.
- The next modules (1-6) are actually the core course which is common in the two training programmes (green color)
- The next module (blue color) is the specialisation modules and contains information related to the learning objectives of each Post occupation.
- Finally, the course ends with a post-course survey, where you are asked to provide your feedback regarding the programme and the online environment (black color).

> Overview	Expand All
> 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 Front Office Employee: What is the daily work of a Front Office Employee in the New Postal Era?	
> Course Finish	

Figure 9 NewPOST online course main structure

1.4 Course navigation

The course outline is structured in sections (modules), subsections and units as depicted in the following example of the main page.

✓ 2. Privacy and Confidentiality Policies in the Postal Sector	
✓ 2.1 The Framework Concerning Postal Security	
Overview	
The Framework Concerning Postal Security (adapted to each country's specific regulation)	
Postal Security cases	
✓ 2.2 Confidentiality Policy of Postal services	
Overview	
Confidentiality Policy of Postal Services	
Manual	
> 2.3 Security Policy of Postal services	
> 2.4 Vulnerable Points of Postal Items	
> 2.5 Discretion Policy of Postal Enterprises	

Figure 10 Course structure

Through the course outline page, you are able to see how the material is organised. The *Units* are single web pages containing the actual material (lectures, manuals, examples, etc). Clicking on a unit link you can access the training material. The following picture depicts the navigational options on Unit level.

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Course > 2. Privacy and Confidentiality Policies in the Postal Sector > 2.1 The Framework Concerning Postal Security > The Framework Concerning Postal Security (adapted to each country's specific regulation) **PATH**

< Previous Unit 1 Unit 2 Unit 3 Next >

The Framework Concerning Postal Security (adapted to each country's specific regulation)

Bookmark this page

Lecture 1



Download the PDF

Figure 11 Navigation buttons

In the upper part, you can see the path that you are in (your location) in the course structure (**PATH**). In this specific example, you are in the *Module 2 Privacy and Confidentiality Policies in the Postal Sector*, Subsection *2.1 The Framework Concerning Postal Security* and you are seeing the respective slides. The presentation is in PDF format and you can download it through the Download PDF button on the down-left corner.

Line 2, provides information about the structure of the specific subsection. As displayed, subsection 2.1, consists of 3 Units, the first being a video and the other two are material in the form of text (pdf, online, text, etc). You can move between Units AND subsection through the *Previous* and *Next* buttons as depicted. In addition, when you are working in a course, green check marks that show your progress are visible (blue color). These check marks appear when you complete all of the content in a part of the course. The part might be a unit, section or module. In this example, has finished the last two units but not the first one.

1.5 Discussion

Optional, you can create a post in the *Discussion* page of the course. In order to create a post you need to:

- Select the *Add a Post* button
- Select Post type (Question or Discussion)
- Topic Area – this should always be General
- Post Title
- Description
- Finally, click the submit button.

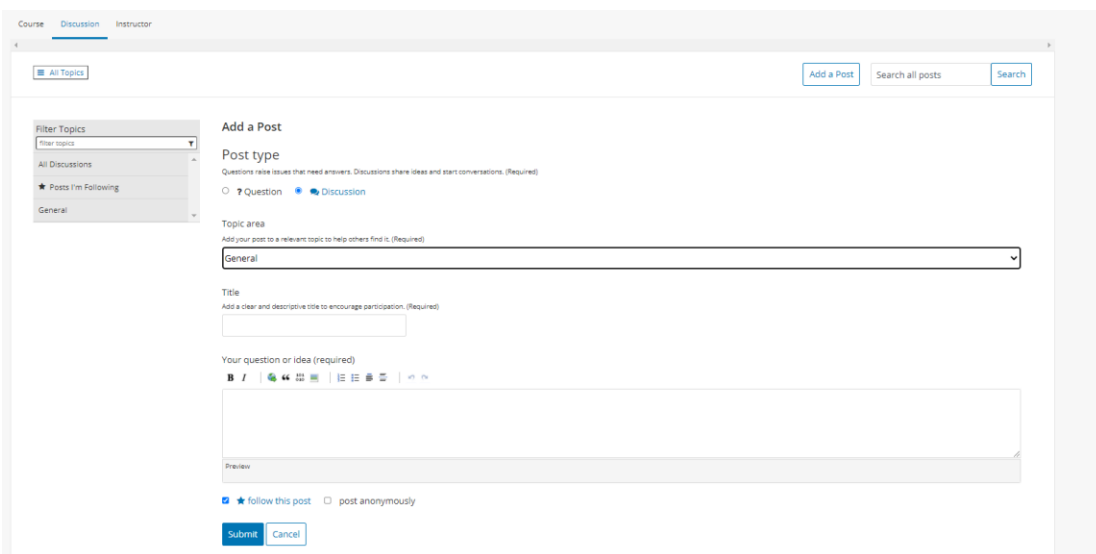


Figure 12 Discussion space

All posts are accessible through the Discussion page under category General.

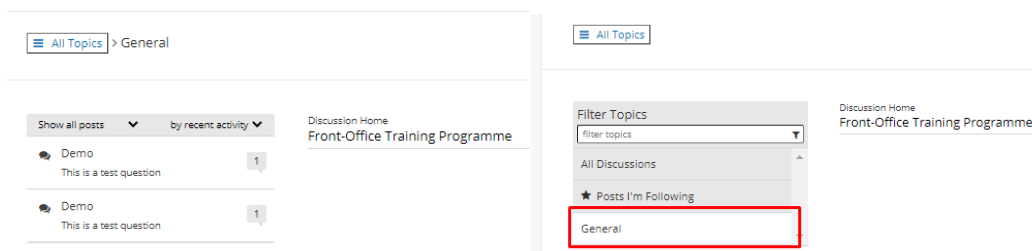


Figure 13 Discussion Posts

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1.6 Certification process

In the Course Finish section, a final quiz is setup covering all modules. Each user, upon achieving 60% of correct answers, can claim the certificate online through the progress page.

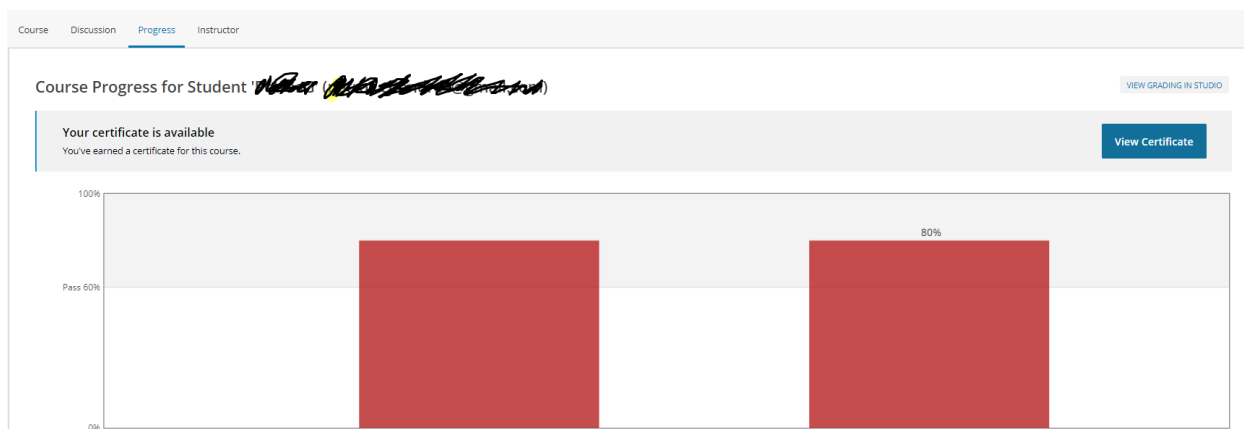


Figure 14 Claim certificate through the NEWPOST platform

Through the View Certificate button, each user has the possibility to claim online and download the certificate.

Important notice. The name displayed on the certificate, can be defined or updated through the account settings as depicted in the picture below.

Full Name

The name that is used for ID verification and that appears on your certificates.

Figure 15 Define Name that appears on your certificate

CERTIFICATE

This is to certify that

Petros Chondros

has successfully completed the NeWPOST Online Course titled
NEWPOST: Front Office Employee Training Program

The NEWPOST Project



Project Number:

597876-EPP-1-2018-EL-EPPKA3-VET-JQ

Certificate ID Number:

4718051d08424fe89a20388cb86a9ed6

Issued On:

July 21, 2021

Figure 16 NEWPOST training program certificate

This certificate acknowledges that the user has went through the training material. Upon successful completion, each participant will be given the opportunity to be officially certified through a dedicated assessment procedure. ***The final assessment and certification process is not covered in this environment*** - the details are provided by the partner Eurocert.