

WP3: Implementation Report

University SSST

1. Staff training

e-VIVA training for academic staff was organized at the University SSST on Thursday, May 28th 2020. The training was held by e-VIVA project participants who already passed trainings themselves, during visits to partners from programme countries. The training was organized to disseminate eVIVA project activities and inspire SSST staff to use its benefits in the everyday education of their students. Colleagues were given a general introduction to what the purpose of the eVIVA project is. Then we showed the video created by Dr. Tim Scholze for the purpose of clarifying the concept of service-related competences. A competence encompasses knowledge, skills and feelings or attitudes. All three dimensions of competences should be considered and the importance and value of each was addressed with a number of supporting presentation slides. Further, some of the social, personal and organisational competences, according to e-VIVA, include: communication, teamwork, client orientation, creativity, flexibility, problem solving, planning, and entrepreneurship. Teamwork and creativity were explained in more detail through the use of Reference System (level 5) as the selected courses within the eVIVA project at SSST will evaluate these specific competences. Colleagues were shown didactic framework and learning pathway documents created for the module Design and Implementation in Web Environments in order to bring them closer to the use within the subjects they teach. They were further shown the learning suite – check-in report, progress report, and learning progress

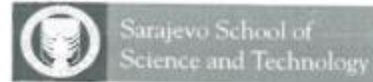
summary templates ready for use and implementation within SSST courses. At the end of the training, we left a demonstration of the tools used for the purpose of project implementation. Those include Mahara, an e-portfolio, weblog, résumé builder and social networking system, which is aimed to connect the project participants and create eVIVA online learner communities, and Moodle, a learning platform which enables educators to create a private learning space online including various course activities and material. Both are planned to provide the participants with the tools to successfully conduct the project, serving as platforms for demonstrating their learning, skills and development on the service-related competences over the course of the project.

Agenda e-VIVA Staff training

Thursday, 28th May 2020

University SSST

10:00 – 10:15	Registration of participants	
10:15 – 10:30	e-VIVA project - introduction	<i>Dr. Belma Ramic-Brkic</i>
10:30 – 11:30	Service-related competences	<i>Dr. Belma Ramic-Brkic</i>
11:30 – 12:15	Level 5 methodology	<i>Dr. Belma Ramic-Brkic</i>
12:15 – 13:00	Mahara/Moodle platforms demo	<i>Emina Mekic, MSc</i>



Attendance list

Date: 28.05.20

Time sheet procedure – Staff training

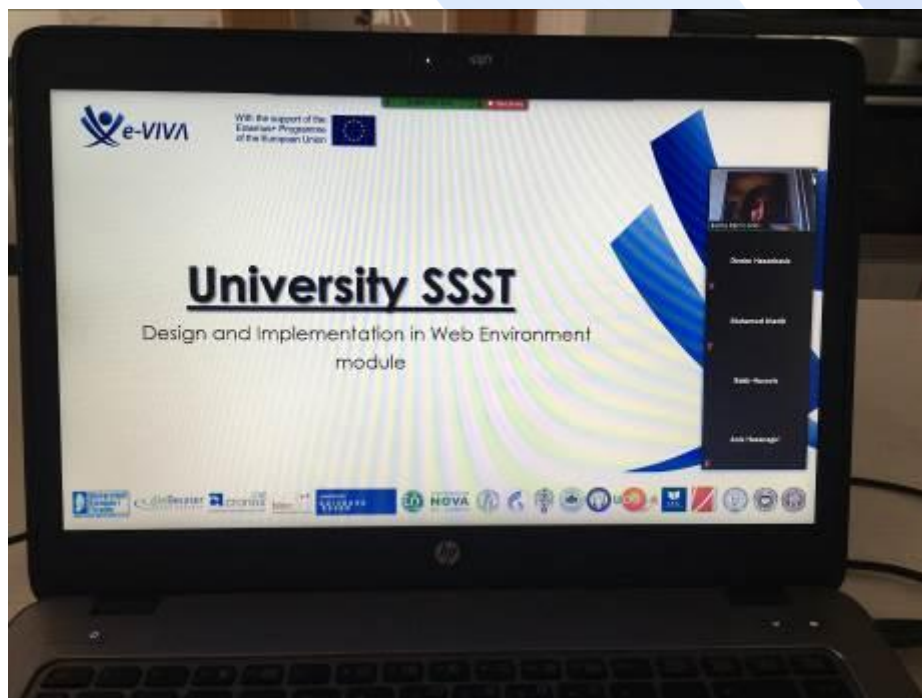
Name	Signature
Anida Hadzic	
Belma Ramic-Brkic	
Emina Mekic	
Jasminka Hasic Telalovic	
Maja Savic Bojanic	
Mirna Udovicic	
Naida Krupalija	
Tahir Atovic	
Zanin Vejzovic	



2. Student trainings

Online e-VIVA trainings for students were organized at the University SSST throughout the Spring semester of academic 2019/2020 year. The first introductory training was organized on April 27, 2020. The trainings were held by e-VIVA project participants who already passed similar trainings themselves (Dr. Belma Ramic-Brkic, Edin Fazlic, Emina Mekic, Bakir Husovic). Students were introduced to the e-VIVA project, the importance of service related competences, Level 5 methodology. Teaching tools and means of validation and certification of service-related competences were also discussed.

Within the course, students were introduced with the concept of web design and its stages, specially focusing on creativity and teamwork. In addition, students were supposed to improve their social, organizational, and personal competencies and skills.



Recording

With the support of the Erasmus+ Programme of the European Union

- A **competence** encompasses knowledge, skills and feelings or attitudes.
- All three dimensions of competences should be considered!
- Further, some of the social, personal and organisational competences, according to e-VIVA, include: communication, **teamwork**, client orientation, **creativity**, flexibility, problem solving, planning, and entrepreneurship.

Zoom Meeting (ID: 667 421 514) Password: 06 506 911

At the end of the project:

- 14-days training in Skopje
- Acquisition of service related competences
- Certificate of completion
- A significant item in your CV

Zoom Meeting (ID: 667 421 514) Password: 06 506 911

Participants (10)

3. SME Training

On 29nd of October, presentation of e-Viva concepts was organized to relevant stakeholders. Presenters were e-VIVA project participants Dr. Belma Ramić-Brkić and Emina Mekić. The training was organized to disseminate eVIVA project. Participants were given a general introduction to what the purpose of the eVIVA project is and how it is implemented at University SSST.

A competence encompasses knowledge, skills and feelings or attitudes. All three dimensions of competences should be considered and the importance and value of each was addressed with a number of supporting presentation slides. Further, some of the social, personal and organizational competences, according to e-VIVA, include: communication, teamwork, client orientation, creativity, flexibility, problem solving, planning, and entrepreneurship. Teamwork and creativity were explained in more detail through the use of Reference System (level 5) as the selected courses within the eVIVA project at SSST evaluated these specific competences.

Furthermore, participants were shown the interview results we conducted at the beginning of the project where focus group was asked about service-related competences and validation (among other things). Focus group results led to a very interesting discussion among the participants. Some of the conclusions of the discussion can be presented in the form of the following points:

- We do not necessarily have to have all participants in the team at Level 5 of the framework. Sometimes you may need Level 1 for certain skills. However, the lack of opportunities for advancement will result in frustration among employees.
- Level 5 framework is project (team) based. Levels might change with the new environment and setting.

- Certificates can only be used as additional information about the candidate. In order for employers to value them more, they must come from a credible person/organization - someone who is well recognized in the industry. Certificates are not always a reflection of actual knowledge, which is why they should be approached carefully and with a dose of reserve.
- This project will allow participants to think about themselves at the beginning and end of the project activities (course). This raises awareness of this action and insists that students judge themselves based on their work because few people are able to objectively assess their skills and competencies.
- Raising self-awareness is the most important takeaway from the eVIVA project.

All participants were also asked to complete the complete a form stating which competence areas they consider important. The results are given below:

No	Competence	Importance			or
		high	medium	low	Don't know ¹
1	Client orientation (as central e-VIVA competence)	4	3		
2	Spotting Ideas and Opportunities (as competence to develop products and services)	4	3		
3	Entrepreneurship Competence (as general concept which can be applied in a potential Entrepreneurial practice project)	2	5		
4	Problem solving	6	1		
5	Leadership		7		
6	Project Management		4	3	
7	Planning and Resource Management	2	1	4	
8	Intercultural Communication	4	2		1
9	Communication	6	1		
10	(Intercultural) Teamwork	2	4	1	
11	Flexibility/Adaptability	4	2		1

1 I'm not aware (I have no clue) what this competence means

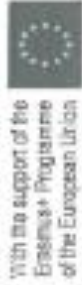
No	Competence	Importance			or
12	Critical thinking	5	1	1	
13	Networking	3	2	2	
14	Creativity	2	5		
15	Evaluating/Reflecting		7		

The whole presentation, accompanied by a very good discussion, ideas about the project itself and its further application, resulted in a gathering of 3h. In conclusion, the participants were very satisfied with the presented work and are looking forward to the next steps and actual implementations. Tools such as Mahara and Moodle were only briefly presented and not discussed.

List of Participants

SME Training
Friday, 2nd October 2020

No	Name / Surname	Institution	E-mail
1	Rijad Smajović	PC Doctor	rijad@pcdoctor.ba
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7	Kerim Obarčanin	KVTeam	kerim.o@kvteam.com
8	Emina Mekić	University SSST	emina.mekic@ssst.edu.ba
9	Anes Gadžo	Zvekir Studio	zvekir@graphic-designer.com
10	Belma Ramić-Brkić	SSST	belma.ramic@ssst.edu.ba
11			



List of Participants

SME Training
02.10.2020 from 14:00
University SSST, room P11

No	Name / Surname	Institution	E-mail	Signature	Signature for purposes of substantial individual publications
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3	SEMIH MUSIĆ	LILIJUM Doo	SEMIH@LILIJUM.BA		
4	FAIK OBIŠIĆ	o2On	FAIK@O2ON.COM		
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8	Emina Meho	SSST	emina.meh@ssst.edu.ba		
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10	Bilal Ramić	SSST	bilal.ramic@ssst.edu.ba		

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