

# WP3: Implementation Report

## University of Niš

### 1. Staff training

e-VIVA training for academic staff was organized at the University of Niš on Monday, May 25<sup>th</sup> 2020. The training was held by e-VIVA project participants who already passed trainings themselves, during visits to partners from programme countries. First, Prof. Dr. Marko Milojković gave a brief introduction to e-VIVA Erasmus+ project, its main objectives, partners, and achieved results. He continued with the topic of service-related competences and their relevance in modern economy. Then, Prof. Dr. Dragan Antić had a brief course on Level 5 methodology. Training was concluded by Dr. Miodrag Spasić who introduced learning platforms and tools, and methods for validation and certification of service-related competences. He also presented developed pilot project courses at University of Niš in the scope of e-VIVA project. Participants of this customized training, eleven professors and assistants, mainly from technical faculties, had a chance to hear from firsthand about advantages and practical experiences of new teaching methodology. They are now trained to introduce the methodology in their own curricula development and quality assurance.

## Agenda

### e-VIVA Staff training

Monday, 25 <sup>th</sup> May 2020		
<i>University of Niš</i>		
10:00 – 10:15	Registration of participants	
10:15 – 11:00	e-VIVA project - introduction	<i>Prof. Dr. Marko Milojković</i>
11:00 – 11:45	Service-related competences	<i>Prof. Dr. Marko Milojković</i>
11:45 – 12:30	Coffee break	
12:30 – 13:30	Level 5 methodology	<i>Prof. Dr. Dragan Antić</i>
13:30 – 14:30	Pilot project courses, learning platforms and tools, validation, certification	<i>Dr. Miodrag Spasić</i>

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



# List of Participants

## Staff Training

Monday, 25<sup>th</sup> May 2020  
University of Niš

No	Name / Surname	Institution	E-mail	Signature	Signature for pictures & audiovisual material publication <sup>1</sup>
1	Marko Milozović	ELFAK	marko.milozovic@el fak.ni.ac.rs	<i>[Handwritten signature]</i>	<i>[Handwritten signature]</i>
2	Stanisa Pećić	UNI	stanisa.pecic@gmail.com	<i>[Handwritten signature]</i>	<i>[Handwritten signature]</i>
3	Miroslav Micausković	UNI	MIROSLAV.MICAUSKOVIC@ELFAK.NI.AC.RS	<i>[Handwritten signature]</i>	<i>[Handwritten signature]</i>
4	ICID ZOLAN	ELFAK	ICIDZOLAN@ELFAK.NI.AC.RS	<i>[Handwritten signature]</i>	<i>[Handwritten signature]</i>
5	Branislav Marković	MASFAK	BRANISLAV.MARKOVIC@MASFAK.NI.AC.RS	<i>[Handwritten signature]</i>	<i>[Handwritten signature]</i>
6	STANKO STANKOV	ELFAK	STANKO.STANKOV@ELFAK.NI.AC.RS	<i>[Handwritten signature]</i>	<i>[Handwritten signature]</i>
7	NIKOLA DAPKOVIĆ	ELFAK	NIKOLA.DAPKOVIC@ELFAK.NI.AC.RS	<i>[Handwritten signature]</i>	<i>[Handwritten signature]</i>
8	NEBOJSA JOTOVIĆ	ELFAK	nebojsa.jotovic@el fak.ni.ac.rs	<i>[Handwritten signature]</i>	<i>[Handwritten signature]</i>
9	Anđena Anđić	el fak	anjela.antic@el fak.ni.ac.rs	<i>[Handwritten signature]</i>	<i>[Handwritten signature]</i>

<sup>1</sup> By signing this you agree to give permission to the hosts of the event to take pictures and audiovisual footage of you, during this event and publish those in public mediums such as website, social media, media outlets & printed promotional materials. The usage of the pictures shall be solely for purposes of event and topic related promotional events and initiatives.

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



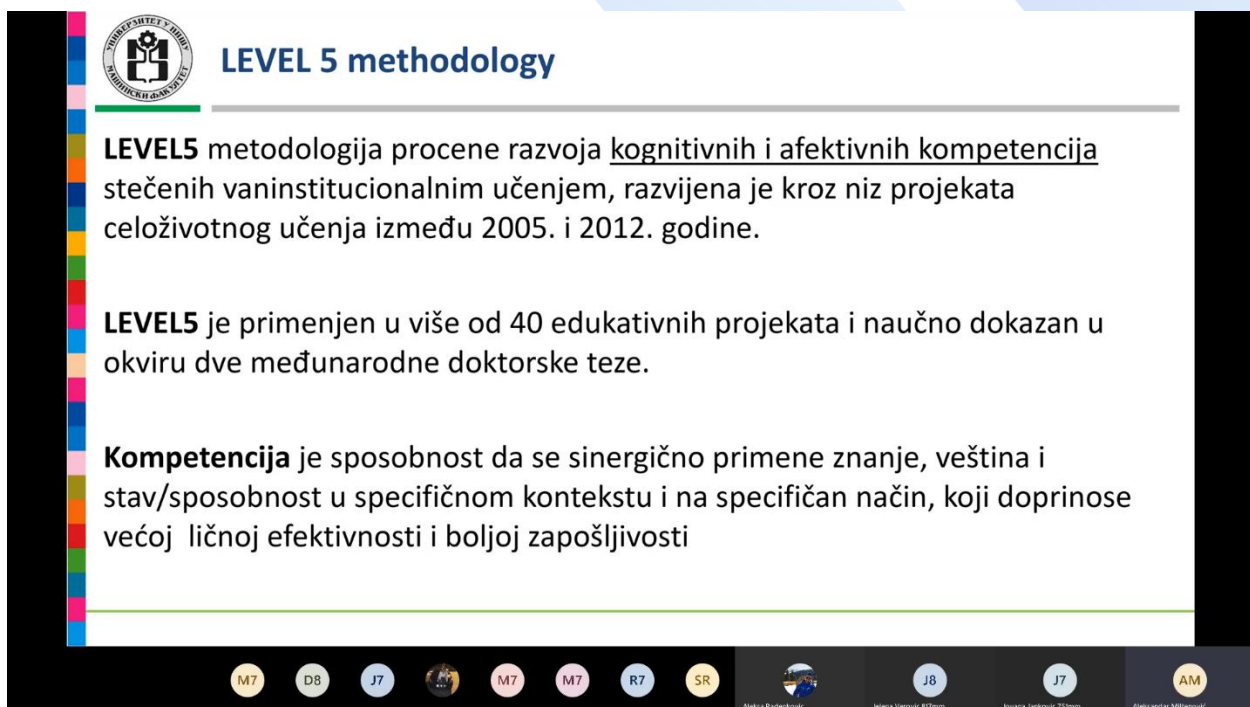
Signature for pictures & audiovisual material publication!


No	Name / Surname	Institution	E-mail	Signature	Signature for pictures & audiovisual material publication!
10	MILVAN BAHIC	MA SFAK	milvan.bahic@masfak.mr.ac.rs	<i>Milvan Bahic</i>	<i>Milvan Bahic</i>
11	DRAGAN ANTIĆ	ELFAK	dragantac@elfak.mr.ac.rs	<i>Dragan Antic</i>	<i>Dragan Antic</i>
12	MILOS SIMUNJIC	MA SFAK	milos.simunovic@masfak.mr.ac.rs	<i>Milos Simunovic</i>	<i>Milos Simunovic</i>
13	Miodrag Spasic	ELFAK	miodrag.spasic@elfak.mr.ac.rs	<i>Miodrag Spasic</i>	<i>Miodrag Spasic</i>
14	Sara Miroslav	UNI	sasa.s.unic@efk.mr.ac.rs	<i>Sara Miroslav</i>	<i>Sara Miroslav</i>
15					
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## 2. Student trainings

Two online e-VIVA trainings for students were organized at the University of Niš on Monday, May 25th and Tuesday, May 26th 2020. The trainings were held by e-VIVA project participants who already passed similar trainings themselves. Trainings were mainly organized around service-related competences and their relevance in modern economy. Level 5 methodology was explained in details. Students were also introduced briefly into e-VIVA project, goals and achieved results, as well as pilot projects organized at University of Niš. Teaching tools and means of validation and certification of service-related competences were also discussed. Students, participants of these customized trainings had a chance to hear from firsthand about advantages and practical experiences of new teaching methodology.




 **LEVEL 5 methodology**

**LEVEL5** metodologija procene razvoja kognitivnih i afektivnih kompetencija stečenih vaninstitucionalnim učenjem, razvijena je kroz niz projekata celoživotnog učenja između 2005. i 2012. godine.

**LEVEL5** je primenjen u više od 40 edukativnih projekata i naučno dokazan u okviru dve međunarodne doktorske teze.

**Kompetencija** je sposobnost da se sinergično primene znanje, veština i stav/sposobnost u specifičnom kontekstu i na specifičan način, koji doprinose većoj ličnoj efektivnosti i boljoj zapošljivosti





## Simplified Reference System

LEVEL	KNOWLEDGE	SKILLS Capabilities	ATTITUDES Emotions/Values
5	Know where else... (Transfer Knowledge, Strategic Knowledge)	Developing/ Constructing <b>Transferring</b> Versatility	Incorporation (Internalising)
4	Know when... Practical (Procedural knowledge)	<b>Discovering/</b> acting independently (disturbed systems)	<b>Commitment (Willing)</b> <b>Affective</b> <b>Self-regulation</b>
3	Know how... Theoretical knowledge	<b>Deciding/</b> selecting (Known systems)	<b>Appreciation</b> Motivation
2	Know why... (Distant understanding)	Applying <b>Imitating</b> <b>Exercising</b>	<b>Perspective taking</b> Curiosity
1	Know-that... Basic Perception	Perceiving Listening	Self orientation <b>Neutral</b>

M7

D8

J7



M7

M7

R7

SR



J8

J7

AM

Aleksa Radenković

Jelena Verović 877nm

Jovana Janković 757nm

Aleksandar Mitrović



## Client Orientation

L	KNOWLEDGE		SKILLS/CAPABILITIES		ATTITUDES/VALUES	
	Level Titles	Level description	Level Titles	Level description	Level Titles	Level description
5	Knowing where else (strategic transfer)	Intuitively knowing (or being able to acquire knowledge on) how to deal with any client in any context. Knowing how to transfer knowledge about clients into other fields of life.	Developing, constructing, transferring	Actively planning and developing own/new client oriented strategies that are part of a larger approach, e.g. a (company's) vision or marketing strategy.	Incorporation	Having internalised to act for the benefit of the client, intuitively responding to different clients needs in adequate ways and inspiring others to value client orientation.
4	Knowing when (implicit understanding)	Knowing which actions are needed to help clients with specific demands for a large variety of situations and different types of clients.	Discovering acting independently	Actively researching and expanding own competence to adequately respond to clients in regard to the client's need and the specific situation.	Commitment	Being determined to improve own competence to serve clients and to adequately respond to their needs.
3	Knowing how	Knowing about the specific needs of clients and how the own behaviour and approach can be adapted to the needs of those clients in general.	Deciding/ selecting	Being able to select and apply the appropriate behaviour towards a customer in regard to his/her needs from a set of basic strategies.	Motivation/ appreciation	Valuing client orientation. Being motivated to develop own competence to respond to clients according to their needs.
2	Knowing why (distant understanding)	Knowing that there are different ways to deal with clients and that clients have different backgrounds and needs.	Using, imitating	Adapting the own behaviour towards the client when instructed to or by imitating others.	Perspective taking	Being curious and interested in the theme of supporting clients according to their specific needs.
1	Knowing what	Knowing that clients behave differently and that client orientation is a suitable concept to deal with this.	Perceiving	Seeing and recognising different client behaviours without acting.	Self-orientation	Not relating the theme of client orientation to oneself and the own working life.

D8

M7

D8

J7

M7

M7

R7

SR



J8

J7

AM

Ana Filipović 762nm

Jelena Verović 877nm

Jovana Janković 757nm

Aleksandar Mitrović

### 3. Info day with stakeholders - SMEs

On 9<sup>th</sup> of October, presentation of e-Viva concepts was organized to relevant stakeholders, i.e. members of SMEs established in Nis. Presentation was online due to ongoing Covid19 pandemic. Presenters were e-VIVA project participants Prof. Dr. Marko Milojković and Dr. Miodrag Spasić. There were representatives of seven companies, mostly from software development. They were given a brief introduction to e-VIVA Erasmus+ project, its main objectives, partners, and achieved results. Benefits of service-oriented competences were explained and discussed with them, and they showed great interest in students educated in such a way. Level 5 methodology and methods for validation and certification of service-related competences were also discussed. Presentation participants were interested in organizing internships related to development service-oriented skills, after pandemic ends.



# List of Participants

## Info day with stakeholders - SMEs

Friday, 9<sup>th</sup> October 2020

No	Name / Surname	Institution	E-mail
1	Boban Mihajlovic	Mihajlovic Soft	boban.mihajlovic@mihajlovicsoft.rs
2	Milan Stamenkovic	IngSoft	milan@ingsoftware.com
3	Marko Živković	Danube Hill Consulting d.o.o	zivkovicm@yahoo.com
4	Dušan Petrović	Atom soft, Nis	dusanpetrovicnis@gmail.com
5	Nikola Nikolic	Coming	n.nikolic@coming.rs
6	Nikola Mladenovic	LoboHouse	Nikola.mladenovic@lobohouse.com
7	Ivan Simonović	Coming Computer Engineering	Ivan.simonovic@coming.rs
8	Marko Milojkovic	University of Nis	marko.milojkovic@elfak.ni.ac.rs
9	Miodrag Spasic	University of Nis	miodrag.spasic@elfak.ni.ac.rs
10	Slobodan Radošević	Designverse	Rslobodan888@yahoo.com
11			

03:52

1 of 3

Stop presenting

Participants

Type a name

In this meeting (10)

- Marko Zivkovic (Organizer)
- Boban (Guest)
- Milan Stamenkovic (Guest)
- Dusan Petrovic (Guest)
- Nikola Nikolic (Guest)
- Nikola Mladenovic (Guest)
- Ivan Simonovic (Guest)
- Marko Milojkovic (Guest)
- Miodrag Spasic (Guest)
- Slobodan Radosevic (Guest)

**e-VIVA Project**

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

e-VIVA is an Erasmus+ Capacity Building in Higher Education project, led by European University of Tirana, Albania. The consortium has 16 partners from WB countries and other EU countries like Germany, Austria and Portugal. The project is envisaged to last for 3 years, with a total budget of 993,581 EUR. e-VIVA project addresses the issue of students' skills development, facilitation and validation of their skills in formal/informal learning contexts. e-VIVA aims at the creation of a blended learning approach to facilitate and validate competence developments related to service orientation in rather informal learning contexts in higher education institutions and workplace learning contexts.

**Project Outcomes**

- Identifying and analysing approaches for skills and evidence validation to foster permeability between higher education and professional practice
- Developing and refining overarching ICT based assessment and validation systems:
  - Enriching existing validation and certification systems;
  - Developing and applying a rich competence development and validation software for service-related skills and competences;
  - Applying e-VIVA assessment and evidencing system;
- Establishing a sustainable cooperation between relevant target groups and stakeholders.

Logos: Universiteti European i Tiranes, dieBerater, cronos, blinc, UNIVERSITÄT DUISBURG ESSEN, UNIVERSIDADE NOVA DE LISBOA, UDG, UCC, etc.

Participants: Miodrag Spasic (Guest), Marko Milojkovic (Guest), Ivan Simonovic, Nikola Mladenovic (Guest), Nikola Nikolic, Dusan Petrovic, Milan Stamenkovic (Guest), Boban (Guest)

10:06 16.10.2020

38:16

2 of 3

Stop presenting

Participants

Type a name

In this meeting (10)

- Marko Zivkovic (Organizer)
- Boban (Guest)
- Milan Stamenkovic (Guest)
- Dusan Petrovic (Guest)
- Nikola Nikolic (Guest)
- Nikola Mladenovic (Guest)
- Ivan Simonovic (Guest)
- Marko Milojkovic (Guest)
- Miodrag Spasic (Guest)
- Slobodan Radosevic (Guest)

**Putting Ideas and Resources into Actions**

Looking for Opportunities  
Creativity  
Vision  
Valuing ideas  
Ethical and sustainable thinking  
Self awareness and self-efficacy  
Motivation and perseverance  
Mobilising resources  
Financial literacy  
Mobilising others  
Taking initiative  
Planning and management  
Coping with ambiguity, uncertainty and risk  
Working with others  
Learning through experience

**Entrepreneurship Competence**

Info Action Resources  
Ideas & opportunities  
Taking the initiative  
Planning & management  
Coping with ambiguity, uncertainty & risk  
Working with others  
Learning through experience  
Ethical & sustainable thinking  
Valuing ideas  
Self awareness and self-efficacy  
Motivation and perseverance  
Mobilising resources  
Financial literacy  
Mobilising others  
Taking initiative  
Planning and management  
Coping with ambiguity, uncertainty & risk  
Working with others  
Learning through experience

Logos: Universiteti European i Tiranes, dieBerater, cronos, blinc, UNIVERSITÄT DUISBURG ESSEN, UNIVERSIDADE NOVA DE LISBOA, UDG, UCC, etc.

Participants: Miodrag Spasic (Guest), Marko Milojkovic (Guest), Ivan Simonovic, Nikola Mladenovic (Guest), Nikola Nikolic, Dusan Petrovic, Milan Stamenkovic (Guest), Boban (Guest)

10:41 16.10.2020