

NEWSLETTER 5

ENHANCING AND VALIDATING SERVICE RELATED COMPETENCES IN VERSATILE LEARNING ENVIRONMENTS IN WESTERN BALKAN UNIVERSITIES (E-VIVA)

**PROJECT DURATION:
15 / 11 / 2018 - 14 / 11 / 2021**

**OVERALL BUDGET:
993,581 EUR**



Co-funded by the
Erasmus+ Programme
of the European Union

EVIVA PARTNERS:

EUROPEAN UNIVERSITY OF TIRANA (LEAD PARTNER)



DIE BERATER



BLENDED LEARNING INSTITUTIONS' COOPERATIVE / BLINC EG



UNIVERSITY OF DUISBURG ESSEN



Offen im Denken

UNIVERSIDADE NOVA DE LISBOA



SS. CYRIL AND METHODIUS UNIVERSITY



MOTHER TERESA UNIVERSITY



UNIVERSITY OF ELBASAN



UNIVERSITY OF SARAJEVO



UNIVERSITY SARAJEVO SCHOOL OF SCIENCE AND TECHNOLOGY



UNIVERSITY OF DONJA GORICA



THE UNIVERSITY OF MONTENEGRO



UNIVERSUM COLLEGE



UNIVERSITY KADRI ZEKA



UNIVERSITY OF NOVI SAD



UNIVERSITY OF NIS





LEVEL-5 CERTIFICATE DISTRIBUTION CEREMONY AT THE EUROPEAN UNIVERSITY OF TIRANA

E-VIVA TRAINING SESSIONS

(Academic & Administrative Staff, Students & Non-HEIs)

From November 2020 to April 2021, several partner institutions have organized staff, students and non-HEI trainings to share the information on the e-VIVA project activities and inspire their academic communities to use the competence validation tools and practices at their daily teaching and learning activities.

E-VIVA TRAINING SESSIONS AND L5 CERTIFICATE DISTRIBUTION CEREMONY IN ALBANIA

Partner Institutions: European University of Tirana (EUT)

Under the framework of student competencies validation

in versatile learning environments, European University of Tirana organized an event for the distribution of Learner-Certificates to trained students in recognition of their active participation and skills earned during the training sessions.

The events featured lead experts, trainers, as well as invitees from other spheres of the project, including representatives of business, in addition to other academic stakeholders. Furthermore, students also presented their experience and expressed their interest in boosting engagement with similar projects with the purpose of further disseminating the importance of versatile learning environments for competencies' validation.

They also acknowledged the importance of attaining knowledge in processes such as TQM, which is the most applied technique in quality planning, controlling, development and analysis. These concepts are essential to becoming proficient in high-level managerial skills.



LEVEL-5 CERTIFICATE DISTRIBUTION CEREMONY AT THE EUROPEAN UNIVERSITY OF TIRANA



From November 2020 to April 2021, several partner institutions have organized staff, students and non-HEI trainings to share the information on the e-VIVA project activities.



E-VIVA TRAINING SESSIONS ORGANIZED BY THE UNIVERSITY OF SARAJEVO



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E-VIVA TRAINING SESSIONS IN BOSNIA AND HERZEGOVINA

Partner Institution: University of Sarajevo (UNSA) and Sarajevo School of Science and Technology (SSST)

Bosnia and Herzegovina partners have held numerous training sessions and workshops with students, academic staff, as well as non-HEI participants – mostly representatives of SMEs, NGOs, and other similar institutions. Participants have been presented with the concept of validation of learning competences in versatile learning environments, which stands at the core of the e-VIVA Project, representing its ultimate product. Trainees were informed that the e-VIVA project aims at developing service-oriented competences based on the Entrepreneurship Competences Framework (EntreComp) which run in parallel to the learner’s main fields/ subjects of study. Thus, e-VIVA training is based on three conceptual frameworks:

1. Design Thinking – defining the problem, researching, forming ideas, proto-typing and testing;
2. EntreComp – an entrepreneurial approach to competences development and validation;
3. LEVEL-5 - System for competence-oriented learning and validation.

Service-related competencies were grouped in five categories:

- Field Competence;
- Entrepreneurial Competencies;
- Organizational Competencies;
- Social Competencies;
- Personal Competences.

Each category was explained. Moreover, the role of the students in the implementation of the e-VIVA project was explained. In this context, trainees were informed that 10 selected students would go to University of Duisburg-Essen to attend training and validation in selected service-oriented competencies. This was motivational session as well.

E-VIVA TRAINING SESSIONS IN KOSOVO

Partner Institution: Universum College (UC) and “Kadri Zeka” University of Gjilan (UKZ)

Business community members and stakeholders participated in training sessions tailored to validate skills and competences of students that have finished their internship programmes in the respective companies. The internship provided to students at the premises of these SMEs gave them the opportunity to integrate theoretical knowledge with practical skills, as well as improve businesses’ validation instruments. Moreover, validation tools were analyzed and feedback from participants was assessed. At the end of the training sessions, business community representatives agreed to update their validation instruments and accept more interns in the next academic year, combining their own evaluation strategy with e-VIVA tools for competencies assessment and validation.



FOCUS GROUP MEETING WITH SERVICE SECTOR REPRESENTATIVES AT UNIVERSUM COLLEGE



Business community members and stakeholders participated in training sessions tailored to validate skills and competences of students that have finished their internship programmes in the respective companies.



PRESENTATION OF THE E-VIVA PROJECT TO STUDENTS AT THE UNIVERSITY OF DONJA GORICA



PRESENTATION OF THE E-VIVA PROJECT TO STUDENTS AT THE UNIVERSITY OF DONJA GORICA

E-VIVA TRAINING SESSIONS IN MONTENEGRO

Partner Institutions: University of Montenegro (UCG) and University of Donja Gorica (UDG)

In March 2021, the new generation of e-VIVA students from the University of Montenegro began the course for development of service-related competencies. The course shall be organized in two sessions at the Faculty of Mechanical Engineering (Resource Management and Organization, and Management in Road Traffic). A blended learning approach shall be implemented to facilitate and validate competencies development related to service orientation. Group presentations, projects, and discussion will take place throughout the course. Students are expected to gained knowledge and skills in Innovation and Entrepreneurship, SWOT analysis, Multi-Criteria Decision-Making Methods, Planning and Management of Resources (Human, Material, Financial), Communication, Creative Thinking, Teamwork,

Leadership, Customer & Employee Satisfaction. Workgroups have been identified as a source for the development of communication competencies among students, as well as fostering teamwork capacities. In addition, they shall be supervised by mentors, and at the end of the sessions a Level 5 Assessment Methodology shall be employed. This assessment technique focuses on two key competencies: idea generation and teamwork.

The University of Donja Gorica organized staff trainings with the aim of informing staff about project activities at first but also about defining competencies and specifically service-related competences. There was a discussion about relationship between courses individuals teach and competences, looking at how e-VIVA approach can be best utilized for these courses, and how teachers and students can benefit from them.

Moreover, they also organized training sessions with students for the purpose of disseminating project learning outcomes and validating service-related competencies.



TRAINING SESSIONS WERE HELD WITH STUDENTS AND STAFF AT THE UNIVERSITY OF MONTENEGRO



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E-VIVA INFO DAY SESSION BEING HELD AT THE UNIVERSITY OF NIŠ



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E-VIVA TRAINING SESSIONS IN SERBIA

Partner Institutions: University of Novi Sad (UNS) and University of Niš (UNI)

Partners from Serbia organized a series of hybrid training sessions with staff (both administrative and academic) and students, where some of the sessions were held with

a limited number of participants due to the pandemic situation, whereas others were able to attend online. They were mostly focused on the e-VIVA approach to acquisition and assessment of service-related competencies. Other sessions held introduced the benefits of having a framework for recognizing service-related competencies in HR processes such as selection and recruitment.



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

Enhancing and Validating service related competences in Versatile learning environments in Western Balkan Universities

e-VIVA 5th Online Management Meeting

via Zoom (<https://blinc-eu-org.zoom.us/j/9055139262>)
08/03/2021 at 11:00

Time (CET)	Topic	Presenter
11:00 – 11:05	Welcome Note	Ketrina Čabiri Mijo (UET)
	WP3: Development (Progress and next steps)	

PROJECT PARTNERS DISCUSSING DURING THE ONLINE E-VIVA MANAGEMENT MEETINGS

2. -> Which new/additional target groups do you consider would be potentially interested in using the E-VIVA products (please tick all that apply)

Individual		Organizational	
HE programme managers II	<input type="checkbox"/>	HEI administration	<input type="checkbox"/>
HEI designers II	<input type="checkbox"/>	HEI scientific board	<input type="checkbox"/>
Professors and PhDs in faculty	<input type="checkbox"/>	Private Training Companies	<input type="checkbox"/>
HEI trainers II	<input type="checkbox"/>	VET providers	<input type="checkbox"/>
VET trainers II	<input type="checkbox"/>	C-VET/Adult Education providers	<input type="checkbox"/>
C-VET/CPD professionals	<input type="checkbox"/>	Business Support Providers	<input type="checkbox"/>
Coaches	<input type="checkbox"/>	Providers of career guidance and orientation	<input type="checkbox"/>
Business consultants	<input type="checkbox"/>	Local Authorities	<input type="checkbox"/>
Counsellors/psychologists	<input type="checkbox"/>	Enterprises/Employers II	<input type="checkbox"/>
HR personnel	<input type="checkbox"/>	Recruitment agencies	<input type="checkbox"/>
Line Managers	<input type="checkbox"/>	Universities II	<input type="checkbox"/>
Careers Advisors	<input type="checkbox"/>	Professional associations	<input type="checkbox"/>

PROJECT PARTNERS DISCUSSING DURING THE ONLINE E-VIVA MANAGEMENT MEETINGS

E-VIVA ONLINE MANAGEMENT MEETINGS

Partner Institutions: All Partners

The 5th, 6th and 7th Project Management Meetings were held on 8 March 2021, 26 March 2021 and 13 July 2021, respectively, between all consortium partners. The following themes were discussed during the first and second meetings:

- Overall project progress, deliverables and general management issues;
- The possibility of extending the project cycle to provide participants with the opportunity to become part of mobility activities;
- Project financial management issues.

However, in the second meeting, after project extension received the official green light from EACEA, consortium members were communicated the decision and the focus of the next meeting was set to discuss about study visit arrangements planned for the May-June 2022 period.

OTHER DISSEMINATION EVENTS

Scientific Publication

e-VIVA is delighted to announce its research paper was submitted and accepted by the International Journal for Quality Research, which shall be published in the upcoming edition.



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Contact Us:

Dr. Ketrina Cabiri Mijo

Project Manager

ketrina.cabiri@uet.edu.al

Project Website: <https://evivaproject.eu/>

Email: info@evivaproject.eu

Facebook page: [EVIVA](#)

Youtube: [e-VIVA Project](#)

Twitter: <https://twitter.com/eVIVAProject1>

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