

**TENCompetence Milestone 9.2  
Training Plan for Participants in Cycle 1 Pilots**

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***Introduction***

The TENCompetence project is planning the first pilots in the Cycle 1, which is focused on validation of the project approach. Originally these pilots were to take place from the Month 16 to the Month 20, but in June 2007 a new schedule was agreed on – from the Month 20 to the Month 25. Two pilots will run in this period:

- Digital Cinema – coordinated by UPF
- Information & Communication Technology – coordinated by SU

Both of them are described in the Deliverable 4.1 in detail. These pilots will test the TENCompetence system in a real environment. Users will experiment with the TENCompetence platform and client (Personal Competence Manager) and the evaluation results will provide the first feedback for the TENCompetence researchers and developers concerning the functionality, usability, effectiveness, efficiency, and satisfaction of the end users. Pilot users need training and support especially regarding the TENCompetence client to help learners in using all the developed components. This includes showing them how to start working with the system, how they can check and update their personal data, use the available resources, and connect with other peers.

***Training Plan Goals***

The goals of the training plan are the following:

**Goal 1:** Prepare Programmes, Manuals and Help Files for PCM

<b>Objectives:</b>	<b>Activities:</b>
1. To clarify the training needs of pilot users	<ul style="list-style-type: none"> <li>• Consult with WP4</li> <li>• Identify internal &amp; external training resources</li> </ul>

2. To develop training processes and programmes	<ul style="list-style-type: none"> <li>• Select the training method</li> <li>• Develop training process for pilot</li> <li>• Prepare the training programmes</li> </ul>
3. To prepare the training materials	<ul style="list-style-type: none"> <li>• Write first versions of manuals and help materials</li> <li>• Prepare the training materials with partners and users</li> </ul>

**Goal 2:** Organize an Internal Workshop for Researchers, Developers and Pilot Users

<b>Objectives:</b>	<b>Activities:</b>
1. To plan the training event	<ul style="list-style-type: none"> <li>• Plan the agenda and place</li> <li>• Plan the trainers</li> <li>• Publish the information about training</li> </ul>
2. To implement the training process and improve core competence of users	<ul style="list-style-type: none"> <li>• Provide training to all users</li> <li>• Evaluate the results</li> <li>• Write a report of the training event</li> </ul>
3. To improve user competences for pilots	<ul style="list-style-type: none"> <li>• Disseminate results of the training</li> <li>• Provide information of learned lessons to all users</li> </ul>

**Goal 3:** Write a Report on Training for Cycle 1 Pilots

<b>Objectives:</b>	<b>Activities:</b>
1. To evaluate effect of TENCompetence system in a real environment	<ul style="list-style-type: none"> <li>• Evaluate effect of training for pilots</li> </ul>
2. To prepare reports to assist TENCompetence developers	<ul style="list-style-type: none"> <li>• Prepare the report with partners and users</li> </ul>

### ***Training Methods***

To achieve our training objectives we intend to use several different methods:

- Competence Network
- Internal Workshop
- Knowledge Resources

#### **Competence Network**

We will establish a competence network dedicated for the users of the TENCompetence system. Experts will be identified within the consortium to serve as facilitators in setting up this competence network. At the beginning we will use our Moodle and Wiki servers to support the network, later on the TENCompetence system itself will support these tasks. It will support collaborative specification, collection, and development of required competences, instructional goals, and training opportunities. The system will provide

efficient access to learning resources (learning objects and activities, podcasts), their annotation (social tagging) and assessment (opinions, experiences), communication and collaboration facilities (discussion forums, chats, videoconferences), as well as to learning, tutoring, and authoring tools.

### **Internal Workshop**

In the month 19 we plan an Internal Workshop for Researchers, Developers, and Pilot Users. This workshop will focus on training for participants in our pilots to educate them how to use the TENCompetence services and clients.

### **Knowledge Resources**

Based on the input from the WP3 we will develop various types of knowledge resources. These should include, but are not limited to:

- Help files that are embedded in the application
- Short leaflets with basic steps to start working with the application
- Cheat sheets to guide users through a series of tasks to achieve an overall goal
- Setup and maintenance of a learning network (“competence development network”) in the Personal Competence Manager that can be used by users to develop their competences in working with the application
- Setup and maintenance of web pages that help users to access the application, to test whether it is suitable for them, and the setup of different support forums to help them
- Manuals based on predefined scenarios and use cases
- Recordings of presentations explaining the functionality and design of the Personal Competence Manager
- Recordings of computer sessions demonstrating the work with the Personal Competence Manager

### **Time Schedule**

A major objective of our training in the Cycle 1 is to educate people how to use the first version of PCM. The following table gives an overview of the tasks related to our training plan, together with the dates when they are supposed to be fulfilled and responsibilities.

<b>Month</b>	<b>Task</b>	<b>Responsibility</b>
19	Training Workshop	OUNL, LOGICACMG, Univ. of Bolton
21	User Guide	LOGICACMG, OUNL, Sofia Univ.
22	Video	Univ. of Bolton, OUNL
22	Help System	OUNL, Univ. of Bolton, Sofia Univ.
22	Competence Network	LOGICACMG, OUNL, SURF, Sofia Univ.
23	Cheat Sheets	OUNL, LOGICACMG, Univ. of Bolton

We plan the following documents, events, and milestones related to these and later pilots:

<b>Label</b>	<b>Event/Document</b>	<b>Month</b>
	Internal Workshop for Researchers, Developers, and Pilot Users	19
<i>M9.4</i>	<i>Report on Internal Workshop for Researchers, Developers, and Pilot Users</i>	21
	Manuals and help files for PCM	22
<i>M9.5</i>	<i>Report on Training for cycle 1 Pilots</i>	26

## ***Templates***

### ***Training Summary***

<b>Nr</b>	<b>Competence Addressed</b>	<b>Audience</b>	<b>Title</b>	<b>Delivery Method</b>	<b>Trainers</b>

### ***Detailed Training Plan***

<b>Nr</b>	<b>Competence Addressed</b>	<b>Audience</b>	<b>Title</b>	<b>Learning Objectives</b>	<b>Outcome Level</b>	<b>Delivery Method</b>	<b>Agenda</b>	<b>Related Trainings</b>