WP2

D2.4: SEBCoVE collaboration platform

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101144027 — SEBCoVE — ERASMUS-EDU-2023-PEX-COVE

SEB CoVE
SMART ELECTRICITY FOR BUILDINGS

D2.4: ONLINE PLATFORM (DIGITAL FORMAT) TO OFFER COLLABORATION AMONG ALL REGIONAL COVES AT THE INTERNATIONAL LEVEL

SEB CoVE

SMART ELECTRICITY FOR BUILDINGS

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Table of Contents

SEBCOVE Digital Platform Design Document 3

1. Introduction ***..... 3***

2. Objectives ***..... 3***

3. Platform Architecture ***..... 3***

4. Functional Specifications ***..... 4***

5. Examples of Business Use Cases (BUCs) ***..... 5***

6. Design Considerations ***..... 11***

7. Deployment Timeline ***..... 11***

SEBCOVE Digital Platform Design Document

1. Introduction

The SEBCOVE digital platform is designed to foster collaboration, community building, and knowledge exchange among regional Vocational Excellence Hubs (COVEs) at the international level. It will serve as the primary access point for national practices, cross-country communication, and collaboration among stakeholders; VET providers, tertiary level institutions, and chamber of commerce. The platform will be hosted on the SEBCOVE project's website.

2. Objectives

- Create a collaborative platform to support the exchange of vocational excellence best practices.
- Build a community of trainers across Europe in the Smart Electricity in Buildings sector.
- Enable continuous professional development through collaborative tools and feedback mechanisms.

3. Platform Architecture

The platform will be built on a robust and secure open-source Content Management System (CMS), ensuring reliability, scalability, and flexibility for all user needs. A dedicated instance, expertly managed by ATERMON, will guarantee seamless operation and ongoing support.

The structure of the platform will encompass two primary areas:

- **Public Portal**: This section will serve as the gateway for all unregistered users, offering comprehensive and easily accessible information about the project. It will feature key details, updates, and resources to engage the broader public and foster awareness of the project's objectives and progress.
- **Collaboration Space**: Designed exclusively for registered users, this secure area will facilitate meaningful interactions and active participation among stakeholders. It will support discussions, networking opportunities, and knowledge-sharing activities, fostering a collaborative environment essential for the project's success.

4. Functional Specifications

4.1 User Profiles and Roles

- **User Metadata:** User profiles will contain metadata to support customizations and content recommendations. The metadata to be used for customization and content recommendations need to be defined based on actual use but the implementation will make provisions for allowing the use of such metadata. Users will be able to edit their information, such username, password, email.
- **Role-Based Permissions:** Users will have roles such as Viewer, Editor, Publisher, and Administrator to manage the publishing workflow. The publishing workflow will ensure the quality of the information made available through the portal.

4.2 Group Creation and Networking

- **Group Functionality:** Users can create groups for dedicated discussion threads and knowledge sharing.
- **Community Building:** Tools such as Opigno LMS will be integrated to facilitate networking through features like Opigno Social and Opigno Messaging plugins, enabling group discussions, forums, and seamless interaction between trainers and stakeholders

4.3 Content Authoring and Publication

- **Collaborative Authoring:** Users will be able to co-create content, such as best practices and event showcases.
- **Publishing Tools:** Integrated tools for creating and publishing content, including a WYSIWYG editor (e.g., CKEditor) along with social bookmarking and rating functionalities. The platform will handle SCORM-based content to ensure compatibility with existing e-learning systems, enabling easy transfer of learning materials.
- **Content Types:** Best practices, event listings, blogs will be supported.

4.4 Forums and Feedback Loops

- **Forums:** A forum feature for creating dedicated threads and discussions will be available, moderated based on user roles.

- **Feedback Mechanism:** The platform will implement a feedback loop to monitor training outcomes (Kirkpatrick Model, Levels 3 & 4). Behavioral and outcome-based questionnaires will be integrated to evaluate learning effectiveness (T4.4 Feedback Loop Mechanism).

4.5 Rating, and Social Bookmarking

- **Rating:** Users can rate content (e.g., best practices, articles) to identify valuable information.
- **Social Bookmarking:** Users will have the ability to bookmark and share content.

4.6 Event Management and Crowdsourcing

- **Event Listings:** The platform will support crowdsourcing event management, allowing users to showcase and manage upcoming events in the vocational excellence community.

4.7 Recommendations and Content Updates

- **Content Recommendations:** The platform will feature a content recommendation mechanism based on user profiles, helping users sharing similar profiles discover relevant resources based on their preferences and ratings.

5. Examples of Business Use Cases (BUCs)

1. **BUC 1: User Registration and Profile Management**

Description:

Users, including trainers, vocational experts, and other stakeholders, will be able to register on the platform and create profiles. The profiles will include user-specific situational and behavioural metadata, such as areas of expertise, interests, and professional background, which will enable personalized experiences on the platform.

Actors:

- Users (trainers, educators, industry professionals)
- Platform Administrator

Main Steps:

- Users register on the platform by providing basic personal and professional details.
- Platform verifies user credentials and sends a confirmation email.
- Upon confirmation, users gain access to the collaboration space.
- Users can update their profiles with additional information such as skills, experience, and areas of interest.

Outcome:

Registered users can build detailed profiles that will allow the platform to provide personalized recommendations, enable networking, and assign roles (e.g., Viewer, Editor, Administrator) to manage content workflows.

2. BUC 2: Community Building and Group Creation

Description:

The platform will support the creation of groups so that users can join or create groups to collaborate on shared topics and contribute to discussions.

Actors:

- Registered Users
- Group Administrator

Main Steps:

- Users can create new groups or join existing ones.
- Group creators assign roles (e.g., Moderator, Member) to other users within the group.
- Group members can collaborate on specific topics, participate in discussions, and share resources through the resource repository.

Outcome:

The platform fosters collaboration and networking by allowing users to form and participate in groups. This builds a community around shared vocational excellence practices across regions and sectors.

3. BUC 3: Collaborative Content Creation and Publishing

Description:

Users with appropriate permissions (e.g., Editors, Publishers) will collaboratively create, edit, and publish content such as best practices, event showcases, and reports on the platform.

Actors:

- Content Creators (Editors, Publishers)
- Platform Administrator

Main Steps:

- Content Creators propose new content (e.g., a best practice, article, or event).
- Editors review and provide feedback for content improvements.
- Once approved, the content is published for all users to view.
- Content can be rated, commented on, or bookmarked at platform level for personal use by other users.

Outcome:

Collaborative content creation will promote the sharing of knowledge and best practices within the SEBCOVE community. This content will also enhance cross-country collaboration.

4. BUC 4: Event Management and Crowdsourcing

Description:

The platform will enable users to propose and manage events related to vocational excellence, including training sessions, webinars, and conferences. The event management system will allow for crowdsourcing events from the community.

Actors:

- Event Organizers
- Registered Users

- Event Participants

Main Steps:

- Event organizers propose a new event on the platform.
- The event is reviewed and published by platform administrators.
- Users register for the event and can discuss event details in dedicated forums or groups.
- Post-event, participants can provide feedback and rate the event.

Outcome:

The event management feature helps build a dynamic schedule of vocational training and knowledge-sharing events across the SEBCOVE network.

5. BUC 5: Feedback and Evaluation Mechanism

Description:

The platform will implement a feedback loop mechanism based on Kirkpatrick model level 3 (Behaviour) and level 4 (Results) that allows users to provide input on training effectiveness. This mechanism will support continuous improvement by assessing behavioral and outcome-based changes.

Actors:

- Learners (course participants)
- Trainers
- Content Developers
- Platform Administrator

Main Steps:

- After completing a course (Level 3), learners receive a notification to provide feedback through an external questionnaire (e.g. GoogleForms, Microsoft Forms).
- Feedback is collected on the learners' ability to apply the skills gained from the

training.

- Quality assurance and evaluation partner TUV AUSTRIA compiles data and produces reports on training effectiveness
- 60 days post training completion (Level 4), another notification to provide feedback through an external questionnaire to evaluate the trainings' effectiveness when applied to real-life work instances.
- Quality assurance and evaluation partner TUV AUSTRIA compiles data and produces reports on training effectiveness

6. BUC 6: Content Rating, Voting, and Recommendations

Description:

Users will be able to rate content (e.g., best practices, articles, or events) to help identify the most useful content in their view. The system will also recommend relevant content based on user profiles.

Actors:

- Registered Users
- Content Creators

Main Steps:

- Users can rate published content and provide comments.
- The system aggregates ratings to showcase top-rated content.
- Content is recommended to users based on their profile metadata (e.g., interests, roles, region).

Outcome:

Content recommendations and ratings ensure that users discover the most relevant and valuable information while fostering community engagement.

7. BUC 7: Forum and Discussion Management

Description:

The platform will include a forum feature where users can create and participate in

discussions on topics related to vocational excellence and training best practices.

Actors:

- Registered Users
- Forum Moderators

Main Steps:

- Users can create new forum threads on relevant topics.
- Forum moderators oversee discussions and enforce community guidelines.
- Users participate in the discussion by posting replies and sharing insights.
- Discussions can be referenced in other parts of the platform, such as in content creation or group work.

Outcome:

The forum feature provides a structured space for ongoing discussion, knowledge exchange, and problem-solving among SEBCOVE users (T2.5).

8. BUC 8: Learning Progress Monitoring and Certification

Description:

The platform will allow trainers to track the learning progress of course participants and issue certifications upon course completion.

Actors:

- Trainers
- Learners
- Platform Administrator

Main Steps:

- Trainers monitor learners' progress through their interactions with the platform (e.g., quizzes, content completion).
- The platform generates progress reports and certificates for learners who complete the required modules.

- Learners can access their certificates and share them on their profiles.

Outcome:

The certification feature promotes user engagement by offering tangible recognition for learning achievements. It also helps trainers identify areas for improvement in course delivery.

6. Design Considerations

6.1 Visual Design

- The design will follow the branding guidelines provided by the dissemination leader, including the project logo and consistent use of the SEBCoVE brand across the platform.
- The user interface will be responsive, ensuring a seamless experience across devices.

6.2 Accessibility

- The platform will adhere to web accessibility standards (WCAG 2.1- Level A) to ensure inclusivity for all users, including those with disabilities.

6.3 Multilingual Support

- The platform will initially be in English, but additional languages can be added later depending on project needs(T4.6 Animated videos).

7. Deployment Timeline

- **T0 (Kick-off):** Deployment of a secure and open CMS instance, setting up the project domain(T2.5).
- **T0 + 10 days:** Basic portal setup for public pages.
- **T0 + 15 days:** Development of Business Use Cases (BUCs) to define portal functionalities(SEBCOVE notes).
- **T0 + 60 days:** Main portal functionalities ready for testing.
- **T0 + 90 days:** Feedback mechanism and community features are fully functional

GERMANY

GREECE

ITALY

NETHERLANDS

NORTH MACEDONIA

PORTUGAL

SPAIN

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