



Intellectual Output 02

Design and development of the FlexiTour Course – Train the Adults

Project number: 2019-1-SK01-KA204-060777

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FLEXI-TOUR

Flexible up-skilling pathways for professionals in the field of tourism

Project number: 2019-1-SK01-KA204-060777

Intellectual Output O2

Course pilot testing - Train the Adults

Summary Report

October, 2021



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INTRODUCTION

The present Summary Report is part of the European project “FLEXI-TOUR: Flexible up-skilling pathways for professionals in the field of tourism” (2019-1-SK01-KA204-060777), which is a KA2 project in the field of adult education, co-funded by the Erasmus+ programme. More concretely, this report is subject to activity #A5 of IO2-Design and development of the FlexiTour Course, which foresees the Pilot Testing of the output and has been drafted by all partners, under the guidance of Institute of Entrepreneurship Development (IED).

The purpose of the pilot testing was to present a sample of the developed materials of IO2 to each participating nation, and gather feedback on the following aspects:

- importance of information
- utility of learning methodology
- attractiveness of design

The pilot testing was conducted in 4 different countries (Slovakia, Greece, Spain, Italy) and involved a total of 110 participants. These participants comprised of:

- Workers in the field of tourism -regional and local tourism organizations,
- Public sector workers working partly on the tourism agenda –municipal employees
- Private sector -entrepreneurs in the field of tourism
- Students in the field of tourism

The idea was to develop a project that is build with and for the target groups, paying great attention on their involvement. For this reason, all partners put their best efforts to realize both high quality materials as well as piloting sessions in order to introduce the project to the public in the best possible way.



Course Description

FlexiTour aims to promote flexible up-skilling pathways for professionals in the tourism sector with the aim to reduce the existent skills and competences gap. By using their extensive experience, the members of the consortium, identified the skills needed to competitively tackle the demands of today's consumers in order to provide the learners with an appealing & Interactive training programme that combines the use of technology with flexible learning environments.

At the end of this course adult educators, trainers and providers (participating organizations) will be able to transfer skills and appropriate techniques to manage innovative, creative and dynamic trainings and adult learners (tourism professionals etc.) will acquire new knowledge and up-skilling pathways to be more updated and competitive.

By using digitalized contents, the course becomes open and available to anyone that is interested in acquiring knowledge and practical skills for tourism promotion, an asset that makes it a great tool in digital learning environments.

Objectives

The main objectives of the course are:

- Improve and extend the supply of a high quality learning environment, tailored to the needs of individual low-skilled or low-qualified adults.
- Identify the skills needed to competitively tackle the demands of today's consumers.
- Extend and develop the competences of educators and other personnel who support adult learners.
- Networking capacities between private and public partnerships, the use of technology in education and training and their practical application in daily life.



- Provide learners with an appealing & interactive training programme that will combine the use of technology with flexible learning environments.

1. PILOT IMPLEMENTATION

- **Organizers:** Klaster regionálneho rozvoja, CENTRO SUPERIOR DEFORMACION EUROPA SUR, INSTITUTE OF ENTREPRENEURSHIPDEVELOPMENT, Città Metropolitana di Catania, parkPARK, s.r.o
- **Country:** Slovakia, Spain, Greece, Italy
- **Date:** June-July 2021
- **Number of participants:** 110
- **Profile of participants:** professionals/ students in the field of tourism, public sector workers/ municipal employees, private sector - entrepreneurs in the field of tourism



1.1. Participants' Profile

A total of 111 people participated to the pilot testing in 4 partner countries:

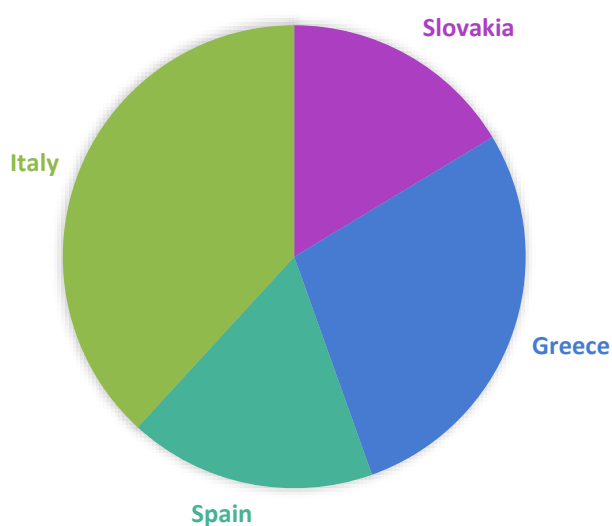
Slovakia: 18 participants

Greece: 31 participants

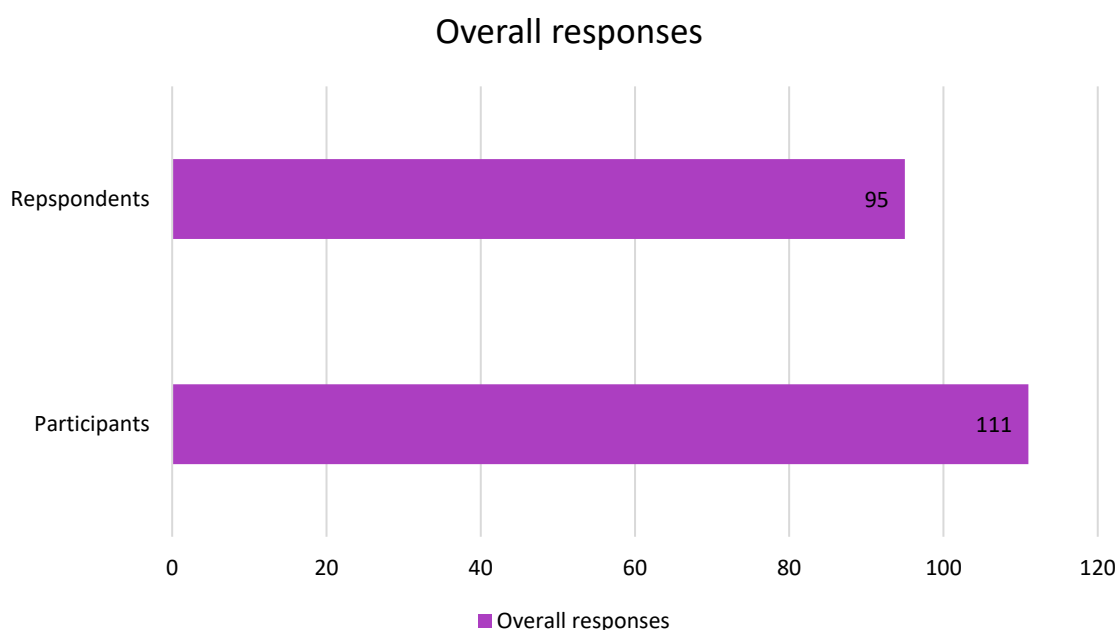
Spain: 19 participants

Italy: 43 participants

PARTICIPANTS' COUNTRY OF ORIGIN



From these 111 participants, the 95 filled in the Evaluation Forms and provided us with their feedback.



1.2. Methodology

The pilot testing was implemented by all partners during the months June and July, 2021. Due to the disparate pandemic restrictions in each country, partners conducted their pilot sessions in different ways: online, face-to-face

In the pilot session, the modules, developed in the context of IO2, were presented by trainers, who had previously attended the “Train the trainers” session and thus held great knowledge on the subject.

In order to gather precise and coherent data, a common questionnaire was prepared by the Output leader and was distributed by all partners to their participants, either in digital or printed form.

By performing the abovementioned actions, partners were able to collect a total of 95 answers. Each partner produced a national report in English language summarizing the key interview results, including comments and suggestions, so that IED could analyze the data and deliver this consolidated report.

Areas covered in the questionnaire:

Satisfaction	Overall, how satisfied were you with the Toolkit?
Interest	Were the training contents of your interest?
	Were the contents interesting and motivating ?
Effectiveness	Do you feel better informed on the various aspects related to tourism promotion?
	Did the course supported you in strengthening your knowledge, competences and skills needed i in the tourism industry?
	Do you now better understand the benefits of the digital tools?
Usability	Were the contents clearly understandable?
	Was the course practical and/or easy to apply?
	The pilot session was well-organized and well-structured

Pilot Organization	<i>The overall atmosphere was pleasant during the pilot session</i>
	<i>How would you rate the quality of the instructor?</i>
Transferability	<i>Would you recommend the Toolkit to others?</i>

2. NATIONAL DATA

2.1. Slovakia

The piloting session organized in the framework of Flexitour project was held face-to-face on July 27th, 2021, with the participation of 18 adults, out of which 10 completed the evaluation questionnaire. The total duration of the training event was approximately 3 hours. The professionals who attended the training sessions were a mix between professionals working in the public sphere (Municipalities and Microregion 11+) and freelance professionals working in the field of local tourism. The course was focused on the presentation of Module 1 of the Flexitour Course - Branding Strategies for Tourism Promotion and showed participants concrete tools to promote their organisation/business through digital means.

The course was delivered by three trainers, who previously participated in the Train the Trainer session. Two trainers participated on behalf of Klaster Regionálneho Rozvoja and one on behalf of ParkPark. Some introduction was made on the project in general and the various contents of module 1 but we have emphasized hands-on learning by doing methodology with a concrete example of local promotion through the creation of a Point of Interest (POIs).

First, the trainers explained how POIs work in theory. The POIs can promote whatever: an attraction, an event, a cultural and or heritage, a business (restaurant, local producer) or a municipality. In a later stage, participants

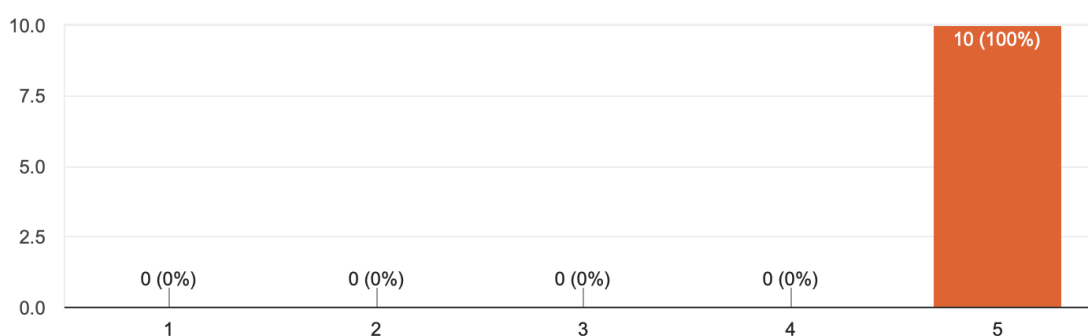
were asked to think about a point of interest and produce one themselves. The production of the POI does not include only a nice picture but also a clear and attractive description. Finally, each participant was requested to present the POI in front of the other, followed by a discussion about digitalization in general.

Satisfaction

Overall, how satisfied were you with the course?

Do akej miery ste spokojný s kurzom FlexiTour?

10 responses

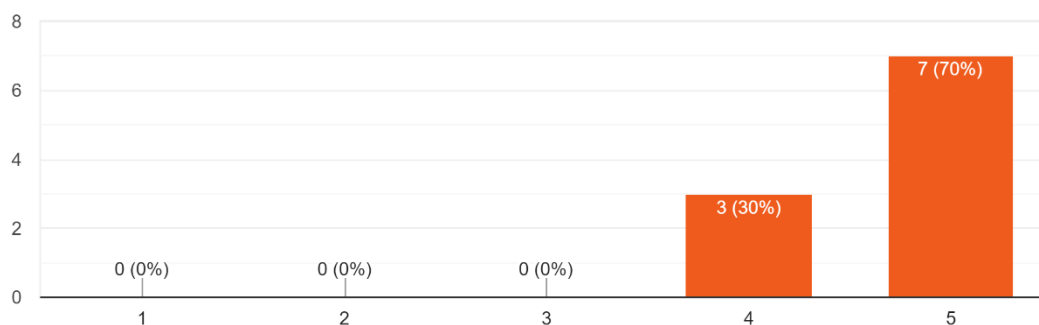


Interest

Contents were interesting and motivating

Obsah je zaujímavý a motivujúci

10 responses

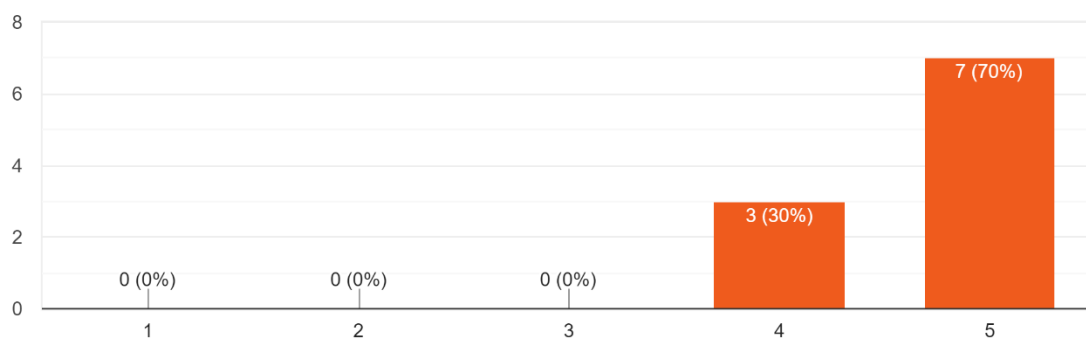


Effectiveness

I feel now better informed on various aspects related to tourism promotion

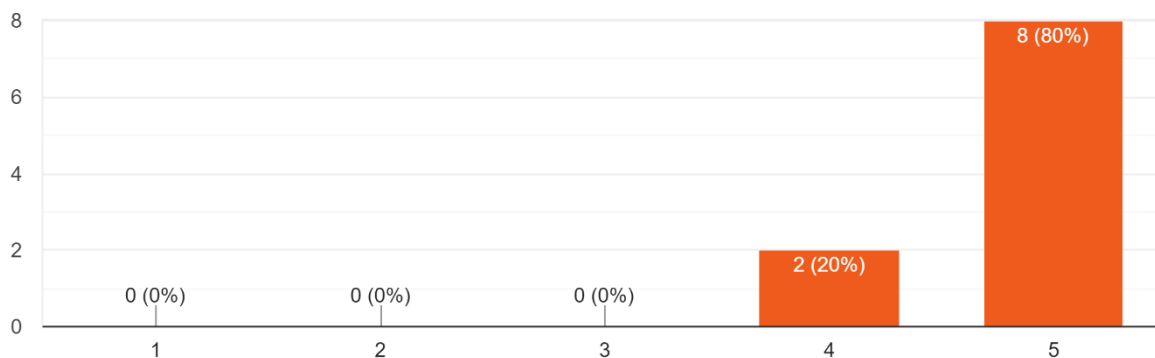
Získali ste nové vedomosti o propagácii cestovného ruchu?

10 responses



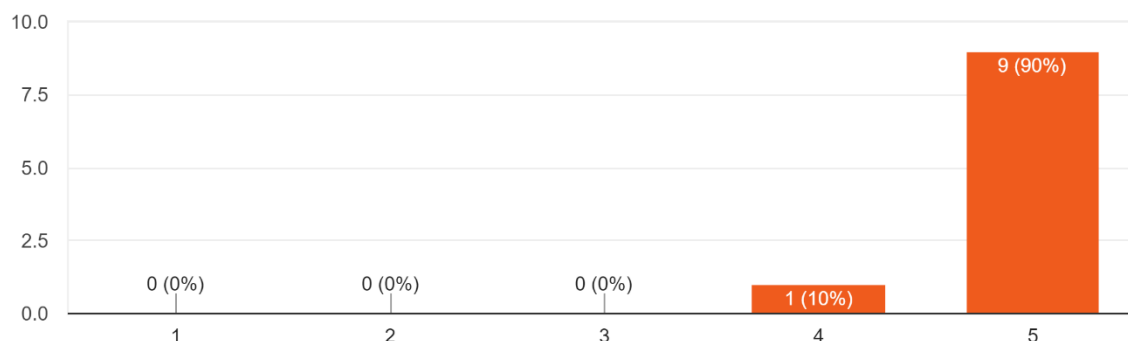
Lepšie chápem výhody digitálnych nástrojov v cestovnom ruchu

10 responses



This training strengthened my knowledge, skills and competencies in the field of tourism

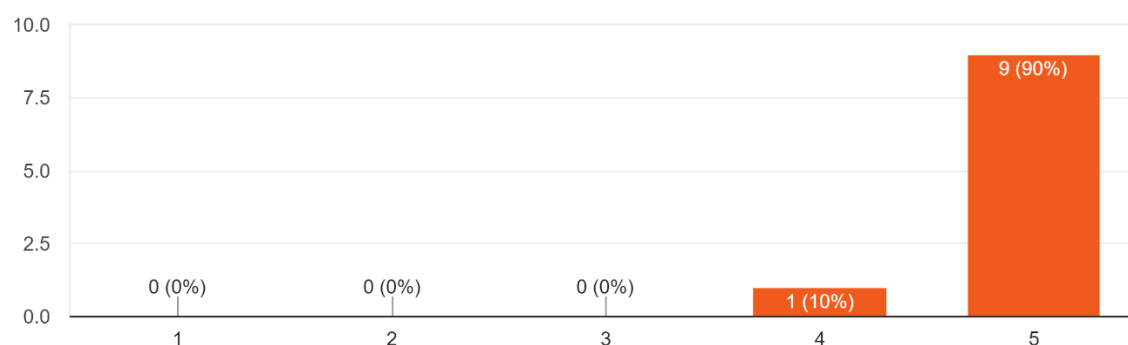
Toto školenie posilnilo moje vedomosti, zručnosti a kompetencie v oblasti cestovného ruchu
10 responses



Usability

Contents were clearly understandable

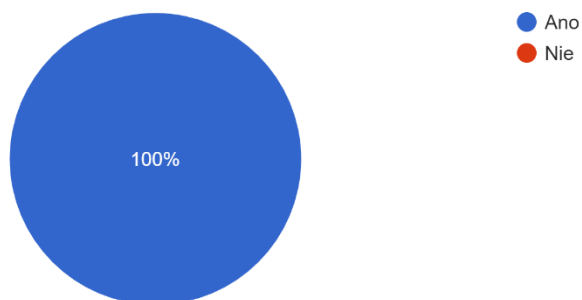
Obsah bol ľahko a jasne pochopiteľný
10 responses



Was the course practical and/or easy to apply?

Považujete školenie za praktické a ľahko uplatniteľné?

10 responses

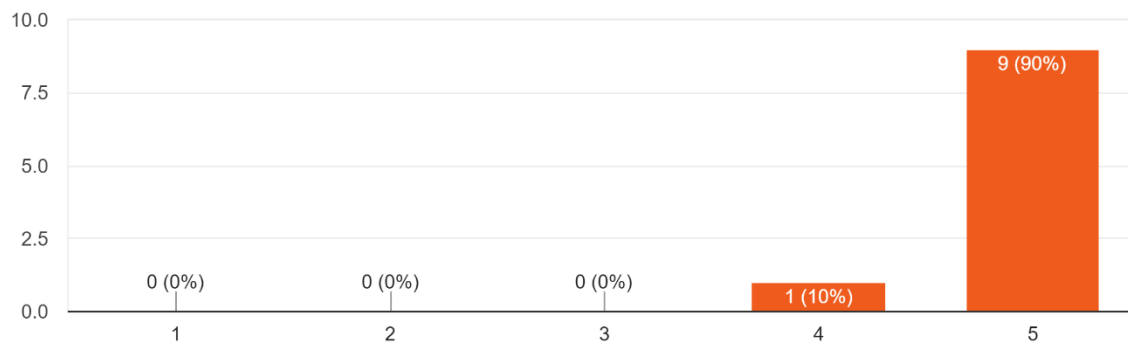


Pilot Organization

The pilot session was well-organized and well-structured

Kurz bol dobre zorganizovaný a štruktúrovaný

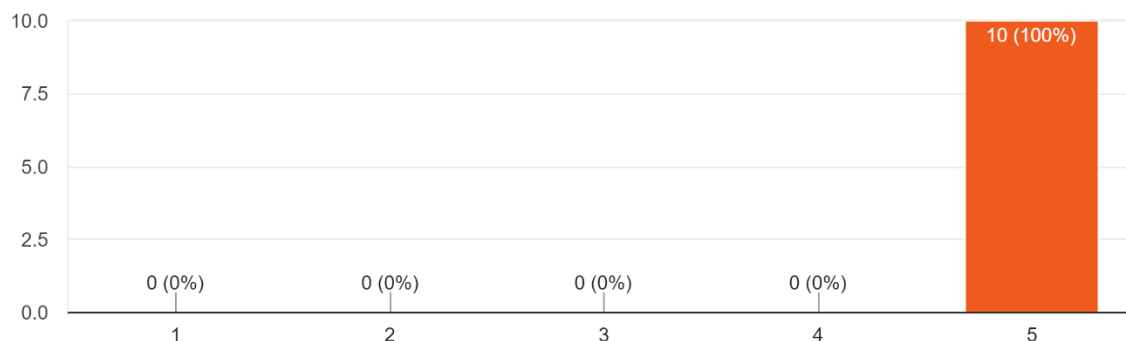
10 responses



Overall atmosphere was pleasant

Atmósfera na školení bola

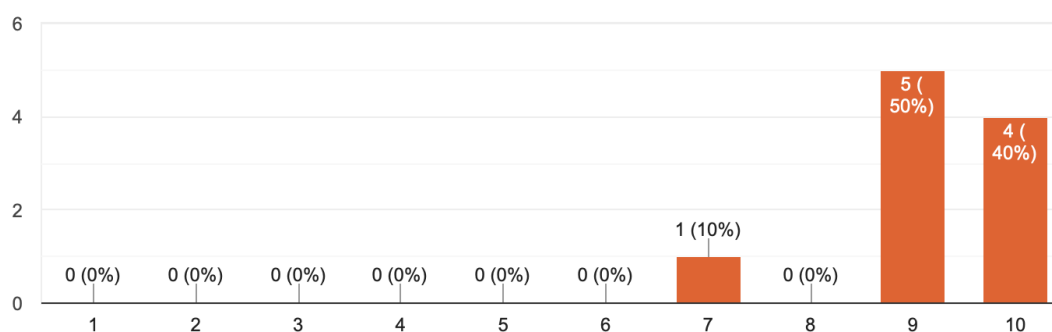
10 responses



How would you rate the quality of the instructor?

Ako by ste ohodnotili trénera? (1 najmenej, 10 najviac)

10 responses

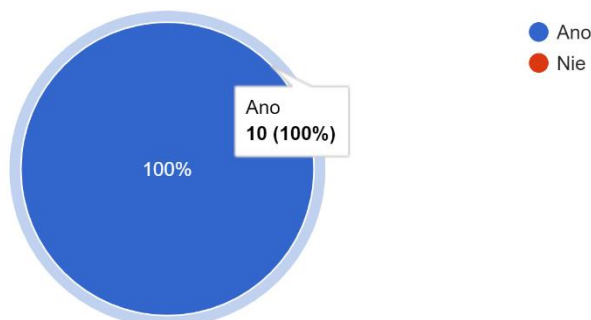


Transferability

Would you recommend the training to colleagues?

Odporučili by ste školenie iným?

10 responses



Conclusions and recommendations

In general terms, feedback was positive, and participants were motivated enough to engage in the practical exercises during the hands-on workshops. We would like to highlight the following main outcomes:

- Good feedback to the module contents – participants found them very interesting!
- Face2Face sessions are by far more engaging than online sessions. Participants were happy to socialize and exchange impressions with their peers.
- The highly practical nature of the exercises was welcomed by all. Participants liked the learning by doing modality.
- The short and visual aspects were attractive.
- Certificates of attendance are a must on occasions like this one.

2.2. Greece

Within the framework of the Flexi Tour program, the Course for Up-Skilling pathways for professionals in the field of tourism was held online, on 30/06/2021 with the participation of 31 people. It lasted a total of three hours, as planned. The training session addressed to professionals who work in the field of tourism, aiming to help them adapt in the new working environment imposed by COVID-19 and the rapid pace of technological change. The course was focused on various aspects related to the promotion of tourism, providing a clear understanding on the benefits of digital tools and enhancing the knowledge, skills and abilities of participants in the tourism industry.

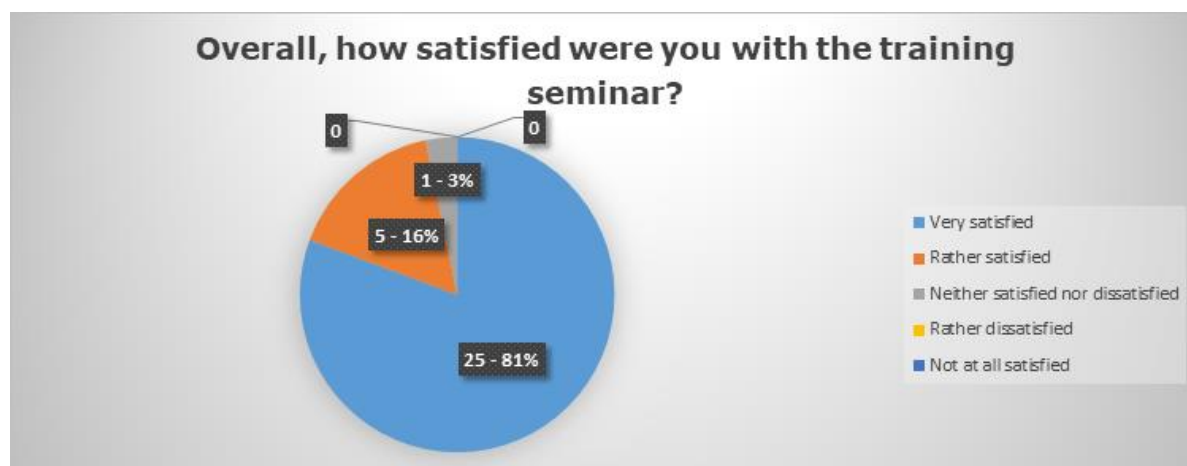
The course was realized by two trainers, who had previously attended the "Train the trainers" session and thus held great knowledge on the subject. The trainers provided a wide view on the current situation in the tourism sector and presented various alternatives and opportunities that tourism professionals can grasp and evolve. By utilizing the materials produced in the context of IO2, the trainers used several formats to depict information such as presentations, infographics, and videos. Besides the theoretical part, the course was highly interactive, encouraging participation through quizzes, polls and annotation tools.

The means used to carry out this Course but also for its promotion and data collection during and after its completion were: iED networking channels, Microsoft Teams - virtual meeting, Google Forms, Slido and Outgrow. All The media used were digital as it was a fully online Course.



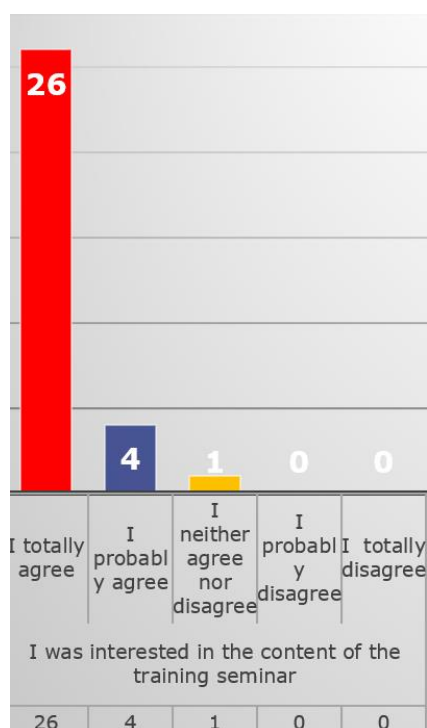
Satisfaction

Overall, how satisfied were you with the course?



Interest

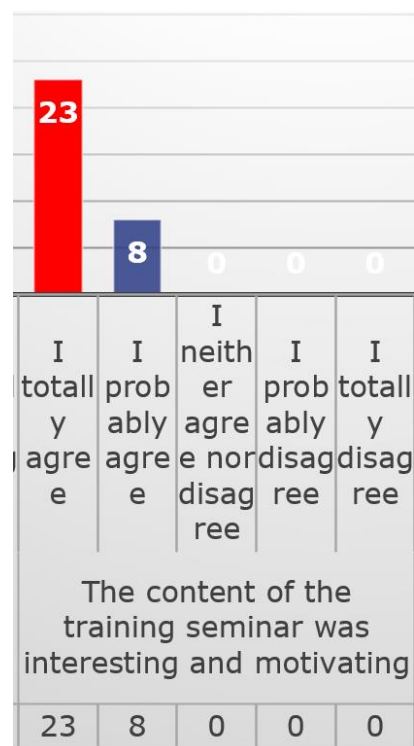
Were the training contents of your interest?



26 (84%) participants stated that they “totally agree” and thus they were interested in the content of the training seminar, 4 (13%) stated that they “probably agree” and only 1 (3%) participant stated that he/she “neither agree nor disagree”, but no respondent (0%) answered negative.

Were the contents interesting and motivating?

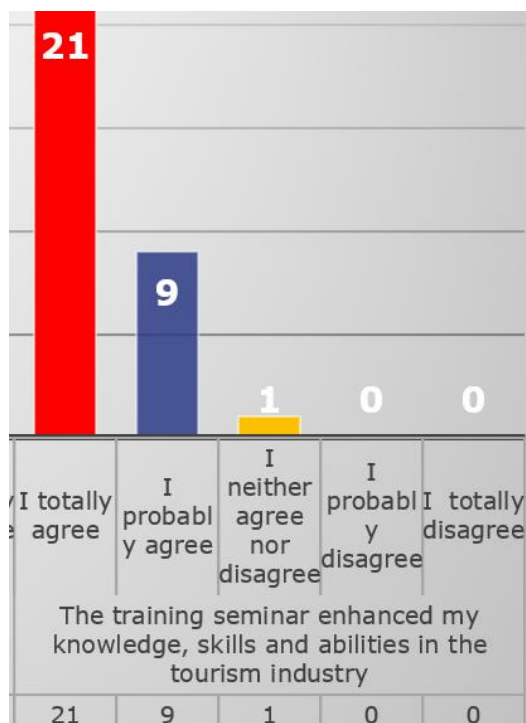
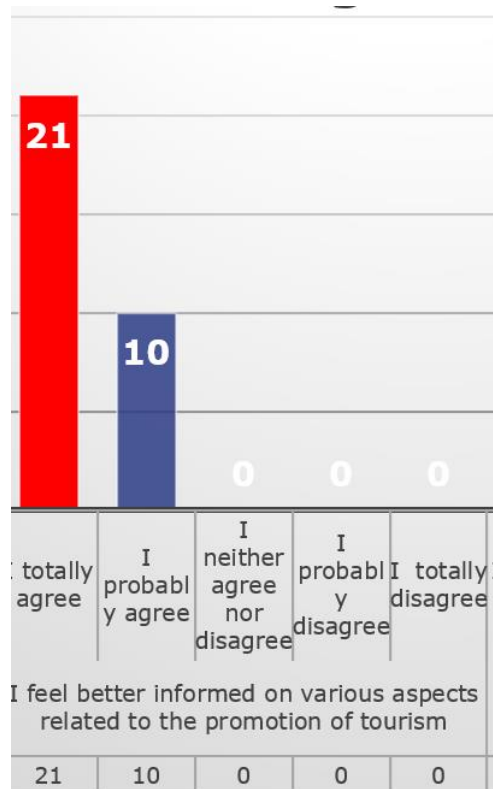
23 (74%) participants stated that they “totally agree” and thus the content of the training seminar was interesting and motivating to them, 8 (26%) stated that they “probably agree” and 0 (0%) participant stated that he/she “neither agree nor disagree” or answered negative.



Effectiveness

Do you feel better informed on the various aspects related to tourism promotion?

21 (68%) participants stated that they “totally agree” and thus they feel better informed on various aspects related to the promotion of tourism, 10 (32%) stated that they “probably agree” and 0 (0%) participant stated that he/she “neither agree nor disagree” or answered negative.



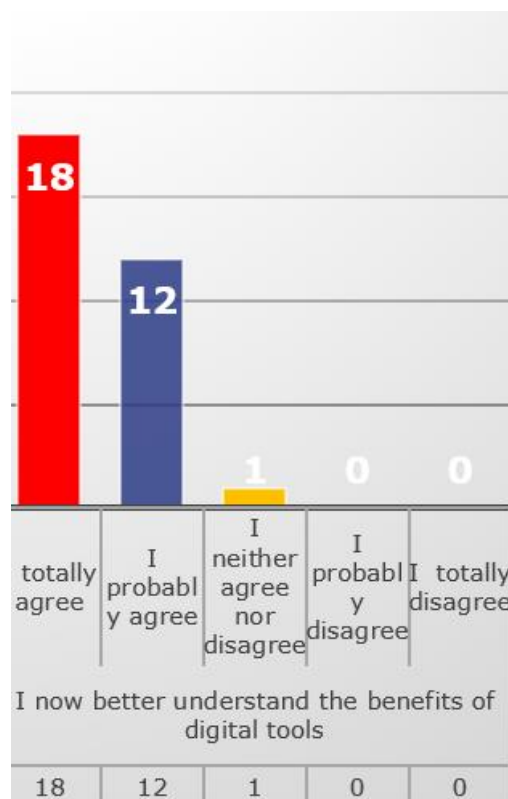
Did the course supported you in strengthening your knowledge, competences and skills needed i in the tourism industry?

21 (68%) participants stated that they “totally agree” and thus the training seminar enhanced their knowledge, skills and abilities in the tourism industry, 9 (29%) stated that they “probably agree” and only 1 (3%)

participant stated that he/she “neither agree nor disagree”, but no respondent (0%) answered negative.

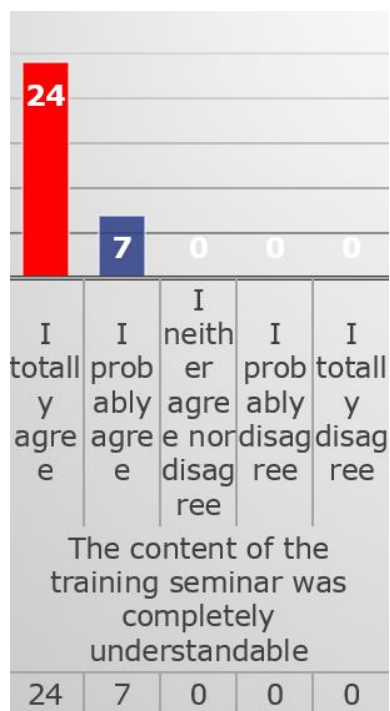
Do you now better understand the benefits of the digital tools?

18 (58%) participants stated that they “totally agree” and thus they now better understand the benefits of digital tools, 12 (39%) stated that they “probably agree” and only 1 (3%) participant stated that he/she “neither agree nor disagree”, but no respondent (0%) answered negative.



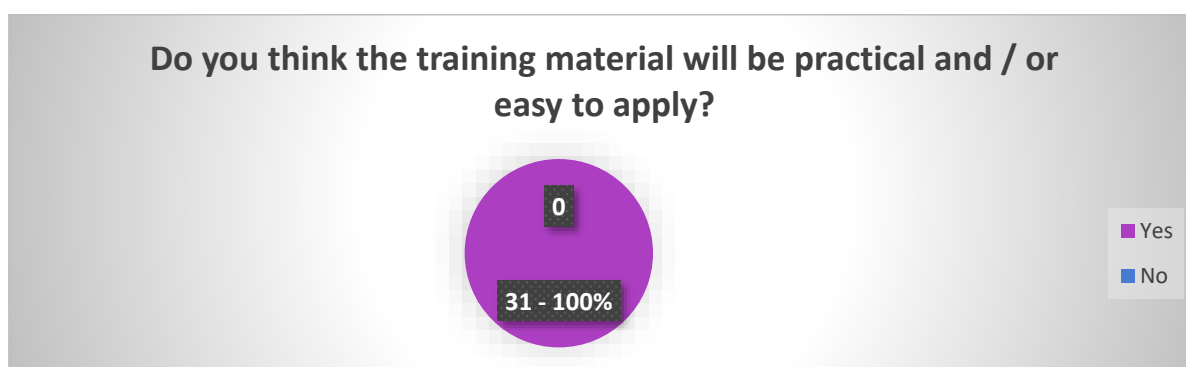
Usability

Were the contents clearly understandable?



24 (77%) participants stated that they “totally agree” and thus they completely understood the content of the training seminar, 7 (23%) stated that they “probably agree” and 0 (0%) participant stated that he/she “neither agree nor disagree” or answered negative.

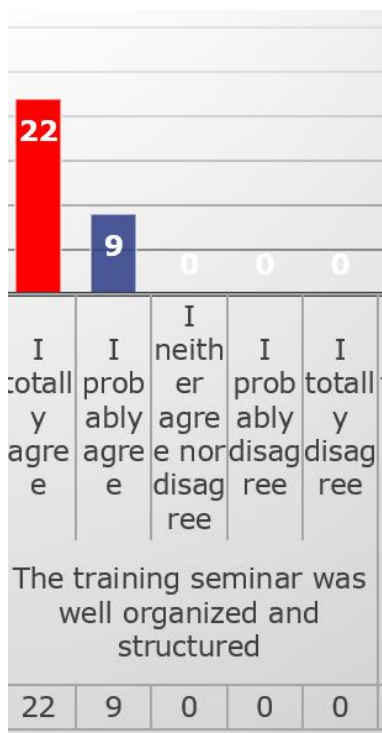
Was the course practical and/or easy to apply?



All the participants declared that the training material will be practical and easy to apply. Out of the 31 responders, 31 (100%) said “YES”, while no negative responses were noted in this question.

Pilot Organization

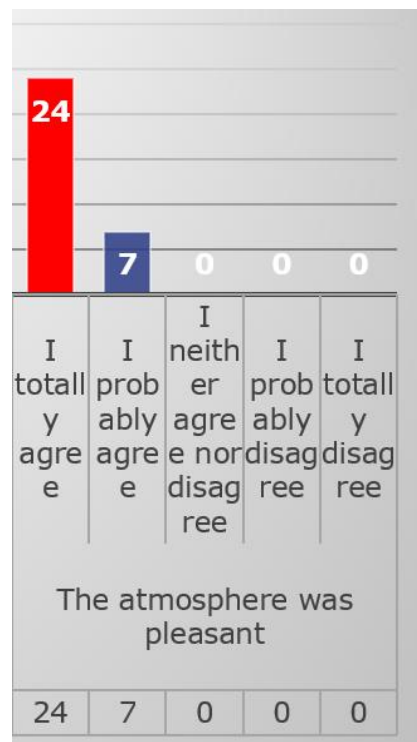
The pilot session was well-organized and well-structured



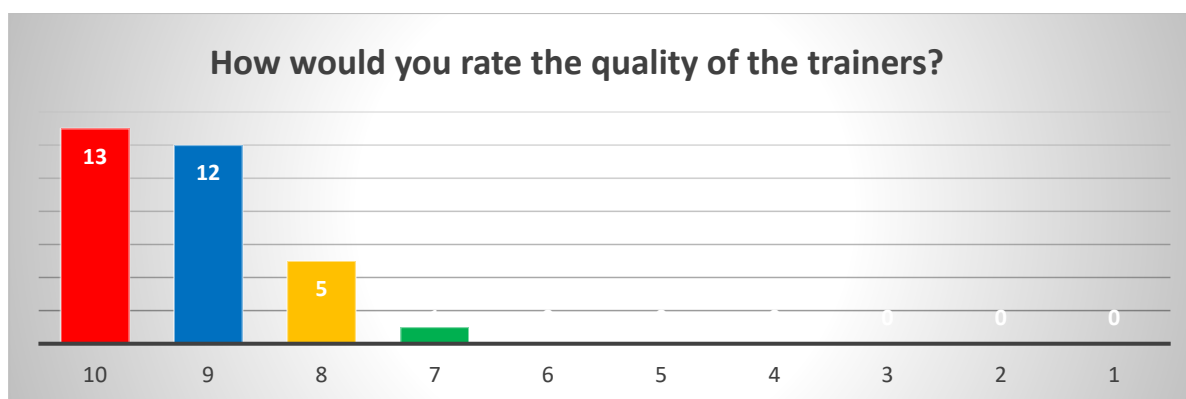
22 (71%) participants stated that they “totally agree” and thus the training seminar was well organized and structured, 9 (29%) stated that they “probably agree” and 0 (0%) participant stated that he/she “neither agree nor disagree” or answered negative.

The overall atmosphere was pleasant during the pilot session

24 (77%) participants stated that they “totally agree” and thus the atmosphere was pleasant, 7 (23%) stated that they “probably agree” and 0 (0%) participant stated that he/she “neither agree nor disagree” or answered negative.



How would you rate the quality of the instructor?

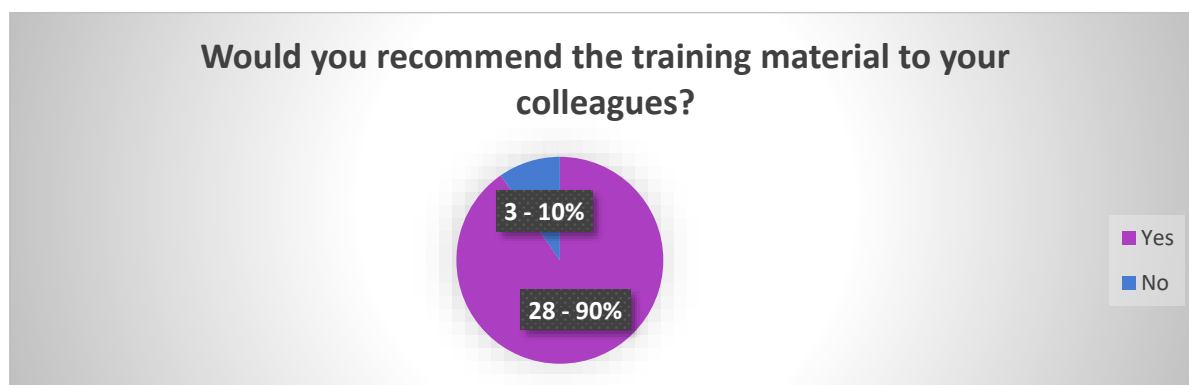


The vast majority of the participants rated very high the quality of the trainers. Out of the 31 responders, 13 (42%) rated their quality with 10 out of 10, while 12 (39%) rated their quality with 9 out of 10, 5 (16%) with 8 out of 10 and 1 (3%)

rated their quality with 7 out of 10. There were no dissatisfied participants concerning the quality of the trainers.

Transferability

Would you recommend the training material to your colleagues?



The vast majority of the participants would recommend the training material to their colleagues. Out of the 31 responders, 28 (90%) declared "Yes" and only 3 (10%) declared "No".

Conclusions and recommendations

Here are some of the answers given by the respondents to the open-ended question "What would you suggest for the further improvement of the educational material?".

- EVERYTHING WAS GREAT
- Face to face skills workshops
- I would not suggest anything for the further improvement of the educational material, because it has covered me
- Send it to us so that we can have it as our basis
- NOTHING ELSE
- There should not be enough time gaps for the trainees to answer the polls that are made because it was a waste of time
- I DON'T THINK YOU NEED SOMETHING ELSE

- Nothing, the training material was complete!
- Very interactive training thank you
- There would be more interaction if it were face to face
- Further analysis of how to implement good practices
- EVERYTHING WAS REALLY GOOD
- You do not need anything else

These answers formed the basis of our conclusions and our thoughts for further improvement. In general, analyzing the answers of the participants, we can say with certainty that the seminar largely achieved its goals, both intellectual and practical.

We would like to dwell more on the comments regarding the way the seminar was conducted (online / face to face) as we believe that most of the suggestions were directly or indirectly related to it. For example, many participants asked for face to face workshops. However, even though we would also like to have a physical presence in order to enhance the interaction of training, it was difficult due to the pandemic situation.

Taking into consideration all of the above, from the feedback we received we concluded that we will try to maintain a high level of trainers and the training and if possible we will include face to face meetings, workshops and complete trainings, accompanying the theoretical part of the educational material with practical examples and good practices.

2.3. Italy

Italy provide for training based on **Module 3** and the target audience has been **officials and volunteers who work in the "pro loco"**, local entities supporting local public bodies (mainly medium-small municipalities) that deal with tourism development.

Contents

- *Cultural heritage and sustainable tourism : the key concepts*
 Overview of the topics illustrated in the slides with interaction for any clarifications,
 insights, etc



- *The fundamental steps for the preparation of the enhancement cultural heritage plan*

The basic principles and the different parts of the plan illustrated and discussed in terms of contents and processing methods on the basis of a standard plan

- *Italian /local best practices*
Illustration of some best practices for the enhancement of cultural heritage carried out in the area: two testimonials
- *Simulation of the plan drafting**
Guided exercise on the elaboration of a synthetic draft of an enhancement plan

**participants , divided into working groups, were invited to elaborate a more detailed and reasoned plan , referred to homogeneous local territory. The papers will be delivered in September 2021*

Day/Place of testing

- ✓ The session was held online through the **Gotomeeting platform from 3:00 p.m. to 6:00 p.m. on July 19, 2021.**
- ✓ The **access link** to the meeting was:
<https://global.gotomeeting.com/join/758952685>

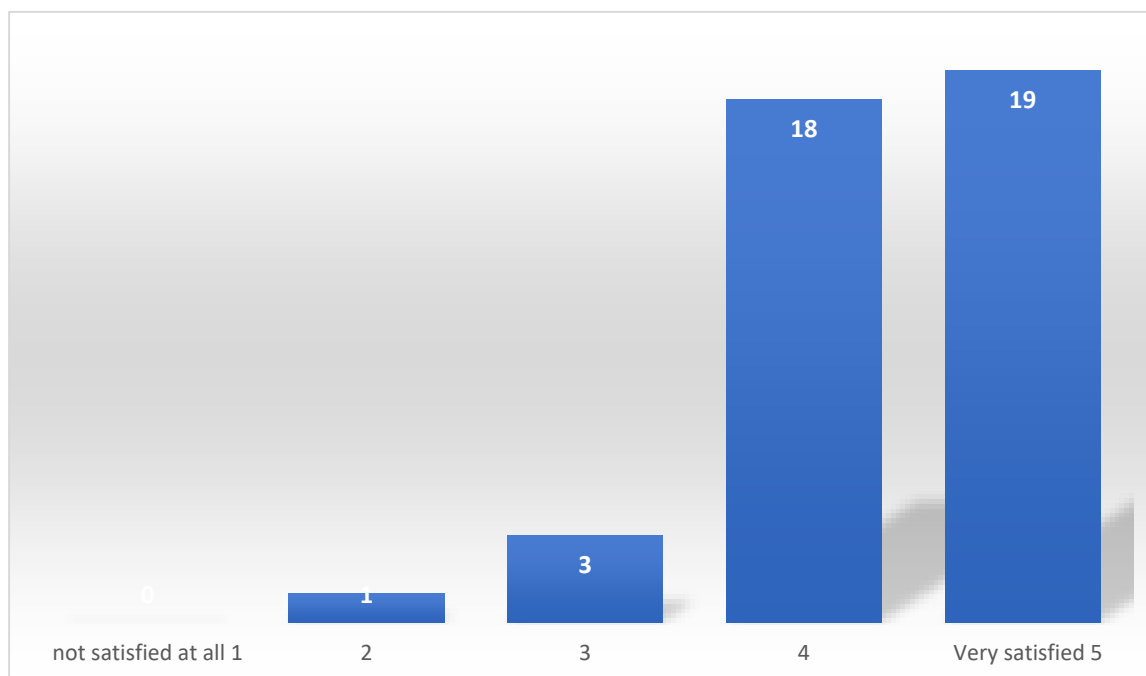
The number of **participants** to the session were **43** units

The methodology used to evaluate the success of the course has been the evaluation questionnaire. The data has been collected online through Google Form platform.'



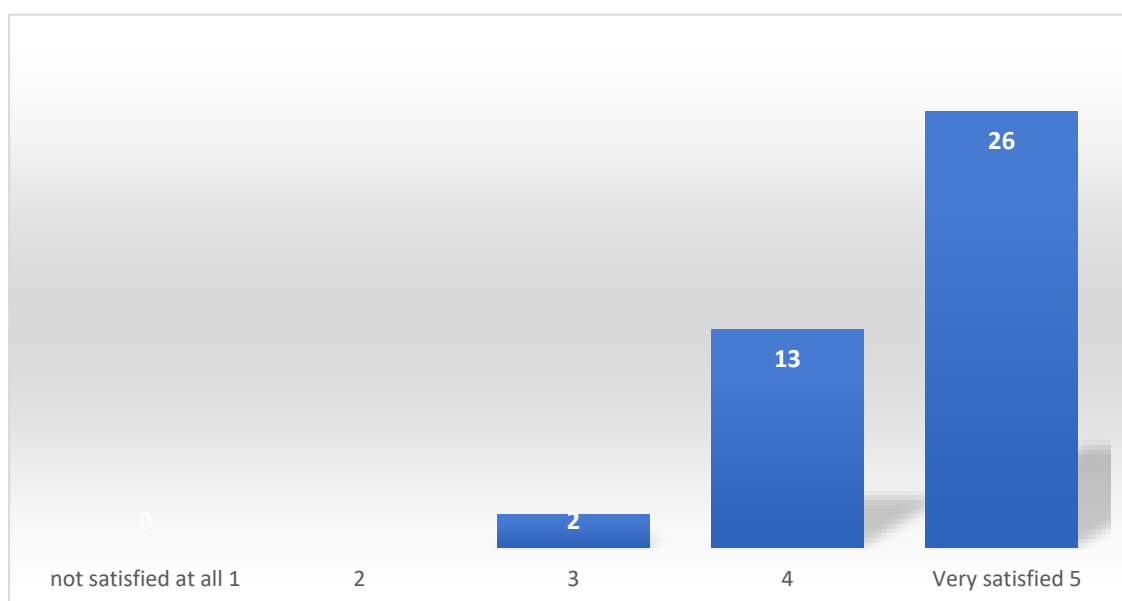
Satisfaction

Overall, how satisfied were you with the course?

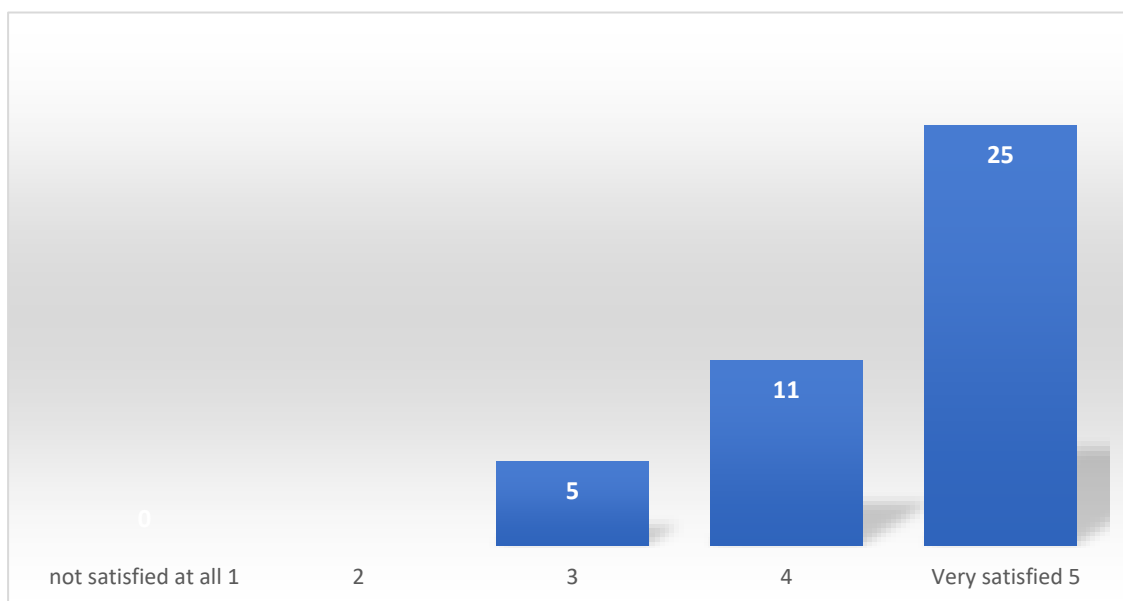


Interest

Were the training contents contents of your interest?

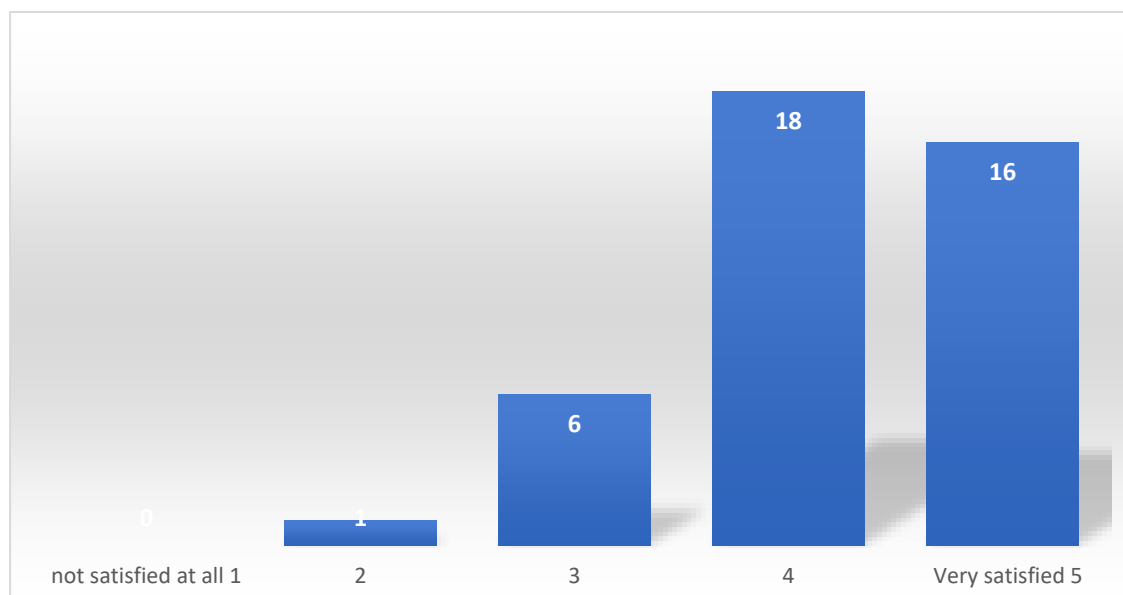


Were the contents interesting and motivating ?

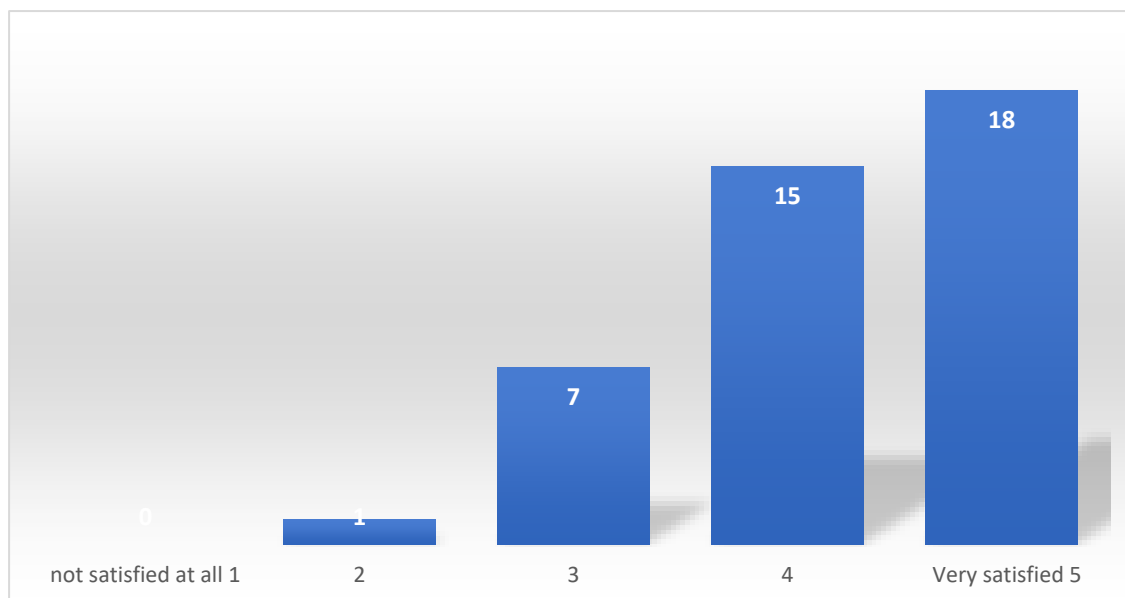


Effectiveness

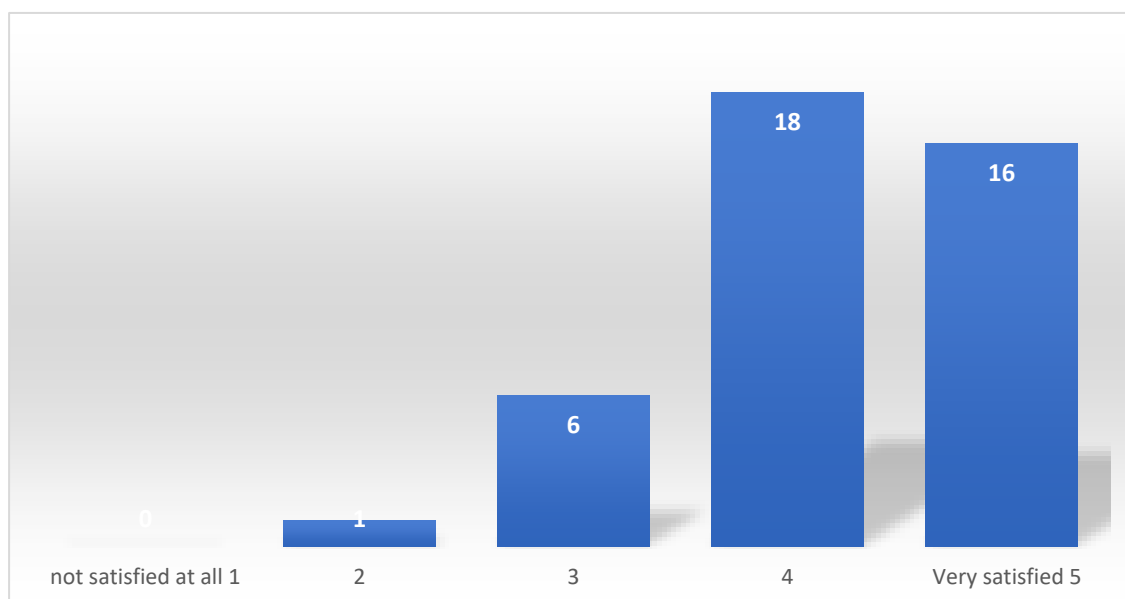
Do you feel better informed on the various aspects related to tourism promotion?



Did the course supported you in strengthening your knowledge, competences and skills needed i in the tourism industry?

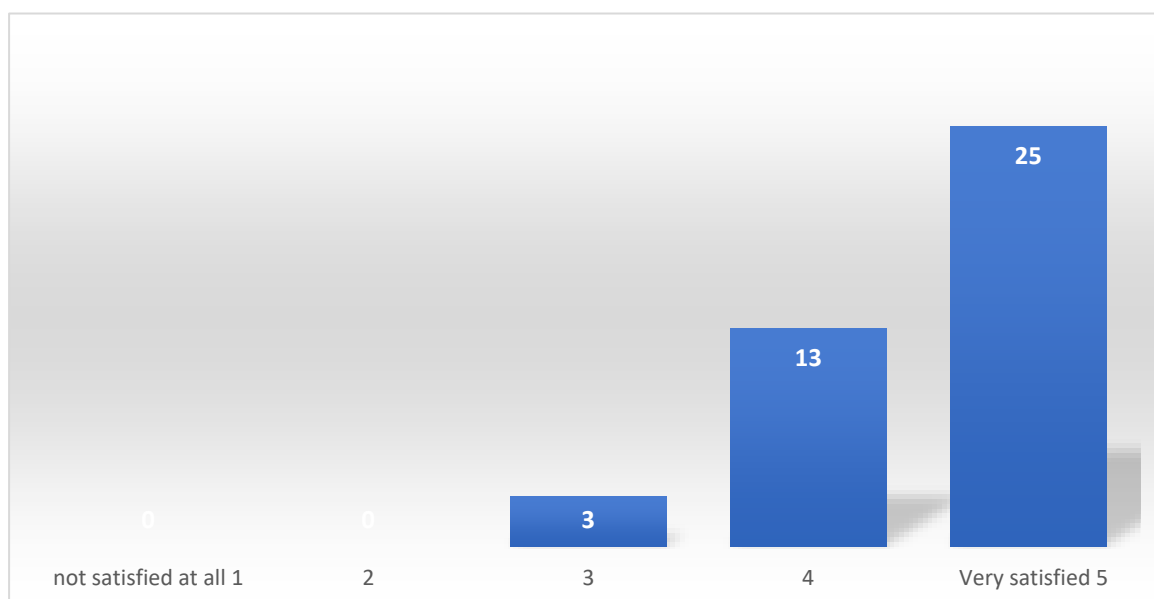


Do you now better understand the benefits of the digital tools?

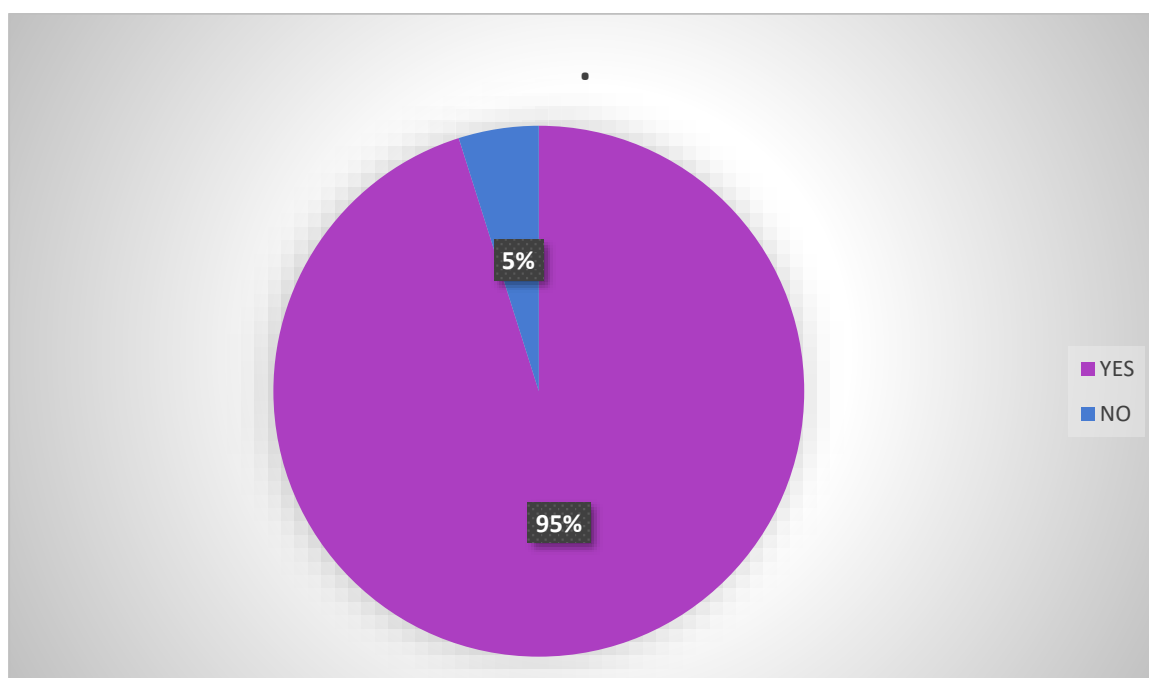


Usability

Were the contents clearly understandable?

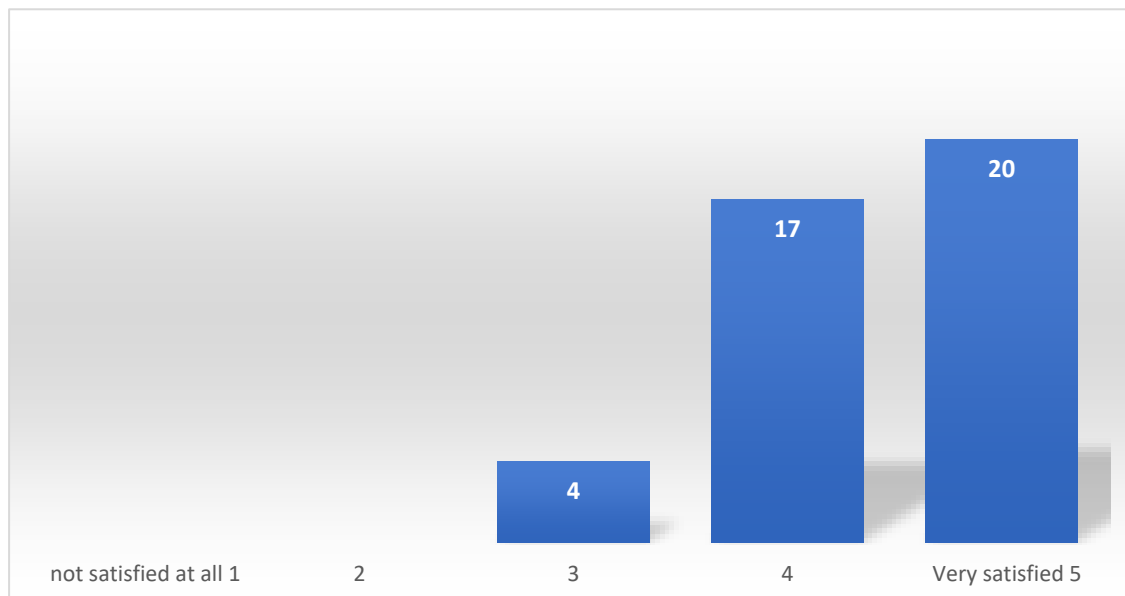


Was the course practical and/or easy to apply?

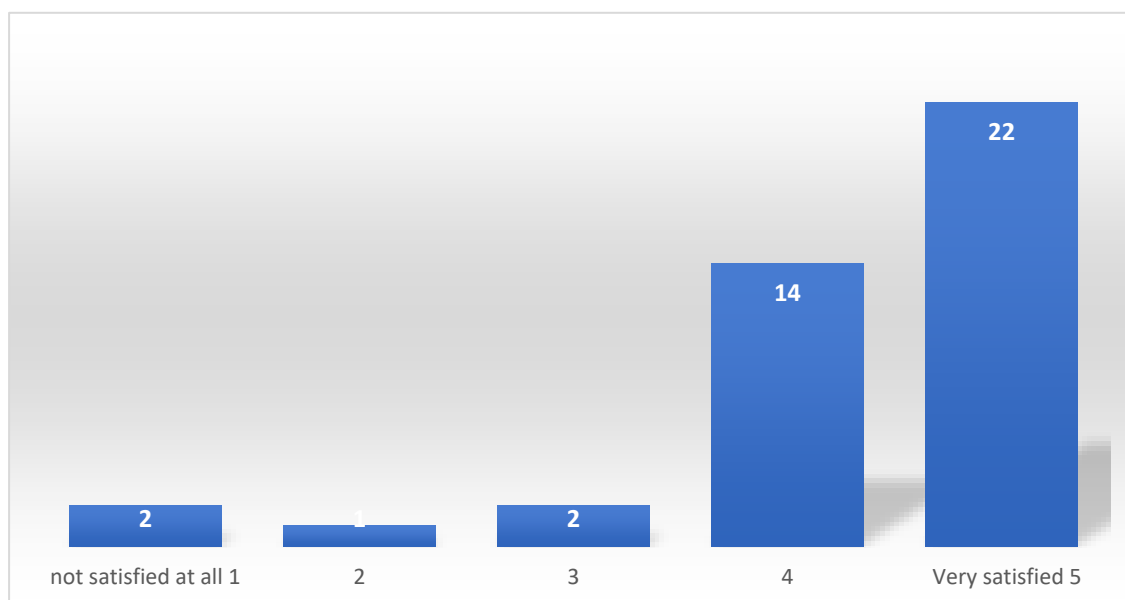


Pilot Organization

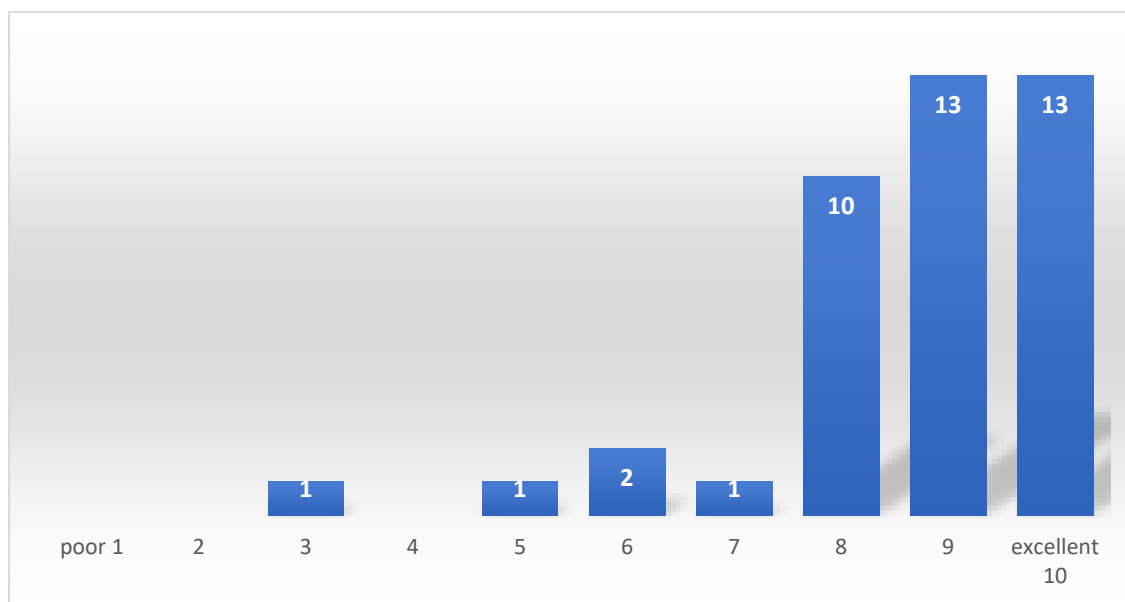
The pilot session was well-organized and well-structured



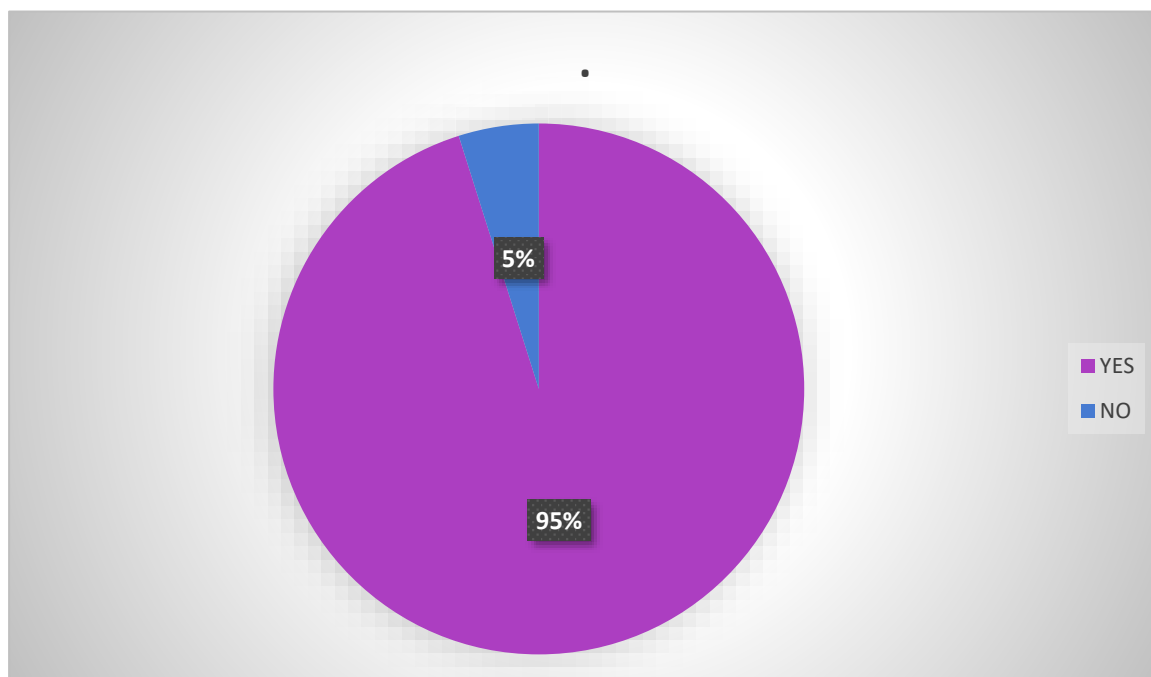
The overall atmosphere was pleasant during the pilot session



How would you rate the quality of the instructor?



Transferability



Conclusions and recommendations

The recruitment of the participants has been done through the Sicilian Association of PRO LOCO, local entities supporting local public bodies (mainly medium-small municipalities) that deal with tourism development. The purpose was that they could also participate in the session held on July 19th July 2020

A total of **43 people** ended up attending the training.

The response rate to the online questionnaire has been 95,3% from people who were following the session : 41 participants on a total of 43

This data is a very high figure and therefore it is a high percentage of participation.

The most notable thing about the graphs is a great general satisfaction with the course and the learning obtained from it : more than 90% on share 4/5 !

Moreover :

- ❖ More than 80% of those surveyed always answered the questions posed with the highest score.
- ❖ 95% of participants agree with the convenience of the materials prepared for the session
- ❖ 92,7% of participants find the contents easy to apply and 95% of the participants would recommend the course to others colleagues.
- ❖ 87,8 % of participants find the trainers of high quality

2.4. Spain

Day/Place of testing:

- ✓ The session was held online through the Teams platform from 5:00 p.m. to 8:00 p.m. on June 22, 2021.
- ✓ The access link to the meeting was:



https://teams.microsoft.com/dl/launcher/launcher.html?url=%2F%20%2Fmeetup-join%2F19%3Ameeting_Yzl4NzllMzg1NjdhOC00MmM0LWE3NDMtNGRhNTEzMDNiYWZl%40thre%20ad.v2%2F0%3Fcontext%3D%257b%2522Tid%2522%253a%2522e177e8d-e276-4922-ace9-f66627fbaee0%2522%252c%2522Oid%2522%253a%2522eadd521b-5a5d-4028-a3fb-b6bd14e1a642%2522%257d%26anon%3Dtrue&type=meetup-join&deeplinkId=a0672ada-d3e5-4b99-a32c-ef710a4575bd&directDl=true&msLaunch=true&enableMobilePage=true&suppressPrompt=true

✓ The number of assistants to the session were 19 people.

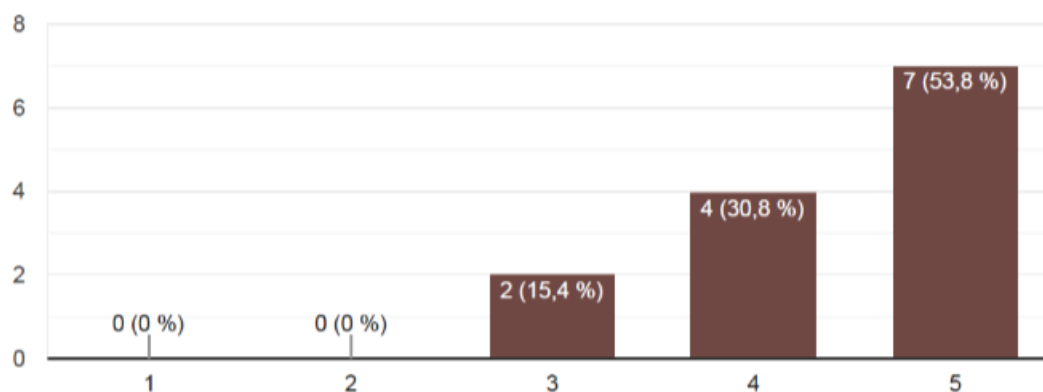
The course began with an 'ice breaker' activity with the participants presentations. It continued with a brief explanation of the Flexitour projec: aims, and parnerts.

Satisfaction

Overall, how satisfied were you with the course?

¿Cuál es tu grado de satisfacción general con esta actividad del proyecto FlexiTour?

13 respuestas



Interest

Were the training contents of your interest?

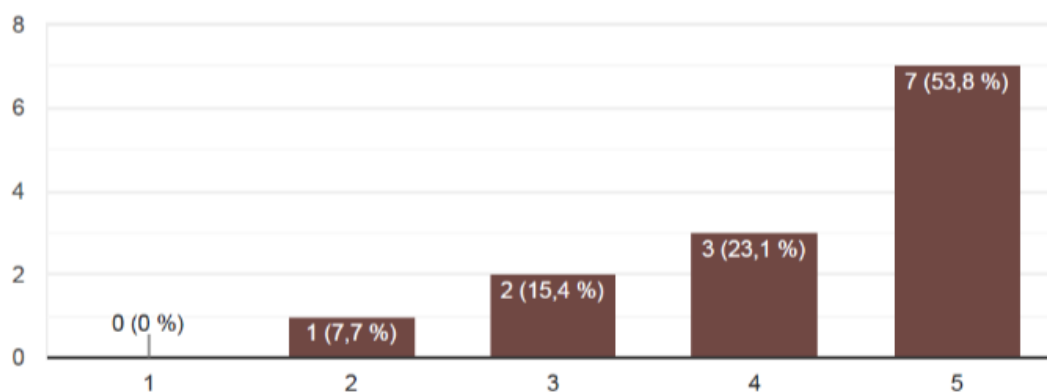


Erasmus+



El contenido de la formación me ha resultado interesante

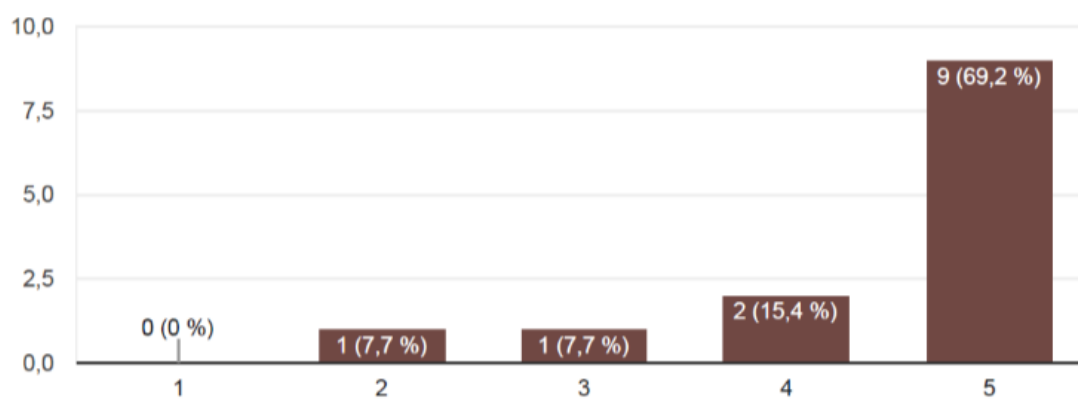
13 respuestas



Were the contents interesting and motivating ?

Los contenidos son interesantes y motivadores

13 respuestas

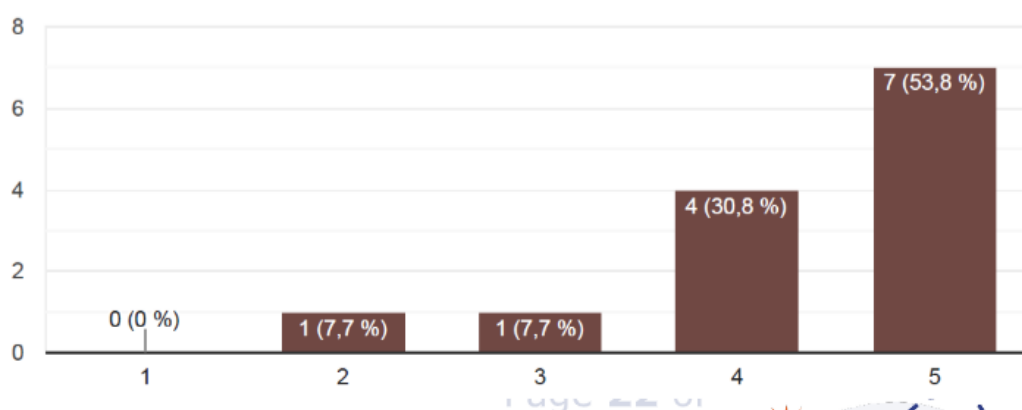


Effectiveness

Do you feel better informed on the various aspects related to tourism promotion?

Considero que estoy mejor formado en aspectos relacionados con la promoción del turismo

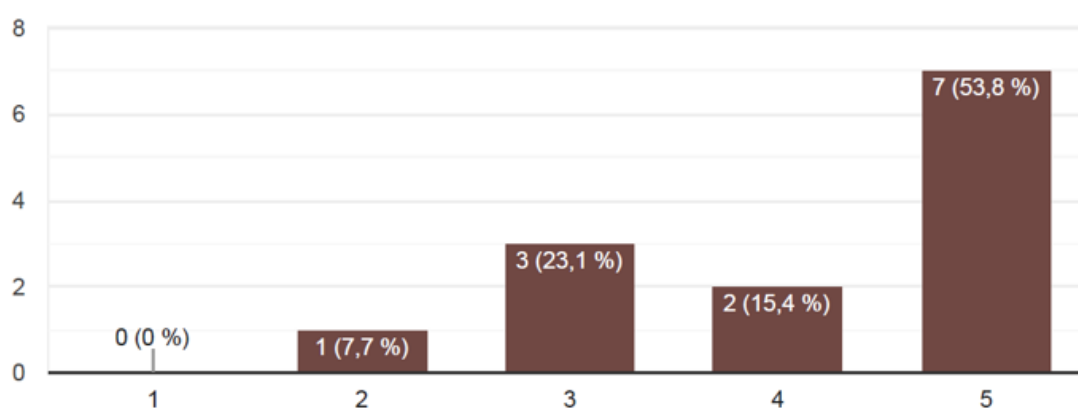
13 respuestas



Did the course supported you in strengthening your knowledge, competences and skills needed i in the tourism industry?

Esta formación ha fortalecido mis conocimientos, habilidades y competencias en la industria del turismo

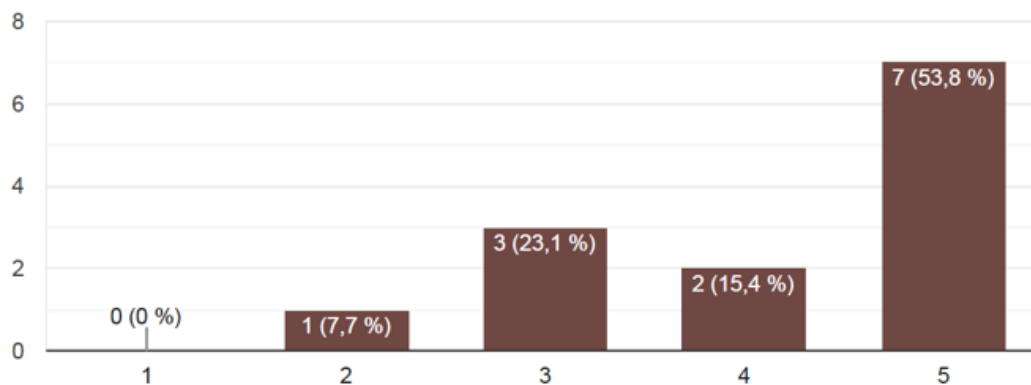
13 respuestas



Do you now better understand the benefits of the digital tools?

Comprendo mejor los beneficios de las herramientas digitales para el Turismo

13 respuestas

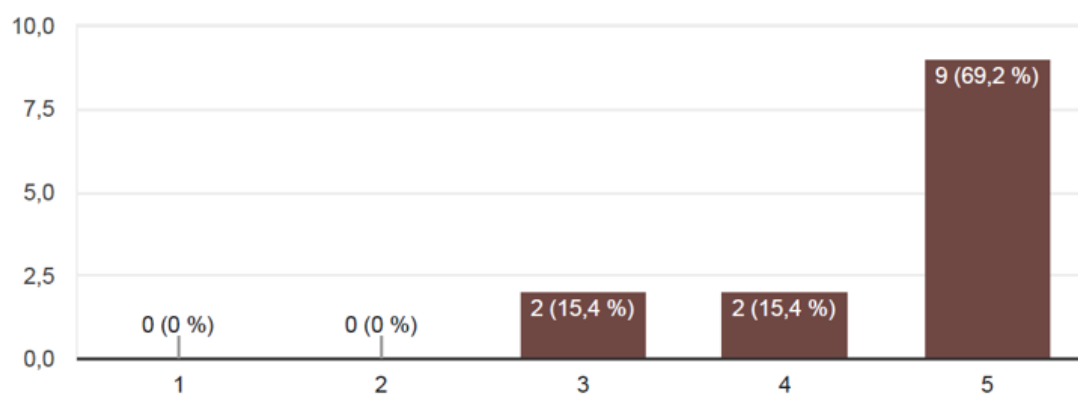


Usability

Were the contents clearly understandable?

Los contenidos se entienden de manera fácil y clara

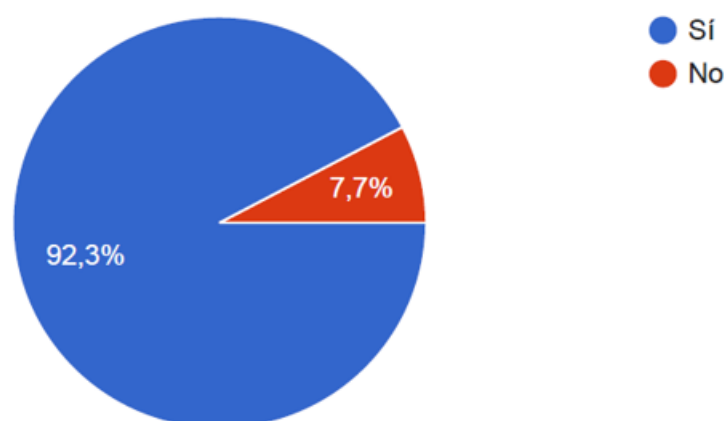
13 respuestas



Was the course practical and/or easy to apply?

¿Consideras que la formación es práctica y fácil de aplicar?

13 respuestas

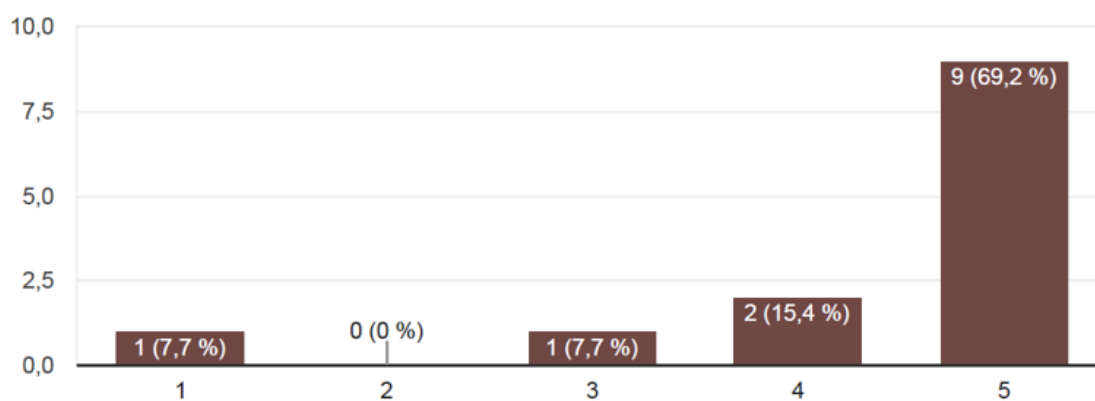


Pilot Organization

The pilot session was well-organized and well-structured

La formación ha estado bien organizada y estructurada

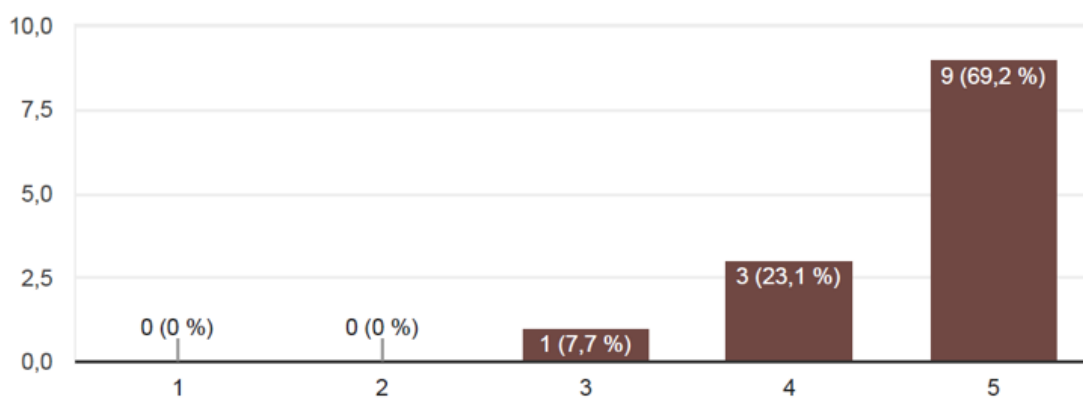
13 respuestas



The overall atmosphere was pleasant during the pilot session

La atmósfera del webinar ha sido agradable

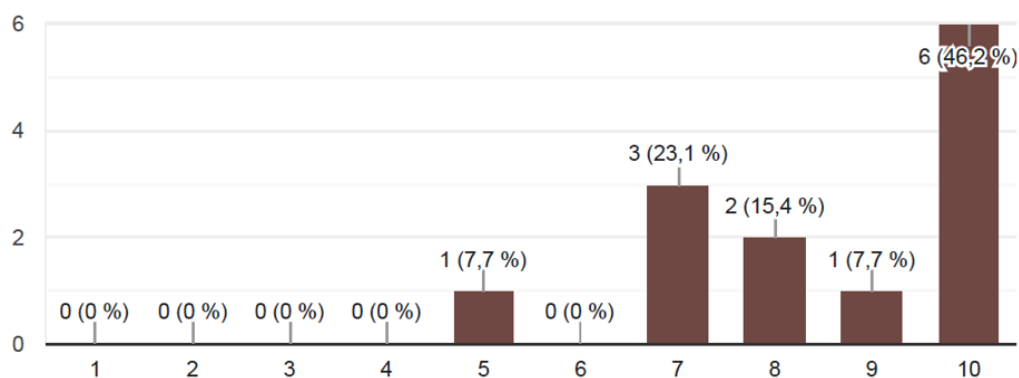
13 respuestas



How would you rate the quality of the instructor?

¿Cómo evaluarías la calidad de la formadora?

13 respuestas

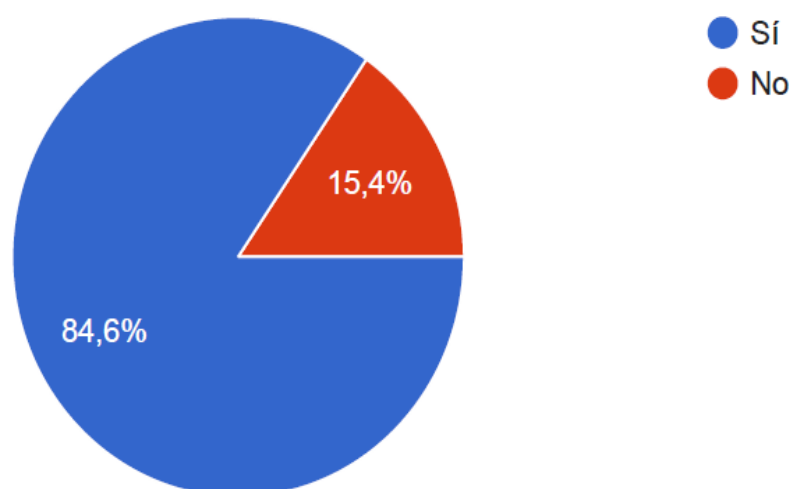


Transferability

Would you recommend the course to your colleagues?

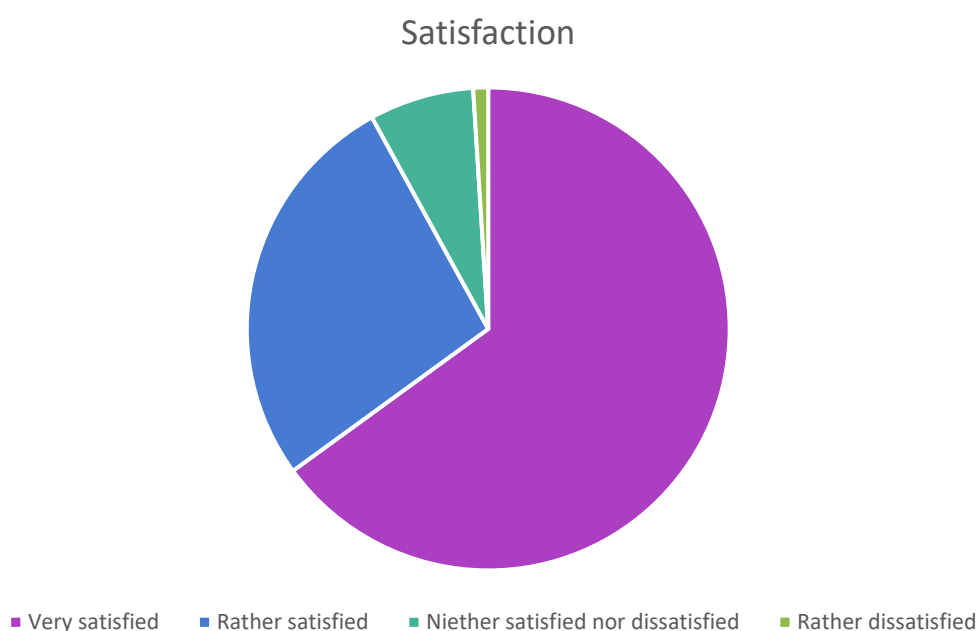
¿Recomendarías esta formación a otros compañeros?

13 respuestas



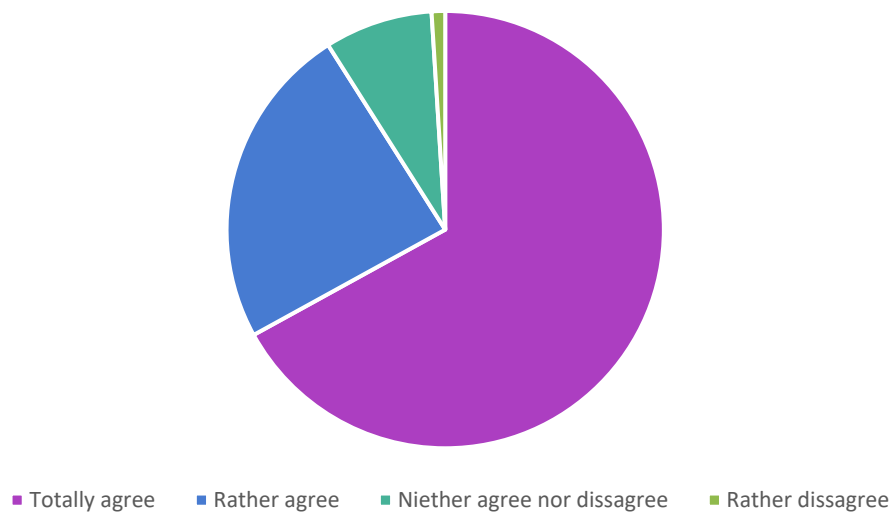
OVERALL RESULTS

Overall, the gathered feedback was very positive. During the pilot tests, most of the participants showed great interest towards the project and the Course. Throughout the session, participants paid high attention to the presentations and actively engaged in the process by asking questions, sharing comments and even discussing with each other about the presented topics and the training needs. The satisfaction rate was high, with the majority being very or rather satisfied with the course.



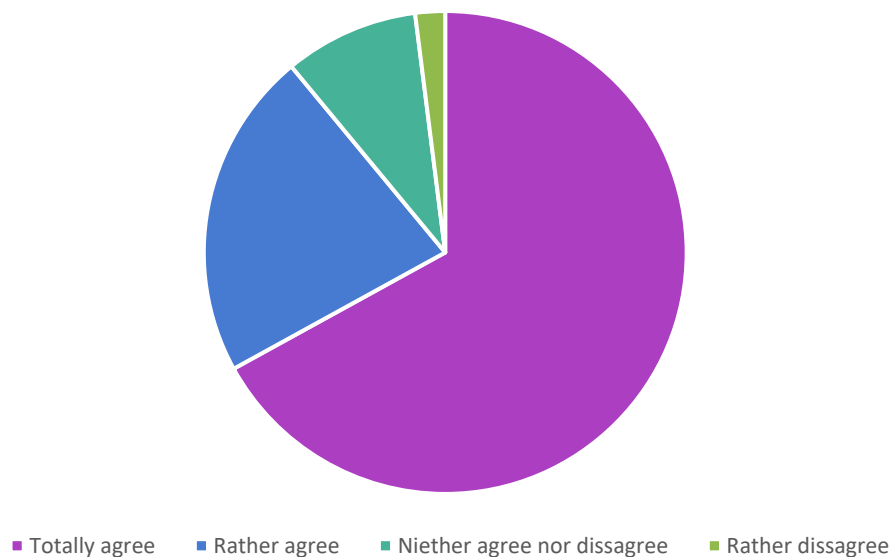
The majority of the participants expressed their great interest on the course contents, with more than half of the respondents (67%) strongly agreeing with the statement "*The contents were of my interest*". A 24% were also positive - Agree, while 8% stated that they "neither agree nor disagree" and onl 2% stated that they rather disagree.

Were the training contents contents of your interest?



Furthermore, all of the participants indicated that the “contents were interesting and motivating”, with 67% “Fully agreeing” with this statement and 22% “Rather agreeing”. Only a 9% stated that they “Neither agree nor disagree” and a 2% that they rather disagree.

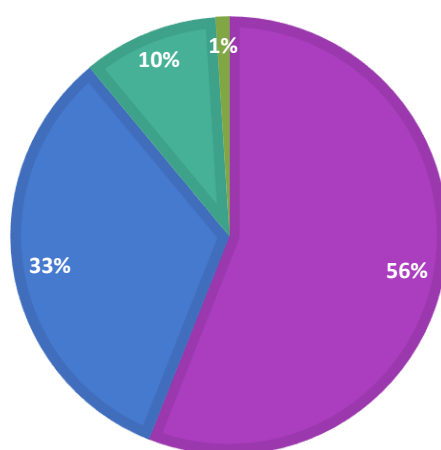
Were the contents interesting and motivating ?



3 out of the 13 questions, referred to the quality of the materials and the usefulness of the presented information in order to test the actual effectiveness of the course. In the statement *"I feel now better informed on the various aspects related to tourism promotion"*, the responses were also positive with 56% choosing "strongly agree", 33% choosing "agree" 10% choosing "Neither agree nor disagree" and only 1% choosing "Rather disagree".

DO YOU FEEL BETTER INFORMED ON THE VARIOUS ASPECTS RELATED TO TOURISM PROMOTION?

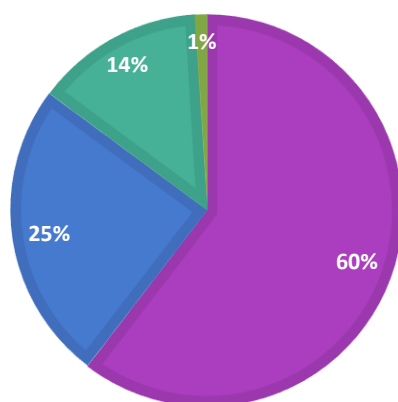
■ Totally agree ■ Rather agree ■ Neither agree nor disagree ■ Rather disagree



In the statement *"The course supported me in strengthening my knowledge, competences and skills needed in the tourism industry"*, 60% declared that they "strongly agree", while 25% "rather agreed" and only 14% chose the option "neither agree nor disagree" while 1% stated that they "Rather disagree".

DID THE COURSE SUPPORTED YOU IN STRENGTHENING YOUR KNOWLEDGE, COMPETENCES AND SKILLS NEEDED I IN THE TOURISM INDUSTRY?

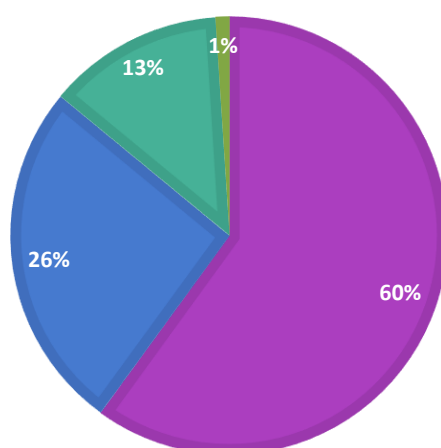
■ Totally agree ■ Rather agree ■ Neither agree nor disagree ■ Rather disagree



The same applies to the statement “Do you now better understand the benefits of the digital tools?”. They responses were possitive with 60% “Strongly agreeing”, 26% “Rather agreeing”, 13% “Neither agreeing nor disagreeing” and only 1% stating that they rather disagree.

DO YOU NOW BETTER UNDERSTAND THE BENEFITS OF THE DIGITAL TOOLS?

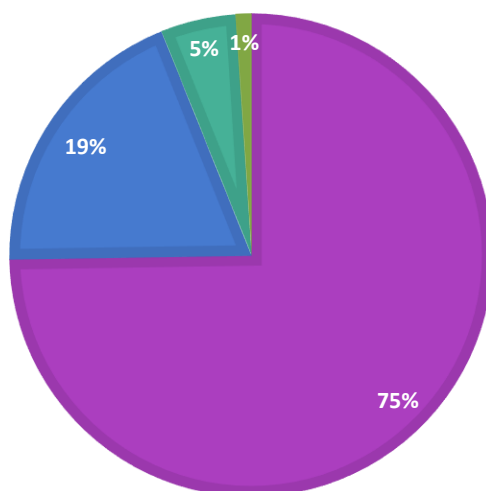
■ Totally agree ■ Rather agree ■ Neither agree nor disagree ■ Rather disagree



In terms of comprehensibility of the course, we also gathered positive feedback. 75% "Fully agreed" that the contents were clearly understandable, while 19% "Rather agreed", 5 % "Neither agreed nor disagreed" and only 1% "Rather disagreed".

WERE THE CONTENTS CLEARLY UNDERSTANDABLE?

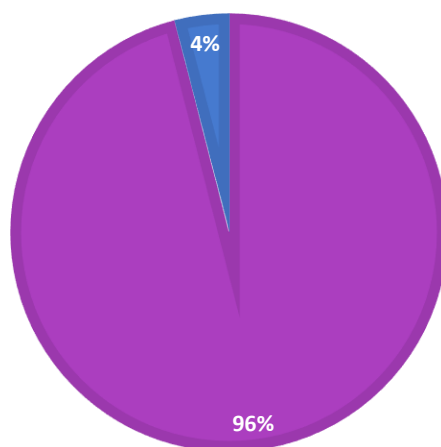
■ Totally agree ■ Rather agree ■ Neither agree nor disagree ■ Rather disagree



In terms of usability, the majority 96% found the course "practical and easy to apply" while only 4% disagreed with this statement

WAS THE COURSE PRACTICAL AND/OR EASY TO APPLY?

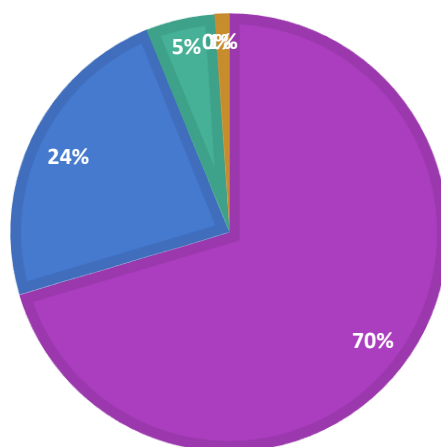
■ YES ■ NO



The participants also expressed a positive attitude towards the realization of the piloting sessions, with the vast majority (70%) indicating that the sessions were very well-organized and very well-structured –“Fully agree”, while 24% “rather agreed” with this statement and a 5% stated that “Neither agrees nor disagree”. However, 1% was not satisfied with the pilot sessions.

THE PILOT SESSION WAS WELL-ORGANIZED AND WELL-STRUCTURED

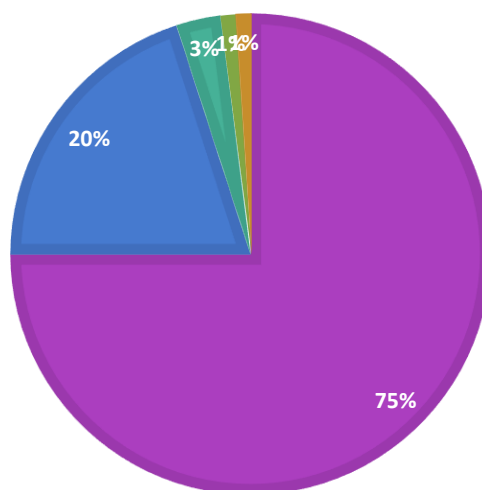
■ Totally agree ■ Rather agree ■ Neither agree nor disagree ■ Rather disagree ■ Totally disagree



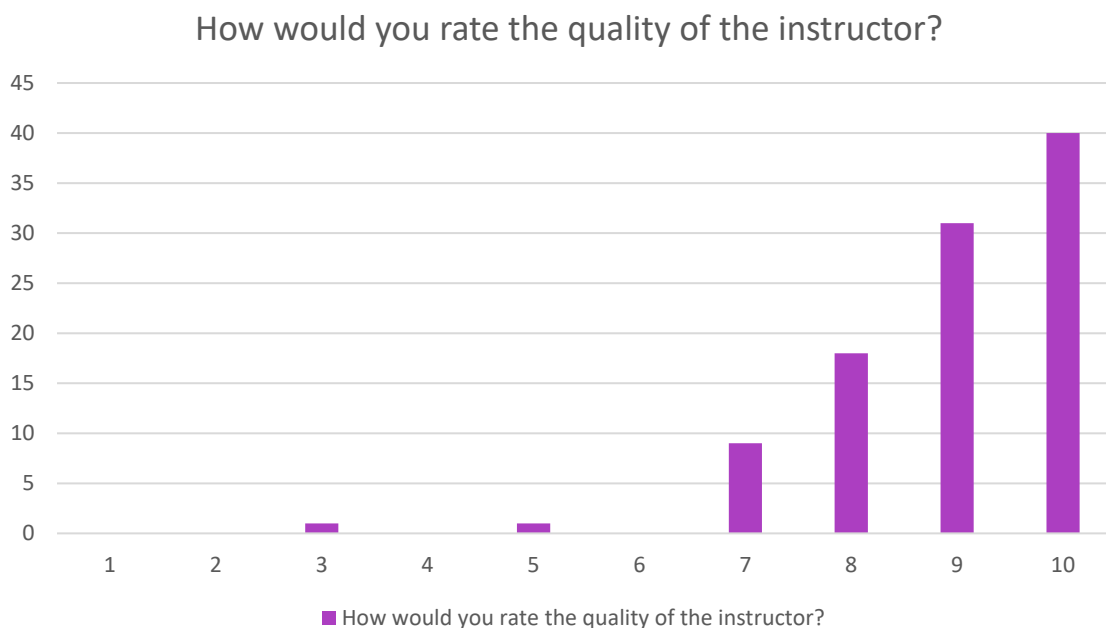
Furthermore, respondents stated that they found the overall atmosphere of the pilot sessions very pleasant. More specifically, 75% of the respondents "Fully agreed" with this statement, 20% "Rather agreed" 3% "Neither agreed nor disagreed" while 1% "Rather disagreed" and 1% "Totally disagreed".

THE OVERALL ATMOSPHERE WAS PLEASANT DURING THE PILOT SESSION

■ Totally agree ■ Rather agree ■ Neither agree nor disagree ■ Rather disagree ■ Totally disagree

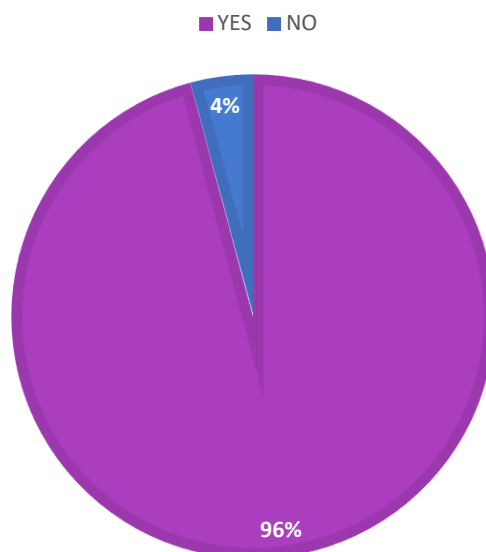


The majority of the respondents was very satisfied with the quality of the trainers (who had been trained in the context of IO2), rating them very high.



Finally, almost all participants (92%) agreed that they would “recommend the course to their colleagues” while only 8% disagreed with this statement.

WOULD YOU RECOMMEND THE TOOLKIT TO OTHERS?



CONCLUSIONS

Our findings confirmed that the course was very well-received by the participants. The post-evaluation questionnaire witnessed a positive attitude towards the contents, the design and the project as a whole.

More specifically, the participants commented on the efficiency of the so-called “nugget” learning approach, used in the course, through short videos and infographics and was described as *useful, easy to use, comprehensive and targeted*. The majority of participants also expressed their satisfaction with the course as well as their interest towards the contents, while the positive views on the pilot sessions highlight the successful engagement of the target groups in all partner-countries.

In terms of improvement, based on the above-mentioned feedback, the existing material can be modified and upgraded to become even more

advanced and inclusive for future users to address needs. Partners proceed in improving one of the materials, who according to participants was *too theoretical and included specialized terminology*.

Overall, through this pilot session, we managed to examine the three variables (importance of information, utility of learning methodology and attractiveness of design) by using a sufficient and diverse sample, who validated the positive course of the Toolkit so far, and provided us with significant feedback that initiated us to further increase the quality and deliver optimal results.

