BTSF ACADEMY – Report 2021

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BTSF: Better Training for Safer Food
LMS: Learning Management System
NCP: National Contact Point
EU MS: European Union Member States
F2F: face to face
VC: Virtual Classroom
STM: Sustained Training Mission
Moodle: Modular Object-Oriented Dynamic Learning Environment
1. EXECUTIVE SUMMARY

In 2021, BTSF ACADEMY completely took over the organisation of the delivery of BTSF training. The Covid pandemic meant that classic BTSF face-to-face training was not possible. Through virtual classrooms, the ACADEMY organised 153 training sessions and enabled contractors to train 5058 participants, including over 250 EU officials. The ACADEMY worked in close cooperation with all contractors to upload over 6800 pieces of training related information and activities (content assets) to the ACADEMY LMS (Learning Management System).

The Academy organised the first online training event for DG SANTE F6 using the open source videoconferencing application Big Blue Button (BBB). DG SANTE were very satisfied with the outcome. Using the experience gained from this event, Chafea amended one framework contract to provide several BTSF workshops in the second half of 2020 through online training.

Chafea subsequently amended the other active BTSF contracts in the first quarter of 2022 to allow contractors to provide the classic (face to face – F2F) BTSF training workshops online through virtual classrooms.

BTSF ACADEMY offered the contractors the use of the BBB or a Commission Zoom account. Participants to these and later VCs had online access to all the relevant learning material stored within the ACADEMY.

The ACADEMY organized 10 meetings with external contractors to launch these amended BTSF contracts in March 2021. BTSF ACADEMY developed 50 guidelines for contractors and participants to assist them with running and attending VCs e.g. technical settings, integrating virtual web conferencing applications such as Zoom, Teams and Big Blue Button in the ACADEMY LMS, enrolling participants and managing training content.

Each virtual classroom followed the same principle as classic BTSF training. Participants gathered in general lectures and then divided into smaller groups, using the features of various web applications. All training courses offered a combination of synchronous and asynchronous learning using live tutoring and lectures combined with uploaded learning materials in the LMS. BTSF ACADEMY created a repository of training materials available to each enrolled participant. All training elements (lectures, group chats, QnA etc.) of the VCs were recorded and uploaded to the LMS for further consultation or for participants to re-visit a particular training subject. This is an ongoing process, aiming to provide updated recordings immediately after each session. Each training session had two knowledge questionnaires (pre and post-training examinations) to monitor and evaluate the impact of the training, and an online survey to obtain information on the organisation and quality of the training.

The BTSF ACADEMY opened a BTSF Contractors’ repository for daily contract management of virtual classrooms and uploaded material. The contractors’ repository holds guidelines, tutorials and templates for submission, uploading and updating of information. The LMS provides integrated course announcements and a Forum function to facilitate course communication. Contractors provide the calendar and detailed information on each course (objectives, attendance criteria, training information etc.) in advance of the planned training sessions in the BTSF ACADEMY. The ACADEMY front page was adapted to present daily upcoming events for the forthcoming 6 weeks with direct links to each particular training session.

A BTSF National Contact Points Reserved Area, also allocates information on training activities, procedures, guidelines, templates and documents facilitating the daily management of participants from countries, in the EU and worldwide.
## 2. SUMMARY OF ACTIVITIES

<table>
<thead>
<tr>
<th>Period</th>
<th>Summary of activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td><strong>Transfer of all BTSF face-to-face training resources and activities</strong> to the BTSF ACADEMY</td>
</tr>
<tr>
<td></td>
<td>Hosting of extensive <strong>virtual classroom-based training</strong> events</td>
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<tr>
<td></td>
<td>Support for <strong>content updates</strong> of existing eLearning courses</td>
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<tr>
<td></td>
<td><strong>Support for development of new eLearning courses</strong> (Consultancy and technical specifications)</td>
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<td></td>
<td>Revamp and <strong>new categorisation</strong> of thematic courses</td>
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<td></td>
<td><strong>Naming convention</strong> for <strong>course titles</strong> and calendar events</td>
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<tr>
<td></td>
<td>New <strong>integrated course template</strong> = Information Packages + F2F/VC learning resources</td>
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<tr>
<td></td>
<td>Developing the <strong>BTSF Library</strong>: increasing content and accessibility</td>
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**BTSF Library**: library of training information/resources open to all registered users of BTSF ACADEMY.
3. ENGAGEMENT METRICS

Training activities/Virtual Classrooms

<table>
<thead>
<tr>
<th>BTSF ACADEMY</th>
<th>Virtual Classrooms</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&gt;140 Thematic courses</td>
</tr>
<tr>
<td></td>
<td>&gt;150 Virtual Training Events</td>
</tr>
<tr>
<td></td>
<td>&gt;190 Training session recordings</td>
</tr>
<tr>
<td></td>
<td>&gt;5000 enrolments including 250 EU Staff</td>
</tr>
<tr>
<td></td>
<td>35 Training providers</td>
</tr>
<tr>
<td></td>
<td>&gt;330 Tutors</td>
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</tbody>
</table>

Thematic courses cover one or more topics.
Training Session recordings: include recordings delivered during 2021 and uploaded sessions from previous editions.
Training activities - eLearning

Training activities – eLearning 2021

BTSF ACADEMY

eLearning activities

- 8 eLearning courses
  - 3 topics in 5 languages
  - 5 topics in English

- >4000 enrolments

Participation from

- 36 countries in 2021
### 4. CONTENT METRICS

#### Activities and resources 2021 – State of Play

<table>
<thead>
<tr>
<th>Content Assets</th>
<th>Course Containers</th>
<th>Help Desk Support Jan-Dec 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>6800</strong></td>
<td><strong>350</strong></td>
<td><strong>1500</strong></td>
</tr>
</tbody>
</table>

**BTSF ACADEMY**

Activities and resources

- **6800** content assets
  - **4400** file resources
  - **200** video resources
  - **50** guides and tutorials

- **350** course containers
  - Including information related to face-to-face, virtual classrooms and eLearning training activities, webinars, technical workshops, sustained training missions (STM), and legacy materials.

**Help Desk**

- **1500** Emails addressed

**Content assets:** activities and resources, including images, links, presentations, quizzes, videos, documents, certificates, etc.
5. SERVICE PROVISION / OPERATIVE OVERVIEW

Service provision

The BTSF ACADEMY relies on a series of internal and external services that interconnect to produce the resulting structure and final products, for the audiences and contributing stakeholders:

- Direction and planning
- Coordination
- Daily management
- IT infrastructure management
- Development of new features
- Content management
- User management
- Help Desk Support services
- Reports and statistics
- Consultancy and Knowledge Transfer

Figure 1. Schematic of the BTSF ACADEMY
Team, Skill-sets and tasks

The team composition and skill-sets required for the strategic planning and business continuity of the BTSF ACADEMY are defined by the following managerial, technical and operational tasks:

- **Contract/Team/Project Management**
  - Cloud management
  - Database expertise
  - Server Administration
  - Coding skills

- **User management**
  - Stakeholders/Administrative support
  - Conflict resolution
  - Time management
  - Reporting and statistics

- **Moodle expertise**
  - Instructional design

- **Subject Matter Expertise**
  - EU Regulation proficiency (on the topic)

- **UI/UX**
  - Graphic design/Illustration
  - Web development

- **Content management**
  - Communication skills
  - Proficiency with editing tools

*Figure 2: Skill-set and Tasks*