

Contents

1. Executive summary.....	2
2. Summary of activities	3
3. Engagement.....	4
Training activities - Virtual Classrooms and Face-to-face 2022.....	4
Training activities – eLearning 2022	5
4. Content.....	6
Activities and resources 2022	6
5. Service provision / Operative overview.....	7
Service provision.....	7
Team, Skill-sets and tasks	8

1. EXECUTIVE SUMMARY

In 2022, **BTSF ACADEMY** continued to assist the delivery of BTSF training by contractors through Virtual Classrooms (VC), and Face-to-face (F2F) courses resumed. Of the 256 training sessions that were organised, 146 were F2F. In total, 6900 participants were trained. Most training activities have returned to face-to-face mode. BTSF ACADEMY provides participants with online access to all course materials and it serves as the interface for course registration and feedback for all training, face-to-face, virtual classrooms and eLearning activities.

The launch of the **BTSF Library** on 14th May 2022 allows extensive access to the collection of learning resources and materials available in the platform, for all registered users.

The publication and maintenance of a **Course Planner** document with updated information on scheduled training activities up to 2024, has improved the daily management for F2F/VC programmes for the National Contact Points (NCP), BTSF training providers, and the Commission technical experts.



The **BTSF ACADEMY** was upgraded in August 2022 to the latest version of Moodle 3.11.8+. The European Commission's (EC) harmonised template was applied to make the *Look and Feel* EC Compliant. The Data Protection policy was enhanced to match the Commission's requirements.

In 2022, the Team also carried out:

- The implementation of a **major upgrade** of the infrastructure, including an LMS update, improved system navigation, the integration of new IT tools (EC NewsRoom services and associated resources) and the update of technical procedures and administrative protocols.
- Improvements in **Web Content Accessibility Guidelines** standards (WACG 2.1 AA) to match EC requirements,
- **Consultancy services** on the implementation of eLearning activities and business analysis of potential training solutions
 - Decision to adopt AI translation in web browsers for multi-language access to the training information and materials
 - Review of deliverables for new eLearning courses (2019 104 10) in-progress: delivery delayed by external contractor.
- **Security improvements** (GovIS2 and infrastructure upgrades) applied to the system, following requests from DIGIT S.
- **Learning hours**: monthly technical guidance sessions for BTSF training providers. Eight sessions delivered from February 2022.
- **NCP Working group meetings**, in June (virtual) and November (hybrid in Grange, Ireland).
- Implementation of the **Europa Analytics** service.
- Full review of existing eLearning courses for in-browser translation compatibility, graphical enhancement and updated content. Work in progress, in coordination with experts appointed by DG SANTE.
- Business continuity and operational daily management tasks, including support to stakeholders, worldwide.

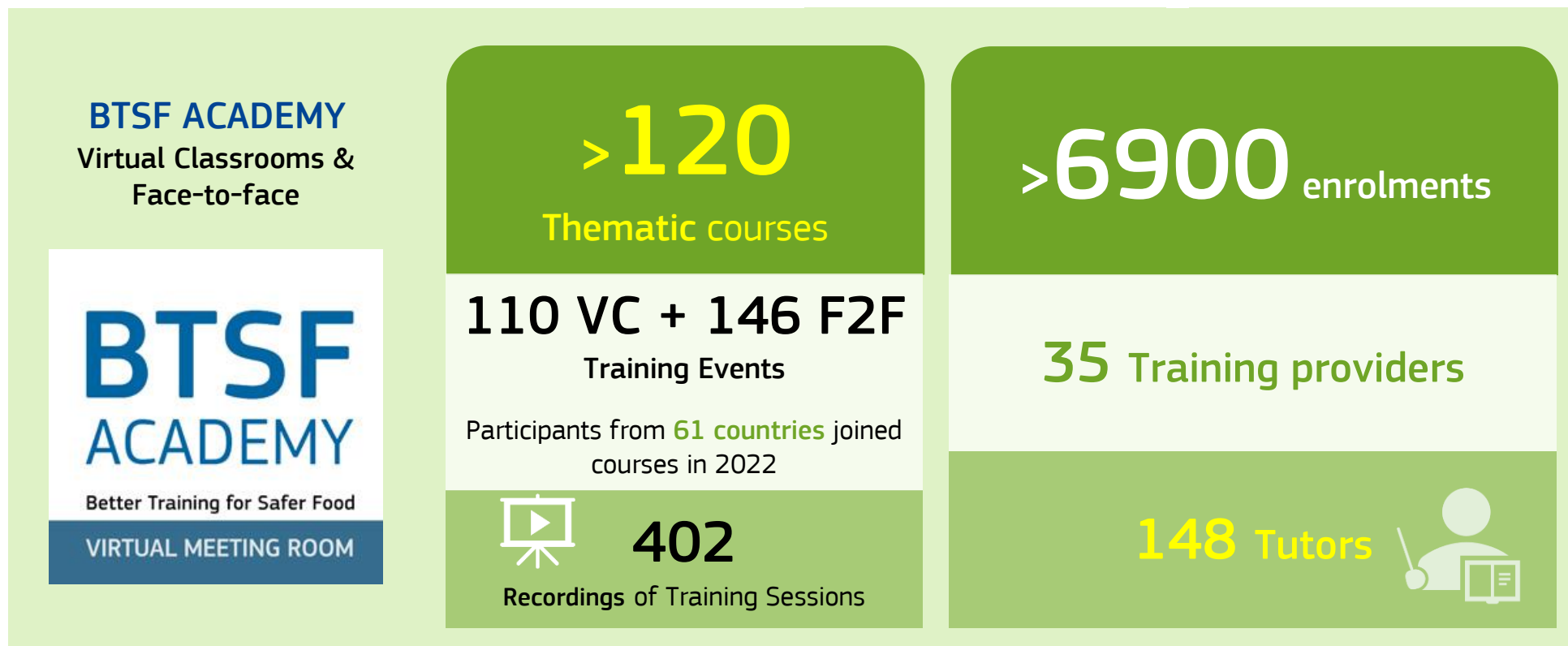
All the above activities contributed to the effective implementation of the 2022 Work Plan agreed between HaDEA and DG SANTE.

2. SUMMARY OF ACTIVITIES

Period	Activities
2022	<p>Hosting of virtual classroom-based training events</p> <p>Quality control and update of course information and materials</p> <p>Security improvements and compliance:</p> <div> <p>GovIS2 completed, IT Security plan delivered, New domain of BTSF ACADEMY</p>  </div> <p>Guidance on BTSF procedures for contractors: training sessions on information submission and publication.</p> <p>NewsRoom BTSF Universe ready to send newsletters</p> <p>Support in developing new eLearning modules - consultancy, evaluation of deliverables.</p> <p>Maintenance of existing eLearning courses.</p> <p>Delivering quarterly eLearning participation report to NCPs</p> <p>Implementation of Europa Analytics</p>
	<div>  <p>Major upgrade of BTSF ACADEMY: LMS update, new Look and Feel, new navigation system, EC compliance and Accessibility standards.</p> <p>BTSF Library <u>for all registered users</u></p> <p>Course Planner published bi-weekly</p> <p>BTSF ACADEMY an <u>official website of the EU</u></p> </div>

3. ENGAGEMENT

Training activities – Virtual Classrooms and Face-to-face 2022



Training providers: external contractors covering the services under the BTSF initiative.

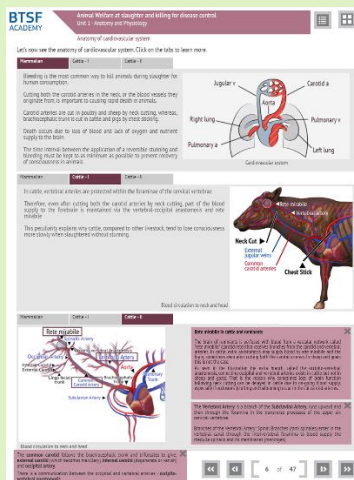


European
Commission

BTSF ACADEMY – Annual Report 2022

Training activities – eLearning 2022

BTSF ACADEMY eLearning activities



8

eLearning courses

3 topics in 5 languages

5 topics in English

Update of content
in progress

6 New eLearning courses

under development

3 Calls for eLearning

in preparation



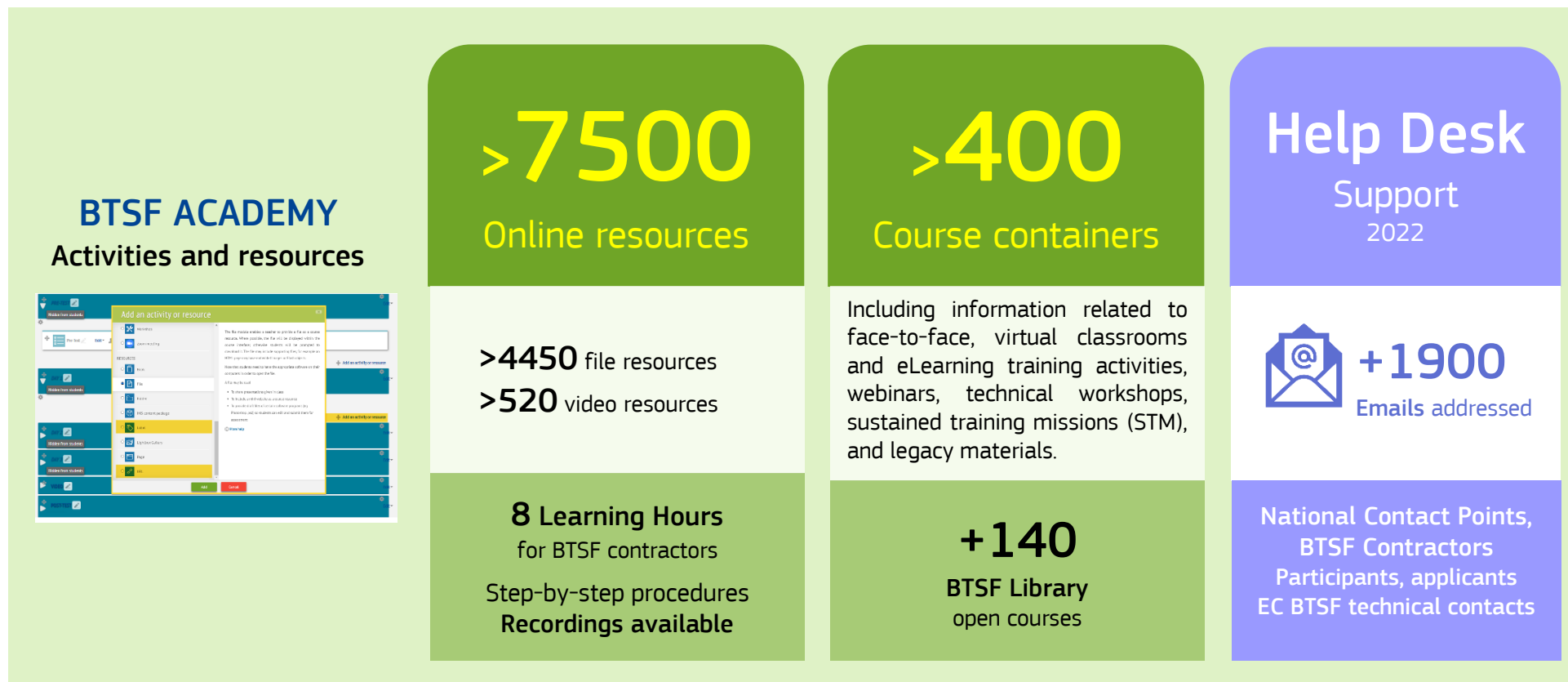
>2000
enrolments



Participation from
34 countries
in 2022

4.CONTENT

Activities and resources 2022














Online resources: files, activities and resources, including images, links, presentations, quizzes, videos, documents, certificates, etc.

Video resources: the amount recordings of training sessions delivered for upload has increased consistently since the end of 2021.

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 delivering the final products, for the training 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
-  Communication and promotion



BTSF ACADEMY

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:

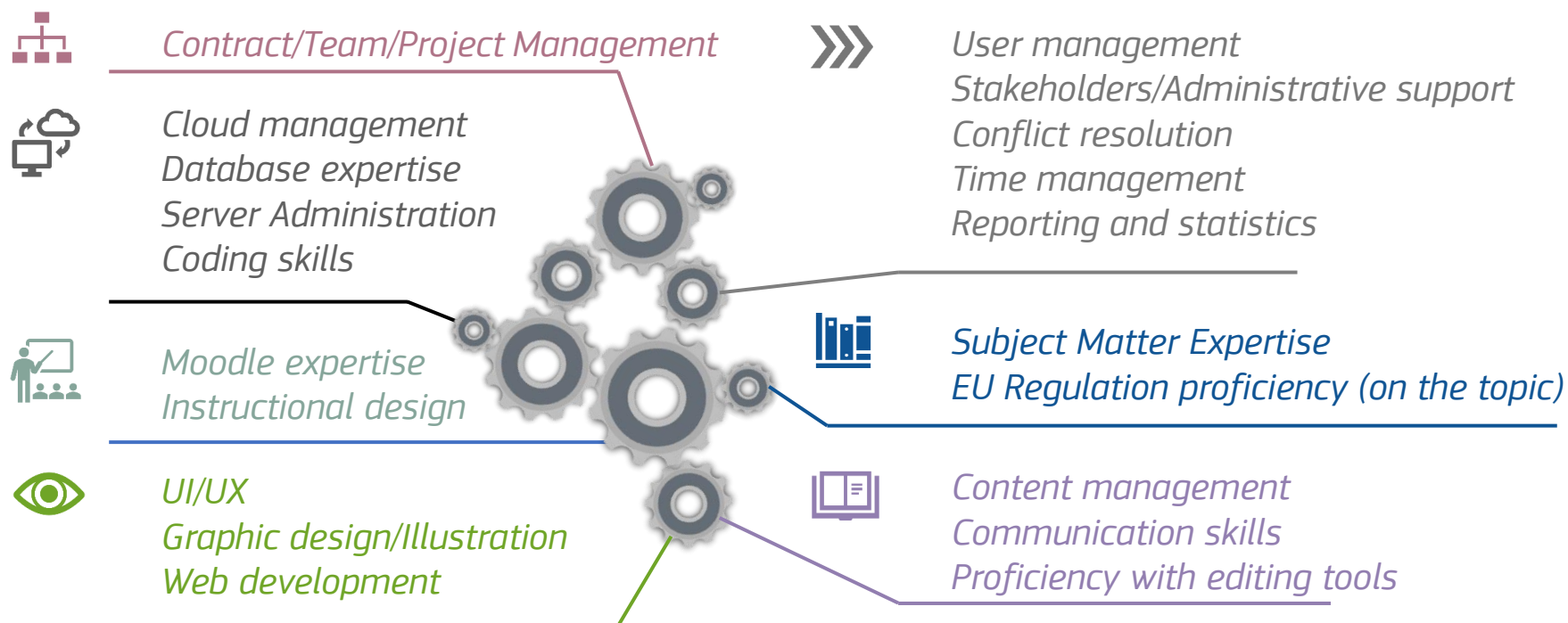


Figure 2 Skill-sets and Task