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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
- 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

<table>
<thead>
<tr>
<th>Period</th>
<th>Activities</th>
</tr>
</thead>
</table>
| 2022   | Hosting of virtual classroom-based training events  
         Quality control and update of course information and materials  
         Security improvements and compliance:  
         GovIS2 completed, IT Security plan delivered, New domain of BTSF ACADEMY  
         Guidance on BTSF procedures for contractors: training sessions on information submission and publication  
         NewsRoom BTSF Universe ready to send newsletters  
         Support in developing new eLearning modules - consultancy, evaluation of deliverables  
         Maintenance of existing eLearning courses  
         Delivering quarterly eLearning participation report to NCPs  
         Implementation of Europa Analytics |

**Major upgrade of BTSF ACADEMY**: LMS update, new Look and Feel, new navigation system, EC compliance and Accessibility standards.  
**BTSF Library** for all registered users  
**Course Planner** published bi-weekly  
**BTSF ACADEMY** an official website of the EU
3. ENGAGEMENT

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

<table>
<thead>
<tr>
<th>Training activities</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>BTSF ACADEMY</td>
<td>Virtual Classrooms &amp; Face-to-face</td>
</tr>
<tr>
<td></td>
<td>&gt;120 Thematic courses</td>
</tr>
<tr>
<td></td>
<td>110 VC + 146 F2F Training Events</td>
</tr>
<tr>
<td></td>
<td>Participants from 61 countries joined courses in 2022</td>
</tr>
<tr>
<td></td>
<td>402 Recordings of Training Sessions</td>
</tr>
<tr>
<td></td>
<td>&gt;6900 enrolments</td>
</tr>
<tr>
<td></td>
<td>35 Training providers</td>
</tr>
<tr>
<td></td>
<td>148 Tutors</td>
</tr>
</tbody>
</table>

Training providers: external contractors covering the services under the BTSF initiative.
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
Activities and resources 2022

**Online resources**:
- Over 4450 files
- Over 520 videos

**Course containers**:
- Over 400 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.

**Learning Hours**
- 8 learning hours for BTSF contractors
- Step-by-step procedures
- Recordings available

**Help Desk**
- Over 1900 emails addressed in 2022

**BTSF Library**
- Over 140 open courses

**National Contact Points, BTSF Contractors Participants, applicants EC BTSF technical contacts**
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

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

- **Moodle expertise**
  - Instructional design

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

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

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

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

*Figure 2 Skill-sets and Task*