DESK RESET

FRONT DESK RECEPTION UPSKILLING, EXCHANGE AND TRAINING IN LIFELONG CAREER GUIDANCE

INNOVATIVE TRAINING METHODOLOGY AND MICROCREDENTIALS

STEFANO TIRATI

METHODOLOGY

Bloom’s Taxonomy Structure

MODULES vs. LEARNING OUTCOMES

A. RECEPTION & INFORMATION TO VISITORS

B. MANAGE SPECIFIC REQUEST

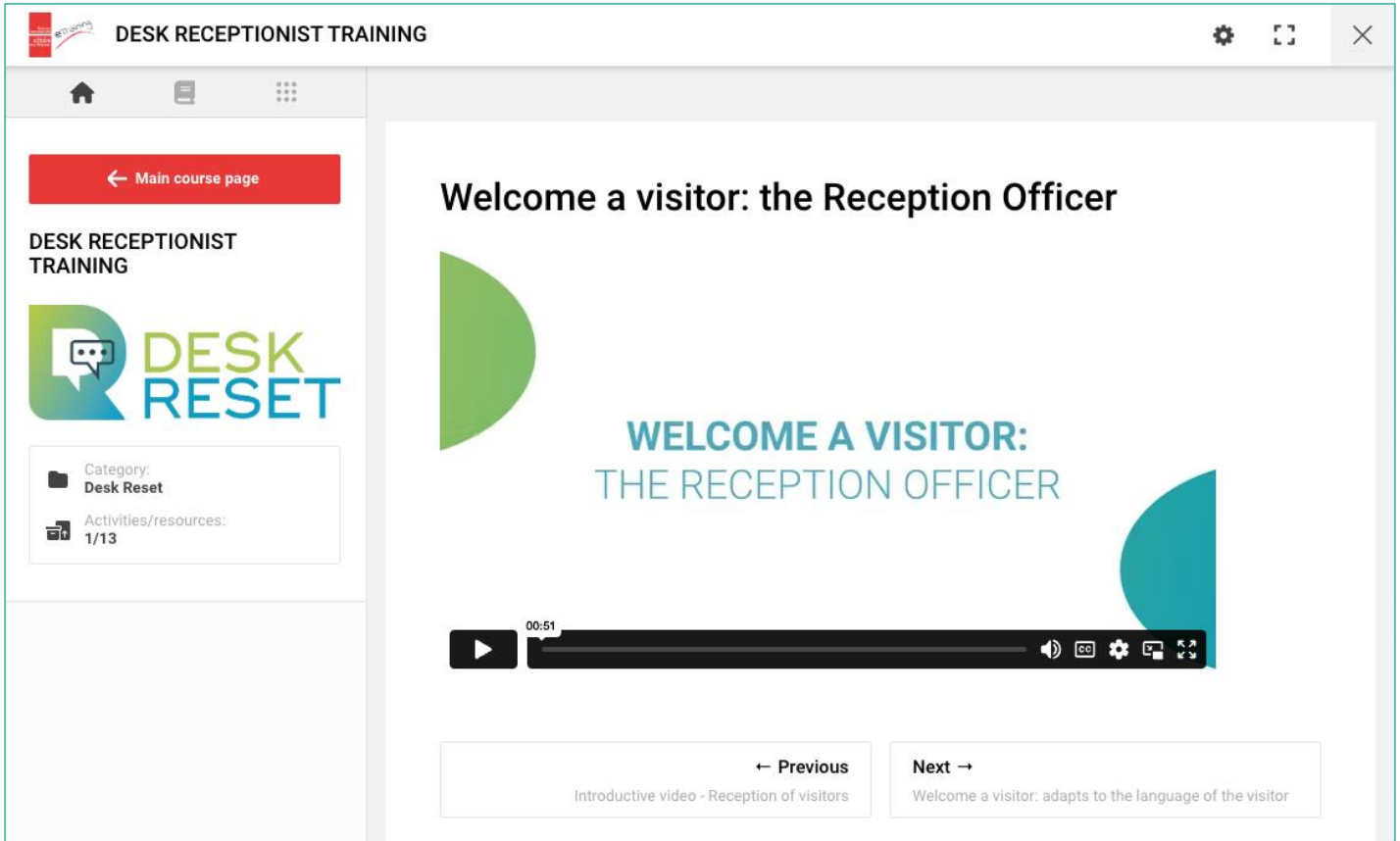
C. CONFLICT MANAGEMENT

D. PROJECT MANAGEMENT AND ORGANISATIONAL SKILLS

E. SPACE MANAGEMENT

F. DIGITAL AND TECHNICAL SKILLS

LEARNING ENVIRONMENT



HANDS-ON vs. GAMIFIED LEARNING

- Gamified Learning Objects
- Practical scenarios
- Challenge based
- Peer Review

DESK RECEPTIONISTS

AVATAR

MODULE E
PROJECT MANAGEMENT
ORGANISATIONAL SKILLS
Realized by
DESK
RESET

VIRTUAL REALITY

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MICROCREDENTIALS FOR DESK RESET?

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OLD SCHOOL
CREDENTIALS

NEW SCHOOL
CREDENTIALS

A European Approach to Micro-Credentials

A joint initiative of
European Commissioners
Mariya Gabriel and Nicolas
Schmit

European Skills Agenda

Achieving a European Education Area by 2025

Digital Education Action Plan

Council of the European Union

Launch of European Digital Credentials for Learning

Join us on 25 October 2021!

#digitalcredentials

European Commission

What is a microcredential?

The European approach to micro-credentials offers a common definition that is valid across sectors of education and the world of work and mirrors the societal mission of education and training institutions, including higher and vocational education and training (VET) institutions, and non-formal providers as well as employers and labour market actors.

> *A micro-credential is the record of the learning outcomes that a learner has acquired following a small volume of learning. These learning outcomes have been assessed against transparent and clearly defined standards.*
>
> *Courses leading to micro-credentials are designed to provide the learner with specific knowledge, skills and competences that respond to societal, personal, cultural or labour market needs.*
>
> *Micro-credentials are owned by the learner, can be shared and are portable. They may be standalone or combined into larger credentials. They are underpinned by quality assurance following agreed standards in the relevant sector or area of activity.*

Toward EU standards for microcredentials

01. Quality

02. Transparency

03. Relevance

04. Valid Assessment

05. Learning Pathways

06. Recognition

07. Portability

08. Learner-centred

09. Authentic

10. Information & Guidance

Vendors microcredentials

Successful Companies Use Technology to Build Company Culture

Skill Gap 87%

Employee Engagement 48%

Productivity 34%

Retention 26%

MICRO-CREDENTIALS WORKFLOW

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TRAINING

Micro-e-learning
Blended learning
XR training

Self-paced

OER

GRANULARITY

ASSESSMENT

EVIDENCE BASED EVALUATION

LO

VALIDATION

(REQUIREMENTS & RULES)

"TRAINING AND ASSESSMENT PROCESSES AND PROCEDURES ARE CHECKED AND COMPLIANT"

NFT & BLOCKCHAIN

Trustworthy
Tamper-evident

WEB PLATFORM

MAKE CREDENTIALS ACCESSIBLE

HOLDER

VERIFIER

CdM

ENJOY YOUR MICRO-CREDENTIALS !

MC 4 DESK RESET

Challenges?

Opportunities?

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