





#### CREATION OF THE APPRENTICESHIP INTER-NETWORK ONLINE PORTAL:

# www.appintern.eu

Project title:	Apprenticeship Inter-Network: Bringing together VET institutions and enterprises through a network of Career Hubs
Project acronym:	AppInterN
Project No:	2020-1-EL01-KA202-079076
Intellectual Output:	IO5: Creation of the Apprenticeship Inter-Network Online Portal
Drafted by:	DYPA (EL)

The European Commission's support for the production of this publication does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.





# TABLE OF CONTENTS

1.	SUMMARY OF THE PROJECT	4
2.	INTRODUCTION	6
3.	(105) CREATION OF THE APPINTERN ONLINE PORTAL: CONSTRUCTING THE GREEK CAREER HUB AS A PROTOTYPE	8
4.	THE ITALIAN CAREER HUB	11
5.	THE SPANISH CAREER HUB	14
6.	THE APPINTERN INTERNAL PLATFORM: USER MANUALS	18
	6.1. Administrator/Officer	19
	6.2. Admission	30
	6.3. Business & BA	33
	6.4. General (for every user type)	39
	6.5. Graduate	45
	6.6 Student	50









#### 1. SUMMARY OF THE PROJECT

The ERASMUS+ project "Apprenticeship Inter-Network: Bringing together VET Institutions and Enterprises through a Network of Career Hubs" (AppInterN) was implemented by a transnational partnership led by the Hellenic Public Employment Service (DYPA, formerly OAED) and also including STEGI SA (a subsidiary of the Hellenic Federation of Enterprises / SEV), IME GSEVEE (Research Institute of the Hellenic Confederation of Professionals Craftsmen and Merchants), and the Municipality of Amaroussion from Greece; Roma Capitale and UnitelmaSapienza from Italy; PIMEC (Employers' Confederation representing the interests of Micro, Small and Medium-sized Enterprises, and the Self-employed of Catalonia) from Spain; and EVTA (European Vocational Training Association) from Belgium.



AppInterN aims to strengthen the links between Apprenticeship, VET and corporate social responsibility, inviting employers to offer apprenticeships, internships and jobs to VET students/graduates and share significant labour market information. The AppInterN project was focused on the creation of the Apprenticeship Inter-Network online portal, which hosts three national Career Hubs (Greek, Italian, and Spanish). Each





Career Hub facilitates the students'/graduates' search for apprenticeships, internships and jobs, helps them enhance their employability by offering them career guidance and organizing or announcing special information and networking events (seminars, job fairs, etc.), and supports their contact with employers and Business Ambassadors. Municipalities, VET-related institutions, chambers and social partners also contribute to the Career Hubs, supporting the connection of employers with their future employees.

Finally, through the AppInterN online portal, the users of each national Career Hub are informed about relevant developments in the other two countries, thus ensuring a direct exchange of good practices and establishing an international Apprenticeship ecommunity.





#### 2. Introduction

The AppInterN online portal is the digital result of the AppInterN project's first four intellectual outputs (IO1, IO2, IO3, IO4), which provided exact specifications regarding both its content, architecture and technical features.

Thus, the first Intellectual Output (IO1, "Linking the AppInterN project methodology to other EU initiatives for Apprenticeship") produced a Report outlining the framework in which the AppInterN online portal should operate. It gathered examples of best practices in the EU and outlined national regulatory frameworks for apprenticeship in the participating countries (Greece, Italy, and Spain), as well as the European apprenticeship policy framework, providing a useful resource for future reference for the partners.

IO2 ("Analysis for the design of the VET Student and Graduate Database") and IO3 ("Analysis for the design of the Employer and Business Ambassador Database") resulted in providing technical specifications for two respective databases for each of the 3 national Career Hubs: using the Greek databases as a prototype, the Spanish and Italian ones were set up. The databases are necessary for the Career Hubs to function in terms of matching apprentices/VET students/graduates to employers and business ambassadors (Bas).

The "Content Analysis of the Occupational Specialties to be hosted in the 3 national Career Hubs" (IO4) produced content for the AppInterN platform, edited and tailored to the specific national contexts. The selection of the initial occupational specialties to be included was made on the basis of pre-agreed criteria and methodologies, which took into account the national characteristics of the participating countries. The IO thus resulted both in a selection of occupational specialties of great relevance to each country (localization), and also, in the identification of criteria for selecting further specialties to be uploaded to the CHs.

As stated, the key project output, the Apprenticeship Inter-Network online portal (IO5) was finalized in the last months of the project, further to the completion of the prior IOs. The lead partner, DYPA, the external contractor and all project partners collaborated very closely, intensively and constructively in the formulation and development of the





portal. The first Career Hub created was the Greek one (with content in both Greek and English). The Spanish and Italian partners used the Greek prototype as the basis for their respective Career Hubs: duly adapting the content, providing texts in English/Spanish and English/Italian, and adapting the structure of their Career Hubs in order to create the most appropriate, functional and user-friendly interface for their national target groups.

Each Career Hub consists of:

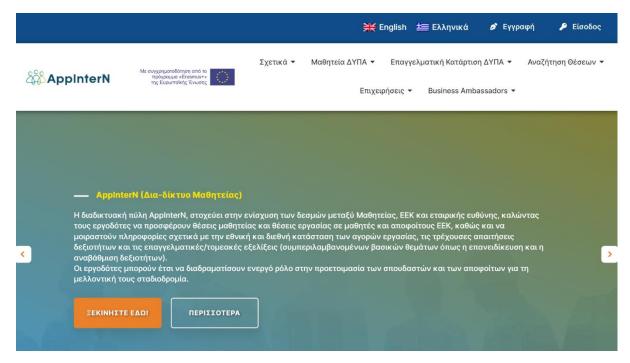
- (1) an external/public platform, offering free access to valid and relevant information about Apprenticeship, VET, specific occupational specialities, and the current labour market state of play
- (2) an internal platform, accessible only by registered users (VET students and graduates, VET schools/centres and Career Offices, employers and business ambassadors, etc.) who can utilize the AppInterN databases to connect with each other and find apprenticeships, internships and jobs.

Each national Career Hub user also has free access to important information on Apprenticeship, VET and labour market developments and trends in the other two countries. Indeed, this type of international networking has enabled the AppInterN online portal to function as a Network of Networks: an **App**renticeship **Inter-N**etwork.





# 3. (105) CREATION OF THE APPINTERN ONLINE PORTAL: CONSTRUCTING THE GREEK CAREER HUB AS A PROTOTYPE



The creation of the AppInterN portal was contracted to an external provider (Vertitech SA – IT Solutions and Consulting), who collaborated with the transnational project partnership throughout the project's lifecycle. The first Career Hub was created in English and translated into Greek, thus forming the basis for the subsequent creation of the Spanish and Italian Career Hubs.

The first, Greek/English Career Hub was based on Greek labour market information and the VET system implemented by the country's Public Employment Service, DYPA: it was thus structured, firstly, around the main axes of DYPA's Vocational Education Schools (EPAS/PEPAS) and Vocational Training Institutes (IEK), with a view to creating direct links between their students/graduates and employers/businesses/business ambassadors, thus effectively supporting them in their search for apprenticeships, internships, and jobs.

The main tasks of Intellectual Output 5 are summarized below:

(i) Analysis of the structure of the Greek Career Hub, which was conducted between





- DYPA, PIMEC and UnitelmaSapienza, with the support of all project partners, in order to specify the most appropriate, functional and user-friendly interface covering the needs of all three national environments.
- (ii) A Specifications Report produced by DYPA detailed the content, structure and functionalities of the original Career Hub, which was then produced in English and translated into Greek, based on data about the state-of-play of Apprenticeship/VET and the labour market in Greece.
- (iii) The original, Greek Career Hub was created by the external contractor, who was also responsible for subsequently creating/adjusting the respective electronic infrastructure for the hosting of the Spanish and Italian Career Hubs (after the relevant localisation stages were completed), and ensuring the interoperability between the three Career Hubs as the AppInterN Inter-Network/portal.
- (iv) Constant monitoring and (both internal and external) evaluation of the Greek Career Hub was conducted throughout the creation and development process, so that improvements could be made both during and after the Hub's construction.
- (v) The operation of the first, Greek/English Career Hub was duly tested with interested audiences and stakeholders, so that its features could be objectively evaluated and recommendations/feedback could be provided.
- (vi) Upon completion, the prototypical Greek/English Career Hub was officially presented to all the project partners, who submitted their own feedback, including suggestions for adaptations and enrichments, to be taken into account and effectuated by the Contractor. Subsequently, the Municipality of Amaroussion piloted the Career Hub in Greece by organizing information events and focus groups.
- (vii) The localisation process started in both Italy and Spain, namely the creation of the Spanish and Italian Career Hubs (with the constant support of the Contractor).
- (viii) On completion of the three Career Hubs, their interoperability was tested and the AppInterN portal was presented internationally in online and in-person Multiplier Events held in Greece, Italy, Spain, and Belgium.
- (ix) Considerable numbers of users have already registered (and new ones register on a daily basis) on the three national Career Hubs of the AppInterN online portal,





inaugurating and further promoting its international operation. More specifically, the Greek Career Hub currently has over 50 registered employers, and over 25 companies figure among its partnerships. The data of all 1st year students of all DYPA's educational units is currently being inserted in the relevant database, a process to be completed by the end of October 2023 (final estimated number: over 3,000 students). Two BAs are also registered in the Greek Hub. The Spanish Career Hubs has to date: 49 businesses, 9 BAs, 4 Chambers of Commerce/Sectoral Associations/Social Partners, 2 Municipalities, 53 VET schools registered, and 17 students are currently interested in participating in the piloting of the Spanish Career Hub. The Italian Career Hub has 17 businesses and 3 BAs registered, 23 users received information via the portal, and 24 apprenticeships have been scheduled to be uploaded.







#### 4. THE ITALIAN CAREER HUB





Sul progetto ▼ Apprendistato ▼

Ric

Ricerca ▼

Aziende -

Business Ambassadors •



UnitelmaSapienza was responsible for localising the Career Hub in Italy. UnitelmaSapienza, supported by the Municipality of Rome, Roma Capitale, conducted a comprehensive study of the target culture in order to identify and meet the Italian VET and labour market needs, particularly with regard to Apprenticeship. Moreover, it integrated the Occupational Specialties (derived from O2) into the Italian Career Hub's structure, taking care of pertinent details and requirements regarding privacy issues and information content with regard to the operation of the Italian Career Hub's databases. UnitelmaSapienza was also responsible for ensuring high quality translations through all stages. UnitelmaSapienza supported Roma Capitale in piloting the Career Hub in Italy through relevant information events and proceeded to making necessary adjustments and improvements, so that Apprenticeship and VET could be effectively promoted through the Italian Career Hub in both educational and occupational terms.

In the Italian VET context, Apprenticeship is indeed perceived as a very important opportunity, since it represents a good way for youth to prepare for the future with onthe-job training in a career and thus become highly skilled professionals. Besides gaining experience for their future jobs, apprentices are paid for learning the skills necessary in





their future career. They are trained by master craftsmen, experts in their fields, who share their skills and knowledge with the apprentices so that the latter can also become experts. Apprenticeship is also a schooling period with classes where the apprentice is taught how to master all the aspects of the job.

Through the AppInterN project and online portal, the Italian project partners have been able to valorize this setting by realizing materials that will help them develop this relation in the best possible way – creating connections between users, schools and businesses, to the benefit of each part. In Italy, a specific path has been set up, which is the result of cultural and historical legacies that sometimes have their origins well before the start of the modern era. Adapting the tools and strategies to these features was in fact fundamental: the term "apprenticeship" indicates different realities or concepts of work and training models that are distant from each other.

Despite the difference, however, a distinctive feature that unites every country immediately appears: the heart of apprenticeships is training. Or rather, the alternation between training moments in "school" environments – understood in a broad sense – and on-the-job training moments. The distribution of this alternation between school and work can vary, but it is present in every situation analysed.

Apprenticeship in Italy is a vocational training scheme designed to provide students, recent graduates, and young professionals with the opportunity to gain practical work experience in a real-world environment. This type of programme combines classroom instruction with on-the-job training to help apprentices develop the skills and knowledge needed to succeed in their careers.

There are several different types of apprenticeship programmes available in Italy, including:

- (i) *Dual System Apprenticeship*: This programme combines classroom instruction with practical work experience in a company. The apprentice is paid for their work and may be offered a job by the company after completion of the programme.
- (ii) *Professional Training and Apprenticeship*: This programme is designed for recent graduates and offers a mix of classroom instruction and practical work experience in a company. The apprentice is paid for their work, and the programme lasts between 6





#### and 12 months.

(iii) *Apprenticeship for Young Entrepreneurs*: This programme is designed for young people who want to start their own business. It provides practical training and coaching to help apprentices develop their business plans and launch their companies.

Operating as an online portal, the Italian Career Hub will function as a source of information, communication, career guidance and labour market integration for the registered VET students and graduates. It will facilitate students and graduates in finding apprenticeships and jobs, enhancing their competences and skills by participating in special events (seminars, webinars, information events, study visits, presentations etc.), contacting and collaborating with employers in their occupational sector, familiarizing themselves with sectoral issues, being regularly informed about VET or sectoral developments etc. It is to be noted that the project partners' expertise in career guidance is expected to significantly contribute to the attainment of the overall project's objectives.

Generally based on the structure of the Greek Career Hub, the Italian Career Hub also contains a Student and Graduate Data Base, an Employer and Business Ambassador Data Base, as well as a structured, detailed catalogue of Occupational Specialties, all aimed at facilitating networking and, mainly, effective placements.

The Italian Career Hub and, generally, the AppInterN online portal are also expected to benefit several disadvantaged groups of students and graduates with limited access to labour-market information. Ensuring close contact and collaboration between Apprenticeship/VET students, graduates and professionals in numerous occupational sectors, the Italian Career Hub has enhanced the work of Apprenticeship/VET schools in securing and increasing youth employment, contributing to establish an Apprenticeship e-community both at national and international level, focused on the enhancement of employability and labour market integration through the exchange of VET/occupational information, innovations, and good practices.





#### 5. THE SPANISH CAREER HUB





Sul progetto ▼ Apprendistato ▼

Ricerca •

Aziende •

Business Ambassadors -



PIMEC was responsible for localizing the Career Hub in Spain. Its main tasks and responsibilities consisted in studying the target culture with the aim of identifying and meeting the Spanish needs. Moreover, PIMEC integrated the Occupational Specialties (derived from O2) into the Spanish Career Hub's structure, taking care of pertinent details and requirements regarding privacy issues and information content with regard to the operation of the Spanish Career Hub's databases. PIMEC was also responsible for ensuring a high quality translation of the Career Hub content into either English or Spanish. PIMEC pilot-tested the Spanish Career Hub in L'Hospitalet de Llobregat in cooperation with its Associated Partner, the Municipal Authority of the said Catalonian municipality.

During the process of adapting the Greek Career Hub prototype, a multitude of essential modifications were required, primarily owing to the disparities between the VET systems in these two respective countries, as well as the overall cultural context. The vocational training system in Spain seeks to prepare students to excel in diverse professions by equipping them with the essential and specialized knowledge and skills needed in each specific sector. It is organized by professional families and each of them groups together those training courses of intermediate grade (Grade D) and higher grade





(Grade D) with sufficient common characteristics. The training programmes have a duration of 2,000 hours, which are organized in two academic years: one part of these hours is used for training in an educational centre, while another part is used for practical training in work centres (or in dual alternation). Upon successful completion of an intermediate level training course, the designation of technician is attained, granting the capability to undertake fundamental tasks within a professional setting. Similarly, by successfully completing an advanced level course, the title of superior technician is achieved, who is thus enabled to assume roles of heightened responsibility and increased complexity. Moreover, within the system, there are also certificates of professionalism (Grade C). These official documents serve as endorsements of professional competences, ensuring that individuals who acquire them possess the necessary knowledge, skills, and aptitudes to effectively engage in work activities that align with the demands of the job market.

The AppInterN portal/platform consists of 2 different parts, the external/public one, accessible to users without the need for registration, and the internal one, which houses the databases, functions and tools that are accessible to registered users.

To facilitate a smooth localisation/adaptation process in Spain, the analysis began with an examination of the external portal. With the assistance of the Greek contractor several adaptations were implemented. The Greek Career Hub (as shown in Chart 2 below) is composed of 6 different sections. In contrast, the Spanish portal, while also consisting of six sections, underwent several adaptations within each of them. The most noteworthy are found in the following sections: A Spanish VET section was included with the aim of providing users with an insight into the country's education system. Unlike the Greek portal, which provides information about DYPA's Vocational Education and Vocational Training institutions, in Spain there is a single Dual VET system, where users can enroll in intermediate-level training courses, advanced-level training courses, or pursue a certificate of professionalism. The situation was distinct until this year (2023), when a new law was enforced. From this point onward, all training modules are required to be dual, meaning that apprenticeships are now an integral part of the academic programme.





# AppinterN SPANISH HUB

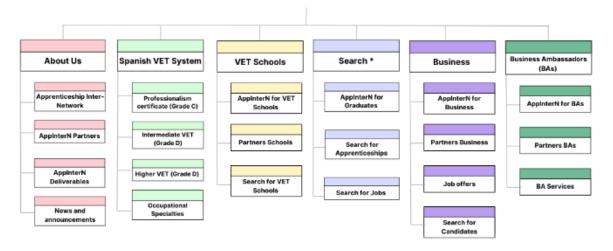
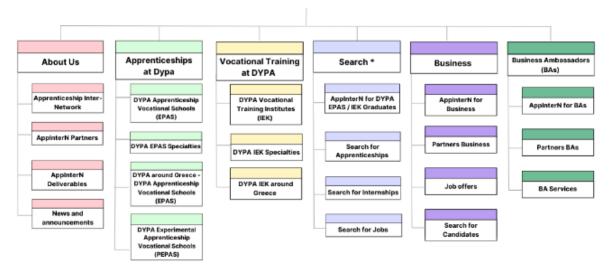


Chart 1

# **AppInterN**

GREEK HUB







#### Chart 2

At the same time, it was necessary to incorporate a specific section dedicated to VET Centers. In contrast to the Greek Career Hub, where the schools presented are under the management of the Greek Public Employment Service, the approach in Spain, considering PIMEC's status as an employers' organization rather than a Public Employment Service, involved inviting schools to participate in the piloting and the initiative without assigning specific numbers or lists. Hence, the purpose of this section was to capture the attention of VET Centers, communicate the advantages of participating in the initiative, address their queries, and help them connect with other participating centers. As far as the rest of the sections are concerned, no major changes have been made in the Spanish Career Hub that would affect the structure of the external platform.

In terms of registrations and registration forms, adjustments were necessary to accommodate the variations between the two countries' contexts. Initially, a category for "Institutes/VET Centers" was introduced to the registration profiles. Then, certain details required in the Greek Career Hub were omitted from the Spanish registration forms to streamline the registration process. The removal of this information did not compromise the accuracy of the registered profile since the integrity of the registration information was ensured by PIMEC, as a designated individual verifies that there are no fraudulent user accounts, and that all information is accurate.

Continuing with the analysis, it was crucial to address the internal AppInterN platform as well, as this was where users would have their functions assigned. In this sense, each user category within the Spanish Platform, including Students, Graduates, VET Centres, Businesses, and Business Associations, possessed unique characteristics, some of which required customization. For instance, within the Spanish VET Systems, the assignment of students to apprenticeships is contingent upon the educational institution. These institutions have the authority to determine the enterprises where their students will be placed. As a result, adjustments were made to accommodate the specific requirements of both the educational institutions and the students within this logic.





All the changes were made with the objective of enhancing the Vocational and Educational Training system, particularly through apprenticeships. PIMEC acknowledges the pivotal role played by apprenticeships in bridging the gap between individuals' skill levels and the specific qualifications demanded by the labour market. By prioritizing apprenticeships, PIMEC's goal is to effectively address this skills mismatch, ensuring that individuals are equipped with the necessary competences to meet the evolving demands of the workforce. Simultaneously, by engaging in apprenticeships, SMEs are provided with a unique opportunity to contribute to the development of skilled workforce, while also benefiting from a more adaptable and well-prepared talent pool aligned with their specific business needs.

#### 6. THE APPINTERN INTERNAL PLATFORM: USER MANUALS

As previously explained, the AppInterN online portal consists of (i) an open-access, public or "external" platform (offering detailed information and guidance to general, unregistered users regarding the selected occupational specialties, VET systems, Apprenticeship and national/international labour-market developments, needs and trends) and (ii) an "internal" platform, accessible only by users who have registered on each national Career Hub according to a specific procedure.

Login credentials are created for registered students, graduates, employers and business ambassadors, who can thus gain access to the Career Hub databases they wish to browse and connect with employers, students and graduates, Business Ambassadors and VET schools/centres in Greece, Italy, and Spain.

Detailed, screenshot-based user manuals have been created for all types of users in order to facilitate their access to and use of the AppInterN internal platform and, more importantly, their connection to other user types with the aim of finding quality apprenticeships, internships, and jobs (if they are students and graduates) or apprentices, interns and employees (if they are employers/businesses or Business Ambassadors), thus effectively shaping and activating the AppInterN e-community. The





User Manuals created are presented in English (although they have also been translated into the three national languages of the AppInterN online portal) on the following pages.





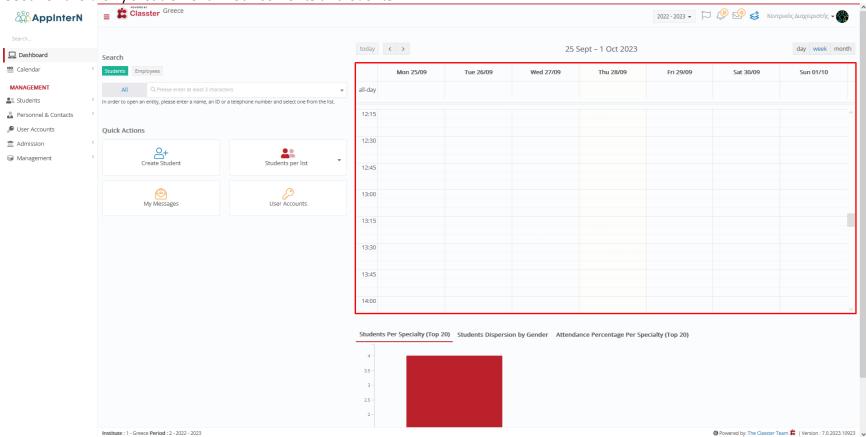




# 6.1. Administrator/Officer

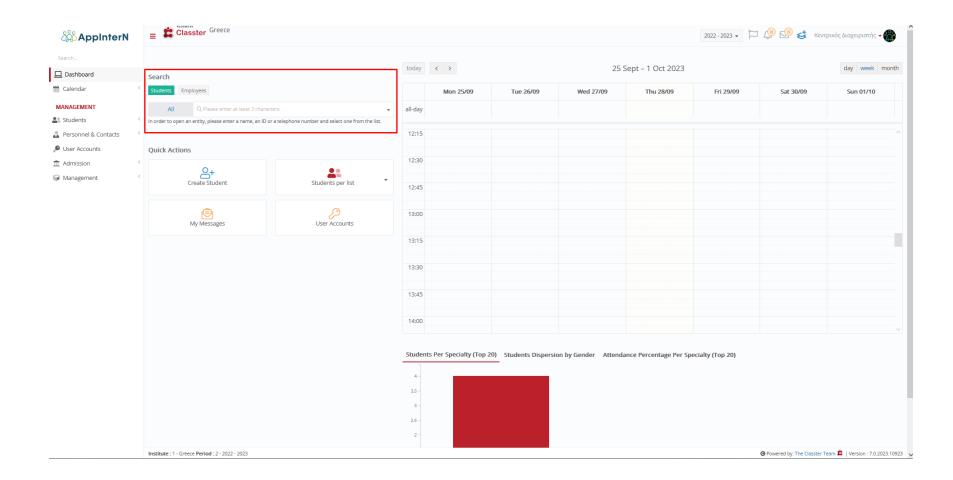
# Calendar

Used for the view/creation of announcements and events



### Search

Used for the quick search of trainees and employees

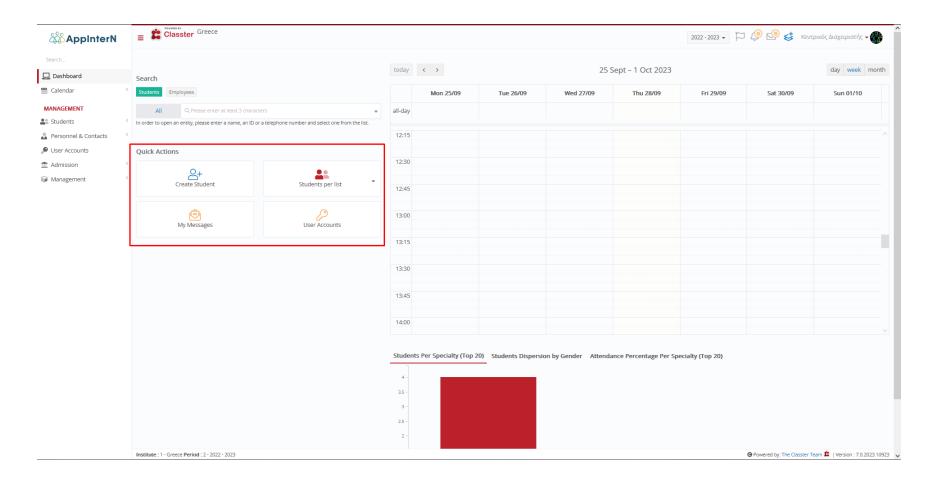


# **Quick Actions**

Used for fast creation/view





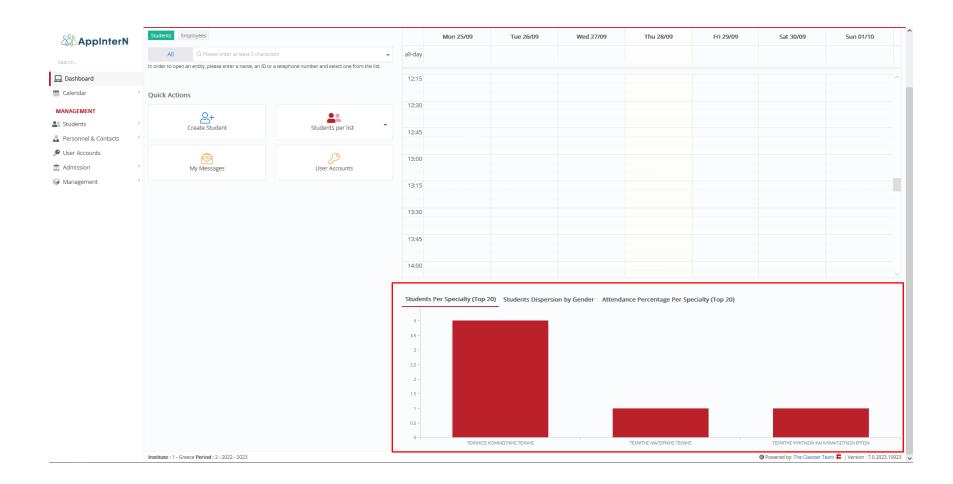


# **Graphs**

Used for viewing statistics





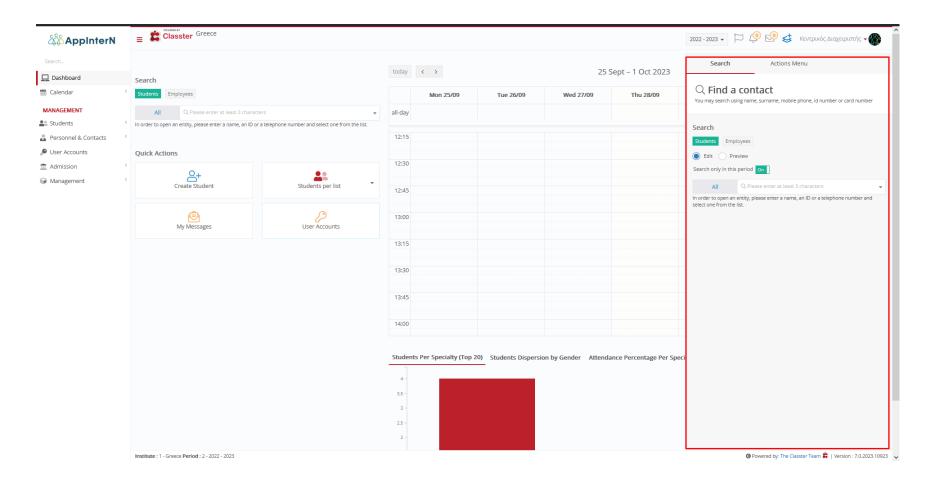


# **Quick Actions Bar**

Various useful quick actions

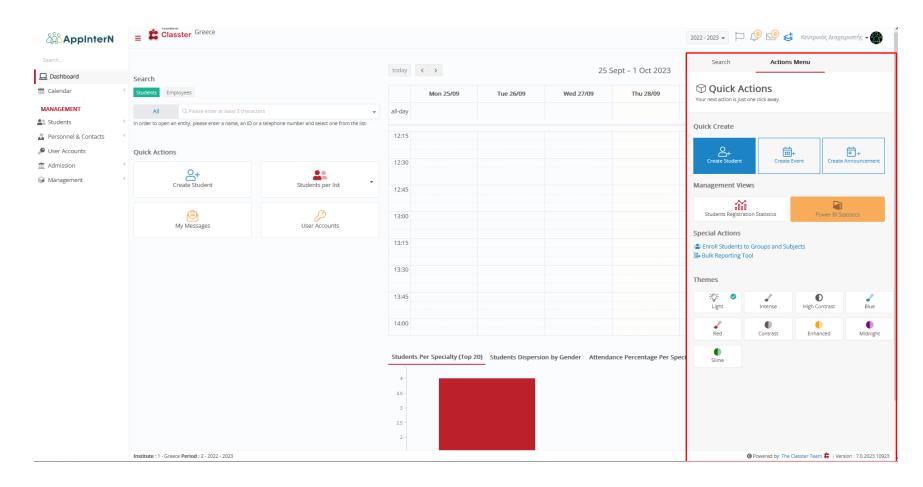










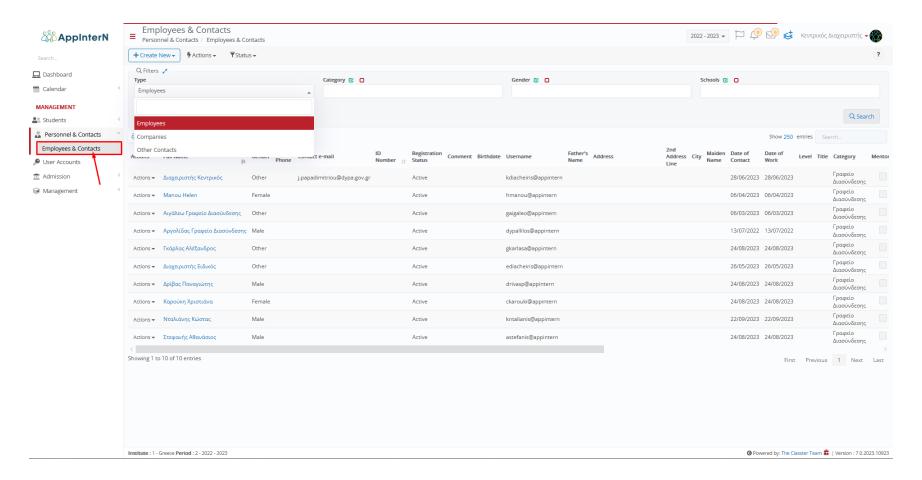


# **Personnel & Contacts**





#### Used to view activities for employees, companies and their contacts

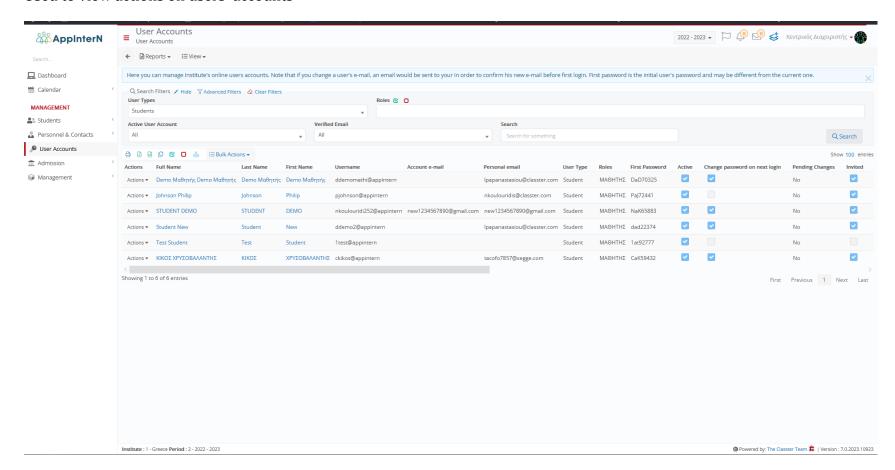


#### **User Accounts**





#### Used to view actions on users' accounts

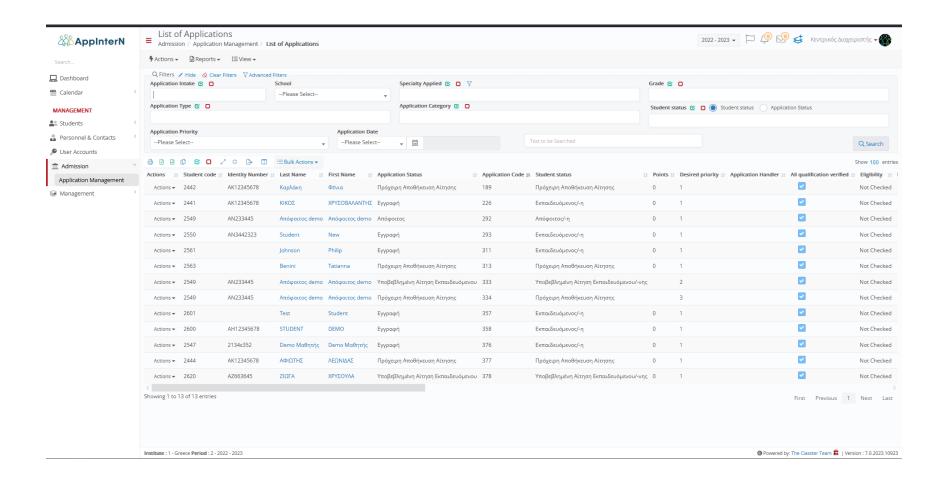


# **Application Management**

Used to view actions related to user requests





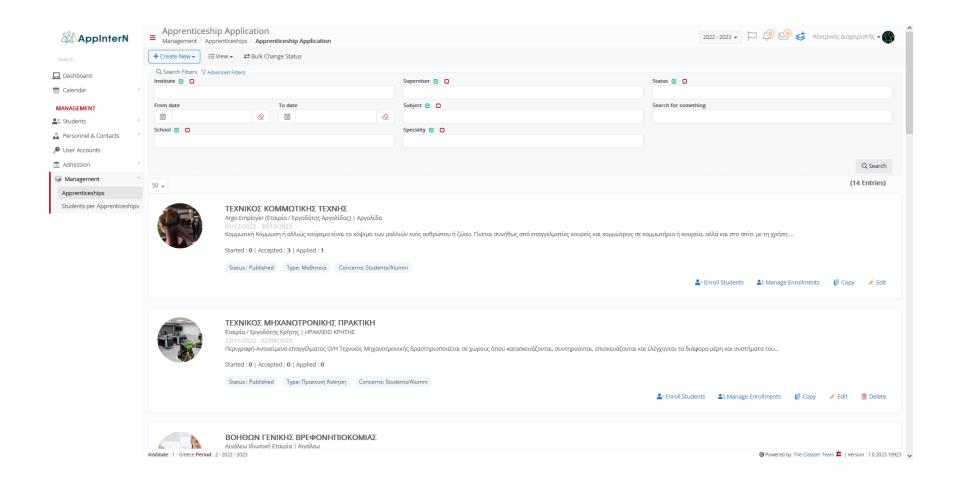


### **Apprenticeships**

Used to view actions for available internships/apprenticeships/jobs





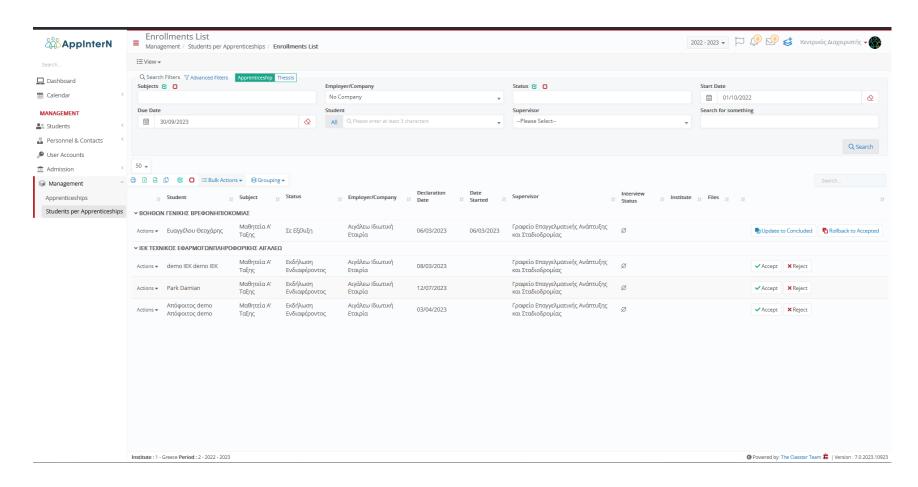


# **Students per Apprenticeship**

Used to view actions for available internships/apprenticeships/jobs







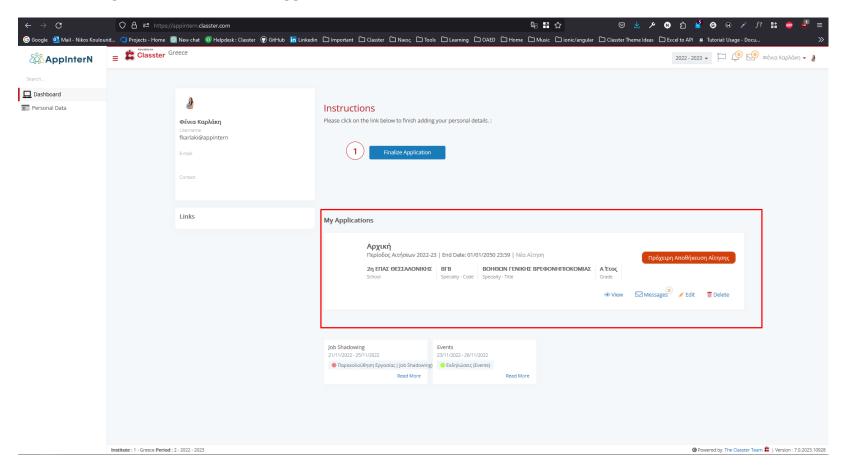




## 6.2. Admission

# **My Applications**

Used to view, process and delete user applications

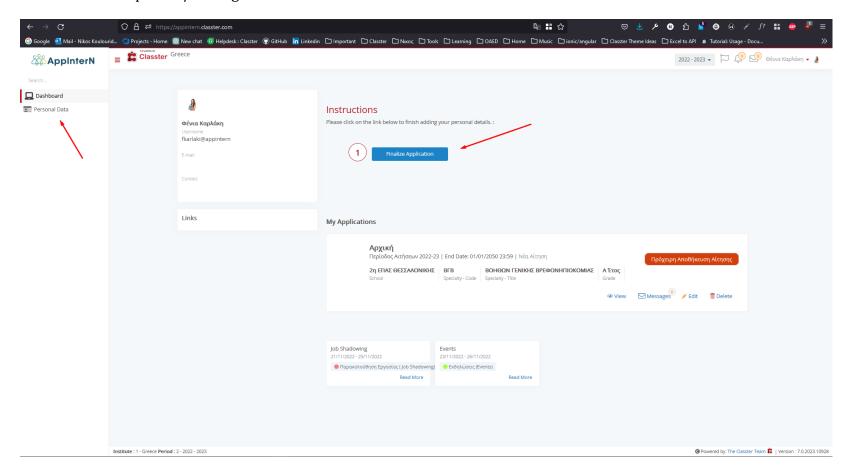






# Personal Data / Completion of Application

Used for the completion/editing of the user's data

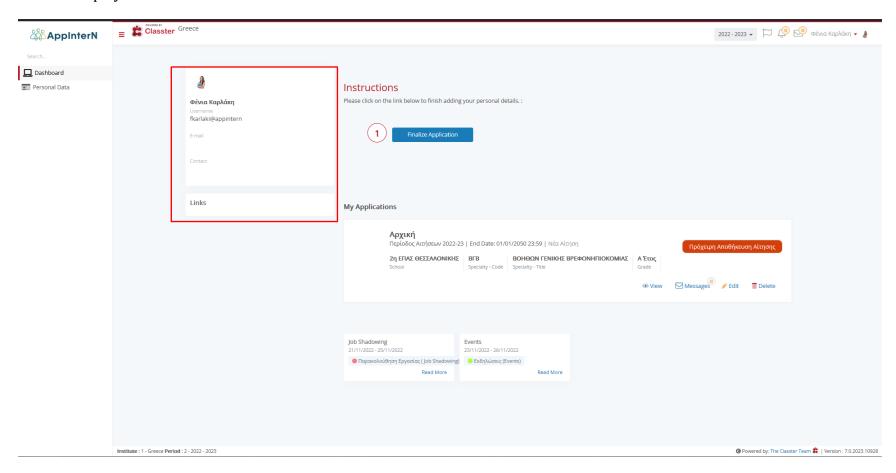






# **Basic Information & Announcements**

Used to display basic information about the user and certain announcements



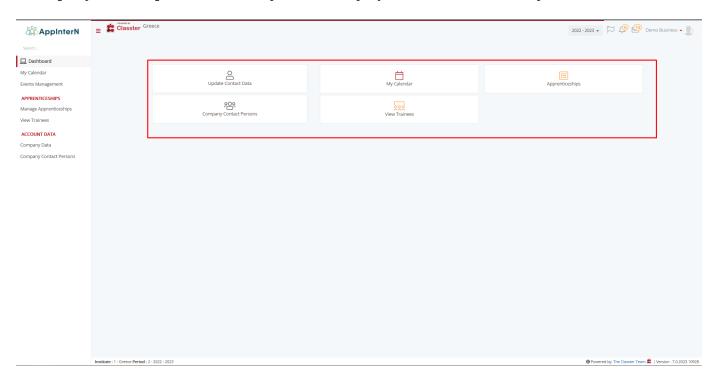




#### 6.3. BUSINESS & BA

# **Quick Actions**

- Update Contact Information: At this point the employer can edit his/her details
- My Calendar: At this point the employer can view events and announcements
- Positions: At this point the employer can view the available positions
- Company contact persons: At this point the employer can see the contact persons

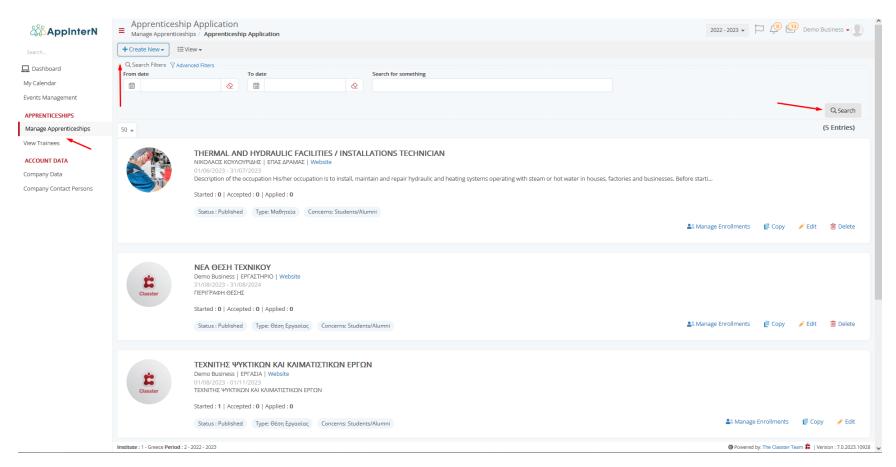






# **Manage Apprenticeships**

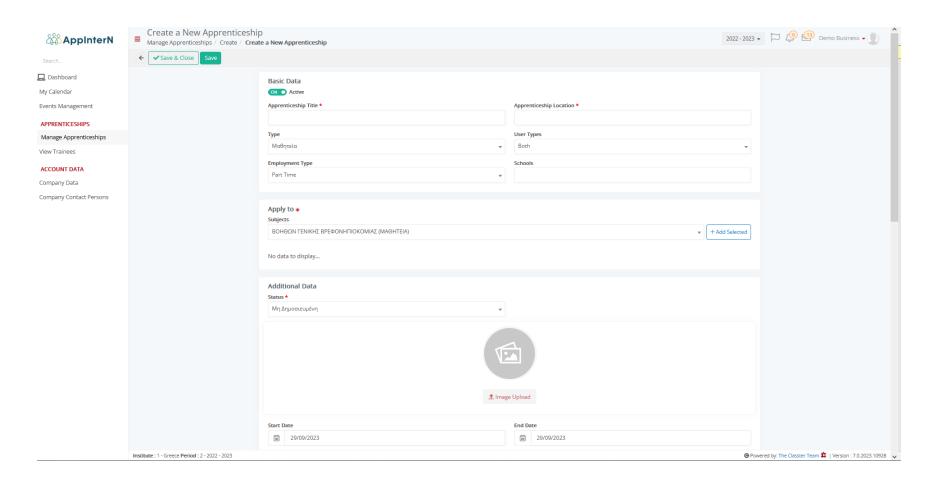
At this page the employer can create and edit positions







#### ERASMUS+ - KA2 VET Strategic Partnerships Project No. 2020-1-EL01-KA202-079076



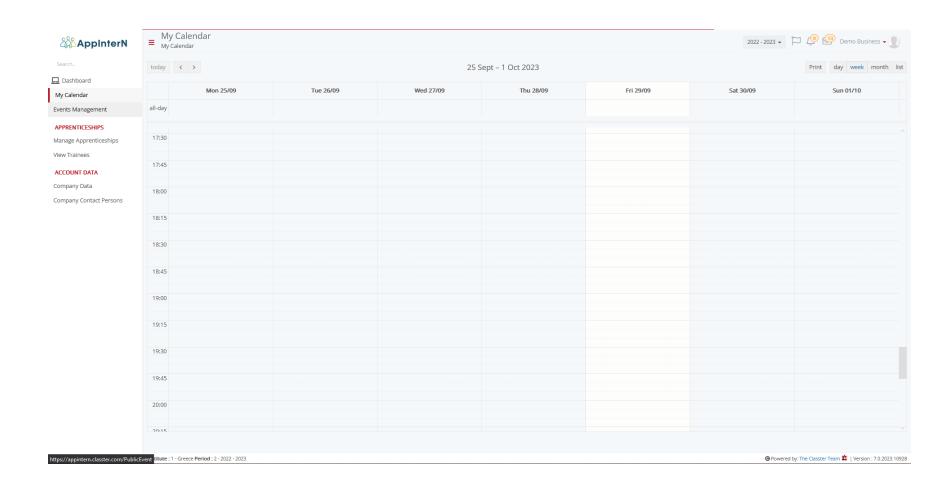




ERASMUS+ - KA2 VET Strategic Partnerships Project No. 2020-1-EL01-KA202-079076

#### Calendar

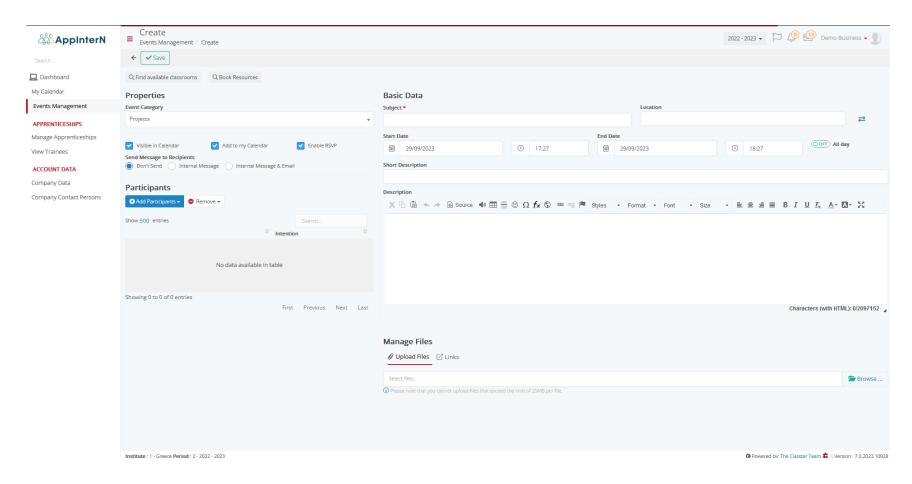
At this page the employer can find events and announcements by day, week or month.







## **Create an Event or Announcement**

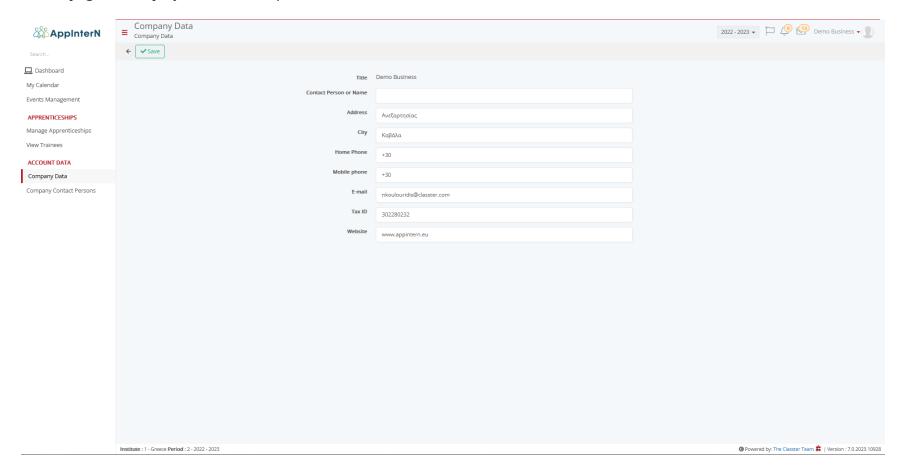






## **Company Data**

At this page the employer can edit his/her data







## 6.4. GENERAL (FOR EVERY USER TYPE)

## Change / refresh academic session

Used to renew or change the active academic period



## Language switching

Used for language change

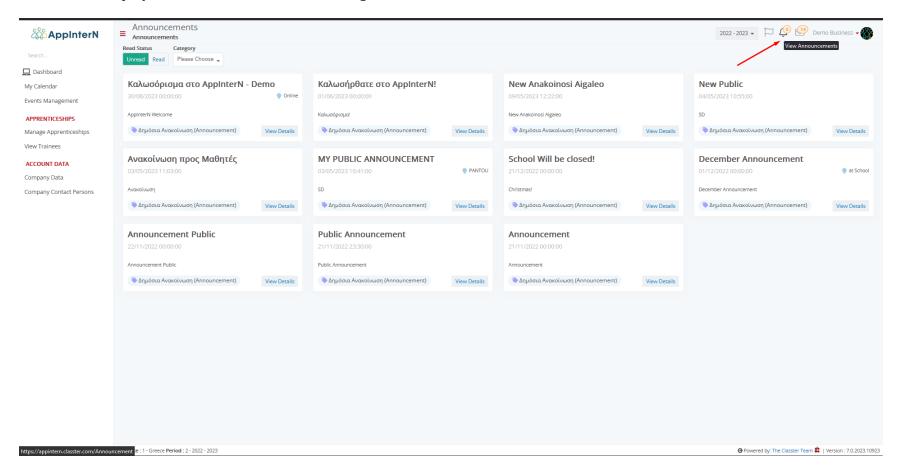






#### **Announcements**

It is used to display all communications concerning the user

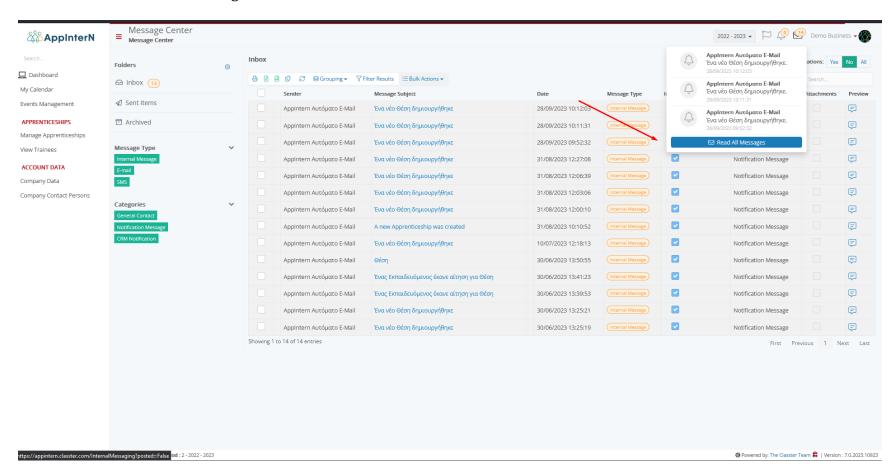






## **View/Creation of messages**

It is used to display and create (depending on the type of user) messages Either emails or internal message

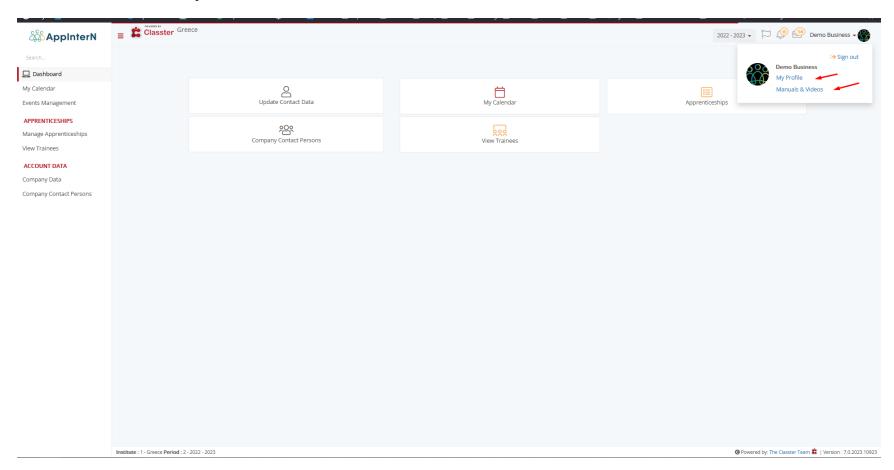






# My Profile / Manuals & Videos

Used to view of the user's profile and educational manuals & videos

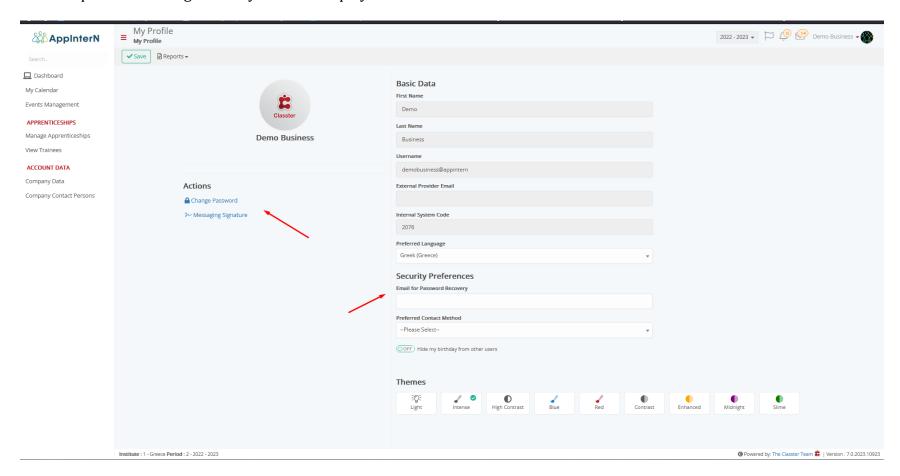






## Password change and key elements

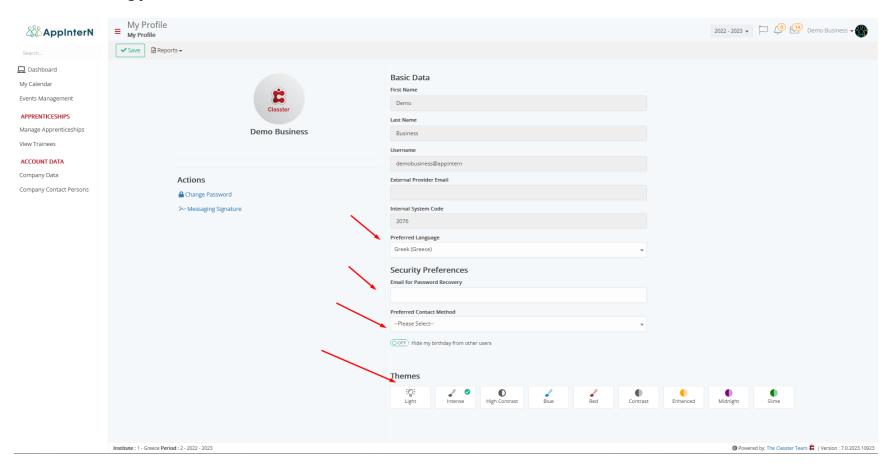
Used for password change and key element display







# **Code Change Security preferences, language, communication methods and topics and key elements**Used for selecting preferences



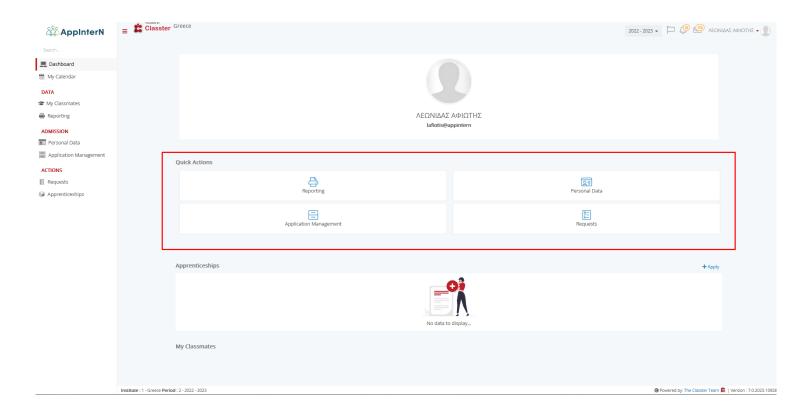




#### 6.5. GRADUATE

## **Quick Actions**

- Reporting: Clicking at this button the graduate can find the available references
- **Personal Data:** Clicking at this button the graduate can edit his/her data
- **Application Management:** Clicking at this button the graduate can process his/her applications
- **Requests** Clicking at this button the graduate can apply for changes to his/her data etc.

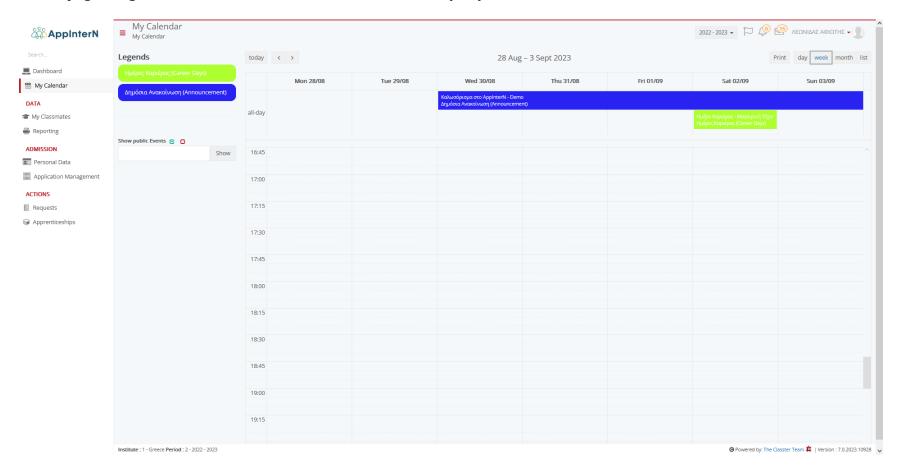






#### Calendar

At this page the graduate can find events and announcements by day, week or month.

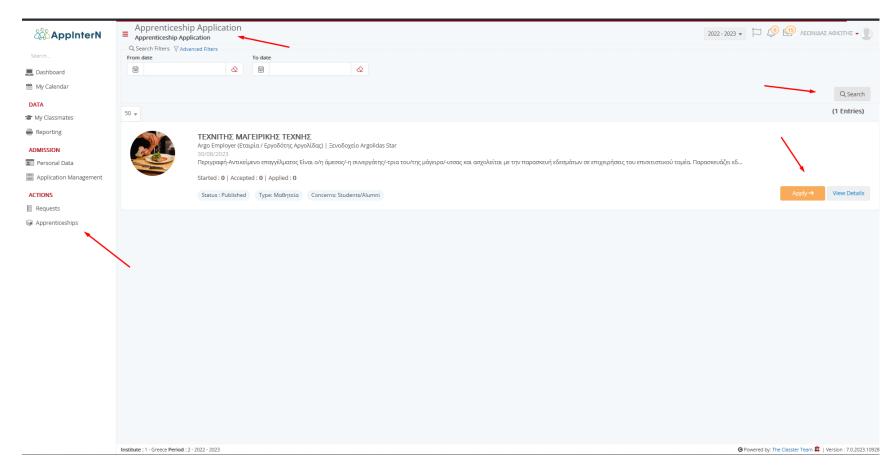






## **Application for Apprenticeships**

At this page the graduate can search for available positions.

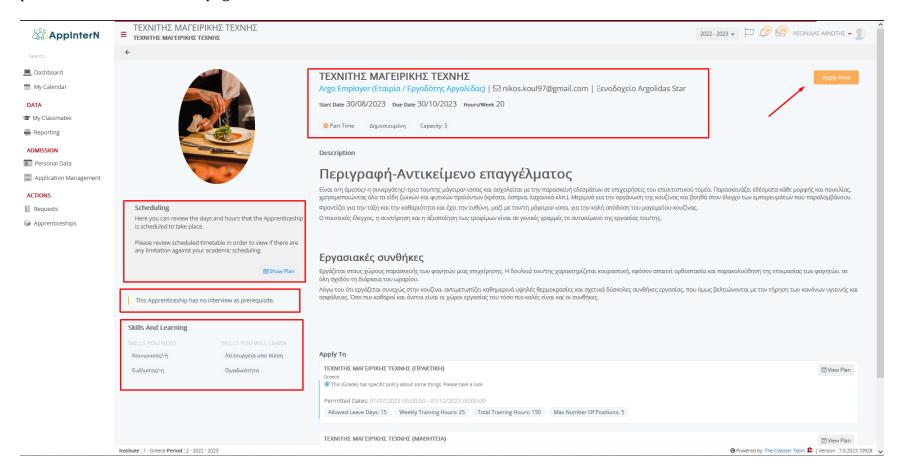






### **Application for Apprenticeships**

At this page the graduate can find information about the position of interest Information about the programme, interview, qualifications, application, description and general information about the position is available on the page below

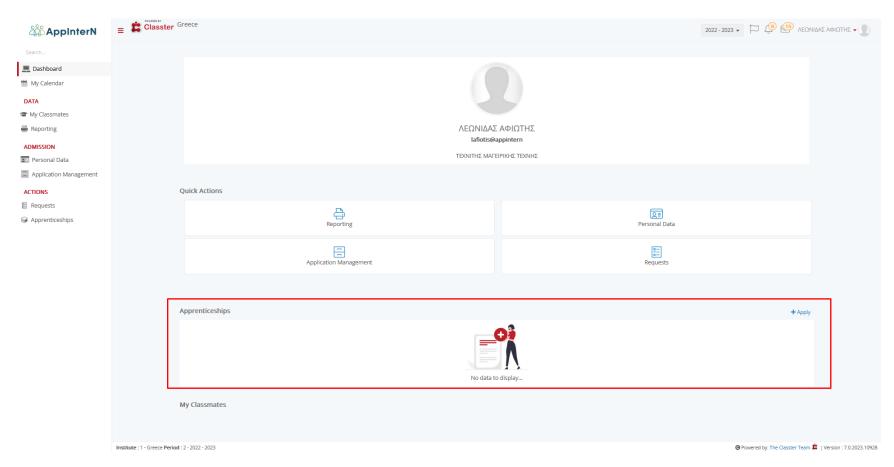






## **Application for Apprenticeships**

At this page the trainee can find information on the status of his/her application



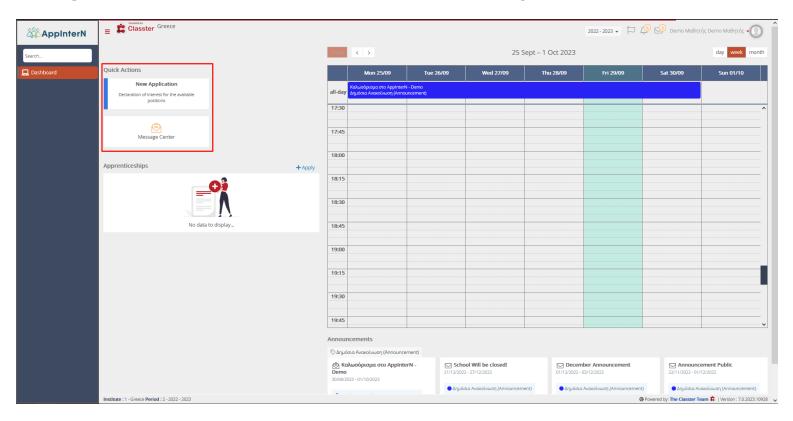




### 6.6. STUDENT

## **Quick Actions**

- New Application: This is where the trainee can find the available positions
- Messages: This is where the trainee can send an email or internal message



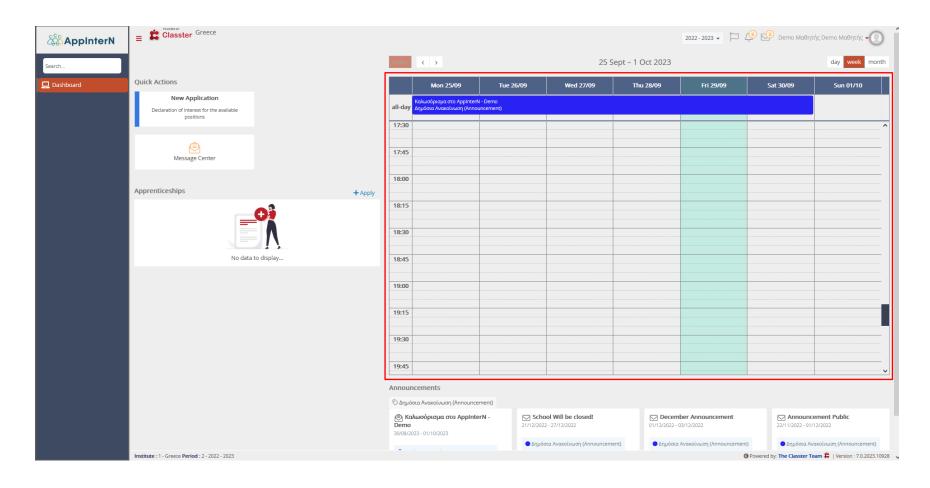
# Calendar

This is where the trainee can find events and announcements by day, week or month.





#### ERASMUS+ - KA2 VET Strategic Partnerships Project No. 2020-1-EL01-KA202-079076

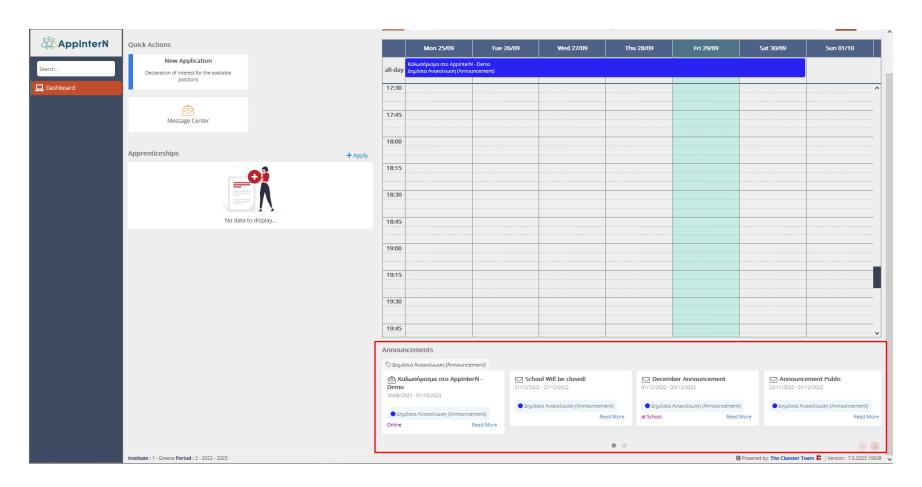






#### Calendar

This is where the trainee can find announcements that do not appear in the calendar but as a series of announcements.

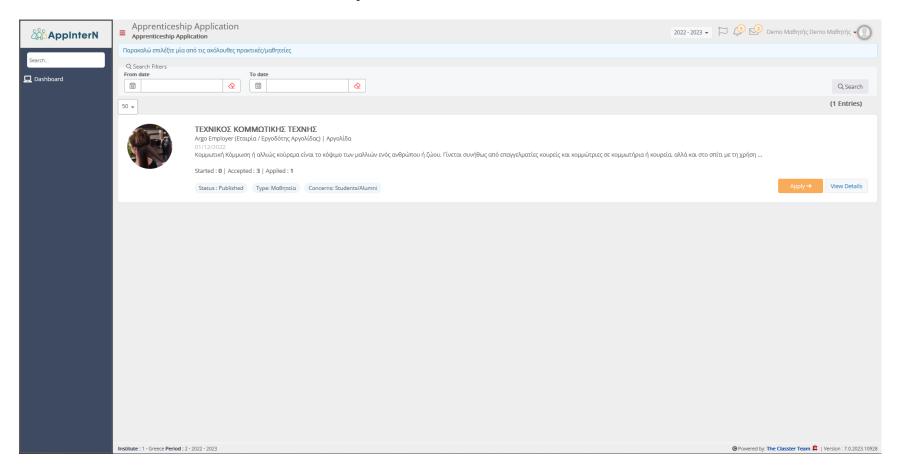






## **Apprenticeship Application**

This is where the trainee can search for available positions

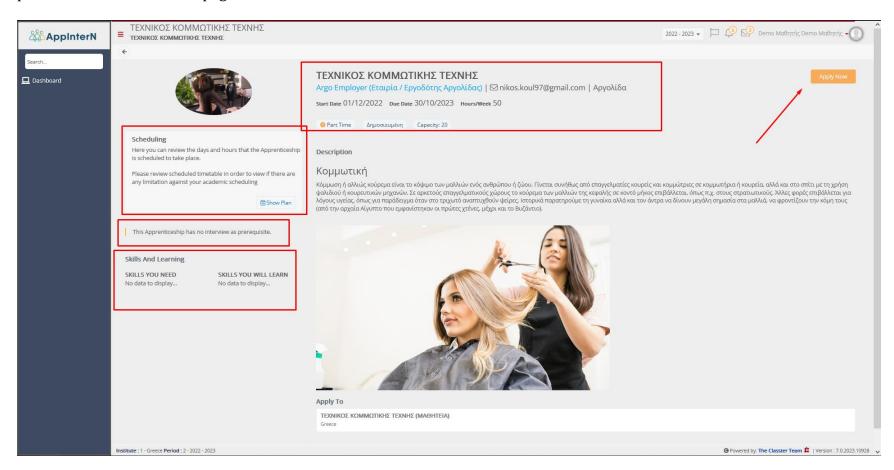






## **Apprenticeship Application**

At this point the trainee can find information about the position of interest Information about the programme, interview, qualifications, application, description and general information about the position is available on the page below







## **Apprenticeship Application**

This is where the trainee can find information on the status of his/her application

