



Collection of Best Practices on Citizens' Digital Inclusion

*Digital Marginalization of Vulnerable Groups
("Digital Trainers") Project*

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Introduction

The “Digital Marginalization of Vulnerable Groups” project aims to substantially improve the knowledge of the determining factors and issues that prevent citizens at risk of marginalization to succeed in digital literacy, by identifying the best practices and approaches adopted by the partner organizations to tackle the issue addressed by the project. The expected result is a better understanding of the digital marginalization phenomenon as well as the clear recognition of the practical solutions that can be implemented to deal with it. The purpose of the present Collection of Best Practices on Citizens' Digital Inclusion aims to identify suitable practices based on informal learning process that could help citizens at risk of marginalization in accessing digital public services.

Methodology

The project addresses public employees who deal with welfare and digitalization and public employees who work closely with users, especially the elderly and migrants (digitally illiterate) in order to offer them the administrative services of public administrations. The best practices will be collected with the aim to address and support this target group in regards to citizens' digital inclusion.

The partner organisations will collect a minimum of 6 practices by researching and reaching out to organisations, local authorities and networks in Italy and Cyprus, as well as opening up the research to other countries. The best practices can, thus, be international. The best practices will be collected using the Annex below which has been created by taking into consideration certain indicators, commonly agreed upon by the partner organisations.

Best Practices from Italy

Best Practice n.1: *Ciao! Asp Parma*

Title	<i>Ciao!</i>
Date launched/published	<i>Project started in October 2021</i>
Status	<i>ongoing</i>
Type of resource/activities/actions	<i>Please state the type of the practice, such as app, digital resources, electronic handbook, MOOC, online course, online simulation game, policy paper, video, document, other (please specify)</i>
Target audience	<i>Elderly people living in nursing homes and elderly and socially frail elderly living in community and using daily centers</i>
Location/geographical coverage	<i>This initiative is an activity that is sustained from Amplifon Foundation, and has a National coverage</i>
Purpose	<i>Development of digital knowledge, and digital skills in frail and elderly people.</i>
Description	<i>the project provides for the supply of digital equipment with which to develop manual activities, yoga, guided tours, art therapy courses specifically designed for elderly people with different levels of ability. Furthermore, linked to these activities, animation programs have been developed to teach the elderly how to use tablets and the main applications to search for online content, cognitive stimulation games and video calls both with family members and with groups of other people residing in other nursing homes. the activities are developed on a daily basis, according to a monthly schedule in which social connection activities are combined with activities involving the use of digital content for cognitive stimulation. the project Hello! has multiple objectives, the primary one is to connect people living in different nursing homes to each other, a second objective is to provide the elderly with the basic skills to be able to use technological tools such as smartphones, tablets independently, the third is to develop cognitive stimulation activities.</i>
Success / effectiveness	<i>social connection activities are planned at least three times a week, and every day there are individualized projects using technological supports. 20 people permanently participate in our nursing home, representing 30% of the resident population.</i>
Impact	<i>the procedures are ensured by careful supervision and planning of the events by the Amplifon Foundation, and by a methodical local application by the person in charge of the social animation services.</i>
Challenges	<i>at the beginning of the activities the greatest difficulty was the training of the trainers, due to the fact of setting up a different, freer way of defining the relationship between the elderly and digital applications.</i>
Innovation	<i>socializing use of technology, stimulation of cognitive functions with web-connected equipment, learning by the elderly to use technological devices for social connection</i>
Sustainability	<i>thanks to the donation from the Amplifon foundation, the commitment to the project's sustainability is limited to the continuous updating of the trainers, which is usually carried out, and the periodic updating of the software and the ordinary maintenance of the hardware.</i>

Transferability and/or upscaling	<i>Connection between 100 nursing homes in all Italy</i>
Language	<i>Italian</i>
Leading organization	<i>Amplifon foundation for project Ciao! And ASP Parma for Digital education and cognitive stimulation</i>
Contact details	<i>For Amplifon foundation: Clarissa.Brivio@fondazione.amplifon.com For ASP Parma: direzione@asp.parma.it</i>
Link/ Website	<i>https://www.amplifonfoundation.com/it/progetti/senior/ciao-</i>

Best Practice n.2: SOS Computer Point. Casalgrande Municipality – Registry office

Title	SOS Computer Point Casalgrande Municipality – Registry office
Date launched/published	<i>December 2021</i>
Status	<i>Active</i>
Type of resource/activities/actions	<i>Computer workstation with devices designed for shared use with an assistant (double monitor, double keyboard and double mouse) Digital signature reader, scanner, printer Prepared for joint use of citizen and facilitator who guides him/her during access to digital services</i>
Target audience	<i>Citizens of Casalgrande, - autonomous in the use of IT tools but lacking specialised equipment (e.g. scanner or signature reader) - Not autonomous who need a facilitator for the use of tools and access to service platforms</i>
Location/geographical coverage	<i>SOS Computer is a specific initiative of the Municipality of Casalgrande. In January 2023, it was joined by the PUE INPS 1 (Punto Utente Evoluto – Advanced User Point) project that INPS is piloting in 6 Italian municipalities</i>
Purpose	<i>Facilitating access to online public administration services and fostering digital literacy to decrease the existing digital divide. Offer all available digital services of the public administration</i>
Description	<i>Active workstation with facilitator 1 morning a week, soon will be 3 mornings. Since opening about 60 appointments with various types of service</i>
Success / effectiveness	<i>Highly appreciated by citizens, services have been progressively added since opening in December 2021, recently becoming INPS support ('advanced user point').</i>
Impact	<i>Some procedures have been speeded up and are carried out remotely instead of the citizen having to travel to Reggio Emilia; in other cases (ANPR - national register office) by carrying out the procedure on-line, stamp duty costs are saved</i>
Challenges	<i>It is difficult to reach the target group with information on available services.</i>
Innovation	<i>The whole project is innovative, in some parts (PUE) experimental at national level</i>

¹ National Institute for Social Security

Sustainability	<i>A constant information campaign is carried out, and resources (facilitators) are being strengthened.</i>
Transferability and/or upscaling	<i>This type of proposal can be implemented in many Italian municipalities.</i>
Language	<i>Italian</i>
Leading organization	<i>Comune di Casalgrande</i>
Contact details	<i>www.comune.casalgrande.re.it</i>
Link/ Website	<i>https://www.comune.casalgrande.re.it/2021/12/al-via-il-15-dicembre-il-servizio-sos-computer/</i>

Best Practice n.3: *Digital Laboratories. Cavriago Municipality*

Title	<i>Digital laboratories</i>
Date launched/published	<i>November 2022</i>
Status	<i>ongoing</i>
Type of resource/activities/actions	<i>Laboratories set up with digital equipment for STEAM disciplines Service at fixed times or by appointment</i>
Target audience	<i>Primary and secondary school students; Multiplò customers</i>
Location/geographical coverage	<i>For the citizens of Cavriago and surrounding areas</i>
Purpose	<i>Providing technologically equipped spaces for students and citizens to develop STEAM disciplines</i>
Description	<p><i>Digital laboratories were set up at the Galileo Galilei secondary school in Cavriago, equipped with 2 interactive 75" digital screens, 4 laptops, 1 video projector, 1 green screen, 1 carving plotter, 1 laser-cut printer, 3 Sphero Littlebits electronic and robotics kits, 18 Lego Education Spike kits for robotics and programming, 4 Makey Makey kits for programming, 1 kit with 6 Bee Bot robots, 1 manual digital microscope, 1 video camera for 360° filming, 1 essential oil extractor.</i></p> <p><i>A Digital Atelier was also set up at the Multiplò - Centro Cultura Cavriago equipped with Beebot and Mbot robots, computers and software for programming and coding, the Makey Makey system, equipment for filming and video editing, a 3D printer and related design software.</i></p> <p><i>In all labs, STEAM discipline development activities have started (and are planned for the future) for various age groups. In the workshops at the schools, training activities for teachers are planned.</i></p> <p><i>In the Multiplò workshop, the service is open daily for two afternoons a week, with the presence of a specialised operator.</i></p>
Success / effectiveness	<i>The workshops at the Multiplò were very well attended from the start; the daily opening of the service is also well attended. Activities at the school workshops will start in the next few days.</i>
Impact	<i>The users who participated in the workshops at the Multiplò were all enthusiastic about the activities, in fact they also participated in the follow-up events and they are thinking of founding a group of young makers.</i>

Challenges	<i>Once the workshops are in place, the biggest challenge will be to ensure their opening due to financial constraints</i>
Innovation	<i>The innovative elements are linked to the new teaching methods applied within the STEAM workshops that the operator follows</i>
Sustainability	<i>Sustainability is one of the difficulties of this project</i>
Transferability and/or upscaling	<i>A large part of the laboratories were realised through sponsorship or partnerships with external players; in order to transfer similar projects to other locations, it will be necessary to be able to implement these collaborations as well, otherwise the projects are not sustainable</i>
Language	<i>Italian</i>
Leading organization	<i>Comune di Cavriago</i>
Contact details	<i>p.zza Don Dossetti 1 Cavriago (RE)</i>
Link/ Website	<i>www.comune.cavriago.re.it</i>

Best Practice n.4: Digital SOS. Cavriago Municipality

Title	Digital SOS
Date launched/published	<i>December 2022</i>
Status	<i>Ongoing</i>
Type of resource/activities/actions	<i>Daily service</i>
Target audience	<i>Citizens with a digital divide and the need to use IT tools</i>
Location/geographical coverage	<i>For the citizens of Cavriago and surrounding areas</i>
Purpose	<i>Activate a digital inclusion project in libraries, to support citizens who are not autonomous in using the Internet to access the services and activities on the web, from filling in an online form, to searching for information or sending e-mails to distant people, etc.</i>
Description	<i>The dedicated digital civil service operator is available at the Multiplo during the usual opening hours. Citizens and users ask the operator, informally and without an appointment, for help in using IT tools for accessing public administration, managing digital identity, e-mail and social operations, but also to learn how to better use devices such as smartphones and tablets; this service has been named SOS Digital. The digital civil service operator also provides support to the Multiplo operators during digital workshops carried out within the ateliers, related to coding, robotics and 3D printing activities</i>
Success / effectiveness	<i>The service was immediately successful, with 25 requests for assistance in the first month of opening.</i>
Impact	<i>Users are much more comfortable using IT tools if they know they can count on the support of the digital civil service. The service has also had a great impact on the operator himself, who is acquiring considerable interpersonal skills and broadening the spectrum of his digital knowledge.</i>
Challenges	<i>Sometimes requests for assistance create waiting times; furthermore, the presence of the operator is not guaranteed for 100 per cent of the opening hours of the service</i>

Innovation	<i>The innovative elements are linked to the new teaching methods applied within the STEAM workshops that the operator follows</i>
Sustainability	<i>The Digital Civil Service project has an annual deadline, it is planned to be repeated next year as well</i>
Transferability and/or upscaling	<i>The Digital Civil Service project can be replicated in any other library</i>
Language	<i>Italian</i>
Leading organization	<i>Multiplo – Centro Cultura Cavriago</i>
Contact details	<i>Via Repubblica 23 – Cavriago (RE) Italy +390522373466 www.comune.cavriago.re.it/multiplo</i>
Link/ Website	<i>www.comune.cavriago.re.it/multiplo</i>

Best Practice n.5: *Fake News and digital activities – Europe Challenge. Cavriago Municipality*

Title	Fake News and digital activities – Europe Challenge
Date launched/published	<i>Launched on Sept 2022</i>
Status	<i>Ongoing</i>
Type of resource/activities/actions	<i>Activities: gaming activities, workshops and laboratories, meetings and a book presentation, conducted by using a captivating language and digital tools, involving users actively and not just through boring lectures. Resources: IT equipment (laptops, tablets)</i>
Target audience	<i>Children (10-11 years old), Teenagers (12-16 years old), Adults. Our project is for everyone, but we'll especially involve young people (who use technology more, but have fewer skills) thanks to the mediation of local schools and associations, and through our social media channels.</i>
Location/geographical coverage	<i>We're developing this project in Cavriago, but we've created a common project "prototype" with other european libraries. Infact this project concerns a topic of general interest for all cultural institutions in Italy and in Europe, in particular for those that have a more widespread digital situation and want to create moments of encounter and dialogue between people, who have experienced a rarefaction of social relationships.</i>
Purpose	<i>Involving people of all ages and skills in gaming activities to make people more digitally aware of misinformation and bridge the digital gap between citizens.</i>
Description	<i>The biggest challenge facing Cavriago – a small town in northern Italy – is the integration of the many incomers who have come to the area to find work. The town's library, Multiplo, has already been helping local residents to meet, socialise and work together – but it also wants to address a new and important issue: challenging fake news and misinformation. We want to involve people of all ages and skills in gaming activities to help make residents more digitally aware of fake news – and to help bridge the digital divide between members of the local community.</i>

	<p><i>Made up of local residents represented by Cooperativa Accento and Multiplo colleagues, the team has planned activities, bought computer equipment for a digital laboratory and created connections with partner institutions – and now we are going to test our prototype, which uses engaging digital tools to capture people’s imagination.</i></p> <p><i>We believe that all libraries in Europe have the fundamental task of creating moments of encounter between people who have experienced a breakdown of social relationships, especially young people. Our solution is an ongoing project, which requires the participation of people to evolve.</i></p> <p><i>By holding workshops and listening to the needs and attitudes of users, we are developing an evolving range of activities that are suitable for both old and young. We are focusing in particular on working with local schools and associations and drawing on social media channels to reach young people.</i></p> <p><i>Building a community of people interested in the topic will allow us to develop – through a democratic process – solutions to the problems that are closer to people.</i></p>
<p>Success / effectiveness</p>	<p><i>Up to now we have not yet carried out any activities because we have just finished the planning phase and we are now in the project start-up phase and in communicating the initiatives to potential users. We expect to reach the following people:</i></p> <p><i>Target Children - the primary school (10-11 years old): about 100</i></p> <p><i>Target Teenagers - free users (12-16 years old): about 50</i></p> <p><i>Target Adults - free users: about 180</i></p>
<p>Impact</p>	<p><i>Up to now we have involved public schools, training schools and local associations to reach out to their students and invite them to participate in our workshops. We have also involved some citizen volunteers who will collaborate with us in carrying out the activities.</i></p> <p><i>Our solution is an ongoing project, which requires the participation of people to evolve. Listening, during the workshops, to the needs and attitudes of our users, we will be able to direct the objectives and methods of carrying out our activities. Building a community of people interested in the topic will allow us to develop, through a democratic process, solutions to the problems that are closer to people. Our project is for everyone, but we’ll especially involve young people (who use technology more, but have fewer skills) thanks to the mediation of local schools and associations, and through our social media channels.</i></p>
<p>Challenges</p>	<p><i>We have not yet reached the testing phase.</i></p> <p><i>As for the design, the challenge we had to face was the preliminary documentation and training phase that was necessary for us to acquire skills on this new topic.</i></p> <p><i>It was easy to involve the schools with which we have a consolidated relationship, while it will be more difficult to involve teenagers who do not usually attend our spaces. Another difficulty will be to create intergenerational activities: it is a problem that we will approach after the experimentation phase.</i></p>

Innovation	<i>Facilitating the digital transition, provides access to new information technologies (personal computer loan, digital ateliers), offers training and cognitive tools to distinguish the reliability of sources and be able to distinguish fake news on the web (courses and coaching personalized), access to digital administration, active digital citizenship.</i>
Sustainability	<i>We obtained a funding of 20.000 € from ECF's Europe Challenge and from the Emilia Romagna Region for the purchase of IT equipment and the realization of the project laboratories. Our project was designed to be sustainable over time: in fact, the setting up of the digital laboratory will allow the realization of various digital activities in the future during the library's opening hours. To continue the specific activities on fake news launched with this project, additional funds will be needed to finance the working hours of the operators dedicated to the project. Furthermore, the creation of a community of people interested in the topic who will be able to help carry out and disseminate the activities will be essential.</i>
Transferability and/or upscaling	<i>This project concerns a topic of general interest for all cultural institutions in Italy and in Europe, in particular for those that have a more widespread digital situation. In fact, the issue of the aware use of digital tools and information is very current, especially in view of the effects of the recent pandemic, which has led to a process of forced digitization of services in very short times, but has not allowed a parallel development of the skills needed to use these resources. We also believe that all libraries in the world in this historical moment have the fundamental task of creating moments of encounter and dialogue between people, who have experienced a rarefaction of social relationships.</i>
Language	<i>Italian, english</i>
Leading organization	<i>Multiplo library (Municipality of Cavriago) and Cooperativa Accento</i>
Contact details	<i>Multiplo library (Municipality of Cavriago) via Repubblica, 23 – 42025 Cavriago (RE) tel. 0522373466 mail multiplo@comune.cavriago.re.it WhatsApp: 3342156870</i>
Link/ Website	<i>https://theuropechallenge.eu/challenge-teams/ https://www.comune.cavriago.re.it/multiplo/</i>

Best Practice n.6: IDA – Inclusive Digital Academy. Cooperativa sociale Kara Bobowski

Title	IDA – Inclusive Digital Academy
Date launched/published	<i>Project ended in August 2022 (results launched)</i>
Status	<i>Project closed – Results launched</i>
Type of resource/activities/actions	<i>APP and e-Learning platform</i>
Target audience	<i>People with intellectual disabilities (PWIDs) and educators</i>
Location/geographical	<i>EU wide (Erasmus+ programme, 10 Countries involved)</i>

coverage	
Purpose	<i>To facilitate the use of digital tools for people with intellectual disabilities (PWIDs)</i>
Description	<i>3 year Erasmus+ project, done by 11 Partners from 10 Countries, together with PWIDs, through activities and testing phase of results: APP and eLearning platform that facilitate the use of existing digital tools (Google Maps, Email, Smartphone, Zoom, Facebook) and creation of new support tools for correct use of Organiser, Budget and Safety Online.</i>
Success / effectiveness	<i>APP available for free on PlayStore and AppleStore, accessible to everyone. The 10 Partner Organisations work with people with disabilities and use daily this tool in their services. The Dissemination strategy is still active by all of the Partners.</i>
Impact	<i>The Organisations' users (and all PWIDs) are now more able to use digital tools, in a safer way. Specifically, through social cooperative Kara Bobowski (Italian Partner of the project), users are more able to use digital tools, educators were trained to use the APP in daily basis and KB participate in a local project to train educators of other cooperatives to use digital tools in daily basis with PWIDs.</i>
Challenges	<i>Most of the challenges were technical problems and to put together competences and willing between professionals of disabilities and IT technicians.</i>
Innovation	<i>The innovation of this project was to involve directly the PWIDs in the production of a result that works for them, and the creation of new tools to support on organiser and budget management.</i>
Sustainability	<i>The APP is free access in PlayStore and AppleStore and the eLearning platform, are both covered by the project, by the Coordinator partner (Les Papillons Blancs de Lille) and by an European network 'Caravan2000' that put together all EU Partners in this project. This network will maintain the free access of the APP.</i>
Transferability and/or upscaling	<i>This results can be used by everyone in an easy way. It can be improved in the future by updating the contents, adding other existing apps and tools, for example.</i>
Language	<i>10 languages: english, french, italian, german, dutch, poland, lithuanian, turkish, bulgarian, greek, swedish</i>
Leading organization	<i>The Project was Coordinated by 'Les Papillons Blancs de Lille' (France). In Italy, the Partner was Cooperativa sociale Kara Bobowski.</i>
Contact details	<i>To know more about the project, please contact the project manager in Cooperativa sociale Kara Bobowski: Susana Alves progettazione@karabobowski.org</i>
Link/ Website	<i>https://idaprojectapp.com/en/index.html Project website: https://sites.google.com/view/inclusivedigitalacademy</i>

Best Practice n.7: DARE project - Digital Environment for collaborative Alliances to Regenerate urban Ecosystems in middle-sized cities, organized a training to become a "Process Digital Facilitator. Ravenna Municipality

Title	<i>DARE project - Digital Environment for collaborative Alliances to Regenerate urban Ecosystems in middle-sized cities, organized a training to become a "Process Digital Facilitator.</i>
Date launched/published	<i>01/12/2019 – 31/12/2022</i>
Status	<i>COMPLETED</i>
Type of resource/activities/actions	<i>Digital Identikit Tool, OPEN BADGES, Toolbox for enabling the DFT, E-democracy tools</i>
Target audience	<i>As part of the DARE activities, the team was composed of individuals from the project partner organizations, along with other professionals from organizations in the local area.</i>
Location/geographical coverage	<i>Ravenna – DARSENA DISTRICT</i>
Purpose	<p><i>The Digital Facilitator acts as a bridging and cultural mediating figure in urban regeneration processes, facilitating the implementation of the projects that characterize it, through a safe, critical and conscious use of digital tools. In particular, the digital facilitator promotes the growth of digital culture through educational actions aimed at citizens, institutions, companies and professionals on the use of ICT (Information and Communication Technologies), acting as a mediator between the user and the digital world.</i></p> <p><i>The role is achieved by completing 10 modules and as many competences, divided into 3 thematic areas: facilitation, data, tools.</i></p>
Description	<p><i>The team consists of people from different sectors to which the project partners report. They are therefore faced with the double difficulty of working together with unfamiliar colleagues and finding together with them a shared way of working, not necessarily identifiable with the one in use in their own institution.</i></p> <p><i>So, a first part of the work was to share language and working style, thanks also to the use of digital tools, which allow them to work collaboratively and by objectives. A first part of the work was to share language and working style, thanks in part to the use of digital tools (moodle platform, canva, bipart platform, trello, ...) that allowed to work collaboratively and by objectives. This approach was achieved in stages: during step 1, the team carried out group training to begin to get to know each other; in step 2, they worked in subgroups of 4-5 people, and began to refine collaborative modes, usually also different for each subgroup. In this step it was important to provide moments of collective discussion among all subgroups; in step 3 the working groups recompacted and a more structured organization of team work was developed, as people interacted with their peers and other users not necessarily involved in the project, so it was absolutely necessary to work in a coordinated way. Putting this approach into practice naturally required the support and involvement of each project partner institution, which is why the facilitators became an additional pivot for shared</i></p>

	<i>communication and learning among all the different partners and stakeholders involved; in step 4, the team, now rooted and organized with roles and tasks, maintained an ongoing and engaging relationship with the different groups of citizens: updating them on current and future activities and events, stimulating the participation and involvement of other citizens, and helping to understand and support ongoing projects.</i>
Success / effectiveness	<i>As part of the DARE experiment, the team was composed of individuals from the project partner organizations, together with other professionals from organizations in the territory. When implementing a regeneration and innovation process in an area, it is essential to set up a team of digital facilitators (of innovative processes) from within the different territorial organizations involved in the process. Therefore, people should be selected who are motivated to play an important role not only in linking the different groups involved but also in the growth of the organizations themselves in terms of digital skills and the diffusion of a collaborative digital culture. People already have a minimum digital background and are ready to enrich it according to the role to be played.</i>
Impact	LOCAL IMPACT
Challenges	<i>In order to formally recognize the training course and make the figure of the digital facilitator recognisable, competence badges are issued following successful assessment of each training module via the Bestr is a platform developed by Cineca. Open digital badges are 'electronic cards in the form of an image, which can be shared and contain a series of metadata linked to the training organization, the course followed, and above all, the knowledge and skills acquired. Their task is to certify competences through a series of evidences (outputs) recognized by a shared standard'. Thus, it is a system for the enhancement and certification of competences, disseminated worldwide since 2011 on the Mozilla Foundation platform, which exploits digital technologies to support lifelong learning.</i>
Innovation	<i>The skills acquired and recognized, even outside the pathways that give legally recognized qualifications, are transportable and recognizable everywhere, as badges are issued with internationally shared standards. "The life-long and life-wide learner is at the heart of Bestr: at university or at work, with a course or self-taught, at school or as a hobby, the learner acquires competences all the time, and Bestr enhances and certifies them, regardless of the learning context".</i>
Sustainability	
Transferability and/or upscaling	THE COURSE MAY BE REPEATED
Language	<i>Italian - ENGLISH</i>
Leading organization	DARE PROJECT
Contact details	<i>"Dare" <dare@comune.ravenna.it></i>
Link/ Website	<i>https://www.darsenaravenna.it/home-tematica-collabora/formazione/percorso-facilitatore-digitale</i>

Best Practices from Sweden

Best Practice n.8: Action plan on welfare technique, Vänersborg Municipality

Title	Vänersborg Municipality action plan on welfare technique
Date launched/published	Started 2019 – ongoing
Status	Implemented and ongoing
Type of resource/activities/actions	Capacity building, user surveys, mapping of needs, training packages, mobile devices, digital medicine cabinets & medication robots, digital pets, digital shopping of food etc.
Target audience	Elderly, impaired groups, intellectual disabilities (PWIDs), staff within the care sector, and relatives of the users.
Location/geographical coverage	Local in Vänersborg Municipality and cooperation with external partners in the district of Fyrbodal.
Purpose	To increase the users' independence and increase their quality of life To facilitate the use of digital tools for people within the municipal welfare services. To capacity-build the staff within the services and their possibilities to use and train the users on the various tools.
Description	This work was initiated 2019 in order to give guidelines to the various sectors within the Social welfare department. A central decision from the department's management initiated the work under continuous development. Parallel with the implementation of different techniques and tools, training of staff has been ongoing. "Cognition certificates" has been issued for staff that participated in training programs regarding development psychology with orientation on how to support independence among users. The guidelines are revised annually.
Success / effectiveness	Since this is an integrated development work ongoing all activities are operational and up and running. 2022 Vänersborg will hold a fair to present ongoing activities for users, neighboring municipalities and stakeholders
Impact	Impacts are both on all the target groups within the Social welfare services. The various users are supported by two full time employees that implement the tools among staff and the users. Also the amount of staff trained both in the different tools and theoretical subjects behind are increasing. A user survey through SALAR (Swedish Association of Local Authorities and Regions) is completed regularly.
Challenges	Of course, several, everything from making tools user-friendly and accessible but also some legal issues regarding the integrity of the users.

Innovation	<p><i>Some of the tools in use could be seen as innovative but also the connection of the theoretical educational packages parallel with implementing the new technology is often overseen.</i></p> <p><i>Some of the app's are general known and some are locally produced. On App Store "Timstock" is used to visualized how much time remains on an activity. Another app is "Matglad" (FoodHappy) that simplify planning, shopping, preparation and cooking of meals.</i></p>
Sustainability	<p><i>Since this is an integrated action plan within the department all activities are fully financed and the capacity among the staff also makes further development easier.</i></p>
Transferability and/orupscaling	<p><i>The work plan and guidelines are transferable and possible to benchmark from, also the different tools would be possible to adopt for other organizations, likewise the ideas of "Cognition certificates" and the training behind them.</i></p>
Language	<p><i>Swedish mainly but in many areas possible to translate or adjust to the user's/stakeholders' language</i></p>
Leading organization	<p><i>Social welfare department of Vänersborg Municipality</i></p>
Contact details	<p><i>To get specific contact details of the department contact development officer Anders Fridén anders.friden@vanersborg.se</i></p>
Link/ Website	<p><i>https://www.vanersborg.se/omsorg--hjalp</i> <i>https://apps.apple.com/se/app/matglad/id940498325</i> <i>https://apps.apple.com/se/app/timstock/id488519712</i></p>

Best Practices from Cyprus

Best Practice n.9: e-gnosis: “Digital Skills for people aged 55 and over” by the Cyprus Productivity Center

Title	e-gnosis: “Digital Skills for people aged 55 and over” by the Cyprus Productivity Center
Date launched/published	2021
Status	<i>Ongoing practice</i>
Type of resource/activities/actions	<i>Free capacity-building programmes</i>
Target audience	<i>People aged 55 and over</i>
Location/geographical coverage	<i>Cyprus</i>
Purpose	<i>The purpose of this practice is to offer to people who are 55 years old and over the opportunity to learn and develop basic digital skills or improve their existing knowledge and skills.</i>
Description	<p><i>The free capacity-building programmes are offered by the Cyprus Productivity Center within the framework of the Recover and Resilience Plan, funded by the European Union. The Cyprus Productivity Center offers different 30-hour courses implemented over the span of approximately a month through 10 lessons organised in person with the duration of 3 hours each. These courses are:</i></p> <ul style="list-style-type: none"> <i>● Basic Knowledge in smart mobile use - a 30-hour training programme, focusing on the use of smart phones and tablets operating in the Android environment and on informing participants about specific useful applications.</i> <i>● Digital skills for better health and well-being - a 27-hour training programme, focusing on informing participants about specialized applications and reliable sources of information on Health and Wellness issues, as well as learning how to operate and use the GHS Web Portal)</i> <i>● Basic computer skills - a 30-hour training programme focusing on the use of computers operating in a windows environment, with emphasis on the use of the Internet and its basic applications.</i> <i>● eGovernment and Secure Online Transactions - a 30-hour training programme, focusing on informing participants about the important e-Government systems (e.g. Gov.cy, GESY, Grants, Benefits, Claims Progress, Social Security, Pension, and Tax), Electronic</i>

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Project Number:

	<p><i>Banking, Secure Online)</i></p> <p><i>For most of the lessons, the participants are advised to bring with them smart phones or tablets, using as such hands-on, practical learning, rather than focusing on theory. Additionally, participants need to have a 75% and over attendance at the lessons in order to be able to receive a certification of attendance.</i></p>
Success / effectiveness	<p><i>The practice was initiated in 2021, with the capacity-building programmes being launched in March 2022. The practice is ongoing and will be concluded in 2025. The target number to be reached during this time is set to 2800 people participating in the free capacity-building programmes. Up until now, approximately within a year, they have already reached 700 participants. Therefore, there is much satisfaction that the practice is so far successful.</i></p>
Impact	<p><i>The feedback from the people participating in these programmes is of overall gratefulness for the opportunity to learn. The participants have shared that they feel happy and satisfied with the courses, with acquiring this knowledge and these skills and that they do not feel any more that there is a gap that makes them abstain from certain things.</i></p>
Challenges	<p><i>The expected challenge was that it would be difficult to reach out to the specific target group and have them interested in the practice and engaged as active participants in the programmes. However, the people involved in the implementation of the practice have expressed a pleasant surprise in the sense that despite their expectations, there is a positive response to the programmes from the target group, especially by people in retirement over the age of 65 years old.</i></p>
Innovation	<p><i>This practice is one of the very few practices in Cyprus – if not the only one at the moment – offering lessons in person to the specific target group in digital skills in the above-mentioned thematic areas.</i></p>
Sustainability	<p><i>No information available</i></p>
Transferability and/or upscaling	<p><i>The practice, as already mentioned is implemented within the framework of the Recover and Resilience Plan and will be concluded by 2025. However, if there continues to be interest and positive response by people to participate in the programmes, this practice could be transferred and implemented, this time outside of the framework of the Recover and Resilience Plan, if of course there are other supporting mechanisms necessary4to realise this.</i></p>
Language	<p><i>Greek</i></p>
Leading organization	<p><i>Cyprus Productivity Centre</i></p>

Contact details	Website: https://www.e-gnosis.gov.cy/training/ Email: info@kepa.mlsi.gov.cy
Link/ Website	https://www.e-gnosis.gov.cy/training/eskills55/

Best Practice n.10: e-Protect Project

e-Protect Project	
Title	
Date launched/published	November 2019
Status	Finalised (Available online)
Type of resource/activities/actions	e-learning space and digital learning resources
Target audience	<ul style="list-style-type: none"> • Trainers/Educators in Adult Education • Elderly people General public
Location/geographical coverage	Not country-specific
Purpose	<p>The “e-Protect” e-learning space is a one-stop-shop that provides instant access to digital learning resources. The objectives are:</p> <p>1) to address the consumer and data protection needs of the elderly people during internet use through their familiarization with the use of ICT tools, by providing them with tailored training opportunities; 2) to enhance adult educators’ capacity building and professionalization on training elderly people for consumer and data protection during online activities; 3) to improve the overall quality of adult education and specifically of the elderly, informed by educational, cognitive, and technological research; and 4) to strengthen the educational practices and reduce inequalities in access to education services for elderly.</p>
Description	<p>The “e-Protect” e-learning space was developed within the framework of the “e-Protect” project, co-funded by the Erasmus+ programme, working towards the abovementioned objectives. Within the e-learning space, the user can find the e-Protect Competency Scale, a Train-the-Trainer toolkit, a forum to exchange ideas or ask questions, as well as other additional resources, useful material produced during the project, such as reports. The e-Protect Competency Scale for consumer and data protection skills for the elderly people is a useful tool for both</p>

	<p><i>elderly people and professionals working with them that provides a clear view of the necessary competences and training needs for internet safety. It can be used as a convenient way to measure older people's efficacy on these competences. These courses offered online and available for free for any user who registers on the e-learning space are the following:</i></p> <ul style="list-style-type: none"> ● <i>Consumer behavior and protection</i> ● <i>Online payments and transactions</i> ● <i>Data protection and privacy</i> <p><i>The e-Protect Train-the-Trainer toolkit aims to support adult trainers' capacity building on the implementation of the innovative training programme for the elderly. In general, it provides knowledge and understanding of the curricula, instructions on how to prepare the training programme, instructional materials, and tips and advice on the eventual relationship of the adult trainer with the elder participants.</i></p>
Success / effectiveness	<p>In regards to the effectiveness and/or the success of the project, the following can be observed:</p> <ul style="list-style-type: none"> - Once finalised, the project was evaluated by the relevant authority and received excellent scores - The project was able to focus and work on very specific themes after identifying a gap in regards to having the ability and the appropriate tools and methods to teach/train in the specific competencies. There was a strong need and project addressed it specifically. <p>Overall, it's difficult to measure the practice's success, at least quantitatively. It's easier to measure its qualitatively.</p>
Impact	<p>Information about the impact of the project can be found in the respective Impact Reports on the practice's platform in the link below:</p> <p>https://elearning.eprotect-project.eu/resources/</p> <p>One honorable mention is a photography lesson using smart devices that was organised within the framework of the practice at a Home for the Elderly where the aim was to highlight the positive effects of photography (memory, creativity). The participants were very open and receptive to this interaction.</p>
Challenges	<p>A lot of elderly people were not open to learning new things as they have a more conservative way of thinking. They were in their comfort zone and so it's difficult to put them in structured learning. Ideally, they need someone they trust to be next to them during their learning process and to personalise lessons targeted to them (e.g. instead of being part of a larger group/in a classroom). There must be good needs-analysis. There is also a fear/ignorance about the protection of their rights.</p>
Innovation	<p>A big part of the practice is the Competency Scale: one can evaluate their skills in 3 categories – each category has 1 area of competencies and 4 different levels.</p>
Sustainability	<p>The practice can be used by professionals in adult education to organize their own trainings and implementations, as all the tools related to this practice are available online and easily and</p>

	freely accessible. The sustainability of the practice can also be ensured by the relationships and partnerships that have been developed during the project.
Transferability and/or upscaling	In regards to transferability: the practice is open, accessible, available in 4 languages, the material is for adult educators who can use it freely for their own training to act as multipliers (can have a multiplying effect). In regards to upscaling: recognition and validation of learning outcomes following the training and evaluation of competencies using the Competency Scale.
Language	<i>English, Greek, French, German</i>
Leading organization	<i>CARDET - Centre for Advancement of Research and Development in Educational Technology</i>
Contact details	Website: www.cardet.org Email: info@cardet.or
Link/ Website	Website: https://eprotect-project.eu/ eLearning platform: https://elearning.eprotect-project.eu/

Best Practice n.11: Multifunction Space - Citizens Digital Academy

Title	Multifunction Space - Citizens Digital Academy
Date launched/published	2020
Status	<ul style="list-style-type: none"> - Ongoing (current facilities and actions) - Forthcoming (under development Multifunction Space) <i>In process (Cisco Networking Academy)</i>
Type of resource/activities/actions	<ul style="list-style-type: none"> - Educational and Training courses on Information Technology subjects, and New Technologies (Physical presence and Online) - Technology Events and Exhibitions <i>Virtual Reality tours (Museums)</i>
Target audience	<ul style="list-style-type: none"> - General Public - Marginalized and vulnerable groups (Long-term unemployed, low-income, elders, migrants) <i>Public Administration Employees</i>
Location/geographical coverage	<i>Strovolos Municipality, Nicosia, Cyprus</i>
Purpose	<ul style="list-style-type: none"> - Demonstration Workshops for Smart City technologies - Generate the necessary environment for collaborations regarding the National Action Plan for Digital Abilities Upskilling

	<ul style="list-style-type: none"> - Provide educational and training courses on Information Technology subjects and New Technologies - Upskilling for Digital Abilities - E2STEAM actions (environment, entrepreneurship, science, technology, engineering, art, and math) - Center for Green and Digital Entrepreneurship - Contribution towards the National Digital Transformation - Provide Facilities for the Municipality’s Open School <p>In collaboration with other Municipalities, develop Digital Literacy actions for kids, elders, migrants, unemployed, and other vulnerable groups</p>
<p>Description</p>	<p><i>Name of project:</i></p> <ul style="list-style-type: none"> - Multifunction Space Citizens Digital Academy <p><i>Timeframe and status of the practice:</i></p> <ul style="list-style-type: none"> - Project under study - Expected to be implemented by 2025 <p>The academy will be located in a current municipal building in the old municipality’s area. The building is going to be renovated and is going to be the first public Zero-Energy building through an Energy-Neutral design in Cyprus. This action is a part of a holistic restoration plan of the old municipality’s area.</p> <p>The main purpose of the academy is to become a new standard as a Center for Green and Digital Entrepreneurship which could contribute towards the National Digital Transformation.</p> <ul style="list-style-type: none"> - Under the above ambitious project, the following on-going activities are to be included as well, alongside modern and innovative technology programs (CISCO Networking Academy, Virtual Tours, Educational and Training courses, Technology Events and Exhibitions. <p><u>Programs currently running at Strovolos municipality:</u></p> <p>1) Open School</p> <p>The Open School Programme of the Municipality of Strovolos, is a programme funded by the Ministry of Education and Culture and has been operating in the municipality since 2008. The purpose of the Programme is to use schools as Centers for Culture, Sports and Creation during afternoons since otherwise they would have remained unused.</p> <p>The schools belonging to Strovolos Municipality, open in the afternoons, on weekends and public holidays to host the “Open School” programmes.</p>

The purposes and the main goals of open school are the following:

- *Provide low cost education to citizens and especially vulnerable people*
- *Stimulation of Municipality residents to take part in social activities which will improve their quality of life*
- *Growth of cultural and athletic abilities in our society*
- *Possibilities for organisations, clubs and people to have cultural, artistic and athletic activities so that they can promote their work to the public*
- *Strengthen the relationship between the residents of the Municipality*

Programs of Strovolos Open School related to digital education:

- **Computers (ECDL)**
The aim of program is for children and adults to learn and acquire useful computer skills and acquire world-recognized diplomas.
- **Robotics (LEGO WEDO, MINDSTORMS-STEM)**
The aim of program is for children to develop their creativity and problem-solving skills.
- **STEAM**
Solve real-world problems, group work, build confidence, critical thinking, imagination, creativity.
- *Courses are structured, include levels (beginner-advanced), and offered weekly October-June*

2) Center for the Elderly

*The **Strovolos Centre for the Elderly** has been operating since 1993 and offers a programme of daily activities for the retired residents of Strovolos.*

- *It provides an opportunity for the elderly to spend their time in a pleasant and creative way, participating in a series of activities, to use their skills, socialise and actively participate in society*
- *Provide low cost education to elderly people*

Programs of Strovolos center of elderly related to digital education:

- **Computers**
Weekly program aiming to develop computer abilities.

	3) Free WiFi at 6 central locations of the Municipality
Success / effectiveness	<ul style="list-style-type: none"> - Open School (2500 attendants) - Strovolos Municipality current Multifunctional Foundation programs - Center for the Elderly - Children Daycare and Activity Centers (700 children)
Impact	<ul style="list-style-type: none"> - New Multifunction space will be evaluated after completion and when adequate data is available to be used for Key Performance Indicators evaluations. <p><i>Current practice: Technology Courses such as Computers and Robotics have a high rate of success (certifications and diplomas acquisitions by attendees)</i></p>
Challenges	<ul style="list-style-type: none"> - Marginalized groups Educational Level - Marginalized groups Diversity and Culture - Funding (European Structural and Investment Funds, Government Funds) - Development Timeframes and Implementation
Innovation	<ul style="list-style-type: none"> - The innovative practices already referred such as technology workshops, smart city monitoring, and virtual reality. - The first public Zero-Energy building through an Energy-Neutral design in Cyprus (renovation of a current municipal building) - Part of a holistic restoration plan of the old municipality's area
Sustainability	<i>Necessity of the practice for the citizens, the environment, and the longevity of the collaborations with other municipalities and funding sources</i>
Transferability and/or upscaling	<ul style="list-style-type: none"> - Transferable practice to other municipalities <p><i>Ability to house actions and initiatives of other municipalities, and other public and private sector organizations</i></p>
Language	Greek / English
Leading organization	Strovolos Municipality
Contact details	<p>https://www.strovolos.org.cy/</p> <p>100 Strovolos Avenue, Strovolos Nicosia, Cyprus</p> <p>+357-22470470</p>
Link/ Website	https://www.strovolos.org.cy/

Best Practice n.12: Mindgate Project

Title	Mindgate Project
Date launched/published	<i>November 2022</i>
Status	<i>Ongoing</i>
Type of resource/activities/actions	<i>Application</i>
Target audience	<i>Legal Migrants, Refugees and Asylum Seekers</i>
Location/geographical coverage	<i>The app as mechanism can work international, but the content is only for Cyprus.</i>
Purpose	<i>The application is designed to assist legal migrants, refugees and asylum seekers residing in Cyprus to improve the quality of their lives.</i>
Description	<p><i>The app provides assistance to the targeted group in:</i></p> <ul style="list-style-type: none"> - <i>Finding Language courses in Cyprus</i> - <i>Administrative tasks such as opening a bank account, complete governments applications, issue health cards etc</i> <p><i>Assist Refugees and Migrants Finding a job and learn about the working legal environment in Cyprus. Employers also, can enter Job Opportunities available for Refugees and Migrants.</i></p>
Success / effectiveness	<i>779 refugees are registered on the app, 424 of them are verified. At least 30 migrants found a job through Mindgate</i>
Impact	<i>At least 30 migrants found a job through Mindgate</i>
Challenges	<p><i>It is hard for refugees and migrants to reach the job market</i></p> <p><i>Migrants do not know how to create their CVs, how to apply</i></p> <p><i>Many vacancies are in Greek</i></p> <p><i>Employers are afraid to hire migrants for legal reasons</i></p> <p><i>Employers are overwhelmed with job applications</i></p> <p><i>Access to information is limited, info is static</i></p> <p><i>Migrants do not know their rights!</i></p>
Innovation	<i>Useful information can be easily accessed by a free application, digitally.</i>
Sustainability	<i>Can be found on the internet (such as on the Google Play store) and be downloaded for free.</i>

Transferability and/or upscaling	<i>The practice can become “global”, if we have data input of the situation in every country interested</i>
Language	<i>Currently in English</i>
Leading organization	<i>CYENS Centre of Excellence</i>
Contact details	<i>Address: Plateia Dimarcheias, Nicosia, Cyprus · Tel.+357 22 747575 · Email: info@cyens.org.cy · Website: cyens.org.cy/en-gb</i>
Link/ Website	<i>https://play.google.com/store/apps/details?id=cy.org.cyens.mintc&hl=en_GB&gl=US&pli=1</i>

Best Practice n.13: MiiCT ICT Enabled Public Services for Migration – IMMENSE PLATFORM

Title	MiiCT ICT Enabled Public Services for Migration – IMMENSE PLATFORM
Date launched/published	<i>2018-2021 (Funding Scheme Horizon 2020)</i>
Status	<i>Ongoing</i>
Type of resource/activities/actions	<i>Online platform</i>
Target audience	<i>Migrants and refugees</i>
Location/geographical coverage	<i>Spain, Italy, Cyprus</i>
Purpose	<i>The project “Information and Communication Technology (ICT) enabled public services for migration (MiiCT) was implemented in 2018-2021 under the program “Horizon 2020”. The project had undertaken the objective to co-create improved ICT-enabled services with migrants, refugees, public sector services, NGOs (Non-Governmental-Organizations) and other interest groups. Using a co-design approach, MiiCT designed and developed bespoke solutions that address to the management of migrant integration, to the customization of services to match migrants’ needs, and to the need for sustained and improved inclusion of migrants.</i>

<p>Description</p>	<p><i>Through the IMMERSE platform, migrants and refugees can be provided with information and assistant regarding:</i></p> <ul style="list-style-type: none"> - <i>Access to key public services</i> - <i>Healthcare</i> - <i>Accommodation</i> - <i>Jobs</i> - <i>Training courses</i> - <i>Events</i> <p><i>They can create their profile and receive personalized job recommendations that suit their abilities, participate in training courses to improve their personal or professional skills, or even find information about opportunities to learn a language. IMMERSE platform is also intended for service providers and NGOs which can create their professional profile to provide information on the services they offer. The platform also helps anybody looking for volunteering opportunities to contribute and support the work of service providers.</i></p>
<p>Success / effectiveness</p>	<p><i>Information not available</i></p>
<p>Impact</p>	<ul style="list-style-type: none"> - <i>Enhancing identification and inclusion of migrants.</i> - <i>Facilitating the efforts of public administrations at EU, national and local levels to manage the integration of migrants.</i> <p><i>Facilitating communication with migrants and their access to services (language, education, training, employment, welfare and healthcare).</i></p>
<p>Challenges</p>	<ul style="list-style-type: none"> - <i>Collect the necessary data regarding demographic information, information and also experiences, opinions and suggestions from providers and experts.</i> <p><i>After the completion of the project, the Partners had to find funding for the platform operation.</i></p>
<p>Innovation</p>	<p><i>Information not available</i></p>
<p>Sustainability</p>	<p><i>Information not available</i></p>
<p>Transferability and/or upscaling</p>	<p><i>The IMMERSE platform was designed according to the needs of Spain, Italy and Cyprus, therefore it contains information applicable for each partner. But, it can be used by any country, which will include its own information/content.</i></p>
<p>Language</p>	<p><i>English</i></p>
<p>Leading organization</p>	<p><i>Project Coordinator: Sheffield Hallam University – CENTRIC Project Partners: SYNYO GmbH, Center for Security Studies (KEMEA), Laurea University of Applied Sciences, Law and Internet Foundation (LIF), Advanced Integrated Technology</i></p>

	<p><i>Solutions & Services ADITESS Ltd, Centre for Research and Technology-Hellas (CERTH)-Information Technologies Institute (ITI), AGENFOR International, EUROTHINK-Centre for European Strategies, Italian Ministry of Justice-Penitentiary Department-Triveneto Office (MoJ), Euro-Arab Foundation for Higher Studies (FUNDEA), Center for the Study of Democracy, Koinonia Caritas Cyprus, Municipality of Engomi, ALDA-European Association for Local Democracy.</i></p> <p><i>Idalion Municipality as service provider and considered as an expert, was invited to participate as a co-creator at the stage of designing the platform, by providing support and insights, experiences, information, survey outcomes, etc.</i></p>
Contact details	N/A
Link/ Website	<p>https://www.miict.eu https://www.immerse-eu.com</p>

Best Practice n.14: European Program WiFi4EU

Title	EUROPEAN PROGRAM WiFi4EU
Date launched/published	<i>The practice has been implemented since 2020</i>
Status	<i>Ongoing</i>
Type of resource/activities/actions	<i>Resource</i>
Target audience	<i>It is addressed to all citizens. Particular use by migrants, youths-teenagers and people who cannot afford to pay for an internet connection.</i>
Location/geographical coverage	<i>No, the initiative applies to all municipalities throughout Europe.</i>
Purpose	<i>The aim is to give citizens free access to Wi-Fi connectivity in public spaces.</i>
Description	<i>The aim of this project was to set up Wi-Fi in public spaces so as to provide free access to Wi-Fi to people who may not otherwise have access, mainly migrants and/or refugees. After researching the most appropriate spaces to set this up, free Wi-Fi was installed in various public spaces in Idalion.</i>
Success / effectiveness	<i>The free access to Wi-Fi is being used by many migrants and young people-teenagers in public places where they frequent or</i>

	<p><i>move.</i></p> <p><i>For example central square, Municipal Cultural Center, Municipal Public Library, and public Parks.</i></p>
Impact	<p><i>It helps users to have access to internet 24 hours a day.</i></p>
Challenges	<p><i>Municipality of Idalion had to consider which were the most useful places to install the Wi-Fi equipment in order to be more accessible to citizens and how to meet the needs of more users.</i></p>
Innovation	<p><i>Information not available</i></p>
Sustainability	<p><i>Information not available</i></p>
Transferability and/or upscaling	<p><i>The practice can be implemented by any Municipality in EU, by applying to the European Commission.</i></p>
Language	<p><i>N/A</i></p>
Leading organization	<p><i>Idalion Municipality</i></p>
Contact details	<p><i>Idalion Municipality</i> <i>web: www.dali.org.cy</i> <i>Email: cultural@dali.org.cy</i></p>
Link/ Website	<p><i>N/A</i></p>

ANNEX

Title	
Date launched/published	<i>Please state the month and year the practice was documented/published</i>
Status	<i>Please state if the practice is ongoing or forthcoming</i>
Type of resource/activities/actions	<i>Please state the type of the practice, such as app, digital resources, electronic handbook, MOOC, online course, online simulation game, policy paper, video, document, other (please specify)</i>
Target audience	<i>Please list the target group(s)</i>
Location/geographical coverage	<i>Is this initiative country-specific? If yes, please specify the country.</i>
Purpose	<i>Please give a 100-word overview of the objectives/aim of the practice</i>
Description	<i>Please give a 300-word overview of the practice including content/activities, frequency of activities, methodological approach, learning outcomes</i>
Success / effectiveness	<i>Please state any evidence of success of the practice, such as how often is it being used, by how many?</i>
Impact	<i>Please state how the practice has helped?</i>
Challenges	<i>Please state any challenges encountered</i>
Innovation	<i>Please state if there are any innovative elements to the practice</i>
Sustainability	<i>Please state how you plan to ensure that the practice will produce effects also in the medium-long term</i>
Transferability and/or upscaling	<i>Please state if there are any elements characterising the transferability and/or upscaling of this practice</i>
Language	<i>Please list the language or languages the practice is available in</i>
Leading organization	<i>Please state the organisation leading the practice</i>
Contact details	<i>Please state the contact details of the leading organisation, such as website or email</i>
Link/ Website	<i>If the initiative also has a platform or app, please provide links to these here</i>

