



D3.2: FRISCO e-Training Materials

Grant Agreement ID	101080100	Acronym	FRISCO
Project Title	Fighting teRrorISt Content Online		
Start Date	15/11/2022	Duration	24 Months
Project URL	https://friscoproject.eu		
Contractual due date	14/08/2024	Actual submission date	06/09/2024
Nature	O = Didactic materials	Dissemination Level	PU = Public
Author(s)	Martina Manfredda (DLEARN)		
Contributor(s)			
Reviewer(s)	Athanasios Davvetas (NCSR-D)		



This project has received funding from the European Union's Internal Security Fund (ISF) programme under Grant Agreement No 101080100. Views and opinions expressed are those of the author(s) only and do not necessarily reflect those of the European Union or the European Commission. Neither the European Union nor the granting authority can be held responsible for them.

Document Revision History *(including peer reviewing & quality control)*

Version	Date	Changes	Contributor(s)
V0.1	08/07/24	First draft	DLEARN
V0.2	15/07/24	Review	NCSR-D
V0.3	30/08/24	Final version	DLEARN

Executive Summary

The [Fighting Terrorist Content Online \(FRISCO\)](#) project, funded by the European Commission – Internal Security Fund under Grant agreement No 101080100 brings together 8 partners from 6 different European countries between 2022 and 2024. Its objective is to assist Hosting Service Providers (HSPs) in adhering to the Terrorist Content Online (TCO) Regulation. Enacted as regulation (EU) 2021/784, this legislation, in effect from 7 June 2021 and applicable from 7 June 2022, outlines specific measures that HSPs must implement to combat the dissemination of terrorist content on their platforms.

The present deliverable is developed within the framework of WP3 task 3.2 (“Production and testing of FRISCO Training Modules”), aimed to support micro and small Hosting Service Providers (the so-called HSPs) in the effective implementation of the TCO Regulation through training materials tailored to help them better understand (i) the nature of terrorist content online, (ii) the means available to identify and remove them from their services and (iii) the mechanism and processes to implement to comply with the TCO Regulation. In this context, this deliverable aims to gather and collect all the evidence and relevant materials related to this task, culminating in the creation of the Moodle-based training platform.

This Deliverable is structured in the following sections:

- Introduction
- The Internal Training Plan
- The FRISCO Training Content
- The FRISCO Platform
- The promotion and testing of the FRISCO Platform
- Conclusions

Table of Contents

1	Introduction	7
1.1	The FRISCO project - Presentation	7
1.2	The FRISCO e-Training Materials - Purpose and scope	8
1.3	Approach for Work Package and Relation to other Work Packages and Deliverables	8
1.4	Methodology and Structure of the Deliverable	9
2	The Internal Training Plan	10
2.1	The Structure and Contents	10
3	The FRISCO Training Content	13
3.1	Module 1	13
3.2	Module 2	14
3.3	Module 3	14
3.4	Module 4	15
3.5	Module 5	15
3.6	Module 6	16
3.7	Module 7	16
4	The FRISCO Platform	17
4.1	Structure and Contents	17
5	The promotion and testing of the FRISCO Platform	27
5.1	Promotion and HSPs Engagement	27
5.1.1	Centralized Strategy	27
5.1.2	Decentralized Strategy	28
5.2	Training testing and results	29
6	Conclusions	31

List of Figures

Figure 1	The 7 Modules in the FRISCO Curriculum (from the Internal Training Plan)
Figure 2	Training Module Structure (from the Internal Training Plan)
Figure 3	The Homepage of the FRISCO Platform with the initial message
Figure 4	The Homepage of the FRISCO Platform with project presentation and training instructions
Figure 5	The Homepage of the FRISCO Platform with the courses available
Figure 6	The Login Area in the FRISCO Platform
Figure 7	The English version of the FRISCO Training Course
Figure 8	Structure of the module with the 5 materials available
Figure 9	Page for the introductory video
Figure 10	Page for the theoretical part
Figure 11	Sample of training PDF to be downloaded
Figure 12	Sample of training PDF to be downloaded
Figure 13	Sample of training PDF to be downloaded
Figure 14	Sample of Collateral Activities
Figure 15	Sample of Additional Materials
Figure 16	Sample of question
Figure 17	Sample of question
Figure 18	Sample of question
Figure 19	FRISCO Badge
Figure 20	Platform Areas for Administrators
Figure 21	Article on the FRISCO website
Figure 22	Post on LinkedIn
Figure 23	Post on LinkedIn
Figure 24	Post on LinkedIn
Figure 25	FRISCO Training Platform monthly traffic (May-August 2024)

List of Terms & Abbreviations

Abbreviation	Definition
D	Deliverable
EQF	European Qualification Framework
FRISCO	Fighting Terrorist Content Online
EU	European Union
HSPs	Hosting Service Providers
LO	Learning Outcome
PPT	PowerPoint
TCO	Terrorist Content Online
T&S	Trust and Safety
T/VEO	Terrorist and Violent Extremism Online
WP	Work Package

1 Introduction

The first section of the FRISCO e-Training Materials has a two-fold aim.

On the one hand, it provides an overview of the context where this deliverable acts (the FRISCO project), even by highlighting its implied approaches with the project Work Packages and related deliverables. On the other one, it draws the purpose and scope of the FRISCO e-Training Materials, the methodology followed for its development, and its structure.

All these details are useful for providing a wider understanding of the report.

1.1 The FRISCO project - Presentation

Terrorist and illicit content online poses an escalating concern, demanding attention from both security and public policy perspectives. In today's complex, interconnected world, countering the spread of terrorist content online necessitates a multifaceted approach. This approach must acknowledge the interdependence of global and digital phenomena and requires a combination of legislative, non-legislative, and voluntary measures based on collaboration between authorities and Hosting Service Providers (HSPs).

In response to this pressing need, Regulation (EU) 2021/784, dedicated to addressing the dissemination of terrorist content online (TCO Regulation), came into effect on 7 June 2021. It is set to be fully applicable from 7 June 2022, outlining a series of specific measures that Hosting Service Providers exposed to TCO Regulation must implement. These measures are instrumental in addressing the misuse of their services and collectively working towards a safer online environment.

In this context, the objective of the [Fighting Terrorist Content Online \(FRISCO\)](#) project is to support HSPs to comply with the TCO Regulation, through:

1. Informing Hosting Service Providers and increasing their awareness of the Terrorist Content Online Regulation and their new obligations
2. Developing and validating tools, frameworks, and mechanisms to support Hosting Service Providers in the implementation of Terrorist Content Online Regulation
3. Sharing experience, best practices, and tools to support the implementation of the Regulation.

The project activities are structured around a comprehensive approach that focuses on mapping the technical and human needs of Hosting Service Providers and their awareness levels regarding Terrorist Content Online Regulation. This forms the foundation for the development and validation of essential tools, frameworks, and mechanisms in WP2. WP3 will enhance the capacity building of HSPs and WP4 will support raising their awareness about their compliance duties. Finally, WP5 will disseminate the results of the project.

As a direct outcome of the project, targeted Hosting Service Providers will gain a comprehensive understanding of online terrorist content, enabling them to better address and to comply with the

TCO Regulation. This will lead to safer navigation online by reducing the risk of encountering terrorist content online.

The project has received funding from the European Commission – Internal Security Fund under Grant Agreement No 101080100 and will be realised between November 2022 and November 2024. The consortium responsible for the project comprises 8 beneficiaries from 6 different European countries, including [NCSR-D](#) (Greece), the [French Ministry of Interior](#) (France), [Tremau](#) (France), [Civipol](#) (France), [Violence Prevention Network](#) (Germany), [IVSZ](#) (Hungary), [D-Learn](#) (Italy) and [INACH](#) (Netherlands).

1.2 The FRISCO e-Training Materials - Purpose and scope

The “FRISCO e-Training Materials” aims to collect and give evidence to all the relevant materials and results achieved in Task 3.2 (“Production and testing of FRISCO Training Modules”), aimed to support micro and small Hosting Service Providers (the so-called HSPs) in effective implementation of the TCO Regulation through *ad hoc* training materials to address the dissemination of terrorist content online on their platforms, and to help address terrorist content disseminated through their services online.

This document will go through all the results achieved and several phases followed by the FRISCO Consortium for finalizing the e-Training Materials and the related Moodle Platform.

1.3 Approach for Work Package and Relation to other Work Packages and Deliverables

The project is delivered through five Working Packages (WP). WP1 will manage and coordinate the day-to-day management activities of the project. WP2 is dedicated to the development of relevant tools. WP3 aims to create a training program and develop e-training modules, while WP4 helps raise awareness of HSPs. WP5 is dedicated to the dissemination and exploitation of results.

The present document is realised within the framework of WP3, Task 3.2. In this task, based on the results of task 3.1, e-Training Materials have been created and tested to help the micro and small European HSPs to better understand (i) the nature of terrorist content online, (ii) the means available to identify and remove them from their services and (iii) the mechanisms and processes to implement to comply with the TCO Regulation.

WP3 has other 2 tasks: Task 3.1 and Task 3.3.

The aim of Task 3.1 is to design and develop a model to map the competences micro and small HSPs need to acquire following the adoption of the TCO Regulation. Thanks to the results of state-of-the-art research carried out at the application stage and the mapping within WP2 (T2.1), the Competence Model has been designed, defining the knowledge, skills, and competences needed by micro and small HSPs to effectively implement the TCO and address the dissemination of terrorist content online on their platforms, given their societal responsibilities to protect their services from misuse by terrorists. It includes the competence standard, the set of evidence, and the process.

In Task 3.3 the validation path of the skills acquired according to the European Qualifications Framework (EQF) is designed and released to partners to potentially improve transparency, comparability, and portability of qualifications acquired at the national level. The start of this national process will then be at the discretion of each partner.

The results of WP3 (**D3.1 FRISCO Competence Model, D.3.2 FRISCO e-Training Modules, D3.3 Validation set according to EQF**) will be crucial in the implementation of all the project WPs, especially in the WP4, aimed to share experiences, develop best practices and raise awareness on the challenges posed by TCO, where the training materials developed and the competence model will play a fundamental role.

1.4 Methodology and Structure of the Deliverable

This deliverable serves as a comprehensive framework designed to collect and give evidence to the process followed and intermediate results achieved to finalise and validate the FRISCO e-training platform with the training materials designed.

This report encompasses the following key components, which will be deeply analysed:

1. The **Internal Training Plan**, a practical guide developed to define guidelines, procedures, and useful insight for the development of the FRISCO training program, taking into consideration both the contents to be delivered and the context of HSPs and their specificities.
2. The **FRISCO Training Content**, i.e. the 7 modules designed and developed by the Consortium and focused on 7 topics highly relevant to HSPs to provide those skills and knowledge which make HSPs able to properly act in compliance with the TCO Regulation. All the modules have been designed and developed in alignment with the European Quality Framework (EQF), level 4.
3. The **FRISCO Platform**, a Moodle-based platform designed by DLEARN to host the training materials. It is a user-friendly platform, very easily navigated, and structured to provide and monitor the training experience of its users.
4. The **promotion and testing of the FRISCO Platform and training opportunities**, describing not only the strategies followed by the Consortium to spread this training opportunity both at national levels and at EU level, but also starting an internal testing of the training materials all over Europe.

2 The Internal Training Plan

The Consortium, guided by DLEARN, designed and released an Internal Training Plan to guide the creation and testing of the training materials in Task 3.2. Indeed, it should be a practical guide for internal use only with guidelines, procedures, and useful insight for the development of the FRISCO training program. As mentioned in the Application Form, the Internal Plan should contain at least the following contents:

- The competence gaps confirmed in the “Mapping Report on needs and barriers for compliance” (D2.1), available [here](#).
- List of competences, as in the FRISCO Competence Model (D3.1), available [here](#).
- Description of knowledge, skills, and competences for each Learning Outcomes.
- Methodology for the recognition according to the EQF.

The Internal Training Plan has been released and validated by all partners in October 2023. It is provided in a report of 24 pages available in GDrive ([here](#)).

2.1 The Structure and Contents

The Internal Training Plan is structured into 3 main chapters: after a short introduction of the document (Chapter 1), there are practical guidelines for designing and developing the FRISCO Training Modules (Chapter 2), while in the final part of the document (Chapter 3) are contained the relevant Annexes to be considered in the designing phase. The core part of the document is represented by Chapter 2.

In Chapter 1, after briefly describing the final goal of the document, there is a mention of the **FRISCO Competence Model** (Deliverable 3.1, already mentioned), the **FRISCO Curriculum** (also included as 1st annex), and the Mapping Report on needs and barriers for compliance (D2.1).

The Internal Training Plan is based on these two first documents since they both map the essential competences European HSPs require to comprehend and adhere to the TCO Regulation. Indeed, the FRISCO Competence Model with its Curriculum identifies and defines the necessary knowledge, skills, and competences that HSPs must possess to successfully implement the TCO and effectively address the dissemination of terrorist content online. Emphasizing their societal responsibilities, it equips HSPs with the capabilities to safeguard their services from any misuse by terrorists.

Module	Title
1	CONTENT MODERATION IN A TRUST & SAFETY PERSPECTIVE: INTRODUCTION
2	TERRORISM AND VIOLENT EXTREMISM ONLINE (T/VEO): GENERAL OVERVIEW
3	TERRORIST (MIS)USES OF THE INTERNET AND ONLINE PLATFORMS: TRENDS AND PRACTICES
4	TCO REGULATION: CONTEXT & OVERVIEW
5	TCO REGULATION: MEASURES AND RELATED DUTIES FOR YOUR COMPANY
6	TCO REGULATION: IMPACTS AND ROAD TO COMPLIANCE
7	BEYOND TCO: HOW TO STAY ONE STEP AHEAD

Figure 1 – The 7 Modules in the FRISCO Curriculum (from the Internal Training Plan)

As already mentioned, the FRISCO Training Modules are based also on the WP2 Mapping Report (D2.1), which delved into the needs of European micro and small HSPs, identifying challenges and gaps about the TCO Regulation, and in particular on the following two findings, on which the FRISCO Training has tried to fill the gaps:

1. Micro and small HSPs exhibited limited awareness and knowledge of the TCO Regulation and its implications for their companies and daily operations.
2. The small-scale HSPs fundamentally lack the tools (automated detection, monitoring, content moderation, etc.) and formal processes required to implement TCO Regulation's provisions, their resources and capabilities being very limited.

Chapter 2 is focused on practical guidelines for homogeneously developing the modules.

As illustrated in Fig.2, the Plan foresees that each module will be made of the following 5 elements:

- A document in PDF with the training contents, able to be downloaded by the users
- A video to shortly illustrate the content of the module
- A list of collateral activities and exercises, where the knowledge acquired could be used to learn-by-doing
- A list of additional materials with documents, reports, and other relevant materials to be read to deepen the content of the module
- Quiz with 10 questions to test and assess the knowledge acquired during the training

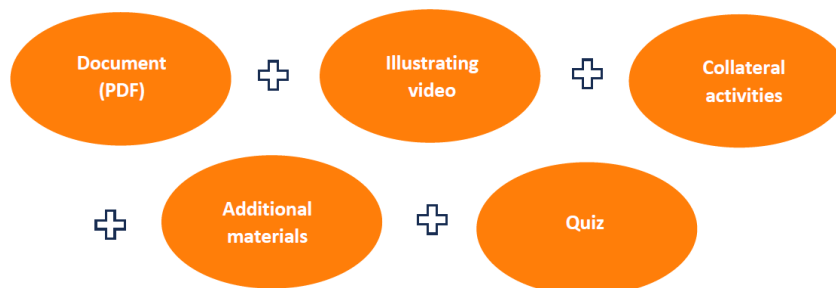


Figure 2 – Training Module Structure (from the Internal Training Plan)

After this general introduction, the chapter is structured to provide guides and instructions for developing the materials.

Firstly, there is the partners' allocation in the creation of the training contents and practical advice for writing up the main document of the module, such as the type of document to be delivered (could be a Word file or a PPT document), the number of pages, its durations, etc. The templates of both documents are included as annexes of the Internal Training Plan.

Then, suggestions and technical tips for creating the illustrating and preliminary videos have been shared, as well as some for researching and collecting additional materials to be suggested and collateral activities to be proposed. Moreover, a subsection of the Internal Training Plan is dedicated

to the quiz and how its questions should be designed (multiple choice answers, fill the gaps and/or true or false).

Chapter 2 finishes with a small focus on the European Qualification Framework (EQF), by referring to the above-mentioned FRISCO Competence Model (D3.1) for more details.

The last chapter of the document (Chapter 3) contains 3 crucial annexes:

- Annex 1 - FRISCO Curriculum - Learning Outcomes (Knowledge, Skills, Competence)
- Annex 2 - Template for developing the Word file
- Annex 3 - Template for developing the PPT presentation

The FRISCO Curriculum (Annex 1), already part of the FRISCO Competence Model (D3.1), describes the training profile, the total duration of the training path, and the related EQF Level, while per each module the following elements described are:

- Duration
- Learning outcomes
- Short Overview
- Learning method
- Asynchronous Equipment (if needed)
- Laptop/tablet/smartphone Prerequisite
- Bullet points for describing the Knowledge, Skills and Competence

Annex 2 and Annex 3 contain the templates to be used by partners while developing the content per each training module. These templates have also been made available to partners for their internal use.

3 The FRISCO Training Content

The FRISCO Training Content has been developed based on the FRISCO Curriculum contained in the FRISCO Competence Model (D3.1) already mentioned.

The general aim of the training is to provide the learners with the following knowledge:

- Trust & Safety and content moderation
- Terrorism and violent extremism online
- TCO Regulation (context & overview, learn what constitutes an HSP under the TCO regulation, measures and related duties for HSPs, impacts, and road to compliance)

Therefore, the Consortium has decided to articulate the training in 7 modules, focused on the following topics:

1. Content moderation in a Trust & Safety perspective: Introduction
2. Terrorism and Violent Extremism Online (T/VEO): General overview
3. Terrorist (mis)uses of the Internet and Online Platforms: Trends and Practices
4. TCO Regulation: Context & Overview
5. TCO Regulation: Measures and related duties for your company
6. TCO Regulation: Impacts and road to compliance
7. Beyond TCO: How to stay one step ahead

According to the European Qualification Framework, the FRISCO training has to reach the learning outcomes required by **level 4** of the EQF. No access requirements are required to take advantage of this module's training.

The FRISCO Training can be used via the asynchronous learning method. No technical equipment is needed for attending the training except for a laptop, a tablet, or a smartphone. No access requirements are required to take advantage of this module's training.

3.1 Module 1

The 1st module is entitled “Content Moderation in a Trust & Safety Perspective: Introduction”. Its total duration is around 3 hours.

The Learning Outcome (LO) of this module can be summarized as follows: the learner knows the basic principles underlying content moderation, from a Trust & Safety perspective, as well as related generic practices and possibilities for HSPs.

Within this module, the participant will be trained to:

- Define T&S and content moderation.
- Define T&S drivers and purposes.

- Understand why it is needed to moderate content online and how to avoid censorship.
- Recognise relevant abuses for T&S and the different types of illegal content.
- Discover and understand the different T&S approaches and the models for content moderation.
- Understand the main regulations addressing these issues out there (TCO, DSA, etc.) and what we can learn from international comparisons.
- Discover the technologies available (both for T&S and content moderation) and how to build a T&S team.
- Discover best T&S/content moderation practices.

More details regarding the structure of the module, knowledge, skills, and competences are available in the FRISCO Competence Model (D3.1).

To have a general overview of this module, you can see the [video](#) designed and available on the FRISCO Platform for its users.

3.2 Module 2

The 2nd module is entitled “Terrorism and Violent Extremism Online (T/VEO): General Overview”. Its total duration is around 2 hours.

This module's Learning Outcome (LO) can be summarized as follows: the learner can define and recognise the online manifestations of Terrorism, Violent Extremism and differentiate them from other phenomena to efficiently act when needed.

Within this module, the participant will be trained to:

- Define and recognise Terrorism and Violent Extremism Online (T/VEO).
- Understand the differences between T/VEO and other phenomena, offline/online.
- Identify T/VEO types and practices.
- Be aware of T/VEO's current state of affairs.

More details regarding the structure of the module, knowledge, skills, and competences are available in the FRISCO Competence Model (D3.1).

To have a general overview of this module, you can see the [video](#) designed and available on the FRISCO Platform for its users.

3.3 Module 3

The 3rd module is entitled “Terrorist (Mis)Uses of the Internet and Online Platforms: Trends and Practices”. Its total duration is around 2 hours.

The Learning Outcome (LO) of this module can be summarized as follows: the learner can easily recognise the different terrorist (mis)uses of the Internet and online platforms and the related trends and practices in disseminating content online (purposes – methods – platforms – trends). He/she can also acknowledge and identify their related impacts on an HSP.

Within this module, the participant will be trained to:

- Understand why (purposes) and how (methods) terrorists use the Internet and disseminate content online.
- Know the current trends relating to the spread of terrorist content online.
- Assess the level of risk of a HSP to be affected by terrorist content.
- Understand how terrorist content impacts society and HSPs (reputational damages, undermining users' trust, fees, etc.).

More details regarding the structure of the module, knowledge, skills, and competences are available in the FRISCO Competence Model (D3.1).

To have a general overview of this module, you can see the [video](#) designed and available on the FRISCO Platform for its users.

3.4 Module 4

The 4th module is entitled “TCO Regulation: Context & Overview”. Its total duration is around 2 hours.

The Learning Outcome (LO) of this module can be summarized as follows: the learner is familiar/informed with/of the TCO Regulation, the usual countermeasures HSPs should be familiar with, and the general provisions of the TCO regulation.

Within this module, the participant will be trained to:

- Understand the broader context of the TCO Regulation.
- Discover the main provisions of the TCO and how it impacts on HSPs.
- Understand the role HSPs play in countering terrorism content online.

More details regarding the structure of the module, knowledge, skills, and competences are available in the FRISCO Competence Model (D3.1).

To have a general overview of this module, you can see the [video](#) designed and available on the FRISCO Platform for its users.

3.5 Module 5

The 5th module is entitled “TCO Regulation: Measures and Related Duties for your Company”. Its total duration is around 2 hours.

The Learning Outcome (LO) of this module can be summarized as follows: the learner can easily identify and understand the measures imposed by the TCO Regulation and the related duties for an HSP to comply with and avoid penalties.

Within this module, the participant will be trained to:

- Know all the measures imposed by the TCO Regulation.
- Know all duties relating to these measures for the HSPs.

More details regarding the structure of the module, knowledge, skills, and competences are available in the FRISCO Competence Model (D3.1).

To have a general overview of this module, you can see the [video](#) designed and available on the FRISCO Platform for its users.

3.6 Module 6

The 6th module is entitled “TCO Regulation: Impacts and Road to Compliance”. Its total duration is around 2 hours.

The Learning Outcome (LO) of this module can be summarized as follows: the learner can identify and understand the concrete impacts of the TCO Regulation on HSPs’ daily operations and how they can comply with it.

Within this module, the participant will be trained to:

- Understand the impacts of TCO on HSPs’ daily operations.
- Discover the ways and tools HSPs could use to comply with the TCO Regulation.
- Know the next steps to be taken by HSPs to comply with the TCO Regulation.

More details regarding the structure of the module, knowledge, skills, and competences are available in the FRISCO Competence Model (D3.1).

To have a general overview of this module, you can see the [video](#) designed and available on the FRISCO Platform for its users.

3.7 Module 7

The 7th module is entitled “Beyond TCO: How to Stay One Step Ahead”. Its total duration is around 1 hour.

The Learning Outcome (LO) of this module can be summarized as follows: the learner has knowledge of related topics/areas such as regulations, content moderation, emerging technologies, terrorist content, etc., the mastery of which allows HSPs to stay one step ahead.

Within this module, the participant will be trained to:

-
- Be prepared for others/new/upcoming regulations on related topics/areas.
 - Discover related measures, regulations, technologies, and debates to go further than the TCO regulation itself and stay one step ahead.

More details regarding the structure of the module, knowledge, skills, and competences are available in the FRISCO Competence Model (D3.1).

To have a general overview of this module, you can see the [video](#) designed and available on the FRISCO Platform for its users.

4 The FRISCO Platform

The FRISCO e-Training Materials are hosted on a platform, based on Moodle, where users can access the training after free registration.

The FRISCO project's e-learning platform is hosted on www.training-friscoprotect.eu and utilizes a Moodle-based environment that uses the Moove theme. Moodle's version is 4.3.4 (Build: 20240422). It is hosted under a CPanel server and utilises the MySQL relational database management system (RDBMS), also employing NGIX and running PHP. Finally, an SSL security protocol is established.

The training is available in English and all partners' languages (Greek, French, German, Italian, Hungarian, and Dutch).

4.1 Structure and Contents

In the HOMEPAGE you can find:

- A banner to welcome the users

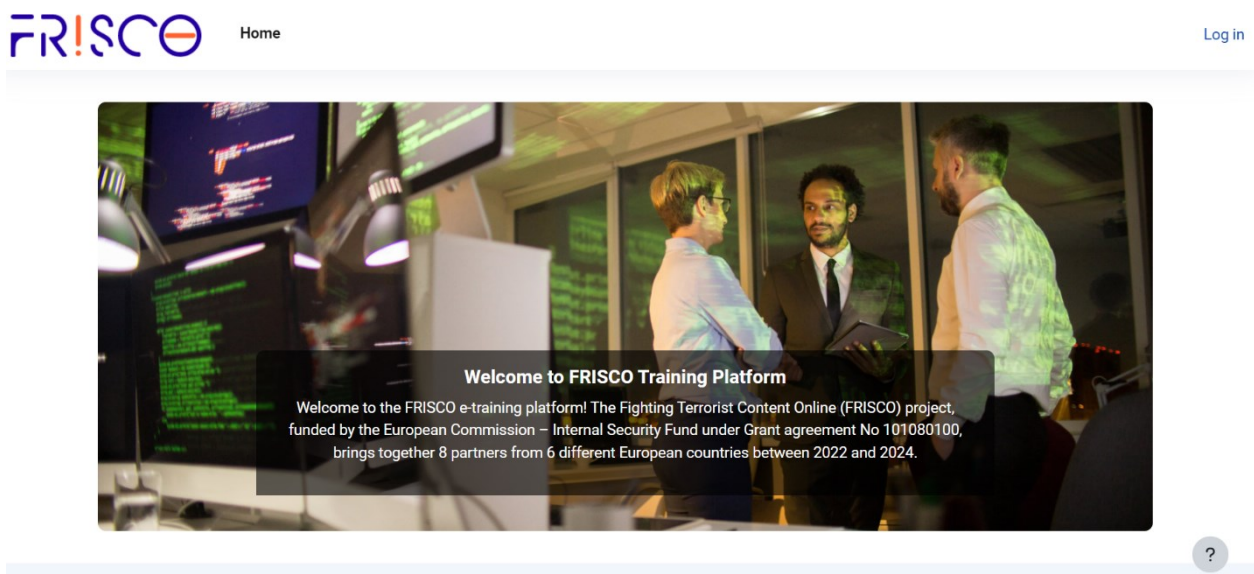


Figure 3 – The Homepage of the FRISCO Platform with the initial message

- A short presentation of the training and the platform with instructions and tips

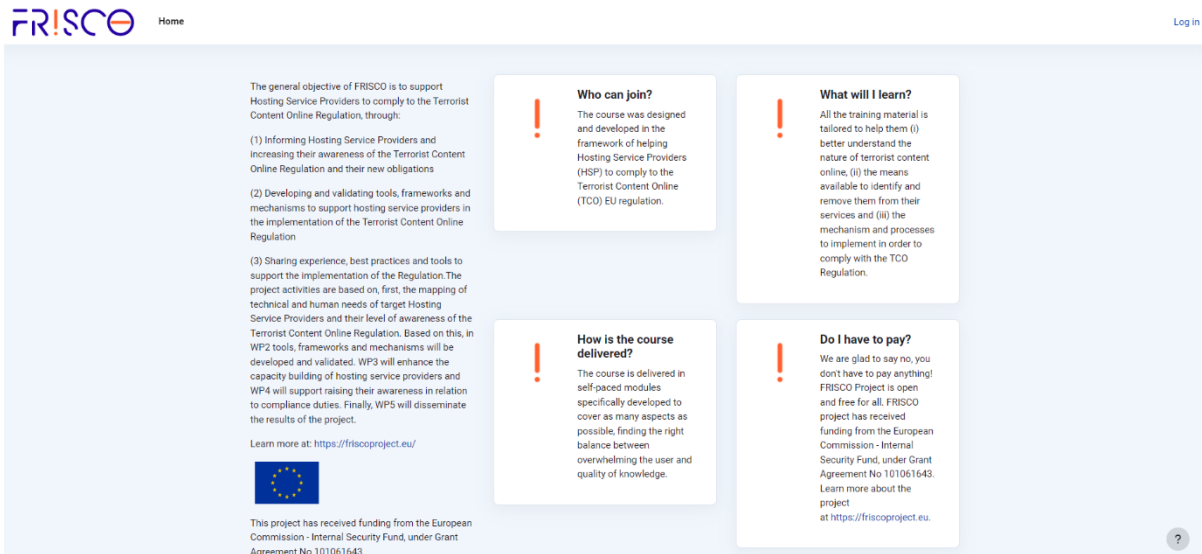


Figure 4 – The Homepage of the FRISCO Platform with project presentation and training instructions

- Icons with the courses available

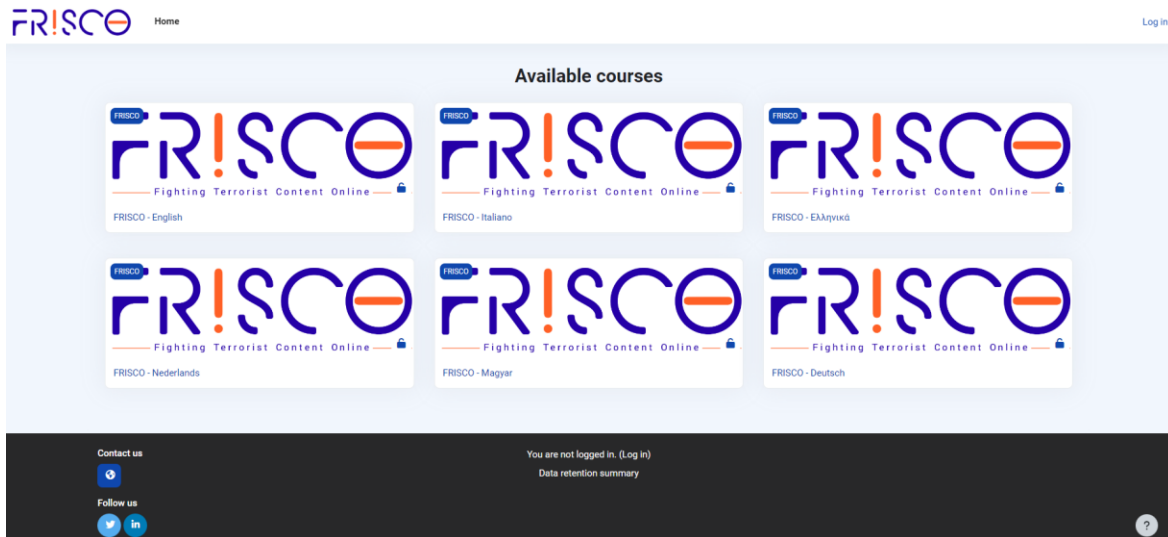


Figure 5 – The Homepage of the FRISCO Platform with the courses available

To access the training, registration to the platform is mandatory.

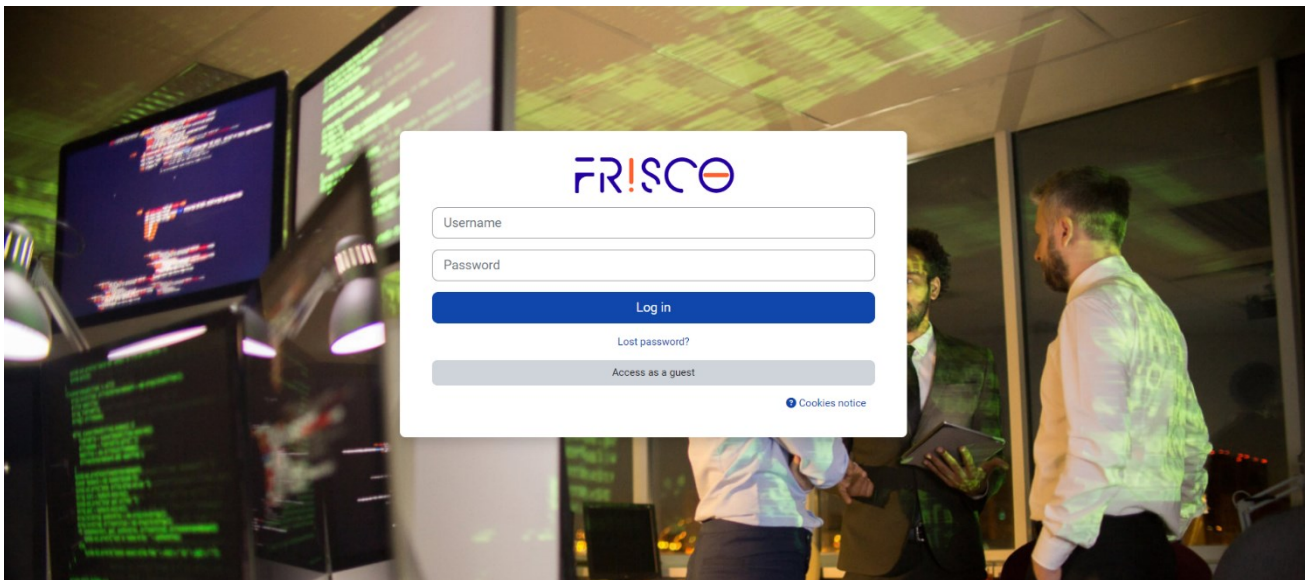


Figure 6 – The Login Area in the FRISCO Platform

If guest access is preferred, you can have only a glance at the structure of the training, but you cannot see the related training materials.

Once registered, you can see all the courses and select the one you want to deepen. Fig. 7 shows the starting page of the English version of the training.



Figure 7 – The English version of the FRISCO Training Course

The page is structured on two scrollable columns.

On the left side you will find a sort of bulleted list with the titles of the various areas of all 7 available modules (the area in which the user is located is marked in dark blue), while on the center-right side, you will find the content of the training.

Fig. 8 shows the 5 items available in each module, after a short introduction of the module.

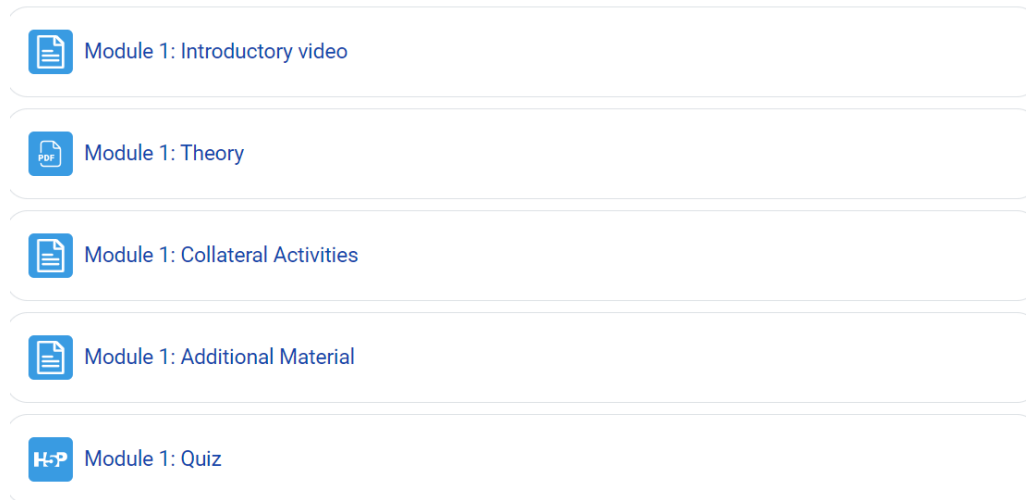


Figure 8 – Structure of the module with the 5 materials available

By clicking on one of the available bottoms, you will see the following pages:

- The area with the **Introductory Video** (Fig. 9). At the top of the page, on the left there is the title of the material, while on the right where the user is located (in the case of Fig.9: FRISCO Course in English, Module 1, Introductory Video). This setting of the top bar is provided for each module and each available material. Below the video there is another bar with the possibility to move to the previous or next material with two arrows; instead, by typing in the appropriate space you can select the desired material. This setting is also available in every module and for every material.

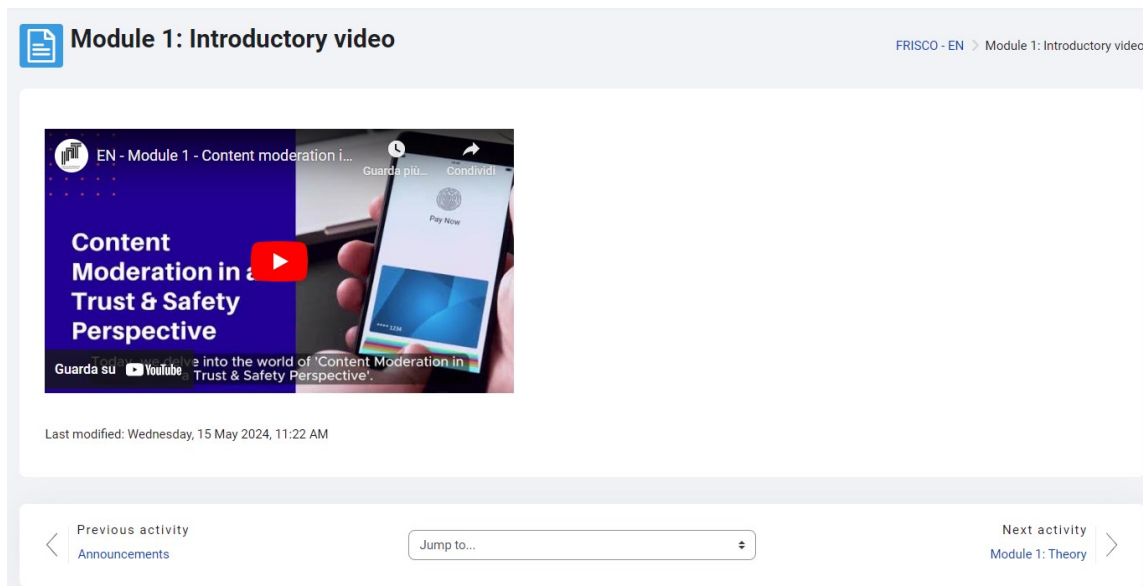


Figure 9 – Page for the introductory video

- Once in the **“Theory” Area**, you can click (see Fig. 10, yellow box) to download the file with the training contents (Fig. 11, Fig. 12, and Fig. 13).

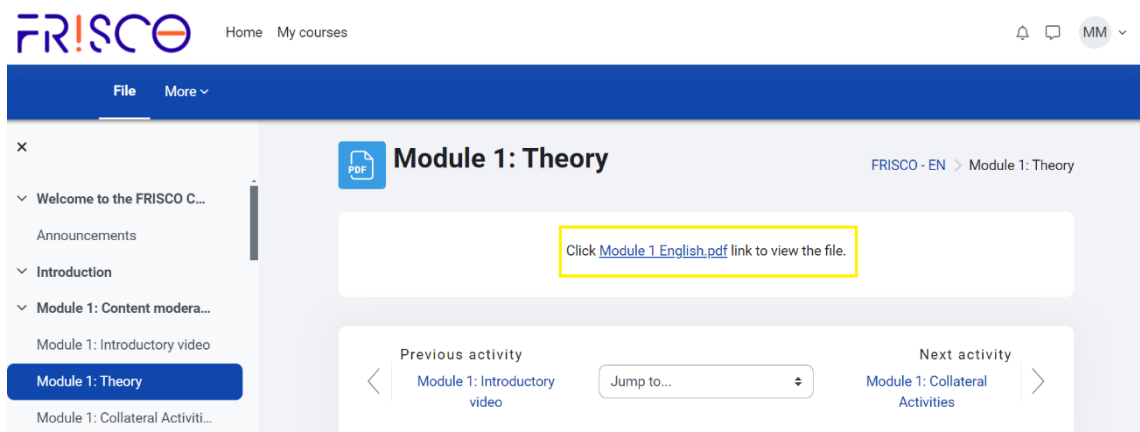
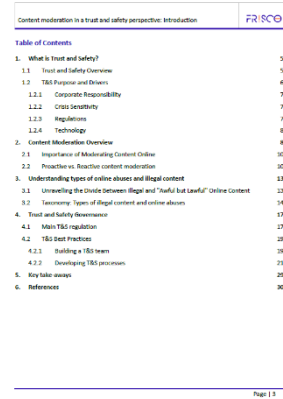
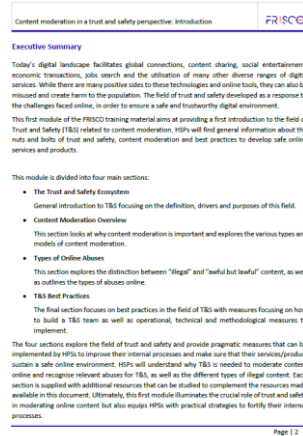


Figure 10 – Page for the theoretical part



Figures 11, 12, and 13 – Samples of training PDF to be downloaded

- In the **“Collateral Activities” Area** there are links to external sources with practical activities or the description of activities that the learners can do to give practical application to the knowledge acquired in the previous step of the training.

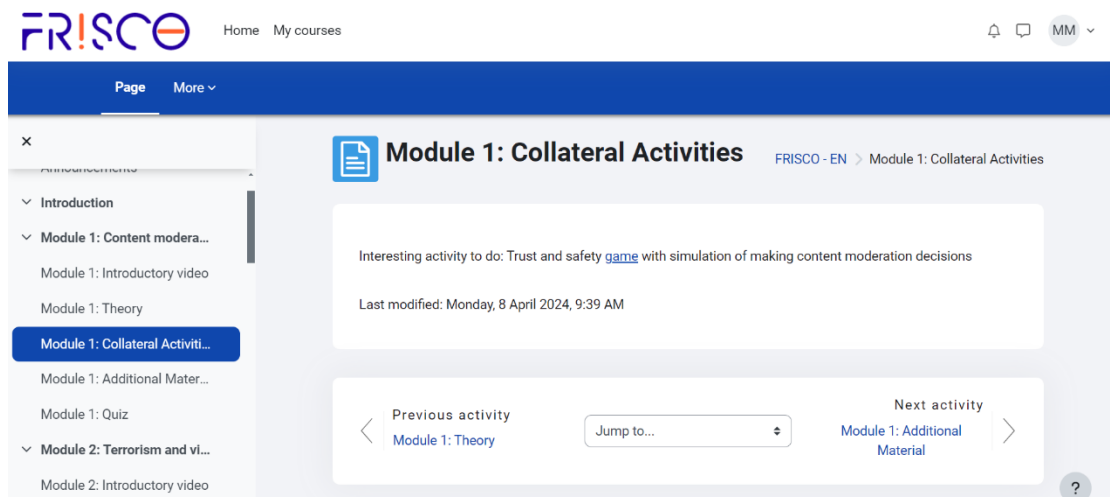


Figure 14 – Sample of Collateral Activities

- In **“Additional Materials” Area** partners found relevant materials linked to the topic of each module to be shared with users to deepen the themes of the module and increase their knowledge of that.

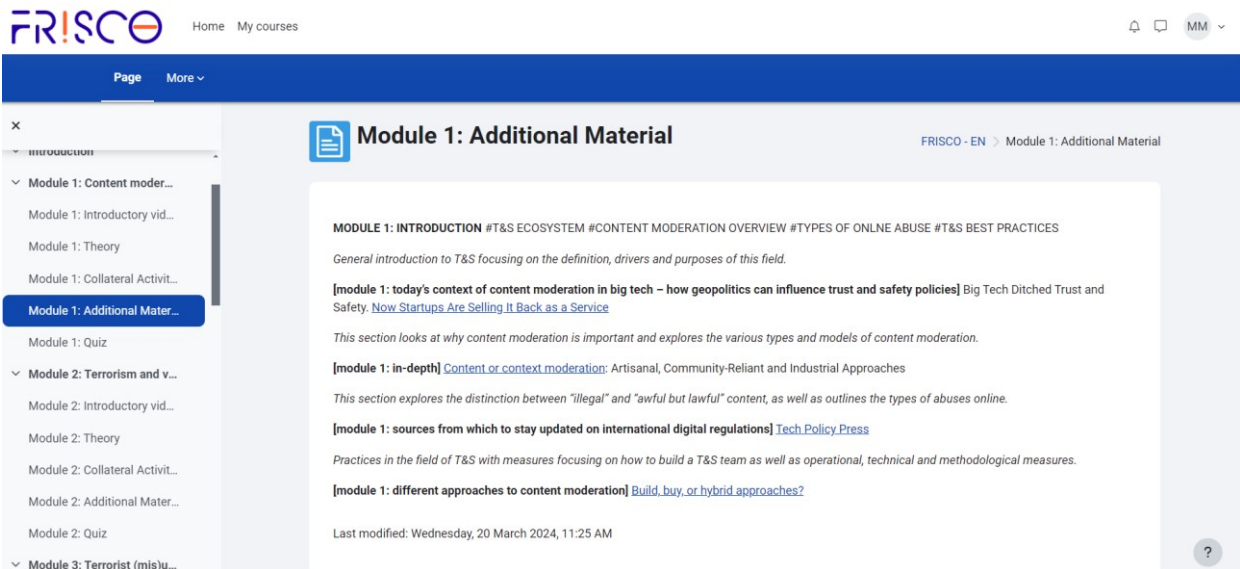


Figure 15 – Sample of Additional Materials

- The last part of the module is the **“Quiz” Area**, where the users can test their knowledge through 10 questions. The user can check the result by clicking on the bottom **“Check”** at the end of each question. There are several kinds of questions such as true or false, fill in the gaps, multiple choice, etc. Some examples in Fig. 16, Fig. 17 and Fig. 18.

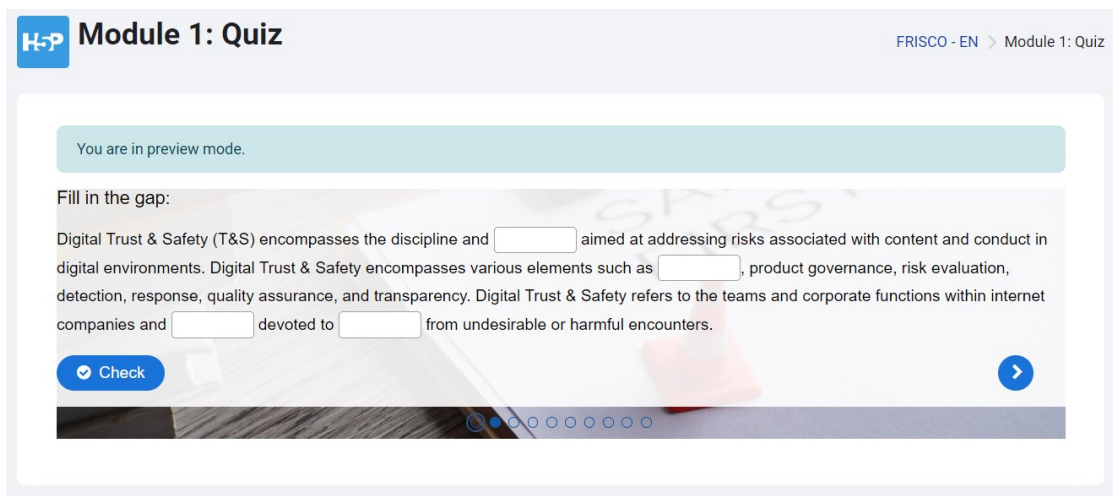


Figure 16 – Sample of question

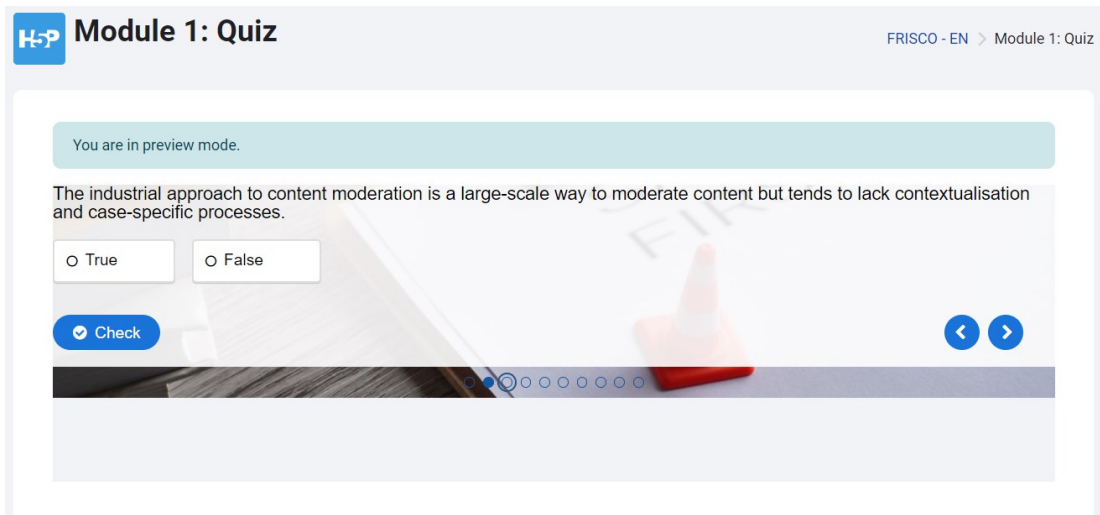


Figure 17 – Sample of question

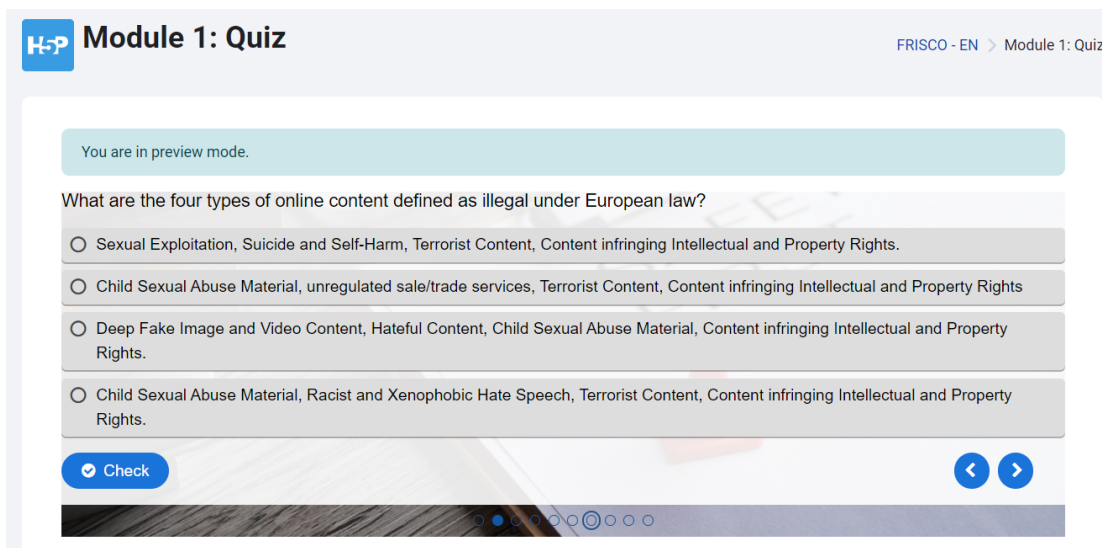


Figure 18 – Sample of question

At the end of the training, if the users positively conclude all the modules, they will have the possibility to earn the **FRISCO badge**. The FRISCO badge (Fig. 19) will be assigned at the end of all the training if the learner has completed the quizzes of all 7 Modules with a passing grade, set at 80%. Moreover, to obtain it, the platform's theoretic parts and the quizzes must be completed and marked as “done”.



Figure 19 – FRISCO Badge

To all FRISCO partners credentials to access as “non-editing teachers” have been given. By playing this role, each partner can check the progress of the training and other technical things. As shown in Fig. 20, only the administrator of the page and teachers can see these functionalities to ensure a smooth implementation and progress of the training.

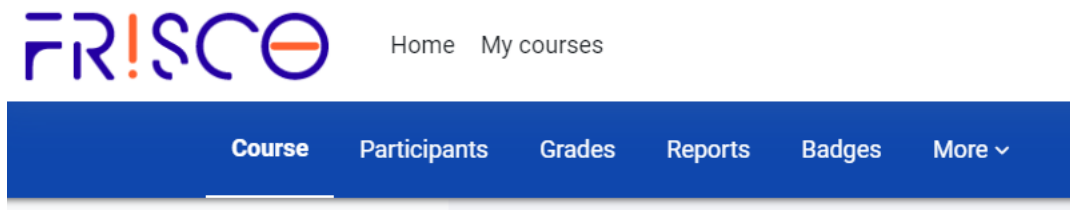


Figure 20 – Platform Areas for Administrators

In particular, by clicking on:

- “Participants”, you can see the list of people registered in the platform, their role (Student, Administrator, Teacher, Non-editing teachers), the potential group they are part of (if any), and their last access.
- “Grade”, you can check the grade achieved by each participant in each module and you can even export these results.
- “Reports”, you can see and check the training progress in terms of
 - Competency breakdown
 - Logs
 - Live logs
 - Activity report
 - Course participation
- “Badge”, you can have more details about the badge and the progress in its obtaining
- “More”, there is a focus on the “Course competences”, explaining that competency ratings in this course are updated immediately in learning plans.

Regardless of the role played, any user will find at the bottom of each section of the platform a grey bar with FRISCO Contact (website), Social Media accounts (X and LinkedIn), and contact site support.

5 The promotion and testing of the FRISCO Platform

The aim of Chapter 5 is twofold. On the one hand, it gives an overview of the strategies followed by the Consortium to spread the FRISCO training opportunity both at national levels and at EU level, while on the other hand, it shows the results achieved in terms of the internal testing of the training materials in partners' countries and all over Europe.

5.1 Promotion and HSPs Engagement

The Consortium, guided by DLEARN, agreed to set up a twofold strategy to engage micro and small HSPs: a centralized one and a decentralized one.

5.1.1 Centralized Strategy

Despite it being a centralized approach, the outreach tasks were distributed among partners with adequate expertise. Using the official project channels, such as the website, the social media accounts, etc., CIVIPOL (the leader of the WP5, focused on the general dissemination and promotion of the project) supported by NCSR-DEMOKRITOS (the FRISCO Coordinator) started an online campaign made by:

- Publishing an article in the News section of the FRISCO website (click [here](#) to read more), reaching 20 unique page visitors, and 34 page views.

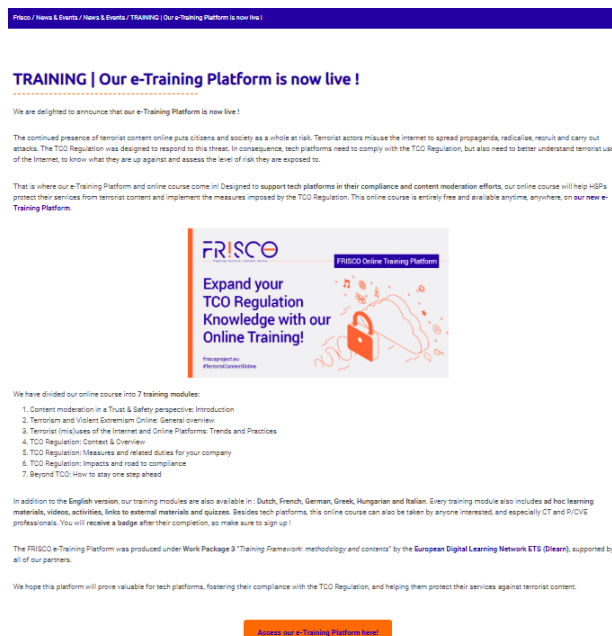
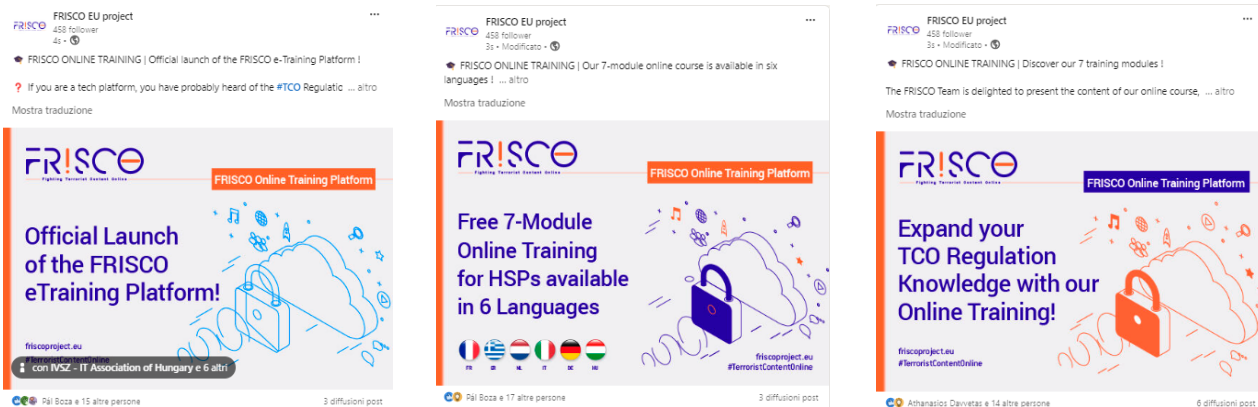


Figure 21 – Article on the FRISCO website

- Launching a social media campaign, especially on [LinkedIn](#), reaching 2.106 impressions, 83 clicks, and 49 reactions.



Figures 22, 23, and 24 – Some posts on LinkedIn

Moreover, the Consortium tried to combine the testing of the training materials with some other events planned in other WPs. Indeed, in the framework of the Workshops organised in WP4 (held in Budapest, in April 2024), a short session for testing the training materials has been organised. Among the several stakeholders who attended the event (such as governmental organisations, HSPs, industry associations, solution providers, and partners), 5 HSPs tested the training.

5.1.2 Decentralized Strategy

On the other hand, DLEARN, as WP3 leader, prepared an internal Excel file with a database of HSPs, Competent Authorities, and other relevant stakeholders divided per partners' countries. This database is the result of a merge of some files used in previous activities (such as Task 2.1 and Task 2.3), with adjustments.

In total, this database counts 367 contacts (314 HSPs and 53 other stakeholders, including TCO Regulators, Networks and Associations, Forums, Authorities, etc.), suitable for this purpose.

Before starting the promotion, partners were required to update and validate the database with their national contexts and then to reach them out (mostly via email, but in case of more personal contacts even by call or specific meetings).

Details from partners follows:

- NCSR-DEMOKRITOS reached out via email to 200 HSPs based in Greece.
- TREMAU and CIVIPOL contacted 25 HSPs based in France and 18 other stakeholders such as networks and TCO Regulators.
- INACH emailed 6 relevant stakeholders, such as forums and HSPs networks.
- DLEARN emailed not only 83 HSPs, but also 7 other relevant stakeholders, interested in knowing more about the training opportunity.
- VPN in Germany emailed 14 stakeholders, such as TCO Regulators and Authorities.
- IVSZ in Hungary reached out to 6 HSPs and 8 relevant stakeholders.

5.2 Training testing and results

One notable limitation encountered was the engagement of HSPs.

The application form declares that at least 100 HSPs should test the FRISCO e-Training Materials. As already happened in other project activities (such as the piloting of the Tools in WP2), despite the multiple actions taken by the FRISCO Consortium in the testing phase, it was hard to reach and then engage them in the training.

In particular, the overall traffic-wise of the FRISCO Training Platform (from May, when it was launched, to the end of August) are as follows:

- 540 unique visitors
- 638 visits
- 93.162 hits
- Visiting users from 43 countries

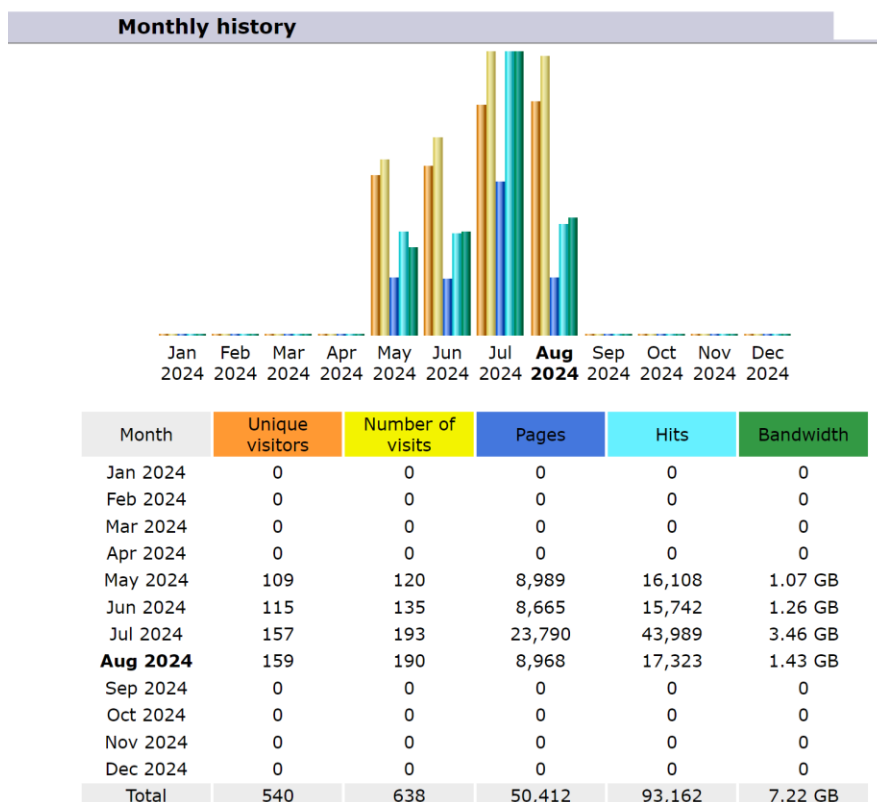


Figure 25 – FRISCO Training Platform monthly traffic (May-August 2024)

Regarding the number of registered people, the FRISCO Training Platform can count 26 registered users, including 7 teachers (1 representative per partner), 12 registered users not enrolled in any course yet (especially from Greece), and 7 enrolled students in courses available in Italian.

As a result, the sample size of HSPs involved in the testing remained limited. Despite these challenges, we aimed to maximize engagement with HSPs through various outreach channels and communication efforts by the end of the project (as already mentioned in par 5.1).

6 Conclusions

The present deliverable, developed within the framework of WP3, Task 3.2 (“Production and testing of FRISCO Training Modules”), aims to gather and collect all the evidence and relevant materials related to this task. Indeed, this deliverable serves as a comprehensive framework to give evidence to the process followed and intermediate results achieved to finalise and validate the FRISCO e-Training Materials and the related Moodle Platform where the materials are hosted.

Therefore, this deliverable provides an overview of the progress and the results achieved by the end of July 2024. But considering that the training platform will remain available to users (current and future) not only by the end of the project, but also beyond its end, it follows that the results presented in this deliverable may be subject to modification by the end of the project. Indeed, any new users registered on the platform will increase the effective number of HSPs, who will benefit from this training opportunity. In this sense, the results present in this deliverable, especially as regards Chapter 5, are to be considered **not definitive**.

For this reason, even if WP3 is finished, the partners will use all useful opportunities in Autumn 2024 to promote the FRISCO Training Platform with its 7 training modules.

-----End of Document-----