

# BOOST

## A CASE STUDY FROM THE PILOTING PHASE IN GREECE

### Rationale

Small and micro enterprises have a decreasing participation in vocational education and training. For this reason, there is a real need to engage them in developing a positive attitude towards training.

Funded under the E.C. Lifelong Learning Programme, BOOST integrates tools from 2 projects (BeCome & ROLE) and develops associated methodologies. These will enable small enterprises to identify their critical business needs and then find appropriate and customized learning resources to fulfil their goals.

### Piloting Phase

The present Case Study is based on the outcomes of the piloting phase of the BOOST methodology and tool, conducted in Greece during the period January 2015 - July 2015.

The piloting took place in 12 social enterprises (piloting target group in Greece) with the participation of 25 individuals including employers / managers, employees and VET Providers / learning facilitators.

### Case Study:

#### DYEKO - Support Network for Entrepreneurship & Social Economy

71 Biskini str. 15771 Zografou, Athens, Greece



«DYEKO - Support Network for Entrepreneurship and Social Economy» is a non - profit organization, founded in 2012 in Athens.

The purpose of DYEKO is the support of individuals and organizations engaged in entrepreneurship and social economy sector, as means of employment growth, local development and social cohesion.

DYEKO currently occupies five (5) persons and is activating in the provision of support for the establishment of new enterprises and/or the development of existing ones through counselling, mentoring and access to finance.

### Engagement in the piloting

DYEKO was first approached in late January when an information email was sent to social enterprises inviting them to participate in the BOOST piloting phase. After a couple of telephone calls and further explanations, a meeting was arranged in the end of February. Asset Tec experts had the opportunity to present the project concept and methodology in more detail and discuss with the company manager about the aims and objectives.

The company agreed to participate in the piloting phase with four persons, three employees and the company manager with the guidance of a business consultant / learning facilitator from Asset Tec. The whole procedure began in March and ended in May, with a total duration of approx. two and a half months.



*DYEKO Manager*

*“We felt that through this process, we accomplished at least one of our business goals which was to make our employees to get more used in using computers. The process was very friendly to our schedules as it was our choice when to use it”.*

## Piloting BOOST Methodology and Platform

At the first working meeting the discussion was focused on the analysis of the Business Critical Needs (BCN). An interview was conducted and a report completed so as to get to know the business.

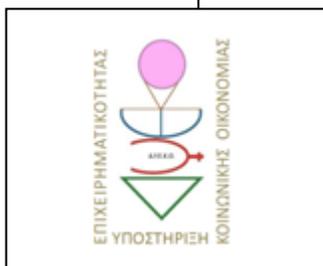
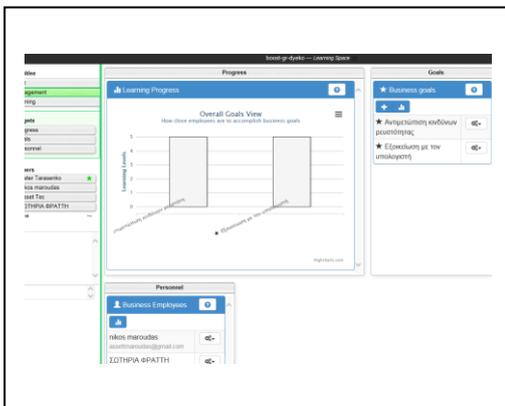
From the analysis that followed, two basic needs were identified: “Use of IT - office applications” and “Funding Opportunities”. The Business Goals applied to all employees - trainees, as it was considered crucial for the company operation and development.

The BCNs were analysed in terms of learning indicators and for each indicator initial and target levels were identified for each employee separately according to the current and desired level of knowledge and expertise. Learning Resources and training material were searched to support the employees training.

In parallel, a space was created on the Boost Platform for the online application of the methodology. Based on the above results, business goals, learning indicators and learning resources were set up and the platform was ready for the enterprise to use it.

The monitoring of the piloting phase included regular meetings with the manager that took place approximately every two weeks, while telephone calls for follow up were planned almost every week. Asset experts were available during the whole implementation period to support the process and resolve any issue raised.

The completion of the piloting found the company / manager and the employees quite satisfied, as they considered the methodology and tool very helpful.



## Evaluation

The evaluation feedback from the piloting phase was very positive. The manager found the methodology very helpful for the analysis of the business needs and the linking with learning goals, while the employees consider the results useful for meeting business goals but also for their personal skills development. The company intends to continue using the BOOST methodology and online tool in the future.