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FRAMEWORK FOR THE ACCES TESTING REPORT

1. Identification of participants:

1.1. Training center

HRDC - Hellenic Regional Development Center, 46-50 Patreos str. , PC 26221, Patras
GREECE

1.1.1 Identity and profile of the PDA (attach CV)

- Guido Scagno – HRDC Senior Consultant on EC matters

CURRICULUM VITAE

- Surname : Scagno
- Name : Guido
- Date and place of birth : 12/12/1954, Torino
- Nationality: Italian
- Civil Status : Married with two children

6. Address (phone/fax/e-mail):

Home: Parodos Damaskinou 141, Riganokambos, 26331 Patras
(tel. +30 2610 641265, mobile +30 6977534266)

Office: Patras Port Business Center, 46-50 Patreos str, 26221 Patras
(tel: +30 2610 313325 / fax: +30 2610 318333 / gscagno@hrdc.org.gr)

7. Education:

<i>Institutions:</i>	Polytechnic of Torino
Date :	25/05/1979
From (months/year)	09/1973
To (months/year)	05/1979
<i>Degree</i>	Electronic Engineer (mark: 109/110)

8. Language skills (Mark 1 to 5 for competence, where 5 is the highest):

<i>Language</i>	<i>Level</i>	<i>Reading</i>	<i>Speaking</i>	<i>Writing</i>
<i>Italian</i>	<i>Mother Tongue</i>	5	5	5
English	5	5	5	5
Greek	5	5	5	4
Spanish	3	4	3	3
French	2	3	2	2

9. Membership of Professional Bodies :

- Member of the Greek Technical Chamber of Engineers
- Ex-member of S.O.L.E. (Society Of Logistic Engineers), Northern Italy Chapter

10. Other skills (e.g. computer literacy, e.t.c.):

- Very good knowledge of Microsoft applications Word and Excel
- Good knowledge of Microsoft applications Outlook Express, Internet Explorer, PowerPoint and Operative System Windows
- Knowledge of Microsoft applications Outlook, Winzip, Project and of Adobe Acrobat
- Budgeting for European projects
- A "knack" for languages and numbers



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11. Present Position: Senior consultant

12. Years of professional experience: 35

13. Key qualifications: Budgeting, Software applications, Linguistics, Assessment, Logistics, Environment, Technical Publications, Teleworking, Information Technology

14. Professional experience:

Date:from(month / year) to (month/year)	09/1979 to 12/1989
Location:	Torino, IT
Company/Organisation:	S.I.A. (Italian Avionic Society)
Position:	Electronic Engineer
Job description:	System Engineer, analyst and programmer Automatic testing of TORNADO* aircraft electronic devices (avionics) Definition of the logistic requirements of TORNADO* avionic devices Technical publications responsible (manuals, courses) Secrecy clearance: NATO SECRET Need-to-know (*NATO tri-national programme IT-DE-UK)

Date:from(month / year) to (month/year)	09/1983 to 05/1984
Location:	SELENIA S.p.A. (Pomezia – Rome, IT)
Company/Organisation:	On behalf of S.I.A.
Position:	Electronic Engineer
Job description:	Development of testing programs in ATLAS (Automatic Testing Language for All Systems) of the TORNADO Radar Warning devices on the MW ATS* produced by Selenia (*Automatic Testing Station for MicroWave frequency devices)

Date:from(month / year) to (month/year)	08/1984 to 12/1986
Location:	G.E.C. (General Electric Company), Rochester, Kent, UK
Company/Organisation:	On behalf of S.I.A.
Position:	Electronic Engineer
Job description:	Development of testing programs in ATLAS (Automatic Testing Language for All Systems) of various TORNADO devices on the LF ATS* produced by GEC (*Automatic Testing Station for Low Frequency devices)

Date:from(month / year) to (month/year)	04/1987 to 10/1987
Location:	Italian Air Force military base of Gioia del Colle, Bari, IT
Company/Organisation:	On behalf of S.I.A.
Position:	Electronic Engineer
Job description:	Assistance to military personnel in the automatic testing of TORNADO electronic



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	devices
Date:from(month / year) to (month/year)	03/1988 to 09/1988
Location:	SINGER Electronics, New Jersey, USA
Company/Organisation:	On behalf of S.I.A.
Position:	Electronic Engineer
Job description:	Development of a device for Cryptic Communications on the Battlefield (MIDS)
Date:from(month / year) to (month/year)	02/1991 to 05/1995
Location:	University of Patras, GR
Company/Organisation:	Wire Communications Laboratory
Position:	System manager
Job description:	Responsible for backup and maintenance of systems Micro VAX II and 3100 (Digital), HP9000/835 (Hewlett packard), Novell Ethernet network with 50 PC's
Date:from(month / year) to (month/year)	02/1995 to present
Location:	Patras Port Business Center, Patras, GR
Company/Organisation:	Hellenic Regional Development Center
Position:	Senior Consultant on EC matters
Job description:	<p>- Technical responsible for the submittal of proposals within the frame of Programmes EMPLOYMENT, SIMAP, DIFEX, LEONARDO DA VINCI, ADAPT, ART.10 ERDF, PHARE, INNOVATION, ECOS-OUVERTURE, AL-INVEST, SOCRATES</p> <p>- Technical and financial supervision for TAP project ASSENT, IST project EXTERNAL, INTERPRISE project Interboat 2000, DG 23 Study on Innovation, E-BSAN, AQCEN, STARS (Socrates 2004), School Integration (INTI Preparatory Action) and Leonardo da Vinci (LdV) projects: NEMESI, Mona Lisa (LdV 1995), Agri-Eco-Form, CSOIR, DIDONE, EPSILON, JUGA, Pip-Meat, TUNES (LdV 1996), Futureprof, WOTEC, ARTHEMIS, CADFOM (LdV 1997), Incotec (LdV 1998), Fit for E-commerce, EST, ITEMA (LdV 2001), VIP, ROI, INNOSTART, Raising Horizons (LdV 2002), WHITE (LdV 2003), TALAS (LdV 2004)</p> <p>- Only financial supervision and participation to some meetings for projects Joy-FLL (LINGUA), MAGAP, Novaform (SOCRATES) E-quality (E-learn 2003), Art Without borders (Joint call 2003) and Leonardo projects: TELECAD, TELETRAIN, Telehuman, School 2001 (LdV 1998), Counstraining, Women in Arts, EU-Infobroker, Learning Companies, ITBO, Quality Improvement, ALTUD, (LdV 1999), DELCIS, Concorde (Ldv 2000), STEC IT, MS-NET, COMET, ESTM, QSMSAD, CESAM (Ldv 2001), WBT, RIPERJIO, Mediateur, STREAM, Earthbuilding, E-Race, E-wow, Envearthonary, Inici@, Learning from Success, Eurosigns</p>



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	<p>(LdV 2002), Deafvoc, Quamanceec, Foster, IMS, E-ducator, Efficient Guidance, Interactive 3D training (LdV 2003), DESSQUAL, ICT Proximity, EIW, VIRCOUNS, Qualified Care, QUTE, IGUANA, GEBCOMS, I-model, STONVIRON, METOD, ADEC, Janus (LdV 2004).</p> <p>- Technical and financial supervision for projects E-Retail (E-learning 2005), ETIMOS (Socrates Comenius 2006), Empower (LdV 2006), Interstudy (LdV 2007), AMISL (Socrates 2007), COMPEDA (LdV 2008 TOI), INCOSO, LAMOTO, TMT (LdV 2008 Learning Partnerships), ACCES (LdV 2009 TOI), ABACO, LEADLAB (Grundtvig 2009 Multilateral)</p> <p>- Member of the work team for projects omOFFICE, KnowFORwood II, EQUIJOBS, DEMOP, PILIP, GUTE, No Barriers Education, @VGP (LdV 2008 TOI), e-Multipoetry (Grundtvig 2008 Multilateral), EQF, eMSP (LdV 2009 TOI), TETRA, ACTrain (Grundtvig 2009 Multilateral)</p> <p>- Only financial supervision and participation to some meetings for projects E-Trainers, E-NOV, EMCET II (LdV 2005), Be your own boss, CERES, FLOW, Waste Train (LdV 2006), Parenting (Grundtvig 2006), DayCare (LdV 2007), APL Center (Grundtvig 2007)</p>
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15. Others:

Seminars/conferences:

- S.O.L.E. (Society Of Logistic Engineers) Seminar on logistics (Reliability, Maintainability) – SIA Torino, 1982
- "High level course for the design of telecommunication digital products" – University of Patras, 1993
- "Design and realization of electronic equipment" within the scope of EEC program EUROFORM - University of Patras, 1994
- Final seminar project Qualified Care, 15/9/2006 in Valladolid (ES)
- Final conference of project Active Citizenship Test, 14/12/2006 in Perugia (IT)
- Initial conference of project ETIMOS, 15/2/2007 in Desio (IT)
- Symposium of project Parenting, 7-9/11/2007 in Udine (IT)
- Symposium of project Parenting, 4-5/6/2009 in Larnaca (CY)
- Launching seminar of project LEADLAB, 29/1/2010 at UNICEF, Rome (IT)

1.1.2 Names and positions of others persons involved in the organization and role in the ACCES implementation.

- Vasiliki Kougia – HRDC consultant as ACCES partner implementation observer.
- Spiros Goudevenos - ACHAIA E-PUBLISHERS S.A. mentor

1.2. Company in which the ACCES method has been implemented



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ACHAIA E-PUBLISHERS S.A., Tsamadou 43 Str. Electronic Publishing of Achaia – Patras, Greece

1.2.1 Company identity

The main activities of the company are designing, hosting and support of web pages, provision of training for enterprises or individuals, and marketing activities. The customers are mostly private companies or organizations.

Company size (employees)

1 – 20 employees

1.2.2 Line of business

The company's goals are to expand the services offered, to improve the quality so as to gain more satisfied customers maintaining the reliable and fruitful relations with the existing ones. Having more than 5 years experience in the IT services sector, now they count a new member in their team. The new member was hired because of the extra work load that the staff was unable to manage. Our agreement is to let us watch the way the new member works, in comparison with the way of the adept members.

1.2.2 Description of the activity

The newcomer's activity in his new job is all about **web designing**:

- Liaising closely with a customer at the design stage
- Testing the site for functionality in different browsers and at different resolutions
- ensuring that material on the web site is accessible to all groups
- deciding on how images and other material will be presented
- writing web pages in a combination of codes

Our role was to observe the implementation of ACCES tool results during his first days of his new job, how he managed to respond to his new tasks and how much the ACCES tools and discussions with his mentors helped him to have more self-confidence.

1.2.5 Identity of people associated with the ACCES accompaniment, profile, positions, role (for example in-company mentor, employer, etc.).

- Spiros Goudevenos as company mentor
- Nikos Albanis as senior manager – task instructor and leader

1.3. Beneficiaries

- Students who are interested to an internship in a company
- Graduated people who want to find a job and be quick learners of their "on the job" tasks
- Companies who want to implement this kind of policy for both categories above but also having ACCES tools "stand by" even for intercompany transfers – staff's tasks restructuring

1.3.1 Identity of the beneficiaries

Name: Makis Rozis, male, 28 years old, single.

1.3.2 Profile and status of beneficiaries (employee, student, etc.)

He has studied computer science, is familiar with the web designing software and has a work experience of six months. He is able to work under pressure,



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communicative, and willing to learn. The part of the job that the new member will at first be involved in, is control and testing, updating, design of specific parts of the site and proposing means to enhance attractiveness. He will also come in contact with customers for various but small matters in order to meet them and be introduced to them. Role in the company: Web designer in training

Necessary training to practice the job: Computer science studies

Main know – how: graphic design software, programs and codes used for web design

Main abilities: Ability to multitask, to work on tight schedules while as well as communication and negotiation skills are considered as necessary.

1.4. Other partners involved in ACCES accompaniment (financial institutions, other training centers, federations, other companies etc.)

NO

2. Context of the ACCES implementation:

2.1 what are the main reasons that led you to work with this company and with these beneficiaries?

The reason that led us to work with this company is that we know each other really good and it's a fresh company on its field with people who want to do their bests and prove their value. The company's products and services are well known in the western greek area and the work environment is very good and well organized.

2.2 The expectations of the ACCES implementation

Disseminate and implement the tools for fast and efficient deployment of workers who want to work promptly and effectively overcoming any problems that may have in a workplace (lack of confidence, false use of previous experience, etc).

2.2.1 For you (training center)

Acquisition of a long collaboration with qualitative criteria relating to capacity development of staff by promoting relevant policies in this area which deals with the company that will use the ACCES tools so we can be promoted to other companies too.

2.2.2 For the company

Further progress, get more responsibilities, become more productive and get involved in marketing and business development activities of the company.

2.2.3 For the beneficiaries

Identification of the "fears" of the new objects of their work having greater confidence in their mentor and additional guidance on how to deal with situations on their jobs (partnership - cooperation - effectiveness)

2.3 Contacts:

Describe the previous contacts with the company before starting the test



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There were phone contacts with the managers of ACHAIA E-PUBLISHERS S.A and after two weeks we visited their offices discussing about ACCES methodology and the testing phase. They were positive from the beginning.

2.4 Contract

2.4.1 Did you use a contract? (If yes, attach it)

2.4.2 If you didn't use a contract, why?

We didn't use a contract. We agreed that they would provide to us all the necessary equipment and free pass to every office for better observation about ACCES implementation (as indeed happened) and in the future, after the ACCES implementation and testing results, they will use HRDC as partners for bringing the ACCES knowledge to their managers.

3. The accompaniment of the beneficiary

3.1 Describe the relationship between the PDA, the beneficiary, trainers and in-company mentor during the accompaniment (In which training course is the beneficiary enrolled? How many contacts were there between the PDA and the beneficiary? What was the duration of these contacts?)

The relationship between them was quite friendly and professional. We all met in ACHAIA E-PUBLISHERS S.A's offices three times before we start the observation, discussing about possible problems (they were none), observation's effectiveness and all about ACCES tools and how they can help the beneficiary, his company and generally the whole idea of ACCES.

4. Job Description

4.1 Attach the job description

ACTIVITIES INTO EMPLOYMENT	MATERIAL TOOLS	TASKS / EXPECTED BEHAVIOUR	MEANS OF CONTROL AND USED MEASURES	EXPECTATIONS IN TERMS OF HYGIENE / QUALITY / SECURITY	THE POTENTIAL DRAWBACKS	THE REGULATIONS
4 to 5 important activities	What do you use ?	State the activities in tasks			Mark the potential drawbacks	How do you regulate?
1.Liaising closely with a customer at the design stage 2.Testing the site for functionality in different browsers and at different resolutions 3. ensuring that material on the web	HTML and XHTML, CSS, Javascript, Actionscript, ColdFusion, .Net, Flash, code-generating programs, such as Dreamweaver and Visual Studio	1.Testing the web site for potential drawbacks 2.Updating the customers site on demand 3.Designing specific parts of the web site 4.Improvement of navigation systems 5.Fixing errors		Hygiene: Not specific – keeping the area clean of litter. Quality : Functionality accessibility and attractiveness of web sites Security : not specific -	Potential mistakes, misunderstandings	



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site is accessible to all groups 3. deciding on how images and other material will be presented 5. writing web pages in a combination of codes				Controlling who enters the building each time		
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4.2 What tools did you use for the job description?
 The tool that we used for the job description was the SUPPORT / ANALYSIS ACTIVITY

4.3 If you used other tools than those of the ACCES method, attach them to the report.

5. The observation in actual work activities and the verbalization

5.1 Who has been observed and by whom?
 Mr. Makis Rozis (beneficiary) was observed by Mr. Guido Scagno (HRDC senior consultant as ACCES implementation observer), Vasiliki Kougia – HRDC consultant as ACCES implementation partner observer and Spiros Goudevenos - ACHAIA E-PUBLISHERS S.A. mentor.

5.2 When were interventions implemented in the company and why?
 The company's interventions about the application and the methodology of ACCES are still at an early stage. But the initial observation and confirmation about positive results, was achieved. And that was the first and biggest step.

5.3 What ACCES tools did you use? Join the completed tools.
 Did you use the camera? Did you take pictures? If not, why?
 - If yes, what was the added value of using this tool?

- The ACCES tools we used were:
- SWOT
 - SUPPORT / ANALYSIS ACTIVITY
 - THE GUIDE OF INTERVIEW

We tried to use the camera while during his work but we didn't realise that this could be a problem to the other staff. They were nervous, feeling uncomfortable with the camera and taking pictures while they were working. We had no other choice but to respect their demand and just observe and writing down notes during the day.



5.4 How did you realize the sequences of verbalization and with what tools? Attach the interview guides

We realized the sequences of verbalization by using the "the guide of interview" tool. Below you can see the interview guide we used:

INTERVIEW GUIDES
(From the most objective to the most subjective point of view)

- 1.- What kind of training you need to get this job?
- 2.- What things you need to know about?
- 3.- Which tasks you develop every day? Any tasks which are not so frequent?
- 4.- Which is the real aim of your specific job?
- 5.- Do you have some responsibilities?
- 6.- Have you got any difficulties?
- 7.- How do you resolve those difficulties?
- 8.- Which are the mistakes you consider more frequent while working?
- 9.- In your opinion, which is the most difficult thing to do at work?
- 10.- How do you do this activity? (Talking about the activity you have chosen to observe)
- 11.- Which things you consider difficult about this concrete activity?
- 12.- How do you feel at work?
- 13.- How do you get along with your colleagues and the hierarchy?
- 14.- Are you developing yourself within this company?
- 15.- What are your aspirations within this company?
- 16.- Do you like your job?

5.5 What conclusions / analysis were drawn from the intervention?

5.5.1 For the training center

The opportunity of having a new field

5.5.2 For the company

5.5.3 For the beneficiary

The beneficiary is

5.5.4 Identify the skills that have been validated and how

The results that we had from the intervention was highly successful as long as the employee responded well to the advice of his mentor about his duties, the supervision of older colleagues and the integration of knowledge that he acquired at work everyday. HRDC is fully satisfied with this success, adding one more successful educational process in a new work area. The company is pleased and relieved (in any



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way, it was something innovative for the company, and everything that is innovative, is a kind of risky) that the process provided positive results (especially for its employee).

6. Evaluation, outcomes of the method for promoting access to sustainable employment

6.1 How did you assess the impact of your intervention? Have you used questionnaires for evaluation? If yes, attach them.

Yes, we use pre-evaluation questionnaires attached below:

<p>Name: Makis Rozis</p> <p>Organization: Achaia E-Publishers S.A</p> <p>Please, indicate your role: Beneficiary</p> <p style="text-align: center;">Please indicate your point of view:</p> <p>1. <u>What are your expectations on the project?</u></p> <p>An innovative but simple and accurate method that supports the adaptation of a new member to different working environment and conditions. Additionally, to obtain skills and knowledge that will facilitate the job insertion procedure in general.</p> <p>2. <u>What do you think about the ACCES method?</u></p> <p>To my opinion it is a method that enhances cooperation, discussion and support from the employer's point of view and willingness, enthusiasm, active participation from the employee. It helps also the new member to work independently sooner, because of the limited and fertile criticism, that builds confidence in own abilities.</p> <p>3. <u>Where do you think that some problems could occur?</u></p> <p>The implementation of a new method means pushing aside the existing one, which means occupation with a new object and new information for the older members as well. If there is no interest about these procedures, any patience and persistence then no results will arise. Also I believe it is possible for a new member to be confused.</p> <p>4. <u>How would you face those possible problems?</u></p> <p>I think that former explanations and agreement and analysis of the procedure and expectations are required.</p>



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5. Do you consider that we are going to obtain good results?

If the implementation is correct then yes, I believe that good results will be obtained.

6. Any other comments:

I personally believe that the development of such a methodology was necessary because many actions, procedures and principles need to be improved in this section.

Name: GUIDO SCAGNO

Organization: HRDC

Please, indicate your role: PDA

Please indicate your point of view:

1. What are your expectations on the project?

I expect from this project for the employers to take the integration process of a new employee seriously into account and pay the proper attention to it so as to decrease the number of staff changes that lead to constant alternation of work flow (workload mostly on adept members- limited time for training of novices) and secondly to contribute to lasting employment. I expect also for the employees to see their training as a chance for personal development and knowledge expansion in the framework of an interactive procedure.

2. What do you think about the ACCES method?

I think that it is an innovative method, with many practical aspects, that



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focuses on observation and feedback rather than instruction and report. The most important is that the employee has space for developing skills, on-the-job training procedures and support. Furthermore, the role of PDA is more cooperative than intimidating. The feedback could be mutual and possible recommendations from the new member could prove useful for the company (especially from members with previous relevant working experience)

3. Where do you think that some problems could occur?

A possible obstacle is the reluctance and unwillingness for cooperation with a third party. It might appear as an intervention at a fragile situation and possible false manipulation from us might lead to termination of contract. Another problem probably to face is the awkwardness during the observation and changes in the behaviour during the procedure.

4. How would you face those possible problems?

In order to deal with the above mentioned possible situations I propose:

- Work only with the companies that will react positively and enthusiastically to our proposal
- At the beginning of cooperation explain explicitly the expected benefits of this action, their participation and role as well as the practical aspects.
- Ice – breaking procedures
- Discreet, friendly and neutral presence of our partner in the work environment.

5. Do you consider that we are going to obtain good results?

This is our purpose and we are intent to do our best in order to achieve it. I can foresee no reason for obtaining bad or no results. Even if our initial goals are not realized to the expected level but to a lower one, good result can be obtained. Thus, my personal query is if we will obtain just good or very good results.

6. Any other comments:

A complete understanding of the ACCES method and applications is required for the correct implementation.

6.2 What conclusions do you draw about the ACCES method?



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- After this implementation the PDA has any suggestions for modification of the ACCES methodology?
- Or of the use of it in the kind of context in which took place the experimentation?

The ACCES method is definitely a handy tool for any company, well understood, producing positive results. Both comments of the company's officers and the ones of older colleagues are positive. The improvement of the performance of the beneficiary is the reachable goal that every manager wishes for. The suggestion of the PDA is that companies should "risk" and implement the ACCES methodology as "fits all tool", not only for newcomers and older employees but also as an internal business strategy.