

R2V E-Learning Platform User Manual

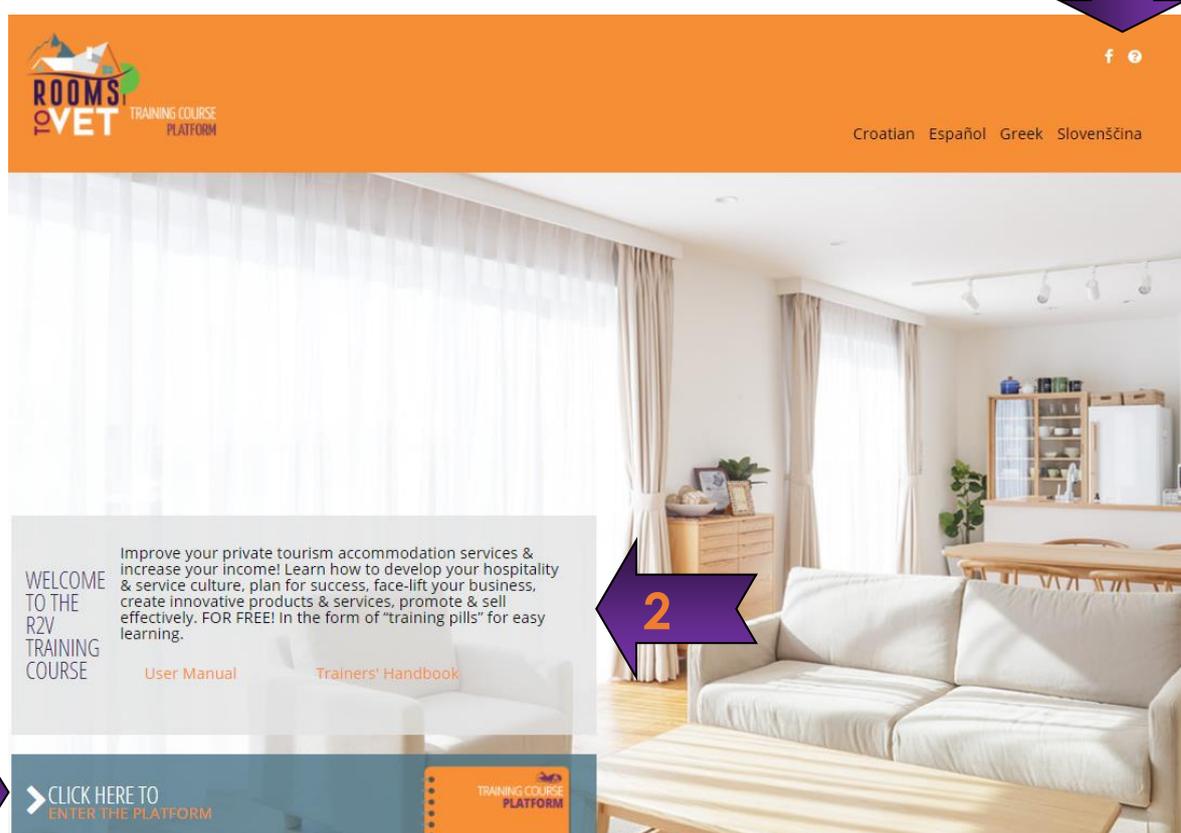
Welcome to the Rooms to VET training platform!

Here below you will find some basic **guidelines** facilitating your navigation across the Rooms to VET (R2V) training platform. Navigation is as straight-forward and user-friendly, as possible, made on the basis of Content Management System "Joomla!".

Basic navigation guidelines

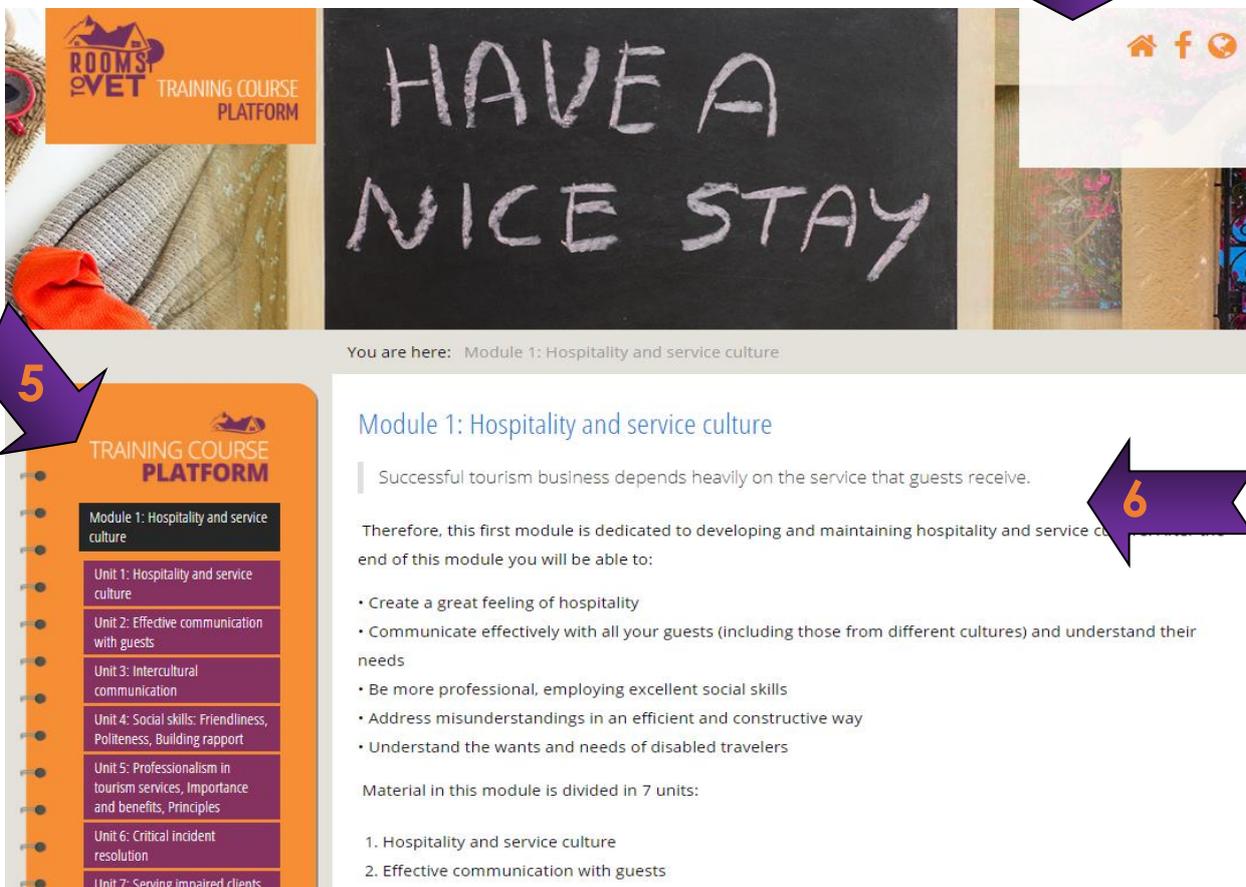
You are at the Homepage.

1. Click on the **questionmark icon** top right to access the project website with information on the project and outcomes. Choose **language** from the language menu top right. The platform content is available in 5 languages (English, Croatian, Greek, Slovenian and Spanish).



2. Click on the **User Manual** to access guidelines on how to navigate through the platform. If you are a Trainer, click on the **Trainers' Handbook** to access additional, useful information on the training content.
3. Click on the button **Click here to enter the platform** at the bottom of the page to access the training course.

- Click on the **home icon** to return to the home page of the e-learning platform. Click on the **f (facebook) icon** to be redirected to and join the project facebook page. Click on the **globe icon** to change language version. You can change language at any time at Module and Unit level and remain on the same page. If you change language at subunit level (see below), you will have to go back to the home page first.
- Choose **Module** (Modules 1-6) from the list on the left of the page (vertical menu). When choosing a Module, the selected Module Units appear in drop down.



The screenshot shows the e-learning platform interface. At the top right, there are navigation icons for home, Facebook, and a globe. A purple arrow labeled '4' points to these icons. Below the icons is a banner with the text 'HAVE A NICE STAY' on a chalkboard background. Below the banner, it says 'You are here: Module 1: Hospitality and service culture'. On the left side, there is a vertical menu titled 'TRAINING COURSE PLATFORM' with a list of units. A purple arrow labeled '5' points to this menu. The main content area displays 'Module 1: Hospitality and service culture' and a list of learning outcomes. A purple arrow labeled '6' points to this content area.

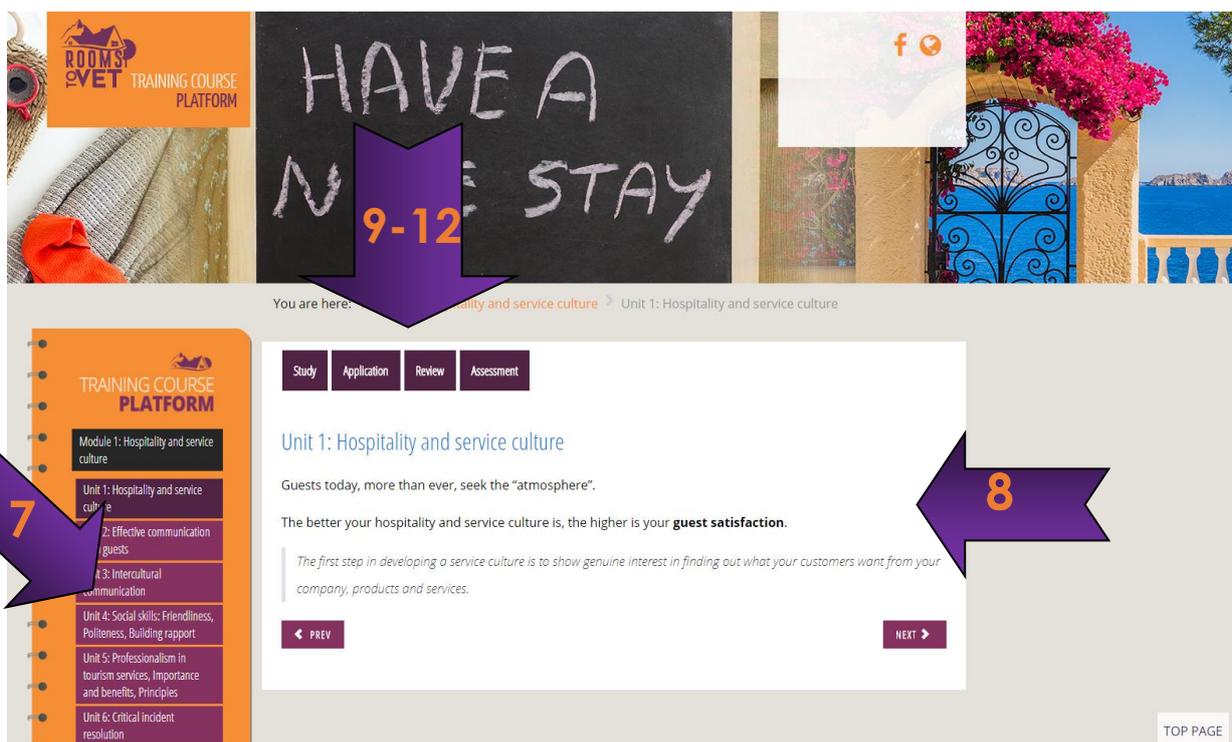
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5

6

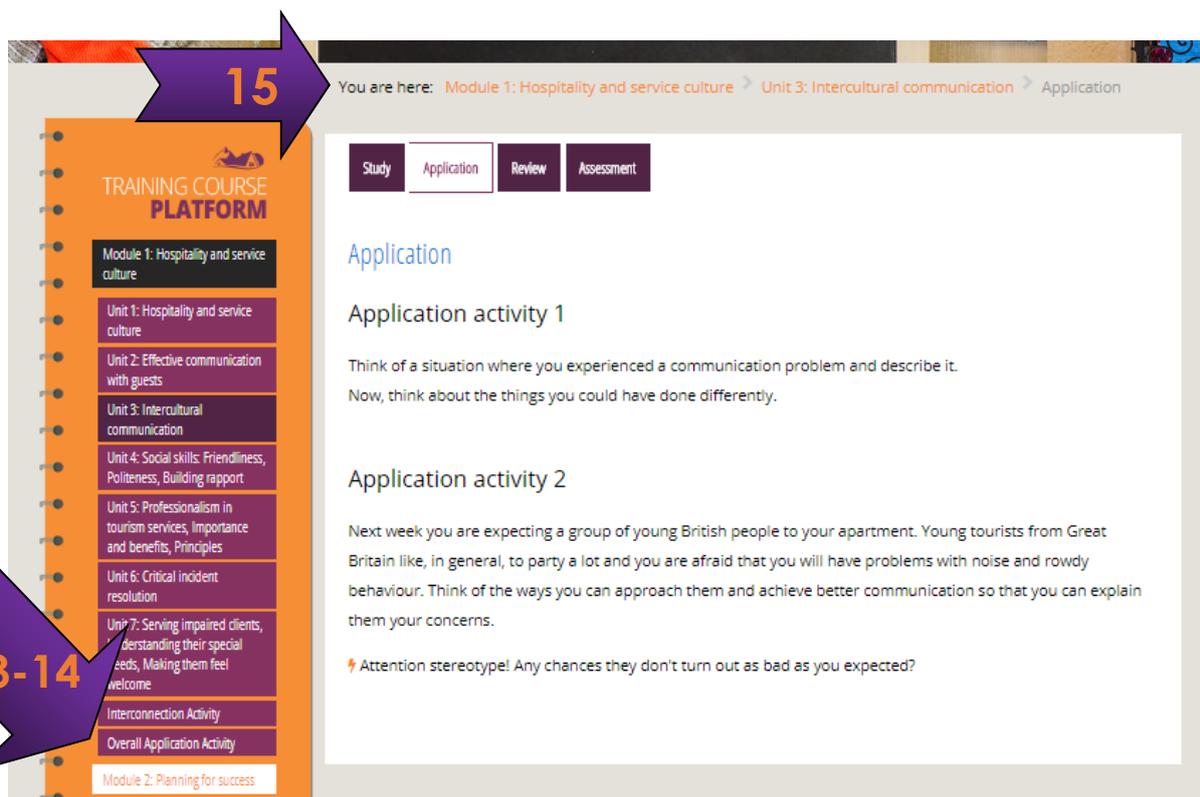
- When choosing a module, an overview of the main learning outcomes of the selected module is displayed on screen.

- Choose **Unit** from the vertical menu on the left (under the module selected).
- An overview of the significance and usefulness of the selected unit is displayed on screen. Moreover, under each Unit, you will always find four internal **subunits** (Study, Application, Review, Assessment) with additional information and activities.



- Click on the **Study button** at the horizontal menu at the top to improve your knowledge and empower your skills on the topic the selected unit deals with. Theoretical knowledge and practical tips in the form of "learning pills", often accompanied by embedded audiovisual material and links to external sources (web) for further reading are available under this section.
- Click on the **Application button** at the horizontal menu at the top to deepen your understanding on the topic the unit deals with through thought-provoking situational scenarios and/ or questions.
- Click on the **Review button** at the horizontal menu at the top to get a glance of the key points of the unit selected.
- Click on the **Assessment button** at the horizontal menu at the top to assess the knowledge and skills gained so far after having studied the specific unit. Here you are asked to respond to:

- closed-ended questions (e.g. multiple choice, true/false or correlation queries, etc.): after answering all questions, click on the **Submit Answers button** at the end to get your results. The results present both the correct answers as well as your own answers so you can both see your results and also learn.
 - open-ended questions: due to their nature, they are mainly urging further reflection, without indication of correct or incorrect answers.
13. Click on the **Interconnection Activity** at the vertical menu on the left to get an overview of the key points of the learning material across all units under a module, usually in the form of a graphic illustration.
 14. Click on the **Overall Application Activity** to assess the entire knowledge and skillset gained after studying all units under a Module, through real-life application activities and multi-disciplinary questions.
 15. There is also a **You are here** notification horizontal menu on the top at any time for easier navigation.



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You are here: [Module 1: Hospitality and service culture](#) > [Unit 3: Intercultural communication](#) > Application

Study Application Review Assessment

Application

Application activity 1

Think of a situation where you experienced a communication problem and describe it.
Now, think about the things you could have done differently.

Application activity 2

Next week you are expecting a group of young British people to your apartment. Young tourists from Great Britain like, in general, to party a lot and you are afraid that you will have problems with noise and rowdy behaviour. Think of the ways you can approach them and achieve better communication so that you can explain them your concerns.

⚡ Attention stereotype! Any chances they don't turn out as bad as you expected?

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**Thank you for using the Rooms to VET training platform
to upskill and improve your private tourism accommodation services!**