



Erasmus + Programme - VET Strategic Partnership

IENE 10 Project

Preparing health and social care workers to work with socially assistive artificially intelligent robots in health and social care environments

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FACILITATORS' TRAINING HANDBOOK

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Introduction

This handbook contains descriptions and explanations of the tasks and responsibilities of the facilitators or e-moderators for the IENE10 MOOC.

The handbook has been written to secure consistency and high quality in all facilitation, communication, interaction with and feedback to participants on this online course.

What is a MOOC

A MOOC (Massive Open Online Course) is a free online course available for anyone to enrol. MOOCs provide an affordable and flexible way to learn new skills, advance one's career and deliver quality educational experiences at scale.

The MOOC's philosophy is that education can be delivered in short and specific bite-sized, and accessible online courses which are open and free to all. Participants also bring their own knowledge, experiences and skills which they can share with their peers during the course enabling a greater learning experience for all. In addition, MOOCs are mostly asynchronous, which means that although there is a suggested schedule, participants are able to choose when and how to learn their chosen topics.

You can also watch this short video that explains our MOOC learning approach:

<https://www.youtube.com/watch?v=vzoh4LdIPHU>.

Learning perspectives of the course

The course has three basic learning approaches, namely collaborative learning, learning through reflection and learning by doing. This means that the course work, in which participants engage, will revolve around:

- Practical work that lets the participants explore online and gain first-hand knowledge of the potentials and challenges.
- Group activities that allow participants to learn from each other and create a learning environment that facilitates both informal and formal learning.
- Activities that encourage participants to reflect on their own learning experiences enabling them to set and pursue personal learning goals relevant to their specific situation.

Your role

Your role as a facilitator will be to support the participants as they collaborate and learn, by using the six steps of e-learning:

- Access, monitoring and motivation
- Team building
- Information exchange
- Knowledge construction
- Review and feedforward
- Respond to queries

We recommend that each facilitator also creates an additional iMooX account with a different email address which will be your “student/participant” account. This will enable you to easily switch between the role of facilitator and that of the student/participant both of which are important and provide a complete overview of your role.

Language policy

English will be used as the primary language for all teaching and learning activities in order to secure a dynamic learning environment and facilitate collaboration and knowledge sharing across borders and institutions. This goes for teaching and learning activities and for technical support on the e-learning platform, in the webinars we will host, and any open, social media used.

However, we may wish to organise language groups where participants can share their reflections in their language and ask for support in their own languages if needed. The languages that may be used are those of the partners: Romanian, Italian, Greek, and German. If needed facilitators may provide individual support via email in the original language to facilitate communication on technical matters.

Copyright clearance of any material and illustrations

For the purpose of the IENE10 MOOC, we will mainly use materials that have been produced within the project. However, it is important for facilitators to know that they are in fact allowed to share and distribute any materials that they have not produced themselves to participants. However, copyrights and other intellectual property rights must be observed, and relevant policies strictly adhered to. Note that copyright also applies to images, graphs, videos etc. that you might want to integrate into your material.

The platform: iMooX

The platform that will be used for this online course is iMooX. iMooX is an online system powered by Moodle that allows the delivery of short courses.

You can watch the following video about creating a MOOC on iMooX:

https://www.youtube.com/watch?v=lo5Kzjid_UM&t=135s



Tasks and responsibilities of facilitators

As a facilitator for this course, your main tasks and responsibilities are to help create a dynamic virtual learning environment where participants feel safe and confident enough to contribute themselves and to interact with fellow participants and facilitators by giving and receiving comments and feedback. Your main goal is to facilitate interaction and collaboration online between participants. This will motivate them to fully engage with, and complete the learning activities of the individual modules. Monitoring your allocated participants is also important as those **students who were specifically recruited from each country must complete the course** and therefore issuing reminders to those who fail to adequately engage with the course is very important (see below for more information).

➤ Welcome participants

No later than 1 week before your module starts, you must formulate a welcome message to participants. You must also post an introductory post in the discussion forum about yourself. This should include brief information about you as a person, your professional qualifications, and experiences as well as your professional interests. Emphasize those which relate to this course.

➤ **Monitor and encourage participation throughout the course**

Once the course has started, you must monitor participation. General participants will be monitored through the platform. If only a few participants have responded within the first couple of days, you must send a reminder via e-mail to encourage participation. It is of the utmost importance that you react promptly so that participants have time to react to your reminders and to engage with the activities before the deadline. Reminders should always be friendly and encouraging but should also stress the need to start participating in order to keep up with deadlines. This is particularly important for those participants who have been specifically recruited for this course in the partner countries. These participants, unlike those who self-select this course, must attend the course and undertake all the activities.

It is also a good idea to post one or more announcements acknowledging the efforts of participants and pointing to good discussions that are going on. This is a “pat on the back” that encourages and motivates participants to keep up the good work.

➤ **Answer questions on learning activities, materials and assessments relating to the course within 48 hours.**

For each module, there will be a group forum where participants can ask any questions, they might have regarding how to engage with and complete the learning activities/e-activities, materials and assessments. Participants should be encouraged to support each other and answer each other’s questions if they can. However, it is crucial that you, as the facilitators, monitor the Q & A forum regularly and answer questions so that no participants get stuck but are able to progress through the course. It is suggested that you answer questions within no more than 48 hours. Modules are very intensive and short in duration with tight deadlines, therefore the need to respond as soon as possible.

It is suggested that **facilitator days and responsibilities are divided between the two facilitators** looking after each group. This will make it easier, will reduce the time commitment and will generally be more efficient.

Technical questions that appear in the course Q & A forum should be forwarded to the Technical Support team within iMooX. You can also email iMooX-Support office@imoox.at.

➤ **Track participants’ progress, assess performance and assignments and give feedback**

As a facilitator/ e-moderator you are responsible for tracking the progress of participants and for supporting their completion of assessments. Reminders should be

sent promptly to participants who are not engaging and contributing as needed. You will also be responsible for reviewing, grading, and giving feedback to participants.

5. Assessment Strategy

Compulsory elements

- a) At the end of each Learning Unit (there are 4 LUs in every week) participants must take an assessment in the form of a quiz. This will be marked automatically, and the participant will be notified whether they passed or failed the assessment. If they failed, they should retake the quiz.
- b) On the last week, the assessment is not a quiz. Participants are asked to develop a plan for implementing their MOOC learning into their practice. This assessment will be marked manually by facilitators. Please refer to the “*final assessment*” paragraph at the end of this document for more information.
- c) Participants will be issued with a certificate of completion/attendance if they achieve the minimum pass rate. It is therefore important that they retake the failed assessments.

Optional elements

Participants will find that each learning unit has a number of assessments activities which will not be marked and therefore are optional. However, we recommend that if participants have time, they should attempt these assessment activities as they will add to learning.

We recommend that participants report the results of these assessments activities in the discussion forum and comment and engage in discussion with their peers as well as facilitators.

Tasks and responsibilities of technical supporters

Each participating institution should appoint a contact person within their team who can help participants from this institution and answer questions relating to technical matters (partners have received funding for this). Any matter to do with the platform can be directed to the project coordinator.

Participants can ask questions in the **Technical Support forum** on the platform. The Technical Support forum should be monitored daily to make sure that participants do not get stuck but can participate fully in the course. Please subscribe to forums or threads in order to receive notifications about new posts via e-mail.

Tasks and responsibilities of IENE10 local project coordinators

The local project coordinators will be responsible for sending out practical information to participants before the course starts, if needed during the course and when the course has ended. A further task is to keep an overview of who is enrolled and announce any changes to facilitators/ e-moderators. However, it is advisable that the **local coordinators are also facilitators** and participants at the same time. This way, they will gain the experience both as participants and facilitators which will enhance their understanding of challenges and their ability to deal with them during this MOOC and in the future.

The discussion forum and messaging platform

In order to communicate with each other and engage with other participants across the globe, we will use **the discussion forum** which is a messaging application that connects people across the globe by bringing them together to work as one unified team. The discussion forum is available within iMooX.

MOOC TIMETABLE

		Tasks
WEEK 1	Onboarding DAY 0 30 th September 2022	<ul style="list-style-type: none"> • Pre-MOOC questionnaire • Introduce yourself (post a paragraph about you. Photo desirable but optional) • Webinar 0: Orientation (Pre-recorded)
	MODULE 1: TRN CULTURAL AWARENESS	
	DAY 1 3 rd October 2022	➤ Learning Unit 1.1 Definitions, terminology and course orientation
	DAY 2 4 th October	➤ Learning Unit 1.2 Need for AI and robots
	DAY 3 5 th October	➤ Learning Unit 1.3 Misconceptions and stereotypes about robots
	DAY 4 6 th October	➤ Learning Unit 1.4 Cultural values, attitudes, views about SARs
	DAY 5 7 th October	Tasks and Assessments catch up
		Tasks
MODULE 2 - TRN CULTURAL KNOWLEDGE		

WEEK 2	DAY 1 10 th October 22	➤ Learning Unit 2.1 Types and Uses of SARs in Health and Social Care	
	DAY 2 11 th October	➤ Learning Unit 2.2 Capabilities and the potential 'role' of SARs	
	DAY 3 12 th October	➤ Learning Unit 2.3. Benefits and Challenges	
	DAY 4 13 th October	➤ Learning Unit 2.4 Cultural aspects of socially assistive robots	
	DAY 5 14 th October	Tasks and Assessments catch up	

		Tasks	
WEEK 3	MODULE 3: TRN CULTURAL SENSITIVITY		
	DAY 1 17 th October 22	➤ Learning Unit 3.1. Communication	
	DAY 2 18 th October	➤ Learning unit 3.2 Ethical and legal issues	
	DAY 3 19 th October	➤ Learning Unit 3.3. Working together	
	DAY 4 20 th October	➤ Learning Unit 3.4 Culturally sensitive and compassionate human-robot companionship	
	DAY 5 21 st October	Tasks and Assessments catch up	

		Tasks	
WEEK 4	MODULE 4: CULTURAL COMPETENCE AND COMPASSION		
	DAY 1 24 th October 22	➤ Learning Unit 4.1 Practical Skills	
	DAY 2 25 th October	➤ Learning unit 4.2: Safety	
	DAY 3 26 th October	➤ Learning unit 4.3 Rights and inequalities	
	DAY 4 27 th October	➤ Learning Unit 4.4 The ADORE approach/model	
	DAY 5 28 th October	Webinar 4:.....(UK) Tasks and Assessments catch up	

		Tasks	
Synthesis Week - Your MOOC Journey			

WEEK 5	DAY 1 31 st October 22	<ul style="list-style-type: none"> • Review your learning • Complete any tasks that you did not have time to do during weeks 1&2 	
	DAY 2 1 st November 22	<ul style="list-style-type: none"> • Review your learning • Complete any tasks that you did not have time to do during weeks 3&4 	
	DAY 3 2 nd November	<ul style="list-style-type: none"> • Prepare your final assessment: “Applying your learning to practice *” • Sharing your plans with your peers 	
	DAY 4: 3 rd November	<ul style="list-style-type: none"> • Final catch up • Provide feedback to peers 	
	DAY 5 4 th November	<ul style="list-style-type: none"> • Complete the Post-MOOC questionnaire 	

Final assessment: Applying learning to practice

Stage 1: Developing a plan (30 minutes)

Whether you are a nurse, a doctor, a physiotherapist, or any other health/social care practitioner, a health/social care manager, an academic, or a researcher, we hope that this short course has helped you to enhance your knowledge.

Now it is time for you to **plan** how you will use this knowledge in your practice. Your plan could be presented as:

A) PowerPoint slides,

B) a word document that contains a short introduction, and brief sections outlining the following points:

- **What** you will share and with **whom**: your colleagues OR students/trainees OR your managers
- The **aim** of this sharing
- **How** you will share it
- **When** will you share it
- The **benefits** of this activity

C) a diagram that addresses all the above points

Stage 2: Sharing your plans with your peers (30 minutes)

Share your MOOC learning plan with your peers.

Read as many of your peer's plans as your time allows but provide feedback to two to three of your peers.

Feedback should include:

- what did you like about the plan
- provide one suggestion for the improvement of the plan
- what part of it would you leave out of the plan.

Please use this discussion board to share and comments on each other's plans: <https://imoox.at/mooc/mod/forum/discuss.php?d=14965>

MARKING OF THIS ASSESSMENT

This assessment is compulsory. Both stages of this assessment will be marked by the facilitators and will contribute to the required minimum pass rate of the course assessment.