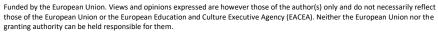*Webinar Report*
Action: 3.2.2: Validation of findings through the consultation with sectoral representatives and education partners

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PROJECT INFORMATION

Project Acronym	DigiGreen Post
Project title	Towards a more digital and greener Postal Era
Agreement number	101055901
EU programme	ERASMUS-EDU-2021-PI-ALL-INNO-EDU-ENTERP

PREPARED BY

Organization	AKMI
Authors	Nefeli Papagiannakou
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Dissemination Level	Public

Reviewed by	
Date of Review	
Acceptance level	Accepted ☐ To be reviewed X☐ Rejected ☐

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Table of Content

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No: 101055901
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1. Introduction

1.1 Scope of webinar

The DigiGreenPost project webinar, hosted online via Teams on November 29th, focused on presentation of the 4 Occupational Profiles that are developed within the project's setting aiming at modernizing the skillset of postal workers to align with evolving industry demands. This initiative, under Action 3.2.2. Key to this action was a collaborative consultation with sector representatives and educational institutions. The objective was to review and affirm the progress made in defining the necessary knowledge, skills, and competencies within these profiles. The webinar, attended by a number of 40 participants, featured an insightful presentation on the Occupational Profiles and the main characteristics (skills, knowledge, attitudes) that are related to them. The feedback and suggestions received from all participants were integral to refining and finalizing the occupation list, ensuring it meets the contemporary and future needs of postal companies.

The webinar lasted 1 hour and the active participation of the participants were boosted via interactive questions and answers. The DigiGreen Partners involved in this task co-organised the webinar and shared the responsibilities according to their expertise.

The webinar started with introductions to the project aims and objectives while the introductory video of the project was showed cast. Additionally, a thorough description of the project stage at the moment was presented, with the key findings of the research. The 4 meta-profiles that are developed within DigiGreenPost project were presented and feedback from the partners was requested through interactive discussion. This short report presents the key findings of the webinar.

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No: 101055901
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1.2   Structure of the Webinar

The webinar began with a welcome and introduction, setting the stage for the session. This segment was led by Antonino Scribellito, the Head of Projects of PostEurop, who provided attendees with an overview of what to expect from the webinar. Following, the Director of AKMI, Theodor Grassos presented the insights of the project's objectives, the scope and gave a detail input on the current stage of the project. Following, the Core session was led by Antonio Gennarelli, EU project Manager at EVBB who introduced participants to the Occupational Profiles delivered by DigiGreenPost Project and Eleni Varvaroussi, from the associated partner ADAE, offered a valuable perspective on the Security Officer, and overall the privacy assurance in postal communications. An open discussion was followed raising the main inputs from all participants who were invited to share their thoughts and suggestions in a constructive and collaborative dialogue fostering a rich exchange of ideas and perspectives.

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No: 101055901
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2. Key findings

The webinar boosted the participation of the key actors in both VET and in the postal sector. The webinar aimed at giving the overview of the project results, especially for the 4 Occupational Profiles that have been developed. The table that follows outlines the distinct profiles and competences needed for the key Occupational profiles presented in the webinar. Each role was presented in details within the webinar and some key inputs were suggested by the participants.

MAIN INPUTS
Security Officer: CISO profile and the relevant competences can be also included in this profile.
The role of a DigiGreen Ambassador is critically important and in high demand, as it encompasses driving a culture change within the organization. This position requires a deep understanding of the ongoing developments in digital and green technologies. The individual in this role is expected to serve as an in-house trainer, educating and guiding the team on these advancements. A significant focus is placed on the individual's training competences, emphasizing the need for strong skills in effectively disseminating knowledge and fostering growth in these key areas.
In relation to the profiles developed, it is crucial to factor in cultural aspects and behavioral changes in order to assure the efficiency of the implementation of the profiles and the trainings related to this.
General Suggestion: It is highlighted as a general suggestion, to involve the concept of a "matrix of skills". This matrix is proposed as a strategic tool for identifying and mapping out skills in relation to market needs and existing skill gaps. This skills (both suggested and concerning the skills gaps) can support the creation of a dynamic and responsive approach to the skills development to enhance the careers of the postal workers, ensuring that the skills needed (also taught within the courses) will be closely aligned with market demands and future trends. This approach will not only help in bridging the skills gaps but also enhance the overall effectiveness of education and training system in preparing a competent workforce.

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No: 101055901
www.digigreenpost.eu

Page 6

"DigiGreen Post" - Towards a more digital and greener Postal Era
No: 101055901
www.digigreenpost.eu

3. Conclusions

To summarise, on the webinar that took place on the 29th of November, gathering experts from the postal and VET sectors, the discussion centered around the occupational profiles introduced during the session. These profiles were met with positive reception from the attendees, highlighting the relevance and applicability of the content presented.

Key insights from the experts emphasized the importance of recognizing the unique roles of postal workers and the need for their specialized training. This aspect was particularly underscored, suggesting that training programs should be specifically designed to reflect the real-life challenges and operational aspects specific to the postal sector in the countries involved in the project. The intention is to ensure that the training is not only theoretical but also deeply rooted in the practicalities of the postal industry.

Furthermore, the Occupational Profiles discussed were noted for their efficiency and grounding in actual industry practices. They were commended for their comprehensive approach, encompassing a wide array of professional roles within the postal sector. This inclusivity in the profiles indicates a thorough understanding of the sector's diverse workforce and the varying skill sets required across different roles.

Experts underlined the importance of meeting the needs of the workforce via the training content that will be developed via the DigiGreenPost Project in order to equip postal staff with the relevant competences to adapt to the very much evolving and demanding digital and green transformations.

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No: 101055901
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4. Annex 1- Agenda

AGENDA		
11:00 – 11:05	**Welcome & Introduction to the Webinar**	Antonino Scribellito *Head of Projects* PostEurop
11:05 – 11:15	**Presentation of DigiGreeNPost Project**	Theodor Grassos *Director* AKMH
11:15 – 11:25	**Scope of the Webinar**	Antonio Gennarelli *EU Project Manager* EVBB
11:25 – 11:35	**Postal Security**	Eleni Varvaroussi *Head of Department of Regulatory Framework, New Technologies & Applications* Irene Gavala *Head of Division for the Assurance of Privacy of Postal Communications*
11:35 – 11:50	**Introduction to the session** **Discussion about the Occupational Profiles in the Postal Sector** o Presentation of the Main results o Occupational Profiles o DigiGreen Meta-Profiles	Antonino Scribellito *Head of Projects* PostEurop Antonio Gennarelli *EU Project Manager* EVBB
11:50 – 12:00	**Open Discussion and Feedback**	*All*

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