

Terms of Reference

Request for Services

Expert to support the development of software to digitalize three new LMS modules/services at the National Academy for Public Administration in Serbia

1. Background

The Regional School of Public Administration (ReSPA) is an inter-governmental organization that enhances regional cooperation, promotes shared learning, and supports the development of public administration in the Western Balkans. ReSPA Members are Albania, Bosnia and Herzegovina, Montenegro, North Macedonia and Serbia, while Kosovo* is a beneficiary. ReSPA aims to help regional governments develop better public administration, public services, and overall governance systems for their citizens and businesses and prepare them for membership in the European Union.

ReSPA establishes close cooperation with ministers, senior public servants, and unit heads in member countries. ReSPA also works in partnership with the European Union, precisely the Directorate General for Neighbourhood and Enlargement Negotiations (DG NEAR), other regional actors such as OECD/SIGMA and Regional Cooperation Council (RCC), as well as agencies and civil society organizations. Since its inception, ReSPA, as an international organization and a key regional endeavour in Public Administration Reform, has contributed to capacity-building and networking activities through on-demand support mechanisms, peering and the production of regional research materials.

The European Commission (EC) provides directly managed funds to support the ReSPA activities (research, training and networking programmes) in line with the EU accession process.

ReSPA works primarily through regional networks that operate at three levels: Ministerial, Senior Officials, and networks/working groups of experts and senior practitioners. There is one network – Programme Committee composed of the senior civil servants representing the ministries responsible for the Public Administration, ministries of Finance, and institutions in charge of the European Integration process coordination of the ReSPA Members and four regional thematic groups: (1) Policy planning, better regulation and coordination of Centre of Government, (2) European integration and accession negotiations; (3) Human Resources Management and Professional Development; (4) Service Delivery (digitalization and quality management).

2. Problem statement and description of the assignment

The National Academy for Public Administration (NAPA) has successfully transformed its educational processes through a Learning Management System (LMS), achieving complete digitization in the implementation and documentation of training. This advanced system enables efficient management of training programs and internal competitions, confirming that NAPA's operations are fully adapted to the digital environment.

The LMS is hosted in a state cloud, situated on virtual servers. This technical infrastructure allows for dynamic adjustment of capacities based on current load, meaning that capacities automatically expand or contract depending on the number of users. This approach ensures optimal system performance, providing a seamless learning experience for all users.

* This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and ICJ Advisory opinion on the Kosovo Declaration of independence.

The digitization of the process of creating programs and internal competitions represents a crucial step towards more effective resource management and quicker adaptation to changes. From 22 August till 1 October 2023, NAPA implemented a project for supporting further development of the Learning Management System (LMS) of NAPA. The main results of the project were:

1. Designed package describing all LMS processes with a proposal for their improvement/automation
2. Completed proposal with specifications for the development of new LMS modules with the aim of digitizing the process of implementation and recording of training that has not been digitalised.

Additional LMS modules would concern:

- A. digitalization of the internal competition process among accredited trainers,
- B. digitalization of the process of creating all annual training programs, and
- C. software solution for interactive and dynamic overview and user access to the entire NAPA training offer on akademija.info

During the process of writing the specification, additional improvements of these processes have been identified and built into the specification.

3. Conducted analysis of NAPA Operating Procedure Standards (OPS) in the implementation and recording of training and prepared document containing a proposal for the improvement of the NAPA OPS and for the use of tools for easy maintenance of these procedures including recommendations in case the number and complexity of processes increase in the future.

Through these Terms of References, on the basis of concrete results of the above mentioned, ReSPA is seeking an expert for the digitalization of three new LMS modules/services:

1. Digitalization of the process of creating all training programs

The development of annual training programs at NAPA involves a consultative process with representatives from the majority of government bodies responsible for the field of professional development, as well as other stakeholders. It is necessary to establish a digitally supported system (portal) for participatory involvement of all interested parties in the creation of a unified document—a interactive process that enables uniform and simultaneous collaboration of all users. Programs prepared in this manner serve as the foundation for further management of the training system through an LMS, containing all the necessary data.

Outcome: software solution for interactive and dynamic overview and user access to the entire NAPA training offer, please see Annex 1 (attached to these ToR).

2. Digitalization of the internal competition process

Digitalization of the internal competition process; The process so far has involved the submission of applications for the implementation of adopted annual programs by accredited trainers. Lime survey, submitting a completed implementation plan form (training design) after which the NAPA commission evaluates the quality of submitted applications. Prior to forming the final assessment, simulations are evaluated, and the entire process concludes with a ranking of candidates, based on which they are invited to conduct training.

At the end of the year, annual programs for the next year are adopted, and it is necessary to ensure the complete digitalization of these complex business processes, connecting them with the existing NAPA LMS to create conditions for a swift start of training implementation by selected trainers.

Outcome: functional IT solution for conducting an internal competition to engage implementers, please see Annex 2 (attached to these ToR).

3. Software solution for interactive and dynamic overview and user access to the entire NAPA training offer - Akademija.info.

Numerous training programs at NAPA should be brought closer to users in terms of easy accessibility through group-organized training sessions containing various details about the

training itself. This includes information on what participants will be able to learn in a specific training. The lacking information for officials pertains to the dates of training sessions and the ability to apply for attendance, given that the website is of a static nature. It is necessary to ensure interactivity and dynamism by integrating with the LMS, please see Annex 3 (attached to these ToR).

All preconditions for the successful implementation of the proposed digitalization of three additional LMS modules are fulfilled, which accordingly makes this project mature for piloting.

NAPA proposes three services for digitalization: internal competition process, creation of all training programs, and software solutions for interactive and dynamic overview and user access to the entire NAPA training offer. These services are prescribed by the legal framework regulating the work of NAPA (Law on the National Academy for Public Administration, Law on civil servants, Law on employees in autonomous provinces and local government units) and as such, they are authentically part of its jurisdiction.

With the intention of modernizing and digitizing these three services, NAPA, through the above-mentioned project, implemented last year (2023) with the support of ReSPA, created a technical specification for all three services and thus created the necessary inputs for entering the concrete digitization project that we propose through this application.

The number of registered users, participants, events conducted, and recorded through the Learning Management System (LMS), as well as the number of independent online courses, is consistently increasing.

By fulfilling these specifications, the new web portal will provide a dynamic and user-friendly interface, real-time connection with the LMS system, and seamless integration of new training programs and updates.

NAPA plans to launch an mLearning application for Android and Apple users. The development of self-paced online courses continues.

3. Tasks and responsibilities

Based on the main elements provided, the Expert sought with this ToR is expected to perform the following tasks:

1. Conduct a meeting with the beneficiary institution to define project goals, requirements, and scope based on this meeting and other available information (**0.5 days**).
2. Conduct project analysis by gathering information, assessing feasibility, and determining resources needed (**0.5 days**).
3. Design the project by creating a blueprint of the system or software to be developed (**3 days**).
4. Develop the system or software by writing code and creating the software and modules according to the project design (**16 days**).
5. Test the software by checking for bugs, errors, and ensuring it meets requirements (**3 days**).
6. Deploy, maintain, and provide training for the developed software; Implement the software and modules into the operational environment, and provide ongoing support, updates, and improvements as needed (**5 days**).
7. Create comprehensive documentation for the system, including user manuals, technical documentation and source code); Ensure that documentation is kept up-to-date as the system evolves (**2 days**).

4. Necessary Qualifications, Experience and Skills

Educational background:

Qualifications and skills:

- At least Master's degree in Computer Sciences or other related fields;

General professional experience:

- At least 10 years of professional experience in the field of digitalisation and development;

Specific professional experience:

- At least 5 years of specific experience in working positions and/or assignments related to digitalisation and using data for a knowledge-based economy.
- Prior experience in conducting analysis, and needs assessment.
- Previous experience and work in the Western Balkans will be considered an advantage.

Other:

- Proficiency in programming languages (PHP, JavaScript);
- Proficiency in MySQL
- Proficiency in docker, Gitlab
- Understanding of Moodle administration, and MySQL, PHP, and Moodle Schema
- Familiarity with Linux server
- Ability to analyze complex problems and develop efficient and effective solutions.
- Understanding of algorithms and data structures to design and implement efficient and scalable software solutions.
- Knowledge of software development methodologies such as Agile, Scrum, or DevOps;
- Understanding of object-oriented programming principles and design patterns for creating modular and maintainable code.
- Familiarity with web development technologies;
- Proficiency in database technologies, and experience with database design, querying, and optimization;
- Ability to write unit tests, perform integration testing, and debug software to identify and fix issues;
- Ability to create clear and concise technical documentation for code, APIs, and systems architecture;
- Capacity to work effectively in a team environment, communicate with team members, and contribute to collective goals;
- Capability to prioritize tasks, manage time effectively, and meet project deadlines.
- Excellent presentation and moderation skills;
- Excellent written and oral communication skills in English.

5. Timing and Location

The assignment foresees work from home/office and on-site in NAPA premises (Belgrade, Serbia). . In addition, NAPA will provide the necessary logistics, print handouts, flip charts, and other logistics. The assignment will be performed during October **2024 – March 2025**.

6. Remunerations

The assignment foresees engagement of **up to 30 (thirty) expert days of up to 16.500 EUR**.

The payment will be done in one instalment upon completion of the assignment. The final outputs will be subject to approval from ReSPA before the payment is executed.

Note: No other costs will be covered besides the expert cost per day. The expert cost per day comprises the expert's fee and (if needed) a lump sum covering related expenses, including travel, accommodation, local transport, meals and other incidentals.

7. Approach and Methodology

Proposals must include the approach and Methodology to be submitted by the applicant .

The written Proposal must include:

- Describe the proposed technical approach;
- Describe relevant previous experience of the company in the field (List of similar projects made in the past with possible links);
- Describe professional/organizational capacities (in case of a team of experts: including the key project team members and relevant experts that will directly work on design, development, or content creation, if applicable);
- If the applicant will be a company, it must describe how it will address requirements listed in this TOR and provide a detailed description of the activities, reporting, and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work. The company must provide the name(s), CVs and other supporting documents of the expert(s) that will be deployed for this assignment.

8. Reporting and Final Documentation

The expert/company will be requested to deliver the following documents before the payment is conducted:

Outputs

- Outputs of the meetings with the responsible units;
- Documentation for the system, including user manuals, source code stored on the beneficiary premises and technical documentation.

Documents required for payment

- Invoice (signed original);
- Timesheets (signed original);
- Final brief report on the assignment

ANNEX 1 Module Specification for Training Program Creation

Current State:

The overview of all annual programs adopted by the Government can be viewed at this link. Programs are categorized as follows:

- General Training Program for Civil Servants
- Training Program for Managers in State Bodies
- General Training Program for Employees in Local Self-Government Units
- Training Program for Managers in Local Self-Government Units

After adoption, training programs are entered/imported into the LMS system. All training sessions included in the adopted programs are stored in the LMS system (or a module connected to the LMS system).

Desired State:

The desired state is for training programs to be entered into the LMS system after the Government adopts annual programs. Once the annual programs are adopted, the training program is activated in the system and events can be created for it. Additionally, there should be an automated proposal creation for training programs that will be submitted for adoption. This module can be a separate functionality integrated with the LMS system or a part of the LMS system.

System Activities (Processes)

Creating Training Categories

The current annual programs with subprograms include:

General Training Program for Civil Servants (comprising the Introductory Training Program and Continuous Professional Development Program)

Training Program for Managers in State Bodies

General Training Program for Employees in Local Self-Government Units (comprising the Introductory Training Program and Continuous Professional Development Program, which further includes the General Continuous Professional Development Program for Local Government Employees and the Sectoral Continuous Professional Development Program for Local Government Employees)

Training Program for Managers in Local Self-Government Units

Other Training Programs assigned to the Academy

These annual programs can only be modified/deleted/entered by the system administrator.

Each annual program covers several thematic areas, each containing multiple training programs created in the system by the Training Program Administrator. Sub-areas may also exist.

For example, the structure for the General Training Program for Civil Servants adopted for 2023 is:

General Training Program for Civil Servants

Introductory Training Program

Preparation for the State Professional Exam (THEMATIC AREA)

Preparation for the State Professional Exam for Officers with Secondary Education (SUB-AREA)

Preparation for the State Professional Exam for Officers with Higher Education (SUB-AREA)

My Workplace

Continuous Professional Development Program for Civil Servants in State Bodies

Administration in Service to Citizens and Businesses (THEMATIC AREA)

This means it is possible to create a multi-level structure for annual programs, which the system should support. (Referred to as the "training tree" in further text). It should allow for the input/modification of this structure, and each training program created should select the element of the training tree to which it belongs (e.g., "Administration in Service to Citizens and Businesses" or "Preparation for the State Professional Exam for Officers with Secondary Education"). Each element of the tree is assigned an accreditation area, which can also be

changed at the training program level. A training program can be assigned multiple accreditation areas.

Creating Training Programs for Adoption

The Training Program Administrator creates a training program for each topic by first defining its title. To simplify this process, an option to create a training program by copying an existing one should be available, after which modifications can be made. The selection of existing trainings can be done by code or title. After selecting the training, changes can be saved at any time.

Until the training program is adopted, it can be modified/deleted. Once the program is formed, it is sent for review and approval by contributors. One or more contributors are assigned to the program. Contributors can be employees at NAJU and/or external. Contributors receive an email notification of the assigned task. They review the program and either approve it or provide comments/suggestions for changes using track changes. The Training Program Administrator receives a notification of comments or approval from contributors. For each comment or change, the Administrator accepts or rejects the changes. The Administrator can leave their own comments and marks as "accepted" or "rejected", and after reviewing all comments, sends it back to the contributors. After this process, the Administrator finally approves the training program. Once all training programs are approved, the responsible person can export the entire program in Word/PDF format for further processing and submission for adoption.

Example of Export Format:

УВОДНИ ПРОГРАМ ОБУКЕ	17
I ПРИПРЕМА ЗА ПОЛАГАЊЕ ДРЖАВНОГ СТРУЧНОГ ИСПИТА	23
ПРИПРЕМА ЗА ПОЛАГАЊЕ ДРЖАВНОГ СТРУЧНОГ ИСПИТА ЗА СЛУЖБЕНИКЕ СА СТЕЧЕНИМ СРЕДЊИМ ОБРАЗОВАЊЕМ	24
• УСТАВНО УРЕЂЕЊЕ И ОСНОВИ СИСТЕМА ДРЖАВНЕ УПРАВЕ	25
• УПРАВНИ ПОСТУПАК.....	27
• КАНЦЕЛАРИЈСКО ПОСЛОВАЊЕ.....	29
• ОСНОВИ РАДНОГ ЗАКОНОДАВСТВА.....	31
• ОСНОВИ СИСТЕМА ЕВРОПСКЕ УНИЈЕ	33
ПРИПРЕМА ЗА ПОЛАГАЊЕ ДРЖАВНОГ СТРУЧНОГ ИСПИТА ЗА СЛУЖБЕНИКЕ СА СТЕЧЕНИМ ВИСОКИМ ОБРАЗОВАЊЕМ	35
• УСТАВНО УРЕЂЕЊЕ	36
• СИСТЕМ ДРЖАВНЕ УПРАВЕ	38
• УПРАВНИ ПОСТУПАК И УПРАВНИ СПОР.....	40
• КАНЦЕЛАРИЈСКО ПОСЛОВАЊЕ.....	42
• РАДНО ЗАКОНОДАВСТВО	44
• ОСНОВИ СИСТЕМА ЕВРОПСКЕ УНИЈЕ	46
II МОЈЕ РАДНО МЕСТО	48
• ИНСПЕКЦИЈСКИ НАДЗОР - ОНЛАЈН ОБУКА	50
• ЗАКОНОДАВНИ ПРОЦЕС – ОНЛАЈН ОБУКА	53
• ОБИЦИЈА УПРАВНИ ПОСТУПАК - ОНЛАЈН ОБУКА	55

Fields for inputting introductory texts at the level of annual programs, subprograms, thematic areas, and sub-areas should be provided, which will be part of the export. The export should be done in Word format, structured according to the training tree, with a TOC (Table of Contents) element containing clickable links leading to relevant titles, also indicating the page number where the training is described. Additional content at the thematic area level should be created.

Since the Word document will be further processed, the export should allow the TOC to be refreshed by right-clicking to preserve the document structure. Upon program adoption, its status changes to adopt, and all training in the system becomes activated. After that, internal calls can be created, followed by events after the calls are completed.

Elements of the Training Program

When creating a training, the relevant element of the training tree it belongs to is selected.

Each training program has mandatory elements that are filled in during its development (provision for additional elements that are not currently specified):

Training Program ID: A textual field.

Program Code: A textual field.

Target Group: Describes the target group for the training. Target groups are chosen from a dropdown menu from the codebook. If the target group does not exist, a new one can be created by the system administrator to avoid duplication. Multiple target groups can exist.

Competence Developed by the Training Program: Chosen from a dropdown menu from the codebook. If the competence does not exist, a new one can be created by the system administrator to avoid duplication. One training program can develop multiple competencies.

Objective of Program Implementation: A textual field.

Expected Effects on Knowledge and Skills: A textual field.

Program and Thematic Units Description: A textual field.

Forms, Methods, and Techniques of Program Implementation: Chosen from a codebook, one or more forms (e.g., Seminar, Online Training). Methods and techniques are also chosen from a codebook, with the administrator inputting new data to avoid duplication.

Implementers: Predefined text chosen from a dropdown menu. Data on accreditation areas, with one program having multiple accreditation areas.

Program Duration: Chosen from a codebook, one or more options for training duration (e.g., One day (6 hours)). Data inputted by the system administrator.

Minimum and Optimal Number of Participants: Chosen from a codebook, one or more options. The system administrator inputs new data to avoid duplication.

Note: Program implementation forms, duration, and participant numbers are connected with predefined values maintained by the system administrator.

Cost Projections

The system administrator inputs predefined text which the Training Program Administrator cannot change. This text is based on the predefined text entered by the administrator and is filled according to the program implementation form and duration. This predefined text does not change often. Additionally, net compensation amounts in RSD are inputted by the administrator, and maintained in the codebook.

Example of a Training Program Description in an Adopted Program:

Program Code: 2023-01-0101

Target Group: Candidates entering civil service for the first time and trainees.

Competence Developed by the Training Program: General functional competence: Organization and operation of state bodies of the Republic of Serbia.

Objective of Program Implementation: Acquiring knowledge about the basics of constitutional organization and the public administration system needed for the preparation for the state professional exam.

Expected Effects on Knowledge and Skills: After the seminar, the participant will be capable of successfully passing the state professional exam, mastering the material of the exam subject "Constitutional Organization and Basics of the public administration system".

Description of Program and Thematic Units: Thematic units correspond to the content of the program for the state professional exam for candidates with completed secondary education.

Forms, Methods, and Techniques of Program Implementation: Seminar or online training with methods including interactive lectures, discussions, and case studies.

Implementers: Accredited implementers are listed in the permanent list of lecturers maintained by the National Academy for Public Administration.

Program Duration: One day (6 hours) or not limited to online training.

Minimum and Optimal Number of Participants: 10 to 35 participants or not limited to online training.

Cost Projection: In accordance with the regulation on accreditation, engagement, and compensation, an implementer is entitled to a net fee for the preparation and implementation of the training.

Connection with Other Programs: Recommendations for attending other related training sessions before or after this training.

After entering the training, it can be modified or deleted if not adopted and activated. The default accreditation area is inherited from the training tree element but can be overridden at the training level.

System Roles:

Super Admin: Creates administrators and other roles.

Administrator: Maintains codebooks, creates training program administrators, can also function as a training program administrator if needed.

Training Program Administrator: Manages all training programs in a specific area of professional development, creates mandatory program elements, programs, and trainings, exports to Word, and marks programs as adopted.

Contributor: Proposes changes (collaborators, often external to NAJU). They can review and suggest changes to the training programs.

Read Only: Can only view.

Annex 2 Module Specification for Internal Competitions

This module can be developed as a standalone functionality integrated with the LMS system or as part of the LMS system itself.

The module aims to support the process of creating competitions, allowing accredited providers to apply for competitions, evaluating submitted applications, and generating reports on the process results.

Throughout the year, usually twice, the accreditation process for providers is conducted by NAPA. Providers are accredited in specific areas. All accredited providers, along with their profile information and the areas they are accredited for, are stored in the LMS system. Only accredited providers, whose details exist in the LMS system, can apply for the competition.

Roles in the System:

Provider: A person who applies for a specific topic competition.

Commission: Generally, there is one commission per competition, consisting of multiple sub-commissions, each with a minimum of 3 members. Commission members are typically NAPA employees but can also be external.

Commission Member: Evaluates applications for the topic they applied for, according to predefined evaluation parameters.

Sub-Commission Chair: Responsible for submitting the final evaluation result of the sub-commission.

Commission Chair: Leads the entire internal competition process and signs the final reports and candidate rankings at the end of the internal competition.

Administrator: Creates competitions, commissions, and evaluation parameters, and links them with specific areas. They have access to reports and can review competition results.

System Activities

Creating Competitions

The module should support the creation of competitions with details such as the competition name, and start and end dates for applications.

During the creation of a competition, the areas and topics (names of training programs implemented by NAPA) included in the competition and open for application are defined. These are pulled from the LMS system and selected by the administrator during competition creation.

Modifications to these details are possible after entering the competition.

The competition is not visible to providers until marked as visible/active.

Once marked as visible/active, all accredited providers for the specific topics/areas receive an email with competition details and information on which topics/areas they can apply for, depending on their profile and accreditation areas.

Forming Commissions

The commission consists of multiple sub-commissions with at least 3 members, with one member designated as the sub-commission chair.

The Commission Chair can access the competition and review generated reports.

Linking Competitions and Commissions

After creating commissions and competitions, the commissions are linked to the competition areas and topics. Each area and topic is assigned a sub-commission to evaluate the applications.

The administrator can exclude topics if needed and ensure no overlap in sub-commission assignments for the same topic.

Creating Evaluation Criteria for Training Plan

Evaluation criteria are created at the competition level but can be modified for specific topics, allowing predefined criteria to be adapted for individual topics.

Creating Evaluation Criteria for Simulations

When a provider applies for a topic and has either never been engaged by NAJU before or performed poorly in previous simulations, the sub-commission chair can initiate a simulation, prompted by the system.

Evaluation criteria for simulations are created at the competition level but can be modified for individual topics.

User Login

Users log in to the system using an electronic certificate (eID).

Provider Activities in the System

Login: Providers log in using eID, linking with existing LMS data for verification.

Profile Review and Update: Providers can view and update their profiles, with changes reflected in the LMS system. Administrators are notified of changes.

Review Past Competitions: Providers can view previous applications and their status.

View and Apply for Current Competitions: Providers see all current competitions they can apply for and submit applications by filling out an electronic "Training Plan" form.

Modify Applications: Providers can modify their applications until the competition closes.

Multiple Applications: Providers can apply for multiple topics within a competition and collaborate with other providers on applications.

Commission Member Activities

Login: Members login using eID.

Review Assigned Commissions: Members view active commissions they are part of and input evaluations based on predefined parameters.

Evaluate Applications: Members evaluate applications and enter scores with comments.

Simulation Evaluation: Members view scheduled simulations and enter scores for each simulation criterion.

Commission Chair Activities

Finalizing Results: The chair reviews and finalizes the scores for each topic, locking the evaluations.

Initiating Simulations: The chair can schedule and oversee simulations, send notifications and coordinate with members.

Administrator Activities

Update Provider Profiles: Administrators can update provider profiles.

Create Competitions and Commissions: Administrators create competitions, commissions, and evaluation criteria.

Generate Reports: Administrators generate reports, exportable in various formats, covering selected or all competitions, areas, and topics.

System Reports

Reports are generated and displayed based on selected criteria, including competition details, rankings, and lists of applications that did not meet requirements.

Additional Notes

Results and rankings are linked with the LMS system for further actions when creating events

ANNEX 3 Specification for Software Solution for Interactive and Dynamic Training Offer Overview with User Registration Capability

Current State:

At the link: <https://akademija.info/programi-obuka/index.html>, one can access descriptions of all training programs. This site/portal provides an overview of all training, including links to the LMS system, YouTube channel, social media links, and other resources. It is a static website/portal, and adding new training programs or modifying existing ones requires changes to the site.

Desired State:

- A dynamic and interactive overview of all training programs.
- Real-time connection with the LMS system (in terms of training descriptions, current events, and registration possibilities).
- The web portal should be optimized for access from computers, tablets, and mobile devices.
- The web portal should be fast and have an attractive interface.

Portal Functionality Description:

Landing Page:

Should provide an overview of all training programs, grouped by competencies.

Allow filtering by training organization method:

- Online Training
- Classroom/Webinar
- Blended Learning
- Enable filtering by current trainings (those with upcoming scheduled dates).

Master Database:

Use the LMS system database as the master source for the list of competencies, training descriptions, and current events.

Landing Page Design:

The current appearance of the landing page is provided as an image. During the development of this module, a user-friendly interface proposal is expected, from which the final option will be selected.

The screenshot shows the 'akademija.info' website interface. On the left is a sidebar with the logo of the National Academy for Public Administration and a menu titled 'Moj plan učenja' (My learning plan) containing various training categories. The main content area features a search bar 'Pronađite obuku...' and four filter buttons: 'SVE OBUKE', 'ONLAJN OBUKE', 'UČIONICA/VEBINAR', and 'KOMBINOVANO UČENJE'. Below the search bar, three training cards are displayed. Each card has a representative image, a title, a brief description, and a 'VIŠE...' button to view more details.

By clicking on an individual training, you enter its detailed view.

This is how a training displayed in detail looks like (example of a selected training).

The screenshot displays the detailed view of a training course. The sidebar on the left provides contact details for 'Tu smo za vas' (We are here for you), including email addresses and the address of the National Academy. The main content area features a course poster for 'USTAVNO UREĐENJE I OSNOVI SISTEMA DRŽAVNE UPRAVE - SSS'. Below the poster, the 'Osnovne informacije' section lists the duration (6 hours), target audience (candidates for the state exam), and format (seminar or online course). The 'Šta ćete naučiti' section lists the learning objectives, such as understanding the state constitution and administrative system. A 'Da li ste znali?' section provides historical context about the first Serbian constitution. A testimonial from a participant is also included.

Detailed view should include:

- Training title
- Photo associated with the training (stored as a link in the LMS)
- Training description under the section: "What You Will Learn"
- The "Basic Information" section containing:
 - o Duration (text field)
 - o Target audience (description field)
 - o Method of delivery (pulled from the LMS database, options: online training, hybrid, classroom, webinar)
 - o Information on what is obtained after the training (certificate or participation confirmation)
- "Did You Know" section with an interesting fact specific to the training, aiming to further interest potential participants.
- "Training Impressions" section with feedback about the training. Feedback is entered by coordinators, with a minimum of two impressions per training.

Source these details from the LMS system database.

Availability and Registration:

Currently, a "check availability" button allows users to log in to the LMS system and get information about training availability by pulling data from the LMS.

During the module development, the training description page should display current information on scheduled training dates (referred to as events in the LMS, with one training having multiple event dates). If a group is not full, a "register" button should allow the user to first register in the LMS system and then enroll in the selected training.

Social Media Links Section:

Implement a section displaying icons with links to Instagram, LinkedIn, etc. These links should be current at the time of module implementation.

This part should be dynamically realized, allowing the system administrator to change these details without requiring support for a "change request."

Support Contact Information Section:

Implement a section with information on support contacts and addresses.

This part should also be dynamically realized, allowing the system administrator to change these details without requiring support for a "change request."