



Qualitative Services at local level for Emigrants and Refugees

[Erasmus + Project reference number: 2017-1-EL01-KA204-036335]

Deliverable IO2

LMS platform manual

Contributors ICOM
Version 3.0
Date February 28th, 2020
Type Report Public



List of Authors

ICOM	INTRACOM GMBH

Disclaimer

This project has been funded with support from the European Commission. The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

Project reference number: 2017-1-EL01-KA204-036335.

Q-SER Consortium

The Q-SER Consortium consists of:

MUNICIPALITY OF EGALEO	Greece
IOM Mezinarodni organizace pro migraci v Praze	Czech Republic
INTRACOM GMBH	Germany
MEDIA CREATIVA 2020, S.L.	Spain
SOCIAL COOPERATIVE ENTERPRISE DROSOSTALIDA	Greece
ECUMENICAL PATRIARCHAT – GREEK – ORTHODOX METROPOLIS OF GER- MANY – COMMUNITY THE ASCENSION IN STUTTGART	Germany
FONDO ANDALUZ DE MUNICIPIOS PARA LA SOLIDARIDAD INTERNACIONAL	Spain

Rights to Use



This work is licensed under CC BY Creative Commons Attribution 4.0 International License.

<https://creativecommons.org/licenses/by/4.0/>

Version History

Rev. N	Description	Author	Date
1.0	D.IO2 - Peer review	ICOM	31/01/2019
2.0	D.IO2 – Official release	ICOM	31/05/2019
3.0	D.IO3 – Minor modifications	ICOM	28/02/2020

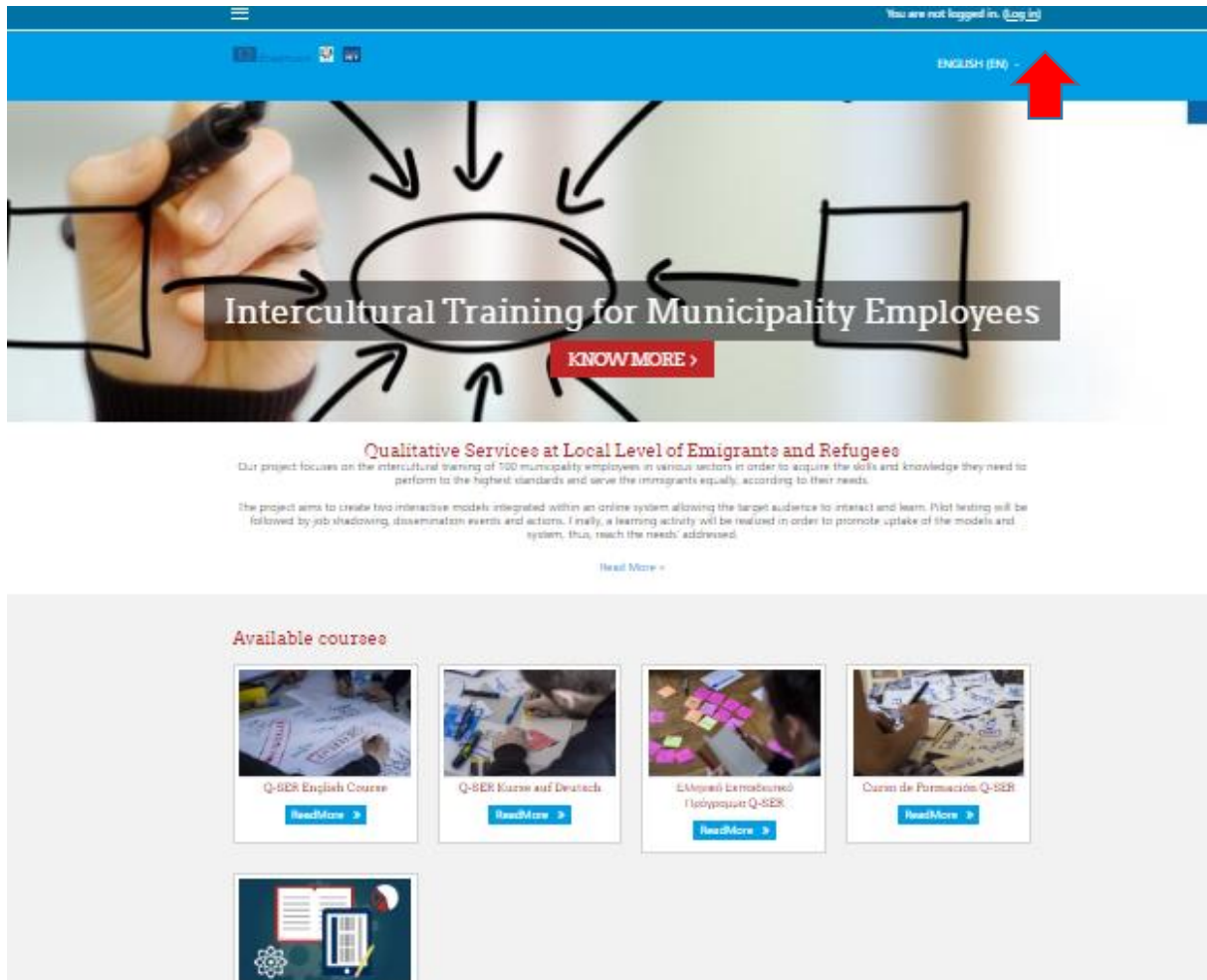
Table of Contents

1. LMS PLATFORM MANUAL	8
------------------------------	---

1. LMS PLATFORM MANUAL

Welcome to the Q-SER e-learning platform.

- Open your web browser and visit the page <http://lms.q-ser.egaleo.gr/moodle/>



- Start with creating an account first. Click on “Log in”
- On the next page, please type in your user information and click on the “create account” button

Qualitative Services at Local Level of Emigrants and Refugees

New account

▼ Collapse all

▼ Choose your username and password

Username



The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s) such as as *, -, or #

Password



▼ More details

Email address



Email (again)





First name




- After that, please check your provided e-mail address for your confirmation e-mail and click on the link, that says “Confirm your account”.
- Your account should be activated immediately. Now you can type in your username, your password and click on the “Login” Button

Qualitative Services at Local Level of Emigrants and Refugees






☐ Remember username



[Forgotten your username or password?](#)

Cookies must be enabled in your browser 


Some courses may allow guest access


Is this your first time here?

For full access to this site, you first need to create an account.


- You are now on the start page of the Q-SER e-learning platform.
- Choose the course in your native language or in the language in which you feel most comfortable. Click on “Read More”, the course will be added to your account, click on the course again to open it.

Available courses







Q-SER English Course




Q-SER Kurse auf Deutsch



Ελληνικό Εκπαιδευτικό
Πρόγραμμα Q-SER



Curso de Formación Q-SER



Q-SER Kurzy v češtině

- You are on the summary page of the course now. Click on any module title to start the course.

Q-SER English Course

[Home](#) / [My courses](#) / [QSER-EN](#)

Welcome to the Q-SER course!

This course is part of the Q-SER European project, which is funded with the support of the European Commission through the Erasmus+ programme. The main objective of this course is to offer the necessary intercultural training provision to assure an adequate service offering to migrants and refugees. If you would like to know more, visit www.qser.org.

The course is divided into three main modules:


1. Introduction to multiculturalism and migration
2. Diversity as a source of richness
3. Intercultural communication: towards mutual understanding

Each module contains a short theoretical explanation and a short quiz of 10 multiple choice questions, that will help you assessing how much you have learned.


You can decide whether to go through all the modules or to choose the one you prefer.

Enjoy the learning!

Module 1: Introduction to multiculturalism and migration


 [Introduction to multiculturalism and migration - click here](#)

This first module is a theoretical introduction to the main relevant concepts related to multiculturalism and migration.


 [Quiz Module 1 - Click here](#)

Ready? Take the test for module 1!

Module 2: Diversity as a source of richness

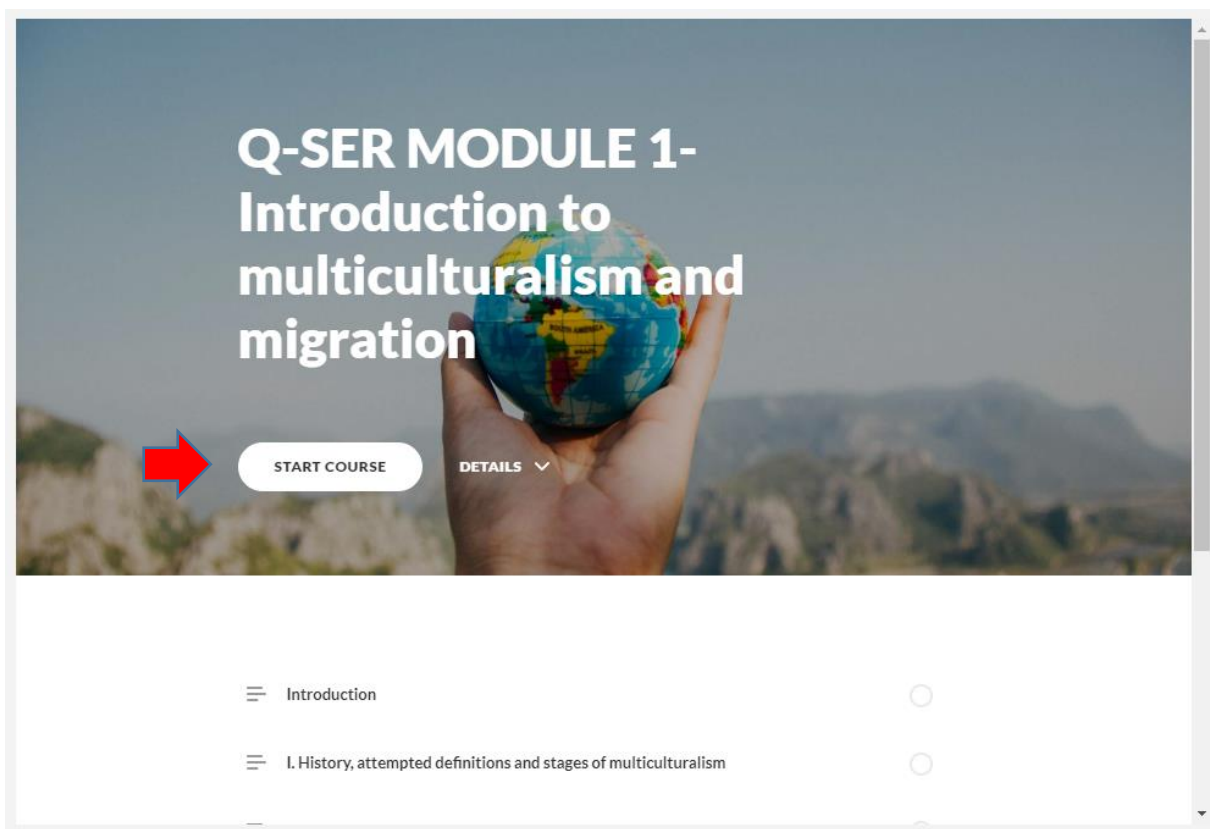
 [Diversity as a source of richness - click here](#)

In this module you will learn about the latest trends about migration and some relevant data with regards to cultural differences.

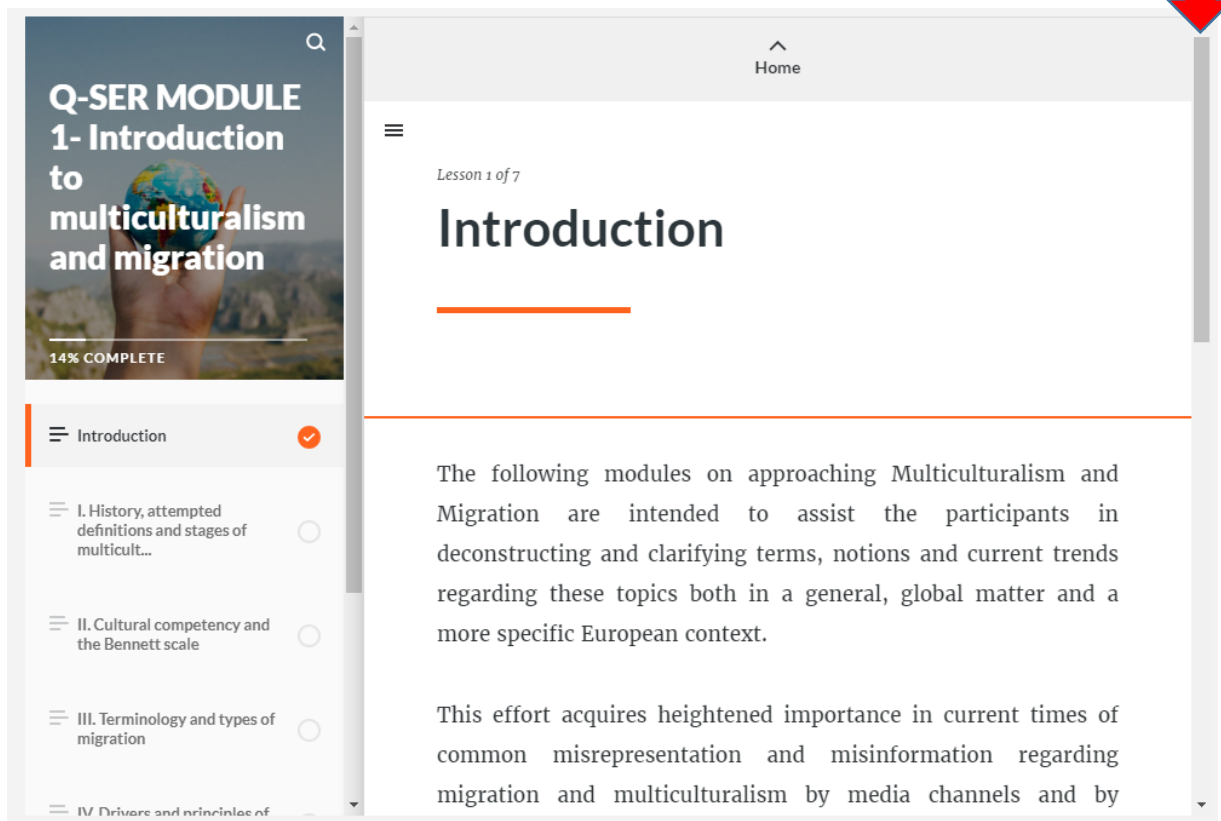
 [Quiz Module 2 - click here](#)

Take the test for module 2!

- Give the page a second to load, after loading has finished, click on “start course”:

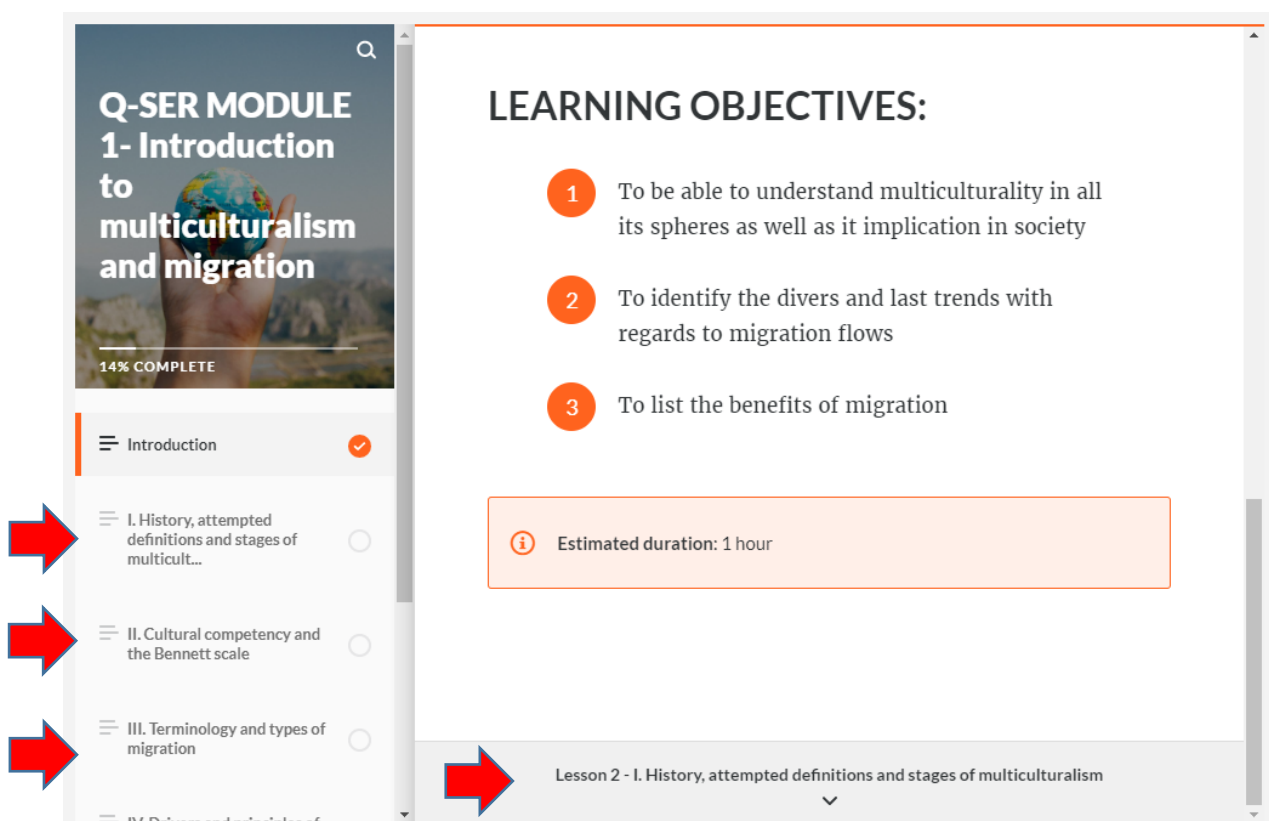


- The first chapter opens. Read all the chapters carefully, to complete the course. You can scroll the page down by using the sidebar or your mouse wheel.



The screenshot shows the LMS interface for 'Q-SER MODULE 1- Introduction to multiculturalism and migration'. The left sidebar shows a list of chapters: Introduction (checked), I. History, attempted definitions and stages of multiculturalism..., II. Cultural competency and the Bennett scale, III. Terminology and types of migration, and IV. Drivers and principles of migration. The main content area displays the 'Introduction' lesson, which is Lesson 1 of 7. The text describes the purpose of the modules and the importance of the effort in current times.

- When you arrive at the bottom of a chapter, click below the chapter on the title of the next chapter to open it. You can navigate or jump to another chapter by clicking on chapter title in the left-hand bar.



The screenshot shows the 'Learning Objectives' page for Lesson 2. The left sidebar shows the same list of chapters. The main content area displays the 'LEARNING OBJECTIVES:' section with three numbered points: 1. To be able to understand multiculturalism in all its spheres as well as its implication in society, 2. To identify the divers and last trends with regards to migration flows, and 3. To list the benefits of migration. Below the objectives is a box indicating 'Estimated duration: 1 hour'. At the bottom, the title 'Lesson 2 - I. History, attempted definitions and stages of multiculturalism' is visible.

Q-SER MODULE 1- Introduction to multiculturalism and migration
14% COMPLETE

- Introduction
- I. History, attempted definitions and stages of multiculturalism
- II. Cultural competency and the Bennett scale
- III. Terminology and types of migration
- IV. Drivers and principles of migration

Q-SER MODULE 1- Introduction to multiculturalism and migration
14% COMPLETE

- Introduction
- I. History, attempted definitions and stages of multiculturalism
- II. Cultural competency and the Bennett scale
- III. Terminology and types of migration
- IV. Drivers and principles of migration

Q-SER MODULE 1- Introduction to multiculturalism and migration
29% COMPLETE

- Introduction
- I. History, attempted definitions and stages of multiculturalism
- II. Cultural competency and the Bennett scale
- III. Terminology and types of migration
- IV. Drivers and principles of migration

In this process, it is possible to identify different phases of

recognition, understanding, respect, interaction and exchange between members and communities with different cultures. These phases, with an increasing degree of actual cultural competency, have been coined as (Schriefer, n.d.):

Multicultural communities	+
Cross-cultural communities	+
Intercultural communities	+

Lesson 3 - II. Cultural competency and the Bennett scale

- When an icon, a button or a text field appears, click on it to gain extra information

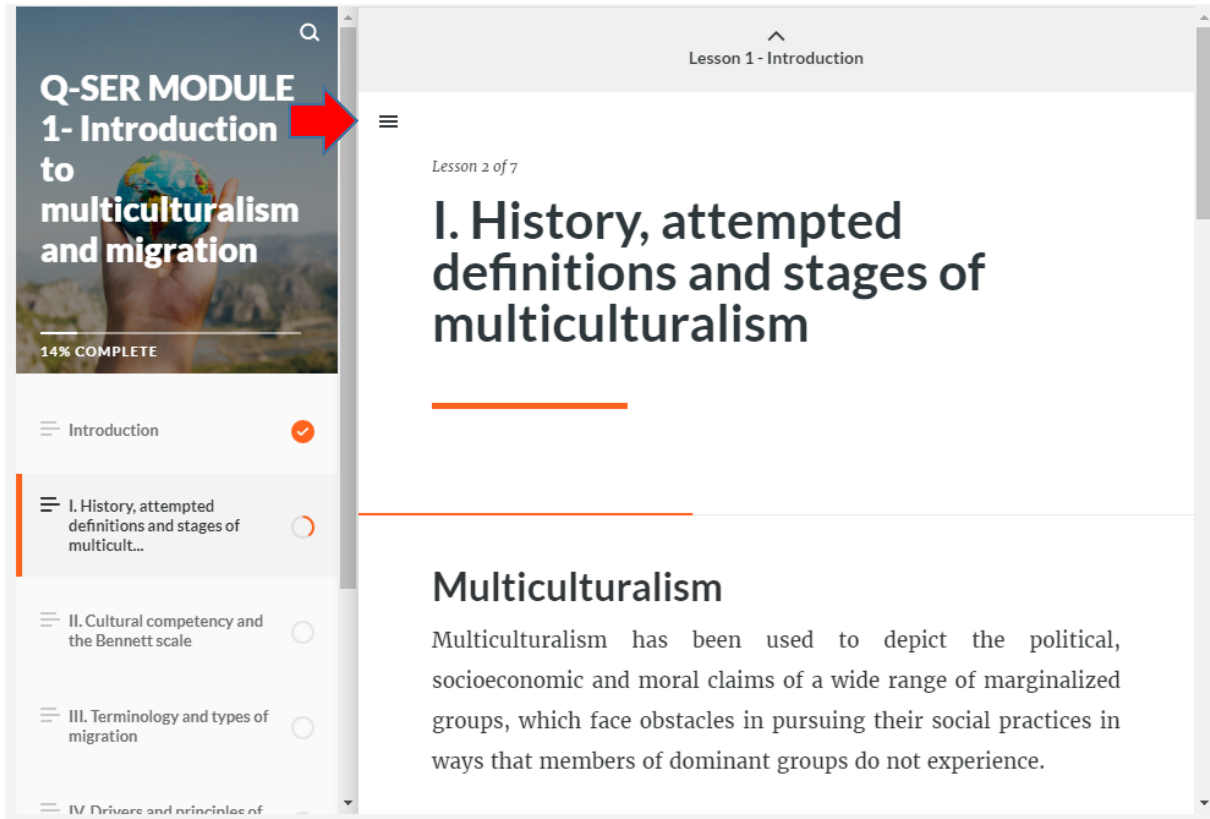
- You can navigate between textfield with the arrow buttons or with navigation numbers.

The image displays two screenshots of the Q-SER LMS interface, illustrating navigation between text fields.

Top Screenshot: The left sidebar shows the course structure for "Q-SER MODULE 1- Introduction to multiculturalism and migration", which is 14% complete. The main content area displays a text field with a definition of multiculturalism from the Oxford English Dictionary. Navigation arrows (left and right) are visible above the text field, and a red arrow points to the right arrow.

Bottom Screenshot: The left sidebar is identical to the top one. The main content area displays a text field titled "Step 1" containing a paragraph about multiculturalism. Navigation arrows (left and right) are visible on the left and right sides of the text field, with a red arrow pointing to the right arrow. Below the text field, there are navigation numbers: a red arrow points to the number "1", followed by "2" and a checkmark.

- If you need more space to read the chapter, you can scroll up and click on the 3 bars button, to collapse the navigation bar on the left-hand side. Click on it again, if you want to open the navigation bar again.



The screenshot displays the Q-SER LMS interface. On the left is a sidebar navigation menu with a dark blue header containing the text "Q-SER MODULE 1- Introduction to multiculturalism and migration" and a "14% COMPLETE" progress bar. Below the header is a list of lessons: "Introduction" (marked with a checkmark), "I. History, attempted definitions and stages of multiculturalism" (highlighted with an orange bar and a red arrow pointing to it), "II. Cultural competency and the Bennett scale", "III. Terminology and types of migration", and "IV. Drivers and principles of". The main content area on the right has a light gray header with "Lesson 1 - Introduction" and a "Lesson 2 of 7" indicator. The main title is "I. History, attempted definitions and stages of multiculturalism". Below the title is a section titled "Multiculturalism" with the text: "Multiculturalism has been used to depict the political, socioeconomic and moral claims of a wide range of marginalized groups, which face obstacles in pursuing their social practices in ways that members of dominant groups do not experience."