



Promoting Resilience and Employability in uniVersity

PREVIEW

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3.3 Learning Resources



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Abstract:	This report outlines the development and implementation of the PREVIEW Learning Resources, designed to support and enhance remote internship experiences within higher education institutions. As part of the broader PREVIEW Learning/Teaching HUB ecosystem, the initiative focused on the deployment of a Moodle-based learning platform and the creation of five

	multilingual Massive Open Online Courses (MOOCs). These courses aim to equip university students with essential digital, professional, and socio-emotional competencies required for effective participation in remote internships. Each course is available in English, Italian, Romanian, Spanish, and Turkish, and is organized into three pedagogical components: a theoretical text section, an interactive video section, and a self-assessment section comprising tests and exercises. Completion of the courses is a prerequisite for obtaining the PREVIEW Remote Internship Participation Badge, which serves as a standardized and internationally recognized certification of student preparedness for remote internship engagement.
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Executive Summary

This report describes the development of PREVIEW Learning Resources, created to support and enhance remote internship experiences in higher education institutions. The main activities involved the installation of a Moodle platform, which is one of the tools that are part of the PREVIEW Learning/Teaching HUB ecosystem, and the creation of five MOOC courses aimed at providing university students with the digital, professional, and socio-emotional skills necessary to successfully complete a remote internship.

Each course was designed to be multilingual (English, Italian, Romanian, Spanish, and Turkish) and structured in three main sections:

- a text section presenting the theoretical concepts,
- a video section that explores the content in greater depth and makes it more interactive,
- a self-assessment section, through tests and exercises, to verify the effective acquisition of knowledge.

The study and completion of the courses are a prerequisite for the issuance of the PREVIEW Remote Internship Participation Badge, guaranteeing students standardized and internationally certified training.

DESCRIPTION OF THE PROJECT

Students graduating today with business degrees will be working in careers yet to be created, and many already in the workforce will transition from collocated to remote work. How do educators, and individuals, prepare them for what lies ahead?

The Project PREVIEW, based also on lessons already learnt in the context of the COVID-19 crisis, aims at overcoming these emerging challenges in working scenario by developing innovative and inclusive pedagogical and apprentice models to be included in the education system. Specifically, through designing a student-centered remote internship journey along with other university and company activities, the Project PREVIEW aims at support the ecosystem actors (students, university tutors and company mentors) in developing and upskilling knowledge and skills according to the new working scenario and organization model occurred by the digital age.

PREVIEW has as its main objective to increase the capacity and readiness of Partners involved, as well as students and universities, and industries staff to manage an effective shift towards digital education required by the organizational changes as consequence of remote working explosion.

The Consortium has identified the tourism and cultural heritage sector as a pilot area. Specifically, the project aims to focus on skills development for remote working to provide students with further employability skills to increase their professional success in a labour market shaped by digital transformation. Despite PREVIEW focuses on the tourism field as piloting action, the project outputs are likely to be easily transferable to other relevant fields.

The Project will support the use of digital technologies for teaching, learning, assessment, and engagement. Particular attention will be given to promoting gender equality and addressing differences in relation to the access and use by underrepresented groups. Furthermore, it addresses the:

1. Development of disadvantaged rural and urban areas, since remote internship could help students from rural areas with economic limitation to live a working experience in interesting and stimulating contexts. To this regards UNISS and ASE are Universities that involve student from these areas. It also could contribute to increased the participation of disadvantaged groups, e.g. students with disabilities;
2. Open and distance learning priority since the project envisages MOOC and innovative ICT-based content, services, pedagogies and practice for internship experiences.
3. New learning and teaching methods and approaches, since the project focuses the development, testing and implementation of flexible learning pathways and modular course design (online and blended) and appropriate forms of assessment, including the development of online assessment and innovative pedagogies model such as collaborative online learning or the use of co-creation approach such Service Design Methodology to design.

PREVIEW Specific objectives

PREVIEW project main achievement and concrete results are:

1. Design and test a new University curriculum by including innovative Remote Internship.
2. Promoting a smooth shift in the University Partners from the in-person internship program to a virtual program in the fields of tourism and cultural heritage.
3. Involving at least 100 students or graduates (at least 16 of them with economic and geographical limitations) participating in remote internship experiences in the field of tourism and cultural heritage.
4. Providing at least 50 education operators (teachers, trainers, university, and company tutors, etc) with a much higher level of digital skills to usefully manage blended internship experiences as well as blended learning.
5. Involving at least 80 education operators in the Learning activities involving at least 150 students in the MOOC on remote skills
6. Facilitating access to international work experiences despite economic and geographical limitations, disabilities, learning difficulties and disadvantages.
7. Establish a strong partnership among University and Tourism and Cultural Heritage business associations to exchange expertise in different fields and to improve the quality of remote internships.
8. Support enterprises involved in the project in transition to remote working.
9. Improvement of knowledge about new methodologies, tools, and technologies as educational means for supporting teachers and students to develop digital and soft skills and competences.
10. Stimulating virtual forms of collaboration and communication among students, university teachers and company representatives.

1. INTRODUCTION

The Deliverable 3.3 PREVIEW Learning Resources are a point of reference of the PREVIEW Learning/Teaching HUB and have been designed to offer students an integrated and targeted training program. The choice of the Moodle platform has made it possible to effectively integrate educational content, ensuring a flexible, accessible learning environment capable of monitoring individual progress.

The five MOOCs developed cover fundamental skills ranging from service design to career building, from digital skills to soft skills and, finally, to socio-emotional skills. The common structure of the courses (text, video, and self-assessment) has been designed to ensure educational consistency, stimulate interactivity, and accompany students through a comprehensive learning process.

2. DESCRIPTION OF THE MOOCS

The MOOCs developed within this WP3 are of interest to a large audience. The PREVIEW training system has been publicized and disseminated during all the events and initiatives in which the partners have participated, and many users, even those not directly involved in the project, are following the courses developed.

2.1 SERVICE DESIGN METHODOLOGY

The course provides tools and methodologies for designing innovative, user-centered services. Through theoretical lessons, case studies, and practical activities, students learn to identify needs, develop prototypes, and test solutions.

The Service Design Methodology MOOC, developed within the PREVIEW Project, invites you to explore how services are thoughtfully crafted to meet real human needs.

This course is more than just theory. It's a journey into the strategic and creative process behind designing services that work—services that are user-centered, efficient, and meaningful. Whether you're improving a customer experience in a public institution or innovating in a business context, you'll discover how service design combines research, ideation, and testing to create impactful solutions.

You'll be introduced to key methods used by service designers around the world—tools like customer journey mapping, service blueprints, and stakeholder analysis. Through interactive content and practical examples, the course breaks down complex systems and shows you how to redesign them with clarity and purpose.

Designed especially for students, interns, and young professionals engaged in online internships or collaborative innovation, this MOOC helps you gain hands-on skills while understanding the bigger picture of how services shape our daily lives.

Accessible online and self-paced, the course empowers you to learn when and where you want, giving you the flexibility to integrate its insights into real projects—right away.



MOOC - Service Design Methodology

2.2 PROJECT MANAGEMENT

This course guides students in defining their career path through the use of the Personal Business Model Canvas. It provides a structured framework for analyzing strengths, weaknesses, opportunities, and threats, promoting informed decisions and targeted strategies.

The Project Management MOOC introduces learners to the essential mindset, tools, and strategies needed to lead and coordinate projects in dynamic, real-world settings—particularly in virtual and cross-cultural environments.

Developed to support students and early-career professionals engaged in online internships or collaborative projects, the course goes beyond basic planning techniques. It invites participants to see project management as a balance between structure and flexibility, people and processes.

Throughout the course, learners explore core topics such as project planning, time management, risk assessment, task delegation, and monitoring progress. Just as importantly, they are encouraged to reflect on leadership styles, team dynamics, and how to adapt when things don't go as expected.

Each module introduces practical tools—like Gantt charts, Kanban boards, and stakeholder maps—while also promoting soft skills such as clear communication, decision-making under pressure, and conflict resolution. The course builds a bridge between theory and practice, showing how successful project management depends not just on plans, but on people.

By the end, participants are equipped with both the technical know-how and the human insight to manage real projects—remotely or in person—with clarity, confidence, and resilience.



2.3 DIGITAL COMPETENCES FOR REMOTE INTERNSHIPS

The course develops the digital skills essential for working in a remote environment: online security management, building a professional digital identity, using collaborative tools, and participating in virtual communities.

The Digital Competences MOOC, developed within the PREVIEW project, immerses participants in the essential digital skills required to thrive in modern, tech-driven environments—especially in remote work and online internship contexts.

Rather than merely teaching tool usage, this course centers on digital literacy as a foundational mindset. It guides learners through the mechanisms, behaviors, and critical perspectives needed to navigate, evaluate, and harness digital technologies. From managing data and digital communication to understanding security, privacy, and ethical dimensions, the curriculum empowers participants to become confident and responsible digital users.

Learners will explore best practices for digital collaboration, tools for effective remote work, and strategies to adapt to evolving technologies. In each module, they reflect on how digital capabilities impact workflows, interactions, and problem-solving in real contexts.

Tailored for interns, students, and early-career professionals engaged in online settings, the Digital Competences MOOC complements both soft and technical training. It helps prepare learners not only to use digital tools—but to integrate them thoughtfully and responsibly into their projects, communication, and daily practices.



2.4 SOFT SKILLS FOR REMOTE INTERNSHIPS

Focusing on transferable skills, this MOOC addresses topics such as leadership, communication, teamwork, critical thinking, adaptability, and time management. The goal is to strengthen interpersonal and organizational skills in virtual work contexts.

The Soft Skills MOOC, developed as part of the PREVIEW project, offers participants an essential journey into the interpersonal and adaptive abilities that define professional success—especially in online internship settings.

Rather than focusing solely on technical know-how, this course emphasizes the human dimension of work. It guides learners through key competencies such as effective communication, team collaboration, adaptability, problem-solving, and emotional intelligence. These are the soft skills that help individuals thrive in real-world environments, particularly in remote and digital contexts.

As participants progress through the course, they are encouraged to practice expressing ideas clearly, listening actively, managing conflict, and working constructively in virtual teams. The content promotes self-awareness and personal growth, helping learners become more agile, empathetic, and collaborative professionals.

Tailored especially for students, interns, and early-career professionals engaging in online internships, the Soft Skills MOOC complements technical skills with the emotional and relational tools needed to succeed in today's dynamic work environments. It prepares learners not just to do the work—but to do it well with others.



MOOC - Soft Skills - I

2.5 SOCIO-EMOTIONAL COMPETENCES FOR REMOTE INTERNSHIPS

The course develops emotional and social skills: stress management, mindfulness, self-care, motivation, resilience, and self-confidence. These skills are essential for maintaining personal balance and productivity in remote internships.

The Socio-Emotional Competences MOOC offers exactly that: a journey into the inner side of professional growth, tailored for those engaged in online internships and digital learning environments.

This course is part of the PREVIEW suite, designed to complement your technical learning with the emotional and interpersonal strengths that make real-world collaboration thrive. As you move through the modules, you'll explore how to recognize and manage your emotions, how to communicate compassionately, and how to build resilience in the face of challenges.

You'll learn practical techniques to boost self-awareness, regulate stress, and engage in effective interpersonal interactions—even when they happen remotely. The course encourages you to reflect on your own emotional patterns, to understand how they influence your behavior, and to harness them to become a more grounded, empathetic collaborator.

Accessible fully online, this MOOC supports participants in gaining not only soft skills but a deeper emotional literacy that makes you a more effective teammate, intern, or professional in any setting. The ultimate goal? To help you bring your full self—emotional, reflective, and intentional—into every project you take on.



MOOC - Socio-emotional competences -

The courses are available upon registration on the platform at:

https://preview.itd.cnr.it/moodle_old/

The MOOCs are also available in English on the <https://www.previewcommunity.eu/outputs/moocs.html>