ALBANIA CURRICULUM

ALBANIA
CURRICULUM

Contents

1. Curriculum Structure

Given the objectives and the duration (5 days), the curriculum can be structured around five main themes:

Day 1: Navigating e-Albania portal, searching for services and options, opening accounts

Day 2: Documents regarding civil status and property

Day 3: Family, health, education services

Day 4: Jobs, judiciary, and online consular services

Day 5: Electronic payments and other services

2. Instructional Methodology

Ensure Technological Accessibility

- **Available Devices:**
  Provide enough computers or tablets for each participant. Services are accessible through smartphones, a device most participants have and regularly use. Focus significant training time on accessing services through smartphones.

- **Proper Infrastructure:**
  Ensure stable internet connection during training.

- **Adaptations for People with Disabilities:**
  Use appropriate devices and software to ensure accessibility for everyone.

Assess Existing Needs and Knowledge

- **Preliminary Analysis:**
  Conduct assessments to understand participants' current digital skills and specific needs. Groups may be diverse in age, background, and education level. Understanding this will help trainers communicate effectively.

- **Survey and Interviews:**
  Simple surveys or conversations help gather information on participants' technological experiences and challenges, helping instructors tailor training.

Use Simple, Understandable Language

- **Simplified Terminology:**
  Avoid technical jargon and use clear, straightforward language.

- **Translations in Local Languages:**
  Ensure materials are available in languages spoken by minority communities.

Create a Supportive and Encouraging Environment

- **Small Learning Groups:**
  Work in small groups to offer individual attention and encourage active participation.

- **Patient and Empathetic Instructors:**
  Choose instructors with strong communication and empathy skills.

- **Continuous Feedback:**
  Provide positive and constructive feedback throughout the learning process.

Interactive and Practical Learning Methods

- **Live Demonstrations:**
  Show step-by-step use of e-services using projectors or other visual aids.

- **Practical Exercises:**
  Allow participants to practice on computers or devices with guidance from instructors.

- **Everyday Scenarios:**
  Use practical examples that reflect real situations participants may encounter.

Post-Training Support Materials

- **Brochures and Reference Guides:**
  Offer materials participants can take home as future references.

- **Help Line and Online Support:**
  Set up contacts for additional support in case they encounter difficulties after training.

- **Reinforcement Sessions:**
  Organize follow-up or reinforcement training to ensure knowledge retention.

3. Training Agenda

3.1 Desired learning outcome

Understand Modern Digital Tools:
Participants will learn modern computer operations, related to their daily lives and activities and using digital services

Navigate Government Portal:
Find where public services that are found in offices and physical wickets of institutions are offered in an electronic way.

Practical Application of Skills:
Hands-on experience in using digital tools in daily lives, using public services that are offered electronically

Help Overcome Digital Divide:
empower participants, fostering digital inclusion, civic engagement, and active participation.

3.2 Sessions

Day 1 sessions:

Discover the audience, their level of digital knowledge, their interests and needs for using public services using tools such computers, tablets or smartphones

Find e-Albania portal, browse its content, learn to use the extensive help and support features of the portal

Discover public services offered in the portal and institutions included

Hands on activity: Build personal profile in e-Albania portal

Objectives:

- Assess digital proficiency: Understand participants' current level of digital knowledge and their specific needs in using public services.

- Familiarize with e-governance platforms: Guide participants in accessing and navigating government portals.

- Identify available public services: Help participants explore and understand the range of services offered by government institutions online.

- Develop practical skills: Enable participants to create and manage their personal profiles on government platforms.

- Encourage regular use of digital services: Promote the adoption of e-services through hands-on activities and ongoing engagement.

Detailed Agenda

Time	Activity	Resources
Morning session 9:00 - 12:00	**Step 1:** Discovering the Audience (Approx. 1 hour) **Objective:** Assess participants' familiarity with technology and understand their specific interests and needs for using public services online. Activities: 1. **Introduction & Icebreaker (10-15 minutes):** • Start with a brief introduction to the session, emphasizing that it's a safe space for learning, regardless of prior experience. • Use an icebreaker that involves participants sharing their current experience with technology. For example, ask: ○ "What kind of devices have you used before (if any)?" ○ "What do you hope to learn today?" • This will create an open and inclusive environment. 2. **Digital Literacy Questionnaire (15-20 minutes):** • Distribute a simple, written or verbal questionnaire to assess the audience's digital proficiency. Presentation **Questions can include:** ○ Have you ever used a smartphone, computer, or tablet?	Presentation

- Do you know how to open a website?

- Have you heard of government services being available online?

- Use a visual format if possible, with icons or pictures of devices, browsers, and government websites.

- Collect responses and analyze them to tailor future activities based on the group's needs.

3. **Show & Tell: Basic Device Familiarity (25-30 minutes):**

   - Hands-on Exploration:

     - Give participants a chance to interact with the devices they will be using (e.g., tablets, computers, smartphones).

     - Guide them in basic device functions:

     - Turning on/off the device.

     - Understanding basic navigation (home button, scrolling, and selecting items).

     - Reinforce positive feedback for each small step they successfully complete.

     - Ensure those who are less confident receive support.

4. **Group Discussion & Recap (10 minutes):**

   - Discuss their experience using the devices.

   - Encourage participants to share what they found easy or challenging.

   - Recap what was learned in this step, reassuring them that each step will build on this foundation.

Step 2:

Finding Government Portal (Approx. 1 hour)

Objective:

Help participants locate portal e Albania on their devices and learn how to access them.

Activities:

1. **Introduction to Browsers and the Internet (15 minutes):**

   - Explain what a web browser is (use relatable examples such as Chrome, Firefox, Safari).

   - Show participants how to open a browser on their device.

   - Describe what the internet is in simple terms, focusing on how it connects people to services and information.

2. **Demonstration: How to Search for e-Albania (20 minutes):**

   - Perform a live demonstration on how to find the portal

     ○ Example: Use Google or a similar search engine

   - Highlight what to look for in search results to find the site

   - Walk them through how to click on the link to open the portal.

   - Allow participants to follow along on their own devices, guiding them step-by-step.

3. **Practice Session (20-25 minutes):**

   - Provide time for participants to independently search for the government portal on their devices.

- Circulate to assist with individual questions or challenges.

- For those who struggle, offer one-on-one or small group support to ensure no one is left behind.

4. Demonstrate the extensive help system that is offered in the portal

5. Bookmarking and Saving the Portal (10 minutes)

- Show participants how to bookmark the government portal for easy access in the future.

- Explain the concept of "favorites" or "bookmarks" and why it's useful to save frequently visited websites.

- Guide them in saving the portal on their device and practice opening it again.

6. Recap and Questions (10 minutes):

- Summarize what they've learned about using a browser and finding the government portal.

- Encourage participants to share any difficulties and address questions.

- Reinforce the idea that they now have direct access to important public services from their devices.

Step 3:

Discovering the Services on e-Albania portal (Approx. 1 hour)

Objective:

- Guide participants in exploring the services offered by the government portal and understanding what services they can access.

Activities:

1. **Navigating the Portal (15 minutes):**

   - Show participants how to navigate the government portal's homepage.

   - Point out common sections such as:

     ○ Services for citizens (healthcare, taxes, social services).

     ○ Institutions (local government, ministries, utilities etc.).

     ○ Help or contact sections for further assistance.

   - Have them click through different areas of the site while explaining what each section is for.

2. **Identifying Key Services (15-20 minutes):**

   - Explain different types of services available on the portal (e.g., paying bills, applying for services, finding information).

   - Show examples of essential services:

     ○ Applying for identification cards, passports.

     ○ Checking benefits or pension statuses.

   - Participants should take time to click through different service categories and discuss what might be relevant to them.

3. **Group Activity: Public Services Match (20 minutes):**

   - Encourage them to think about which services they might personally use in the future.

4. **Browse the portal help system**

	5.Q&A and Guided Exploration (10 minutes): • Open the floor for questions about specific services. • If time allows, participants can explore an individual service of their choosing, with instructor guidance. **6.Recap and Next Steps (5 minutes):** • Summarize the key takeaways from exploring the portal and its services. • Encourage participants to practice navigating and exploring the portal on their own at home or during follow-up sessions. **Note:** Depending on the participants' familiarity with the technology and the level of digital literacy, the recommended steps may take more or less time than suggested with curriculum. Instructors will adjust the pace based on the results of the assessment and the feedback from the group.	
12:00 - 13:00	**Lunch break**	
Afternoon session 13:00 – 16:00	Hands on activity – creating personal account Objective: Help participants create and manage a personal account on the portal, which will enable them to access and use online public services. The focus is on building practical skills and increasing their comfort with using e-services. Activity breakdown: **1.Walkthrough of the Process:** do a live demonstration of creating a profile. Walk through each screen they will see, using a large display if possible.	Interactive session

Discuss key steps in simple language:

- Finding the "Register" button.

- Entering personal information (e.g., name, email, ID number).

- Creating a secure password.

- Verification steps, such as receiving a confirmation email or SMS.

Hands-On Guidance:

- Have each participant open the government portal on their device. If possible, divide participants into small groups for closer assistance

- Profile Verification Process

- Customizing the Profile

Practice Activity:

- Log in and log out

- Help locate and watch the video guide

- Ask participants to update a simple field in their profile (such as adding a phone number) to reinforce their ability to navigate and use the profile.

- Reflect on the steps completed and ensure all participants have successfully created a profile.

Troubleshooting Common Issues:

- Discuss common issues they might face in the future when logging in (e.g., forgotten passwords, trouble accessing the profile).

- Offer solutions such as using the "Forgot Password" link and other troubleshooting tips.

	Q&A: • Open the floor for questions. Ensure that all participants feel comfortable asking for clarification on any steps they found challenging. • Encourage them to practice logging in and out of their profile independently. **Optional Peer Support:** • Encourage more confident participants to assist their peers. This creates a supportive learning environment and builds participants' confidence.	

Session starts with the assessment of participants' digital literacy and understand their specific needs for using public services online. The session begins with an introduction and icebreaker, encouraging participants to share their experiences with technology. A questionnaire helps evaluate their familiarity with devices like smartphones and computers, and their awareness of online government services. The session then transitions into hands-on exploration, where participants interact with their devices, learning basic functions such as turning them on and off and navigating home screens. The step concludes with a group discussion where participants share their challenges and experiences, helping to create a tailored learning approach.

Participants are introduced to web browsers and the internet, with explanations on how these tools help connect them to public services. The instructor demonstrates how to search for the eAlbania portal, guiding participants step-by-step. Following the demonstration, participants engage in a practice session, where they independently search for the portal on their devices. During this time, instructors provide one-on-one or small group support to those who need extra help. Participants then learn how to bookmark the portal for easy future access. The step ends with a recap of the session and a brief Q&A to address any difficulties.

Participants are guided through the e-Albania portal, exploring various sections like citizen services and government institutions. The session focuses on helping them understand the different types of public services available online, such as applying for identification cards or checking pension statuses. A group activity encourages participants to think about which services might be relevant to them personally. The session concludes with a Q&A and a guided exploration of specific services of interest.

After lunch, participants engage in a hands-on activity where they create their personal profiles on the e-Albania portal. The instructor walks through the process step by step, helping participants input personal information, create a password, and complete verification steps. Participants practice logging in and out and updating simple fields in their profiles. Common troubleshooting tips are provided, and peer support is encouraged to create a collaborative learning environment.

Platforma eAlbania https://e-albania.al/

Day 2 sessions:

- Learn how to use e-Albania portal to download documents regarding civil status

- Use e-Albania for finding and downloading property documents and certificates

- Hands on activity 1: Download personal civil status documents

- Hands on activity 2: Download property documents and certificates

Objectives:

- Learn and practice how to download personal and property documents and certificates from the portal

Detailed Agenda

Time	Activity	Resources
Morning session 9:00 - 12:00	**Use e-Albania portal to download documents regarding civil status** **Objective:** Learn and practice how to download personal documents and certificates from the portal. 1. Describe and show the process of finding the service. 2. Demonstrate download of several documents 3. Show where the document is downloaded in the device, how to open, attach it to the email The portal currently provides the option to download these documents: - Birth certificate - Extract - Marriage certificate - Birth certificate for family members - Extract for family members	Interactive Presentation

- Family certificate

- Marriage certificate for family members

- Death certificate for family members

Hands-On activity: download certificates

1. **Walkthrough of the process: do a live demonstration of downloading a certificate. Walk through each screen they will see, using a large display if possible.**

Discuss key steps in simple language:

- Finding the page where the service is located

- Finding the desired certificate button.

- Entering required information

Hands-On Guidance:

- Have each participant open the portal on their device. If possible, divide participants into small groups for closer assistance

- Have each participant download documents

- Reflect on the steps completed and ensure all participants have successfully completed the exercise.

Troubleshooting Common Issues:

- Discuss common issues they might face and any problem faced while using the service

Q&A:

- Open the floor for questions. Ensure that all participants feel comfortable asking for clarification on any steps they found challenging.

	Encourage them to practice Optional Peer Support: • Encourage more confident participants to assist their peers. This creates a supportive learning environment and builds participants' confidence.	

The training focuses on teaching participants how to download civil status and property-related documents. Participants will first learn how to locate and download personal documents, such as birth, marriage, and death certificates, as well as family member-related certificates. The instructor will demonstrate the process, showing how to find the service on the portal, download documents, and access them on their devices. Participants will also be taught how to attach these documents to an email.

During the hands-on activity, participants will practice downloading certificates on their devices. They will be guided through the process step by step, including finding the certificate, entering the required information, and managing downloaded files. Small group assistance will be provided to ensure that everyone completes the task successfully.

In the second half, the focus will shift to downloading property documents and certificates. The same process will be followed, with live demonstrations and guided practice. Participants will be shown how to find the service, download property documents, and manage these files on their devices.

Throughout the session, troubleshooting common issues will be addressed, and a Q&A will ensure participants feel comfortable with the steps. Peer support will be encouraged, creating a collaborative environment where more confident participants can assist others. The training concludes with a reflection on completed tasks and ensuring all participants are comfortable with the e-Albania portal.

Day 3 sessions:

- Learn how to use e-Albania portal to apply for social support from the government, health care for the user and children, medical checkups receipts for reimbursable medications, application for selection and change of family doctor,

- Learn how to use e-Albania for education related matters, such as applications for admission in middle and high schools

- Hands on activity 1: Practice on applying for social support, medical checkup and health card

- Hands on activity 2: How to use the service to apply for admission and registration in schools.

Objectives:

- Learn and practice how to use the service for family support, some services related to health care, applications for schools.

Detailed Agenda

Time	Activity	Resources
Morning session 09:00 – 10:00	**Use e-Albania portal to apply for services about the social support** **Objective:** Learn and practice how apply for family services on the portal **1. Describe and show the process of finding the services** ● Application for orphan status benefit. ● Request to benefit from social housing programs ● Economic assistance for individuals ● Certification on the measure of economic aid benefit - Disability Payment Certificate (PAK) **2. Describe the application process**	Interactive Presentation

10:00 – 11:00	**Use e-Albania portal to apply for services for health care**	
	Objective:	
	Learn and practice how apply health care services on the portal	
	1. Describe and show the process of finding the service.	
	• Apply for health check	
	• Selection and change of family doctors	
	• Health card	
	• Reimbursable receipts and medications	
11:00 – 12:00	**2. Describe the application process**	
	Hands-On activity: this session is dedicated to practice using services that were demonstrated during the morning session.	
	1. Walkthrough of the process: Do a live demonstration of application. Walk through each screen they will see, using a large display if possible. Discuss key steps in simple language:	
	• Finding the page where the service is located	
	• Finding the desired option.	
	• Entering required information	
	Hands-On Guidance:	
	• Have each participant open the portal on their device. If possible, divide participants into small groups for closer assistance	
	• Have each participant prepare application, but not submit	
	• Reflect on the steps completed and ensure all participants have successfully completed the task.	

	Troubleshooting Common Issues: ● Discuss common issues they might face and any problem faced while using the service Q&A: ● Open the floor for questions. Ensure that all participants feel comfortable asking for clarification on any steps they found challenging. Encourage them to practice Optional Peer Support: ● Encourage more confident participants to assist their peers. This creates a supportive learning environment and builds participants' confidence. Note: as demonstration and practice will use active online services instructor shall advise participants to be careful and not apply unnecessarily and multiple times while practicing.	
12:00 - 13:00	**Lunch break**	
Afternoon session 13:00 – 14:30	**Use e-Albania for education services** Objective: Learn and practice use the portal to apply for different education service 1. **Describe and show the process of finding the service.** ● Application for registration for admission in middle and high schools ● Application for state exam ● Applications' for supplementary professional courses 2. **Demonstrate the application process** Hands-On activity: prepare applications	Presentation

10:00 – 11:00	**1. Walkthrough of the process:** do a live demonstration of application. Walk through each screen they will see, using a large display if possible. Discuss key steps in simple language: ● Finding the page where the service is located ● Finding the desired option. ● Entering required information Hands-On Guidance:
11:00 – 12:00	● Have each participant open the portal on their device. If possible, divide participants into small groups for closer assistance ● Have each participant prepare application, but not submit ● Reflect on the steps completed and ensure all participants have successfully created completed the task. ● Troubleshooting Common Issues: ● Discuss common issues they might face and any problem faced while using the service Q&A: ● Open the floor for questions. Ensure that all participants feel comfortable asking for clarification on any steps they found challenging. Encourage them to practice Optional Peer Support: ● Encourage more confident participants to assist their peers. This creates a supportive learning environment and builds participants' confidence. Note: as demonstration and practice will use active online services instructor shall advise participants to be careful and not apply unnecessarily and multiple times while practicing.

The activities for using the e-Albania portal focus on applying for various services related to family, healthcare, and education. Participants will first learn how to find the appropriate service for each category, with a step-by-step demonstration provided by the instructor. The application process for each service will be explained clearly, ensuring participants understand how to navigate the portal, locate relevant services, and input required information.

During the hands-on activities, participants will practice preparing applications for family, healthcare, and education services without submitting them. The instructor will guide participants through the process using a large display, allowing them to follow along. Key steps, such as finding the correct service page and completing the application, will be explained in simple terms. Participants will work individually on their devices, with small group support provided to ensure everyone progresses confidently.

After completing the activities, the instructor will discuss common issues that may arise, such as difficulties accessing services or entering information. A Q&A session will follow, allowing participants to address any concerns or ask questions. Peer support will be encouraged to foster a collaborative learning environment. Throughout the activities, participants will be reminded to avoid submitting multiple or unnecessary applications while practicing on active services.

Day 4 sessions:

- Learn how to use e-Albania for work related matters, well as declaration of unemployment, application for supplementary education, fee payment

- Use e-Albania for applying for judiciary services, such as: obtaining a certificate on criminal convictions, tracking and monitoring an ongoing case in court, decriminalization form

- Learn how to use the portal for consular services

- Hands on activity 1: Practice through simulation on how to register and apply for unemployment benefits, supplementary education and professional training

- Hands on activity 2: Practice through simulation usage of judiciary services

- Hands on activity 3: Simulation of using consular services

Objectives:

- Learn and practice how to use the service for employment and job, apply for criminal record check, monitor individual court cases, and consular matters.

Detailed Agenda

Time	Activity	Resources
Morning session 09:00 – 10:00	**Use e-Albania portal to apply for services for jobs** **Objective:** Use e-Albania for job and employment related activities: applying and getting a declaration of unemployment, application for supplementary education, form preparation and fee payment 1. **Describe and show how to apply for a certificate on unemployment and related benefits** 2. **Describe the application process for applying for professional training** 3. **Applying for participation on self-employment programs**	Interactive Presentation

Use e-Albania portal to apply for services for judiciary matters

Objective:

Use e-Albania for applying for judiciary services, such as:
obtaining a certificate on criminal convictions, monitor an ongoing case in court and some other services,

1. **Describe and show how to apply for a certificate on personal criminal convictions.**

2. **Describe the application process for applying to monitor a personal ongoing case in court.**

Note: These options access sensitive personal information. Service is offered observing rigorous authentication process so any person can access only his/her personal records. Instructors should pay attention to privacy and avoid any group work when practicing.

Use e-Albania for online consular services

Objective:

Learn and practice use the portal for consular activities, related to passports, visas, document legalization, translation, notarial acts

1. **Describe and show the process of finding the service.**

   - Applying for passports and IDs

   - Civil status documents

   - Nationality matters

   - Notarial acts, translation, legalizations

12:00 - 13:00	Lunch break	
Afternoon session	**Hands-on activities**	Presentation
13:00 – 14:30	1. **Hands on activity 1:** Practice through simulation on how to register and apply for unemployment benefits, supplementary education and professional training	
14:30 – 16:00	2. **Hands on activity 2:** Practice through simulation usage of judiciary services explained during morning session	
	3. **Hands on activity 3:** Simulation of using consular services explained during morning session.	
	For all Hands-on activities:	
	1. Walkthrough of the process: do a live demonstration. Walk through each screen they will see, using a large display if possible.	
	Discuss key steps in simple language:	
	• Finding the page where the service is located	
	• Finding the desired option.	
	• Entering required information	
	Hands-On Guidance:	
	• Have each participant open the portal on their device. If possible, divide participants into small groups for closer assistance	
	• Have each participant prepare application, but not necessarily submit	
	• Reflect on the steps completed and ensure all participants have successfully created a profile.	
	Troubleshooting Common Issues:	
	• Discuss common issues they might face and any problem faced while using the service	

	Q&A:	
	• Open the floor for questions. Ensure that all participants feel comfortable asking for clarification on any steps they found challenging.	
	Encourage them to practice Optional Peer Support:	
	• Encourage more confident participants to assist their peers. This creates a supportive learning environment and builds participants' confidence.	
	Note: as demonstration and practice will use active online services instructor shall advise participants to be careful and not apply unnecessarily and multiple times while practicing.	

The e-Albania portal training covers applying for job-related, judiciary, and consular services. Participants will learn how to apply for unemployment certificates, professional training, and self employment programs. Additionally, they will be guided through the process of obtaining certificates for criminal convictions and monitoring ongoing court cases. The importance of privacy is emphasized
during judiciary service applications, as these services involve sensitive personal information. For consular services, participants will be shown how to apply for passports, visas, document legalizations, and notarial acts.

The hands-on activities allow participants to simulate applying for unemployment benefits, supplementary education, professional training, and judiciary services. Instructors will provide live demonstrations, walking participants through each step, from finding the service to entering the required information. Special focus will be given to navigating the portal, completing applications, and managing common issues.

Participants will also practice using consular services in a simulated environment, with one-on-one guidance available. The session concludes with troubleshooting discussions and a Q&A session, ensuring that participants feel comfortable with the processes. Peer support will be encouraged to foster a collaborative learning environment. Instructors will remind participants to avoid submitting unnecessary applications during practice on active online services.

Day 5 sessions:

- Learn how to use e-Albania portal to pay water bill, electricity bill, and taxes

- Learn how to use e-Albania portal to conduct services related to vehicle and driving, such us fees and fine payments, registering vehicle, paying and scheduling exams for driving license

- Use e-Albania for other services

- Browse and explore other services offered

- Hands-on activities

Objectives:

- Learn and practice how to use the service for some daily activities, such as utility bills, registering vehicle, scheduling for driver license exam.

Detailed Agenda

Time	Activity	Resources
Morning session 09:00 – 10:00 10:00 – 11:00	**Use e-Albania portal to pay for utilities** **Objective:** participants learn a useful practical skill, how to use e-Albania portal to search and pay utility bills **1. Show the process paying water bills** **2. Show the process of paying electricity bills** **3. Show the process of paying taxes** **Use e-Albania portal to apply for vehicle related services** Objective: Participants learn how to use e-Albania portal to conduct services related to vehicle and driving, such us fee payments, fines, registering vehicle, paying and scheduling exams for driving license **1. Describe and show how to pay fees for vehicle registration**	Interactive Presentation

11:00 – 12:00	**2.** **Describe and show how to pay traffic fines** **3.** **Schedule and pay for theoretical and practical exam for driver's license** **4.** **Describe the process for vehicle registration** **Use e-Albania portal for other services** **Objective:** Participants learn how to use e-Albania portal to conduct services related to vehicle and driving, such us fee payments, fines, registering vehicle, paying and scheduling exams for driving license **1.** **Describe some other services not covered so far in the training** **2.** **Based on the trainee's interests, spend the remaining time for more in detail explanation.**	
12:00 - 13:00	**Lunch break**	
Afternoon session 113:00 – 16:00	**Hands-on activities** **1.** **Hands on activity 1:** Practice through simulation on paying water, electricity and taxes **2.** **Hands on activity 2:** Practice through simulation for vehicle registration, licenses, and other traffic related services. **3.** **Browse and practice other offered services as per trainee interest.** For all Hands-on activities: **2.** **Walkthrough of the process:** do a live demonstration. Walk through each screen they will see, using a large display if possible. Discuss key steps in simple language: • Finding the page where the service is located	Presentation

- Finding the desired option.

- Entering required information

Hands-On Guidance:

- Have each participant open the portal on their device. If possible, divide participants into small groups for closer assistance

- Have each participant prepare application, but not necessarily submit

- Reflect on the steps completed and ensure all participants have successfully completed the task.

Troubleshooting Common Issues:

- Discuss common issues they might face and any problem faced while using the service

Q&A:

- Open the floor for questions. Ensure that all participants feel comfortable asking for clarification on any steps they found challenging.

Encourage them to practice Optional Peer Support:

- Encourage more confident participants to assist their peers. This creates a supportive learning environment and builds participants' confidence.

Note:
as demonstration and practice will use active online services instructor shall advise participants to be careful and not apply unnecessarily and multiple times while practicing.

The 5th day training provides participants with practical skills to manage utility payments, vehicle-related services, and other essential services online. Participants will first learn how to search for and pay utility bills, including water, electricity, and taxes. This session will guide them through the entire process, helping them become more confident in managing these essential payments digitally.

The next section focuses on vehicle-related services. Participants will be shown how to pay fees for vehicle registration, traffic fines, and schedule and pay for theoretical and practical driving license exams. The instructor will also demonstrate the vehicle registration process, providing a comprehensive understanding of how to handle vehicle-related tasks online.

After the demonstrations, participants will engage in hands-on activities. They will practice simulating the payment of utility bills and vehicle services, such as registering vehicles or scheduling exams. The session will also include browsing other available services on the e-Albania portal. Each activity will be supported by a step-by-step walkthrough, where participants will receive guidance on finding the service page, selecting the desired options, and entering the required information.

The session concludes with a troubleshooting discussion, a Q&A session, and peer support, allowing participants to address any challenges they faced. Participants will be encouraged to practice independently, with instructors advising caution to avoid submitting unnecessary applications during practice.

ALBANIA CURRICULUM