

NORTH MACEDONIA CURRICULUM

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MACEDONIA
CURRICULUM**

@ This material was produced within the framework of the Project "Digital Inclusiveness for CSO and Citizen Engagement in Regional Cooperation" (DIGI-CORE), with the support of SMART Balkans and implemented by "Qendra Sociale në Ndhimë të Njerëzve në Nevojë" Fushë-Arrëz (QSNNN), Edutask Institute, and Center for Social Innovations "Blink 42-21". The content is the sole responsibility of the "Qendra Sociale në Ndhimë të Njerëzve në Nevojë" Fushë-Arrëz (QSNNN) and does not necessarily reflect the views of the Norwegian Ministry of Foreign Affairs (NMFA) nor SMART Balkans consortium.

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Curriculum Structure

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

Day 1: Navigating North Macedonia government portal, searching for services and options, opening accounts

Day 2: Documents regarding civil status and property

Day 3: Social support, welfare and health related services

Day 4: Education and training, jobs and employment services

Day 5: Judiciary, taxes, transport 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 North Macedonia portal Uslugi.gov.mk - Почетна, 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 North Macedonia 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
<p>Morning session</p> <p>9:00 - 12:00</p>	<p>Step 1:</p> <p>Discovering the Audience (Approx. 1 hour)</p> <p>Objective:</p> <p>Assess participants' familiarity with technology and understand their specific interests and needs for using public services online.</p> <p>Activities:</p> <p>1. Introduction & Icebreaker (10-15 minutes):</p> <ul style="list-style-type: none"> ● 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: <ul style="list-style-type: none"> ○ "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. <p>2. Digital Literacy Questionnaire (15-20 minutes):</p> <ul style="list-style-type: none"> ● Distribute a simple, written or verbal questionnaire to assess the audience's digital proficiency. <p>Questions can include:</p> <p>Presentation</p> <ul style="list-style-type: none"> ○ Have you ever used a smartphone, computer, or tablet? 	<p>Presentation</p>

- 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 Uslugi.gov.mk - Почетна 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 Kosova (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.
- The portal operates in 3 languages: Macedonian, Albanian and English. Show participants how to switch languages.
- 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:
 - Find services
 - Services for citizens (healthcare, taxes, social services).
 - Services grouped by the category: life events
 - 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.

	<p>4. Browse the portal help system</p> <p>5. Q&A and Guided Exploration (10 minutes):</p> <ul style="list-style-type: none"> ● Open the floor for questions about specific services. ● If time allows, participants can explore an individual service of their choosing, with instructor guidance. <p>6. Recap and Next Steps (5 minutes):</p> <ul style="list-style-type: none"> ● 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. <p>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.</p>	
12:00 - 13:00	Lunch break	
<p>Afternoon session</p> <p>13:00 – 16:00</p>	<p>Hands on activity – creating personal account</p> <p>Objective:</p> <p>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.</p> <p>Activity breakdown:</p> <p>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.</p>	<p>Interactive session</p>

Discuss key steps in simple language:

- Finding the “Register” button.
- Portal offers two authentication methods for 2 levels of eID:
 - Username and password – low level
 - Clients with Certificate – high levelInstructor – trainer shall explain the difference between the two and scope of usage for both
- Entering personal information (e.g., name, email, ID number).
- Creating a secure password.
- Verification steps, such as receiving a confirmation email or SMS (if applicable).

Hands-On Guidance:

- Have each participant open the government portal on their device. Explain the difference between the interface on the computer and phone or tablet
- If possible, divide participants into small groups for closer assistance
- Profile Verification Process and customization of the Profile

Practice Activity:

- Log in and log out
- Help locate and watch the video guide Interactive session
- 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 an account.

Troubleshooting Common Issues:

	<ul style="list-style-type: none"> ● 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. <p>Q&A:</p> <ul style="list-style-type: none"> ● 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. <p>Optional Peer Support:</p> <p>Encourage more confident participants to assist their peers. This creates a supportive learning environment and builds participants’ confidence.</p>	
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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 the 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 North Macedonia 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 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.

Platform eNorth Macedonia <https://e-North Macedonia.al/>

Day 2 sessions:

- Learn how to use the portal to download civil status documents as well as personal documents and licenses
- Use the portal for obtaining property documents and certificates
- Hands on activity 1: Find and apply for personal civil status documents
- Hands on activity 2: Find and apply for 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	<p>Use the portal to apply for documents regarding civil status and personal documents</p> <p>Objective: Use the portal to apply for documents regarding civil status and personal documents</p> <p>1. Describe and show the process of finding the service Family and children ->Registers of births, marriages and deaths</p> <ul style="list-style-type: none"> • Birth certificate • Marriage certificate • Death certificate for family members • Some other certificates 	Interactive Presentation

NOTE:

For a great number of services offered in the portal, a certain sequence of tasks is needed. Since this is the first service in the training, explain the following steps, they will also be repeated for other services.

Explain all the steps and conditions that apply for the service

Look for the conditions to get the service

- Required documents
- Payment details
- Service response
- Additional information

Personal documents and licenses

- Identity card
- Travel documents
- Driver's license
- Citizenship
- Other documents

2. Demonstrate the process of application for other types of documents

Hands-On activity: apply for certificates

1. Walkthrough of the process: do a live demonstration of acquiring 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

	<p>Hands-On Guidance:</p> <ul style="list-style-type: none"> ● 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. <p>Troubleshooting Common Issues:</p> <ul style="list-style-type: none"> ● Discuss common issues they might face and any problem faced while using the service <p>Q&A:</p> <ul style="list-style-type: none"> ● Open the floor for questions. Ensure that all participants feel comfortable asking for clarification on any steps they found challenging. <p>Encourage them to practice Optional Peer Support:</p> <ul style="list-style-type: none"> ● Encourage more confident participants to assist their peers. This creates a supportive learning environment and builds participants' confidence. 	
12:00 - 13:00	Lunch break	
<p>Afternoon session 13:00 – 16:00</p>	<p>Use the portal for applying for property documents and certificates</p> <p>Objective: Learn and practice how to obtain property documents and certificates from the portal</p> <p>1. Describe and show the process of finding the service. Housing and property - > Property</p>	<p>Interactive session</p>

- Certificates for property rights.
- Extract from cadastral plan
- Etc.

1. Demonstrate application for several documents and applications

Hands-On activity: apply for certificates

1. Walkthrough of the process:

do a live demonstration of obtaining the 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 Presentation
- 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.

	<p>Encourage them to practice Optional Peer Support:</p> <ul style="list-style-type: none"> • Encourage more confident participants to assist their peers. This creates a supportive learning environment and builds participants' confidence. 	
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The training on using the portal to apply for civil status, personal, and property-related documents focuses on practical skills for accessing important certificates and documents online. Participants will first learn how to find and apply for civil status documents, such as birth, marriage, and death certificates, as well as personal documents like identity cards, travel documents, driver's licenses, and citizenship papers. The instructor will guide participants through the process, demonstrating how to locate these services on the portal, apply for the documents, and manage them on their devices by showing where files are saved and how to attach them to an email.

In the hands-on activity, participants will practice for various certificates, following a step-by-step demonstration. They will receive guidance on finding the desired documents, entering required information, and successfully handling the files. Small group assistance will be provided to ensure everyone completes the tasks with confidence.

After the civil status and personal documents session, the training will shift to downloading property-related documents, such as property rights certificates and extracts from cadastral plans. Participants will follow a similar hands-on process to locate, and manage property documents.

Each session concludes with troubleshooting common issues, a Q&A session to address any concerns, and peer support, allowing participants to build confidence and collaborate in a supportive learning environment.

Day 3 sessions:

- Learn how to use North Macedonia government portal to apply for social support and welfare from the government, children protection, financial aid and financial aid for the elderly.
- Use the portal for health care services, including, preventive care, hospital care, specialist services and medications.
- Hands on activity 1: Practice on applying for social support and welfare
- Hands on activity 2: How to use the portal for healthcare related services

Objectives:

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

Detailed Agenda

Time	Activity	Resources
Morning session 09:00 – 10:00	Use the 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) 3.Describe the application process	Interactive Presentation

<p>10:00 – 11:00</p>	<p>Use the portal to apply for services for health care</p> <p>Objective:</p> <p>Learn and practice how apply health care services on the portal</p> <p>Describe and show the process of finding the service.</p> <ul style="list-style-type: none"> ● Reimbursable receipts and medications ● Application for different kinds of benefits ● Licenses for specialist health services ● Etc. <p>2. Describe the application process</p>	
<p>12:00 - 13:00</p>	<p>Lunch break</p>	
	<p>Hands-On activity: prepare applications</p> <p>Hands on activity 1: Practice on applying for social support and welfare</p> <p>Hands on activity 2: How to use the portal for healthcare related services</p> <p>1. Walkthrough of the process: do a live demonstration of application. Walk through each screen they will see, using a large display if possible.</p> <p>Discuss key steps in simple language:</p> <ul style="list-style-type: none"> ● Finding the page where the service is located ● Finding the desired option. ● Entering required information <p>Hands-On Guidance:</p> <ul style="list-style-type: none"> ● Have each participant open the portal on their device. If possible, divide 	

	<p>participants into small groups for closer assistance</p> <ul style="list-style-type: none"> • Have each participant prepare application, but not submit • Reflect on the steps completed and ensure all participants have successfully created completed the task. <p>Troubleshooting Common Issues:</p> <ul style="list-style-type: none"> • Discuss common issues they might face and any problem faced while using the service <p>Q&A:</p> <ul style="list-style-type: none"> • Open the floor for questions. Ensure that all participants feel comfortable asking for clarification on any steps they found challenging. <p>Encourage them to practice Optional Peer Support:</p> <p>Encourage more confident participants to assist their peers. This creates a supportive learning environment and builds participants' confidence.</p> <p>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.</p>	
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The training session on using the portal to apply for social support and healthcare services focuses on teaching participants how to navigate the system and complete various applications. Participants will first learn how to find and apply for social support services, including orphan status benefits, social housing programs, economic assistance, disability payments, and certification of economic aid. The session will demonstrate each step of the application process, ensuring participants understand how to locate services and input required information.

Next, the training will cover healthcare services, guiding participants on applying for reimbursable receipts, medications, specialist health service licenses, and other benefits. The process of finding and applying for these services will be thoroughly explained.

Following a lunch break, participants will engage in hands-on activities. They will practice

applying for social support and healthcare services, with live demonstrations walking them through each step, from finding the service page to entering information. Small group guidance will ensure each participant completes the tasks successfully.

The session concludes with troubleshooting common issues and a Q&A session, where participants can seek clarification. Peer support will be encouraged to foster a collaborative learning environment, ensuring all participants build confidence and competence using the portal.

Day 4 sessions:

- Learn how to use the portal for education and training, for all education levels, applying for scholarship and professional training for adults
- Learn how to use the portal for work related matters, well as declaration of unemployment
- Hands on activity 1: Practice through simulation on how to register and apply for unemployment benefits,
- Hands on activity 2: Supplementary education and professional training

Objectives:

- Learn and practice how to use the service for paying police fines, apply for criminal record check, monitor individual court cases, and pay property taxes.

Detailed Agenda

Time	Activity	Resources
<p>Morning session 09:00 – 10:00</p>	<p>Use the portal for education and training purposes</p> <p>Objective: Use the portal for education and training purposes such as application for supplementary education and professional training.</p> <p>1. Describe and show how to use the portal for a service such as applying for scholarship</p> <ul style="list-style-type: none"> ● Find the service ● What are the required conditions to get the service ● Which documents are needed ● How much it will cost and how to pay 	<p>Interactive Presentation</p>

<p>10:30 – 12:00</p>	<ul style="list-style-type: none"> ● Service response ● how and where to get the document ● Some additional information ● Describe the application process for applying for professional training ● Follow steps similar to the previous example <p>Use the portal to apply for services for jobs</p> <p>Objective:</p> <p>Use the portal for job and employment related activities: applying and getting a declaration of unemployment, application for supplementary education, form preparation and fee payment</p> <p>1. Describe and show how to apply for a certificate on unemployment and related benefits</p> <ul style="list-style-type: none"> ● Find the service ● What are the required conditions to get the service ● Which documents are needed ● How much it will cost and how to pay ● Service response - how and where to get the document ● Some additional information ● Describe the application process for applying for professional training ● Follow steps similar to the previous example ● Applying for participation on self-employment programs ● Follow steps similar to the previous example 	
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	<p>2. Applying for participation on self-employment programs -</p> <ul style="list-style-type: none"> ● Follow steps similar to the previous example 	
12:00 - 13:00	Lunch break	
<p>Afternoon session</p> <p>13:00 – 16:00</p>	<p>Hands-on activities</p> <p>1.1. Hands on activity 1: Practice through simulation on how to register and apply for unemployment benefits,</p> <p>2.2. Hands on activity 2: Practice through simulation usage of for education, such as supplementary education and professional training explained during morning session</p> <p>For all Hands-on activities:</p> <p>1. Walkthrough of the process: do a live demonstration. Walk through each screen they will see, using a large display if possible</p> <p>Discuss key steps in simple language:</p> <ul style="list-style-type: none"> ● Finding the page where the service is located ● Finding the desired option. ● Entering required information <p>Hands-On Guidance:</p> <ul style="list-style-type: none"> ● 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. 	<p>Presentation</p>

	<p>Troubleshooting Common Issues:</p> <ul style="list-style-type: none"> ● Discuss common issues they might face and any problem faced while using the service <p>Q&A:</p> <ul style="list-style-type: none"> ● Open the floor for questions. Ensure that all participants feel comfortable asking for clarification on any steps they found challenging. <p>Encourage them to practice Optional Peer Support:</p> <ul style="list-style-type: none"> ● Encourage more confident participants to assist their peers. This creates a supportive learning environment and builds participants' confidence. <p>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.</p>	
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The training session on using the North Macedonia portal focuses on education, training, and employment services. Participants will first learn how to apply for education-related services, such as scholarships and professional training. The instructor will guide them through the process of finding the service, understanding required conditions, gathering necessary documents, and making payments. The process for applying for professional training will follow similar steps.

In the employment section, participants will learn how to apply for unemployment certificates and related benefits. They will be shown how to locate the service, understand eligibility requirements, and submit documents. Additionally, the process for applying for professional training and self-employment programs will be demonstrated.

After a lunch break, hands-on activities will allow participants to practice using the portal. They will simulate registering and applying for unemployment benefits, education services, and professional training. Step-by-step guidance will be provided, ensuring participants understand how to navigate the portal, enter information, and complete applications.

The session will conclude with troubleshooting common issues and a Q&A session. Participants will also be encouraged to provide peer support, fostering a collaborative learning environment. Instructors will advise participants to be cautious about submitting multiple applications during practice with active online services.

Day 5 sessions:

- Use the portal for applying for judiciary services, such as: obtaining a certificate
- How to make use the portal for tax related activities
- Consular activities online
- Browse and explore other services offered
- Hands on activity 1: Simulation of getting a judiciary certificate
- Hands on activity 3: Simulation of applying for tax exemption
- Hands on activity 3: Simulation of using consular services

Objectives:

- Learn and practice how to use the service for some activities, such as obtaining a judiciary certificate, taxes, online consular and other services.

Detailed Agenda

Time	Activity	Resources
Morning session 09:00 – 10:00	<p>Use North Macedonia government portal to apply for services for judiciary matters</p> <p>Objective: Use e-North Macedonia for applying for judiciary services, such as: obtaining a certificate on criminal convictions, monitor an ongoing case in court and some other services,</p> <p>1. Describe and show how to apply for a certificate on personal criminal convictions. Follow the sequence:</p> <ul style="list-style-type: none">• Find the service• What are the required conditions to get the service• Which documents are needed• How much it will cost and how to pay	Interactive Presentation

<p>10:00 – 11:00</p>	<ul style="list-style-type: none"> ● Service response - how and where to get the document ● Some additional informatio <p>2. Describe the application process for applying to monitor a personal ongoing case in court.</p> <p>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.</p> <p>Use North Macedonia government portal for taxes</p> <p>Objective:</p> <p>Use the portal for tax related services and activities</p> <p>1. Describe and show the process of finding the service.</p> <ul style="list-style-type: none"> ● Income tax exemption ● Find the service ● What are the required conditions to get the service ● Which documents are needed ● How much it will cost and how to pay ● Service response -how and where to get the document ● Some additional information 	
<p>11:00 – 12:00</p>	<p>Use North Macedonia for online consular services</p> <p>Objective: Learn and practice use the portal for consular activities, related to passports, visas, document legalization, translation, notarial acts</p>	

	<p>1. Describe and show the process of finding the service.</p> <ul style="list-style-type: none"> ● Applying for passports and IDs ● Civil status documents ● Nationality matters ● Notarial acts, translation, legalizations 	
12:00 - 13:00	Lunch break	
<p>Afternoon session</p> <p>13:00 – 14:00</p>	<p>Use the North Macedonia governmental portal for other services</p> <p>Objective: Participants learn how to use the portal to conduct services related to vehicle and driving, such as fee payments, fines, registering vehicle, paying and scheduling exams for driving license</p> <p>1. Describe some other services not covered so far in the training</p> <p>Based on the trainee's interests, spend the remaining time for more in detail explanation.</p> <p>Hands-on activities</p> <p>1. Hands on activity 1: Practice through simulation on obtaining a judiciary certificate</p> <p>2. Hands on activity 2: Practice through simulation for income tax exemption</p> <p>3. Hands on activity 3: Simulation of using consular services explained during morning session.</p> <p>4. Browse and practice other offered services as per trainee interest.</p> <p>For all Hands-on activities:</p> <p>1. Walkthrough of the process: do a live demonstration. Walk through each screen they will see, using a large display if possible.</p>	Presentation

Discuss key steps in simple language:

- Finding the page where the service is located
- Finding the desired option.

Presentation

- 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 of the training on using the North Macedonia government portal focuses on applying for judiciary, tax, and consular services. Participants will first learn how to apply for judiciary services, such as obtaining a certificate of criminal convictions. The process will be broken down into steps, including finding the service, understanding the required conditions and documents, payment details, and how to receive the service response. Instructors will emphasize privacy due to the sensitive nature of judiciary services, ensuring participants only access their personal information.

The second section covers tax-related services, particularly applying for income tax exemption. Participants will be guided through finding the service, understanding eligibility, preparing documents, and processing payments. The session will also explain how to access service responses and handle additional information.

Next, participants will explore consular services, including applications for passports, visas, and document legalizations. The instructor will demonstrate the process for these services, highlighting the key steps and required documents.

After a lunch break, participants will engage in hands-on activities simulating the application process for judiciary certificates, tax exemptions, and consular services. The activities will be guided by live demonstrations, followed by individual practice. Participants will receive one-on-one assistance and participate in troubleshooting sessions to address any challenges.

The session will conclude with a Q&A and peer support, encouraging collaboration and confidence-building among participants.

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