



Applicants Guidelines for e-Learning Activities

NOTICE: This guide is available in ENGLISH, BULGARIAN, CROATIAN, CZECH, DANISH, DUTCH,, ESTONIAN, FINNISH, FRENCH, GERMAN, GREEK, HUNGARIAN, ITALIAN, LATVIAN, LITHUANIAN, MALTESE, POLISH, PORTOGUESE, ROMANIAN, SLOVAK, SLOVENE, SPANISH AND SWEDISH.

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Thank you for your interest in the **Better Training for Safer Food** e-Learning activities.

This document aims to inform potential participants about the conditions of the services provided through the **BTSF ACADEMY** regarding the available e-Learning Courses under the **BTSF Online** section.

Please read carefully before submitting your application/s, in order to ensure the optimal results regarding the enrolment and the completion of the e-Learning activities.

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BACKGROUND

Better Training for Safer Food Initiative

BTSF is an initiative of the **Directorate-General for Health and Food Safety (DG SANTE)** organising EU training in the areas of Food law, Feed law, Animal Health, Animal Welfare rules and Plant Health rules. Regulation (EC) No 882/2004 on Official Controls performed to ensure the verification of compliance with **Feed and Food law, Animal Health, Animal Welfare rules** as well as **Plant Health rules**, provides the legal instrument for this initiative.

The **Consumers, Health, Agriculture and Food Executive Agency** (hereinafter referred to as **Chafea**) is responsible for carrying out the implementation tasks for the management of the food safety training measures covered by Regulation (EC) No. 882/2004 and Directive 2000/29/EC as specified in Article 4 of Decision 2004/858/EC.

The BTSF programme is designed to train staff of EU Member States' competent authorities involved in official control activities to keep them up-to-date with all aspects of EU Laws in the areas specified above and thereby ensure that controls are carried out in a uniform and adequate manner in all Member States.

Training organised for EU Member States is also available to participants from non-EU Countries.

Since 2006, the initiative has expanded from seven programmes to training on over 40 different subjects related to food, veterinary and plant health issues.

More than 68,000 official control staff have been directly trained, not to mention those who have benefited indirectly through the dissemination of expertise acquired by participants during training.

BTSF is an initiative which is highly appreciated by all participants and competent authorities.

BTSF and e-Learning

To respond to this high level of demand, more training must be offered.

E-Learning is commonly recognised as a powerful and valuable extension to traditional educational initiatives and Learning Management Systems (LMS) are key tools that support these new educational models.

Having e-Learning tools means reaching larger audience at lower cost; it allows different knowledge-based levels of the courses to be offered and makes it possible for MS officials to fit them into their schedules with ease and flexibility.

For these reasons, BTSF launched the production of e-Learning modules for basic-level training, which could serve as a starting point for more targeted and practical training.

Offering basic-level trainings through e-Learning would increase outreach and the number of participants, and make it possible to focus on advanced practical trainings during workshops

The BTSF e-Learning pilot project - launched in 2010 - is composed of two main stages with ten modules planned for development.



Training Course Methodology

Computers have long been used in education and today are having an ever greater impact on society, thanks to the increasing educational success of the Internet and easier access to it.

This broad field (which may include any kind of learning process), is usually referred to as e-Learning.

Students have the opportunity to adapt the learning path to their own personal and professional needs if they participate in e-Learning initiatives, because flexibility is the main characteristic of this methodology and is particularly very appropriate for adult training.

Much more than in traditional educational situations, the success of distance education projects largely depends on the individual's own learning process, their motivation and their personal self-management abilities.

The training materials were properly selected, designed and produced for facilitating self-learning processes, taking into account the target group profile. This approach aims to guarantee that students interact dynamically using multimedia tools throughout their coursework.

Methodology takes into consideration that the participant is, in most cases, already quite informed about the study topic. Therefore the courses do not focus so much on academic knowledge as on developing the participants' ability to identify critical points and find practical solutions to the main problems they face every day at work.

Main tools to implement the described training strategy are texts in interactive screens, 3D mascots, practical examples, serious games, in depth contents, etc.

BTSF Online

BTSF Online offers **10 e-Learning courses** in **5 languages** (English, German, French, Spanish and Portuguese), which can be taken in the **BTSF ACADEMY**, allowing participants to learn about:

- **Animal Welfare**
- **Food Contact Materials**
- **Rapid Alert System for Food and Feed**
- **Hazard Analysis and Critical Control Points**
- **Prevention, Control and Eradication of Transmissible Spongiform Encephalopathies**
- **Animal Health Prevention and Controls for Aquaculture Animals e-Learning course**
- **Food Hygiene and Controls on Fishery products and Live Bivalve Molluscs (LBMs)**
- **Animal Nutrition**
- **EU Plant Quarantine Regime for Imports**
- **Animal Welfare at slaughter and killing for disease control for Poultry**

Please visit <https://btsfacademy.eu/training/course/index.php?categoryid=5> to know more about each of the available e-Learning Courses.



ELIGIBILITY AND HOW TO APPLY

Eligibility

The e-Learning Courses provided through the **Better Training for Safer Food** initiative are only open to **staff of invited EU and Non-EU countries**, working in **National Competent Authorities involved in official controls in the areas of Food and Feed regulation**. Participants from other countries and sectors (e.g. Academia, industry etc.) are not eligible for the time being.

Before applying

- Check the [NCPs Contact List](#) if you require more information about your eligibility.
- If you are an eligible candidate, from an invited country, you can apply to enrol in the available BTSF Online courses, via the [BTSF Online Application Form](#).
- For compliant applicants from invited countries which do not count on a National Contact Point, please contact DG SANTE's functional mailbox: SANTE-TRAININGFORSAFERFOOD@ec.europa.eu.

How to apply

Please find a detailed description of the *pre-enrolment*, *validation* and *enrolment* steps and conditions:

- A [Pre-enrolment form](#) (BTSF Online Application form) is submitted with the participant's details (one application for each course). The selected e-Learning Course and preferred language can be specified at this stage. As mentioned above, the available e-Learning Courses can be taken in **English, German, French, Spanish and Portuguese**.

- Please check the **accuracy of the provided email address** while filling in the *Pre-Enrolment form*. Please note that this address will be used for the required communications including credentials and information to access. If you have applied for other e-Learning Courses, please **use the same email address for all applications** in order to ensure your profile is not duplicated. The BTSF Team recommends using an **official mailbox** if possible, which will help the relevant NCPs while evaluating the eligibility of the applications.
- Pay special attention to the **First Name/ Surname**: the names provided will be printed on the completion *Certificate*.

- Once the *Pre-enrolment form* has been submitted, the relevant [National Contact Point](#) will evaluate the application. If the eligibility conditions are met, the participant will be validated for enrolment. A notification message with the title "*BTSF ACADEMY - Pre-enrolment Validation*" is automatically forwarded to the email used to submit the application/s.

- *Enrolment* of validated applications by the BTSF Team. Please take into account that the effective enrolment of validated applications is managed weekly by **12:00 CET on the last working day of each week**, including all those received prior to the date of the effective enrolment.

After this last administrative step, an automated message including the **credentials and instructions to access** is forwarded to the enrolled participants.



- Please be so kind to wait until the next enrolment date after you receive an email with the subject line "BTSF ACADEMY - Pre-enrolment Validation" before requesting support for access.
- In some cases, the messages might be filtered to the *spam/junk* folder at their reception. Please ensure you check this folder before requesting support.
- Optionally, enrolled participants who have not received their credentials can easily access the site by using the link available on the **Log in** screen at: <https://btsfacademy.eu/training/login/index.php> and introducing the email address used for the submission of the *Pre-enrolment form*.

The screenshot shows a login interface with two input fields for 'Username' and 'Password'. Below the fields is a checkbox labeled 'Remember username'. A green 'Log in' button is positioned below the checkbox. To the right of the button is a blue link that reads 'Forgotten your username or password?' with a yellow triangle pointing to it. At the bottom of the form area, there is a note: 'Cookies must be enabled in your browser' with a question mark icon.

Password retrieval link in Log in screen

Conditions of Service

Please read the following information about the service provision conditions for e-Learning Courses within the **BTSF ACADEMY**.

Availability

- Access for participants is granted for **45 calendar days** counting from the date of the effective enrolment.
- The average **time dedicated** to each e-Learning Course is about **8 hours**.
- No limitations apply to the number of e-Learning Courses that could be requested *per participant*. Nevertheless, the BTSF Team recommends to planning based on the participant's availability and distributing the applications during a period when studies can be comfortably completed. Additional applications can be submitted after each e-Learning Course is completed.
- The e-Learning Courses will be available without interruption during the entire year. Please note that there is an annual break for maintenance and managerial tasks, to archive the participation information and refresh the e-Learning resources in the **BTSF ACADEMY**.
- If applicants do not have an Internet access point available for the completion of the activities, an **offline solution** can be provided on demand. Nevertheless, the Knowledge Questionnaires and the Satisfaction Questionnaire should be forwarded to the BTSF Team for the issuing of the correspondent Certificate.

Starting date of e-Learning activities

- The *Pre-enrolment* of applicants will determine the enrolment week as well as the starting date of the e-Learning activities. Therefore, DG SANTE and Chafea recommend planning the submission of *Pre-enrolment forms* on the basis of the applicant's schedule.

Enrolment extensions

- There is the possibility of requesting an **enrolment extension of 45 calendar days**, under justification, if the initial duration is insufficient for finalising the activities.
- Enrolment extension **requests must be addressed to the relevant National Contact Points**. They will be applied on the last working day of each week (Belgian calendar).



Post-Test attempts

- The conditions for the **Post-Test** completion allow participants to submit **three attempts**. In case you have difficulties obtaining the required grade to pass the questionnaire, please review the contents of the *Module* before trying to submit the Post-Test again. The minimum percentage of correct answers to pass the Post-Test is 75%.
- If the participant exceeds the number of available attempts, please contact general@btsfacademy.eu for instructions.

Completion Certificates

- BTSF is a European Commission initiative, whose activities are coordinated by the **Directorate-General for Health and Food Safety** (DG SANTE) and implemented by the **Consumers, Health, Agriculture and Food Executive Agency** (Chafea), these being the Organisations backing the Certificates obtained by participants who complete the e-Learning Courses satisfactorily. However, the BTSF initiative is not a graduating learning programme. It aims to ensure continuing professional development of staff of competent authorities in charge of official controls on EU law enforcement issues in the SPS fields.
- It is up to the competent authorities in the Member States of the concerned participant to recognise these certificates and give them a credit value if they consider it appropriate. Please contact the relevant BTSF NCP for further information.
- The completion of the activities of each e-learning Course allows the participants to download a completion Certificate (*Diploma* section in the Courses), which proves the achievement of a minimum of 75% of correct answers in the Post-Test. No grades are included in the referred Certificates.

BTSF ACADEMY Help Desk Services

- Please contact general@btsfacademy.eu for information regarding the e-Learning activities provided within the **BTSF ACADEMY**, including enrolment enquiries, requests about the management of personal data or any questions related to the provision of services. The BTSF Team will be glad to assist you.



COURSE STRUCTURE

Each e-Learning Course in the **BTSF ACADEMY** is structured as follows:

- **eFolder.** A section containing PDF documents with information about the BTSF initiative, a Learning plan and a Student Guide for each e-Learning Course.
- **Pre-Test.** This *Knowledge Assessment Questionnaire* aims to evaluate the participant's familiarity with the topic before following the e-Learning Course.
- **Module.** An introduction to the topic/s, followed by the main content, organised in multimedia *Units* that are accessible for registered participants within the BTSF ACADEMY.
- **Post-Test.** This Knowledge Assessment Questionnaire evaluates the participant's understanding of the topic/s after having received the online training. A minimum of 75% of correct answers is required to obtain the completion Certificate.
- **Survey.** A *BTSF participant Satisfaction Questionnaire* collects the participant's feedback to identify the key issues that the BTSF Team at DG SANTE and Chafea should be aware of in order to plan and implement solutions to improve service.
- **Diploma.** After completing all the previous activities, a completion *Certificate* can be directly downloaded by the participants.
- **PDFs.** The content *Units* are available for download in PDF format.

The screenshot shows the course interface for "Hazard Analysis and Critical Control Point (HACCP)". At the top right, it says "Your progress 0". The main heading is "Hazard Analysis and Critical Control Point (HACCP)". Below it, a welcome message states: "Welcome to the Better Training for Safer Food Online Course on Hazard Analysis and Critical Control Point (HACCP). This Course will allow participants to improve their knowledge and practical skills in:"

A list of learning objectives is provided, each with a checkmark icon:

- ✓ EU legislation and relevant international standards.
- ✓ Background and principles of HACCP.
- ✓ HACCP methodology, development of HACCP plans and document management.
- ✓ Implementation and validation of HACCP plans.
- ✓ Information on the different materials used in Food Contact Materials.
- ✓ Audit principles and management, to verify implementation of HACCP systems and compliance with food and feed requirements.

Below the objectives are two buttons: "OPEN ALL" and "CLOSE ALL".

At the bottom, there is a vertical list of course components, each with a play button icon:

- eFolder
- Pre-Test
- Module
- Post-Test
- Survey
- Diploma
- PDFs

On the right side, there is a "Navigation" sidebar. It includes a "Dashboard" section with links for "Site home", "Site pages", and "My courses". Under "My courses", it lists "BTSF Online Courses Running", which includes "oFCM", "oHACCP", "oRASFF", and "oTSE". The "oHACCP" section is expanded, showing sub-links for "Participants", "Badges", "Competencies", "Grades", "eFolder", "Pre-Test", "Module", "Post-Test", "Survey", "Diploma", and "PDFs".



TECHNICAL REQUIREMENTS

In order to access all the available contents in the activities of an e-Learning Course in the **BTSF ACADEMY**, please review the following list of requirements:

- **Computer with Internet Access.** It is recommended to use a computer rather than a mobile device to follow the e-Learning Courses provided through the BTSF ACADEMY. Although the layout of the BTSF ACADEMY is responsive, the size of the screens and the technologies involved might cause difficulties while following the content of the e-learning Courses with mobile phones and tablets.
- **Headphones or speakers.** The e-Learning Courses provided within the BTSF ACADEMY contain animations with audio; please ensure that the audio device is correctly set up with an appropriate output that allows playback while following the *Modules*.
- **Internet browser.** The BTSF Team at DG SANTE and Chafea has tested the e-Learning Courses with the most common browsers. The outcomes of these tests indicate that Microsoft's Internet Explorer and Edge deliver a slower performance with the same internet connection. This might prevent animations from loading due to timeouts and bottleneck issues. Therefore, it is recommended to use Google Chrome, Mozilla Firefox, Opera or Safari for a better performance. Please note that participants might require support from the IT Team in their NCA in order to request the installation of additional software in their computers.
- **Additional software.** In order to ensure the reproduction of the e-learning modules, the browser is required to have Adobe Flash Player **installed** and **activated**. This *plugin* is an extension for the browsing applications that allows multimedia content to be displayed.

Direct download link: <https://get.adobe.com/flashplayer/>

If your browser does not have a previously installed copy of Flash Player, the course will display a grey screen with a message:

Sorry, you need at least Flash Player version 10 to view this content. Get Flash Player

All the information for installation and activation for all major browsers is available at the following link: <https://helpx.adobe.com/flash-player.html>