



Towards Retail Resilience June 2023

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What is ToRRe? What have we done so far?

ToRRe is an Erasmus + Project that specifically targets the retail sector and supports the development of a high-performing digital education ecosystem to:

- Adapt individual offering to the new environment and up-skill and reskill those dependent on the retail sector by closing the digital skills gap
- Design, create, work to develop, adapt, and combine new products, services and experiences.
- Respond to challenges, threats and opportunities related to the retail digitally dependent economy by reducing the mismatch between the skills available and those demanded for the digital transformation of the retail sector economy.
- Provide response to the demands of the digital-native end consumer and compete through differentiation offering a different and unique experience.

ToRRe underpins a learning programme in the field of non-formal continuous education and learning so that the retail sector can face the ever-growing challenges. It highlights the upskilling and specialisation of the workforce leading to improved retention.

Since the start of the project in March 2022, the activities that project ToRRe organised were all aimed at shaping relevant and transferable Project Results towards the diffusion of digital tools competence among those working in the retail sector. Tasks and roles had been agreed upon

among partners at the application stage to enhance each organization's experiences and know-how, as well as to ensure that all project objectives would be achieved at a high-quality standard.

Step 1 was characterized by research aimed at improving the analysis already carried out in the initial project proposal. This involved field research based on the collection of questionnaires to understand the training needs of the target groups in all partner countries.

Step 2 focused on defining the competencies and training units necessary to develop the profile. The animated training units and related modules were based on the results of Step 1 and were described as units of learning outcomes and objectives, as well as the provision of ECVET tools.

The training course is the core of the project, with the aim of offering valid training content to willing learners from the sector, fostering their skills acquisition, and providing them with the necessary tools to boost their skills. The realization of the training course is based on the results of preliminary studies carried out by partners at the proposal stage.

Therefore, during the first project steps, partners conducted an in-depth assessment that established initial contact with the target group and reorganized the results of the needs analysis already collected. The course contained materials for e-learning training (manuals, modules, and units), and supporting tools for the e-learning part, will be developed during the second output. The training contents will be available in all the study languages of the consortium to benefit the highest number of people, and this also facilitated further exploitation of the contents tested during the assessment phase.

The project started with the setting up of the methodology, where partners conducted both desk and on-field research activities. It laid the groundwork for creating a common understanding

framework to be used for the overall implementation of Project Results and for actions to achieve an in-depth assessment of the target groups' needs. Methods for data collection and analysis, as well as a common template for reporting, were defined. The aim of this activity was to create common references and templates for all partners and develop further information in a unified format that provided more clarity in the analysis.



All the other partners shared tasks and responsibilities based on their type of organization, background, activities, and experiences. The breakdown of tasks and responsibilities within PR1 were as follows:

- Methodology and in-depth assessment
- In-depth assessment of existing materials
- In-depth assessment of target group
- Training conceptualization and development
- Conceptualizing syllabus
- Content's development
- Translations

1st partner meeting June 2022

The first meeting was held in The Chamber of Commerce & Industry Vratsa (Bulgaria). Partners gathered to further explore the project objectives and overall strategy, laying the foundation for collaboration and beyond. During the meeting,

partners shared their views and strategies for the practical implementation of the project, with a specific focus on the first project activities, including:

- Management aspects
- Quality assurance issues
- Dissemination plan
- Exploitation plan
- Project Results 1 - Methodology, tasks, and responsibilities, along with deadlines
- Potential budget amendments and financial reporting procedures
- Formal obligations, such as the Grant Agreement and Partnership Agreement

The meeting provided an opportunity for partners to align their understanding and expectations, ensuring a cohesive approach to project implementation. Through productive discussions and information sharing, the meeting served as a platform for effective project coordination and cooperation among all partners.



2nd partner meeting May 2023

The 2nd meeting took place in Malta in May 2023 hosted by the Malta Business Bureau within the Malta Chamber of Commerce. The meeting was organised after the completion of the first phase of the project. Its purpose was to agree on the training conceptualization, establish the main characteristics of the profile, and allocate tasks among the partners for the actual development of the contents.

During the meeting, the participants discussed and finalized the training conceptualization. They

shared ideas, opinions, and insights to ensure a comprehensive and effective training program. Various aspects such as the target audience, learning objectives, and desired outcomes were thoroughly examined and agreed upon.

Furthermore, the meeting focused on defining the main characteristics of the profile required for the project. The partners discussed the specific knowledge, skills, and experience that the ideal candidate should possess to contribute to the development of the contents successfully. By establishing these criteria, the team aimed to ensure that the right individuals were assigned to the appropriate tasks.

Dividing the tasks among the partners was another important agenda item during the meeting. Each partner's strengths, expertise, and availability were taken into consideration to assign responsibilities for the actual development of the contents. Through collaborative discussions and negotiations, the team aimed to create a balanced workload distribution and maximize the efficiency of the project.

By the end of the meeting, the participants reached a consensus on the training conceptualization, finalized the main characteristics of the profile, and successfully divided the tasks among the partners. This allowed them to move forward with the next phase of the project, confident in their shared vision and well-defined roles.



Learn more about our project

When the Toolkit is available on the project website <https://www.torreretail.eu/> we will let you know here, so stay tuned and follow our [Facebook](#) page.

If you have tried any of these tools and want to share your experience with us to inspire other colleagues, get in touch. Contact our [partners](#)

TORRE PARTNERS



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