

D3.2 Facilitator Training Package

Online Platform Content, Forms and Quizzes



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Project	DigiCreate - Intercultural Digital Dialogue and Networking in Cultural and Creative Industries for Young People
Work package	WP3 - Virtual Exchange Focus Groups / Digital Hive Toolbox
Deliverable	D3.2 Facilitator Training: Two Online Training Modules
Author	DigiCreate Consortium
Format	Instructional manual + platform-ready online modules + forms + downloadable materials

1. Platform page: Facilitator Training landing page

DigiCreate Facilitator Training supports youth workers, mentors, university professors and higher education staff to design and facilitate inclusive virtual exchange activities. The training consists of two online modules of two hours each and can be completed through live online sessions or through the self-paced materials available on this platform.

- Module 1: Designing and Preparing a Virtual Exchange Project
- Module 2: Facilitating and Moderating Online Intercultural Dialogue
- Resources: manual, activity sheets, checklists and completion forms

2. Platform page: Module 1 copy

Module 1 helps participants design a clear, safe and accessible virtual exchange activity. It introduces the logic of virtual exchange, learning outcomes, participant journey mapping, tool selection, and preparation checklists.

- Download: Module 1 presentation
- Download: Virtual Exchange Design Canvas
- Complete: Module 1 quiz and reflection form
- Submit: Completion form

3. Platform page: Module 2 copy

Module 2 helps participants facilitate and moderate intercultural online dialogue. It focuses on safe spaces, inclusive participation, moderation techniques, difficult facilitation moments, roleplay scenarios, and learning debriefing.

- Download: Module 2 presentation
- Download: Facilitation Scenario Cards
- Complete: Module 2 quiz and reflection form
- Submit: Completion form

4. Platform page: Resources copy

This page contains the full Facilitator Training Manual and editable templates that can be used to prepare, deliver and evaluate virtual exchange activities in youth work and higher education contexts.

- Full Instructional Manual
- Participant Workbook and Activity Sheets
- Facilitator Checklist
- Digital Safety and Inclusion Checklist
- Registration Form Template
- Completion and Reflection Form Template

5. Registration form template

Field	Type	Required
Full name	Short answer	Yes
Email address	Short answer	Yes
Organisation / institution	Short answer	Yes
Country	Dropdown	Yes
Role	Multiple choice: youth worker, mentor, university professor, staff, other	Yes
Module selected	Checkbox: Module 1, Module 2, both	Yes
Accessibility needs	Paragraph	No
Consent to data use for project reporting	Checkbox	Yes

6. Module 1 quiz and reflection form

Question	Question type	Suggested correct / expected answer
What is the main difference between a webinar and a virtual exchange?	Paragraph	Virtual exchange requires facilitated interaction, dialogue and peer learning, not only one-way content delivery.
Why should learning outcomes be written before selecting digital tools?	Paragraph	Tools should support the learning purpose rather than define it.
Name two accessibility issues to consider before an online session.	Short answer	Bandwidth, captions, tool complexity, language, device access, time zones.
Which evidence can verify module completion?	Short answer	Completion form, quiz, attendance list, reflection response, platform analytics.
What is one action you will take when designing your next virtual exchange?	Reflection	Individual answer.

7. Module 2 quiz and reflection form

Question	Question type	Suggested correct / expected answer
Name two responsibilities of a facilitator before the session starts.	Short answer	Prepare agenda, tools, instructions, ground rules, accessibility support, backup plan.
Why are group agreements important in intercultural online dialogue?	Paragraph	They create shared expectations for respect, safety and participation.
What can a facilitator do when one participant dominates the conversation?	Paragraph	Acknowledge, set structure, invite others, use turn-taking or chat.
How should a facilitator respond to a discriminatory comment?	Paragraph	Address it, protect participants, name harm, reconnect to ground rules and learning values.
What is one facilitation skill you want to practice?	Reflection	Individual answer.

8. Completion form template

Field	Type	Required
Full name or participant code	Short answer	Yes
Email address	Short answer	Yes
Module completed	Multiple choice	Yes
Date of completion	Date	Yes
I confirm I reviewed the materials and completed the activity	Checkbox	Yes
Main learning point	Paragraph	Yes
Confidence after module	Scale 1-5	Yes
Feedback for improvement	Paragraph	No
Permission to contact for follow-up	Checkbox	No

9. Certificate / recognition text

This confirms that [Name] completed the DigiCreate Facilitator Training Module [1/2], focused on [module title], as part of the DigiCreate project. The participant engaged with the learning materials, completed the required reflection, and demonstrated understanding of key principles for virtual exchange facilitation.

CONSORTIUM



The DigiCreate consortium is a dynamic partnership of eight organisations spanning both EU member states and the Western Balkans. United by a shared commitment to fostering youth empowerment and driving innovation within the Cultural and Creative Industries (CCI) sector.



- Youth Power Germany e.V. – Germany
- Nevladina Organizacija GLAS (NVO GLAS) – Montenegro
- Udruženje Okret (SPIN) – Bosnia & Herzegovina
- Univerzitet Union Nikola Tesla (UnTesla) – Serbia
- Javna Ustanova Univerzitet Crne Gore Podgorica (UoM) – Montenegro
- Cooperativa Para o desenvolvimento e coesão social, CRL (Contextos) – Portugal
- Evolutionary Archetypes Consulting SL (EAC) – Spain
- Fakultet Za Poslovnu Ekonomiju I Pravo Bar (FPEP Bar) – Montenegro



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