

## Transnational Conference

### “Upskilling and Digital Transformation in career guidance services”

Tuesday, June 27<sup>th</sup> 2023

[Titania Hotel, Penepistimiou 52, Athens 106 78](#)

### Agenda

09:00 – 09:30	Registrations
<b>Front DESK Reception upSkilling, Exchange and Training in lifelong career guidance</b>	
09:30 – 09:40	<b>Opening of the Conference- Greetings</b>
09:40 – 09:55	<b>Presentation of the Desk Reset Project</b> <i>Benjamin Dumont, Cités des métiers International Network</i>
09:55 – 10:10	<b>The stakeholders approach to the Desk Receptionist's service: the main conclusions of the local consultation</b> <i>Benjamin Dumont, Cités des métiers International Network</i>
10:10 – 10:25	<b>The new skills framework of Desk Receptionists: Introducing the Repository of Skills</b> <i>Zoe Batsi, IDEC SA</i>
10:25 – 10:45	<b>Innovative training methodology</b> <i>Stefano Tirati- LEARNINGDIGITAL - Digital competence center</i>
10:45 – 11:00	<b>The impact of Front Desk Officers to the Organisations' operation: The experience of Cité des métiers de Bruxelles</b> <i>Cindy Worms, Nathalie Fremaux Cité des métiers de Bruxelles, Actiris</i>
11:00 – 11:15	<b>Career Counselors Skills: The experience of Greek Employment Centers</b> <i>Sofia Kagioglou, Head of Counselling Services Department, Directorate of Labour Supply &amp; Demand Matching &amp; Counselling, Public Employment Service (DYPA)</i>
11:15– 11:30	<b>Closing of 1<sup>st</sup> Session, Q&amp;A</b>
11:30 – 11:50	<b>Coffee break</b>
<b>Digital Transformation and the use of blockchain</b>	
11:50 – 12:10	<b>Transparency of Learning Outcomes through Blockchain Technology, The TRUE project</b> <i>Panagiotis Mourelatos, IDEC SA</i>
12:10 – 12:40	<b>Blockchain in Academia: The case of the University of Nicosia</b> <i>Prof. Marinos Themistokleous, Associate Dean, School of Business, Department of Digital Innovation, Director of Institute For the Future, University of Nicosia, Cyprus</i>
12:40 – 12:55	<b>Blockchain technologies in and beyond academic life</b> <i>Dr. Dimitris Kogias, University of West Attica</i>
12:55 – 13:10	<b>Best practices in the use of blockchain technology in Public Services</b> <i>Manolis Chrysostalis, President &amp; CEO, Newco Tech</i>
13:10 – 13:30	<b>Closing, Evaluation, Questions</b>

**Participants will receive certificate of attendance**

**Participation is free of charge**

**The conference will be held in English/Greek with interpretation in Greek/English**

The conference takes place in the Framework of the Erasmus+ projects:



Front DESK REception upSkilling, Exchange and Training  
in lifelong career guidance



Transparency of Learning Outcomes through Blockchain  
Technology

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