




Reference number : UPU-3-2022
Acquisition Date: February 2022
Expected Duration: 12 months

SIT Elearning Solutions was selected, after a call for proposal launchd by the UPU (UPU-Universal Postal Union), for a project entitled' Transformation of scripted courses with Adobe Flash in HTML5 format via the Articulate StoryLine 3 tool,

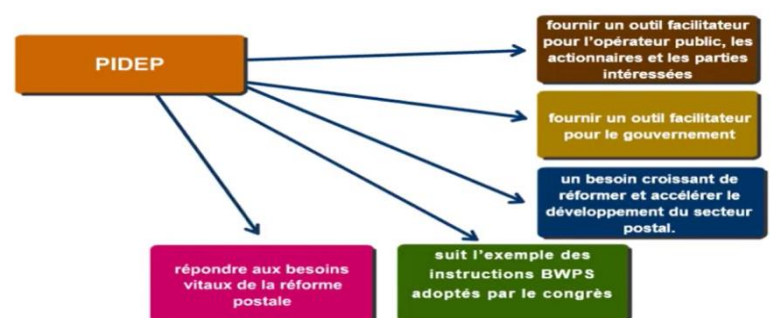
Indeed, SIT had achieved the mission to transform into HTML5 format, **44** courses **in four languages** (English, French, Spanish and Arabic) originally produced with Adobe Flash, via the Articulate Storyline authoring tool.




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Plan Intégrale de Réforme et de Développement Postal (PIDEP)
Module 1 : PIDEP guide pratique
Objectif du module 1

C'est quoi le PIDEP?



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Concepteur


Chapitre 9 : La session DACUM
Objectifs du Chapitre 9

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La session DACUM (abréviation de développement d'un curriculum) est utilisée pour obtenir un consensus du groupe de spécialistes en la matière (SEM) pendant l'analyse de l'emploi et la conception du programme de formation. Il a été prouvé plusieurs fois que cette méthode est systématique et efficace pour obtenir des informations pratiques et détaillées d'un groupe de personnes opérationnelles.

Les séances de travail doivent être organisées par l'équipe de concepteurs de cours, dont la tâche est de présider la séance, d'assurer le secrétariat et de prendre une part active dans les discussions.

Les spécialistes en la matière doivent être motivés, dès le début, tout comme s'ils étaient des apprenants au début d'un cours. Le temps devrait être consacré pour expliquer l'intérêt de leur présence et combien leur contribution est vitale au développement du cours.



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Reference number : UPU-2-2017
Acquisition Date: 2017
Expected Duration: 3 months

Satisfied with SIT's services during its first joint project in 2015, and as part of the introduction of new e-learning training courses for agents and executives of postal operators from more than 180 countries, La Poste Tunisian commissioned SIT to script three courses in English: "Postal electronic services", "Disaster Risk Management" and "Security".

These courses will be hosted on the distance learning platform www.upu-trainpost.com and continued on the Internet from different regions of the world. Participants in this online training will be able to receive certificates of participation issued by the Universal Postal Union (UPU).

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Postal Electronic Services

Module 4 : Implementation of Postal e-services

Identification of PPP projects

Potential reasons to launch a PPP project include:

- ◆ Initial investment in ICT projects is significant. Investment needs are a reason for choosing a PPP .
- ◆ Efficiency gains from private-sector partner are important element .
- ◆ Private company has already developed a product or solution which it is able to quickly implement .
- ◆ PPPs can quickly provide the know-how postal operators need and which they lack .



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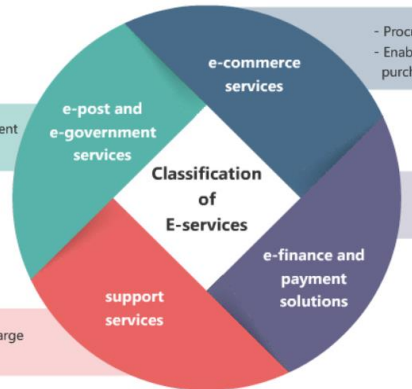
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Postal Electronic Services

Module 2 : Postal e-services

Classification of e-services

Four categories of e-services



- e-commerce services**
 - Procurement and sale of products and services
 - Enabling the processing and delivery of items purchased physically or electronically
- e-finance and payment solutions**
 - Financial services provided by postal operators to end customers
- support services**
 - Widely available and mostly free-of-charge services provided to end customers
- e-post and e-government services**
 - Communication, business and government services

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Reference number : UPU-1-2015
Acquisition Date: 2015
Expected Duration: 12 months

As part of the introduction of new e-learning training courses for agents and executives of postal operators from more than 180 countries, the Tunisian Post has mandated SIT for the scripting (setting up a structured and implemented course) of 20 courses in 5 languages (English, French, Russian, Arabic and Spanish).

These courses will be hosted on the distance learning platform www.upu-trainpost.com and continued on the Internet from different regions of the world. Participants in this online training will be able to receive certificates of participation issued by the Universal Postal Union (UPU).


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TRAINPOST - UPU'S NEW APPROACH TO FIELD SUPPORT
Module 1: UPU's New Approach to Field Support – An Introduction




The Goals for the projects under the new approach

 **IPS Web**
 **IPS Light**


IPS/IPS Light
IPS and IPS Light are basic tools for improved quality of service. One important outcome of the project is to improve skills in how to manage IPS and IPS Light. The systems will at the end of the project be used for all products and data will be transmitted to the IB. The participants should be fully aware of the process and business advantages by a full use of the systems.




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TRAINPOST - UPU'S NEW APPROACH TO FIELD SUPPORT
Module 1: UPU's New Approach to Field Support – An Introduction




Detailed Working Plan for the projects under the new approach




Signing of the cooperation agreement
Recruitment of a Regional Project Manager
Training of the Regional Project Manager
Project organizational set-up workshop
Recruitment of Country Project Managers (CPMs)
Preparation at the home base

The detailed working plan will depend on the requirements of a region. This needs to be adjusted by the Master Expert in consultation with the IB UPU, the participating DOs, the restricted union concerned and the Regional Project Manager.

Typically the various stages involved in the implementation of the quality enhancement project under the new approach along with the suggested timelines are as under:



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