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August 2024

InTeaM4IEd chatbot app

PR3 – A5 Guidelines for teachers, parents and students

InTeaM4IEd
Innovative Teaching Methodologies in Hospitality Schools for Inclusive Education

Table of Contents

General Introduction *3*
Trainers' Guidelines *7*
Introduction to the trainers' profile **7**
How to access the InTeaM4IEd App 9
Registration 9
Download the app 10
Sign In **10**
Forgot Password **11**
Select Profile **11**
Menu **12**
Profile **13**
Edit Profile **13**
Load Message **15**
Options available for trainers **15**
Log out **18**
The Management Platform **20**
Trainees' Guidelines *28*
Introduction to the trainees' profile **28**
How to access the InTeaM4IEd App 30
Registration 30
Download the app 31
Sign In **31**
Forgot Password **32**
Select Profile **32**
Menu **33**
Profile **34**
Edit Profile **34**
Load Message **36**
Options available for trainees **36**
Scenarios **38**
Quiz **41**
Ask trainer **43**
Log out **44**

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General Introduction

The **InTeam4IEd project** aims to support teachers and tutors in dealing with developmental challenges associated with ASD students of post-secondary (initial) VET in the hospitality sector and assist them in acquiring expendable skills both within the education system and externally in the hospitality industry.

Inclusive education of people with Special Educational Needs (SEN) is often framed regarding human rights or justice. Notwithstanding, the economic dimension of educating people with disabilities is also very relevant. Lack of appropriate education remains the key risk factor for poverty and exclusion of any person, whether they are disabled or not.

InTeaM4IEd followed a step-by-step methodology based on the Plan-Do-Check-Act Cycle (PDCA) to create a ground-breaking **Flexible and Hybrid Educational Methodology and Tools** (F.H.E.M.T.) for teachers, educators and trainers to assist ASD students in gaining new sector-specific competencies, and also an educational application, which will integrate the InTeaM4IEd skills and competencies Model, the F.H.E.M.T., and the related operational guidelines for teachers, students and families.

The **objectives** of InTeaM4IEd are to:

- ✓ Provide teachers and trainers with appropriate competencies and effective resources and educational methodologies to apply with students with ASD
- ✓ Empower teachers with tools and methodologies to develop a personalized learner-centred training path and create a more inclusive learning environment
- ✓ Increase the professionalism and employability of students, especially those with ASD and offer them equal educational and employability opportunities
- ✓ Support ASD students in acquiring new skills and developing new sectoral competencies
- ✓ Contribute to creating an innovative and inclusive methodology for teachers in the hospitality sector
- ✓ Create a network of schools, teachers, ASD students and their peers, and families, who will use the application for educational purposes as well as interpersonal/communication ones
- ✓ Encourage the participation of ADS students in VET Programs

The **target groups** of the project are:

- Teachers and trainers

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- Students with ASD and not
- Peers and family members of the ASD students

The project progressed around three Project Results (PRs): the InTeaM4IEd skills and competencies Model, the Flexible and Hybrid Educational Methodology and Tools and the InTeaM4IEd App.

Project Result 1: the **InTeaM4IEd skills and competences Model**

The ultimate objective of this PR is to provide a clear methodology applied for the definition and identification of competencies done by Partners from five countries (IT, NL, PT, GR, ES), considering the requirements of the current labour market. PR1 emphasizes the potential of emerging sectoral skills and competencies that can be acquired by ASD students in disadvantaged positions, facilitating the creation of new forms of work and boosting cross-border opportunities. The most relevant skills and competencies will be identified directly by investigating with sector experts according to the labour market requirements. Therefore, PR1 will enhance ASD students' competences, their employability and their integration in the labour market and will emphasize the transparency and recognition of skills.

Project Result 2: the F.H.E.M.T. – **Flexible and Hybrid Educational Methodology and Tools**

This PR2 will create a flexible methodology and tools, the hybrid character that will be applied in diverse contexts, even in the presence of unpredictable situations. This innovative, hybrid and flexible methodology – F.H.E.M.T. – considers a range of processes and practices, integrating individualized content with digital, flexible and manipulatable content. These are indispensable skills for the teacher of the future, who questions their role and methods to ensure meaningful learning. The new methodology will consider the following principles:

- Addressing individual differences
- Motivating pupils, especially those with ASD
- Avoid information overload
- Creating realistic contexts
- Encouraging interaction and reflection
- Providing ready-to-run tasks

Project Result 3: the **InTeaM4IEd App**

The original element of this PR consists of designing, deploying and using an innovative and integrated AI-driven chatbot, tailored to ASD students' needs. The introduction of this cutting-edge technology will enable skills development, enhance

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motivation to learn and improve the concentration of students with autism. With assistive technology, the project will offer schools the possibility to create more inclusive classrooms and empower students with disabilities to participate and possibly complete the general education curriculum. This AI based application will be developed to maximise its transferability and to facilitate its use in different contexts, by different stakeholders in formal, non-formal and informal education. Moreover, the F.H.E.M.T., the guidelines for teachers, students and families will be integrated into the developed application which will allow its easy transfer to any other modern application tool.

Expected **results**

- ✓ Competency mapping of new emerging skills and competencies and labour expectations within the Hospitality sector
- ✓ New practices to cater for the needs of vulnerable groups of students such as those with ASD
- ✓ Innovative approaches and methodologies for hospitality schools' teachers to address ADS students
- ✓ Increased opportunity for professional development for teachers in hospitality schools
- ✓ Enhance ASD students' sector specific competencies in line with the labour market requirement
- ✓ Increase employability of students, in particular those with ASD creating new employability skills in the hospitality sector in Europe.
- ✓ Foster ASD students' integration into VET programs
- ✓ Promoting education and training as a means of social inclusion and equal opportunities
- ✓ Increase job competitiveness, with greater inclusion of ADS individuals in the labour market
- ✓ Enhance networking among key stakeholders represented by both full and associated partners such as Hospitality schools/VET providers, enterprises and NGOs active in local communities to improve their communication and create a convergence of interests
- ✓ Involve and commit relevant stakeholders in the project activities, from designing to validation of products, and in their use and application
- ✓ Raise awareness of the value and importance of inclusive education at local, national and EU level
- ✓ Collect and disseminate good practices, experience and knowledge to be shared from Partner countries with more inclusive education to less ones to

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strengthen awareness and knowledge of innovative teaching methods in hospitality schools

- ✓ Stimulate and disseminate project results at EU level to promote its future application in other geographical areas, as an effective way to ensure its impact and continuity.

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Trainers' Guidelines

Introduction to the trainers' profile

These operational guidelines for teachers/trainers were designed to help in the use of the AI-based educational application, the **InTeaM4IEd App**, which integrates both PR1 and PR2, i.e. the **InTeaM4IEd skills and competencies Model** and the **Flexible and Hybrid Educational Methodology and Tool**s.

The InTeaM4IEd Consortium aims to contribute to creating an innovative and inclusive methodology for teachers in hospitality schools, facilitated by the InTeaM4IEd application, consisting of two profiles – the trainees and trainers. The trainer's profile includes:

- New pedagogical methods allowing teachers to interact in classes inclusively with learners with disabilities, especially those with ASD, creating a meaningful learning environment;
- Innovative approaches that are best suited for teachers in hospitality schools dealing with the learning of students with ADS, to solve a behaviour problem with a cooperative-learning activity;
- Recommendations for teachers, trainers, and educators who train students (with or without ASD) on how to act in certain everyday life situations in their future professional context in the hospitality sector, by analysing contexts based on likely situations that could occur in the sector.

These scenarios, events that can happen in anyone's day-to-day life, aim to make an overview of a certain situation and clarify which key actors are involved in each case, as well as the area of competencies addressed, the general challenges for students, the specific challenges for ASD students and recommendations for teachers, trainers, and educators. Therefore, these real-life scenarios can be used not only by students (with or without ASD) but also by their teachers, trainers or even employers. They aim to be an important resource for people in the hospitality industry so that

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they can have some theoretical and practical guidance on how to act in certain situations in their profession.

- The teachers/trainers will have access to the Management Platform in order for them to upload materials on the application for learners, thus allowing the creation of one chatbot per trainer. Teachers and trainers can view information about the learners' interaction with the chatbot, either per chat session (i.e. analytics of each chat session), or overall, as chat analytics. This functionality allows them to understand their trainees' gaps and needs in skills as well as to receive pedagogical recommendations (e.g. which method is most suitable for their students). More information in the section 'The Management Platform'.
- Teachers/trainers will be able to accept live chat requests and chat live with their learners to provide them with instant support.

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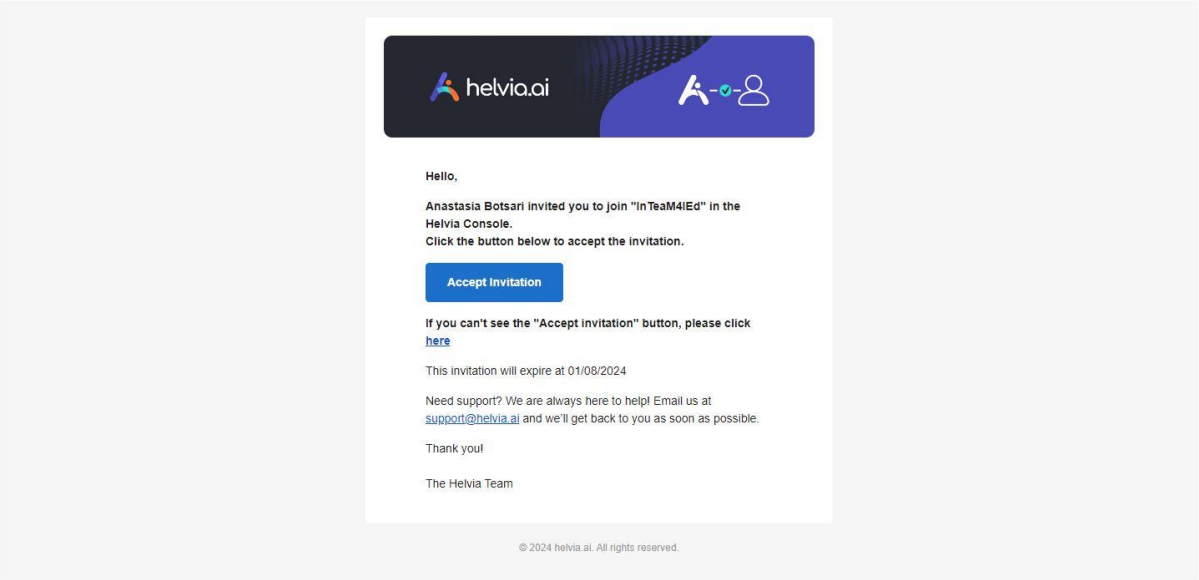
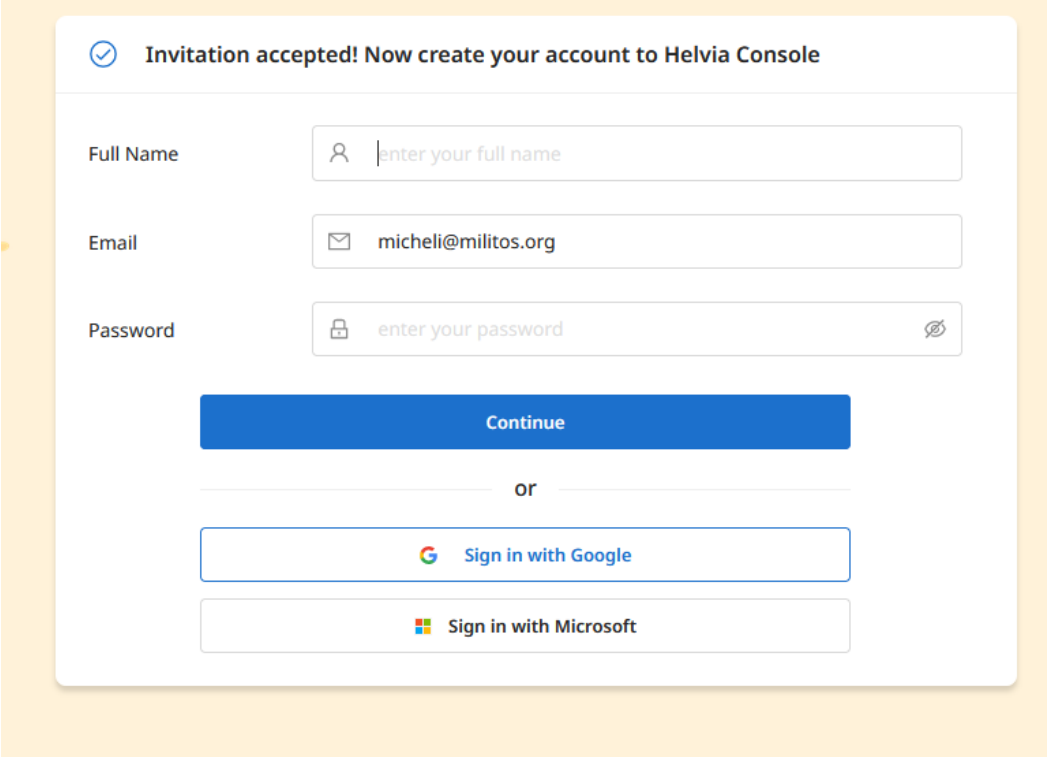
How to access the InTeaM4IEd App

Registration

After you provide the email address you want to use and the correspondent profile (trainer or trainee), you will receive an invitation:



By clicking on "*accept invitation*", you will be able to create an account by filling in your full name and a password:



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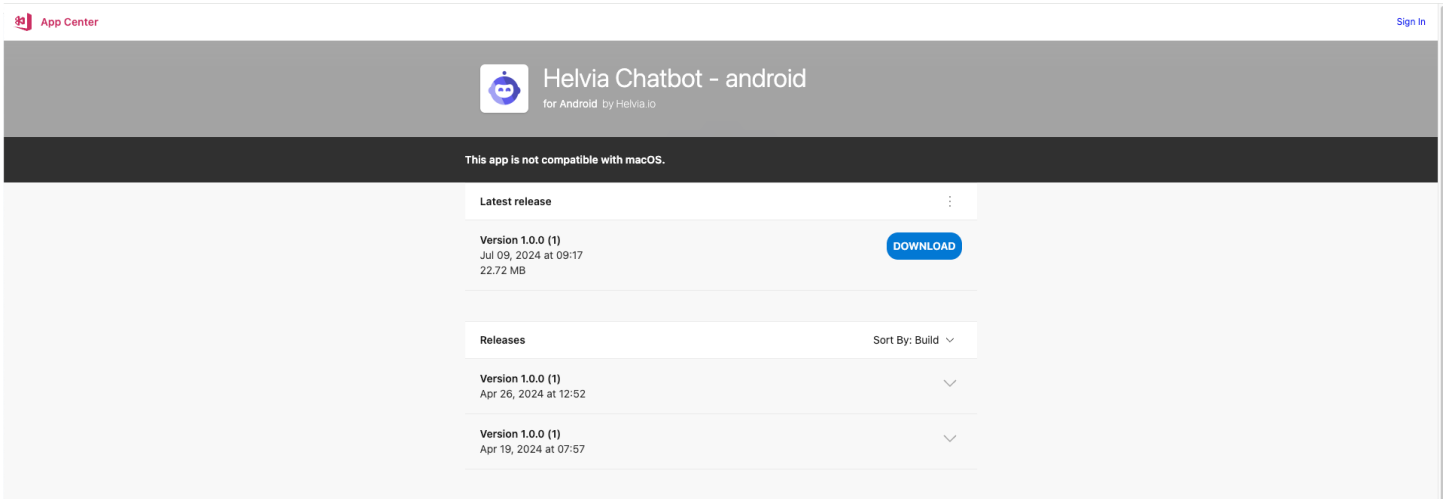
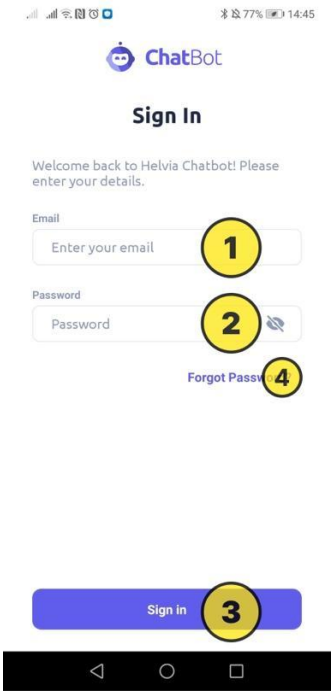
Download the app

After the previous steps, please take your mobile phone and click on the following link to download the app:
https://install.appcenter.ms/orgs/helvia.io/apps/helvia-chatbot-android/distribution_groups/public



Sign In



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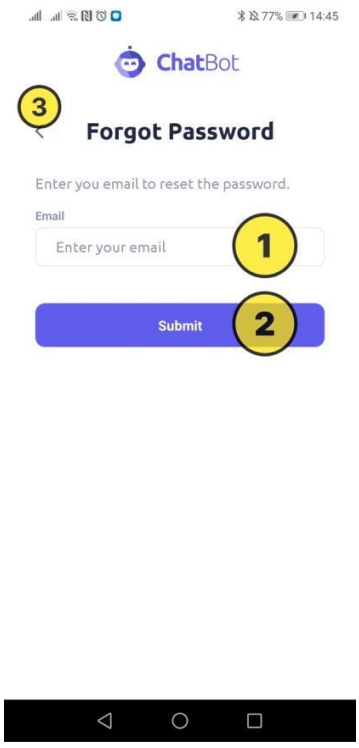
Forgot Password



Select Profile

There are 12 different profiles you can select from:

- ✓ **EN_Trainee**: trainee profile in English language
- ✓ **EN_Trainer**: trainer profile in English language
- ✓ **IT_Trainer**: trainer profile in Italian language
- ✓ **IT_Trainee**: trainee profile in Italian language
- ✓ **ES_Trainee**: trainee profile in Spanish language
- ✓ **ES_Trainer**: trainer profile in Spanish language
- ✓ **PT_Trainee**: trainee profile in Portuguese language
- ✓ **PT_Trainer**: trainer profile in Portuguese language
- ✓ **NL_Trainee**: trainee profile in Dutch language
- ✓ **NL_Trainer**: trainer profile in Dutch language
- ✓ **EL_Trainee**: trainee profile in Greek language
- ✓ **EL_Trainer**: trainer profile in Greek language

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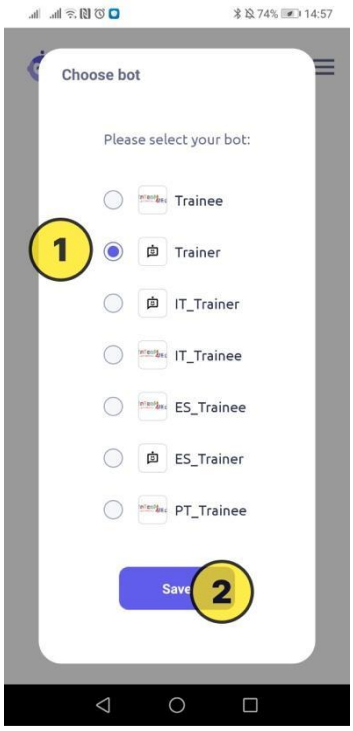
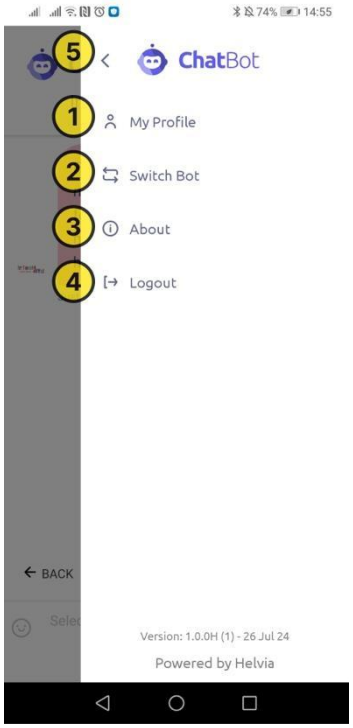


Menu



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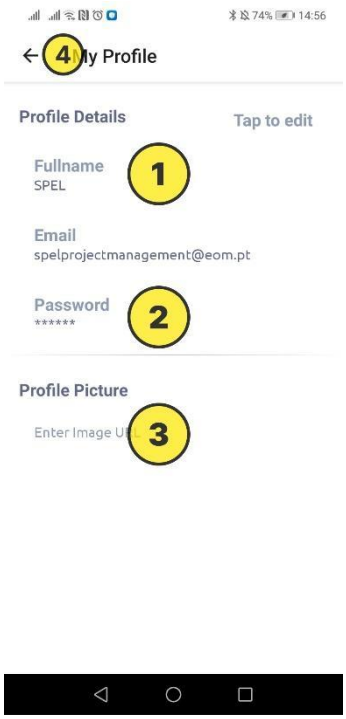
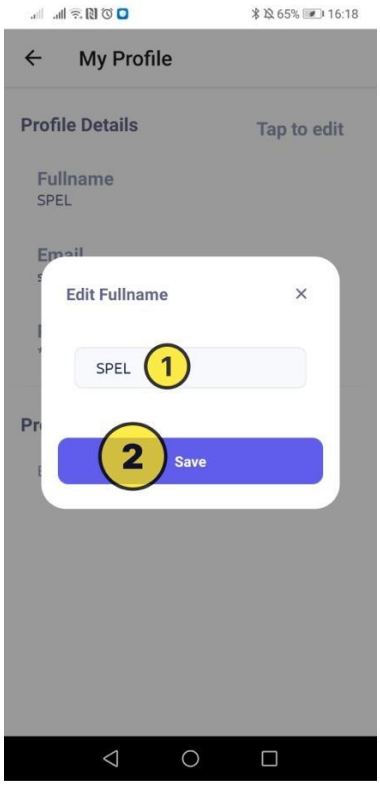
Profile



Edit Profile



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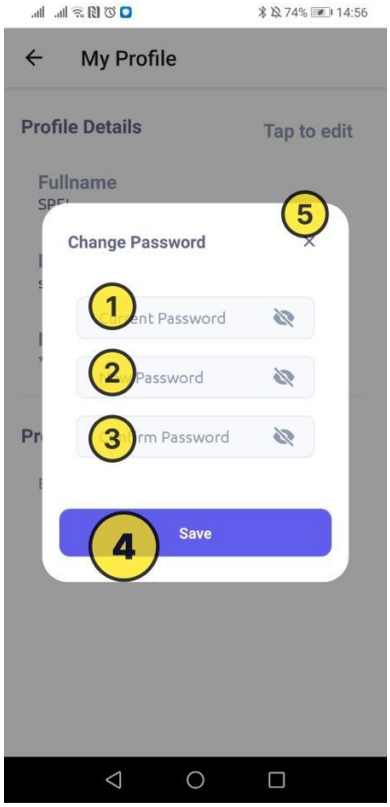

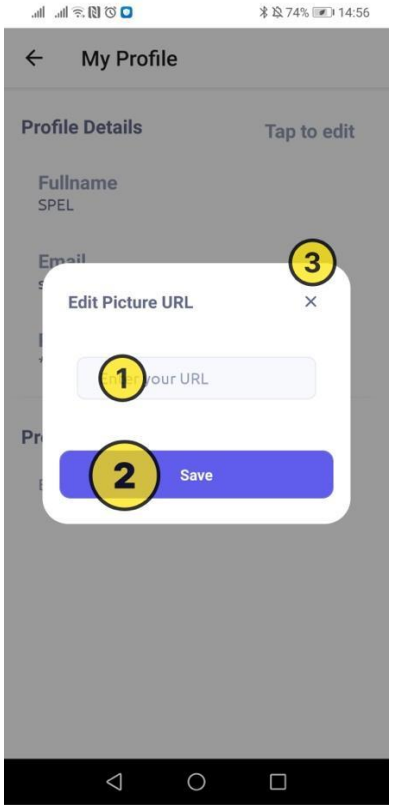

Load Message

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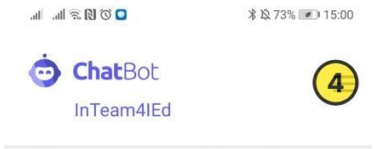

Options available for trainers

Trainers will have 6 options to navigate through:

1. **Essential competencies**,
2. **Methods & Tools**,
3. **Additional resources for trainers**,
4. **Autism levels,**
5. **Skills Development**
6. **Project information**.

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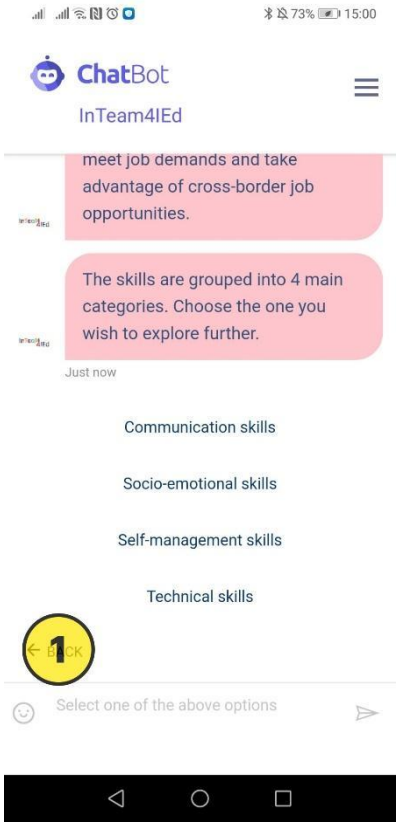

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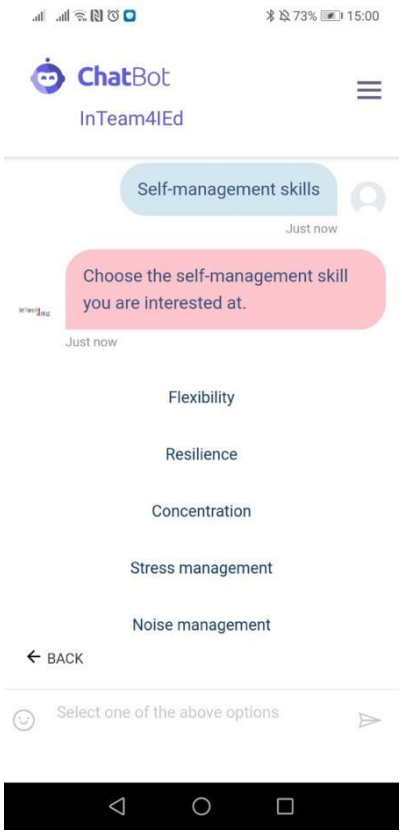

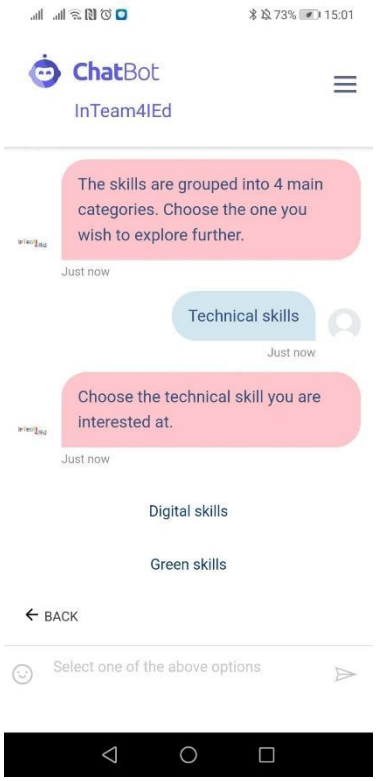

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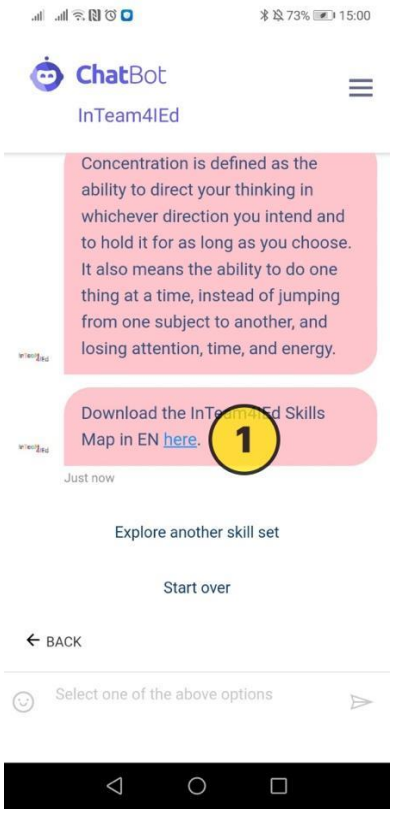
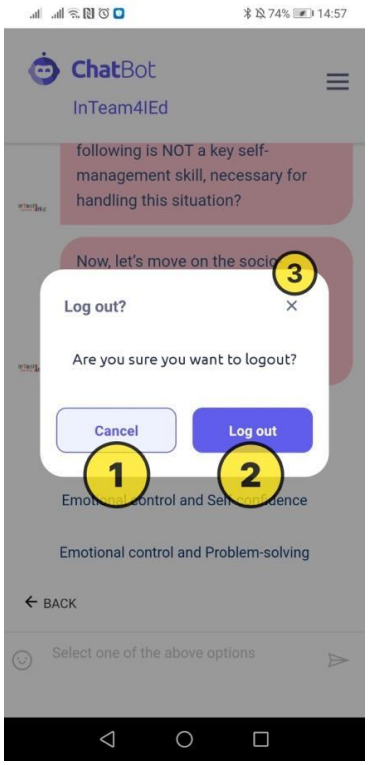


Log out



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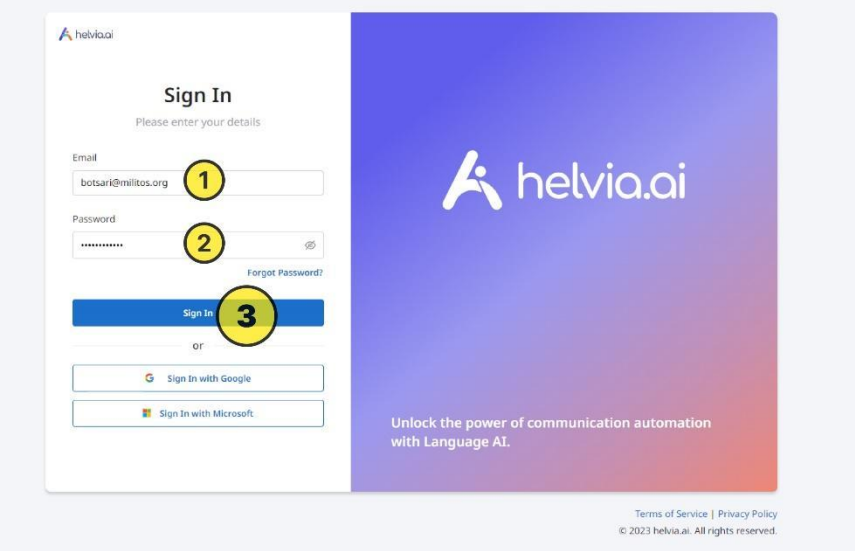
The Management Platform

The online management platform will only be available for teachers and trainers in order for them to upload materials for learners, thus allowing the creation of one chatbot per trainer. This chatbot will be in the respective language of the users and the instructor and all his/her trainees will be connected to it as users. Thus, the instructor will see information and analytics for his/her learners and the live chat will be directly between them. The online management platform enables you to access your virtual classroom where you can check the Analytics on trainees' history (e.g. challenges the trainees face) and the Trainers' profiles with customised recommendations.

Sign In



1. enter the email address you used for your registration (InTeaM4IEd app)
2. enter the password you use to registrate (InTeaM4IEd app)
3. click on sign in

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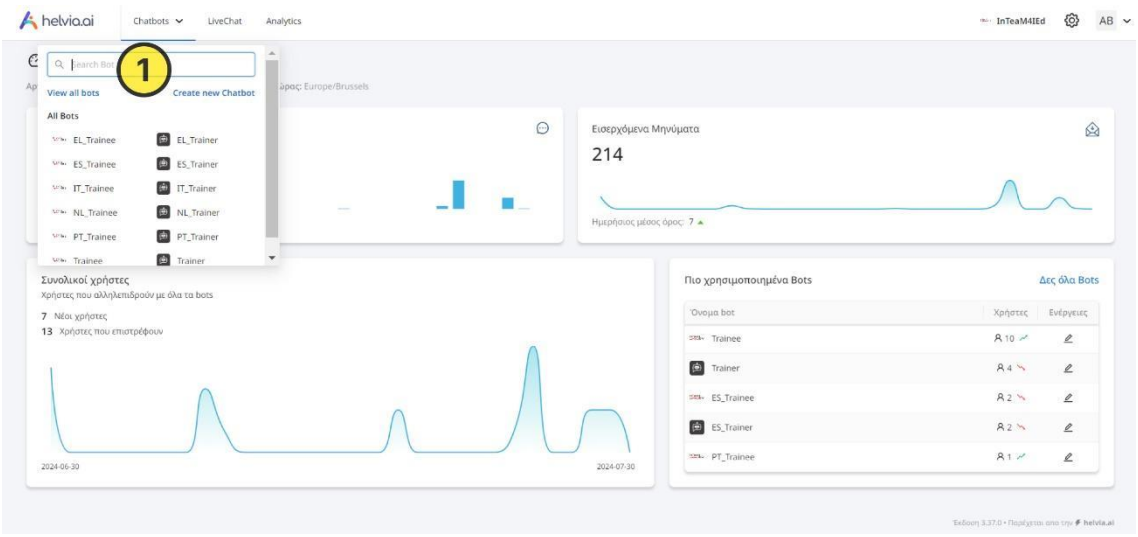
Dashboard view



1 on the **Chatbots** menu, you can search or select the chatbot you want to see

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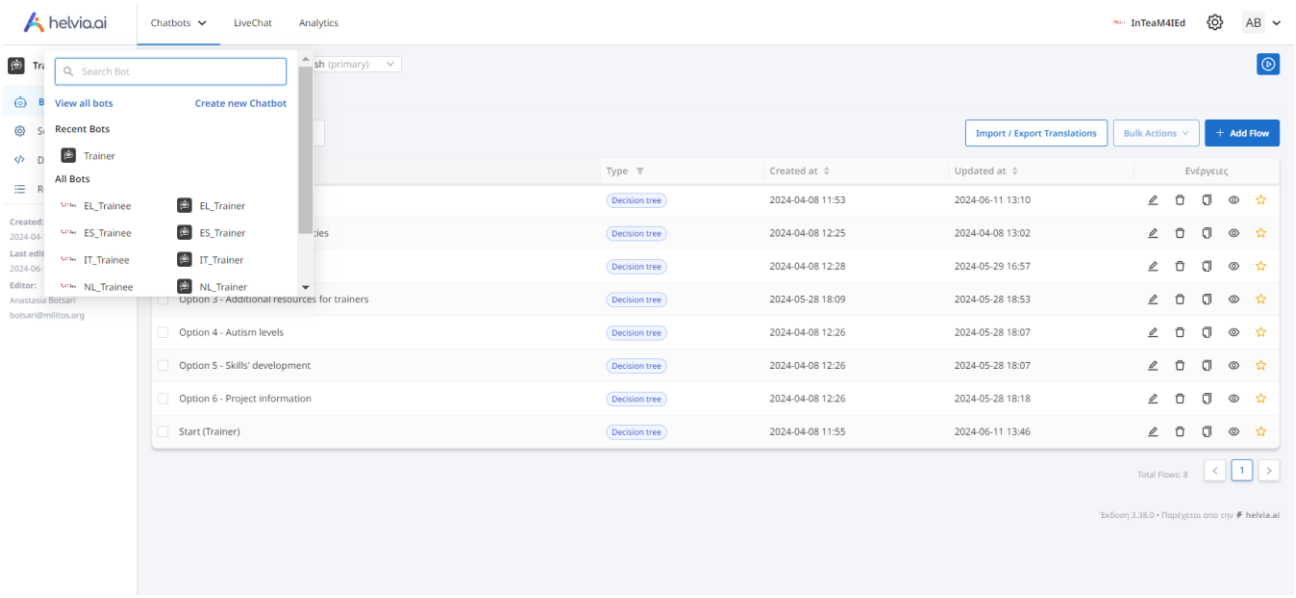
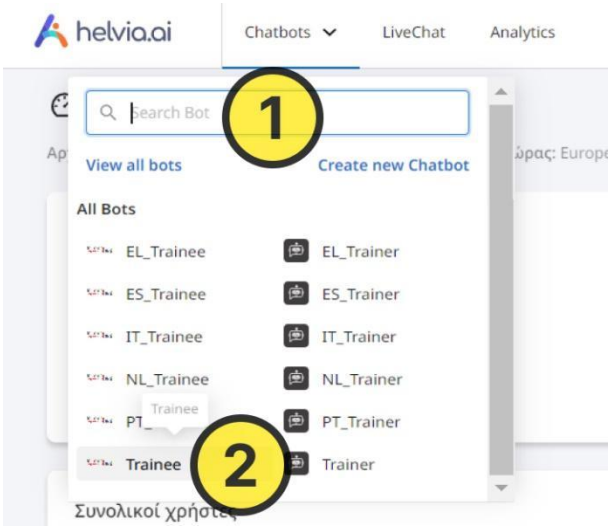
Chatbots Menu





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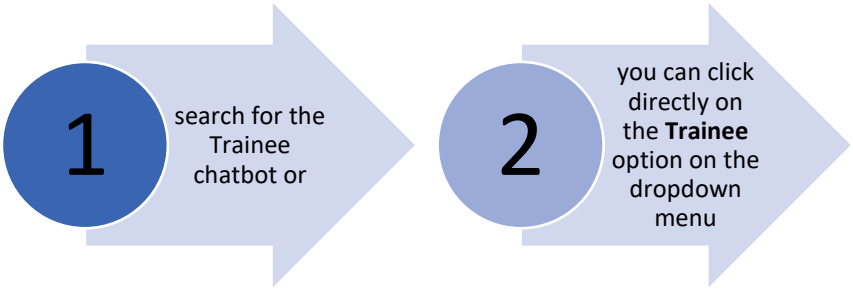
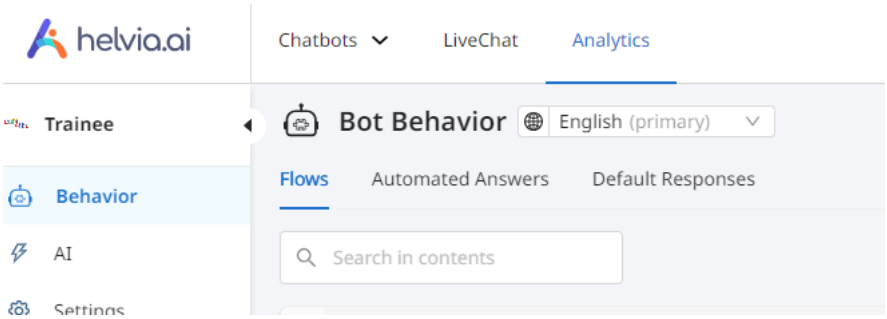
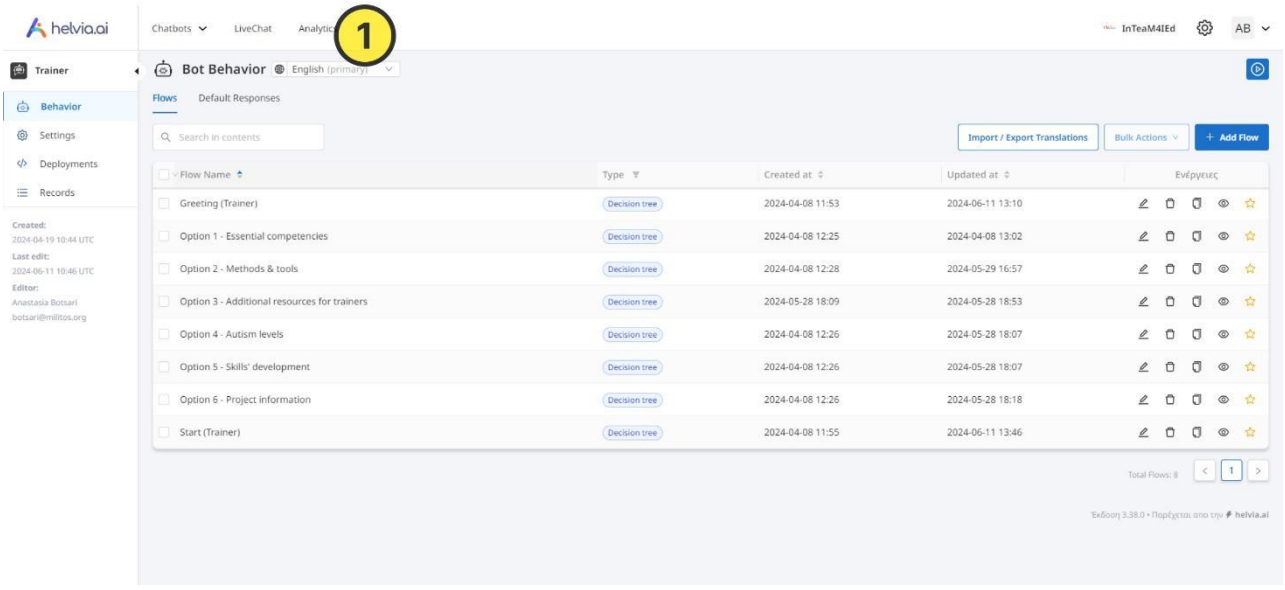


Trainee Chatbot info





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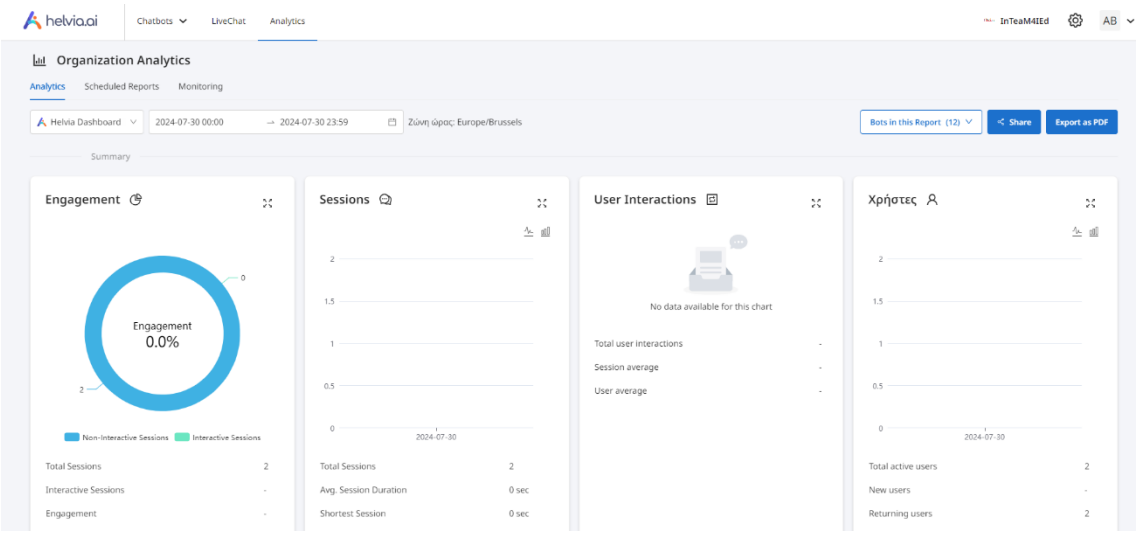
1 on the trainee chabot information board, pealse select Analytics

Trainee Analytics



Reference Image: your view might be different than the one presented above, depending on your students' chatbot activities selection.

In this **Analytics** board you will be able to check all the information from your trainees chatbots sessions

LiveChat

This is the menu where you can set the LiveChat options for your trainees to contact you.

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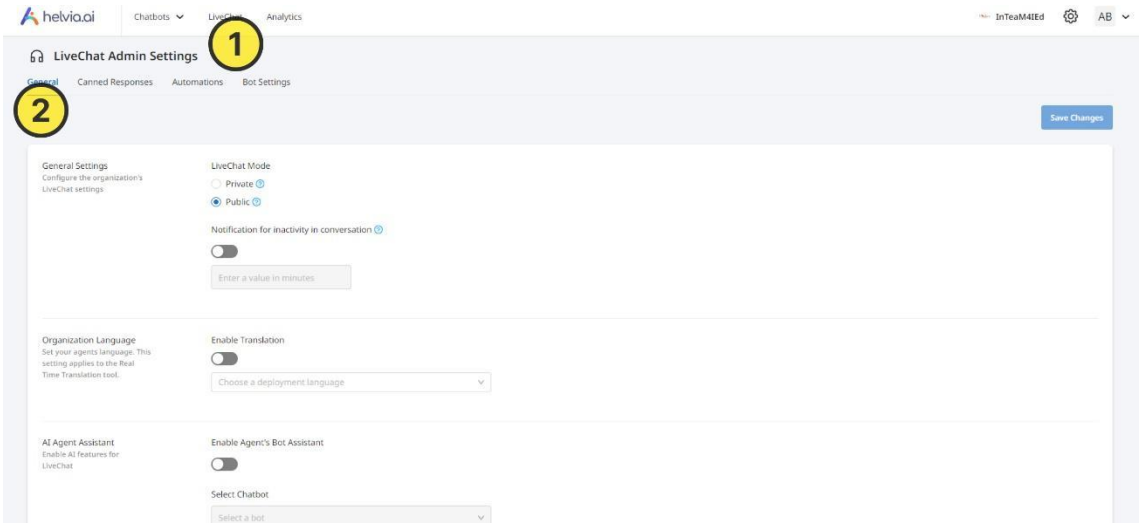
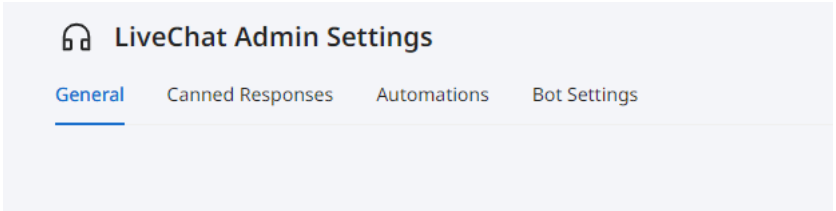


1 in the top menu, select **LiveChat**



1 In the LiveChat Admin Settings, select the **General** option

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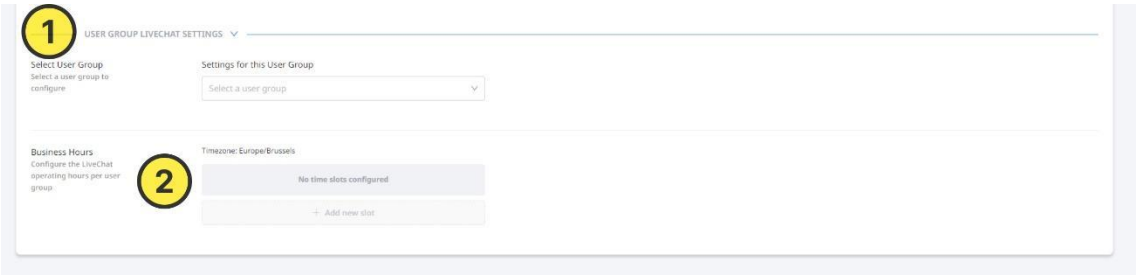
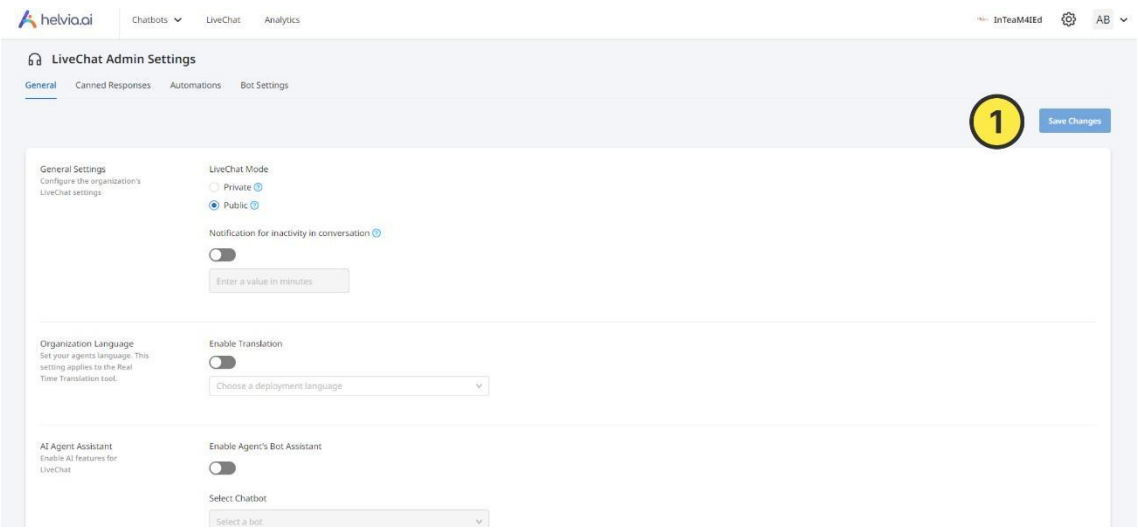


1 if you scroll down the General page of the LiveChat Admin Settings, one of the options you will find is the USER GROUP LIVECHAT SETTINGS.

2 There, you can edit the operating hours for your LiveChat(s).



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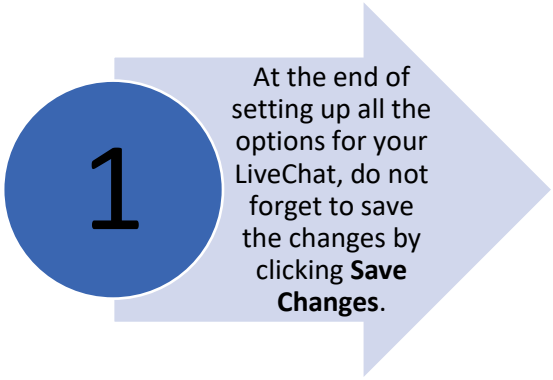

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Trainees' Guidelines

Introduction to the trainees' profile

These operational guidelines for trainees were designed to help in the use of the AI-based educational application, the **InTeaM4IEd App**, which integrates both PR1 and PR2 results, i.e. the **InTeaM4IEd skills and competencies Model** and the **Flexible and Hybrid Educational Methodology and Tools**.

The introduction of this cutting-edge technology, an innovative and integrated AI-driven chatbot tailored to ASD students' needs will enable skills development and enhance motivation to learn. With this assistive technology, the project will empower students with disabilities to actively participate in the educational process.

The InTeaM4IEd App aims to be an important resource for people in the hospitality industry so that they can have some theoretical and practical guidance on how to act in certain situations in their profession. Specifically, it addresses:

- The need of students (with or without ASD) to acquire/develop specific sector skills in line with labour market requirements, useful for their future profession in the hospitality sector;
- The need of students (with and without ASD) to cope with real-life scenarios, namely events that can happen in anyone's day-to-day life. The bot aims to make an overview of certain situations and clarify which key actors are involved in each scenario, the competencies needed per scenario, and the general challenges for students (with or without ASD). The potential of integrating students with ASD in vocational education and training programmes as facilitated by specific training/learning tools, hence promoting education and training as a tool for social inclusion and equal opportunities.

The trainees will access the chatbot through a mobile application that they will download on their mobile phone. In the mobile app, they will log in and immediately

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start interacting with the chatbot by asking questions, getting answers, and following steps where needed with the help of buttons.

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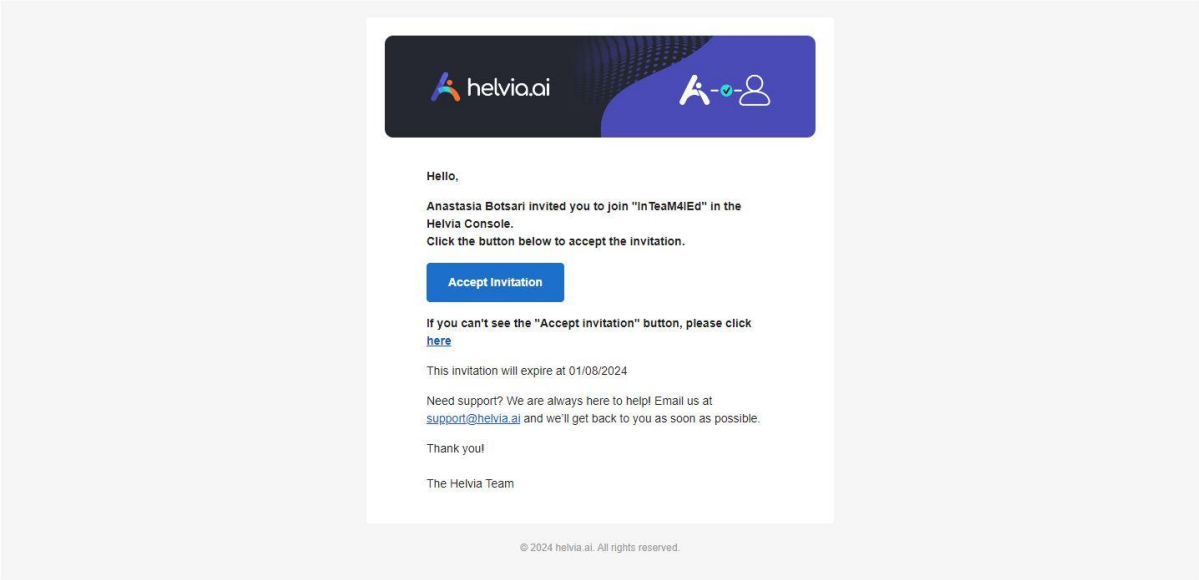
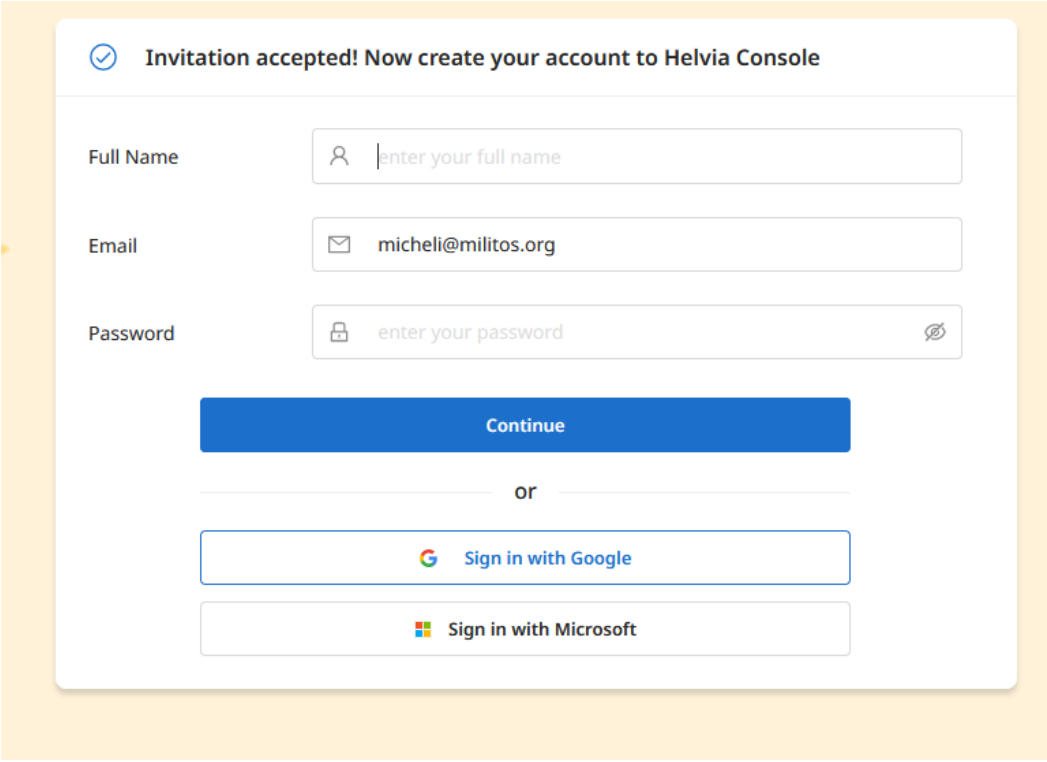
How to access the InTeaM4IEd App

Registration

After you provide the email address you want to use and the correspondent profile (trainer or trainee), you will receive an invitation:



By clicking on "*accept invitation*", you will be able to create an account by filling in your full name and a password:



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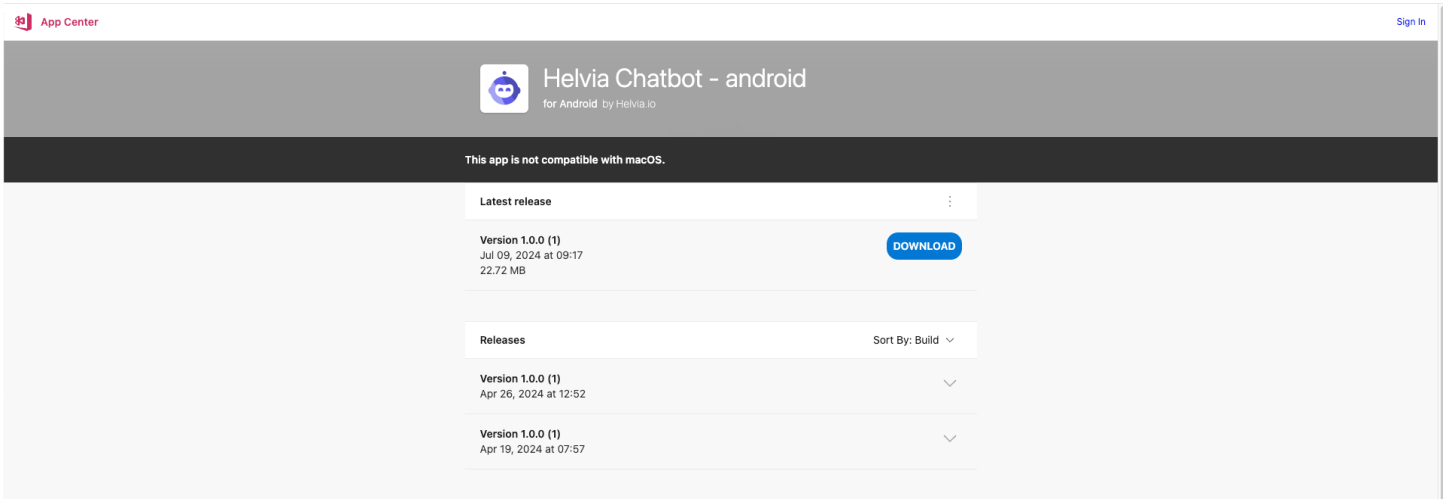
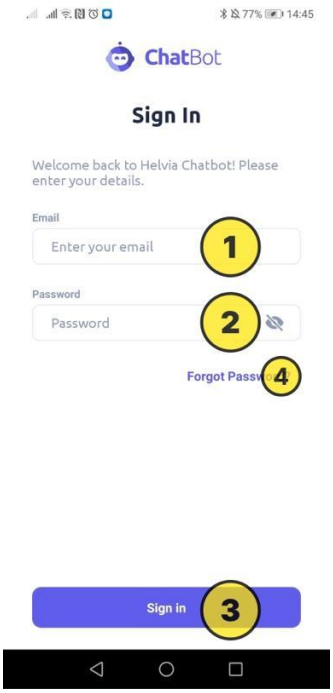
Download the app

After the previous steps, please take your mobile phone and click on the following link to download the app:
https://install.appcenter.ms/orgs/helvia.io/apps/helvia-chatbot-android/distribution_groups/public



Sign In



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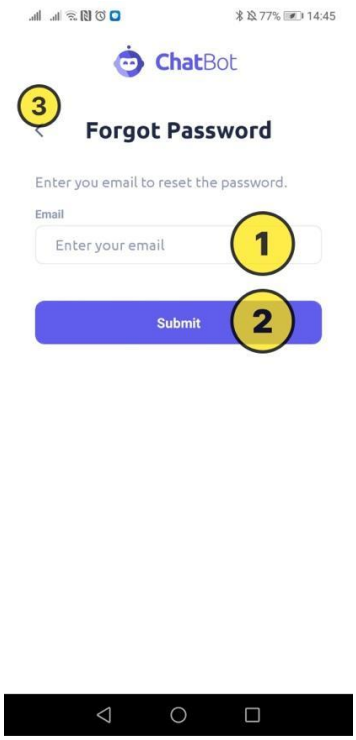
Forgot Password



Select Profile

There are 12 different profiles you can select from:

- ✓ **EN_Trainee**: trainee profile in English language
- ✓ **EN_Trainer**: trainer profile in English language
- ✓ **IT_Trainer**: trainer profile in Italian language
- ✓ **IT_Trainee**: trainee profile in Italian language
- ✓ **ES_Trainee**: trainee profile in Spanish language
- ✓ **ES_Trainer**: trainer profile in Spanish language
- ✓ **PT_Trainee**: trainee profile in Portuguese language
- ✓ **PT_Trainer**: trainer profile in Portuguese language
- ✓ **NL_Trainee**: trainee profile in Dutch language
- ✓ **NL_Trainer**: trainer profile in Dutch language
- ✓ **EL_Trainee**: trainee profile in Greek language
- ✓ **EL_Trainer**: trainer profile in Greek language

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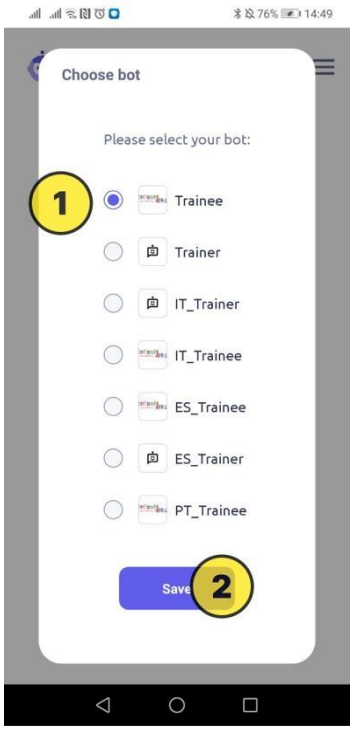
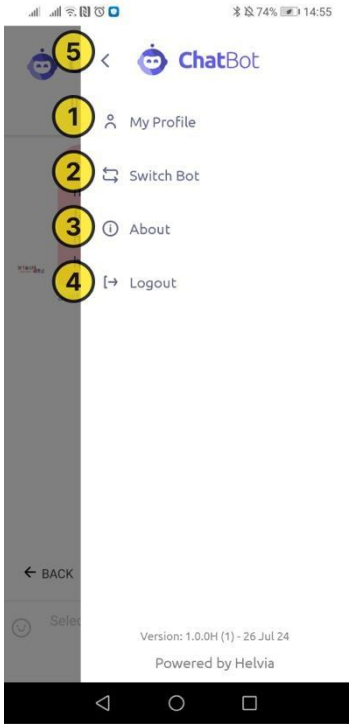


Menu



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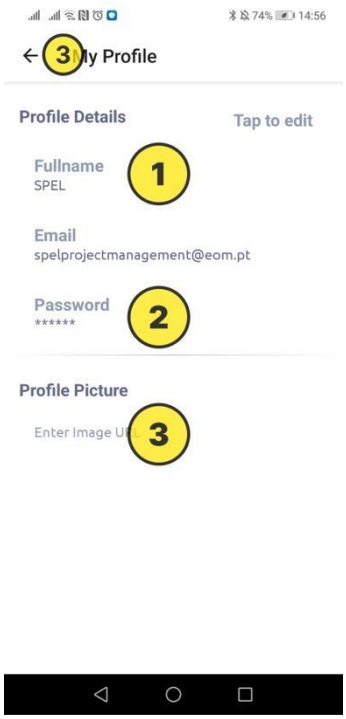
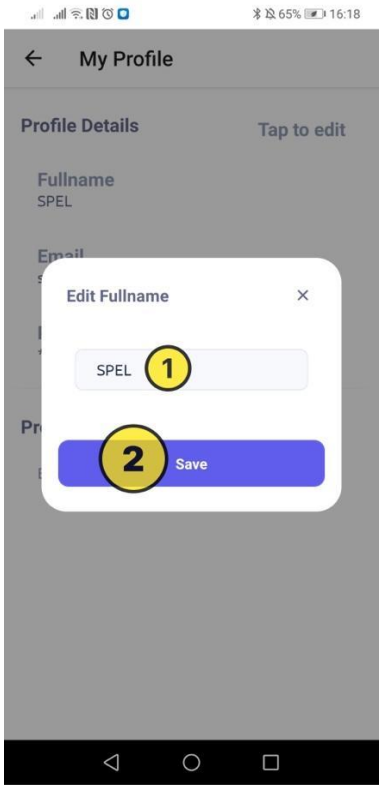
Profile



Edit Profile



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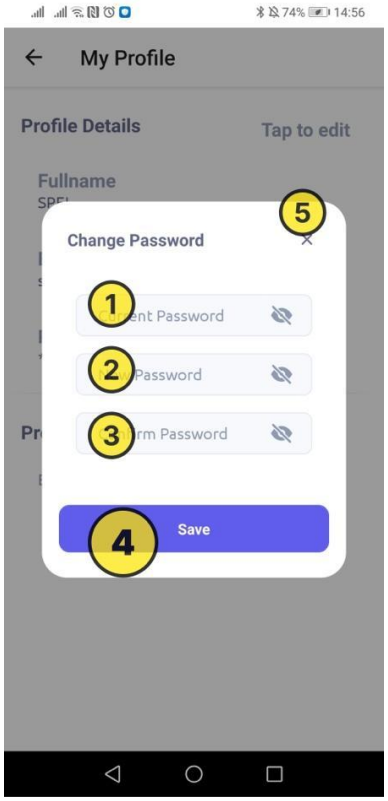

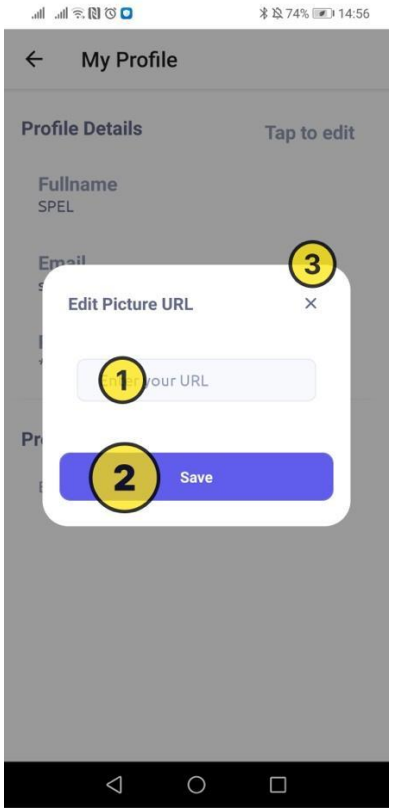

Load Message

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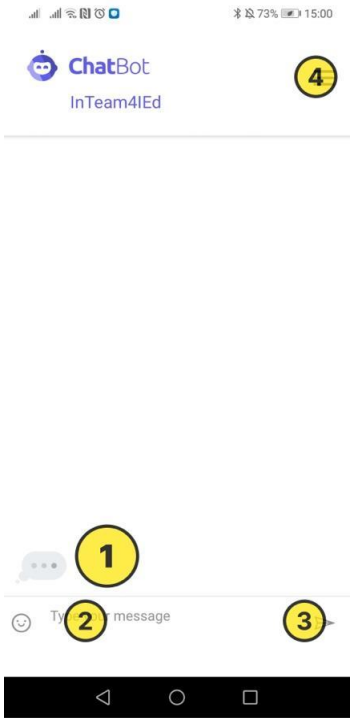
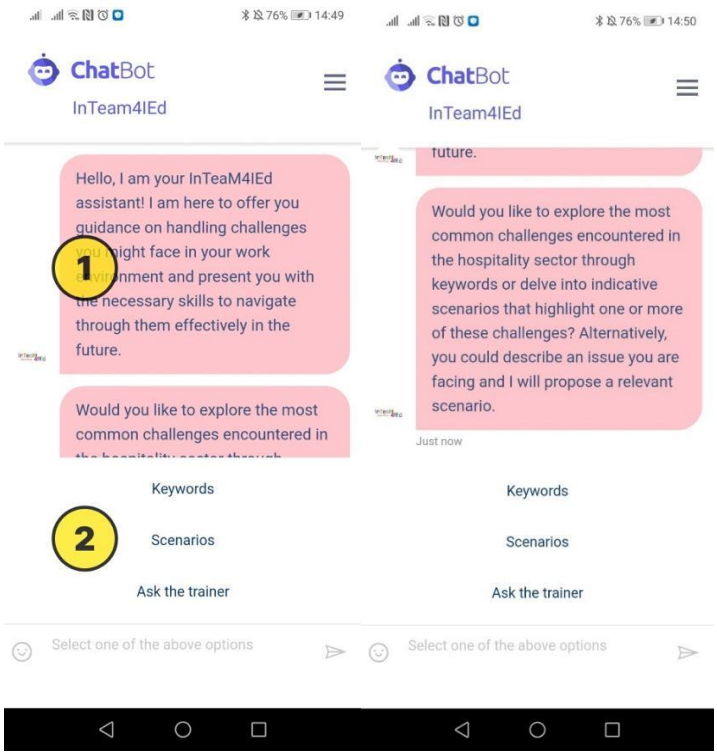


Options available for trainees

Trainees will have 3 options to navigate through: **Keywords**, **Scenarios** and **Ask the Trainer**.



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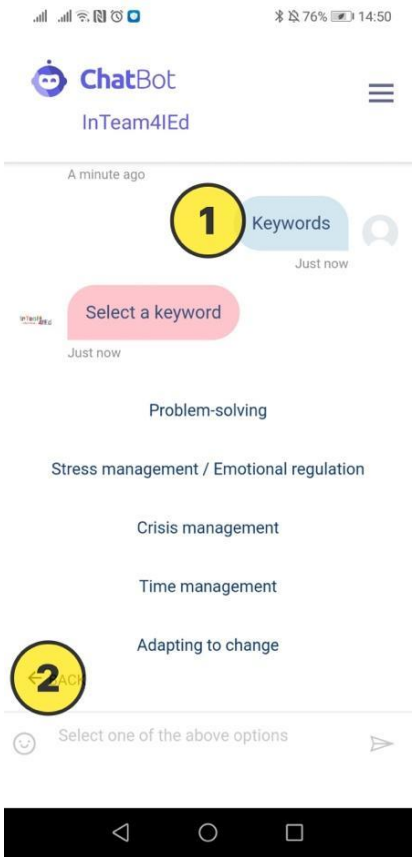

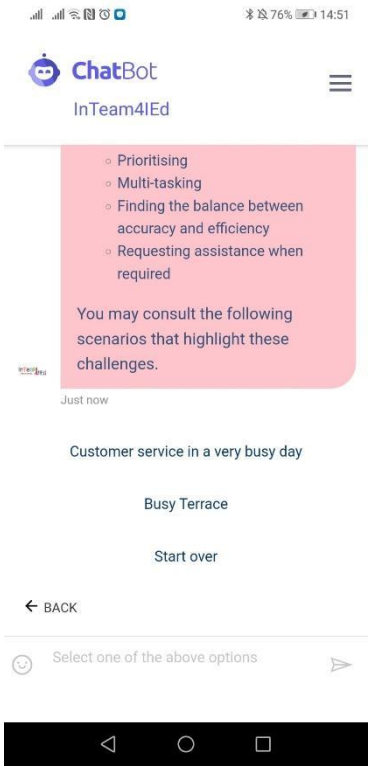

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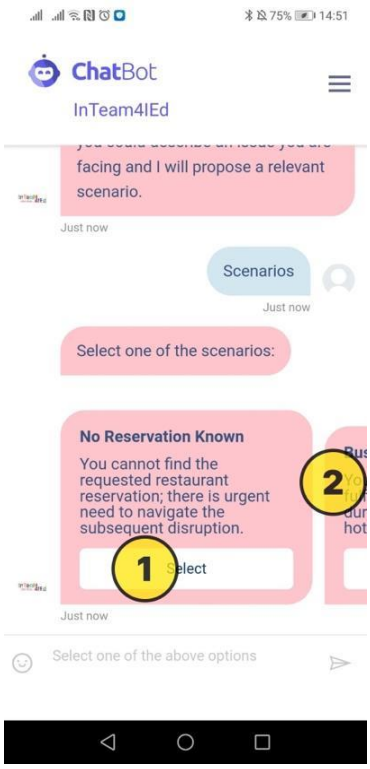
Scenarios

We propose seven real-life scenarios, as an important resource to underline some possible obstacles or challenges which can come up during the daily practice of hospitality workers/trainees so that they can have some theoretical and practical guidance on how to better manage certain situations that may arise in their profession.

1. The safe code does not work
2. No reservation known
3. Change in the classroom arrangement
4. Busy terrace
5. A noisy group of teenagers in the hotel lobby
6. A work accident in the kitchen
7. Customer service on a very busy day



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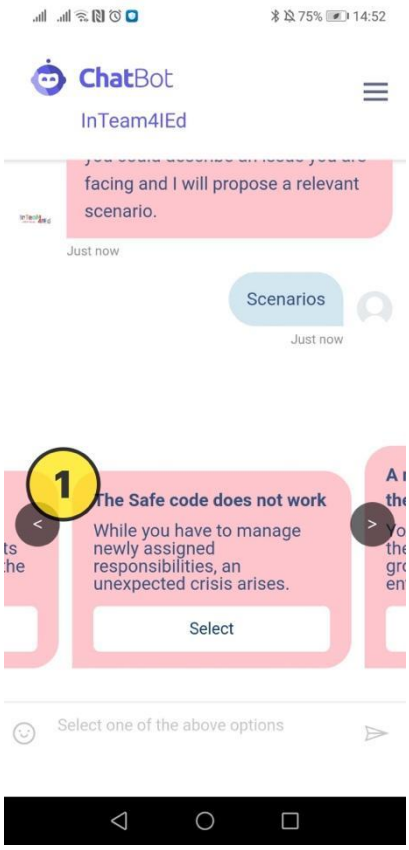

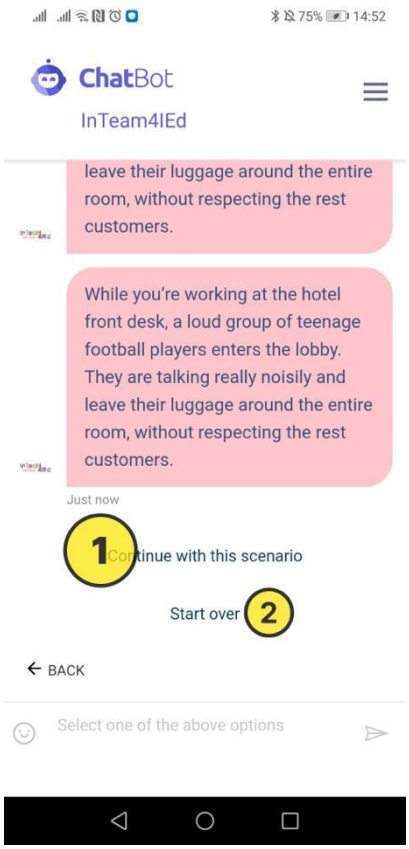

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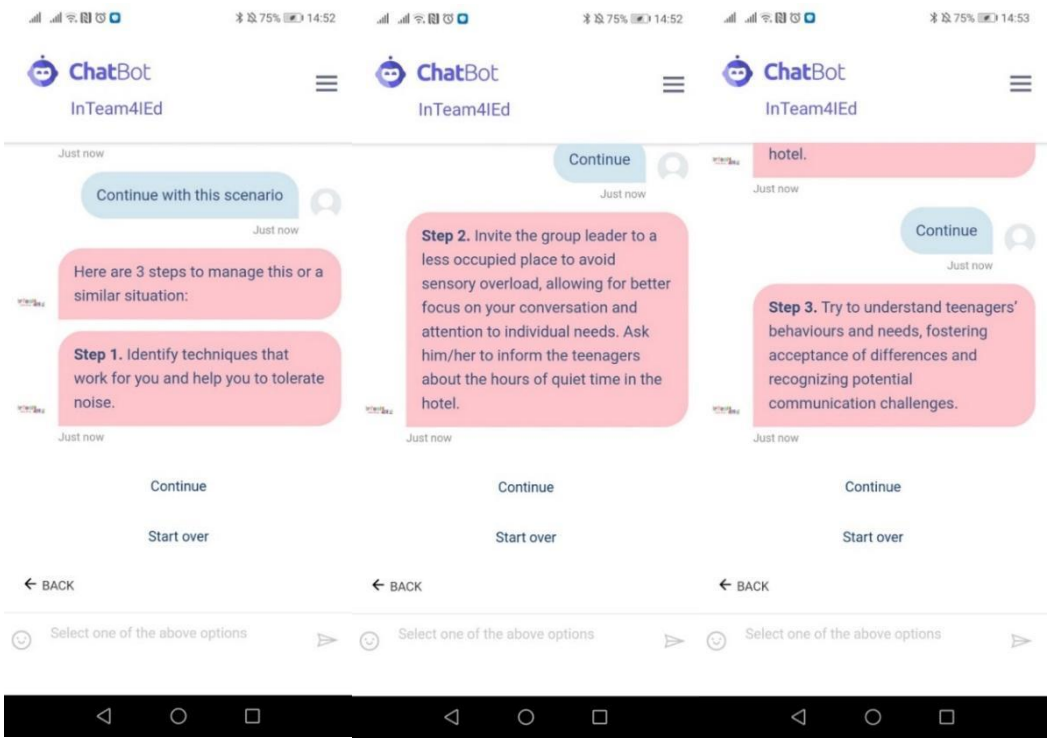
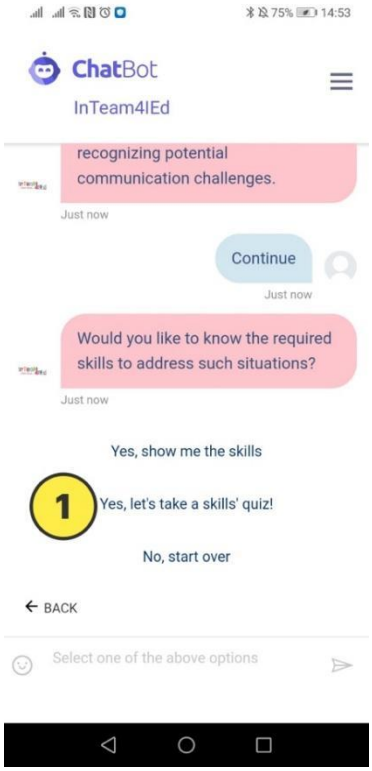


Quiz

If you would like to understand the skills required to meet the challenges presented in the scenarios, you can take the quiz that will be presented to you at the end of each scenario.



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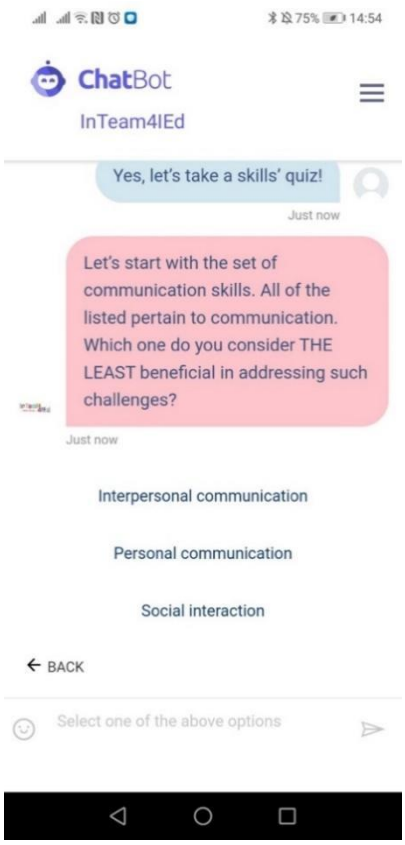

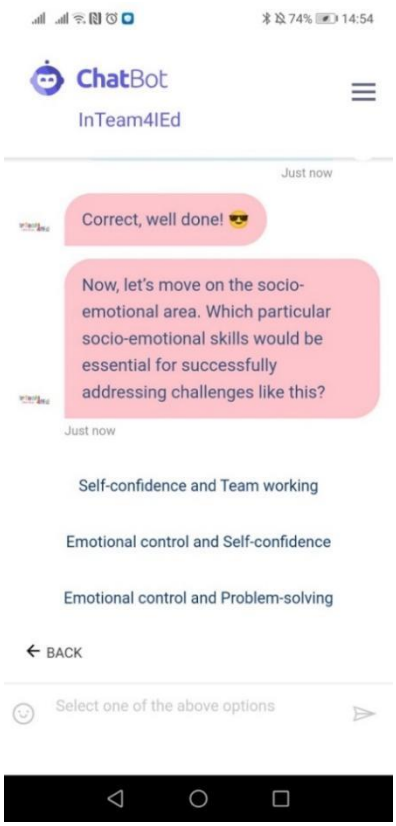

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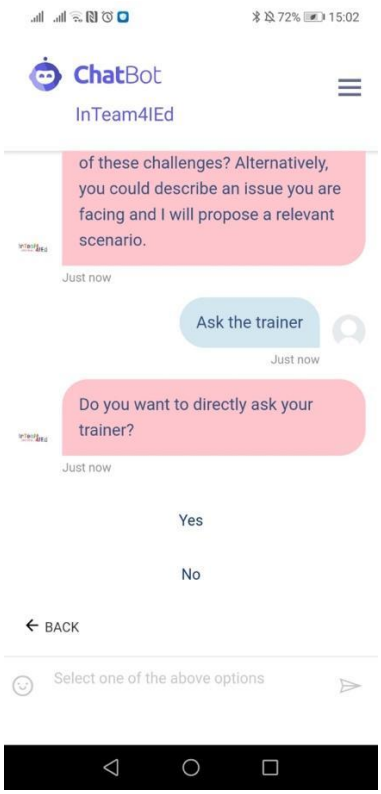
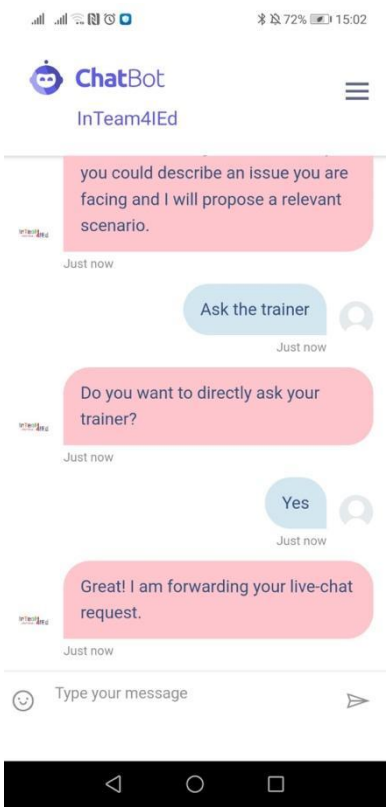
Ask trainer





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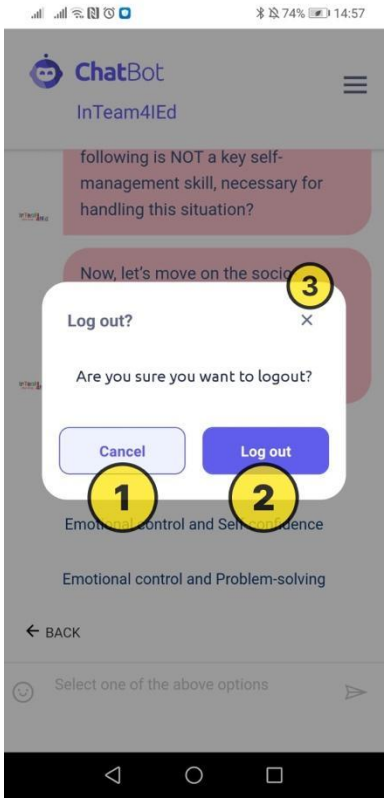
Log out



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