



HELP – Univerzitet u Novom Sadu

ONE STOP SHOP

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What is One Stop Shop?



- In Great Britain term OSS means the office through which people can get in touch with local authorities.
- The idea is that all services provided to citizens are achieved through a single point of contact.



OSS on the University

- This concept implies that on the university exist a unique point of contact for companies seeking to collaborate with institutions of higher education.
- Forms of cooperation:
 - Training delivering
 - Research
 - The other specialized services



Training needs analysis

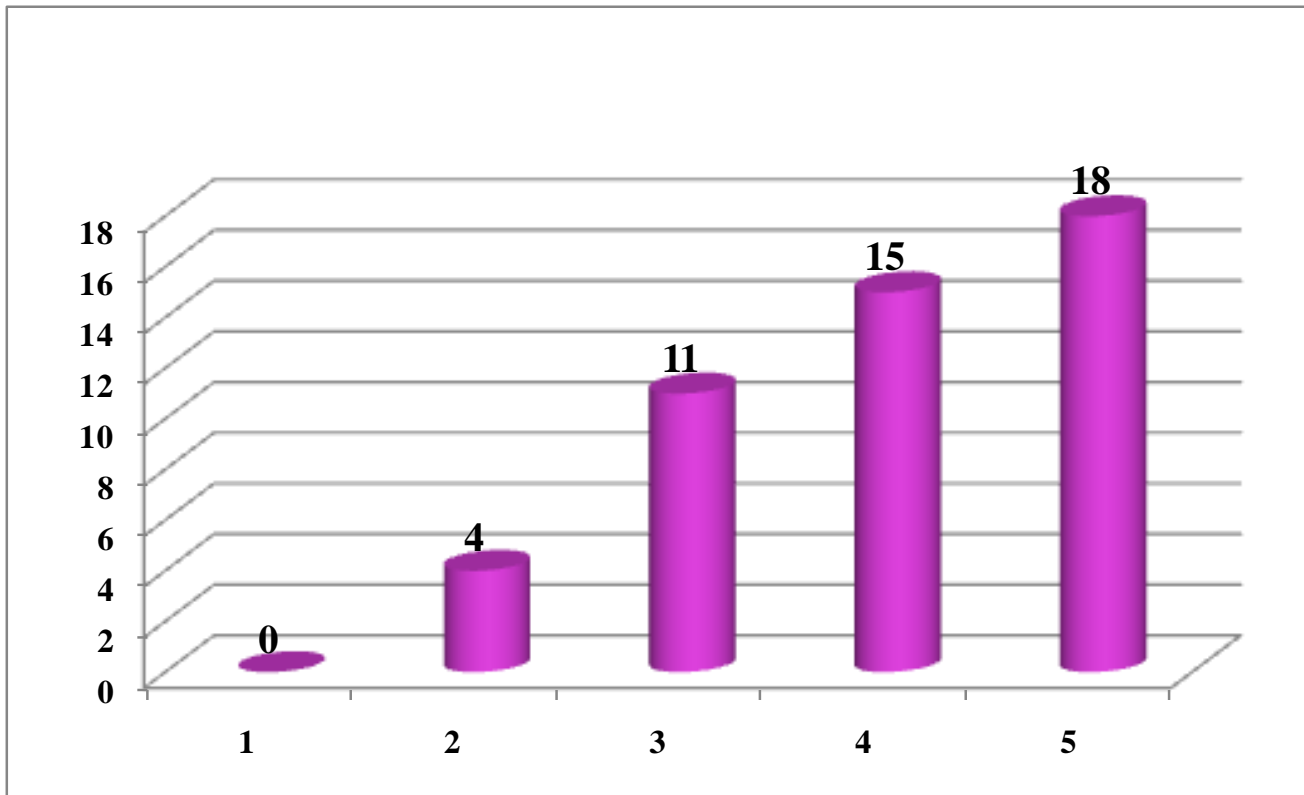
- Surveyed companies have confirmed their interest in developing partnerships with universities and colleges
- Connections between universities and enterprises require the improvement of information and communication channels to work well





Training needs analysis

- Can the university OSS satisfy your business needs for training?





Conclusions of the analysis

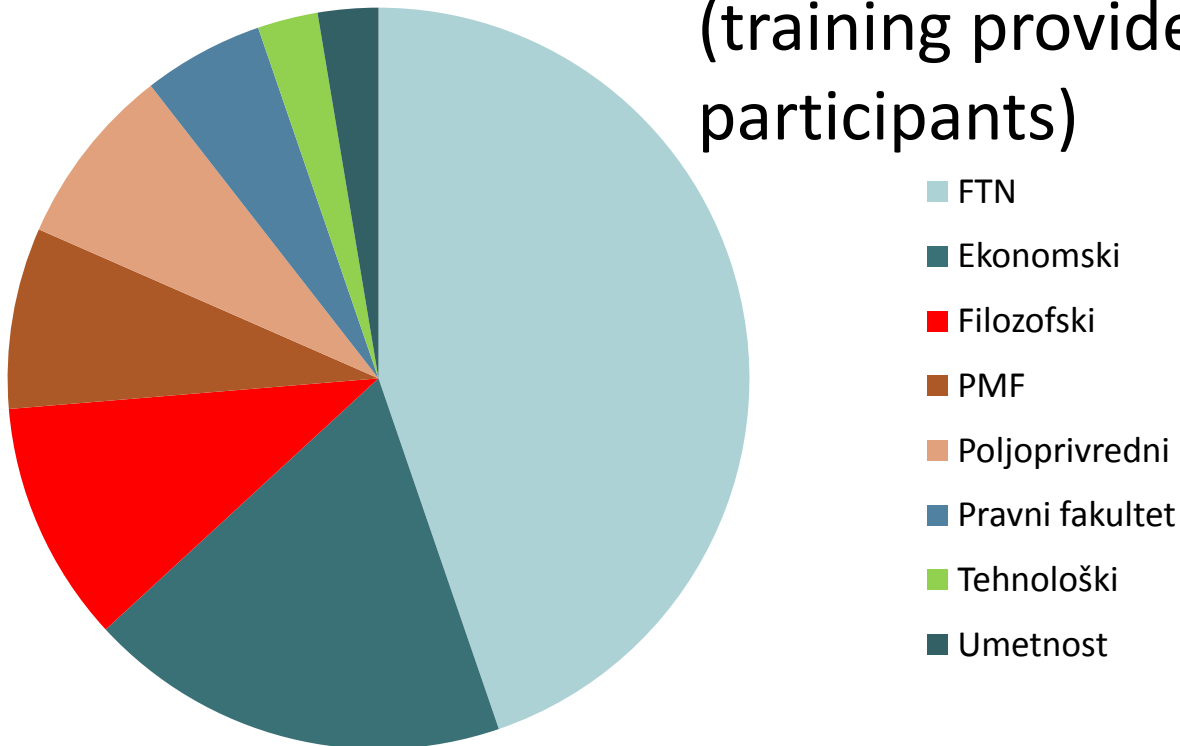
- Enterprises need trainings!
- **Area** of trainig are:
 - Organizational
 - Soft skills
 - Analytical skills
- Most of the companies:
 - are **ready to invest** in training if they will increae efficiency and profitability.
 - Beieve that the **One Stop Shop was helpful** in connecting with universities



Example training "How to prepare for professional life"

- Interesting?

Registered over 45 students
(training provided for 25 participants)





The experience of the University of Timisoara

- Established the Lifelong Learning Center
- Have developed their own interest and training to deliver
- In the case of specific request basis professors from different faculties are hired to develop and deliver training

Trainings developed by Romanian team

Written by Vladimir Nikić

Wednesday, 06 April 2011 23:10

- BUSINESS COMMUNICATION AND NEGOCIATION
 - FINANCING SOURCES FOR SMEs
 - GROUP DYNAMICS AND TEAM BUILDING
 - DEVELOPING EMPLOYEES FOR INCREASING BUSINESS COMPETITIVENESS
 - UNDERSTANDING THE NEEDS OF THE CONSUMERS. ENSURING THE QUALITY
 - MARKET STUDIES AND SEGMENTATION
 - STRATEGIC PRINCIPLEs FOR DEVELOPING SMEs AND REDUCING THE RISKS
 - METHODS FOR INCREASING ADMINISTRATIVE ACT TRANSPARENCY
 - TECHNOLOGIES FOR PRODUCING GREEN ENERGY
- tempus-help.uns.ac.rs/treninzi



Experience of Food Faculty, University of Osijek

- Specialised trainings for food industry
- Beside offer of developed trainings, also develop by specific request basis
- Trainings are delivered on the Faculty, or in the company

Trainings developed in Croatia 🇺🇦

Written by Daniela

Monday, 11 April 2011 07:21

Within the HELP project Faculty of Food Technology (PTFOS) has developed 4 trainings:

- INDUSTRIAL DRYING
- SENSORY ANALYSIS IN FOOD INDUSTRY
- QUALITY OF FRUITS AND VEGETABLES, STORAGE, PREPARATION FOR DISTRIBUTION AND SALE
- HEALTH FROM THE PLATE



One Stop Shop at UNS

- Organizing training for companies and students
- The task of OSS is not only the organization and delivering their own training, but also promoting other training developed at the University, and logistics in organizing training, as well.
- Opportunity for professional improvement to persons without completed undergraduate studies (on which the doors of universities so far been closed)



One Stop Shop at UNS

- Developed trainings:
 - Developed in the OSS (UNESCO chair)
 - Trainings dedicated to business improvement
- Place of keeping
 - At the University
 - In companies
- Partnerships with organizations involved in organizing training

UNIVERSITET U NOVOM SADU
UNESCO katedra za
studije preduzetništva

O katedri	Treninzi
Studije	KAKO DA SE PRIPIREMIM ZA POSLOVNI ŽIVOT? Želite li da pronađete način da upravljate svojim životim? Ovaj trening ina za cilj da Vas osposobi da razumete poslovni svet, da razumete sebe, i druge, kao i da naučite da kreativno razmišljate.
Projekti	KAKO DA KREIRAMO TRŽIŠTE ZA SVOJU INOVACIJU Da li Vam je potrebno da dobro razumete i definišete novinu svoje inovacije? Da li želite da drugačijim očima vidite svoje tržište? Ili želite da pronađete kućice za svoju inovaciju?
Treninzi	FORMULISANJE STRATEGIJE ZA INOVATIVNO POSLOVANJE Da li Vam je potrebno da dobro razumete i definišete strategiju ulaska na tržište za svoju inovaciju? Da li želite da naučite da strateški razmišljate? Ili želite da pronađete način da idete „ispod radara“ konkurencije?
Skupovi	KAKO DA USAVRŠIM SVOJE KOMUNIKACIONE / PRODAJNE / PREZENTACIONE SPOSOBNOSTI? Da li želite da bolje komunicirate sa kupcima, poslovnim partnerima i/ili investitorima? Da li želite da držite efektivne prezentacije svoje inovacije? Ili želite da usavršite svoje prodajne veštine?
Istraživanja	
Predavanja	
Izdavaštvo	
Biblioteka	
Dokumenti	
Mreže	
Sponzori	
Partnari	
Linkovi	



One Stop Shop at UNS

- OSS founded as a **part of HELP** project
- At the beginning **online** One Stop Shop
- Offers all trainings developed in the frame of HELP project
- Getting started september 2011.





Cost of trainings?

Depend on:

- If it exist, or need to be developed by special request base
- Area
- Number of participants
- Training duration
- Place of training keeping





Thank you for your attention!



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