



**Questionnaire Youth Workers/Youth Organisations
Connected Learning
Project Number: 2018-3-UK01-KA205-059942**

This questionnaire is part of an ERASMUS funded project entitled 'Promoting Quality Digital Youth Work through the Creation/Mapping of Connected Learning Routes in Europe: An Innovative Way to Reach out to Marginalized Young People'. The purpose of this project is to offer new opportunities, open up new routes and ensure access and support for young people to learn anywhere they are in a creative way. The project will also provide an online platform/mobile app to accredit digital learning, both formal and non-formal, and provide a map of learning and opportunities. To support this project it is important to consider your opinion regarding digital learning as a provider of training to young people. This questionnaire will seek to ascertain your views. There are no right or wrong answers. All responses will be treated in confidence and no personal information will be identified. The information will be used to inform the next stage of the project. If you have any queries regarding this research or its conduct please feel free to contact either Dr Laura Bradley (email: lm.bradley@ulster.ac.uk) or Dr Sharon Loane (email: sp.loane@ulster.ac.uk) at Ulster University.

To help you answer the questions in this survey a number of definitions have been provided for clarification below:

Digital Skills/Digital Competencies/Digital Literacy

Definition - "Ability to use information and communication technology (ICT). Underpinned by basic skills in ICT: use of computers to retrieve, assess, store, produce, present and exchange information, and to communicate and participate in collaborative networks via the Internet." (Europass)

Formal Learning (FL)

Definition - "Learning that occurs in an organised and structured environment (such as in an education or training institution or on the job) and is explicitly designated as learning (in terms of objectives, time or resources). Formal learning is intentional from the learner's point of view. It typically leads to certification." (Europass – CEDEFOP)

Informal Learning (IF)

Definition - "Learning resulting from daily activities related to work, family or leisure. It is not organised or structured in terms of objectives, time or learning support. Informal learning is in most cases unintentional from the learner's perspective. Informal learning is also referred to as experiential or incidental/random learning." (Europass)

Non-Formal Learning (NFL)

Definition - "Learning embedded in planned activities not explicitly designated as learning (in terms of learning objectives, learning time or learning support). Non-formal

learning is intentional from the learner's point of view. Non-formal learning outcomes may be validated and may lead to certification." (Europass)

Marginalized groups (individuals)

Definition - "Different groups of people within a given culture, context and history at risk of being subjected to multiple discrimination due to the interplay of different personal characteristics or grounds, such as sex, gender, age, ethnicity, religion or belief, health status, disability, sexual orientation, gender identity, education or income, or living in various geographic localities." (European Institute – EIGE)

Youth Work

Definition - "Youth work encompasses a broad range of activities (eg social, cultural, educational, sports-related and political) carried out with, by and for young people through non-formal and informal learning. Youth work helps young people to reach their full potential. It encourages personal development, autonomy, initiative and participation in society. Youth work provides out-of-school education, as well as leisure activities managed by professional or voluntary youth workers and youth leaders. It is organised in different ways – through youth-led organisations, organisations for youth, informal groups or youth services and public authorities." (European Commission)

1. In what country(s) is your organization active?

2. How would you categorise your organisation?

Formal Learning Provider
Non-Formal Learning Provider

3. How many employees, both full-time and part-time, do you currently have within your organization?

1 – 3
4 – 7
8 – 10
11 – 15
16 – 20
21 – 25
26+

4. How many volunteers, both full-time and part-time, do you currently have within your organization?

1 – 3
4 – 7
8 – 10
11 – 15
16 – 20
21 – 25

26+

5. Which of the following best describes the catchment area for your organization?
(Tick all that apply)

Urban

Rural

Suburban

6. Please list all activities offered by your organization as of September 2019:

Face-to-face workshops/seminars

Online live workshops

Webinars

E-learning/individual learning

Other (Please specify) _____

7. Do you have formal established links with employers to support young people's employability?

Yes

No

Please provide details to support your answer:

8. Do you have formal established links with other training providers to jointly deliver training programmes to young people?

Yes

No

Please provide details to support your answer:

9. In terms of providers of both formal and non-formal digital skills learning and training have the number of training providers, in the past 3 years:

Increased

Decreased

No change

10. Considering your Young People population from September 2018 to September 2019 can you provide an estimate of the make-up of the population of young people participating in non-formal learning with your organisation?

Age	13-17	18 – 21	22 - 25	26 - 30

Gender	Male	Female

Background	Marginalised	Non-Marginalised

Educational Achievement	High/ Secondary School	Diploma (Foundation/ Higher)	Bachelor's Degree	Professional Qualifications

Employment Status	Employed	Unemployed	Student	Volunteering

11. What type of competencies do you think young people in your country need to develop to support national competitiveness and employer needs?

- Digital Skills
- Employability skills (e.g. *Communication, creativity, problem solving, time management, etc.*)
- Recruitment skills (e.g. *CV development, interview preparation and presence, etc.*)
- Foreign languages
- Entrepreneurial skill
- Other (please specify)

12. What type of competencies does your organisation offer training on, both Formal and Non-Formal?

- Digital Skills
- Employability skills (e.g. *Communication, creativity, problem solving, time management, etc.*)
- Recruitment skills (e.g. *CV development, interview preparation and presence, etc.*)
- Foreign languages
- Entrepreneurial skill
- Other (please specify)

13. How well developed do you feel the digital skills of young people and youth workers are?

- Very well developed
- Well developed
- Adequately developed
- Underdeveloped
- Very underdeveloped

14. Please list below up to 5 trainings your organisation currently provides for young people, by order of popularity:

Programme/ Training Name	Formal (FL)/ Non Formal (NFL)	Duration (Days or Weeks)	Number of Sessions	Accreditation/ Validated by
	FL <input type="checkbox"/> NFL <input type="checkbox"/>	_____ Days _____ Weeks		
	FL <input type="checkbox"/> NFL <input type="checkbox"/>	_____ Days _____ Weeks		
	FL <input type="checkbox"/> NFL <input type="checkbox"/>	_____ Days _____ Weeks		
	FL <input type="checkbox"/> NFL <input type="checkbox"/>	_____ Days _____ Weeks		
	FL <input type="checkbox"/> NFL <input type="checkbox"/>	_____ Days _____ Weeks		

15. Overall what % of your organisation's training programmes are categorized as formal and non-formal?

- Formal Learning _____%
- Non-Formal Learning _____%

16. How motivated do you find young people when undertaking courses?

- Very motivated
- Motivated
- Unmotivated
- Very unmotivated
- Neither motivated nor unmotivated

17. How does your organisation typically promote your courses to young people?
Please tick all that apply.

- Social media (Facebook, Twitter, Instagram, etc)
- Website
- Newsletter
- Through other education providers
- Local print media
- Word of mouth
- Other (Please Specify): _____

18. Considering these promotional approaches which do you find are most effective in generating interest among young people?

Channel/Effectiveness	Very effective	Effective	Ineffective	Very ineffective	Neither effective nor ineffective
Social media (Facebook, Twitter, Instagram, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other education providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local print media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Word of mouth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. Do you think that non-formal education is as valued by education providers and employer to the same degree as formal education?

- Yes
- No

Please provide details to support your answer:

20. Do you think there should be more opportunities on offer to young people to develop their skills and competencies to boost their employability?

- Yes
- No

21. Please indicate how you typically deliver learning/training to young people in your training programmes?

- Face to face workshops
- Online delivered workshops
- Hybrid (combination of online and face to face)

22. Are there skills that you feel young people need to develop that are not provided through an education provider?

- Yes
- No

If Yes please provide details as what these skills are:

23. Who do you feel is responsible for ensuring young people have developed their skills sufficiently to meet the needs of employers and enhance their employability?

Please select all that apply.

- Universities
- Government bodies
- Youth organisations
- Online providers
- Voluntary organisations
- Private education providers

Other (Please specify): _____

24. What do you feel are the **barriers** to young people undertaking learning and training on skills to improve their employability?

- Lack of details on providers
- Unsure about correct courses
- Time required to complete
- Courses not available in a convenient location
- Lack of recognized accreditation
- Language barrier
- Financial issues

Other (Please specify): _____

25. What do you feel are the factors that **encourage** young people to undertake training and learning on skills to improve their employability?

- Employer advice
- Friend completed
- Hobby
- Accessible

- Gap in skills
- Desire to improve skills
- Matching digital skills to employment needs
- Other (Please specify): _____

26. Would you find an interactive online map of training courses and providers useful to help young people identify suitable courses to meet their training needs?

- Yes
- No

27. Do you think an online platform of training providers would be a useful tool to help you promote your programmes?

- Yes
- No

28. Would you find an online platform/mobile app useful to allow young people to accredit any Non-Formal Learning they have completed for their CV and employers?

- Yes
- No

29. Would you support the development of an online accreditation platform Europe-wide?

- Yes
- No

30. Are you aware of the National Youth Work Strategy in your country specifically regarding digital skills and competencies?

- Yes
- No

Please provide details to support your answer:

31. How effective do you feel the National Youth Work Strategy is in supporting the development of competencies and skills in young people?

- Very effective
- Effective
- Neither effective nor ineffective
- Ineffective
- Very ineffective

32. Do you have any suggestions on how to improve the national strategy for young people and the overall digital skills and competencies?

Thank you for taking the time to complete this questionnaire. Your contribution to this research is very much appreciated.