



Learning to effectively engage and coach Volunteers among youngsters

Grant Agreement number: 2021-1-FR02-KA220-YOU-00028865

Project Result 4: Volunteering promotion in action

Transnational piloting report



Co-funded by
the European Union

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Overview of the workshops

The training materials and e-learning platform were tested through piloting workshops by Pistes Solidaires, EPPSi, BOSEV, RESET, VAEV, and Symplexis, in France, Ireland, Türkiye, Cyprus, Austria and Greece respectively. More specifically, the project partners organized the following:

- Pistes Solidaires organized two workshops with 15 participants (with one dedicated to NEETs), and supported 10 additional participants 1-to-1 for the testing;
- EPPSi organized two workshops with 16 participants;
- BOSEV organized one workshop with 28 participants;
- RESET organized one workshop with 48 participants;
- VAEV organized one workshop with 21 participants;
- Symplexis organized two workshops with 20 participants.

Across all participating countries, the majority of participants were between 18 and 25 years old, and of various genders. Additionally, all workshops included both young people who had never volunteered, as well current and former volunteers.

In all workshops, the participants were first presented with information about the VOLUME project, its goals and results, before being introduced to the e-learning environment, and piloting modules. Over all countries, all modules were piloted, allowing us to gather robust feedback.

Evaluation and impact assessment

In all the workshops, the vast majority of participants filled out the pre and post-training assessments, allowing for accurate data on the impact of the training materials.

In the questionnaire administered before the training, the following points are worth noting:

- In France, Greece, Austria, and Türkiye, the majority of participants had received little to no prior training, while the participants in Ireland and Cyprus had already received some training in the areas covered by the course.
- The participants reported very varying degrees of knowledge in the topics covered by the course, with the most confident participants being the ones having received prior training related to volunteering. However, all participants reported gaps in at least one or two of the topics covered.
- In one workshop in France, the participants realised after completing the training that they had overrated their skills during the pre-training questionnaire, not realising the breadth of knowledge and know-how involved in said skills. This might be the case in the other countries too, meaning that the skills of participants are probably lower than stated.

After the completion of the piloting by the participants, they were asked to fill out a post-training questionnaire, aimed at assessing the usefulness and relevance of the course. The following points are worth noting:

- Across all workshops, the participants noted an improvement in their skills for all the areas covered by the course. This shows that both the contents and the level of the classes developed were adequate for the target group.
- Additionally, participants stated that the structure, design, accessibility, and pace of learning of the courses were good to excellent. Only a few participants felt that some of the modules were too long.
- Participants in all countries also rated highly the usefulness of the training materials for their volunteering work, and stated they would recommend the course to other volunteers, as well as use it during their volunteering activities.
- Regarding the e-learning platform, participants were in majority very satisfied with the navigation and interface. However, some issues were identified regarding the registration process, felt to be a bit complex and e-mail heavy, as well as a lack of fluidity getting from some content to the next (especially between classes and tests). One participant, struggling with the platform on a laptop, found it easier to navigate on their smartphone.
- Finally, participants all rated their satisfaction with the training sessions themselves highly, in all participating countries, on their various aspects (pace, venue, facilitator, etc), showing that the workshops were tailored to the needs of the target group.

Conclusions and recommendations:

The VOLUME platform and its contents have received really positive feedback from the participants to the various piloting sessions, across all participating countries. The contents were described as useful and adapted to the target group, both in terms of content and presentation. Additionally, young people piloting the course agreed that the topics tackled were relevant to volunteering work, and felt this would be applicable in daily life. This was true across the countries and regardless of the participants' socio-economic status.

They also stated that, thanks to the course, they felt more confident in their volunteer work, as they were better equipped with the skills to be efficient. Indeed, when participants were asked after completing the course about their knowledge of skills needed for volunteering, understanding the importance of teamwork and cooperation, importance and readiness for taking initiative, ability to handle difficult situations and stress, they expressed satisfaction with their abilities.

The recommendations that can be formulated as a result of the piloting workshops are the following:

- The course should be disseminated widely in the participating countries, to encourage its take-up by volunteers and organisations working with them, as it was deemed relevant and useful.

- The registration to the platform should be simplified, as well as the navigation between units and quizzes.