

Leonardo Da Vinci. TRANSFER OF INNOVATION.
Mentor training for learning support assistants and
apprentices (2012-1-TR1-LEO05-35164)

FINAL REPORT W4 - RESEARCH

PARTNER: SPAIN

INTRODUCTION

The purpose of the project is to develop the skills of apprentices, Learning Support Assistants (LSAs) or the equivalent, in organizations such as educational establishments. They will be trainees or employed to offer support to young people who experience difficulties (e.g., physical / sensory difficulties; learning difficulties; emotional / behavioral difficulties), and who aspire to access vocational training and / or experience. For this group, there is no established training route that is consistent across regions and contexts, or which focuses on developing skills in mentoring.

MENTOR – T AIM

- To develop and pilot an accredited training program for apprentice mentors or LSAs or equivalent, which is specific to this context, common across the partners, and which includes mentoring skills as a core unit.

RESEARCH PART AIM

- The main objective is to research the role of apprentices, mentors and LSAs in the different partner countries, and compare and 'match' the training provision available to them

In order to reach this aim for the project all partners agree in working with the following items:

1. Research protocol
 - How to do it
 - Beginning
 - Assigning tasks
2. Tasks
 - Target groups: definition on mentees, mentors and theirs roles in each institution
 - Life Long Learning
 - Create questionnaires and interviews
3. Tools to gather data
 - Mentee's questionnaire
 - Mentor's interview
4. Data
 - Results for each institution
5. Conclusions

Before explain this items here is a presentation of each partner and its relations with the education system in each country where they are from that will explain why are we here and why we are involve in such a project as Mentor - t:

Romania "AOA Arges"

"AOA Arges" has as members 152 companies, from different sectors of activity, that play a big role in our regional development. The total turnover of all the members reached over 2.000.000.000 Euro, from which about 1.000.000.000 euro are from local firms.

"AOA Arges" organizes trainings/courses for managers and employees in areas such as Project Management, Business Development, Communication, Negotiation, Marketing and Accountancy. We organize business seminars and meetings between various groups like universities, public institutions and firms.

"AOA Arges" development strategies have always been to help the regional economic environment. This is even more important at the present time, considering the economic environment; Arges County Businessman Association, also called in Romanian Asociatia Oamenilor de Afaceri Arges, is a promoter of new technology in local and regional businesses by organizing events and disseminating information about new technology.

Romania "Constantin Brancusi"

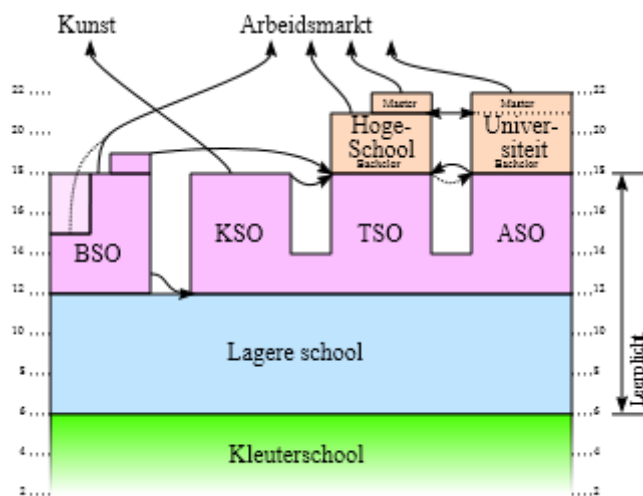
Wood Processing High School "Constantin Brancusi" Braila prepares young people aged between 15-19 years, high school level, with regular classes during the day and the evening. At the present time it has a total of 350 students and 25 teachers. The main areas in which the high school trains the workforce through technological high school are: wood processing, with more specializations and the environmental field. The qualifications obtained are in accordance with training standards approved by MECI. All the specialties of the high school offer competences certificates according to ECVET on various levels of qualification (level I, II, III and III +). For the level III of training, high school, technical domain, with the following qualifications: Furniture Technician and interior

designer, Wood processing technician and Ecologist technician and environmental quality protection. The school organizes post high school classes.

Belgium – CDO NOORD

In Belgium there is an obligation to go to school fulltime starting the age of 6 years old. This obligation takes 12 school years. Starting the age of 15 you can choose a fulltime or a part-time obligation to learn.

In secondary school students can choose between more theoretical, more art- related or more vocational education. When they start part-time education, vocational training is the only possibility.



Slovakia "AINova"

SK/AINova' s position in the Educational System in Slovakia.

AINova is public, non-formal educational institution. It does not belong to the formal educational institutions (primary, secondary, tertiary level). Its training activities have character of lifelong learning/adult education and there are considered to be non-formal. Accreditation awarded to AINova training courses by the Ministry of Education of the SR is not on academic level, rather

than on lifelong learning level. AINova is not providing purely vocational education. General education is prevailing.

Mentor training is a new topic for AINova's training activities. However, it is closely related to preparation of adult learning professionals (teachers, trainers) and elaboration and usage of interactive teaching methods for adults which are current topics of interest for AINova.

Analysis of learning support assistants'/mentors position in Slovakia.

What does a learning support assistant do?

Teaching assistants/learning support assistants work alongside teachers in the classroom, helping pupils to get the most out of their learning. Most teaching assistants in secondary schools work as special needs assistants. Higher level teaching assistants (HLTAs) are experienced teaching assistants who plan and deliver learning activities under the direction of a teacher and assess record and report on pupils' progress.

Mentoring

In Slovakia peer mentoring is predominantly used for training of employees in private companies. Further, mentoring is used for support of talented and successful young people to train processes of suitable decision-making, rather than for work with young people with difficulties. In 2008 the Slovak government, the Ministry of Education and the Ministry of Labor, Social Affairs and Family, which are responsible for young people and their preparation for labor market, adopted the Law on support of work with young people No. 282/2008 including mentoring. They have analyzed the situation in Slovakia and produced the National Report about Youth 2010. However, all these steps are very formal.

In fact mentoring is used mostly by non-governmental organizations (PDCSA, Foundations working with excluded communities) assisting young people to solve their problems with exclusion from society because of drugs, education, employment and family. AINova is a non-governmental institution independent from state, which is providing various types of training courses,(usually those which are not represented in the formal education) including train the trainers.

Learning Support Assistants (LSA)

In 2003 a Methodic regulation No. 184/2003-095 was adopted, which introduced a new profession of learning support assistant in up-bringing and education of children and pupils with special needs in nurseries, grammar schools and high schools. Pupils with special needs are characterized as those with health problems, becoming from socially disadvantageous environment (in Slovakia mostly Roma pupils and disabled) and gifted/talented kids. In general it could be characterized as facilitation of adaption for kids from vulnerable environment to new educational environment (language, cultural and social barriers) in 4 areas: in education, in free-time activities, in cooperation with family and his/her own education activities.

Education

Before 2010 all teaching assistants had to finish specialized further education. Since January 1, 2011 an amendment to the law was adopted, which regulates the proceedings for application of financial compensation for teaching assistants according to the level of their education.

In 2012 school directors preferred teaching assistants with education in pedagogy from

- Secondary vocational education 22,9%
- Further (specialized) education 7,2%
- Tertiary education bachelor degree 33,3%
- Tertiary education master degree 36,6%

21,2% of employers is demanding praxis of teaching assistants, rest 78,8% did not.

Statistically 3 times more teaching assistants are asked by school directors from the Eastern and Middle part of Slovakia where Roma population live, than from Western part of Slovakia. Together, in 2012 there were 1093 teaching assistants, out of them 11,6% are men and 88,4% are women, 40 are placed at nurseries, 686 at basic schools, 5 at art schools, 5 at specialized high schools = vocational education, 357 at special schools.

Measures:

Research has proven that the ideal solution for Roma kids are teaching assistants coming also from Roma population, Romans coming from the same community, speaking the language,

knowing the culture, when parents know him/her and trust him/her, assistant is also „good example“ for kids and mediator between the family and school.

Financing

Financing of teaching assistants are done on a yearly basis. During the academic year school directors should apply at the Ministry of Education for financial allocation for teaching assistants. This situation creates very unstable situation in employment of teaching assistants, as they have contracts only for one year.

Lithuania “Global Ideas “

UAB “Globalios idėjos” is a Lithuanian private enterprise established in 2008. UAB “Globalios idėjos” provides training services throughout all Lithuania and is based in Vilnius city. Today, company has 4 employees and more than 300 freelancer trainers-experts.

UAB “Globalios idėjos” cooperates closely with training providers and is a co-manager of training centre PRO (www.mc-pro.lt). This training centre provides various non-formal educational offers for the unemployed, people returning to labour market after a break, for those who are willing to increase their qualifications (topics, to name a few: bookkeeping, personnel, document, sales management, languages) and tailor-made training for various specialists: e.g., public servants, medical workers, employees of business services, school and university teachers, etc.

Courses and seminars take place in 6 largest cities of Lithuania as well as all over the country via constantly expanding e-learning platform. This Moodle-based platform was launched in 2009 year and since then it allows us to reach learners from distant and deprived areas, as well as those who have no opportunity to leave their homes for training. Around half of clients of distance learning courses come from rural areas or small towns that lack educational opportunities.

One more field of our work is event management: we organize events of various scope on wide range of topics in six largest cities of Lithuania.

Our project centre works on development and implementation of EC Lifelong Learning Programme and other projects as well as helps organising Leonardo da Vinci Mobilities in Lithuania.

Our accomplishments until today: we have completed projects related to ICT and multimedia techniques, strengthening dialogue between adult education providers and representatives of labour market, strengthening orientation and guidance from school to job and project related increasing public awareness on the importance of art as a tool for social and educational work. This year company have started 2 new projects related to effective language learning and Peer Mentor Trainer training.

What is more, UAB "Globalios idėjos" organizes successful student placement activities (IVT, PLM, VETPRO) in various fields such as accountancy and finance, administrative and secretarial work, IT (web design, programming, graphic design), skin and hair care, photography, mechanics, welding, etc. During the years of engagement in project practice we have made a lot of strong contacts with VET schools as well as industrial and service companies and many more partners with various countries.

Turkey – "YHEM"

Yenişehir Halk Eğitim Merkezi is located in the center of Mersin province that is one of the biggest cities on the Mediterranean coast of southern Turkey.

The center was built in 2008 to supply the needs of the region considering the high illiteracy rate of adults and to develop them in such specific areas to be productive in the society also contributing economically by gaining qualified employee. Besides those, there are people who are willing to participate in the courses and activities this center provides to find a better job or to add valuable occupations that contribute to their personal development. The center has a population of 388 teaching staff and 12500 trainees. It carries out various courses and education activities for the citizens of all ages and education levels. The courses the center provides are literacy courses, socio-cultural courses and vocational-technical courses.

Spain "Lopez de Santiago"

Lopez de Santiago Consultores S. L. is involved in adult education since 2007; especially with unemployment people (younger people, women, immigrants and adult people without training). It's funding by the Madrid Regional Government to provide non formal education in topics related with as elderly cares, nursery or social development through its Vocational Program for unemployment people. Since September 2011, our institution has been authorized as Private College by the Madrid Regional Government and we provide education mostly to people between 18 to 30 years old about K12 education. It currently has four education centers at Madrid (Spain) and certificated with the ISO 9001:2008 quality standard, with ISO 14001:2004 environmental management standard, and with "Madrid Excelente" Excellence Model 1 (license num.477.s/41/334/10).

It's an authorized Leisure Instructors College by the Madrid Regional Government and we do many seminaries, workshops and courses about key competences in young unemployment people like drugs prevention, equal opportunities, immigration, racism prevention, etc.

We are situated in a rural area of the Madrid Region and so we work with many dysfunctional families and people with troubles because their education doesn't allow them to find a job.

1. RESEARCH PROTOCOL

1.1. HOW TO DO IT

In these report, first in all we are going to explain how we work together, our beginnings, how we assigned the task and how we did the work.

1.2. BEGINNING (SPAIN MEETING)

- We were given a paper for each trainer in order to make a draw of their institution plan (we didn't know why) and after that in another sheet of paper we drew the staff that work /participate in our institutions.
- After that we were told to make a presentation putting together the 2 papers (infrastructure and staff) in order that everybody has a visualization of the others institutions (so we can understand better what we do, how we work, what are the common points that we have, that way we can reach our aim which was finding our targets groups: mentors and mentees.
- DEFINITION of trainers, mentors and mentees. We have to define these terms and decide who is who in our Institutions and what points they have in common.
- We started with a team building and cooperative game that improve communication and define skill leaders.

1.3. ASSIGNING TASKS (SPAIN MEETING)

- Each of us was assigned the task of finding our target groups, in order to reach this aim we have to provide ourselves with the definitions of mentees, mentors and their roles in each institution, the results are the following:

2. TASKS (SPAIN MEETING)

2.1. TARGET GROUPS: DEFINITION ON MENTEES, MENTORS AND THEIRS ROLES IN EACH INSTITUTION

2.1.1. MENTEES IN EACH INSTITUTION

MENTEES GROUPS FOR EACH INSTITUTION:
• Romania “AOA Arges” – Unemployment
• Romania “Constantin Brancusi” – Unemployment & dropouts
• Belgium – CDO NOORD – Young unemployed people
• Lithuania “Global Ideas “- People with education needs
• Slovakia “AINova” - Blind People
• Turkey –“YHEM” - Young people who needs vocational training
• Spain “López de Santiago”- Unemployed people

2.1.2. MENTEES. WHY DO THEY NEED TO BE MENTORES?

MENTEES - Why do they need to be mentored?
• Romania “AOA Arges” – Getting experience
• Romania “Constantin Brancusi” – Combining Job & Study & Family (aim: finishing school)
• Belgium – CDO NOORD - Separated Reality from Dreams
• Lithuania “Global Ideas “ – Better finances through education

<ul style="list-style-type: none"> • Slovakia “AINova”. The official ways also for blind
<ul style="list-style-type: none"> • Turkey –“YHEM” – Getting a government job
<ul style="list-style-type: none"> • Spain “López de Santiago”. Separated Reality from Dreams

2.1.3. MENTORS. WHAT DO WE NEED FROM THEM?

MENTORS
<ul style="list-style-type: none"> • Why do we need them?
<ul style="list-style-type: none"> • How can they mentor?
<ul style="list-style-type: none"> • How did they do it?
<ul style="list-style-type: none"> • Are they willing to share?
<ul style="list-style-type: none"> • What do we need to teach them? To guide the mentees.

2.1.4. WHO ARE THE MENTORS IN EACH INSTITUTION

WHO?
<ul style="list-style-type: none"> • People with experience
<ul style="list-style-type: none"> • People with education
<ul style="list-style-type: none"> • People with job/own business
<ul style="list-style-type: none"> • Same age / class / interest

2.2. LIFELONG LEARNING

Once, we had the previous results and we put them in common, we find out WHAT we all have in COMMON:

LIFE LONG LEARNING

Lifelong learning may be broadly defined as learning that is pursued throughout life: learning that is flexible, diverse and available at different times and in different places. Lifelong learning crosses sectors, promoting learning beyond traditional schooling and throughout adult life (ie post-compulsory education). This definition is based on Delors’ (1996) four ‘pillars’ of education for the future:

- **Learning to know** - mastering learning tools rather than acquisition of structured knowledge.
- **Learning to do** – equipping people for the types of work needed now and in the future including innovation and adaptation of learning to future work environments.
- **Learning to live together, and with others** – peacefully resolving conflict, discovering other people and their cultures, fostering community capability, individual competence and capacity, economic resilience, and social inclusion.
- **Learning to be** – education contributing to a person’s complete development: mind and body, intelligence, sensitivity, aesthetic appreciation and spirituality.

Lifelong learning can instill creativity, initiative and responsiveness in people thereby enabling them to show adaptability in post-industrial society through enhancing skills to:

- Manage uncertainty,
- Communicate across and within cultures, sub-cultures, families and communities,
- Negotiate conflicts.

The emphasis is on learning to learn and the ability to keep learning for a lifetime¹.

2.3. CREATE QUESTIONNAIRES (SPAIN MEETING) AND INTERVIEWS (BELGIUM MEETING)

So we conclude that we needed some tools to gather data about mentees and mentors and we decide it to do with questionnaires and interviews.

¹ http://www.llcq.org.au/01_cms/details.asp?ID=12

3. TOOLS TO GATHER DATA

3.1. MENTEE'S QUESTIONNAIRE (BELGIUM MEETING)

THIS QUESTIONNAIRE IS COMPLETELY ANONYMOUS. WE KINDLY ASK YOU TO ANSWER TO ALL THE QUESTIONS.

❖ DO NOT WRITE YOUR NAME

❖ KEEP IN MIND THAT THERE ARE NO CORRECT OR INCORRECT ANSWERS

PLEASE TICK APPROPRIATE BOXES:

Female Male

AGE:

18 -20 21-24 25-30 31-40 41-50 51-60 60

LOCATION:

What country were you born in? _____

In what country do you live now? _____

WHAT IS YOUR MARITAL STATUS?

Never married Married Divorced Widowed Other

DO YOU HAVE ANY CHILDREN?

NO YES, How many? _____

QUESTIONNAIRE

1. Tell me about your personal skills, your hobbies and the things you can do best.

2. Answer some questions about job/employment:

• Have you ever been employed before? YES NO

- If YES. Describe your job. What did you do? Did you like it?

- If NO. What kind of job do you think you are able to do?

• Do you have any problems finding a job? YES NO

- If YES. Why do you think you have problems?

3. Do you have any kind of certificate/degree?

YES. Which one/ones? _____

NO. Why? _____

4. Why do you think people need education? Do you need any kind of education? Why?

5. How do you see yourself in a future (i.e in ten years)? What do you think you need in order to get there?

6. What would you like to study or improve in your academic life?

7. Which ones are the worst moments of your life?

Which ones are the worst moments of your life?

8. If you'd have to help someone in your same situation, what would you do?

9. Do you think it is important for you to obtain new skills and knowledge? What do you think is the best way for learning?

10. Rate from 1 to 10 your personal situation (circle the number), and explain it.

- Personal employment 1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – 10
- Personal relationship 1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – 10
- Family situation 1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – 10
- Economic situation 1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – 10
- Health situation 1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – 10

IF YOU WANT TO ADD SOME COMMENT YOU ARE WELCOME TO DO IT. THANK YOU

3.2. MENTOR'S INTERVIEW (ROMANIAN MEETING)

QUESTIONS:

- What was the main problem on the way to success and how did you solved it?
- Five steps to the point now. Starting 15 years (jobs, studies, family)
- Did you have someone to help you?
- Would you like to help others in motivation? Yes, What did motivated to you?
- Would you like to share experience to someone with the same problems?
 - If Yes. What would you persuade the person trust you?
- How are you going to help them?

4. DATA

4.1. RESULTS FOR EACH INSTITUTION: MENTEE'S QUESTIONNAIRE (BELGIUM MEETING)

1. Romania "AOA Arges" – Interpretation of questionnaires

INTRO:

- Among those interviewed persons, 70% are women and 30% are men.
- 27% of people who responded to the questionnaire are between 20 and 24 years, 22% between 25 to 30 years, 22% and not by 31 and 40, and the remaining 7% were between 51 and 60 years.
- All the subjects are born and to live in Romania.
- 45% of them are unmarried, and 55% are married
 - None of them are divorced or widowed.
- Almost 60% of participants do not have children and the rest said they had children, most of whom with 1 child.

QUESTIONNAIRE

1. Tell me about your personal skills, your hobbies and the things you can do best.

Music and travel represent the main hobbies for 48% of the participants and 37% prefer books and movies, the remaining 15% having different concerns (electronics, fashion design, culinary arts, etc.).

2. Answer some questions about job/employment:

- Most subjects (86%) had a job, while the rest have never been employee.
 - Of the persons which have worked, 72% say they did not like their job.
 - 28% believe they had a satisfying job, that assured them a certain social status .
- *Regarding " What knowledge did you miss in your last job "*
 - About 60% lacked the necessary experience in order to maintain their job
 - The rest (40%) believe that, in those moments,, their place of work was without perspective.
- *Regarding " What kind of job do they think there were able to do "*
 - 80% of the participant consider that the workplace which would suit their skills has to be quiet and interact nicely with people, such as offices and schools, libraries, etc..
 - The rest of the respondents said that they would work on jobs that have qualifications and previous experience, and some people have stated that they would work on any post.
 - All participants had trouble in answering this question.
- *Regarding the question " If they had problems of finding a job"*
 - All participants responded they were having trouble finding a job,
 - 49% had problems referring at the work experience required for the job;

- For 21% of them, had issues of acceptance on the workstation. Believing they were poorly prepared professional for the job;
- 30% have encountered problems to find job because of age, they all mentioned that after 40 years it is very difficult to find a job. Women especially mentioned this
- *Regarding the question "What do you think are the benefits of having a job"*
 - 78% of the respondents specified material benefit – money
 - 15% cited their psychological motivational benefits (consider them out of work routine improving their 's social relations, interaction with others is considered very beneficial) an
 - 7% believe that having a job gives you a certain social status.
- *Regarding the question "Do you have any kind of certificate/degree?"*
 - Most interviewed person have a minimum secondary education, many of them with higher education.
 - Most of the participants were left with last diploma, but some of them have tried to diversify the range of jobs skills and access training courses
 - The reasons why some people interviewed did not complete other training courses at the present time are related mainly to costs (tuition, transport subscriptions to and from locations development of courses, etc.).
- *Regarding the question "Why do you think people need education?"*
 - All subjects agreed that education is necessary, first, to develop both as individuals and, on the other hand, to be able to access the desired job.
- *Regarding the question "Do you think it is important for you to obtain new skills and knowledge?"*
 - All respondents consider important gaining knowledge and acquiring new skills, considering the concept of lifelong learning.
- *Regarding the question "Would you like to follow an education or training, if you think it could help you find a job?"*
 - Everyone agrees to follow trainings, or to attend educational courses, so that they can find a job easier, since the reshaping the labour market.
- *Regarding the question "What kind of education would that be?"*
 - 30% of subjects want to seek training in various trades (fashion, construction, textiles)

- 70 % are willing to participate in training (initiation, specialized training) in different areas (human resources, accounting, languages, management, PC, etc.), Under the Code of Occupations in Romania.

- *Regarding the question “What do you think is the best way for learning?”*
 - The best way to learn is considered by 80% of participants as being practice,
 - while 20% consider that very useful information acquired through books and internet.
 - Moreover, we note that most of them cited ways of learning that does not require bog costs / expensive, taking into account their status as unemployed people.

- *Regarding the question “Where do you see yourself in the future (i.e in ten years)?”*
 - 75% of respondents believe in a better future, more secure, they believe that they will have a stable job and well paid,
 - While the rest 25% considers future as uncertain, they do not expect changes in their professional life.

- *Regarding the question “What do you think you need in order to get there?”*
 - To grow professionally, all participants believe that it takes more effort put into acquiring knowledge, lifelong learning, strength of character, patience and confidence, all of which could provide them with a job, and with a socio-economic stability.

- *Regarding the question “Which ones are the worst moments of your life? “*
 - For 78% of subjects, the most difficult moments of their lives were those in which they were hired form their job (by restricting activities of companies, collective dismissals for reasons attributable to employee, or business failure) or were drastically reduced wages (due to the global economic crisis and budgetary policy stuff).
 - For the other 22%, some personal events, or health related, were watershed moments in their lives.

- *Regarding the question “If you’d have to help someone in your same situation, what would you do? “*
 - 80% of participants would help a person in need, in terms of professional advice and encouragement,
 - the remaining 20% , would help in terms of material costs, if income would allow

- *Regarding the question “Rate from 1 to 10 your personal situation (circle the number), and explain it.”*

- Most are disappointed by their occupational status and labour market status and checking the lowest level of the scale.
- Regarding personal relationships and family situations, most are faring well.
- If about health, the level is high
- About the economic situation of the questionnaire , most mention that this is very bad

2. Romania “Constantin Brancusi” – Interpretation of questionnaires

INTRO:

Target group size: 10 people

Women: 2

Men: 8

Age:

- 18 -20
- 20-24 (2 people)
- 25-30 (3 people)
- 31-40 (3 people)
- 41-50 (1 people)
- 51-60 (1 people)
- 60 (0 people)

Location: All people were born and live in Romania

WHAT IS YOUR MARITAL STATUS?

- Never married (4 people)
- Married (6 people)
- Divorced
- Widowed
- Other

DO YOU HAVE ANY CHILDREN?

- NO (7 people)
- YES (3 people have kids, 1-2 kids)

1. Tell me about your personal skills, your hobbies and the things you can do best.

Sport/ physical activities 90% - Static activities (ex. Reading) 10%

2. Answer some questions about job/employment:

-Have you ever been employed before?

-YES 90% (40% had several jobs)

- (10% would like something else)
- (10% had only one job and they liked it)

-NO 10%

- Do you have any problems finding a job?

-YES (80% people had problems – because the employer asks for experience and/ or the lack of jobs)

-NO (10% had no problem)

3. Do you have any kind of certificate/degree?

-YES. (100%)

4. Why do you think people need education? Do you need any kind of education? Why?

All the respondents said they need education because only through education the society can have a better future.

5. How do you see yourself in a future (i.e in ten years)? What do you think you need in order to get there?

All the respondents have positive prospects, they hope to graduate and to get a better job/ a job and to have a family.

6. What would you like to study or improve in your academic life?

The answers are various:

- Some want to graduate universities or high schools;
- Economics, marketing (90% said it), electronics;

7. Which ones are the worst moments of your life?

- 90% said memories related to their families (their own childhood or about their kids)

Which ones are the worst moments of your life?

- Lack of job;
- Death of a family member

8. If you'd have to help someone in your same situation, what would you do?

- 80% "to go on"
- 10% "to keep learning"
- 10% prefer to give no advice

9. Do you think it is important for you to obtain new skills and knowledge? What do you think is the best way for learning?

- 90% life long learning/ continuous education;
- 10% the support of the others

10. Rate from 1 to 10 your personal situation (circle the number), and explain it.

- Personal employment 1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – 10

- 40% are disappointed by their job;
- 30% are very happy with their job;
- 30% are more or less happy their job;

- Personal relationship 1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – 10

- 80% very happy;
- 20% have problems;

- Family situation 1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – 10

- 10% are not happy;
- 20% are almost happy;
- 70% are very happy;

- Economic situation 1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – 10

- 20% are very happy;
- 80% are almost happy;

- Health situation 1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – 10

- 10% are not happy;
- 80% are very happy;

3. Belgium – CDO NOORD - – Interpretation of questionnaires

INTRO:

Female: 30%

Male: 70%

50% under 18 years

50% between 18 en 20

80% was born in Belgium; 20% not

100% lives in Belgium

80% not married

20% married

90% has no children

10% has got one on the way

Questions related to working situation

-
- 60% has got a job; of those 60%, 50% has got a real job and 50% has got a job that is a project of the school. They all found there job through school, not by themselves.
 - Kind of jobs: handyman, kitchen helper, working in a shop.
 - 30% has the qualifications they need; 60% is still working on getting the qualifications they need and 20% thinks they have nothing.
 - 40% has no job.
 - Why: because they are working on there one personality; there papers are not OK; there are looking but they haven't been lucky yet.
 - They have never had a job or had one for a little while in the last year. The reasons why they have no job is because they are too young. 30% thinks they have the right qualifications.
 - Having qualifications?

- 30% has some kind of qualifications, but not the diploma of high school
- 70% has got no qualifications

- Kind of jobs they are able to to?
 - 40% has a realistic vision on what job they can do
 - 60% has no realistic vision on what job they can do

- Jobs they want to do:
 - Join the army, be a computer specialist, mover, something with animals, office job, accountancy
 - ⇒ only 20% is realistic with the studies they do
 - Advantages to have a job:
 - Money, learn more, more fun than school, being on their own, possible to live alone, variable ours
 - ⇒ financial en being independent are the most important motivators

- Do they want to follow a course?
 - 70% yes
 - 10% no
 - 20% yes when they now they get something

- What kind of course?
 - To work at the harbour, to be a computer specialist, mover, sales,
 - ⇒ 30% has clearly no idea what they can or can't do

- Why do people need courses?
 - People don't need education/ could be helpfull sometimes/ don't know/ if you want a job you need education/ if you get education you know what the job is and you can do your job properly

- Where do you see yourself in 10 years?
 - In the army, being a police officer/ an own business in serving people dinner/ something to train dogs/ a job and living together with someone living my own live/ travelling through Scandinavia

- What do you need to get there?
 - Discipline/ education/ a lot of hard work and patience/ I don't know/ a job, willing to get there and diploma's/ money, a car and a language course

- What is the most important:

- Personal work	1 – 2 – 3 – 4 – 5(20%) – 6 – 7(30%) – 8(20%) – 9(10%) – 10(20%)
- Personal relationship	1 – 2 – 3 – 4(10%) – 5(30%) – 6(10%) – 7(20%) – 8(20%) – 9 – 10(10%)
- Family situation	1 – 2 – 3 – 4 – 5(10%) – 6 – 7(30%) – 8 – 9(20%) – 10(40%)
- Economic situation	1 – 2 – 3(20%) – 4 – 5(10%) – 6 – 7(10%) – 8(30%) – 9 – 10(30%)
- Health	1 – 2 – 3 – 4 – 5 – 6 – 7 (10%) – 8(10%) – 9(40%) – 10(40%)

4. Lithuania “Global Ideas “ – – Interpretation of questionnaires

- Lithuanian partner has questioned 11 people, who are living in the rural area. Between respondents there were 3 men (27%) and 8 women (77%). The age of respondents varied and covered all offered options.

- All respondents were born and are living in Lithuania. 5 of them have children and mostly the younger respondents did not have, that could be explained by their still young age. The same with marital status (3 married, 1 divorced, 1 widow and 6 have never been married).

- The main skills respondents have were hard-working (2), responsibility (4), stubbornness (2), sense of humour (2), communication skills (4), tolerance, friendship (2), trustfulness, etc.

- Mostly all of the respondents are working, however they were not satisfied with their economic situation (average rate 5,3).

- 8 form 11 respondents indicated the importance of having education in order to find a job as well as to find better job. Moreover, all respondents agreed on importance of gaining knowledge as it opens wider opportunities, make people more competitive and increase self-confidence.

- Each of respondents would like to gain more knowledge/skills (e.g., foreign languages, psychology, IT).
- Talking about how respondents imagine themselves in the future (10 years), most of their answers (9) were related to an occupation of another or good or higher working position.
- So having in mind their desire to gain new knowledge and understanding of its importance in order to have better job positions, we could assume that respondents are needed to be guided how they could gain necessary knowledge even living in their rural area. Moreover, better jobs could improve their economic situations, which are rated to very high.

5. Slovakia "AINova". – Interpretation of questionnaires

INTRODUCTION:

Questionnaires were distributed with the help of members of the Slovak Steering Committee. They are representatives of institutions responsible for education and support of visually impaired and/or blind people. Number of collected questionnaires depended on willingness of handicapped people and their relationship/openness to society. We collected 16 out of approximately 50 spread questionnaires. Questionnaires were anonymous and we suppose that we got answers mostly from those visually impaired people who are willing to socialize with majority. (We consider for important to unify our terminology).

Questionnaires were filled by people born and living in Slovakia/native Slovaks. There were 7 women involved in the questioning. One is between 18-20 years of age; three from 20-24; one from 25-30; and two from 31-40 years of age. One is divorced with 1 child, the other is married with one child, and all the others are single and childless.

There were 9 men involved in questioning. One is between 18-20 years of age; 3 are between 20-24 years of age; one is between 25-30; one is between 31-40; one is between 41-50 and two are between 51-60 years of age. Five of them are single and childless; four are married, two have one child, one has two children and one has three children.

16 questioners/ mentees = 100%

Gender – M=56,25%; F=43,75%

Age – 18-20=12,5% ; 20-24=37,5%; 25-30=12,5%; 31-40=18,75%; 41-50=6,25%; 51-60= 12,5%

Location, nationality – 100% Slovaks living in Slovakia

Marital status – single=43,75%; married=37,5%; divorced=6,25%; other=6,25%

Children – childless=68,75%; one child=18,75%; two children=6,25%; three children=6,25%

1. Tell me about your personal skills, your hobbies and the things you can do best.

Active or passive sporting: 2x chess, badminton; body building, hockey; football and chess (both passive), sporting (applied table tennis for tender-eyed)

Artistic activities: singing, painting, playing on musical instruments 2x, reading 7x , hearing to music, performing art, writing poems and short stories.

Social activities: 2x talking to/chatting with people; cooking; managing

Work with PC

Follow educational programme in TV

Physical activity is common to mentees; there is evident interest in sports, in performing arts and social activities. Only one member of the questioned group mentioned work with PC, which seems surprising as there are special PCs programmes adjusted for visually impaired and blind people. We suppose, it can be because of lack of skills or lack of technical equipment. Surprisingly only one person is following educational programmes (in the TV). They prefer to be among people, rather than alone.

2. Answer some questions about job/employment.

From the group of 16 respondents, two women (12,5%) are employed; one is free-lancer/ entrepreneur (masseur); the other one is working as specialised adviser for work with PC, Braille and for placements on the job market. Masseur is satisfied with her work, the other did not answer this question. Both are qualified for their jobs.

14 (87%) are not employed from which 8 (50%) are studying; 1 (6,25%) is on maternity leave; 5 (31,25%) are unemployed – two were dismissed; either the position was cancelled or the sight become worse/worsened.

Although 8 (50%) representatives are still studying, it is obvious that all of them will need assistance at finding appropriate placements.

a. When was the last time you had a job?

Students and some others (81,25%) did not answer to this question. 3 (18,75%) mentioned period since 2008 which overlap with the economic crisis in Slovakia. The oldest mentee worked manually for the last time 10 years ago; since his job was cancelled he is unemployed because there are not any other appropriate job opportunities in the region close to his home.

b. What knowledge/skills did you miss at your last job?

Six (37,5%) responders did not replay, 8 (50%) are students, so they do not have this experience and those 5 (31,25%) who had or have a job did not miss any specific knowledge in order to fulfill their duties. Only one mentee was missing German language knowledge, but she lost her job because of her sight got worse.

c. What kind of job do you think you are able to do?

Manual work – masseur, upholsterer, fixing envelopes

Administrative work – accountant, manager, manager in tourism,

Psychologist

Teacher in the kindergarten

Other mental work

In special programmes for visually impaired or blind in Slovakia, they are trained in handicrafts, but from these answers it is not obvious that they would like to work in this sector. Administrative work and work among people prevails. Handicrafts in general is not very popular right now.

3. Do you have any kind of certificate or diploma?

3 (18,75%) students do not have any diploma yet

2 (12,5%) have university diploma

3 (18,75%) have A levels certificate

8 (50%) mentioned various training certificates (certificate on apprenticeship -bookbinder, masseur, administrator, Red Cross admin.)

All mentees prove to be qualified awarded by certificates on various levels. However, they are not employed, majority of them is studying. It is obvious that it is easier to get to school, than to find a job and keep it.

4. What kind of job would you like to do?

Part of the mentees was more concrete (masseur - I was happy with my work, administrator, teacher), but majority was very general at description of the job (to work for people, help people, job with deeper sense, satisfying, motivating and helping people).

Interesting ideas – production of commercial in the TV/radio, a PC technician, a psychologist, to run a human resource agency.

Being handicapped, they value a help to those who need it. Concrete ideas about desired job are very interesting, not always realistic for their handicap.

5. What do you think are the benefits of having a job?

- not to be bored
- to earn Money
- to be useful
- to earn experience
- to take responsibility for his/her own life
- to feel important

Majority responders are supporting the idea that the benefit is to be among people.

6. Would you like to follow an education or training, if you think it could help you find a job?

All the mentees (100%) said yes. As it was already mentioned they want to be among the people and they like to study.

7. What kind of education would that be?

- prevails university degree (50%)
- update of the existing knowledge/skills (masseur), (12,5%)
- concrete programmes: foreign languages, PC technique, script writer, journalist, financial manager

8. Why do you think people need education?

Answers can be divided:

- Education is needed to find suitable job (62,5%)
- Financial aspect (12,5%)

- Increase the quality of life (6,25%)
- 3 (18,75%) of them do not know

9. Where do you see yourself in the future (i.e. in ten years)?

- 4 (25%) of them do not know
- different and very concrete positions, etc.: psychologist, HR Agency owner, designer (web sites, magazines), journalist speaking on behalf of people, teacher at the university and in the kindergarten, administration, masseur 2x, in the national theatre, director (CEO 😊)

This is interesting; they have dreams which sometimes seem to be too ambitious.

They may become disappointed.

10. What do you think you need in order to get there?

- 4 (25%) of them do not know
- good contacts (2=12,5%)
- language knowledge (English, German)
- education (6=37,5%)
- strong will, motivation, luck (3=18,75%)
- support of neighborhood
- mentor/assistant (1=6,25%)

11. Rate from 1 to 10 your personal situation (circle the number), and explain it.

All the mentees have got a number. The ratings are coupled with this numbers (e.g. mentee 1/rate 10, zero means no answer)

Personal employment 1/8; 2/9; 3/1; 4/4; 5/1; 6/1; 7/1; 8/4; 9/1; 10/0; 11/0; 12/5; 13/9; 14/0; 15/0;
16/0 (I am a student)

3 (18,75%) rate their situation very positive (8-9)

10 (62,5%) rate their situation very negative (0-1), here are included students and unemployed

3 (18,75%) rate their situation on average

Personal relationship 1/9; 2/10; 3/1; 4/8; 5/9; 6/7; 7/7; 8/7; 9/2; 10/0; 11/2; 12/10; 13/10; 14/8; 15/8; 16/9
(I have friends)

It is nice to see that majority of mentees (13=81,25%) rated their personal relations very positive

Remaining 3 (18,75%) have probably special problems

Family situation 1/5; 2/9; 3/1; 4/9; 5/9; 6/10; 7/7; 8/7; 9/5; 10/0; 11/3; 12/10; 13/10; 14/9; 15/2; 16/10

(everything is OK)

The similar situation is with family situation – 8 x 9-10; 2x7 (62,5%) and 6 x 1-5 (37,5%)

Economic situation 1/4;2/5; 3/1; 4/6; 5/4; 6/5; 7/4; 8/4; 9/3; 10/0; 11/3; 12/4; 13/7; 14/5; 15/1; 16/5 (I have got a state support)

The economic situation seems generally quite bad, the highest rate is 7 (only one time)

Health situation 1/6; 2/7; 3/1; 4/5; 5/9; 6/8; 7/8; 8/7; 9/3; 10/0; 11/2; 12/7; 13/8; 14/5; 15/3; 16/4 (I am quadruparezes ?)

Although all the mentees have serious health problems, rating was not totally negative.

We have got 1x9, 3x8, 3x7, 1x6, 2x5, 1x4, 2x3, 1x2 and 1x1

12. Which ones are the best moments of your life?

- I have got job
- 5 (31,25%)I have got kids
- I have passed exams to get to school
- I have got a friend
- Participation at the sport activities
- Holiday at the sea
- Eye surgery (seeing stars for the first time)
- To be with people I like
- Many other nice moments
- Two mentees (12,5%) do not know

Mentioned moments are similar to those of people without disabilities.

13. Which ones are the worst moments of your life?

- 3 (18,75%)do not know
- loosing of job
- passing away of parents, friends

- being in hospital
- losing friends
- getting worse
- losing of partner
- losing exams

These moments are similar to those of people without disabilities, except problems related to the sight.

14. If you'd have to help someone in your same situation, what would you do?

- 3 (18,75%)do not know
- 6 (37,5%)prefer psychological support – work on positive thinking; not to lose sense of humor; improve self-assurance; persistency; in no case give up
- 4 (31,25%)want to speak with somebody about causality of all things, events around us; about their cases and what helped them
- 2 (12,5%)want to help the best possible way
- Recommendation to start to learn from very beginning
- Negative experience with eye surgery and partnership – recommendation not to undergo them

Interesting – not very constructive ideas, it seems that the most valuable article is close human relations .

It seems to me adequate to their situation, they need human support in solving health problems as well as in solving relationships, it means they need a psychologist, a friend, a MENTOR.

15. Do you think it is important for you to obtain new skills and knowledge?

- 10 (62,5%)yes
- 5 (31,25%)yes strengthened by ideas such as - I like learning very much; it is important to educate yourself whole life, education is important for your self-confidence, for your life...
- 1 (6,25%)no answer

16. What do you think is the best way for learning?

- The most frequent answers relied on self-studying, self-improvement; internet; learning by doing; learning from older more experienced people; reading; monitoring what is new, observe things around

- 5 (31,25%) responses connected learning with various types of education institutions:
 - Trainings with good lecturers
 - University
 - Various types of schools
 - Train memory, mind
 - Any means of education are good

6. Turkey –“YHEM” – – Interpretation of questionnaires

In this survey, there are ten people, among those people two of them are men and eight of them are women. First of all, I would like to give information about men.

- **Age range** : twenty (20) – thirty (30)
- **Countries and Nationalities** : both of them were born in Turkey and they are Turkish.
- **Marital Status** : One of them is married , the other man is single.
- **Have a child or not** : They neither have a child.

MALE ANSWERS

1) Can you give information about your personal hobbies, capabilities and the things that you can do best?

In general; their hobbies are football, swimming, playing computer games, cooking, chess, playing tennis and also they are interested in electronic devices.

2) Can you answer the questions about your occupations?

- a) *Have you ever worked? If your answer is Yes, please identify your job, in which sector have you worked so far? Are you satisfied with your job?*

One of them works as a baker and the other one works at tourism sector. As they informed, the baker did not have any difficulties in finding a job. He is satisfied with his job and loves what he is doing

- b) *Have you ever had a difficulty in finding a job? If your answer is Yes, why did you have difficulty?*

The man who works at tourism sector had difficulty in finding a job but he did not mention the reasons.

3) Do you have any certificates or degrees? If your answer is Yes, which certificates or degrees do you have?

The baker has an academy diplomaed however the other man does not have any certificate or degree. Both of them did not mention any reasons

4) Why do people need to have an education? Do you think that you need to have an education? Why ?

About education, they emphasize on the importance of it. They think that the current education system has to be changed immediately and also people need to have education in order to improve themselves and to be civilized. According to them the education should provide people express themselves easily, develop their capabilities instead of rote learning.

5) How do you imagine yourself in the future? (for instance ten years later), in your opinion what do you need to achieve this goal?

In ten years' time, they would like to improve themselves also they need to have an education. They want to be happy and have a comfortable life.

6) How do you imagine yourself in the future? (for instance ten years later), in your opinion what do you need to achieve this goal?

If they had a chance, one of them would like to be a psychologist and the other one (the baker) would like to be structural engineer.

7) What is the worst memory in your life?

Only the baker told his bad memory and it is his father's death

8) What would you do if you had a chance to help someone who was in the same situation that you were into?

Only one of the men answered this questions, his answer was that he could not do anything for someone, only he could give consolation.

9) Do you think gaining new knowledge and capabilities is important or necessary for you? In your opinion what is the best way of learning something?

They pointed out that if a person wants to learn something, he/she should teach or she /he can learn while practising.

FEMALE ANSWERS

- **Age ranges** : eighteen (18) – thirty (30)
 - **Countries and Nationalities** : both of them were born in Turkey and they are Turkish.
 - **Marital Status** : Two of them are married, Six of them are single
 - **Have a child or not** : One of the woman has only a child, the other woman has two sons, they are twins
- Survey Questions:**

1. Can you give information about your personal hobbies, capabilities and things that you can do best?

In general their hobbies are: reading books, going to the cinema or theatre, wandering around, learning new foreign languages, animals, sports, literature, music, dancing and spending time with their families

2. Can you answer the questions about your occupations?

a) *Have you ever worked? If your answer is Yes, please identify your job, in which sector have you worked so far? Are you satisfied with your job?*

- Five of the women have never worked at any sector so far. One of them worked at Starbucks as an expert of coffee department and as an area manager at the social responsibility Project
- The other woman worked at free zone as an employee who overlocks the clothes
- And the last woman worked as a stand worker at a phone company.
- The first two women were not pleased with their jobs because they did not get their rights while they were working and they pointed out that there were so much work load and the employers did not give the money which they deserved.

b) *Have you ever had a difficulty in finding a job? If your answer is Yes, why did you have difficulty?*

Four of the women had difficulty while they were seeking jobs since they did not have experience, they did not know enough english, because of their age limits and not having a university diplomaed.

3. Do you have any certificates or degrees? If your answer is Yes, which certificates or degrees do you have?

Five women have certificates, these are:

1. Take honors in writing essays
2. Computer Manager
3. English
4. Expert of coffee department
5. Child development

One of them is still taking a course to have a certificate.

4. Why do people need to have an education? Do you think that you need to have an education? Why ?

They think that education is very important and necessary because of having a suitable job for themselves, for self-development, being conscious about life, helping the next generations, becoming a qualified person and citizen furthermore they emphasize that all the people in the world need to be educated due to all these reasons.

5. How do you imagine yourself in the future? (for instance ten years later), in your opinion what do you need to achieve this goal?

In ten years' time, they would like to see themselves as a government employee, have a regular employment, a woman who earns her own living and become a mechanical engineer in a good factory so they think that they need to finish their educations to achieve these goals.

6. If you had a chance in which sector would you want to improve yourself or which job would you want to do?

Some of the women would want to work as a nurse, an accountant, work at the social services and a mechanical engineer.

7. What is the worst memory in your life?

The worst memories that some of these women have:

- One of them was accused by fraudulency, she was also fired from the job and she did not even get her amends.
- The other woman's worst memory is the divorce of her parents.
- One of the women does not still have a job and this occasion makes her depressed.

8. What would you do if you had a chance to help someone who was in the same situation that you were into?

If someone was in their position, they would tell him/her that he/she should study hard for the government examination, they would obtain job opportunity, they could do their best for those who really wants to have a job, they would give money for their education and they would give a chance to every single person to have a good life.

But only one of them told that she has nothing to do for anyone.

9. Do you think gaining new knowledge and capabilities is important or necessary for you? In your opinion what is the best way of learning something?

In general all these women indicates that, it is a necessity to learn new things, to improve themselves constantly and also they think a person should have academic diplomaed to have a good job. They emphasize that the best way of learning something is learning by doing something moreover a person should have eager and curiosity to learn.

10. And finally there are some graphics about their general status and situations.

Only one of the women has a comment for this survey. She emphasizes that the job fields should be developed,the employers should behave the employers fair and should not humiliate. She also tells that a woman who works at a job should have flexible working hours if she is married especially if she has a child. She tells these conditions please both the employers and the employees.

7. Spain “Lopez de Santiago” – Interpretation of questionnaires

INTRO:

Questionnaires: 12

Women: 9

Men: 3

Age:

18-20: 6

21-24: 4

25-30:1

31-40:1

Nacionality:10 Spaniards 2 foreigners

All unemployed

Status: 4 married (one with 2 children) / 8 singles without children

1. Can you give information about your personal hobbies, capabilities and the things that you can do best? They don't distinguish between personal skills and hobbies; for them everything is a hobby so this is a handicap in communication issues and searching for a job.

2. Can you answer the questions about your occupations?

a. Have you ever worked? If your answer is Yes, please identify your job, in which sector have you worked so far? Are you satisfied with your job?

Nine persons have had a job, all of them low qualification and paid jobs, but all of them seem legal.

b. Have you ever had a difficulty in finding a job? If your answer is Yes, why did you have difficulty?

They think they have problems because of the lack of experience and the current global economic situation, however they don't connect the low qualification with this problem if they are not directly asked.

3. Do you have any certificates or degrees? If your answer is Yes, which certificates or degrees do you have? Former primary school, basic education, no vocational training

4. Why do people need to have an education? Do you think that you need to have an education?

Why ? Everybody answers yes, but they relate education more with their personal life's than work. Most of them think they are going to be working and the youngest studying at the university. Some people emphasize again education and effort. The answers are very optimistic.

5. How do you imagine yourself in the future? (for instance ten years later), in your opinion what do you need to achieve this goal?

Most of them want to study a major degree at the university, they don't consider the possibility of studying Vocational training even they are very young and know the possibilities of it.

6. What is the worst memory in your life? The answer are related with social life (friends, family, etc.), the word moment are more related with education (failure)

7. Do you think gaining new knowledge and capabilities is important or necessary for you? In your opinion what is the best way of learning something? The answer is yes, they relate learning with practice.

8. 10. Rate from 1 to 10 your personal situation (circle the number), and explain it.

•

Economic and working situation are value as the worst on the other hand health, family and social have 7 or more.

GENERAL GUIDELINES

- Some of the answer are determinate by current global crisis, for instance, people are very optimistic on relationships but when they are asked by any economic or labor issue answer are very negative especially in young people.
- We have to change question number 9 because answers are not clear.
- In question number 3, we should have made another question: have you been looking for a job? What means and/or technics did you use for looking for a job?
- The expectations are very high compare with the level of education.
- They're not aware of the social networks, they are not mentioned for anyone.

4.2. Results for each institution: Mentor's interview (Romanian meeting)

1. Romania "AOA Arges" – Interpretation of questionnaires

INTRO

- Among those interviewed persons, 70% are women and 30% are men.
- 27% of people who responded to the questionnaire are between 20 and 24 years, 22% between 25 to 30 years, 22% and not by 31 and 40, and the remaining 7% were between 51 and 60 years.
- All the subjects are born and to live in Romania.
- 45% of them are unmarried, and 55% are married
- None of them are divorced or widowed.
- Almost 60% of participants do not have children and the rest said they had children, most of whom with 1 child.

QUESTIONNAIRE

1. Tell me about your personal skills, your hobbies and the things you can do best.

Music and travel represent the main hobbies for 48% of the participants and 37% prefer books and movies, the remaining 15% having different concerns (electronics, fashion design, culinary arts, etc.).

2. Answer some questions about job/employment:

- Most subjects (86%) had a job, while the rest have never been employee.
 - o Of the persons which have worked, 72% say they did not like their job.
 - o 28% believe they had a satisfying job, that assured them a certain social status.
- *Regarding "What knowledge did you miss in your last job"*
 - o About 60% lacked the necessary experience in order to maintain their job
 - o The rest (40%) believe that, in those moments,, their place of work was without perspective.
- *Regarding "What kind of job do they think there were able to do"*
 - o 80% of the participant consider that the workplace which would suit their skills has to be quiet and interact nicely with people, such as offices and schools, libraries, etc..
 - o The rest of the respondents said that they would work on jobs that have qualifications and previous experience, and some people have stated that they would work on any post.
 - o All participants had trouble in answering this question.
- *Regarding the question "If they had problems of finding a job"*

- All participants responded they were having trouble finding a job,
 - 49% had problems referring at the work experience required for the job;
 - For 21% of them, had issues of acceptance on the workstation. Believing they were poorly prepared professional for the job;
 - 30% have encountered problems to find job because of age, they all mentioned that after 40 years it is very difficult to find a job. Women especially mentioned this
- *Regarding the question "What do you think are the benefits of having a job"*
 - 78% of the respondents specified material benefit – money
 - 15% cited their psychological motivational benefits (consider them out of work routine improving their 's social relations, interaction with others is considered very beneficial) an
 - 7% believe that having a job gives you a certain social status.
- *Regarding the question "Do you have any kind of certificate/degree?"*
 - Most interviewed person have a minimum secondary education, many of them with higher education.
 - Most of the participants were left with last diploma, but some of them have tried to diversify the range of jobs skills and access training courses
 - The reasons why some people interviewed did not complete other training courses at the present time are related mainly to costs (tuition, transport subscriptions to and from locations development of courses, etc.).
- *Regarding the question "Why do you think people need education? "*
 - All subjects agreed that education is necessary, first, to develop both as individuals and, on the other hand, to be able to access the desired job.
- *Regarding the question "Do you think it is important for you to obtain new skills and knowledge? "*
 - All respondents consider important gaining knowledge and acquiring new skills, considering the concept of lifelong learning.
- *Regarding the question "Would you like to follow an education or training, if you think it could help you find a job?"*
 - Everyone agrees to follow trainings, or to attend educational courses, so that they can find a job easier, since the reshaping the labour market.
- *Regarding the question "What kind of education would that be?"*

- 30% of subjects want to seek training in various trades (fashion, construction, textiles)
 - 70 % are willing to participate in training (initiation, specialized training) in different areas (human resources, accounting, languages, management, PC, etc.), Under the Code of Occupations in Romania.
- *Regarding the question “What do you think is the best way for learning?”*
 - The best way to learn is considered by 80% of participants as being practice,
 - While 20% consider that very useful information acquired through books and internet.
 - Moreover, we note that most of them cited ways of learning that does not require bog costs / expensive, taking into account their status as unemployed people.
 - *Regarding the question “Where do you see yourself in the future (i.e in ten years)?”*
 - 75% of respondents believe in a better future, more secure, they believe that they will have a stable job and well paid,
 - While the rest 25% considers future as uncertain, they do not expect changes in their professional life.
 - *Regarding the question “What do you think you need in order to get there?”*
 - To grow professionally, all participants believe that it takes more effort put into acquiring knowledge, lifelong learning, strength of character, patience and confidence, all of which could provide them with a job, and with a socio-economic stability.
 - *Regarding the question “Which ones are the worst moments of your life? “*
 - For 78% of subjects, the most difficult moments of their lives were those in which they were hired from their job (by restricting activities of companies, collective dismissals for reasons attributable to employee, or business failure) or were drastically reduced wages (due to the global economic crisis and budgetary policy stuff).
 - For the other 22%, some personal events, or health related, were watershed moments in their lives.
 - *Regarding the question “If you’d have to help someone in your same situation, what would you do? “*
 - 80% of participants would help a person in need, in terms of professional advice and encouragement,
 - the remaining 20% , would help in terms of material costs, if income would allow
 - *Regarding the question “Rate from 1 to 10 your personal situation (circle the number), and explain it.”*

- Most are disappointed by their occupational status and labour market status and checking the lowest level of the scale.
- Regarding personal relationships and family situations, most are faring well.
- If about health, the level is high
- About the economic situation of the questionnaire , most mention that this is very bad

2. Romania “Constantin Brancusi” – Interpretation of questionnaires

Our main group target was confronted with “early school leaving”.

The questionnaire was applied to a group of 10 people, all of them are early school leavers.

What was the main problem on the way to success and how did you solved it?

- 5% said that financial problems affected their lives and because of this they were forced to abandon school and to find a job in order to support their families and themselves. Growing up, they became more aware of the importance of education and they went back to school trying to graduate at least high school by attending afternoon classes.
- 3% said they were confused when they had to decide for a future career, and in order to solve this they asked for help from their parents.
- 2% said that they come from divorced families and the problems they had at home affected them in taking the right decision at the right moment. When they become adults they focused more on themselves and being hardworking they tried to build a career.

Five steps to the point now. Starting 15 years (jobs, studies, family)

The five most important steps the majority of the group faced were: family problems, early school leaving, job, marriage, and going back to study in order to build a career.

Did you have someone to help you?

The majority said that they found support at their families, relatives, friends and colleagues.

Would you like to help others in motivation? Yes, What did motivated to you?

All of them answered positively.

6% said that after getting married they become more responsible and they wanted to be a good example for their own children.

4% said that they consider themselves lucky because they had relatives and colleagues who encouraged them to trust themselves and to do more for a successful career.

Would you like to share experience to someone with the same problems?

If Yes. What would you persuade the person trust you?

All of them answered “yes”.

5% said that they will feel free to talk about their own problems and life and they think that being so open in sharing details about their private life will encourage the mentees to trust them.

5% said that they are willing to do some activities (ex. Volunteers for one day) together with the mentees in order to show they can be reliable.

How are you going to help them?

All of them said they are willing to spend a part of their free time in order to voluntarily talk to the mentees about the problems regarding early school leaving.

3. Belgium – CDO NOORD – – Interpretation of questionnaires

Summary interviews

1. General information

They have all started there school carrier in secondary high school doing theoretical studies. Then they changes schools frequently for several reasons and ended up in the part- time vocational training.

2. Big problems along the way, and how did you fix them

Some had problems with the teacher; their behavior in the school; being rude, beating a teacher, dealing drugs, problems with the police, parents, themselves, tiered of going to school, not going to school.

Some of these problems were fixed others are not yet resolved. For example behavior problems were solved by changing schools; problems with themselves.... They are still working on that.

3. Did someone help you, and how?

Most of them helped their selves, they just find it time that the got there selves together and solved their problems.

One student admitted that she needed the help of a psychiatrist.

4. What motivated you to work on your problems

Mostly thinking about the future and what that will bring if they didn't go work on their problems.

5. Would you like to share your experiences?

They all want to share if that makes it easier for others students. They do think that they have not much to say.... (Underestimation)

6. What would you do to earn their trust?

By getting them to trust you, becoming friends; by taking it easy, not pushing them; by listening; by just being there for them if they need you.

7. How would you help them?

By being there if they need someone to talk to, you can't do it for them, but you can show them that they are not alone.

4. Lithuania "Global Ideas " – – Interpretation of questionnaires

1) Five elements which help them to get to the current situation

The most important events in their life were:

1. Being accepted to the universities / colleges;
2. Graduating;
3. Finding the first job;
4. Getting the support from family / community;
5. Helping someone.

2) What were the main problems/obstacles and how did you solve them?

PROBLEMS:

1. No money for the education;
2. Lack of knowledge how to get an education, achieve their goals;

SOLUTIONS:

1. Studying hard;
2. Focusing on the goals;
3. Searching for the answers on the internet.

3) Did you have someone to help you?

The answers were NO. They were on their own.

4) Would you like to share experience with someone who has the same problems?

The answers were YES.

1. I hope my experience is something that would inspire them to achieve their goals;
2. Sharing can show them that there is a way out of the situation, a way to solve problems;

5) How would you like to persuade someone to trust you?

The answers were YES.

1. They already trust me;
2. Talking, sharing problems;
3. Showing that I have problems too;
4. Sharing experience;
5. Always being there to offer advice and help.

6) How are you going to help him/her? Some answers were:

1. Listening to their problems and concerns
2. Sharing my experience
3. Giving advice
4. Teaching about the ways to solve problems
5. Teaching them not to give up

5. Slovakia "AINova". – Interpretation of questionnaires

The candidates for mentoring were chosen and recommended by Mr. Hlina, the member of the project Steering Committee. He knows all of them as clients of the Slovak Union of Visually Impaired People. The interviews were agreed via telephone calls. We met them at home, at their jobs, or at café.

Potential Mentors:

Pavol Keri, 37, single

- became blind 6 years ago as a consequence of an accident
- Health/Medical High School
- full time job – masseur

- will be happy to help
- willing to learn all important issues, skills

Daniela Mackova, 32, married

- congenital blindness
- university degree/pedagogy
- full time job – teacher of English language, occasionally translator
- wants to help very much
- willing to learn

Peter Gombarik, 38, single

- congenital blindness
- Health/Medical High School
- full time job – masseur
- wants to help
- willing to learn

Peter Kovac, 57, single

- became blind in his 33, before visual problems
- Economic High School
- before hotel clerk, now unemployed
- wants to help very much
- willing to learn

Kristina Smejkalova, 23, single

- rapidly losing eyesight due to an illness/borreliosis which she got at her 21, still under medical treatment
- Vocational School for Confectioners
- as freelancer cooks special torts
- wants to help very much
- willing to learn

Meeting with all five candidates was very positive experience. In spite of their serious visual problems all of them were very positive, full of energy, open minded, with optimistic attitude, keen to a new experience. We have learned a lot....

1) Five elements which help them to get to the current situation (not all of the candidates found 5 elements)

- family, parents
- all levels of education, special role of particular teachers, tutors, nursemaids
- friends, partners
- religion, esotericism
- internet
- employment

2) What were the main problems/obstacles and how did you solve them?

- “why me”, periods of desperation
- “glass house effect” at special schools didn’t prepare them for real autonomous life
- technical obstacles in daily life – pavements, various steps, stairs, unexpected physical barriers, traffic lights without acoustic signals, only visual information on public transport, etc.
- drop out of “friends”, alcohol (mentioned by those who got blind later in their lives)
- lack of empathy among people
- many activities can be done only with assistance – dependency on someone willingness to help

3) Did you have someone to help you?

- family members
- assistant (visually impaired people may ask for an assistant paid by state)
- neighbors
- boy/girl friends
- teachers, tutors
- people from Slovak Union of Visually Impaired People

4) What motivated you?

- desire to live normal lives
- have an occupation
- practice a sport

5) Would you like to share experience with someone who has the same problems?

- all candidates answered “absolutely yes”

6) How would you like to persuade someone to trust you?

- by telling his/her personal story (openness)
- demonstrate their experience, abilities
- personal connection, touch
- become friends

7) How are you going to help him/her?

- listen to him/her - what are their feelings, reactions
- make them angry, it is better than resignation
- demonstrate how they can do lot of activities same as healthy people
- practice sports
- go for trips/ excursions
- make compliments, praise for each, even small improvement

6. Turkey –“YHEM” – – Interpretation of questionnaires

QUESTIONNAIRE 1

ME: Hello, can you tell about yourself briefly, please?

Mr. Sığirtmaç: hello my name is Yılmaz Sığirtmaç, I am 35 years old, I have been interested in folk dances for 18 years and I am working as a master trainer as a folk dancer at Yenişehir public education institute.

ME: there are few questions about your occupation.

1) Can you tell me what are the five main steps, events which bring you the success?

The severity of the people who involves to our courses
The supports of the sponsors.
The supports of our institute
Well-disciplined work

2) What was the main problem or obstacles while you were reaching this point? How did you solve them?

The most important issue about our job is financial problems because we need Money for the costumes, musicians and transport so for them we need the supports of our institute and our administrators.

3) Was there anybody who guide or help you? If there was how did they help you?

Not really guided. We have the courses that we attend, there are seminars which you develop yourself. In these seminars there are Professional trainers about all areas as well as mine like music, dramatics, etc. The most important thing that you should improve yourself.

4) Would you like to share your experience the one who has the same situation like you?

Of course I would like to share.

5) If you would like to share, what do you consider that you will persuade the people, how will you make them trust or believe you?

First of all, I invite them to my courses, they watch my course, if they want they attend my course besides that we have already lots of success, I think they will be persuaded when they see our success at the end of the course.

6) Have you ever helped someone who has problems?

There should be cooperation in our job whether you want or not because sometimes you don't have costumes, dancers, etc. so you have to borrow or lend.

QUESTIONNAIRE 2

ME: Hello can you tell about yourself briefly, please?

Mrs. Tekir: Hello, I am Çağla Tekir, I am an instructor about family education at Yenişehir public education institute.

Me: Mrs. Tekir I would like to ask you few questions about your job.

1) Can you tell me what are the five main steps, events which bring you the success?

First of all my family always support me then the attitudes of my administrative of the institute, the support of my colleagues who have more experience and the most important one that is the willingness to work.

2) What was the main problem or obstacles while you were reaching this point? How did you solve them?

The main problem is that the families' don't have any knowledge about family education and aren't sensitive to our job, we had problems while we were solving these problems.

3) Was there anybody who guide or help you? How did they help you?

In this occasion , we have guides I mean instructors and as I said we have experienced colleagues, they showed me the process about the communication with the families.

4) Would you like to share your experience the one who has the same situation like you?

Of course I would like.

5) If you would like to share what do you consider that you will persuade the people, how will you make them trust or persuade?

I have self-confidence about my knowledge in my area and I believe that my students will convince if I talk with them sincerely.

6) Have you ever helped someone who has problems?

Yes, I did.

QUESTIONNAIRE 3

ME: Can you tell about yourself shortly, please?

Mrs. Koçak: hello I am İnci Koçak, I have been working in tourism sector, hotel management now I am a master trainer. In the past I worked in the culinary, service and housekeeping department at the hotels.

Me: Mrs. Koçak I would like to ask you few questions about your job.

1) Can you tell me what are the five main steps, events which bring you the success?

In my job, firstly I have to be patient in fact in all jobs patience is very important and searching new knowledge, gaining them and society I mean people. Society is the most important issue in tourism sector. You should know lots of people to gain the success and last one is to share your knowledge.

2) What was the main problem or obstacles while you were reaching this point? How did you solve them?

In the past I made instant decisions, it was really a problem for me .I overcome it but it lasted 15 years. So how did I overcome? After I took the courses about personal development, communication and life coach. In our sector especially in our country people have wrong opinions about women. We had lots of disadvantages for this occasion. In the culinary men have the superiority and it makes the women not to improve themselves. As I am a woman, I also had the disadvantages too but I overcome this by working so hard, gaining experience and self-confidence.

3) Was there anybody who guide or help you? If there was how did they help you?

Of course there was. Especially the people who were older than me, my colleagues who had more experience. They show me the process, how can I do my best. And one person that I have never forgot is the executive chef of Hilton. He let me use his books, notes, equipment's. He showed me how to cook well because of them I feel myself lucky.

4) Would you like to share your experience the one who has the same situation like you?

I want to share whether the person want or not. It is the duty of a trainer. A trainer should share his/her experience. I mean I can share willingly.

5) If you would like to share, what do you consider that you will persuade the people, how will you make them trust or believe you?

It is relevant the courses which I participated in for a long time, and I have been using a technique, it is that first I listen to my students' life story, I don't start the lesson immediately this technique lasts 2 days. After I listen them because of having knowledge about their personality, I follow a strategy according to them so I gain their trust.

6) Have you ever helped someone who has problems?

I have helped a lot of people if you ask the number, I can't give. Especially our students are one of the examples also I give my support to the new colleagues. I have some students who has the success like hotel managers, the owner of an agency, etc.

QUESTIONNAIRE 4

ME: Can you tell me about yourself briefly, please?

Mrs.Boylu: I am Aysun Boylu, I live in Mersin and I am a trainer At Yenişehir public education institute about crafts, handmade things.

Me: Mrs. Boylu, I would like to ask you few questions about your job.

1) Can you tell me what are the five main steps, events which bring you the success?

Everyone should have a target, the things go on if you are a researcher, hardworking, self – confident and willing person.

2) What was the main problem or obstacles while you were reaching this point? How did you solve them?

The people who are interested in art have always financial problems. The financial problems are always an obstacle for us. There should be seminars and exhibitions in our country and also abroad. As an innovative person, I am trying to follow them. Fortunately technology helps us, I can get help from the internet.

3) Was there anybody who guide or help you? How did they help you?

I had so many teorical knowledge and during the time that I've worked so far by the help and cooperation's with my colleagues, our Works go on well now.

4) Would you like to share your experience the one who has the same situation like you?

Surely, I am so willing to share my experience with my colleagues and friends because a person has lots of troubles while having experience.

5) If you would like to share what do you consider that you will persuade the people, how will you make them trust or persuade?

The knowledge gets better when you share it. I always share my knowledge sincerely because of that people trust me.

6) Have you ever helped someone who has problems?

Of course and I will always help people. It is my duty because I love my job. To improve myself and have much experience, I try to help everyone.

QUESTIONNAIRE 5

ME: Can you tell me about yourself shortly, please?

Mrs. Ata: Hello my name is İlknur Ata, I am a master trainer about three dimension shaping, I mean I am a relief instructor.

Mrs. Ata, I would like to ask some questions about your job.

1) Can you tell me what are the five main steps, events which bring you the success?

First, I have a target for myself, I have self-confidence with determination, I have worked so hard and I am very patient.

2) What was the main problem or obstacles while you were reaching this point? How did you solve them?

Of course I had some problems in the past, I needed to work so hard to improve myself but I had little time to achieve this also I didn't have any sources to use, I worked day and night.

3) Was there anybody who guide or help you? How did they help you?

I mean, in fact there was nobody. I couldn't take advantage of the courses well because our instructor didn't want to share his knowledge. I make three dimension figures by observing the nature, I use the technology besides this there is an artist called Reşat, I asked him some questions about my job.

4) Would you like to share your experience the one who has the same situation like you?

Sure I would like to share because I had a lot of difficulties and I don't want someone to have problems like me, I would like to show them where to start and how to process.

5) If you would like to share what do you consider that you will persuade the people, how will you make them trust or persuade?

Actually, I don't think that I make so much effort for this, they can realize by observing me and my Works.

6) Have you ever helped someone who has problems?

Now I am the most experienced one among my colleagues, there are many people nowadays also, and I have helped them about techniques and I am still guiding them.

7. Spain "Lopez de Santiago" – Interpretation of questionnaires

1) Five elements which help them to get to the current situation

The most important events in their life are:

- Beginning / Finishing their studies/courses/degrees
- First job
- Death /birth/illness of a member of their families
- Divorces
- First travels

2) What were the main problems/obstacles and how did you solve them?

- Most of them find problems related to their jobs (lack of knowledge to do it, not working good in teams, change of jobs because get bored of the current one), some of them wrote how to solve these problems (studying, working harder).

3) Did you have someone to help you?

- Half of them answer NO, and the other half answer YES (family and friends).

4) Would you like to share experience with someone who has the same problems?

- All of them answer YES, they wrote that they would teach others how to fight for the things that are important.

5) How would you like to persuade someone to trust you?

- All of them answer YES, they would help others by talking with honesty, telling the truth (how hard is to solve difficult situations) and sharing experiences.

6) How are you going to help him/her? Some answers are:

- Learning from failures
- Planning the time

- Positivity
- Find solutions to their problems “together”
- Sharing principles

5. Conclusions

- All of us have mentees and mentors group in our institutions.
- We need a program which contains activities that develop social skills inn mentors in order to help our mentees.
- This program will be done in the next step: PILOT COURSE.