



TUT – Train the Unknown Trainer

Erasmus+ Project-no: 2016 -1-DE02-KA204-003366

QUESTIONNAIRE ABOUT VOLUNTARY ENGAGEMENT IN REFUGEE SUPPORT IN EUROPE:

The project “Train the Unknown Trainer” is initiated by six welfare services organisations of protestant and catholic churches from Estonia, Czech Republic, Italy, Hungary and Germany. The coordinating organisation is Evangelisch-reformierten Kirche in Germany.

The project is motivated by experiences of great cooperativeness of “normal people”, who are supporting and helping refugees in all European countries since 2015.

Without any preparation, many people all over Europe took responsibility for the refugees in front of their houses and doors. They supported the refugees on one hand with food, clothes and giving a place to live, but on the other hand, they helped with strong personal engagement by taking contact, listening to the stories and experiences of the refugees and involving them in social life.

Because many of this voluntary helpers experienced their own physical and psychological limits during their engagement, the project partners decided to work together for a supporting and training system for those voluntaries, who shew great motivation and engagement for the refugees in Europe, without getting any kind of individual support and help.

The project is called “train the unknown trainer” to support and to honour the big number of this voluntaries, who took responsible for the refugees in their homeland without mentioning their own limits of resources and skills. To realize this aims the project "TRAIN THE UNKNOWN TRAINERS" is going to use present resources and networks of the participating churches and beyond them other contacts and networks, to create as soon as possible a useful, fitting and high quality structure for trainings for "UNKNOWN TRAINERS".

Because the time is running and beyond first motivation to help the refugees, who stranded in front of the houses of the European citizens, all day life with all its own challenges will come back very soon. And without good structures for supporting the helpers "will may change into suffering and complaining", which is able to destroy the important and necessary help, motivation and resources of the "UNKNOWN TRAINERS" in Europe.

The present questionnaire is made to get information about the needs of the voluntaries for upskilling their competences according to their engagement with the voluntaries. Our guiding questions are:

- a. How to get acces to training opportunities and how to get access to training opportunities according to my needs and opportunities (costs, places, level,), are questions of the "UNKNOWN TRAINERS".
- b. What are the competences voluntaries need for training, teaching and helping the refugees?
- c. What special needs for training according to voluntary work with refugees? (e.g. Language, intercultural, interreligious needs...)
- c. How to find and be sure to get a good quality trainings (quality management, standardization, trainer's competences...)
- d. How to get qualifications and certifications, which are usefull also for vocational futures (e.g. Europass).



e. How to go on and to reach a sustainable system for training activities and further education? (coaching, further training programmes,...)

QUESTIONNAIRES FOR VOLUNTARIES INVOLVED IN THE WORK WITH REFUGEES

The questions provided should be answered according to the instruction on each question and you are requested to write in the space provided either by ticking () the boxes and blackets or fill in the space provided.

SECTION ONE: DEMOGRAPHIC QUESTIONS

1. Where were you born?

- Czech Republic
 - Estonia
 - Germany
 - Hungary
 - Italy
 - Other country (please specify)
-

1b In which country are you volunteering?

- Czech Republic
- Estonia
- Germany
- Hungary
- Italy

2. My age group is

- 18 – 24
- 25 – 34
- 35 – 49
- 50 – 65
- 66 +

3. Gender

- Male
- Female
- Other



4. What is your marital status?

- Single
- Married
- Other

5. Do you have any religious background

- Yes (please specify)
 - No
-

6. What is your highest level of educational attainment?

- Compulsory/elementary / primary
 - High / secondary school
 - Higher education
 - Other (please specify)
-

7. Right now, are you

- Employed
 - Self employed
 - Retired
 - Student
 - Looking for work
 - Unemployed
 - Other. Please specify.
-

8. If employed, are you employed (please check all that applied)

- Full-time (37 hours or more/week)
 - Part-time (less than 37 hours/week)
 - Part-time (less than 20 hours /week)
 - Limited contract
 - Unlimited contract
 - Other. Please specify.
-

9. In what field are you employed?

- Social
- Administration
- Business
- Public sector



- Agriculture
 - IT / Communication
 - Factory
 - Other (please specify)
-

10. In what position are you working?

- Please specify

11. Which language(s) do you speak?

Mother tongue

- _____

Other languages

- _____

- _____

- _____

SECTION TWO : VOLUNTARY WORK – INDIVIDUAL PERCEPTION

12. How did you hear about the volunteer opportunities with refugees? (please select all that apply)

- Another volunteer



- Ethnic media
 - Former client
 - Internet search
 - Mainstream media
 - One-to-one
 - Presentation/workshop
 - Public service announcement
 - Church media
 - Other. Please specify
-

13. Why do you volunteer? (please select all that apply)

- Believe in cause supported by the organization.
 - Use skills and experiences
 - Explore my own strengths
 - Meet other people
 - Personally affected by the cause the organization supports
 - Improve job opportunities
 - Friends volunteer
 - Fulfill religious obligations
 - Other. Please specify
-

14. The following table relates to your volunteer experience.

Organisati on of volunteerin g	Type of volunteer work	Duration of involve ment	Frequency	Hour s/day (s)
			<input type="checkbox"/> daily <input type="checkbox"/> weekly <input type="checkbox"/> monthly <input type="checkbox"/> Yearly <input type="checkbox"/> Other. Please specify: _____	



			<input type="checkbox"/> daily <input type="checkbox"/> weekly <input type="checkbox"/> monthly <input type="checkbox"/> Yearly <input type="checkbox"/> Other. Please specify: _____	
			<input type="checkbox"/> daily <input type="checkbox"/> weekly <input type="checkbox"/> monthly <input type="checkbox"/> Yearly <input type="checkbox"/> Other. Please specify: _____	

15. Are you involved in other forms of volunteering?

Yes. Please specify

No

16. In your current volunteer work do you feel you have enough....?

Support	Training	Recognition
<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No



17.a Have you attended any general volunteer training sessions?

Yes

How many? 1 2-3 4-5 6-10 11+

What did you learn from these training sessions?

No

17b. Have you attended any volunteer training sessions for serving among refugees?

Yes

How many? 1 2-3 4-5 6-10 11+

No

What did you learn from these training sessions?



18. What kind of skills have you acquired through volunteering for refugees?

Please circle all that apply.

- Interpersonal skills
- Communication skills
- Psychological skills
- Language skills
- Increased knowledge
- Organizational, managerial skills
- Skills you can apply directly to job
- Technical or office skills
- Fundraising skills
- Other. Please specify.

19. What kind of skills do you think you are missing that would be beneficial in your volunteering for refugees?

Please circle all that apply.

- Interpersonal skills
- Communication skills
- Psychological skills
- Language skills
- Increased knowledge
- Organizational, managerial skills
- Skills you can apply directly to job
- Technical or office skills
- Fundraising skills
- Other. Please specify.



20. Would you be interested in receiving training to gain more skills in your current work?

Yes (please specify)

No

SECTION THREE : VOLUNTARY WORK – INDIVIDUAL EVALUATION

21. Voluntary work is important for me.

Very important	Important	Neutral	Quite important	Not very important

22. Voluntary work has a positive effect on my social life and competences

Always true	Mostly true	Mostly not true	Never true	I don't know

Please specify

23. What kind of voluntary activity in your current situation do you like the most?
Please answer why?



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.....

24. What kind of voluntary activity in your current situation do you not like? Please answer why?

.....
.....

25. Voluntary activities offers added values of life for me.

Always true	Mostly true	Mostly not true	Never true	I don't know

26. What kind of obstacles/difficulties do you face according to your voluntary work?

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27. Do you have any kind of additional comments?

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Thank you so much for your time and full participation!