



Train4Coordinators

**Online training for youth volunteering coordinators on the
validation of competencies, skills and qualifications**

**YOUNG VOLUNTEERS
RESEARCH REPORT
MAY 2022**



PROJECT PARTNERS



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Introduction

Volunteering is an excellent example of non-formal learning for young people.

The EU Youth Strategy promotes:

- Greater recognition of the value of voluntary activities and the skills it promotes
- Good working conditions for young volunteers and opportunities for enriching work
- Intergenerational solidarity
- Transnational volunteering

The European Union offers such an opportunity to young people because volunteering is valued as a non-formal learning experience enhancing volunteers' professional skills and competencies, thus contributing to their employability. At the same time, it increases their sense of solidarity, develops their social skills, and promotes active participation in society. It is a win - win situation, where both the volunteer and the community benefit. The Commission has held a long commitment to supporting volunteering opportunities for young people.

Starting in 1996, the European Voluntary Service has allowed more than 100.000 young people to gain a life-changing experience as a volunteer. During the Erasmus+ programme, many more will get the same opportunity. Youth volunteering is usually thought of as a typical form of non-formal learning: the processes and the learning environment are usually organised according to professional principles, learning outcomes are not evaluated using top-down methods and young people engage in the process on a voluntary basis. The educational aims of youth volunteering are broad rather than specific; they are grounded in responses to the needs, cultures, and interests of young people rather than being pre-set; the emphasis is on the process instead of the learning outcomes. Youth volunteering is not about producing learning results; it is more about providing an environment where different young people are able to engage in groups and are able to communicate and share ideas. In order to provide an effective, sustainable environment for volunteering, the EC recommends that the EU institutions and Member States take steps to ensure that national and EU legislation enables and encourages volunteering, protects volunteers and removes legal impediments to their activities. A volunteer-based/centred approach towards youth volunteering will be implemented to ensure the quality, recognition, and competence development of young people.

The rights, dignity and responsibilities of youth volunteers should be recognised and respected and volunteers and their organisations should be aware of them. Specific attention is given to youth volunteering recognising it as a tool for achieving the EU 2020 targets. It is therefore vital that youth volunteering is also included in the national reform programs in Spain, Austria, Turkey, Slovenia, Cyprus, and Greece to ensure its support.

The Train4Coordinators Project
Project Consortium

Project Goals

- Greater understanding of the recent situation and individual needs of youth workers and young volunteers
- Greater understanding of the training needs and gaps in recognition and assessment of competencies.
- Increased knowledge on good examples of youth volunteering with relevant methodologies, pedagogical approaches, reached goals around Europe.
- Increased knowledge on the volunteering benchmark to compare youth volunteering organizations' practices, processes, and products.

Purpose of the Research

The survey is part of an Erasmus+ funded project Train4Coordinators that is developed findings of individual needs, training needs and gaps in recognition and assessment of competencies.

No research has been found on the skills and characteristics that youth coordinators should have. In this respect, research and studies on this subject are important in determining the individuals' characteristics and for the youth coordinator candidates to obtain information on this subject. For this reason, this study aimed to determine the skillset expected to be found in youth coordinators. The findings to be obtained because of the study can provide a "preliminary idea" about the "desired skill set in volunteer management" for youth coordinators. Working together, getting support in project management, etc. Although the basic criteria needed for each job are stated in the job requirements forms, it is difficult to say that the personality traits and general behavioural skills expected from the employees, in general, can be fully specified. In this respect, we should state that the studies on the determination of the skills, equipment and behavioural characteristics expected from qualified employees in today's dynamic working life will contribute to the project owners, youth coordinator candidates and decision-makers.

Intended Data

Improvement of the youth workers, coordinators and volunteers' knowledge with volunteering benchmark that will include comparative analysis of the youth volunteering organizations practices, processes, and products.

Target Groups

- Youth workers
- Youth volunteering coordinators
- Young people who would like to work as a volunteer
- Young people with physical disabilities
- Young people who are refugee or immigrant in partner countries

Scope of Research

This research was conducted with youth workers in Spain, Austria, Turkey, Slovenia, Cyprus, and Greece.



Preparation of Survey Forms

The questionnaire, accepted by the project consortium, was prepared in English on Google Forms, and translated into local language by each partner.

Survey Application Technique

With the prepared questionnaire forms, social media announcements, link sharing, youth workers were asked to fill out the questionnaire.

In addition, the survey links were sent to the managers of the relevant institutions and organizations by e-mail, and they were asked to share with the members, volunteers and students.

The survey was administered online.

Data Processing Methodology

The answers given to the forms were automatically taken to the servers. With the completion of the survey process, the answers in all different languages were deduplicated and the open-ended answers were coded and deduplicated.

Analysis and Reporting

Analysis and graphics were prepared with a special software.

According to the answers received, investigations, inferences were made and reported.

While preparing the research report, first all the answers to each question were evaluated together, and then they were analyzed on a country-by-country basis.

Train4Coordinators

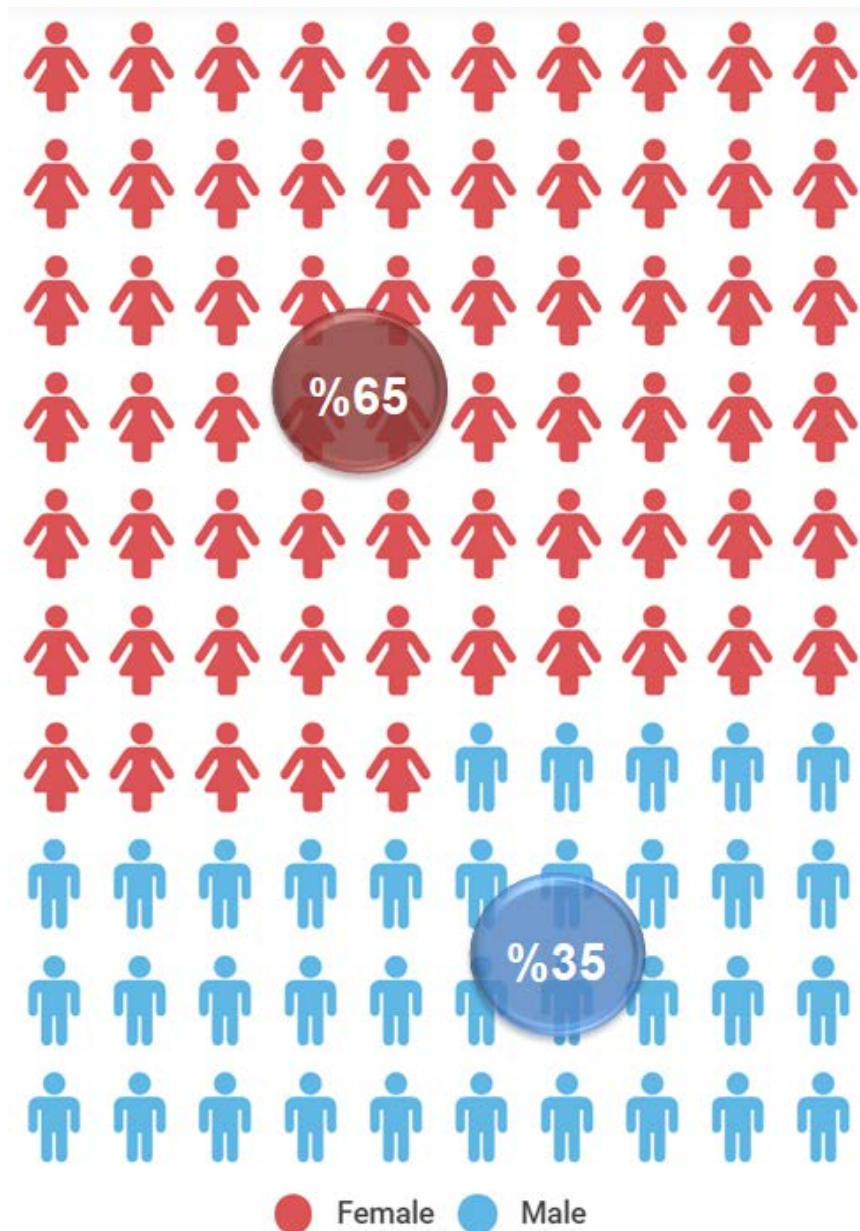
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**Online training for youth volunteering coordinators
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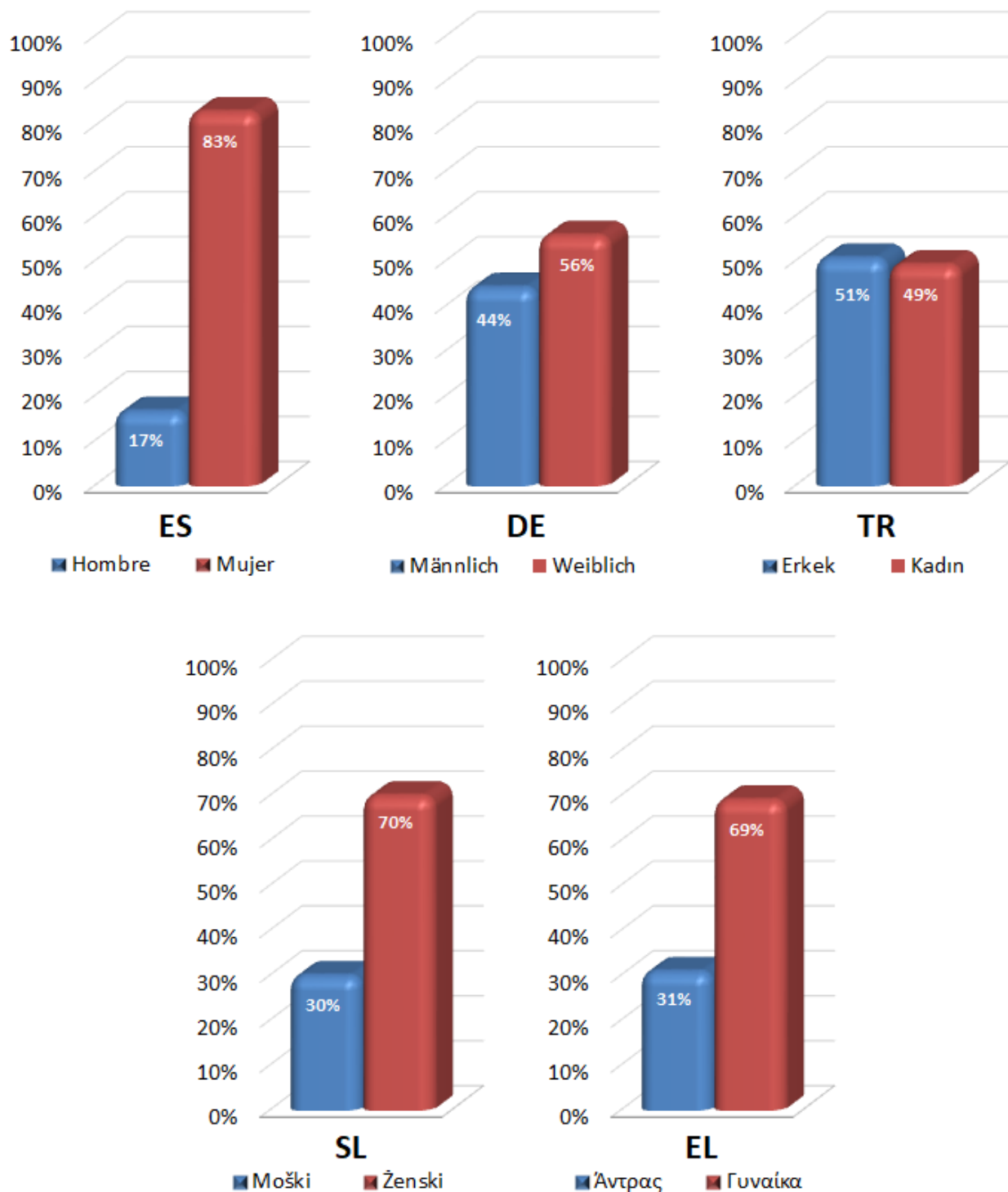
**Young Volunteers
Research Analysis**

Demographic Features

Your gender?



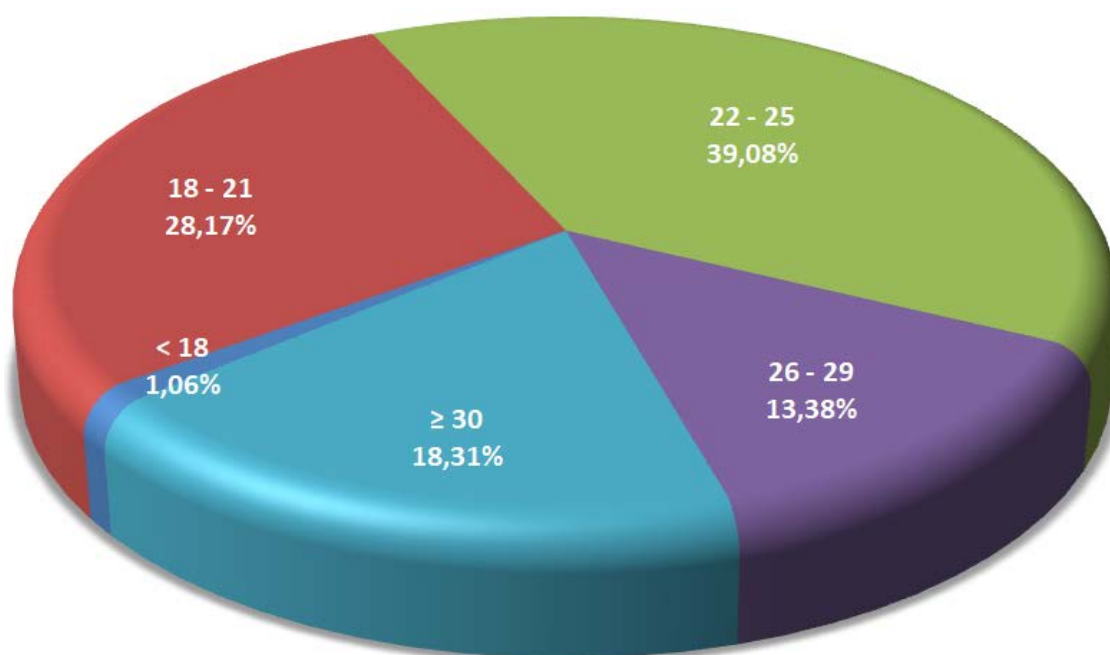
When the gender distribution of the 284 volunteers participating in our research is examined, it is seen that the rates are quite different from each other and there is a high participation of women. 65% female and 35% male voluntarily participated in our research.



When examining the population gender structure of the countries, it was seen that the rates are much closer, while a very different form was seen in the gender structure of the volunteers. While the distribution is close in Austria and Turkey, female volunteers in Slovenia, Cyprus and Greece reach twice the rate of male volunteers. In Spain, on the other hand, it is seen that the rate of female volunteers is four times higher than that of men.

Demographic Features

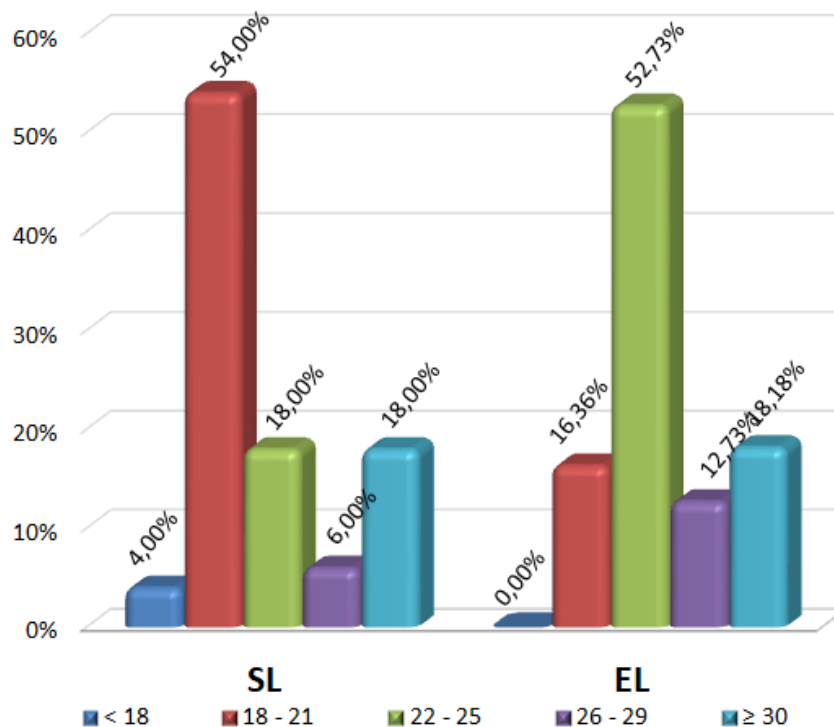
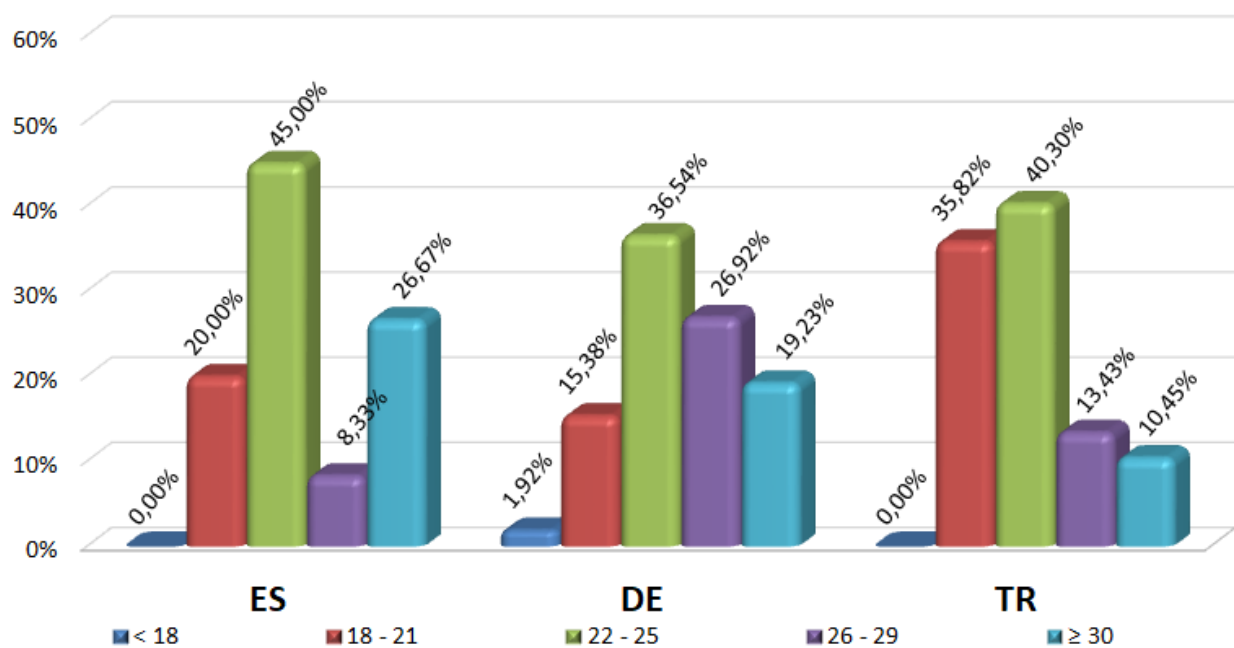
Your age?



It is seen that 18.31% of the volunteers participating in our research are over the age of 30. This rate is followed by volunteers aged 26-29 with 13.38%, ages 22-25 with 39.08%, 18-21 with 28.17% and under 18 years with 1.06%.

It is seen that 81% of the volunteers are between the ages of 18-29, predominantly young.

Examination of age groups shows that young people show a lot of interest in volunteering activities, however, 20% of young people/adults are also involved in volunteer activities.



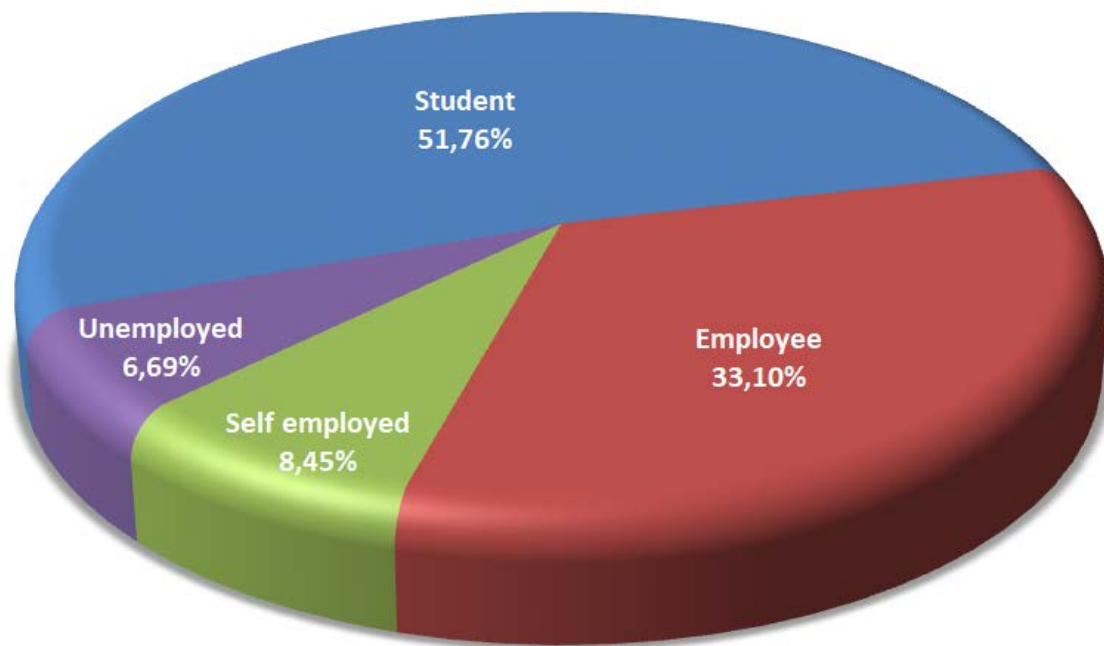
More than half (54.00%) of the participants from Slovenia are between the ages of 18-21. It is seen that more than half (52.73%) of the volunteers participating from Cyprus and Greece are in the 22-25 age group.

When the participation of young volunteers between the ages of 18-29 is examined, It is seen that young volunteers participate with 73.33% in Spain, 78.85% in Austria, 89.55% in Turkey, 78.00% in Slovenia, 81.82% in Cyprus and Greece.

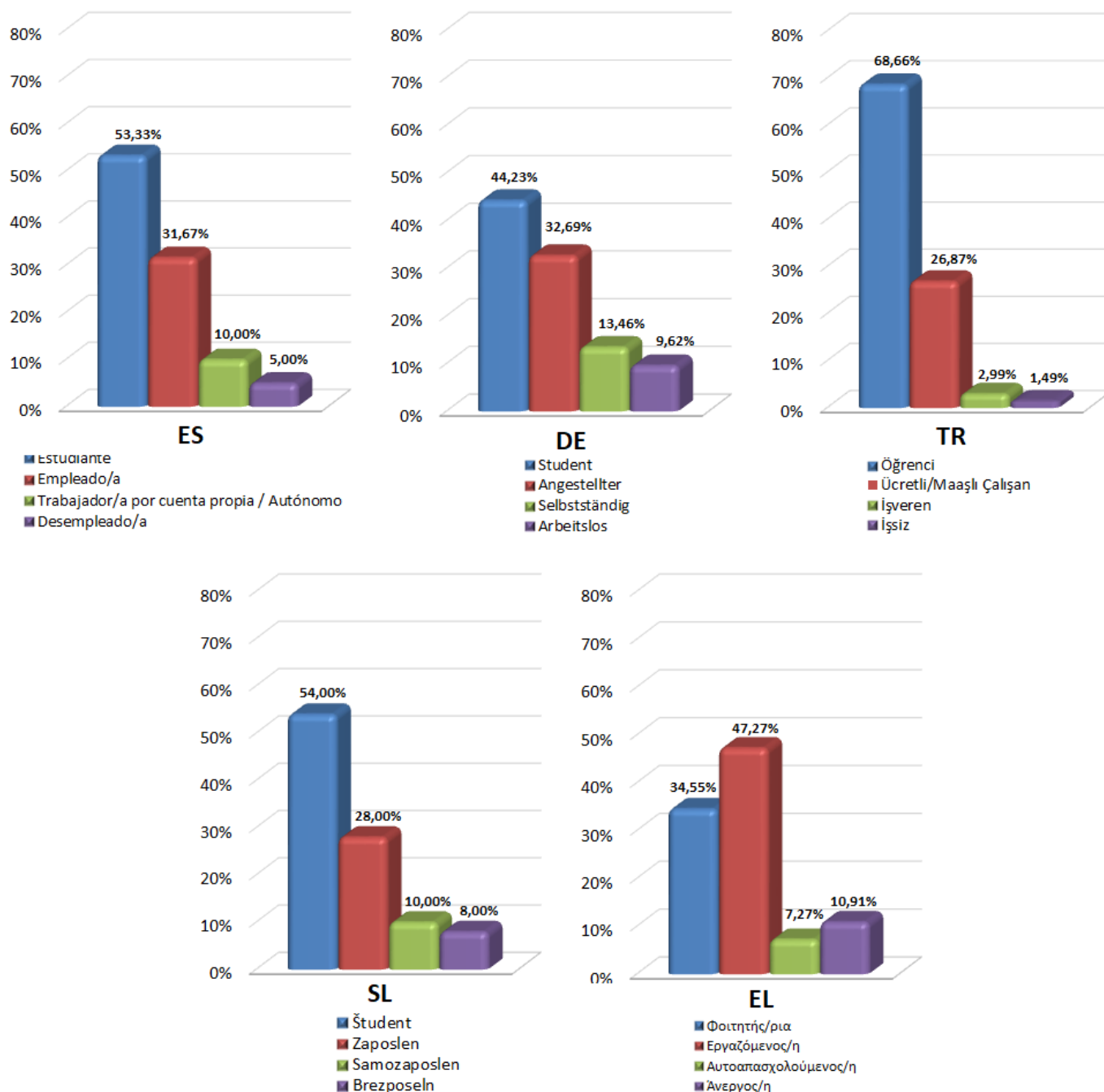
This situation shows a positive youth approach to our research from all countries.

Demographic Features

What is your current occupation?



When the working profile of the volunteers is examined, it is seen that almost half (51.76%) are students. 33.10% are paid/salaried employees, and 8.45% are self-employed employers. The rate of unemployed, job-seeking volunteers was 6.69%. Young people participating in volunteering activities are generally students, depending on their age, ability to spare time, gaining experience, meeting new people, etc., provides advantages. In addition, the low participation of the unemployed reveals that volunteering is as related to working/non-working status as it is to age.



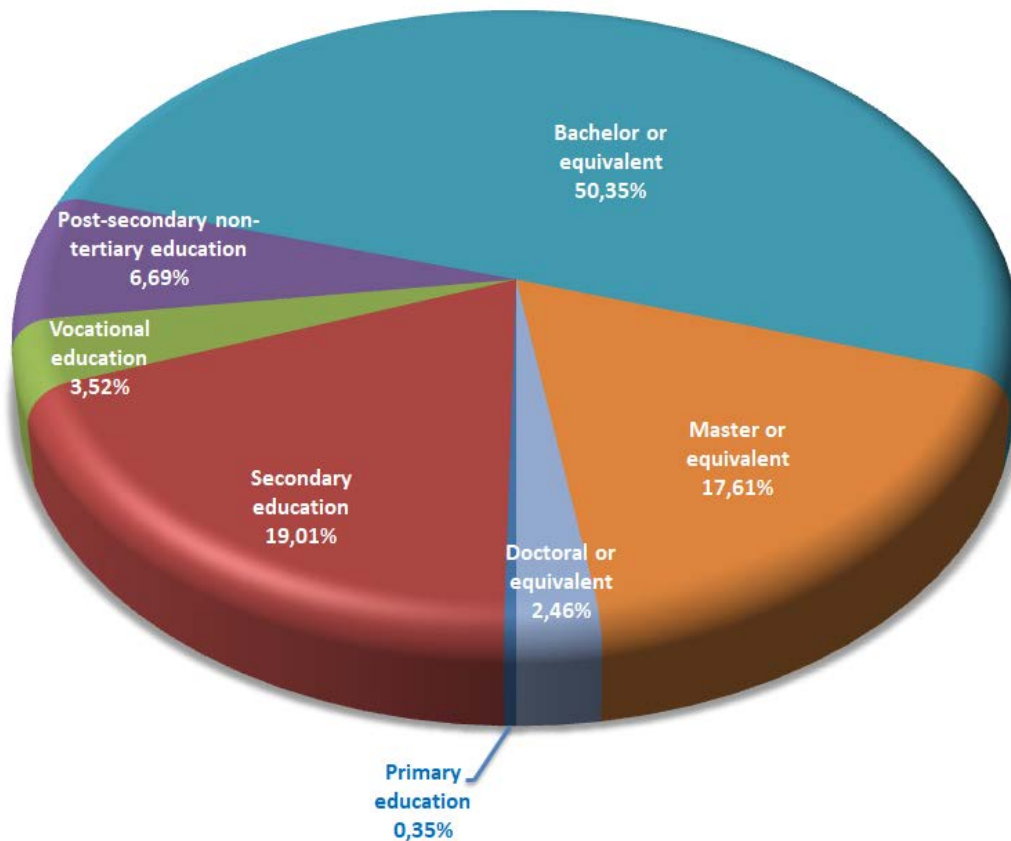
When the working profiles of the volunteers are analyzed in terms of the country, most students in Turkey have a rate of 68.66%. In addition, the country with the least unemployed volunteer participation in Turkey, with a rate of 1.49%. Turkey exhibits minor employer voluntary participation with 2.99% terms of employer participation.

In Cyprus and Greece, it can say that the view of volunteering is primarily professional, with a rate of 47.27%, with the wage/salary employee profile. In addition, Cyprus and Greece have the highest number of unemployed volunteers, with 10.91%.

Student participation in volunteering activities is intense in Spain, Austria and Slovenia.

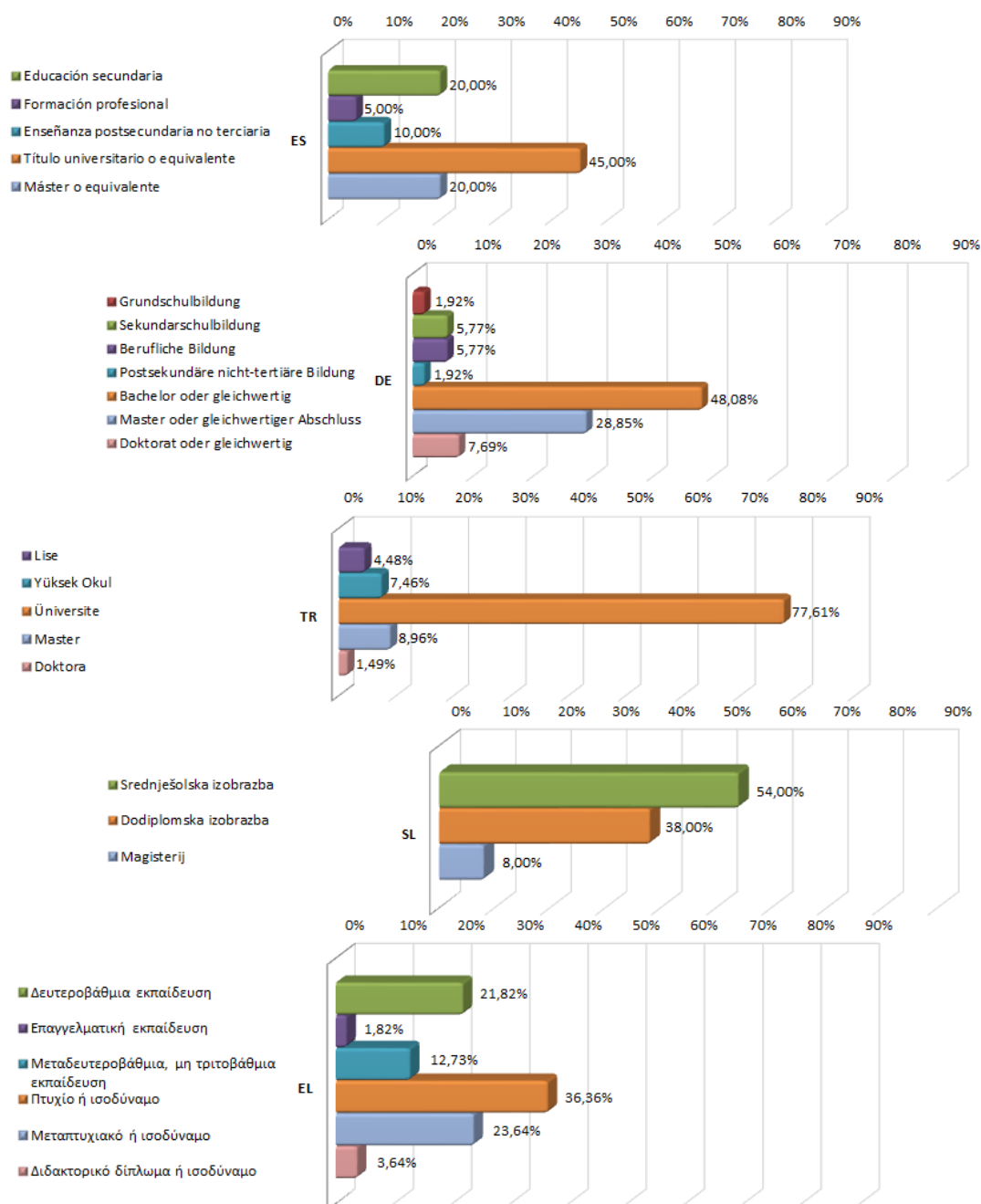
Demographic Features

Please specify your level of completed education



The majority of the volunteers participating in our research are individuals with a university education, with a rate of 77.11%. It is seen that there are youth coordinators with a master's or doctorate at the level of 20.07%.

From another point of view, this ratio shows that the education level of the people participating in the research, scientific approaches in youth work, presenting different perspectives for target groups and determining competence is essential. Studies show that each training group can provide a healthy functioning in deciding and making needs, solutions, curriculum creation, and target groups.



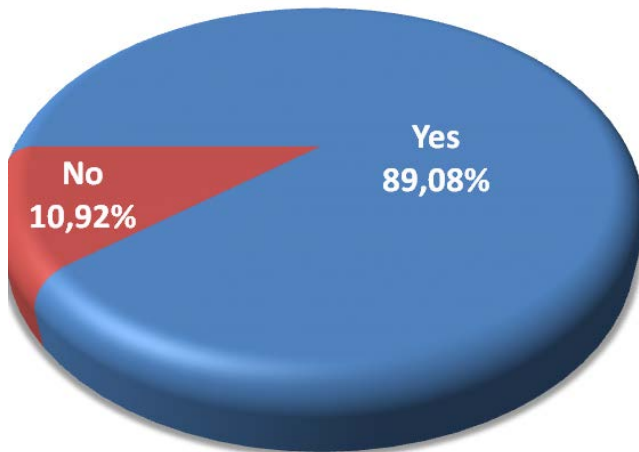
When the educational status of the volunteers is analysed by country, it is seen that 95.52% in Turkey, 86.54% in Austria, 76.36% in Cyprus and Greece, and 75.00% in Spain, have an intensive university education. It can say that this is because universities give too much space to volunteering activities and that NGOs focus on volunteering projects while providing shelter to students.

The high level of participation in Slovenia at the High School and University level shows involvement in volunteering activities at a very young age.

Volunteering participation is also observed at the Master's and PhD levels in Austria (36.54%), Spain (20.00%), Cyprus and Greece (27.27%).

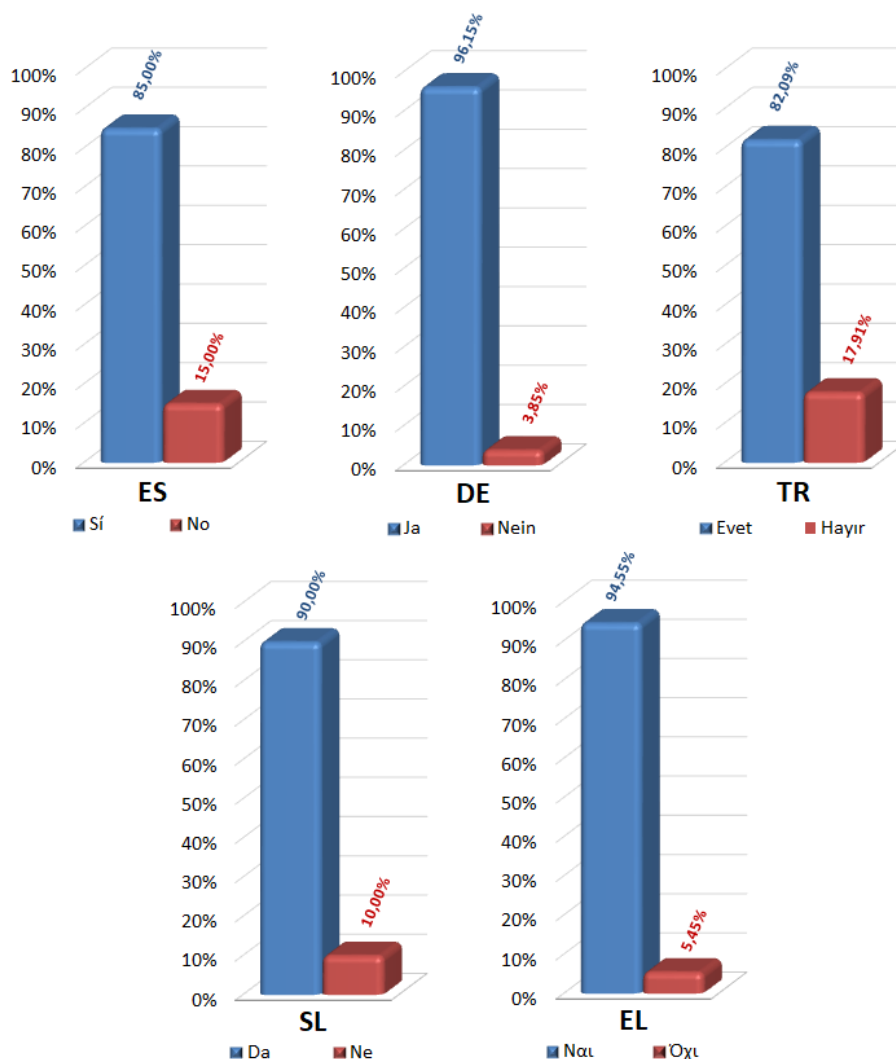
Volunteering Features

Have you ever volunteered (under an organisation / with friends independently from any organisation)?



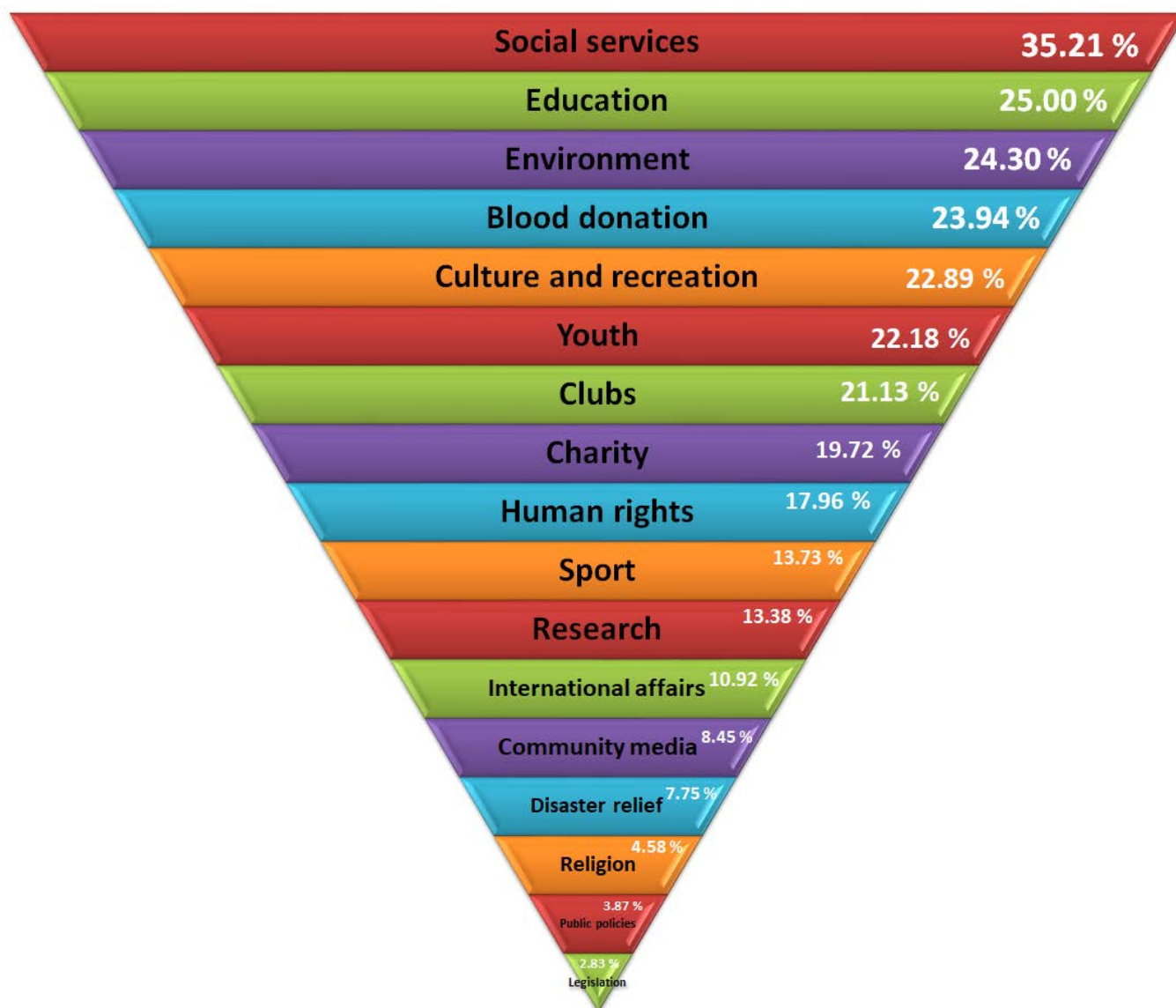
When the participants were asked whether they participated in a volunteering activity with any institution or group of friends, 89.08% answered "Yes", and 10.92% of the volunteers stated they engaged in individual volunteering activities.

While the rates seem close to each other in the national analysis, volunteers are intensely engaged in individual volunteering activities in Spain (15.00%) and Turkey (17.91%).



Volunteering Features

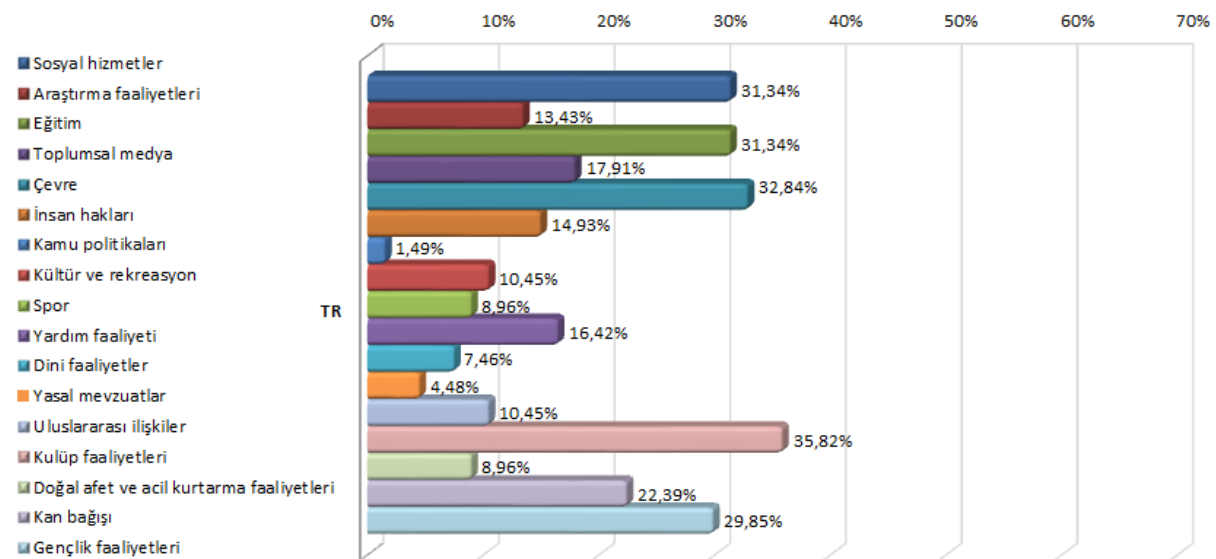
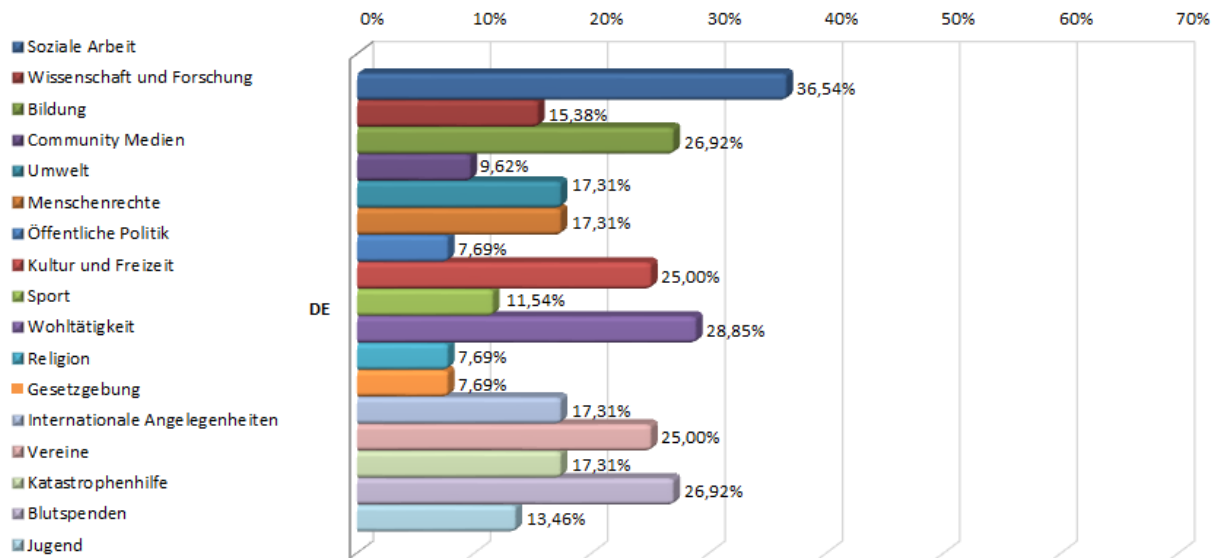
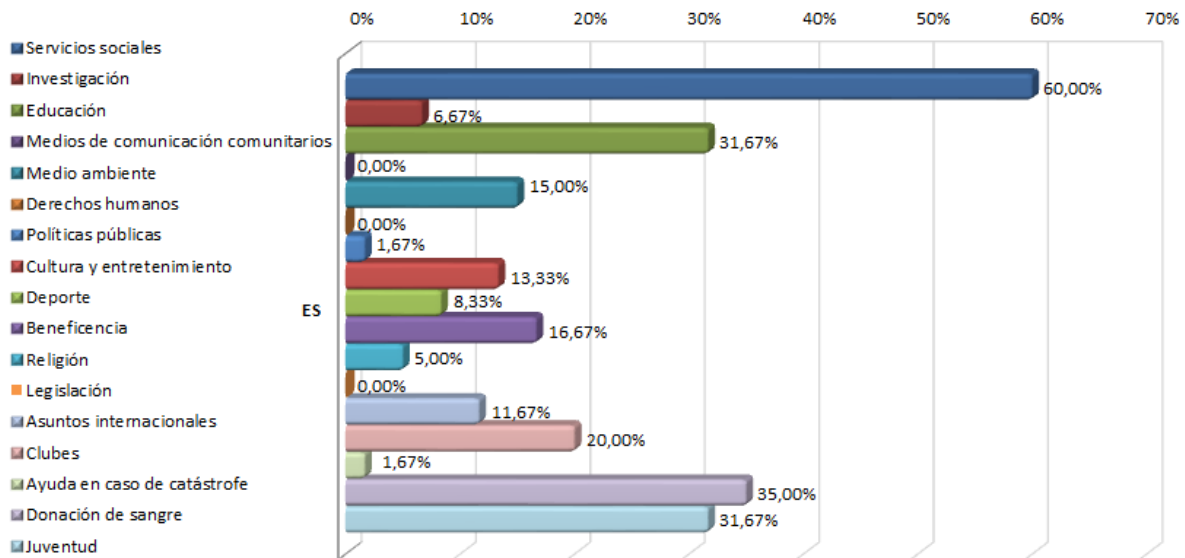
In which field have you provided volunteering services?

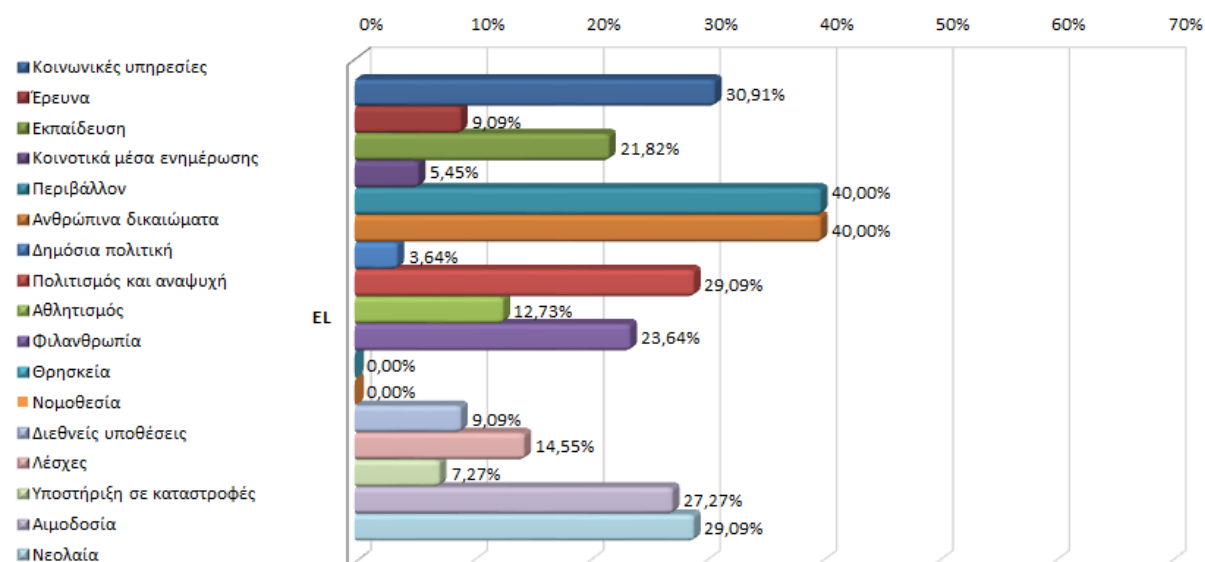
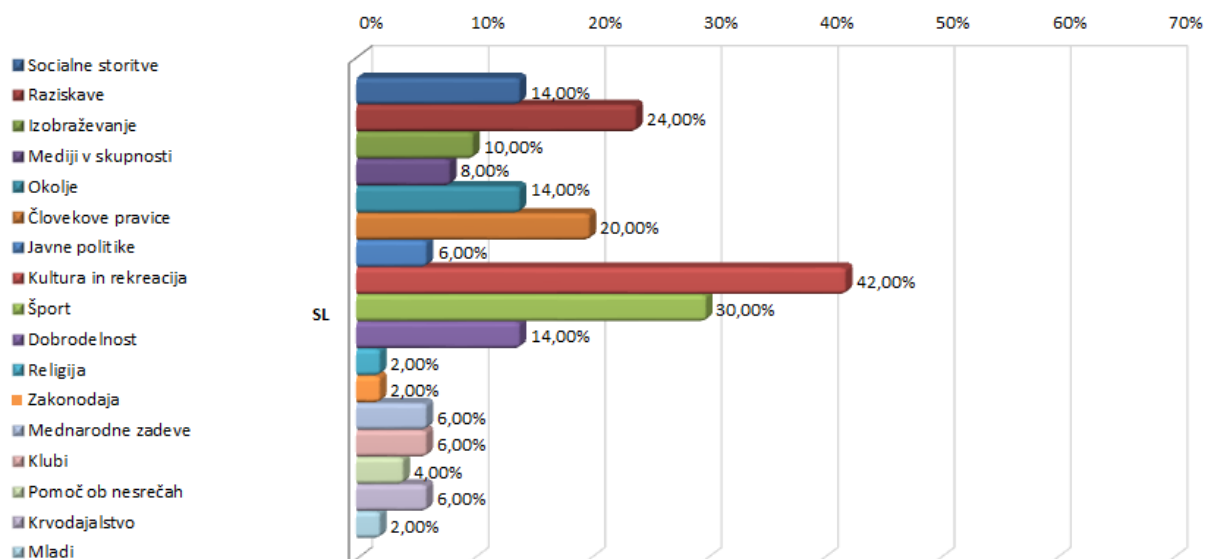


When the areas of volunteering in which young volunteers take part and provide services are analyzed, social services ranks first with 35.21%, education ranks second with 25.00%, Environment ranks third with 24.30%, and Blood donation ranks fourth with 23.94%.

A proportional decrease is observed with the right proportion in the areas that continue in order, and regions with large ruptures are not followed. This result shows that volunteers are trying to participate in many activities and are not yet branching out.

When looking at the least rates, Religion with 4.58%, Public policies with 3.87% and Legislation with 2.83% draw attention.





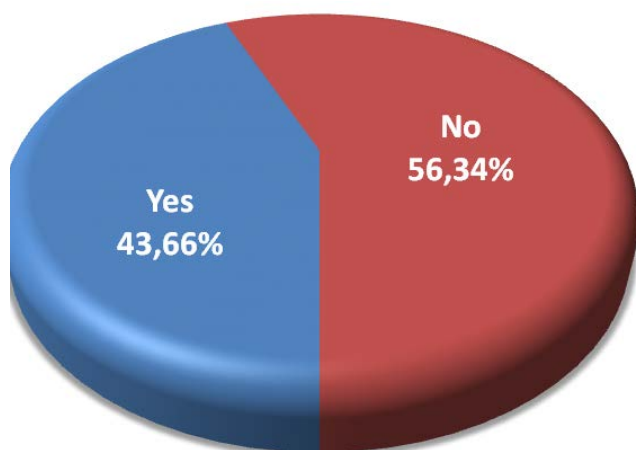
	ES	DE	TR	SL	EL
Social services	60,00% ¹	36,54% ¹	31,34% ³	14,00% ⁵	30,91% ³
Education	31,67% ³	26,92% ³	31,34% ⁴	10,00%	21,82%
Environment	15,00%	17,31%	32,84% ²	14,00%	40,00% ¹
Blood donation	35,00% ²	26,92% ⁴	22,39%	6,00%	27,27%
Culture and recreation	13,33%	25,00% ⁵	10,45%	42,00% ¹	29,09% ⁴
Youth	31,67% ⁴	13,46%	29,85% ⁵	2,00%	29,09% ⁵
Clubs	20,00% ⁵	25,00%	35,82% ¹	6,00%	14,55%
Charity	16,67%	28,85% ²	16,42%	14,00%	23,64%
Human rights	0,00%	17,31%	14,93%	20,00% ⁴	40,00% ²
Sport	8,33%	11,54%	8,96%	30,00% ²	12,73%
Research	6,67%	15,38%	13,43%	24,00% ³	9,09%
International affairs	11,67%	17,31%	10,45%	6,00%	9,09%
Community media	0,00%	9,62%	17,91%	8,00%	5,45%
Disaster relief	1,67%	17,31%	8,96%	4,00%	7,27%
Religion	5,00%	7,69%	7,46%	2,00%	0,00%
Public policies	1,67%	7,69%	1,49%	6,00%	3,64%
Legislation	0,00%	7,69%	4,48%	2,00%	0,00%

It is seen that there is intense volunteering work in the field of social services in all countries participated in our research. Education, environment, blood donation, culture & recreation, youth, and clubs are among the fields of activity where national participation is intense. The diversity seen in the service areas for countries in the chart shows that sectoral approaches in volunteering work have richness in providing a comprehensive profile for target groups.

Religion, public policies, legislation, etc. are the lowest percentages in the proportional sense. It can say that the rates are affected by the fact that special knowledge for the areas of service not being widespread with the need for branching and the relatively low number of project studies compared to other service areas.

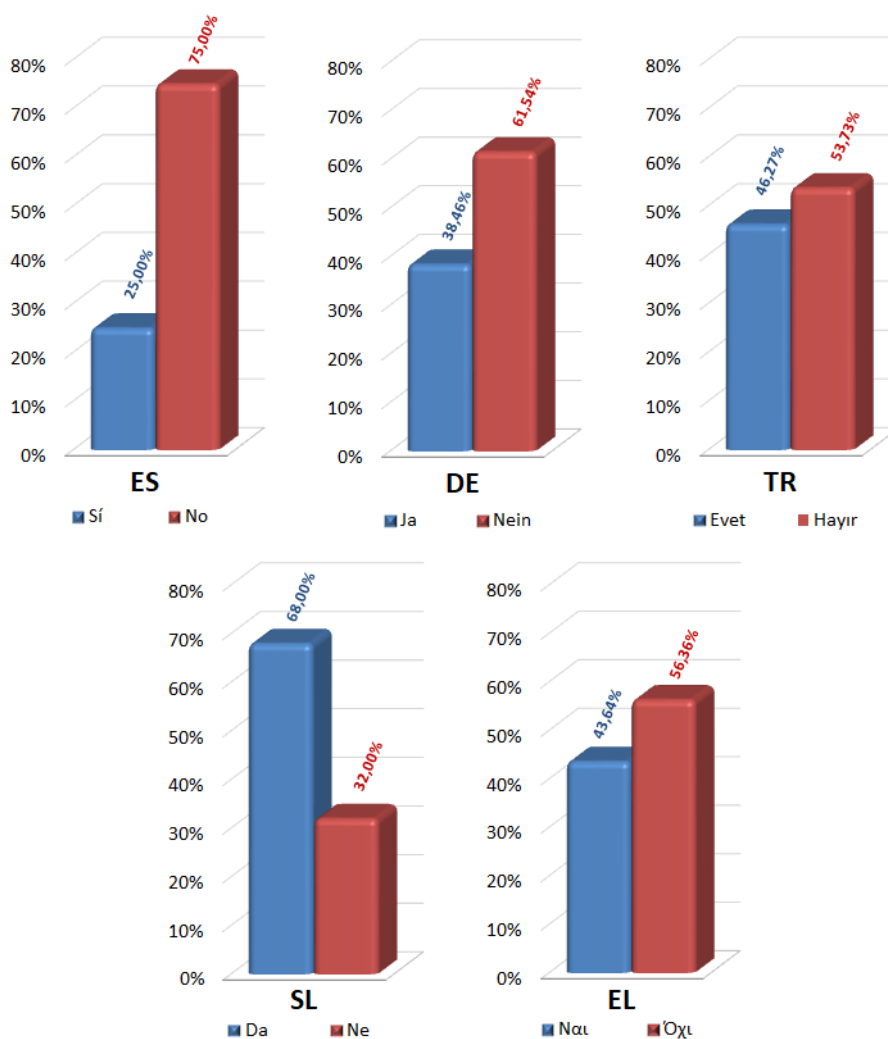
Volunteering Features

Do you attend local voluntary groups at least once a month?



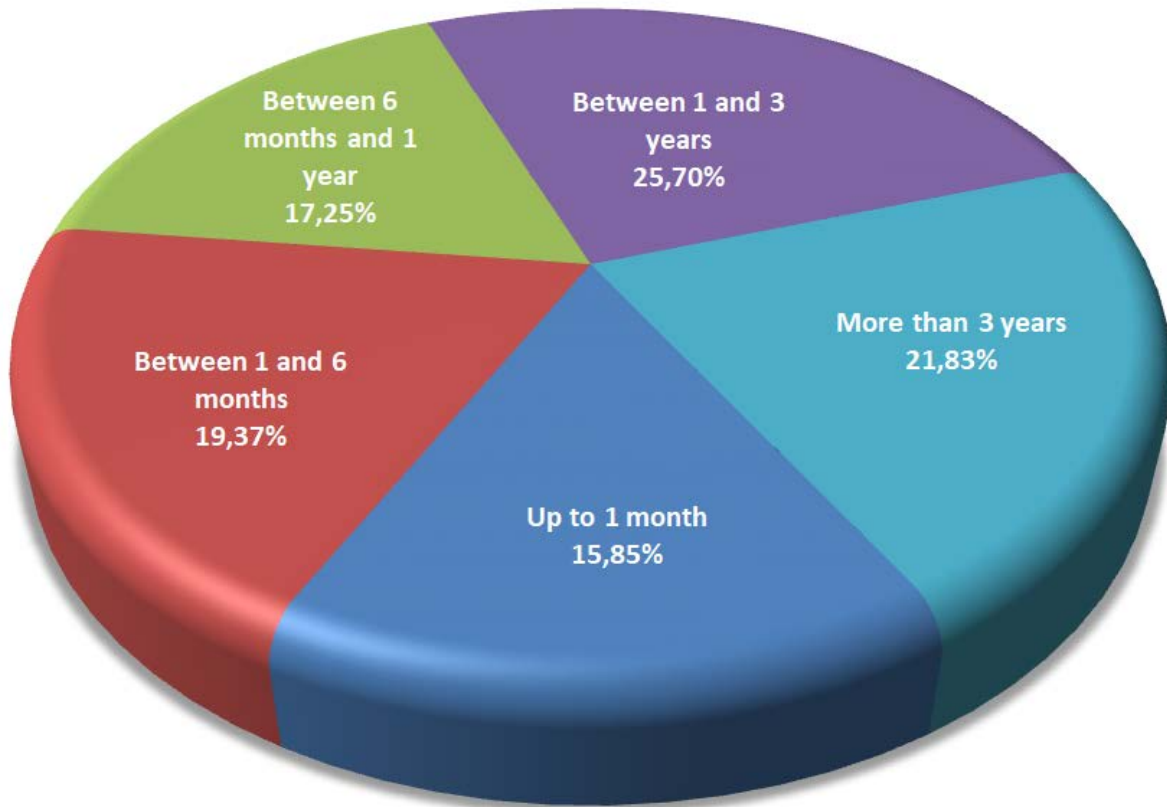
Almost half of the participants (43.66%) stated that they participate in local volunteer group activities at least once a month.

In the country analysis, the principle of ensuring continuity, which is one of the critical success factors of voluntary organizations, was equivalent to the fact that nearly half of the participants participated in at least one activity per month. At the same time, this rate was highest in Slovenia, with 68.00% participation.

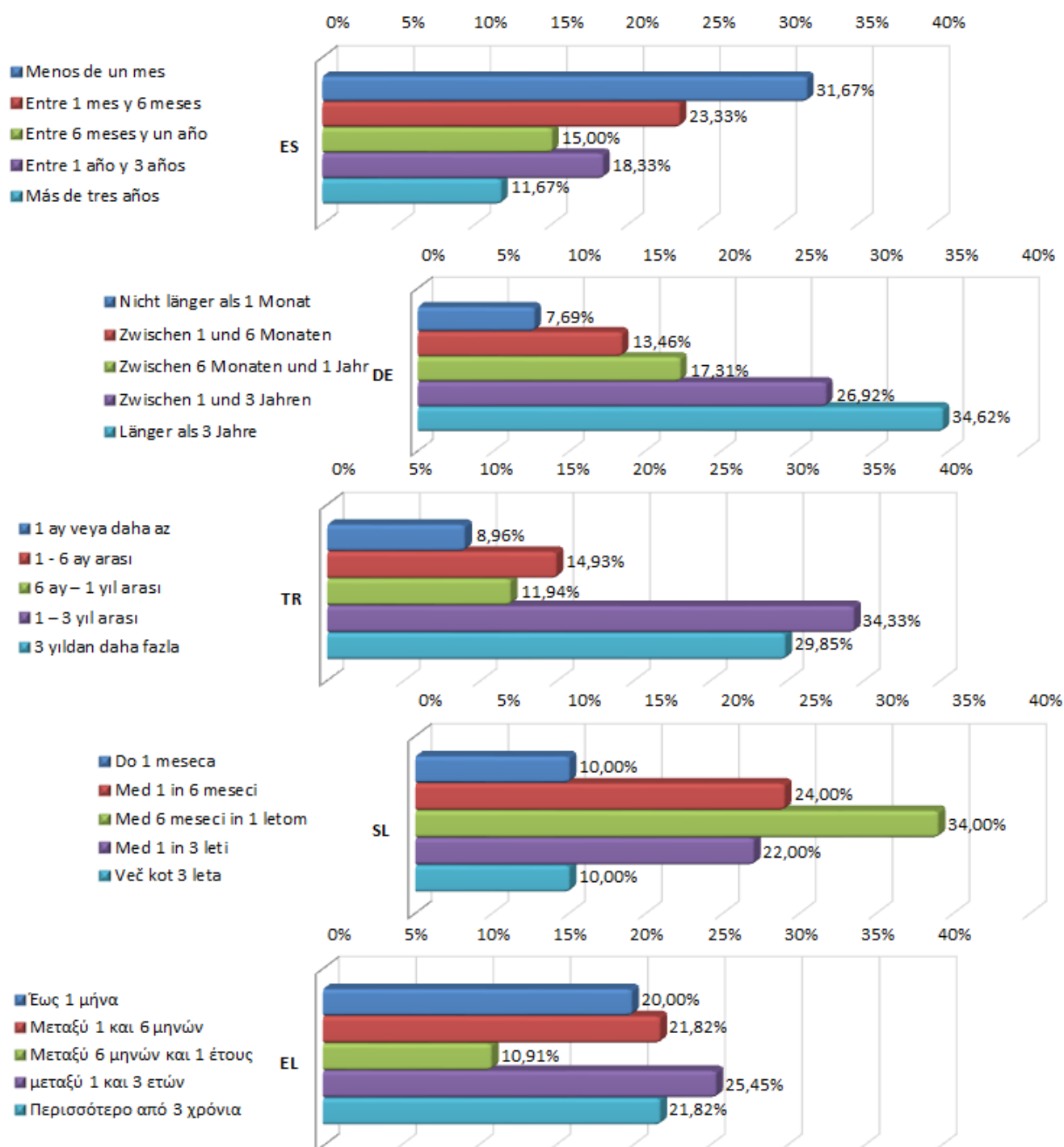


Volunteering Features

How long is your experience, or involvement, in volunteering for a cause, charity or help society (including your independent works or under an NGO)?



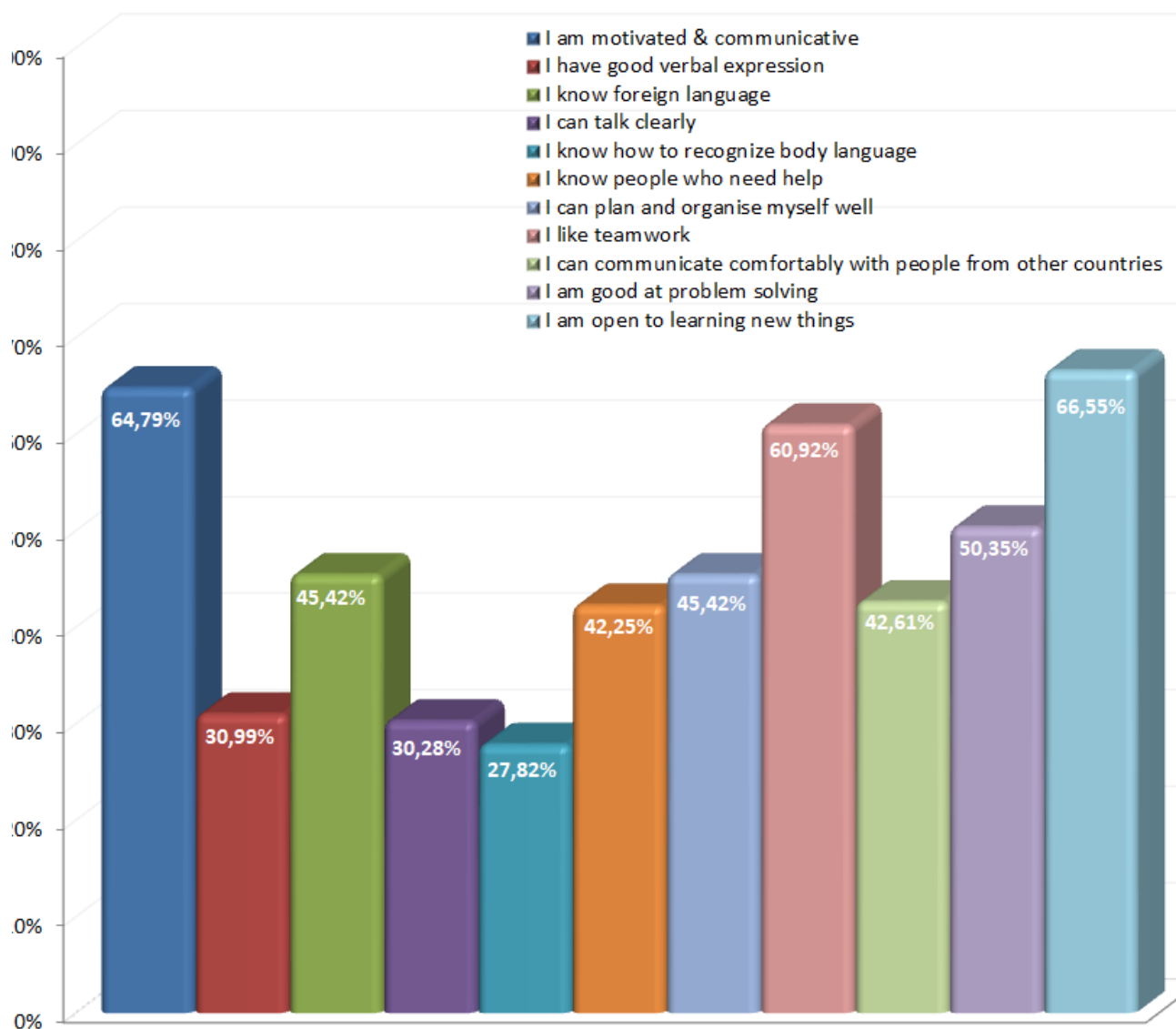
It is seen that 21.83% of the volunteers participating in our research have actively participated in volunteering activities for more than three years. When the rate of 1-3 years adds to this rate, nearly half of the participants continue their volunteering activities without interruption. Especially in the Covid process, which affects the whole world, it is an admirable effort that volunteer activities are carried out independently or with an NGO at a high rate. Considering the covid process is just getting out of the way, the rate of participation in volunteer activities in less than one year can evaluate together. In this case, it can say that the participants continue their volunteering activities intensively.



When the participation in volunteering activities is examined on a national basis; the proportion of volunteers participating in volunteering activities independently or with an NGO for more than a year is 64.18% in Turkey, 61.54% in Austria, 47.27% in Cyprus and Greece, 32.00% in Slovenia, 30.00% in Spain.

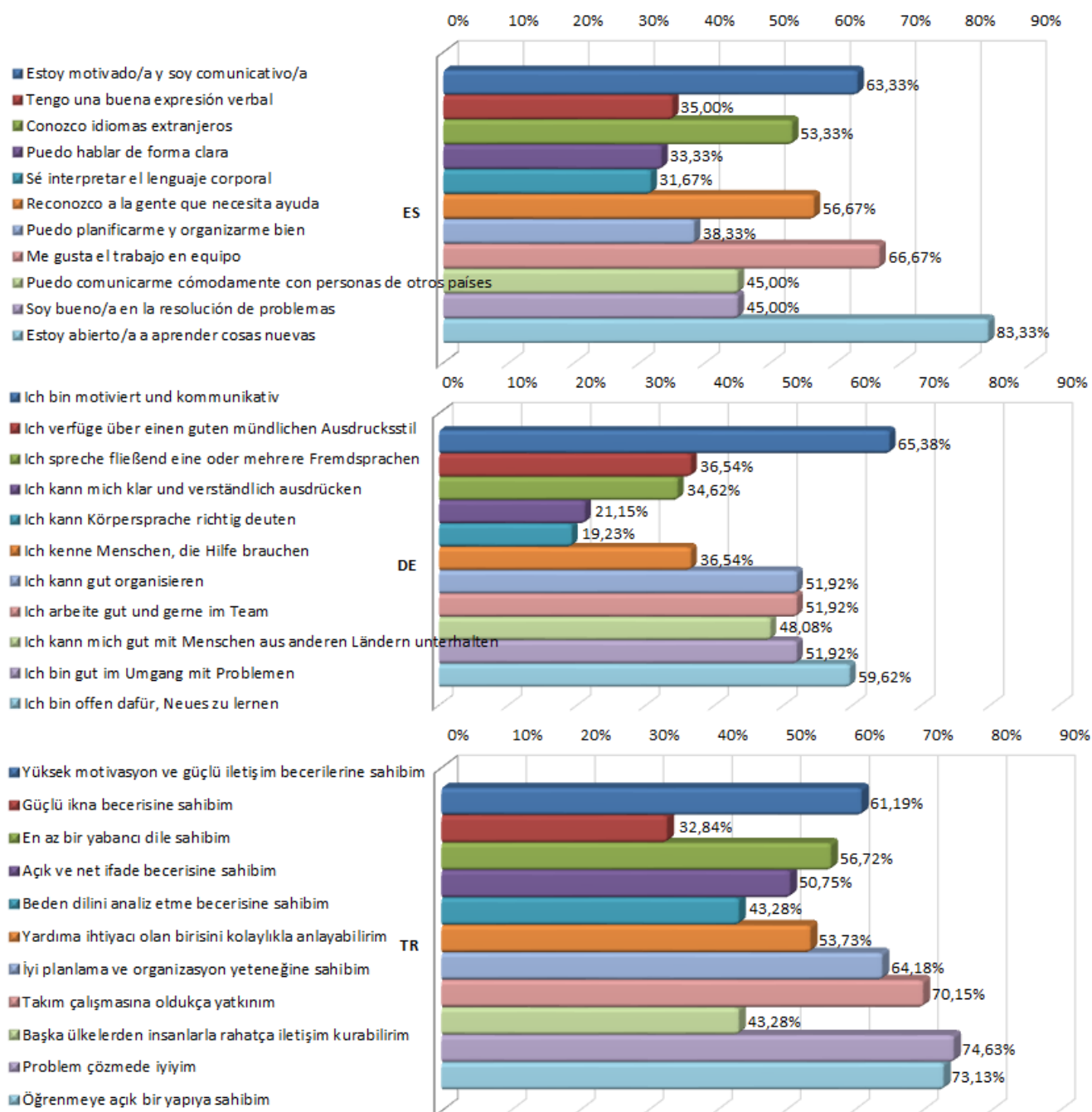
Volunteering Features

What skills as a volunteer do you own?

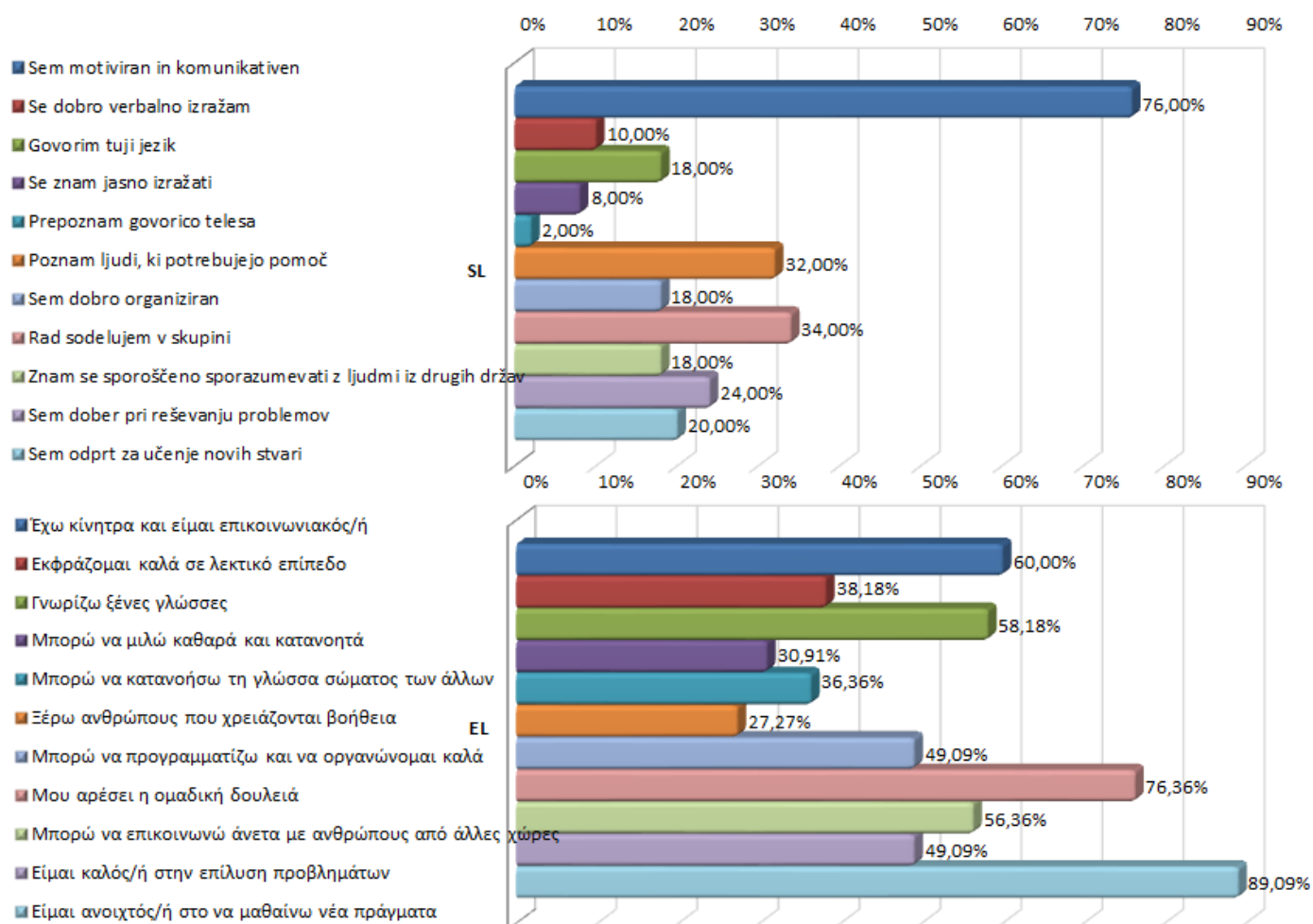


One of the positive aspects of receiving volunteer support is that it can provide high-quality service with a limited budget. Thanks to the volunteer's knowledge, skills, and experience, they can deliver better service to society.

The essential qualities of an ideal volunteer include individual responsibility, social responsibility, predisposition to teamwork, communication skills, adaptability to different cultures, ability to apply the mechanism of criticism-self-criticism, openness to innovations, and being a sharer, etc.



Skill is "a subcomponent of competence and the specific process that enables an individual to act competently in a particular job". Talent is innate. Skill is the integration of ability with knowledge and practical application. In this respect, talent is an individual's inclination and proficiency in a particular subject. In other words, talent is the ability of an individual to do a specific job or action. Skill is the ability to use that tendency and potential in a particular position. In this respect, skill is the ability of an individual to use their talent and be able to overcome a task. An individual may have talent in any subject, but if the necessary education, interest, and effort are not shown, they may have difficulty transforming their talents into skills. On the other hand, competence is "the general characteristics of an individual, consisting of the blending of personality, values, motivation, self, knowledge and skills".

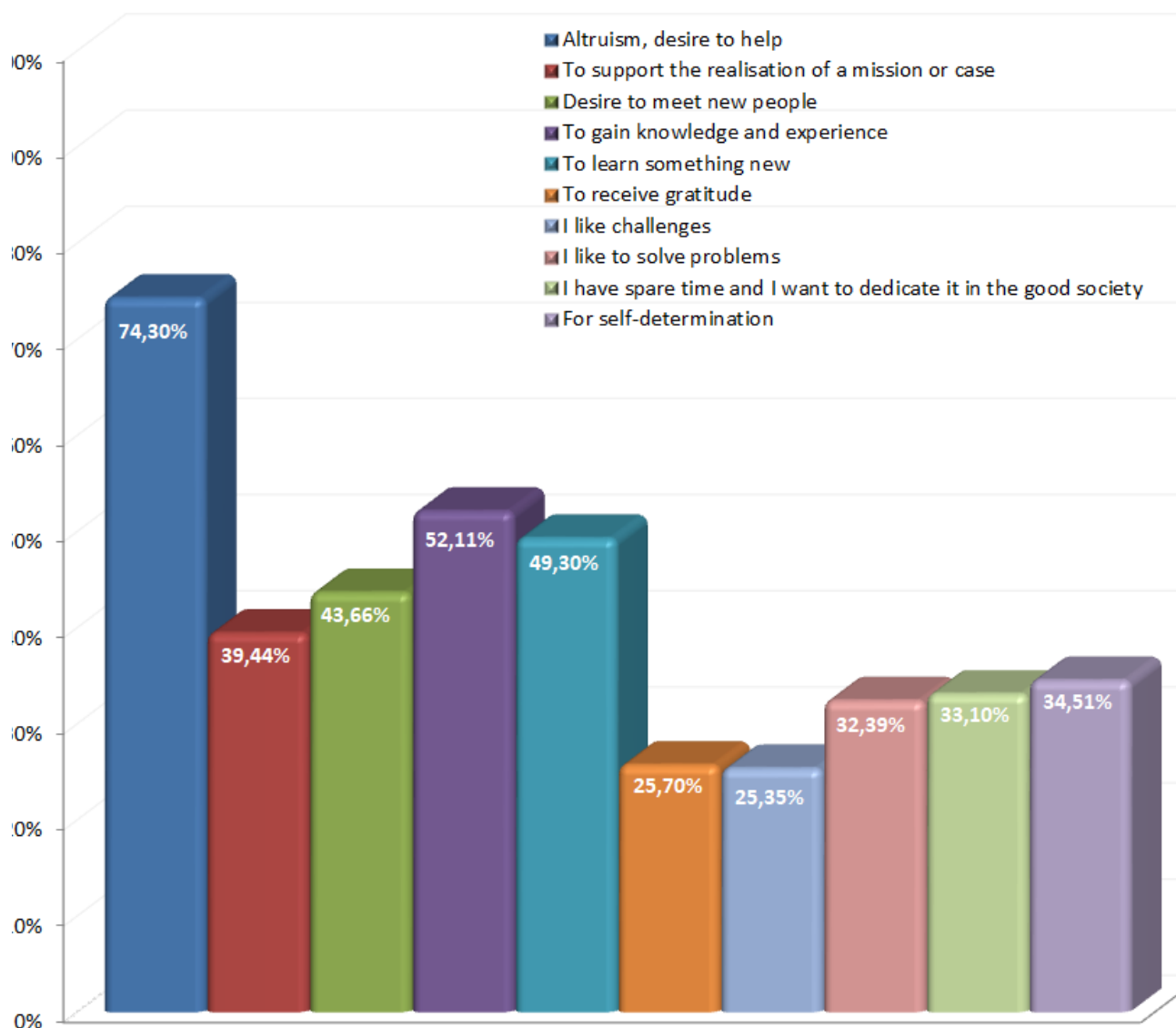


The distribution of skills and abilities that young volunteers stated that they have is as follows.

66.55% I am open to learning new things, **64.79%** I am motivated & communicative,
60.92% I like teamwork, **50.35%** I am good at problem solving,
45.42% I know foreign language, **45.42%** I can plan and organise myself well,
42.61% I can communicate comfortably with people from other countries,
42.25% I know people who need help, **30.99%** I have good verbal expression,
30.28% I can talk clearly, **27.82%** I know how to recognize body language

Volunteering Features

What are the reasons to become a volunteer?



When the reasons for being a volunteer are examined, the prominent descriptions of the participants are;

Sense of spirituality: Self-sacrifice and desire to help, supporting the achievement and completion of a task, desire for self-improvement, gaining spiritual satisfaction,

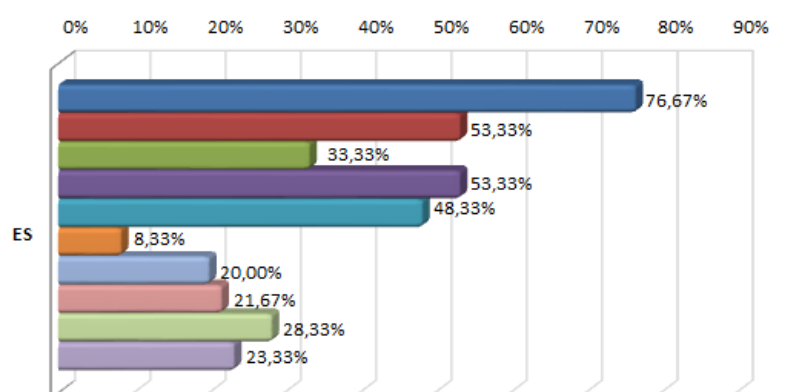
Gaining learning and experience: Gaining knowledge and experience, desire to learn new things

Challenging and problem-solving: Struggling with difficulties, problem-solving,

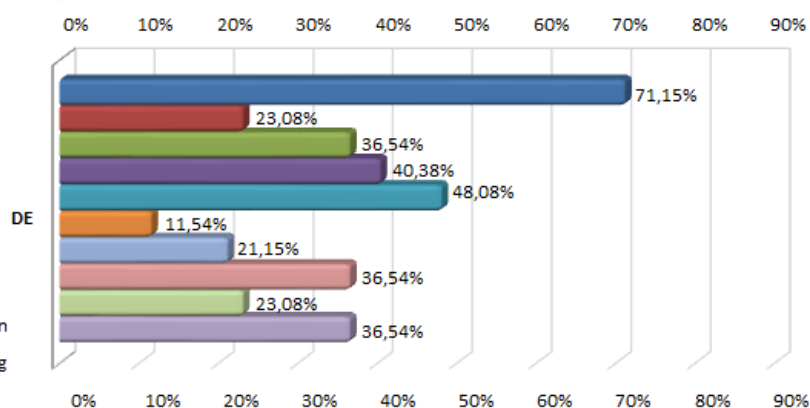
Socializing: Meet new people

Positive leisure time: Desire to do something for the benefit of society in spare time.

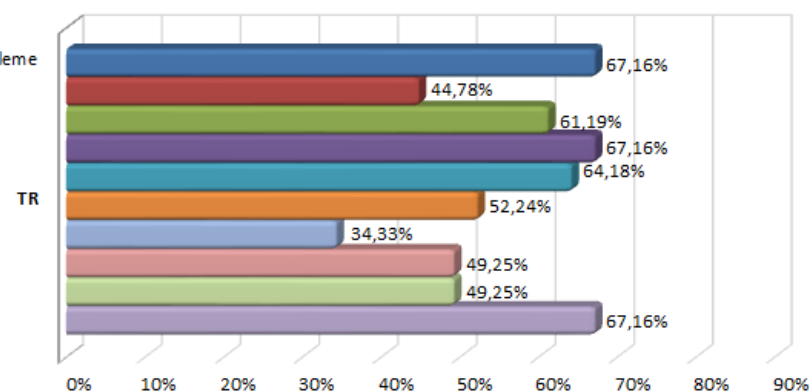
- Altruismo, deseo de ayudar
- Apoyar la realización de una misión o causa
- Deseo de conocer gente nueva
- Para adquirir conocimientos y experiencia
- Para aprender algo nuevo
- Para recibir agradecimiento
- Me gustan los retos
- Me gusta resolver problemas
- Deseo de hacer algo en beneficio de la sociedad.
- Por mi autodeterminación



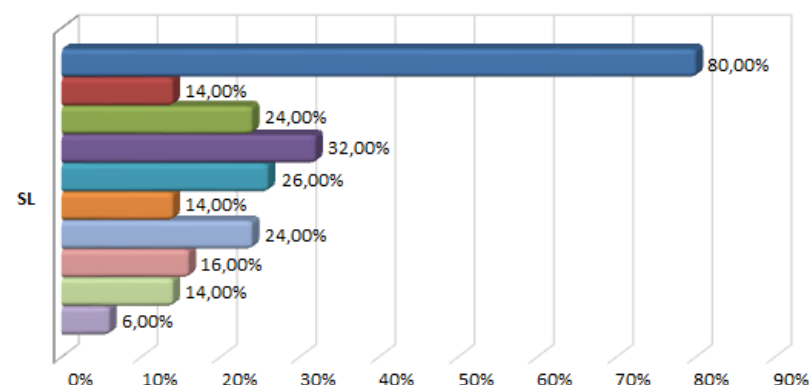
- aus Altruismus, dem Wunsch zu helfen
- Erledigung einer Aufgabe
- Der Wunsch, neue Menschen kennenzulernen
- Um Wissen und Erfahrungen zu sammeln
- Um etwas Neues zu lernen
- Um Dankbarkeit zu erhalten
- Ich mag Herausforderungen
- Ich löse gerne Probleme
- Wunsch, etwas zum Wohle der Gesellschaft zu tun
- Für die eigene Entwicklung und Selbstbestimmung



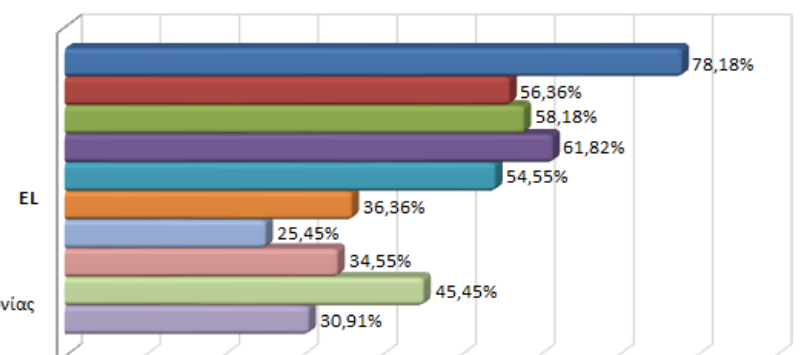
- Fedakarlık ve yardım etme arzusu
- Bir görevin başanlmasını, tamamlanmasını destekleme
- Yeni insanlarla tanışma
- Bilgi ve deneyim kazanma
- Yeni şeyler öğrenme arzusu
- Manevi tatmin kazanma
- Zorluklarla mücadele etmeyi sevmek
- Problem çözme sevmek
- Toplum yaranna bir şeyler yapma arzusu
- Kendini geliştirme arzusu



- Altruizem, želja pomagati
- Podpora uresničevanju poslanstva ali zadeve
- Želja po spoznavanju novih ljudi
- Pridobivanje znanja in izkušenj
- Učenje novih stvari
- Prejemanje hvaležnost
- Rad imam izzive
- Rad rešujem težave
- Prosti čas želim posvetiti družbi
- Možnost samoodločanje

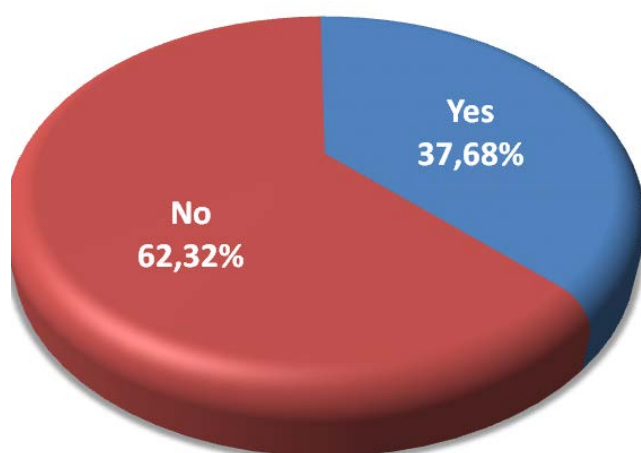


- Αλtruισμός, επιθυμία για βοήθεια
- Υποστήριξη στην υλοποίηση μιας αποστολής
- Επιθυμία να γνωρίσει νέους ανθρώπους
- Να αποκτήσει γνώσεις και εμπειρία
- Να μάθει κάτι καινούριο
- Συναισθημα ευγνωμοσύνης
- Του/της αρέσουν οι προκλήσεις
- Του/της αρέσει να λύνει προβλήματα
- Επιθυμία να κάνουμε κάτι προς όφελος της κοινωνίας
- Για αυτοδιάθεση



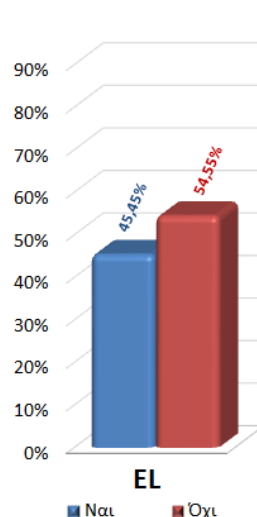
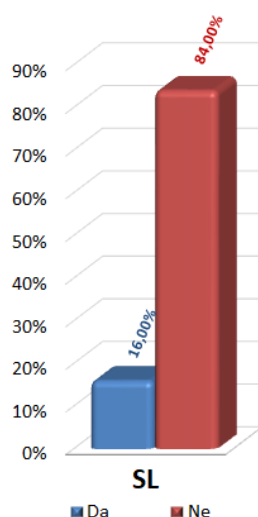
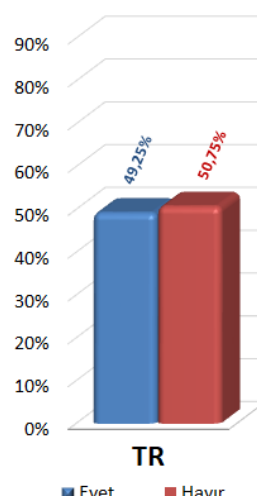
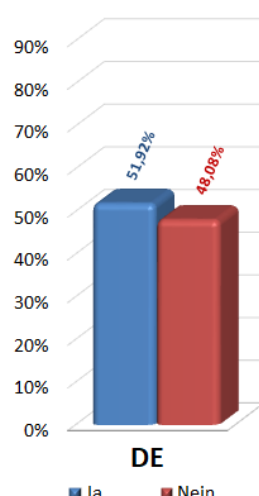
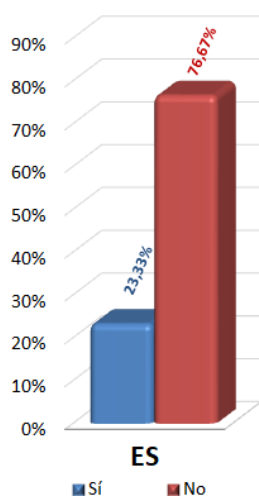
Volunteering Features

Have you received any form or recognition document (certificate, attestation, volunteering booklet etc.) for acknowledgement of your volunteering participation?



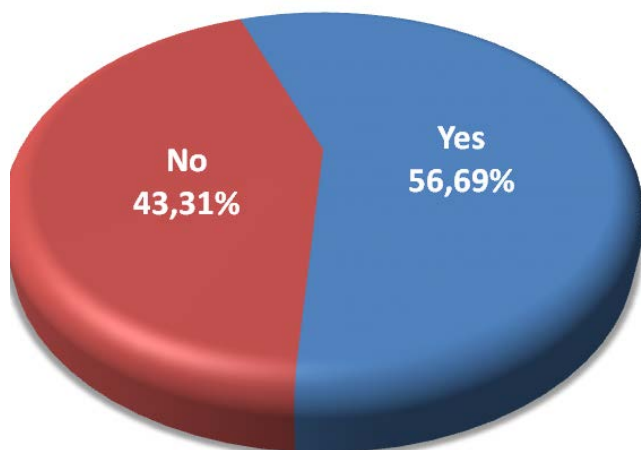
37.68% of the volunteers stated that they received certificates for their volunteering activities.

Of those who received the certificate, 53.85% received a certificate of participation, 36.54% a certificate of appreciation, 6.73% a youth pass and 2.88% a Europass certificate.



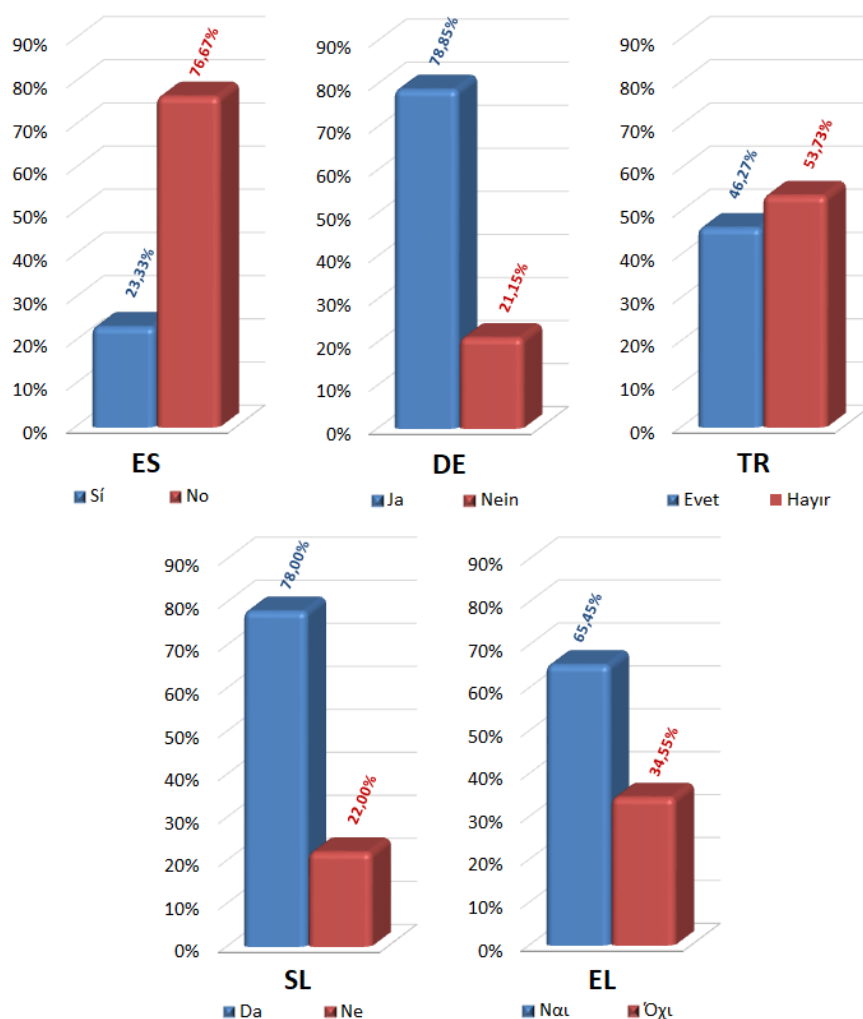
Volunteering Features

Have you included your experience in volunteering in your CV?



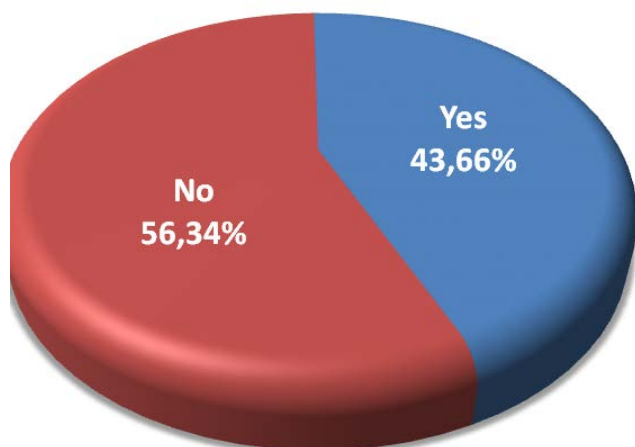
56.69% of the volunteers added their volunteering experience documents to their CVs.

Volunteers from Austria (78.85%), Slovenia (78.00%), Cyprus & Greece (65.45%), Turkey (46.27%), and Spain (23.33%) have added their documents into their CVs.

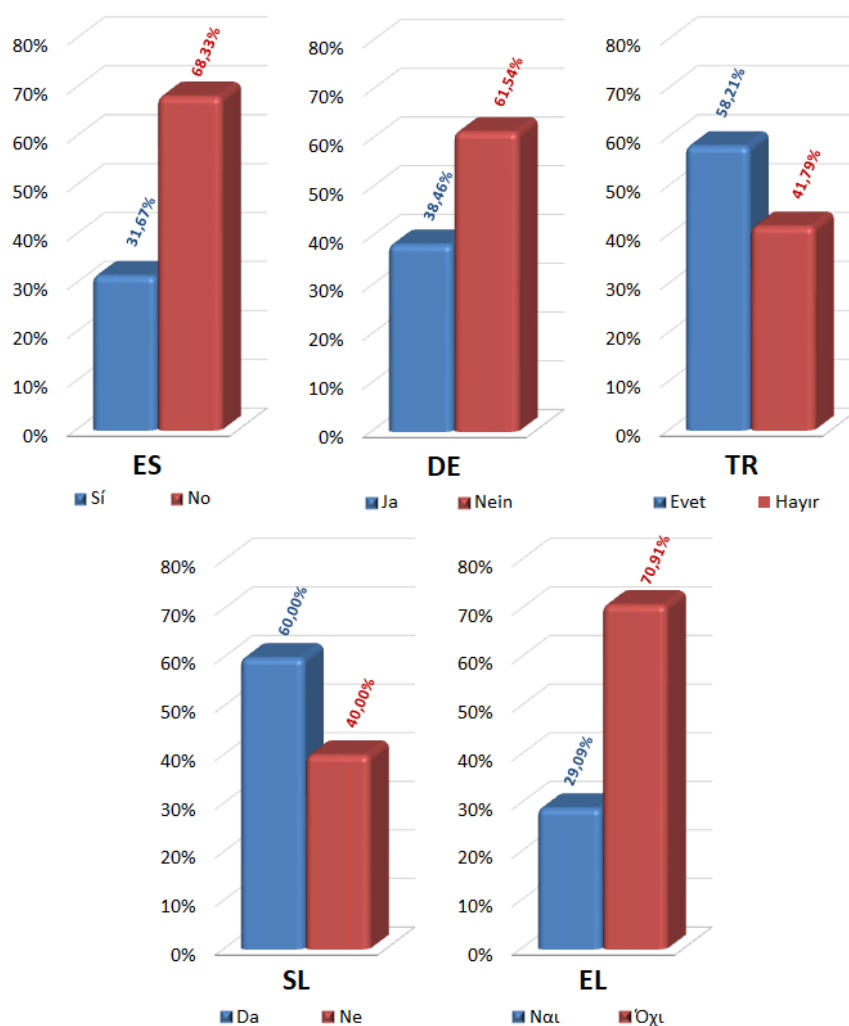


Training Features

Have you participated in any kind of training before starting your volunteering work?

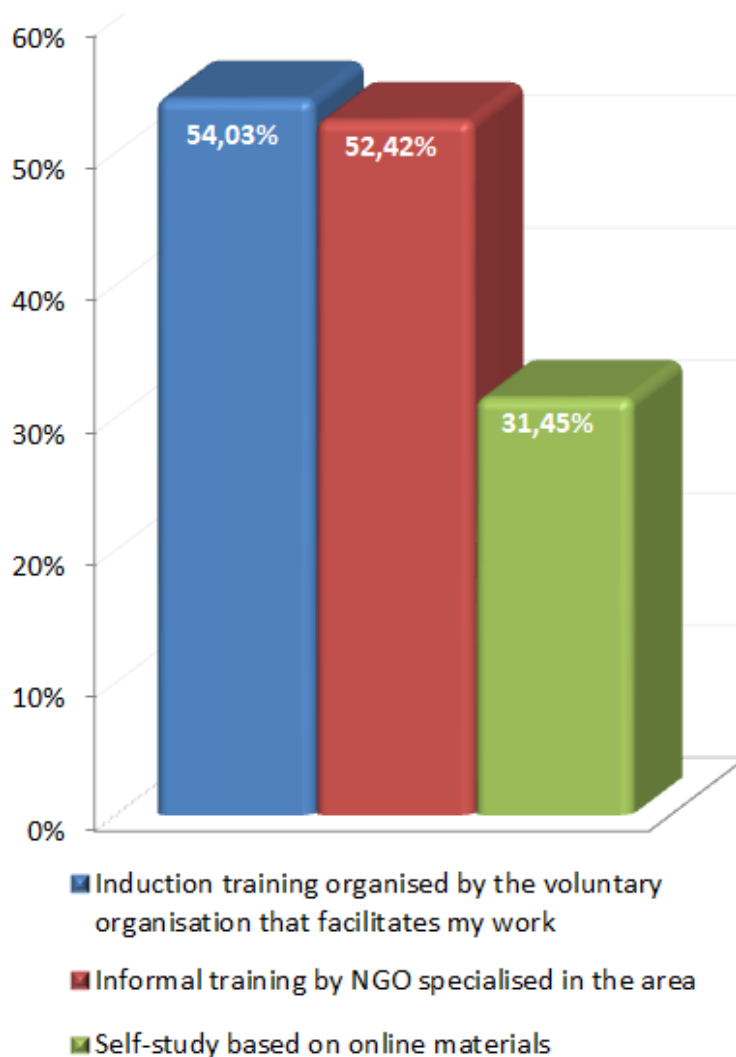


Among the volunteers, the rate of having attended subject-specific training before starting the volunteer work is 43.66%.



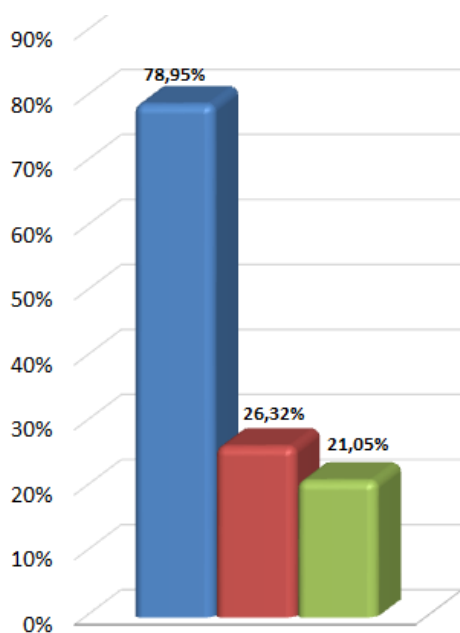
Training Features

What kind of training participated before starting your volunteering work?



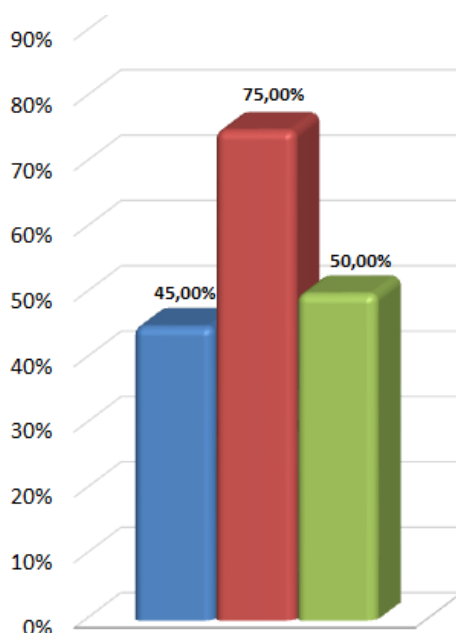
When the training received by the volunteer youth is analyzed, on-the-job activities organized by the volunteer organization come first with 54.03%.

The induction training given by the institutions specialized in the field with a close-ratio is 52.42%, and the self-study based on online materials stands out with 31.45%.



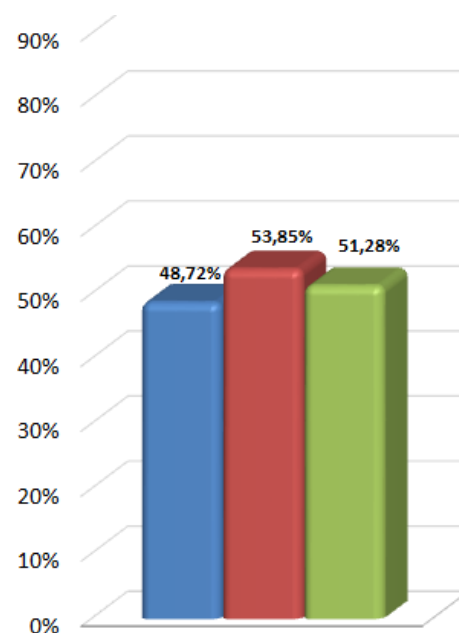
ES

- Formación inicial impartida por la organización de voluntariado que facilita mi trabajo
- Formación informal impartida por una ONG especializada en la materia
- Formación autodidacta basada en materiales online



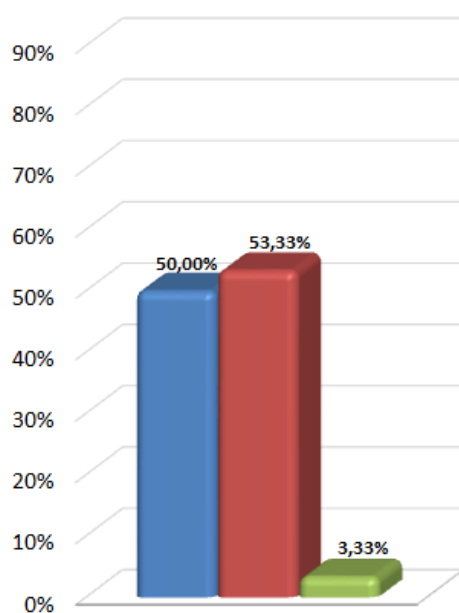
DE

- Einführungsschulung, organisiert von der Freiwilligenorganisation
- Informelle Schulung durch eine auf diesen Bereich spezialisierte NRO
- Selbststudium anhand von Online-Materialien



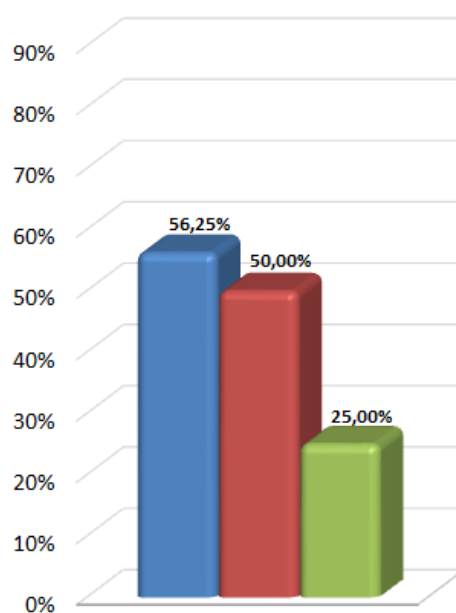
TR

- Gönüllü organizasyonu tarafından düzenlenen iş başı eğitimi
- Alanında uzmanlaşmış kurumlar tarafından verilen eğitim
- Çevrimiçi materyallere dayalı bireysel eğitim



SL

- Uvodno usposabljanje, ki ga organizira prostovoljna organizacija, ki mi omogoča delo
- Neformalno usposabljanje, ki ga organizira nevladna organizacija, specializirana za to področje
- Samostojno učenje na podlagi spletnega gradiva



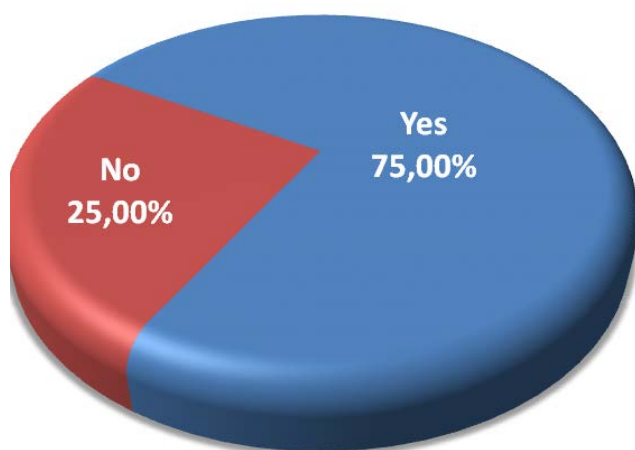
EL

- Εισαγωγική εκπαίδευση που διοργανώνεται από την εθελοντική οργάνωση
- Άτυπη κατάρτιση από ΜΚΟ που ειδικεύεται στον τομέα
- Αυτοεκπαίδευση με βάση υλικό στο διαδίκτυο

Received training by the volunteers before they started their volunteer work.

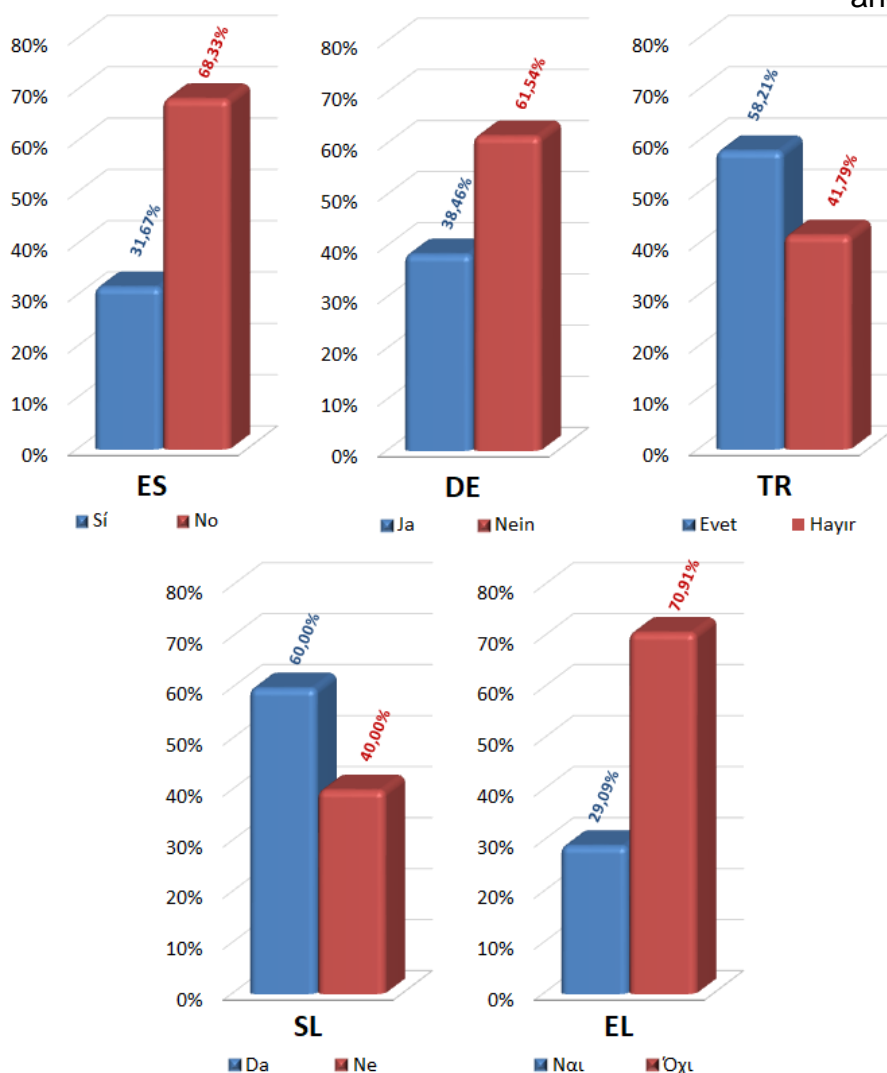
Training Features

Are you interested in participating in a specialised training in volunteering management to increase the success with your voluntary activities?



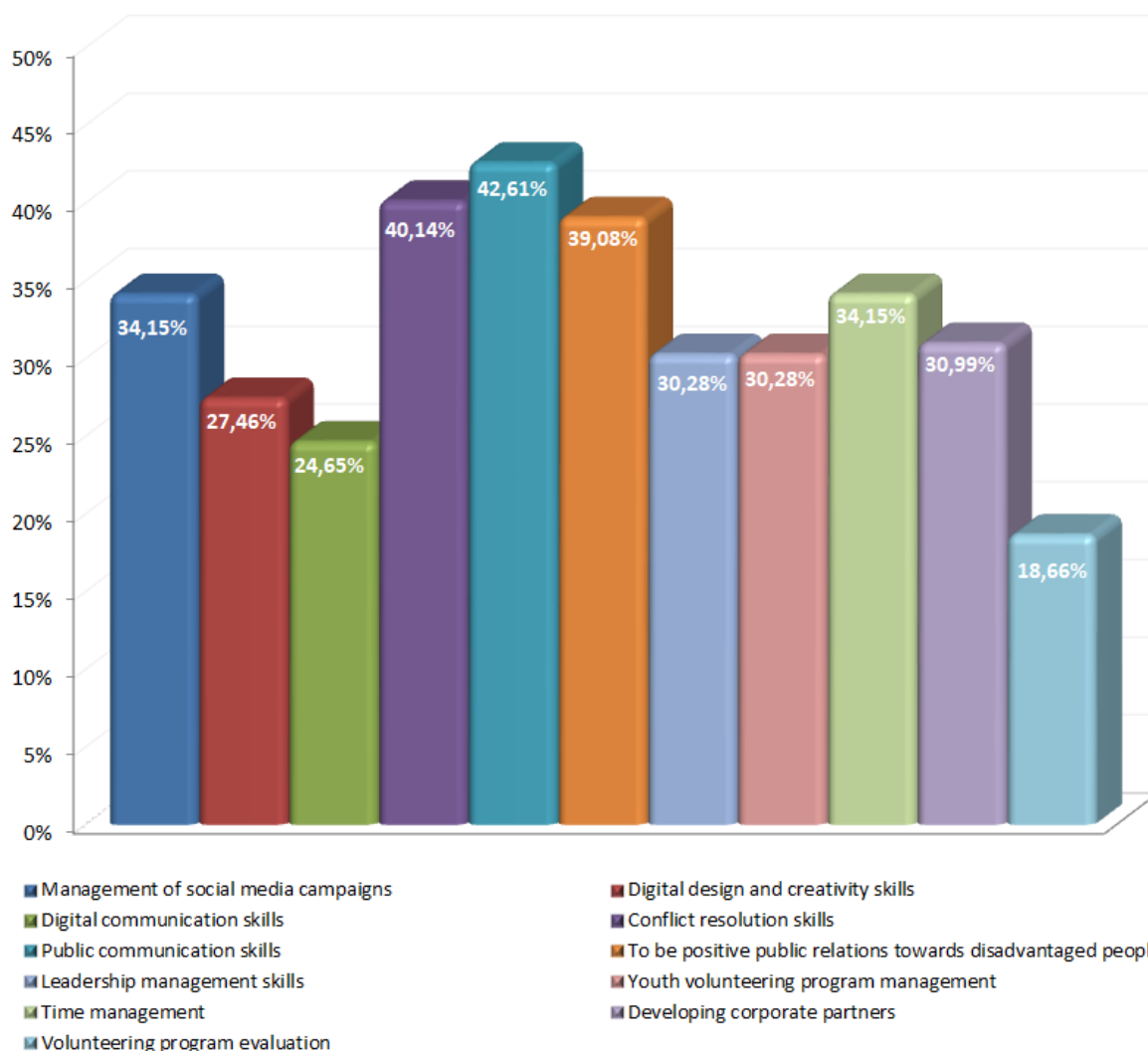
They are very willing, with 75.00%, to participate in training on volunteer management to increase the success with volunteering activities.

By country distribution, the participation rate in education is 83.64% in Cyprus & Greece, 82.69% in Austria, 82.00% in Slovenia, 75.63% in Turkey, and 55.00% in Spain.



Training Features

What are the most important skills that you need to be effective at volunteering management?

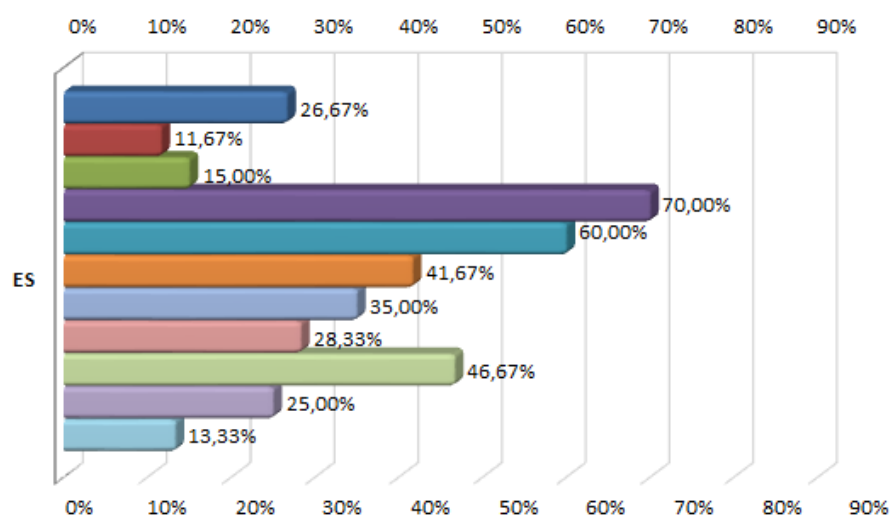


When young volunteers are asked about the skills, they need to carry out effective volunteer management;

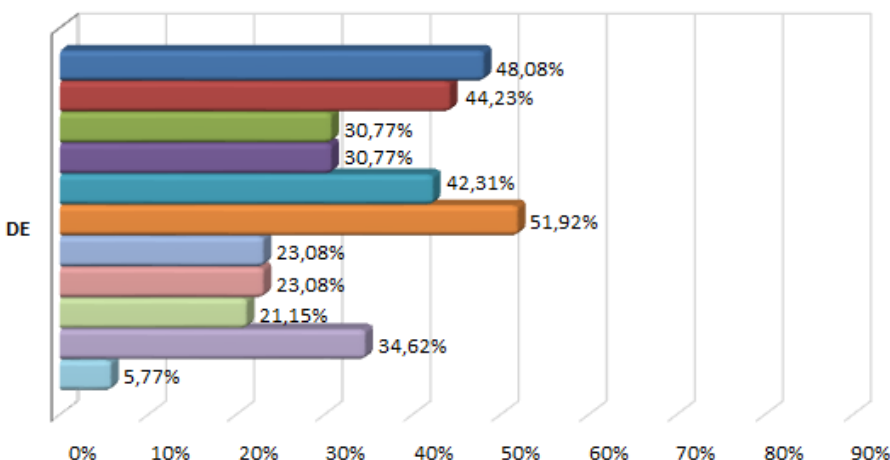
Public communication skills (42,61%)
 Conflict resolution skills (40,14%)
 Positive public relations towards disadvantaged people (39,08%)
 Time management (34,15%)
 Management of social media campaigns (34,15%)
 Developing corporate partnerships (30,99%)
 Youth volunteering program management (30,28%)
 Leadership management skills (30,28%)
 Digital design and creativity skills (27,46%)
 Digital communication skills (24,65%)
 Volunteering program evaluation (18,66%)

a sorting is encountered.

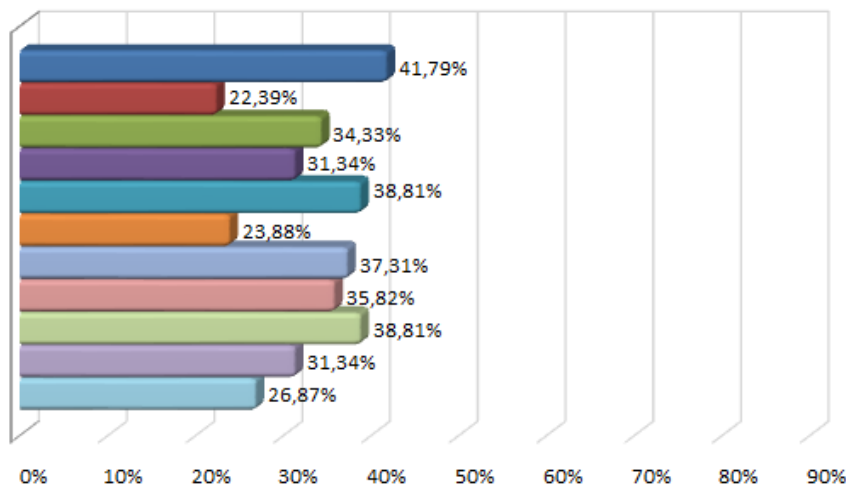
- Gestión de campañas en las redes sociales
- Diseño digital y aptitudes creativas
- Habilidades en comunicación digital
- Habilidades en la resolución de conflictos
- Habilidades de comunicación en público
- Comunicación positiva con los desfavorecidos
- Habilidades de gestión del liderazgo
- Gestión de programas de voluntariado de jóvenes
- Gestión del tiempo
- Desarrollo de socios corporativos
- Evaluación de programas de voluntariado



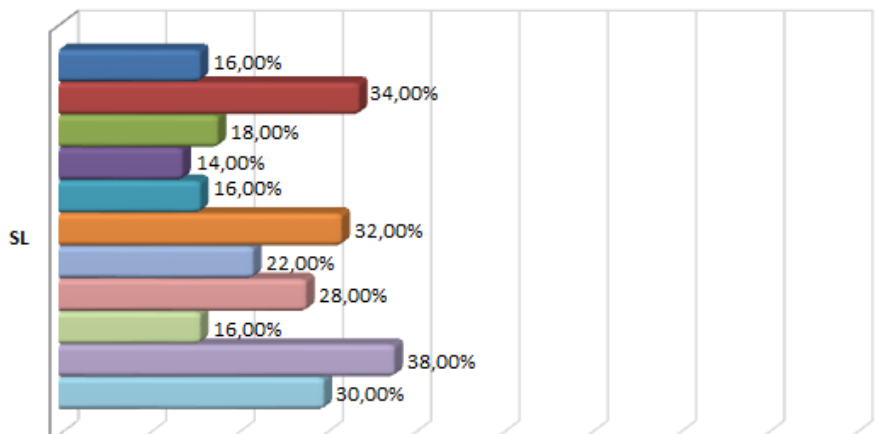
- Verwaltung von Kampagnen in den sozialen Medien
- Digitale Design- und Kreativität
- Digitale Kommunikationsfähigkeiten
- Fähigkeiten zur Konfliktlösung
- Fähigkeiten in der öffentlichen Kommunikation
- Positive Kommunikation mit Benachteiligten
- Managementfähigkeiten als Führungskraft
- Management von Jugendfreiwilligenprogrammen
- Zeitmanagement
- Aufbau von Partnerschaften mit Unternehmen
- Evaluierung des Freiwilligenprogramms

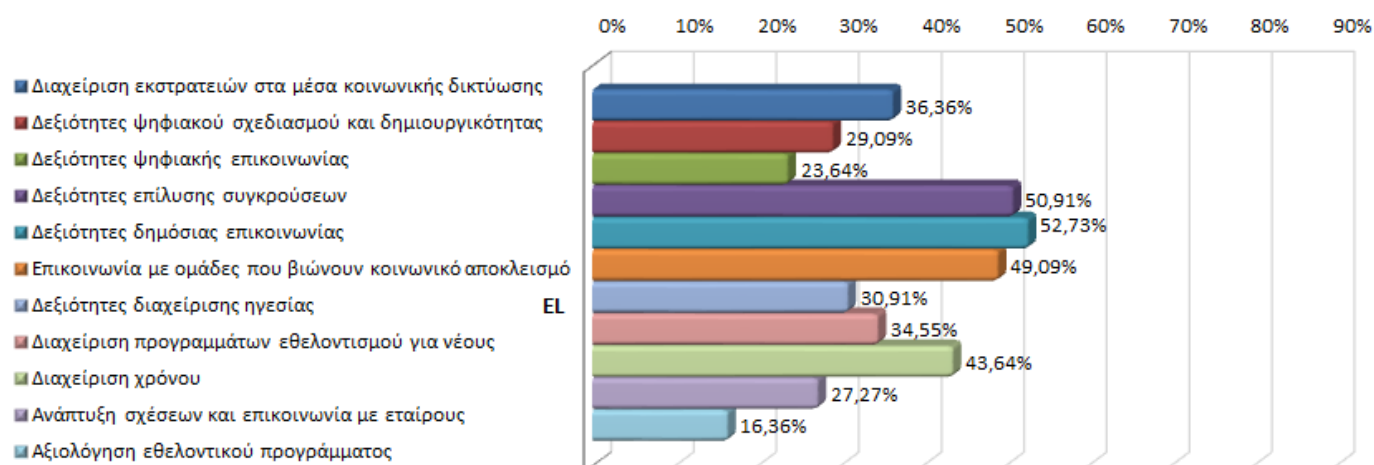


- Sosyal medya kampanyalarının yönetimi
- Dijital tasarım ve yaratıcılık becerileri
- Dijital iletişim becerileri
- Fikir ayrılıklarını çözümleme becerisi
- Halkla ilişkiler becerileri
- Dezavantajlı insanlara karşı olumlu ilişkiler sergilemek
- Liderlik yeteneği
- Genç gönüllülük programı yönetimi
- Zaman yönetimi
- Kurumsal ortaklıklar kurabilmek
- Gönüllülük programını değerlendirebilme becerisi



- Upravljanje kampanj v družbenih medijih
- Veščine digitalnega oblikovanja in ustvarjalnosti
- Veščine digitalnega komuniciranja
- Veščine reševanja konfliktov
- Veščine javnega komuniciranja
- Pozitivna komunikacija s prikrajšanimi
- Vodstvene spretnosti vodenja
- Vodenje prostovoljskega programa za mlade
- Upravljanje časa
- Razvijanje poslovnih partnerstev
- Vrednotenje različnih programov prostovoljstva



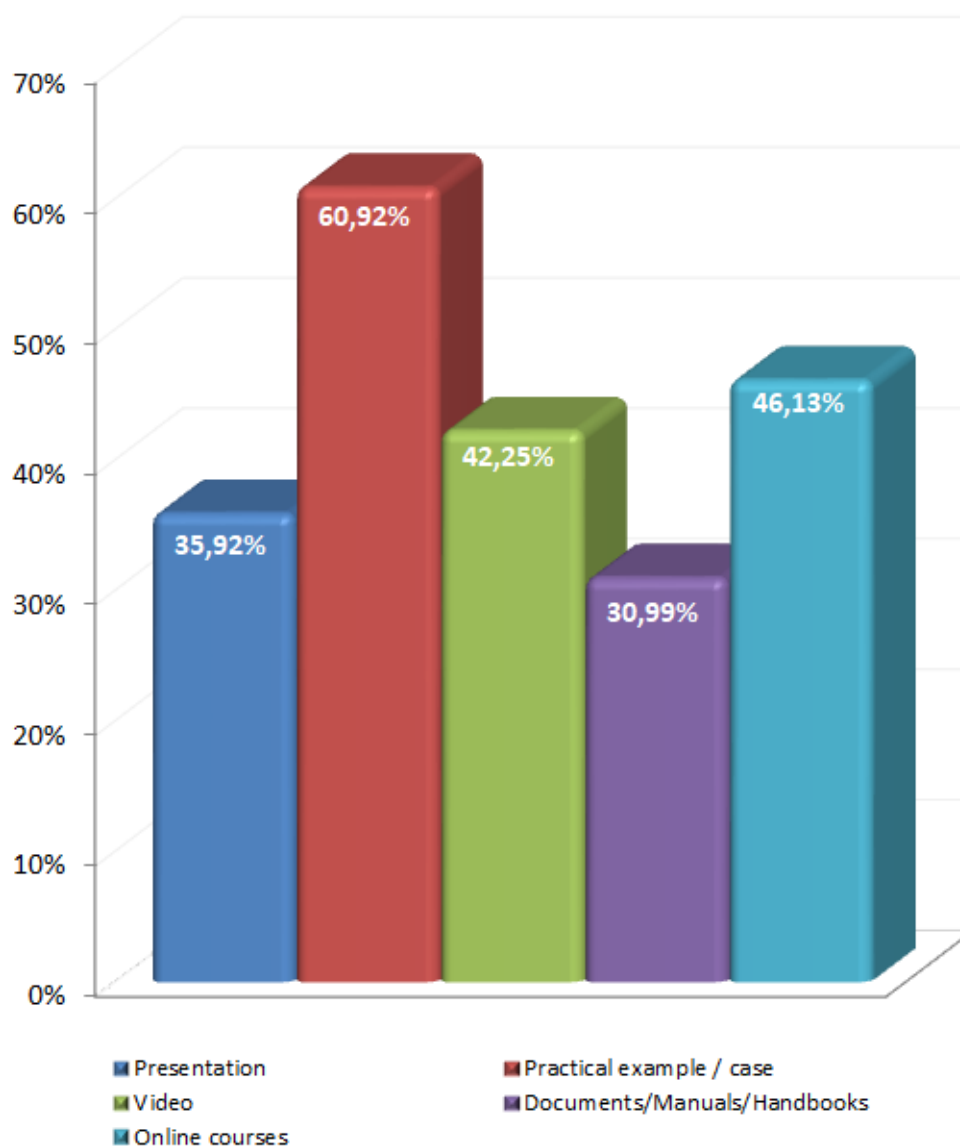


	ES	DE	TR	SL	EL
Public communication skills	60,00% ²	42,31% ⁴	38,81% ²	16,00%	52,73% ¹
Conflict resolution skills	70,00% ¹	30,77%	31,34%	14,00%	50,91% ²
To be positive public relations towards disadvantaged people	41,67% ⁴	51,92% ¹	23,88%	32,00% ³	49,09% ³
Time management	46,67% ³	21,15%	38,81% ³	16,00%	43,64% ⁴
Management of social media campaigns	26,67%	48,08% ²	41,79% ¹	16,00%	36,36% ⁵
Developing corporate partners	25,00%	34,62% ⁵	31,34%	38,00% ¹	27,27%
Youth volunteering program management	28,33%	23,08%	35,82% ⁵	28,00% ⁵	34,55%
Leadership management skills	35,00% ⁵	23,08%	37,31% ⁴	22,00%	30,91%
Digital design and creativity skills	11,67%	44,23% ³	22,39%	34,00% ²	29,09%
Digital communication skills	15,00%	30,77%	34,33%	18,00%	23,64%
Volunteering program evaluation	13,33%	5,77%	26,87%	30,00% ⁴	16,36%

Volunteers from Spain, Austria, Turkey, Slovenia, Cyprus & Greece who participated in our study marked nearly all of the options presented in varying proportions for the most critical skills they need to be effective in volunteer management. Faced with an options list in high demand, it reveals that the training to be offered can produce high value-added results and that a mass of volunteers open to learning is reached.

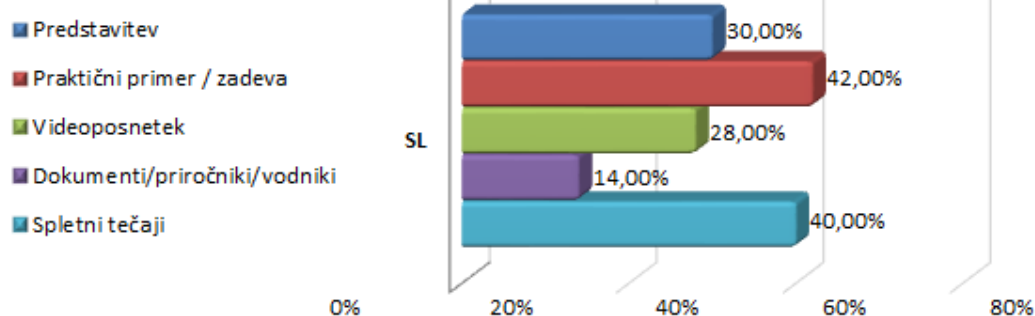
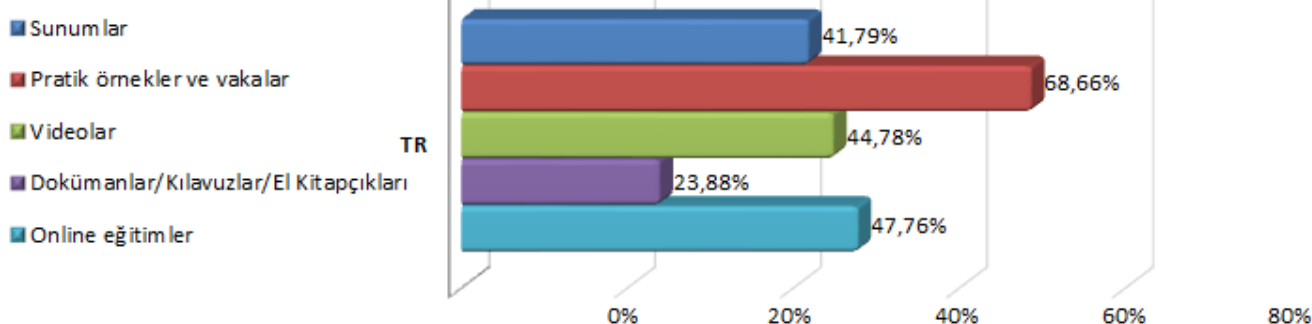
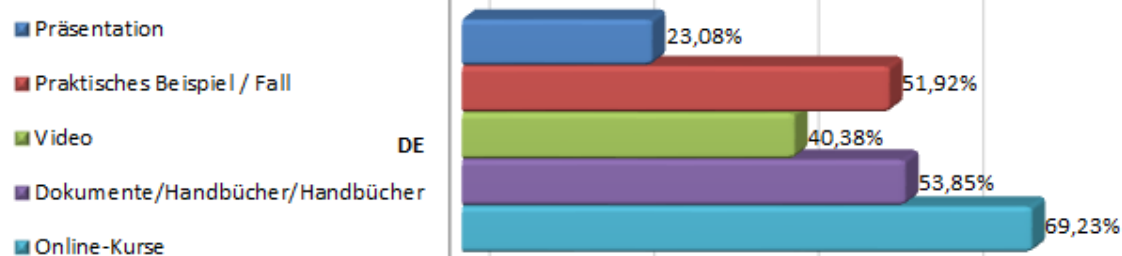
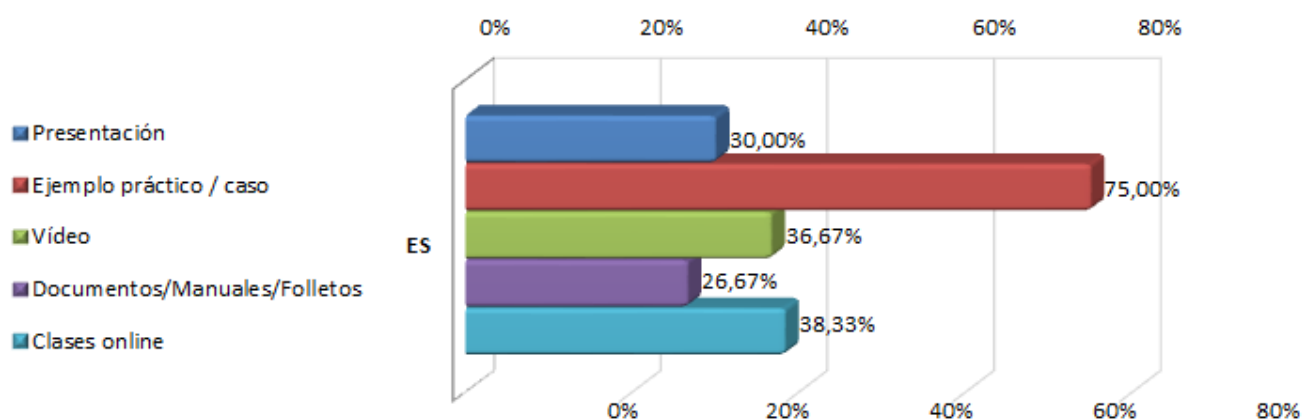
Training Features

What format of training material is the most useful for you?



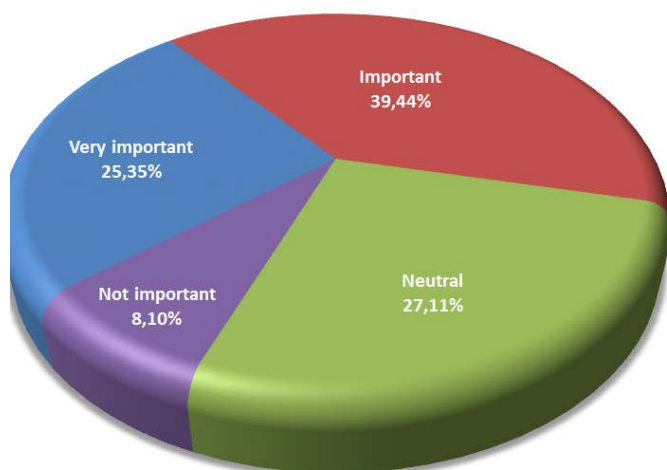
When the volunteers' preferences for applicable education models were examined, practical examples / cases were the first choices with 60.92%. At the same time, online training emerged as an important choice with 46.13%, and videos are among the training methods that receive intense interest with 42.24%.

Presentations with 35.92% and documents/manuals/handbooks with 30.99% are also among the preferred training methods.

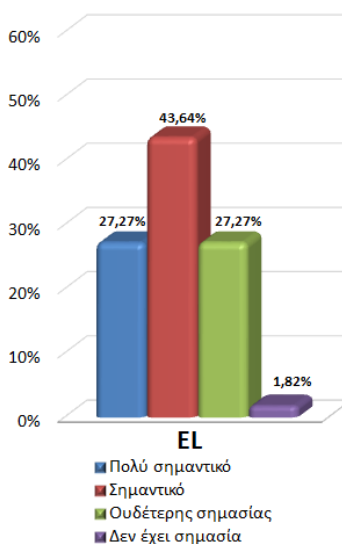
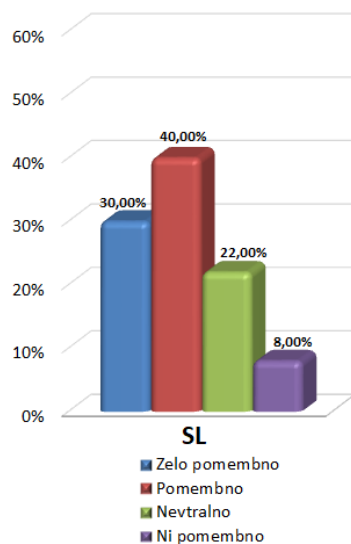
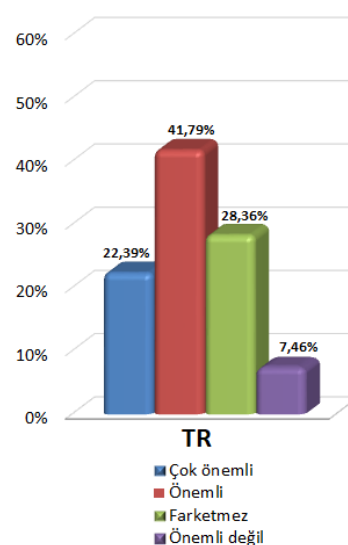
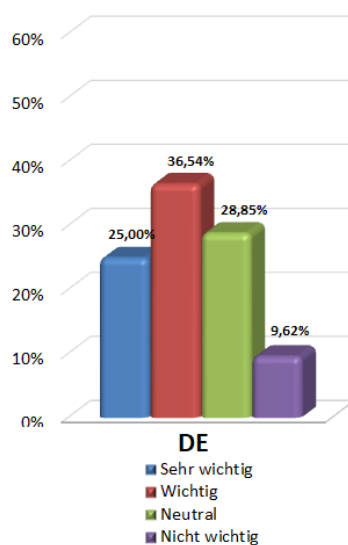
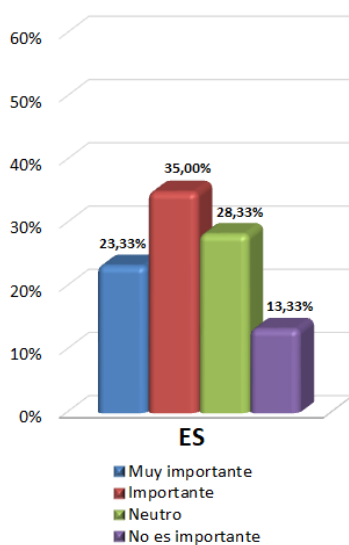


Training Features

How important is it for you to receive a certificate or other attestation after completion of the training?



Volunteers emphasized the importance of certification after receiving the training, with 64.79%. In the national sense, the volunteers stated that the certification was 70.91% in Cyprus & Greece, 70.00% in Slovenia, 64.18% in Turkey, 61.54% in Austria, and 58.33% in Spain.



Conclusions/Recommendations

Examination of age groups shows that young people show a lot of interest in volunteering activities. This situation shows a positive youth approach to volunteering activities. Young people participating in volunteering activities are generally students, depending on their age, ability to spare time, gaining experience, meeting new people, etc., provides advantages. For this reason, it is essential to design “Train4Coordinator” training units that are directly related to the level of interest of the youth. For the training content development, each training group can provide a healthy functioning in deciding and making needs, solutions, curriculum creation, and target groups.

Young people have participated in a volunteering activity with any institution or group of friends. Those volunteers are intensely engaged in individual volunteering activities before. According to the needs analysis results, the content of the training to be offered to these young people who have volunteering experience in many different fields, especially in social services, education, and the environment, should be comprehensive.

Almost half of the young people participate in local volunteer group activities at least once a month. This ensures the continuity that is one of the critical success factors of voluntary organizations. Especially in the Covid process, which affects the whole world, it is an admirable effort that volunteer activities are carried out independently or with an NGO at a high rate. Considering the covid process is just getting out of the way, the rate of participation in volunteer activities in less than one year can evaluate together. In this case, it can say that the participants continue their volunteering activities intensively. For this reason, it is important to design the contents of the unit in accordance with the post-Covid process by addressing the effective use of digital technologies.

Young volunteers can provide high-quality service with a limited budget. Thanks to the volunteer's knowledge, skills, and experience, they can deliver better service to society. The essential qualities of an ideal volunteer include individual responsibility, social responsibility, predisposition to teamwork, communication skills, adaptability to different cultures, ability to apply the mechanism of criticism-self-criticism, openness to innovations, and being a sharer, etc. It will be essential to contribute to developing these skills in the

training units to be prepared within the scope of PR2 (volunteer training management toolkit for volunteer coordinators).

The main reasons to become a volunteer are altruism, desire to help, gain knowledge & experience and learn something new. For this reason, it is evident that the participants' level of readiness is at a high level, and they will use the knowledge, skills, and competencies they will acquire in “Train4Coordinator” training by transferring them to different volunteer activities.

Only 1 of 3 volunteers received certificates for their volunteering activities and only half of them added their volunteering experience documents to their CVs. Only 1 of 3 volunteers received certificates for their volunteering activities, and only half of them added their volunteering experience documents to their CVs. One of the aims of our project is to develop systems to recognize the knowledge, skills, and competencies acquired through volunteering and establish methods of volunteer management that also create and sustain a culture of recognition within the organization. It is necessary to raise the awareness of everyone who meets under the umbrella of volunteering, including organizations that organize other volunteering activities.

The rate of having attended subject-specific training before starting the volunteer work is not high, so it is essential to arrange more on-the-job activities by volunteering organizations and support volunteers' non-formal education through induction training and online learning. For these reasons, youth self-planning, self-learning and self-assessment by developing the PR4 (self-assessment mobile application for monitoring competencies in voluntary civil service) will be very appropriate.

Young volunteers are very willing to participate in training on volunteer management to increase their success with volunteering activities. For effective volunteer management, they mostly would like to increase their capacity and improve their public communication skills, conflict resolution skills, positive public relations towards disadvantaged people, time management, social media campaigns management, and corporate partnerships development.

Young volunteers' preferences for the training material formats are practical examples/cases, online courses, and videos. Presentations documents/manuals/handbooks are not preferred too much. Therefore, following the training units on the online learning platform would be appropriate, including practical examples/cases and videos.

Volunteers also emphasized the importance of certification after receiving the training. So automatic certification at the end of the training activity after developing the PR3 (online learning platform for volunteer coordinators) has gained even more reputation.



Train4Coordinators

Online training for youth volunteering coordinators on the validation of competencies, skills and qualifications

