



WP5 September 2011 – September 2012
Best Practice Report on the training pilot of the Restart programme
Partner leading WP5: WSINF

September 2012

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Introduction

This report concerns the delivery of the training pilot phase of the Restart Transfer of Innovation Project (WP5). It formed an important aspect of the transfer of the Restart Programme from Northern Ireland to Cyprus, Italy, Poland and Norway.

In each country, a group of unemployed lone parents was recruited and then took part in training delivered by the partner organisation. Each partner delivered the Restart programme which had previously been translated and adapted to make it suitable for use in their own country context.

This report is based upon questionnaires developed by WSINF which were completed by the person in each organisation responsible for co-ordinating the delivery of the training pilot within their organisation. These questionnaires were then collated by the project's external evaluator, Jane Turnbull, and appear in amalgamated form. The original questionnaires completed by each partner are included as Annexes to this report.

This report also contains feedback from the lone parents who took part as well as from the trainers who delivered the programme, the partner organisations and employers who were involved with the programme in each partner country as follows:

Feedback from:

- 25 lone parents participating in the Restart Pilot Training Programmes
- 6 Trainers who delivered the Restart Pilot Training Programmes
- 3 Agencies who supported the promotion of the Restart Pilot Training Programmes
- 2 employers who provided work placements

This information was gathered and collated by the project's external evaluator, Jane Turnbull and provides useful insights into the way the programme was mainly positively regarded by those involved as well as providing positive suggestions for the future.

Piloting of the adapted versions of the Restart programme not only allowed importing organisations to become very familiar with the format and materials, it also enabled them to get direct feedback from lone parents, employers and other stakeholders such as public bodies with responsibility with helping people to find work.

In addition, the delivery of a test pilot, created opportunities for importing partners to form local partnerships to facilitate the recruitment and referral of participants, for the delivery of the training and, by building links with employers, to identify work experience placements and employment opportunities.

Overview of training pilot in partner countries

	WSINF	INDEX	NOVA	Associazione NET
How many participants did you recruit for the pilot?	10 female 1 male	9 (we interviewed 14 people but 9 confirmed. Interest was there, but they could not receive the 200 euro grant that is given for state programmes)	5 female	6 female 2 male 3 people found jobs before the programme started and 1 had to go on a training programme so that her daughter could go to the school.
How many started the Restart training programme? M / F	8 female	8 female 1 male	5 female	3 female 1 male 1 Italian, 1 Bellarussian 1 Ukranian, 1 Egyptian (M)
How many completed the Restart training programme? M / F	8 female	7 female 1 man The lady who left stopped coming when we did the personal development exercise. We talked to her on the phone to encourage her to continue, but she chose not to return.	5 female	3 female 1 male
How many started the work placement / internship? M / F	6 female	None . no placements secured	5 female	3 female 1 male
How many completed the work placement / internship? M / F	6 female; -1 female - 2 weeks training at Police; -1 female - in training firm; two weeks -1 female - 3 month . full time job in production firm -1 female . 2 weeks as an physiotherapist/ during holidays for the disabled 1 female . kindergarten . 2 weeks - 1 female . health centre;	Much more difficult now than 18 months ago to secure work placements because of the economic crisis. Cyprus is now within the EU support mechanism, as the situation is very serious. This was not anticipated at the start of the Project; anticipated a challenge as it is not within the culture in Cyprus to offer work placements.	4 female . 2 have full-time jobs; 1 has a second placement; 1 is doing computer training and will then look for work. 1 left because she was unwell; but we helped her apply for further education, which is what she needed; and she is also applying for jobs	The work placement will be completed in September

	<p>training for ill persons</p> <p>2 females are also planning to do work placements in July and September</p>			
Did you offer one-to-one coaching / sessions? If yes how many?	Yes; 10 hours per person; initially planned to offer 5 hours, but realised the participants required more coaching due to their needs	Yes . to all the participants. Throughout.	Yes . all participants. Throughout the course.	Yes . all participants. As many as they needed. The tutors have continued to meet or speak on the phone with the participants twice a week during the work placement
What worked well for the recruitment of participants?	Through the Academic Career Bureau %BAZA+; this worked very well because they are professional and understood the programme we delivered. They promoted the Programme in lectures to the students.	Local institutions . multifunctional centres (not-for-profit social organisations offering support to children to reconcile work with family life; and services for the elderly. They have better contacts with lone parents than other organisations) and small municipal councils	Recruitment through NAV, who are very interested in the programme	Recruitment was through the Florence Provincial Employment Centre of. Restart met with the Centre staff and then with interested individuals identified by the Employment Centre in one-to-one meetings (December and January). Presentation of the project to everyone interested on February 28 th .
What challenges did you have during recruitment?	None. It was easy to cooperate with ABC %Baza+but because of resignation of 3 potential participants, two people were recruited by the Restart Co-ordinator - El bieta Strzelecka	When training is sponsored by the state the participants receive around 200 euro benefits per week. So we needed to persuade individuals that it was worth their time to do the training for personal development.	None. It will be easier if Restart becomes integrated within NAV's unemployment measures	The biggest challenge was the low level of confidence and self-esteem of the potential beneficiaries.
If you recruited for a similar programme in the future what would you do the same of differently?	Same approach; and promote the coaching element more.	We would try to reach the relevant population more directly . we would devote more time to the recruitment process. We are	No changes	No changes . although it would be wonderful if a grant could be paid to the Programme participants

		meeting more lone parents still through word of mouth, who are possibly more isolated and do not have the connections. Starting to develop an informal network now. Lobby for state 200 euro grant for participants in the future.		
Where was the Restart training delivered? Please state the city/ town, host organisation, building and room used.	Lodz, Academy of IT, Building B, conference room	Nicosia, Cyprus We rented a teaching room at a private school	Kolvotn . a municipality just outside Oslo	Florence, Italy
Please give the start and end dates of your Restart pilot training (not including the placements).	21 st January 2012 5 th May 2012 Coaching started 2 nd February, and the last session took place on the 2 nd July	27 th February 2012 24 th April 2012	2 nd January 2012 30 th January 2012	March 13 th 2012 June 15 th 2012
Which days each week did you deliver training and what were the hours of attendance?	<u>Saturday:</u> 8 hours of training plus lunch on 21.01.12; 4.02.12; 10.03.12; 14.04.12 (9.00-16.00) and 5 hours of training plus lunch on 28.04.12. (9.00 . 14.00)and 3 hours of training plus coffee break on 5.05.12 (10.00-13.00); <u>Sundays:</u> 4 hours plus lunch (22.01.12: 9.30-13.15); 5 hours plus lunch (5.02.12 and 11.03.2012	Monday-Thursday/Tuesday-Friday 8:30-12:30 14 hours a week to allow participants to continue to receive their unemployment benefit. 4 days a week (but could only run it for 2 days one week). One final meeting a couple of weeks after the programme finished,	Five days a week Monday to Friday, 9 until 3	2 days a week for 4 hours each day

	from 9.30 to 14.00)			
Training Totals				
a) Total number of weeks:	12 weeks	10 weeks	4 weeks 2 days	13 weeks
b) Total number of days:	14 days	21 days	22 days	23 days
c) Total number of hours:	54 hours training 10 hours coaching per person 3 hours one-to-one to address individual issues and prepare CV. Participants work placement included a minimum of 40 hours to a maximum 3 months (4 people did two weeks, 80 hours; one person did 3 months; 2 person. Total participant hours: 64 hours + placement Trainer hours: 134	83 hours	132 hours plus met every Friday for 8 weeks . an additional 42 hours	92 hours Plus several individual meetings for placement in internships
Is there anything about the place and time of training delivery that would change if you were delivering Restart again?	Probably yes. Time depends on the target group (not all can day take part in every meetings, for example because of temporary work.	No Would change some of the exercises; but it ran well and the trainees left very satisfied.	This worked well for the beneficiaries. They felt the course was too short and would have liked more! Continued to meet on Fridays for two months for a whole day; very beneficial and could discuss Norwegian culture, work issues, employers etc	It would be better to deliver the programme over an eight hour period (rather than four hours). However, the lone parents needed to be able to work part-time (in menial jobs, often on the black market in order to survive financially)
What worked effectively with promoting the work placements to employers?	Participantsq personal input (they were encourage to start communication with employers for themselves)	None . we did not secure any placement		Restart being an EU Project with a transnational support network was viewed positively by employers (and also by politicians)
Where did participants	<ul style="list-style-type: none"> Training firm (health 	N/A	<ul style="list-style-type: none"> Day Centre for elderly 	All 4 participants were placed with Penny

<p>undertake their <u>employment placements</u>? Please give name of employer, type of business (business sector and large or small business), and location for each trainee.</p>	<p>service)</p> <ul style="list-style-type: none"> • Firm which offer holidays for the disabled • Police • Production firm • Petrol station • Kindergarten <p>2 will do the placement in July and September</p>		<ul style="list-style-type: none"> • Restaurant • Old Age Home • Care Centre for mentally handicapped (got a job there) • Day Care Centre for children 	<p>Market (a national chain of supermarkets) in four different locations.</p>
<p>Please give the start and end dates of the employment placements – were these all the same or did they vary for each participant?</p>	<p>2nd February to September</p> <p>4 finished at the end of June</p>	<p>N/A</p>	<p>6th February</p> <p>5th April</p>	<p>June 18th</p> <p>August 18th (although this is likely to extend into September as Florence is closed in August)</p>
<p>Which days each week did your participants attend their employment placement, and for what hours?</p>	<p>5 days a week . from Monday to Friday for 8 hours</p>	<p>N/A</p>	<p>4 days a week . Monday to Thursday inclusive) for 8 weeks</p>	<p>3 days a week, 4 to 6 hours a day, for 8 weeks</p>
<p>Employment Placement</p> <p>a) Total number of weeks:</p> <p>b) Total number of days:</p> <p>c) Total number of hours:</p>	<p>From 1week . 3 months</p> <p>From 5 days to 60 days</p> <p>From 40 hours to 480 hours</p>	<p>N/A</p>	<p>8 weeks</p> <p>32 days</p> <p>192 hours</p>	<p>estimated*: 8 weeks</p> <p>24 days</p> <p>96 hours</p> <p>*in Tuscany is not possible to establish fixed hours for the internship, and this is forbidden by their type of contract placements</p>
<p>Is there anything about the place and time of the employment placements that you would change if you were delivering Restart again?</p>	<p>Place . not time . a lot depends on the target group of students</p>	<p>N/A</p>	<p>Do it the same again</p>	<p>No, there are certain obligations that must be respected regional law regardless of the restart project</p>

Feedback from lone parents

Expectations and Hopes

What were your expectations at the start of the training programme?

	INDEX	NET	NOVA	WSINF	Total
I hope to find a job / help to find a job	8	4	4	3	19
To feel more self confident	2	2	-	6	10
To gain a lot of useful information to allow me to find a good job	6	-	-	1	7
To be able to present myself well during an interview	1	1	-	3	5
To gain new experiences	2	1	-	1	4
To show me possible ways of improving my career path	3	-	-	1	4
Learn how to create a good cv	-	-	-	1	1
Learn how to fight for my rights	-	-	-	1	1
Learn how to be a good but assertive employee	-	-	-	1	1
To be able to afford a house for me and my child	-	1	-	-	1
Meet new people	-	1	-	-	1
To approach things professionally	1	-	-	-	1

To what extent were your expectations about the Restart Programme met?

	INDEX	NET	NOVA	WSINF	Total
Fully met	7	3	5	7	22
Partly met	1	1	-	1	3
Not met	-	-	-	-	-

Any other comments about your expectations?

INDEX	<ul style="list-style-type: none"> • I wanted better training on a variety of issues. I hope to learn more and that more jobs become available • I have gained experience through the topics included in the training
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	<ul style="list-style-type: none"> I wanted to gain new knowledge and to find work that is more appropriate for me
NET	<ul style="list-style-type: none"> When I arrived I was very uncomfortable, I didn't think I could work, I hadn't worked for a long time, actually I'd be able to work, but I didn't have much hope, but now I'm happy to meet new people and learn something. Now I have worked and I feel I can do it.
WSINF	<ul style="list-style-type: none"> I'm glad and happy that I decided to participate in the training I am very satisfied, I again started to believe in myself I noticed individuality of every single person and the possibilities that each of us have. I learned how to create my own image, how to prepare for the job interview and thanks to the coaching I am changing my life. I met great people from whom I learned a lot of useful things. Thanks to the forum with employers I saw what they expect from future employees. During the coaching I started another job and the day before yesterday I was offered a permanent contract. I am sure that the coaching contributed to this because even shaking hands (which in the past was a real problem for me because I had no idea if it should be strong or not) can be significant. Talking to my bosses I was not afraid to present my ideas and thanks to it they offered me a job. The person who ran the coaching is a remarkable woman, quiet, patient, involved, open and kind. I am very glad with the training. Thanks to it I met very interesting people. All the classes and tasks were very useful. The job market forum (Stakeholder Forum) was very interesting as I learned to what aspects the employers pay special attention. Now I have no problem with preparing application documents and stress during the interview. I am much more confident at the moment. The training fully met my expectations. Although we realized less hours than it was planned in programme in my opinion the choice of topics and the way of realization of training gives us guarantee to be effective in the labour market. During meetings we can use that skills and experience which we received. Participants shared with their experiences and knowledge.

Restart Training Programme Content

Please provide a rating to each element of the Restart programme content:

Programme Content	Very good	Good	Average	Poor	Very poor
The relevance of the programme	24	1	-	-	-
The information given	23	2	-	-	-
The relevance of the exercises and tasks	23	2	-	-	-

Meeting your learning needs	23	2	-	-	-
Practical use of programme materials	23	2	-	-	-
The work placement	20	5	-	-	-
One-to-one coaching / support	22	2	-	-	-

What were the most useful parts of the Restart training programme?

	INDEX	NET	NOVA	WSINF	Total
Skills assessment / audit	5	1	-	2	8
Job interview skills [giving confidence]	1	3	-	3	7
The coaching	-	-	2	4	6
Writing my cv	3	1	-	1	5
Everything	1	1	-	2	4
Exciting to study and learn / knowledge	-	1	-	1	2
Planning	-	-	-	2	2
Letter of introduction	1	-	-	1	2
Stakeholder forum	-	-	-	2	2
Input from employers	2	-	-	-	2
Support from the group	-	-	1	1	2
Resources / materials	-	1	-	-	1
Learning to listen	-	1	-	-	1
Clean environment session	-	1	-	-	1
Using the computers	-	1	-	-	1
Job search	-	1	-	-	1
Creating my own profile	-	-	-	1	1
Make-up artist advice	-	-	-	1	1
Availability of childcare	-	-	-	1	1

Additional comments about the most useful elements of the Restart Training programme:

INDEX	<ul style="list-style-type: none"> • I have learnt about my strong points, about my character (the positives and the negatives) • Basically I found everything useful, but especially the input of people from different services and the participation and advice from employers
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	<ul style="list-style-type: none"> • It gave me the opportunity to exchange views. • Most useful to me was the assessment of skills and of self confidence and particularly the exercise - revealing a new 'you'. • The programme generally helped me but most particularly to self-assess
NET	<ul style="list-style-type: none"> • I liked everything, but to be honest it was exciting to study and do exercises, I was doing in my country, and have a pen in my hand! I was excited, I also started up using the computer! • I loved the job interview and curriculum vitae, it was important to say what I did and can do. • My life is very stressful, I work without a contract and it is very difficult (I wash the dishes in a restaurant), I also finish late at night and I'm always worn out, I hope to be confirmed at the supermarket, because it would be much easier for me.
WSINF	<ul style="list-style-type: none"> • All parts were good but for me the most useful was coaching because of individual approach for each of us. Thanks to it we can live better and use the abilities we gained in the training in our everyday lives. • Great training, remarkable moderator and experts, time spent fruitfully both for us and our children. • All classes were interesting and from my point of view useful and necessary. • Finding out my strengths and weaknesses. Making plans, short- and long-term aims. Making my skills, abilities and predispositions systematic. Support group of other participants, practical classes, individual coaching. Possibility to leave children under care.

What were the least useful parts of the Restart training programme?

Only one beneficiary said that she found something ~~least~~ useful; this was a woman on the Cypriot programme who did not feel that the visit from the Human Resource Development Agency was very useful to her.

General comments

INDEX	<ul style="list-style-type: none"> • Everything proceeded perfectly and with success • Good to prepare a well presented cv • The Programme was very good and I am very happy with the result. • I learnt to better approach the employers and to produce a better CV • Constructive • It was perfect • The Restart programme was very helpful and I am very satisfied in relation to what I have been informed about and learnt. I am very
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	<p>happy and have not regretted it!</p> <ul style="list-style-type: none"> • Everything was great and the trainers were brilliant
NET	<ul style="list-style-type: none"> • In general the program has helped me to be ready to face the opportunities and also the difficulties, and taught me to have to rely on myself, reminding me of my worth. • I never thought of being able to work, now I know I can do it • I learned you have to struggle to be able to change your life, but before that I learned that you can change it! • It was a good opportunity to be able to hope again, but I still have many concerns, I know that depends on me.
WSINF	<ul style="list-style-type: none"> • In my opinion the program covered all the necessary and most interesting issues; there is no need to change anything. • Friendly participants, willing to cooperate, very kind. Professional service of the project, they gave our children the feeling of safety. Thanks to it I was calm and could concentrate on the classes. • The training is definitely worth recommending. The timetable of the program was very good for me. I am very happy that my child could be here with me and was under great care • I am very happy that I participated in the project

Training Programme Delivery

Please provide a rating to each element of how the Restart programme was delivered:

Programme Delivery	Very good	Good	Average	Poor	Very poor
Opportunities to participate and share your experiences and thoughts	23	2	-	-	-
Presentation skills of the trainers	25	-	-	-	-
Time for questions	23	2	-	-	-
The use of visual aids	23	2	-	-	-
Timing of the Programme	21	2	1	1	-

Restart Programme: Content of the one-to-one Coaching

This table was only completed by participants from two of the Partner Pilot Programmes, those delivered in Norway and Poland (it was not included in the original version, and it appears that two Partners used the earlier version).

Programme Content	Very good	Good	Average	Poor	Very poor
The coaching materials given	10	3	-	-	-
The relevance of the exercises and tasks	12	1	-	-	-
Meeting your learning needs	10	3	-	-	-
Meeting your needs for change	10	3	-	-	-
Tasks between coaching meetings	12	1	-	-	-
Realisation of your individual goals	8	5	-	-	-

Any other comments about the coaching?

NET	<ul style="list-style-type: none"> It was important to share problems and know that we had someone to count on.
WSINF	<ul style="list-style-type: none"> I think it was essential and gave the possibility to look deeper at yourself and showed new areas of development and achieving planned aims Coaching let me learn more about myself, find out my strengths and increase self-confidence Very good coach guidance. The Coaching showed me how many positive aspects there are in my life.

Please provide a rating about how the one-to-one Coaching was delivered:

This question was completed by participants attending the Pilot Programmes in Norway and Poland. The responses by country are given in the Annex.

Coaching Delivery	Very good	Good	Average	Poor	Very poor
Opportunities to discuss how to achieve change	12	1	-	-	-
Support provided by the coach	12	1	-	-	-
Timing of the Coaching	10	2	-	-	-

Any other comments about the Coaching element of the programme?

NOVA	<ul style="list-style-type: none"> • It was important to share problems and know that we had someone to count on.
WSINF	<ul style="list-style-type: none"> • I am sure that coaching was absolutely indispensable, thanks to it we could learn more about ourselves, see our strengths. I am very glad that the coach was so great. • During coaching I got a big support from the coach and that let me believe in myself and my potential. For the first time I had the possibility to work on my personal aims. I strongly believe that I can achieve a lot in my life • Very positive atmosphere. • It let me find what is important for me and which aims I should realize as the first ones. I gained invaluable guidelines concerning both my professional and family life. • The idea that coaching was an obligatory element was very good. I wish it had been longer, Very good meetings, I never felt I was assessed I was never impatient. I was given as much patience, attention and time as I needed.

General feedback about the Restart Training Programme

Were there any other topics you would like to have seen included in the programme?

WSINF	<ul style="list-style-type: none"> • Assertiveness training • More practical classes
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Are there any improvements that could be made to the programme?

NET	<ul style="list-style-type: none"> • Maybe it could last longer
NOVA	<ul style="list-style-type: none"> • Three months is a short time . maybe six months would be better • Too short . three months is not enough
WSINF	<ul style="list-style-type: none"> • More practical classes x 2 responses • It could have been a little longer. Every meeting taught us something new, gave us comfort and optimism • The Programme was definitely too short, it should have been longer. • More frequent meetings, longer program

The participants were asked to rate a series of factors relating to the Restart Programme. It should be noted that not all the partners included all the factors in the questionnaires that they gave to their participants, largely due to cultural sensitivities. The table below shows the feedback from the four Pilot Programmes, the Annex shows the feedback within each of the individual programmes.

How I feel about the Training Programme	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
The programme was enjoyable	16	1	-	-	-
The training was delivered in a supportive and positive environment	23	2	-	-	-
The training venue was appropriate	23	2	-	-	-
I have a sense of achievement	18	7	-	-	-
There were opportunities to meet lone parents and share experiences	23	2	-	-	-
I have increased my self-confidence	21	4	-	-	-
There were benefits that I gained from the work placement	8	9	-	-	-
Restart had a positive impact on my family life	19	4	-	-	-
Restart had a financial impact	5	7	3	-	-
There were opportunities to work towards my personal goals	9	4	-	-	-
The coaching supported me to realise / work towards my goals	10	3	-	-	-

Work Placement

How did you benefit from the Restart work placement?

NET	<ul style="list-style-type: none"> • It was important to be presented to the employer and have the chance to show my skills and learn new things. • The most important thing that helped me to understand you can also do other jobs, I thought I could do cleaning in families, but now I'm doing various tasks in a supermarket. • I do not think I would call anyone to do an internship if I went alone, there are often prejudices by the fact that I am Egyptian, but I'm glad to have the opportunity to see how I work. • On one hand it was important to change job, you can think of doing other jobs, and not only be exploited (long hours and little pay, and without rights), I had to work as much as possible to pay my debts.
NOVA	<ul style="list-style-type: none"> • I got work after one month

	<ul style="list-style-type: none"> • Very much . I have work now
WSINF	<ul style="list-style-type: none"> • Thanks to the training I realized that with not so much effort I managed to find somebody to look after my daughter and now I can see a lot of possibilities for me in the future • The training definitely proved that I really want to work with children • I gained the ability to get around on the job market, and started to believe in myself. • I know that it is what I really would like to do. • I can use my skills in practice and expand them. • I found myself In a new role, I gained new skills. I found out what gives me pleasure, what I like, what kind of job I expect, what kind of career I want and how to realize this.

Family Life

In what way/s has your family life benefitted from the Restart Programme?

NET	<ul style="list-style-type: none"> • To earn money has improved the quality of life, before it suffered through hardships • I'm more active than before, so my family will benefit from it. • If I find work we will certainly have benefits, for now I must continue to engage myself. • I feel less guilty towards my children and more hopeful.
NOVA	<ul style="list-style-type: none"> • I have a job now. My family situation is much better now.
WSINF	<ul style="list-style-type: none"> • I am now less nervous, more confident which influences my personal life and relations with my children • I more often tell my family that I love them, I am not any more a frustrated lone mother. I learned that I can do everything myself and that there are more and less important things in our lives • I don't get depressed as easily as in the past because now I believe in myself. I never give up and I fight to the very end to achieve my aims. Moreover I started working part-time in the kindergarten to which my son attends. Thanks to it I don't have to worry about him. I learned to work and to look after my son. I am very happy that everything begins to work out as I always wanted it to be • It became more straightforward and systematic. • I have changed my attitude to life, that is the family is the most important, but so am I. • I've met other lone parents, who gave me support. • My little sons saw that their mother can cope with the situation . no job, and that I didn't give up. They saw that others have the same problems, that it is not the end of the world, that we help each other

	that we smile that we care. And the most important that we are not lonely and me . their mom will manage as I know who can help us.
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Financial Impact

How has participation in the Restart Programme affected you financially – either positively or negatively?

NET	<ul style="list-style-type: none"> • Yes, in a positive way x 3 responses
WSINF	<ul style="list-style-type: none"> • For the time being there are no changes but I think that in the future it will positively affect my financial situation • Positively, thanks to new interpersonal abilities I started to be appreciated in my additional job and I was offered a permanent contract from June. • Positively because my work gives me satisfaction and money for my own needs • For the time being in no way but I think that it was a good investment for the future. • No influence whatsoever. • This aspect of the program is not essential for me. • Positive • Unknown

The Future

Which of the following are you interested in doing in the future:

	INDEX	NET	NOVA	WSINF	Total
Finding a job	7	4	2	6	19
Volunteering	4	-	-	-	4
Further training or education	6	1	2	7	16
Internship	4	-	-	-	4
Joining a club or society	4	-	-	-	4

Please very briefly outline how you hope to achieve your plans for the future:

INDEX	<ul style="list-style-type: none"> • Sending my CV to employers • To find a job that satisfies me and fulfils me. • To find a satisfying job • Through job security • I will have more confidence during the job hunting process and a better CV
NOVA	<ul style="list-style-type: none"> • I did get a job!
WSINF	<ul style="list-style-type: none"> • I want to be financially independent, to have my own flat and a car, to fulfill my professional expectations, to complete my master degree, to gain new experience, to learn English, to get new job offers which will give me the chance to develop and improve my financial standing, to have friends, to meet kind people, to love and be loved. • I am going to learn more to be able to do what I really like. I plan to study and I have in mind my dream job and plans for my life in the future. • I plan to finish pedagogic at junior college and then at the university. In October I will start a course for children warders. I want to learn and train to ensure my child and me a better future • To use what I learned here in looking for a good job. • I hope to make my dream come true . to work in the police or the army, I will apply and won't let them forget about me. • I had an initial meeting in the private kindergarten in which I will probably start working from September. It was my main aim which I wanted to realize. • I will realize step by step my own plans using knowledge and skills which I received thanks to the Restart programme. • First I must write my thesis and finish my postgraduate studies. Once more I must do my professional profile, see me strengths and weaknesses, write down my skills and abilities and what I should work on, write my new CV and start looking for a new, appropriate job for me.

Recommendation of the Restart Programme

Would you recommend the Restart Training Programme to other lone parents?

	INDEX	NET	NOVA	WSINF	Total
Yes	8	4	5	8	25
Not Sure	-	-	-	-	-
No	-	-	-	-	-

Why would you recommend the Restart Programme?

INDEX	<ul style="list-style-type: none"> • It is very informative x 2 responses • Because it assists in setting targets confidently and it can provide information about existing (employment) programmes. • I would recommend it because it helped me to understand myself better and it helped me to come out of my shell in which I was and to get to know others who are in a similar situation as me. I am not alone! • Because it is very helpful in getting to understand how others see you. • To learn more about things that concern them and to seek employment more effectively • The experience and to gain experience • Yes, because during the programme I have developed a better understanding of myself and have greater confidence which is very important for the future... I met new people with whom we have become friends and therefore we have had a very pleasant environment. Thank you to the trainers.
NET	<ul style="list-style-type: none"> • Because we forget our value and it is important to remember it • Because everyone should have a second chance. • Because cutting yourself off is useless, on the contrary you can improve your life! • Because it's always one more chance.
NOVA	<ul style="list-style-type: none"> • Norway / NAV must have a programme like this for lone parents • A good way of getting advice and meeting other women in the same situation.
WSINF	<ul style="list-style-type: none"> • As it gives the possibility to develop, support, new contacts, new experience and lets you forget about everyday problems and worries. • Thanks to the training I looked at myself from a different perspective. I am now self-confident, I met great people, I changed my attitude to life. I think that such a programme should be accessible for every lone parent to find out that this is by no means an obstacle and can even be favorable as it shows that we are well organized. • I strongly recommend the program to all lone parents as thanks to it you don't feel lonely any more. You start to believe in yourself and discover your strengths. You start dreaming, having new aims in life and doing your best to achieve them. • Apart from a very good fun you can learn a lot of different things and find out your real potential. • The atmosphere was just great and you can always share experience. • The program meets the needs of lone parents. It activates and motivates and gives the chance for people to believe in themselves. It

	<p>gives the possibility to talk about your fears and difficulties with those who experience the same problems and thus they understand them very well. It dispels the myth that you cannot find a job because you have children as it teaches how to present your strengths. It shows you your good points which you had no idea about and it helps you specify your aims.</p> <ul style="list-style-type: none"> • Because I expanded my knowledge and skills. • Yes because I was sure that I have attended so many training courses and thought I have a lot of experience and I can manage. But it turned out that still I am so little RESTART helped me regulate a lot of things, my experience and skills. It gave me the belief in myself, feeling what I can do and, the most important, that I will manage and I know how to do it.
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Where you are now?

Having finished the Restart programme training the beneficiaries were asked ***how do you feel about going back to work and about yourself?***

Statement	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
I feel there are a lot of employment opportunities for me	6	14	5	-	-
It is easy to find advice and guidance about job opportunities	6	14	3	-	-
It will not be difficult to find childcare support when I have found a job	10	8	1	1	-
I know about government benefits available to me if I am not working	8	14	3	-	-
I know about government benefits available to me if I am working	10	9	6	-	-
I feel safe when I go out in my community	8	14	1	1	1
I feel confident / self-assured when talking to other people	14	8	1	-	-
I feel confident about applying for jobs	10	15	-	-	-

Feedback from the Restart Programme Trainers

Six Trainers who delivered the Restart Pilot Programme completed and returned the Trainers Evaluation Questionnaire. The feedback is presented below.

Is this the first time your organisation has delivered a 'return to work' programme?

	INDEX	NET	NOVA	WSINF	Total
Yes	1	-	2	1	4
No	-	1	-	1	2

Consider the following statements and rate the extent to which you agree or disagree with each.

The table below presents the collated data from the four Pilot programmes delivered in the four Partner countries. Individual data pertaining to the individual Partners is presented in the Annex.

Statement	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
The Restart Programme beneficiaries enjoyed the Programme	6	-	-	-	-
Overall, the content of the Restart Programme was appropriate to the beneficiary target group	4	2	-	-	-
Beneficiaries found some of the Restart Programme content too difficult	1	2	-	2	1
I think that the beneficiaries were more work ready by the end of the Programme	5	-	1	-	-
The Restart training programme has had a positive impact on participants	6	-	-	-	-
The Restart Programme has had a positive impact on the beneficiaries motivation and attitude	5	1	-	-	-
The work placement gave the	4	1	-	-	-

beneficiaries experience in the work place so that they are more work ready					
Statement	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
Beneficiaries responded well to the classroom sessions	6	-	-	-	-
Beneficiaries responded well to the work placement	2	3	-	-	-
Beneficiaries responded well to the one-to-one sessions	6	-	-	-	-

Please provide additional information to support any of your responses to the table above: -

NET	Restart the program is a good programme, because of the respect of the process of development of people involved, from simple to complex; it collects all the essential elements to ensure that there is a change in the lives of people who build the program (improving self-esteem, safety, motivation, knowledge and information base, empowerment); and the possibility of creating an internship allows the beneficiaries to realise all that they learned in the programme.
NOVA	<ul style="list-style-type: none"> The beneficiaries said many times that this was a very useful course for them, and that they wished they had got it earlier, preferably when they arrived to Norway (since all were immigrants). Our clients in Norway were not so good at the Norwegian language. We could have more clients if the language/text in the programme was easier to read and understand.

Training Materials

How could the training materials be improved?

INDEX	<ul style="list-style-type: none"> There are parts of the training programme that are repetitive. We easily sustained the interest of the participants over a five week period of regular meetings (4 days a week at 4 hours a day) so the length works well but with the existing material could be delivered in a shorter period. Particularly, through the introduction of audio visual material and more specialised exercises. These could relate to both
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	personal development and work related skills.
NET	<ul style="list-style-type: none"> • The training materials have been improved in the adaptation phase, precisely because they had to be adapted to the culture, laws, and processes specific to each country (in this case Italy). The only improvement is just adapting to the context of the country where the training is implemented. • I believe that this possibility of changing the materials is a major strength, because it allows the involvement of the local network and puts participants in connection with it as well as with the other participants.
NOVA	<ul style="list-style-type: none"> • To be locally adjusted.
WSINF	<ul style="list-style-type: none"> • They were fine • Adding that materials which are expected by participants . for example assertiveness, how to manage time, how to create personal image (visage: cloth, make up, bag and so on); how to talk with employers by phone/skype etc. Adding special map (for example Mind Map) which could show structure of the materials/training and could explain how knowledge from one module (day) works together with the other module (day) and in the end help to achieve main goals (for example: to prepare CV and letter, own profile or profiles etc.).

Adaptation to the Training Materials made during the Programme Delivery:

Please provide details of any materials that you adapted during the delivery of the Restart Programme:

INDEX	<p>We adapted material that fell into the following:</p> <ol style="list-style-type: none"> 1) Some of the material in the package were UK specific . e.g. employment services. We gave a lot of emphasis on providing extensive information on job searching . we focused our attention on securing the participation of people from the labour ministry who are involved in the implementation of programmes supported by the ESF who could take the participants through opportunities presented by their services as well as to underline the characteristics or approach that makes one candidate positively stand out when they are processing relevant application forms 2) We have introduced some new material which related to the work environment . for example, types of difficult people in the work environment. We also devoted considerable time giving the participants the lead in the class by asking them to talk about their work experience so far as this may be interpreted through the
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	RESTART training material. This was a beneficial approach as the participants needed to be recognised as individuals with their own valuable experience beyond being single parents.
NET	<p>The changes made were</p> <ul style="list-style-type: none"> • Labour laws and work placement, • Information about existing services, • Information on existing benefits • Information on local labour market.
NOVA	<ul style="list-style-type: none"> • Recorded in Adaptation Report
WSINF	<ul style="list-style-type: none"> • Several ice breaking exercises: mapping my life (for example in 2017), describing mood etc. instead of the exercise %Measuring the temperature+ • SWOT Analysis of Polish labour market • Different shape of CV and letter (instead of that proposals showed in training materials) • How to prepare and achieve goals (A0 piece of paper, in two - persons team) • What is my personal life strategy (workshop with small balls in two-persons team) • One person was offer professional test Extended DISC Polska for free because of her activity; she wants to lead her own firm (E. Andrzejczak) . about 20 pages of descriptions about her weak and strong sides, how she can react in different situation, including communication and so. • My personal profile in the labour market (how to prepare it); my own tool • Assessment Centre ; team work regarding communication (team and individual presentation) • Workshop: how to shake hands, how to realize entrance to the room, how to talk with employers, participants play roles : a) person who is looking the job b) employer • Technical pages: content, information of the Restart programme, presentation of our training team, mind map explaining in which module our participants could find the right information for preparing their profile, CV and letter, the right place for work or apprenticeships. • I have not changed anything.

Work Placements

How could the work placement have been improved?

INDEX	<ul style="list-style-type: none"> The work placement phase did not work out in Cyprus as we did not receive any response from the employers. Cyprus has been one of the countries which has experienced the economic crisis in a particularly intense form. Unemployment in Cyprus has increased to levels that have never been experienced in recent memory.
NET	<ul style="list-style-type: none"> Nothing was changed
NOVA	<ul style="list-style-type: none"> Need not be, but it is important to find work placements that are highly relevant. No, it was good.
WSINF	<ul style="list-style-type: none"> The system of organization of the apprenticeships works good at the Academy of IT (ABC BAZA). Students could realize their apprenticeships during tree month . from July to September. During training several participants decided to try and ask of work themselves, not waiting for apprenticeships. They were successful in it and very proud because they have stayed much more brave after session (also coaching). I do not know. My presentation was about dress code, make up, creating image.

Communication with the Restart Project Team

Did you feel able to communicate effectively with the local Restart Project team about all aspects of the training programme?

	INDEX	NET	NOVA	WSINF	Total
Yes	1	1	2	1	5
Not Sure	-	-	-	1	1
No	-	-	-	-	-

Provide further details if you wish:

INDEX	The Restart team in Cyprus was small and has included four people . communication was very effective and no difficulties arose. There was a clear division of labour though everyone was ready to collaborate on all
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	<p>tasks if and where necessary. It was very important to have two trainers delivering the programme as this allowed the two trainers to negotiate how best to deliver the material as the training progressed on the basis of the response of the participants, to discuss how things may get done in the future and for complementing each other in the course of the training through different skills and predispositions which was important for responding to the different needs of the participants.</p>
WSINF	<ol style="list-style-type: none"> 1. In my opinion adaptation of materials needs a special session for trainers during which some important parts of material could be presented and the trainers from piloting countries could have space for asking and receiving methodological advices. There was no time to discuss details about methodology during our meetings with partners. 2. I wish that in the end the core thing . how we enriched materials and methodology - wasn't presented and discussed in details during meetings, only in general way. There was also no feedback from our co-ordinators what they could accept from that proposed version and what not at all. 3. I wish I could have that instruction/report regarding adaptation (WP3) earlier; that material was proposed on 24th of April by co-ordinators and INDEX (in a fact in the end of our training . our meetings we finished on 28th of April). That kind of material should be proposed before training . in that situation is much easier to fill over 70 pages in the right time and without stress. 4. I wish that instruction how to prepare film and case study was proposed after finishing training, even I ask of help in that area just after meeting in Cyprus. In the end Polish team prepared film in our own way. We are happy that partners are accepted the scenario and final results.

Additional Comments

Are there any further comments you would like to make about any aspect of the Restart Programme?

INDEX	<ul style="list-style-type: none"> • It has been a productive experience - it represented a good opportunity for us as trainers to develop our skills in a new area of training in a relatively safe context where ready-made training material provided a solid basis from which to deliver and explore what works and what does not. Further, having access to the full material of a well-designed training meant that it was easier to maintain communication with the authorities and insist on the benefit that the programme could potentially have. The trainers are interested to explore opportunities to deliver the training to the same or other
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	vulnerable groups.
NET	<ul style="list-style-type: none"> • In March 2012 the Law about regional training internships was changed, so there have been delays, but it was an opportunity to discuss with politicians and ask for improvements.
WSINF	<ul style="list-style-type: none"> • I think the programme was successful and the beneficiaries are more likely to find work after taking part in it. • I think that logistics generally in the whole project (between partners) is quite good but the communication between us was too slow (two late circulation of Minutes, final documents as the reports, instruction), which has an influence on our work. So now after finishing training we should go back to our participants and ask them several things more.

Feedback from Employers

Two employers completed the Employer Evaluation Questionnaire.

Organisation Name:

Penny Market . 4 placements in Italy

Wojewódzki Ośrodek Diabetologii i Chorób Metabolicznych . 1 placement in Poland

Your Job Title:

Responsible for Office Work Experience

The main business of your organisation:

Number of employees:

No. of employees	Italy	Poland	Total
Less than 10	-	-	-
11 . 50	-	1	1
51 . 250	-	-	-
More than 250	1	-	1

Which of the following reasons helped you decide to offer a work placement to the Restart Programme trainee?

	Italy	Poland
Because I needed help to run the business	-	
Because I wanted to contribute to society	1	1
Because I am concerned about the calibre of workers I am recruiting and want to improve this	-	
Because Restart sounds like it will help participants to be employable	-	

Is this the first time you have provided a work placement?

	NET	WSINF	Total
Yes	-	-	-
Not Sure	-	-	-
No	1	1	2

What was the Restart participant's role within the organisation whilst on the employment placement?

- They are conducting activities of supporting sales in 4 different supermarkets of the same chain.
- The Restart trainee educated patients

Consider the following statements; rate the extent to which you agree or disagree with each.

Statement	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
My staff benefited from having a Restart participant here on an employment placement	-	2	-	-	-
My organisation has benefited through new contracts as a result of providing a work placement	-	1	-	-	-
The organisation has benefited through new links and networks as a result of providing a work placement	-	1	-	-	-
The participant was more employment ready than many new employees	-	2	-	-	-
The Restart training programme has had a positive impact on the trainee's performance	-	2	-	-	-
The Restart training programme has had a positive impact on the trainee's motivation and attitude	-	1	-	-	-
The placement gave the participant experience in the work place so that they were more work ready	-	1	-	-	-
I would want to employ the trainee at the end of the placement if I had a suitable job	-	1	-	-	-

available that I could offer them					
I would be willing to host another Restart participant in the future	-	1	-	-	-

Were there any other ways in which the company benefited from the time the Restart trainee spent with the company?

Yes . *but no additional details given*

How much time and financial cost was there for your organisation in providing an employment placement?

- The cost of training was not charged to us.
- None

How could the work placement have been improved?

- There will certainly be improvements but considering that the internships are still in progress, we will see them later.
- No improvements necessary

Did you feel able to communicate effectively with the Restart Programme organisers about all aspects of the work placement?

	Italy	Poland	Total
Yes	1	-	1
Not Sure	-	-	-
No	-	1	1

Feedback from the Agencies

Representatives from three agencies completed the Evaluation Questionnaire.

Agencies:

	Agency	Job Title of Questionnaire Respondent
Italy	C.AT. Cooperativa Sociale	Vice President and Co-head of area "work"
Norway	NAV Oppegård	Executive Officer
Poland	ACB %Baza+	Manager

Have you referred individuals onto the Restart Programme?

If yes: How many people?

	NET: C.AT. Cooperativa Sociale	NOVA: NAV	WSINF: ACB "Baza"	Total
No. of people referred	3	5	9	17

Did you have enough information about the Restart Training Programme to be able to provide clients with information about the programme?

	NET	NOVA	WSINF	Total
Yes	1	1	1	3
Not Sure	-	-	-	-
No	-	-	-	-

Did you have any eligible clients who did not want to participate on the Restart programme?

	NET	NOVA	WSINF	Total
Yes	-	1	-	1

Not Sure	-	-	-	-
No	1	-	1	2

If 'yes' what were their reasons for not wanting to participate?

- NAV: Some of our clients were already active with other courses (at NAV) and could not begin on the Restart starting date (2nd January 2012).
- ABC Baza: I promoted the Restart programme during my lectures with students. All who want to take part could fill the questionnaire, which later was delivered to El bieta Strzelecka, who co-ordinated the Programme.

If you have referred individuals to the Restart programme did the amount of time you were required to devote to that client reduce?

	Italy	Norway	Poland	Total
Yes	-	1	-	1
Not Sure	-	-	-	-
No	1	-	1	2

If you continued to meet with clients after referring them to the Restart Programme, have you observed any changes?

	Agency	Changes Noted
NET	C.AT. Cooperativa Sociale	None recorded
NOVA	NAV Oppegård	Some of them have developed a greater self-confidence through the programme, and this is also something I have worked with after the programme. 3 months is not enough sometimes I guess. Some of them always ask: do I get the job? Will I get through my problems etc.? It is important that clients have someone who can support them after the programme also. In Norway there are a lot of possibilities within education. Some can get confused and are not sure where to start, or they don't know about the possibilities they have. Due to the programme some of our clients got more information about education and training. They also got help to find out if this is something for them. They got help through group and individual guidance.

		Our clients also got more understanding about their job opportunities and become more motivated to apply for jobs daily.
WSINF	ACB %Baza+	Not applicable as I am not in contact with the people who participated in the programme

Any further comments to make about the Restart Programme or the impact it has had on your agency?

NET	The Restart programme was very useful for our organization. It was important because it gave us the opportunity to experiment new methodologies, and made us know new realities in Europe, putting us in connection with them. Another important aspect is that it made us in connection with the political realities of local bodies (City of Florence and Province of Florence).
NOVA	Three months is not enough, especially when we work with self confidence. The work after is as important as the work we do with the clients the first three months. Also to help them to keep up their motivation is something that needs to be worked with after three months. I have worked with some of them after the programme also, and I can see that if there is no one that can support them and give them guidance, then we will have to go back to where we started with them before the programme.

ANNEX 1

Training pilot questionnaire:
ASSOCIAZIONE NET

PART A. YOUR ORGANISATION, LOCAL PARTNERS & ROLES IN THE PILOT

1. Name of your organisation	ASSOCIAZIONE N.E.T. PADOVA, ITALY
2. Are you delivering the Restart training pilot alone or in partnership with other organisations in your area?	With another organization but not in our area (Veneto Region) since in a different Region (Tuscany)
3. If you are delivering the Restart training pilot in partnership with other organisations in your area, who are your partners?	<ol style="list-style-type: none"> 1. C.A.T. Cooperativa sociale - Florence C.A.T. Cooperativa Sociale is a no-profit organization, born in 1985 in Florence, Italy, working in the field of social services. C.A.T. Cooperativa Sociale has different kind of projects with young people from prevention of disease to promotion of cultural and artistic possibilities; projects of street-workers, youth centres, information point. C.A.T. works with immigrants people too, with drug addicted people, gipsy people, prostitutes and homeless. CAT has experience in the field training, counselling, research and cultural promotion. 2. The Municipality of Florence (social services department) 3. Employment office of Florence
4. If you have a partnership, which organisation is the <u>overall coordinator</u> of the Restart training pilot? Please also state who is the person who has overall responsibility for Restart co-ordination in that organisation and what is their job title?	<p>Associazione NET is the overall coordinator of the training piloting through one person member of their staff. the mentoring and the creation of internships.</p> <p>Mirna Fusaro (Transnational project manager and president of Associazione N.E.T.) is the responsible of the Restart coordination but Sabrina Emilio (social worker and operator) was the local Coordinator for the piloting.</p>
5. Which organisations and individuals are involved in the <u>referral of beneficiaries</u> to the Restart training pilot?	They have done some informational meetings in which the programme was presented, but most of the beneficiaries involved have been sent by the Employment Centre of Florence District 5, the person of reference is Mariapina Lanteri
6. Which organisations and individuals are involved in <u>training participants</u> of the Restart training pilot?	The trainer is Emilio Sabrina Manuela NET Padua (also oversaw the coordination and matching steps) Tutor: Viorica Agriviolae Promotion Daniel Bertusi
7. What competencies do the involved organisations and individuals have? Please tell us briefly about	Mirna Fusaro . Degree in foreign languages and literatures. Started working in the transnational project management in 1997. Teacher and trainer for drop out and disadvantages trainees she is also a founder of Associazione N.E.T. and president.

<p>their training experience, qualifications etc.</p>	<p>Experienced in administrative and financial issues.</p> <p>Emilio Sabrina Manuela - Degree in education knowledge and training, over 10 years of experience in projects of training, job placement and social inclusion.</p> <p>Bertusi Daniele - Degree in Modern Literature, more than 10 years of experience in designing training, job placement and social inclusion.</p> <p>Viorica Agraviloe -Socio-cultural linguistic mediator, over 5 years of experience working with migrants, 3 years of experience tutoring and job placement. Socio-cultural linguistic mediator, over 10 years of experience working with disadvantaged people, 2 years of experience in mentoring and job placement training</p>
<p>8. Which organisation(s) or person(s) is/are responsible for administration related to the training pilot?</p> <p>a) Training related administration (photocopying, referral and assessment forms)</p> <p>b) Trainee time sheets and attendance records</p> <p>c) Expenses</p> <p>d) Finance records</p> <p>e) Other? Translation</p>	<p>a) Emilio Sabrina,</p> <p>b) Emilio Sabrina - Angela Maggiolo</p> <p>c) Mirna Fusaro</p> <p>d) Roberta Bassan</p> <p>e) Maggiolo Angela - Mirna Fusaro</p>
<p>9. Do you consider your local partnership which was involved in the training pilot to have operated successfully during the pilot? If so, in what ways? If not, in what ways and why?</p>	<p>It has operated successfully, besides the realization of the piloting, which had a good impact on the beneficiaries, the action moved to accomplish the project had a positive impact on relationships and exchange of experiences with the local bodies, the City of Florence , the Employment Centre of the Province of Florence and Tuscany region (there were changes to the proposed new law on internships, which have recently been approved)</p>
<p>10. Any other comments about your own or your partners involvement in the Restart training pilot delivery?</p>	<p>NET Association has worked for many years for the exchange and testing of methods of empowerment, and certainly Restart programme goes to this direction.</p>

PART B: PROFILE OF BENEFICIARIES

<p>1. Tell us about the target group for your Restart training? (for example, in addition to being lone parents were they refugees, migrants, students, disabled persons, older lone parents, young parents, unemployed, etc.)</p>	<p>1 lone parent, unemployed 1 lone parent migrant unemployed 1 lone parent migrant unemployed 1 lone parent migrant unemployed</p>
<p>2. What was their demographic break-down? (please give numbers):</p> <p>a) Sex b) Age c) Place of residence (please state either large city, town, countryside) d) Route into lone parenthood (how many are: always single, divorced/separated, widowed etc) e) How many children do they have? f) What ages are the children? g) Level of education? h) History of employment? i) Employment status: unemployed or employed? j) If employed, were they working full-time hours or part-time hours each week? k) If employed, were they in temporary/casual jobs or contracted/permanent jobs? l) If unemployed, what was the main reason? (for example</p>	<p>a) 3 female 1 male b) 1 - 46, 2- 45, 3 - 46, 4 - 41</p> <p>c) Florence</p> <p>d) 1 divorced, abandoned pregnant, 2.divorced, 3- single mother abandoned pregnant 4 - separated</p> <p>e) 1 - 1, 2 - 1, 3-2, 4-3</p> <p>f) 1- 6 years old, 2- 23 years old, 3 - 15 and 19 y.o. 4 - 2, 7, 9</p> <p>g)1 - degree in Belarus, 2 - Degree in Ukraine, 3 - middle school in Italy, 4- middle school in Morocco</p> <p>h) before Restart programme 3 people were unemployed and 1person employed</p> <p>i) legal status 4 people unemployed</p> <p>j) 1person - part time non legal work (not contract)</p> <p>k) temporarily not contract</p> <p>l) 3 people migrants, 1 not able for any other reason</p> <p>m) 1 - bar domestic work, restaurant</p>

<p>students/ refugees/ migrants/ caring for children or others/ disabled/ not able to work for any other reason?)</p> <p>m) If unemployed, were they looking for work before they took part in Restart?</p> <p>n) If unemployed, had they been referred to Restart by an agency that wanted them to look for work?</p>	<p>2 - domestic work 3 - restaurant supermarket 4 - restaurant, pizzeria, supermarket</p> <p>n) employment centre all</p>
<p>6. What were the main obstacles to participation in the labour market identified by them? (for example problems combining looking after children with work, language barriers, lack of qualifications, poor health etc)</p>	<p>Problems combining looking after children with work, language barriers, lack of qualifications, low self-esteem, no knowledge of their own resources and limits.</p>
<p>7. What were the main changes observed in the participants during training and after the training.</p>	<p>Increased self-esteem, increased personal security, improving decision-making skills, enhanced ability to enter the labour market, skill to look for a job</p>
<p>8. Do you have any other observations in relation to the profile of your participants (beneficiaries)?</p>	<p>Their appearance has changed, everyone takes care more of their look and physical appearance.</p>

PART C: RECRUITMENT OF BENEFICIARIES

<p>1. Which organisations were involved in the recruitment of your participants? What roles did they undertake?</p>	<p>Associazione Net in collaboration with the Municipality of Florence, the Employment Centre and CAT, have promoted the training path.</p>
<p>2. What actions did you take to prepare for the recruitment of participants? (for example, having meetings with local partners, preparing or distributing recruitment materials such as posters and leaflets, creating forms to use for referrals or for expenses, etc)</p>	<p>Meetings with the regional network, services and associations, distributing leaflets and posters, personal interviews with people sent by the various services.</p>
<p>3. What procedure, if any, was used for the selection of participants? Did you use any method of testing their competency prior to training/ employment placement?</p>	<p>Motivational interviewing and meeting to present the training path held at CAT cooperative. People who attended the preliminary meetings (3), were found to be more motivated.</p>
<p>4. Who (what person) managed the procedures for the recruitment of participants in your own organisation or your local partner organisations?</p>	<p>Emilio Sabrina Manuela in collaboration with the workers of the employment centre.</p>
<p>7. Do you have any further observations on participant recruitment?</p>	<p>Certainly the majority of people contacted (single unemployed parents) had major financial difficulties, and although they are officially unemployed, they do odd jobs without a contract, so they could not ensure their presence. To give the participants some money would ensure a good attendance.</p>

PART D: PILOT TRAINING DELIVERY

<p>1. What activities did you undertake to prepare for the training delivery? (for example, recruitment of staff or training of existing staff, finding suitable premises?) Do not include translation and adaptation as we know about these.</p>	<p>Search for tutors in the accompanying companies, and classroom training.</p>
<p>2. Please describe what provision was made for childcare for the participants:</p> <p>a) What type of childcare was used? (for example: daycare, a friend or relative, an on-site crèche etc?)</p> <p>b) If different types of childcare were used how many participants used each kind?</p> <p>c) Where was the childcare located?</p> <p>d) How was it paid for?</p>	<p>a) babysitting with a single baby sitter and a room inside the premises of CAT so that children could be looked after while their mothers were attending the course</p> <p>b) just one type was used</p> <p>c) At CAT social cooperative, a room equipped to be a temporary crèche and where the elderly children could stay to do their homework.</p> <p>d) Associazione Net paid directly CAT for this service</p>
<p>3. Did you receive any feedback about childcare from the participants or the childcare providers? Please comment it.</p>	<p>Without babysitting they did not know where to leave the children, it was essential.</p>
<p>4. What changes, if any, did you make to Restart <u>during</u> the pilot, AND what were the reasons for each change you made? Please be specific and include any changes to:</p> <p>a) Methodology</p> <p>b) Timings</p> <p>c) Staffing (trainer)</p> <p>d) Location of training</p> <p>e) Childcare provision</p> <p>f) Expenses payments</p>	<p>A) changes in evaluation and motivational activities</p> <p>b) no change</p> <p>c) no change</p> <p>d) no change</p> <p>e) no change</p> <p>f) because of the new Italian Law adopted recently by each region, internship now is considered like a job and must be paid much more than before when just a sort of</p>

<p>g) Work placement - was this longer or shorter than ours? Was it different in any other way?</p> <p>h) Any other changes</p>	<p>reimbursement was needed.</p> <p>g) two months each. This is by law</p> <p>h) no changes</p>
<p>5. What feedback do you have about the changes you made (either from participants, staff or employers).</p>	<p>Positive reactions, the participants attending this course have made many sacrifices, they all live in poor living conditions and so it was important for the groups to "feed" their motivation again and again,</p>
<p>6. Do you think that Restart can be used with any other target group?</p>	<p>Yes, it's possible</p>
<p>7. Do you intend to deliver it again with lone parents or with another target group (please state)?</p>	<p>Actually it will be with both. We work with people that often have several problems and be single parents is one, plus: they may be migrant, depressed people, unemployed. Nevertheless we have to find funding to give them a scholarship to allow them to participate with more confidence.</p>
<p>8. If so, when would this take place and, if so, what would the arrangements be for delivery? The same or any changes?</p>	<p>It would be the same, but to implement a similar course we need funding.</p>
<p>9. Were participants able to get access to any financial support when they were training? (for example, help to pay for childcare or travel, meals, training allowance, increased social benefits etc). Where did this financial support come from?</p>	<p>Only two of the participants received from the town of Florence some vouchers, equal to 35 " a month, but not every month, only 2 or 3 months per year. That's it.</p>
<p>10. Any other comments?</p>	<p>X</p>

PART E: FUTURE DISSEMINATION, SUSTAINABILITY AND COMMERCIALISATION

<p>1. Did your Stakeholder Forum help you to promote this Restart training pilot?</p> <p>Would they be willing to do so again in future?</p>	<p>It was important to bring together different public bodies. The province and the municipality of Florence are working to create a single common work placement project for disadvantaged people, putting together their resources it will be possible to optimize operations by directing them to different people (the same people often benefit from multiple projects, and other people from anything). But this need does not come so much by the pressures made by us but by the fact that there have been major cuts in public funding for welfare so they are forced to optimize.</p>
<p>2. Would any of the lone parents, who took part in this training pilot be willing to take part in the Stakeholder Forum or help you to promote Restart to other lone parents in the future?</p>	<p>Yes, with no doubt. The problem is not the desire to tell and explain the difficulties encountered, but to be heard effectively by politicians and local administrators. One of them has agreed to be interviewed for these very reasons.</p>
<p>3. Were you able to feature lone parent stories in your newsletters, local press, website, etc? If so, please tell us about it.</p>	<p>Yes, we were.</p>
<p>4. Did you hold a local training or project launch event? If so, please describe (date, participants invited from the local community, lone parents organisations, employers, results etc.)</p>	<p>June 14th, 2011</p> <p>A forum- workshop was organized to involve the stakeholders of the Restart project.</p> <p>The meeting aimed at the promotion of the project.</p> <p>PARTICIPANTS: representatives of local bodies and social private bodies and social workers.</p> <p>The initiative was an opportunity to meet and collaborate with workers of the public field, third sector and voluntary field. The team activities were coordinated by Sabrina Emilio (Associazione NET), local reference for the project.</p> <p>During the group activities the need to realize interventions for single parents was underlined. Interventions to focus the person at the centre of the activities, that means that they have to answer their needs and create standard paths, not customized, that provide the development of skills and the recognition of individual resources on one hand and the activation of social networks adapted to the situation of the target group of disadvantaged people of reference.</p> <p>During the first stage of group activities, the participants were confronted and shared a common definition to explain what it means to put the person at the centre of the social and health services. The following stage was useful to understand how, according to the participants, it is possible to implement a path and what could be the obstacles in this</p>

	<p>process and possible suggestions and recommendations to consider when they implement the process.</p> <p>To define such a process, the participants to the different working group used key words such as listening, listening that should be done with the mind and the heart, through significant relationships and inclusive networking pathways, the respect of the only and unrepeatable identity of the person, that brings with it both needs and resources, a person that is the main character of his/her change . to put the person at the centre+we need to realize a network activity involving both the system of companies and training/education and mapping the territory in a clear and constantly updated way (also through the use of new technologies), ensuring the stability and continuity of services in order to realize customized educational and training paths that are able to recognize and give value to the person and his/her resources and skills, promoting training moments organized by the municipality, it's necessary furthermore to be able to learn from experience and good practices.</p> <p>The third stage was a round table among the participants and the institutional representatives, during this stage the activities of the project were presented and explained underlining the importance of the piloting of the methodology proposed by Restart project.</p> <p>The meeting was organized to promote the project, to explain its content and define the target group that should follow the piloting and collaborate to disseminate the results, promoting them together with the methodology.</p> <p>Several representatives of the public sector were present and other meeting followed this with each stakeholder that participated to the forum.</p> <p>It was important to involve associations and workers in the third sector that, with their contributions during the working groups, listened by the institutional representatives, confirmed and gave motivation to the need to use empowerment methodologies, encouraging the exchange and the use of such tools in similar contexts.</p> <p>Among the others the participants to this meeting were: Stefania Saccardi (councilor for social health and environmental policies) Michele Minicucci (secretary of this department of the city) Andrea Cagioni (BoD of CAT social cooperative) 51 people participated to the meeting.</p>
<p>5. Did you organise a Beneficiary Awards Ceremony at the end of training? If so, please describe (date, participants, content, results such as</p>	<p>We organized a special lunch on June 20 at CAT: every participant cooked a dish of their country of origin. The 4 participants were present with the trainers and a mentor.</p> <p>We haven't realized the delivery of certificates yet because</p>

certificates for participants, small awards for employers who provided placements or/and who have given a job to a lone parent on placement, etc)	they have not been issued yet.
6. Tell us about the participant case study that you filmed: a) name of person, b) scenario- date, place, c) stage of training/ piloting d) Why did you choose this participant to film?	a) Liudmila Haishun b) June 22, 2012 the interview was held in an office of the CAT cooperative c) stage of piloting d) Because she had a big change during the course, she was the most cooperative and she was always present even in the hardest days and she was also the person who has had more problems (no home, labour, means of survival), she needed more advice, for example, we put her in touch with a lawyer (for free) to solve some problems related to divorce and some bills to pay very high, which actually she did not have to pay.
7. What was successful about the promotion of Restart?	The success of Restart program is the fact that it takes care of people considering the various aspects of their lives. It has certainly increased the participants' self-esteem and their ability to enter the labour market.
8. What would you do differently next time to promote Restart?	Nothing different
9. Do you believe that it will be possible for you to sustain Restart after this project is over?	we are working with this perspective, we hope to continue
10. Do you think it will be possible to do this on a commercial basis? (please give detail if you can)	In Italy is is very difficult to commercialise training products and course since education and training are public and funded by the ministry, region or Province. What we can do is to tray to have it funded by the Region.
11. What obstacles do you anticipate to commercialisation? What are the possible solutions?	See the previous answer. Public funding.

PART F: EMPLOYMENT PLACEMENT

<p>1. Which of your partners were involved in organising or providing the employment placements? Please give the names of any organisation that was involved, which individuals were involved in each organisation and what their roles were.</p>	<p>Associazione N.E.T. Emilio Sabrina Manuela local coordinator - Skills assessment of the participants, administrative work, agreements, educational paths of participants CAT - Bertusi Daniele - promotion CAT Agraviloae Viorica . internship tutor</p>
<p>2. What was the role of the Stakeholder Forum in preparing or arranging the employment placements?</p>	<p>The Employment centre has worked to support the changes to the law on training.</p>
<p>3. How did you identify the list of employers who would provide placements? Who did this? Who contacted the employers?</p>	<p>The local coordinator had a list of possible employers for placements. First an email with information about the project was send asking for a first meeting. At the first meeting further info on trainees and technical requirements were given and later administrative documents signed. Everything was done by the coordinator and the internship tutor.</p>
<p>4. Contracts and agreements: a) What agreements among partners were involved? b) What agreements with employers were used? c) Were any type of contracts used? d) Was insurance needed?</p>	<p>a) No agreement b) Agreement for the implementation of internship between Associazione N.E.T. and the Company c) Apprenticeship agreement which is not a contract d) Insurance is compulsory by law, internship in Tuscany is considered as a working relationship for all purposes.</p>
<p>5. Any other actions that were required to prepare for the placements?</p>	<p>No</p>
<p>6. What was successful or unsuccessful in respect of the employment placements?</p>	<p>We do not know whether they will get a job by the company, but certainly we have focused on the acquisition of skills to be used in the labour market.</p>
<p>7. What feedback did you receive about the placements from: a) Participants? b) Employers? c) Trainers?</p>	<p>a) positive b) positive c) positive</p>

<p>Please summarise from the evaluation forms.</p>	
<p>8. Did you visit the beneficiaries while they were on placement?</p>	<p>Yes, moreover always by law in Italy during the placement you have e company tutor which is constantly in contact with the coordinator. Placement visit is also compulsory by law.</p>
<p>10. Do you think the placements were worthwhile? Please describe why or why not.</p>	<p>Yes, they have the ability to perform new tasks.</p>

PART G: EVALUATION AND DISSEMINATION

<p>1. What was successful or unsuccessful about the evaluation methods used in the Restart training pilot?</p>	<p>Evaluating the possibility to change actions and continuously improve them.</p>
<p>2. Any other comments about evaluation methods used during the pilot?</p>	<p>Evaluation makes you aware of the changes occurred and so it gives you the motivation to go on.</p>

PART H: ADMINISTRATION AND FINANCE

<p>1. When did payments relating to the training pilot need to be made? To whom? How often?</p>	<p>Some of the activities have already been paid some others not yet because of some movement inside the budget we asked for?</p>
<p>2. What rates did you set for any costs that you paid, for example child care, travel costs etc?</p>	<ul style="list-style-type: none"> • childcare for 2 children (1 babysitter 120 hours 18 euros per hour) • travel costs = 400 euros (100 euros each) • 460 = refreshments/meals (calculated on forfait bases) • 600 = recruitment • 2400 = room hire (20 euros/hour) • 2554 = internship scholarship (318 euros per month per person)+ staff costs
<p>3. Do you have forms that have to be used? If so, who completes them?</p>	<p>no</p>
<p>4. What proof will you require if audited? How will you prove that you made the payments that you said you did?</p>	<p>Payment are always done by bank transfer or check. So in case of bank transfer we can show the bank transfer sheet in case of the check the check photocopy.</p>
<p>5. What records did you keep about participants? How have these been stored to ensure confidentiality? What data protection measures did you put in place? How was material completed during the course stored or destroyed?</p>	<p>Each participants has their own file. Associaizone N.E.T. have been trained to followed and respect the Italian law about privacy and rules have been respected. For the material stored we asked for a declaration of consent to the person.</p>

ANNEX 2

Training pilot questionnaire:
Wyższa Szkoła Informatyki w Łodzi
(WSINF)

PART A. ORGANISATIONS AND LOCAL PARTNERS: ROLES IN THE PILOT	
1. Name of organisation:	Wy sza Szkoja Informatyki w yodzi (WSINF) / Academy of IT in Lodz
2. Are you delivering the Restart training pilot alone or in partnership with other organisations in your area?	In partnership
3. If you are delivering the Restart training pilot in partnership with other organisations in your area, who are your partners?	<p>Our internal consortium:</p> <ul style="list-style-type: none"> • EI bieta Strzelecka . trainer, coach, co-ordinator, • Head of the International Projects Unit at Academy of IT . Anna Ziemecka-Poteraj, • Wiktoria Mielczarek (own training firm) . trainer, • Bogumiya Szukalska (own firm) plus 2 persons (child care provision), • aneta Golec (own firm) . producer of the film, • The Academic Career Bureau BAZAq(ACB %BAZA+) - Ewa Rokicka, • School4Child . primary school (provision of premises and educational tools for child care during pilot training) • ABiS Training Institution . subcontracting organisation responsible for the pilot training in terms of premises provision and hiring trainers
4. If you have a partnership, which organisation is the <u>overall coordinator</u> of the Restart training pilot? Please also state who is the person who has overall responsibility for Restart co-ordination in that organisation and what is their job title?	EI bieta Strzelecka - Content-Related Coordinator of the RESTART project at WSINF, Trainer, Coach, External Expert Anna Ziemecka-Poteraj . Head of the International Projects Unit at WSINF, responsible for project management
5. Which organisations and individuals are involved in the <u>referral of beneficiaries</u> to the Restart training pilot?	<ul style="list-style-type: none"> • Ewa Rokicka . ACB BAZA, • EI bieta Strzelecka . co-ordinator,
6. Which organisations and individuals are involved in training participants of the Restart training pilot?	<ul style="list-style-type: none"> • EI bieta Strzelecka . trainer, coach, co-ordinator, • Wiktoria Mielczarek (own training firm) . trainer,

7. What competencies do the involved organisations and individuals have? Please tell us briefly about their training experience, qualifications etc.

- Wiktoria Mielczarek (own training firm) . trainer - stylist; she has 15 years of experience in area of visage, creating personal image.
- Ewa Rokicka . ACB BAZA . over 30 years of experience regarding labour market in lodzkie woivodship, Head of the Academic Career Bureau BAZAq(ACB BAZA) in Academy of IT; trainer of subject labour market+in Academy of IT.
- El bieta Strzelecka . academic teacher and scientist, trainer. Certificated coach in International Coaching Community (ICC) since 2010 (life and business coaching). She has 20 years of experience - independent work in consultancy related with labour market (owner of the private employment agency), vocational education, company organization and management, quality management. She has big experience in training (competence recognition, career planning, adult guidance, interpersonal skills and other). Scientific and educational activity particularly in the area of: HRM, labour market, strategic planning, strategic management, marketing, organization and management, sustainable development, quality management, project management.
- Bogumiya Szukalska - has run the Pedagogical and Psychological Centre for 8 years and she has 30 years of experience as a teacher. Pedagogical and Psychological Centre employs only specialists: teachers, psychologists, pedagogues and trainers. Bogumiya has got huge experience in working with children in different age also with children with different kind of dysfunctions. What is more she and her company organize trainings and courses for children and parents.
- Anna Ziemecka-Poteraj, Head of International Projects Unit at WSINF, M.A. in International Economical and Political Relations at the University of Lodz, M.B.A. at Lyon III Universite, 13 years of professional experience in coordination of educational international projects within European Union programmes for various institution with a special focus on universities; delivering occasionally training on project management

<p>8. Which organisation(s) or person(s) is/are responsible for administration related to the training pilot?</p> <ul style="list-style-type: none"> a) Training related administration (photo-copying, referral and assessment forms) b) Trainee time sheets and attendance records c) Expenses d) Finance records <p>9. Do you consider your local partnership which was involved in the training pilot to have operated successfully during the pilot? If so, in what ways? If not, in what ways and why?</p>	<ul style="list-style-type: none"> a) El bieta Strzelecka, Bogumiya Szukalska b) El bieta Strzelecka c) Bogumiya Szukalska + 2 persons d) Anna Ziemecka -Poteraj e) Film . aneta Golec; Participants Recruitment & Selection: Ewa Rokicka, El bieta Strzelecka <p>Yes, co-operation.</p>
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PART B: PROFILE OF BENEFICIARIES

<p>1. Tell us about the target group for your Restart training? (for example, in addition to being lone parents were they refugees, migrants, students, disabled persons, older lone parents, young parents, unemployed, etc.)</p>	<p>Lone parents;</p> <ul style="list-style-type: none"> • 6 females of the 2nd and 3rd year of the Faculty of Pedagogy . Academy of It in Lodz (part-time students) • 1 female - lone mother, who wants to change her life and profile; • 1 female . student of Post diploma Study at Technical University of Lodz
<p>2. What was their demographic break-down? (please give numbers):</p> <p>a) Sex</p> <p>b) Age</p> <p>c) Place of residence (please state either large city, town, countryside)</p> <p>d) Route into lone parenthood (how many are: always single, divorced/ separated, widowed etc)</p> <p>e) How many children do they have?</p> <p>f) What ages are the children?</p> <p>g) Level of education?</p> <p>h) History of employment?</p> <p>i) Employment status: unemployed or employed?</p> <p>j) If employed, were they working full-time hours or part-time hours each week?</p> <p>k) If employed, were they in temporary/ casual jobs or contracted/ permanent jobs?</p> <p>l) If unemployed, what was the main reason? (for example students/ refugees/ migrants/ caring for children or others/ disabled/ not able to work for any other reason?)</p> <p>m) If unemployed, were they looking for work before they took part in Restart?</p> <p>n) If unemployed, had they been referred to Restart by an agency that wanted them to look for work?</p>	<p>Details are provided in excel file</p> <p>a) female in 100%</p> <p>b) age range from 22 to 40 years old</p> <p>c) mostly persons were coming from the cities (large or small ones), one person from a village</p> <p>d) 5 divorced, 3 single</p> <p>e) 1 or 2</p> <p>f) from 10month till 20 years</p> <p>g) all minimum higher education</p> <p>h) not mentioned</p> <p>i) 6 employed, 2 unemployed</p> <p>j) 4 full-time, 2 part-time, 2 didn't mention</p> <p>k) 4 permanent, 2 temporary, 2 didn't mention</p> <p>l) child-care, looking for a job</p> <p>m) just two of them were looking for a job before joining RESTART</p> <p>n) no</p>
<p>6. What were the main obstacles to participation in</p>	<ul style="list-style-type: none"> • problems combining looking after children with work • lack of qualifications

<p>the labour market identified by them? (for example problems combining looking after children with work, language barriers, lack of qualifications, poor health etc)</p>	<ul style="list-style-type: none"> • hours of work • fact that I am lone parent • I didn't have knowledge what position is the right for me in the labour market and what are my strengths and weaknesses
<p>7. What were the main changes observed in the participants during training and after the training.</p>	<p>Participants underline that:</p> <ul style="list-style-type: none"> • They feel confident about applying for jobs • They feel safe when they go out in their community • They feel self-assured when talking to other people • They are motivated and encouraged to look for the best plays in the labour market for them
<p>8. Do you have any other observations in relation to the profile of your participants (beneficiaries)?</p>	<p>X</p>

PART C: RECRUITMENT OF BENEFICIARIES

<p>1. Which organisations were involved in the recruitment of your participants? What roles did they undertake?</p>	<p>The Academic Career Bureau BAZAq and EI bieta Strzelecka . individual %provider+</p>
<p>2. What actions did you take to prepare for the recruitment of participants? (for example, having meetings with local partners, preparing or distributing recruitment materials such as posters and leaflets, creating forms to use for referrals or for expenses, etc)</p>	<p>1. Meeting with Head of ACB BAZA and Head of International Projects Unit and co-ordinator . discussion how we can find the candidates, what kind of recruitment materials we should prepare and when we can start recruitment. 2. Preparation information and promotional materials - EI bieta Strzelecka 2. Promotion the RESTART Programme during lectures by Ewa Rokicka; 3. Stakeholder Forum 4. Own recruitment realized by EI bieta Strzelecka; because of resignation of 3 potential participants, two people were recruited 5. Poster designed promoting RESTART project among potential participants</p>
<p>3. What procedure, if any, was used for the selection of participants? Did you use any method of testing their competency prior to training/ employment placement? a) What additional measures, if any did you take in the selection of participants?"</p>	<p>We asked candidates to fill the information questionnaire and later we contact with them by internet and phone to invite for first meeting.</p> <p>We didnq use any method of testing participants. In training could take part all persons who declare the constant participation during training.</p>
<p>4. Who (what person) managed the procedures for the recruitment of participants in your own organisation or your local partner organisations?</p>	<p>EI bieta Strzelecka</p>

PART D: PILOT TRAINING DELIVERY

1. What activities did you undertake to prepare for the training delivery? (for example, recruitment of staff or training of existing staff, finding suitable premises?)

Do not include translation and adaptation as we know about these.

Meeting two trainers: El bieta Strzelecka and Wiktoria Mielczarek . discussion about content and time of realization.

Meetings with aneta Golec - before trainings - discussion about content, time and way of realization film.

Preparation and co-ordination meetings with auxiliary staff:

1. Mateusz Malesa (that person resigned after first two-days training) - preparation of promotional materials, preparation room, ordering room, preparation the basic training equipment.
2. Meeting with Bogumiya Szukalska (co-operation from 3rd day of training to the last one) . preparation room, ordering lunch service, organisation coffee brake, shopping . training materials, fruits, sweets, Bogumiya also bake cakes herself; ordering room, co-ordination the baby-sitters work during trainings with two persons;

El bieta Strzelecka- organisation and preparation training materials, documentations, copies of evaluation reports and materials, preparation timetables for trainings and coaching sessions, co-ordination of preparation training, translations and so on.

Training was organized in very good place - conference room in Academy of IT owned by ABiS . subcontractor.

<p>(BS) 2. Please describe what provision was made for childcare for the participants: a) What type of childcare was used? (for example: daycare, a friend or relative, an on-site crèche etc?) b) If different types of childcare were used how may participants used each kind? c) Where was the childcare located? d) How was it paid for?</p>	<p>a) Childcare provision was covered by pedagogical and psychological centre. Children during all sessions period were with two baby-sitters in day room. Each session was design to entertain children. The centre organised different attractions such as art classes, swimming - pool or didactic games. Children who couldn't travel with their mums for sessions had individual baby-sitters at their homes. b) Two children with individual baby-sitters. The group of seven children separated into two groups-1st group in the age between 2 and 6 and 2nd group in the age between 7 and 13. c) The group classes took place in day room of Abis School . 4 child. Individual childcare took place in children's homes. d) Childcare was financed from project budget.</p>
<p>(BS) 3. Did you receive any feedback about childcare from the participants or the childcare providers? Please comment it.</p>	<p>After each sessions baby . sitters were talking with children to collect propositions for the next sessions to make sure all children are going to be satisfied. All mothers fell safe leaving the children with baby - sitters which helped them to participate in sessions with no worry about their children. Baby-sitters got very positive feedback from participants.</p>
<p>4. What changes, if any, did you make to Restart <u>during</u> the pilot, AND what were the reasons for each change you made? Please be specific and include any changes to: a) Methodology b) Timings c) Staffing (trainer) d) Location of training e) Childcare provision f) (AZP) Expenses payments Anna Ziemecka-Poteraj g) Work placement - was this longer or shorter than ours? Was it different in any other way? h) Any other changes</p>	<p>a) It was different than in original training; we organized 9 (from 20) days, so we had to realize only a part of exercises, handouts (see table below) b) We planned to finish training on 28th of April, but we decided to change time and the last meeting (mainly evaluation) was realized on 5th of May 2012. We had to finish coaching sessions. c) None d) None e) None f) (AZP) There was an external institution hired so to cover all child-care based tasks during the pilot training. It is a pedagogical and psychological centre experienced in care provision for all family members employing psychologist, pedagogues or students of educational science faculties well trained to follow those roles. They took the whole responsibility for signing contracts with each individual baby-sitter, arranging additional activities for kids (e.g. cinema, swimming pool), providing catering, insurance etc. Such approach facilitated the whole process. The costs were covered after each training session under the receipt produced usually on monthly basis starting from January till April 2012. g) We planned minimum 40hours but our participants realized (situation for 23.07.2012) 3 persons . 80 hours (two weeks); 1 person 120 hours 1 person . 3 month; 2 person (declaration to participate in apprenticeships - min 40 hours). h) Placement wasn't provided by ABC sBAZA+</p>
<p>5. What feedback do you have</p>	<p>General feedback: very positive from participants, staff and partly</p>

<p>about the changes you made (either from participants, staff or employers).</p>	<p>from employers. Details: All is presented in evaluation materials which received Jane</p>
<p>6. Do you think that Restart can be used with any other target group?</p>	<p>Yes.</p>
<p>7. Do you intend to deliver it again with lone parents or with another target group (please state)?</p>	<p>All depends on plans of Academy of IT in Lodz</p>
<p>8. If so, when would this take place and, if so, what would the arrangements be for delivery? The same or any changes?</p>	<p>All depends on plans of Academy of IT in Lodz</p>
<p>(BS) 9. Were participants able to get access to any financial support when they were training? (for example, help to pay for childcare or travel, meals, training allowance, increased social benefits etc). Where did this financial support come from?</p>	<p>Participants didn't have to cover any costs connected with childcare, travel or meals. The pedagogical and psychological centre returned costs connected with travel. Lunches, snacks and drinks were prepared for participants and children for all training sessions.</p>
<p>10. Any other comments?</p>	<p>X</p>

PART E: FUTURE DISSEMINATION, SUSTAINABILITY AND COMMERCIALISATION

<p>1. Did your Stakeholder Forum help you to promote this Restart training pilot?</p> <p>Would they be willing to do so again in future?</p>	<p>Partly.</p> <p>I think YES</p>
<p>2. Would any of the lone parents, who took part in this training pilot be willing to take part in the Stakeholder Forum or help you to promote Restart to other lone parents in the future?</p>	<p>YES</p>
<p>3. Were you able to feature lone parent stories in your newsletters, local press, website, etc? If so, please tell us about it.</p> <p><u>Please attach case studies of your participants—as many as possible—as well as photos.</u></p>	<p>AZP: Promotion Department of WSINF might give support in further dissemination of the RESTART project with a special focus on its performance results in Lodz even after project termination so to guarantee the sustainability effect. As long as our participants agree there is a possibility to include their stories in academic bulletin or on institutional web-site.</p> <p>ES:I could send photos. There is only one condition that names of authors of photos will be presented under that photos. So far even in our Newsletter there isn't the right information - who is the author of article/ or photos. But it is EU project!</p>

<p>4. Did you hold a local training or project launch event? If so, please describe (date, participants invited from the local community, lone parents organisations, employers, results etc.)</p>	<p>ES: Stakeholder Forum during Piloting Training</p> <p>AZP: During the official celebration of 15th Anniversary of WSINF on the 20th of April 2012 held in Poznansky Palace in Lodz RESTART project was mentioned within the speech delivered by the Chancellor. The numerous audience of few hundreds of people covered the representatives of local and regional authorities, educational bodies, employers, NGOs.</p>
<p>5. Did you organise a Beneficiary Awards Ceremony at the end of training? If so, please describe (date, participants, content, results such as certificates for participants, small awards for employers who provided placements or/and who have given a job to a lone parent on placement, etc)</p>	<p>YES;</p> <p>5th of May, 8 (all) participants, two (all) trainers, persons responsible on carrying children and holding service during training . Bogumiya Szukalska; Ola Szukalska</p> <p>Content: Evaluations Diploma and awards for participants . every person receive professional hand bag (for using it during interview, etc.)</p>
<p>6. Tell us about the participant case study that you filmed:</p> <ul style="list-style-type: none"> a) name of person, b) scenario- date, place, c) stage of training/ piloting d) Why did you choose this participant to film? 	<p>a) Ewelina Siedlecka</p> <p>b) Scenario was realized by Aneta Golec, 4.02.12 (2nd meeting); 10.03 (5th meeting); 14.04.12 (7th meeting) Lodz, conference room and area of the Academy of IT</p> <p>c) from 2nd to 4th training meeting</p> <p>2nd meeting - way to the Academy of IT,. introducing herself and her son, her activity during the trainings, expectations</p> <p>5th meeting . ice braking exercises . planes+, interview, life mapping . results and presentations,</p> <p>7th meeting- ice braking exercises . ice braking exercises - dance, session, benefits (feed back)</p> <p>d) Because she agreed for that activity</p>
<p>(AZP) 7. What was successful about the promotion of Restart?</p>	<p>It is worth underlying that the RESTART project was noticed, well received and appreciated by the authorities of WSINF. The Chancellor Ms Aniela Bednarek was even participating in one of the Stakeholders Forum as a substantial employer from the region. Career Office at WSINF led by Ms Ewa Rokicka was involved in promoting RESTART among students so to recruit lone parents for the piloting, their input was successful and effective since we ended with the most numerous training group from the whole international consortium.</p>
<p>(AZP) 8. What would you do differently next time to promote Restart?</p>	<p>This time it was the priority to reach lone parents being in the same time the students of WSINF . Wy sza Szkoła Informatyki (Academy of IT in Lodz). Next time it would be favourable not to limit the activities within the university but to cover larger public from the whole region.</p>
<p>(AZP) 9. Do you believe that it will be possible for you to sustain Restart after this project is over?</p>	<p>There are different scenarios being discussed by the authorities of WSINF taking into consideration numerous factors with a special focus on organisational and financial ones. WSINF is undergoing temporary cash-flow problems due to the decreasing number of students caused by demographic gap along with a purchase of a hospital generating losses, which has influence on any important decision within the university to be made.</p>

	<p>However, if we overcome those obstacles, the potential to sustain Restart is at satisfactory level.</p>
<p>(AZP) 10. Do you think it will be possible to do this on a commercial basis? (please give detail if you can)</p>	<p>Due to the same reasons presented above in point 9 the final decision must be postponed at WSINF until financial situation is improved. Commercialisation requires some considerable investments at the beginning like allocating the organisational and promotion tasks to respective staff members while WSINF is experiencing now considerable costs-cuts and personnel reduction.</p>
<p>(AZP) 11. What obstacles do you anticipate to commercialisation? What are the possible solutions?</p>	<p>Summarising issues enumerating above in points 9 and 10, the main obstacle observed at WSINF is the lack of staff members who could be responsible for organisational and promotional aspects of the RESTART course while employing new personnel is temporarily impossible due to unfavourable financial standing of the university. The possible solution would be to find another institution from the region willing to replace WSINF in fulfilling this task.</p>

PART F: EMPLOYMENT PLACEMENT

<p>1. Which of your partners were involved in organising or providing the employment placements? Please give the names of any organisation that was involved, which individuals were involved in each organisation and what their roles were.</p>	<p>El bieta Strzelecka . to encourage them and consult situation Participants . asked for placement and prepared documents for themselves.</p> <p>Two person decided to take part in apprenticeship in September 2012; they would like to find place themselves and they won't be providing by ABC BAZA+</p>
<p>2. What was the role of the Stakeholder Forum in preparing or arranging the employment placements?</p>	<p>To give participants:</p> <ol style="list-style-type: none"> 1. Suggestion how to look for a job 2. What in the important during the interview 3. How they should prepare to that activity
<p>3. How did you identify the list of employers who would provide placements? Who did this? Who contacted the employers?</p>	<p>Participants contacted with employers themselves.</p> <p>The project needs faster the results of placement than it was possible to arrange. Normally students have got apprenticeship in the period: from July to September.</p>
<p>4. Contracts and agreements:</p> <ol style="list-style-type: none"> a) What agreements among partners were involved? b) What agreements with employers were used? c) Were any type of contracts used? d) Was insurance needed? 	<p>That part is difficult summarise because we couldn't get from all participants information (summer time).</p> <ol style="list-style-type: none"> a) To this moment - none b) Typical contracts (part-time job) c) As above . contracts between participant and employer d) We bought insurance for time of training and placement.
<p>5. Any other actions that were required to prepare for the placements?</p>	<p>None</p>
<p>6. What was successful or unsuccessful in respect of the employment placements?</p>	<p>Participants were very active for themselves; they have found that kind of place for work placement, which was expected for them and successful for the future.</p>
<p>7. What feedback did you receive about the placements:</p> <ol style="list-style-type: none"> a) Participants? b) Employers? c) Trainers? <p>Please summarise from the evaluation forms.</p>	<ol style="list-style-type: none"> a) Positive b) Positive . c) Positive <p>See details in three questionnaires</p>
<p>8. Did you visit the beneficiaries while they were on placement?</p>	<p>No, it was impossible. Different places (also out of Lodz), different time. That activity wasn't include in the contract. The placement during the project was out of the control of ABC Baza (it means that agenda wasn't involved on that stage).</p>
<p>10. Do you think the placements were worthwhile? Please describe why or why not.</p>	<p>Yes. Because participants found them for themselves and had a big pleasure with it.</p>

PART G: EVALUATION AND DISSEMINATION

(ES)
1. What was successful or unsuccessful about the evaluation methods used in the Restart training pilot?

Successful:

1. The same shape of evaluation methodology for all partners (the start and the end questionnaire for participants, evaluation form for trainers, employers and agencies).
2. Meetings one-to . one.
3. Good leading by Jane.

Unsuccessful:

1. In my opinion there wasn't good logistic with all documents (instructions and evaluation) in our projects: starting from WP3 (also adaptation report -70 pages) through WP5 report and that kind instructions like : how to prepare film, case study. That supporting documents were prepared post factum (after our training activity) so trainers realized training in our own way and without evaluation suggestions. There is quite different thing to fill 70 pages of adaptation (WP3) during training and after training. It means that trainers were not supported with core idea of training and also including evaluation aspects.
2. There was too many documents with evaluation (in materials-handbook, different reports with repeating parts of information).
3. There was no deeper discussion about trainers' experience after training during meeting with all partners in a whole project. In a fact trainers had no special session during which we could exchange our experience, problems (for example not clear instruction to tests), new ideas after piloting in each country. The adaptation report didn't include questions about any problems with that material (handbook). Also methodology realized in our piloting is ~~lost~~ in the final adaptation report (no adequate questions).
4. It is necessary to get feed back from evaluator and from persons finalizing WP3,4,5etc. to have wider and deeper information what was really successful or unsuccessful in all 4 piloting.
 During piloting we used methods proposed by evaluator and coordinator which were partly successful.

2. Any other comments about evaluation methods used during the pilot?

PART H: ADMINISTRATION AND FINANCE

<p>(AZ-P) 1. When did payments relating to the training pilot need to be made? To whom? How often?</p>	<p>Person responsible for financial operations: Agnieszka Orman, Specialist in Accounting Department There were several payments lines:</p> <ul style="list-style-type: none"> - to ABiS - subcontractor according to the sub-contracting contract based on the invoice issued at the end of the training - to Childcare provider . on regular basis after each training session to institution responsible for general organization of the training sessions (transport for the beneficiaries, catering, etc.) . on regular basis after each training session
<p>(AZ-P) 2. What rates did you set for any costs that you paid, for example child care, travel costs etc?</p>	<p>Rates applied are coherent with the usual rates in Lodzkie region.</p>
<p>(AZ-P) 3. Do you have forms that have to be used? If so, who completes them?</p>	<p>Accounting Department was responsible to check each financial document according to national rules.</p>
<p>(AZ-P) 4. What proof will you require if audited? How will you prove that you made the payments that you said you did?</p>	<p>Invoices, receipts, declarations signed, etc.</p>
<p>(ES) 5. What records did you keep about participants? How have these been stored to ensure confidentiality? What data protection measures did you put in place? How was material completed during the course stored or destroyed?</p>	<p>List of participants, basic data, information of children for evaluation, materials from coaching, evaluations after each session, CV and letters</p> <p>That documents are confidential; Participants shared between them list with e-mails and phones The material are stored</p>

Table 1. Schedule – 21st of January- 5th of May 2012

Week	Class hours (h)	Number of Trainers	Internship Placement	Comments
Week 1 21-22.01.12	12 h	1		Saturday (8 h) and Sunday (4 h). Module (Day): (1) – Day 1 - 2 (2)- Day 1 - 4
Week 2 04-05.02.12	13 h	1		Saturday (8) and Sunday (5 h). Module (Day): (3) – Day – 2, 5,6 (4)- Day – 3-6
Week 3 06.-10.02.12	1,5 h/person* - Job Coaching	1		Coaching (ICC) is leading from Monday to Saturday . one or two person per day
Week 4 20–24.02.12	1,5 h/person* - Job Coaching	1		
Week 5 10-11.03.2012	13 h	2		Saturday (8 h) and Sunday (5 h). Stakeholder Forum Module (Day): (5) – Day 3-6; 16, 17 (6)- Day 9-12
Week 6 19 – 23.03.12	1,5 h/perso*n - Job Coaching	1		Coaching is leading from Monday to Saturday . one or two person per day
Week 7 14.04.12.	8 h	1		Saturday (8 h). Module (Day): (7) – Day 13, 15, 16, 18-19¹
Week 8 16 - 20.04.12	1,5 h/person* - Job Coaching	1		Coaching is leading from Monday to Saturday . from to four/five person per day
Week 9 02 – 04.05.12	1,5 h/person* - Job Coaching	1		
Week 10 28 th 04.12.	5 h	1		Saturday (8 h).The end of core training. Module (Day): (8) – Day 15, 18-20
Week 11 5.05.2012	3 h	1		(9) Saturday (3 hours) Evaluation. Certificates. Common photo.
Week 12	Placement- apprenticeship		Min 40 h	Participants realized or will be realized their own apprenticeship/ workplace in different time during term of piloting
Total number: 54 hours of training+10 hours (for 45 min) of job coaching; *practically the time of one session was over 90 -120 min minutes; Placement/apprenticeship – min 40 hours – max to 3 month				

¹ It will be not realized module (day) number 14 (all participants have got ITC skills)

ANNEX 3

Training pilot questionnaire:
INDEX

PART A. YOUR ORGANISATION AND LOCAL PARTNERS: ROLES IN THE PILOT

1. Name of your organisation:	INDEX Research & Dialogue
2. Are you delivering the Restart training pilot alone or in partnership with other organisations in your area?	Alone
3. If you are delivering the Restart training pilot in partnership with other organisations in your area, who are your partners?	N/A
4. If you have a partnership, which organisation is the <u>overall coordinator</u> of the Restart training pilot? Please also state who is the person who has overall responsibility for Restart co-ordination in that organisation and what is their job title?	N/A
5. Which organisations and individuals are involved in the <u>referral of beneficiaries</u> to the Restart training pilot?	KTEE, Multifunctional Centre of Palouriotissa (constituency in Municipality of Nicosia), Municipality of Tseri, Public Employment Service Nicosia, Single Parents Association and other NGOs. These organisations were approached to assist in the process, all referred individuals to the Programme.
6. Which organisations and individuals are involved in <u>training participants</u> of the Restart training pilot?	INDEX . Yiouli Taki, Alexis Alexiou
7. What competencies do the involved organisations and individuals have? Please tell us briefly about their training experience,	THE TRAINERS: Yiouli Taki . is an educationalist who has had experience in the training and education sector first in the UK and then in Cyprus. She holds a BSc, CertEd (FE), MA and a PhD. She has experience in the delivery of ACCESS and adult-education courses (UK), college and university teaching (UK and

<p>qualifications etc.</p>	<p>Cyprus) and the delivery of training through EU funded (Negotiation Skills to NGO activists, Diversity Training to Civil Servants) Alexis Alexiou has worked as a trainer in the informal education and vocational sector for the past 18 years. He has delivered courses to individuals seeking to enter civil service employment through an exam based assessment, those seeking promotion and need to demonstrate specific skills in the process, and adults returning to education having left school prematurely.</p>
<p>8. Which organisation(s) or person(s) is/are responsible for administration related to the training pilot?</p> <p>e) Training related administration (photocopying, referral and assessment forms)</p> <p>f) Trainee time sheets and attendance records</p> <p>g) Expenses</p> <p>h) Finance records</p> <p>i) Other?</p>	<p>a) INDEX . Magda Zenon, Yiouli Taki, Alexis Alexiou</p> <p>b) INDEX . Magda Zenon, Yiouli Taki, Alexis Alexiou</p> <p>c) INDEX . Magda Zenon, Yiouli Taki, Alexis Alexiou</p> <p>d) INDEX . Yiouli Taki, Magda Zenon</p> <p>e) INDEX . David Officer film</p>
<p>9. Do you consider your local partnership which was involved in the training pilot to have operated successfully during the pilot? If so, in what ways? If not, in what ways and why?</p>	<p>INDEX did not have a formal partnership but has relied on informal partnerships. For example, INDEX received assistance from a range of organisations in the recruitment process . the relationship with the private school KTEE was particularly productive as the school provided extensive assistance in the referral process and was forthcoming with the provision of resources beyond what was agreed in renting a classroom in their premises. This included assistance being given to the participants in the same way as this may be offered to their own trainees</p>
<p>10. Any other comments about your own or your partners involvement in the Restart training pilot delivery?</p>	<p>X</p>

PART B: PROFILE OF PILOT PARTICIPANTS (BENEFICIARIES)

<p>1. Tell us about the target group for your Restart training? (for example, in addition to being lone parents were they refugees, migrants, students, disabled persons, older lone parents, young parents, unemployed, etc.)</p>	<p>We targeted anyone eligible for employment who was a single parent.</p>
<p>2. What was their demographic break-down?</p>	<p style="text-align: center;">EXCEL FILE - Demographics</p>
<p>6. What were the main obstacles to participation in the labour market identified by them? (for example problems combining looking after children with work, language barriers, lack of qualifications, poor health etc)</p>	<p>There were two main problems . firstly, participants found it difficult identifying work which involved a flexible work schedule and secondly, the lack of job opportunities in general (Cyprus having experienced amongst the highest increases in the unemployment rate in the EU.</p>
<p>7. What were the main changes observed in the participants during training and after the training.</p>	<p>Confident . as the participants exchanged more information on their circumstances, as they on the</p>
<p>8. Do you have any other observations in relation to the profile of your participants (beneficiaries)?</p>	<p>X</p>

PART C: RECRUITMENT OF PARTICIPANTS (BENEFICIARIES)

<p>1. Which organisations were involved in the recruitment of your participants? What roles did they undertake?</p>	<p>INDEX organised an informal interview with each participant referred to us by the organisations mentioned in A5. KTEE was invited to join the INDEX trainers in this process so that the prospective participants could immediately become familiar with the environment in which training was to be delivered. The interviews took place at KTEE.</p>
<p>2. What actions did you take to prepare for the recruitment of participants? (for example, having meetings with local partners, preparing or distributing recruitment materials such as posters and leaflets, creating forms to use for referrals or for expenses, etc)</p>	<p>Letters were drafted and sent to key local authority organisations, to NGOs, to the labour office. A relevant leaflet was also produced and delivered to the above organisations by hand so as to ensure its distribution.</p>
<p>3. What procedure, if any, was used for the selection of participants? Did you use any method of testing their competency prior to training/ employment placement? a) What additional measures, if any did you take in the selection of participants?"</p>	<p>We held interviews with most prospective participants that contacted us. The aim of the interviews was dual:</p> <ol style="list-style-type: none"> 1) Should those interested and able to join the training exceeded the number of allocated places a selection would be made on the basis of experience and competency 2) To inform individuals exactly what the training involved and to ensure that they were fully informed that unlike other vocational training offered by the state participants would not receive a payment for participating on the training. Nevertheless we needed to make sure that they were given the opportunity to appreciate that the training was of personal value.
<p>4. Who (what person) managed the procedures for the recruitment of participants in your own organisation or your local partner organisations?</p>	<p>Yiouli Taki and Alexis Alexiou managed the recruitment together with KTEE, the school where the training took place</p>
<p>7. Do you have any further observations on participant recruitment?</p>	<p>X</p>

PART D: PILOT TRAINING DELIVERY

<p>1. What activities did you undertake to prepare for the training delivery? (for example, recruitment of staff or training of existing staff, finding suitable premises?) Do not include translation and adaptation as we know about these.</p>	<ol style="list-style-type: none"> 1. Criteria setting for the trainers - The criteria through which INDEX selected its trainers were the following: Previous experience working with adults in the context of training and education, good communication skills, empathy, awareness of the wider context within which the target group operates, organisational skills, commitment to quality. 2. Identification of premises . INDEX approached three organisations in its effort to identify appropriate premises. The criteria in this case were: movable desks, av facilities, space for the provision of refreshments, comfortable and quiet. In addition consideration was given to the potential need for support facilities (e.g. printing, technical). Preferably, but not a requirement, space that is a dedicated training environment.
<p>2. Please describe what provision was made for childcare for the participants:</p> <ol style="list-style-type: none"> e) What type of childcare was used? (for example: daycare, a friend or relative, an on-site crèche etc?) f) If different types of childcare were used how may participants used each kind? g) Where was the childcare located? h) How was it paid for? 	<ol style="list-style-type: none"> a) Public and Private arrangement (public care is generally difficult to secure as there are limited places. Cyprus relies primarily on private provision of child care) b) Three participants used childcare facilities c) In the relevant neighbourhood where the participants lived. d) By the project.
<p>3. Did you receive any feedback about childcare from the participants or the childcare providers? Please comment it.</p>	<p>None.</p>
<p>4. What changes, if any, did you make to Restart during the pilot, AND what were the reasons for each change you made? Please be specific and include any changes to:</p>	<ol style="list-style-type: none"> a) None . the methodology foreseen by the Programme was followed closely b) The programme had to be delivered at a maximum of 16 hours a week so that the participants would not risk losing their unemployment/public benefit c) None . two trainers delivered the training jointly

<p>i) Methodology j) Timings k) Staffing (trainer) l) Location of training m) Childcare provision n) Expenses payments o) Work placement - was this longer or shorter than ours? Was it different in any other way? p) Any other changes</p>	<p>d) None - Used appropriate training premises e) None . The participants were asked to make their arrangements and seek to secure public care if possible. Two secured public care whilst one secured private childcare facilities f) None - Remunerated for childcare and for travel costs. g) No placement was secured but one participant secured employment, another entered a scheme funded by the ESF whilst the rest continue to explore h) None</p>
<p>5. What feedback do you have about the changes you made (either from participants, staff or employers).</p>	<p>No changes took place</p>
<p>6. Do you think that Restart can be used with any other target group?</p>	<p>Yes. In the past 18 months INDEX has worked closely with persons who have acquired international protection and has come to appreciate needs associated with sections of this group. RESTART could provide a model through which to design a relevant empowerment for accessing the labour market training.</p>
<p>7. Do you intend to deliver it again with lone parents or with another target group (please state)?</p>	<p>INDEX is very keen to deliver the training both with lone parents and with other vulnerable groups.</p>
<p>8. If so, when would this take place and, if so, what would the arrangements be for delivery? The same or any changes?</p>	<p>This would depend on securing the necessary support to deliver the training. The training would be adapted according to the needs of different groups.</p>
<p>9. Were participants able to get access to any financial support when they were training? (for example, help to pay for childcare or travel, meals, training allowance, increased social benefits etc). Where did this financial support come from?</p>	<p>No. The participants relied on childcare support and remuneration for travel cost by the project. Refreshments were also provided by the project.</p>
<p>10. Any other comments?</p>	<p>X</p>

PART E: FUTURE DISSEMINATION, SUSTAINABILITY AND COMMERCIALISATION

<p>1. Did your Stakeholder Forum help you to promote this Restart training pilot?</p> <p>Would they be willing to do so again in future?</p>	<p>The RESTART training pilot benefited from the stakeholder forum in the following way:</p> <ol style="list-style-type: none"> 1. Labour Office instructed its agencies to support the programme, therefore it was given relative attention by officers at the relevant employment services 2. The equality unit of the Ministry of Justice made a small contribution towards co-financing 3. The Productivity Centre, the Human Resource Development Agency and the regional employment service participated in the course of the delivery of the training by attending for the purposes of speaking to the participants . each devoted approximately 2 hours towards these meetings <p>The impact of the above was to reinforce the significance of the training.</p>
<p>2. Would any of the lone parents, who took part in this training pilot be willing to take part in the Stakeholder Forum or help you to promote Restart to other lone parents in the future?</p>	<p>Yes, we expect that participants would assist in promoting the training</p>
<p>3. Were you able to feature lone parent stories in your newsletters, local press, website, etc? If so, please tell us about it.</p> <p><u>Please attach case studies of your participants—as many as possible—as well as photos.</u></p>	<p>Did not focus on a specific participant in any of these.</p>
<p>4. Did you hold a local training or project launch event? If so, please describe (date, participants invited from the local community, lone parents organisations, employers, results etc.)</p>	<p>No</p>
<p>5. Did you organise a Beneficiary Awards Ceremony at the end of training? If so, please describe (date,</p>	<p>No.</p>

<p>participants, content, results such as certificates for participants, small awards for employers who provided placements or/and who have given a job to a lone parent on placement, etc)</p>	
<p>6. Tell us about the participant case study that you filmed: e) name of person, f) scenario- date, place, g) stage of training/ piloting h) Why did you choose this participant to film?</p>	<p>We did not focus on a specific participant. Participants would not speak about their lives or personal circumstances. This is a small society and people do not easily admit hardship. Though we did have discussions in what felt to be a safe and secure environment in the class or during breaks participants were not forthcoming to speak about their circumstances on camera.</p>
<p>7. What was successful about the promotion of Restart?</p>	<p>Communication with the authorities was persistent (and very time consuming) and secured the participation of the authorities at various stages of implementation . stakeholder forum, additional meeting with the project and meeting the participants for a 2 hour meeting during the training. This was a significant achievement in the context of Cyprus where state-NGO relationships continue to be underdeveloped and NGOs have not been included on a systematic basis in consultations. In that respect relevant offices of the ministry of labour became familiar with the project and appreciated its objectives. Simultaneously it should be said that some considered that the measurable success of the project would be the acquisition of work by the participants. Therefore, viewing the outcome of the project through an important but single dimension.</p>
<p>8. What would you do differently next time to promote Restart?</p>	<p>To secure more direct access to single parents in order to directly communicate to them what the programme delivers.</p>
<p>9. Do you believe that it will be possible for you to sustain Restart after this project is over?</p>	<p>It will depend on securing the necessary funding to support the process.</p>
<p>10. Do you think it will be possible to do this on a commercial basis? (please give detail if you can)</p>	<p>Uncertain.</p>
<p>11. What obstacles do you</p>	<p>The fact that we have not embedded the idea of training</p>

anticipate to commercialisation?

What are the possible solutions?

targeted to vulnerable groups in Cyprus. The approach of the employment service is to send people to jobs and if training is delivered this has to do with teaching them a new skill such as fixing lifts, English language training, etc.

PART F: EMPLOYMENT PLACEMENT

<p>1. Which of your partners were involved in organising or providing the employment placements? Please give the names of any organisation that was involved, which individuals were involved in each organisation and what their roles were.</p>	None/other.
<p>2. What was the role of the Stakeholder Forum in preparing or arranging the employment placements?</p>	None.
<p>3. How did you identify the list of employers who would provide placements? Who did this? Who contacted the employers?</p>	INDEX through its trainers contacted the employers. Employers were selected on the basis of type of activity they engaged in, being larger firms and part of multinational companies . therefore with greater predisposition towards social responsibility and a contribution to the community.
<p>4. Contracts and agreements: e) What agreements among partners were involved? f) What agreements with employers were used? g) Were any type of contracts used? h) Was insurance needed?</p>	N/A
<p>5. Any other actions that were required to prepare for the placements?</p>	N/A
<p>6. What was successful or unsuccessful in respect of the employment placements?</p>	N/A
<p>7. What feedback did you receive about the placements from: d) Participants?</p>	N/A

e) Employers? f) Trainers? Please summarise from the evaluation forms.	
8. Did you visit the beneficiaries while they were on placement?	N/A
10. Do you think the placements were worthwhile? Please describe why or why not.	N/A

PART G: EVALUATION AND DISSEMINATION

<p>1. What was successful or unsuccessful about the evaluation methods used in the Restart training pilot?</p>	<p>Cyprus used the participant entry and exit evaluation forms and the trainer evaluation. A main merit of these evaluations was that they were clearly targeted questions which solicited the essential information. Further, we understand that the evaluation process would also incorporate information regarding the conditions in each location where the training was piloted so as to contextualise choices regarding implementation and the differential experience of the pilot phase.</p>
<p>2. Any other comments about evaluation methods used during the pilot?</p>	<p>X</p>

PART H: ADMINISTRATION AND FINANCE

<p>1. When did payments relating to the training pilot need to be made? To whom? How often?</p>	<p>Payments relating to participant expenditure were made at the end of the training. As agreed with the participants at the start of the programme. Payments for premises were also made at the end of the training. Agreed with KTEE in the course of the programme.</p>
<p>2. What rates did you set for any costs that you paid, for example child care, travel costs etc?</p>	<p>For child care . only three of the participants needed childcare in that their children were younger than school age and the social services provide child care benefit only to working single parents. We paid the full cost for this child care . one private and two public ones. Travel costs were paid at 22 cents per Km.</p>
<p>3. Do you have forms that have to be used? If so, who completes them?</p>	<p>We have forms that were prepared by us and approved by the lead partner.</p>
<p>4. What proof will you require if audited? How will you prove that you made the payments that you said you did?</p>	<p>We paid by cheque in all cases and have asked the participants to sign the relevant forms. In the case of child care we have collected the receipts</p>
<p>5. What records did you keep about participants? How have these been stored to ensure confidentiality? What data protection measures did you put in place? How was material completed during the course stored or</p>	<p>We collected information during the process of recruitment . name, telephone number, age of children, time of unemployment, education These were stored on the organisations computer The information was not printed We have kept the evaluations completed by the participants. We have kept CVs in the cases where there was email</p>

destroyed?	communication on these or were presented in class The original skills assessment exercise that the tutors collected as foreseen in the training material
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ANNEX 4

Training pilot questionnaire:
NOVA

PART A. YOUR ORGANISATION AND LOCAL PARTNERS: ROLES IN THE PILOT

1. Name of your organisation:	NOVA
2. Are you delivering the Restart training pilot alone or in partnership with other organisations in your area?	In partnership with NAV, the Norwegian public services for work and welfare
3. If you are delivering the Restart training pilot in partnership with other organisations in your area, who are your partners?	In partnership with NAV, the Norwegian public services for work and welfare
4. If you have a partnership, which organisation is the <u>overall coordinator</u> of the Restart training pilot? Please also state who is the person who has overall responsibility for Restart co-ordination in that organisation and what is their job title?	Overall coordinator: NOVA Responsible person: Researcher II Aina Winsvold
5. Which organisations and individuals are involved in the <u>referral of beneficiaries</u> to the Restart training pilot?	,. NAV Person: Midia Hamedi
6. Which organisations and individuals are involved in <u>training participants</u> of the Restart training pilot?	NAV, Midia... NOVA, Aina Winsvold
7. What competencies do the involved organisations and individuals have?	NOVA: Social Research Institute Aina Winsvold: PhD in sociology/ bachelor I psychology

<p>Please tell us briefly about their training experience, qualifications etc.</p>	<p>NAV: Midia: Bachelor degree in social work</p>
<p>8. Which organisation(s) or person(s) is/are responsible for administration related to the training pilot?</p> <p>j) Training related administration (photocopying, referral and assessment forms)</p> <p>k) Trainee time sheets and attendance records</p> <p>l) Expenses</p> <p>m) Finance records</p> <p>n) Other?</p>	<p>a) NAV</p> <p>b) NAV</p> <p>c) RESTART through NOVA</p> <p>d) NOVA</p> <p>e) -</p>
<p>9. Do you consider your local partnership which was involved in the training pilot to have operated successfully during the pilot? If so, in what ways? If not, in what ways and why?</p>	<p>Yes, definitely</p> <p>Very professional coordinators. Used to deal with unemployed and their situation, and very knowledgeable.</p>
<p>10. Any other comments about your own or your partners involvement in the Restart training pilot delivery?</p>	<p>We did a very good team, and it is important to have coordinators / trainers with life experience, knowledge and motivation plus empathy.</p>

PART B: PROFILE OF PILOT PARTICIPANTS (BENEFICIARIES)

<p>1. Tell us about the target group for your Restart training? (for example, in addition to being lone parents were they refugees, migrants, students, disabled persons, older lone parents, young parents, unemployed, etc.)</p>	<p>This is described in the excel sheet</p>
<p>2. What was their demographic break-down?</p>	<p>EXCEL FILE - Demographics</p>
<p>6. What were the main obstacles to participation in the labour market identified by them? (for example problems combining looking after children with work, language barriers, lack of qualifications, poor health etc)</p>	<p>Language barriers, lack of confidence, some had poor qualifications. But I believe lack of confidence was the biggest problem.</p>
<p>7. What were the main changes observed in the participants during training and after the training.</p>	<p>Increase of self confidence, and more believe in the future as well as belief that also they can achieve what they want. More happy and relaxed, and more confident with the Norwegian language. Actually a huge change!</p>
<p>8. Do you have any other observations in relation to the profile of your participants (beneficiaries)?</p>	<p>Wonderful and strong women.</p>

PART C: RECRUITMENT OF PARTICIPANTS (BENEFICIARIES)

<p>1. Which organisations were involved in the recruitment of your participants? What roles did they undertake?</p>	<p>NAV recruited the participants, who were already receiving benefits from NAV</p>
<p>2. What actions did you take to prepare for the recruitment of participants? (for example, having meetings with local partners, preparing or distributing recruitment materials such as posters and leaflets, creating forms to use for referrals or for expenses, etc)</p>	<p>NAV did the recruitment, calling colleagues, calling participants in different systems within NAV, checking in the computer. Etc.</p>
<p>3. What procedure, if any, was used for the selection of participants? Did you use any method of testing their competency prior to training/ employment placement? a) What additional measures, if any did you take in the selection of participants?"</p>	<p>The main criteria were: migrants, could speak some Norwegian, lone parent, been long-term unemployed.</p> <p>Did not use other measures.</p>
<p>4. Who (what person) managed the procedures for the recruitment of participants in your own organisation or your local partner organisations?</p>	<p>Midia Hamedi (with some help from colleagues).</p>
<p>7. Do you have any further observations on participant recruitment?</p>	<p>It was a bit difficult, we could preferably have recruited two more participants.</p>

PART D: PILOT TRAINING DELIVERY

<p>1. What activities did you undertake to prepare for the training delivery? (for example, recruitment of staff or training of existing staff, finding suitable premises?) Do not include translation and adaptation as we know about these.</p>	<p>Since we were to work together we prepared were throughout how to implement the material. We discussed every day. We felt quite confident that we would manage with the skills we had.</p>
<p>2. Please describe what provision was made for childcare for the participants:</p> <ul style="list-style-type: none"> i) What type of childcare was used? (for example: daycare, a friend or relative, an on-site crèche etc?) j) If different types of childcare were used how many participants used each kind? k) Where was the childcare located? l) How was it paid for? 	<p>i) All the participants already had day-care for their children, either kindergarten or school</p>
<p>3. Did you receive any feedback about childcare from the participants or the childcare providers? Please comment it.</p>	<p>No</p>
<p>4. What changes, if any, did you make to Restart <u>during</u> the pilot, AND what were the reasons for each change you made? Please be specific and include any changes to:</p> <ul style="list-style-type: none"> q) Methodology r) Timings s) Staffing (trainer) t) Location of training u) Childcare provision v) Expenses payments w) Work placement - 	<ul style="list-style-type: none"> a) This I have already answered in for the adaption report. b) c) Timings may be a bit changed due to discussions and life stories. d) No changes e) No changes f) No changes

<p>was this longer or shorter than ours? Was it different in any other way? x) Any other changes</p>	<p>g) No changes, 4 full weeks plus 8 weeks with placement and training</p> <p>h) No</p>
<p>5. What feedback do you have about the changes you made (either from participants, staff or employers).</p>	<p>Very very good feedback form the participants and from employers (verbally). They haven't got the scheme yet.</p>
<p>6. Do you think that Restart can be used with any other target group?</p>	<p>Absolutely. Not only single parents. Very suitable for migrants!</p>
<p>7. Do you intend to deliver it again with lone parents or with another target group (please state)?</p>	<p>We will not deliver, hopefully NAV will. They are interested and we will try to help them. Midia Hamedi is very interested in continuing with the project. The NAV office in Kolbotn is also very satisfied with the program.</p>
<p>8. If so, when would this take place and, if so, what would the arrangements be for delivery? The same or any changes?</p>	<p>We don't know yet. Some organisational changes must be done. But that is needed anyway. It is a huge organisation and changes may take a long time.</p>
<p>9. Were participants able to get access to any financial support when they were training? (for example, help to pay for childcare or travel, meals, training allowance, increased social benefits etc). Where did this financial support come from?</p>	<p>Thy got financial support from NOVA / NAV</p>
<p>10. Any other comments?</p>	<p>X</p>

PART E: FUTURE DISSEMINATION, SUSTAINABILITY AND COMMERCIALISATION

<p>1. Did your Stakeholder Forum help you to promote this Restart training pilot?</p> <p>Would they be willing to do so again in future?</p>	<p>A bit, but mostly within NAV.</p> <p>Maybe</p>
<p>2. Would any of the lone parents, who took part in this training pilot be willing to take part in the Stakeholder Forum or help you to promote Restart to other lone parents in the future?</p>	<p>I guess so. Maybe one. But they are quite busy dealing with life.</p>
<p>3. Were you able to feature lone parent stories in your newsletters, local press, website, etc? If so, please tell us about it.</p> <p><u>Please attach case studies of your participants—as many as possible—as well as photos.</u></p>	<p>Elisabeth and Aina are working with our communication / information department to send out a newsletter in early August. More info on web sides and NAV has published on their web site.</p>
<p>4. Did you hold a local training or project launch event? If so, please describe (date, participants invited from the local community, lone parents organisations, employers, results etc.)</p>	<p>Have had to long meetings with different NAV offices. One regional meeting and one in another municipality.</p>
<p>5. Did you organise a Beneficiary Awards Ceremony at the end of training? If so, please describe (date, participants, content, results such as certificates for participants, small awards for employers who provided placements or/and who have given a</p>	<p>We are still working on the diplomas. We will meet in August to have a ceremony. We are making personal diplomas.</p>

<p>job to a lone parent on placement, etc)</p>	
<p>6. Tell us about the participant case study that you filmed:</p> <ul style="list-style-type: none"> i) name of person, j) scenario- date, place, k) stage of training/ piloting l) Why did you choose this participant to film? 	<ul style="list-style-type: none"> a) Toita b) Several times during January 2012. Have also filmed the other participants several times. c) Different stages, after a while. Not in the beginning og training. d) She has been developing so much, it is incredible and fun.
<p>7. What was successful about the promotion of Restart?</p>	<p>To get NAV to cooperate with us has been excellent!</p>
<p>8. What would you do differently next time to promote Restart?</p>	<p>It is not us that will do it. Hopefully NAV in Kolbotn will hopefully promote it, they were satisfied with the project.</p>
<p>9. Do you believe that it will be possible for you to sustain Restart after this project is over?</p>	<p>No</p>
<p>10. Do you think it will be possible to do this on a commercial basis? (please give detail if you can)</p>	<p>Not for us. We are researchers.</p>
<p>11. What obstacles do you anticipate to commercialisation?</p> <p>What are the possible solutions?</p>	<p>I believe NAV is the best organisation to handle this. It is better than it is done by smaller organisations without the same knowledge and contacts.</p>

PART F: EMPLOYMENT PLACEMENT

<p>1. Which of your partners were involved in organising or providing the employment placements? Please give the names of any organisation that was involved, which individuals were involved in each organisation and what their roles were.</p>	<p>Only NAV</p>
<p>2. What was the role of the Stakeholder Forum in preparing or arranging the employment placements?</p>	<p>Very helpful. Especially since they came from NAV and were employers. The participant from lone parent organisation were helpful with knowledge before the project started.</p>
<p>3. How did you identify the list of employers who would provide placements? Who did this? Who contacted the employers?</p>	<p>NAV did and contacted the employers. They have a huge net of contacts.</p>
<p>4. Contracts and agreements: i) What agreements among partners were involved? j) What agreements with employers were used? k) Were any type of contracts used? l) Was insurance needed?</p>	<p>a) A special made contract just for this project involving the necessarily conditions b) NAV contract. c) NAV contract d) Not from us.</p>
<p>5. Any other actions that were required to prepare for the placements?</p>	<p>NO</p>
<p>6. What was successful or unsuccessful in respect of the employment placements?</p>	<p>It went very well.</p>
<p>7. What feedback did you receive about the placements from: g) Participants?</p>	<p>a) Positive feedback b) Positive feedback</p>

<p>h) Employers? i) Trainers? Please summarise from the evaluation forms.</p>	<p>c) Very positive from ourselves</p>
<p>8. Did you visit the beneficiaries while they were on placement?</p>	<p>Yes</p>
<p>10. Do you think the placements were worthwhile? Please describe why or why not.</p>	<p>Yes, they worked well. And they had been well prepared from NAV</p>

PART G: EVALUATION AND DISSEMINATION

1. What was successful or unsuccessful about the evaluation methods used in the Restart training pilot?

It was useful for all.

2. Any other comments about evaluation methods used during the pilot?

no

PART H: ADMINISTRATION AND FINANCE

1. When did payments relating to the training pilot need to be made? To whom? How often?

We received one claim from NAV for the whole agreed sum and paid that outright.

2. What rates did you set for any costs that you paid, for example child care, travel costs etc?

We used the available funding.

3. Do you have forms that have to be used? If so, who completes them?

No.

4. What proof will you require if audited? How will you prove that you made the payments that you said you did?

We are audited by the Norwegian Auditor General, and the specified claim from NAV is sufficient.

5. What records did you keep about participants? How have these been stored to ensure confidentiality? What data protection measures did you put in place? How was material completed during the course stored or destroyed?

NAV has their own records. They have been in the NAV-system a very long time and the data will be kept along with the other material. NOVA has no records on the participants.

ANNEX 5

Detailed feedback:
From lone parents, trainers and employers.

FEEDBACK FROM THE TRAINING PROGRAMME PARTICIPANTS (BENEFICIARIES)

Restart Training Programme Content

Please provide a rating to each element of the Restart programme content:

INDEX

Programme Content	Very good	Good	Average	Poor	Very poor
The relevance of the programme	8	-	-	-	-
The information given	8	-	-	-	-
The relevance of the exercises and tasks	8	-	-	-	-
Meeting your learning needs	8	-	-	-	-
Practical use of programme materials	8	-	-	-	-
One-to-one coaching / support	8	-	-	-	-

NET

Programme Content	Very good	Good	Average	Poor	Very poor
The relevance of the programme	4	-	-	-	-
The information given	4	-	-	-	-
The relevance of the exercises and tasks	4	-	-	-	-
Meeting your learning needs	4	-	-	-	-
Practical use of programme materials	4	-	-	-	-
The work placement	4	-	-	-	-
One-to-one coaching / support	4	-	-	-	-

NOVA

Programme Content	Very good	Good	Average	Poor	Very poor
The relevance of the programme	4	1	-	-	-
The information given	4	1	-	-	-
The relevance of the exercises and tasks	4	1	-	-	-

Meeting your learning needs	4	1	-	-	-
Practical use of programme materials	4	1	-	-	-
The work placement	5	-	-	-	-
One-to-one coaching / support	5	-	-	-	-

WISNF

Programme Content	Very good	Good	Average	Poor	Very poor
The relevance of the programme	8	-	-	-	-
The information given	7	1	-	-	-
The relevance of the exercises and tasks	7	1	-	-	-
Meeting your learning needs	7	1	-	-	-
Practical use of programme materials	7	2	-	-	-
The work placement	3	5	-	-	-
One-to-one coaching / support	5	2	-	-	-

Training Programme Delivery

INDEX

Programme Delivery	Very good	Good	Average	Poor	Very poor
Opportunities to participate and share your experiences and thoughts	8	-	-	-	-
Presentation skills of the trainers	8	-	-	-	-
Time for questions	8	-	-	-	-
The use of visual aids	8	-	-	-	-
Timing of the Programme	8	-	-	-	-

NET

Programme Delivery	Very good	Good	Average	Poor	Very poor
Opportunities to participate and share your experiences and thoughts	3	1	-	-	-
Presentation skills of the trainers	4	-	-	-	-
Time for questions	3	1	-	-	-
The use of visual aids	3	1	-	-	-
Timing of the Programme	4	-	-	-	-

NOVA

Programme Delivery	Very good	Good	Average	Poor	Very poor
Opportunities to participate and share your experiences and thoughts	5	-	-	-	-
Presentation skills of the trainers	5	-	-	-	-
Time for questions	5	-	-	-	-
The use of visual aids	5	-	-	-	-
Timing of the Programme	5	-	-	-	-

WSINF

Programme Delivery	Very good	Good	Average	Poor	Very poor
Opportunities to participate and share your experiences and thoughts	7	1	-	-	-
Presentation skills of the trainers	8	-	-	-	-
Time for questions	7	1	-	-	-
The use of visual aids	7	1	-	-	-
Timing of the Programme	4	2	1	1	-

Coaching

Content of the one to one Coaching

This table was only completed by participants from two of the Partner Pilot Programmes (it was omitted from the original version, and it appears that two Partners used this version).

NOVA

Coaching Content	Very good	Good	Average	Poor	Very poor
The coaching materials given	5	-	-	-	-
The relevance of the exercises and tasks	5	-	-	-	-
Meeting your learning needs	5	-	-	-	-
Meeting your needs for change	5	-	-	-	-
Tasks between coaching meetings	5	-	-	-	-
Realisation of your individual goals	4	1	-	-	-

WSINF

Coaching Content	Very good	Good	Average	Poor	Very poor
The coaching materials given	5	3	-	-	-
The relevance of the exercises and tasks	7	1	-	-	-
Meeting your learning needs	5	3	-	-	-
Meeting your needs for change	5	3	-	-	-
Tasks between coaching meetings	7	1	-	-	-
Realisation of your individual goals	4	4	-	-	-

Please provide a rating about how the one-to-one Coaching was delivered:

NOVA

Coaching Delivery	Very good	Good	Average	Poor	Very poor
Opportunities to discuss how to achieve change	5	-	-	-	-
Support provided by the coach	5	-	-	-	-
Timing of the Coaching	5	-	-	-	-

WSINF

Coaching Delivery	Very good	Good	Average	Poor	Very poor
Opportunities to discuss how to achieve change	7	1	-	-	-
Support provided by the coach	7	1	-	-	-
Timing of the Coaching	5	2	-	-	-

How Beneficiaries Felt About the Training Programme Overall

INDEX

Note: due to cultural sensitivities the participants attending the Restart Programme in Cyprus did not give a rating to the statements about finance, nor did they complete the statement about the work placement as there were no work placements in the Cypriot programme.

How I feel about the Training Programme	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
The programme was enjoyable	8	-	-	-	-
The training was delivered in a supportive and positive environment	8	-	-	-	-
The training venue was appropriate	8	-	-	-	-
I have a sense of achievement	8	-	-	-	-
There were opportunities to meet lone parents and share experiences	8	-	-	-	-
I have increased my self-confidence	8	-	-	-	-
Restart had a positive impact on my family life	8	-	-	-	-

NET

How I feel about the Training Programme	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
The programme was enjoyable	4	-	-	-	-
The training was delivered in a supportive and positive environment	4	-	-	-	-
The training venue was appropriate	4	-	-	-	-
I have a sense of achievement	3	1	-	-	-
There were opportunities to meet lone parents and share experiences	4	-	-	-	-
I have increased my self-confidence	3	1	-	-	-

There were benefits that I gained from the work placement	-	4	-	-	-
Restart had a positive impact on my family life	3	1	-	-	-
Restart had a financial impact	-	4	-	-	-

NOVA

How I feel about the Training Programme	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
The programme was enjoyable	4	1	-	-	-
The training was delivered in a supportive and positive environment	4	1	-	-	-
The training venue was appropriate	4	1	-	-	-
I have a sense of achievement	4	1	-	-	-
There were opportunities to meet lone parents and share experiences	4	1	-	-	-
I have increased my self-confidence	4	1	-	-	-
There were benefits that I gained from the work placement	4	1	-	-	-
Restart had a positive impact on my family life	4	1	-	-	-
Restart had a financial impact	3	2	-	-	-
There were opportunities to work towards my personal goals	3	2	-	-	-
The coaching supported me to realise / work towards my goals	3	2	-	-	-

WSINF

How I feel about the Training Programme	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
The programme was enjoyable	<i>Statement removed from the Polish questionnaire</i>				
The training was delivered in a supportive and positive environment	7	1	-	-	-
The training venue was appropriate	7	1	-	-	-
I have a sense of achievement	3	5	-	-	-
There were opportunities to meet	7	1	-	-	-

lone parents and share experiences					
I have increased my self-confidence	6	2	-	-	-
There were benefits that I gained from the work placement	4	4	-	-	-
Restart had a positive impact on my family life	4	4	-	-	-
Restart had a financial impact	2	1	3	-	-
There were opportunities to work towards my personal goals	6	2	-	-	-
The coaching supported me to realise / work towards my goals	7	1	-	-	-

Where You Are Now?

Having finished the Restart programme training and employment placement, how do you feel about going back to work and yourself? Please rate each of the following statements:

INDEX

Statement	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
I feel there are a lot of employment opportunities for me	1	2	5	-	-
It is easy to find advice and guidance about job opportunities	2	4	2	-	-
It will not be difficult to find childcare support when I have found a job	3	2	2	-	-
I know about government benefits available to me if I am not working	3	4	1	-	-
I know about government benefits available to me if I am working	5	2	1	-	-
I feel safe when I go out in my community	3	3	1	-	1
I feel confident / self-assured when talking to other people	6	2	-	-	-
I feel confident about applying for jobs	3	5	-	-	-

NET

Statement	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
I feel there are a lot of employment opportunities for me	-	4	-	-	-
It is easy to find advice and guidance about job opportunities	-	4	-	-	-
Statement	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
It will not be difficult to find childcare support when I have found a job	3	1	-	-	-
I know about government benefits available to me if I am not working	-	2	2	-	-
I know about government benefits available to me if I am working	-	1	3	-	-
I feel safe when I go out in my community	-	4	-	-	-
I feel confident / self-assured when talking to other people	2	1	1	-	-
I feel confident about applying for jobs	1	3	-	-	-

NOVA

Statement	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
I feel there are a lot of employment opportunities for me	2	3	-	-	-
It is easy to find advice and guidance about job opportunities	2	3	-	-	-
It will not be difficult to find childcare support when I have found a job	2	1	2	-	-
I know about government benefits available to me if I	2	3	-	-	-

am not working					
I know about government benefits available to me if I am working	2	2	1	-	-
I feel safe when I go out in my community	3	2	-	-	-
I feel confident / self-assured when talking to other people	3	2	-	-	-
I feel confident about applying for jobs	3	2	-	-	-

WSINF

Statement	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
I feel there are a lot of employment opportunities for me	3	5	-	-	-
It is easy to find advice and guidance about job opportunities	2	5	1	-	-
It will not be difficult to find childcare support when I have found a job	2	4	1	1	-
I know about government benefits available to me if I am not working	3	5	-	-	-
I know about government benefits available to me if I am working	3	4	1	-	-
I feel safe when I go out in my community	2	5	-	1	-
I feel confident / self-assured when talking to other people	3	5	-	-	-
I feel confident about applying for jobs	3	5	-	-	-

FEEDBACK FROM THE TRAINERS

Consider the following statements and rate the extent to which you agree or disagree with each.

INDEX

Statement	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
The Restart Programme beneficiaries enjoyed the Programme	1	-	-	-	-
Overall, the content of the Restart Programme was appropriate to the beneficiary target group	1	-	-	-	-
Beneficiaries found some of the Restart Programme content too difficult	-	1	-	-	-
I think that the beneficiaries were more work ready by the end of the Programme	1	-	-	-	-
The Restart training programme has had a positive impact on participants	1	-	-	-	-
The Restart Programme has had a positive impact on the beneficiaries motivation and attitude	-	1	-	-	-
The work placement gave the beneficiaries experience in the work place so that they are more work ready	Work placements did not take place in Cyprus				
Beneficiaries responded well to the classroom sessions	1	-	-	-	-
Beneficiaries responded well to the work placement	Work placements did not take place in Cyprus				
Beneficiaries responded well to the one-to-one sessions	1	-	-	-	-

NET

Statement	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
The Restart Programme beneficiaries enjoyed the Programme	1	-	-	-	-
Overall, the content of the Restart Programme was appropriate to the beneficiary target group	1	-	-	-	-
Beneficiaries found some of the Restart Programme content too difficult	1	-	-	-	-
I think that the beneficiaries were more work ready by the end of the Programme	1	-	-	-	-
The Restart training programme has had a positive impact on participants	1	-	-	-	-
The Restart Programme has had a positive impact on the beneficiaries motivation and attitude	1	-	-	-	-
The work placement gave the beneficiaries experience in the work place so that they are more work ready	1	-	-	-	-
Beneficiaries responded well to the classroom sessions	1	-	-	-	-
Beneficiaries responded well to the work placement	1	-	-	-	-
Beneficiaries responded well to the one-to-one sessions	1	-	-	-	-

NOVA

Statement	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
The Restart Programme beneficiaries enjoyed the Programme	2	-	-	-	-
Overall, the content of the Restart Programme was appropriate to the beneficiary target group	2	-	-	-	-
Beneficiaries found some of the Restart Programme content too difficult	-	1	-	1	-
I think that the beneficiaries were more work ready by the end of the Programme	1	-	1	-	-
The Restart training programme has had a positive impact on participants	2	-	-	-	-
The Restart Programme has had a positive impact on the beneficiaries motivation and attitude	2	-	-	-	-
The work placement gave the beneficiaries experience in the work place so that they are more work ready	2	-	-	-	-
Beneficiaries responded well to the classroom sessions	2	-	-	-	-
Beneficiaries responded well to the work placement	-	2	-	-	-
Beneficiaries responded well to the one-to-one sessions	2	-	-	-	-

WSINF

Statement	Strongly agree	Agree	Not sure	Disagree	Strongly disagree
The Restart Programme beneficiaries enjoyed the Programme	2	-	-	-	-
Overall, the content of the Restart Programme was appropriate to the beneficiary target group	-	2	-	-	-
Beneficiaries found some of the Restart Programme content too difficult	-	-	-	1	1
I think that the beneficiaries were more work ready by the end of the Programme	2	-	-	-	-
The Restart training programme has had a positive impact on participants	2	-	-	-	-
The Restart Programme has had a positive impact on the beneficiaries motivation and attitude	2	-	-	-	-
The work placement gave the beneficiaries experience in the work place so that they are more work ready	1	1	-	-	-
Beneficiaries responded well to the classroom sessions	2	-	-	-	-
Beneficiaries responded well to the work placement	1	1	-	-	-
Beneficiaries responded well to the one-to-one sessions	2	-	-	-	-