

Professional employment services for social economy and the third sector

A tutor's handbook

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Introduction

The purpose of this tutor's handbook is to present the concept of a tutorial that is being executed as a part of the Professional services of employment for social economy and the third sector project, and recommendations concerning preparation of a tutorial for the workers of public services of employment (PSE).

In the next parts of the handbook, following matters are being presented: idea of the project which covered the tutorials on social economy and cooperation with the third sector for the public services of employment, aims and detailed information on the programme of the tutorial, training material and proposals of different forms of tutorship to be applied during the tutorial.

Idea of the project

Nowadays, the true problem of the Polish labour market is not the unemployment as such, but the professional inertia. It is accompanied by a very low rate of employment and professional activity and growth of social exclusion. The condition of the labour market in Poland forces the public services of employment to search for new tools and methods of work with the professionally inactive persons, especially the long lasting unemployed and defavourised on the work market.

Efficiency of the instruments and tools used in work with these groups is limited. New kinds of actions and instruments, that allow to include such difficult and attention requiring groups and persons in the labour market, become increasingly important.

Although being new in the set of practices of PSEs, the tools of social economy gain recognition as methods and tools of the process of inclusion (and preventing exclusion) of the defavourised groups.

The idea of social economy solutions becoming the new tools of the labour market policy has been reflected in the strategies formed for the years 2007-2013.

In the Ministry of Labour and Social Policy, as early as in the period of programming for 2004-2006, an idea of a project was created that would aim to prepare PSEs to work effectively with the unemployed and those searching for work, especially the defavourised groups, through means of social economy. The project has become a starting point for

PSEs-oriented actions and contains a plan of continuation through tutorials, counselling, study visits etc.

With the specific needs of the employment offices' in mind, a tutorial programme was prepared (in the form of two two-day meetings and a distance learning course), directed at professional advisors, professional development experts and programme specialists.

Additional help was found at the website of the project (www.proeS3.pozytek.gov.pl) and a hotline which provided advice for each participant.

As a result of the action in majority of the voivodship and district employment offices there is a trained person or a team of specialists from the field of social economy. The total number of trained persons is 407.

The idea and purpose of the training

The main goal of the tutorials covered by the Professional services of employment for social economy and the third sector project was raising the PSEs workers' level of competence and knowledge concerned with social economy entities and instruments, but also shaping awareness of possible practical application of knowledge – at the PSE.

1. Probing tutorship demand

In accord with the rule of tutorial programme construction and planning, one step on the way to preparation of a comprehensive tutorial programme was creating a survey probing tutorship demand and using it on a representative sample of PSEs workers. The questionnaire used in the survey can be found in Appendix 1.

Planning of a tutorial begin with a survey on tutorship needs. This will allow you to design and perform a tutorial programme which is adequate to the participant's expectations.

Results of the survey displayed the general level of knowledge and competence of PSEs workers in the field of social economy as well as their lacks and needs. This made a design of an adequate tutorial possible.

2. Characteristics of the group

Working on the tutorial programme, apart from consulting the results of the survey, we thought about the characteristic aspects of working with adult persons belonging to a certain occupation group, in this case with the workers of employment offices (professional advisors, professional development experts, programme specialists).

Basic rules of tutorials for adult persons which are good to be kept in mind are:

1. Adult persons possess experience and knowledge that they will gladly share – that is why during the tutorial all participants should be engaged by referring to these resources. Employment office workers often have been using the same tools and solutions for years. While offering them new solutions, social economy for example, it is important to think together on the opportunities of their practical application in everyday work (since the PSEs workers are obliged to follow internal procedures and regulations).
2. An adult person is focused on a concrete goal – a clear information about the purpose and benefits of the tutorial must be given. Work of employment offices is governed by series of bills, ordinances and internal regulations. Proposing new solutions must be coupled with display of possible application in real working conditions. It is possible that although a participant accepts new solutions their implementation is difficult or impossible due to internal procedures and regulations of an office, changes may be needed (in the schedules for example).
3. No hierarchy placing the tutors over the participants should be present – the rule of equal treatment (a participant has the right to think differently than the tutor). Employment officer, as any adult, does not enjoy being approached ex cathedra, like a child.
4. The tutor has to be flexible and prepared for changes in the programme – in accord with needs and knowledge of the participants. Programmes aimed at employment offices depend on local demand and analyses of the labour market so the scenario of the tutorial has to be flexible enough to allow changes and adjusting to a given group.
5. Due to a significant intensity of staff flow in the employment offices, it is beneficial to train groups (of three persons for example) from a given office during consecutive projects in order to create continuity of actions and allow a growth of competence of experts in the field of social economy and the third sector.

After the tutorship demand survey and analysis of the specific aspects of the group it was possible to begin the construction of the tutorial programme.

3. Programme of the tutorial

The results of the tutorship demand survey indicated a low level of knowledge of the PSEs workers in the field of social economy even at the basic level of definitions and identification of activities on the field. Due to the complexity of social economy issues the tutorial programme was designed to first show practical applications of social economy and then transforming the practical knowledge into the theory. Because of that the training material has been arranged as follows: beginning of the tutorial – session 1 – presenting practical knowledge of social economy and cooperation between PSEs and social economy entities. This knowledge is complemented by the e-learning course Social Economy – modern instruments of labour market. Session 2 contains formal and legal knowledge concerning social economy, labour market and NGOs. This order of the tutorial encouraged the participants to use the tools of social economy and convinced them that it is rational and purposeful – the participants first saw the entities of social economy that really work and only then it was translated to the terms of their work in the employment offices by instructing on the formal and legal basis for implementation of new solutions with the long lasting unemployed. This structure of the tutorial session – from practice to theory – has motivated the participants.

The tutorial consisted of two two-day thematic sessions. A six-week long e-learning course was taking place between the sessions.

A well prepared tutorial programme is half the success. The participants must be given knowledge that fits their needs, fills the lacks, and first of all will be helpful at work. Reliable information on the group's needs is provided by the tutorship demand survey.

4. Stages of the tutorial

The tutorial consisted of four thematical blocks.

Block 1 was concerned with social economy in practice

The goal of the first block was to introduce the participants to the practical aspect of social economy. As a result of the Block 1 the participants were given full basic knowledge of such questions as: what is social economy, what are its definitins, what are the examples of initiatives from the field of social economy. They could also identify similar initiatives in their own region.

The programme of the block consisted of following elements:

- Introduction to problems and goals of the tutorial. Setting rules of cooperation and elucidating the participants' expectations.
- What is social economy? Introducing the issues, giving examples of initiatives. Legal questions concerning practical application of social economy.
- Activities on the field of social economy approached from different perspectives (especially the perspective of PSEs).
- Encounters with social economy – conversations with guests – representatives of social economy entities.

It is good to invite representatives of different organisations and institutions, that use the tools of social economy in work with the unemployed, to join the meeting. The main part of the meeting should be a discussion on the role of employment offices in this kind of initiatives.

Block 1 has been realised during the first day of session 1.

Methods of tutorship used during the realisation of Block 1:

- integration excersises that allowed the participants to get to know each other and provided the tutor with information about the group,
- brainstorm, that allowed the participants to exchange knowledge about social economy and make it possible for the tutor to verify the material prepared for session 1,
- work in groups, that allowed all the participants to engage actively in the tutorial – while working in smaller teams,
- lecture, that allowed the tutor to systemise presented knowledge;
- meeting with guests ('aquarium excersise') that made the examples corporeal.

Reference material used during Block 1:

1. Introduction to tutorial's subject matter – training material by Bartłomiej Piotrowski
2. Atlas of Good Practice of Social Economy, FISE, Warsaw 2007, published as apart of DP "Searching for the Polish Model of Social Economy"
3. Social Enterprise in Italy. Social Cooperative Experiences. C. Borzaga, A. Santuari, MPiPS, Warsaw 2005
4. How to find yourself on the labour market? Examples of Paragon Actions for the Defavourised Groups, I. Gosk, M. Huszcza, M. Klaus, FISE, Warsaw 2006, also available on the website www.bezrobocie.org.pl, link <http://www.bezrobocie.org.pl/x/251782>
5. Third Sector. Quarterly, editions 2/2005, 9/2007 concerning social economy

Block 2 was concerned with public-social partnerships in practice

The goal of the second block of topics was to present different forms of cooperation between PSEs and the social economy entities in the practical aspect linked to the examples given in Block 1. The outcome of the Block 2 was familiarisation of participants with examples of partnership initiatives conducted by PSEs and entities of social economy.

The programme of the block consisted of following elements:

- Employment office and public-social partnerships – introduction to the subject. Discussing the philosophy of new actions based on task contracting and social policy programming system in the regional and local aspect.
- NGOs on the labour market. Their place and role among institutions of the labour market.
- Examples of cooperation between NGOs and employment offices.
- Discussing the subject of contracted services, different kinds of commissioned tasks.

Block 2 has been realised during the second day of session 1.

Methods of tutorship used during the realisation of Block 2:

- a lecture-presentation prepared by the tutor, who demonstrated different kinds of partnership initiatives in Poland;
- discussion that allowed the participants to exchange their own knowledge of the subject matter.

Reference material used during Block 2:

1. Introduction to tutorial's subject matter – training material by Bartłomiej Piotrowski
2. Unemployment – What to Do? The Role of NGOs on the Market of Labour Services, M. Boni, I. Gosk, B. Piotrowski, J. Tyrowicz, J. Wygnański, FISE, Warsaw 2006, also available

on the website www.bezrobocie.org.pl, link <http://www.bezrobocie.org.pl/x/235325>

3. Social Economy Texts 2006, FISE, Warsaw 2006
4. Standards of Cooperation Between the Administration and the Non-Government Sector, M. Rymśza, P. Frączak, R. Skrzypiec, Z. Wejcman, MPiPS, Warsaw 2006
5. Booklets:
 - 5.1. Different Forms of Cooperation with the Entities of Social Economy, Ilona Gosk, Agnieszka Pyrka, FISE, Warsaw 2008
 - 5.2. Entities of Social Economy – Centres for Social Integration, Jolanta Koral, FISE, Warsaw 2008
 - 5.3. Entities of Social Economy – Social Cooperatives, Jolanta Koral, FISE, Warsaw 2008
 - 5.4. Entities of Social Economy – NGOs, Jolanta Koral, FISE, Warsaw 2008

Block 3 was concerned with social economy and partnership – legal issues

The goal of the third block was to introduce the participants to formal-legal regulations concerning the activity of the entities of social economy and the possibilities of cooperation between PSEs and such entities. In order to elucidate the formal-legal aspect the presented material was recalling the examples given during session 1. As a result, the participants have learned about the most important legal solutions and will be able to use them while working with the long lasting unemployed.

The programme of the block consisted of following elements:

- Describing the notion of social economy in government programme regulations and the legislative regulations linked to social economy. Document analysis – determining the position and function of employment offices in implementation of tools of social economy.
- Discussion on legal regulations used by employment offices in the context of presented analysis
- Functioning of entities of social economy. Problems concerned with founding of an association, social cooperation, Centre for Social Integration, etc.– case study.
- Legal forms partnership in the context of the Bill on promotion of employment and labour market institutions, Bill on activity of public benefit and voluntary service, Law of public procurements. Referring to described examples.

Block 3 has been realised during the first day of session II.

Methods of tutorship used during the realisation of Block 3:

- lecture as a form which allows for an elucidation of the formal-legal issues;
- case studies which authenticate the lecture;

- discussion, which allows the participants to join the talk with their own experience of legal-formal solution implementation in work with the long lasting unemployed, especially in the context of solutions linked to founding and functioning of entities of social economy.

Reference material used during Block 3:

1. Introduction to tutorial's subject matter – training material by Bartłomiej Piotrowski
2. Booklets describing legal aspects of the different elements of the tutorial, 3W series by KLON:
 - ❑ Voluntary Service, Philantropy and 1% in Poland – research report 2006, J. Herbst, M. Gumkowska (Klon/Jawor Association), Warsaw 2007
 - ❑ How to Found a Social Cooperative, B. Kwiatkowska, M. Chrzczonec (Klon/Jawor Association), legal condition 15.03.2007
 - ❑ Bill on activity of public benefit and voluntary service, R. Skiba, issue IV, legal condition 1.10.2005
 - ❑ How to Create a Foundation?, A. Szoplińska, wydanie V, stan prawny 1.02.2006
 - ❑ How to Found an Association?, B. Kwiatkowska, M. Chrzczonec (Klon/Jawor Association), legal condition 1.01.2007
3. Social Economy Texts 2006, FISE, Warsaw, 2006
4. Standards of Cooperation Between the Administration and the Non-Government Sector, M. Rymśza, P. Frączak, R. Skrzypiec, Z. Wejcman, MPiPS, Warsaw 2006
5. Report on application of Bill on activity of public benefit and voluntary service in 2005, A. Strzała, J. Jaworski, MPiPS, Warsaw 2007

Block 4 – the summarising block – how to apply theory in practice

The goal of Block 4 was to summarise the issues discussed in previous blocks and to generate a model of work of a social economy expert. The participants have learned what actions leading to creation and supporting of social economy institutions, should be taken in the current formal-legal conditions.

The programme of the block consisted of following elements:

- Employment office worker as an expert in the field of social economy, labour market and the third sector.
- Commissioning of the labour market services – How to find opportunities for NGO actions in a local labour market policy?
- Summary of the two sessions

Block 4 has been realised during the second day of session II.

Methods of tutorship used during the realisation of Block 4:

- workshop intended as a chance for each participant to shape an individual profile of expertise on social economy and the third sector that would be adequate and adjusted to local conditions of implementation of new solutions.

Reference material used during Block 4:

1. Introduction to tutorial's subject matter – training material by Bartłomiej Piotrowski
2. Material prepared during the tutorial so far.

A detailed programme of the tutorial (Appendix 2) and the full list of training material (Appendix 3) are attached.

„Social Economy – modern instruments of labour market” – the e-learning course

A six-week e-learning course taking place between the sessions supplemented the tutorial programme. The goal of the course was to complement the participants' knowledge of basics of social economy discussed during session 1. As a result of the course, participants have been prepared for session 2 of the tutorial, which describes the practical aspect of social economy is put in terms of formal-legal regulations of different employment offices.

The e-course programme consists of 3 training modules, a discussion forum for each module, compulsory assignments and the final test.

Week 1 and 2 of the course	Pretest determining the level of knowledge of social economy.
	Module I – introduction to social economy. Learning about examples of definitions of social economy in use in Poland and other EU countries.
	Module I discussion forum – discussion moderated by the e-tutor concerning the position of social economy in public services of employment Module I written assignment.
Weeks 2 and 3 of the course	Module II – social economy and local development. Social economy from the perspective of small, local initiatives, familiarisation with the idea of socially responsible territory through a series of examples of good practice in Poland and abroad
	Module II discussion forum – discussion moderated by the e-tutor concerning employment offices' participation in local initiatives. Module II written assignment.
	Module III – social economy institutions. Legal basis for work of entities of social economy in Poland. Social economy and social enterprise. In-depth examples of good practice in social economy institutions. Module III discussion forum – a discussion, moderated by the e-tutor, on how to include employment offices in partnerships with social economy entities. Module III written assignment.
Week 6 of the course	Consulting the e-tutor about marks, assignments, number of acquired points, possibility of make-up exam. Final test.

The e-learning course was conducted in accord with the blended learning method. During the session 1 participants of the tutorial learned the rules of course participation and e-platform usage, they were also introduced to the subject matter.

'Blended learning' means that apart from the e-learning course, participants meet with an e-tutor in the beginning and the end of the course.

Methods of tutorship used during the realisation of the e-learning course:

- discussion on the forum moderated by the e-tutor, which allowed to deepen the knowledge of social economy in the context of the local labour market,
- online chat as a communication channel allowing for a discussion of a designated subject on an appointed time,
- email contact which allowed to stay in touch with participants, reminding them about the assignments, deadlines etc.,
- quiz evaluating the participants' knowledge in the beginning of the course,
- final test evaluating the participants' knowledge after the tutorial,
- assignment for each module examining the understanding of subject matter of given module.

Participation in the course was a compulsory element of the tutorial. In order to pass, a participant was expected to collect a satisfying number of points given for assignments, contribution to discussions on the forum and the final test.

After six weeks of work on the e-learning platform, participants have met with the e-tutor in order to summarise the course during the session 2 of the tutorial.

The training material was a CD containing three previous modules complemented by films, good practice examples and recommended texts.

An e-learning platform is necessary in the course (moodle type for example). In this course an e-learning platform of the Polish Virtual University of Lublin was used.

A detailed course programme attached (Appendix 4). The material from the discussion forum is presented in booklet Training material for tutors. E-learning course 'Social Economy – modern instruments of labour market' – selected topics from discussion forums.

4. Evaluation of the tutorial

Evaluation is a necessary element of every training. The method of evaluation presented here present one of the option and may be modified to different needs.

The last point of the tutorial was evaluation. The participants would answer a query after the end of each session. Additionally, there was a meeting with an evaluator at the end of the tutorial during which participants could give their opinion and advice concerning the programme and its application in the tutorial and also comment on the results of the evaluation query. The e-learning course had a separate query.

The participants could rate the programme, competence of the tutors, style and methods of teaching, the subject matter value, accessibility of content, practical value and organizational merits.

Evaluation of the tutorial must be incorporated into the tutorship process since it allows to answer the question whether the aims were achieved and sustain a high value of designed tutorials.

Evaluation surveys attached (Appendix 5 and 6).

Recommendations

Considering our experience collected through realised tutorials (19 groups), we recommend the tutors to keep in mind that:

1. Tutorial groups should consist of 20 participants at maximum – this way it is easier to achieve the goals of the tutorial and allow the participants to exchange knowledge. In case of a larger group it is very difficult to use a workshop method and mobilise all participants.
2. Each group should be supervised by two tutors – it allows the group process to run smoothly especially during workshop sessions. It is also important for the tutors to possess both theoretical knowledge and practical experience in the field of social economy. It raises credibility of the discussed issues and makes them easier to memorise by the participants.
3. Selection of training material should depend on the participants' knowledge. It is worth to encourage them gather material independently in their own 'social economy expert's library'. Apart from the strictly theoretical material, examples of good practice should be also included making the content of the tutorial credible.
4. The e-learning course must be supervised by a person proficient in IT, including usage of the e-learning platform. It also has to be a person possessing sufficient knowledge of social economy. Six-weeks long tutorial requires

availability and flexibility in contact with group, meeting the needs concerned with the subject matter (the range of topics discussed on the forum) as well as with technical aspect (adjusting to participants' time schedule, availability in the evenings for example).

5. Proper distribution of material per session and long enough gaps between them are very important. The schedule we propose (two two-days long sessions, 16 hours of tutorial per each session) gave the participants enough time to systemise knowledge acquired during a given session. Apart from that, it is good to remember that the gap between the sessions allows the tutor to modify the programme if there is such a need.

The length of a session was best possible considering other obligations of the participants. From our experience we can say that during sessions longer than two days, often participants quit the tutorial because of work obligations.

6. Probing the tutorship demand and evaluating the tutorial are both necessary elements of any designed tutorial. They allow to prepare an adequate programme considering the knowledge and resources of the participants, they also allow to adjust the material to participants' needs. By omitting any of these elements we risk failure in achieving the goals of the tutorial.
7. Each participant who has completed the tutorial should receive a certificate stating what kind of knowledge was gained during the tutorial.

It is worth to remember that this material is one of the possibilities, which each tutor will adjust to one's own experience and style of work. We hope that recommendations based on experiences from tutorials for PSEs workers, will turn out to be helpful.

Appendixes

1. Questionnaire probing the tutorship demands
2. Programme of the tutorial (sessions 1 and 2)
3. List of training material
4. Programme of the e-learning course
5. Questionnaire evaluating the tutorial
6. Questionnaire evaluating the e-learning course
7. Scenario of an evaluating interview

Appendix 1

Questionnaire probing the tutorship demand

Purpose of this survey is to probe your tutorship needs. Data collected through this questionnaire will help us to fulfill your expectations. We ask you to give a thoughtful answers.

Section A. Social economy

1. At work have you ever come across a notion of social economy? Select one:

Yes No

2. On the scale of 1 to 10 evaluate how well do you know what social economy is? Select a number on the line.

1-----2-----3-----4-----5-----6-----7-----8-----9-----10

3. Do you know any examples of social economy organisations? Select one:

Yes No

What kinds of organisations? Please specify below.

.....

4. Has your organisation ever participated in programmes/projects concerned with social economy? Select one:

Yes No

What kind of programmes/projects? Please specify below.

.....

At whom were the programmes/projects addressed? Please specify below.

.....

5. Have you ever dealt with social economy entities? Select one:

Yes No

Of what kind? Please specify below.

.....

6. In what way can the employment offices make use of the social economy instruments? Write down three examples at maximum.

a.....

b.....

c.....

7. Have you ever participated in a tutorial concerned with social economy? Select one:

Yes No

Section B. NGOs

8. Did your organisation ever cooperate with an NGO? Select one:

Yes No

What kind? Please specify below.

.....

What was the nature of cooperation?

.....

9. The level of cooperation between employment offices and NGOs is? Select one:

1- Sufficient 3 – Average 4 – Insufficient 5 – I don't know

10. Do you think that the range of cooperation between employment offices and NGOs should be increased? Select one:

Yes No

Id:

Name and Surname	
Position	
Organisation	
Town	
Telephone number	
Email address	

Appendix 2

Programme of the tutorial (session 1 and 2)

Participants arrive for the session 1 on the day preceding the tutorial. Joined supper at 7 PM.

Session 1, Day 1: Block concerning social economy in practice	
to 9 AM	Breakfast
9 – 10.30 AM	Introducing to the subject matter of the tutorial, familiarising with the project's goals, welcoming the participants.
10.30 – 10.45 AM	Coffee break
10.45 AM – 12.15 PM	What is social economy? Introduction to the issue, exemplary initiatives. Legal concerns related to social economy applied in practice
12.15 – 1 PM	Activities in the field of social economy approached from different perspectives
1 – 2 PM	Lunch break
2 – 3.45 PM	Introduction to the „Social Economy – Modern Instruments of Labour Market“ e-learning course. Learning how to use the e-learning platform.
3.45 – 4 PM	Coffee break
4 – 6 PM	Encounters with social economy – conversations with guests, representatives of organisations and institutions that use the tools of social economy in work with the unemployed. Discussion on the role and place of employment offices in this kind of initiatives.
from 7 PM	Supper and integration
Session 1, Day 2: Block concerning public-social partnerships in practice	
to 9 AM	Breakfast
9 – 10.30 AM	Employment office and public-social partnerships – introduction to the subject. Discussing the philosophy of new actions based on task contracting and social policy programming system in the regional and local aspect.
10.30 – 10.45 AM	Coffee break
10.45 – 12.15 PM	NGOs on the labour market. Their place and role among institutions of the labour market.
12.15 – 1 PM	Examples of cooperation between NGOs and employment offices.
1 – 1.15 PM	Coffee break
1.15 – 2.45 PM	Discussing the subject of contracted services, different kinds of commissioned tasks.
2.45 – 3 PM	Summarising session 1, evaluation
from 3 PM	Dinner and ending of the tutorial
Session 2, day 1: Block concerning social economy and partnership – legal issues	
To 9 AM	Breakfast
9 – 10.30 AM	Summary of the e-learning course „Social Economy – Modern Instruments of Labour Market“
10.30 – 10.45 AM	Coffee break
10.45 AM – 12.15 PM	Describing the notion of social economy in government programme regulations and the legislative regulations linked to social economy. Document analysis – determining the position and function of employment offices in implementation of tools of social economy.
12.15 – 1.00 PM	Discussion on legal regulations used by employment offices in the context of presented analysis
1.00 – 2.00 PM	Lunch break
2.00 – 3.30 PM	Functioning of entities of social economy. Problems concerned with founding of an association, social cooperation, Centre for Social Integration, etc.– case study.
3.30 – 3.45 PM	Coffee break
3.45 – 5.15 PM	Legal forms partnership in the context of the Bill on promotion of employment and labour market institutions, Bill on activity of public benefit and voluntary service, Law of public procurements. Referring to described examples.
from 7 PM	Supper and integration
Session 2, day 2: Summarising block – how to apply theory in practice	
to 9 AM	Breakfast
9 -10.30 AM	Employment office worker as an expert in the field of social economy, labour market and the third sector
10.30 – 10.45 AM	Coffee break
10.45 AM – 1.00 PM	Commissioning of the labour market services – How to find opportunities for NGO actions in a local labour market policy? - workshop
1 – 1.15 PM	Coffee break
1.15 – 2.15 PM	Evaluation of the tutorial
2.15 – 3.00 PM	Summarising the tutorial, handing certificates
from 3 PM	Dinner and the end of the tutorial

Appendix 3

List of training material

1. Introduction to tutorial's subject matter – training material by Bartłomiej Piotrowski
2. E-learning course "Social Economy – Modern Instruments of Labour Market" (CD)
3. Booklets describing legal aspects of different elements of the tutorial, 3W series by KLON:
4. "Voluntary Service, Philanthropy and 1% in Poland – research report 2006", Jan Herbst, Marta Gumkowska (Klon/Jawor Association), 2007
5. "How to Found a Social Cooperative", Beata Kwiatkowska, Monika Chrzczonowicz (Klon/Jawor Association), legal condition 15.03.2007
6. "Bill on Activity of Public Benefit and Voluntary Service", Radosław Skiba, Issue 4, legal condition 1.10.2005
7. "How to Create a Foundation?", Agata Szoplińska, Issue 5, legal condition 1.02.2006
8. "How to Found an Association?", Beata Kwiatkowska, Monika Chrzczonowicz (Klon/Jawor Association), legal condition 1.01.2007
9. Social economy texts 2006. Inception Report Material, published as apart of DP "Searching for the Polish Model of Social Economy", also available on the website www.ekonomiaspoleczna.pl
10. „How to find yourself on the labour market? Examples of Paragon Actions for the Defavourised Groups”, also available on the website www.bezrobocie.org.pl, link <http://www.bezrobocie.org.pl/x/251782>
11. „Unemployment – What to Do? The Role of NGOs on the Market of Labour Services”, also available on the website www.bezrobocie.org.pl, link <http://www.bezrobocie.org.pl/x/235325>
12. Atlas of Good Practice of Social Economy, FISE, Warsaw 2007, published as apart of DP "Searching for the Polish Model of Social Economy"
13. Third Sector. Quarterly, issues 2/2005, 9/2007 concerning social economy
14. Social Enterprise in Italy. Social Cooperative Experiences, C.Borzaga, A.Santuari, MPiPS, Warsaw 2005
15. Standards of Cooperation Between the Administration and the Non-Government Sector, M.Rymsza, P.Frączak, R.Skrzypiec, Z.Wejcman, MPiPS, Warsaw, 2006
16. Report on application of Bill on activity of public benefit and voluntary service in 2005, MPiPS, A.Strzała, J.Jaworski, Warsaw 2007

Appendix 4

Programme of the e-learning course

Session 1, day 1	Introduction to the e-learning course "Social Economy – Modern Instruments of Labour Market" prepared by the e-tutor. Familiarisation with the distance learning platform
Gap between session 1 and 2, beginning of a 6-week e-learning course (time of participation in the course is individualized and depends on the pace of work and availability of time).	
Weeks 1 and 2 of the course	Pretest determining the level of knowledge of social economy.
	Module I – introduction to social economy. Learning about examples of definitions of social economy in use in Poland and other EU countries.
	Module I discussion forum – discussion moderated by the e-tutor concerning the position of social economy in public services of employment
	Module I written assignment.
Weeks 2 and 3 of the course	Module II – social economy and local development. Social economy from the perspective of small, local initiatives, familiarisation with the idea of socially responsible territory through a series of examples of good practice in Poland and abroad
	Module II discussion forum – discussion moderated by the e-tutor concerning employment offices' participation in local initiatives.
	Module II written assignment.
Weeks 4 and 5 of the course	Module III – social economy institutions. Legal basis for work of entities of social economy in Poland. Social economy and social enterprise. In-depth examples of good practice in social economy intitutions.
	Module III discussion forum – a discussion, moderated by the e-tutor, on how to include employment offices in partnerships with social economy entities.
	Module III written assignment.
Week 6 of the course	Consulting the e-tutor about marks, assignments, number of acquired points, possibility of make-up exam.
	Final test.
Session 2, day 1	Summary of the e-learning course „Social Economy – Modern Instruments of Labour Market” prepared by the e-tutor.

Appendix 5A

Questionnaire evaluating the tutorial (session 1)

Evaluate from 1 to 4, with 1 being the lowest and 4 the highest grade:

	Subject matter merit of classes	Level of preparation of the tutor/tutors	Manner of teaching classes	Accessibility of the presented content	Training material	A chance of finding a practical use for the presented knowledge
What is social economy? Introducing the issues – name and surname of the tutors/tutors						
Introduction to the e-learning course - name and surname of the e-tutor						
Encounters with social economy – conversations with guests						
Employment office and public-social partnerships – introduction to the subject - name and surname of the tutors/tutors						
NGOs on the labour market. Their place and role among institutions of the labour market. - name and surname of the tutors/tutors						
Examples of cooperation between NGOs and PSE - name and surname of the tutors/tutors						
Discussion on the topic of commissioned services, types of procured tasks - name and surname of the tutors/tutors						

Using the same scale, evaluate organisation of the tutorial: 1 2 3 4

If you have chosen 1 or 2, please write in details what didn't you like?

.....

Which topics were the most useful ones?

.....

Which topics were the least useful ones?

.....

Notes

.....

Appendix 5B

Questionnaire evaluating the tutorial (session 2)

	Subject matter merit of classes	Level of preparation of the tutor/tutors	Manner of teaching classes	Accessibility of the presented content	Training material	A chance of finding a practical use for the presented knowledge
Summary of the e-learning course „Social Economy – Modern Instruments of Labour Market” – name and surname of the tutors/tutors						
Describing the notion of social economy in government programme regulations and the legislative regulations linked to social economy - name and surname of the e-tutor						
Functioning of entities of social economy. Problems concerned with founding an association, social cooperation, Centre for Social Integration, etc.– case study – name and surname of the e-tutor						
Legal forms partnership in the context of the bill on promotion of employment and labour market institutions, bill on activity of public benefit and voluntary service, bill Law of public procurements – name and surname of the tutor/tutors						
Employment office worker as an expert in the field of social economy, labour market and the third sector - name and surname of the tutor/tutors						
Commissioning of the labour market services – How to find opportunities for NGO actions in a local labour market policy? - workshop – name and surname of the tutor/tutors						

Using the same scale, evaluate the way the tutorial is organised: 1 2 3 4

If you have chosen 1 or 2, please write in detail what didn't you like?

.....

.....

What topics were the most useful ones?

.....
.....

What topics were the least useful ones?

.....
.....

Notes

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.....

Appendix 6

Questionnaire evaluating the e-learning course

If you have not participated in the course on the platform, please write why.

.....

.....

If you have participated in the course – evaluate grading from 1 to 4, with 1 being the lowest and 4 the highest grade:

Subject matter merit of the distance learning course 'Social economy – modern instruments of labour market'

1 2 3 4

Preparation level of the tutor

1 2 3 4

Manner of teaching online classes

1 2 3 4

Accessibility of presented content

1 2 3 4

Level of difficulty of the training material

1 2 3 4

Level of difficulty of obligatory assignments

1 2 3 4

Training material accessible from the platform

1 2 3 4

A chance of finding practical use for the presented knowledge

1 2 3 4

Evaluate your general level of activity on the platform

1 2 3 4

Evaluate the level of your activity on the forum

1 2 3 4

Evaluate the level of your activity on the chat

1 2 3 4

Have you completed all the obligatory assignments? If you have not, please write why.

.....
.....

Evaluate your level of knowledge about Social Economy:

Before the distance learning course

1 2 3 4

after the distance learning course

1 2 3 4

Using the same scale, evaluate the entire course in general:

.....
.....

If you have chosen 1 or 2, please write in details what didn't you like.

.....
.....

What kind of information was the most useful?

.....
.....

What kind of information was the least useful?

.....
.....

Notes

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Appendix 7

Scenario of an evaluating interview

Section concerning sessions 1 and 2

1. Tutorial programme
 - adequacy with the presented programme
 - practical usability of gained knowledge
 - general impressions of the participants
 - positives and weak points
 - proposed changes
2. Tutors
 - competence in subject matter
 - contact with the group
 - competence in tutorship
3. Meetings with guests
 - general impression
 - selection of guests
 - usefulness of meetings
4. Training material
 - information
 - form
 - changes
5. Organisation
 - length and fixed dates
 - accommodation
 - contact with a FISE representative
6. Commitment of the group
 - level of cooperation between the participants
 - level of activity

Section concerning distance learning

1. Quality of e-learning preparatory tutorial
2. Training programme: practical usefulness, plusses and minuses, proposed changes
3. Tutors: availability, competence in subject matter
4. Training material: form, content