

The purpose of this questionnaire is to measure knowledge and skills that have to be improved or that are lacking in comparison with the knowledge and skills declared during the profile analysis. The questionnaire also aim to find other knowledge and skills useful in order to work for the social and work inclusion of refugees and asylum seekers.

Another purpose is to gather information about work position of operators who work for the social and work inclusion of refugees and asylum seekers and understand what are the needed competences, activities and the professional / training requirements in order to practice this profession.

Responses must represent the way the position is currently functioning.  
Please pay attention for completing correctly the following questionnaire:

1. Be objective and accurate in your answers. Consider your normal day-to-day responsibilities and activities.
2. Describe the daily work position as it is being performed today, not as it might be in the future or as you think it should be.

If possible, please answer all questions completely. An explanation should accompany any question that is determined to be non-applicable.

### 1. A. Operator / practitioner Position Identification

Current Position of the operator/practitioner:

Level of studies (e.g.: GCSE, A-level/Scottish Higher, University degree, Postgraduate degree..):

Length of Time working with refugees:

How many hours per week do you work with refugees?

Did you get any relevant trainings in the field of refugee work? If yes, what kind of training?

### 2. Key Activities Required

Analyze the key activities required on the SOCIAL AND WORK INCLUSION OF MIGRANTS listed below through your professional occupation.

Indicate also the importance and difficulty perception associated, on a scale of 1 to 5 (1= lowest level of importance or difficulty; 5 = highest level respectively).

	Importance Level associated	Difficulty Level associated
<b>First contact and referral</b>	<input type="text" value="5"/> First contact and referral Importance Level associated menu	<input type="text" value="4"/> First contact and referral Difficulty Level associated menu
<b>Guiding interview</b>	<input type="text" value="4"/> Guiding interview Importance Level associated menu	<input type="text" value="4"/> Guiding interview Difficulty Level associated menu
<b>Elaboration of a competence mapping</b>	<input type="text" value="3"/> Elaboration of a competence mapping Importance Level associated menu	<input type="text" value="4"/> Elaboration of a competence mapping Difficulty Level associated menu

	<b>Importance Level associated</b>	<b>Difficulty Level associated</b>
<b>Elaboration Curriculum Vitae</b>	<input type="text" value="1"/> Elaboration Curriculum Vitae Importance Level associated menu	<input type="text" value="4"/> Elaboration Curriculum Vitae Difficulty Level associated menu
<b>Preparation of a professional action plan</b>	<input type="text" value="4"/> Preparation of a professional action plan Importance Level associated menu	<input type="text" value="2"/> Preparation of a professional action plan Difficulty Level associated menu
<b>Job search assistance</b>	<input type="text" value="2"/> Job search assistance Importance Level associated menu	<input type="text" value="4"/> Job search assistance Difficulty Level associated menu
<b>Monitoring and results Check</b>	<input type="text" value="4"/> Monitoring and results Check Importance Level associated menu	<input type="text" value="2"/> Monitoring and results Check Difficulty Level associated menu
<b>Translation services</b>	<input type="text" value="5"/> Translation services Importance Level associated menu	<input type="text" value="5"/> Translation services Difficulty Level associated menu
<b>Organization of language support</b>	<input type="text" value="3"/> Organization of language support Importance Level associated menu	<input type="text" value="2"/> Organization of language support Difficulty Level associated menu
<b>Legal information</b>	<input type="text" value="3"/> Legal information Importance Level associated menu	<input type="text" value="5"/> Legal information Difficulty Level associated menu
Other (please specify)		
<input style="width: 100%; height: 40px;" type="text"/>		

### 3. Knowledge

Analyze the knowledge that you regularly used to perform your key activities at your position. Through the different types of knowledge listed below, fill in the importance, the difficulty and the training need levels that you associate with it (1= lowest level, 5 = highest level)

	<b>Importance Level associated</b>	<b>Difficulty Level associated</b>	<b>Training need Level associated</b>
<b>Knowledge of current labour market situation and trends</b>	<input type="text" value="2"/> Knowledge of current labour market situation and trends Importance Level associated menu	<input type="text" value="4"/> Knowledge of current labour market situation and trends Difficulty Level associated menu	<input type="text" value="4"/> Knowledge of current labour market situation and trends Training need Level associated menu
<b>Knowledge of labour laws</b>	<input type="text" value="2"/> Knowledge of labour laws Importance Level associated menu	<input type="text" value="4"/> Knowledge of labour laws Difficulty Level associated menu	<input type="text" value="4"/> Knowledge of labour laws Training need Level associated menu
<b>Knowledge of relevant migration and</b>	<input type="text" value="2"/> Knowledge of relevant migration Importance Level associated menu	<input type="text" value="4"/> Knowledge of relevant migration Difficulty Level associated menu	<input type="text" value="4"/> Knowledge of relevant migration Training need Level associated menu

	<b>Importance Level associated</b>	<b>Difficulty Level associated</b>	<b>Training need Level associated</b>
<b>asylum laws</b>	and asylum laws Importance Level associated menu	and asylum laws Difficulty Level associated menu	and asylum laws Training need Level associated menu
<b>Knowledge of disadvantaged groups in the labour market</b>	<input type="text" value="4"/> Knowledge of disadvantaged groups in the labour market Importance Level associated menu	<input type="text" value="3"/> Knowledge of disadvantaged groups in the labour market Difficulty Level associated menu	<input type="text" value="3"/> Knowledge of disadvantaged groups in the labour market Training need Level associated menu
<b>Knowledge of vocational structure and vocational classifications</b>	<input type="text" value="4"/> Knowledge of vocational structure and vocational classifications Importance Level associated menu	<input type="text" value="3"/> Knowledge of vocational structure and vocational classifications Difficulty Level associated menu	<input type="text" value="3"/> Knowledge of vocational structure and vocational classifications Training need Level associated menu
<b>Knowledge of basic techniques of counselling</b>	<input type="text" value="4"/> Knowledge of basic techniques of counselling Importance Level associated menu	<input type="text" value="4"/> Knowledge of basic techniques of counselling Difficulty Level associated menu	<input type="text" value="4"/> Knowledge of basic techniques of counselling Training need Level associated menu
<b>Knowledge about Assessment of psychological and social profiles</b>	<input type="text" value="2"/> Knowledge about Assessment of psychological and social profiles Importance Level associated menu	<input type="text" value="4"/> Knowledge about Assessment of psychological and social profiles Difficulty Level associated menu	<input type="text" value="5"/> Knowledge about Assessment of psychological and social profiles Training need Level associated menu
<b>Knowledge of hard and soft skills assessment tools</b>	<input type="text" value="4"/> Knowledge of hard and soft skills assessment tools Importance Level associated menu	<input type="text" value="3"/> Knowledge of hard and soft skills assessment tools Difficulty Level associated menu	<input type="text" value="4"/> Knowledge of hard and soft skills assessment tools Training need Level associated menu
<b>Knowledge of interview techniques</b>	<input type="text" value="4"/> Knowledge of interview techniques Importance Level associated menu	<input type="text" value="3"/> Knowledge of interview techniques Difficulty Level associated menu	<input type="text" value="3"/> Knowledge of interview techniques Training need Level associated menu
<b>Knowledge of employers selection process</b>	<input type="text" value="2"/> Knowledge of employers selection process Importance Level associated menu	<input type="text" value="4"/> Knowledge of employers selection process Difficulty Level associated menu	<input type="text" value="4"/> Knowledge of employers selection process Training need Level associated menu
<b>Knowledge of educational and vocational training system</b>	<input type="text" value="3"/> Knowledge of educational and vocational training system Importance	<input type="text" value="3"/> Knowledge of educational and vocational training system Difficulty Level	<input type="text" value="3"/> Knowledge of educational and vocational training system Training need

	<b>Importance Level associated</b>	<b>Difficulty Level associated</b>	<b>Training need Level associated</b>
<b>Knowledge of recognition procedures</b>	3 Knowledge of recognition procedures Importance Level associated menu	4 Knowledge of recognition procedures Difficulty Level associated menu	4 Knowledge of recognition procedures Training need Level associated menu
<b>Intercultural knowledge</b>	3 Intercultural knowledge Importance Level associated menu	4 Intercultural knowledge Difficulty Level associated menu	3 Intercultural knowledge Training need Level associated menu
<b>Knowledge of foreign languages</b>	2 Knowledge of foreign languages Importance Level associated menu	4 Knowledge of foreign languages Difficulty Level associated menu	5 Knowledge of foreign languages Training need Level associated menu
<b>Knowledge about local network and social services</b>	5 Knowledge about local network and social services Importance Level associated menu	3 Knowledge about local network and social services Difficulty Level associated menu	3 Knowledge about local network and social services Training need Level associated menu
Other (please specify)			
<div style="border: 1px solid gray; height: 50px; width: 100%;"></div>			

#### 4. Specific Skills

Analyze the Specific Skills that you regularly need to perform in your key activities at your position. Through the different types of Specific Skills listed below listed below, fill in the importance, the difficulty and the training need levels that you associate with it (1 = lowest level, 5 = highest level respectively).

	<b>Importance Level associated</b>	<b>Difficulty Level associated</b>	<b>Training need Level associated</b>
<b>Project management skills</b>	3 Project management skills Importance Level associated menu	4 Project management skills Difficulty Level associated menu	4 Project management skills Training need Level associated menu
<b>Information finding and analysis skills</b>	4 Information finding and analysis skills Importance Level associated menu	3 Information finding and analysis skills Difficulty Level associated menu	3 Information finding and analysis skills Training need Level associated menu
<b>Conflict management skills</b>	5 Conflict management skills Importance Level associated menu	4 Conflict management skills Difficulty Level associated menu	4 Conflict management skills Training need Level associated menu

	<b>Importance Level associated</b>	<b>Difficulty Level associated</b>	<b>Training need Level associated</b>
	associated menu	associated menu	associated menu
<b>Job-matching skills</b>	<input type="text" value="2"/> Job-matching skills Importance Level associated menu	<input type="text" value="4"/> Job-matching skills Difficulty Level associated menu	<input type="text" value="4"/> Job-matching skills Training need Level associated menu
<b>ICT skills</b>	<input type="text" value="5"/> ICT skills Importance Level associated menu	<input type="text" value="3"/> ICT skills Difficulty Level associated menu	<input type="text" value="3"/> ICT skills Training need Level associated menu
<b>Assessment of psychological and social profiles</b>	<input type="text" value="2"/> Assessment of psychological and social profiles Importance Level associated menu	<input type="text" value="5"/> Assessment of psychological and social profiles Difficulty Level associated menu	<input type="text" value="4"/> Assessment of psychological and social profiles Training need Level associated menu
<b>Ability to activate basic counselling techniques</b>	<input type="text" value="5"/> Ability to activate basic counselling techniques Importance Level associated menu	<input type="text" value="4"/> Ability to activate basic counselling techniques Difficulty Level associated menu	<input type="text" value="3"/> Ability to activate basic counselling techniques Training need Level associated menu
<b>Ability to identify a range of community resources (people, places, things, etc) that can support migrants</b>	<input type="text" value="5"/> Ability to identify a range of community resources (people, places, things, etc) that can support migrants Importance Level associated menu	<input type="text" value="3"/> Ability to identify a range of community resources (people, places, things, etc) that can support migrants Difficulty Level associated menu	<input type="text" value="3"/> Ability to identify a range of community resources (people, places, things, etc) that can support migrants Training need Level associated menu
<b>Ability to use training methodologies addressed to the transfer of knowledge connected to the legal and social security aspects of the work</b>	<input type="text" value="4"/> Ability to use training methodologies addressed to the transfer of knowledge connected to the legal and social security aspects of the work Importance Level associated menu	<input type="text" value="3"/> Ability to use training methodologies addressed to the transfer of knowledge connected to the legal and social security aspects of the work Difficulty Level associated menu	<input type="text" value="3"/> Ability to use training methodologies addressed to the transfer of knowledge connected to the legal and social security aspects of the work Training need Level associated menu
<b>Intercultural mediation skills</b>	<input type="text"/> Intercultural mediation skills Importance Level associated menu	<input type="text"/> Intercultural mediation skills Difficulty Level associated menu	<input type="text"/> Intercultural mediation skills Training need Level associated menu
<b>Ability to use evaluation and monitoring</b>	<input type="text" value="4"/> Ability to use evaluation and monitoring techniques Importance Level associated menu	<input type="text" value="4"/> Ability to use evaluation and monitoring techniques Difficulty Level associated menu	<input type="text" value="4"/> Ability to use evaluation and monitoring techniques Training need Level associated menu

	<b>Importance Level associated</b>	<b>Difficulty Level associated</b>	<b>Training need Level associated</b>
<b>techniques in order to understand needs and difficulties of people integrated / integrated again at work</b>	in order to understand needs and difficulties of people integrated / integrated again at work Importance Level associated menu	in order to understand needs and difficulties of people integrated / integrated again at work Difficulty Level associated menu	in order to understand needs and difficulties of people integrated / integrated again at work Training need Level associated menu

<b>Ability to use active Job search methodologies</b>	4 Ability to use active Job search methodologies Importance Level associated menu	3 Ability to use active Job search methodologies Difficulty Level associated menu	2 Ability to use active Job search methodologies Training need Level associated menu
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<b>Pedagogical skills</b>	4 Pedagogical skills Importance Level associated menu	3 Pedagogical skills Difficulty Level associated menu	3 Pedagogical skills Training need Level associated menu
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Other (please specify)

### 5. Transversal Skills (Attitudes and Behaviors)

Describe the transversal Skills that you regularly used to perform your key activities at your position. Through the different types of transversal skills listed below listed below, fill in the importance, the difficulty and the training need levels that you associate with it (1 = lowest level, 5 = highest level)

	<b>Importance Level associated</b>	<b>Difficulty Level associated</b>	<b>Training need Level associated</b>
<b>Teamwork/cooperation</b>	5 Teamwork/cooperation Importance Level associated menu	3 Teamwork/cooperation Difficulty Level associated menu	3 Teamwork/cooperation Training need Level associated menu
<b>Flexibility and adaptability</b>	5 Flexibility and adaptability Importance Level associated menu	4 Flexibility and adaptability Difficulty Level associated menu	3 Flexibility and adaptability Training need Level associated menu
<b>Ability to motivate and inspire clients</b>	4 Ability to motivate and inspire clients Importance Level associated menu	4 Ability to motivate and inspire clients Difficulty Level associated menu	3 Ability to motivate and inspire clients Training need Level associated menu
<b>Customer focus</b>	5 Customer focus Importance Level associated menu	4 Customer focus Difficulty Level associated menu	3 Customer focus Training need Level associated menu

	<b>Importance Level associated</b>	<b>Difficulty Level associated</b>	<b>Training need Level associated</b>
<b>Ability to cope with stress</b>	<input type="text" value="5"/> Ability to cope with stress Importance Level associated menu	<input type="text" value="4"/> Ability to cope with stress Difficulty Level associated menu	<input type="text" value="4"/> Ability to cope with stress Training need Level associated menu
<b>Empathy and active listening</b>	<input type="text" value="5"/> Empathy and active listening Importance Level associated menu	<input type="text" value="4"/> Empathy and active listening Difficulty Level associated menu	<input type="text" value="3"/> Empathy and active listening Training need Level associated menu
<b>Ability to work independently</b>	<input type="text" value="5"/> Ability to work independently Importance Level associated menu	<input type="text" value="3"/> Ability to work independently Difficulty Level associated menu	<input type="text" value="3"/> Ability to work independently Training need Level associated menu
<b>Trust building ability/ reliability</b>	<input type="text" value="5"/> Trust building ability/ reliability Importance Level associated menu	<input type="text" value="4"/> Trust building ability/ reliability Difficulty Level associated menu	<input type="text" value="3"/> Trust building ability/ reliability Training need Level associated menu
<b>Innovativeness / creativity</b>	<input type="text" value="4"/> Innovativeness / creativity Importance Level associated menu	<input type="text" value="3"/> Innovativeness / creativity Difficulty Level associated menu	<input type="text" value="3"/> Innovativeness / creativity Training need Level associated menu
<b>Verbal and non-verbal communication skills</b>	<input type="text" value="5"/> Verbal and non-verbal communication skills Importance Level associated menu	<input type="text" value="4"/> Verbal and non-verbal communication skills Difficulty Level associated menu	<input type="text" value="3"/> Verbal and non-verbal communication skills Training need Level associated menu

Other (please specify)

**6. Organizational Supervision**

**Do you get supervision?**

- Yes
- No