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Beyond Inclusion

BEYOND INCLUSION project

Employability for persons with disabilities

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IO3 TESTING COURSES AND HANDBOOK FOR SMES ACTORS & PERSONS WITH DISABILITIES

PILOTING IN GREECE

Short report

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GENERAL INFORMATION

The pilot testing in Greece was implemented in the period from 27/07/2022 until 27/10/2022 engaging 15 SME representatives and 15 persons with disabilities (mainly visual and mobile impairments).

Me Alla Matia organized a face-to-face event and presented the platform (login process, structure, content, testing etc.) to 8 persons with disabilities. Assisted by AEK, they presented the platform to another 7 persons with disabilities online, getting both verbal and written feedback, via the online questionnaires written by ITC and adapted to Greek by Militos.

Militos developed a short presentation of the platform and an invitation sent by email and through the social media (see annex 1) to join and test the BEYOND INCLUSION e-learning platform. Some of the pilotees were contacted individually via online conference platforms (Zoom), given all the details for the login process, the structure, the content and the testing process. The SMEs' representatives contacted were from a variety of fields: retail companies ("The perfect party"), e-shops (twinelefants.gr, sushi's closet etc.), food services (luv&roll house), art companies (CALD Productions, Act for Art, Alenik, ArtIt etc.), social entreprises (Knowl social entreprise, Victory Social Entreprise), media companies (ipolizei.gr), cultural management companies (i.e. CulturePolis) and 5 more micro entreprises with 3 or less employees (a pharmacy, a doctor's office, a notary's office etc.) Militos received both verbal and written feedback through the online questionnaires from 15 of the participants.

1. EVALUATION OF THE BEYOND INCLUSION TRAINING BY SMEs

The piloting was addressed to SMES. The evaluation focused on the following aspects:

- Evaluation of the Beyond Inclusion training provision as a whole
- Evaluation of each module (2 for SMES and 4 for persons with disabilities):
- Suggestions, remarks, recommendations

For analysis purposes we provided the "totally agree" part of the scale the number 5 and "totally disagree) number 1.

1.1 Evaluation of the Beyond Inclusion training provision as a whole

The questions about the training provision requested respondents to provide their **agreement with each of the following statements:**

- The training content in all the 2 Modules is relevant for my work, helping me to better understand the benefits for my company and the steps towards the creation of a disability inclusive workforce
- The flow and sequence of the 2 Modules and their content is presented in a clear and logical manner
- The online training environment was user-friendly and easy to understand (e.g., navigation, menus etc.)
- The digital and graphical elements used (images, tables, pictures etc.) are supporting the learning experience.
- The overall time needed to go through the training material is appropriate.

In table 1 we have included the averages by item: we can see that the collated rating corresponded to 4,0 (I agree) and the lowest rating corresponded to "*The digital and graphical elements used (images, tables, pictures etc.) are supporting the learning experience.*" which received a 3,4.

Table 1: Evaluation of the Beyond Inclusion training – averages. Own elaboration

Statements	Average
The training content in all the 2 Modules is relevant for my work, helping me to better understand the benefits for my company and the steps towards the creation of a disability inclusive workforce	***4,1***
The flow and sequence of the 2 Modules and their content is presented in a clear and logical manner	***4,3***
The online training environment was user-friendly and easy to understand (e.g., navigation, menus etc.)	***4,1***
The digital and graphical elements used (images, tables, pictures etc.) are supporting the learning experience.	***3,4***
The overall time needed to go through the training material is appropriate.	***4,3***
Collated, all statements	***4,0***

In the figure below, figure 1, we are illustrating the results by statement and percentages:

Figure 1: Evaluation of the Beyond Inclusion training – percentages. Own elaboration

The training content in all the 2 Modules is relevant for my work, helping me to better understand the benefits for my company and the steps towards the creation of a disability inclusive workforce.

Totally Agree:31% Agree: 44% Neutral: 25% Disagree: 0% Totally Disagree:0%

The flow and sequence of the 2 Modules and their content is presented in a clear and logical manner

Totally Agree:31% Agree: 63%% Neutral: 6% Disagree: 0% Totally Disagree:0%

The online training environment was user-friendly and easy to understand (e.g., navigation, menus etc.)

Totally Agree:25% Agree: 63%% Neutral: 12% Disagree: 0% Totally Disagree:0%

The digital and graphical elements used (images, tables, pictures etc.) are supporting the learning experience.

Totally Agree:13% Agree: 31% Neutral: 37% Disagree: 19% Totally Disagree:0%

The overall time needed to go through the training material is appropriate.

Totally Agree:31% Agree: 69% Neutral: 0% Disagree: 0% Totally Disagree:0%[GM1]

1.2 Evaluation of Module 1: Benefits for SMEs

The questions about Module 1 included the 5 statements included in table 2. As we can see below the collated rated corresponded to 4,1 (Agree) and the lowest rating was for "*The Additional Resources offered are useful for deepening the knowledge gained in Module 1*":

Table 2: Evaluation of the Beyond Inclusion Module 1– averages. Own elaboration

Statements	Average
The training material in Module 1 presents useful and clear explanations of the benefits of promoting an inclusive workforce for SMEs	***4,1***
Having followed Module 1, my overall knowledge and understanding of benefits of promoting an inclusive workforce for SMEs has been enhanced.	***4,2***
The language used was appropriate and easy to understand.	***4,3***
The tests at the end of each Unit helped me to assess the knowledge and understanding of the topics addressed in Module 1.	***4,3***
The Additional Resources offered are useful for deepening the knowledge gained in Module 1.	***3,8***
Collated, all statements	***4,1***

Again, in the figure below, figure 2, we are illustrating the results by statement regarding Module 1 and percentages:

Figure 2: Evaluation of the Beyond Inclusion Module 1– percentages. Own elaboration

The training material in Module 1 presents useful and clear explanations of the benefits of promoting an inclusive workforce for SMEs

Totally Agree: 13% Agree: 87% Neutral: 0% Disagree: 0% Totally Disagree:0%

Having followed Module 1, my overall knowledge and understanding of benefits of promoting an inclusive workforce for SMEs has been enhanced.

Totally Agree:19% Agree: 81% Neutral: 0% Disagree: 0% Totally Disagree:0%

The language used was appropriate and easy to understand.

Totally Agree:38% Agree: 56% Neutral: 6% Disagree: 0% Totally Disagree:0%

The tests at the end of each Unit helped me to assess the knowledge and understanding of the topics addressed in Module 1.

Totally Agree:31% Agree: 38% Neutral: 31% Disagree: 0% Totally Disagree:0%

The Additional Resources offered are useful for deepening the knowledge gained in Module 1.

Totally Agree:25% Agree: 38% Neutral: 31% Disagree: 6% Totally Disagree:0%[GM2]

1.3 Evaluation of Module 2 for SMEs: Into action: Steps towards the creation of a disability inclusive workforce

The questions about Module 2 included the 5 statements included in table 2. As we can see below the collated rated corresponded to 4,1 (Agree) and the lowest rating was 3,9 (Agree) for "*The Additional Resources offered are useful for deepening the knowledge gained in Module 2*" and "*The tests at the end of each Unit helped me to assess the knowledge and understanding of the topics addressed in Module 2*". :

Table 3: Evaluation of the Beyond Inclusion Module 2– averages. Own elaboration

Statements	Average
By following Module 2, I gained a better understanding of the steps towards the creation of a disability inclusive workforce in the EU from an SME perspective.	***4,1***
Module 2 provided me with appropriate and useful knowledge and tools from an SME perspective to promote a disability inclusive workforce in the EU	***4,3***
The language used was appropriate and easy to understand.	***4,4***
The tests at the end of each Unit helped me to assess the knowledge and understanding of the topics addressed in Module 2.	***3,9***
The Additional Resources offered are useful for deepening the knowledge gained in Module 2.	***3,9***
Collated, all statements	***4,1***

In the figure below, figure 3, we are illustrating the results by statement regarding Module 2 and percentages:

Figure 3: Evaluation of the Beyond Inclusion Module 2– percentages. Own elaboration

By following Module 2, I gained a better understanding of the steps towards the creation of a disability inclusive workforce in the EU from an SME perspective.

Totally Agree:19% Agree: 75% Neutral: 6% Disagree: 0% Totally Disagree:0%

Module 2 provided me with appropriate and useful knowledge and tools from an SME perspective to promote a disability inclusive workforce in the EU

Totally Agree:31% Agree: 63% Neutral: 6% Disagree: 0% Totally Disagree:0%

The language used was appropriate and easy to understand.

Totally Agree:38% Agree: 62% Neutral: 0% Disagree: 0% Totally Disagree:0%

The tests at the end of each Unit helped me to assess the knowledge and understanding of the topics addressed in Module 2.

Totally Agree:25% Agree: 44% Neutral: 31% Disagree: 0% Totally Disagree:0%

The Additional Resources offered are useful for deepening the knowledge gained in Module 2.

Totally Agree:24% Agree: 38% Neutral: 38% Disagree: 0% Totally Disagree:0%[GM3]

1.4 SUGGESTIONS, REMARKS, RECOMMENDATIONS

1 respondent thinks that some technical aspects need to be changed, 6 of the respondents think that some technical aspects should be optimized, 3 of them made suggestions about the content and 4 of the respondents suggested that there should be things added in the way the material is presented. However, as we have reported below, all our respondents filled in *Open question* fields (for the material as a whole and for each Module separately) about further suggestions. A summary of the replies would be:

1. The **graphical elements** were one of the main concerns of the respondents, as they have mentioned:

- **Visual elements** should be added to enable the learning experience.
- **More images** could be used in order to add some fun to the learning material.
- The graphical elements should be enhanced.
- The presentation of the material could be enhanced with **images and infographics** in order to be more attractive.

2. The indicated another area of intervention with regards to the content:

- The content of the course is covering almost of the areas with regards to the subject. However, **the material about the legal framework** could be more country-oriented, so as for the learners to be able to better comprehend the legislation in their own country.
- Although they understood the benefits from hiring a person with disability, they would like to **know more about the incentives** (tax incentives etc.) offered in Greece for employing persons with disabilities.

3. They brought to our attention some **technical aspects** with regards to the login process and the beginning of the course, as well as the change of languages.

4. The respondents indicated that, with regards to the additional resources, they would like more things to be included, such as **videos and audio-visual material** that would make the course more attractive.

Please note that all these aspects have been notified to the IT partner, RnDO, and have been optimised.

2. EVALUATION OF THE BEYOND INCLUSION TRAINING PROVISION FOR PERSONS WITH DISABITLIES

The second piloting, conducted by Me Alla Matia, was addressed to persons with disabilities. The evaluation focused on the following aspects:

- Evaluation of the Beyond Inclusion training provision as a whole
- Evaluation of each module (4 for persons with disabilities):
- Suggestions, remarks, recommendations

For analysis purposes we provided the “totally agree” part of the scale the number 5 and “totally disagree) number 1.

2.1 Evaluation of the Beyond Inclusion training provision for persons with disabilities as a whole

The questions about the training provision requested respondents to provide their **agreement with each of the following statements:**

- The training content in all the 4 Modules is relevant for my personal life and work, helping me to better understand myself, my potential, improving my presentation skills in the frame of the current job market requirements and increasing my employability potential
- The flow and sequence of the 4 Modules and their content is presented in a clear and logical manner
- The online training environment was user-friendly and easy to understand (e.g., navigation, menus etc.)
- The digital and graphical elements used (images, tables, pictures etc.) are supporting the learning experience.
- The overall time needed to go through the training material is appropriate.

In table 1 we have included the rates that agree or totally agree with following sentences:

Table 1: Evaluation of the Beyond Inclusion training – averages. Own elaboration

Statements	Average
The training content in all the 4 Modules is relevant for my personal life and work, helping me to better understand myself, my potential, improving my presentation skills in the frame of the current job market requirements and increasing my employability potential	***4.3***
The flow and sequence of the 4 Modules and their content is presented in a clear and logical manner	***4.4***
The online training environment was user-friendly and easy to understand (e.g., navigation, menus etc.)	***4.3***
The digital and graphical elements used (images, tables, pictures etc.) are supporting the learning experience.	***3.5***
The overall time needed to go through the training material is appropriate.	***4.6***
Collated, all statements	***4.2***

In the figure below, figure 1, we are illustrating the results by statement and percentages:

Figure 1: Evaluation of the Beyond Inclusion training – percentages. Own elaboration

The training content in all the 4 Modules is relevant for my personal life and work, helping me to better understand myself, my potential, improving my presentation skills in the frame of the current job market requirements and increasing my employability potential: Totally agree: 40% Agree: 53% Neutral:7% Disagree: -Totally disagree:-

The flow and sequence of the 4 Modules and their content is presented in a clear and logical manner Totally agree: 40% Agree: 60% Neutral: -Disagree:- Totally disagree:-

The online training environment was user-friendly and easy to understand (e.g., navigation, menus etc.) Totally agree: 40% Agree: 53%Neutral:7% Disagree: -Totally disagree:-

The digital and graphical elements used (images, tables, pictures etc.) are supporting the learning experience. Totally agree: 33% Agree: 27% Neutral: 14% Disagree: 13%Totally disagree: 13%

The overall time needed to go through the training material is appropriate. Totally agree: 60% Agree: 40% Neutral: - Disagree:- Totally disagree:-[GM4]

2.2 Evaluation of Module 1: About myself

The questions about Module 1 included the 5 statements included in table 2. As we can see below the collated rate corresponded to 4,3 (Agree) and the lowest rating was 4.1 (Agree) for "*Having followed Module 1, my overall knowledge of the importance of better understating my life skills, personality traits, values and interests has increased.*":

Table 2: Evaluation of the Beyond Inclusion Module 1– averages. Own elaboration

Statements	Average
The training material in Module 1 presents useful and clear explanations about my life skills, personality traits, values, and interests	***4.4***
Having followed Module 1, my overall knowledge of the importance of better understating my life skills, personality traits, values and interests has increased.	***4.1***
The language used was appropriate and easy to understand.	***4,5***
The tests at the end of each Unit helped me to assess the knowledge and understanding of the topics addressed in Module 1.	***4,5***
The Additional Resources offered are useful for deepening the knowledge gained in Module 1.	***4.2***
Collated, all statements	***4,3***

Again, in the figure below, figure 2, we are illustrating the results by statement regarding Module 1 and percentages:

Figure 2: Evaluation of the Beyond Inclusion Module 1– percentages. Own elaboration

The training material in Module 1 presents useful and clear explanations about my life skills, personality traits, values, and interests

Totally agree: 47% Agree:47% Neutral: 6% Disagree: -Totally disagree:-

Having followed Module 1, my overall knowledge of the importance of better understating my life skills, personality traits, values and interests has increased.

Totally agree: 40% Agree:40% Neutral: 13% Disagree: 7% Totally disagree:-

The language used was appropriate and easy to understand.

Totally agree: 53% Agree: 47% Neutral: - Disagree: -Totally disagree:-

The tests at the end of each Unit helped me to assess the knowledge and understanding of the topics addressed in Module 1.

Totally agree: 40% Agree: 47% Neutral: 6% Disagree: 7%Totally disagree:-

The Additional Resources offered are useful for deepening the knowledge gained in Module 1.

Totally agree:47% Agree:47% Neutral: 6% Disagree: Totally disagree:[GM5]

2.3 Evaluation of Module 2: Disability and the job market

The questions about Module 2 included the 5 statements included in table 2. As we can see all statements have the same average rating (4.3) and the lowest rating (4.1) was for the tests at the end of the Unit:

Table 3: Evaluation of the Beyond Inclusion Module 2– averages. Own elaboration

Statements	Average
By following Module 2, I gained a better understanding about the identification of jobs and job matching, job search methods and careers exploration	***4,3***
Module 2 provided me with appropriate and useful knowledge and tools to better understand the situation of disability and the job market in the EU.	***4,3***
The language used was appropriate and easy to understand.	***4,3***
The tests at the end of each Unit helped me to assess the knowledge and understanding of the topics addressed in Module 2.	***4,1***
The Additional Resources offered are useful for deepening the knowledge gained in Module 2.	***4,3***
Collated, all statements	***4,3***

In the figure below, figure 3, we are illustrating the results by statement regarding Module 2 and percentages:

Figure 3: Evaluation of the Beyond Inclusion Module 2– percentages. Own elaboration

By following Module 2, I gained a better understanding about the identification of jobs and job matching, job search methods and careers exploration

Totally agree: 47% Agree:40% Neutral:13% Disagree:- Totally disagree:-

Module 2 provided me with appropriate and useful knowledge and tools to better understand the situation of disability and the job market in the EU.

Totally agree: 33% Agree: 60% Neutral: 7%Disagree:- Totally disagree:-

The language used was appropriate and easy to understand.

Totally agree: 40%Agree: 53%Neutral: 7% Disagree: -Totally disagree:-

The tests at the end of each Unit helped me to assess the knowledge and understanding of the topics addressed in Module 2.

Totally agree:40% Agree: 33%Neutral: 27% Disagree: -Totally disagree:-

The Additional Resources offered are useful for deepening the knowledge gained in Module 2.

Totally agree:47% Agree:33% Neutral:20% Disagree: -Totally disagree:-

2.4 [GM6]EVALUATION OF MODULE 3: SELF-PRESENTATION AND SELF-MARKETING

The questions about Module 3 included the 5 statements included in table 4. As we can see below the collated rate corresponded to 4,3 (Agree):

Table 4: Evaluation of the Beyond Inclusion Module 3– averages. Own elaboration

Statements	Average
By following Module 3, I gained a better understanding about self-presentation and self-marketing skills when applying for a job.	***4,5***
Module 3 provided me with appropriate and useful knowledge and tools to increase my self-presentation and self-marketing skills.	***4,2***
The language used was appropriate and easy to understand.	***4,4***
The tests at the end of each Unit helped me to assess the knowledge and understanding of the topics addressed in Module 2.	***4,2***
The Additional Resources offered are useful for deepening the knowledge gained in Module 2.	***4,2***
Collated, all statements	***4,3***

In the figure below, figure 4, we are illustrating the results by statement regarding Module 3 and percentages:

Figure 4: Evaluation of the Beyond Inclusion Module 3– percentages. Own elaboration

By following Module 3, I gained a better understanding about self-presentation and self-marketing skills when applying for a job.
Totally agree: 67% Agree: 26% Neutral: -Disagree: 7%Totally disagree:-

Module 3 provided me with appropriate and useful knowledge and tools to increase my self-presentation and self-marketing skills.
Totally agree: 40%Agree: 40%Neutral: 20%Disagree:- Totally disagree:-

The language used was appropriate and easy to understand.
Totally agree: 47% Agree: 47% Neutral: 6%Disagree: -Totally disagree:-

The tests at the end of each Unit helped me to assess the knowledge and understanding of the topics addressed in Module 2.
Totally agree:46% Agree: 27% Neutral:27% Disagree: -Totally disagree:-

The Additional Resources offered are useful for deepening the knowledge gained in Module 2.
Totally agree: 46% Agree: 27%Neutral:27% Disagree:- Totally disagree:-
[GM7]

2.5 EVALUATION OF MODULE 4: AT THE WORKPLACE

The questions about Module 4 included the 5 statements included in table 5. As we can see below the collated rate corresponded to 4,2 (Agree) for the language used and the lowest rating was 4,1 (Agree) for the level of *"the appropriate and useful knowledge and tools to be better equipped at the workplace"* and the Additional Resources offered:

Table 5: Evaluation of the Beyond Inclusion Module 4– averages. Own elaboration

Statements	Average
By following Module 4, I gained a better understanding about job skills vis-à-vis disability, focus on soft skills and dealing with the expectations of others	***4,3***
Module 4 provided me with appropriate and useful knowledge and tools to be better equipped at the workplace.	***4,1***
The language used was appropriate and easy to understand.	***4,4***
The tests at the end of each Unit helped me to assess the knowledge and understanding of the topics addressed in Module 2.	***4,2***
The Additional Resources offered are useful for deepening the knowledge gained in Module 2.	***4,1***
Collated, all statements	***4,2***

In the figure below, figure 5, we are illustrating the results by statement regarding Module 4 and percentages:

Figure 5: Evaluation of the Beyond Inclusion Module 4– percentages. Own elaboration

By following Module 4, I gained a better understanding about job skills vis-à-vis disability, focus on soft skills and dealing with the expectations of others
Totally agree: 40% Agree:53% Neutral:7% Disagree: -Totally disagree:-

Module 4 provided me with appropriate and useful knowledge and tools to be better equipped at the workplace.
Totally agree: Agree: Neutral: Disagree: Totally disagree:

The language used was appropriate and easy to understand.

Totally agree: 40% Agree: 33% Neutral:20% Disagree: 7%Totally disagree:-

The tests at the end of each Unit helped me to assess the knowledge and understanding of the topics addressed in Module 2.

Totally agree: 33% Agree: 53%Neutral:14% Disagree: Totally disagree:

The Additional Resources offered are useful for deepening the knowledge gained in Module 2.

Totally agree: 40% Agree:33% Neutral:27% Disagree:- Totally disagree:-[GM8]

2.6 SUGGESTIONS, REMARKS, RECOMMENDATIONS

6 of the respondents replied that both some technical aspects and part of the material should be optimized and 7 indicated that the presentation of the material should be somehow different in

order to enable the learning experience, while 4 of them suggested that there should be changes in the technical aspects of the course. However, as we have reported below, all our respondents filled in the *Open question* fields about further suggestions. A summary of the replies would be:

1. There should be **more images and infographics** to help the learner. Indicatively, one of the respondents mentioned that, having dyslexia, it was difficult for him/her to maintain his/her attention to the course.
2. There are **accessibility issues** with some of the existing infographics.
3. Some **hyperlinks take the learner out of the platform** and the learner needs to relogin.
4. Content-wise, body language is emphasized as a means of communication, which can be severely damaged if the person has a serious mobile impairment. One respondent suggested that there should **be an alternative means of communication given** for a person with mobile impairment, interacting with a potential employer.
5. Some of the respondents had **trouble with the registration process.**
6. With regards to the additional resources, one respondent mentioned his/her need for **more resources in Greek**.
7.Some of them suggested that there should be **more tests about themselves**, rather than tests for the comprehension of the material.

Please note that all these aspects have been notified to the IT partner, RnDO, and have been optimised.

3. CONCLUSIONS: summary of recommendations to improve the modules for SMES and for persons with disabilities

The pilot testing in Greece was implemented in the period 27/07/2022 until 27/10/2022 engaging 31 stakeholders (16 SME's representatives and 15 persons with disabilities) The stakeholders were contacted by were contacted by the EL partners, Militos, Me Alla Matia and AEK, using their network of contacts.

In the table below we have included the average ratings provided by the respondents to the main statements regarding Overall rating of the training, and for each module respectively both for the material for SMEs and for persons with disabilities.

Table 4: Summary evaluation– averages. Own elaboration

Summary of ratings for the material for SMEs	Average

Overall rating of the training	***4,0***
Overall rating Module 1	***4,1***
Overall rating Module 2	***4,1***

Summary of ratings for the material for persons with disabilities	**Average**
Overall rating of the training	***4,2***
Overall rating Module 1	***4,3***
Overall rating Module 2	***4,3***
Overall rating Module 3	***4.3***
Overall rating Module 4	***4.2***

Annex 1: Invitation in Greece

Annex 2: Link to Questionnaire in EL

For SMEs:

[Removed for personal data protection]

For Persons with disabilities:

[Removed for personal data protection]