

National Report

Country: **Austria**

Questionnaires - *Evaluation of the subjective learning gain*

	Totally agree	Tend to agree	Rather don't agree	Don't agree
I have learned new things in this workshop	21	5	1	0
I knew a few things, but was able to deepen my knowledge	20	5	2	0
I can use in my work what I have learned in this workshop	21	5	1	0
If I have a problem with the handling, after this workshop I am confident that I can solve it on my own	18	8	1	0

Success Stories - *Do good things (trainings 😊) and talk about it*

I say 'Merci beaucoup' for this series of workshops. I have learnt a lot with you, and that makes me happy! I know I still need to practice a lot, but I am very happy that I learnt so many new things and was able to practice and re-visit what I learnt at school a long time ago. I really need this knowledge for my work, especially in German. I believe that I can now help myself when I have a question again.

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Quotes - *Ask your participants for a word donation*

"We need Word for work, but I saved a document properly for the first time today - thank you!"

"I think it was great that my needs were addressed in the workshop. Thank you for the good tips and explanations."

"I've learned a lot with you and I'm enjoying it! But I still have a lot of practicing to do. Thank you, thank you, I am very happy."

Feedback Rounds - *Collection of statements in the training*

The participants state that they have learned many new, interesting and important things for their work. They are very satisfied with the result, the knowledge transfer was clear, the trainer is competent, empathetic and appreciative, had a lot of patience and there was enough time. The location was great.

Repetition is important, some people have not worked on the computer for a long time, a lot has changed.

However, it was also pointed out that the workshops were too short and that more practice is needed to consolidate what has been learned. Many would like to continue learning and come to further courses.

Your Comments...

The workshops originally selected were only partially accepted. On the one hand, the use of internal organizational training and programs was cited as a reason why no further offers were needed, but on the other hand, professionals in home care are at the limit of their workload and hardly find time for additional activities.

According to estimates, Austria will need up to 75,000 care givers from 2023 to fill vacancies in the healthcare sector.

People from abroad, particularly from Ukraine, but also from African and Latin American countries, are increasingly being deployed and need to be trained accordingly.

Most care givers are very comfortable with mobile phones, but often have little to no computer skills, and a lack of language skills is also an issue. In close cooperation with the Styrian Red Cross, a tailor-made offer was developed based on Topic 1.2 Office Applications, which was received very enthusiastically.

The Austrian pilot was therefore divided into 2 parts: "Easy use of mobile devices" for a smaller group of participants, partly also in individual coaching, and specially adapted face-to-face workshops for people who are not native speakers of German in the area of office tools.