



With the support of the  
Erasmus+ Programme  
of the European Union



Projekt Nr. 2021-2-LV01-KA210-ADU-000049299

**Improving the competencies of NGO educators for social inclusion**

**Hellenic Antipoverty Network**

## **REPORT**

### ***Workshop “Digital education for vulnerable groups”***

***Wednesday 5 and Thursday 6 April, 10:00-14:00***

***Hall M323, 3rd floor School of Architecture, National Technical University of Athens***

The workshop was held in the centre of Athens in a suitable university hall of the NTUA, which met the technical requirements for the participation of 38 participants with their laptops.

For the publicity of the workshop we did not limit ourselves to informing NGOs and services that we already knew, but signed a Memorandum of Cooperation with the Association of Social Workers of Greece (SKLE). This professional and scientific association has as members 10,000 social workers, of whom about 3,500 work in Athens or in the Attica Region. Through this agreement, the invitations reached thousands of recipients as well as institutions, municipalities, services and NGOs with which we had no previous cooperation. The positive result was the very high participation of professionals with different specialties, volunteers, unemployed people and beneficiaries from vulnerable groups.

There were two trainers who were fully qualified in the subject:

Xenia Koutedaki, an experienced certified adult trainer, made sure that the whole programme was original, energetic and participatory with the operation of working groups. Her presentation is attached. She also made use of [mentimeter](#) for the online presentation of the groupwork.

Yannis Kissas, working in an acclaimed NGO, supports vulnerable people on a daily basis in digital applications, applications for benefits and knows all the technical details of the relevant procedures.

The first day (5/4) included an introduction to the types of innovation and digital education with introductions and simultaneous familiarisation with GR Code and about 30 free Google applications on the participants' laptops.

Through the working groups, the problems of accessing and applying to the different platforms so as to receive benefits or digital services were also recorded: from the Minimum

Guaranteed Income, unemployment, disability or uninsured elderly benefits to child benefits, rent, heating, food purchase or digitally booking an appointment with a public service.

The second day (6/4) aimed at creating educational materials available online. 5 working groups worked on digital support for 5 different social groups with different requests. The outputs of the working groups were presented in plenary, completed and improved online by the facilitators and other trainees based on their personal or professional experience. The final conclusions and guidelines were posted on a common platform, accessible by the participants after the workshop, so that they can be updated based on current legal developments or other requirements. Thus, the information and training will be on going, continue with their participation and benefit all in their daily work.

It is worth mentioning that all trainees gave high evaluation to the level of the workshop, the training methodology and training of the trainers as per the quality. For this reason, they have registered for the next workshop on advocacy for vulnerable groups.