ANIMATE

PROJECT Nº: AAL-2013-6- 071

D2.1- User Involvement Plan

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Glossary

Acronym	Meaning
CEIC	Comité Ético de Investigación Clínica (Ethics Committee of Clinical Research)
EPA	Encuesta de Población Activa (Labour Force Survey)
GP	General Practitioner
LAC	Local Area Coordinator
LAPAD	Ley de Autonomía de Personal y Atención a las Personas en situación de Dependencia (The Personal Autonomy Act)
LOPD	Ley Orgánica de Protección de Datos (Data Protection Act)

References

1. **Institute for Public Policy Research.** The Generation Strain - Collective Solutions to care in an ageing society. [Online] http://www.ippr.org/files/publications/pdf/generation-strain_Apr2014.pdf?noredirect=1.

1.   Introduction

1.1.   Involvement Plan

ANIMATE provides a cross generation service that encourages the exchange of skills, experience and knowledge between older workers, who have recently retired or are about to retire, and younger people.

The purpose of the User Involvement plan is to outlines the internal procedures for each participate of the ANIMATE project ensuring the process is planned, followed and systematic.

End–users with be members of the Thurrock and Lleida community will be involved in different tasks and stages of the project with the aim of co-designing a commercially viable approach that will deliver the intended outcomes:

* A healthy, active and engaged older population

* A more employable and productive younger population

* Vibrant local economies that can react quickly to rapidly changing circumstances

* Competitive, productive companies & organisations

1.2.   Strength Based Approach

Our approach to the involvement of end-users is based on and inspired by asset based community development (ABCD). We have selected this methodology because it directly reflects the reciprocity of skills exchange of the ANIMATE Project.

Strength based approaches contrast with the more traditional 'deficit' model, which focuses on 'needs' and the menu of services to meet those needs. Rather, strength based approaches are predicated on the principle of individual and community resilience, which align with the ANIMATE project's ambitions. Strength based approaches start with 2 key beliefs – that everyone has innate value and has skills, gifts and talents, no matter what the circumstances, that starting with the question: 'what makes a good life' opens up positive opportunities to be explored, and practical solutions emerge from that exploration.

An engagement process based on strength-based approaches is likely to be the most effective in generating willing participants in the prototype projects. Throughout the project, we will test this hypothesis.

To achieve strength-based approach, an open and honest conversation is to be held with the user on an individual basis, allowing them to break down their goals to achieve the desired outcomes.

1.3.   Summary

ANIMATE end-users for the Thurrock and Lleida programme will be individual who are:

* older people who are reaching the end of their working lives or have recently retired and who have a range of work-related skills that they can share

- younger people of working age who are in work but needing to develop their skills and experience, or young people who are currently unemployed and would benefit from developing skills that will make them employable.

In addition, some organisations may want to take part. The general approach will be flexible enough to test out a variety of reciprocal arrangements – between individuals on a one to one basis; between an individual and an organisation; and organisation-to-organisation.

To achieve the user involvement plan we will follow detailed four phase plan including user engagement, implementation, evaluation and review, while ensuring that the users participates is central at every stages.

2. Scenarios

Three scenarios are going to be investigated in both comunities, which will be comparable in an aim of create a cross-sectional study. The specific scenarios will be:

a) Formal care

b) Informal care

c) Primary sector

2.1. Formal Care

The ANIMATE project will pay particular attention to the care sector as a sector where younger workers need to be recruited and skilled up, and where older workers who face increasing physical difficulties, have experience and skills to pass on.

Formal care is defined as those actions that a professional offers in a specialized manner and that goes beyond the capabilities that people have to take care of themselves or others. There are two basic types of formal care: the one is provided from public institutions and the one hired by families. The public formal care is at least partially publicly funded, but families are increasingly turning to private care services to address the care of their dependents, e.g., due to the availability of cheap labour from immigration.

There are now numerous reports on the crisis facing the formal care sector in the face of an ageing society, not least because those currently employed in the sector are themselves nearing retirement age (1). There is likely to be a significant problem as demand for care increases and the availability of carers decrease.

For these reason, we think that this population can take highly advantage of the ANIMATE platform. IRBLleida has plenty of availability of formal caregivers, so will try to arrive at different specialized care people, such as nurses, nursing assistants, geriatric caregivers, and so on. On the other hand, Thurrock Council, being an unitary authority whose responsibilities include housing, social care and, from 2013, public health, have also a lot of availability of formal caregivers, and is expected to be one of the biggest growth and regeneration programmes in the UK, which will create 26,000 jobs and 18,000 new homes in coming years. There is therefore significant potential to link ANIMATE with this growth agenda in Thurrock.

2.2.   Informal Care

In Spain, the current social-economic situation has caused a significant decrease in the assistance introduced by the law of dependence (LAPAD). Moreover, contributions for informal caregivers have been removed and no more beneficiaries are expected until at least 2015. For the reasons, many families have to deal with their disabled family members without any external support. The consequences of this are great physical, emotional and material costs. ANIMATE project proposes a solution to mitigate these issues.

Another important aspect is the presence of high youth unemployment. According to the latest Labour Force Survey (EPA) in the first quarter of 2014, the unemployment rate for people under 25 is 55.5%, being 49.5% in Catalonia. This shows a sector where the ANIMATE project can be very beneficial for the formation of this population range.

2.3.   Primary Sector

The third scenario consists of the primary sector. By their demographic characteristics, Lleida and Thurrok have chosen different activities, but populations can be comparable, as they correspond to the primary sector more abundant activity in each of the regions. Thus, in Lleida is agriculture and in Thurrock is the port industry.

Thus, in one hand, Lleida had chosen the farmers scenario, mainly to prevent the loss of knowledge of farmers with experience in this profession and to promote the involvement of the younger population without employment in this occupation form of a more traditional in Lleida. Namely, data shows that in recent years there has been a decrease of workers in this sector, due to the retirement of these employees and a devaluation of such work in the younger population on account of than in other sectors workers receive a greater economic value as was the case of construction. The economic crisis has forced construction workers from other professions or industries back to work in the fields. These new farmers do not have the knowledge to exploit and cultivate their lands with greater efficiency.

3.   Target Population and Sample

3.1.   Target Population

The involvement of potential users during research and design is critical to the success of the ANIMATE project.

As it is mentioned, the target population is the formal caregivers, informal caregivers and primary sector, establishing a minimum sample of 100 people. Exclusion criteria are having serious clinical symptoms or possessing physical or mental problems that prevent the successful completion of the interview or the use of the platform.

For choosing them, it is recognized the possible influence of demographic factors (sex, age and nationality), physical factors (level of vision and perception, level of motor skills, etc.), mental (personality, attention span, memory, etc.), attitudinal (skill and knowledge in the use of ICT, previous experience, etc.) and attitudinal (motivation for using the program, positive attitude towards new technologies, etc.); but, since the objective is to analyse the diversity of thoughts, views and opinions, we will not proceed to the election of a specific sample, but is made randomly.

Participation will be entirely voluntary, albeit with the possibility of incentives that recognise the value of the exchange and so we envisage that initially, a significant amount of groundwork will be required in terms of communicating the aims of the project and the intended outcomes for end-users. Endorsement will be required from key institutions so that participants are reassured and have confidence in ANIMATE, and there will be a need to explore the push/pull factors that will influence participation.

Some individuals will be identified as a result of the connections made with the stakeholder organisations, other contacts will be made through the range of community organisations and groups operating across Thurrock, most notably the Community Hubs as well as our Local Area Coordinators (LACs). LACs have a unique role as they are embedded within their communities, working alongside vulnerable people, some of who are seeking employment. Through their role within their communities they also know of the local assets in localities including gifted retired people who are looking for opportunities to use their skills.

3.2.   Sample

For one hand, Thurrock Council will work with a range of local training organisations to achieve the sample group of 100 people to achieve ANIMATE's concept of cross generation expertise exchange from domiciliary carers, informal caregivers about daily care task in the dementia environments and Skills, Knowledge and expertise exchange from early or newly retirees to the younger generation working within Thurrock logistic and port industry.

To achieve this we will engage with the council's in-house learning and development team; age-related organisations such as Age UK and representative groups such as Thurrock Council for Voluntary Service; local employers and their 'trade' organisations such as the Chamber of Commerce; charities such as the Rotary Club; social enterprises such as Thurrock Coalition – Thurrock's Service User Community Interest Company; government departments and agencies such as Jobcentre Plus; regional organisations concerned with training, employment and workforce development such as Skills for Care, local care providers, housing associations, the local hospital and GP networks.

On the other hand, In Lleida, we will work with diverse organisations to establish a range of different collaboration scenarios. We can source experienced individuals from the Town Council; the Adults School at University; hospitals (Santa Maria or Arnau de Vilanova Hospitals); geriatric residences; primary care centres. In relation to inexperienced individuals, these can be identified through the College of Nursing (unemployed or inexperienced nurses). Moreover, if more participants are required, techniques like snowball (i.e., via a social networking and world of mouth) can be employed to attract more. In addition to connect with a range of organisations across all sectors, including the care sector, we will also make connections with individuals who may be interested in participating.

Recruitment of participants will be done by direct approach within the grounds of the hospital Santa Maria, being entirely voluntary and without benefit.

4.   Methodology

4.1.   Overview of Methodology

We will target diverse groups of people for the different phases of the end-user plan. The aim is to explore whether ANIMATE is likely to stimulate the involvement of people from certain backgrounds and age-groups or whether it has 'universal' appeal. We will also test out whether

ANIMATE is likely to appeal to certain industry sectors more than others, in particular we will explore its use in the health care sector.

The end-user perspective will be taken into account throughout the project so that the final product has been thoroughly tested at each stage of development and review.

- **Primary end-users**: Retired people or close to retirement with different skills, interests, cultural and educational background and young people who are unemployed or are employed but need to develop their skills.

- **Secondary end users**: Care organisations including micro enterprises and social enterprises

- **Tertiary end-users**: Other interested organisations that see the potential to use ANIMATE

We are proposing that we set up a Steering Group comprising a range of end-users, so that they can oversee the project and provide on-going advice at each stage.

4.2.   Specific Issues, Techniques and Methods

We will develop our strength-based methodology and its application to the Four Phases of the project outlined above. Implicit in the approach is:

- Co-production – where participants inform, advise and guide the prototype projects development, review process and development into the subsequent phases

- Gift-giving and reciprocation – where participants recognize the innate value they offer, where everyone has something to offer.

In tandem, we will research Timebanking and Carebanking to understand how people use the software that underpins these systems and how they engage with these systems, including their motivation, their attitude to reward and incentives for involvement. This will help us understand key principles that might inform the development of ANIMATE.

We will use a range of review techniques including:

- Questionnaires – to a wide range of prospective end users
- Focus groups – qualitative research to gauge attitudes etc.
- Individual interviews – to explore individual experiences of the prototype project

4.3.   Evaluation and Monitoring Methodology

Through our work with key stakeholders, our Steering Group and end users recruited for the prototype we will develop a set of key questions that assess a range of areas before and after involvement in the prototype projects. These will aim to gauge:

- Individual/organizational reasons for participating

- Intended and actual outcomes

- Attitudes to software and use of technology

- Push/pull factors that influence participation

- Reciprocation

- Unintended outcomes

- Feedback on the ANIMATE service scheme & use of technology to support the scheme

4.4. Establishing Credibility and Acceptance

During the process of user involvement, four specific issues will be tackled:

- **Motivation to become involved**: We will run focus groups with a range of key stakeholders and prospective end-users to understand what would motivate them to become involved. What would be their expectations in terms of reciprocation of time and effort; what sort of incentives & rewards. We will explore the motivations of older and younger individuals as well organisations who may want to be involved.

- **Technology acceptance**: even when older people currently use technology in the workplace, there may be specific barriers that limit their acceptance in relation to participation in ANIMATE. We will explore what are the factors that would influence acceptance exploring factors such as the usability / accessibility of devices, the social context, and the perceived utility of the solution or trust in digital media. User studies during the project will analyse these factors to better understand technology acceptance and trust and how they will interact with ANIMATE via the technological interface.

- **Customisation and adaptation**: both older people and younger people are not homogeneous groups, particularly with regard to physical, psychological or social characteristics and needs. Different sub-groups of older people should be considered (are the needs of people of +55, +65, +75 similar or different; does the employment background influence participation; how do the educational backgrounds influence the attitudes of younger people). To allow people with different characteristics and skills to interact with the project, the technical solutions developed should be fully customisable and adaptable to different groups of users and different levels of use.

- **Social effectiveness**: Overall, the impact of ANIMATE will be evaluated based on the success criteria developed with end-users. We envisage there will be self-reporting of impact after use, but we also envisage that feedback will also be continuous during participation and exchange.

5. Procedure and Overview of Activities

The main objectives are to establish an effective plan to actively engage with end–users throughout the entire project, identify real life user needs, preferences, provide user

specifications to the software development team and evaluate and collect information during the user validation and testing phase.

5.1.   First Phase: Plan and Recruitment

The first phase of the project involves the identification of stakeholders and the creation of the communication plan arrival to the population. It includes turn reuptake users who are interested in participating, either individually or in steering groups. The activities taken will be the next ones:

- *Identification and briefing for key stakeholders* – this will entail a range of briefing sessions and workshops with key stakeholders in Thurrock and Lleida to establish wider ownership across the public, voluntary and private sectors. The outcome will be a detailed engagement plan, which is endorsed by key partners.

- *Communication Plan* – key stakeholders will generate key themes and identify key audiences for a project communication plan. This will be key as much of the success of ANIMATE will depend on the initially the acceptance of the concept and then the motivation to participate in the project – either as an end-user or as a partner promoting its use

- *End-user identification* – we will target certain localities, institutions and representative groups (i.e. Thurrock and Lleida over Fifties Forum and Youth groups) to begin initial conversations about ANIMATE.

- *End-user consultation* – we will recruit a nucleus of 100 individuals who have expressed an interest in being involved with ANIMATE and undertake consultations with them about the operation of the ANIMATE project.

- *End-user steering group* – throughout the first phase, we will encourage stakeholders and prospective end-users to form a Steering Group for the ANIMATE Prototype. This will ensure a range of interests can be fed into the project and guide the project throughout its life.

5.2.   Second Phase: Need Analysis

The second phase involves the development of an analysis of characteristics, needs and motivations of users, which can be useful in the creation of the first prototype. The activities that will be taken are the next ones:

- *Analysis Background*: Literature search and theoretical foundations on individual, social and contextual characteristics of the population.

- *Development of the interview*: Rationale and writing the script of the interview.

- *Execution of interviews*: The user interviews and the transcripts will be made.

- *Analysis*: Interviews were analysed and conclusions will be extracted.

- *Writing the final project*: Finally, we shall make a report of motivations and needs, which will be sent to coordinator in order to improve the quality of the first prototype.

5.3.   Third Phase: Evaluation of the First Prototype

The third phase consists of the user testing of the first prototype on the people recruited the first phase. So, we are going to test the usability and accessibility, as well as evaluate it in terms of efficiency, effectiveness and satisfaction. The activities that will be taken are the next ones:

- *Development of project requirements based on end-user feedback* – further work with our nucleus of end-users will develop detailed parameters in relation to overall governance, operation of the prototype project, rules and protocols, sharing of data, reciprocation arrangements, software design and use of technology etc.

- Usability and accessibility studies will be conducted during the design phase and user testing and validation stage, in order to experiment with prototypes and compare user experience with user requirements. The outcomes of user testing will feed the solutions design cycle, in order to refine the use of different software and technologies.

- *Project development with end-user involvement* – an initial trial will be developed to run in two localities, with contrasting end-users (i.e. individual reciprocation of an older and younger person; individual-organisation reciprocation and/or organization to organisation reciprocation) The Steering Group will be involved in identifying the location and scope of the first prototype projects.

- *End user call* – considerable care and planning will be needed in order to set up the prototype. End user questionnaires/interviews will be completed which set out individual aims and aspirations for involvement (these will be followed up at the end of the prototype)

- *Prototype Project testing and feedback* –live running of the prototype within agreed timescales.

- *Review and evaluation* – detailed analysis of all aspects of the project.

5.4.   Fourth Phase: Evaluation of the Second Prototype

With the data obtained in the evaluation of the first prototype, we will proceed to the improvement of the platform, creating the second prototype, which will collect the appropriate changes. The activities that will be taken are the next ones:

- *Development of second phase prototype requirements* – these will be based on the findings from the review and evaluation.

- *Engage more end-users – the a*im will be to run further prototypes once all the recommendations from the first phase have been implemented. In the light of

experience, we will develop our evaluation criteria to take into account new areas where we need to increase understanding or test out new thinking.

- *Set up second phase prototypes* – these will be carefully selected in the light of the findings of the third phase in order to further test the prototype.

- *Run second phase prototypes* – adjustments will be made in how these prototypes are run, again taking into account the experiences of the first phase.

- *Feedback, review and evaluation* – this will repeat the review and evaluation undertaken previously, with any new insights and experiences being fed back into the ANIMATE programme.

5.5. Fifth Phase: Final Evaluation Report

Finally, we will proceed with the last evaluation, which will be the same as the second one, but with the new prototype. The activities taken are the next ones:

- Development of final prototype requirements
- Engage more end-users
- Set up and run final prototypes
- Final report

5.6. Execution Plan

Phase	Schedule Date	Action	Actual Date
First Phase			
Identification and Briefing for Key Stakeholders	31st August 2014	To Identify who Thurrock's Key Stakeholder are ; • Workforce Development (Learning and Development Team) • Age UK • Alzheimer's Society • Chamber of Commerce • South Essex College • Thurrock Adult Community College • Thurrock Coalition • Thurrock Council- Adult Social Care • Thurrock Council –Housing • CCG • Job Centre Plus • Skills for Care • Domiciliary Providers – Manor Court, TLC, Carewatch And Sanctuary • Thurrock CIC – Choice and Control	31st August 2014
Communication Plan	30th September 2014	To communicate with all Key Stakeholders to notify	Will be completed by

		of ANIMATE and engage within the steering group	Oct 2014 (awaiting meeting with Chamber of Commerce)
End- User Identification	30th September 2014	Work with local Clubs and stakeholders to engage users with ANIMATE	
End- User Consultation	20th October 2014	Recruit 20 end users to undertake consultation. The group will consist of; • 5 Pre/retired Domiciliary care worker • 5 younger people considering a career in care • 5 experienced informal dementia carers • 5 inexperienced informal dementia carers.	
End user steering group	31st October 2014	• Arrange and engage Stakeholders in participating within the AMINATE project • Arrange and engage end – users in steering the AMINATE project • Create Feedback to ANIMATE partners	
Second Phase			
Development of project Requirements based on End-users Feedback	31st December 2014	• Arrange Stakeholder and end-user steering group meeting to discuss protocols, data protection, reciprocation arrange/ Timebanking, software design and use of technology	
Usability and Accessibility Studies	28th February 2015	• Meet with End-users to gain feedback to disseminate with partners on design and user requirement • Discuss with Steering group identification of which group will be involved in initial trial	
Project Development with end- user involvement	31st May 2015	• Support end users(identified in previous stage) with introduction of initial trial • Feedback to partners any initial issues	
End-user recruitment for Project	31st August 2015	• Complete end user questionnaire and interview all end users • Discuss Aims and Objectives • Discuss reciprocation arrange/ Timebanking	
Prototype Project testing and Feedback	28th Feb 2016	• Meet with End-users to obtain Feedback • Report to partners on Feedback received	
Third Phase			
Review and Evaluation	31st April 2016	• Create and agree with Partners what evaluation is required • Meet with End users to obtain required information	

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		• Meet and discuss with stakeholders evaluation of first prototype Feedback to partner end user evaluation	
Development of Second phase Prototype	31st May 2016	Meet with End user and stakeholder steering group to update on progress	
Fourth Phase			
Engage more End-Users	31st July 2016	• Meet with stakeholder and End User Steering group to increase end user group to 100 End users Meet with new end user to update and inform on ANIMATE project, obtain consent and complete necessary paperwork	
Set up Second Phase Prototype	31st Aug 2016	• Complete end user questionnaire and interview all end users • Discuss Aims and Objectives Discuss reciprocation arrange/ Timebanking	
Run Second Phase Prototype	30th September 2016	• Meet with End-users to commence second phase prototype Report to partners on Feedback received	
Feedback, Review and Evaluation	30th December 2016	• Meet with End-users to obtain Feedback Report to partners on Feedback received	

Table 1 ANIMATE Execution Plan

6. Expected Results and Deliverables

The results and deliverables expected by activity are shown in the following table:

PHASE	EXPECTED RESULTS	DELIVERABLES
FIRST PHASE	Identification and briefing for key stakeholders Creation of the communication Plan End-user identification, recruitment, and consultation Creation of the end-user steering groups	Communication Plan Report Description of end-users Report
SECOND PHASE	Analysis Background Development of the interview Execution of interviews and analysis Writing the final project	Need Analysis Report
THIRD PHASE	Development of project requirements based on end-user feedback Usability and accessibility studies Project development with end-user	First prototype evaluation Report.

	involvement	
	Prototype Project testing and feedback	
	Review and evaluation	
FOURTH PHASE	Development of second phase prototype requirements	Second prototype evaluation Report.
	Engage more end-users	
	Set up and run second phase prototypes	
	Feedback, review and evaluation	
FIFTH PHASE	Development of final prototype requirements	Final prototype evaluation Report.
	Engage more end-users	
	Set up and run final prototypes	
	Final report	

Table 2 ANIMATE Expected Results and Deliverables

7. Timeplan

7.1. Analysis of Precedence

The temporal estimation of each of the activities and the analysis of precedence, can be seen in the following table:

ACTIVITIES	Temporal estimation	Precedence
A. FIRST PHASE		-
a. Identification and briefing for key stakeholders	2 month	-
b. Creation of the communication Plan	2 month 5 month	- b.
c. End-user identification, recruitment, and consultation	2 months	c.
d. Creation of the end-user steering groups		
B. SECOND PHASE		-
e. Analysis Background	6,5 month	-
f. Development of the interview	2 weeks	c., e. f.
g. Execution of interviews and analysis	2 months	g.
h. Writing the final project	1 month	
C. THIRD PHASE		

Table 3 ANIMATE Analysis of Precedence

7.2.   Time Estimations

#	Deliverable	Delivery Month	It is done?
1	Communication Plan Report	2nd month	YES
2	Description of end-users Report	9th month	YES
3	Need Analysis Report	12th month	NO
4	First prototype evaluation Report.	26th month	NO
5	Second prototype evaluation Report.	32th month	NO

Table 4 ANIMATE Time Estimations

7.3.   Meeting Timelines

Activity	2014											
	Ene	Feb	Mar	Abr	Mayo	Jun	Jul	Ago	Sep	Oct	Nov	Dic
FIRST PHASE ⌄												
Identification and briefing for key stakeholders												
Creation of the communication Plan												
End-user identification, recruitment, and consultation												
Creation of the end-user steering groups												
SECOND PHASE ⌄												
Analysis background												
Development of the interview												
Execution of interviews and analysis												
Writing the need analysis report												

Activity	2015												2016	
	Ene	Feb	Mar	Abr	Mayo	Jun	Jul	Ago	Sep	Oct	Nov	Dic	Ene	Feb
FIRST PHASE ›														
SECOND PHASE ›														
THIRD PHASE ⌄														
Development of project requirements														
Usability and accessibility studies														
Project development with end-user involvement														
Prototype Project testing and feedback														
Review and evaluation														

Activity	2016											
	Ene	Feb	Mar	Abr	Mayo	Jun	Jul	Ago	Sep	Oct	Nov	Dic
FIRST PHASE ›												
SECOND PHASE ›												
THIRD PHASE ›												
FOURTH PHASE ⌄												
Development of second phase prototype requirements												
Engage more end-users												
Set up and run second phase prototypes												
Feedback, review and evaluation												
FIFTH PHASE ⌄												
Development of final prototype requirements												
Engage more end-users												
Set up and run final prototypes												
Final report												

Appendices

A   Informed Consent Form – Version- Catalan

1. CONSENTIMENT INFORMAT

1.1. OBJECTIU

- Validar una plataforma informàticaqueté per finalitat servir d'eina per a la transferència de coneixements intergeneracionals entre persones adultes a prop de la jubilació o jajubilades i joves treballadors o joves desempleats.

1.2 OBJECTIUESPECÍFIC

1. Administrar una sèrie de qüestionaris demogràfics.

2. Realitzar entrevistes individuals o grupals amb els participants.

3. Crear una base informàtica de dades amb tots els registres obtinguts durant l'estudi.

2. DESCRIPCIÓDELSPROCEDIMENTS DE L'ESTUDI

Per a aquest estudi necessitem:

- Que vostè ompli una sèrie de qüestionaris amb les seves dades sociodemogràfiques

- Que vostè participi en unaentrevista individual o grupal per tal d'identificar les seves necessitats i motivacions

3. INFORMACIÓ (QUI REALITZAL'ESTUDI)

La Responsable de l'Estudiés la Dra. Eva Barallat que és investigadora de l'Institut de Recerca Biomèdica de Lleida (IRB Lleida) i li donarà tota la információn complementària de l'estudi que vostè desitgi. Aquesta responsable pot ser contactada trucant al telèfon / correu electrònic ....

La persona que participa en l'obtenció del consentiment

....

4. PARTICIPACIÓ VOLUNTÀRIA

La seva participació en aquest estudi és completament voluntària. Vostè és lliure de retirar-se de l'estudi en qualsevol moment si així ho creu convenient, sense haver d'especificar els motius.

5. RISCOS

La seva participació en aquest estudi no suposarà cap risc especial.

6. BENEFICIS

Vostè no obtindrà cap benefici immediat de la participació en aquest estudi. No obstant això, la információn obtinguda en aquest estudi pot permetre optimitzar la caracterització de noves eines is erveis per a la millora de la transferencia i comunicació de coneixements entre la nova població en situación laboral activai la població de la franjad'edat entre 60-75 anys.

7. CONFIDENCIALITAT

Tota la informació resultant de la seva participació en l'Estudi será emmagatzemada i analitzada en un ordinador i es tractarà de forma confidencial segons la legislació vigent (LO 15/1999 de protecció de dades de caràcter personal). Una vegada acceptada la participació en el projecte, li seràassignatuncodi o pseudònim per tal de garantir l'anonimat. Aquest estudi ha estat aprovat pel Comitè Ètic d'Investigació Clínica d'aquest Hospital.

8. REVOCACIÓ

Vostè en qualsevol moment pot revocar el consentiment informat signant en l'apartat específic d'aquest document sense cap tipus de repercussió.

9. FULL D'INFORMACIÓ I CONSENTIMENT INFORMAT DE PARTICIPACIÓ EN EL PROJECTE ANIMATE

PARTICIPANTS DE LLEIDA

En / Na (Nom, cognomsi DNI en majúscules del o la participant)

....

- He llegit el full d'informació que se m'ha entregat

- He pogut fer preguntes sobre l'estudi

- He rebut suficient información sobre l'estudi

- He parlat amb:

(Nom de l'investigador en majúscules)

....

Comprenc que:

1. La participación és voluntària

2. Que no suposa cap benefici directe

3. Que la no acceptació de participar en aquest estudi no repercutirà en la meva persona

4. Que la información obtinguda d'aquest estudi és confidencial i es protegirà d'acord amb la LO 15/99 de protecció de dades de caràcter personal.

Dono la meva autorització per participar en l'estudi:

Autorització (Data isignatura)   Revocació CI (data isignatura)

10. ASPECTES ÈTICS

Per a la realització d'aquest estudi se sol · licitarà l'aprovació del mateix per part del Comitè Ètic d'Investigació Clínica (CEIC).

Durant el període de l'estudi es seguiran les directrius nacionals i internacionals (codi deontològic, Declaració d'Hèlsinki).Tota la informació resultant de la participació en l'Estudi será emmagatzemada i analitzada i seguint la normativa legal sobre la confidencialitat de les dades (Llei Orgànica 15/1999 de 13 de desembre de Protecció de Dades de caràcter personal [LOPD]).

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B   *Informed Consent Form – Version – Spanish*

1. CONSENTIMIENTO INFORMADO

1.1 OBJETIVO

- Validar una plataforma informática que tiene por finalidad servir de herramienta para la transferencia de conocimientos intergeneracionales entre personas cercanas a la jubilación o ya jubiladas y jóvenes trabajadores nobeles o jóvenes desempleados.

1.2 OBJETIVO ESPECÍFICO

1. Administrar una serie de cuestionarios demográficos.
2. Realizar entrevistas individuales o grupales con los participantes.
3. Crear una base informática de datos con todos los registros obtenidos durante el estudio.

2. DESCRIPCIÓN DE LOS PROCEDIMIENTOS DEL ESTUDIO

Para este studio necesitamos:

- Que usted responda una serie de cuestionarios

- Participe en una entrevista individual o de grupo para poder identificar sus necesidades y motivaciones

3. INFORMACIÓN (QUIEN REALIZA EL ESTUDIO)

La Responsable del Estudio es la Dra. Eva Barallat investigadora del Institutu de Recerca Biomèdica de Lleida (IRB Lleida) y le dará toda la información complementaria del estudio que Usted desee. Dicha responsable puede ser contactada llamando al teléfono/correo electrónico ……………..

La persona que participa en la obtención del consentimiento......................................

4. PARTICIPACIÓN VOLUNTARIA

Su participación en esteestudioescompletamentevoluntaria. Ustedeslibre de retirarse del estudio en cualquiermomentosiasí lo creeconveniente, sin tenerqueespecificar los motivos.

5. RIESGOS

Su participación en este estudio no supondrá ningún riesgo especial.

6. BENEFICIOS

Usted no obtendrá ningún beneficio inmediato de la participación en este estudio. Sin embargo, la información obtenida en este estudio puede permitir optimizar la caracterización de nuevas herramientas y servicios para la mejora de transferencia y comunicación de conocimientos entre la nueva población en situación laboral activa y la población de la franja de edad de 60-75 años

7. CONFIDENCIALIDAD

Toda la información resultante de su participación en el Estudio será almacenada y analizada en un ordenador y se tratará de forma confidencial según la legislación vigente (L.O. 15/1999 de protección de datos de carácter personal). Una vez aceptada la participación en el proyecto, se le asignará un código o pseudónimo para garantizar su anonimato.. Este estudio ha sido aprobado por el Comité Ético de Investigación Clínica de este Hospital.

8. REVOCACIÓN

Usted en cualquier momento puede revocar el consentimiento informado firmando en el apartado específico para ello en dicho documento sin repercusión alguna.

9. HOJA DE INFORMACIÓN Y CONSENTIMIENTO INFORMADO DE PARTICIPACIÓN EN EL PROYECTO ANIMATE

PARTICIPANTES DE LA REGIÓN DE LLEIDA

Don / Doña (nombre, apellidos y DNI en mayúsculas del usuario)

....

- He leído la hoja de información que se me ha entregado

- He podido hacer preguntas sobre el Estudio

- He recibido suficiente información sobre el Estudio

- He hablado con:

(nombre del investigador en mayúsculas)

....

Comprendo que:

1. La participación es voluntaria

2. Que no supone ningún beneficio directo

3. Que la no aceptación de participar en este estudio no repercutirá en mí persona

4. Que la información obtenida de este estudio es confidencial y se protegerá de acuerdo a la L.O. 15/99 de protección de datos de carácter personal

Doy mi autorización para participar en el estudio:

Autorización (Fecha y firma)   Revocación CI (fecha y firma)

10. ASPECTOS ÉTICOS

Para la realización de esteestudio se solicitará la aprobación del mismopor parte del ComitéÉtico de InvestigaciónClínica (CEIC).

Durante el período del estudio se seguiránlasdirectricesnacionales y internacionales (códigodeontológico, Declaración de Helsinki).Toda la informaciónresultante de la participación en el Estudioseráalmacenada y analizada y siguiendo la normativa legal sobre la confidencialidad de los datos (ley orgánica 15/1999 de 13 de Diciembre de Protección de Datos de carácter personal [LOPD]).

C   *Informed Consent Form – Version – English*

1. INFORMED CONSENT

1.1. TARGET

- To validate a software platform designed to support the intergenerational transfer of knowledge between older and young workers.

1.2. SPECIFIC OBJECTIVES

1. Undertake a series of demographic questionnaires.
2. Conduct group or individual interviews with participants.
3. Create a computer database with all the records obtained during the study.

2. DESCRIPTION OF THE PROCEDURE

For this study we need:

- That you answer a series of questionnaires or interview questions

- Participate in a group discussion to explore the group's views, aspirations, needs and motivations

3. INFORMATION ABOUT WHO PERFORM THE STUDY

The Manager of this study is [NAME TO BE CONFIRMED]................,Job title.................... You can ask him/her any additional information of the study that you wish. He/She can be contacted on: phone / email ....

The person involved in obtaining consent is ....,Job title.............. You can ask him/her any additional information before signing.

The information obtained will not be used for anything other than to support the development of the ANIMATE software platform.

4. VOLUNTARY PARTICIPATION

Your participation in this study is completely voluntary. You are free to withdraw at any time without giving a reason**.**

5. RISKS

Your participation in this study doesn't involve any particular risk.

6. BENEFITS

You will not get any immediate benefit of participating in this study. However, the information obtained in this study will be used in order to support the intergenerational knowledge transfer between the younger working age population status and the older population who are near retirement age/recently retired.

7. CONFIDENTIALITY

All the information resulting from your participation in this study will be stored and analysed on a computer and will be treated as confidential under the Data Protection Act 1998. The results of the study may be published in medical journals; however, your name won't appear anywhere. This study had been approved by the Ethics Committee for Clinical Research (CEIC).

8. REVOCATION

You can anytime revoke the signing informed consent without any repercussions. You have a specific section for it in this document.

9. INFORMATION SHEET AND INFORMED CONSENT OF END-USERS IN ANIMATE INVOLVEMENT-PLAN PROJECT

I, Mr/Mrs/Ms..................................... (Forename, Surname)

I declare that:

- I have read the information sheet provided
- I have been able to ask questions about the study
- I have received enough information about the study
- I talked with: .... (responsible person)

And I understand that:

1. My participation is completely voluntary
2. This isn't going to involve any direct benefit to me
3. I can withdraw at any time.
4. Refusal to participate in this study, or the withdrawal from the study, will have no adverse effect on me.
5. The information obtained from this study is confidential and will be protected in accordance with the Data Protection Act 1998.

I give my permission to participate in the study:

Authorisation (date and signature)   Revocation (date and signature)

10. ETHICS

To carry out this study, the Ethics Committee for Clinical Research (CEIC), has approved.

During the study period, national and international guidelines should be followed (code of ethics, Declaration of Helsinki). All information resulting from the participation in the study will be stored and analysed in accordance with the Data Protection Act 1998.

D   *Semi Structured Interview – Introduction*

SEMIESTRUCTURED INTERVIEW

INCLUSION / EXCLUSION QUESTIONS

Hello/good morning/good afternoon. We would like to conduct an interview for an European research study concerning the intergenerational transfer of knowledge.

Would he agree to participate?

(If no). It's okay. Thank you very much for your time

(If yes). Thank you very much. First of all, we would like to know your working profession. Do you have work experience?

☐ Informal caregiver, experienced (A1)

☐ Informal caregiver, recent or inexperienced (A2)

☐   Formal caregiver, experienced (B1)

  ☐   Formal caregiver, trainee, recent or inexperienced (B2)

☐   Port industry worker, experienced (C1)

  ☐   Port industry worker, trainee, recent or inexperienced (C2)

☐ Other, experienced (D1)

☐ Other, trainee, recent or inexperienced (D2)

Coments:

_____

_____

Information for the interviewer: Please refer to the version of interview indicated in parentheses.

E   Semi Structured Interview – INFORMAL CARGIVER EXPERIENCED

INTERVIEW A1. INFORMAL CARGIVER EXPERIENCED

1. GENERAL INFORMATION

The following interview aims to know your experience in caring, how you've got the experience and your opinion in relation to transfer knowledge on informal care. Furthermore, we would like to know what your knowledge of new technologies, if you use them as learning material and if you consider it useful. Finally, we would like to know your motivations, needs and opinions regarding the use of internet as a learning tool, with the goal of creating an online platform that can be useful for you.

Before starting the interview participants should consent signing a standard document explaining the aims of the project and confidentiality of data. Names should be coded and replace by pseudonyms.

If you agree, we will conduct the interview. Remember you are not obliged to answer and can stop the interview at any time.

READ THE CONSENT FORM AND THE INFORMED CONSENT

2. NORMATIVE DATA

First, I'm going to ask you some general information in order to detail your socio-demographic profile:

2.1. Gender: Male ☐   Female☐

2.2. Age: 16-21 ☐   22-30☐ 31-40☐ 41-50☐ 51-60☐ 61-70☐71-80☐ 81+☐

2.3. Current residence:_____

2.4. Academic Background

☐ I have no formal qualifications.
☐ GCSE, O'Levels, CSE's or equivalent
☐ A Level or equivalent (eg Highers, NVQ level 3, BTEC)
☐Batchelor's Degree (BA or Bsc) or equivalent (e.g HND, NVQ Level 4)
☐ Higher Degree or equivalent (e.g. Master's Degree, PGCE PhD, Doctorate, Advanced Professional Awards)
☐ I am still in education

3. GENERAL DATA

3.1. Please describe your situation (open question, but looking for the following ...).

A. Number of patients _____

B. Relationship with the patient/s_____

B. Time devoted to the care _____

C. Daily Devotion _____

D. Tasks performed. Can you describe a typical day?

_____

3.2. What are the major challenges or barriers you have? How do you think yoursocialand family lifehas been affected? Do you have freetime for you? Do you think you can continue your caring role? For how long?

3.3.At the time of starting your caring role, did you need to learn new tasks to carry out your role?Do you think that it is important to receive some specific training to deliver care to people with dementia?Do you think that the lack of knowledge can be a difficulty? And the lack of experience?

3.4. How did you learn these tasks mentioned? Did you have guidance or advice? Did you find information on the internet? Do you think this kind of guidance and advice was useful?

3.5. Do you think you still need to learn new things? How would you like to learn? Do you think the internet is a good tool?

4. KNOWLEDGE TRANSFER

4.1. Do you know any young or new carers? Do you think they have the experience and knowledge to care?

4.2. If you had the opportunity, would you teach them what you know? Do you think that you may find it positive? Would you gain any benefit from training the new generations?

4.3. What do you think would be the best way to transfering your experiences to other caregivers? What do you think you can contribute?

4.4. Is there anything you think you can learn from new carers? What would you like to learn from them?

5. ITC SKILLS

5.1. Do you own/use devices like:

☐ PC
☐ Laptop
☐ *Tablet*
☐ Mobile
☐ Other. Specify _____

5.2. How long have you been using this/these devices?

5.3. How often do you use it?

5.4. What applications do you use on which platform? e.g., phone call, SMS, web, blog reading, blog writing, social network, Skype, email, maps, games, youtube/Vimeo or other video portal, music, radio, TV, photos, voice recording, calendar, todo list, office (word, excel), adobe (PDF), video-conference, chat, eBanking, eShopping (amazon), - add any other you use

5.5. Do you usually use the internet? What do you use it for?

5.6. Do you consider yourself confident using these devices? Rate it

- ☐ No knowledge
- ☐ Limited knowledge but no hands-on experience
- ☐ Working or functional proficiency with up-to 1 year hands-on experience
- ☐ In-depth knowledge of internals with 1 - 5 years hands-on experience
- ☐ Broad in-depth proficiency, or mastery of the area, with more than 5 years hands-on experience

6. KNOWLEDGE TRANSFER AND ITCs

6.1. Have you ever used the Internet to look for information about something or to learn? Do you believe it to be helpful? Do you think that technology can be helpful for the knowledge transfer named above?

6.2. Have you ever used YouTube or Vimeo as a place for learning in a first-person' perspective? Can you trust it? What makes you trust the content of the video? How do you decide if you can trust the author of the video? Do you think the fact watching an expert perform a certain action is useful for learning? What other features do you considered useful for improving the learning that takes place on the web?

6.3. Think of an event when you had a particularly ****satisfying experience with your devices (i.e. PC, laptop, tablet, smart phone, simple phone) contributing to your education/learning/professional development/'on-the-job' training****.

6.4. Think of an event when you had a particularly ****DISSATISFYING experience with your devices (i.e. PC, laptop, tablet, smart phone, simple phone) contributing to your education/learning/professional development/'on-the-job' training****.

6.5. Would you be willing to share your knowledge with more inexperienced people at an exchange expertise in other areas? Would you use technology for that purpose? Which tools would you like to use? (video, audio, pictures ...)

6.6.How do you think this website should be to provide the most useful and appropriate training? How would you like it to be? What would you like it to include?

6.7. What advantages and disadvantages do you think you could find on the website? How would you solve this?

Is there anything you would wish to add with respect to our research project?

Thank You for your help!

F Semi Structured Interview – INFORMAL CARGIVER INEXPERIENCED

INTERVIEW A2. INFORMAL CARGIVER INEXPERIENCED

1. GENERAL INFORMATION

The following interview aims to know your experience in caring, how you've got the experience and your opinion in relation to transfer knowledge on informal care. Furthermore, we would like to know what your knowledge is of new technologies, if you use them as learning material and if you consider it useful. Finally, we would like to know your motivations, needs and opinions regarding the use of internet as a learning tool, with the goal of creating an online platform that can be useful for you.

Before starting the interview participants should consent signing a standard document explaining the aims of the project and confidentiality of data. Names should be coded and replace by pseudonyms.

If you agree, we will conduct the interview. Remember you are not obliged to answer and can stop the interview at any time.

READ THE CONSENT FORM AND THE INFORMED CONSENT

2. NORMATIVE DATA

First, I'm going to ask you some general information in order to detail your socio-demographic profile:

2.1. Gender: Male ☐   Female☐

2.2. Age: 16-21 ☐ 22-30☐ 31-40☐ 41-50☐ 51-60☐ 61-70☐71-80☐ 81+☐

2.3. Where do you live?_____

2.4. Academic Background

☐ I have no formal qualifications.
☐ GCSE, O'Levels, CSE's or equivalent
☐ A Level or equivalent (eg Highers, NVQ level 3, BTEC)
☐ Batchelor's Degree (BA or Bsc) or equivalent (e.g HND, NVQ Level 4)
☐ Higher Degree or equivalent (e.g. Master's Degree, PGCE PhD, Doctorate, Advanced Professional Awards)
☐ I am still in education

3. GENERAL DATA

3.1. Please describe your situation (open question, but looking for the following ...).

A. Number of patients _____

B. Relationship with the patient/s _____

B. Time devoted to the care _____

C. Daily Devotion _____

D. Tasks performed. Can you describe a typical day?

_____

3.2. Do you feel qualified to do your job properly? Would you feel safe to start caring? What would help you to feel more confident? What are the major challenges or barriers you think are you going to get?

3.3. Do you think it is necessary to receive any specific training to do your job? Do you think that the lack of knowledge can be a difficulty? And the lack of experience?

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3.4. How do you think you can learn these tasks? Do you think that obtaining guidance and personal advice can be helpful?

3.5. Do you think that the internet is a good tool for learning? Have you ever found information relating to your job there?

4. KNOWLEDGE TRANSFER

4.1. Would you find it useful if there was an experienced, retired/about to retire care professional or informal caregiver available to answer your questions & share their experiences with you?

4.2. What particular aspects of your job would benefit from having experienced advice & guidance available? What would you like to find out about from an experienced professional?

4.3. What do you think would be the best way to receive this guidance?

4.4. Is there anything that you think you can teach them as an exchange of skills?

5. ITC SKILLS

5.1. Do you own/use devices like:

☐ PC
☐ Laptop
☐ *Tablet*
☐ Mobile
☐ Other. Specify _____

5.2. How long have you been using this/these devices?

5.3. How often do you use it?

5.4. What applications do you use on which platform? e.g., phone call, SMS, web, blog reading, blog writing, social network, Skype, email, maps, games, youtube/Vimeo or other video portal, music, radio, TV, photos, voice recording, calendar, todo list, office (word, excel), adobe (PDF), video-conference, chat, eBanking, eShopping (amazon), - add any other you use

5.5. Do you usually use the internet? What do you use it for?

5.6. Do you consider yourself confident using these devices? Rate it

☐ No knowledge
☐ Limited knowledge but no hands-on experience
☐ Working or functional proficiency with up-to 1 year hands-on experience
☐ In-depth knowledge of internals with 1 - 5 years hands-on experience
☐ Broad in-depth proficiency, or mastery of the area, with more than 5 years hands-on experience

6. KNOWLEDGE TRANSFER AND ITCs

6.1. Have you ever used the Internet to look for information about something or to learn? Was it helpful? Do you think that technology can be helpful for the knowledge transfer named above?

6.2. Have you ever used YouTube or Vimeo as a place for learning in a first-person' perspective? Can you trust it? What makes you trust the content of the video? How do you decide if you can trust the author of the video? Do you think the fact watching an expert perform a certain action is useful for learning? What other features do you considered useful for improving the learning that takes place on the web?

6.3. Think of an event when you had a particularly ****satisfying experience with your devices (i.e. PC, laptop, tablet, smart phone, simple phone) contributing to your education/learning/professional development/'on-the-job' training****.

6.4. Think of an event when you had a particularly ****DISSATISFYING experience with your devices (i.e. PC, laptop, tablet, smart phone, simple phone) contributing to your education/learning/professional development/'on-the-job' training**.**

6.5. Do you think it might be useful that an experienced person explain to you tips through a web platform? Would you use this service if it existed? Which tools would you like to use? (video, audio, pictures ...)

6.6.How do you think this website should be to provide the most useful and appropriate training? How would you like it to be? What would you like it to include?

6.7. What advantages and disadvantages do you think you could find on the website? How can this be overcome?

Is there anything you would wish to add with respect to our research project?

Thank You for your help!

G   Semi Structured Interview – FORMAL CARGIVER EXPERIENCED

INTERVIEW B1. FORMAL CARGIVER EXPERIENCED

1. GENERAL INFORMATION

The following interview aims to know your experience in caring, how you've got the experience and your opinion in relation to transfer knowledge on informal care. Furthermore, we would like to know what your knowledge of new technologies, if you use them as learning material and if you consider it useful. Finally, we would like to know your motivations, needs and opinions regarding the use of internet as a learning tool, with the goal of creating an online platform that can be useful for you.

Before starting the interview participants should consent signing a standard document explaining the aims of the project and confidentiality of data. Names should be coded and replace by pseudonyms.

If you agree, we will conduct the interview. Remember you are not obliged to answer and can stop the interview at any time.

READ THE CONSENT FORM AND THE INFORMED CONSENT

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2. NORMATIVE DATA

First, I'm going to ask you some general information in order to detail your socio-demographic profile:

2.1. Gender: Male ☐   Female ☐

2.2. Age: 16-21 ☐ 22-30 ☐ 31-40 ☐ 41-50 ☐ 51-60 ☐ 61-70 ☐ 71-80 ☐ 81+ ☐

2.3. Current residence:_____

2.4. Academic Background

☐ I have no formal qualifications.
☐ GCSE, O'Levels, CSE's or equivalent
☐ A Level or equivalent (eg Highers, NVQ level 3, BTEC)
☐ Batchelor's Degree (BA or Bsc) or equivalent (e.g HND, NVQ Level 4)
☐ Higher Degree or equivalent (e.g. Master's Degree, PGCE PhD, Doctorate, Advanced Professional Awards)
☐ I am still in education

3. GENERAL DATA

3.1. Are you currently caring for people? ☐ Yes   ☐ No

    A. Current job and position:_____

    B. Seniority in current workplace _____

    C. Seniority in the current profession _____

    D. Please describe your job and what this entails

3.2. How did you find your current job?

3.3. Do you or have you used the internet or social media to find a job? What do you feel are the strengths and weaknesses of using the internet to find it?

3.4. Can you describe your experience of caring for people? What are the major challenges or barriers you have got?

3.5. At the time of starting your profession, did you need to learn how to carry out new tasks? Do you think that the lack of knowledge can be a difficulty? And the lack of experience?

3.6. How did you learn these tasks mentioned? Did your appointment overlap with the worker who was leaving and if so, did he/she explain how to carry out the job – ie give you guidance and advice? Do you think this kind of guidance and advice was useful?

3.8. If it is an PRE RETIRED PERSON. If you need to understand more about your job in order to carry it out effectively, how would you like to learn?If it is a RETIRED PERSON. What do you think is the best method for apprenticeships?

4. KNOWLEDGE TRANSFER

4.1. If it is a PRE RETIRED PERSON. Do you think that your experience and knowledge will be lost by the time you retire? If it is a RETIRED PERSON. Do you think your experience and knowledge will be lost because of your retirement?

4.2. Do you know young formal carers? Do you think they are qualified for this job? Actually, do you think there are problems of intergenerational exchange in your sector?

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4.3. If it is a PRE RETIRED PERSON. Who is responsible in your workplace to teach new workers? If you had the opportunity, would you teach them? If it is a RETIRED PERSON.Would you like to transfer your knowledge to new generations, that is, teach them what you know?

4.4. Do you think that you may find it positive? Would you feel any benefits if you could train the new generations?

4.5. What do you think would be the best way to transfer your experiences to other caregivers? What do you think you can contribute?

4.6. Is there anything that you think you can learn or you would like to learn from a younger carers as an exchange of skills?

5. ITC SKILLS

5.1. Do you own/use devices like:
- ☐ PC
- ☐ Laptop
- ☐ *Tablet*
- ☐ Mobile
- ☐ Other. Specify _____

5.2. How long have you been using this/these devices?

5.3. How often do you use it?

5.4. What applications do you use on which platform? e.g., phone call, SMS, web, blog reading, blog writing, social network, Skype, email, maps, games, youtube/Vimeo or other video portal, music, radio, TV, photos, voice recording, calendar, todo list, office (word, excel), adobe (PDF), video-conference, chat, eBanking, eShopping (amazon), - add any other you use

5.5. Do you usually use the internet? What do you use it?

5.6. Do you consider yourself confident using these devices? Rate it

- ☐ No knowledge
- ☐ Limited knowledge but no hands-on experience
- ☐ Working or functional proficiency with up-to 1 year hands-on experience
- ☐ In-depth knowledge of internals with 1 - 5 years hands-on experience
- ☐ Broad in-depth proficiency, or mastery of the area, with more than 5 years hands-on experience

6. KNOWLEDGE TRANSFER AND ITCs

6.1 Have you ever used the Internet to look for information about something or to learn? Do you believe it to be helpful? Do you think that technology can be helpful for the knowledge transfer named above?

6.2. Have you ever used YouTube or Vimeo as a place for learning in a first-person' perspective? Can you trust it? What makes you trust the content of the video? How do you decide if you can trust the author of the video? Do you think the fact watching an expert perform a certain action is useful for learning? What other features do you considered useful for improving the learning that takes place on the web?

6.3. Think of an event when you had a particularly ****satisfying experience with your devices (i.e. PC, laptop, tablet, smart phone, simple phone) contributing to your education/learning/professional development/'on-the-job' training**.**

6.4. Think of an event when you had a particularly ****DISSATISFYING experience with your devices (i.e. PC, laptop, tablet, smart phone, simple phone) contributing to your education/learning/professional development/'on-the-job' training****.

6.5. Would you be willing to share your knowledge with more inexperienced people at an exchange expertise in other areas? Would you use technology for that purpose? Which tools would you like to use? (video, audio, pictures ...)

6.6.How do you think this website should be to provide the most useful and appropriate training? How would you like it to be? What would you like it to include?

6.7. What advantages and disadvantages do you think you could find on the website? How would you solve this?

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Is there anything you would wish to add with respect to our research project?

Thank You for your help!

H   Semi Structured Interview – FORMAL CARGIVER INEXPERIENCED

INTERVIEW B2. FORMAL CAREGIVER INEXPERIENCED

1. GENERAL INFORMATION

The following interview aims to know your experience in caring, how you've got the experience and your opinion in relation to transfer knowledge on informal care. Furthermore, we would like to know what your knowledge of new technologies, if you use them as learning material and if you consider it useful. Finally, we would like to know your motivations, needs and opinions regarding the use of internet as a learning tool, with the goal of creating an online platform that can be useful for you.

Before starting the interview participants should consent signing a standard document explaining the aims of the project and confidentiality of data. Names should be coded and replace by pseudonyms.

If you agree, we will conduct the interview. Remember you are not obliged to answer and can stop the interview at any time.

READ THE CONSENT FORM AND THE INFORMED CONSENT

2. NORMATIVE DATA

First, I'm going to ask you some general information in order to detail your socio-demographic profile:

2.1. Gender: Male ☐   Female☐

2.2. Age: 16-21 ☐ 22-30☐ 31-40☐ 41-50☐ 51-60☐ 61-70☐71-80☐ 81+☐

2.3. Current residence:_____

2.4. Academic Background

☐ I have no formal qualifications.
☐ GCSE, O'Levels, CSE's or equivalent
☐ A Level or equivalent (eg Highers, NVQ level 3, BTEC)
☐Batchelor's Degree (BA or Bsc) or equivalent (e.g HND, NVQ Level 4)
☐ Higher Degree or equivalent (e.g. Master's Degree, PGCE PhD, Doctorate, Advanced Professional Awards)
☐ I am still in education

3. GENERAL DATA

3.1. Do you currently caring for people?☐ Yes   ☐ No

A. Current job and position _____

B. Seniority in current workplace _____

C. Seniority in the current profession _____

D. Please describe your job and what this entails

3.2. Do you have any workplace experience?Please describe it. (Prompts: voluntary work, apprenticeship, paid work, other?)

3.3. Have you looked for employment and if so, what method have you used to find job opportunities and what worked best?

3.4. Do you or have you used the internet or social media to find a job? What do you feel are the strengths and weaknesses of using the internet to find work? Even if you have

not found anything to help you get a job. Do you think it would be a good choice to register your interest on an online platform?

3.5. What do you think an on-line register should offer you in order to help you to find a work?

3.6. Do you think it would be good to register on a recruitment site that matched people skills who are retiring with people who are looking for work?

3.7. Would creating a platform like the above be useful for your career? That is, do you think you can increase the likelihood of achieving a job? What problems do you think you might find with this proposal?

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3.8. Do you feel qualified to do your job properly? Would you feel safe to start working tomorrow? What would help you to feel more confident? What are the major challenges or barriers you think are you going to get?

3.9. Do you think it is necessary to receive any specific training to do your job? Do you think that the lack of knowledge can be a difficulty? And the lack of experience?

3.10. How do you think you can learn these tasks? Do you think that obtaining guidance and personal advice can be helpful?

3.11. Do you think that the internet is a good tool for learning? Have you ever learnt anything online?

4. KNOWLEDGE TRANSFER

4.1. Would you find it useful if there was an experienced, retired/about to retire care professional or informal caregiver available to answer your questions & share their experiences with you?

4.2. What particular aspects of your job would benefit from having experienced advice & guidance available? What would you like to find out about from an experienced professional?

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4.3. What do you think would be the best way to receive the guidance of experts?

4.4. Is there anything that you think you can teach them as an exchange of skills?

5. ITC SKILLS

5.1. Do you own/use devices like:

- ☐ PC
- ☐ Laptop
- ☐ *Tablet*
- ☐ Mobile
- ☐ Other. Specify _____

5.2. How long have you been using this/these devices?

5.3. How often do you use it?

5.4. What applications do you use on which platform? e.g., phone call, SMS, web, blog reading, blog writing, social network, Skype, email, maps, games, youtube/Vimeo or other video portal, music, radio, TV, photos, voice recording, calendar, todo list, office (word, excel), adobe (PDF), video-conference, chat, eBanking, eShopping (amazon), - add any other you use

5.5. Do you usually use the internet? What do you use it for?

5.6. Do you consider yourself confident using these devices? Rate it

☐ No knowledge
☐ Limited knowledge but no hands-on experience
☐ Working or functional proficiency with up-to 1 year hands-on experience
☐ In-depth knowledge of internals with 1 - 5 years hands-on experience
☐ Broad in-depth proficiency, or mastery of the area, with more than 5 years hands-on experience

6. KNOWLEDGE TRANSFER AND ITCs

6.1. Have you ever used the Internet to look for information about something or to learn? Was it helpful? Do you think that Technology can be helpful for the knowledge transfer named above?

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6.2. Have you ever used YouTube or Vimeo as a place for learning in a first-person' perspective? Can you trust it? What makes you trust the content of the video? How do you decide if you can trust the author of the video? Do you think the fact watching an expert perform a certain action is useful for learning? What other features do you considered useful for improving the learning that takes place on the web?

6.3. Think of an event when you had a particularly ****satisfying experience with your devices (i.e. PC, laptop, tablet, smart phone, simple phone) contributing to your education/learning/professional development/'on-the-job' training****.

6.4. Think of an event when you had a particularly ****DISSATISFYING experience with your devices (i.e. PC, laptop, tablet, smart phone, simple phone) contributing to your education/learning/professional development/'on-the-job' training**.**

6.5. Do you think it might be useful that an experienced person explain to you tips through a web platform? Would you use this service if it existed? Which tools would you like to use? (video, audio, pictures ...)

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6.6.How do you think this website should be to provide the most useful and appropriate training? How would you like it to be? What would you like it to include?

6.7. What advantages and disadvantages do you think you could find on the website? How would you solve this?

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Is there anything you would wish to add with respect to our research project?

Thank You for your help!

I *Semi Structured Interview – PORT INDUSTRY WORKER EXPERIENCED*

D1. PORT INDUSTRY EXPERIENCED

1. GENERAL INFORMARION

This interview aims, firstly, to know the job search methods you used, secondly, to know the methods of transferring knowledge you have received, you would like to receive or that you find more useful and finally, to know your expertise on new technologies, if you've used it for seeking employment or looking for learning material and if you considered it useful. Finally, we would like to know your motivations, needs and opinions in reference to job webportals and on the use of internet as a learning tool, with the goal of creating an online platform that can be useful in both areas.

Before starting the interview participants should consent signing a standard document explaining the aims of the project and confidentiality of data. Names should be coded and replace by pseudonyms.

If you agree, we will conduct the interview. Remember you are not obliged to answer and can stop the interview at any time.

READ THE CONSENT FORM AND THE INFORMED CONSENT

2. NORMATIVE DATA

First, I'm going to ask you some general information in order to detail your socio-demographic profile:

2.1. Gender: Male ☐   Female ☐

2.2. Age: 16-21 ☐ 22-30 ☐ 31-40 ☐ 41-50 ☐ 51-60 ☐ 61-70 ☐ 71-80 ☐ 81+ ☐

2.3. Current residence:_____

2.4. Academic Background

☐ I have no formal qualifications.
☐ GCSE, O'Levels, CSE's or equivalent
☐ A Level or equivalent (eg Highers, NVQ level 3, BTEC)
☐ Batchelor's Degree (BA or Bsc) or equivalent (e.g HND, NVQ Level 4)
☐ Higher Degree or equivalent (e.g. Master's Degree, PGCE PhD, Doctorate, Advanced Professional Awards)
☐ I am still in education

3. GENERAL DATA

3.1. Are you currently working? ☐ Yes   ☐ No

A. Current job and position:_____

B. Activity sector_____

C. Seniority in current workplace _____

D. Seniority in the current profession _____

E. Seniority in the current company _____

F. Please describe your job and what this entails

_____

3.2. How did you find your current job?

1.3. **Do you or have you used the internet or social media to find a job? What do you feel are the strengths and weaknesses of using the internet to find work?**

3.4. What are the major challenges or barriers you have got?

3.5. At the time of starting work, did you need to learn how to carry out new tasks? Do you think that the lack of knowledge can be a difficulty? And the lack of experience?

3.6. How did you learn these tasks mentioned? Did your appointment overlap with the worker who was leaving and if so, did he/she explain how to carry out the job – ie give you guidance and advice? Do you think this kind of guidance and advice is useful?

3.7. If it is an PRE RETIRED PERSON. If you need to understand more about your job in order to carry it out effectively, how would you like to learn?If it is a RETIRED PERSON. What do you think is the best method for apprenticeships?

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4. KNOWLEDGE TRANSFER

4.1. If it is an PRE RETIRED PERSON. Do you think that your experience and knowledge will be lost by the time you retire? If it is a RETIRED PERSON. Do you think your experience and knowledge will be lost because of your retirement?

4.2. Do you know any young people coming into your industry? If so do you think they have a good understanding of the industry and what is entailed to do the job?Do you think they are qualified for this job? Actually, do you think there are problems of intergenerational exchange in your sector? If so why?

4.3. If it is an PRE RETIRED PERSON. Who is responsible in your workplace to teach new workers? If you had the opportunity, would you teach them? If it is a RETIRED PERSON. Would you like to transfer your knowledge to new generations, that is, teach them what you know?

4.4. Do you think that you may find it positive? Would you feel any benefit from training the new generations?

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4.5. What do you think would be the best way to transfer your experiences to other workers? What do you think you can contribute?

4.6. Is there anything that you think you can learn or you would like to learn from a younger port industry workers as an exchange of skills?

5. ITC SKILLS

5.1. Do you own/use devices like:

☐ PC
☐ Laptop
☐ *Tablet*
☐ Mobile
☐ Other. Specify _____

5.2. How long have you been using this/these devices?

5.3. How often do you use it?

5.4. What applications do you use on which platform? e.g., phone call, SMS, web, blog reading, blog writing, social network, Skype, email, maps, games, youtube/Vimeo or other video portal, music, radio, TV, photos, voice recording, calendar, todo list, office (word, excel), adobe (PDF), video-conference, chat, eBanking, eShopping (amazon), - add any other you use

5.5. Do you usually use the internet? What do you use it?

_____

_____

5.6. Do you consider yourself confident using these devices? Rate it

☐ No knowledge
☐ Limited knowledge but no hands-on experience
☐ Working or functional proficiency with up-to 1 year hands-on experience
☐ In-depth knowledge of internals with 1 - 5 years hands-on experience
☐ Broad in-depth proficiency, or mastery of the area, with more than 5 years hands-on experience

6. KNOWLEDGE TRANSFER AND ITCs

6.1. Have you ever used the Internet to look for information about something or to learn? Do you believe it to be helpful? Do you think that technology can be helpful for the knowledge transfer named above?

_____

6.2. Have you ever used YouTube or Vimeo as a place for learning in a first-person' perspective? Can you trust it? What makes you trust the content of the video? How do

you decide if you can trust the author of the video? Do you think the fact watching an expert perform a certain action is useful for learning? What other features do you considered useful for improving the learning that takes place on the web?

6.3. Think of an event when you had a particularly ****satisfying experience with your devices (i.e. PC, laptop, tablet, smart phone, simple phone) contributing to your education/learning/professional development/'on-the-job' training**.**

6.4. Think of an event when you had a particularly ****DISSATISFYING experience with your devices (i.e. PC, laptop, tablet, smart phone, simple phone) contributing to your education/learning/professional development/'on-the-job' training****.

6.5. Would you be willing to share your knowledge with more inexperienced people at an exchange expertise in other areas? Would you use technology for that purpose? Which tools would you like to use? (video, audio, pictures ...)

6.6. How do you think this website should be to provide the most useful and appropriate training? How would you like it to be? What would you like it to include?

6.7. What advantages and disadvantages do you think you could find on the website? How would you solve this?

Is there anything you would wish to add with respect to our research project?

Thank You for your help!

J Semi Structured Interview – PORT INDUSTRY WORKER INEXPERIENCED

D2. PORT INDUSTRY WORKER INEXPERIENCED

1. GENERAL INFORMARION

This interview aims, firstly, to know the job search methods you used, secondly, to know the methods of transferring knowledge you have received, you would like to receive or that you find more useful and finally, to know your expertise on new technologies, if you've used it for seeking employment or looking for learning material and if you considered it useful. Finally, we would like to know your motivations, needs and opinions in reference to job webportals and on the use of internet as a learning tool, with the goal of creating an online platform that can be useful in both areas.

Before starting the interview participants should consent signing a standard document explaining the aims of the project and confidentiality of data. Names should be coded and replace by pseudonyms.

If you agree, we will conduct the interview. Remember you are not obliged to answer and can stop the interview at any time.

READ THE CONSENT FORM AND THE INFORMED CONSENT

2. NORMATIVE DATA

First, I'm going to ask you some general information in order to detail your socio-demographic profile:

2.1. Gender: Male ☐   Female ☐

2.2. Age: 16-21 ☐ 22-30 ☐ 31-40 ☐ 41-50 ☐ 51-60 ☐ 61-70 ☐ 71-80 ☐ 81+ ☐

2.3. Current residence:_____

2.4. Academic Background

☐ I have no formal qualifications.
☐ GCSE, O'Levels, CSE's or equivalent
☐ A Level or equivalent (eg Highers, NVQ level 3, BTEC)
☐ Batchelor's Degree (BA or Bsc) or equivalent (e.g HND, NVQ Level 4)
☐ Higher Degree or equivalent (e.g. Master's Degree, PGCE PhD, Doctorate, Advanced Professional Awards)
☐ I am still in education

3. GENERAL DATA

3.1. Are you currently working? ☐ Yes   ☐ No

A. Current job and position_____

B. Activity sector_____

C. Seniority in current workplace _____

D. Seniority in the current profession _____

E. Seniority in the current company _____

F. Please describe your job and what this entail

_____

_____

3.2. Do you have any workplace experience? Please describe it. (Prompts: voluntary work, apprenticeship, paid work, other?)

3.3. Have you looked for employment and if so, what method have you used to find job opportunities and what worked best?

3.4. Do you or have you used the internet or social media to find a job? What do you feel are the strengths and weaknesses of using the internet to find work? Even if you have not found anything to help you get a job. Do you think it would be a good choice to register your interest on an online platform?

3.5. What do you think an on-line register should offer you in order to help you find work?

3.6. Do you think it would be good to register on a recruitment site that matched people skills who are retiring with people who are looking for work?

3.7. Would creating a platform like the above be useful for your career? That is, do you think you can increase the likelihood of achieving a job? What problems do you think you might find with this proposal?

3.8. Do you feel qualified to do your job properly? Would you feel safe to start working tomorrow? What would help you to feel more confident? What are the major challenges or barriers you think are you going to get?

3.9. Do you think it is necessary to receive any specific training to do your job? Do you think that the lack of knowledge can be a difficulty? And the lack of experience?

3.10. How do you think you can learn these tasks? Do you think that obtaining guidance and personal advice can be helpful?

3.11. Do you think that the internet is a good tool for learning? Have you ever learnt online?

4. KNOWLEDGE TRANSFER

4.1. Would you find it useful if there was an experienced, retired/about to retire port industry professional available to answer your questions & share their experiences with you?

4.2. What particular aspects of your job would benefit from having experienced advice & guidance available? What would you like to find out about from an experienced professional?

4.3. What do you think would be the best way to receive this guidance?

4.4. Is there anything that you think you can teach them as an exchange of skills?

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5. ITC SKILLS

5.1. Do you own/use devices like:

☐ PC
☐ Laptop
☐ *Tablet*
☐ Mobile
☐ Other. Specify _____

5.2. How long have you been using this/these devices?

5.3. How often do you use it?

5.4. What applications do you use on which platform? e.g., phone call, SMS, web, blog reading, blog writing, social network, Skype, email, maps, games, youtube/Vimeo or other video portal, music, radio, TV, photos, voice recording, calendar, todo list, office (word, excel), adobe (PDF), video-conference, chat, eBanking, eShopping (amazon), - add any other you use

5.5. Do you usually use the internet? What do you use it for?

5.6. Do you consider yourself confident using these devices? Rate it

☐ No knowledge
☐ Limited knowledge but no hands-on experience
☐ Working or functional proficiency with up-to 1 year hands-on experience
☐ In-depth knowledge of internals with 1 - 5 years hands-on experience
☐ Broad in-depth proficiency, or mastery of the area, with more than 5 years hands-on experience

6. KNOWLEDGE TRANSFER AND ITCs

6.1 Have you ever used the Internet to look for information about something or to learn? Was it helpful? Do you think that ICT can be helpful for the knowledge transfer named above?

6.2. Have you ever used YouTube or Vimeo as a place for learning in a first-person' perspective? Can you trust it? What makes you trust the content of the video? How do you decide if you can trust the author of the video? Do you think the fact watching an expert perform a certain action is useful for learning? What other features do you considered useful for improving the learning that takes place on the web?

6.3. Think of an event when you had a particularly ****satisfying experience with your devices (i.e. PC, laptop, tablet, smart phone, simple phone) contributing to your education/learning/professional development/'on-the-job' training**.**

6.4. Think of an event when you had a particularly ****DISSATISFYING experience with your devices (i.e. PC, laptop, tablet, smart phone, simple phone) contributing to your education/learning/professional development/'on-the-job' training****.

6.5. Do you think it might be useful that an experienced person explains tips through a web platform? Would you use this service if it existed? Which tools would you like to use? (video, audio, pictures ...)

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6.6. How do you think this website should be to provide the most useful and appropriate training? How would you like it to be? What would you like it to include?

6.7. What advantages and disadvantages do you think you could find on the website? How would you solve this?

Is there anything you would wish to add with respect to our research project?

Thank You for your help!

K Semi Structured Interview – GENERAL POPULATION EXPERIENCED

D1. GENERAL POPULATION EXPERIENCED

1. GENERAL INFORMARION

This interview aims, firstly, to know the job search methods you used, secondly, to know the methods of transferring knowledge you have received, you would like to receive or that you find more useful and finally, to know your expertise on new technologies, if you've used it for seeking employment or looking for learning material and if you considered it useful. Finally, we would like to know your motivations, needs and opinions in reference to job webportals and on the use of internet as a learning tool, with the goal of creating an online platform that can be useful in both areas.

Before starting the interview participants should consent signing a standard document explaining the aims of the project and confidentiality of data. Names should be coded and replace by pseudonyms.

If you agree, we will conduct the interview. Remember you are not obliged to answer and can stop the interview at any time.

READ THE CONSENT FORM AND THE INFORMED CONSENT

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2. NORMATIVE DATA

First, I'm going to ask you some general information in order to detail your socio-demographic profile:

2.1. Gender: Male ☐   Female☐

2.2. Age: 16-21 ☐   22-30☐ 31-40☐ 41-50☐ 51-60☐ 61-70☐71-80☐ 81+☐

2.3. Current residence:_____

2.4. Academic Background

☐ I have no formal qualifications.
☐ GCSE, O'Levels, CSE's or equivalent
☐ A Level or equivalent (eg Highers, NVQ level 3, BTEC)
☐Batchelor's Degree (BA or Bsc) or equivalent (e.g HND, NVQ Level 4)
☐ Higher Degree or equivalent (e.g. Master's Degree, PGCE PhD, Doctorate, Advanced Professional Awards)
☐ I am still in education

3. GENERAL DATA

3.1. Are you currently working?☐ Yes   ☐ No

A. Current job and position:_____

B. Activity sector_____

C. Seniority in current workplace _____

D. Seniority in the current profession _____

E. Seniority in the current company _____

F. Please describe your job and what this entails

3.2.How did you find your current job?

3.3. Do you or have you used the internet or social media to find a job? What do you feel are the strengths and weaknesses of using the internet to find work?

3.4. What are the major challenges or barriers you face in your current role?

3.5. At the time of starting work, did you need to learn how to carry out new tasks? Do you think that the lack of knowledge can be a difficulty? And the lack of experience?

3.6. How did you learn these tasks mentioned? Did your appointment overlap with the worker who was leaving and if so, did he/she explain how to carry out the job – ie give you guidance and advice? Do you think this kind of guidance and advice is useful?

3.7. If it is an PRE RETIRED PERSON. If you need to understand more about your job in order to carry it out effectively, how would you like to learn?If it is a RETIRED PERSON. What do you think is the best method for apprenticeships?

4. KNOWLEDGE TRANSFER

4.1. If it is an PRE RETIRED PERSON. Do you think that your experience and knowledge will be lost by the time you retire? If it is a RETIRED PERSON. Do you think your experience and knowledge will be lost because your retirement?

4.2. Do you know any young people coming into your industry? If so do you think they have a good understanding of the industry and what is entailed to do the job?Do you think they are qualified for this job? Actually, do you think there are problems of intergenerational exchange in your sector? If so why?

4.3. If it is an PRE RETIRED PERSON. Who is responsible in your workplace to teach new workers? If you had the opportunity, would you teach them? If it is a RETIRED PERSON. Would you like to transfer your knowledge to new generations, that is, teach them what you know?

4.4. Do you think that you may find it positive? Would you feel any benefits from training the new generations?

4.5. What do you think would be the best way to transfer your experiences to other workers? What do you think you can contribute?

4.6. Is there anything that you think you can learn or that you would like to learn from a younger workers and exchange of skills?

5. ITC SKILLS
5.1. Do you own/use devices like:

☐ PC
☐ Laptop
☐ *Tablet*
☐ Mobile
☐ Other. Specify _____

5.2. How long have you been using this/these devices?

5.3. How often do you use it?

5.4. What applications do you use on which platform? e.g., phone call, SMS, web, blog reading, blog writing, social network, Skype, email, maps, games, youtube/Vimeo or other video portal, music, radio, TV, photos, voice recording, calendar, todo list, office (word, excel), adobe (PDF), video-conference, chat, eBanking, eShopping (amazon), - add any other you use

5.5. Do you usually use the internet? What do you use it for?

_____

_____

5.6. Do you consider yourself confident using these devices? Rate it

☐ No knowledge
☐ Limited knowledge but no hands-on experience
☐ Working or functional proficiency with up-to 1 year hands-on experience
☐ In-depth knowledge of internals with 1 - 5 years hands-on experience
☐ Broad in-depth proficiency, or mastery of the area, with more than 5 years hands-on experience

6. KNOWLEDGE TRANSFER AND ITCs

6.1 Have you ever used the Internet to look for information about something or to learn? Do you believe it to be helpful? Do you think that technology can be helpful for the knowledge transfer named above?

_____

6.2. Have you ever used YouTube or Vimeo as a place for learning in a first-person' perspective? Can you trust it? What makes you trust the content of the video? How do

you decide if you can trust the author of the video? Do you think the fact watching an expert perform a certain action is useful for learning? What other features do you considered useful for improving the learning that takes place on the web?

6.3. Think of an event when you had a particularly ****satisfying experience with your devices (i.e. PC, laptop, tablet, smart phone, simple phone) contributing to your education/learning/professional development/'on-the-job' training****.

6.4. Think of an event when you had a particularly ****DISSATISFYING experience with your devices (i.e. PC, laptop, tablet, smart phone, simple phone) contributing to your education/learning/professional development/'on-the-job' training****.

6.5. Would you be willing to share your knowledge with more inexperienced people at an exchange expertise in other areas? Would you use a web service for that purpose? Which tools would you like to use? (video, audio, pictures ...)

6.6. How do you think this website should be to provide the most useful and appropriate training? How would you like it to be? What would you like it to include?

6.7. What advantages and disadvantages do you think you could find on the website? How would you solve this?

Is there anything you would wish to add with respect to our research project?

Thank You for your help!

L Semi Structured Interview – GENERAL POPULATION INEXPERIENCED

D2. GENERAL POPULARION INEXPERIENCED

1. GENERAL INFORMARION

This interview aims, firstly, to know the job search methods you used, secondly, to know the methods of transferring knowledge you have received, you would like to receive or that you find more useful and finally, to know your expertise on new technologies, if you've used it for seeking employment or looking for learning material and if you considered it useful. Finally, we would like to know your motivations, needs and opinions in reference to job webportals and on the use of internet as a learning tool, with the goal of creating an online platform that can be useful in both areas.

Before starting the interview participants should consent signing a standard document explaining the aims of the project and confidentiality of data. Names should be coded and replace by pseudonyms.

If you agree, we will conduct the interview. Remember you are not obliged to answer and can stop the interview at any time.

READ THE CONSENT FORM AND THE INFORMED CONSENT

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2. NORMATIVE DATA

First, I'm going to ask you some general information in order to detail your socio-demographic profile:

2.1. Gender: Male ☐   Female ☐

2.2. Age: 16-21 ☐   22-30 ☐ 31-40 ☐ 41-50 ☐ 51-60 ☐ 61-70 ☐ 71-80 ☐ 81+ ☐

2.3. Current residence:_____

2.4. Academic Background

☐ I have no formal qualifications.
☐ GCSE, O'Levels, CSE's or equivalent
☐ A Level or equivalent (eg Highers, NVQ level 3, BTEC)
☐ Batchelor's Degree (BA or Bsc) or equivalent (e.g HND, NVQ Level 4)
☐ Higher Degree or equivalent (e.g. Master's Degree, PGCE PhD, Doctorate, Advanced Professional Awards)
☐ I am still in education

3. GENERAL DATA

3.1. Are you currently working? ☐ Yes   ☐ No

A. Current job and position:_____

B. Activity sector_____

C. Seniority in current workplace _____

D. Seniority in the current profession _____

E. Seniority in the current company _____

F. Please describe your job and what this entail

_____

_____

3.2. Do you have any workplace experience? Please describe it. (Prompts: voluntary work, apprenticeship, paid work, other?)

3.3. Have you looked for employment and if so, what method have you used to find job opportunities and what worked best?

3.4. Do you or have you used the internet or social media to find a job? What do you feel are the strengths and weaknesses of using the internet to find work? Even if you have

not found anything to help you get a job. Do you think it would be a good choice to register for your interest on an online platform?

3.5. What do you think an on-line register should offer you in order to help you find work?

3.6. Do you think it would be good to register on a recruitment site that matched people skills who are retiring with people who are looking for work?

3.7. Would creating a platform like the above be useful for your career? That is, do you think you can increase the likelihood of achieving a job? What problems do you think you might find with this proposal?

3.8. Do you feel qualified to do your job properly? Would you feel safe to start working tomorrow? What would help you to feel more confident? What are the major challenges or barriers you think are you going to get?

3.9. Do you think it is necessary to receive any specific training to do your job? Do you think that the lack of knowledge can be a difficulty? And the lack of experience?

3.10. How do you think you can learn these tasks? Do you think that obtaining guidance and personal advice can be helpful?

3.11. Do you think that internet is a good tool for learning? Have you ever learnt online?

4. KNOWLEDGE TRANSFER

4.1. Would you find it useful if there was an experienced, retired/about to retire professional available to answer your questions & share their experiences with you?

4.2. What particular aspects of your job would benefit from having experienced advice & guidance available? What would you like to find out about from an experienced professional?

4.3. What do you think would be the best way to receive the guidance of experts?

4.4. Is there anything that you think you can teach them as an exchange of skills?

5. ITC SKILLS

5.1. Do you own/use devices like:

- ☐ PC
- ☐ Laptop
- ☐ *Tablet*
- ☐ Mobile
- ☐ Other. Specify _____

5.2. How long have you been using this/these devices?

5.3. How often do you use it?

5.4. What applications do you use on which platform? e.g., phone call, SMS, web, blog reading, blog writing, social network, Skype, email, maps, games, youtube/Vimeo or other video portal, music, radio, TV, photos, voice recording, calendar, todo list, office (word, excel), adobe (PDF), video-conference, chat, eBanking, eShopping (amazon), - add any other you use

5.5. Do you usually use the internet? What do you use it for?

5.6. Do you consider yourself confident using these devices? Rate it

- ☐ No knowledge
- ☐ Limited knowledge but no hands-on experience
- ☐ Working or functional proficiency with up-to 1 year hands-on experience
- ☐ In-depth knowledge of internals with 1 - 5 years hands-on experience
- ☐ Broad in-depth proficiency, or mastery of the area, with more than 5 years hands-on experience

6. KNOWLEDGE TRANSFER AND ITCs

6.1 Have you ever used the Internet to look for information about something or to learn? Was it helpful? Do you think that technology can be helpful for the knowledge transfer named above?

6.2. Have you ever used YouTube or Vimeo as a place for learning in a first-person' perspective? Can you trust it? What makes you trust the content of the video? How do you decide if you can trust the author of the video? Do you think the fact watching an expert perform a certain action is useful for learning? What other features do you considered useful for improving the learning that takes place on the web?

6.3. Think of an event when you had a particularly ****satisfying experience with your devices (i.e. PC, laptop, tablet, smart phone, simple phone) contributing to your education/learning/professional development/'on-the-job' training****.

6.4. Think of an event when you had a particularly ****DISSATISFYING experience with your devices (i.e. PC, laptop, tablet, smart phone, simple phone) contributing to your education/learning/professional development/'on-the-job' training****.

6.5. Do you think it might be useful that an experienced person explain to you tips through a web platform? Would you use this service if it existed? Which tools would you like to use? (video, audio, pictures ...)

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6.6. How do you think this website should be to provide the most useful and appropriate training? How would you like it to be? What would you like it to include?

6.7. What advantages and disadvantages do you think you could find on the website? How would you solve this?

Is there anything you would wish to add with respect to our research project?

Thank You for your help!