



## ***Refugee Engineers Database***

### **Evaluation Report:**

***An assessment of refugee engineers' needs and perceptions of the Refugee Engineers Database***

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## 1. Introduction

The Refugee Engineers Database (RED) was set up as a national online resource for professional refugees with engineering qualifications and experience, who are looking for work in their field of expertise in the UK. Market research with engineering employers has highlighted that their main perceived difficulty in recruiting engineers in the UK is due to a shortage of engineers in the various professions.<sup>1</sup> Despite this, most refugees with engineering experience gained abroad are either unemployed or working in jobs that do not make use of their professional skills. By creating better links on the supply side, RED hopes to break down barriers to employment and see skilled refugee engineers integrated successfully into the UK workforce.

RED was originally set up by Refugees and Asylum Seekers Initiative for Skills Employability (RAISE) in 2002. As part of the PRESTO Partnership, it is part funded by the European Social Fund under the Equal Community Initiative Programme. In July 2007, the management of the RED project was taken over by Olmec, a community investment foundation based in London.

The resources available through the RED database include regular email updates with information on the engineering industry in the UK, job vacancies, training opportunities, work placements, sponsorship, support with CVs, interview techniques, and other work and support opportunities. It also ensures that engineers are notified about any support or training opportunities from or for the refugee community.

In order to ensure that the RED database is meeting the needs of its service users; Olmec appointed an Evaluation Officer to carry out a review of the existing service and make recommendations on the future delivery of the service. The findings presented in this report assess the key needs and perceptions of engineers using the service, and is based on feedback from engineers and project staff who participated in the evaluative process. The report concludes with a series of recommendations for the management of RED and proposals for the development of the project for 2008.

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<sup>1</sup> Report on Employment Practices of Engineering Employers (Enterprise Planning and Research Ltd, January 2007)

## 2. Methodology and areas of research

This evaluation was developed in consultation with RED project staff and covered a number of aims. These were:

- Identify the needs of engineers who are currently using the RED database
- Identify the demographics of the engineers using the service
- Assess engineers' perceptions of the database as an effective tool for job seeking
- Assess whether engineers have benefited, via the database service, from increased information about employment and training
- Assess whether engineers have gained, via the database service, from interviews and job opportunities.

Following an initial assessment with RED project staff, it became apparent that a range of techniques would need to be used in order to evaluate the project. This can be termed a mixed-method approach. The purpose of using mixed method is to provide a more open framework upon which to build a coherent and in depth appraisal of a project such as this.

Speaking directly to project staff was essential to the review of RED. To date, there has not been a need to record RED project's activity beyond the funding requirements laid out in the PRESTO partnership. This means there was limited previous data collected about RED's achievements and successes to date in terms of gathering an understanding about whether engineers have benefited from the increased information provided via RED. Consultation with the project staff enabled an overview of RED's current provision and areas of success.

The RED database currently records limited statistical information, much of which was not that relevant for the purpose of this evaluation, such as number of log ins, number of emails sent, and most active people. However, where appropriate, statistics held by the database have been included in this evaluation, such as number of people who have never logged on.

A questionnaire was emailed to all engineers on RED in order to provide an opportunity to gather baseline data on the service which would give some measure of the needs and perceptions of engineers using RED. This is included in this report as Appendix 1. Following a limited initial response via email, engineers who had not responded were contacted and asked the same questions via telephone interviews. These engineers were also given an opportunity to share any additional comments or thoughts on the current RED service. It is important to note that owing to a small sampling of engineers and the fact that the timescale did not allow time for piloting of the methodology, the results can only be attributed to those engineers who participated. These findings, therefore, should not be interpreted as applicable to all engineers using the database but nevertheless seen as a valid sample on which to base an initial assessment of need.

### 3. Findings

#### 3.1 Profile of engineers

The 106 engineers registered on RED as of October 2007, either as an Applicant Engineer or Engineer, were asked to complete a feedback questionnaire on the service.<sup>2</sup> 38 engineers responded to the questionnaire which gives a response rate of 36%.

Of this number, 26% of respondents are registered on the database as Applicant Engineers and 74% are registered as Engineers. Compared with the ratio of Applicant Engineers to Engineers registered on the service, which is 43% Applicant Engineers to 57% Engineers, we must consider the findings in this evaluation report as biased towards the needs and perceptions of the registered Engineers using RED. However, as those users registered as Engineers have proven their immigration status and entitlement to legally work in the UK, and the RED project is specifically funded to help refugees, this bias is not necessarily unwelcome.

All respondents were asked to state their current employment status. A breakdown of their responses is:

- 39% are unemployed
- 28% are employed as engineers
- 24% are employed but not as engineers
- 5% are students
- 3% are unable to work

A significant proportion of engineers, 28%, registered on RED are currently employed as engineers. This demonstrates that RED offers continued support to refugee engineers even after they enter into UK employment. The role of agency work and short term contracts in the UK engineering employment market means that even when engineers find work it can be insecure and only temporary and may account for why engineers need continued support via RED. This is supported by the feedback from engineers on RED:

*'I've not got a place [job via RED] but it's one more option... I found my job with an Engineering Recruitment Agency'*

**Quote from Refugee Engineer, currently employed as an engineer**

*'When I'm out of work it's good but when I'm in work its okay - I'm working for an Engineering Agency.'*

**Quote from Refugee Engineer, currently employed as an engineer**

Analysis of the database shows that the engineers on the database can be broken down into the following engineering disciplines. The percentage total is more than 100%, reflecting the fact that some engineers may select multiple disciplines.

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<sup>2</sup> Analysis of the database shows that some engineers have actually created two accounts on the database, confirmed by double checking personal details. Second accounts were discounted for the purpose of this evaluation, which resulted in 106 Engineers currently registered on the database.

Civil	32%
Electrical/electronic	20%
Mechanical	13%
Production	13%
Structural	8%
Chemical	8%
Environmental	8%
Software	8%
Quality	7%
Water	7%
Agriculture	5%
Transport	3%
Gas, Marine, Other	4%

Market research with engineering employers found that the main disciplines they found difficult to recruit, in order of difficulty, were electrical, mechanical and software.<sup>3</sup> The fact that RED has good numbers of electrical and mechanical engineers looking for work can be viewed as encouraging in light of these current employment trends.

### 3.2 Engineers initial contact and referral to RED

Olmec currently employs two Project Outreach Workers to make contact with organisations who work, or have contact, with refugees and ask them to refer engineers looking for work to RED. The Project Outreach Workers are also responsible for looking for refugee organisations who would like to join RED for the purpose of mutual referral and information sharing.

Feedback from engineers on the database seems to suggest that this approach is working well, with the vast majority of engineers, 45%, hearing about the service from a refugee/community organisation.

A full breakdown of how engineers heard about the service is as follows:

- 45% From a Refugee/Community Organisation
- 18% From a Friend
- 18% By searching the Internet
- 13% From attending an event
- 3% Other (by a social worker)
- 3% Don't remember
- 0 Press/media

Respondents were asked whether they had any suggestions for how finding out about the database could be made easier. Only 8% of respondents replied, and RED currently adopts these approaches:

*'It is very easy to finding to you. By google or uk official web site'*

*'Through the services of RIJ, RAGU, Colleges, Universities that have sizeable Refugee Students. If you can organize a gathering of*

<sup>3</sup> Report on Employment Practices of Engineering Employers (Enterprise Planning and Research Ltd, January 2007)

*Employers, Employed and Unemployed engineers and thus make yourself very well known and get good feedbacks.'*

'Web'

Information shared via the RED service also seems to be benefiting people not currently registered. 50% of respondents stated that they pass on information they receive through the database to other people. 47% stated they did not, and 3% did not respond. This is a high percentage and suggests the benefits of RED extend well beyond its registered users.

### **3.3 Practical ability to use RED and its ease of use**

The findings suggest that engineers find the database easy to use. The majority of respondents, 89%, agreed with the statement that they find the database easy to use. A full breakdown of responses for this statement was:

Agree Strongly: 50%

Agree: 39%

Disagree: 5%

Don't know: 5%

Disagree Strongly: 0%

Analysis of the database shows that 72% of all RED users (currently registered as Applicant Engineers or Engineers) have never logged into the database ( please see paragraph 3.7 for why this is the case.)

However, the fact that most respondents stated that they find it easy to complete the internet registration suggests current users possess the practical level of knowledge needed to find the database easy to use. Indeed, 63% of respondents stated they found it easy to complete the internet registration for RED. 34% thought the internet registration was about right, 3% did not respond and 0 respondents thought the internet registration was difficult to complete.

### **3.4 Potential barriers to participation on RED**

Project staff were keen to assess the reasons why many Applicant Engineers do not complete their registration to Engineer status. However, only 21% of respondents chose to answer this question. The following responses were given:

8% Not currently eligible to work in UK

5% Lack of time

5% Prefer registration online

0 Do not want this level of service

0 Difficult to complete

(3% Other – 'okay')

Significantly, both Engineers and Applicant Engineers responded to this question, not just Applicant Engineers as specified by the questionnaire. At present the findings are inconclusive as to the reasons why Applicant Engineers do not complete the registration process.

Interestingly, the majority of respondents, both Applicant Engineers and Engineers, answered the question about how they found completing the registration process to become Engineer status, with only 8% not answering. The willingness to respond to this question may demonstrate that the majority of respondents do not perceive the

requirement that users prove their immigration status and entitlement to legally work in the UK as difficult to complete or problematic, with only 2% of respondents stating that completing this part of the registration is difficult.

A breakdown of responses given is:

- 55% Easy to complete
- 32% About right
- 2% Difficult to complete
- 8% No answer

Although not totally conclusive, these findings suggest that current users agree with the current registration requirements for participation on RED. Applicant Engineers favourable response to this question suggests that the registration process itself is not a barrier to participation and failure to complete registration should be attributed to other factors.

### **3.5 Signposting engineers to RED's partners and associates**

Engineers who are fully registered on RED are given the opportunity to log on to information about all RED's partners and associates, giving links to their websites and information about the services they offer and how to contact them.

When asked if they agreed with a statement asking if they *use the database to find out information about Partners and Associates*, the following responses were given:

- 32% Disagree
- 21% Disagree Strongly
- 21% Agree
- 11% Agree Strongly
- 13% Don't know
- 3% No answer

This shows that 53% of respondents do not use RED to find out information about Partners and Associates. There are several contributing factors that could account for engineers' lack of interest in using RED to find out about partners and associates. One of these factors is that the pages of the partners and associates are simply not updated regularly so there is nothing new for engineers to see. Also, findings from this report suggest the majority of RED users are probably already networked to refugee and/or community organisations, supported by the fact that 45% of respondents were referred to RED via a refugee or community organisation. Overall, this feedback demonstrates that this is currently not a function of interest to engineers using the RED database.

### **3.6 Signposting engineers to training opportunities**

The majority of respondents, 84%, confirmed that they used the database to receive information about training opportunities. The responses below show the breakdown of responses to the question on whether they agreed with a statement that they *'use the database to receive information about training opportunities'*

- 47% Agree
- 37% Agree Strongly
- 16% Disagree
- 0% Disagree Strongly
- 0% Don't know

This is further supported by many of the comments that were received from engineers during the telephone interviews. These responses demonstrate the importance of training to the majority of RED users, whatever their employment circumstances.

a) RED users stated they want information about training opportunities in order to specifically find engineering work in the UK.

*'I want to know about work volunteering and training. I feel the database is a good starting point and at least doing something for us.'*

**Quote from Refugee Engineer, currently unemployed**

*'The training information has been helpful.'*

**Quote from Refugee Engineer, currently employed as an engineer**

*'Training is the main problem for refugees. It would be good if you could provide training opportunities/centres.'*

**Quote from Refugee Engineer, currently employed but not as an engineer**

b) RED users who have not yet transitioned into working in the engineering sector also stated they want to know about a range of alternative training and/or opportunities outside of the engineering sector.

*'I have a mechanical engineering background but it is good to receive information about training opportunities. Through the RED database, I went on an interpreting course and it is another thing to help find a job.'*

**Quote from Refugee Engineer, currently unemployed**

*'One good thing that Shasha <the Database Manager> does is to send information about not engineering jobs.'*

**Quote from Refugee Engineer, currently unemployed**

c) RED users who are currently working as engineers in the UK also stated that they want to continue to use RED in order to receive further information about work specific training opportunities or further study:

*'Now I would like information about looking for studying and help with finding scholarships.'*

**Quote from Refugee Engineer, currently employed as an engineer**

*'I'm working for an Engineering Agency but I am now interested in First Aid - and other training courses.'*

**Quote from Refugee Engineer, currently employed as an engineer**

### **3.7 Supporting engineers to find employment within the UK engineering sector**

The majority of respondents, 97%, use RED to receive emails about job opportunities and vacancies. 63% of respondents agreed strongly with this statement, 34% agreed and only 3% disagreed with this statement.

User feedback suggests the provision of jobs emails is one of the most important features of RED for users. Indeed, 48% of respondents stated they do not log on to the database as they only want to receive email updates. Users responses as to whether they agreed with the statement that they *do not want to log on to the database because they only want receive email updates*, can be broken down as follows:

32% Agree Strongly  
16% Agree  
21% Disagree  
8% Disagree Strongly  
24% Don't know

Feedback from users shows that the information provided via RED is useful to refugee engineers currently in very different employment circumstances.

*'Refugee engineers face other barriers that are difficult to tackle and compete in the Job market. The London job scene is fast changing with recent migration from other European Countries. The realities on ground are far to be overcome. Emails that are forwarded for jobs need to have some mechanism of giving some extra support to prospective refugee applicants so that employers are aware.'*

**Quote from Refugee Engineer, currently employed as engineer in UK.**

*'Thank you, the database is really useful, the information about training and jobs - and not just for me but for other people too'*

**Quote from Refugee Engineer, currently employed but not as engineer in UK.**

*'I am not currently able to fully participate as waiting for eligibility to work - but this [the RED database] helps me to stay informed for when I can be able to participate.'*

**Quote from Refugee Engineer, currently unable to work in UK**

The high percentage of current users on RED that are employed as engineers, 28%, indicates that RED provides ongoing support to engineers even once they have entered into a UK engineering job.

Respondents were asked to comment on both the usefulness of the information being sent via RED, and also on the number of emails being sent via RED. 75% of respondents confirmed that they found the usefulness of information provided in the job emails as about right. 13% of respondents stated there was too much information in the emails and 12% stated there was not enough information. When asked about the number of emails being sent via RED, the majority, 79%, said this was about right. 13% of respondents stated there weren't enough emails and 8% stated there should be more emails sent.

In hindsight, these two questions were probably slightly flawed and could probably have been phrased differently in order to better assess user satisfaction with the current provision of RED job emails. Although responses to the questionnaire demonstrate high levels of user satisfaction with the job emails, many users that responded via telephone interview had suggestions to help improve the service. A summary of key points include:

a) Users thought emails showed too many senior level engineering vacancies and that more should be done to offer a range of jobs, specifically less senior jobs.

*'I feel there are too many senior positions in the emails which are harder to get, and makes people feel less motivated. There are a lot of recruitment agencies that can help with these jobs. There should be a focus more on companies that are willing to take people on, offer engineering work placements, jobs that suit the skills - maybe less senior.'*

**Quote from Refugee Engineer, currently employed but not as an engineer**

*'The job emails are too high level - senior analysts etc... it would be good to get a range of level jobs - say electricians, plumbers, electrical engineers, at the moment its too highly qualified. I would be interested in rail jobs.'*

**Quote from Refugee Engineer, currently unemployed**

b) Users thought the engineering disciplines were not specific enough and that the disciplines to select on RED needed to be more targeted.

Respondent feedback across a range of disciplines all support this view.

*'I am signed into as an Electrical engineer but I receive too many emails not related to mobile phone technician. It would be better to be more specific.'*

**Quote from Refugee Engineer, currently unemployed**

*'Quite happy with the service. Not enough jobs related to software development - too many non related jobs.'*

**Quote from Refugee Engineer, currently unemployed**

*'Job emails need to be classified more... it would be good to only receive emails on civil engineering.'*

**Quote from Refugee Engineer, currently employed as an engineer**

*'The database is generally good. But too many emails for jobs that are not in my field - would prefer fields of telecommunications, electronics, IT.'*

**Quote from Refugee Engineer, currently unemployed**

*'More targeted emails - so only received those relating to mechanical engineering.'*

**Quote from Refugee Engineer, currently employed but not as an engineer**

c) Users thought that it would be helpful to be able to filter jobs emails according to geographical location. It should be noted that the majority of engineers on the database state on the database that they would be willing to relocate for work, however this feedback from the telephone interviews highlights that in practice this may not be the true.

*'It would be good to have geographical filter. I am not interested in European jobs or outside London.'*

**Quote from Refugee Engineer, currently unemployed**

*'I live in Croydon and would like to apply to things in London but can't - it would be good to have information for my own area.'*

**Quote from Refugee Engineer, currently employed but not as an engineer**

*'Most jobs are based in the London area but I live in Lancashire. I am only interested my area, it would be good to be able to filter for this.'*

**Quote from Refugee Engineer, currently employed but not as an engineer**

An area for development within the current provision of the RED may be supporting more applications to job vacancies. Only 47% of respondents stated that they had applied to vacancies sent via RED, whilst the remaining 53% said they had not. The number of people receiving an interview from a job application is also low. Only 13% of respondents stated that they had had an interview for a job applied to via RED, whilst the remaining 84% stated they had not.

11% of respondents stated that the information had helped them find a job, 89% said it had not. Those 11% that replied positively stated that it was the indirect support delivered through RED that has assisted them. The jobs they secured were therefore not through a direct application for a job vacancy published via RED.

### 3.8 Use of the database to keep CVs and qualifications up to date

Feedback shows that 47% of respondents do not log onto RED in order to update their CV and qualifications, and only 32% said they did. User responses as to whether they agreed with a statement that they *log onto the database to update their CV and qualifications*, can be broken down as follows:

- 29% Disagree
- 18% Disagree Strongly
- 25% Agree
- 7% Agree Strongly
- 18% Don't know
- 3% No answer

These findings suggest that many engineers do not perceive the log on function of the database as important in their current requirements from the RED service. Changing engineers' current perceptions about logging on to RED to up date their CVs may need to be addressed in the future. It is important that engineers update their CVs more frequently to reflect any new skills, qualifications and knowledge they may have gained. The Database Manager can then be sure that the CVs that are sent to employers reflect the most current position of candidates. The fact that engineers do not perceive the need to log on may also highlight that additional support services offered by RED, like CV development, are not being fully accessed by engineers at present.

*It is very difficult to find a job and I have been looking for two years. Now, I think there maybe a problem with my CV. [When subsequently asked if anyone from RED could help look at his CV.] I don't think that would be helpful for me, that's okay.*

**Quote from Refugee Engineer, currently employed but not as an engineer**

### 3.9 Perceptions of RED as a service

In hindsight, it probably would have been beneficial if this evaluation asked a question to specifically gauge engineers' overall satisfaction level with the RED service. However, the questionnaire was deliberately focussed on practical aspects of the RED service and space was limited for any further questions.

Despite this, additional feedback from engineers questioned via telephone shows strong support and satisfaction for the RED project. Moreover, negative feedback was mainly directed at the current UK job market and frustrations about not being able to find work in the engineering sector, rather than current practice of RED. A sample of these comments, are as follows:

*'Very good quality. I have applied for jobs but the reasons that have been unsuccessful include - not right qualifications, sometimes its language, and once was because it was for British nationals only [for military job].'*

**Quote from Refugee Engineer, currently unemployed**

*'Didn't hear back from my applications so actually stopped applying. I have a PhD and not interested in re-training. So glad for the emails and thank you about that.'*

**Quote from Refugee Engineer, currently employed but not as an engineer**

*'The service is good. I've not got a place but its one more option. I send jobs onto my friends - the more non engineer ones (say administration). It*

*was difficult for me when I didn't have experience but I got a work placement with a charity and after that people started to be interested. I found my job with an Engineering Recruitment Agency'*

**Quote from Refugee Engineer, currently employed as an engineer**

*'Service is great, the amount of vacancies sent is absolutely amazing. I am a specialist in petroleum engineering (under-balance drilling) and not yet come across a job for this.'*

**Quote from Refugee Engineer, currently unemployed**

*'Its good, it gives you an idea. Sometimes you apply but you get no response.'*

**Quote from Refugee Engineer, currently employed but not as an engineer**

## 4. Conclusions

Overall, the majority of engineers find the RED database accessible and easy to use. Feedback demonstrates that the internet registration process is regarded as easy to complete and that the current system in place does not need any changes or improvements. This also suggests that engineers on RED possess good database knowledge and/or registration information on how to use RED is adequate. The current practice of asking Applicant Engineers to prove their immigration status and entitlement to legally work in the UK before being registered to Engineer Status also does not appear to be a barrier to participation. Feedback demonstrates that the majority of engineers consider this an easy process to complete.

Initial findings suggest that engineers want, and have benefited from, information about training opportunities. Feedback via the telephone interviews suggests that many engineers have applied for training and some have successfully taken up these opportunities. RED also supports engineers by offering alternative training opportunities, as well as supporting engineering training opportunities. Further research is probably necessary to discover the effectiveness of taking up engineering related training opportunities and may help inform why limited numbers of engineers have been offered interviews for jobs via RED.

Feedback from engineers currently using the RED database service suggests that RED is primarily being used as a tool for job seeking. The majority of engineers are currently satisfied with the information being sent via the jobs emails, stating that the usefulness and volume of emails are about right. Despite this support, engineers would like these emails to be more targeted in the future, both by engineering specialism and by geographical location. Many engineers are de-motivated by the lack of response they have had to existing job applications made via RED and have stated that they consider many of the jobs to be pitched at a level that is too senior. Engineers would like emails to include more junior level employment opportunities that current engineering recruitment agencies do not specialise in providing. The Database Manager currently advertises all the available vacancies at any one time, which to date engineers have perceived as too senior but have accurately reflected the job market at that time. To address this perceived problem, project staff may have to re-assess the current sources of information on jobs and see if it is possible to find more junior level positions from other sources. In addition, project staff may wish to explore opening up more work placement opportunities to enable those who do not have sufficient experience/skills in the UK to be able to benefit from gaining skills that will help them to apply for these senior level jobs.

Just under half of the engineers responding to this evaluation have applied for jobs via RED. Currently, the number of respondents receiving interviews is very low and via this feedback, no engineer has managed to secure a job. Here, it should be noted that the Database Manager recently received an email update from one engineer who has gained employment via RED and has started work with the Halcrow Group. However as this individual did not return respond to this survey, this feedback does not appear in these findings but is obviously an important success story for RED as a whole. There may be other similar success stories that have not been captured through this survey.

Engineers do not currently log on to the database to update their CV and qualifications. Consultation with project staff has highlighted that staff would like to do more job brokerage via RED in the future and they would be better aided in this if engineers kept their CVs up to date. At present, engineers receive regular updates

asking that they update their CV on RED. However in practice this has only been partially successful and therefore project staff may need to do further work to explain the benefits of keeping an up to date CV on RED, in order to encourage engineers to do this.

The majority of engineers referred to RED come via a refugee or community organisation. This suggests that current engineers are well connected to refugee support networks. This is further supported by the fact that most engineers do not currently log on to the database to find out information about RED partners and associate organisations.

## 5. Recommendations

1. The majority of engineers are not currently gaining interviews for jobs advertised via RED. This suggests that:
  - a) CVs do not speak to employers in a way that make them want to interview refugee engineer candidates. Steps to be taken to address this include creating a pool of experienced 'Engineering Mentors' who would be able to assess and refine RED users' CVs so that refugee engineers skills and experiences are presented in a way that highlights areas important to current UK engineering employers.
  - b) Refugee engineers on RED lack the skills or experience needed by current UK employers for these jobs. Steps to be taken to address this include offering work specific training courses (e.g. First Aid, Health and Safety) and by offering UK work placements.
  - c) Jobs being advertised via RED may be at too senior level. Steps should be taken to find more junior and entry level engineering jobs which may be an easier way for refugee engineers to enter into UK engineering employment.
2. Make the job emails more targeted, allowing engineers to select more specific areas of engineering specialism and select to receive jobs by geographical area. This may not completely resolve this issue, as many advertised jobs cross several engineering specialities, but would be a step towards reducing the number of unwanted job vacancies that engineers currently receive.
3. Engineers do not currently utilise the benefits of logging on to the RED database. If project staff would like engineers to update their CV more regularly, further work will need to take place to explain the benefits of doing this to engineers.

## Appendix 1 – User Questionnaire

### Refugee Engineers Database (RED) – User Questionnaire

Dear RED user,

This questionnaire has been created by the RED project team in order to find out your views of the Database service. Your feedback will provide the project team with valuable information on how people are using the service and help inform how the service can be improved in the future. All feedback received is confidential and personal details will not be recorded or used.

Please send your completed questionnaire to: **melissa.zloch@refugee-engineers.org.uk**

Thank you in advance for taking the time to complete this questionnaire.

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#### ABOUT THE SERVICE:

1. Please state your current employment status (please click the appropriate box):

- Employed as Engineer
- Employed but not as Engineer
- Unemployed
- Student
- Unable to work

2. Please state what level of service you currently use (please click the appropriate box):

- Applicant Engineer
- Engineer

3. a) Where did you find out about the service? (please click the appropriate box)

- From a friend
- From Refugee/Community Organisation
- By searching the Internet
- Press/media
- From attending an event
- Other, please state:

b) Do you pass information you've received through the database on to other people?

- Yes
- No

4. How could finding out about us be made easier? Do you have any suggestions for how we can get other Engineers to join the database?

5. We would like to find out more about how users find the Database registration process.

a) Do you find the Internet registration process? (please click the appropriate box)

- Easy to complete
- About right
- Difficult to complete

b) To make your account fully active (Engineer status) we request proof that you may legally work in the UK. If you completed this part of the registration process, did you find it?

- Easy to complete
- About right
- Difficult to complete

c) If you did not complete the Engineer registration process, what were your reasons?

- Difficult to complete
- Lack of time
- Do not want this level of service
- Not currently eligible to work in UK

- You would prefer the whole registration to be online
- Other, please state:

**USING THE DATABASE:**

**6. Please rate how far you agree/disagree with these statements (please click the appropriate box)**

	<b>Agree Strongly</b>	<b>Agree</b>	<b>Disagree</b>	<b>Disagree Strongly</b>	<b>Don't Know</b>
a) I find the database easy to use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) I use the database to receive information about training opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) I use the database to receive emails about jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) I log on to the database to find out information about Partners and Associate organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) I do not log into my account as I want to receive email updates only	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) I log on to database to update my CV and qualifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**ABOUT RECEIVING JOBS EMAILS:**

The Refugee Engineers Database currently filters information about jobs so that you receive emailed updates relating to your Engineering specialism, and those relating to general Engineering jobs.

7. What do you think about the usefulness of information being sent to you? (please click the appropriate box)

- Too much
- About right
- Not enough

What might be more useful?

8. What do you think about the number of emails sent through RED? (please click the appropriate box)

- There are too many emails
- About right
- There should be more emails

9. a) Has the information sent to you through RED helped you find a job?

- Yes
- No

If yes, please state how it helped?

b) Have you applied for some of the jobs sent to you?

- Yes
- No

c) If you have applied for some of the jobs, have you had any interviews from those applications?

- Yes
- No

10. Do you have any other comments or recommendations for the RED service (e.g. functions to add to the database, changes to the job emails – make more targeted, more filtered etc)