Artevelde University of Applied Sciences
Line of expertise People, Society and Digitalization

Some Quick Facts

15,000
STUDENTS

12
CAMPUSES

5
EXPERTISE DOMAINS

1,400
STAFF MEMBERS

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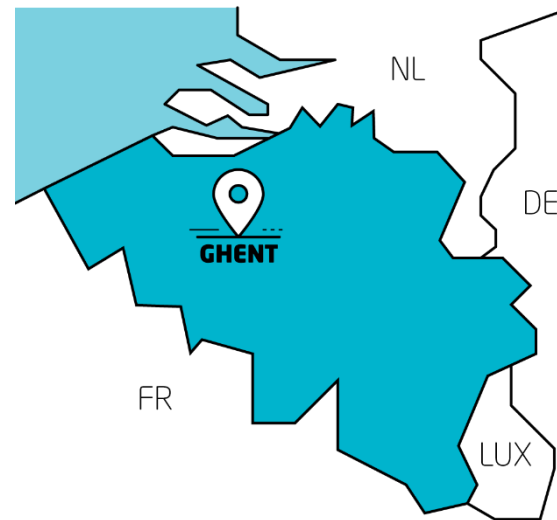
Belgium, at the heart of Europe

Belgium is a federal, multilingual state

Three communities:
Flemish community,
French community,
German community

Studying in Ghent truly means studying at the heart of Europe.
A 30-minute train ride to Brussels, a 3-hour drive to Paris or Amsterdam, and London just waiting on the other side of the North Sea.
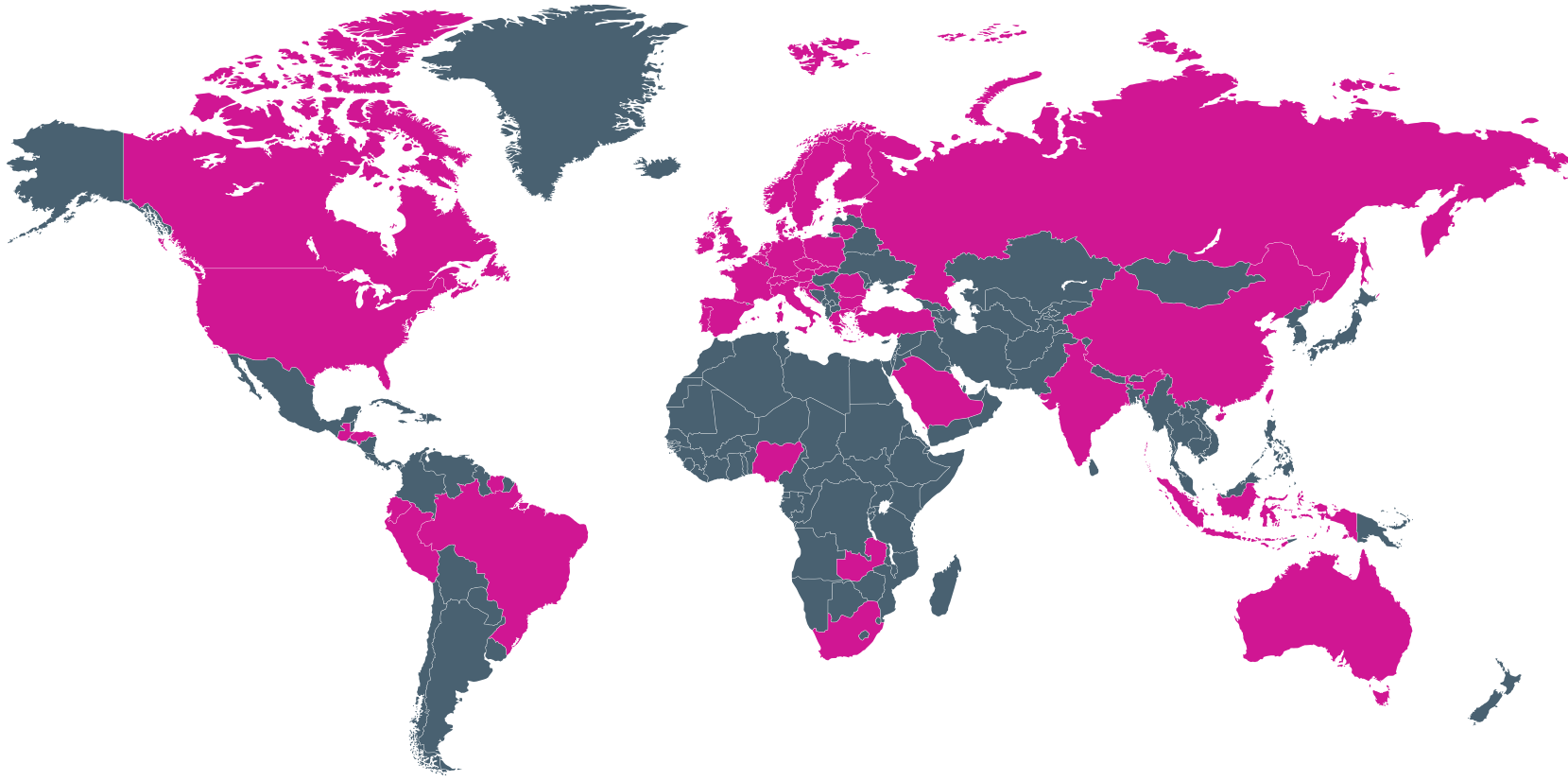
'One of Europe's greatest discoveries – small enough to feel cozy but big enough to stay vibrant'

Lonely Planet

Artevelde UAS is everywhere… we are collaborating with 282 partners in 48 countries!

Artevelde UAS covers five expertise networks

BUSINESS AND MANAGEMENT

COMMUNICATION, MEDIA AND DESIGN

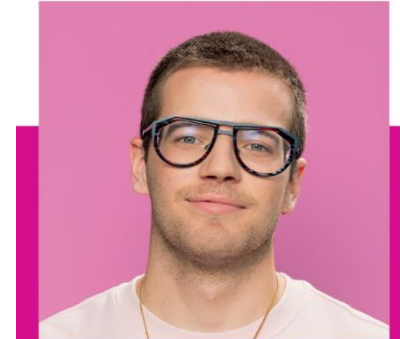**HEALTH AND CARE**

EDUCATION

PEOPLE AND SOCIETY

Every expertise network covers:
- Education (AD and BA programmes)
- Lifelong learning (postgraduate programmes, continuous development, ..): Artevelde Academy
- (International) Research projects and Services (partners from the sector)

Nexus between those elements creates more impact and expertise.

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Expertise Network People and Society

BUSINESS AND MANAGEMENT

COMMUNICATION, MEDIA AND DESIGN
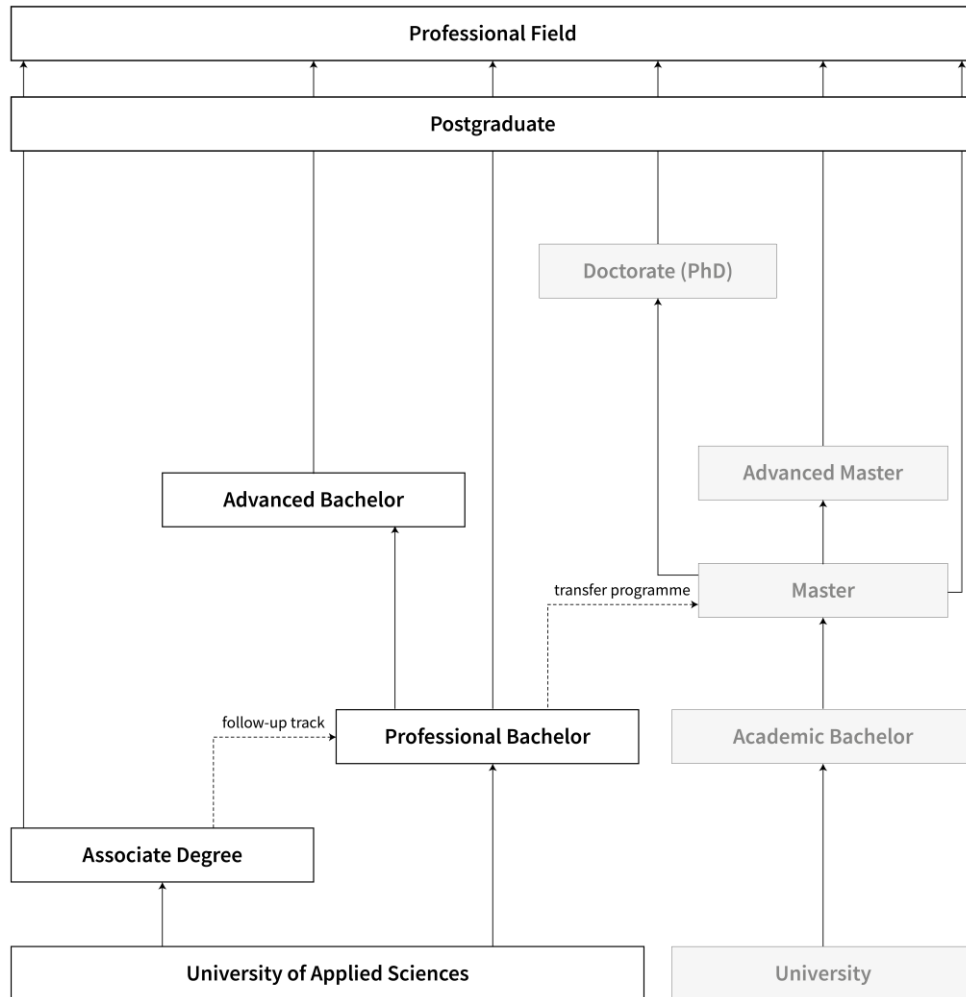
HEALTH AND CARE

EDUCATION

PEOPLE AND SOCIETY

Strong high-quality programmes: Innovative and relevant types of education

Goal: training students
- to become competent professionals, global citizens
- to be proficient in the '21st century' skills

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The Flemish Education System

- 75 % of Flemish secondary education students progress to higher education

- Artevelde UAS:
  - Bachelor's degree (180 ECTS) = 3 years
  - Bachelor of Nursing (240 ECTS) = 4 years
  - Associate degree programmes (90-120 ECTS)

- Artevelde University of Applied Sciences is a member of the Ghent University Association.

European (EQF) and Flemish Qualification Framework (FQF)

Frameworks for classifying different study levels according to an objective scale FQF and EQF **consist of 8 levels**

8   › University - Doctor

7   › University / university college - Master

6   › University / university college - Bachelor

5   › HBO5 - associate's degree programmes

4   › Secondary education
      › Special needs secondary education
      › Learning and working
      › Secondary adult education
      › Se-n-Se

3   › Secondary education
      › Special needs secondary education
      › Learning and working

2   › Basic education
      › Secondary education
      › Special needs secondary education
      › Learning and working

1   › Final attainment levels of primary education

European and Flemish Qualification Framework

FQF level 8	Doctor/ PHD
FQF level 7	Master
FQF level 6	Bachelor/ Undergraduate
FQF level 5	Associate Degree/ recognised professional qualifications level 5
FQF level 4	Final objectives Secondary Education
FQF level 3	First stage of Secondary Education
FQF level 2	Basic Education
FQF level 1	Primary Education

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Description of FQF levels

	Knowledge and skills	Context, autonomy and responsibility
FQF level 8		
FQF level 7		▪ acting in complex and specialised contexts
FQF level 6	▪ critically evaluating and combining knowledge and insights from a specific area	▪ functioning with complete autonomy and considerable initiative
FQF level 5	▪ applying complex specialised skills, linked to research results	▪ taking shared responsibility for the definition of collective results
FQF level 4		
FQF level 3	▪ gathering and interpreting relevant data and making innovative use of selected methods and resources to solve non-familiar complex problems	
FQF level 2		
FQF level 1		

ENW People and Society: Study Programmes

Associate Degree (EQF level 5) 2 Y, 120 ECTS	Bachelor programme (EQF level 6)/ undergraduate 3 Y, 180 ECTS	International Semester Programmes; 30 ECTS; English-taught
AD Social Work and Care	BA Social Work	*Social Work for a challenging Society* (autumn)
AD Social and Cultural Work		*Social Work in Urban Areas* (joint!; host alternately)
AD Social Educational Care Work	BA Social Work: Personnel Work/ Human Resources Management ; parallel track	*Sustainable HRM: Strategies, practices and challenges* (autumn)
AD Flemish sign Language Interpreting		
	BA Early Childhood Education	*Together for Social Education* (spring)
AD Information Management: Library and Archives	BA Applied Psychology!	

ENW People and Society: Lifelong Learning

Postgraduate Programmes	Continuous Development (link research!) in the domains of	

Human Resources Management

Professional Coaching

Supported Employment Coaching

Contextual Therapy

Politicisation in Social Work

Grief and Loss Counsellor

….

1. Strength-oriented work (with children, youngsters and family)

2. Working inclusive, participatory, and creatively

3. Human centred digitalization

4. Coaching, support and professionalization

5. Developing organisations, networks, and leadership

6. Policy influencing with impact

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ENW People & Society: Research and Innovation Centre

People & society VISION
- Co-creative research and development, aimed at social impact with an eye for the vulnerable
- Combining micro, meso and macro perspectives on the individual, organizations and society
- Strong practice innovations because of our specific expertise, methods and approach
- Strong links between education, research and lifelong learning based on our expertise

People & society VISION

1 Strength-oriented work (with children, youngsters and family)

2 Inclusive, participatory and creative approach

3 People, Society and Digitalization

4 Coaching, support and professional-ization

5 Developing organisations, networks, and leadership

6 Policy influencing with impact

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ENW People & Society: Research and Innovation Centre

- Our **practice-oriented** research targets the renewal and improvement of the professional and educational practice

- We provide **innovative, hands-on and smart solutions** to specific questions, and tackle broader societal challenges

- Our experts work in close collaboration with **our partners** - SMEs, companies, non-profit and public authorities, knowledge and research institutes, etc.

- We introduce research and science to the **general public**

ENW People & Society
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Since 2007:

Line of expertise People, Society and Digitalization

Since 2007:

1. Research and development projects about online help in social work

2. Supporting the process for implementing online and blended help in social work organizations

3. Educational and training projects in online help

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Line of expertise People, Society and Digitalization

1. Research and development projects: developing online methods and tools

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1. Research and development projects: developing online methods and tools

- **Ch@tlas**: A method for one-on-one anonymous chat support in first line social services
More information (in Dutch)

- **Optim@il**:
A method for email support in social services and in parenting support
More information (in Dutch)

Line of expertise People, Society and Digitalization

1. Research and development projects: developing online methods and tools

- **Effects of chat support**: a triangular multi-method research concept on anonymous chat help in first line social services
More information (in Dutch)

- **European research and development of a method for one-to-one chat support in first line social services with a focus on sexual abuse**
More information (also in English)

Ervaren baat in éénmalige chathulp
een driehoeksanalyse van bevraging van oproepers, beantwoorders en transcripten uit eerstelijnswelzijnswerk in Vlaanderen

Ch@dvice Inventaris
verkennend onderzoek naar het eerstlijns onlinehulpaanbod rond seksueel misbruik in Europa

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1. Research and development projects: developing online methods and tools

- **Chat help training**: analysis of and recommendations on the education of chat help counsellors
More information (in Dutch)

- How social workers use an **online diary** (exploratory research)
More information (in Dutch)

Chathulpvorming binnen het
OnlineHulpUitwisselingsPlatform

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1. Research and development projects: developing online methods and tools

- **Consensus, dreams and barriers for online help in Flanders**.
The urge, doubts and requirements were mapped for
online help in welfare work and mental healthcare
More information (in Dutch)

- **Online help opportunities for detainees**:
Exploratory study on priorities and framework conditions
for online help and services for
prisoners through Prison Cloud
More information (in Dutch)

Line of expertise People, Society and Digitalization

1. Research and development projects: developing online methods and tools

- **Building blocks of a Flemish online help action plan**. Policy recommendations for supporting online help by Minister of Welfare, Public Health and Family.
More information (in Dutch)

Bouwstenen voor een
Vlaams Actieplan Onlinehulp

- **Do young people or their friends need (online) support when they have lost someone by suicide?**
Exploratory research.
More information (in Dutch)

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Line of expertise People, Society and Digitalization

1. Research and development projects: developing online methods and tools

- **HINCL**: e-learning about transparent and inclusive online information on parenting.
More information (in Dutch)

- **Blended help in Public Social Welfare Centre's** Research on the implementation of the combination of face-to-face conversations and online help.
More information (in Dutch)

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1. Research and development projects: developing online methods and tools

- **WRapp:**
Research on the development of quality criteria and a 'welfare-ranking' for apps and website in welfare and mental healthcare.
More information (in Dutch)

- **O³- Online Parenting Support for every parent**: research and development project on good practices, a framework, do's and don'ts on online parenting support
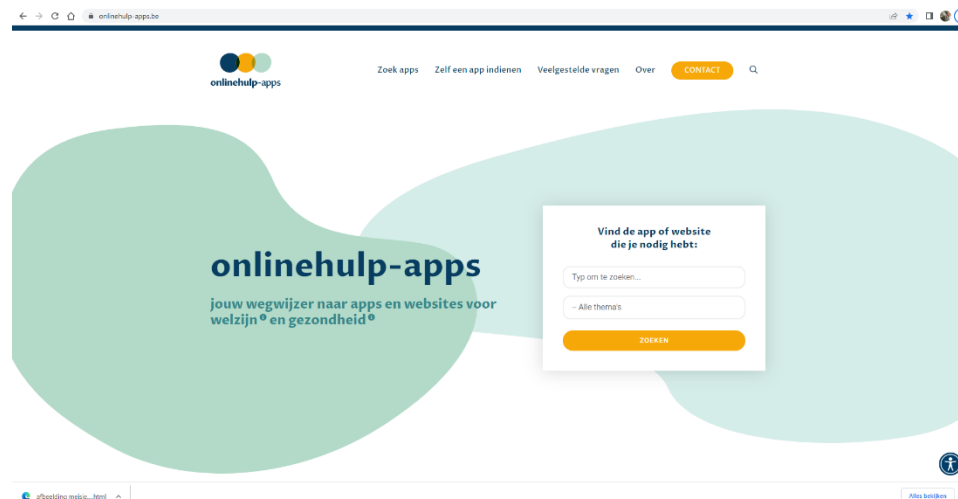More information (in Dutch)

Line of expertise People, Society and Digitalization

1. Research and development projects: developing online methods and tools

- **Appstore for well-being and mental health**: development of an app store which is a website that collects an overview of useful apps and websites for social professionals.
https://www.onlinehulp-apps.be/favorieten/onlinehelp-appstore

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1. Research and development projects: developing online methods and tools

- **Simba:** A method for implementing video-calling on a successful way in ambulatory welfare work
More information (in Dutch)

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1. Research and development projects: developing online methods and tools

- **Digital cooperation in Youth care**: In order of Opgroeien, an agency of the government, and in collaboration with SAM and UCLL (University of applied sciences of Leuven and Limburg), we searched for qualitative digital cooperation platforms to enable collaboration between youths, their network and their caretakers.
More information (in Dutch)

Line of expertise People, Society and Digitalization

1. Research and development projects: developing online methods and tools

- **SWIPE**: Inspiring Digital practices in Strong Social Work. Collection and presentation of a lot of good practices in social work organizations. Parameters have been set so you can see why a practice is successful or why not.
More information (in Dutch)

- **DIGI-ACT** = digital activation of people with disabilities. Research on digital inclusion and people with disabilities.
More information (in Dutch)

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1. Research and development projects: developing online methods and tools

- **Hybrid Family care** : research to levers for better hybrid family care.
More information (in Dutch).
About the strengths, weaknesses, levers and pitfalls of 3 organizations in Flanders who provide family care, also online.

- **Development of a quality framework for Online help**.
Framework with minimal quality requirements that organizations in welfare and mental healthcare can use to implement ICT technology. In partnership with Thomas More university and with SAM.
More information (in Dutch)

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1. Research and development projects: developing online methods and tools

- **Digiwijzer.be** = a site that lists initiatives on digital inclusion to provide a clear overview for social professionals.
More information (in Dutch)

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2. Supporting the process for implementing online help in social work organizations

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A few examples:

- **customized training** for management and/or employees as an introduction to online and blended help options

- a method to **determine a vision** on online and blended help in the organisation

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2. Supporting the process for implementing online help in social work organizations

A few examples:

- support with **how to position online help offerings** in relation to the organisation's other help and service offerings

- selecting and developing a **pilot project** or experiment

- conducting a **quick-scan or perceived-benefit analysis** of online and blended help offerings

- …

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2. Supporting the process for implementing online help in social work organizations

In the process support tools, have been developed. Some of the offerings:

**– Quick scan for online and blended help in welfare and mental healthcare**:
a tool, based on Business Model Canvas that enables an organization to assess the state of preparedness for implementing online help
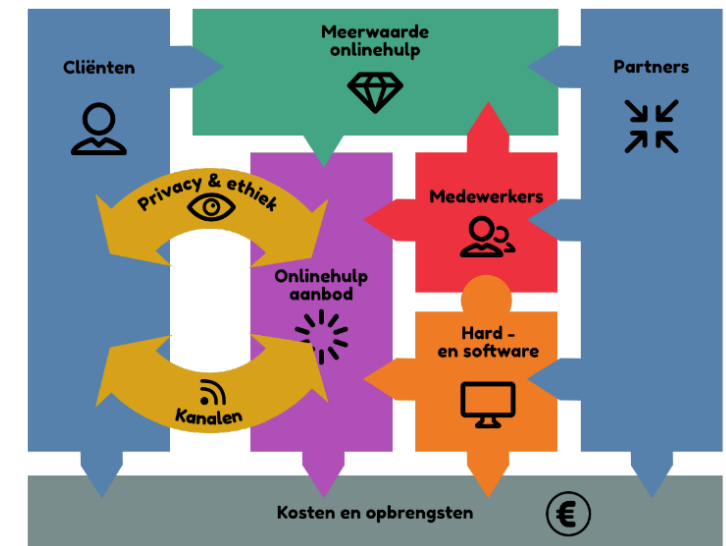
Line of expertise People, Society and Digitalization

2. Supporting the process for implementing online help in social work organizations

- **Chat reflector**: a questionnaire
on starting with chat support
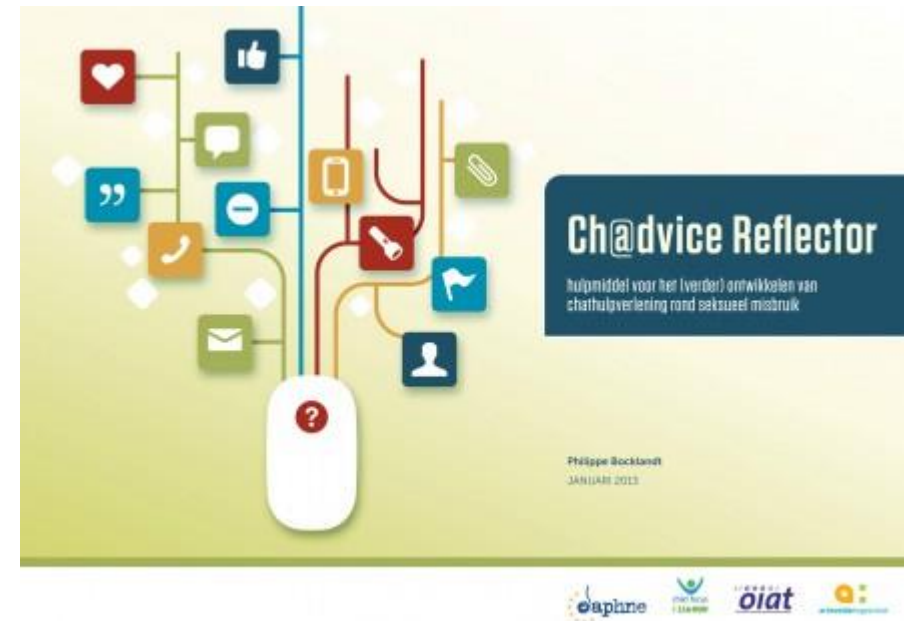
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2. Supporting the process for implementing online help in social work organizations

- **An e-book and a toolbox** for social workers who want to communicate on social media

Line of expertise People, Society and Digitalization

3. Educational and training projects in Online and blended help

An introduction in online and blended help and online help skills is part of the currciculum of the Bachelor of Social Work:

▪ Online social work for individuals and Online social work for groups in the Bachelor of Social Work, 3rd grade (4 ECTS)
▪ Online social work for individuals and Online social work for groups – a course in our International Semester programme 'Social work for a challenging society' (4 ECTS)

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3. Education and training projects in Online and blended help

▪ In their bachelor's project, students address a relevant research question on online and blended support or digitalization in general for the sector. The develop part of an online tool, reflect on the usability of online tools, introduce an online diary in their field work, make a checklist when to start with blended care, collect testimonies of good digital social work practices, etc.

Training programmes on online and blended help are organized for social workers, including programmes on e-learning in their practice (on demand).

More information?

https://www.onlinehulp-arteveldehogeschool.be/in-english/

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