DesYIgn eLearning course on service design

Call for participants

Online, 22 May – 5 July 2023

The DesYIgn eLearning course provides information, resources and practical exercises for youth workers and youth information workers to learn to use service design methodology when designing services, products, methods and activities with and for young people. The course is an **introduction to service design**.

The training consists of **six thematic areas** and includes a small personal service design project (simulation) that participants work on during the whole course. This can be done in groups, e.g. by participants from the same organisation or country.

The expected time to complete the course is **4-6 hours/week**, 28 hours in total. The nominating organisations are encouraged to **include the training activities** in the working hours of the participants. The course includes **three compulsory webinars**:

- Kick-off webinar: 22 May at 2:30-4:30 CET;

- Mid-term webinar: 5 June at 2:30-4:30 CET; and

- Closing webinar: 3 July at 2:30-4:30 CET.

The activities of the course are **collaborative**, which means that participants will work and actively communicate with each other during the 6,5 weeks. This is why it is important that participants allocate time to the course each week and progress with approximately the same pace.

By the end of the course, learners will:

- Understand the service design principles and methodology;
- Know why to use service design and what are the benefits of using it;
- Be able to apply service design principles and methodology in a youth information context;
- Understand how the service design methodology can support the development of young person-focused services;
- Be able to use the DesYIgn Toolkit.

Profile of participants:

- Represent ERYICA Member Organisations/networks;
- Commit to completing the whole course in the scheduled time frame;
- Have experience in youth (information) work;
- Have a need for service design skills;
- Possess the language skills to complete the course in English.

The **eTrainers** of the course will be Mika Pietilä (Finland) and Arielle Tye (Wales, UK).

Participants will receive an **ERYICA certificate** upon the successful completion of the course (at least 85%).

Expected number of participants: 25

The course might attract a high level of interest, therefore we may be in the situation that a **selection of participants** will be necessary. If this is the case, this will be done based on the balance of ERYICA Member Organisations present in the training, the type of ERYICA membership, geographical and gender balance, and based on the motivation and experience of applicants as expressed in the pre-registration form.

If you are interested, pre-register at **https://forms.gle/8ZP7EHUFJm6j1kpu7** by **11 May 2023 (midnight)**. Successful participants will be notified by 17 April the latest.