ENHANCE LEARNER VOICE

The ENHANCE Matrix | Implementation

An accessible, interactive and dynamic mapping of existing practices and initiatives that promote active participation and enhancing learners' voices

ENH.A.N.CE | ENHancing Adult learNers voiCEs
Project 101133805 — ENHANCE

Project Partners

Introduction

ENHANCE (Enhancing Adult Learners Voices) is a project running from December 2023 until May 2026 which intends to enhance adult learners' voices by creating learning spaces where the educational process is based on the voice of the learner. This inherently democratizes the educational process, leading to a deeper connection with both society and the learning topic at hand.

The ENHANCE Cartesian Matrix

The aim of the Cartesian Matrix is to highlight the spectrum of learners' participation and opportunities for representation in public space. The matrix assesses access and impact by considering elements such as who can participate in the process and under what circumstances, and how communities, societies, and policy are affected by the process.

ENHANCE's partner organisations have each gathered around five good-practice examples. Those partners operating at the national or local level have sourced practices from Austria, Hungary, Ireland, the Netherlands and Switzerland. Meanwhile, the partners working at the European level – EAEA and SOLIDAR Foundation – have compiled international good practices drawn from their wider networks.

The partnership carried out interviews with learners and education practitioners that were involved in good practices to collect feedback on the collected practices.

The theoretical foundation of the Matrix is the ENHANCE Background Paper, which offers a robust conceptual underpinning for developing the matrix to amplify learners' voices. It also includes a glossary of key terms required to interpret the criteria and axes of the ENHANCE Cartesian matrix.

In order to create a Cartesian Matrix that highlights learners' voice and participation, the ENHANCE partners consider elements of:

- Access: meaning who can participate in the process and under which circumstances
- Impact: meaning how communities, societies and policy are affected by the process

The ENHANCE Matrix includes International Practices as well as local and national practices from Sweden, Ireland, Austria, Hungary, The Netherlands and Switzerland. All practices are available in English, German, Swedish, Hungarian and Dutch.

In order to present the practices on the Matrix, each good practice received a "score" for the axis of access and a "score" for the access of impact. This means that each practice has an identifying score of (aa, ia) [access axis, impact axis]. To get this number a calculation mechanism was applied as presented below:

Access axis (aa)

Score Board	
Access in terms of Payment	1 point if an amount of money is required
	2 points if no amount of money is required

|	3 points if a stipend is provided to learners
Access in terms of support towards systemic bottlenecks	1 point if no support is provided
	2 points if support for limited bottlenecks is provided
	3 if support provision is flexible to the needs of the participants
Access in terms of time flexibility	1 point if not flexibility is admissible
	2 points if minimal flexibility applies
	3 points if flexibility in the design is applied
Access in terms of geographic reach	1 point if the practice is local
	2 points if the practice is accessible nationally
	3 points if the practice is transferable internationally
Total	**Scale 4 to 12**

Impact access (ia)

Score Board
1 point if extensive feedback is asked during the practice and learners voice their opinion in a context that is conducive to create free and safe spaces*
2 points if extensive feedback is asked during the practice and action is taken timely
3 points if extensive feedback on the design and structure of the learning process is asked during the practice
4 points if learners are included in the design of the learning process in pre-specified parts in a context that is conducive to create free and safe spaces*
5 points if learners actively design the learning context and process with support when needed
Scale 1 to 5

The ENHANCE Matrix

An interactive map on empowering adult learning organisations to amplify learners' voices, co-create solutions, and drive inclusive change. Explore more than 40 good practices from around Europe!

| English | Deutsch | Nederlands | Svenska | Magyar |
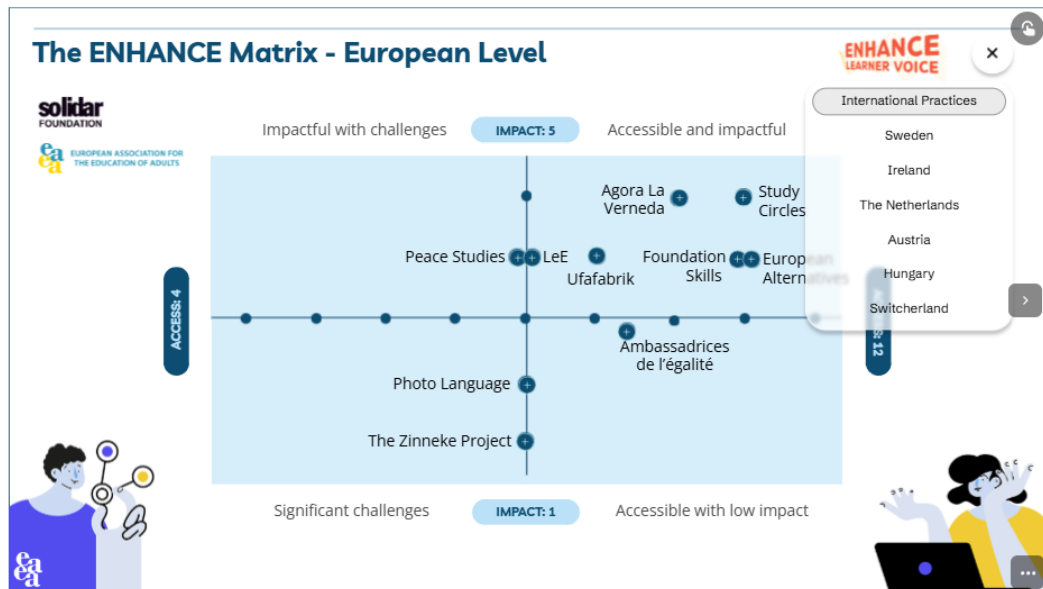
In order to understand in depth how the different elements of each of the selected practices lead to their classification and placement in the matrix the partnership agreed on a user-friendly visualization, with accessible characteristics, that highlight the critical point that the research team identified and analyzed. Each practice demonstrates details regarding its scoring and selection.

Persisting challenges, Potential Lessons

Despite the growing implementation of direct democratic processes to elevate adult learners' voices, persistent challenges continue to undermine their effectiveness. Structural barriers such as rigid hierarchies, limited time, and unequal access to digital tools persistently constrain participation. Additionally, learners from linguistically and culturally diverse backgrounds often face exclusion due to inadequate translation and communication support that is often overlooked.

These challenges underline the need for more inclusive, transparent, and responsive feedback mechanisms. Practices that prioritize follow-up, foster trust, and create free and safe spaces for dialogue show greater potential for meaningful engagement. Lessons from successful initiatives highlight the importance of capacity-building, peer support, and clear communication pathways that reinforce the value of learner input. Embedding these elements into direct democratic processes can transform symbolic participation into real influence.

Below we are introducing some concepts we found essential in understanding the challenges and systemic barriers in amplifying learners voice that exist integrally in our good practices as well!

+ Gatekeeping

+ Bottleneck

+ Access

+ Level of Conciousness and Level of Participation

+ Safe Space and Context

+ Tokenism

+ Form and Type of the Educational Process

+ Learner Voice

To make the contents of the matrix more usable the ENHANCE consortium has created an accompanying toolkit gathering resources and tools from each of the good practices presented.

Additionally, to the Matrix and Toolkit, in the environment of the Matrix one can also find the extensive interviews conducted with participants, facilitators, educators and relevant stakeholders for each of the good practices presented in the Matrix

Finally in the environment of the matrix the user can find the extensive Matrix Mechanics User Guide and the ENHANCE Background paper.
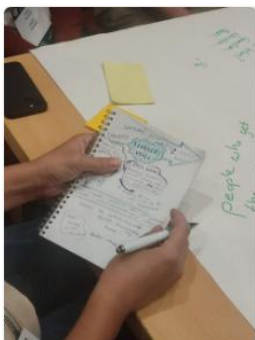
Using the Matrix

To better understand and apply the ENHANCE Matrix, two key documents are available:

- **Background Paper** – Outlines the context, rationale, and theoretical underpinnings of the Matrix. It explains why enhancing learners' voices matters and how this tool contributes to more inclusive adult education systems.
- **Matrix Mechanics** – A practical guide to using the Matrix and understanding how each practice ended up in its space. It describes the structure, steps, and methods that help organisations translate the framework into use.

Together, these documents provide both the *why* and the *how* of the ENHANCE approach, offering a clear pathway from reflection to practice.

The Matrix Background Paper →
The Matrix Mechanics →

Link to the Matrix on the ENHANCE website in all available languages:

https://www.enhancelearnervoice.com/enhance-matrix/

Link to the Matrix on the Social Rights Monitor of SOLIDAR in all available languages:

https://srm.solidar.org/

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Publication Coordinated by SOLIDAR Foundation
September 2025