

## Reinforcing the Attractiveness, Impact and Skills of Efacilitators for e-Inclusion

2012-1-FR1-LEO05-34330

<http://www.adam-europe.eu/adam/project/view.htm?prj=10447>

## Project Information

- Title: Reinforcing the Attractiveness, Impact and Skills of Efacilitators for e-Inclusion
- Project Number: 2012-1-FR1-LEO05-34330
- Year: 2012
- Project Type: Transfer of Innovation
- Status: granted
- Country: FR-France
- Marketing Text: The “Digital Agenda for Europe” asserts: “Bridging this digital divide can help members of disadvantaged social groups to participate on a more equal footing in digital”. Now, a key actor here occurs: the E-FACILITATOR. He is at the core of our project, and if the victims of digital divide are its final recipient, the e-facilitators are our target group. However, this profession still lacks of recognition and attractiveness in several European countries (low wages, part-time jobs, few career prospects, voluntary services).
- Summary: “As more daily tasks are carried out online, from applying for a job to paying taxes or booking tickets, using the internet (...) Yet, 150 million Europeans – some 30% - have never used the internet. (...) This group is largely made up of people aged 65 to 74 years old, people on low incomes, the unemployed and the less educated.” : the struggle against the digital divide is a major challenge for EU.  
In Italy, 41.60% of the homes explain that fact by the lack of digital competences. Switzerland is the 5th best connected country, but the digital divide stays strong: the poorest, the oldest, the less educated, the women use less the “Web”. We find those same disparities in Spain and in France, where digital competences are subject to a growing attention. Six Roman people out of 10 have never used Internet.  
Our target group, the e-facilitator, who is it? This occupation takes many forms, in open centres of internet access, but also media libraries, training centres, etc.  
This ICT educationist introduces a large range of audiences. Meanwhile, in terms of image, work conditions, training, the needs are broad. In Romania, only 280 e-facilitators have received an appropriate training. In Switzerland, the courses are often given by voluntary workers. The situation in France, Spain and Italy has been studied in the “VET4e-I” project. It shows that only 23% of the e-facilitators have followed a formal training designed for that profession, whose many of them regrets the too general content. The EU authorities have spotted these needs. The roadmap for digital inclusion (2011) mentions the key function of e-facilitators and their need of professionalization.
- Description: A confirmed need at the European level and in the partner countries: the digital competences are a key competence for an insertion into a knowledge based society. From the Lisbon Strategy to the “digital agenda for Europe 2010-2020”, efforts struggle against the digital divide that excludes the most vulnerable ones. A key actor in this challenge is the e-facilitator. In open internet access point, “telecentres”, media libraries, training centres, etc., this educationist advises, accompany, train the victims of the digital divide to the mastery of the IT tools. One difficulty: the imbalance between this fundamental function to face a major challenge in our society, and the place she keeps to the e-facilitators. The needs are broad, and spotted by the EU authorities: professionalization, recognition, work conditions, validation of competences etc. One objective: answer this difficulty through an adapted pedagogical supply and actions in favour of the valorisation of the e-facilitator.  
In concrete terms:  
- transfer of training modules tailored for e-facilitators,  
- online experimentations at the European scale,  
- selection and valorisation of best practices through a gathering in a final European workshop.  
A partnership. The members of the RAISE4e-Inclusion project:  
- have the technical and pedagogical competences to reach this goal,  
- collaborate or have collaborate and share a common will to support the target group (e-facilitators) and hence the victims of the digital divide (final beneficiaries)

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they daily accompany,

- master the actual challenges for the acquisition of digital competences and of the digital activities,

- have at their disposal the necessary tools, networks and partners for the success of the project actions and their sustainability.

Expected outcomes:

- two transferred, tested, and finalized training modules in each country,

- more than 300 members of the target group directly involved into the product evaluation,

- a collection of best practices validated by a scientific committee and integrated to the training modules,

- a final even communicating the best practices of digital activities in Europe to e-facilitators, their employers and public authorities.

An impact:

- an improved training offer for the e-facilitators, in terms both of quantity and quality,

- a valorised profession, at the local national and European levels,

- a strengthening and an improvement of the accompaniment of the vulnerable public toward the acquisition of the digital competences.

Main activities achieved:

- 4 management meetings: the first meeting of partners took place between 30 and 31 October 2012 in Paris (France); between 16 and 17 of April 2013 took place the second coordination meeting of the RAISE4 e-Inclusion project, in Barcelona (Spain); in the period 3-4 October 2013 took place the third management meeting of the RAISE4e-Inclusion project, in Rome (Italy) and 4th meeting took place in Geneva in the period 27-28 February 2014, finally the last coordination meeting took place in Bucharest in Romania on 26th June 2014.

- NR and Tutor's Trainings: between 29 and 30 of January 2013, took place the National Referents meeting in Barcelona, Spain and in the period 18 – 19 June 2013 the tutors from Italy, France, Romania and Switzerland participated to a training at the Fundación Esplai's headquarters from El Prat de Llobregat (Barcelona -Spain).

- Transculturation of modules: The Transfer project planed the adaptation of 2 learning modules per partner participating in the Transfer: ACDC from Romania, FDEP from Switzerland, ARCI from Italy and INFREP from France. Following the process of selection, each partner has selected 2 modules out of the 10 available and adapted them to their own national context.

- Pilot trainings for e-facilitators: The RAISE4e-Inclusion project organized in fall (October 21 to November 30) an e-learning training for e-facilitators and professionals facilitating ICT use. In the frame of the training, the four participating countries (France, Switzerland, Romania and Italy) offered a total of eight courses online, developed on the 4 Moodle platforms developed in the project.

- Creating the website and the Logo of the project: ACDC Romania, the partner in charge with the WP5, created since the first year of the project a website which is updated regularly. Also, ACDC Romania has created a logo of the project taking into consideration the input of the partners.

Main activities implemented in 2014 following the pilot phase of training:

- \* The contest for the selection of good practices of e-facilitator was launched in late March 2014 and was completed on May 15, 2014. The contest was open to e-facilitators who have a practice of social inclusion of people suffering from a lack of skills in the digital domain. A total of two best practices by participating countries were selected according to criteria validated by the partners. In total, there are ten best practices that have been rewarded.

- \* Final Workshop: the final workshop took place during the period from June 27 to 28, 2014 in Bucharest, Romania. The main objective of this event was to promote the exchange of best practices between e-facilitators in Europe and build better visibility for this occupation.

- \* Creating the booklet of the ten best practices of e-facilitators for social inclusion in Europe: the catalog is one of the key results illustrating concrete solutions to fight against the digital divide, presenting different social, public environments, challenges and innovative solutions.

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- \* Report on the final workshop: ACDC has produced a report on the final workshop, following the conclusions of the multinational working groups.
- \* Improved modules: the partners have agreed on a process / Protocol of module Improvement in order to take into account the feedback of the pilot training and finalize training products.
- \* Work on the exploitation of training products and platforms to establish a model of sustainability for the developed materials.

- Themes:
- \*\*\* ICT
  - \*\*\* Lifelong learning
  - \*\*\* Open and distance learning
  - \*\*\* Access for disadvantaged
  - \*\* Utilization and distribution of results
  - \*\* Others
  - \*\* Vocational guidance
  - \*\* Equal opportunities
  - \* Labor market
  - \* Intercultural learning
  - \* Recognition, transparency, certification

- Sectors:
- \*\*\* Education
  - \*\* Human Health and Social Work Activities
  - \*\* Information and Communication

- Product Types:
- description of new occupation profiles
  - material for open learning
  - evaluation methods
  - modules
  - teaching material
  - procedure for the analysis and prognosis of the vocational training requirement
  - website
  - open and distance learning

- Product information:
- RAISE4e-Inclusion project has produced numerous results and products, amongst which some are directly available on the website of the project (find address here after), in the deliverable section. The user can find:

\*RESULTS OF THE QUESTIONNAIRE ON FINAL SELECTION OF MODULES

\*Guideline for Transculturation

\*The role of National Referents

\*The role of Tutor

\*Evaluation questionnaires report\_NRs

\*Evaluation questionnaires report\_Tutors

\*Final user selection short guidelines

\*Experimentation of modules\_Activity Plan

\*Meilleures pratiques d'animateurs multimédia pour l'inclusion sociale en Europe

\*Mejores prácticas de dinamizadores socio-digitales para la Inclusión social en Europa

\*Cele mai bune practici ale E-facilitatorilor pentru Incluziune Social în Europa

\*Final Event Report

\*Protocole for fine-tuning of modules

## Project Information

\*RAISE Monitoring Report

Projecthomepage: <http://raise4einclusion.eu/>

## Project Contractor

Name: Institut National de Formation et de Recherche sur l'Education Permanente  
City: Paris  
Country/Region: Ile De France  
Country: FR-France  
Organization Type: National Agency  
Homepage: <http://www.infrep.org>

## Contact Person

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## Coordinator

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Country/Region: Ile De France  
Country: FR-France  
Organization Type: National Agency  
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## Partner

### Partner 1

Name: Actions Intégrées de Développement asbl (P5)  
City: Bruxelles  
Country/Region: Bruxelles Cap, Brussel Hof  
Country: BE-Belgium  
Organization Type: others  
Homepage: <http://www.aid-com.be>

### Partner 2

Name: Asociaia Consultanilor în Dezvoltare Comunitar (P4)  
City: Suceava  
Country/Region: Nord Vest  
Country: RO-Romania  
Organization Type: others  
Homepage: <http://www.acdcromania.ro>

### Partner 3

Name: Associazione Ricreativa e Culturale Italiana (P1)  
City: Rome  
Country/Region: Lazio  
Country: IT-Italy  
Organization Type: others  
Homepage: <http://www.arci.it>

### Partner 4

Name: Fondation pour le Développement de l'Education Permanente (P3)  
City: Nyon  
Country/Region: Région lémanique  
Country: CH-Switzerland  
Organization Type: others  
Homepage: <http://www.fdep.ch>

## Partner

### Partner 5

Name: FUNDACIÓN ESPLAI (P2)

City: El Prat de Llobregat

Country/Region: Catalunya

Country: ES-Spain

Organization Type: others

Homepage: <http://www.fundacionesplai.org>

## Project Files

### Evaluation interim report.pdf

<http://www.adam-europe.eu/prj/10447/prj/Evaluation%20interim%20report.pdf>

### Final dissemination Report.pdf

<http://www.adam-europe.eu/prj/10447/prj/Final%20dissemination%20Report.pdf>

### Final Event Report.pdf

<http://www.adam-europe.eu/prj/10447/prj/Final%20Event%20Report.pdf>

### Final report on evaluation.pdf

<http://www.adam-europe.eu/prj/10447/prj/Final%20report%20on%20evaluation.pdf>

Final report on Evaluation

### Interim dissemination report.pdf

<http://www.adam-europe.eu/prj/10447/prj/Interim%20dissemination%20report.pdf>

### Protocole for fine-tuning of modules\_template.pdf

[http://www.adam-europe.eu/prj/10447/prj/Protocole%20for%20fine-tuning%20of%20modules\\_template.pdf](http://www.adam-europe.eu/prj/10447/prj/Protocole%20for%20fine-tuning%20of%20modules_template.pdf)

### R18\_Livret.pdf

[http://www.adam-europe.eu/prj/10447/prj/R18\\_Livret.pdf](http://www.adam-europe.eu/prj/10447/prj/R18_Livret.pdf)

Booklet of best practices of e-facilitators for social inclusion in Europe

### R22\_Plateformes\_1.pdf

[http://www.adam-europe.eu/prj/10447/prj/R22\\_Plateformes\\_1.pdf](http://www.adam-europe.eu/prj/10447/prj/R22_Plateformes_1.pdf)

4 virtual learning platforms + 1 train the trainers / referents platform

### R23\_Glossaire.pdf

[http://www.adam-europe.eu/prj/10447/prj/R23\\_Glossaire.pdf](http://www.adam-europe.eu/prj/10447/prj/R23_Glossaire.pdf)

Glossary of the project: the glossary gathers the main concepts used all along the project for implementing the key-activities.

### R24\_Modules.pdf

[http://www.adam-europe.eu/prj/10447/prj/R24\\_Modules.pdf](http://www.adam-europe.eu/prj/10447/prj/R24_Modules.pdf)

Results of the modules selection

### R26\_1.pdf

[http://www.adam-europe.eu/prj/10447/prj/R26\\_1.pdf](http://www.adam-europe.eu/prj/10447/prj/R26_1.pdf)

Leaflet of project

## Project Files

### R4\_Guide\_1.pdf

[http://www.adam-europe.eu/prj/10447/prj/R4\\_Guide\\_1.pdf](http://www.adam-europe.eu/prj/10447/prj/R4_Guide_1.pdf)

Il s'agit du guide méthodologique et pratique sur l'activité d'adaptation des matériels pédagogiques.

### R5\_Modules.pdf

[http://www.adam-europe.eu/prj/10447/prj/R5\\_Modules.pdf](http://www.adam-europe.eu/prj/10447/prj/R5_Modules.pdf)

Il s'agit des produits pédagogiques innovants qui sont transférés aux quatre pays participant aux activités de transfert (France, Italie, Roumanie et Suisse).

### R6\_Formation.pdf

[http://www.adam-europe.eu/prj/10447/prj/R6\\_Formation.pdf](http://www.adam-europe.eu/prj/10447/prj/R6_Formation.pdf)

Tutors training

### R7\_Formation.pdf

[http://www.adam-europe.eu/prj/10447/prj/R7\\_Formation.pdf](http://www.adam-europe.eu/prj/10447/prj/R7_Formation.pdf)

National referents training

### RAISE Monitoring Report v4.pdf

<http://www.adam-europe.eu/prj/10447/prj/RAISE%20Monitoring%20Report%20v4.pdf>

### The role of National Referents.pdf

<http://www.adam-europe.eu/prj/10447/prj/The%20role%20of%20National%20Referents.pdf>

### The role of Tutor.pdf

<http://www.adam-europe.eu/prj/10447/prj/The%20role%20of%20Tutor.pdf>

### WP3\_Evaluation questionnaires report\_NRs\_v3.pdf

[http://www.adam-europe.eu/prj/10447/prj/WP3\\_Evaluation%20questionnaires%20report\\_NRs\\_v3.pdf](http://www.adam-europe.eu/prj/10447/prj/WP3_Evaluation%20questionnaires%20report_NRs_v3.pdf)

### WP3\_Evaluation questionnaires report\_Tutors.pdf

[http://www.adam-europe.eu/prj/10447/prj/WP3\\_Evaluation%20questionnaires%20report\\_Tutors.pdf](http://www.adam-europe.eu/prj/10447/prj/WP3_Evaluation%20questionnaires%20report_Tutors.pdf)

### WP4 Experimentation of modules\_Activity Plan\_ARCI.pdf

[http://www.adam-europe.eu/prj/10447/prj/WP4%20Experimentation%20of%20modules\\_Activity%20Plan\\_ARCI.pdf](http://www.adam-europe.eu/prj/10447/prj/WP4%20Experimentation%20of%20modules_Activity%20Plan_ARCI.pdf)

### WP4 - Final user selection short guidelines.pdf

<http://www.adam-europe.eu/prj/10447/prj/WP4%20-%20Final%20user%20selection%20short%20guidelines.pdf>

## Products

- 1 Transculturation Guide
- 2 8 Learning Modules
- 3 Evaluation Report on Training of Tutors and National Referents
- 4 Experimentation of Modules Activity Plan
- 5 Simplified Guide on Tutors and National Referents Competences
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- 14 Interim report of dissemination
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- 16 Final evaluation report
- 17 Final dissemination Report
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- 23 Result of modules' selection (by country)

## Product 'Transculturation Guide'

Title: Transculturation Guide

Product Type: procedure for the analysis and prognosis of the vocational training requirement

Marketing Text: Il s'agit du guide méthodologique et pratique sur l'activité d'adaptation des matériels pédagogiques.

Description: This document aims at accompanying the RAISE4e-I project partners in the transculturation of their modules. The Transfer project planned the adaptation of 2 learning modules per partner participating in the Transfer: ACDC from Romania, FDEP from Switzerland, ARCI from Italy and INFREP from France. Following the process of selection, each partner has selected 2 modules out of the 10 available. This selection has been made with the support of the French coordinator who provided the Guideline for selecting modules. In the phase of construction of the e-learning platforms each organization participating in the Transfer created its own national platform with Moodle, the transculturation work being based on this Guideline.

Target group: Partenaires, Parties prenantes, Agence Léonardo da Vinci

Result: Chaque organisation participant aux activités de transfert a pu créer sa propre plate-forme Moodle, et adapter ses modules de cours en se basant sur l'outil de guide d'instruction pour la transculturation.

Area of application: Education-Formation, TIC, domaine de l'inclusion sociale et numérique

Homepage: [www.raise4einclusion.eu](http://www.raise4einclusion.eu)

Product Languages: English

## Product '8 Learning Modules'

Title: 8 Learning Modules

Product Type: modules

Marketing Text: Il s'agit des produits pédagogiques innovants qui sont transférés aux quatre pays participant aux activités de transfert (France, Italie, Roumanie et Suisse).

Description: The Transfer project is adapting ("Transculturating") 2 learning modules per partner participating in the Transfer (ACDC from Romania, ARCI from Italy, FDEP from Switzerland and INFREP from France) and to test these modules during an online pilot training open to e-facilitators for free. Each RAISE4 e-Inclusion partner first selected 2 modules out of the 10 modules available.

For doing so, ACDC (Romania) and FDEP (Switzerland) carried out a surveying activity for selecting the 2 learning modules, while ARCI (Italy) and INFREP (France), who took part in VET4 e-Inclusion project, already collected their target group's needs through research and evaluation activities carried out in the frame of the VET4e-I project.

The 4 modules transculturated by the partners are: Sustainability in the telecentre and Online procedures (ACDC Romania); Facilitating job seeking and Development of a digital literacy workshop (FDEP); Digital photography workshop and Development of a digital literacy workshop (ARCI); Facilitating ICT access to migrants and Development of a digital literacy workshop (INFREP).

These modules are available on the 4 Moodle platforms created by the 4 partners participating in the Transfer.

Target group: Animateurs multimédia, organisations partenaires, parties prenantes, responsables de structures du domaine de l'inclusion sociale et numérique, pouvoirs publics.

Result: Les huit modules adaptés (deux par pays) correspondent aux besoins de formation relevés chez les utilisateurs potentiels de notre groupe cible, les animateurs multimédia. Ils ont été élaborés à partir des produits de grande qualité qui ont été finalisés dans le cadre du projet VET4e-I, et en y intégrant également les améliorations qui avaient été pointées par les bénéficiaires ayant participé à la formation pilote VET4e-I ainsi que par les partenaires de VET4e-I. Ces huit modules, qui ont été expérimentés par le groupe cible lors de la phase de formation pilote (octobre à décembre 2013), ont été améliorés par les partenaires au courant de l'année 2014, pour adopter leur forme finale d'exploitation. En cela, les huit modules transculturés ont permis de répondre aux besoins du projet visant l'amélioration de l'offre de formation continue pour les animateurs multimédia.

Area of application: Education-Formation, TIC, domaine de l'inclusion sociale et numérique

Homepage:

Product Languages: French  
Italian  
Romanian

## Product 'Evaluation Report on Training of Tutors and National Referents'

Title: Evaluation Report on Training of Tutors and National Referents

Product Type: evaluation methods

Marketing Text: Il s'agit du travail de mise en forme des résultats des évaluations des deux formations: évaluation de la formation des Référénts Nationaux et évaluation de la formation des Tuteurs. Ce travail a été réalisé par P2 à l'issue de la période de formation à distance, en octobre 2013.

Description: The document on Evaluation of NR training comprises the results of the NR training which was coordinated by the Spanish partner and it was designed to be developed in two main axes: one focused in administrate and manage the e-learning Moodle platform; and the other one focused on the installation/deployment of the Moodle platform. The results presented in the Evaluation report were based on the satisfaction questionnaire filled in by the national referents after the face-to-face training.  
The document on Evaluation of Tutors training comprises the results of the Tutors training which was coordinated by the Spanish partner. The results presented in the Evaluation report were based on the satisfaction questionnaire filled in by the tutors after the face-to-face training and focused on their expectations, satisfaction and usefulness of the training.

Target group: Partenaires du projet, responsables de formation en e-learning, formateurs au développement d'environnements virtuels d'apprentissage

Result: Le résultat a permis de garantir aux partenaires participant au transfert et au partenaire organisateur des formations la qualité du processus de transfert des compétences en matière de e-learning. Il s'agissait pour les partenaires participant au transfert de bénéficier de l'expertise de P2 (partenaire à l'origine de l'innovation ici transférée) et de s'assurer la mise en pratique des nouvelles compétences acquises au profit d'un transfert réussi. Les rapports d'évaluation permettent de formellement garantir que ceci a été atteint par les partenaires.

Area of application: Education, TIC sociales

Homepage:

Product Languages: English

## Product 'Experimentation of Modules Activity Plan'

Title: Experimentation of Modules Activity Plan

Product Type: others

Marketing Text: Expérimentation de la formation d'animateurs multimédia pour l'inclusion sociale, délivrée en e-learning, avec 8 modules de cours transculturels et disponibles en français (4 modules), italien (2 modules), roumain (2 modules). Chacun des pays participant (France, Suisse, Italie et Roumanie) teste 2 modules auprès de 30 participants par module. Le module de cours est tutoré en ligne par un tuteur. L'expérimentation de la formation dure 6 semaines.

Description: The Experimentation of Modules is the testing phase of the transferred innovative products. It aims at guaranteeing the adequation between transferred products and target groups. The Activity Plan provides to the project partners information on 3 main phases: preparation of the pilot test of modules, coordination of the pilot test and its monitoring and evaluation and analysis of the pilot results.

Target group: Animateurs multimédia, formateurs d'adultes, accompagnateurs, responsables de centres multimédia

Result: L'expérimentation des modules a permis d'assurer l'adéquation entre les besoins identifiés auprès des groupes cibles (animateurs multimédia, formateurs TIC) et l'offre de formation proposée par les partenaires du projet. L'un des enjeux pour l'expérimentation des modules était de pouvoir accompagner près de 200 professionnels issus de quatre pays sur des parcours de formations modulaires similaires et concourant tous à une meilleure professionnalisation des pratiques. Cet enjeu représentait un challenge pour tous les partenaires, et particulièrement pour les deux partenaires P3 et P4 qui étaient nouveaux bénéficiaires du transfert. Il s'agissait également pour les partenaires de mettre en application de nouvelles compétences, à savoir le tutorat de cours à distance et l'organisation / supervision et évaluation d'un processus de formation en e-learning. Les résultats de l'expérimentation des modules ont montré que ce processus a pleinement répondu aux objectifs que s'étaient fixés les partenaires, et surtout, a su profiter à tous les acteurs participants: professionnels en formation, tuteurs, référents nationaux, et par voie de conséquence, publics finaux.

Area of application: Education-formation, TIC

Homepage:

Product Languages: English

## Product 'Simplified Guide on Tutors and National Referents Competences'

Title: Simplified Guide on Tutors and National Referents Competences

Product Type: description of new occupation profiles

Marketing Text:

Description: This synthetic guide aims to provide partners with a light on the profile, role and responsibilities, and expected the figure of national referent (coordinator of the activity of adaptation, experimentation and monitoring / of skills evaluation) and the figure of the tutor (facilitator of distance education courses and relay national reference concerning the adaptation of modules, monitoring and evaluation of the experiment).

Target group:

Result:

Area of application:

Homepage:

Product Languages: English

## Product 'Simplified Guide for Selecting Participants'

Title: Simplified Guide for Selecting Participants

Product Type: evaluation methods

Marketing Text:

Description: This document provides short guidelines on the final selection of the participants at the pilot courses and mentions the most important points which the partners participating in the Transfer have to take into account when making this selection: technical background, experience, interpersonal and communicative competences, motivation, geographic distribution.

Target group:

Result:

Area of application:

Homepage:

Product Languages: English

## Product 'Website'

Title: Website

Product Type: website

Marketing Text:

Description: The RAISE4e-INCLUSION website presents the project's main objectives, activities and partnership and it will be regularly updated during the project lifetime. The website includes the graphic identity of the project and the European Union logo. The website includes information about the project, about the partners, deliverables, news about the project meetings or other events relevant for the project.  
The main language is English, but the information About the project and Who are we was translated in French, Italian, Spanish and Romanian.

Target group:

Result:

Area of application:

Homepage: [www.raise4einclusion.eu](http://www.raise4einclusion.eu)

Product Languages: French  
English  
Romanian  
Italian  
Spanish

## Product '4 Moodle Platforms'

Title: 4 Moodle Platforms

Product Type: material for open learning

Marketing Text:

Description: The 4 modules transculturated by the partners Sustainability in the telecentre and Online procedures (ACDC Romania); Facilitating job seeking and Development of a digital literacy workshop (FDEP); Digital photography workshop and Development of a digital literacy workshop (ARCI); Facilitating ICT access to migrants and Development of a digital literacy workshop (INFREP), are available on the 4 Moodle platforms created by the 4 partners participating in the Transfer:

moodle.acdcromania.ro

moodle.infrep.org

<http://www.moodle-fdep.ch/>

[www.raise4einclusion.it](http://www.raise4einclusion.it)

Each partner has its own Moodle platform and is responsible for maintaining it.

Target group:

Result:

Area of application:

Homepage: [www.raise4einclusion.eu](http://www.raise4einclusion.eu)

Product Languages: French

Italian

Romanian

## Product 'Moodle Platform for Training the Trainers'

Title: Moodle Platform for Training the Trainers

Product Type: material for open learning

Marketing Text:

Description: This Moodle platform was developed by the Spanish partner in order for the tutors to learn how to manage their own platforms during the transculturation period and the pilot phase of the project. Because of the characteristics of the project and the involvement of NRs and tutors during these two phases, the Moodle platform was left opened in order to continue providing support.

Target group:

Result:

Area of application:

Homepage: [moodle.esplai.org](http://moodle.esplai.org)

Product Languages: English

## Product 'Monitoring Report'

Title: Monitoring Report

Product Type: evaluation methods

Marketing Text: The report was produced in the frame of the Work Package 4 concerning the Experimentation of the online training.

Description: The ongoing monitoring activities have been developed through three weekly steps:  
The tutors' questionnaire (from tutors)  
The sumup table of the data collected by the tutors, completed at the end of the Skype meeting with the results of the discussion between National Referents (from WP4 leader ARCI)  
The Skype meeting (with all the partners)

Target group:

Result:

Area of application:

Homepage: [http://raise4einclusion.eu/?page\\_id=9](http://raise4einclusion.eu/?page_id=9)

Product Languages: English

## Product 'Final event report'

Title: Final event report

Product Type: others

Marketing Text:

Description: The Final Event Report gives an overview of the final event that took place in Bucharest in the period 26-27 June 2014. It contains information about:

- the project
- summary presentation of the good practices workshop
- topics tackled during the 2 days of the workshop
- conclusions of the workshop

Target group:

Result:

Area of application:

Homepage: [http://raise4einclusion.eu/?page\\_id=9](http://raise4einclusion.eu/?page_id=9)

Product Languages: English

## Product 'Protocole for fine tuning the modules template'

Title: Protocole for fine tuning the modules template

Product Type: modules

Marketing Text:

Description: The fine-tuning consisted for partners to take in consideration all the feedback given from the different actors of the pilot in order to improve the final products (modules, training platforms and training settings), and to concretely operate on the products the main needed modifications, additions and adaptations.

Target group:

Result:

Area of application:

Homepage: [http://raise4einclusion.eu/?page\\_id=9](http://raise4einclusion.eu/?page_id=9)

Product Languages: English

## Product 'Interim report for evaluation'

Title: Interim report for evaluation

Product Type: evaluation methods

Marketing Text:

Description: The evaluation accompanied the project with specific points of attention. The evaluation included the partners at the main stages, allowed to develop a third view analysis and produced recommendations for the partners. In the report are the main elements of this process. It starts with a short presentation of the process, with a specific attention on some points of attention drawn on the chosen methodological approach. The first part focused on the methodological milestones developed for the project. It continues in a second part on the elements of analysis and the results, starting from the most quantitative points to the more comprehensive. It finishes on some general perspective and recommendations that can draw at the middle of this project's duration.

Target group:

Result:

Area of application:

Homepage:

Product Languages: English

## Product 'Interim report of dissemination'

Title: Interim report of dissemination

Product Type: distribution methods

Marketing Text:

Description: The interim report of dissemination included all the dissemination activities undertaken by the project partners during the period September 2012 - October 2013.

Target group:

Result:

Area of application:

Homepage:

Product Languages: English

## Product 'Booklet of best practices'

Title: Booklet of best practices

Product Type: others

Marketing Text:

Description: The Booklet is a key result of the RAISE4e-Inclusion project which highlights concrete solutions for reducing the digital divide, notably by presenting different social environments, publics, challenges and innovative solutions to tackle the issue. For each country, one expert presents the national situation about the digital divide: infrastructure and access to ICT, appropriation of ICTs and their use in daily life, national and local policies, some statistical data, issues, factors facilitating access to ICT and prospects for action.

Target group:

Result:

Area of application:

Homepage: <http://raise4einclusion.eu/>

Product Languages: English  
French  
Italian  
Romanian  
Spanish

## Product 'Final evaluation report'

Title: Final evaluation report

Product Type: evaluation methods

Marketing Text:

Description: The evaluation accompanied the project with specific points of attention. The evaluation included the partners at the main stages, allowed to develop a third view analysis and produced recommendations for the partners.  
The report contains the main elements of this process, including the conclusions reached from an ex poste perspective.  
It starts with a short presentation of the process, with a specific attention on some points of attention drawn on the chosen methodological approach. This first part focused on the methodological milestones developed for the project. It continues in a second part on the elements of analysis and the results, starting from the most quantitative points to the more comprehensive. It finishes on some general perspective and recommendations that can be drawn at the end of the project's, being said that lot of work was done in perspective of the sustainability of the activities implemented in the project RAISE 4 e-inclusion.

Target group:

Result:

Area of application:

Homepage:

Product Languages: English

## Product 'Final dissemination Report'

Title: Final dissemination Report

Product Type: distribution methods

Marketing Text:

Description: The final report of dissemination includes all the dissemination activities undertaken by the project partners during the period October 2013 - September 2014.

Target group:

Result:

Area of application:

Homepage:

Product Languages: English

## Product 'Training of tutors'

Title: Training of tutors

Product Type: modules

Marketing Text: This is training to the eight tutors who tutored course modules developed by the partners as part of transfer activities.

Description: The training aimed to provide tutors key to anticipate their roles and missions as part of transfer activities, specifically in the context of pilot training in which tutors are responsible for distance tutoring. This training was designed on a blended-learning educational model: part of the training was conducted through face-to-face and at distance through Moodle platform. This result includes a key teaching material which is the online course tutor training.

Target group: Partners, tutors, trainers of trainers, stakeholders

Result: Education online learning material (e-learning) (PR16)

Area of application: ICT education

Homepage: [www.raise4einclusion.eu](http://www.raise4einclusion.eu)

Product Languages: English

## Product 'Training of National Referents'

Title: Training of National Referents

Product Type: modules

Marketing Text: It is developed to training managers and coordinators responsible of transfer activities, including the deployment of the learning platform on Moodle.

Description: This training was designed on a blended-learning educational model: part of the training was conducted through face-to-face and another at distance through Moodle platform. This result includes a key educational materials which is the online training course for national referents.

Target group: Partners, tutors, trainers of trainers, stakeholders

Result: Education online learning material (e-learning) (PR16)

Area of application: ICT education

Homepage: [www.raise4einclusion.eu](http://www.raise4einclusion.eu)

Product Languages: English

## Product 'Internet website of the project'

Title: Internet website of the project

Product Type: website

Marketing Text: This is the public website RAISE4e-Inclusion project. See [www.raise4einclusion.eu](http://www.raise4einclusion.eu)

Description: The website of RAISE4e-Inclusion project has largely contributed to the clear communication of project objectives and activities to the public as well as broad audiences. This website is regularly updated and offers topics available in the languages of the consortium. From the website, visitors can access learning platforms (private access) to the project management platform (private access) to an "available" section as well as brief information, present on the home page.

Target group: Large audience, Partners, tutors, trainers of trainers, stakeholders

Result: Other (OTH)

Area of application: ICT education

Homepage: [www.raise4einclusion.eu](http://www.raise4einclusion.eu)

Product Languages: Romanian  
French  
Italian  
English  
Spanish

## Product 'Project brochure'

Title: Project brochure

Product Type: others

Marketing Text: This is the project presentation brochure.

Description: It was expected that communication tools are developed during the project, but it seemed important to stress the importance of the brochure as a result.

Target group: Large Audience, Partners, tutors, trainers of trainers, stakeholders

Result: Other (OTH)

Area of application: ICT education

Homepage: [www.raise4einclusion.eu](http://www.raise4einclusion.eu)

Product Languages: English  
French

## Product 'Glossary of project'

Title: Glossary of project

Product Type: others

Marketing Text: This is a practical directory of terms and concepts of the project, regularly updated.

Description: This glossary has enabled all the partners to identify the various aspects of the transfer activity and adaptation, and to better understand the products and methodologies at stake. It helped provide a common reference to the project partners, for which certain terms were not totally familiar early in the project.

Target group: Large Audience, Partners, tutors, trainers of trainers, stakeholders

Result: Guidance material to new approaches and methodologies (PR15)

Area of application: ICT education

Homepage: [www.raise4einclusion.eu](http://www.raise4einclusion.eu)

Product Languages: English

## Product 'Result of modules' selection (by country)'

Title: Result of modules' selection (by country)

Product Type: procedure for the analysis and prognosis of the vocational training requirement

Marketing Text: These are the results in graphical form of the choices made by the partners for the two course modules to be transferred.

Description: This document has been produced from the questionnaires completed by each partner involved in transfer activities (P0, P1, P3 and P4).

This document establishes scientifically the choice that was made by the partners for the two modules country to transfer and adapt.

Target group: Partners, education teams, stakeholders, Leonardo da Vinci Agency.

Result: Comparative studies (PR02)

Area of application: ICT education

Homepage: [www.raise4einclusion.eu](http://www.raise4einclusion.eu)

Product Languages: English

## Events

### Final workshop and conference of the project

Date 27.06.2014

Description The final workshop took place in the period 27-28 June 2014 in Bucharest, Romania. The main objective of the event is to valorise the exchanges of good practices between e-facilitators in Europe and build visibility to the e-facilitator profession. The final workshop includes the presentation of the 10 good practices of e-facilitators for social inclusion that highlight concrete solutions for reducing the digital gaps, by presenting different social environments, publics, challenges and innovative solutions to tackle the issue.

Target audience e-facilitators and responsible of ICT centres, adult education representants

Public Event is open to the public

#### Contact Information

Time and place 27-28 June 2014 in Bucharest, Romania

### Contest for the selection of e-facilitators' good practices in favor of social inclusion

Date 31.03.2014

Description The Contest of e-facilitators' good practices is an activity of the RAISE4e-Inclusion Project aimed at enhancing the e-facilitators' professional experience and the promotion of their mobility through the sharing of good practices. This contest was open to e-facilitators who have a training practice aimed at social and digital inclusion of people affected by their lack of competences in the digital area. The results were communicated on 15 May 2014 and the winners were rewarded with digital tablets and had the opportunity to participate at the Final Workshop which took place in Bucharest in the period 26-28 June 2014. Also, the winning best practices have been published in the Catalogue of 10 Best practices of e-facilitators for social inclusion in Europe.

Target audience e-facilitators

Public Event is open to the public

#### Contact Information

Time and place March-May 2014, online

## Events

### The 4th management meeting

Date 27.02.2014

Description RAISE4e-Inclusion 4th meeting took place in Geneva in the period 27-28 February 2014. The objectives targeted in the meeting were: launching the activity of contest; analyzing and having a group discussion about the evaluation of the interim report and making a point on evaluation within the project; moving on the valorization strategy; checking the fine-tuning phase of modules; thinking of future projects within ERASMUS+.

Target audience project coordinators and partners

Public Event is open to the public

#### Contact Information

Time and place 27-28 February 2014 in Geneva, Switzerland

### RAISE4e-Inclusion at Telecentre-Europe Summit 2013

Date 24.10.2013

Description On last 24th-25th October was organized in Malta the yearly Telecentre Europe Summit. TCE network gathers organizations from all over Europe which participate to the development of the ICT culture and education to all Europeans. RAISE4e-Inclusion project members INFREP and Fundacion Esplai participated in the event and introduced the work carried out for the recognition, valorization and competences development of the e-Facilitator. Invited to the event, INFREP notably animated a round table on « A new job profile : E-facilitator for eInclusion », in cooperation with the Technological University of Dortmund and Stiftung Digitale-Chancen (Trans e-facilitator project), and shared its views and practices with the audience. Fruitful discussions have emerged from this topic, and the RAISE4e-Inclusion project has very much caught the attention of the audience. Valuable contacts with stakeholders were made possible as well.

Target audience organizations from all over Europe which participate to the development of the ICT culture and education to all Europeans; e-facilitators

Public Event is open to the public

Contact Information <http://raise4einclusion.eu/?p=132>

Time and place 24-25 October 2013, Malta

## Events

### Pilot Trainings for e-facilitators

Date 21.10.2013

Description The RAISE4e-Inclusion project organized in fall 2013 (October 21 to November 30) an e-learning training for e-facilitators and professionals facilitating ICT use.

In the frame of the training, the four participating countries offered a total of eight courses online.

Two modules were offered by participating countries:

- Sustainability in the telecentre (ACDC Romania)
- Online procedures (ACDC Romania)
- Facilitating job seeking (FDEP Switzerland)
- Development of a digital literacy workshop (FDEP Switzerland)
- Digital photography workshop (ARCI Italy)
- Development of a digital literacy workshop (ARCI Italy)
- Facilitating ICT access to migrants (INFREP France)
- Development of a digital literacy workshop (INFREP France)

Completely asynchronous and facilitated at distance by professional tutors all along the training time, the courses were free of charge and open to e-facilitators and professionals facilitating ICT use.

The whole process has been monitored by the project teams and an evaluation process has followed. The result is a report on the experimentation.

Target audience e-facilitators

Public Event is open to the public

Contact Information

Time and place october-december 2013

## Events

### The Third Coordination meeting

Date 03.10.2013

Description In the period 3-4 October 2013 took place the third management meeting of the RAISE4e-Inclusion project, in Rome (Italy), being organized by ARCI. The objectives targeted by the meeting were: getting ready for the pilot training, preparing the Interim Report and the Interim Evaluation, anticipating the work of selection of best practices. The partners present in the meeting were FDEP (Switzerland), ARCI (Italy), INFREP (France), Fundacion Esplai (Spain) and ACDC (Romania).

Target audience partners and coordinators of the project

Public Event is open to the public

#### Contact Information

Time and place 3 and 4 October 2013 in Roma, Italy

### The Tutor's Training

Date 18.06.2013

Description In the frame of RAISE4 e-Inclusion project, in the period 18 – 19 June 2013 the tutors from Italy, France, Romania and Switzerland participated to a training at the Fundación Esplai's headquarters from El Prat de Llobregat (Barcelona -Spain). The tutors have a very important role in the Pilot phase of the project, facilitating the student's learning process.

The training included discussions about the project ideas and goals, developing a calendar for the Pilot phase and for the Transculturation of the modules. Also, the participants were introduced to the Moodle environment and they found out how to tutor an online course. During the second day of the training, the tutors learnt about the useful editing functions to work with Moodle and they practiced all the technical functionalities of the online platform, under the guidance of Fundación Esplai team.

Target audience tutors of e-courses

Public Event is open to the public

#### Contact Information

Time and place 18 – 19 June 2013, Barcelona, Spain

## Events

### SPARK13 Conference: 4th Global Forum on Telecenters

Date 28.05.2013

Description Between 28 and 29 May 2013, our Spanish partner participated at the SPARK13 Conference which took place in Granada. Organized by Telecentre.org Foundation, Telecentre-Europe, Comunidad de Redes de Telecentros, la Red Guadalinfo, and the National Information Agency of Korea, the conference brought together over 1,300 participants from the information and communication technology for development (ICT4D) sector as well as private, public, and nonprofit organizations from around the globe.

This 4th Forum was an experience in which Fundación Esplai had a lot of work because they were an active participant at the event but, it was worth it because it was a great forum in which it was possible to share their experience with other professional people, learn a lot from other experiences in telecenters and meet many other telecenters from all over the world. They had a space in which they could share materials about the RAISE4 e-Inclusion project, our Newsletters and share the project with the participants.

Target audience The information and communication technology for development (ICT4D) sector as well as private, public, and nonprofit organizations from around the globe.

Public Event is open to the public

#### Contact Information

Time and place 28 and 29 May 2013 in Granada, Spain

## Events

### Second coordination meeting

Date 16.04.2013

Description Between 16 and 17 of April 2013 took place the second coordination meeting of the RAISE4 e-Inclusion project, in Barcelona (Spain), the meeting being hosted by Fundación Esplai and having the participation of all the project partners: INFREP (France), ARCI (Italy), Fundación Esplai (Spain), ACDC (Romania), FDEP (Switzerland), AID (Belgium).

During this meeting, the coordinator and partners gave feedback to the activities achieved so far with the support of the Evaluation partner; the Partners launched the Moodle platforms and shared first steps to start with the platforms; INFREP shared the transculturation methodology and organization, and the Partners practiced it during a workshop; ARCI shared the work plan for the preparation of the pilot, and then for the development of the experimentation and monitoring; ACDC shared the work plan and a set of tools for the communication about the pilot; AID shared the analysis of the evaluation questionnaire results and partners have individually been interviewed about the project.

Target audience

Public Event is open to the public

Contact Information

Time and place 16 and 17 of April 2013 in Barcelona, Spain

### National Referents Training

Date 29.01.2013

Description Between 29 and 30 of January 2013, took place the National Referents meeting in Barcelona, Spain. The role of National Referents is crucial in the whole process of creation and implementation of the training during the pilot process in our project. The training session was organized by Fundacion Esplai and the participants were taught how to create and administrate a Moodle platform, a very useful tool for e-learning. Fundacion Esplai trained the participants in installation, administration and management of Moodle platforms. After this face to face workshop in Barcelona, in which participants could learn and practice with Moodle, it followed an e-learning course in which National Referents from Switzerland, Romania, France and Italy started to put into practice the knowledge obtained during this training session.

Target audience

Public Event is open to the public

Contact Information

Time and place 29 and 30 of January 2013 in Barcelona, Spain

## Events

### First management meeting

Date 30.10.2012

Description The first meeting of partners took place between 30 and 31 October 2012 in Paris (France), where we introduced ourselves and the organizations that we represent and discussed about the activities and products that we have to develop during this project.

Target audience

Public Event is open to the public

Contact Information

Time and place 30 and 31 October 2012 in Paris (France)