

TIPS NEWSLETTER December 2008

The Newsletter Issue 4 is part of the informative material concerning the aims and activities of the TIPS project and intends to disseminate and promote the main project outcomes.

Studies and Research activities and products

During the months of September through December, the project team was involved in the accomplishment of various activities.

Throughout October and November, the project team prepared and compiled information for the public and confidential intermediary project reports. Each partner wrote statements based on contributions, achievements and results that were accomplished during the first year of the project. FOR.COM collected all the information and documents for both reports.

Iriv contributed a statement of all the products achieved in the framework of the work package 2 – Research and Studies. The first report provided an overview of migration in each of the five partner countries written primarily in English by all the partners, with an additional version in their French and Italian. The second report, on cultural mediation, was carried out in each of the five countries originally in English, and then translated into French and Italian. The third report on the consultation made among cultural mediators was realised in France and Italy, both countries where the cultural mediator profession has been developing in recent years. The fourth report concerned a selection of case studies: all partner countries have exceeded in providing more than two forecasted case studies (4 for Austria, 6 for Greece, 10 for Italy, 16 for France and 10 for Poland) which has been very productive and beneficial for the project. The last report, the first draft for the training course, proposed by Iriv, was based on all the national reports enriched by complementary research and references from former European projects in the field (e.g. the Involve project). In conclusion, this work package was a great collaborative success. It achieved all the forecasted results and beyond in addition to proposing complementary results (e.g. the consultation among cultural mediators and more case studies) that will be very valuable and useful for the following work packages.

All partners have collaboratively designed and developed the modules and syllabi for the TIPS course: “Practising and Enhancing Cultural Mediation in a Pluralistic Europe” as well as help disseminate and promote the course to potential participants and social workers who might be interested in enrolling in the course.

Each partner has composed a syllabus for the specific course module they are responsible for. The syllabus contains a description of the course contents, learning objects and resources used throughout the module. Each partner is currently working on creating the learning objects and didactic materials for each module. The course will be divided into five modules, namely:

- ❖ Module 1: “Introduction to the TIPS course” providing practical information on how to use the three learning platforms.
- ❖ Module 2: “Cultural Mediation: A Professional Profile” exploring the profile and code of conduct of the cultural mediator.
- ❖ Module 3: “The Psychology of Cultural Mediation” presenting the basic psychology, theories and areas of application of cultural mediation.
- ❖ Module 4: “National and European Legislation” giving a general overview of the legal framework in the European Union, Austria, France, Greece, Italy and Poland.
- ❖ Module 5: “Cultural Mediation: Fields of Application” examining the role of cultural mediation in different fields and in facilitating the integration of immigrants into their host country.

In addition, definite progress has been made regarding the development and production of two important learning tools for the mobile platform. The Greek partner, Hellenic Open University, has compiled and defined the terminology for the glossary for the mobile platform. The glossary will provide a list of professional terms and definitions relating to the professional cultural mediation field. The glossary will allow course participants to access data on-the-job by providing instant real-time information to assist and better understand an issue or situation relating to the field.

FOR.COM has recorded the phrases and expressions for the TIPS phrasebook in English, Italian and Albanian. The phrasebook is a significant tool offering support to trainees by providing important translated phrases and expressions for specific situations of linguistic mediation. The cultural mediator can choose a language of origin (start) and a language to translate phrases into (end). The different phrases are divided into distinct situations pertaining to cultural mediation work (for example: at the hospital, at the airport, at school, etc.)

Designing learning tools and course activities

Different activities and events have been organized to promote the TIPS course. Iriv is planning to organise in the future a type of mock for the future experimentation of the training course among students in Master 1, (Mention City, Territory, Governance), at the Evry Val d'Essonne University (South of Paris) and in the Administration Economic and Social Department- AES, directed by Pr Dr Frederik Mispelblom Beyer.

A virtual meeting was held in October 2008 in France with the kind support of Mikail Feituri, from FOR.COM. The French students had a great response to the TIPS project, the experiment of the e-learning approach, and the project website.

An experimentation of the Learning Objects proposed for the TIPS t-learning methodology will be organised in February 2009 involving students from the E-RH class (e-learning applied to Human Resources) and again from the AES Department at the Evry Val d'Essonne University.

Dissemination and Promotion activities

Various local and national workshops and information sessions have been organized by partners in Austria, France and Greece.

In Austria, Auxilium conducted two TIPS workshops. One for professional cultural mediators in Styria and the other at university level:

The first workshop was held at the University of Applied Sciences (FH Joanneum) in Graz, Austria, on October 3rd. The university has about 2,800 students and 680 members of faculty and staff and offers 31 undergraduate and graduate programmes in a variety of areas including business, technology, design, architecture, health and social services. On the EU Project Day at the University of Applied Sciences in Graz, Michael Schwaiger had the opportunity to present the TIPS project to 42 students participating in the Master and Bachelor Programme in Social Work and discuss the aims of the TIPS pilot course and the innovative methodology of t-learning.



Auxilium conducted a workshop at the Styrian Network Meeting of Social Workers and Cultural Mediators in Graz attended by 13 professionals. Christina Pusswald presented the TIPS project and gave a detailed description of the blended t-learning methodology. The t-learning system caught the attendants' interest. The scheduled implementation of the TIPS pilot course, the technical complexity of the t-learning system and financial aspects were discussed. The participants at the network meeting all agreed that the TIPS course was a very useful project - especially for young cultural mediators new to the profession and mediators in training.

In France, Uniformation (www.uniformation.fr), a training organisation dedicated to social economy, deeply involved in social work for the past thirty years, agreed to experiment the TIPS pilot training course. They will work closely with Iriv regarding the exploitation, experimentation and dissemination phases. The TIPS course offers a significant opportunity to social workers in France especially due to the fact that migration is a key issue in France and cultural mediation among migrants is a main concern amid French authorities.

In Patras, Greece on November 5th, a meeting was held at the Labour Centre of Patras, between representatives from Finnish immigration, municipal delegates from Patras and local NGOs specializing in immigration issues. This event was organized in order to:

- inform the Finnish attendants about the immigrant issues in Patras,
- discuss topics on culture and immigration, and
- exchange know – how.

During the meeting, Prof. Achilles Kameas from the Hellenic Open University presented the TIPS project and its objectives. In the discussion that followed, the participants exchanged opinions on the training needs of immigration officers and ideas on possible applications of the TIPS project.

An article about this meeting was published in the local newspaper *Anagnostis* in the November 20th issue.



On November 18, Prof. Achilles Kameas visited the Centre for Reception of Unaccompanied Juvenile Refugees in Mitilini, on the island of Lesbos. The center hosts juvenile immigrants who arrive illegally on the island. A meeting was held between Prof. Kameas and the cultural mediators working at the centre, who have first hand experience with immigrants and the immediate problems they face. They were very interested in participating in the TIPS programme and promised to contribute to the design of the educational material that will be developed for the TIPS course.

Graz Transnational Meeting - Results

The 1st mid-term didactic plenary meeting took place on October 2nd and 3rd, 2008 in Graz, Austria. The issues discussed at the meeting concerned the methods to produce the learning contents and storyboards for the production of the different Learning Objects.

During this meeting the following topics were addressed and discussed:

- The latest project results and documents that have been produced
- The strategic plan, future activities, deadlines and documents
- All urgencies relevant to management and administration



T-learning to Improve Professional Skills for intercultural dialogue

Each partner contributed their ideas, suggestions and opinions regarding the project and progress at the meeting.

Iriv proposed a Power Point presentation of the TIPS project that could be used to complement the TIPS brochure in order to present the project to new contacts and potential users of the pilot training course.

In addition to the TIPS website, Iriv also proposed a specific rubric, entitled Iriv News, featured on the Iriv website (www.iriv.net) where the latest results achieved within the framework of the TIPS project will be presented (both in French and English).

The fifth issue of the periodical TIPS Newsletter will be online in April 2009.

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