

BRIDGE

Full-capacity insertion for non-national workers in EU member states



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Report on the final discussion on the training products

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Introduction

The present report is based on the collection of comments obtained from a final round of focus groups the partners organized after the online training's piloting.

The aim of the focus groups was to present the evaluations of the piloting and to let the participants discuss on the results, so to conclude the confrontation opened at the beginning of the activities.

During the meetings, the partners presented the main objectives of the training, the evaluation and the comments the participants did at the end of it, in order to provide the focus groups participants with a wide range of points of views, cues and details to support the discussion. In addition, the meetings were also an occasion to present the external evaluation report, so to underline the unbiased comments offered and to offer an impartial point of view.

In order to study the effects of the pilot training and its possible implementation, but also discussion for future usage and extension (possible multiplier effect, new filed of application, and so on), the previous list of participants is revised. The aim is to involve in the discussion, not only the participants to the training and to present the training to other training agencies, other actors on the territory who might be interested in the training and its possible implementation. The discussion with those participants will provide support for the finalization of the materials created, but also open new discussion points to be revised during the final conference, as suggestion for improvement.

The participants invited at the focus groups are consistent with the ones invited to the first round, with the addition of trainers and online tutors, so to cover all the aspects involved with the online the training.

Among the 'type' of participants all the previous types of participants are confirmed (in bold the more relevant for the upcoming discussion), underlined the 'new entry':

- A politician (with knowledge in social or employment affairs)
- A professional association (commerce, agricultural...)
- A representative of the Trade union
- A representative of the Public services

- A representative of the private sector
- A representative from Immigrants association and/or Religious groups (if relevant at locale level)
- An entrepreneur
- A job consultant or any other expert relevant at local level
- A research institute and/or NGO
- A trainer from another training agency
- A cultural mediator or a careers guidance or careers
- An online tutor/trainer
- Participant/s to the piloting

The focus groups stressed also the European partnership approach, underlining the importance of the international cooperation and the connections among the partners and the network created during the activities.

Referenced documents:

- National report on the 1st round of focus group (local report and its conclusion)
- International report (especially the conclusion as a partnership)
- National report on the Piloting
- International report on the Piloting (especially conclusions)
- Training: index of the training, aims and objectives

Austria - final focus group report

Initial note

The final focus group of the project BRIDGE was planned for the calendar week 27 of 2011. After the initial contact with numerous candidates, we had to realize that only a few people were available for a focus group in consequence of the summer holidays. Even a transfer to a later week showed to be unsatisfactory. For this reason, there was no focus group, but we conducted telephone surveys, if time permitted, and online surveys.

Participants

3 people (several invited people refused due to holidays, conflicted schedules ...)

All the participants came from the area business/ industry and were as follows:

- Ingrid Wiesinger – Secretariat of SAATBAU LINZ OÖ Landes-Saatbaugenossenschaft reg. Gen.m.b.H
- Ursula Sixt – Senior Education Manager at Badegruber & Partner GmbH
- Walter Prehofer – head of “Service for Migrants” at the Chamber of Commerce in Upper Austria
- Mr. Prehofer took part also in the second focus group, as well as in the pilot training.
- Mrs. Wiesinger and Mrs. Sixt also evaluated the training in the pilot phase.

Before starting the survey, we put together an internal questionnaire with five main questions about the project and one question for other comments.

Considering the objectives of the project, do you think that the training reached its goals?

Objectives:

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- *The development and implementation of training tools to facilitate the inclusion of non-national workers in the Austrian labour market.*
 - *The creation of tools for private and public services, for staff managers and managers.*
 - *The improvement of the communication skills of service staff with immigrants.*

The development of the training tools is certainly well done and also the objectives of the project are well integrated into the training tools. The training tools should be very helpful for stakeholders in different positions.

The contained information gives a good overview of international standards and thus facilitates the integration into the national system. Different cultural backgrounds are pointed up and provide targeted work.

The respondent doubt, that through the project the communication skills of service staff can be improved.

Considering the suggestions coming from the prior focus groups, do you think the training the partners created and piloted respond to the requests made?

Suggestions:

- *The training has to be generally understandable and easy to use.*
- *The training has to be easy to update.*
- *The training has to be well chosen and understandable to everyone.*
- *The training has to be flexible and easily adaptable.*

Understanding the content of the training is the essential thing. The training has to be understandable for all users and easy to use. Only then the meaningfulness for the participants can be ensured. The project team placed value on this according to the respondents.

The handling is perceived as easy and intuitive. The upgradeability is an essential prerequisite to always be on the current state of the legal framework. These require people who make these updates at regular intervals, or inform about changes, so that they can be integrated to the training. Especially due to the changing legal framework a flexible organisation is essential.

Considering the index of the training and the results/ comments provided by the participants, what are the implementations still to be made?

Results/ comments:

- The training is very text heavy.
- Images, animations, interactions, examples and exercises are missing.
- Some contents need a grammatical and content revision.

The training structure is overall very good and effective. Generally one can say that the methodology and didactics are very high estimate. The closer one argues from the general to the specific, from the big to the concrete and gives reasons for this, the more the participants will have from the training. And the more images and interactive exercises are integrated, the more sustainable will remain the contents in memory.

According to the respondents, a clear layout with graphics and charts would improve clarity. Less text is often more.

Considering that the innovative part of the training lays with the ONLINE part of it, can you think of any main implementation, new usage or enlargement of it?

The online availability is a very practical and sensible option. It's very important, because the access to new communication technologies gains importance in all areas and because it allows access to time- and location-independent information.

Especially the test region (self-evaluation) ensures a good transfer of knowledge. This section allows short and concise to detect the contents and to repeat them.

In September a small conference will be organized for the BRIDGE project in Torino. The conference will address among other things to the results of the project and the relevance of the training. What other things would be interesting to discuss?

It would be interesting to discuss examples of best practice, and primarily the efforts that will be made for the sustainability of the training among the participants.

How this training will be conducted to the target groups in the countries and how to drum up interest for this training, should also be discussed. Further, it's important to soften any reservations on online trainings through "marketing activities".

Suggestions

The project is worked out very comprehensively. An abridged version with exercises for less experienced users might be a useful addition for the entire workout.

Résumé

The respondents consider that the development of the training tools is very good and the goals have been worked out very well. The essential thing is the understanding of the contents, whereas the respondents criticised, that less text, but on the other hand more images and graphics should be integrated. Further, a key factor on the contents is the upgradeability, i.e. the contents have to be adjusted easily and quickly to changes. In addition it was mentioned that the online availability is a big win.

Still open issues among the respondents are the future marketing and the promotion of the sustainability of the training. They also recommend creating an abridged version (including exercises) of the training.

Focus group report, C.I.S.A.

Focus Group held on the 30th June 2011, Torino

Participants:

- Fruci Barbara, job consultant
- Silvia Tabasso, Association of entrepreneurs and Pastorale del Lavoro representative
- Elio Bellangero, job consultant and University professor
- Fruttero Ivana, job consultant
- Mulè Anna, job consultant and trainer
- Cinzia Benigno, trainer and online tutor
- Alessandro Mantegna trainer and online tutor

Moderators: Enzo Bonasera and Valeria Elia, C.I.S.A

The representatives of the other categories were invited to the meeting, but due to schedule conflict could not participate.

6 out of 7 participants took part at the online piloting, and did receive the project's material before the meeting.

Considering the objectives of the project, do you think that the training reached its goals?

Bellangero points out that the objectives of the project are quite wide in scope, but the training did respond to them (his comment is also based on the reports and website).

Considering the suggestions coming from the 1st FC, do you think the training the partners created and piloted responded to the requests made?

The participants supported the results of the 1st FC, such as the important of a network to support work insertion, included the non formal ones, the diffidence sometimes immigrants have towards institutional services or low level of support. As in the case of the Pastorale del Lavoro, often, the persons asking for their support have been addressed to the service by word of mouth, or

because the operators there show more interest on their situation. As most of the Association working with immigrants have no resources to train their operators, training like BRIDGE could be a good chance to prepare them. The representative asked more specific information on how the Pastorale could use the training to instruct operators working in Torino.

Considering the index of the training and the results/comment provided by the participants, what are the implementations still to be made?

This group of participants piloted module 4, ‘Connections with the labour market’; as this part is strictly related to the work most of the participants already do, they had the chance to update their knowledge in relation to non national workers, and focus on those aspects that they are less familiar with. Even if they had first hand information on the ‘immigrant perspective’ they found other part of the training quite general and properly developed.

The participants lamented the ‘text heavy’ structure, and they did not liked completely the platform, as sometimes it was difficult to jump from one part to another. The moderators reminded that they could use the manual of instructions, which has been created to support in their training experience.

Considering that the innovative part of the training lays with the ONLINE part of it, can you think of any main implementation, new usage or enlargement to it

As mentioned before, *Pastorale del Lavoro* representative asked to enrol their operators in the training (approx 50 persons).

Bellangero, on the other hand, was not so ‘happy’ about the online part, as he stated class lessons are still the best way to learn and teach. Fruci disagreed with this statement by saying that online training provide busy persons the possibility to study when they have time, going back to certain information they need in a certain moment. Benigno also suggests that the contents are more easily update than books and with a lower budget.

The participants lamented also the limited amount of time they had to perform the piloting, and asked for a timeless access to the training, and, in any case, expressed their interest in the other parts of the training and asked to be enrolled in the whole course.



In September a small conference will be organized for the BRIDGE project in Torino. The conference will address among other things to the results of the project and the relevance of the training. What other things would be interesting to discuss?

All the participants expressed their interest in the final conference and asked to be informed on the specific contents. Fruci said it would be nice to discuss on how those kind of training can be integrated in the current training offer to private job consultants, especially with the ‘revision’ of the profession is under discussion in those days.

Bergamo

The final focus group has been organized at the Provincia premises, on the 14th July 2011

Participants

All the participants belong to the Provincia of Bergamo

- Enrico Zucchi, Councillor
- Lucia Marsella, Chief of the Training and Job Sector
- Chantal Lucchi, Consultant - Chief of UE Funds Office
- Giovanna Fidone, Civil Servant, Communication Head Officer
- Simona Isidori, Consultant for UE projects
- Malika Abed, Civil Servant, Migration Job Officer
- Giuseppe Venuti, Civil Servant, Tourism Officer

Referenced documents:

- National report on the 1st round of focus group (local report and its conclusion)
- International report (especially the conclusion as a partnership)
- National report on the Piloting
- International report on the Piloting (especially conclusions)
- Training: index of the training, aims and objectives

Considering the objectives of the project, do you think that the training reached its goals?

Especially related to:

- creating a virtual common space, with all useful tools to sustain foreign citizens to find job
- new tools to promote a new attitude for the job integration of migrants

Bridge Platform was presented in many public meeting in Bergamo and had a high level of interest shown by stakeholders and civil servants.

Almost 30 participants among them participated in testing the platform (accessing all the modules of the training) and give us a strong feedback:

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- The training is useful for civil servants working with immigrants as a tool which gather in one place all the information available in this sector
 - The training could be useful to create a big common space to share experiences, problems and solutions, but they did not have the time to do everything
 - The training is useful to promote a new job integration of migrants and in the first focus group also local unions and local private job agencies participated and showed their interest in the project.

Considering the suggestions coming from the 1st FC, do you think the training the partners created and piloted responded to the requests made?

The answer was positive, the participants only suggested to open the use of the platform to other users, like interested citizens.

Considering the index of the training and the results/comment provided by the participants, what are the implementations still to be made?

- The training is very text heavy
 - Images, animations, interactions, examples and exercises are missing
 - Some contents need a grammatical and content revision
 - The participants lamented also the limited amount of time they had to perform the piloting
 - Some suggestions:
 - Training validation of the on-line training, by Italian Public Education System, with official certifications;
 - Involvement of University students, with recognized education training validation;
 - Spread the concept that online training is not wasting time at work, but a fundamental moment of the job process, as individual learning and as improvement of the offered services and products;
 - Stressing the cultural part of the training spreading the intercultural communication contents importance, first for all the citizens belonging to the second generation migrants.
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Considering that the innovative part of the training lays with the ONLINE part of it, can you think of any main implementation, new usage or enlargement to it

The online availability is a very practical and sensible option. It's very important, because the access to new communication technologies gains importance in all areas and because it allows access to time- and location-independent information. Spread the concept that online training is not wasting time at work, but a fundamental moment of the job process, as individual learning and as improvement of the offered services and products.

To summarise the meeting, the aspects discussed have been divided among positive and negative, and some suggestions were drafted:

Positive

- Very clear and useful the Introduction document;
- Good contents and freedom to study at any time and place;
- Excellent collection of different contents in one tool/platform;
- Excellent the communication and intercultural contents: useful for the officers/civil servants that work with foreign citizens;
- Good the individual online validation test, for each part of the training;

Negative

- The Platform is not very intuitive;
- Very difficult to understand where the lessons start and how to come back or to change lesson;
- The contents are not showed in a same model or graphic presentation. Some are in pdf. extension other as slides presentations;
- The slides are not easily readable;
- The pilot test should have had more time to be realized, instead of the proposed deadline;
- There are a lot of functions, but it could be better to have less and clearer ones;
- The certification should be produced directly by the platform, at the end on the on-line training.

Suggestions

- Training validation of the on-line training, by Italian Public Education System, with official certifications;
- Involvement of University students, with recognized education training validation;
- Spread the concept that online training is not wasting time at work, but a fundamental moment of the job process, as individual learning and as improvement of the offered services and products;
- Stressing the cultural part of the training, spreading the intercultural communication contents importance, first of all for the citizens belonging to the second generation migrants.

Portugal - final focus group report

Participants

- Joana Santos – Animator of Professional Integration Office dedicated to Immigrants of SEIVA
- Associação ao Serviço da Vida (private association)
- Milena Silva – Social Network of Câmara Municipal da Maia
- Maria Gonçalves – trainer
- Inês Magalhães – career guidance
- Francisca Gonçalves – entrepreneur
- Bruno Mateus – Mediator and Social Assistant of a Local Centre for Immigrants Integration
- Cátia Nunes – Associação dos Imigrantes dos Países de Leste (Immigrants Association)
- IAFE – Ângela Barros

In order to study the effects of the pilot training and its possible implementation, but also discussion for future usage and extension, experts from different areas and with different backgrounds were interviewed. Some of the participants tested the online training but some didn't. Despite that, the contributions given were important to perceive the evolution of the BRIDGE project and of the immigration phenomena. The participants had access to, beyond the online training platform, the materials produced by the partnership of the BRIDGE Project.

Among the participants that didn't took part in the training were Milena Silva and Inês Magalhães, that were very interested in the final results and though to be a very good idea to have a platform where information could be compiled and where people could talk about their experiences and difficulties, and Francisca Gonçalves, who took part as an entrepreneur that employs immigrant people.

Considering the objectives of the project, do you think that the training reached its goals?

The training developed in the piloting was considered, in general, as an excellent and useful tool for most participants. Bruno Mateus, although explaining that the usage made of the platform in the trial period wasn't very big, considered it as a very resourceful instrument to consult

information, namely legislation. Also Cátia Nunes and Maria Gonçalves thought that the information was perfectly adapted for the goals of their work and also of the project, i.e., the promotion of the immigrants' integration through a better preparation of the people working in the field with this targeted audience.

Although the work developed by Portuguese entities, namely ACIDI, is praised, the participants referred that exist (as it was also said in the first focus group) some gaps in the interconnection between different services and entities. This brings harm not only to the satisfaction felt by people working in the area but also to the services offered, because it is up to the people working in employment services the job of finding and compiling information and legislation, and this task is not always easy, as Inês Magalhães mentioned. This was why the training was considered to possess relevant and useful information to the experts, because it already aggregates in the same place information from different sources. Despite that one of the participants of this focus group mentioned that the information was, in some points, confusing and excessive, as it seemed as if it was meant for immigrants, in general people seemed to prefer to have more information this way.

Considering the suggestions coming from the 1st FC, do you think the training the partners created and piloted responded to the requests made?

Joana Santos from SEIVA (in replacement of Carla Tavares from the first focus group) was of the opinion that some of the information was more directed to immigrants than to the experts themselves, and that the navigation was a bit confused, with mixed goals.

The participants were, however, unanimous considering the advantages of the training to reach the goals proposed was the possibility to chat with other participants. As mentioned in the first focus group, the exchange of knowledge and experiences between people working with immigrants is considered very important, not only to create better ways of working but also to grant people with more opportunities in their field of expertise. According to Inês Magalhães, the online training is a viable alternative for people working in the public services, because it doesn't imply that people have to leave their work place, which sometimes can be complicated namely due to the bureaucracy involved to get permission to do that.

Considering the index of the training and the results/comment provided by the participants, what are the implementations still to be made?

One of the participants in the pilot didn't noticed that there was a chat, so the layout of this part of the training, in the opinion of most of the participants, should be rethought in order to promote a better communication, that would be seen as a great advantage of the platform.

Another great advantage that the platform should allow, in a more advance way apart from the "chat" tool, is the possibility to establish a network between the participants of the training and even between people working in the area.

Considering that the innovative part of the training lays with the ONLINE part of it, can you think of any main implementation, new usage or enlargement to it

A suggestion about things needed to be changed in the situations of the different countries was related with aspects that aren't so easily changed, namely the structure of the services and a better implementation of the existent legislation. In the opinion of Milena Silva, it would also be very important to create, within the communities, intercultural exchanges between national and non nationals, as a way of effectively build bridges; exchange between employment services' people from different countries would also be a very resourceful tool, in order to better understand immigrants. Even if the online training doesn't really allow the perfect intercultural exchange, at least it makes possible the contact between services from different countries, and the existence of an indexed training that guides the work of people working in the field, those difficulties will be less felt, as Maria Gonçalves mentioned.

In September a small conference will be organized for the BRIDGE project in Torino. The conference will address among other things to the results of the project and the relevance of the training. What other things would be interesting to discuss?

Some participants mentioned that it is not possible only to observe the matters related to immigrants' labour integration only centred in immigrants and employment services people. According to Joana Santos one of the major difficulties felt is the prejudice among the employers that show great resistance to employ non nationals; also the matters of their legalization should be thoroughly worked, as this is a great barrier. Milena Silva also appointed language barriers as an

area where improvements should be made; although in Portugal already exist programs in this area. So one of the themes to be presented should be the debate about how to, in a jointly and integrative matters, provide solutions to these different problems, considering that people working in the field most of the times have to provide counselling in more than one matter. The debate could also include, on the other hand, examples of successful cases: Francisca Gonçalves, who employs non national workers, reports that she never had any problem related to the fact that they aren't national citizens. Some reflexion on these sorts of situations could be useful, to extract knowledge that could be transferred.

Spain - final focus group report

The participants

The third Focus Group of the Bridge Project in Spain has been managed and performed by Cifesal, with the participation of six Experts, participants (CIFESAL) and not participants (Independent Consultants) in the Pilot experience. The profile of these participants is the following:

- Jose Madrigal CIFESAL Studies and Projects Manager
- Carlos Díez CIFESAL On-line Training Manager
- Ignacio Molinos Independent consultant Sociologist. Expert in Didactical contents
- Laura Alonso Independent consultant Pedagogue. Expert in didactical methodology
- David Hernández Independent consultant Designer. Expert in design and Web Programming
- Natalia Jarillo CIFESAL European Projects Technician

The duration of the Focus Group was about 2 hours in a Training Room. The Focus Group was totally recorded for its subsequent transcription and content's analysis. The used methodology was the non-directive, using an Opening Questionnaire Guidance for comments and discussion of the participants. For the development of the Focus, it was used the connexion to the E-front Platform, in order to have comments from all the participants, about the pilot experience in a direct way.

The moderator was José Madrigal, Educational Psychologist and Manager of the Studies and Projects Department in Cifesal, with wide experience in the design and application of diverse researching techniques, including Focus Groups and following Outcomes Analysis.

Taking into account the objectives of the Project, do you think that the pilot experience has fulfilled its final objectives?

In general, the participants indicated that the objective of the course, that was to improve the training of the employment technicians and labour advisors in order to get a better labour integration of the immigrants; it is fulfilled with the training done because it covers diverse aspects of interest for these professionals in the orientation field.

Taking into account the suggestions done in the first Focus Group, do you think that the training developed by the Partners meets the requests done?

The requests done were focused in the information about resources, legislation and intercultural mediation, that are aspects collected in the training pilot experience.

Taking into account the training rate and the results/comments done by the participants, which are the implementations that still are needed?

It is suggested a bigger interaction in some modules as the one relative to Communications and Intercultural aspects (module 3), in order to make more attractive the training for the participants. The contents should be treated again with the aim to be more attractive and that all the resources that the on-line training offers can be used online (pictures, videos, animations...), because in general it is commented that there is an excess of text and a lack of these resources.

Likewise, it would be necessary to review the translation that in some cases is very literal.

Regarding to the Module 2 (legislation), it would be good to include also images /Pictures of the administrative formularies that are used in the legal documentation required for the labour integration of the immigrants on each country.

It is also suggested that in the Module 3, that manages the issue about Human Rights Declaration, it is necessary to make practical cases with the aim to make a more attractive and entertaining module.

Considering that the innovative part of the On-line Training, Could you think in some kind of implementation, new use or enlargement of it?

It is suggested the same as commented in the previous question: to adapt the contents to this modality; performing synthesis; adding outlines, images and picture; preparing activities and cases to solve; showing situations in audiovisual format, etc..

General opinions about the pilot experience and the Platform:

In general, the participants think that:

- The training contents are interesting, especially those relative to the module 3 about Social Skills and Inter-cultural Communications, but is a module that could have higher interaction with the user (videos, pictures, etc...)
- In general, the contents vision in the screen is not enough, because they took up only a 40% of it, so it is an excess of information in margins and menus.
- There is too much text in the contents, and it is necessary to review the translation that sometimes is very literal.
- The platform should be more clear and easy to make easier the user's comprehension. In general terms the platform is considered as a complex platform.

Conclusions

The final round of focus groups has not been as successful as the previous rounds in term of participants, but equally relevant and interesting in the topics discussed. The meetings have brought up some new items in the discussion, providing the partners new cues for discussion.

In relation with the technical part, the comments reflect more or less what already underlined in the ‘Pilot experience evaluation’, such as the platform was easy to use depending on the skills of the person using it: some regarded the platform very easy other complicated. The partners in relation tot those comments incremented the ‘Users’ manual’ - translated in local languages - in order to provide lesser skilled user more material to support them.

On the other hand, and relevant to the partners in particular, the platform has been commented as easy to update and flexible to support more contents. Especially taking into account Portuguese focus groups participants, it has been suggested giving more relevance to the communication and networking part, in order to put in contact professionals specialized in immigrants’ services and job insertions support, as the exchange of knowledge and experiences between people working with immigrants is considered very important, not only to create better ways of working but also to grant people with more opportunities in their field of expertise

The participants to all focus groups commented that the training responded correctly to the aims of the project and it did provide all the necessary information to increase knowledge and skills in the proposed topics. They also stated that Bridge Platform had a high level of interest, shown both by stakeholders and participants and other persons involved in the present discussion. The training developed in the piloting was considered, in general, as an excellent and useful tool for most participants.