



"GENTI-Scuola Competenze Borgo dei Mestieri"
Grecia Europa Nuoro Turchia Italia



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PEOPLE-SCHOOL OF SKILLS INCLUSION IN THE LABOUR MARKET OF DISABLED PEOPLE

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1. The project (author: ISFOR API)

European Project European project approved the National Agency ISFOL under the Lifelong Learning Programme-Sectoral Programme Leonardo da Vinci (2007-2013) carried out in Italy, Turkey and Greece by:

- Isfor Api- Training institute of Confapi Sardinia (Cagliari, Italy), as lead organization
- CESPIM- Study Centre for of Business Innovation CONFAPI (Rome)
- Api Lecce (Association of Small and Medium Enterprises of Lecce)
- CSAPI Puglia (Consorzio Servizi Artigianato e Piccola Industria)
- OZEV Foundation, Turkey
- Municipality of Neapolis-Sykies, Grecia.

Started in October 2010 and finished in September 2012

1.1 Objectives

Transfer, to Turkey (Ankara), Greece (Municipality of Neapolis Sykies) and in the Italian region of Puglia (Lecce) of an innovative approach to facilitate the employment of people with mild cognitive deficit. The approach has previously been successfully experimented by Isfor Api in the "Scuola delle Competenze" activated in Nuoro, Sardinia, in collaboration with the Department of Social Services of the City of Nuoro.

Creation and strengthening by establishing protocols and a network system between partner organizations, local institutions and organizations that can contribute in various capacities to promote concrete actions for real employment and social integration of disabled people and to ensure the sustainability of the approach promoted by GENTI even after its natural conclusion.

1.2 Specific objectives of the GENTI Project.

- Raise local market and institutions actors' awareness in order to conceive disabled people working inclusion as a resource and an opportunity and not as a legislative "constrain".
- To contribute to a cultural change that gives back to the disabled person the dignity of an active player.
- To provide opportunities for disabled people to "learn to work" and acquire "the ability to stay in the relationship," which are fundamental approaches to live work experience and basic elements for their inclusion in an organizational context.
- Give back an active social role to those who have did not had the opportunity.
- Raise awareness on disability in the territory: it is not an incurable disease but a different way from usual to live life.
- Create synergies and networks with the business community so that they are comfortable and do not reject them.
- Supporting families to acquire a more objective approach with their disabled family members to accept their diversity and the enhancement of their skills.
- Disseminate a culture that is not based on pity towards those who are considered to be different but promote acceptance and respect.
- Do not be afraid to select because even among able-bodied not everyone
- can be good for certain jobs.

1.3 Methodologies and key elements of the approach to be transferred

The path¹ was focussed and characterized by:

- **Individual internship projects in companies with alternating short periods of deepening (in the classroom).** The experience of work experience in companies was preceded by a brief period of study of work processes in various companies and of workshop moments in the classroom to strengthen and explain concepts "seen and experienced" in the company and acquire certain soft skills.
- Involvement of companies in order to play the role of "incubators" to facilitate and support the disabled person's ability to "stay in the relationship," even within an enterprise. The importance of the enterprise is essential and crucial since in enterprises experiencing the situation, people with disabilities have the opportunity to "learn", but as well as people with disabilities all those who get tired or bored (for different reasons and subjective) inside of the traditional classroom. In fact, this approach is widely used in "learning environments" with "difficult young".
- Intervention of mediators / operators to support the disabled person to enter the labour market. The operators are "mediators" between the knowledge they have of young people and the knowledge of the productive environment. Operators-mediators act as intermediaries, as a bridge that will allow the transition between the business requirements and rules and the features of the people involved.

¹This project has been funded with support from the European Commission. This publication [communication] reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

1.4 Further innovative elements of the proposed approach

Disabled people must spend as little time as possible between them and instead spend the many of hours in social life and working together with other able bodied colleagues.

The presence of a classroom space should be minimized and adopted just for diagnostic purposes and observation. The moments of meeting are aimed at an adult discussion on specific issues. The space "out of the business environment" where people with disabilities face their referents (operators/mediators) and / or colleagues (people with disabilities involved in the path) must take place in an organizational context as moments of meeting and work.

The project can achieve its objectives if it is carried out in the "places" of normality.

Through GENTI has been proposed to people with disabilities a "path" inside adulthood

2 The partnership

2.1 ISFOR API

ISFOR API, Training Institute of Confapi Sardinia, is a non-profit organization that since 1985, offers training, education and advice to the business world (employers, employees), for professionals, for young people looking for their first job and for those who want to acquire new skills or enhance those already held. Promotes and implements training programs for unemployed young people, post-diploma and post-graduate higher education including IFTS (Educational and Technical Training Pathways for post-diploma) and MASTERS (to post-graduate). Designs and manages paths for experimentation of new models of development and social inclusion with the collaboration of national and European partners. ISFOR API, thanks to the privileged relationship with small and medium-sized enterprises, act therefore as link between the labor market and the training world. At the same time, by virtue of its strong social orientation, maintains systemic and integrated actions to promote social inclusion, social and work reintegration and local development.

Coordinated and managed with the City of Nuoro "Scuola delle competenze", an experimental project, aimed at supporting disabled people employment, on which was defined the model transferred through the GENTI project.

Coordinated the administrative center of the Social Ethics Centre of Pratosardo, Nuoro, an experimental project through which we want to create a hub of socio-economic development.

To meet the needs of enterprises, ISFOR API manages effectively and promptly opportunities made available by interprofessional or structural funds allowing companies to take advantage of opportunities for high-level training with no

ISFOR API designs and realizes paths for the PPAA, that can be activated by PP.AA own resources or using Structural or Ministerial Funds.

For years now ISFOR API has been involved in national and European integrated projects, aimed at supporting social inclusion and / or working reintegration of all those who for various reasons have difficulty in entering the labor market. Has been engaged as lead partner in the Equal Pro.RES project and participated as a partner in many EQUAL, the Leonardo TOI CRE.N.DI. (CREscere Nel Disagio).

ISFOR API provides service monitoring and evaluation on training projects, integration paths, social and working development projects. Inside, it constantly implements a system of monitoring of all phases in line with its quality management system and the international standard UNI EN ISO 9001:2008 with which it has been certified.

For several years it has been working to enhance a service for the certification and validation of skills through local experimentation and European projects.

Accreditations:

- institution with certified management system UNI EN ISO 9001:2008
- accredited by the Ministry of Health for the development of courses for operators and managers of the health sector with the release of ECM credits.
- accredited by the Autonomous Region of Sardinia as training institute authorized to design and implement vocational training activities with high quality results in terms of effectiveness and efficiency of the actions undertaken.

2.2 C.S.A.P.I.

The C.S.A.P.I.-*Consorzio Servizi Artigianato e Piccola Industria* (Crafts and Small Industries Services Consortium) is an emanation of the Association of Small and Medium Enterprises of Lecce, which is part of the national circuit of CONFAPI. The activities of the Consortium relies on the support and development of small and medium-sized enterprises, both industrial, craft and commercial, according to the regional and national laws. With resolution of the Regional Council of 29th December 1998 no. 4334 it has been incorporated in the register of companies providing real services to SMEs since 2005 and is accredited by the Apulia Region as Training Organization. Svolge attività di progettazione e realizza corsi di formazione secondo le richieste di specifici settori e figure professionali (aziende, occupati, disoccupati e over 45). It also carries out actions to support social and labor inclusion of disadvantaged people by offering innovative and transferable solutions for employment in small and medium-sized enterprises. Collaborates with the higher education institutes for higher education and creates training for apprentices. The Consortium also developed simulations of business cases. The staff of C.S.A.P.I. consists of coordinators, designers, technical directors, tutors, teachers and administrators who work supporting and upgrading the production system and offering strategies for competitiveness and repositioning in the labor market.

2.3 A.P.I. Lecce

A.P.I. Small and Medium Industries Association of Lecce founded in 1988 is part of the national network of CONFAPI. The need to protect and promote at all levels the real interests of small and medium enterprises of the area boost the creation of API Lecce. The association supports, defends and protects the legitimate interests of the industrial activities which it represents. Stimulates solidarity and collaboration among entrepreneurs. Enhances the development of industrial initiatives facilitating information and counseling.

The association carries out its activities in structural, financial and administrative autonomy and has a direct relationship with the companies. Plays the role of institutional representative of the associated companies. Participate in all provincial, regional and municipal authorities technical meetings regarding the development and representation of SMEs. Conducts Training for employed and unemployed people. Promotes safety culture through seminars and courses in accordance with the Consolidation Act n. 81/08. API Lecce works resources and objectives that reflect the management philosophy of the companies which it represents.

2.4 OZEV (The Turkish Education and Solidarity Foundation for Disabled Persons)

The Turkish Education and Solidarity Foundation for Disabled Persons (OZEV) was established by the families of disabled persons on 19th of June 1994 in Turkey. Its main responsibility areas are to provide education, health, social rehabilitation services for persons with disabilities and their families. OZEV aims at finding solutions to basic problems of persons with disabilities by providing education, creating a social environment and ensuring their adaptation to social life. OZEV has adopted the following motto, which is "All persons with disabilities have the same rights as non-disabled people have in society."

OZEV has implemented those activities:

- To promote the human rights of persons with intellectual disabilities.
- To promote independent living for persons with disabilities by providing care, occupational and social rehabilitation.
- To arrange awareness raising activities
- To be involved in the projects at national, European, and international levels.
- To provide advisory services regarding opening special education schools, therapy centres, courses, relaxation centres, resource institutes, social activities, sports clubs, guest-houses, production centres, and workplaces for disabled persons.
- To train special education teachers by providing in service training programmes

- To establish guidance and rehabilitation units for the families of disabled persons
- To provide advisory services to the families of children with disabilities.
- To establish social institutions to provide the members and charter members unity with financial assistances.

To illustrate

- OZEV conducts workshop education, kitchen education, and vocational ability courses for disabled persons in order to make persons with disabilities productive individuals in society.
- OZEV trains the students with disabilities according to their abilities with sport, music, theatre, and clubs so as to ensure their full participation in society.

OZEV ensures a public sphere for disabled persons on its web site.

OZEV provides regular training programmes for its educational specialists so as to reach high standards in terms of education of children with disabilities.

2.5 Municipalità di Neapolis Sykies

Municipality of Neapolis-Sykies (www.sykies.gr) is a local authority of the Northern part of Greece. It is constituted, under the new administrative reform, by the former Municipalities of Ag. Pavlos, Neapolis, Pevka and Sykies. The Municipality has 87.000 inhabitants. It neighbors Municipality of Thessaloniki, the Byzantine Walls and the Seich-Sou forest.

The planning development office has implemented several EU and national funded projects, in the field, inter alia, of social policies and in particular with targeted group people with disabilities (FRIENDS project under Socleoyouth programme, Laboratory for people with disabilities under Youth programme, Recycling Laboratory under Equal programme etc). Moreover, since 1992, Municipality of Sykies has established the Municipal Service for People with disabilities, which manages a Laundry and Laboratory of Handcrafts, and two apartments of independent living.

Municipality of Neapolis-Sykies has developed co-operation with respective institutions all over Europe that have common objectives and problems, aiming at exchanging experience and knowhow and in maximizing the utilization of the potential elements

2.6 CESPIM

Technical structure of CONFAPI - Italian Confederation of Small and Medium Enterprises Private - oriented to the promotion, dissemination and implementation of activities aimed at the development and promotion of Small and Medium Enterprises.

Its mission is:

- promotion and implementation of training programs for the development of entrepreneurial skills, the professional development of executives and professionals and training for young;
- studies and research in the field of technological, financial, commercial and legal, economic, sociological and business innovation.

CESPIM Srl works normally with the local structures of CONFAPI by a direct dialogue with the SMEs and by the ability to effectively analyze the business reality and its evolution. CONFAPI participates in the definition of national training policies and European in the appropriate office, including: of the Leonardo da Vinci Programme;

Steering Committee EQUAL Programme Commission for monitoring and evaluation of experiments on the skills certification for Vocational Training, Monitoring Committee of the Ob. 3, Technical Group Manager Ob. 3, Monitoring Committee PON Ob. 3, CES Committee (Social and Economic Committee).

CESPIM and CONFAPI, through the activities of the Bilateral National Institute for Education and the Environment (ENFEA):

- Promote research and a national observatory on the distinctive



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- competences of SMEs employees, which are characterized by sectors and geographical areas;
- They are active in training programs related to the issues of environmental protection and Work Health and Safety;

3 The project experienced: Gabriella Longu (Isfor Api General Director, GENTI Project Director)

We proposed to foreign organizations, with whom we had never worked, a project of integration of disabled people into employment and we did believe that only by discussing and knowing, you can build a "different way" to work together. We then shared a slice of our professional lives with Turkish and Greeks colleagues, we traveled together, lived together and discussed together on many aspects of the project and of disability, but, above all, we tried to find new approaches and new ways of inclusion in the labor market of people with disabilities. From our first meeting in Cagliari we realized the difficulties we would have meet in talking about this issue, so uncomfortable for everyone, even for those esteeming themselves evolved and open to disabled people integration, but that in fact hide a certain intolerance and incredulity about real job opportunities.

We discussed with experts, people who in different ways have been working for years with disabilities, we told on several occasions how it works in Italy, what was our experience and what benefits companies can derive even in terms of loyalty and seriousness by disabled people. We have tried to to explain to all that disabled person, as everybody who aspires to have a job, when he is given the opportunity to experiment himself, more than others feel the real importance of the chance that life offers to him.

We facilitated moments of debate, tables of discussion, moments of dissemination to stimulate and encourage our colleagues to dialogue and openness to new worlds and new visions. We have raised interest and, I think, the desire to acquire model and values because at the seminars organized by

our partners, took part managers and institutional representatives, but our reflection today is if, at the end of the project, will partners, in particular Turkey, continue the process of integration? Is the country that has followed with greater involvement the whole project, how much of everything that happened during these two years will it preserve? I think basically that we really aroused some reflections, but I think it would behoove continue to work and deal with other projects to create more and more worthwhile opportunities for work and life for people with disabilities.

The most obvious problem is the lack governments guidelines. Where it is not imposed, as indeed happens in Italy, it is difficult to implement really concrete actions having a substantial multiplier effect over time in the market.

In Italy, as in Turkey and Greece, we decided to get directly in contact with the companies that hosted the students during the internship and beyond the language and tradition, we realized that when the entrepreneur receives, he has, in all countries, the same approach. He is satisfied, relieved and amazed of himself, but also and especially of the ability of "persons with disabilities" to work, produce and being "like the others." We do not know if satisfaction is the result of what often "big" people feel they have to pay to life to be able to earn and achieve economic well-being.. in any case, we felt this feeling in all entrepreneurs, were they Turkish, Greek and / or Italian. This analysis although influenced by emotion, makes us hope for a more humane future and a greatest dimension of life ... but always when supported by strong and precise government guidelines.

4 Enterprises and disability (Walter Simonetti and Elisabetta Boffo)

Law 68 of 12 March 1999 (Regulations for the right to work of people with disabilities) is an innovative tool through which our Republic states the overcoming of previous law (Law 482/68) and at the same time, of the setting strictly assistential that characterized it. Within the law 68/99 finds its way the concept of "targeted employment", meaning by this the employment of people with disabilities through a careful evaluation of the residual capacities with respect to disability (by the health care bodies) and providing, where necessary, training courses, internships and business tutoring.

The most interesting aspect of the new law is to consider the disabled as a worker: do not point the finger at what is not able to do but analyze his ability, what he can produce, it is considered, in other words, before the person, then his handicap. The concept of "targeted employment", on the principle of the right man in the right place, that drives the law 68/99, is an important and precious step towards an undeniable right (and duty) of all citizens: the right to work.

We must try to integrate in the company human resources with special skills bearing in mind that the reference context is characterized by the affirmation of entrepreneurial logics, both in the profit as in the non-profit, as well as both enjoy a company atmosphere that encourages integration and the realization of the diversity in Human Resources.

Under Law 68/99 the disability is no longer a number to be entered in the company, but a human and professional resource to train and enhance

according to the principle of targeted employment, which is defined as "the range of technical tools and support that enable proper assessment of people with disabilities in their ability to work and put them in the appropriate place, through analysis of jobs, forms of support, positive actions and solutions of the problems associated with the environment, tools and interpersonal relations on everyday places of work and relationship".

Over the last thirty years, those who work in the world of disability has seen the change of different passwords. Each of them has symbolized the way in which you defined the persons concerned (the handicapped, the disabled, people with disabilities) or theoretical thinking and operating that drove the policies and actions in favor of people. So if in the 70s the word was inclusion at the end of the 80s we have progressed to integration. For some years now, quite explicitly with the UN Convention on the Rights of People with Disabilities approved in 2007, we have seen a new change, the new password has now become inclusion.

Initially, this choice has left a little bewildered by the fact that it seemed to be a step backwards from the concept of integration or perhaps because recalled the old word inclusion. Only a careful analysis of the concept that it is allowed to catch the potentiality and the strength of this change of perspective: it affects all people and the human condition, which itself may present difficulties of life and situations of disability.

The concept of inclusion leads to recognition of a right as a form of contrast to its opposite: exclusion. Leads to state that the strategies and the actions to be promoted should aim to remove those forms of social exclusion that people with disabilities suffer in their daily lives: the school experience often lived on

the edge of the class and not always adequately supported, leave the school, the lack of learning of social and life skills, exclusion from the labor market, affective experiences are often confined to family environment, a lack of participation in social activities and leisure time.

Follow the paths of social inclusion means substantially raise the issue of disability in the social dimension the right of citizenship, because it affects all those involved in the social life within a given context: include means offering the opportunity to be citizens to all intents and purposes. This does not mean denying that each one of us is different or deny disability or impairment that must be properly dealt with, but it means moving the focus of analysis and intervention from the person to the context, to identify the obstacles and to work to remove them.

The aim is to promote dignified living conditions and a system of rewarding relationships with regard to people who have difficulties in their personal and social autonomy, so that they can feel part of the community and relational contexts in which to act, choose, play and see recognized their role and identity. It is clear that this requires by the the institutions, the different realities and the operators dealing with disability, the effort to acquire a thought and a mindset open to change and overcome an intervention centered on the dual relationship between "operator / user".

The movement of people with disabilities, abandoning the strategy of partial objectives (more services, more money for pensions and assistance, etc..) to set a new strategy based on human rights (equality, respect for human dignity, non-discrimination, equal opportunities, involvement in decisions) has achieved extraordinary results: the approval of the UN Convention on the Rights of People with Disabilities (New York - December 13, 2006), ratified in

2009 also in Italy.

Act for the protection of human rights of people with disabilities means considering disability not as an illness (medical model), but as a social relation between the characteristics of people and the environment (bio-psycho-social model). A way of thinking set out first by WHO and then by UN in the Article 3 of the Convention, where between the general principles is given "full and effective participation and inclusion in society".

Promote inclusion means to work for change and to ensure that every person, regardless of their condition, do not undergo different and degrading treatment, do not live or work in separate locations but have the same opportunities for participation and involvement in decisions concerning them. It means acting on society and territories to make them inclusive, able to give concreteness - modifying itself when necessary - the right of citizenship to all persons, regardless of their condition.

For Confapi, act in the territory is to be advocates of cultural and social change, acquiring a role that knows how to turn us into a reference point not only for the companies of the system, but also for other realities (services, workers, citizens) building and maintaining networks of connection and if necessary of coordination. Act on society and the territory implies the need for greater attention to the size of the individual (micro level) - for instance those underlying the clinical and rehabilitative approaches that characterize the majority of services to people with disabilities throughout the country - in that of relational systems in which each individual lives (macro level).

To widen the attention of entrepreneurs must adopt an approach that considers that taking care of someone - in this case the persons with

disabilities - means to understand how social environment, describing situations and defining what the problem is, the quality communication processes, expectations and responses to them made, the individual representations and social, are all decisive in building exclusion and discomfort rather than inclusion and well-being and therefore become aware that we must act on these fronts. It is an inversion of paradigm: treat the area to treat people, going beyond the delivery of personal services.

Act on the territory actually means creating opportunities to meet, exchange, knowledge sharing and dialogue that can engage the realities of the region through proposals that are able to create the ideal conditions for the building of positive relationships.

Means promoting opportunities for social inclusion and awareness through the creation of informal networks that involve concrete projects and varied kind, ordinary citizens, institutions, schools, associations, informal groups. With an emphasis not only on the condition of discomfort but on the research of a common welfare by proposing participatory experiences: from the organization of moments for the implementation of joint projects where each participant can experiment playing an active role.

The right to work of people with disabilities is protected by the Italian law, but many companies continue to have a lack of knowledge or a deformed outlook of their institutional duties, merely, at best, to a passive compliance with the obligations of employment.

The fragility of such attitudes shows its inadequacy in a context like the present, marked by significant changes. It refers not only to recent ratification in Italy of the UN Convention on the Rights of People with Disabilities, but also to the strong force which is claimed from many sides ethical behavior in

businesses.

To alphabetize companies and to promote the culture of disability, we introduce the term "aziendabilità". The neologism implies a theoretical provocation confirmed by praxis: with proper measures, companies are institutions able to meet the needs of disabled people and, at the same time, people with disabilities are skilled resources to meet the needs of inexpensiveness of the companies.

To fill the management gaps, we use the model of disability management, a revolutionary approach in the methods and results, it claims that primarily the company should adapt to disability and demonstrates the many advantages of the inclusion strategy. The enhancement of disabled people resources is the lever with which they give dignity to the work of "all" the people and gives back a noble function to "any" company. Looking in a smart way the relationship between companies and people with disabilities leads to an inversion of the conclusions: the companies need more disabled than the disabled need the companies.

5 The impact of the project

5.1 The impact of the experimentation in Lecce

(Giuseppe Petracca , Rossana Tempesta, Sergio Vitulano)

A.P.I. and C.S.A.P.I. had a specific role during the experimentation and the transfer of the model in its territory.

API Lecce coordinated all stages of the project in Lecce. The association acted as a link between the business world and the institutions and between private and public interest. It was responsible for the work performed by the operators and the reference point of hosting companies tutors. The Training organization coordinated all phases of the internship.

A.P.I. and C.S.A.P.I. have successfully cooperated with the Province of Lecce, which has set up a call of proposal, defining the profile of the beneficiaries with mild cognitive deficits, then identifying young disabled recipients of internship. With the Province they have identified the operators of mediation who have worked with the beneficiaries. Once formed, the operators were coordinated by CSAPI and have activated the selection interviews, considering applications and aspirations and highlighting the main skills areas. The Association of Small and Medium Industries has identified the business realities in which to test the model.

The connection between partners, local authorities, operators and companies has produced significant results in the area of social inclusion. This collaboration between public and private has been the bearing structure in the transfer of the experimentation model and has been a small local experience of

inclusion and integration in favor of social support policies.

Local experience is based on the recognition of the importance of the social dimension of disability, the need of socializing, training, coaching and entering in the labour market. During the internship the core activity carried out by CSAPI was to monitor the inclusion checking implementation strategies and actions developed to provide the necessary decision support and to help all the actors involved in the training process (operators / tutor / disabled).

Operators of mediation have provided the necessary support to young people by offering aid to the daily earning problems, both in theoretical and practical stages of the work. Their proven professional ability was decisive for the success of the internship and project objectives. During the period of internship was also implemented systematization activity of the results. By videoconference were transferred most important steps, the results achieved, the difficulties encountered and the decisions taken.

The path of each participant was flexible in terms of time and work organization in order to facilitate their integration.

In the project the trainees have fulfilled seriously and consistently their commitments, and we are satisfied with their behavior. According to the tutors' reports their were available and constantly showed commitment.

The business tutors were strategic figures for the quality of the insertion, especially from a social perspective, playing the role of guides and facilitators of the integration path .

In general, all operators have been impressed by the positive result of the experience of each trainee and from the acceptance they received in companies, having concrete confirmation of the effectiveness of project

proposals designed to insert in non-protected young with deficits.

The positive effects of the experience are also highlighted in the interpersonal and non-working exchange between trainees and colleagues, which has enabled some of them to establish friendly relationships beyond the working path.

In a society that tends to label as "different and inferior" who has a deficit of whatever nature, this experience is the real proof that you can try to fight the prejudice with direct knowledge and active involvement of people who may actually be valuable resources.

Having played social and working role, young people have enjoyed the benefits derived from it, and now, that the experience can be considered closed, it is hoped that it is not an isolated experiment.

5.2 Impact of the Project in Lecce

(Giuseppe Petracca, Rossana Tempesta, Sergio Vitulano)

The positive impact of the project has demonstrated the strength of its partners in the implementation of synergies established and high professionalism. In general, the project has had a positive reception of all the actors involved in this experience of great content of values. The positive effects of the experience are detected both in enterprises and in all key players of the work plan. This small approach should be a model to be replicated across Europe sharing principles and responsibilities and the cultural model.

Projects like these can develop cohesion, integration work the transfer of methods and best practices. Through its partnership network of the project was definitely an enrichment for all.

5.3 Maria Giovanna Piras' contribution

I had the honor and privilege to work in the project GENTI as coordinator of activities, to live the project from its design to its implementation from day to day.

GENTI, as CRE.N.DI, ProRes and other projects in which I worked, it was an experience that brings me, once again, to believe that sharing plans, objectives, interventions and also everyday life, with colleagues from other countries and cultures is an occasion of great personal and professional growth.

I was able to metabolize important facets of a process of for disabled people employment people, that Isfor had already experienced, but with GENTI has acquired new shapes. This, through the exchange of knowledge about the systems in various countries during the partnership meetings and awareness seminars organized in the three territories. Through the important ideas shared during the training in Rome and Nuoro. By comparing the experimentation that Turkish, Greeks and Lecce colleagues have carried out. Through the exchange with disabled people involved in the project and the organizations that have hosted them, that we met and with whom we have shared their experience.

It was important to observe at and perceive how, on the issue of inclusion of disabled people, we started with different laws, different social and cultural awareness.

The same nations have done, to date, different paths, and we all come with a different "personal" and social baggage. And with the awareness of this, we

worked together to try and readapt the Genti approach with the aim of helping to strengthen path inclusion of disabled people and their becoming adults.

I felt an active part of a broader process that has involved us who worked in the project, people with disabilities who have been involved but especially a whole social and cultural world which has joined to GENTI as one of the key players. Even with Genti I could feel more and more like a successful approach in a context can become a living instrument in other areas if it is assimilated by their culture if we put us perspective to make it adaptable to a context in terms of social, economic, political, and often religious (especially where religion has a strong) is completely different. Achieve this, it may be possible with the exchange, mutual knowledge of culture and law, real sharing of training opportunities, analysis, critical observation. Living together different times of a path. With the availability and the desire to dialogue and discussion. Really believing in what we can do. Each one of us respecting the value of our individual social responsibility.

Living together different moments of a path. With the availability and desire to dialogue, discussion. Really believing in what we can do. Respecting each one of us, the value of our social responsibility. Really work together has meant trying to know and understand the values of different cultural worlds: different times of life, social recognition of different roles, rituals, gestures, different approaches ... But this was and is a source of enrichment.

Live the everyday life, the working day, live in the socio-cultural context of other countries, now give an answer to my desire to be a living part of a world we can all help to make more and more fascinating.

5.4 Gabriella Schintu's contribution

The Genti Project has been another tile in the mosaic of my experiences in the world of disability-related training, enriching of significant contents my human and professional baggage.

Under the project, the moments of greatest impact were certainly the exchanges with different partners, Turkey, Greece, Lecce.

The first meeting in Cagliari paved the way for the sharing of objectives and content, all subsequent meetings have helped to deepen the knowledge between colleagues relationships have gradually strengthened showing a strong unity of intents.

The Turkish reality impressed me because of the strong cultural diversity, but also to an unexpected approach to disability in many ways similar to ours; the Turkish partners revealed a strong motivational drive order to give continuity to the project, using the Italian contribution of the experiences as a model to be reproduced in their reality.

In the second visit to Lecce came out strongly that making projects providing work is possible thanks to the open-mindedness demonstrated by local companies.

I want to emphasize that in my experience in Nuoro, despite such a critical time, several companies have shown great sensibility and the desire to continue to the path of inclusion.

5.5 Impact of the project in Turkey

(Tolga Duygun)

It can be said that although Turkey has come to significant level in terms of providing equal opportunity for disabled people through legislative measures, in practice there are serious problems in implementing these measures and providing equal access to employment for people with disabilities, especially for people with intellectual disabilities.

The traditional approach to resolving this problem has been to try to change individuals with intellectual disabilities by increasing their skills via training. That approach alone has proved insufficient for increasing employment opportunities in a major way for persons with intellectual disabilities. It is now becoming increasingly evident that efforts also need to be made to change negative environmental conditions in order to achieve the desired goal.

In Turkey, policies directed towards the employment of disabled people are based on quota/levy scheme, which takes place within the general employment framework. Both public and private employers have the responsibility for employing disabled people. Employment support services are very limited and alternative employment schemes are not practiced.

The quota system alone is not a sufficient mean for improving the employment of disabled people. It may be complemented by awareness raising campaigns, increasing opportunities for vocational training and rehabilitation and financial measures.

One of the most important barriers towards the employment of persons with intellectual disabilities is their low level of education followed by lacking skills in Turkey. The characteristics of the jobs in the labour market changes parallel to the development of technology. New jobs are emerging. Therefore,

occupational map of the labour market should be produced to determine the needs of the changing labour market. persons with intellectual disabilities should be trained according to their individual interests, aptitudes and aspirations for existing and newly emerging jobs. To ensure inclusion, mainstreaming should be aimed. But for those whose needs cannot be met within the mainstream, specialized services should be provided especially supported placements. Vocational training and rehabilitation services should be improved and diffused around the country.

Employers should be encouraged with respect to the employment of persons with intellectual disabilities for additional costs, which may be involved in employing particular persons with intellectual disabilities. Financial or other incentives for employers aren't enough.

Fines paid by the employers not fulfilling their quota requirement should be collected effectively for which an effective inspection system is required. But in Turkey the fines cannot be gathered successfully.

When we put the facts altogether, the project outcomes in Turkey is very promising as an alternative solution. Application of job coaching model in Turkey would pave the way for increasing employment opportunity for persons with intellectual disabilities in open market. Providing internship opportunity for persons with intellectual disabilities in open market would result in not only positive attitudinal change towards persons with intellectual disabilities but also acquiring new employment skills.

6 Some concluding remarks ***"It can be done"***

Carlo Lepri

Anyone who tries to read the GENTI project may instantly realize its main objective: transfer and share with partners an effective methodology on employment of people with intellectual disabilities.

Let's say that for an external observer it appears as the explicit objective of the project. However, I think one can say, came to the end, that all those who took part in the project have realized that in addition to this explicit goal there is another, perhaps less obvious, but equally important.

To show that people from different cultural contexts and with different visions of disabilities can interact, collaborate, understand and most importantly, change their professional styles.

It seems to me that the combination of these two dimensions, the more explicit methodological and more implicit cultural, have twisted in these two years of work within the project GENTI becoming food and inspiration for all.

The relationship between methodology (technical assistance) and culture is always present when dealing with the issue of disability. We know that any method is always the result of a specific representation of disability and that this always depends on the culture of the community which expresses.

In this sense, the GENTI project was an extraordinary point of observation to understand the importance of this intermingling of intervention techniques and cultural aspects. But not only this.

The project allowed us to check how this relationship can be dynamic and can change over time. I feel it to say that all the partners come out of this project more or less changed in their vision of disability and their methodological

practices.

This is a very important result which confirms clearly the most recent proposals on advanced interpretation models of disability by WHO through the bio psycho social model. Model that invites us to consider how disability is always a meeting between personal characteristics and the barriers and / or facilitation of the social context. In other words, the meeting between the disabled person and the culture of the community in which they live.

The methodologies on employment that have been proposed and who have shared in fact start from a very simple but decisive assumption: the working insertion is possible provided that the whole community (professionals, families, businesses, employees, associations) do not have a preliminary attitude towards disability. Representation not so much and not only anchored to the limitations and impairments but to the potential and possibilities of the person. Only with a comfortable and facilitating environment it becomes possible to move from a welfare and infantilizing vision of a disabled person to a promotional approach that enhances the talents and skills remaining.

Not by chance many of the project energies, especially in the early stages, were devoted to share different representations of disability in the different cultures of the project partners. Because it is those representations that we need to start to develop effective methodologies especially when they are interventions aimed to social and business inclusion.

I think I can say that the possibility of a comparison between the different cultures of the partners has been facilitated by an extraordinary capacity of the different actors of the project to know how to connect and relate enhancing not only the common features but also differences that gradually emerged. In this

way was not transferred stiffly a methodological model but a set of ideas that each partner has then adapted to its own reality and its specificities.

Some of these ideas have become, in terms of method, particularly significant and actually shared by the different partners.

I summarize them briefly.

The first is that we need a specific accompanying and a customized project for each disabled person. Working inclusion should therefore be planned and pursued systematically from school age.

The second idea is that we need a specific mediation between the disabled person and company. The presence of a law that "forces" companies hiring a disabled people quota is an important element but not sufficient. It is important that this mediation is carried out by authorities specialized on disability and work.

The third idea is that for employment are necessary tools of mediation (apprenticeships, internships, scholarships, work) to enable the disabled person to approach gradually with company and, on the other hand, the company to have a time at the disposal to learn and train the disabled person.

The fourth idea is that of a strong family involvement in the project. The culture of the family is indeed very present in all partner countries and only with a collaborative family you can set successful projects.

On the basis of these ideas have started in different areas work integration experience that have proved to be effective for both people with disabilities and for companies clearly demonstrating the validity of the methodological use.

In other words, the GENTI project has shown that the employment of people with intellectual disabilities "can be done" as long as you adopt a proper methodology. Have reached to this conclusion through a comparison between different cultures is the real added value of this experience.

7 Monitoring of the project

6.1 Partners' experiences

Partner organizations referents of the experimentation	No. of beneficiaries involved in training
OZEV (Turkey)	12
Api Lecce (Italy-Lecce)	6
Municipality of Neapolis Sykies (Greece)	4

Location	Company / Host Organization	No. of trainees hosted in each company
Lecce	paint factory	1
	plant Design	1
	Business services	1
	clothing sale	2
	sale curtains	1
	library	1

Location	Company / Host Organization	No. of trainees hosted in each company
Ankara	super market	6
	coffee house	1
	hairdresser	1
	City Hall (office work)	2
	Plumbing	1
	Wood and fiber plants	1
Municipalita	catering	1
Neapolis	Restaurant	1
Sykies	Bar-Cafe	1
	Personal services	1

As you can see from the the graph below the activities relating to the sale, have been those in which it was found greater willingness to accept disabled people trainees involved in the project (54%), followed by activities related to catering and bar (18%). Therefore have predominated opportunity to gain experience working in contexts in which predominates contact with the public, and where, as in the case of a trainee U. (Lecce), although these as the task to fold the clothes and ensure the order of the shelves, he found himself having to provide information or to refer to their colleagues.



Beyond the numbers, it is considered important to highlight some well-known methods and difficulties declared by each partner.

7.1.1 API LECCE-CSAPI

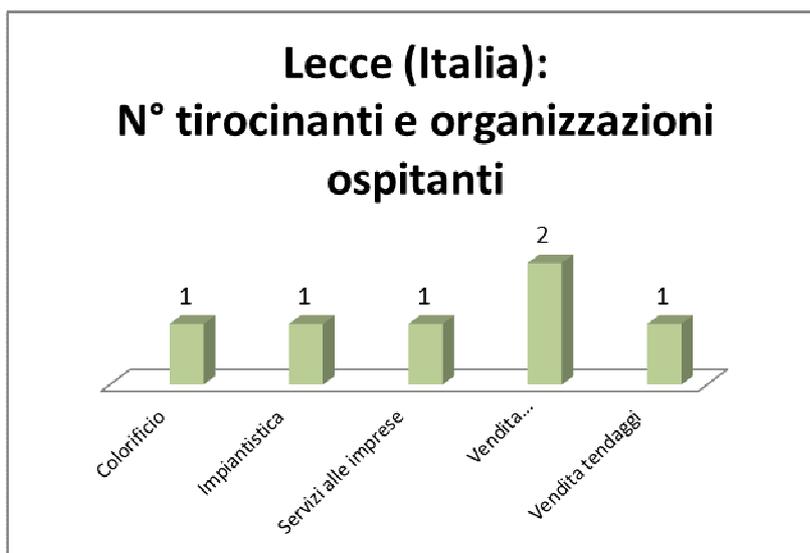
API LECCE and CSAPI for the selection of beneficiaries prepared and published a public call, through the Social Services of the Province of Lecce.

- 24 young people responded to the call, 18 of these were considered to be able to support the selection through an interview.
- beneficiaries were eligible for the internship experiences.

I would like to emphasize:

- Api Lecce-CSAPI decided to identify the beneficiaries through public selection and promotion of the initiative through a call. The approach and methodology is in line with the modalities and procedures of the province

- of Lecce that, in the territory, is the referent point on the services for the disabled. The Province of Lecce joined and actively participated in the project by signing a network protocol.
- The operators of Api Lecce and CSAPI have made a real selection. In line with the principle of the approach that "not everybody are suitable for a work experience", "do not be afraid to select". On 24 young people who have applied for, six beneficiaries were eligible for the experience of the project.



▪ The awareness-raising and promotion of the approach in companies has been effective. The companies were also very available to train people with disabilities

14 Some problems, critical reflections

Following, is a summary of some problems or critical reflections revealed during the experimentation in the territories.²

It is important to give evidence of the same as a basis for reflection for subsequent stages of the reproposal of the approach in the territories involved or the transfer of the same in other territories.

The basic concept is not to treat disabled people as category to be protected by the difficulties of the labour market or by the possibility of not being able to do a job they covet, or even worse, their families.

The disabled person has the right to experience work, but under the same conditions of an able-bodied.

Another important critical aspect that should be highlighted is that the request and the subsequent refusal of the experience, comes from the family of the disabled person. The family has high expectations for his relative, to which however denies the responsibility and the leading role in the choice (both the type of company where he would like to do internship, end the chance to experience the proposal).

¹ Data obtained from the analysis of the findings in the monitoring phase (semi-structured questionnaires, registration cards, operational meeting

Another important but not negligible aspect is related to the phase of "situation" training. When the student to carry out an internship in a company, as the company has agreed to make available their business for didactic purpose, the family and / or some operators and / or some trainees hope and / or think that the same company subsequently has to hire him. It must be clear and precise in making agreements with the different actors, since companies offer these opportunities, do not necessarily need to hire new staff and / or have the need to take up. The company gave its availability only and exclusively for the training. This opportunity is important because it allows us to coach and observe. We should not create false expectations and scare entrepreneurs already wary.

With the approach and the proposed model, we try to do to the same person several internships in different companies because it is important that he acquires the processes and modes that can actually allow him a subsequent employment.

The number of companies that gave the availability to carry out the training to disabled people involved in the path was seriously limited, due to:

Economic difficulties of the companies

In Greece (Municipality of Neapolis Sykies) in particular, the "deaths" of enterprises in the implementation period of the project was high and the the general economic crisis of the business has been strong. Many entrepreneurs have therefore refused a collaboration for the project, which made it particularly difficult to identify the companies to carry out internships.

In Lecce (Italy), despite the economic crisis, the number of companies

involved was adequate to the number of disabled people involved, probably because of the role itself, in the territory of the association of small and medium industries of Lecce (Lecce API) that could "take advantage" of a number of companies already known and on which it could make informed choices.

Hesitation of entrepreneurs related to a non-experience with the world of disability.

Training a disabled person is not a common practice among Greek and Turkish entrepreneurs because their governments have not yet taken final positions in this regard. These countries still lack of rules imposing sanctions on those who fail to comply with them. If you take account of all the "cultural and historical revolutions" which led Italy to issue the law in 1999, all the problems are clearly showed in our ambitious project that the countries involved will have to solve to reach as soon as possible to the definition of a legislation that protects people with disabilities by giving them the opportunity to regain a working status (protection of children, women's empowerment etc..etc.). It is shared, then, as some partners stated (Api-Lecce CSAPI and OZEV), the importance of an effective campaign to raise awareness and promotion of projects and "ideas" that see disabled people who work and produce "participating in first person ". Italy, which has large numbers of inclusion is still suffering, as repeatedly expressed and shared by different professionals, a wary and cynical approach by many companies, which is why this type of projects are essential to the development of a civil awareness.

Legislative adjustment

Each country involved in the project, has a specific legislation for working inclusion of disabled people.

Turkey such as Greece have submitted their relevant legislation, but as regards Turkey, since 2005 we talk about projects that complied with the laws aimed both to abolish the architectural barriers and to enter people with disabilities in the labor market no later than 2010. But in fact nothing is still activated and our brief experience has shown quite clearly which is currently lacking public awareness campaign, facilitations for business, any protection for trainees (even for young people in their first job) and then the steps to reach to conceptualize that the "disabled" can and / or may be included in a company are still many. Everything that is performed in favor of "social inclusion" and learning support is performed by private associations and / or funded and supported by the different municipalities. It is true that government, for its duration, sent in all seminars, in all meetings, officials who have asked for our cooperation and an open dialogue with our model to operate and carry out similar activities in Turkey. The active and effective participation in Genti it is in fact an important testimony, nevertheless, the inclusion in the labor market of disabled people still requires many years.

It will be up to each organization responsible for implementing the model, to ensure that internships are included in the existing legislation or where this is not possible, make appropriate adjustments.

It is important to agree, if necessary, with the institutions dealing with this in the territory.

With regard to Greece, the situation is not much different. They take care of disabled people but not with the approach and models that we are trying to overcome thanks to the Law 68. The disabled are inserted in protected environments and carry out all those activities that they are able to perform. They stay together with the other disabled and with professionals who support them and help them as they can. The state gives occasionally a certain amount of funding in favor of companies that hire people with disabilities or which make them working, but often these funds are not even used. This situation is quite understandable and not surprising if we consider that in Italy there are territories in which companies circumvents the law with all the strategies that every good entrepreneur is able to invent and that sometimes they comply with the law only thanks to efficient operators, particularly persuasive.

Training

There is a "Guide" for the training of the disabled person because the person is disabled and must be involved in the training courses in use and in force in the territory.

This final publication, will be the basis for continuing to work on.

It should be noted, however, especially in working integration paths of disabled people, the importance of the operator of mediation to facilitate the integration into business processes. Disabled in fact must be "simply" put in a position to operate, just as a able-bodied person.

With the GENTI model, is "upset" also the modality often used training.

The disabled person must live its path of "growth and development" in "normal" life contexts.



"GENTI-Scuola Competenze Borgo dei Mestieri"
Grecia Europa Nuoro Turchia Italia



Learn to work in a "situation" that is directly in an organizational and production context of a company. Coached, therefore, in early stage, by the operator of the mediation until he will act independently.

Where it is necessary further support, the organization may provide moments of "classroom", during which deepen some aspects.