



q-ser.org



International Organization for Migration (IOM)
The UN Migration Agency

InTraCoM Group
Intellectual Property Solutions



Mediacreativa



Qualitative Services at local level for Emigrants and Refugees (Q-SER)

Evrydiki Pavlidi, MSc

Dimitris Tzempelikos, PhD

Sofia Tsiortou Msc

International Conference, Another Brick in the Wall: Transforming Education



Project No: 2017-1-EL01-KA204-036335 | Amsterdam, November 11-15, 2019

Overview

- Qualitative Services at local level for Emigrants and Refugees (**Q-SER**)
- Erasmus+ Adult project / KA2: Cooperation for innovation and the exchange of good practices
- Duration: 28 months - Start date: 1/10/2017 - End date: 31/01/2020
- Partners: 7
- Greek NA: State Scholarships Foundation (IKY)

Consortium

International Conference
Another Brick in the Wall: Transforming Education
Amsterdam, November 11-15, 2019



1. Municipality of Egaleo - Greece (Coordinator)
2. IOM Mezinárodní organizace pro migraci v Praze – Czech Republic
3. INTRACOM GMBH – Germany
4. MEDIA CREATIVA 2020 – Spain
5. Social Cooperative Enterprise Drosostalida – Greece
6. Ecumenical Patriarchat – Greek orthodox metropolis of Germany – Community the Ascension in Stuttgart – Germany
7. Fondo Andaluz de Municipios para la Solidaridad Internacional (FAMSI) - Spain



Target group



Training Program

- Target group: Adults
- Public & private sector
 - ✓ Municipality employees
 - ✓ Social services employees
 - ✓ Administrative employees

Objectives 1/2

- **Q-SER** focuses on the intercultural training of 200 employees from Greece and Spain
- **Fields:** Social services, Citizen service centers, Education services, Employment & Administration services
- **Scope:** To acquire the skills and knowledge with the highest standards in order to serve the immigrants - refugees equally, according to their needs

Objectives 2/2

- **How:** Through the creation of two mentoring models (**Impact Circular Model & Circular Cycle Mentoring Model**) and an e-learning educational platform
- Promotion of Q-SER results as **tool** for employees in various sectors in order to acquire the skills and knowledge
- Enable employees to use an efficient, **interactive tool** and method to reach immigrants needs

Intellectual outputs



- IO1: User Needs Analysis
- IO2: Design & Development of Q-SER platform and Training Material
- IO3: The Impact Circular Model
- IO4: The Circular Cycle of Mentoring Model

IO1: User Needs Analysis

➤ Duration: 6 months

➤ Leader: MoE

➤ Status: **Done**

➤ Method:

- Desk analysis

- Field analysis:

 - ✓ Interviews and questionnaires with employees

 - ✓ workshops

➤ Product: Final report, summary in partner languages

- 1. Training material: Migrations and interculturalism, intercultural communication, introduction to legal procedures*
- 2. Tools that allow them to specialize in advising the immigrant groups*
- 3. Maximum an hour per day for training, practical cases and good practices would be a great complement for the training*

IO2: Design & Development of Q-SER platform and training material

- Duration: 13 months
- Leader: ICOM
- Status: **Done**
- Method:
 - Interactive LMS
 - SCORM
- Product: Online platform

*1. Introduction to
multiculturalism and migration
2. Diversity as a source of
richness
3. Multicultural communication:
Towards mutual understanding*

Training material

The online educational platform (1/6)

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➤ Interactive OERs & Evaluation

➤ Webinars

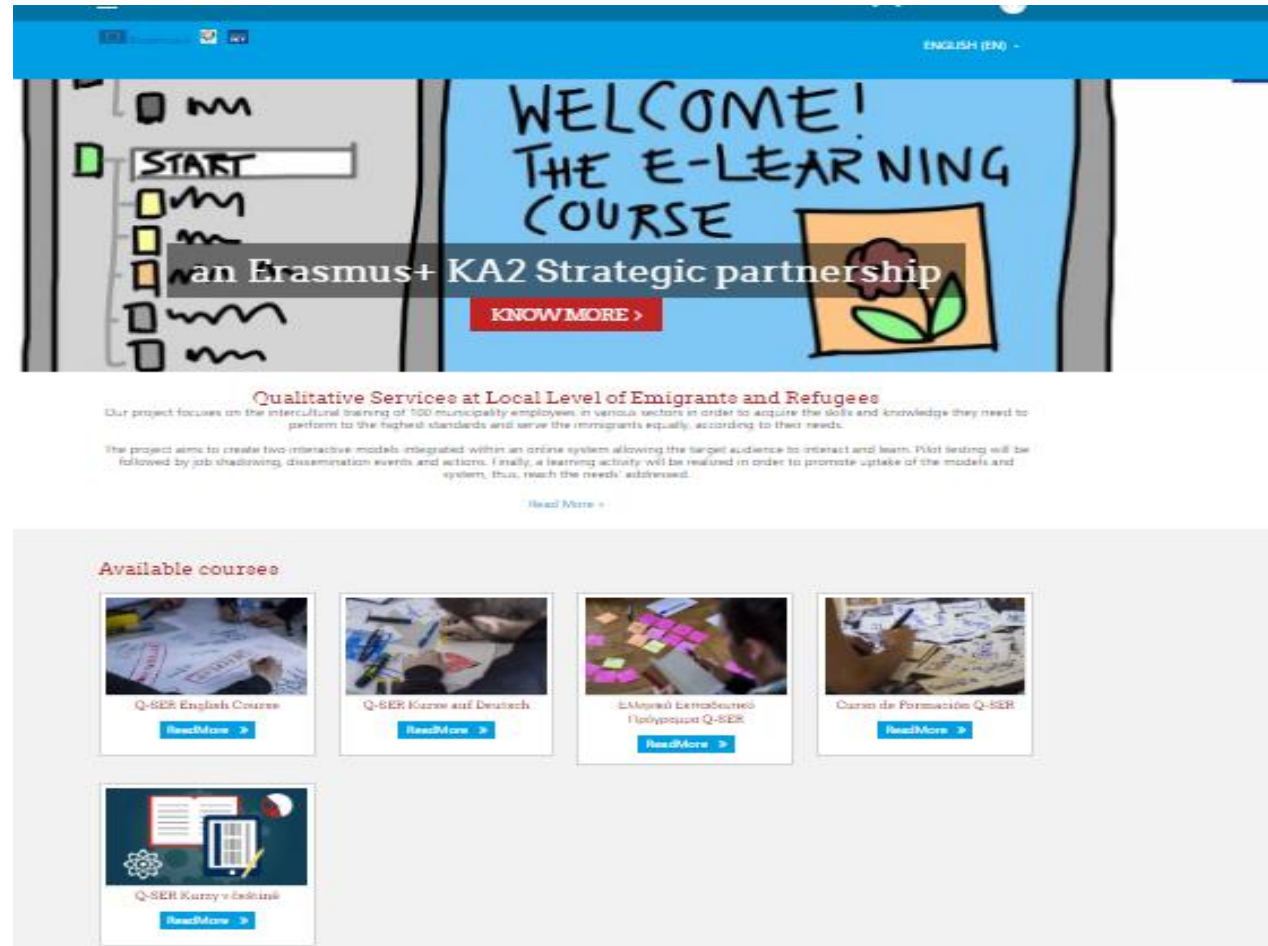
➤ Interviews

➤ Forum

➤ User guidelines

➤ Good practices

➤ Social media



The online educational platform (2/6)

Q-SER English Course

Home / Courses / QSER-EN

Welcome to the Q-SER course!

This course is part of the Q-SER European project, which is funded with the support of the European Commission through the Erasmus+ programme. The main objective is to provide a high-quality online educational platform for teachers and students. For more information, visit www.qser.org.

The course is divided into three main modules:


1. Introduction to multiculturalism and migration
2. Diversity as a source of richness
3. Intercultural communication: towards mutual understanding

Each module contains a short theoretical explanation and a short quiz of 10 multiple choice questions, that will help you assessing how much have you learnt.

You can decide whether to go through all the modules or to choose the one you prefer.

Enjoy the learning!

Module 1: Introduction to multiculturalism and migration


 [Introduction to multiculturalism and migration - click here](#)

This first module is a theoretical introduction to the main relevant concepts related to multiculturalism and migration.


 [Quiz Module 1 - Click here](#)

Ready? Take the test for module 1!

Module 2: Diversity as a source of richness

 [Diversity as a source of richness - click here](#)

In this module you will learn about the latest trends about migration and some relevant data with regards to cultural differences.

 [Quiz Module 2 - click here](#)

Take the test for module 2!

Module 3: Intercultural communication: towards mutual understanding

The online educational platform (3/6)

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e-learning modules

1225 POINTS

MODULE I: INTRODUCTION TO MULTICULTURALISM AND MIGRATION > MORE

Q-SER MODULE
1- Introduction
to
multiculturalism and migration
14% COMPLETE

Introduction ✓

I. History, attempted definitions and stages of multicult...

II. Cultural competency and the Bennett scale

III. Terminology and types of migration

IV. Drivers and principles of

Home

Lesson 1 of 7

Introduction

The following modules on approaching Multiculturalism and Migration are intended to assist the participants in deconstructing and clarifying terms, notions and current trends regarding these topics both in a general, global matter and a more specific European context.

This effort acquires heightened importance in current times of common misrepresentation and misinformation regarding migration and multiculturalism by media channels and by

Incomplete

The online educational platform (4/6)

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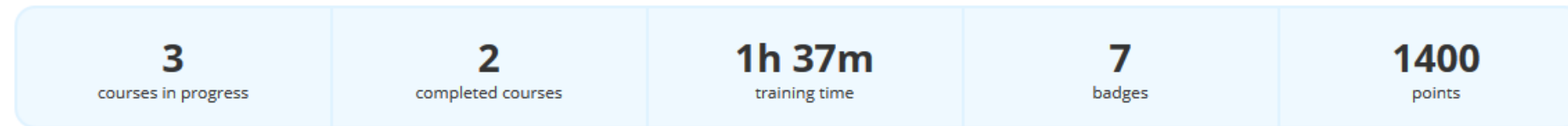
Overview Courses Tests Certifications Badges Timeline

Profile Progress Infographic



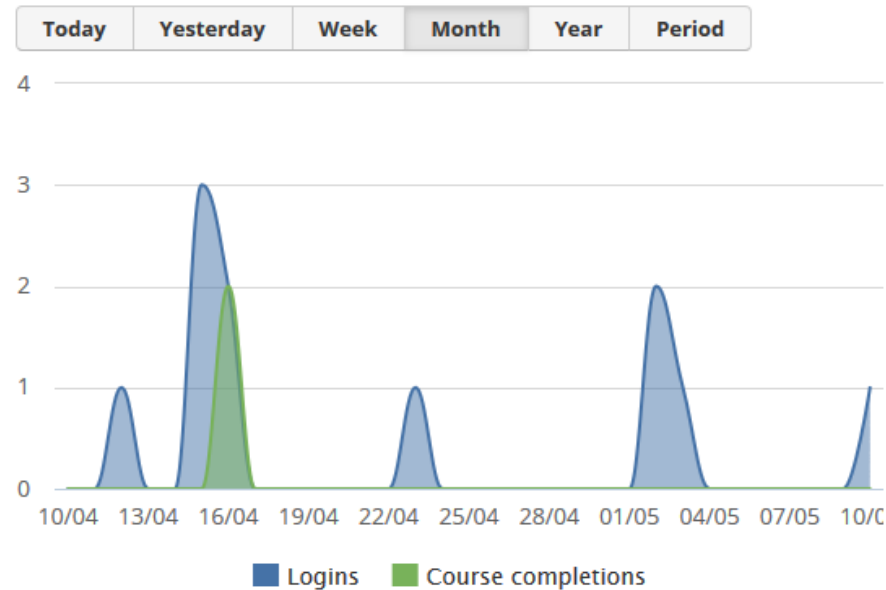
A. Zagos SUPERADMIN ACCOUNT OWNER
zagos@intracomgroup.de

Export in Excel



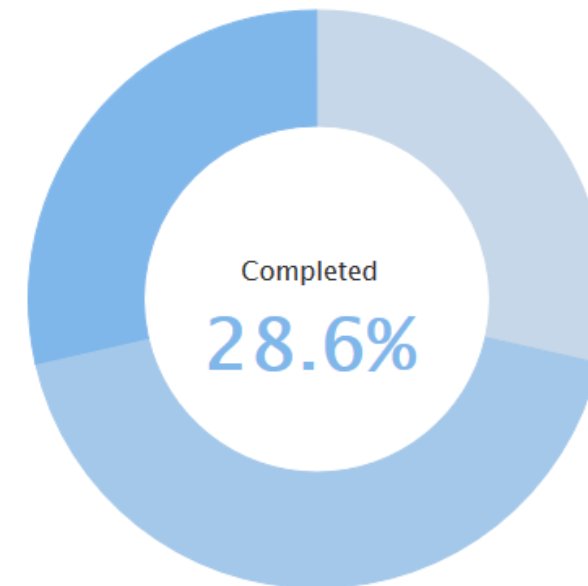
Activity

2 logins last week · 11 logins last month · last login: 33 minutes ago



Progress overview

[View infographic >](#)



The online educational platform (5/6)

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A. Zagros (Badges)



A. Zagros

7 badges



Overview

Leaderboard

Close

Compared to others

Gamification >

1st

POINTS

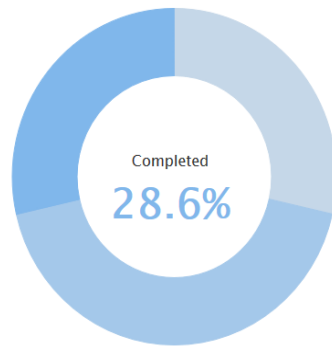
1st

BADGES

1st

LEVEL

COURSE COMPLETION RATE



7

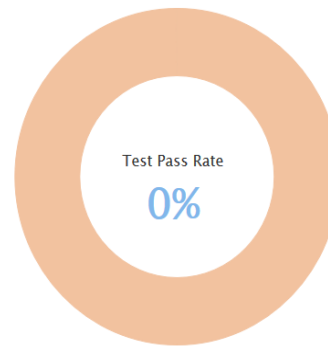
courses



2

completions

TEST PASS RATE



0

executions

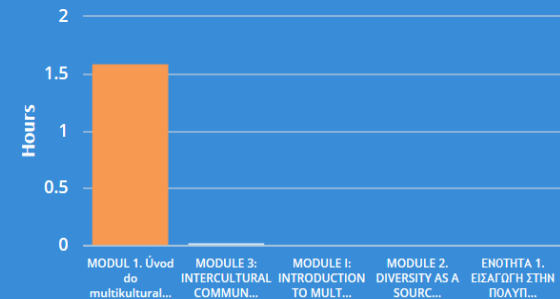


0%

average score

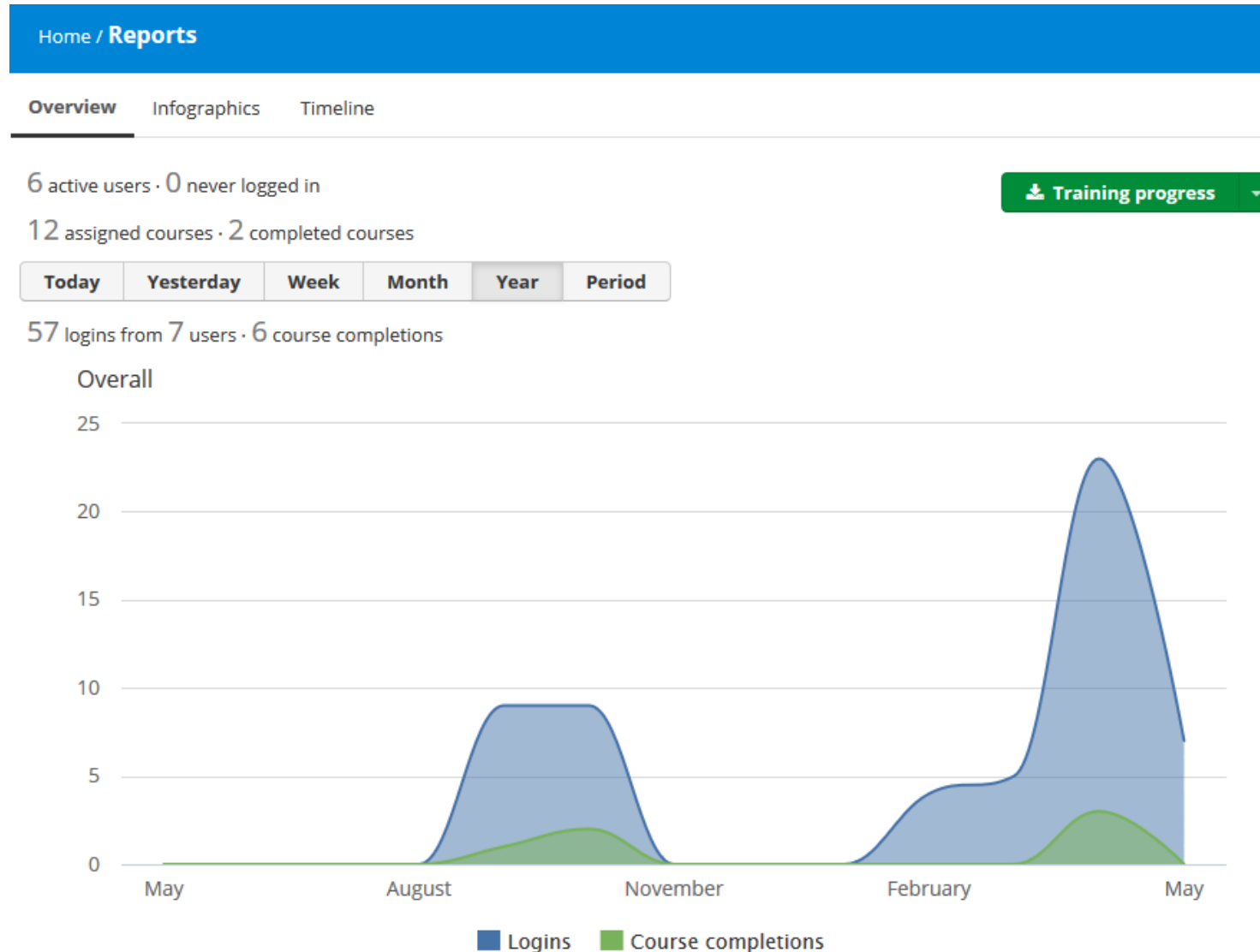
TRAINING TIME

Most active courses (in hours)



1h37m
training time

The online educational platform (6/6)



IO3 & IO4 (Mentoring models)

IO3: The Impact Circular Model

- Duration: 6 months
- Leader: Drosostalida
- Status: **Done**

IO4: The Circular Cycle of Mentoring Model

- Duration: 7 months
- Leader: Drosostalida
- Status: **Done**

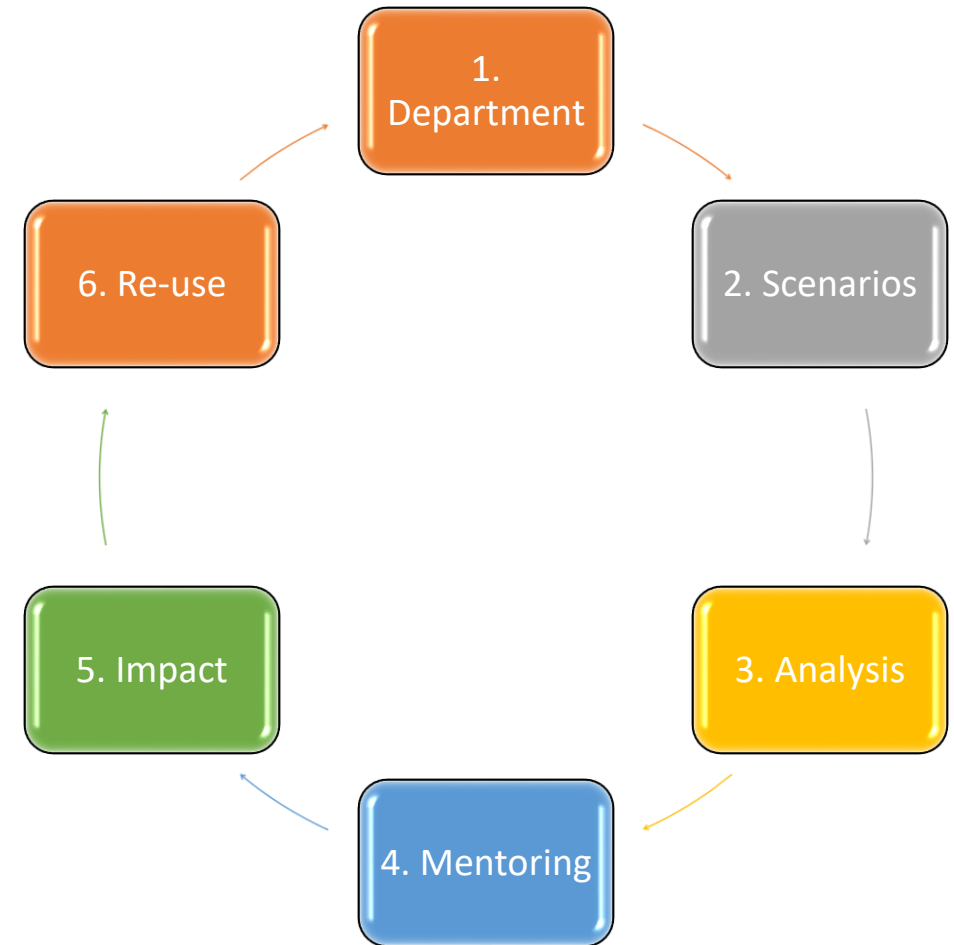
The Impact Circular Model (1/4)

Concept and aim

The Impact Circular Model – Organisation level

- Organization strategy
- Work horizontal throughout an organisation
- Knowledge management of the organization
- Support structures
- Impact evaluation and re-use

Impact Circular Model – Phases / steps



The Impact Circular Model (2/4)

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Case study Greece (Municipality in Egaleo)

1. The **Department of Nursery Schools** was identified and selected to participate in testing
2. Meeting with head of department to present models and discuss processes
3. Organization of workshop with all managers of the respective **Nursery Schools** and recording of scenarios of work
4. Training need analysis and gap analysis
5. Impact and evaluation

The Impact Circular Model (3/4)

Advantages / Results

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- Improve the organizational culture in one area (i.e. In our case that of handling immigrants)
- Improve the organization's communication tools and information
- Adopt a common communication strategy for handling immigrants
- Collect internal knowledge and know-how

The Impact Circular Model (4/4)

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Advantages / Results

- Repository of good practices and know-how (tacit knowledge)
- Provide mentoring facilities and support structures to help their staff
- Re-use information and transfer to other departments

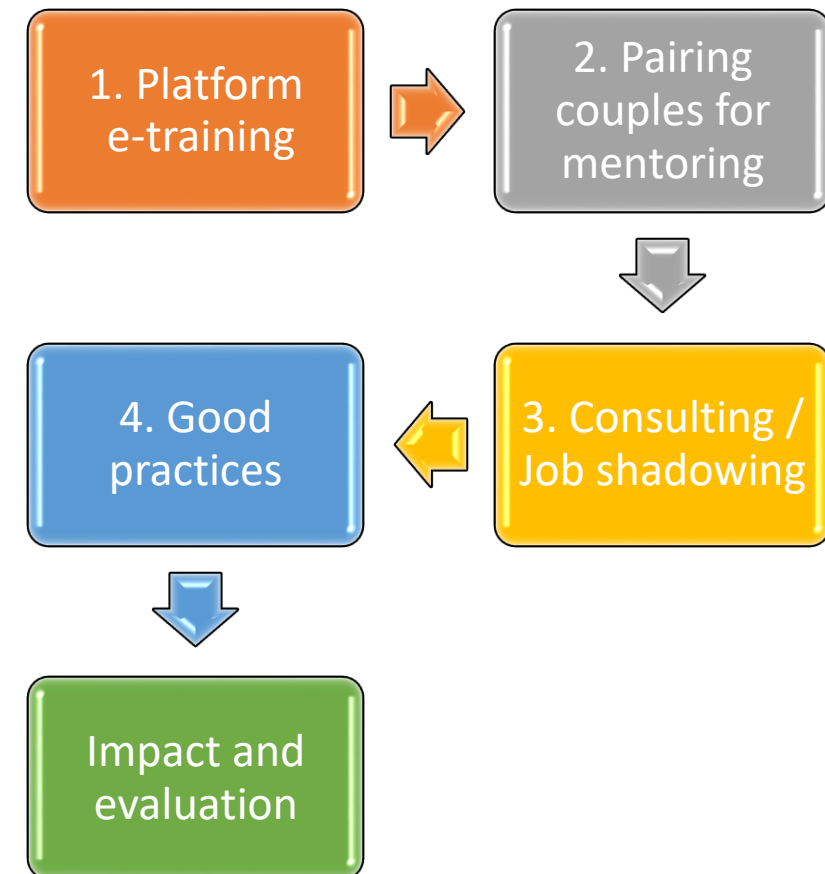
Circular Cycle of Mentoring Model (1/2)

Concept and aim

The Circular Cycle of Mentoring Model – Staff level

- Ground level work
- Work on a specific department or unit
- Creation of new mentors
- Impact evaluation and re-use within organization or dept / unit

Circular Cycle of Mentoring Model – Phases / steps



Case study Greece (Municipality in Egaleo)

1. **Department of Nursery Schools** was identified and selected to participate in the mentoring process
2. The selected mentors underwent a workshop training on skills and competences of a mentor and mentoring principles
3. Pairing of mentors and mentees
4. Reporting and evaluation

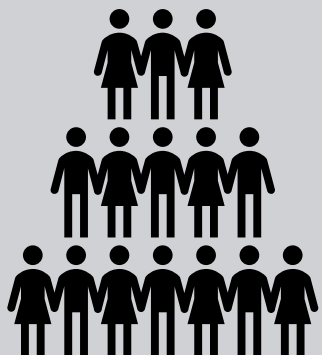


Q-SER Panorama

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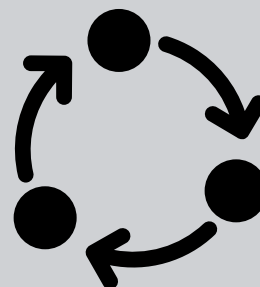
User needs
analysis



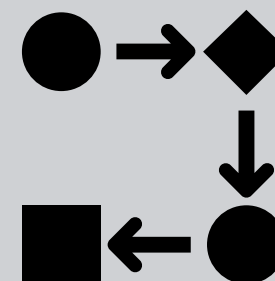
Design &
development of
e-platform and
training material



The impact
circular model



The circular
cycle of
mentoring
model



Q-SER
e-platform



Know about us

 **WWW.** : <https://www.q-ser.org/>

 **in** : q-ser

 **f** : q-ser



Qualitative Services at local level for Emigrants and Refugees

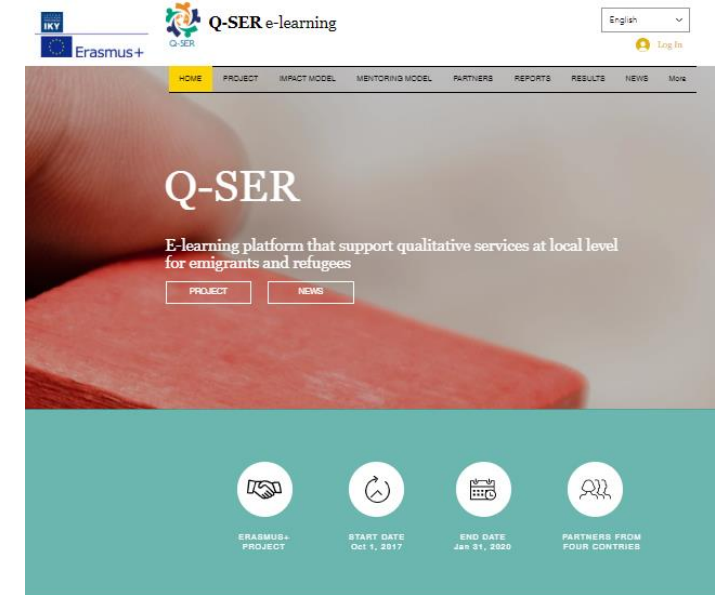
Q-SER project focuses on the intercultural training of 200 municipality employees in various public sectors in order to build up the necessary skills and knowledge, to rise to the challenges and to serve immigrants and refugees equally and effectively, according to their needs.

The training is implemented through an online educational platform, involving two models, namely, the Circular Cycles of Mentoring Model (CCMM) and the Circular Impact Model (CIM). The two models integrate inclusive educational methods and tools, targeting public servants to support newcomers. The project comprehends seminars, workshops, webinars, a learning activity, dissemination events and actions.

Partners:

- International Organization for Migration (IOM) The UN Migration Agency
- famsi
- Mediocreativa
- InTraCom Group

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Q-SER e-learning

E-learning platform that support qualitative services at local level for emigrants and refugees

PROJECT NEWS

ERASMUS+ PROJECT START DATE Oct 1, 2017 END DATE Jan 31, 2020 PARTNERS FROM FOUR COUNTRIES

+
7 partners from 4 countries



Thank you
Questions?