Erasmus+

ΙΔΡΥΜΑ ΚΡΑΤΙΚΩΝ ΥΠΟΤΡΟΦΙΩΝ IKY

q-ser.org

International Organization for Migration (IOM)
The UN Migration Agency

InTraCoM Group
Intellectual Property Solutions

Mediacreativa

Social Enterprise drosostalida Empowering & Inspiring

famsi
Fondo Andaluz de Municipios para la Solidaridad Internacional

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

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**International Conference, Another Brick in the Wall: Transforming Education**

IATE

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# Overview

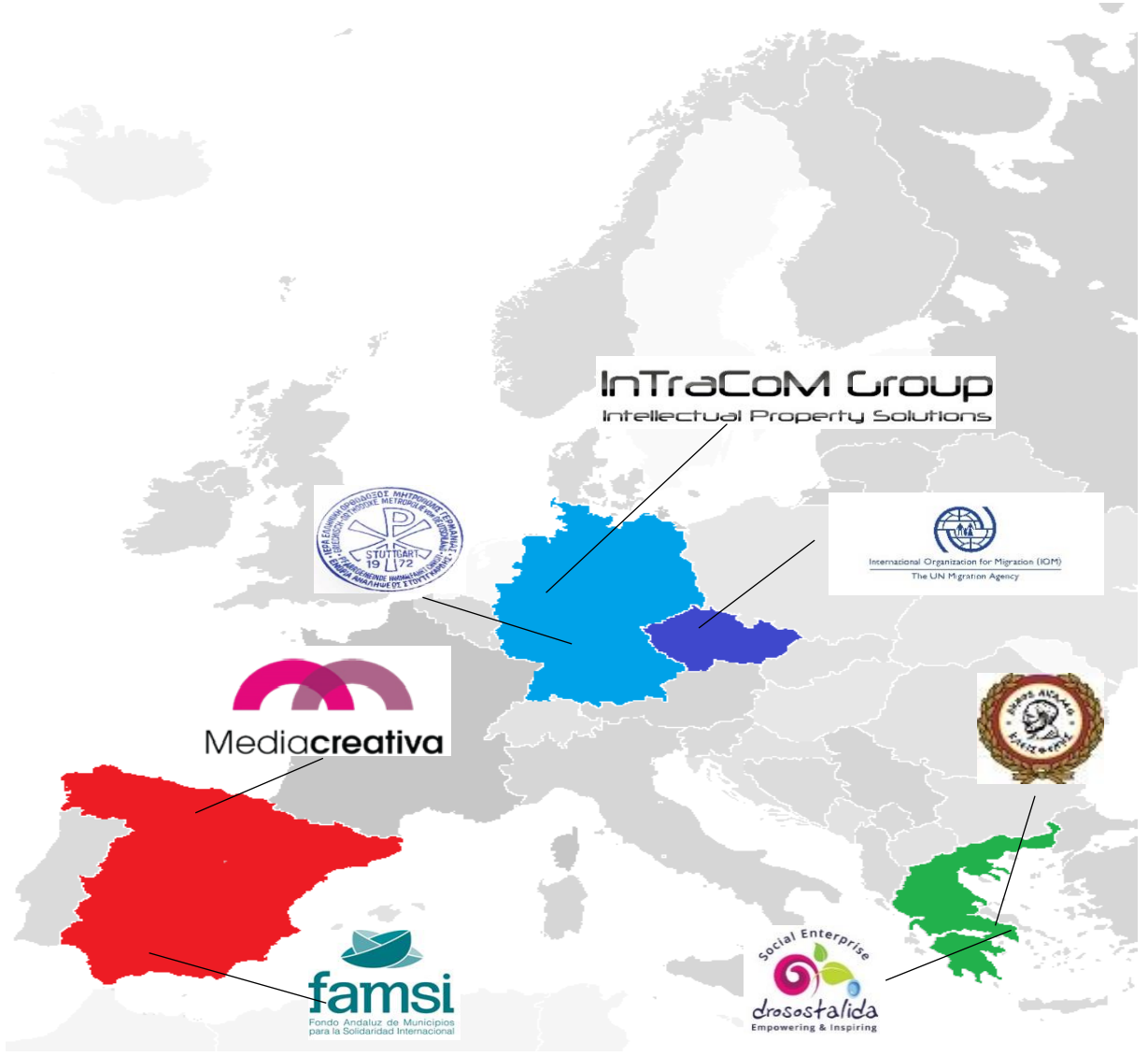


- **Q**ualitative **S**ervices at local level for **E**migrants and **R**efugees **(Q-SER)**
- Erasmus+ Adult project / KA2: Cooperation for innovation and the exchange of good practices
- Duration: 28 months - Start date: 1/10/2017 - End date: 31/01/2020
- Partners: 7
- Greek NA: State Scholarships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

# Consortium



1. Municipality of Egaleo - Greece (Coordinator)
2. IOM Mezinarodni 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



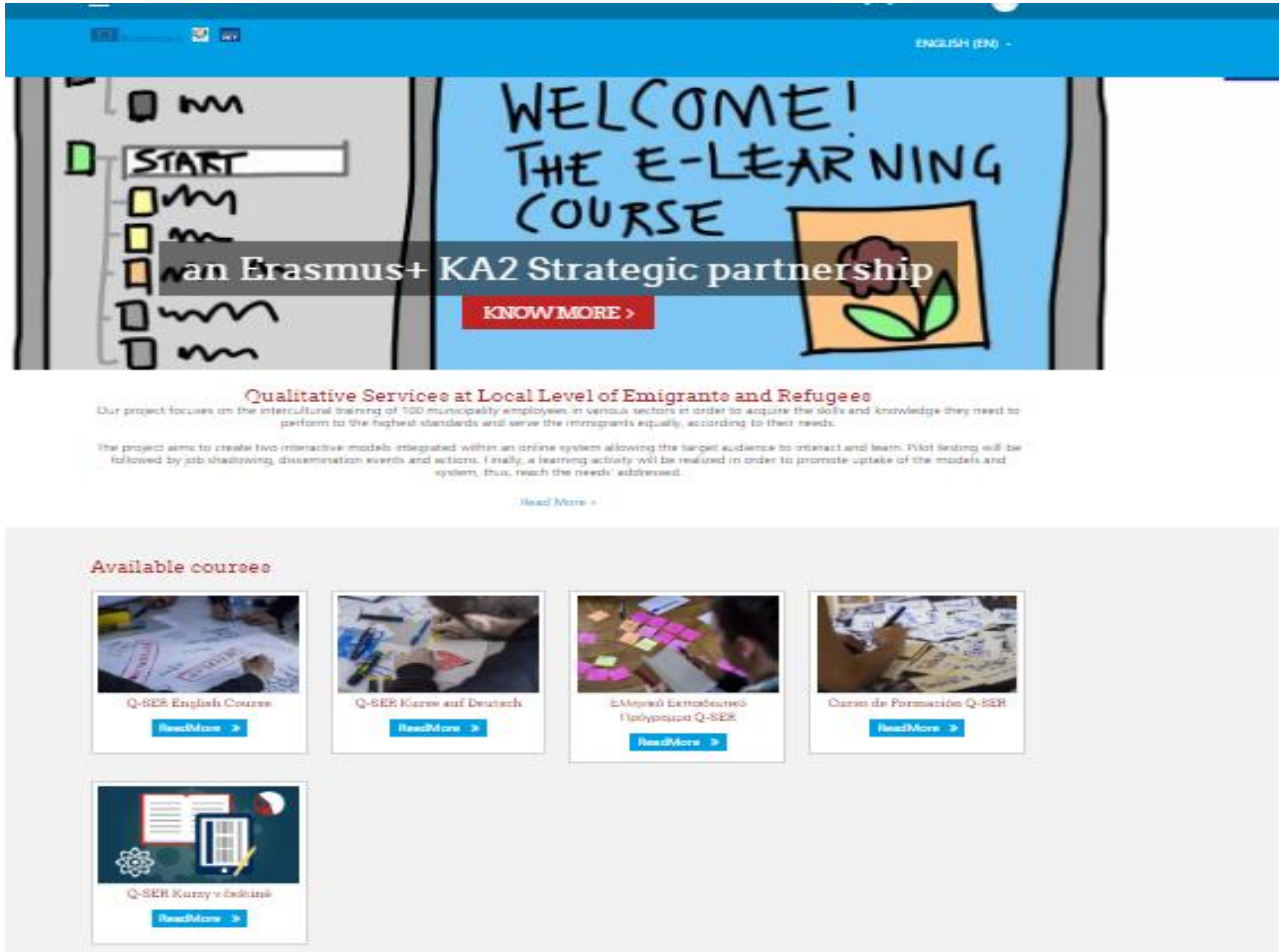
- Duration: 13 months
- Leader: ICOM
- Status: **Done**
- Method:
  - Interactive LMS
  - SCORM
- Product: Online platform

**Training material**

# The online educational platform (1/6)

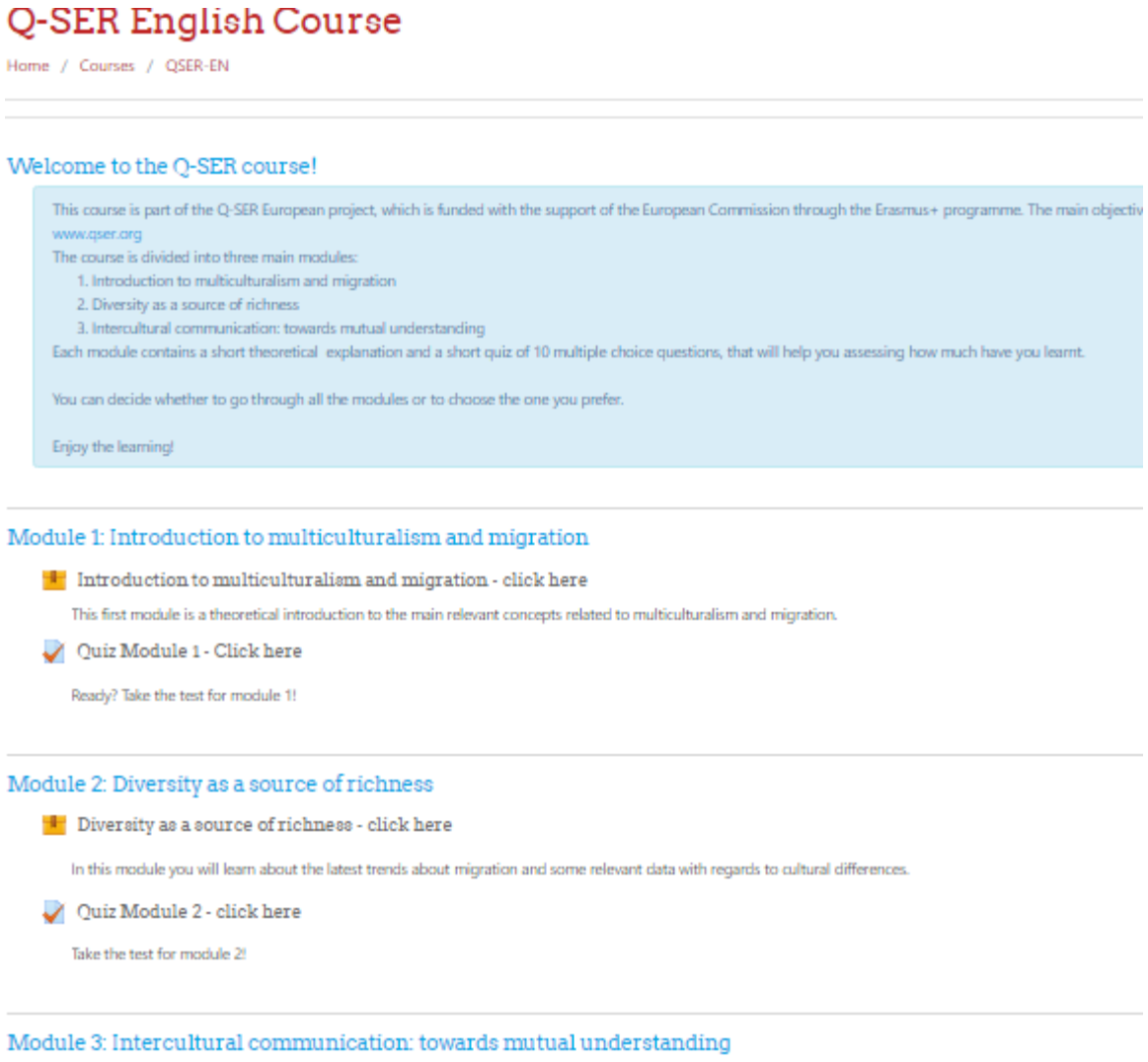


- Interactive OERs & Evaluation
- Webinars
- Interviews
- Forum
- User guidelines
- Good practices
- Social media



# 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 objectiv
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.

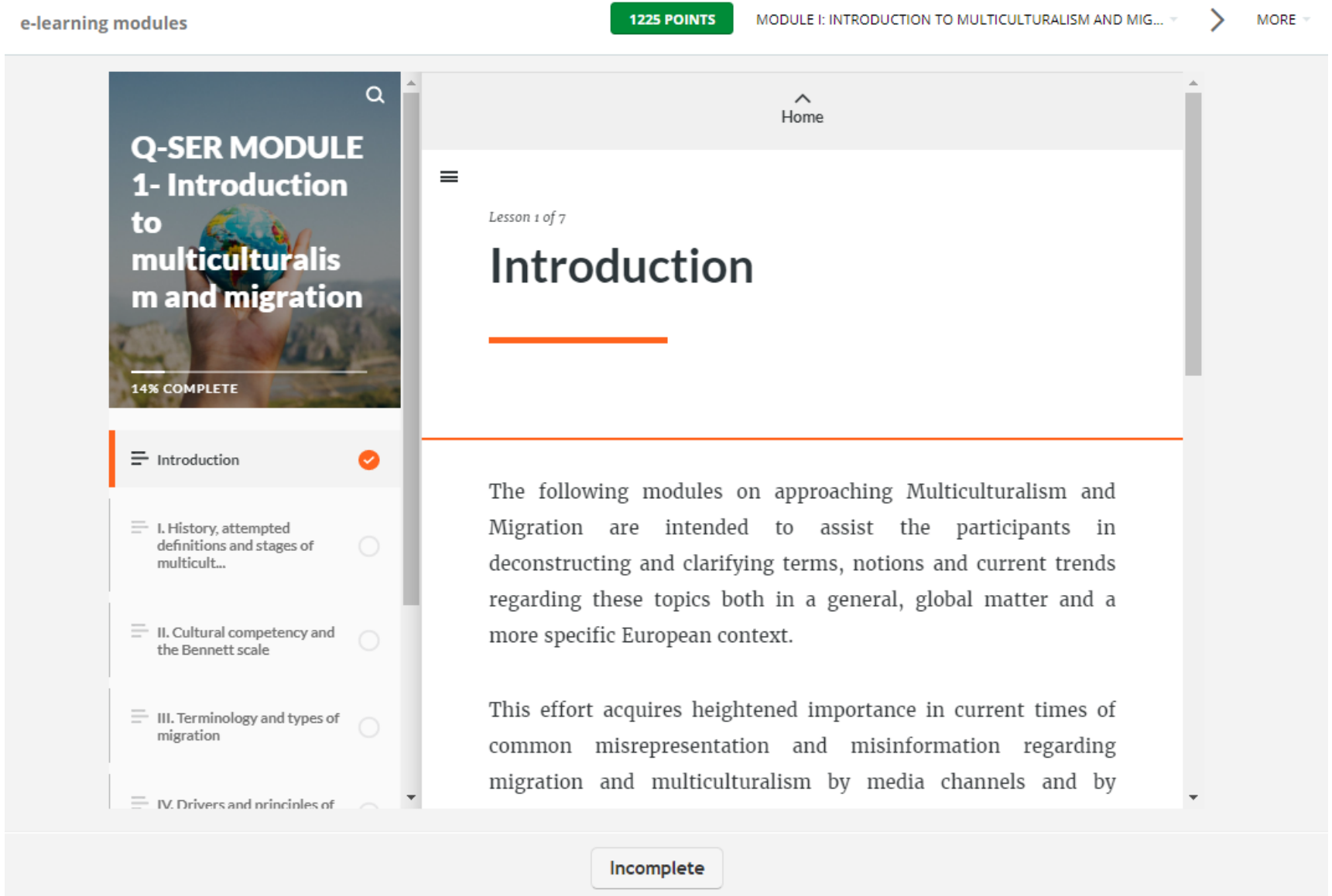
Quiz Module 2 - click here

Take the test for module 2!

Module 3: Intercultural communication: towards mutual understanding

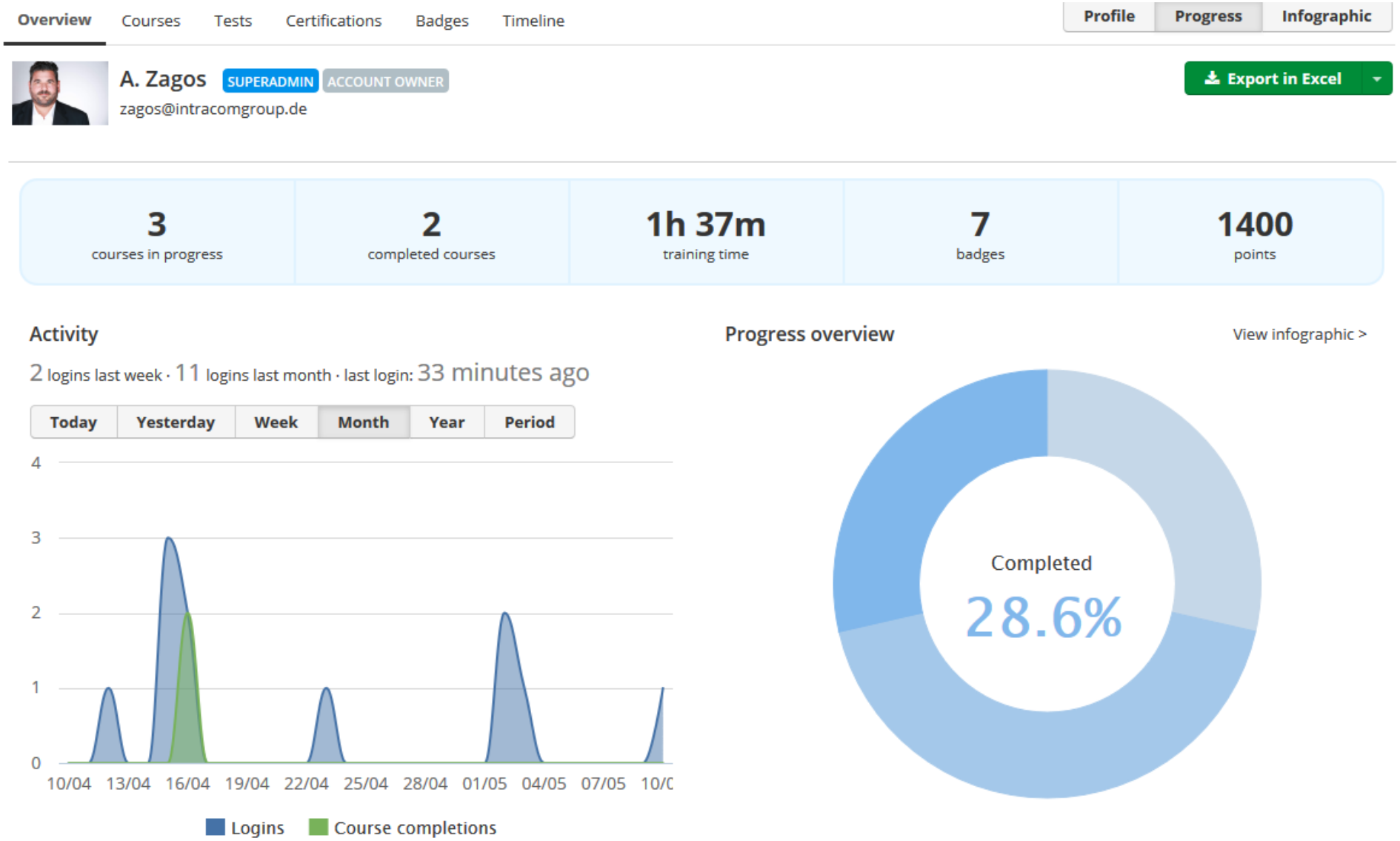
# The online educational platform (3/6)





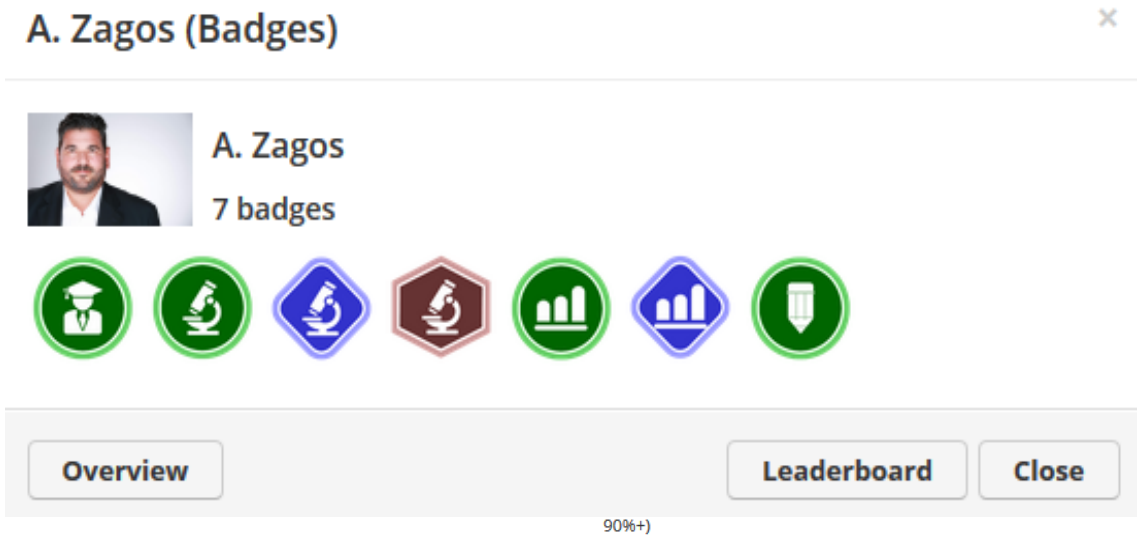
# The online educational platform (4/6)

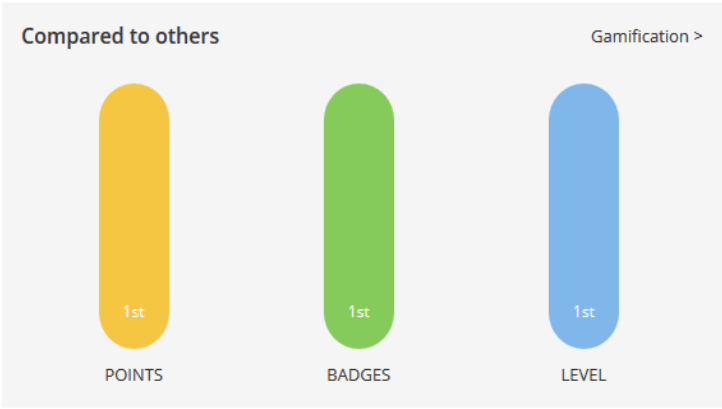




# The online educational platform (5/6)



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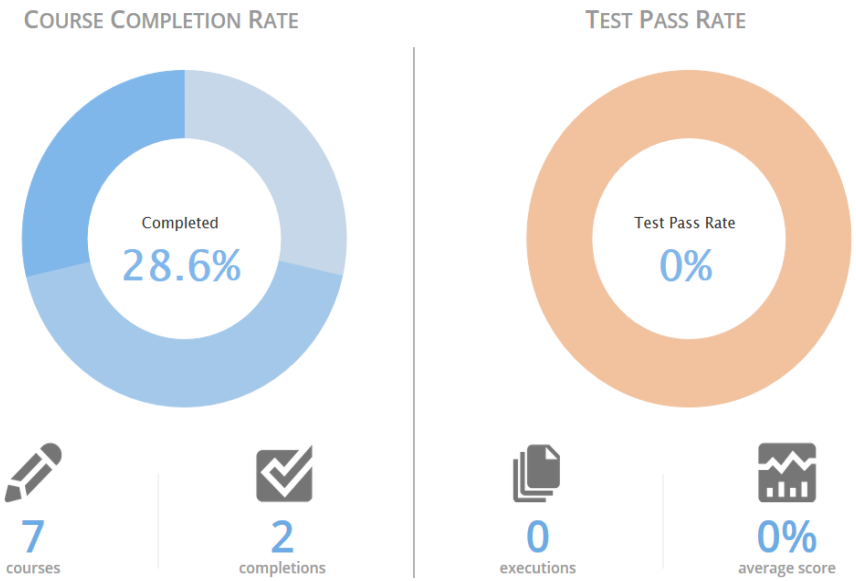
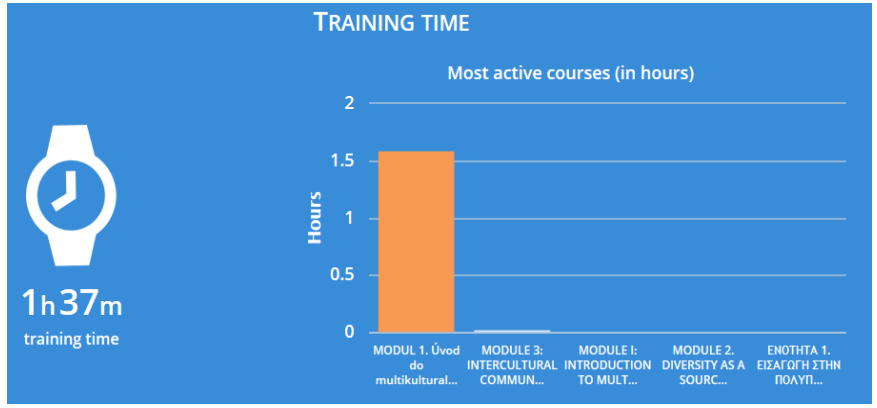


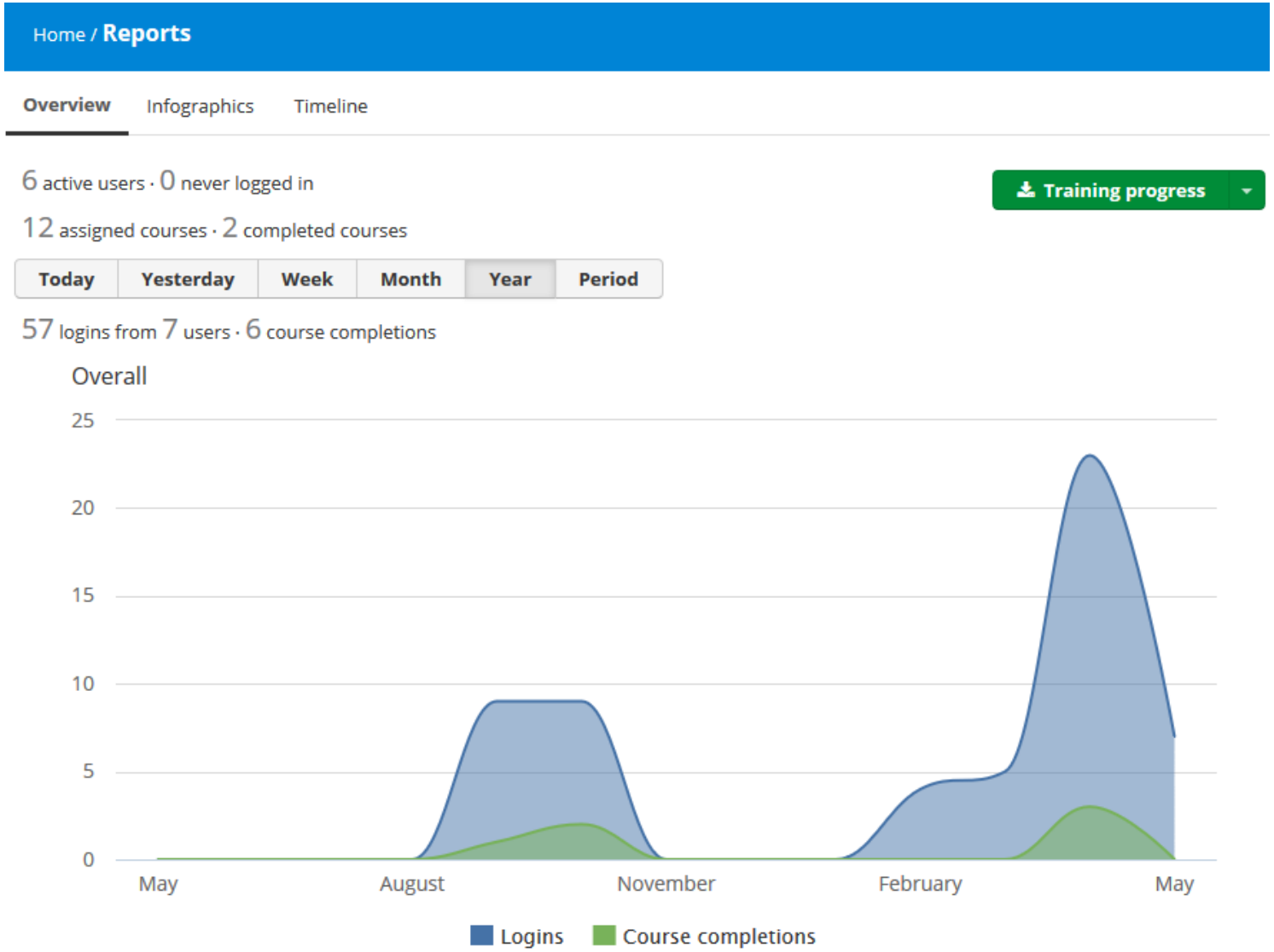






# The online educational platform (6/6)





# 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**

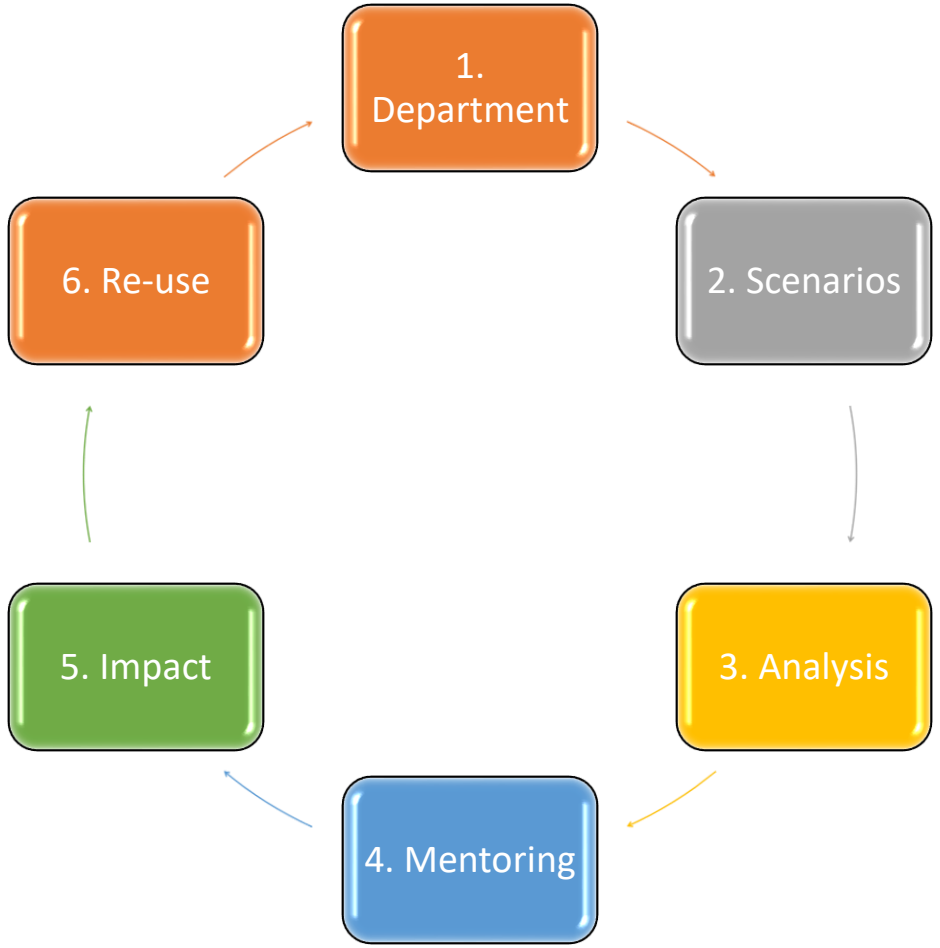
# The Impact Circular Model (1/4)

## 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)



## 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

- 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)



## 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)

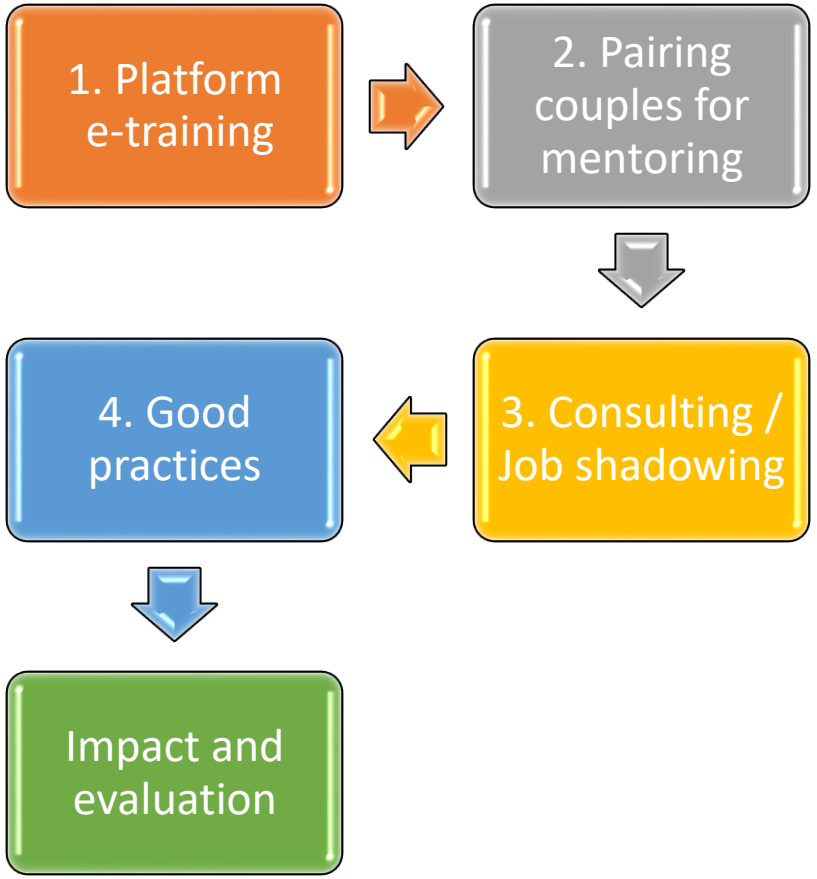


## Concept and aim

### 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



# Circular Cycle of Mentoring Model (2/2)



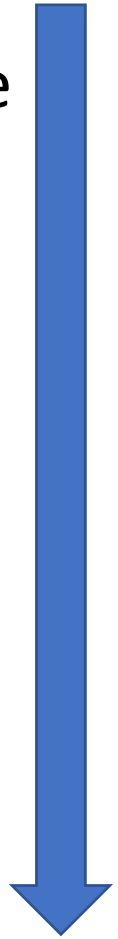
## Case study Greece (Municipality in Egaleo)

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

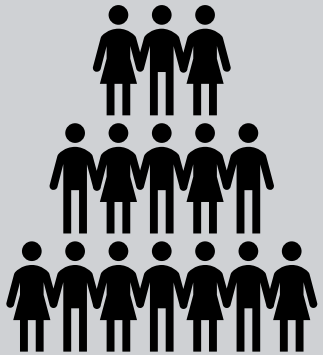
4. Reporting and evaluation



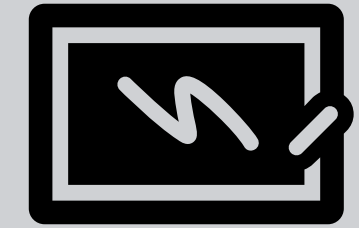
# Q-SER Panorama



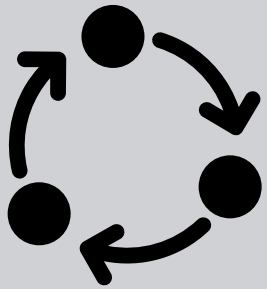
## User needs analysis



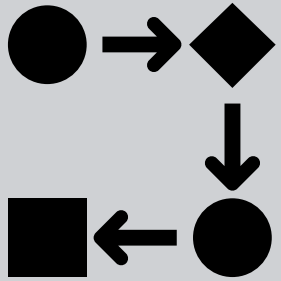
## Design & development of e-platform and training material



## The impact circular model



## The circular cycle of mentoring model



## Q-SER e-platform

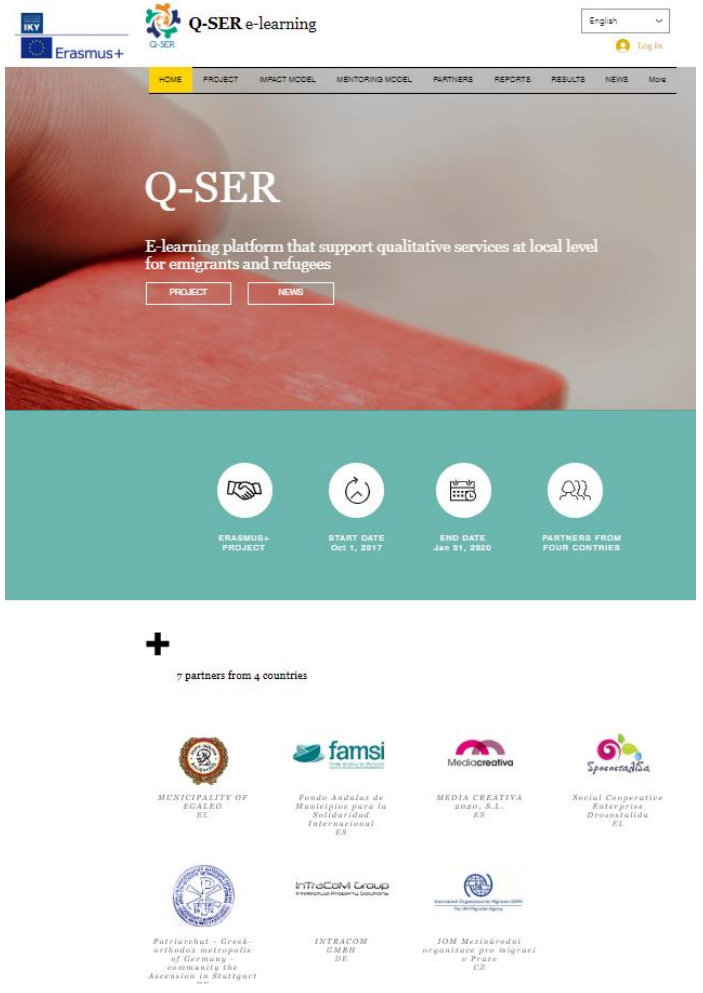
# Know about us



: https://www.q-ser.org/

: q-ser

: q-ser



# Thank you

Questions?

q-ser.org

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