

## BLENDED LEARNING BEST PRACTICES

<b>REINCLUSION - Guidelines for the work inclusion of the refugees and the asylum seekers</b> <small>ERASMUS+ KA2, Cooperation for innovation and exchange of good practices, 2016-1-IT01-KA202- 005498</small>	
<b>November 2016 - September 2019</b>	<b>Partnership</b>
Element	Guiding questions
<b>Type of document</b>	Project website
<b>Publisher</b>	Partnership organisations: Studio Risorse S.r.l. – Italy Il Sicomoro Soc. Coop. Soc. – Italy Gemeinsam leben & lernen in Europa e.V. – Germany UAB EU Trade – Lithuania International consulting and mobility Agency S.L. – Spain Creative Learning Programmes Ltd – UK European Education and Learning Institute – Greece Municipality of Matera (Italy)
<b>Target audience</b>	The project is addressed to operators of services of social and work insertion of asylum seekers or holders of International Protection who carry out their activities in the SPRAR Centres of the Protection System for Asylum Seekers and Refugees, can operate in an effective way with the immigrants taken in charge.
<b>Field</b>	<ul style="list-style-type: none"> <li>- <i>Migration, education</i></li> <li>- <i>Entrepreneurship</i></li> </ul>
<b>Objective</b>	To develop innovative methodologies and tools addressed to operators of services of social and work insertion of asylum seekers or holders of International Protection who carry out their activities in the SPRAR Centres of the Protection System for Asylum Seekers and Refugees, so that they can operate in an effective way with the immigrants taken in charge.
<b>Location /geographical coverage</b>	The blended training programme was based on the combination of face-to face activities involving Internet-based tools and e-learning. The e-learning part can be accessed on the platform: <a href="http://www.reinclusion.eu">www.reinclusion.eu</a> in 5 languages (all partner languages). The face to face part was organised in all partner countries, during the last year of the project.
<b>Introduction</b>	The central contribute of RE.INCLUSION resides precisely in the attempt to mature good practices and to define innovative skills required to the practitioner, which is not limited to the mere linguistic training but which it can go towards a process of reconstruction of the person's planning. The research for good practices over which to work for the construction of guidelines, of training paths and OER for the operators' training is the goal of

	<p>RE.INCLUSION and its main added value. In the partnership for the first time and at a transnational level the attention on the job insertion practice is targeted at the refugee and his/her specific needs: through cooperation institutions of different countries aim at improving the operators' efficiency. The model is born from the exchange of procedures between operators from different countries but with the same goals: to increase the refugee's employability, to improve the technical preparation of the practitioners and the efficiency of the services provided, through the suggested activities.</p>
<b>Stakeholders and Partners</b>	<p>Beneficiaries: the direct beneficiaries are the operators who needs to acquire new skills and to mould appropriate and effective integration practices, the indirect beneficiaries are the refugees who will be able to make use of the specific and high-quality services and the decision-makers of policies who will be able to facilitate with the institutional sustainability the adoption of integration tools with the aim of accelerate the adaptation requested to the reception.</p> <p>Target group: practitioners working with asylum seekers, migrants and refugees</p>
<b>Financing Body</b>	<p>The project is co-funded by the Erasmus+ Programme of the European Union (grant agreement n. 2016-1-IT01-KA202- 005498)</p>
<b>Context</b>	<p>By studying the phenomenon it is evident that the insertion takes place in a spontaneous way basing itself on channels of informal type and conational networks aggravating the phenomenon of confinement in unqualified jobs. The problem seems to reside on the condition of uncertainty, of randomness of prospective regarding the insertion in the host society and of lack of personal definition. Here hence the necessity to intervene to provide targeted support and effective tools which can guide the refugee in the choices and in the reconstruction of a self-autonomy, guide him/her to define a stronger plan and to give values to the skills.</p>
<b>The main objectives</b>	<p>The main objectives of the project were to develop material for:</p> <ul style="list-style-type: none"> <li>• A face to face training course with operators in all partner countries</li> <li>• The e-learning course: an online course on the project platform</li> <li>• The guidelines - based on the results of this course and the e-learning course, as well as research done, the practical guidelines were developed</li> </ul> <p>in order to improve the professional skills of the operators working with migrants, refugees and asylum seekers.</p>
<b>The description of the practice</b>	<p>The face to face part of the training „Intercultural Competences” took place in all partner countries, the topics discussed:</p> <ol style="list-style-type: none"> <li>1. Intercultural Awareness and Teaching in an Intercultural Context (8 hours)</li> <li>2. Intercultural Communication and Mediation (6 hours)</li> <li>3. Intercultural Techniques for Work and Social Inclusion of Refugees and Asylum Seekers – Counselling and Monitoring (legal information, work and social inclusion, monitoring) (9 hours)</li> </ol> <p>And the other part of the training is online in the Moodle e-learning system, the topics were the following:</p> <ul style="list-style-type: none"> <li>• Current Labour market situation and trends</li> </ul> <p>Lesson 1 - New characteristics of Labour policies</p>

	<p>Lesson 1. Part 2 - Video</p> <p>Lesson 2 - Local Networks and Social Services</p> <p>Lesson 3 - The Future of Job</p> <ul style="list-style-type: none"> <li>Measures and tools to develop the Employability of a refugee/asylum seeker</li> </ul> <p>Lesson 1. Trends, Growth Strategies, Macroeconomic Policy Environment</p> <p>Lesson 2. Transferability of Skills across Economic Sectors</p> <ul style="list-style-type: none"> <li>Employers selection process</li> </ul> <p>Lesson 1. Phases of a Selection Process</p> <p>Lesson 2. Advices for a Refugee/Asylum Seeker</p> <p>Lesson 3. Examples and Templates</p>
<b>Outcomes of the practice</b>	<p>The main results, not tangible, at the end of the project were the following:</p> <ul style="list-style-type: none"> <li>- improving the competences of the practitioners working with refugees in public and private centers of the reception of refugees and asylum seekers and who carry out services for the social and economic inclusion of refugees and of asylum seekers</li> <li>- development and improvement of the quality in terms of efficiency of public and private services for the social and economic inclusion of refugees and of asylum seekers and for the training of the partner organizations and of other organizations reached by the dissemination;</li> </ul>
<b>Success Factors</b>	Willingness to learn, openness
<b>Constraints</b>	Available only in certain languages, in order to access the e-learning, one has to register online, though it is free of charge. Operators often tend to be busy with the work they are doing and some of them are not much into using digital ways of learning.
<b>Lessons learned</b>	The material developed is very usefull for the operators working in the field, but parts of it could also be quite easily adapted in some other sectors.
<b>Sustainability</b>	The material is ready to use and free of charge Therefore no costs occur for potential users. The only investment is the time of the educators to deal with the features and the handling before using
<b>Development of the practice</b>	The material will remain available online and usable free of charge and may serve as a starting base for further projects. Course material can be adapted and used by the practioners who are willing to improve their skills free of charge only by registering on the platform.
<b>Conclusion</b>	The material developed is very usefull for the operators working in the field, and parts of it could also be quite easily adapted in some other sectors.
<b>Related resources that have been developed</b>	All the materials developed are available on <a href="http://www.reinclusion.eu">www.reinclusion.eu</a>
<b>Language(s)</b>	English, Italian, German, Lithuanian, Spanish, Greek
<b>Contact details</b>	
<b>Name</b>	RE.Inclusion project
<b>Company/Institution</b>	Partnership
<b>Website</b>	<a href="http://www.reinclusion.eu">www.reinclusion.eu</a>
<b>E-mail</b>	<a href="mailto:info@reinclusion.eu">info@reinclusion.eu</a>