



## Introduction to the qualification module

# " Social integration – Skills and key competences "

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## 1. Explanations and objective of the qualification module

### ***Target group of the qualification and requirements made on participants:***

The qualification module is focused on volunteers, who consult and escort migrants. This group of volunteers include individuals as well as volunteer workers of counseling centers, associations or other institutions, who work with the target group. On the other hand the qualification addresses full-time professionals, who consult and escort migrants in the course of their professional activities, e.g. social workers, job counselors, jobcentre employees, psychologists, social welfare employees etc. The current qualification module is especially beneficial for the staff of refugee centers, special homes for temporary accommodation of foreigners etc., providing them key competences to deal with people under high stress, victims of violence etc.

There are no requirements to the participants in the module, since the content creates rather horizontal skills. Thus participants with no previous knowledge on the subject and such who already participated in similar trainings can join in one group. This is predominantly practical training, where through games and exercises the participants gain knowledge and see in practice new approaches, therefore, sharing experience between the trainees is highly beneficial to the group as a whole.

### ***Content of the qualification module:***

The module includes a total of five main topics, which build on one another and which relate to the specific skills, needed for work with migrants. For each main topic basic knowledge is taught as well as in-depth expert knowledge. The contents of the qualification module take into consideration aspects that arise when working in the consultation and escort of migrants. In detail the module includes the following main topics:

- Specific aspects of working in intercultural background
- Organizational skills and ability to solve problems
- Communication skills
- Stress and conflict management
- Project management

The contents of the qualification module were compiled according to the needs and demands of the beneficiaries encompasses the best practices in the key competences trainings.

### ***Objective of the qualification module:***

The objective of the qualification module is to build skills among the volunteers and professionals, working with target group to communicate effectively and appropriately with people of other cultures whilst being able to define behaviors that suit the expectations of a specific culture, to manage stress and conflicts and to apply specific communication methods in order to receive the appropriate respond. On the other hand the module also provides training on how to use the project management science in organizing and planning daily work in the related field.

Furthermore, the trainees will then be able to recognize any “deviant” behaviors, as a sign of persons under stress or being victims of violence and react in appropriate manner, even define necessity for special support if needed.

### ***Work processes and tasks touched by the qualification module***

Essentially, the teaching and learning contents of the qualification module touch consulting and escorting activities for migrants. This process requires specific, well-grounded knowledge on human nature, different cultures and attitudes, when dealing with different target groups (refugees, third-party nationals, EU citizens etc.). Moreover, this knowledge has to be applied professionally when consulting or escorting migrants through in all processes related to their integration in the country.

## **2. Framework conditions of the qualification**

### ***Duration of the qualification:***

The qualification consists of five days in total with a teaching effort of 39 hours (including breaks). It is a mainly practical training, whereby the trainees are encouraged to find solutions by themselves, to participate in role games and strategic games, in order to put themselves in the shoes of the “client”. The mainly practical training is however complemented through theoretical lectures, forming the basis of further understanding of the messages of the practical interactive approaches.

### ***(choice of) training location and technical equipment:***

For the training an appropriate seminar room with the necessary equipment is needed. However, for the practical games an outside sessions may be held. The training location should be preferably central location or such with excellent transport communication.

The technical equipment should include all necessary devices for carrying out the qualification. This includes:

- projector, projection screen and a PC (incl. a laser pointer) to show presentations
- white board, flip chart and presentation cards, pens etc. for results documentation from group work
- internet access resp. well functioning WLAN access to present
- internet sources (e.g. databases)
- Additionally each participant should have access to a power supply for his/her own PC/laptop if there is no WLAN access.

- Additional training materials for the practical games **number of participants per qualification:**

Since the qualification includes team and group work the minimum number of participants should be six and the maximum number of participants should not exceed 12.

### 3. Recommended teaching/learning materials

The teaching and learning materials consist of presentations as well as, depending on trainer's approach – handouts, associative games and none-training materials for group tasks. Furthermore, participants may receive case examples, legal texts and graphics for a better illustration of individual teaching/learning aspects.

*Note:*

*Partially, teaching and learning materials have already been attached to the module. However, these can only serve as an example, because they refer to the testing of the qualification module in Bulgaria and the resulting national framework conditions.*

### 4. Didactic preparation

#### **module structure:**

The structural preparation was made against the backdrop that the qualification module should be transferable to different EU countries and put into practice there. Since the current module is rather horizontal and not related to specific national conditions, it may be used with almost no change for the partnering countries.

Moreover, it is designed in a way that the implementing qualifying institutions and their teachers/trainers can comprehend the contents and their transmission in an auto didactic way. Thus the module is divided into three parts:

1. a content table with all teaching/learning units to be communicated and an according thematic structure (A to I) and a subdivision in detailed topics (e.g. A1, A2 etc.)
2. a rough concept in tabular form, that gives an overview about the entire qualification, e.g. it shows which learning unit is scheduled on which day, it shows the total duration, the learning objectives, teaching and learning contents and the devoted time, teaching method as well as specifications for potential knowledge checks, materials and technical equipment.
3. detailed schedules for each training day with a detailed list of the individual teaching/learning units, their duration, content, the materials and methods applied.

#### **Teaching and learning contents (structure):**

The qualification module's content is designed in a way that the participants are able to obtain a broad basic and background knowledge about the key communication and project management issues as well as an in-depth knowledge with regard to the topic. Aside from

the pure transfer of knowledge the qualification imparts thematically relevant action approaches for the consultation and escort of migrants.

Participants shall be enabled to consult, escort and support migrants throughout the complete procedure of their integration in a professional manner. Such procedure is related to managing few different processes – finding a home, understanding the local specifics, learning the language, finding a regular medical care, schools for kids, education for the adults etc. All these steps are related with specific support to refugee to deal with the cultural and communication difficulties etc. Therefore, this module serves as basics for all other modules, developed by the partners in the current project.

The module establishes a basis with its first topic, related with general principals of working in intercultural background. Through the training module the trainees shall receive knowledge and practice their ability to communicate effectively and appropriately with people of other cultures and to define their behavior with regard to the specifics of the culture of their client.

Further the training shall build on skills among the trainees to plan the timing in everyday work and coordinate tasks and deadlines in relation to all aspects of supporting asylum seekers, immigrants and refugees, including through solving problems, evaluating options and finding best value-for-money solution.

The training shall detail the communication skills of the trainees in regard to the specifics of communicating using foreign language and communicating with specific clients, including in regard to dealing with high levels of stress or conflicts.

A competence shall be established of proper management of time and planning tasks through applying the principals and good practices of project management science.

***Core competences, core abilities and core knowledge to be acquired***

<b>Competences /abilities /knowledge</b>	<b>Objectives that the participants will reach at the end of the qualification and what he will be able to do then</b>
Basic knowledge about the history and developments and legislative framework of the antidiscrimination policy	They learn how to handle cases of discrimination and provide support to victims of discrimination; Trainees shall be able to apply specific techniques for prevention of discrimination;
Knowledge on cultural identity and national mentality	Participants shall be able to identify different nationality specifics and plan their attitude and behavior in respect of persons mentality;
Expert knowledge on time management and in this relation to personal effectiveness and team efficiency	The participants will be able to realize their own style and competencies, their strengths and limitations and base on that to plan their time between different tasks; The trainees shall learn how to use their time in most efficient way and to prioritize their tasks;

Knowledge on problem solving techniques	Participants shall learn how to react in problematic situation and how to find most effective solutions to problems
Expert skills in verbal and non-verbal communication	The participants shall learn how to communicate the right messages through verbal and non-verbal instruments and receive the appropriate reactions
Basics in neuro-linguistic programming	The participants shall be able to evaluate their own and their client's behaviors and program neuro-linguistic measures for modeling the situations and results
Knowledge on the stress theory and stress process	The participants shall be able to identify stress symptoms - physical, emotional, behavioral, in their clients; The participants shall be able to identify high level of stress in their own work environment
Knowledge on practical conflict resolution techniques and strategies	Ability to implement effective adaptation strategies in stress conditions
Basic mediation skills	Ability to act as third party and resolve possible conflicts
Expert skills in project management	Ability to leverage key project management concepts, implement effective project management processes, and develop leadership skills needed for successfully planning, managing, and delivering projects of any size and scope.

## 5. Applied teaching and learning methods

Since teaching and learning methods of the qualification module are mainly imparted in a practical way, mostly interactive teaching and learning methods are used. For a small part, the transfer of knowledge happens by means of lectures and presentations under inclusion of literature, statistics and graphics. Most of the training shall encompass mainly role games, strategic games, discussions, case studies etc.

Moreover, the participants are required to work in cooperative manner where tasks are assigned to teams or small groups. Thus, action approaches for the practical work should be worked out.

Group conversations and discussions are of great importance to give participants the opportunity to benefit from the experience of others and to combine what they have learnt with their work and experience.