

This project has been funded with support from the European Commission

"Work and Train : Promoting training and inclusion of the disadvantaged groups through work"

Leonardo Da Vinci Partnership Project

Newsletter N° 1



The first meeting took place in Lyon on the 6 and 7th of February with intensive lessons by experienced trainers and visits to "best practices" !

SUMMARY

This project demonstrates a new approach that is required to provide employment and personal development opportunities for those with multiple problems (unemployment, school failure, judiciary problems, drug addiction, poverty, etc.). Conventional methodologies, particularly during a time of greater economic and social hardship, are inadequate as being insufficiently flexible or innovative.

About the partnership

- **Scuola Centrale Formazione (IT),**
- **Fédération des Initiatives et Actions Sociales – Action Coordonnée de Formation et**

The economic crisis has accentuated the exclusion of disadvantaged groups and has enlarged the number who falls into these categories, but at the same time, public resources for inclusion and training programmes are decreasing. For these groups, social integration enterprises represent mostly the sole opportunity to regain active participation into the society.

6 mobilities will be organised; a Catalogue of “successful models” of integration schemes as well as recommendations and guidelines to animate the political debate at the local, regional and even national level will be the main expected results.

- **d’Insertion ASBL (BE),**
- **Asociación Observatorio de Economía Solidaria (ES),**
- **Hope in the Community Limited (UK),**
- **Médialys (FR),**
- **Agency for Economic Development of Kostinbrod (BU)**

Upcoming Events

Next mobility in Kent, UK
May 21 to 23

Targets of the project

The 6 NGOs applying for this project are active in the social enterprises field and inclusion activities. They would now like to take their expertise a step further by reflecting together on how to improve the existing systems to create sustainable financing structures and better operating mechanisms for these enterprises. In fact, while the demand for training and integration programmes increases as numbers of people who are excluded or risk to be excluded from the labour market increases public resources for the training and for inclusion activities continue to decrease. As a consequence, partners aim to enhance innovative approaches in the training closer to the market requirements and standards, even through new forms of Enterprises with strong pedagogical dimensions with the aim of

contributing to finance education and training especially for those most exposed to marginalization.

In each mobility the host partner is responsible for organizing a programme of 2 – 2½ full days of work (2 nights). This programme should include visits to WISES and other organizations, seminars or workshops which are inspiring to all the partners. These activities should promote the encounter between people (people from the target groups, professionals and visitors) and permit direct knowledge of how projects are being implemented. Best practices as well as challenges and difficulties should be addressed. After the visits, a minimum of ½ a day of debate should be promoted in order to contrast experiences among the partners and reach a collective sense of what has been seen.

MEDIALYS, the host, is a social enterprise in the hospitality industry, information and mediation in public transport

- Recruit and manage the employees
- Propose social and occupational support
- Implement individual and collective trainings for professional integration,
- Supervise the salaried employees, and every day ensure their individual follow-up in contact with the partners.

PROGRAM

06th of February

1. Presentation of the practice " Key Skills : learning basic skills for people with difficulties in French language"
2. Meet and exchange with the training center ALPES and the trainees: presentation of the

methods, tools and results

3. Visit activities and meeting with the employees (AMIS)
4. Presentation of the practice "job training» by trainers and field visit in 2 groups

07th of February

1. Welcome by the trainers of the company Keolis Lyon in their local
2. Presentation of the practice " partnership between the social enterprise Medialys / and a large company Keolis Lyon (in charge of the public transport network of Lyon) :
Objectives, daily work organization, training, funding
3. Participation in training time "mediation in a bus" in presence of trainees and trainers
Keolis Lyon
4. Work in 2 groups :
 - guests on the mobility questionnaire
 - members of the project on the working phase questionnaire

Presentation of the practice "Key Skills : learning basic skills for people with difficulties in French language"



This training course is built for employees who have difficulties with the French language or basic skills (simple math problems, reading, writing...), either because they come from other countries or because some of them failed at school.

It takes place during the contract in association with the job performed by the employees to improve

their technical and general knowledge .

The first stage consists in identifying employees who need this training. Some of them may have expressed that need during the socio professional session. The others are identified by the field leaders or the tutors. Then, the training is proposed to the employees. If people are interested, a meeting between the trainers and the worker is planned to assess their level and needs, and to define individual objectives.

In this way, a twelve person group is created and the session starts for duration of 60 hours. The training occurs once a week, instead of a working day (5 hours a day), for about 3 months, in the social enterprise building.

At the end of the first period (about 3 months , a meeting/assessment is planned with the socio-professional advisor, the trainer and the worker, to share the results and decide if the worker should continue for the second period (90 hours more), or if it's not relevant. Currently, this session can be reviewed for the same duration (60 or 90 hours more). According to the numbers of people who don't go on, new employees can join the group for the second session.

During the whole training session and afterwards, the field leaders are asked to make the link, as much as possible, between the purpose of the training and the working day practice. Some of them are especially designated to ensure a particular attention and follow the improvements or difficulties of the employees at field level.





**Presentation of the practice "job training»
by trainers and field visit in 2 groups**

These coaching and mentoring are set up individually or collectively. The main objective is to allow all employees to acquire the minimum knowledge and skills required to work at Médialys. Whatever their level, appropriate pedagogy is implemented. These skills can be transferred to any other job position. This specific accompaniment aims to complete the basic training offered to all employees by adapting the methodology to their needs and learning abilities. Technical gesture and know-how can be worked on during these individual sessions. It also aims to establish a relationship of trust that can reinforce confidence and allow the discussion about personal problems that if not supported prevent access to sustainable employment (psychological problems, housing ..)

The first meeting between the employee and the tutor is a diagnostic interview to assess problems and to implement an action plan. This meeting takes place individually during working time. The tutor will observe the employee at work and set goals according to the needs (seen by the prescriber and those expressed by the employee). The following appointments allow the progress to be assessed. The tutor adapts his/her working methods to the learning style of the employee, some learn by reproducing, others by listening and others by writing or visualizing. This training action during working time avoids a common pitfall of training : the reuse of learning. Learning is immediately reused in their daily professional practice. The tutor offers regular appointments. The tools used by the tutor are the tools of the employee. Indeed, it is often a lack of control and comprehension of the tools made available which explains the difficulties. These tools are shelled, and the employee is encouraged to modify, if it can help. For example, the large amount of information contained on a subway map can be frightening, and the person does not even attempt use it for fear of failure

The target group is Young people without qualification, long-term job-seekers disable and beneficiaries of basic welfare benefits from districts in difficulties. The main criteria is motivation and the desire to progress. The identification of persons in need of tutoring can be done in several ways:

- *Request for tutoring made by the employee*
- *difficulties identified by supervisors*
- *trainers providing training at Kéolis Lyon Company*
- *the professionals in charge of the professional integration*
- *the tutors by their daily field presence*
- *Upon arrival in the company 3 days induction is carried out. It identifies the difficulties of expression, understanding or integration in a tea*

All employees of the association are involved in positioning. The supervisors are involved in the process. They continue the work started daily. This coaching requires an excellent command of the workstation by the professional (price change of bus...). The tutor must have a strong ability to listen and adapt and ability to report and teamwork.

Interventions take place in a meeting room or on the TCL network. The number of sessions is not limited and depends on the needs of the employee, in terms of both duration and frequency.





**Presentation of the practice " partnership
between the social enterprise Medialys /
and a large company Keolis Lyon (in
charge of the public transport network of
Lyon)**

**Participation in training time "mediation
in a bus" in presence of trainees and
trainers Keolis Lyon**

We develop and organize the occupational integration combining work and training for people risking social exclusion in partnership with a large private company.

Each year, Medialys partners meet to establish financial and strategic terms of their involvement. They meet 3-4 times a year as part of the Board of Administration of the association to evaluate the project and its results.

These strategic terms applied operationally on the TCL network: approximately 190 people made available every day to ensure the customer information service.

The 190 employees need to be trained on technical aspects and to be managed. Every month, we hire around 25 new persons in our enterprise

Their time, the first weeks of work, is organized so as to alternate training, coaching and working time. Daily activities are organized from a weekly order issued by the company according to their needs. An appointment is scheduled fortnightly between our operational team and the operational coordinator of the company to anticipate their needs, plan our workforce and adjust the training points.

A monthly reporting is made to the company on many items : workforce, absenteeism, time and number of employees on each mission... each month, we are subjected to quality survey.

The technical training is made by the training company during the working time during the first month of the contract. The tools, the methods and the contents are shared between the Medialys team and the Company team to take into account the technical needs and learning abilities of our learners

The first contract has 16 days of training done by Médialys (supervisor) and the Keolis Lyon trainers.

- *Practices exchange : collective assessment at the end of the first month contract on the conduct of missions, leadership, growth and progress margins (1 day)*
- *2 days of initial training within the framework of the integration of new employees*

- *Ticketing / pricing (1 day)*
- *Knowledge network, itinerary(3 days)*
- *Commercial and customers relations (2 days)*
- *Conflict Prevention (1 day)*
- *Access control (1 day)*
- *Prevention and Healthy Living (1 day)*
- *Knowledge network, itinerary and evaluation preparation by role play (1 day)*
- *written evaluation on the network / ticketing knowledge /Customer Evaluation information (1 day)*
- *Knowledge network, routes + simulation of real situations (1 day)*
- *Oral Evaluation on the network / ticketing knowledge / Mediation (1 day): role play on real situations (1 day)*



NEXT MOBILITIES

| COUNTRY - CITY | HOST PARTNER | DATES |
|--|---|---------------------------------------|
| France – Lyon | Médialys | 06th -07st of February 2014 |
| United Kingdom- Kent | Hope in the Community Limited | 21th- 23th of May 2014 |
| Spain – Barcelona + the Birthday of 10 years of OES | Observario de Economia Solidaria | 30th September - 03th of October 2014 |
| Italy- <i>place to be confirmed</i> | Scuola Centrale Formazione | February-March 2015 |
| Bulgaria – Kostinbrod | Agency for Economic Development of Kostinbrod | April-May 2015 |
| Belgium - Namur | ACFI-CEC | 15th-20th June 2015 |

EVALUATION TOOLS: Work in progress

Mobility INQUIRY // During and at the end of the mobility

Objective: share some feedback about the mobility organization, logistics, the experts' level of effectiveness, content portability in the professional context, suggestions and so on.

Used for the first time during France Meeting

Grid about activities // At the end of each mobility

Objective: record the most interesting –in terms of adaptability and transferability- contents, methods, tools etc.

Used for the first time during France Meeting

Working phase questionnaire // Every six months

Objective: evaluate the quality of cooperation, problems met and solutions proposed, achievement level of the expected results and outputs, etc.

First use planned during the UK meeting

SWOT analysis - participative and inquiring technique of evaluation //At the end of the project

Objective: allow partners to better understand the effort that has been conducted and the goals attained

First use: It will start halfway through the project, during the visit to Barcelona.



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