

**E-INCLUSION DAYS: "DIGITAL LITERACY"
BRUSSELS - OCTOBER 12, 2010**

ASPASIA – AN ICT BASED PROJECT FOR SOCIAL
AND PROFESSIONAL INCLUSION OF MIGRANT
HOME CARE WORKERS

FEDERICO BOCCALETTI - ANZIANI E NON SOLO / ITALY



TARGET GROUP

- SO CALLED “BADANTI” – WOMEN, MOSTLY MIGRANT AND OVER 45, WORKING AS CAREGIVERS OF ELDERLY PEOPLE.
- THEY ARE EMPLOYED DIRECTLY BY FAMILIES, FREQUENTLY IRREGULARLY
- THEY CO-HABITATE WITH THE CARE RECIPIENT
- THEY ARE ON DUTY 24 HOURS A DAY – THEY NORMALLY HAVE 1 AND ½ FREE DAYS DURING THE WEEK (USUALLY ON SUNDAY AND ON WEDNSDAY AFTERNOON)
- THEY USUALLY DO NOT HAVE ANY QUALIFICATION / TRAINING CONCERNING CARE PROVISION



IDENTIFIED PROBLEM

- PROVIDE A BASIC TRAINING THAT IS ACCESSIBLE IN TERMS OF:
 - TIME: THEY CAN NOT ATTEND TRADITIONAL CLASSES
 - LANGUAGE: ITALIAN IS NOT THEIR FIRST LANGUAGE AND NOT ALWAYS FLUENTLY SPOKEN
 - COSTS: THEY CAN'T AFFORD TO PAY THE TRAINING THEMSELVES AND NEITHER CAN THEIR EMPLOYERS (I.E. HOUSEHOLDS)
- BUT DON'T FORGETTING THAT
 - THEY DO NOT HAVE ACCESS TO UP TO DATE TECHNOLOGIES
 - SOCIAL ISOLATION IS ALSO A PROBLEM FOR THEM



IDENTIFIED SOLUTION

- DEVELOPMENT OF A TRAINING COURSE THAT:
 - CAN BE USED AS A SELF-LEARNING TOOL BUT ALSO INTEGRATED WITH A LIMITED NUMBER OF CLASS MEETINGS (TO SUPPORT SOCIAL INCLUSION)
 - IS ACCESSIBLE EITHER VIA E-LEARNING PLATFORM (MOODLE) AND DVDs (FOR THOSE NOT HAVING A PC AND AN INTERNET CONNECTION)
 - IS TRANSLATED IN 7 LANGUAGES
 - CLEARLY, THE COSTS OF SUCH A TRAINING ARE NOTABLY LOWER THEN THOSE OF A TRADITIONAL TRAINING COURSE



THE TRAINING TOOL

- ❑ 23 DIDACTIC UNITS MADE UP OF:
 - SLIDE SHOWS WITH PHOTOS, TEXT (IN 7 LANGUAGES) AND AUDIO (IN ITALIAN)
 - SHORT VIDEOS
 - SELF-CORRECTING ASSESSMENT TEST
 - A PAPER HANDBOOK (CONTAINING THE TEXTS OF UNITS)
- ❑ SLIDE SHOWS AND VIDEOS ARE ACCESSIBLE EITHER THROUGH E-LEARNING PLATFORM OR DVDs
- ❑ TESTS ARE ACCESSIBLE VIA E-LEARNING ONLY – THOSE WHO STUDY VIA DVDs ARE TESTED IN DEDICATED CENTERS (USUALLY LOCATED AT LOCAL SOCIAL SERVICES)
- ❑ UPON REQUEST, A PORTABLE DVD PLAYER IS BORROWED



PILOT TESTING AND EXPLOITATION

- THE TRAINING TOOL HAD BEEN DEVELOPED WITHIN AN EQUAL PROJECT CALLED "ASPASIA", THAT RUN FROM 2004 TO 2008
- WITHIN THE PROJECT, THE TOOL WAS PILOT TESTED ON AROUND 150 USERS
- THE TOOL WAS AFTERWARD FURTHER IMPLEMENTED (MORE LANGUAGES MADE AVAILABLE, NEW VIDEOS PRODUCES) AND ITS USE CONSOLIDATED
- IT HAS NOW BEEN USED BY OVER 1.000 CAREGIVERS, IN SEVERAL ITALIAN REGIONS – BOTH AS A SELF-LEARNING TOOL AND INTEGRATED WITH CLASSES.



EXPLOITATION / 2 – CARE TALENTS

- WITHIN A LIFE LONG LEARNING / LEONARDO PROJECT CALLED “CARE TALENTS” ANOTHER ICT-BASED TOOL WAS PRODUCED
- IT IS A SERIE OF TESTS AND EXERCISES (20, OVERALL) AIMED TO VALIDATE COMPETENCES ACQUIRED ON THE JOB BY CAREGIVERS
- CAREGIVERS WITH OVER 1 YEARS OF PREVIOUS JOB EXPERIENCE CAN NOW FIRST ASSESS THEIR SKILLS THROUGH A MOODLE BASED TOOL THROUGH WHICH THEY UNDERGO DIFFERENT KIND OF EXERCISE (FILL THE BLANKS, QUIZZES, MATCHING...)
- AFTER THE ASSESSMENT, USERS ARE ADRESSED TO STUDY ONLY THOSE MODULES OF THE TRAINING COURSE THAT WERE NOT VALIDATED – THUS SAVING TIME AND ENHANCING THE SKILLS THEY ALREADY HAVE



RESULTS

- ❑ OVER 1.000 CAREGIVERS TRAINED IN 3 YEARS
- ❑ OVER 350 CAREGIVERS WHOSE SKILLS WERE ASSESSED
- ❑ OVER 1.350 CAREGIVERS THAT IMPROVED THEIR CONFIDENCE WITH ICT AND COMPUTERS
- ❑ IMPROVED PROFESSIONAL SKILLS
- ❑ IMPROVED LANGUAGE SKILLS (THE AUDIO AND ALL TESTS ARE IN ITALIAN)
- ❑ IMPROVED ICT-SKILLS
- ❑ IMPROVED SOCIAL ACKNOWLEDGMENT OF THIS CATEGORY OF WORKERS (“ I HAVE A DIPLOMA – MY JOB IS ACKNOWLEDGED AND IMPORTANT”)



WHO WE ARE

- ❑ ANZIANI E NON SOLO IS AN ITALIAN NO PROFIT COMPANY
- ❑ OUR TARGET GROUPS ARE ELDERLY PEOPLE AND THEIR PAID AND UNPAID / FAMILY CARERS
- ❑ WE PROVIDE E-LEARNING COURSES, VOCATIONAL TRAINING, SOCIAL RESEARCHES, LOCAL / NATIONAL / EU SOCIAL PROJECTS
- ❑ FOR MORE INFORMATION:
WWW.ANZIANIENONSOLO.IT OR PROGETTI@ANZIANIENONSOLO.IT
- ❑ LINK TO OUR PAGE IN THE E-PRACTICE DATA BASE:
<http://www.epractice.eu/en/cases/aspasia>