



## Methods of Informal Training and Sharing of Professional Experiences between Tutors and Trainers in Literacy and Basic Skills



## Focus Group Reports

### Grundtvig Multilateral Project

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Content

<b>Focus Group Report</b>	<b>Page</b>
Scotland	3-13
Austria	14-19
Germany	20-31
Switzerland	31-38
Poland	39-43



## Trainers in Literacy and Basic Skills Informal Knowledge Transfer

ShareIT,

Focus Group Report: 1 and 1.1

Focus Group 1

### Adult Literacy and Numeracy/Basic Skills Providers in Glasgow

The first focus group meeting in Glasgow invited Stakeholders, Managers and current providers of Adult Literacy and Numeracy to attend. The aims and objectives of the ShareIT were presented to the partners. Note: In Scotland Basic Skills Education is referred to as Adult Literacy and Numeracy (ALN)

**Date: 7 May 2014.**

#### Partners in attendance:

Glasgow Council for the Voluntary Sector (GCVS)  
Queens Cross Housing Association  
Glasgow Homelessness Network (GHN)  
City Central Halls  
Glasgow Clyde College (GCC)  
Jobs and Business Glasgow (JBG)

#### Topics for Discussion

- Introduction and aims and objectives of ShareIT
- Logistics of hosting and sending trainers/trainees on the training programme
- Professional and training exchange via online platform
- Validation of Training
- Research Template/Questionnaire

#### Recommendations

Organisations: GCVS, GCC and JBG were keen to hear more about the project and how they could be involved and recommended that ShareIT be presented to the next Glasgow Adult Learning Partnership (GALP) meeting on 12 June 2014 to discuss areas of collaboration (Focus Group 1.1).



Many of the providers of Basic Skills Education in Glasgow are part of (GALP) which meets quarterly.

### **Logistics of hosting and sending trainers/trainees on the training programme**

The hosting and sending of trainers would be dependent on the benefits to Basic Skills Education in Glasgow and the needs of each providers (who participate in ShareIT). It was recommended that the persons participating in the training would be those who are best placed to disseminate the training to other Basic Skills trainers within their respective organisations.

### **Duration of Training Exchange**

The 5 day training programme was of concern to the attendees and raised issues about staff cover. It was proposed that each organisation take time to decide who will be best suited to attend the training. It was recommended that a key member of staff from each organisation attend the training programme with a view to dissemination to others and that further discussion may be necessary in this regard.

### **Language**

Concern about the language of communication on the training programme was raised. It was explained that the default language of the Project is English and that partners hosting trainers would work to accommodate this requirement.

**Hosting Trainers from abroad:** At this stage only one partner, JBG agreed in principal to be involved in the project and to host trainers from abroad. This would be dependent on numbers and discussion on the content of the training requirements. The other attendees were keen to have this discussed on 12 June as part of the ALG.

### **Methods and Platforms for Informal Exchange**

Members of the GALP are not convinced of the use of e-tools as a means of engaging ALN/Basic Skills tutors in building on their continuing professional development (CPD) and would be interested in ShareIT findings and results. GALP have statistics to support their findings for Community Learning Development practitioners and are interested in the focus on Basic Skills. It was recommended that the Project and GALP share their findings.

GCVS recommended other areas of good practice in informal CPD in Scotland; Rapal, Nace and the European Literacy Network. It was also recommended that there may be overlap and interest from the Scottish Government Digital Inclusion Strategy.



## Trainers in Literacy and Basic Skills Informal Knowledge Transfer

JBG said that employees who are employed by Glasgow City Council are banned from using Facebook on their work computers. It is a dismissible offence. It was recommended that we consider alternatives to Facebook as the key providers of ALN/Basic Skills Education in Glasgow are governed by GCC: Glasgow Life and Jobs and Business Glasgow.

### Validation of Training specific to Scotland

Attendees were very interested in the proposal for using Mozilla Open Badges as recognition of informal CPD for Scottish trainers. This is to be discussed at the GALP on 12 June 2014.

### Research Template/Questionnaire

Attendees made general comments on the research questionnaires and how they would like them tailored more to their needs. The attendees who are associated with GALP have strong links with Education Scotland. Those present noted that there was overlap between the ShareIT Research template and work that has already been carried out by GALP. Recommendations were made for small amendments to accommodate these needs. It was highlighted to the attendees that ShareIT has a specific focus on building on informal methods of CPD for ALN (basic skills) teachers/trainers based on an evaluation of current practice and was not aimed at Community Learning and Development (CLD).

It is recommended that GALP and ShareIT may be able to share their findings on ICT/social media and web 2.0 applications amongst ALN professionals.

### Focus Group 1.1

**Date: 12 June 2014**

#### Partners in attendance:

Glasgow Life - Chair	2
	representatives
Glasgow Life	2
Glasgow Council for the Voluntary Sector	representatives
Glasgow Clyde College	
Skills Development Scotland	
Glasgow Esol Forum	
City of Glasgow College	3
	representatives
Worker's Education Assoc. DWS	



## **Topics for Discussion**

- Introduction and aims and objectives of ShareIT
- Logistics of hosting and sending trainers/trainees on the training programme
- Professional and training exchange via online platform
- Research Template/Questionnaire

## **Recommendations**

### **Introduction and aims and objectives of ShareIT**

Members of Galp expressed interest in ShareIT from the perspective that it offers an extension on areas they are currently looking at in Glasgow and also incorporating a European Dimension. An Agreement in Principal was proposed and an invitation to attend a follow-up meeting re specific questions that need to be addressed to develop a working partnership that meets the needs of the key providers of ALN/Basic Skills Education in Glasgow. This has been set for 2 October 2014.

### **Logistics of hosting and sending trainers/trainees on the training programme**

Similar to Focus Group 1, the response to the hosting and sending of trainers would be dependent on the benefits to ALN/Basic Skills Education in Glasgow and the needs of each provider (who participates in ShareIT). It was again recommended that the persons participating in the training would be those who are best placed to disseminate the training to other ALN/Basic Skills trainers within their respective organisations.

### **Duration of Training Exchange**

The 5 day training programme raised issues about staff cover. It was recommended that a key member of staff from each organisation attend the training programme with a view to dissemination to others.

### **Hosting Trainers from abroad**

There was a general Agreement in Principal that all those attending were interested in being involved in the training exchange. Again, this would be dependent on numbers and discussion on the content of the training requirements. This will form part of the discussion on 2 October 2014.



## Trainers in Literacy and Basic Skills Informal Knowledge Transfer

### **Methods and Platforms for Informal Exchange**

Attendees agreed that there is a need for more informal methods of continuing CPD for ALN/Basic Skills Education tutors as a result of the diverse nature of this area. In Glasgow alone trainers in this field work in three key areas; the Voluntary sector, the Employability sector and the Community sector –and they are widely spread across the city. There are no recommendations from this but a general interest in the process, methodology and application of the Platform and informal learning exchange.

### **Validation of Training specific to Scotland**

Attendees were very interested in the proposal for using Mozilla Open Badges as recognition of informal CPD for Scottish trainers.

A representative from Glasgow Life is part of a learning group with a Consultant from Education Scotland. Together they are looking at non-accredited training across Glasgow. The incorporation of Open Badges for Scottish trainers is of particular interest, not least because of their usefulness in validating informal learning but also the quality structure around them through linking with the Scottish SCQF framework.

Education Scotland are also looking at an online tool for self-evaluation that links directly into the Scottish Professional Development Framework.

Further exploration into the incorporation of Open Badges for Scottish Trainers for validation of informal CPD is recommended.

### **Research Template/Questionnaire**

GALP received a covering letter and introduction to ShareIT and the Research Questionnaires for issuing to trainers. Again amendments to suit their specific needs may be recommended.

### **Focus Group Report 2**

#### **Adult Literacy and Numeracy/Basic Skills Providers in Glasgow**

**The second Focus Group meeting in Glasgow invited Trainers/trainee trainers and teachers in ALN/BS to attend.**

**Date: 20.5.2014**



**Organisations/Trainers in attendance:**

Jobs and Business Glasgow (JBG)  
Volunteer Sector  
Private Sector  
Glasgow Life  
City Central Halls  
Glasgow Clyde College

**Topics for Discussion:**

Introduction to ShareIT

Discussions around the Research Questionnaire for ShareIT

Completion of Feedback Questionnaire.

**Status**

Bank of 15: Primarily Trainers and trainee trainers and input from 2 Development personnel. Invited to attend another Swap Shop meeting where a further 12-15 Trainers will attend to gather further feedback .

**Working environment:**

Government agency and voluntary support system – 1 private agency

**Employment Commitment**

Primarily full time and voluntary

**Gender**

Primarily female (small number of males)

**Age group**

Primarily 25-50, small number of 50+





## Trainers in Literacy and Basic Skills Informal Knowledge Transfer

### **Challenges faced in training provision**

Primarily medium – strong challenges faced in training provision in relation to time, shared resources, internal/external communication, resources being out of date and lack of funding for staff cover.

### **Methods for Coping with above Challenges**

Primarily Reflection and feedback in practice

### **Existing Pathways for communication in Organisations**

Primarily face to face discussion, e-mail, telephone .and paper based, minority online discussion/e-learning environment (confidence cited as an issue).

### **Quality Evaluation by Institutions of pathways of communication.**

In existing pathways for communication levels of QE on face to face, e-mail, paper based is good to very good. Telephone is very good to excellent. However for online/virtual/social media methods of communication unanimous feedback is not very good.

### **Areas of Adult Literacy in Provision**

Primarily reading, listening, speaking, numeracy, ICT and English as a Second or Other Language (ESOL).

### **Resources available in provision**

Funding for CPD, laptop/tablet, internet access, access to training packs and in some cases access to a VLE.

### **Use of Social Media**

The majority feedback that the use social media as part of their everyday activities/education and unanimously disagree that they have no interest in using social media. Majority disagree-strongly disagree that it is a distraction to learning and indeed almost unanimously agree that it will enhance their CPD.



### **Measurement of Professional Practice**

Through Feedback, peer observation and reflection for the majority of trainers.

### **Methods of Reflection on teaching/training Practice**

Majority for face to face discussion, reflective diaries/logs, online methods of reflection (less)

### **Tools used to measure this**

Paper-based forms, peer mentoring, observation and feedback

### **Current levels of online interaction with people**

Unanimously using e-mail , mixed use of online forums from no comment to never to frequently. The majority never to sometimes use other forms of online communication from blogs to video conferencing and Skype. Some use of VLE online chat forums.

## **Focus Group Report 3**

### **Adult Literacy and Numeracy/Basic Skills Providers in Glasgow**

The second Focus Group meeting in Glasgow invited Trainers/trainee trainers and teachers in ALN/BS to attend.

**Date: 20.5.2014**

#### **Trainers in attendance:**

Jobs and Business Glasgow (JBG)  
Glasgow Life - 2  
Glasgow Council for the Voluntary Sector (GCVS)  
City of Glasgow College – Esol Project  
Glasgow Women’s Library

#### **Topics for Discussion:**

- Introduction JBG
- Trainer Reflection
- ShareIT: Tools for physical and professional exchange - Platform - Reporting Methods – online journal



## Trainers in Literacy and Basic Skills Informal Knowledge Transfer

- Handbook – examples of Good Practice
- Glasgow dates for Autumn Training
- AOB

**Jobs and Business Glasgow welcomed everyone to the meeting.**

### **Trainer Reflection:**

1. The Adult Learning Group recommend that it would be useful to have a note of the names and particular interests of the next group of visitors to Glasgow six weeks before they arrive to allow for any necessary changes to the programme to accommodate particular interests.
2. Feedback from the trainers who attended the training in Austria and Switzerland was very positive – written reports refer. All reported that although there were similarities to Adult Literacy and Numeracy in Scotland, there were different approaches that were interesting and something they could bring back to their own providers. It was also noted a similar model to the social practice model approach to literacies learning adopted in Glasgow, seems to be in practice.
3. Items of interest were:
  - The provision of Educational Guidance.
  - Information 'drop-in' centre.
  - The Learning Centre as a 'one stop shop'.
  - Trainers were mostly self-employed. Possibly resulting in a lack peer support in informal CPD?
  - Different funding structures in comparison to Glasgow.

### **ShareIT: Tools for physical and professional exchange:**

- The application form should include an area for applicant e-mail addresses.
- The usernames and passwords are available to participants well in advance of travel to the respective partner countries to enable familiarisation.
- Trainers reported that problems accessing the online platform with the usernames and passwords provided. The trainer visiting Zurich was successful in accessing the platform. Done.



- Trainers also felt that a 'Plan B' should be put in place in case there are unforeseen events ie., sickness affecting the planned training delivery.

### **The Handbook and Good Practice Reports**

The Handbook and Good Practice Reports are to be discussed in detail at the meeting in Hamburg at the end of June. It would be helpful to have these either in draft form or completed for this meeting. GCVS agreed to prepare a best practice report on the Swap Shop method of informal CPD and GCC will prepare the report on Adult Literacies Online as the other example of good practice in Scotland.

### **Dates for Autumn Training**

The dates for the forthcoming Autumn training are also to be discussed in detail in Hamburg. It was agreed that the Adult Learning Group would advise GCC of their best dates to host the training in September/October 2015 by 15<sup>th</sup> June 2015.

Reports: L. Martin



## Report focus groups ShareIT Austria

In Austria 3 focus groups were held to involve trainers and stakeholders in the development of ShareIT services and products:

**FG 1: Wissensturm VHS Linz, Wednesday, 7th of May 2014**

**FG 2: Wissensturm Linz, Monday, 26th of May 2014**

**FG 3: BIFEB Strobl, Tuesday, 7<sup>th</sup> of April 2015**

There were altogether 18 different participants from the following organisations:

Wiener VHS (VHS 21/16), SOS Clearing-house Salzburg, BHW-NÖ Basisbildung, abc-Salzburg, VHS Kärnten, VHS Linz, ISOP GmbH, bill Linz, and BFI OÖ.

### The following questions were discussed:

- General information about ShareIT
- Which framework is needed for implementing a successful training/exchange?
- What are the conditions that make the training/exchange work out at its best?
- What will the training certificate look like?
- What kind of best practise examples of successful networking and informal exchange between trainers do exist in Austria?

Following a short introduction of all participants' aims, measures and general data of the Grundtvig project ShareIT were presented. The presentation and the working schedule were subsequently submitted to all participants of the focus group.

### Contributions/objections/suggestions concerning exchange/training:

The training/exchange will take place twice in 2015: in the first and in the third quarter of the year. It is not possible for all institutions to host trainers from other countries in both quarters (e.g. individualised lessons at abc Salzburg in Autumn where a sitting in on classes will not be possible)

The training in participating countries (Germany, Switzerland, Scotland, Poland, Austria) shall not take place at the same time but time-displaced. If a trainer also has to host and take care about guest trainers, simultaneous appointments won't work. A further reason is that smaller organisations do not have the necessary resources to substitute trainers on exchange and host guest trainers at the same time.



All participating institutions are sending and hosting institutions at the same time (see also the Europass system as example). Therefore appropriate templates and forms were provided to enable an unobstructed exchange.

The Austrian proposal for a training structure/training design, which is administrable and which will also lead to a high quality learning success:

Duration: one week; e.g. arrival on Sunday, depart on Saturday

- 2 days joint programme (getting to know each other; possibility for exchange among participants of different countries; introduction to the Austrian system: What is it like to offer and carry out basic skills trainings in all its facets especially regarding methodology/didactic approaches; cultural programme as an informal possibility for exchange, etc.)
- 2 to 3 days individual programme: the participants choose an exchange partner from the Austrian institutions depending on key aspect and interest. During the stay at the partner institution different methods for exchange will be offered (Job-shadowing, sitting in on classes, peer counselling, etc.). The participants can deal profoundly with the subject and "Buddies". One Institution hosts up to 2 guest trainers. The participating trainers should be able to get information about the institutions main focus beforehand so that they are able to choose the host institution as precisely as possible.
- 1 final day of joint programme: reflexion of experiences, introduction into the online platform (subject: we stay in contact and tell others who want to go on further training about our experiences), validation of the new learnt skills, certificate, celebration.
- The structure shall have a recognition value. It shall be a product that will exist and be offered also after the end of ShareIT. Individual training contents are depending on the cultural identities of the participating countries and the diversity of the participating institutions. Within the general training framework participating institutions can focus on specific subjects.
- The training covers a fixed number of lessons and defines contents and learning targets that can be achieved. Trainers want to have the feeling of a good support. Therefore a well thought-out and consistently programme is obligatory.
- To be avoided: a tourist programme / sightseeing instead of training / quantity instead of quality / a pure individual exchange between two participating organisations; this exchange cannot be excluded in general and might be a result of the participation in the project ShareIT. But an individual exchange between two organisations is already possible within an Erasmus+ programme and is not the aim of ShareIT.



## Trainers in Literacy and Basic Skills Informal Knowledge Transfer

- As on orientation for trainers the participating institutions who offer an individual programme as part of the exchange (2 to 3 days) have to give detailed information about:
- Participation in teaching (maybe also in an active role)
- Is the offer about Basic Skills training or is the organisation just offering German as a second language courses (no interest in sitting in on classes for general language lessons)
- Who are the target groups (teenagers/adults)
- Which methods are used (creativity), film, ICT, etc. in class?
- Big provider or small NGO?
- Urban or rural background
- Can the institution really host trainer for 2-3 days?
- Can the guest trainer participate in team meetings, supervisions, etc? Complete integration into the organisation, what target groups are addressed to?
- Will the hosting institution also take care of me outside the official programme (organise dinner, social contacts...)?
- How well is the journey organised? Will I be picked up at the airport?

Learning outcomes of the training have to be evaluated (also for further accreditation. Keyword "Austrian Initiative for Adult Education"). The colleagues from Switzerland, SVEB, are responsible for the provision of tools and for the development of processes for a validation of learning outcomes.

After the exchange a further meeting/workshop of the Austrian participants should take place to reflect on positive as well as improvable points.

Responsibilities: inspire is responsible for the „tour management“ and establishing contact with the European Partners. The Austrian institutions/organisations are responsible for the support of the participants during the 2-3 days individual part of the training.

### **Collected Good Practice examples for the informal professional exchange for trainers:**

- Team-meetings
- Job-shadowing: preparation, sitting in on classes, post-processing, reflection
- Pool of materials
- Supervision
- Praxis-basisbildung.at



### **Ideas for a virtual platform**

- The most important function is providing information about the participating organisations. An introduction into the institutions, which offers, which target groups, contact persons (providing a profile and contact data)
- Chat-function for a direct contact (as preparation for the exchange and first contact, getting to know each other, staying in contact)
- Information about the framework conditions of the programme ShareIT
- An overview of basic skills training in the respective country, which target groups are addressed to, attitudes etc.
- Blog: participants report about their exchange experiences

### **Tips for improvement from trainers who were on exchange**

- A slightly more detailed level of matching would be important
- Maybe having more of an opportunity to have an email exchange with the staff where I was going beforehand would be useful.
- One of the projects that I was due to visit was cancelled and therefore it would be beneficial to have a plan B
- We had a few misunderstandings about the expectations in terms of the extent of job shadowing and the cultural element (or not) to the programme

Report: Max Mayrhofer and Alfred Berndl





Trainers in Literacy and Basic Skills Informal Knowledge Transfer

## Focus group meetings of all cooperating partners in ShareIT Hamburg

Focus group meeting with planners and course instructors of Roma work of Karola e. V. in Hamburg and the coordinating office for South-East-Europe (SOS) of the Hamburger Großstadt-Mission

**Meeting of June, 17, 2014, 14.30 – 16.00 hrs.**

### Agenda

1. Participants introduce themselves to one another
2. Discussion about the model of a Five-country-program for the informal qualification of trainers and course instructors in Europe in 2015 (all)
3. Training schedule Hamburg (spring of 2015 – parties interested in traveling – next steps (all))

### **Participants introduce themselves to one another**

Karola e. V. had already introduced themselves in the first focus group meeting. Ms. B. elaborates on her first ideas for an Open House Day of Karola e. V. in the spring of 2015.

### **Contact:**

Karola – Internationaler Treffpunkt für Frauen und Mädchen e.V.

Beckstraße 2

Hamburg

Tel.: (040) 4 39 27 81

[kontakt@karola-hamburg.de](mailto:kontakt@karola-hamburg.de)

Karola e. V. has been offering social consultancy for more than 30 years and, for many years, basic education courses for Roma women and girls in the Western part of Hamburg, especially in Altona and the Karolinenviertel. At the moment, a course in literacy is conducted. (Course materials and project reports available on <http://www.karola-hamburg.de/cms/publikationen>)

Preliminary sketch of a guest program: Ms. B. (Karola e. V.) wants to open the literary course for Roma women to the guests. Furthermore guests should be welcomed to gain insight into the daily work of Karola e. V., who is experienced very much in the work with Roma people. In the afternoon, a feedback round table referring to the period observing is possible. Additional point



in the agenda: Screening and discussion of course materials “Reading and Writing” (see web link!).

**Contact:**

SOS – Servicestelle für Zugewanderte aus Süd-Osteuropa  
der Großstadt Mission  
Lüttkamp 88,  
22547 Hamburg- Lurup  
Tel. (040) 8400 4902  
[z.peets@grosstadt-mission.de](mailto:z.peets@grosstadt-mission.de)

The SOS - Servicestelle für Zugewanderte aus Süd-Osteuropa (Service point for non-natives from South-Eastern Europe) is an administrative body of the Hamburger Jugendhilfe (Hamburg child and youth welfare). It was established in the framework of the ESF project (ESF = European Social Funding) “Helping Hands – Integrationsbegleitung für zugewanderte Roma (Integration assistance for migrated Roma). SOS is still in the making. The range of addressees has been expanded to all migrants from South-Eastern Europe (especially from Romania and Bulgaria). Access to SOS is no longer limited to Roma. The background for this project is to be seen in the context of the freedom of movement for workers in the EU. In this context, Romanian and Bulgarian citizens have come to Germany in search of work. SOS currently trains volunteer workers in Hamburg.

**SOS’ educational offers are:**

- Integration assistance courses (on their own), courses for everyday orientation in Hamburg and help for self-help (volunteer work)
- Family-supporting measures, e. g. child care, homework tutoring

For more information consult:

[http://www.grosstadtmission.de/projekte\\_jugendhilfe/articles/helping-hands-beratungsstelle-fuer-zugewanderte-roma.html](http://www.grosstadtmission.de/projekte_jugendhilfe/articles/helping-hands-beratungsstelle-fuer-zugewanderte-roma.html)

Ms. N. asks for time for consideration as to consenting to be a provider in the spring of 2015.

**Contact:**

Stiftung Berufliche Bildung (SBB) (added after the meeting, annotated F.D.)  
Wendenstr. 493  
20537 Hamburg  
Tel. (040) 21112 – 336  
[frank.drecoil@sbb-hamburg.de](mailto:frank.drecoil@sbb-hamburg.de)



## Trainers in Literacy and Basic Skills Informal Knowledge Transfer

The SBB functions as administrative body of the sub-project ShareIT. SBB currently establishes an office for basic education in Hamburg companies. This occurs in the framework of a BAMF- (German Ministry for Migrants and Refugees) funded project with a life-span from October, 1, 2012 to September 30, 2015.

### **Model for a Five-country-program for the informal qualification of trainers and course instructors in Europe in 2015**

The Five-country-program for an international qualification program for informal training of trainers is shaped as follows:

Two international travel and training weeks take place in each of the five partner countries of ShareIT – five days in the spring of 2015 (February/March) and five days in the fall of 2015 (September/October). In order for hosting organizations to be able to travel themselves, the national training weeks will be conducted time-delayed (e. g. from the beginning of February to the end of March). A national training week will be organized by the respective sub-project and at least three associated partner organizations in the pertaining country and each institution will host 2 – 3 course instructors for two to three days. The first one and a half days and the last day of the training week will be structured by the national sub-projects (in this case: SBB). SBB will also plan the evenings.

### **Tasks of the partner organization as hosting organization (in the fall of 2014)**

- Presentation of the institution and the one-to-two-day training program for guests in English –until September 2014 (completion of an online-form and a PDF-document for the project's website)
- Planning of a guest program for one to two days in the partner institution. This includes talks with the management of the institution, the planner of the basic education, period observing with follow-up peer review panels and participation in a regular pedagogical staff conference of the institution etc.
- Willingness to cooperate in the filing of applications of the SBB sub-project for additional learning partnerships / mobility funds (Erasmus +) for internal course instructors.

To date, 8.000 € in total are allocated for Hamburg course instructors traveling to other European countries of the project. With travel endowments amounting to 1.000 € per person (flight, room and board for five days in Scotland, Poland, Austria or Switzerland), 8 persons in total can travel for the time being. Only by additional application for mobility funds in the framework of the Erasmus + Program further means for travel for a training week in the fall of 2015 may be acquired.



**Tasks and duties of the hosting partner organizations during the training weeks (spring and fall 2015)**

- Course instructors are experts in their teaching field in basic education.
- Course instructors and planner looking after the guests will have to speak English (the project language is English exclusively).
- Organization of the guests' daily routine and all-day personal care for guests for one or two days in the institution (which includes personal accompaniment during lunch)
- Course instructors will provide the opportunity for observing their lesson and will take time for a peer review with the guests observing the course. They will look after the guests during the whole time of observing the institution, including the participation in an everyday pedagogical staff conference.
- Becoming acquainted in practice with methods of informal training of course instructors of the hosting organization.
- The management of the institution as well as the planner in the area of basic education will make themselves available for talks about the history, philosophy, addresses and the everyday practice of the institution.

**Training program Hamburg (spring 2015) – next steps:**

Karola e. V. and SOS (with the aforementioned reservations) appreciate the program presented.

The sub-project will offer each associated partner 2 – 3 spaces for travel into the project's partner countries, namely Switzerland, Scotland, Austria and Poland. 1.000 € will be allotted for every traveling course instructor of the Hamburg partner organizations.

Persons interested in traveling to neighboring European countries are:

Mr. D. will establish contact with the head of the collaborative project and will discuss Ms. B.'s proposal for a by-the-day change of the hosting organization.

**Focus group meeting with the MENTO-Project at “Arbeit und Leben”, Hamburg**

**Meeting of October 6, 2014, 16.00 – 17.30 hrs**



## Agenda

1. Ms. Y. presents the MENTO-Project
2. Brief report on the 3rd Steering Group Meeting in Warsaw
3. Agreement on the program of the "Guest Day" in the context of the Hamburg training week in spring 2015

### Ms. Y. presents the MENTO-Project

The abbreviation MENTO stands for the project title: Training and implementation of education guides and learning mentors and sensitization of work life protagonists for basic education and literacy training in the job world.

MENTO focusses on the training of mentors and education guides and networking. The mentors are no external consultants, but company and administrative staff. They are contact persons on an equal footing and should:

- support the mentees in Identifying existing learning requirements and needs
- encourage them to find their own educational paths

The education guides support the mentees by

- showing them different educational and training offers
- acting as contact points to external educational facilities

MENTO furthermore puts emphasis on consultancy, provision of information and sensitization of company decision-makers, work and staff council, workplace representatives and human resources managers. MENTO is a project of "BUND", the educational institute of the DGB (Deutscher Gewerkschaftsbund, German Trade Union Federation) and is implemented among others in the Northern region (Hamburg) of the DGB.

### Brief report on the 3rd Steering Group Meeting in Warsaw

The project managers of the sub-projects in Graz, Lodz, Glasgow, Zurich and Hamburg met on November 3-4 in Warsaw. Times for the national training weeks were scheduled between calendar weeks 11 – 20 in 2015:

Scotland:	calendar week 11 (March 9 - 13)
Germany:	calendar week 12 (March 16 – 20)
Austria:	calendar week 13 (March 23 – 27)
Switzerland:	calendar week 19 (May 4 – 8)



Poland: calendar week 20 (May 11 – 15)

The hosting sub-projects will provide and book accommodations for the traveling guests (costs per night: 80 € incl. breakfast). The delegating sub-projects will assist in travel planning (especially with flight bookings). The whole program of the training week will be published on the ShareIT-website (editorial office in Glasgow).

### **Agreement on the program of the “Guest Day” in the context of the Hamburg training week in spring**

Arbeit und Leben / MENTO welcomes the guests on March, 16, 2015 (Monday afternoon of calendar week 12)

- Ms. Y. will welcome the guests. She will give an introduction to the tradition of Arbeit und Leben as an educational institute between unions and Volkshochschulen (centers for public adult education) in Germany and will introduce the MENTO-Project team.
- Ms. Y. will give the guests an opportunity for a 90-min.-talk with two company mentors for basic education who have been trained to become mentors in the MENTO-Project. The mentors will answer questions and will provide an insight into their practical work in the company.
- Ms. Y. will show the guests round the institute and will introduce them to the CEOs.
- Ms. Y. declares interest in traveling, provided that the programs correspond to her interests. She is especially interested in basic education work in enterprises of the hosting countries. Mr. Dr. will strive to establish relevant contacts in the partner countries.

### **Focus group meeting with planners and course instructors of KOM**

**Meeting of October 7, 2014, 14.30 – 16.00 hrs.**

#### **Agenda**

1. KOM introduces itself
2. Mr. D. presents the ShareIT-Project
3. Debate on the model of a Five-country-program for the informal qualification of trainers and course instructors in Europe in 2015
4. Training week in Hamburg (spring of 2015 –program, next steps, parties interested in traveling)

#### **KOM introduces itself**



## Trainers in Literacy and Basic Skills Informal Knowledge Transfer

Ms. D. introduces KOM to the other participants. KOM – gemeinnützige Gesellschaft für berufliche Kompetenzentwicklung mbH (non-profit organization for the promotion of professional competences) is a wholly-owned subsidiary of the Stiftung Berufliche Bildung, established on the basis of an agreement between the foundress, the Freie und Hansestadt Hamburg (The Free and Hanse City of Hamburg) and the Stiftung Berufliche Bildung (SBB, Foundation for Professional Training) in 1982. KOM has been offering a manifold program for persons disadvantaged in the labor market in the area of basic education for German-speaking participants and German as Second Language for participants with migration backgrounds for more than 30 years.

### Contact:

KOM – gemeinnützige Gesellschaft für berufliche Kompetenzentwicklung mbH  
Ms. O. D./ Mr. J. R. (CEO)  
Kieler Straße 208  
22525 Hamburg  
Tel.: (040) 319 91 60 – 16  
[olga.D.@kom-bildung.de](mailto:olga.D.@kom-bildung.de)  
[www.kom-bildung.de](http://www.kom-bildung.de)

SBB is the administrative body for the sub-project ShareIT. Mr. Dr administers the sub-project ShareIT as project manager. The sub-project Glasgow is the official head of the collaborative project. The project management for the collaborative project is headed by Mr. M. Mayrhofer(Graz) of the Austrian sub-project.

### Presentation of the ShareIT-Project

- Mr. D. once again introduces the ShareIT-Project to the course instructors and reports on the results for the implementation of the ShareIT goals.
- Mr. D.I presents the other cooperating partners in Hamburg. These are: Karola e.V. – Arbeit mit Roma- und Sinti-Frauen und –Mädchen in Altona
- SOS – Großstadtmission – Beratungsstelle für Zuwanderer aus Südosteuropa (u.a. Roma-Arbeit)
- Stiftung Berufliche Bildung – Projekt „Fachstelle Grund: Bildung und Wirtschaft Hamburg“
- Arbeit und Leben, Projekt MENTO – Mentoren-Fortbildung Grundbildung für Betriebsräte

### Model for a Five-country-program for the informal qualification of trainers and course instructors in Europe in 2015

The Five-country-program for the informal qualification of trainers and course instructors is shaped as follows:



Two international travel and training weeks take place in each of the five partner countries of ShareIT – five days in the spring of 2015 (February/March) and five days in the fall of 2015 (September/October). In order for hosting organizations to be able to travel themselves, the national training weeks will be conducted time-delayed (e. g. from the beginning of February to the end of March). A national training week will be organized by the respective sub-project and at least three associated partner organizations in the pertaining country and each institution will host 2 – 3 course instructors for two to three days. The first one and a half days and the last day of the training week will be structured by the national sub-projects (in this case: SBB). SBB will also plan the evenings for the guests and the cooperating partners.

To date, 8.000 € in total are allocated for Hamburg course instructors traveling to other European countries of the project. With travel endowments amounting to 1.000 € per person (flight, room and board for five days in Scotland, Poland, Austria or Switzerland) 8 persons in total can travel for the time being. Only by additional application for mobility funds in the framework of the Erasmus + Program further means for travel for a training week in the fall of 2015 may be acquired.

#### **Discussion of the preparation of the training week in Hamburg (spring 2015) – next steps.**

- Preliminary sketch of a guest program during the training week (spring of 2015) Welcoming of the guests by Ms. D. – guided tour through the KOM Institute
- The CEO, Mr. J. R., will welcome the guests and will give an introduction to the history and the program of the institute
- Day 1: 90-min.-period observing of an integration course with literacy
- Day 2: 90-min.-period observing of a qualification German as Second Language or a literacy module for German-speaking participants (see below)
- On both days: feedback panels of the period observers with the observed (discussion, what the guests have seen, what was new to them and what they would like to try in their own teaching. Agreements on online-contact between observers and observed, if desired)

Common lunch of guests and pedagogical staff of KOM and exchange about working conditions in basic education in Hamburg and the respective guest country during lunch.

Participation of hosts in the evening program on one of the two evenings

#### **Focus group meeting with the Süd-Osteuropa-Planungsstelle (SOS) der Hamburger Großstadt Mission (South-Eastern Europe planning office of the Hamburg Metropolitan Mission)**

**Meeting of November, 2014, 9.30 – 11.15 hrs.**





## Agenda

1. Ms. N. presents the work of SOS
2. Mr. Dr. reports on the 3<sup>rd</sup> Steering Group meeting
3. Agreement on the program of the Guest Day during the Hamburg ShareIT training week

## Orientation course for migrants from South-Eastern Europe

The Südosteuropa-Servicestelle (SOS) (Service center for South-Eastern Europe) presently conducts the second appr. 3-month orientation course for migrants from Romania and Bulgaria in Lurup since its foundation. Ms. N. teaches the course herself. The course languages are Romanian (Ms. N. herself is from Romania), Bulgarian and Romanes. The course participants have only been in Germany for a few days and generally have no knowledge of German. However, rather than teaching German, some sort of “Practical survival knowledge” for a shorter or longer stay in Hamburg and Germany is imparted. Topics are “Going to the Einwohnermeldeamt” (Registration Office), searching for an apartment, possibly “Going to the Ausländerbehörde” (Aliens Authority), questions concerning health insurance, child benefit, parental benefit, child care supplement, consultancy concerning the topic of “work” and a quick introduction to German culture and everyday life.

## Period observation course for ShareIT-guests: Qualification of integration attendants

“Integration attendants” of SOS are volunteers or laypersons presently receiving a small fee as “Lay interpreters”. The SOS “Integration attendants” themselves come from Romania or Bulgaria, have in the meantime acquired good working knowledge of German and serve as “language and culture mediators” on behalf of the migrants, accompanying them with visits to the doctor, to the parents’ consultation hour, to school or to authorities.

The 30-hour course “Qualification of integration attendants” prepares non-professional helpers for their work. A 12-hour part with theory from “Migration”, “Interpreting for Migrants”, to “Rights and Obligations of Migrants” is followed by 8 hours of practice, as well as two five-hour meetings with case discussions and an exercise sequence to “Proximity and Distance (Professional Distance!)” in social work.

Subsequently to the 2<sup>nd</sup> focus group meeting with KAROLA e. V. and SOS on June 17, 2014,, Ms. N. had asked for time for consideration as to consenting to being a “host” during the training week in the spring of 2015. In the meantime, Ms. G. (CEO of SOS) has given consent via email.

## Short report on the 3<sup>rd</sup> Steering Group meeting in Warsaw



The project managers of the sub-projects in Graz, Lodz, Glasgow, Zurich and Hamburg met in Warsaw on November 3-4. Times for the national training weeks were scheduled between calendar weeks 11 - 20 in 2015.

Scotland: calendar week 11 (March 9 - 13)  
Germany: calendar week 12 (March 16 – 20)  
Austria: calendar week 13 (March 23 – 27)  
Switzerland: calendar week 19 (May 4 – 8)  
Poland: calendar week 20 (May 11 – 15)

The hosting sub-projects will provide and book accommodations for the traveling guests (costs per night: 80 € incl. breakfast). The delegating sub-projects will assist in travel planning (especially with flight bookings). The whole program of the training week will be published on the ShareIT-website (editorial office in Glasgow).

### **Agreement on the organization of the Guest Day in the framework of the Hamburg ShareIT training week in calendar week 12, 2015**

SOS will look after the guests for one day in calendar week 12, between March 17 and 19, 2015.

- Ms. N. will welcome the guests at Lüttkamp 88 in Lurup. She will explain the history of SOS and will introduce the pedagogical staff.
- Ms. N. will give the guests an opportunity to observe teaching periods in the context of the “Qualification of integration attendants”. The guests will participate in one of the two meetings with case discussion and an exercise on proximity-distance (appr. 3-hour meeting). In the context of case discussions individual integration attendants voluntarily portray a case from their workaday life as integration attendants, which Ms. N. will comment in an advisory manner.
- Afterwards, Ms. N. will be available for a feedback talk and questions of the guests. During the case discussion an interpreter will interpret in parallel.
- At lunchtime, the guests will receive a snack (e. g. by pizza delivery service). SBB will cover the costs (the ShareIT Project). (Please keep the receipts and hand them over to us!).
- Ms. N. declares interest in traveling, as long as the programs correspond to her interests. She is especially interested in Roma work in the hosting countries. Mr. Dr.I will strive to establish relevant contacts in the partner countries, but cannot promise a corresponding offer.

Minutes: Frank Drecoll, 12. Dec. 2014



## ShareIT Focus Group Reports, Switzerland

### Focus Group 1

In order to know what organizations in the field of basic skills provision need to send trainers abroad and to host trainers within this project, we contacted the main Swiss providers. Nine representatives and decision makers of these organizations gave a detailed oral feedback to our questions.

#### Interviewees (decision-makers)

- Representative of Schweizer Dachverband Lesen und Schreiben, Zurich, interviewed on April 11<sup>th</sup> 2014
- Representative of Association Lire et Ecrire, Dompierre, interviewed on April 11<sup>th</sup> 2014
- Representative of akrotea, Zurich, interviewed on April 14<sup>th</sup> 2014
- Representative of EB Zürich, BasiX, Zurich, interviewed on April 14<sup>th</sup> 2014
- Representative of Klubschule, Zurich, interviewed on April 16<sup>th</sup> 2014
- Representative of Zürcher Hochschule für Angewandte Wissenschaften ZHAW, Zurich, interviewed on April 17<sup>th</sup> 2014
- Representative of Stiftung ECAP Basel, Basel, interviewed on April 17<sup>th</sup> 2014
- Representative of Weiterbildungskurse Dübendorf WBK, Dübendorf interviewed on April 28<sup>th</sup> 2014
- Representative of Schweizerisches Arbeitshilfswerk SAH Zentralschweiz, Luzern interviewed on April 29<sup>th</sup> 2014

#### Topics of discussion

- In a first step, general information and the goals of the ShareIT project were discussed with the interviewees. They had already been informed by mail in advance.
- The interviewees were asked what they and their organizations needed to send trainers abroad. Which are the organizational, educational and financial requirements?
- The interviewees were asked under which conditions they would host trainers from abroad. What role could they play?



- Finally, the interviewees commented on the methods and platforms of informal exchange they use in their job.

Recommendations from the decision-makers

#### **General conditions to send trainers abroad**

- Organization: Most trainers work freelance/on an hourly basis or are volunteers. This is why organizations can't usually send trainers abroad.
- In addition, trainers usually work a few hours a week for a basic skills provider.
- Trainers would have to invest their free time to do this exchange.
- Duration of Five days for the whole exchange seem feasible.
- The interviewees considered an arrival on Monday and departure on Friday as realistic.
- Language: Many trainers are reluctant to speak in English.
- Target group: The field of basic skills is very broad. Some decision-makers wonder if their foreign language trainers would want to exchange with literacy trainers.
- Most trainers in the field of basic skills provision are digital immigrants. The use of ICT in their job is often not a matter of course.

#### **General conditions to host trainers from abroad**

- In general, the interviewees state that their organization has little use in hosting trainers. This is because they consider it as an investment with no return. They don't profit from sending trainers abroad because of the volatile character of the working conditions. Furthermore, they state that they do not have the necessary resources for this project.
- However, other interviewees declare their general interest in hosting trainers from abroad in order to bring their knowledge into their organization.
- All decision-makers stated that they could decide in participating as soon as they know the content and the date of the exchange. Without knowing how much workload is expecting them, they don't sign any contract.

#### **Topic of the project: methods and platforms of informal exchange**

- Many trainers are not interested in an international exchange. In a first step, a national exchange that works should be developed.
- It is important that an exchange platform is useful for the trainers' work. If it is too complicated to use or too theoretical, they won't use the platform for their job.
- The transfer of the methods of informal exchange into the working context should be guaranteed. If the methods are only discussed theoretically, they won't improve the trainers' professional use.



### **Used methods and platforms of informal exchange**

- A common tool for exchange is the web-platform ILIAS.ch. Many trainers use this platform, similar to Moodle, to accompany courses and exchange course materials and experiences.
- Others state, using a writing journal in their everyday work context.

### **Focus Group 2**

After having talked to the decision makers of the basic skills providers, we interviewed the trainers of these organizations. The questions focused on their expectations of the ShareIT exchange as to content, organization and support. Four trainers have been interviewed.

### **Interviewees (trainers)**

- Trainer at EB Zürich, Zurich, subjects: German as a second language, reading and writing, everyday numeracy, all in relation to ICT
- Trainer at WBK Dübendorf, Zurich, subjects: German as a second language
- Trainer at EB Zürich, Zurich, subject: Office, ECDL, introduction to ICT, social media and Learning Apps
- Trainer at akrotea.ch, Zurich, German as a second language

### **Methods of informal exchange**

- "Intervision"
- Online forums on Moodle, Facebook, wuala, drop box
- Internal further education of subjects chosen by trainers themselves

### **Personal Goals**

- Get to know new platforms and methods of informal exchange
- Learn from other trainers how they use digital resources in their classes and for the exchange between colleagues
- Exchange of experience
- Learn from the others in order to make their classes better



## Content and form of the exchange

### Content

- Inputs about best practices in adult education
- Digital learning
- No theory
- How do the other trainers work as to methods and didactics for this specific target group?
- Digital and conventional methods of information exchange
- Based on the professional context of the trainers
- Cultural program

### Form

- Workshops
- Combination of working in groups, classical didactic teaching and personal one-to one-exchange

### Frameworks and prerequisites

- Duration: 5 days are okay
- Time: spring and autumn are okay. It's important to know when the exchange is going to take place well in advance.
- Place (3 answers): Hamburg: 2; Graz: 1; Glasgow: 2; Łódź: 2
- Language: The trainers feels absolutely secure to do this exchange in English
- Support from employer: The exchange is no paid working time. One trainer states that her employer organizes a substitute for her during her absence.



## Trainers in Literacy and Basic Skills Informal Knowledge Transfer

Report 3rd Focus Group, 21. September 2015, Switzerland

In order to assemble and discuss the methods of informal learning used by the Swiss participants in the ShareIT training and to know their expectations regarding the training, a 2hour meeting took place in Zurich.

A lively exchange took place between 5 participants.

### Participants

- Trainer at EB Zürich, travelling to Glasgow
- Trainer at Klubschule Migros Zürich, travelling to Austria
- Trainer at Klubschule Migros Zürich, travelling to Austria
- Trainer at Lesen und Schreiben Aargau, travelling to
- Martina Fleischli, Schweizerischer Verband für Weiterbildung, SVEB, coordination

### Program

In October 2015 4 Swiss trainers take part in the ShareIT exchange in the 4 partner countries.

The 5 trainers meet in order to prepare themselves for the training beforehand and to discuss the various methods of informal further education/learning in the field of basic skills promotion.

The goal is to tackle and reflect the methods of informal further education, so that the trainers can cogitate about them better during the exchange.

9:00	Opening	Martina Fleischli
9:05	Presentation of participants	Participants
9:15	ShareIT: The project and its goals	Martina Fleischli
9:45	Informal methods of further education: Your experience	Participants
10:20	Organizational issues of the training	Martina Fleischli
10:50	Final discussion: Questions	Participants
11:00	End of meeting	



Topics of discussion

**Which methods of informal further education/learning do the trainers already apply in their job?**

- Team-Teaching: Learning from the colleague with whom they teach with.
- Learning from the participants in the course: By exchanging with the participants in the classes, the trainers constantly learn new things for their own professional environment.
- Meetings of trainers: Informal professional exchange among trainers of the same organization.
- Training of the publishers of training material: A German publisher organizes regular trainings for experts/trainers in the field of basic skills.
- Exchange of experience among trainers: Discussions during the break or other exchange with colleagues.
- Internal further education: In an organization trainers give regular thematic inputs on their field of work. All trainers of this organization can participate in these workshops.
- The exchange between trainers takes predominantly place within the own organization. Beyond that there exist few opportunities for exchange.

**Which platforms of informal learning / professional exchange the participating trainers would wish?**

- Forum German as a foreign language, example Germany
- Platforms for exchange in the field of reading and writing: Existing platforms for exchange focus too much on teaching of foreign languages. The focus on Reading and Writing for native speakers is missing.
- Specific Newsletter: Newsletter with limited background information, e.g. focused on teaching English as a second language
- Meetings, platforms for trainers of reading and writing: The classical formats of learning in this field don't work with reading and writing classes for native speakers. This is why informal learning is even more important.
- Coaching for learning: Offers that show the trainers how they could efficiently learn informally.

*mf, 21.09.2015*

**ShareIT – Focus Groups Report (Poland)**

**1st Focus Group gathering decision makers and managers of training institutions  
(07.05.2014)**





## Trainers in Literacy and Basic Skills Informal Knowledge Transfer

### Aims:

- to provide partners with objectives and outline of the project
- to gain knowledge what are the needs of training institutions in terms of developing competences of the teachers/trainers
- to establish stronger links to associated partners

Focus group enabled to establish contact to associated partners and involve them in implementation. The managers and decision makers were asked about the possibility to host trainers from abroad. Partner organisations were asked about the possibility to release trainers for the exchange programme.

Potential difficulties that partners might face were discussed, e.g. releasing staff for the trainer exchange, financial aspects of sending staff. Another issue were the methods of informal exchange.

Partners were asked about ideas and suggestions for the realistic length of time for training of staff, what competences do they think trainers need to develop/learn. The most appropriate length is 3-5 day (no more than one week), not to interfere with personal obligations and work plan. It would be interesting to go for study visit and observe how similar organizations function abroad.

### Managers' feedback and expectations:

- They will be happy if the trainers could develop communication skills and practical skills and methods of conducting trainings
- Beneficial for training institutions – exchange of knowledge within organizations
- No problem with sending trainers. Trainer are mainly freelancers
- Hosting trainers may be beneficial – possibility to exchange experience and methods, broadening perspective, gaining new contacts.
- In terms of competences for trainers to gain: different methods of delivering the trainings, how the counselling for beneficiaries functions, development of planning and management of trainings, conflict solving, intercultural-communication.

### 2nd Focus Group gathering teachers/trainers in basic skills provision was held on 16.05.2014

#### Aims:



- to provide the participants with summary and objectives of ShareIT
- to enable to gather information from teachers/trainers on current teaching methods of practice and reflection on teaching/training practice.

Trainers were asked about their expectations/wishes/doubts about the ShareIT and the transnational exchange programme. Focus group also concentrated on the discussion on their training experience.

**Trainers feedback and expectations were gathered:**

- They are positive about the perspective of exchange of methodologies and practice abroad (new experience that may enrich their work)
- Some trainers were concerned about the problems in communication (if they will be able to communicate effectively)
- training not to interfere with assigned/planned trainings and other obligations
- They are looking forward to get to know and establish contacts with other trainers
- Possibility to practice language and communication skills in international environment is interesting perspective
- Possibility to see how training institutions are organized in other countries, learning provision for adult learners is organized
- Broadening perspective and learning about new cultures

**Good practices of informal professional exchange were collected:**

- Ongoing contact and exchange of best practice in internet thematic groups and forums of trainers
- Delivering public presentations on a given topic / practicing techniques and analyzing presentation
- Self-training on the basis of tutorials, webcasts and best practice available videos online (for example within YouTube)
- Developing skills in training needs analysis of beneficiaries
- Trainer's portal (trenerngo.pl) and Trainer's Handbook („Podręcznik trenera”) - Guidebook for self-training with practical information how to deliver training
- Job-shadowing



## Trainers in Literacy and Basic Skills Informal Knowledge Transfer

### 3rd Focus Group gathering teachers/trainers in basic skills provision was held on 17.09.2015

#### **Aims:**

- to provide trainers with objectives and activities carried within the ShareIT project
- to gain knowledge what are the needs of Polish trainers in terms of developing competences
- to discuss the tools for psychical exchange used within ShareIT project and present Trainers Platform
- to establish stronger links to associated partners and local organizations

3<sup>rd</sup> Focus Group was organized prior to the Autumn 2015 ShareIT exchange. Trainers that applied to take part in the international exchange were asked about their expectations in terms of competences and methods of informal exchange during transnational exchange programme. The discussions also provided overview what are their target groups and experience in terms of basic skills provision for adult learners.

Project aims and activities were presented by Grzegorz Grodek (36,6 Competence Centre). Each participant received the brochure in Polish providing overview of the project and exchange programme).

Participants introduced each other. Trainers work with various target group. One of the trainers has experience with language skills provision for the immigrants (mostly from Ukraine). Some of the trainers also provide psychological support and work-oriented guidance. One of the trainers is ICT and e-learning specialist. Most of them used to work with the unemployed or marginalised.

#### **Trainers expressed their expectations about the exchange programme:**

- Trainers would like to get insight into basic education provision in partners countries in comparison to Poland
- In Poland the offer of basic skills education is limited in comparison to Western Europe. The government has just started to put more focus and emphasis on alphabetization. ShareIT is great opportunity to learn from other countries
- Trainers would like to compare the methods of conducting classes, the learning conditions and facilities to their institutions
- Establishing contacts with other trainers and organizations may lead to future collaboration



- Trainers expressed the will to practice language and communication skills in international environment
- Possibility to see how training institutions are organized in other countries
- Broadening perspective and learning about new cultures will be also beneficial

#### **Presentation of Trainers Platform and tools**

- 36,6 Competence Centre presented the tools for psychical exchange (application form, agreement, evaluation tools)
- The procedure is clear to follow for Polish trainers and transparent
- Trainers were curious what costs are covered and what is the system of payment/reimbursement
- 36,6 CC presented online platform for exchanging experience and its functionalities
- Social media channels (Facebook, YouTube) were also presented and trainers were encouraged to follow these media and share experience online

#### **Selection of countries and dates of the exchange**

- Trainers have a closer look at the training programmes provided by ShareIT partners with relation to interests of Polish trainers
- One candidate decided to apply to go to Germany; Three trainers applied to visit Austria; One trainer applied for the course in Switzerland.
- Further agreements were managed individually with trainers after the meeting



## Trainers in Literacy and Basic Skills Informal Knowledge Transfer

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- Job-shadowing



## Trainers in Literacy and Basic Skills Informal Knowledge Transfer



### The Partners:

- Glasgow Clyde College (Glasgow)
- 36,6 Competence Centre (Lodz)
- Stiftung Berufliche Bildung (Hamburg)
- Swiss Federation for Adult Learning (Zürich)
- Inspire - Verein für Bildung und Management (Graz)



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