



Progetto co-finanziato dall'Unione Europea



MINISTERO
DELL'INTERNO

OBIETTIVO SPECIFICO 2 “Integrazione/Migrazione legale”
OBIETTIVO NAZIONALE 3 “Capacity building”

PROGETTO DIMICOME

Diversity Management e Integrazione:
Competenze dei Migranti nel mercato del
lavoro

(PROG-2195) – CUP H79F18000400009

1° Workshop WP2

***From latent potential to visible resource: soft
skills related to migration background***

Thursday 10th october 2019 h 14.00 - 18.00

Friday 11 ottobre 2019 ore 9 – 13.00

Fondazione ISMU,

Via Galvani 16, Milano

Results from WP2

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Main aims of WP2...up to now

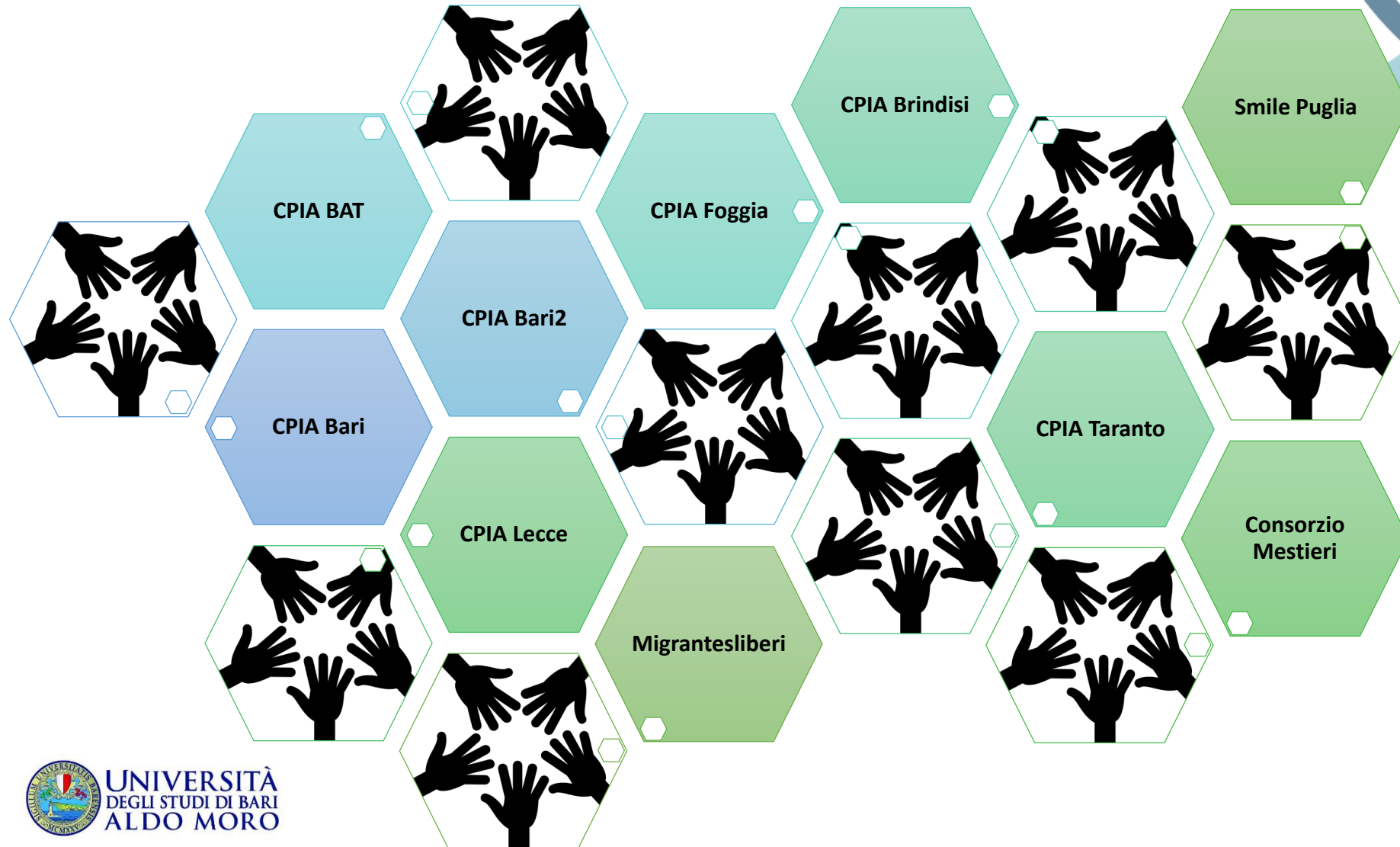
To contact 10 public and/or private organizations active within the regional field showing expertise on migrants' skills identification and/or assessment

To facilitate the discussion about strenghts and weaknesses in light with their experience and to compare the tools and methodologies used to this aim.



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The participants to the discussion in Apulia



Who are the CPIA?

The Center for Adult Education (CPIA) are public schools recognized by the Italian Ministry of Public Education (according to the law n. 263/2012). They supply professional training and education paths for adults, both Italian and Migrant citizens, aged more than 16 years old and for young people (Italians and Migrants) aged 15 years old undergoing a precautionary injunction from the Legal Authority.

The CPIA organize their activities around three main pathways within Continuing Education: First Level Education, First Level Literacy Teaching of the Italian Language, Second Level Education.

The CPIAs are actually involved in a Regional technical table discussing the future guidelines about long life learning, guidance, and skills validation and certification.



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What about the other participants?

Consorzio Mestieri is a local social cooperative supplying integrated services to Migrants (ranging from recruiting, to guidance, to placement to training). Consorzio Mestieri has been recently recognized by the Apulia Region as an employment agency and is authorized by the Ministry of Labour and Social Policies to supply selection and placement professional services. Within the last years, Consorzio has carried out some projects specifically aimed to the enhancement of Migrants skills.

Smile Puglia is an Educational Center recognized at the Apulia Region. They work mainly within the macro category of long life learning: Higher Education and Education for disadvantaged targets. Within the last decades, the Center has initiated some training paths aimed to empower migrants professionalization.

Migrantesliberi is a social company, very active with reference to migrants and refugees' skills enhancement. It has established a forward-looking model by founding actual open homes where migrants (maximum 20 people) live together and are encouraged to develop positive relationship with the local natives, thus becoming active part of the social context. These homes are managed by a qualified team that is also working hard to start vocational guidance paths addressed to migrants and refugees in order to enhance their human capital.



The experience of CPIA

Main strenghts and opportunities

Many migrants have attended the literacy teaching courses as well as the first and second level education within the last decades. This opportunity has been experienced as a wider chance to integrate within the social and professional context.

With respect to Italian Students, Migrants are highly motivated to attend the courses and to learn Italian since they see this as an important occasion to get in touch with our culture and as an opportunity to find a job

The continuity between the three levels of education is an attracting feature for Migrants. They are encouraged to learn the language and then to increase their abilities and skills also developing a potential professional plan.



The experience of CPIA

Main weaknesses and challenges

Within the last years the CPIA have experienced a decrease of applications consequent to the block of disembarkations and to the closure of many Welcoming Centers in the South of Italy.

Another weakness is the organization of the CPIA since they do not owe a location. Generally, CPIA are located within schools that is why they cannot plan their activities and schedules autonomously. By this, they probably fail to attract some targets such as migrant women, who in the morning could be more free from their family engagements and could attend could more easily.



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The experience of the other organizations: Main strenghts and opportunities

Migrant workers are more motivated with respect to Italians. They often show personal features such as availability, motivation to learn, adaptability and resilience that are highly requested by the labour market

Another positive point is the fruitful (informal) network between cooperatives, educational centers and welcome centers. Here Migrants are supported and oriented to make a professional plan a to start or restart learning.



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The experience of the other organizations: Main weaknesses and challenges

One of the main difficulty is the different linguistic baseline of Migrants with respect to the Italian language. This makes more complex the organization of homogeneous groups for training activities.

Another difficulty is to «break the wall» with Migrants, namely to gain their trust. Many of them are suspicious and distrustful towards Italian associations and cooperatives since many profit from them to have financial support from the government and/or from the Europe. There is an actual war between associations to recruit Migrants and to pay them as a compensation for the attendance to courses. This attitude completely neglects their motivations and inclinations and fail to give them what they really need.



Focus on the soft skills

All participants agreed that to enhance migrants soft skills should be a fundamental aim. However, there is no agreement about how to assess soft skill: each participant use different methodologies and tools. Soft skills are mostly assessed during their training and /or professional experiences and generally not with a precise protocol.

The CPIA generally focus on soft skills during the socialization sessions that come before training. Then teachers attempt at exploring migrants experiences and education in the near past. This is strategically linked with the definition of the learning goals that would lead the training session. Adopting this methodology they could certify the acquisition of a learning goals and translate it into a technical skill or into a piece of knowledge but it is more difficult to certify soft skills. Anyway according to them soft skills certification is not a priority of migrants, who are eager to learn Italian.

Consorzio Mestieri, Smile Puglia and Migrantesliberi agreed about the evidence that soft skills acknowledgement is highly important. However they feel disadvantaged with respect to CPIA since they cannot follow Migrants during their continuing Education. They only see them on occasion of a training session or of a vocational guidance interview. It is a more limited time span and the language is often a high difficulty.



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How to observe and to assess soft skills?

The CPIA priority is to certify the acquisition of the learning goals that are strictly connected with the training plan. Therefore, the acquisition of skills is assessed and certified through a specific exam and/or a practical test that could be used both at the beginning of the training, in the middle of it or at the end. In the case of these technical skills the use standardized tools.

As for soft skills they have different methodologies and each of them proceed autonomously. Some of them use the interview to observe and take notes about what comes out evidently in terms of psychosocial features. Some others underline the need to share tools to categorize these impressions into a structured grid in order to align their judgements.



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How to observe and to assess soft skills?

Consorzio Mestieri use a structured interview to access to soft skills. The expert uses a check list organized into relevant thematic nodes and by this explores the interlocutor's experience trying to focus on simple daily episodes that in turn could tell some information about some psychosocial features such as flexibility, adaptability, resilience. These traits are then associated with specific job demands and thus with a professional profile. This exploration comes before starting the training/recruiting intervention.

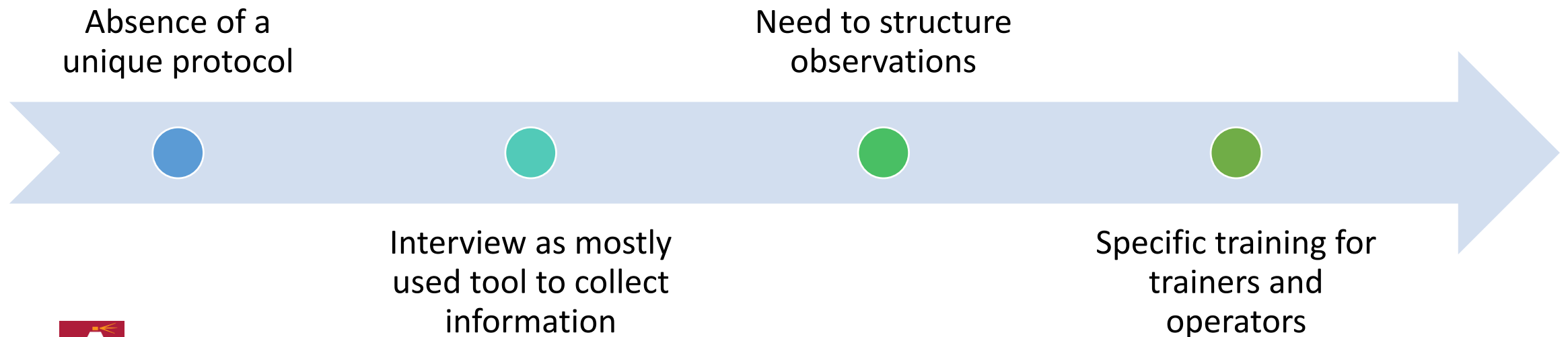
Smile Puglia has developed a double process: on the one hand, after the training session, the certification about the acquisition of a standard of skills according to the Regional professional Repertoire and on the other a more qualitative assessment of the potential using tools that are typical of vocational guidance practice (skills assessment and recognition)

Consorzio Mestieri added to these methodologies also a group interview to exploit the power of peer relationships and to facilitate the emergence of soft skills.



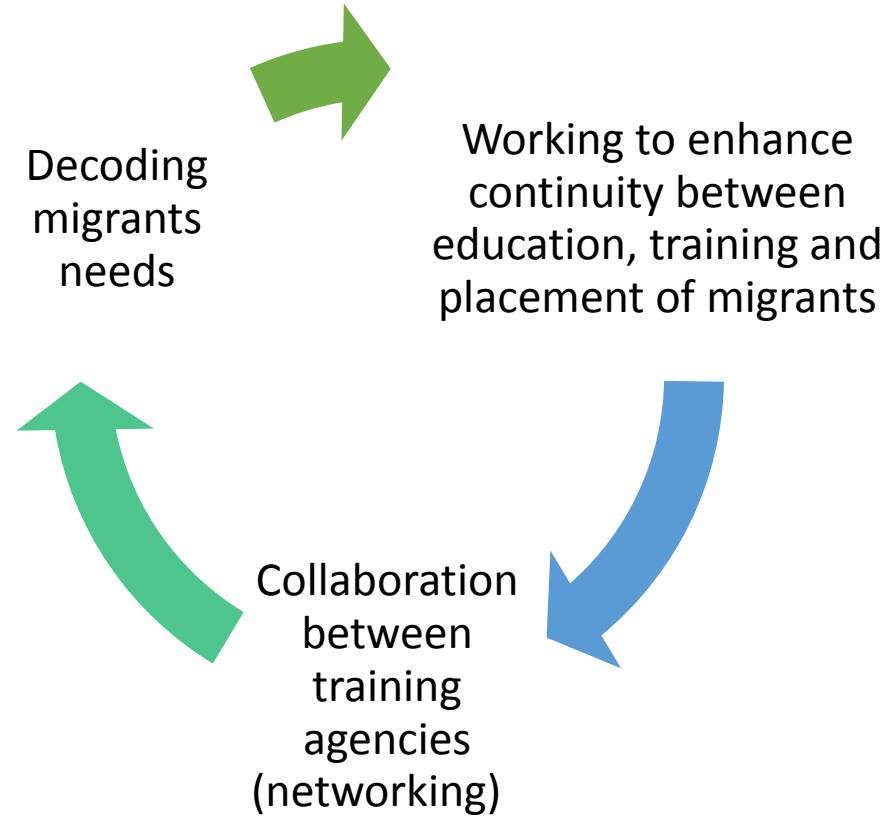
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So what is the state of the art about soft skills' assessment and certification?



Where do we go from here?

Suggestions and future directions



Many thanks
for your kind
attention!

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