Sample for experience reports

The following sample contains central questions for experience reports on the training activities which were carried out in the framework of INTEGRATION.

The experience reports are supposed to describe your experiences when testing the training activities in your institution. They might help to give a concrete impression to others how to use these training activities.

The reports should tackle the central instructional design categories of the INTEGRATION matrix which include:

- Framework
- Target Group 1 (Staff Members)
- Target Group 2 (Migrants)
- Ressources
- Demands
- Overall Aim
- Contents / Learning Objectives
- Aspired Competencies and Skills
- Learning Environment
- Methodology
- Activities / Tasks / Assignments
- Learning Material
- Media
- Structure / Time
- Evaluation
- Dissemination

Each of these categories should be described according to your specific context.

Moreover you might outline for each category:

- what you had to consider during the design process
- what you experienced when carrying out the activity
- and what you would recommend to others when implementing an intercultural training in their institution or using your approach and material.

The questions attached to each category might help you to refer to these aspects.
1. Framework

- (Please describe your institutional framework.)
- Which aspects within the framework of your institution had to be considered when planning the intercultural training activity in your institution?
- What were your experiences when implementing the intercultural training in your institution?
- Is the training transferable to other institutions? Under which circumstances?
- What would you recommend to others when implementing an intercultural training in a similar institution?

- Description of the institutional framework: see context analysis

The Ghetto Cooperative supplies expert advice and supports didactic structures approaching school age youngsters. Incentive guidance is given with the help of graphic and audiovisual aid getting them acquired with the artistic patrimony, Knowledge is learnt about museums art collections and monuments. Researches for didactic use in schools teaching institutions and other formation centres. 

It elaborates, coordinates and manages experimental and theoretical programmes of local, regional, international and communitarian interest. Cooperating scientifically with similar centres exchanging and comparing information on the courses. Supplying services concerning the instruction, formation and professional updates. In particular professional formation courses (with or without recognition), individual and collective updates courses at the main branch, programme processing according to the needs and characteristics of the customers.

Supplies management, maintenance and safe keeping services to art and culture institutions. The most important aspect in our main activities is the collaboration with Arcoiris, a onlus feminine culture and multiethnich association, we work with them to implement MEDEA Project, a formation course for becoming cultural mediator, a professional role specialized in ‘welcoming and mediating’ with immigrants. We collaborate with them to implement Intercultural centre for immigrated women. The object of this project is to construct an intercultural centre, run by a feminine multiethnich association called Arcoiris, a meeting point for women of Italian culture and women of foreign culture thus a hospitality centre for women encountering problems concerning the immigration process, a reference point for women from whichever origin with a spirit of wanting to learn more about each others knowledge, the point is to create an open minded joint-venture between multi-ethnical culture.

This two experiences is fundamental to plan the intercultural training activity in our institution. We think that our experience with the training activities is very good, because we created the courses with the collaboration of the immigrant women, so the courses reply to their requirements.

We think that this courses could not transferable to other institutions, because they are specific for immigrants which arrive in Italy, but the methodology is transferable because we think that it is very important to understand what the immigrants want.

2. Target Group 1 (Staff Members)

- (Please describe your target group.)
- Which aspects of your target group had to be considered when planning the training activity?
- How did you gather information about your target group?
- What are your experiences with conducting the course with this target group?
- Is the training transferable to other target groups?
- What are prerequisites for other target groups to take the training?
- What would you recommend to others when carrying out an intercultural training activity with this target group?
3. Target Group 2 (Migrants)

- (Please describe your target group.)
- Why do you address to this target group?
- What were important aspects of this target group which effected the design of your training?
- How did you gather information about this target group?
- How did the training facilitate cross-cultural understanding with regard to this target group?
- Is the training transferable to other target groups?
- What would you recommend to others how to facilitate cross-cultural understanding with this target group?

- Description of the target group 2 (migrants): see contextanalysis

We work with the members of Arcoiris Association because we work with them in other experience and because they are one of the most important Association of immigrants of south Sardinia.

4. Resources

- (What kind of resources were available in your situation?)
- How did you manage your resources when planning the course?
- What kind of resources did you need to conduct the course?
- What are prerequisite resources for others to conduct this course?
In our courses it is very important to know the Italian context for immigrants and the opportunity that it offers them. We take the information from local institution and describe the opportunities and rules in a power point unit. The prerequisite resources for others to conduct these courses are to know very well the context for immigrants in their countries so they could get correct information about rules and opportunities to immigrants.

5. Demands

- (What were the specific demands of your situation?)
- How did you base the training activities on these demands?
- Did the training meet the demands in the end?
- What would you recommend to others how to meet these demands?

We base our training on the demands of the immigrants that collaborate with us, which explain us that the most important thing for the immigrants when arrive in Italy is understand the rules and opportunities of Italy, particularly to understand how they can looking for work, what they can do to study and secondary what they can do to obtain driving licence. We recommend the others to implementing courses on the demands of the immigrants, so the courses are very powerfull.

6. Overall aim

- What was your overall aim?
- Why did you want to achieve this aim?
- Did you achieve the aim in the end?
- What would you recommend to others how to achieve this aim?
Our aim is to help the immigrants to integrate themselves and improve our activities and approach with the immigrants. We think that we improved our activities in the end. We recommend the others to work with the immigrants to implementing the activities.

7. Contents/Learning objectives

- What kind of contents and learning objectives did you set up?
- Why did you set up these learning objectives?
- What kind of contents did you choose with regard to the learning objectives?
- How did your learners cope with the content of the course?
- Did they achieve the learning objectives?
- What would you recommend to others how to achieve these learning objectives?

We have set up the unit about the ways to study, looking for job and secondary to obtain drive licence because the immigrants want to know these things and because we think that these things are very important to favourite their integration. They tell us that our courses are very interesting and this is our objective: interest them. Not all of them use our information but then more of them contact us and the Association Arcoiris for other information and this is a good results. We recommend the other to produce material that is really interesting for immigrants so you can achieve your objectives.

8. Aspired competencies and skills

- Which competencies and skills did you aim to teach?
- What kind of training activities did you choose to teach these competencies and skills?
- Did your learners acquire these competencies and skills?
- What was especially important to acquire these competencies and skills?
What would you recommend to others how to acquire these competencies and skills?

We want, overall, that they learn to communicate their problem and try with us a solution. Yes they improve their way to communicate and help us to understand their demands.

9. Learning environment

- In which learning environment did you carry out the training activities?
- What did you have to consider when arranging the learning environment?
- How did your learners cope with the learning environment?
- What would you recommend to others how to arrange their learning environment?

We prepare for them a card that we distribute and explain during our activities. They are satisfied. We recommend the other to explain and help immigrants without being too invasive.

10. Methodology

- Which methodology did you use?
- Why did you decide for this methodology?
- What were your experiences with using this methodology?
- What can you recommend to others how to arrange methodology for an intercultural training?
We decide to ask the immigrants what they want and to transferee the replies in the cards in clear and simply way. So the immigrants could take the information with them and could use when they want. We recommend the other that the information must be simply and clear.

11. Activities/Tasks/Assignments

- What kind of activities did you carry out during the course?
- What kind of tasks did you assign to your learners?
- Why did you set up these tasks?
- How did your learners cope with the tasks and assignments?
- What would you recommend to others when assigning tasks for their learners?

We get the information for integration to the immigration and we try to involve they in our activities, particularly in our main events, Open Monuments, so they can know our history and they can feel themselves more Italian. We recommend the other help them and involve them in your activities.

12. Learning material

- (What kind of learning material did you use?)
- (How did you design or choose your learning material?)
- (What were your experiences with using the learning material?)
- Can the learning material also be used in other contexts?
• What would you recommend to others how to design, choose and use learning material for intercultural training?

• Description and experiences: see evaluation results

We use simply and clear cards that were appreciated by the immigrants.

13. Media

• What kind of media did you use?
• Why did you decide for a certain media?
• Where did you get the media from?
• With which intention did you use the media?
• What were your experiences with using the media?
• What would you recommend to others how to choose and use media in their training activities?

INTEGRATION LMS in the web portal

14. Structure/Time

• Please describe the (time-) structure of your course.
• How did you structure your course?
• What did you have to consider when structuring your course?
• How did you compose learning units?
• How did your learners cope with the structure of the course?
• Did your learners use the learning time effectively (active learning time)?
• In which range can the time structure be varied?
• What can you recommend others when structuring their course?
• What can you recommend to others how to use the available time resources effectively?

The Course is made by five learning units:
1 presentation
2 come in Italy
3 live in Italy
4 study in Italy
5 work in Italy

The course has learning materials which explain how to cope with Italian society and bureaucracy.

15. Evaluation

• How did you evaluate your training?
• How did you use the results to adjust the design of your training activity?
• What were your experiences when evaluating the training?
• What would you recommend to others how to evaluate their training?

We are satisfied because we have helped the immigrants and we have improved our approach, in fact the number of immigrants who ask us in Arcoiris Association has increased and so the immigrants who participate, as voluntary, in our main events Open Monuments.

16. Dissemination

• What kind of activities did you carry out to disseminate your experiences and material?
• What did you have to consider when carrying out your dissemination activities?
• What were your experiences with disseminating your experiences and material?
• How did other people benefit from your experiences and your material?
• What can you recommend to others when transferring approaches on intercultural training to other contexts?