



# National Seminar of QUEST Romania for language educators

**"Think European! Think Quality!"**  
26-27.06.2012, Bucharest, Romania

Social Integration and LSP

INTEGRA project

Immigrants integration by offering language support related to  
the financial domain

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# INTEGRA - Migrants' Integrating Kit - Basic Language for Dealing with Financial Matters

Lifelong Learning Programme GRUNDTVIG Multilateral project



- **Aim of the project**

to work together with social partners such as migrant communities and financial institutes to create a Europe wide network of relevant institutes in order to reach migrants in partner countries to improve their integration into local society by providing them with opportunities to gain language skills on basic financial matters

# Project characteristics



- Duration- starts on 01-10-2010  
finishes on 30-09-2012

- Number of partners – 10
- Number of WPs – 7
- Number of partner meetings – 5
- Partners

SOROS INTERNATIONAL HOUSE – LT (coordinator)

DIAN - Training and Management Activities – GR

Dialogue language institute – DE

Instituto de Formacion y Studios Sociales IFES - ES

Milli Egitim Müdürlüğü-Diyarbakır – TR

Smashing Times Theatre Company – IE

Pressure Line V.O.F. – NL

EuroEd Foundation – RO

DHE Solutions Ltd. – GB

AKADEMIA HUMANISTYCZNO – EKONOMICZNA W LODZI - PL

INTERNATIONAL HOUSE – BY (third country partner)

# Target groups



- Migrants to old EU member states
  - migrants from new EU member states - new migrant communities with new traditions
  - migrants from outside the EU - old communities of migrants with old traditions from third countries
- Migrants to new EU member states
  - migrants from the third countries
  - people from new EU member states migrating to EU countries
- Migrant community organisations
- Financial institutes
- Education institutes (adult educators and financial experts involved in trainings)
- Other support organisations to migrant communities

# Specific objectives



- analyse migrants needs in terms of basic local language knowledge in relation to financial matters, financial terminology, basic financial documentation as well as specifics of financial systems in partner countries in order to fulfil their everyday needs
- compare good practices used for introducing basic local language on financial matters and basic country specific financial operations in old EU member states as well as in new EU member states
- collect materials for the development of an essential Kit for migrants
- organise and implement trainings together with language professionals and financial experts to representatives of migrant communities in order to cascade that training to ultimate beneficiaries-migrants from the partner countries
- collect materials to create and develop an active web portal with the support and direct involvement of social partners

# General objectives



## *To enhance*

- basic language skills of migrants living in partner countries, specifically relating to financial matters
- migrants' potential for mobility within the EU labour market
- intercultural learning and empathy in migrant communities for international communication in different countries
- self-confidence among migrants
- ability to break personal and cultural frontiers



# Main outputs

- Created European network of fitted trainers from migrant communities able to continue delivering the skills to final beneficiaries
- Developed Useful Kit of financial terminology, financial glossary and a guide with the main information on financial institutes or financial information sources
- Created and constantly updated long-time after the project is over, an active webportal for integrating all the useful financial information, on-line trainings, contact information and networks data

# Project will impact on



- Migrant communities members, which will be using the Kit developed during the project and the web portal for their everyday needs and will be trained by the trainers-representatives from migrant communities, equipped with the methodology to educate wider range of migrants
- Migrants, who do not belong to migrant communities involved in the project, will be able to use the web portal and the Kit for their self-learning of basic language on financial matters
- General public, who will use the Kit and the web portal materials as an in-formal way of learning
- Educational institutes, will use the project materials as a non-formal way of teaching





# Needs analysis

**No of questionnaires distributed: 100**

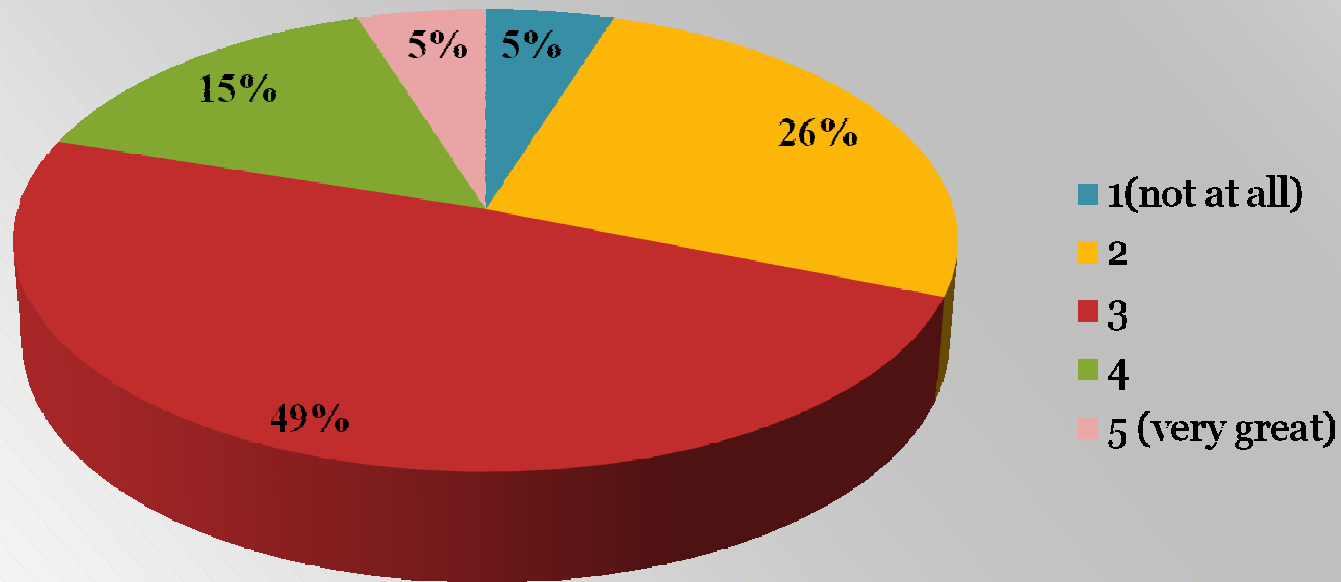
**No of questionnaires collected: 86**

## **Countries of origin:**

Israel, Tunis, France, Nigeria, China, Morocco, Portugal, Norway, Greece, South Africa, India, Palestine, Ireland, Somalia, Sweden, UK, Kenya, Pakistan, Mauritius, Albania, Sri Lanka, Madagascar, Canada, Lebanon.

**Social groups:** employed, self-employed, students and retired people

# Expectations vs. achievements



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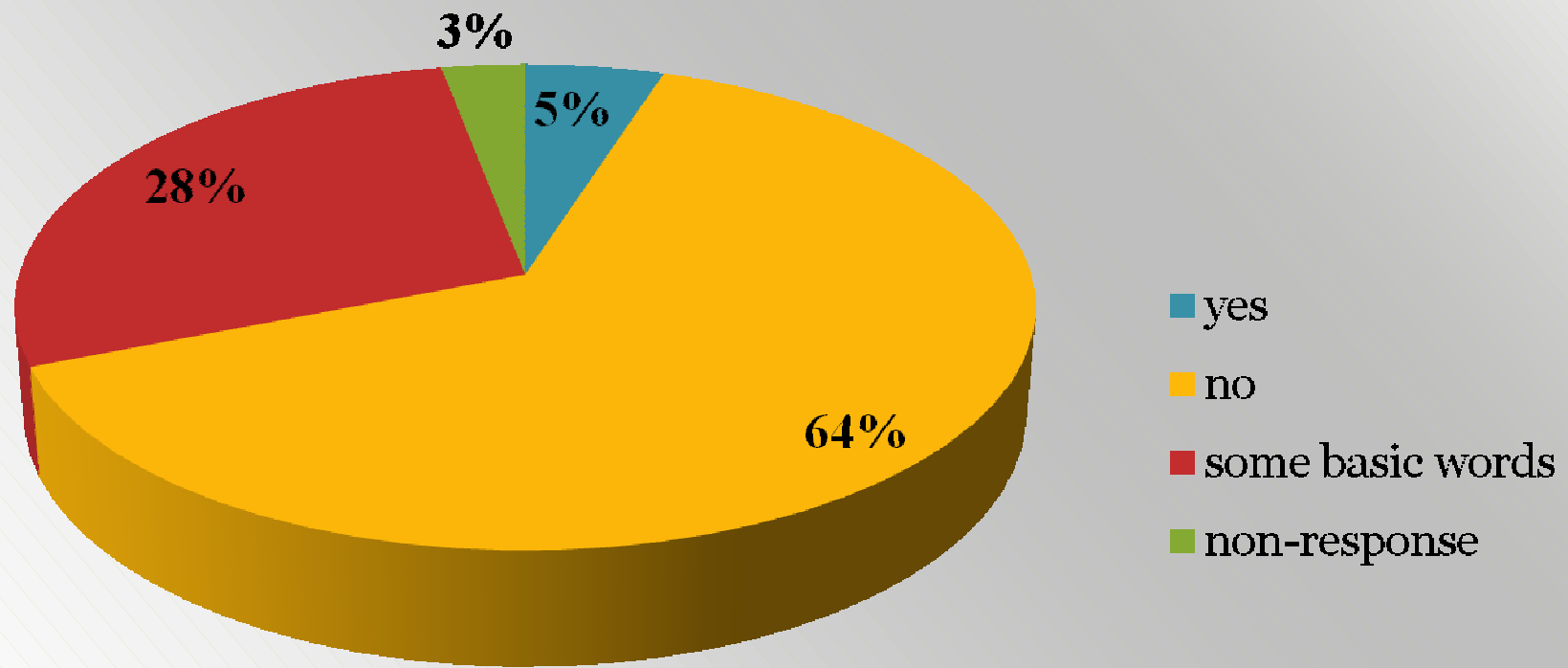
On a scale from 1 (not at all) up to 5 (very great) respondents had to select the extent to which their expectations on the new country were met.

A majority of 43 people (49%) stated their expectations were met at a medium level (choice 3);

- 22 people stated their expectations were met at a rather low level (choice no 2);
- 13 people stated their expectations were met at a rather high level (choice no 4);
- 5 people stated their expectations were met at a very high level (choice no 5);
- 4 people stated their expectations were met at a very low level (choice no 2);

Based on the answers to question no.6 (information on the host country) and considering the majority of choices in this question there is a clear need of information prior migration to help people better envisage and plan their move so that they know what to expect and to plan their own strategy to cope with change on the basis of real data and information.

# Knowledge of the new language prior to migration



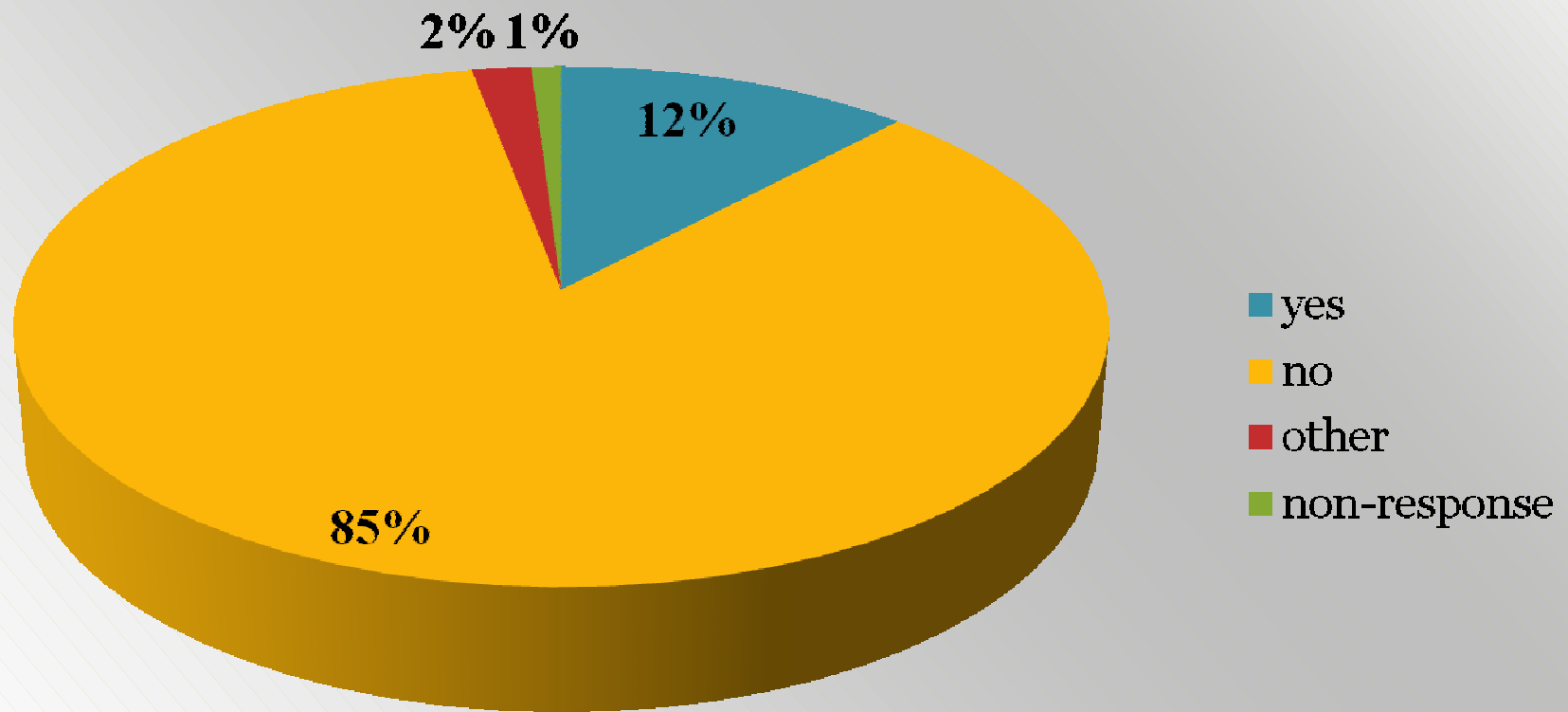
# Knowledge of the new language prior to migration



Regarding the knowledge of the Romanian language prior to their migration to Romania a majority of 59 people (64%) answered that they hadn't learnt the language of the country of immigration prior to their migration; 23 people (28%) answered that they were able to use a basic vocabulary; And 4 people (5%) answered that they learned the language of the country of immigration (and therefore had a higher language level) before their migration.

Again this underlines the need of language study and practical approaches to language education (and culture) to help beneficiaries develop skills for immediate use as they have already moved and lack any prior developmental stages in this direction.

# Language proficiency: use of LSP



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Regarding the use of LSP to enquire about various financial information, a majority of 73 people (85%) answered that they were not able to ask questions in the local language (about fees on credit card statements);

10 people (12%) answered that they were able to ask questions in the local language about fees on credit card statements;

- 2 people (2%) chose the option: other (saying that sometimes they can ask questions on this aspects);

-1 person didn't answer this question.

To ensure a basic level of needs addressability on the part of the Romanian financial and administrative system we need to make sure that clients can express their enquiries, clearly and so ask for the help and support of institutions and their representatives.



Implementing the needs analysis in Romania, especially in the region of Iasi has provided us with the following conclusions:

1. Providing information on Romania (language and culture) prior migration – this allows migrants to plan ahead, get an accurate picture of the new country and tune their level of expectations. At this level we can very easily and successfully collaborate with the social partners who can support the international partnership by providing the necessary data on migrants and also by providing migrants with the necessary information on the country they intend to move or have already moved to.
2. Offer general linguistic and cultural support – basic knowledge of language and culture should be the starting point to help new comers better integrate themselves and then plan their future development in this direction.
3. Offer support for specialized contexts – The results of the analysis show that beyond the need of basic cultural info and linguistic abilities, migrants need to be able to deal with daily financial matters and they need to be trained in this direction as well.
4. Relevance - all the information and training need to be contextualize so as to bridge the gap between theory and practice and equip beneficiaries directly with the skills and information they need in daily life.
5. Appropriateness is another key factor referring both to language level/ cultural information and personal learning needs of the beneficiaries.
6. As communication in any language is an extremely complex process, all 4 skills need to be addressed and developed on to equip beneficiaries with a holistic experience which would later on ensure their successful performance in different linguistic circumstances.
  - As long as the project will take these in consideration and work closely with beneficiaries (individuals or representative organizations) project activities will be successful and relevant and will have high chances to be continued after the funded life of the project, in the exploitation stage.