



Volunteer Training Report, Spain 2018

1. Aim and objectives of the volunteer training and introduction

The Spanish RoMigSc Volunteer training activity took place on March 15th at the Faculty of Economics of the University of Alicante from 9:30 till 18:30. The aim of the training for volunteers was to give students an opportunity to develop knowledge, skills and attitudes to assess volunteering needs and to develop a program for volunteering activity. The participants learnt about volunteering activities from international case studies and experience of actual volunteers and provided fresh ideas about what can be improved. The participants were also introduced to the RoMigSc general objectives and the volunteering activities of the project.

The objectives of the training were:

- to understand the concept and characteristics of the volunteering activity;
- to identify challenges in volunteering and define innovative volunteering projects;
- to anticipate difficult situations in volunteering settings such as participants' low motivation, resistance from beneficiaries, etc.
- to understand the issues of integration of Roma and migrants in Spanish schools and to compare domestic situations with international practices;
- to create and share new ideas/projects about supporting schools in the integration of Roma and migrant children;
- and to learn how to formulate the implementation process of the volunteering activity

<https://romigsc.eu/2018/03/22/seminar-alicante/>

2. Preparation phase of the Seminar.

The training program was developed according to the findings of the research project, mainly focusing on identifying target group, needs analysis, training goal setting and evaluation of the activity.

2.1 Development of the program (January-April 2018).

A draft program was designed according to the Methodological Guidelines WP3 Volunteers' Training defined by ISBSS (Slovenia), consisting on an online session complemented with a 10 hour face-to-face session at the University of Alicante on March 15th on the premises of the faculty of Economics of the University of Alicante.

The work for the preparation of the seminar started in January and was drawn until April, due to the large amounts of bureaucracy required to put the course into effect and the need for marking assignments so that participants could obtain 1 ECTS.

The volunteers carried out some autonomous work using the material on the Project's e-classroom; they had to read the units, complete a quiz and write an essay on any of these topics:

1. Social Responsibility and ethical behavior, stereotypes, and prejudices.
2. Intercultural competencies to successfully work in a cross-cultural social environment.
3. Discrimination in different social contexts.
4. Intercultural education and its significance in today's life.

To obtain a second ECTS, the participants must carry out between 20 and 100 hours of volunteering through the program Contigo + UA (1 ECTS) in schools or other institutions working in multicultural diversified environments, participating in different activities (projects) such as: workshops with children or young people, helping them in their learning process, organizing cultural or sporting events, and contributing to improving their social and family integration (WP4); and prepare a personal report on the own experience with the volunteer program.

2.2 Speakers:

All speakers were professionals with expertise and competencies in the field of inclusion of youth in community work, providing practical knowledge to support the upcoming volunteering activity foreseen within the project activities (WP4).

The training was facilitated by:

- Susana de Juana, Ana Rosser and Rafael Lafont from University of Alicante
- Patricia Soler (Center for Student Assistance, Expert in University volunteering at University of Alicante)
- Juan David Santiago (Consultant for the Vicerectorate for Social Issues, University of Alicante)
- Vicente Briet (psychologist at Nazaret School)
- Diana Guijarro (Technician at Alicante town hall, Dept. for the prevention of School Absenteeism)

2.3 Invited participants:

For this purpose, representatives of volunteering organizations, volunteers, university students and representatives of schools working with migrant and Roma children were invited to attend the training. The training for volunteers was planned as one-day face-to-face event. Prior to sending the invitations members of the core team organized consultative meetings with University of Alicante Centres and several NGOs dealing with Roma issues and with experienced volunteers in identifying participants to the training.

The call for attendants was done online (social networks, project website) as well as to the University of Alicante students and Centres, Departments and Institutes involved in the project. Posters such as the one below (Illustration 1) were put up to call the attention of potential volunteers. Participants registered for the events through the University of Alicante's website UACloud (a requirement for opting to the ECTS).



Inclusion of Roma and Migrants in Schools
Trainings, Open Discussions
and Youth Volunteering Activities

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Queremos invitarte (seas o no estudiante) a participar en un seminario de **FORMACIÓN PARA EL VOLUNTARIADO CONTRA LA EXCLUSIÓN ESCOLAR DE MENORES DE ETNIA GITANA O INMIGRANTES**

el 15 de Marzo en la Universidad de Alicante
con posibilidad de llevar a cabo

ACTIVIDADES DE VOLUNTARIADO

Obtendrás hasta 2 (1+1) ECTS - curso sobre la **“Responsabilidad Social y el Voluntariado”**. Para ello deberás:

- **completar un seminario** para voluntarios **(1 ECTS)**, que podrás seguir on-line salvo una sesión que será presencial, y que tendrá lugar en la Universidad de Alicante el 15 de marzo en el Aula Vicens Vives de la Facultad de Económicas;
- **desarrollar entre 20 y 100 horas de voluntariado a través de Contigo+UA (1 ECTS)**, a tu **elección y según tu disponibilidad**, en colegios u otras instituciones que trabajan en entornos con diversidad multicultural, durante todo el año 2018. Podrás participar en distintas actividades (proyectos) como: talleres con niños o jóvenes, ayudarles en su proceso de aprendizaje, organizar eventos culturales o deportivos, donde contribuirás a mejorar su integración social y familiar, y;
- **preparar un informe personal** sobre tu propia experiencia con el programa de voluntariado.

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sozialwissenschaftliche
Beratung GmbH



Universitat d'Alicante
Universidad de Alicante

Erasmus +, KA3: Initiatives for policy innovation – Social inclusion through education, training and youth. Project number: 580228-EPP-1-2016-1-SI-EPPKA3-IP-SOC-IN. 3-year project: 31 December 2016–31 December 2019. Project countries: Slovenia, Germany, Spain, Italy, FYR of Macedonia, Turkey.

Illustration 1: Call for students

2.4 E-Classroom (Open Access)

These seminars were completed with a virtual platform accessible (WP6) from the moment of confirmation of registration, with the following content:

1. Social responsibility and ethical behavior, stereotypes and prejudices.
2. Competencies to work successfully in an intercultural social environment.
3. Discrimination in various social contexts.
4. Intercultural education and its meaning today.

All the materials presented and discussed at the training were uploaded also at the e-classroom.

The platform is available at: <https://elearning.romigsc.eu/courses/spanish/>

All participants were required to access and read the materials from the e-classroom prior to the training activity. The materials will be available in the future and made available for further activities.

3. Delivery of the training activity

3.1 Seminar for Volunteers on the Inclusion of Roma and Migrants in Schools Programme:

1. Online program: open from 1st to 20th March 2018.
2. Face to face session: Thursday 15 March 2018, University of Alicante, Economics Faculty.

9:00 - 9:30 | Presentation of the Project and objectives of the session and methodology.
Susana de Juana

9:30-11:00 | Workshop: Volunteer roles, challenges and how to deal with different situations. Patricia Soler. (Center for Student Assistance, Expert in University volunteering at UA)

11:00-11:30 | Coffee Break

11:30-13:00 Teamwork and thematic discussion on the online material, essay and presentations. Rafael Lafont

13:30-14:00 | Good practices on volunteer work activity with Roma and migrants. Susana de Juana and Ana Rosser.

14:30-15:30 | Lunch with discussion

15:30-17:00 Multicultural environment and how to overcome stereotypes and prejudices. Methods to solve conflict situations. Juan David Santiago (Consultant for the Vicerectorate for Social Issues, UA)

17:00-18:30 | How to improve the inclusión of Roma and migrant children in schools. Volunteer opportunities. Vicente Briet (psychologist at Nazaret School) and Diana Guijarro (Technician at Alicante town hall, Dept. for the prevention of School Absenteeism)

Debate

3. Evaluation of the learning process: quiz in class and essay to be returned by email to the learning facilitators until March 20th.

3.2 Delivery of the training

- Date/Location: Thursday, March 15th, 2018; University of Alicante, Spain
- Nº of speakers: 7
- Nº of participants: 27 participants registered for the event.

The training for volunteers was delivered as it was planned. It was a success, and there are already some people who are interested in volunteering in the project. In particular, the session where students were put to work on the design of volunteering activities was very well received.



In the first part of the training, welcome addresses were given by the coordinator of the project in Spain, Susana de Juana. She presented the aim of the project and the role of the volunteer in the project. The presentation was focused on the WP3 and WP4 on volunteering activities such as, preparation phase, recording of daily activities, the role of the mentor and writing a short report after completion of the activity.



The opening session continued with a speech from Patricia Soler about the Volunteer role and challenges. Susana de Juana y Ana Rosser shared good practices on volunteer work activity with Roma and migrants. Juan David Santiago focused on multicultural environment, how to



overcome stereotypes and prejudices and methods to solve conflict situations. Vicente Briet and Diana Guijarro spoke about how to improve the inclusion of Roma and migrant children in schools by means of volunteer actions.

On the practical side, the e-classroom was presented and the materials available in it were shown. Rafael Lafont described a teamwork methodology called “empathy maps” and proposed a thematic discussion on the online material, essay and presentations. 8 groups were set, each one specializing in one of the topics of the e-classroom:

- GROUP 1: STEREOTYPES
- GROUP 2: PREJUDICES
- GROUP 3: DISCRIMINATION
- GROUP 4: INTERCULTURAL COMPETENCES
- GROUP 5: DISCRIMINATION
- GROUP 6: INTERCULTURAL EDUCATION
- GROUP 7: ETHICS
- GROUP 8: SOCIAL RESPONSIBILITY

Each group explained the main concepts of their assigned topic, and used the empathy map template (Illustration 2) to choose a problem and a challenge to solve. Through brainstorming, each group elaborated an innovative project that could solve the problem.

Illustration 2: Empathy map template



At the beginning of the session the participants were involved in a teambuilding activity, mapping the main problems to solve with regards to the inclusion of Roma and migrant children in schools. A lot of participants had indicated that they did not have previous volunteering experience or had attended any trainings and workshops related to volunteering. In order to help them identify challenges in volunteering, a debate was opened where examples of different events and ways of inclusion of Roma children in schools and raising awareness of volunteerism were presented.





4. Evaluation of the training and policy recommendation

4.1 Evaluation questionnaire.

Just after the training the participants were asked to provide feedback through evaluation questionnaires and were informed that will be contacted through e-mail about future volunteering activities and their decision to become a volunteer for this project. The participants were reminded of this questionnaire when given feedback regarding the essay they had to hand in for ECTS purposes.

The evaluation questionnaire was available at: <http://mfdps.1ka.si/a/501&preview=on>

4.2 Evaluation analysis.

The results of the appraisal of the training for volunteers are presented below:

- In **Figure 1**, it can be seen that the evaluation sheet filled out 20 respondents in Spain. The majority of them were students (70%) and female (83.0%).
- **Figure 2** shows that 40% of the respondents have experience with specific methods of Roma and migrant children integration in a learning environment.
- As **Figure 3** illustrates, respondents were very satisfied with the training contents and methodology.
- **Figure 4** suggests that participants were mostly satisfied with the opportunities to express their suggestions and opinions during the event (80%).
- From **Figure 5**, we can conclude that improvements of further training actions should include specific practical exercises and more discussions.



Figure 1: Structure of participants (count):

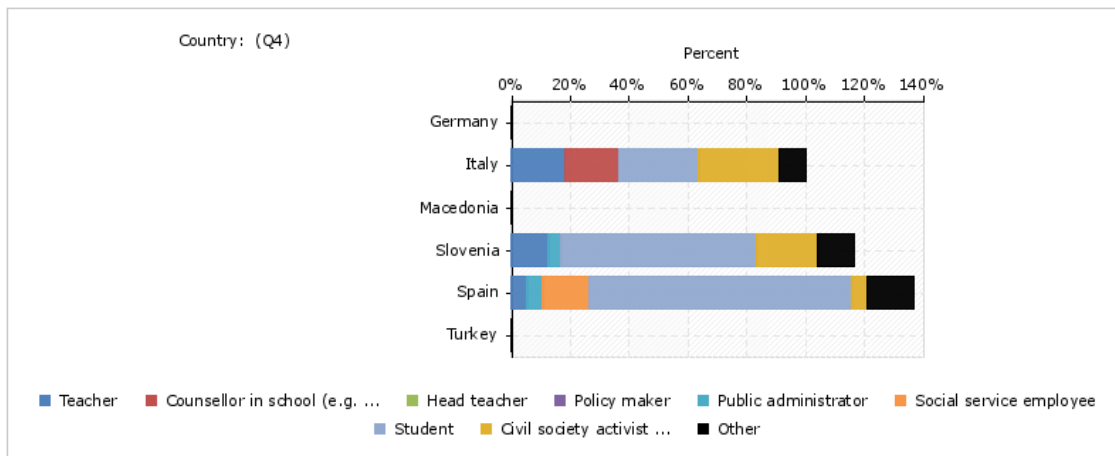


Figure 2: Experience of participants (count):

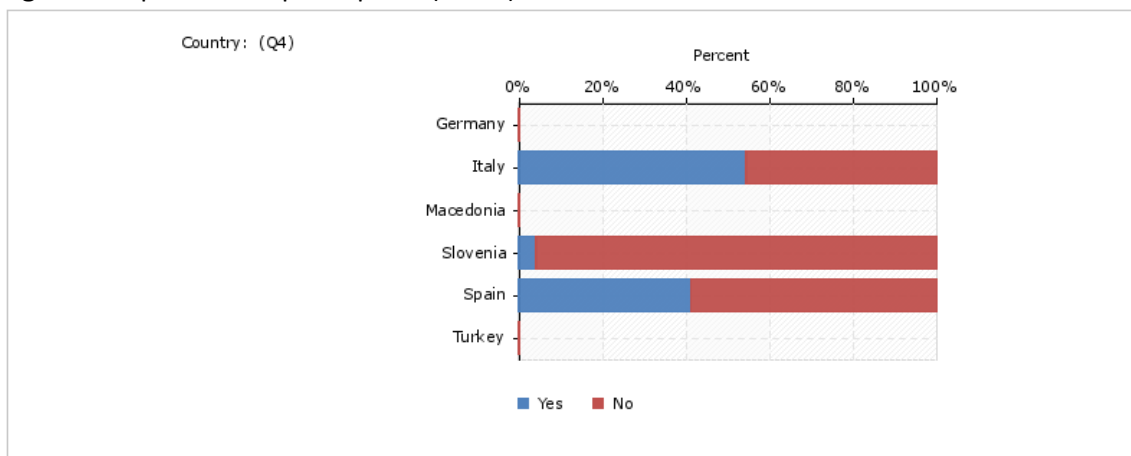


Figure 3: Assessment of content and methodology of presentations (grades from 1 to 4):

Country	Assessments				
	Discussions about the general context of integration of Roma and migrants in schools and society (Q13a)	Presentations delivered by the international experts (Q13b)	Exchange of experience with peers and colleagues. (Q13c)	Exchange of experience with international experts. (Q13d)	Materials in e-classroom (Q13e)
Spain	3.9	3.8	3.7	3.7	3.8



Figure 4: Learning and discussion (frequency in %):

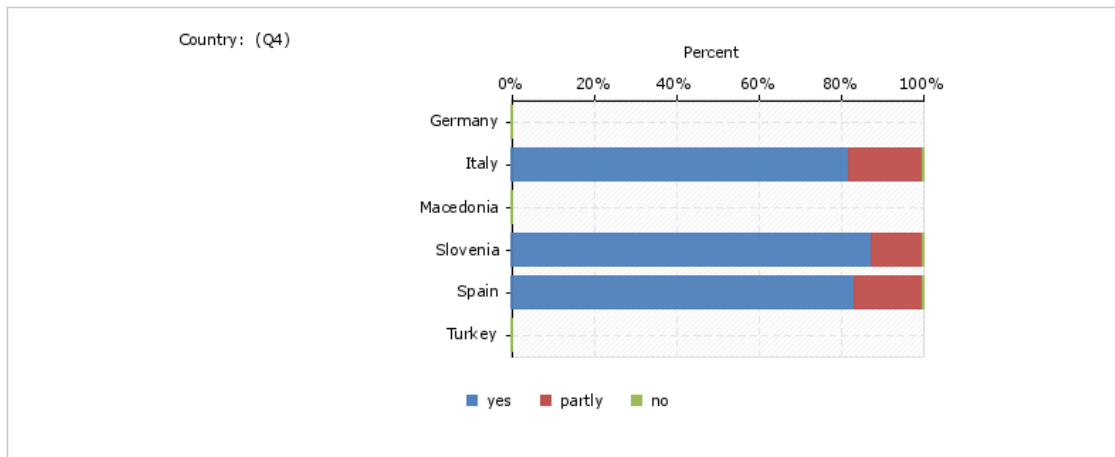
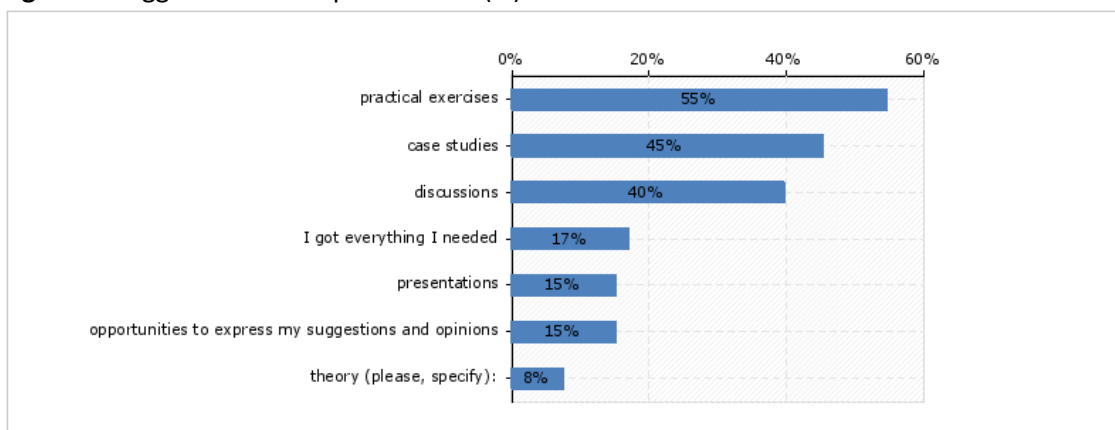


Figure 5: Suggestions for improvements (%):



4.3 Policy recommendations.

- Discrimination and language barriers might be obstacles for activities in multicultural environment.
- Prejudices, stereotypes, not enough understanding of the diversities in the society are considered also as an obstacle for inclusion of Roma children in schools.
- There is a need for inclusion of more volunteers, debates, trainings for the integration of Roma children in schools.
- Presence of international experts would be considered as an additional asset to these trainings.
- Similar seminars should be practical and guest from different contexts should be invited to share their experience about inclusion of different marginalized social groups.
- More and better coordination between projects tackling the same topics should be introduced at national level.
- More knowledge of cooperation and understanding of each other.



- Raising interest among young people for volunteering.
- More opportunities to exchange practical experience with colleagues.

4.4 Suggestions for seminar and project improvements and comments (literal quotes)

- Promote the empathy.
- Highlight the multicultural models of students, professionals and citizens in general so that the change of multicultural paradigm is observed.
- We have to know each other and join ties because in the end we are all the same.
- To learn more about these significant collectives in our society and, in turn, how to help them.
- Focus on cultural diversity.
- Promote teamwork in that field.
- Share and expand knowledge and ways of life.
- Volunteering, and especially with this type of people who are more prone to suffer social exclusion, enriches those who offer part of their time and effort for the welfare of others, and I believe that this is where the essence of humanity is.
- The visions we have all present about volunteering, as well as stereotypes or prejudices and discrimination. Everything is interesting and it is good to remember from time to time.
- Respect for traditions, empathy and tolerance towards the unknown.
- I have gained professional experience
- All the topics discussed in the seminar were interesting, both when we talked about stereotypes and when we saw interventions against school absenteeism
- I can contextualize the theory given from the platform and presentations in practice through the practical exercise.
- I have understood the feeling of the people discriminated against.
- I think it was very interesting to talk about the absenteeism of the Roma children, as it is something that we think is not given and it is very important to intervene in these situations.

Theory (specifications):

- To incorporate examples of the educational work of other entities and thus cracking networks.
- To bring in contributions from other fields such as anthropology when dealing with complex concepts such as cultural diversity.



ATTENDANCE LIST

Title of the Project:	Inclusion of Roma and Migrants in Schools: Trainings, Open Discussions and Youth Volunteering Activities (RoMigSc)
Project. Ref. No.:	580228-EPP-1-2016-1-SI-EPPKA3-IPI-SOC-IN
Title of event(s):	<i>Training for Volunteers</i>
Date of event:	15 th March, 2018
Country/city and of event:	Spain/Alicante

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for Volunteers
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