

# Migrants in Care Newsletter



December 2018

## Migrants in Care – ECVET Mobile Learning App on customer care

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## Project key words

[Further strengthening key competences in VET \(vocational education & training\)](#)

[Open education and innovative practices in a digital era](#)

[Social inclusion](#)

[Erasmus Plus](#)

[Mobile App](#)

[Common European Framework of Reference for Languages: Learning, Teaching, Assessment \(CEFR\)](#)

## Europe is aging!

Europe is confronted with an ageing population and a shrinking workforce, as well as labour and skills shortages: While in 2010, just over 4.2 million people in Germany for example were 80 and older, in 2050, experts estimate, there will be over 10 million. OECD (2014) estimates working-age population to decline by 7.5 million (-2.2%) between 2013 and 2020 and with zero net migration it would be expected to decline by even -3.5% by 2020 in the 28 EU countries.

In the care sector, the ver.di trade union (Germany), estimates 70,000 skilled workers are already missing nationwide in nursing. 40,000 additional specialists are needed in geriatric care and this issue will become even more severe in the future.

According to forecasts of the Deutsche Pflegerat (German Nursing Council), 300,000 care givers will be missing by 2030, 200,000 of them in geriatric care alone."



([www.tagesschau.de](http://www.tagesschau.de))

To overcome this situation, many countries, inter alia Austria and Germany, have invited high qualified workers without (yet) solving the overall skills and HR gap.

One possibility however not yet explored well, due to legal limitations and/ or longterm preparations needed in education mainly, is that of involving migrants and refugees who, in many cases,

show respective qualifications or at least knowledge, skills and competences to start in the care sector with support related to knowledge/ skills assessment gained from (non)formal or experimental learning situations in their home countries and learning of customer care related skills and competences at a European standard.

By active transnational cooperation, the MIGRANTS in CARE project will - in this light and for these reasons - elaborate innovative education material and accompanying support documents for their transfer into VET organisations, companies in the care sector and initiatives supporting migrants in their (labour and or education) integration.

## MIGRANTS in CARE products

The main outputs available to public in 2021 will be:

**A MOBILE LEARNING APP** for self-assessing prior learning, learning in daily care sector work based situations and

**POLICY RECOMMENDATIONS** for

upscaling in VET for stakeholders and professionals.

The APP will be available in German, English, Spanish for B2 language level (acc. to CEFR) and will have language support in learning contents in Arabic,

Serbian and Turkish.

The aim is to better support migrants and refugees in continuous VET and education stakeholders and policy makers in transferring and upscaling the results.



## Project partners involved

### *Internationaler Bund - IB Mitte gGmbH für Bildung und Soziale Dienste Niederlassung Sachsen, Germany*

The International Bund (IB) Mitte gGmbH für Bildung und Soziale Dienste is part of the Internationaler Bund Group. With its association and its companies it is one of the biggest Social Enterprises for youth, social and educational work in Germany. The acceptance of social responsibility and the community involvement have been integral parts of IB's business activities since its foundation in 1949.

More than 12.000 employees in 700 facilities and offices in 300 locations all over the world are helping each year around 350.000 children, youngsters, adults and seniors in the professional and personal life planning regardless of their religion and geographical origin.

Contact: [www.internationaler-bund.de](http://www.internationaler-bund.de)

### Authors:



**BEST Institut für  
berufsbezogene Weiterbildung  
und Personaltraining GmbH**

Mariahilferstr. 8  
AT-1070 Vienna  
Austria

[www.best.at](http://www.best.at)

### Image production:

Asociación de Innovación,  
Emprendimiento y Tecnologías de  
la Información y la Comunicación /  
(INNETICA), Spain

### *BEST Institut für berufsbezogene Weiterbildung und Personaltraining GmbH, Austria*

BEST Institut für berufsbezogene Weiterbildung und Personaltraining GmbH ([www.best.at](http://www.best.at)) was founded in 1990 as an independent Austrian organisation for providing continuous training, vocational qualification and career services. Its main activities comprise the development of innovative training programmes for young (+16) individuals and adults, many of them disadvantaged and with migration background, on continuous and vocational training, counselling & coaching and activation for job seekers and employees. The training schemes are client-oriented and based on both the specific needs of the labour market and the participants' individual situations, skills and competences, previous experience and life circumstances.

The institute has its headquarters in Vienna and operates six branches in the Vienna and Lower Austria region for up to 11.100 students per annum in the last years.

Contact: [www.bes.at](http://www.bes.at)

### *Asociación de Innovación, Emprendimiento y Tecnologías de la Información y la Comunicación (INNETICA), Spain*

Founded in 2009, INNETICA is a non-profit association whose mission is to promote cooperation between entities across Europe to promote European values in accordance with Article 2 of the Treaty on European Union. Its mission is to promote social innovation projects, in addition to develop educational projects and teaching activities. INNETICA has a staff of 6 professionals with experience in different vocational areas related to Education and training, Research, development and Social and Cultural innovation and ICT applied to Education and Social and Cultural Innovation.

Contact: [www.innetica.org](http://www.innetica.org)

## Project highlights in short

The first trans-national meeting of the project was organised in Zaragoza Active facilities from 15th-16th of November, 2018.

The next trans-national meeting will be organised in Vienna, in October 2019.

A project website will be opened soon to contact us online at <http://www.migrantsincare.eu/>.

Further promotional mate-

rial will follow soon.

Meetings with representatives of the care and vocational training sector, as well as migrants and elder people receiving care givers' support will follow in the next months.

If you want to support the project giving input and feedback to next steps, please contact the project partner nearest to you.

What we are looking for:

Customer care subjects/ daily situations in the care sector, in specific elder care for those cared for at home (by relatives and/or by outpatient care services), in nursing homes or other similar services; incl. people with disabilities due to age (e.g. Alzheimer, limited mobility, deafness, ...).

