

What is Includmi about?

Includmi stands for *Inclusion of Migrants by Qualified Occupation in the Tourism Industry*. Since 1st March 2022 partners from 5 European Member States and Turkey are working together under the Erasmus + Partnership programme. During 24 months the common work brings together professionals in the common efforts to promote equal opportunities and fair perspectives for immigrants in European member states. The project focuses on the essential improvement of language skills of immigrants and their knowledge in order to boost their professional opportunities.

Throughout Europe, the tourism industry has proven its capacity to generate numerous job opportunities for immigrants. Nonetheless, employment in this sector has revealed its significant ambivalence:

- The tourism industry has become, par excellence, a branch of labour opportunities for immigrants and demonstrated its capacity for successful integration. In Germany, for example, this sector of the economy has a foreigner share of about 35 percent among employees subject to social insurance contributions.
- However, almost half of all employees coming from abroad are working in so-called marginal employment conditions. In other words, immigrant workers in the tourism industry receive low wages and are only employed for a short period of time, usually not longer than three months or 70 working days. Furthermore, the data shows a relatively high proportion of people who have no vocational training at all. Slightly more than every fourth person is employed in the tourism, hotel and catering industry as an unskilled worker.

Focussing on the above underlined ambivalence, **Includmi** starts from the assumption that improvement of technical knowledge and skills of migrant labour force, in particular language skills, are the formidable key for a significant advance of their situation on the labour market and substantial progress in the inclusion of immigrants in their respective host societies. The implementing partners joined the project with aim to deliver important practice orientated methodological guidelines for language training.

Outside the Box

The following lines are excerpts from an article, published 28 September 2022 in the Berlin newspaper "Der Tagesspiegel". It underlines the deficit of labour force in the tourism industry and the immense efforts of companies to fill it with the recruitment of refugees:

The industry cannot survive without migrants: How Berlin hotels are wooing Ukrainian refugees

Ever since Russia attacked Ukraine and thousands of people fled to Berlin, Alla Belikova-Shoichet's mobile phone has been ringing constantly. On the phone are the directors of Berlin's major hotels - the Bristol, the Sheraton Grand Hotel Esplanade and the Estrel...

Belikova-Shoichet, 46, is well connected in the Berlin hotel industry. She came to Berlin from Ukraine 25 years ago as a so-called Jewish contingent refugee, trained as a hotel manageress, worked at the Steigenberger and Adlon Kempinski and then for the German National Tourist Board in Moscow. Belikova-Shoichet knows the efforts of her former colleagues, knows that everywhere in the hotels there is a lack of people to fluff beds, vacuum floors, enter bookings, plan meetings and repair light switches.

In Berlin, according to the employment agency, there are currently advertised 937 jobs subject to social security contributions in hotels and restaurants. Whereby there must be many more vacancies because not all of them are reported to the employment agency. Belikova-Shoichet speaks of a current shortage of 15,000 workers in the industry. Gerrit Buchhorn of the Berlin Hotel and Restaurant Association (DEHOGA) also. This is namely the number of people who stopped working in the industry during the pandemic - some quit voluntarily, others were laid off, hardly anyone returned to the hotel industry.

Many hotels sensed their chance to fill gaps in rosters when thousands of people suddenly arrived in Berlin without a job since the spring. Even if some politicians are publicly questioning this, it can be assumed that the vast majority of refugees want to work. To get in touch with them quickly, they need people like Belikova-Shoichet as mediators, not least because of the language barrier. That is why she founded the "Perspective" initiative in March.

Since then, she has been looking for suitable applicants, accompanying them to interviews and helping them with all the necessary paperwork. She helps them with all the necessary papers, such as applying for a Red Card - a hygiene certificate that is needed wherever there is food nearby - or getting a national insurance number. Belikova-Shoichet charges 2000 euros per worker she places. She gets the first half when she signs the contract - the second half afterwards. She now has four employees and has already placed 100 people in jobs in the hotel industry.

Do her applicants mind the career decline? One of them is Kateryna Prokopchuk, 30, who fled from Kharkiv to Germany in June. On her first day of work at the Abion Hotel on the Spreebogen, Kateryna Prokopchuk wears the same clothes she always wore to her job in Kharkiv: a white blouse and classic black trousers. Only on her feet she has trainers instead of elegant leather shoes like before, because Prokopchuk has to walk a lot more at work now. Prokopchuk was a restaurant manager in Kharkiv. At the Abion Hotel she is a waitress from now on. Prokopchuk assures us that this career decline does not bother her: "On the contrary, I am very interested in the new experience", she says...

And although in Germany an education or at least a lot of experience is often expected to work in the hotel industry, the requirements currently seem to be lower due to the acute shortage of skilled workers. Gerrit Buchhorn from Dehoga Berlin says: "Basically, we are happy about every applicant who has the appropriate operational requirements, is hospitable and at least speaks English."

The example of Marjana Kratschuk, 40, from Ivano-Frankivsk shows that there are exceptions. She speaks neither German nor English, but has also recently started working at the Abion Hotel as a chambermaid. She immediately understood the instructions that the head maid gave her in sign language, Kratschuk reports.

The human resources manager of the Abion Hotel, Rabia Valtin, says: "The industry simply cannot survive without migrants." Not knowing the language is not an obstacle, she says, and the most effective way to learn it is "learning by doing" anyway. And even if her staff did not stay in Germany for long, Valtin says, but left for Ukraine as soon as the war was over, that would not be so bad and would help at least in the short term.

Belikova-Shoichet, however, is not often confronted with the return of the newly recruited staff when they quit after only a short time, but most often, she reports, the problem is that the refugees have not found a place to live in Berlin.

Impressions from the Kick-Off-Meeting

The first face-to-face project meeting of the implementing partner from France, Germany, Malta, Austria, Spain and Turkey institutions took place 21st April 2022 in Potsdam, Germany. Despite the fact that several virtual meetings had already been performed,



the 13 participants considered this meeting as particularly successful. The main purpose of the event was to concretise and operationalise the project conception, as well as to define milestones and specific timing of the project activities.

The partners dedicated special attention to the key issue of quality and innovation in all of the project phases. Facing the intended project outcomes of **Includmi**, in a truly open and result orientated

debate the participants identified concrete tasks and jointly decided upon that undertakings. In essence, after intense debate the 13 participants gained a clear consensus: the more the intercultural and the socio-educational circumstances of immigrants will be included in the development of the proposed outcomes, the more these methodological guideline will deliver something truly new and practice orientated. Working out that way **Includmi** will meet the criteria and requests of Erasmus programme as well as the demands of all six participating institutions equally.

Short Staff Training in Malta

Future Focus organised a three-day training to introduce in CLIL methodology, to transfer knowledge and experiences that the Maltese partner has accumulated since years. From 20th to 22nd June 2022 up to three staff members of each implementing partner were immersed in different learning activities. Participants made group work, designed and presented sample scenarios for different professions related to the interdisciplinary integration of foreign language, in line with the materials and information given throughout the training. Thus, each institution involved in the project had the opportunity to reinforce the work to be done in preparing scenarios and producing solutions by using the foreign language in different professions.

In addition, classroom visits and on-the-job observations were made at a school where the CLIL method was applied successfully. For the participants, this was the opportunity to observe how students increase their knowledge, awareness and competencies about the content while teaching language. It has been enlightening for our experts to see the practices in place and exchange ideas with the practitioners personally.

During training a fruitful discussion was held on sub-topics such as

- What are the advantages of using CLIL?
- How do we use CLIL in the classrooms?
- How do we integrate CLIL into the tourism sector from the perspective of immigrants?

The outstanding mark of this discussions was participative and open minded performance.

News from partners

Future Focus Ltd.

Tree planting event meeting with the Floriana Local Council.

With aim to integrate Future Focus in a broader public initiative, a meeting was held at the Floriana Local Council on Friday 16th September to discuss and plan the planting of a tree on behalf of Future Focus. The tree, *Brachychiton acerifolius*, will be planted at The Mall garden.

Visit of the President Emeritus

Dr. Marie Louise Coleiro Preca, former President of the Republic of Malta, visited the office of the Maltese partner on Thursday 1st September. During the friendly meeting a productive exchange of opinions on future tasks and challenges for professional training in Malta took place. Closing the event, a donation was given to the Community Chest fund on behalf of Future Focus graduated students. The graduation took place in May 2022 at the Floriana parish church.



Dr. Coleiro Preca and Future Focus staff members (4th from left)

Izmit District Directorate of National Education

Start of "Everybody Reads Books"

The Turkish partner implements a project aimed at increasing the rate of reading books. To start a project management commission was formed, which included primary and secondary school teachers. According to the commission decisions, the project will be carried out through two different modules as primary and secondary school levels. Project activities will also include visits to writers, book fairs and presentation of selected books.



Kocaeli governor's national project "Importance"

Under the direction of the governor's office of Kocaeli province different educational institutions are implementing a project aimed to support students in need. In all schools and institutions under the main title of "KOCAELI IMPORTANCE PROJECT" a wide range of activities were performed to enable students in need of social support in Kocaeli province to gain the ability to cope with the problems arising from the lack of love and compassion, and to increase their quality of life with activities that will make them feel special and valuable.

Successful Start of Play Therapy Training

In past days the start Play Therapy Training was successfully prepared in close cooperation with the Doğu Marmara Development Agency. The training is targeted to the school counsellors affiliated to IIMEM. Once concluded training, the teachers will be able to support more straightforwardly the physically and mentally disabled students with play therapy. Also the participants of the training will act as multipliers and include the parents and other teachers to apply the basics of Play Therapy Training.

Gesellschaft für Inklusion und Soziale Arbeit - ISA

Highly attended conference for social workers

For years, ISA has been involved in professional training targeted to social workers working in the state of Brandenburg. The massive influx of asylum seekers in autumn 2015 and the following years brought a number of new challenges to community of social workers. Many practitioners often complained about the low level or lack of professional preparation for dealing with issues of masculinity. In this context, ISA has conducted various workshops and projects in the past, that were offering support and orientation. The preliminary culmination of these efforts was the conference **Gender-sensitive migration social work. Masculinity(ies) in the context of refuge and asylum** held on 8 September 2022 in Potsdam, Germany.

A German summary of the much-attended conference can be found at:

https://www.isa-brb.de/ct/uploads/2021/09/Konferenzdokumentation_Geschlechtersensible-MSA.pdf

For more information, contact:

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Service Civil International Österreich - SCI

Summer Season - quiet busy at SCI

During the summer SCI Austria has organised different trainings, seminars and youth exchanges dealing with the topics that are important to us as a peace organisation.

The training "Beyond Neo-colonialism" lasted from 17th to 23rd July in Vienna and was dealing with Europe's involvement in global injustices. The participants have created campaigns against neo-colonialism.



The Youth Exchange "Not Your Soldier!" has lasted from 10th to 17th August in Kierling, Lower Austria, and was dealing with military conscription and was engaging with the question how can we stand up against war and militarism.

SCI Austria has also supported a ObjectWarCampaign, organised by Connection e.V, EBCO and IFOR on the International Day of Peace and supported the petition in order to protect the rights of conscientious objectors from Russia, Belarus and Ukraine.

Moreover, SCI Austria has organised several volunteering camps dealing with the topic of nature conservation and inclusion. The camp "Renofice" aimed to engage a group of European youngsters with immigration background for a solidarity project in Vienna lasting two weeks last July.

With the "Green Belt" camp we boosted solidarity and international cooperation toward nature preservation on the Austrian-Czech border. During the two weeks-camp participants were helping in the maintenance and restoration of the valuable biotopes on the Green Belt zone.



What is Includmi about? (cont.)

The 'Study on Foreign Language Proficiency and Employability', published in 2015 by the European Commission, confirms what most of EU-citizens in daily life already acknowledge: "English is by far the most important language in international trade and the provision of services". Consequently, **Includmi** considers that, by receiving practical training in English, the migrants job prospects in the tourism industry will be upgraded. In order to achieve this, a specific training methodology will be provided to support language trainers as well as entrepreneurs in the tourism sector. This methodology, the CLIL (Content and Language Integrated Learning), proposes a more effective way of learning for students, since it focuses on the development of the necessary vocational skills to integrate functional and communicative English appropriate in daily work context. This unique interaction generates several remarkable advantages and synergy effects. But in order to gain that benefits, clear challenges of practice orientated methodology must be responded satisfactorily. The project outcomes of **Includmi** will hand over to the professional community and all the stakeholders in the tourism industry experience based guidelines for successful CLIL English language training of migrant employees in the tourism sector.

Beside that general methodological challenges, **Includmi** will face other issues and suggest practical as well as suitable solutions. These issues are related mainly to:

1. countless variety of educational biographies among immigrants, which might facilitate clearly language training or, in some cases, challenge enormously that intended language preparation;
2. in many European countries English language training means often for immigrants to develop skills in a third (or even fourth) language, beside mother tongue and language of the host country.

Both subjects are requiring considerable didactical/methodological awareness among teacher and trainers that goes beyond a simple implementation of CLIL in language training targeted to the European tourism industry. The intended outcomes of **Includmi** will also deliver practical recommendations in this regards.

These proposed outcomes of **Includmi** are:

First Project Result - CLIL Methodological and Resource Guide for Adult Language Trainers.

This Project Result is aimed at language adult educators. The objective is to provide an updated account of the typical work situations that take place in the tourism sector, with a special focus on customer service. In addition, it will provide a theoretical basis on the CLIL methodology. This guide will help trainers to gain a clear understanding of the common situations that their migrant students might face and provide them with an adequate methodology to do so. It will help to develop the competencies of language trainers so they can assist the migrant students better, which is the main objective of the project.

Second Project Result - Methodological Guide for Training Organizations and Employers of Migrants.

This product mainly provides methodological guidelines and support for adult training organizations and businesses in the tourism sector, in order to enhance the quality of CLIL based language training. Based on practical and sectorial experiences of the implementing partner, special attention will be paid to intercultural issues and adequacy to individual educational backgrounds in planning and performing English language training for immigrants.

- Gesellschaft für Inklusion und Soziale Arbeit - ISA, Germany
- Future Focus Ltd, Malta.
- IFPRA Normandie, France.
- İzmit District Directorate of National Education - IIMEM, Turkey.
- Asociación de Empresarios Gallegos en Aragón y Riberas del Ebro - AEGARE, Spain.
- Service Civil International Österreich - SCI, Austria

These partners are characterised by different working areas and institutional backgrounds: language schools, vocational training centre's, non-profit organizations that are involved in working with refugees, as well as companies positioned in the tourism industry. The diversity provides with a wide range of , competences, skills and experience. They already have contacts with an extensive pool of private and public stakeholder that would guarantee a wide network of contacts for a successful dissemination of project news, events and results.

For more information, suggestions or future cooperation, please contact the coordinator: w.bautz@isa-brb.de

With the aim to facilitate knowledge sharing and exchange of experiences, **Includmi** has created a Community of Practice on EPALE Platform. Please subscribe to **Inclusion of Migrants by Qualified Occupation in the Tourism industry**.

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