

# culture pilots

training discovery city culture

LLP-LDV-TOI-11-AT-22

## ITALY

### Final report

- Curriculum pilot implementation process and results
- Evaluation of the process and of the adapted curriculum

**WP 3: Implementation**

This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein

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## Training schedule

The training activity started on the 3rd of September and ended on the 24th of October (38 training days).

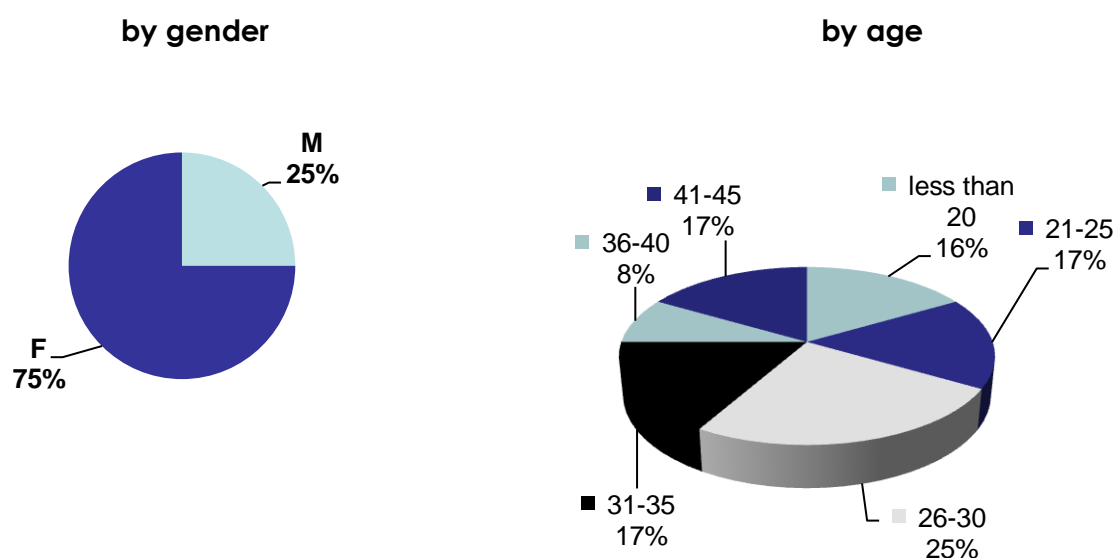
Classes were held from Monday to Friday from 9:00 to 13:30, for a total of 152 training units.

The training activities were held at the headquarters of Eurocultura, Via del Mercato Nuovo 44G in Vicenza (Italy)

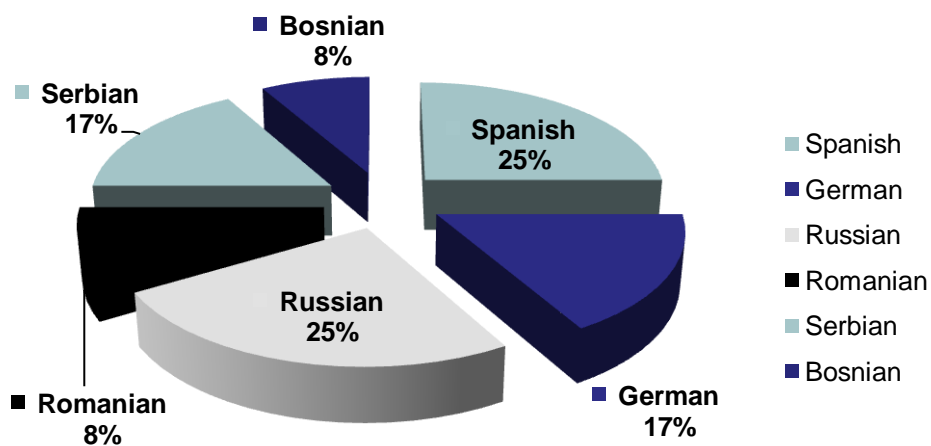
## The learners

Among the approximately 30 people who have applied to participate in the project, 12 were selected.

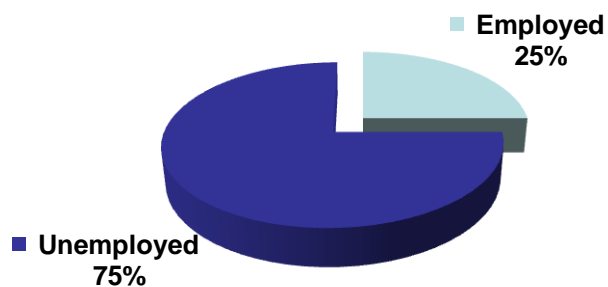
### Composition of the group



### by mother language



### by working situation



Students participated in training with great enthusiasm and proposed a lot of extra activities, such as cooking typical food of different countries and then having meals together at Eurocultura premises.

They developed 3 guided tours: one in Spanish, one in German and one in Italian.

Since one of our objectives was to hire the culture pilots to guide our visitors in the tour of the town, students have developed real guided tours, based on history, architecture and social life.

After the end of the “official” training, upon request of the participants, we organized an extra 24 hours course (Saturday afternoon and Sunday morning) to teach them how to use the computer and the tablets.

Since the guided tours they developed are very much based on architecture, they felt they couldn’t remember all the information they want to give to tourists and that they need some kind of support.

During the training they developed some written material to take with them during the tours, to have some references handy in case they cannot remember some information, but then they decided to use tablets as supporting tool, uploading there all the files with the historical, architectural and social information they want to give.

We bought 2 new tablets to be used for this purposes, making available also our own laptops.

Knowing that at the end of each guided tour they have to ask participants to fill in the evaluation questionnaire, learners decided to put also the questionnaires online.

All Vicenza historical center is hotspot, so that can easily be done directly at the end of the tour.

## Results of evaluation

For evaluation purposes, a set of questionnaires have been developed by the WP lead partner, addressed to each of the parties involved: students, stakeholders, participants in guided tours.

Learners asked to make all the questionnaires available online.

All questionnaires are in English, except the one for stakeholders that is in Italian.

Here are the screenshots of the questionnaires we used:

### 1. evaluation form for the learners on the CP training

The screenshot shows a web browser window displaying a Google Forms questionnaire titled "Evaluation Form Culture Pilots Training - Participants". The background of the form is a blue field with colorful, abstract, glowing patterns. The questionnaire text is as follows:

**Evaluation Form Culture Pilots Training - Participants**

For evaluation purposes we are glad for your feedback on the Culture Pilots Workshop. Please tick the appropriate answers and feel free to add your comments.

\* Required

The grade I give for the Culture Pilots training is \*

Very good   Good   Adequate   Sufficient   not sufficient

The following aspects in the Culture Pilots Training were especially interesting for me: (multiple choice is possible) \*

- ☐ Exchange with others
- ☐ Personal development
- ☐ Exercises in the training
- ☐ Input of the trainers
- ☐ Development of the city tour
- ☐ Realization of the city tours
- ☐ Training on the job / work experience / work in the community center
- ☐ Communication & conflict management skills
- ☐ Job application training
- ☐ Biography work
- ☐ Intercultural knowledge
- ☐ Other:

Are there any comments on single contents? What was especially interesting / not interesting? What was especially useful / not useful? What could be emphasized even more? \*

## 2. Evaluation form for stakeholders

The screenshot shows a Google Forms interface titled "Questionario di valutazione per gli stakeholders del progetto". The form is in Italian and includes a header with a pink-to-purple gradient. The main content area is yellow. The first question asks about the collaboration level, with a 1-4 scale. The second question asks for interesting aspects, with a list of checkboxes and an "Other" field. The third question asks if the respondent would like to collaborate again, with a 1-4 scale. The browser's address bar shows the URL: <https://docs.google.com/spreadsheet/viewform?fromEmail=true&formkey=dDdJT0NleHNvemR0TXZWa1ZGbnFmR1E6MQ>. The taskbar at the bottom shows the "Questionario di valu..." and "Document1 - Micr..." windows.

Questionario di valutazione per gli stakeholders del progetto

Vi preghiamo di dare il vostro feedback sul progetto Culture Pilots. Ogni vostro commento ci aiuterà a migliorare il nostro lavoro. Grazie per la collaborazione \*

\* Required

La collaborazione nell'ambito del progetto Culture Pilots è stata all'altezza delle mie aspettative. \*

1 2 3 4  
totalmente d'accordo In disaccordo

I seguenti aspetti sono stati particolarmente interessanti: (sono possibili più opzioni) \*

☐ Lo scambio con i partecipanti  
☐ Lo scambio con gli organizzatori ed i formatori  
☐ Le visite della città  
☐ L'empowerment dei partecipanti  
☐ Il focus sugli aspetti interculturali  
☐ L'educazione all'autoimprenditoria  
☐ Il tirocinio pratico dei partecipanti  
☐ Other:

Mi piacerebbe collaborare ancora in un progetto culture pilots \*

1 2 3 4

## 3. Evaluation form for participants in guided tours

The screenshot shows a Google Forms interface titled "Culture Pilots Participants of the city tours: evaluation form". The form has a dark blue header with a colorful city skyline illustration. The main content area is white. The first question asks about the city tour meeting expectations, with a 1-5 scale. The second question asks for comments, with a text box. The third question asks for interesting aspects, with a list of checkboxes. The browser's address bar shows the URL: <https://docs.google.com/spreadsheet/viewform?fromEmail=true&formkey=dF93U2M1Unp6VC1nMS1ZckZzVIIVQ2c6MQ>. The taskbar at the bottom shows the "Culture Pilots Partici..." and "Document1 - Micr..." windows.

Culture Pilots Participants of the city tours: evaluation form

For evaluation purposes we are glad for your feedback on the Culture Pilots Project. Please tick the appropriate answers and feel free to add your comments. \*

\* Required

The city tour met my expectations \*

I totally agree I agree undetermined I hardly agree I don't agree

Comments

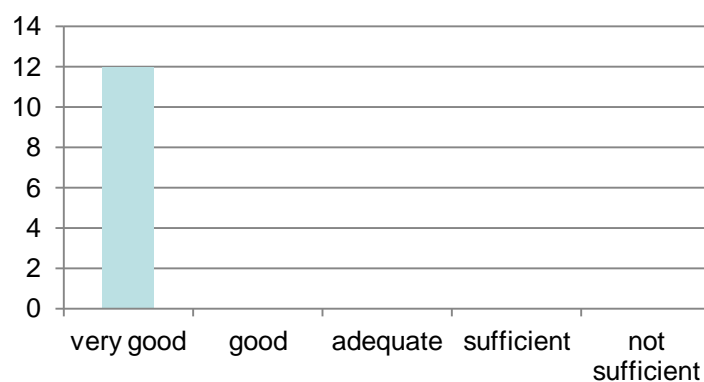
The following aspects of the tour were especially interesting for me: (multiple choice is possible) \*

☐ Presentation of the tour guides  
☐ Personal exchange with tour guides

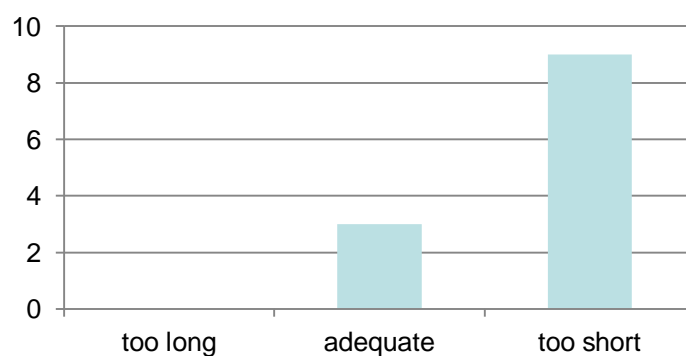


## Evaluation of learners about CP training

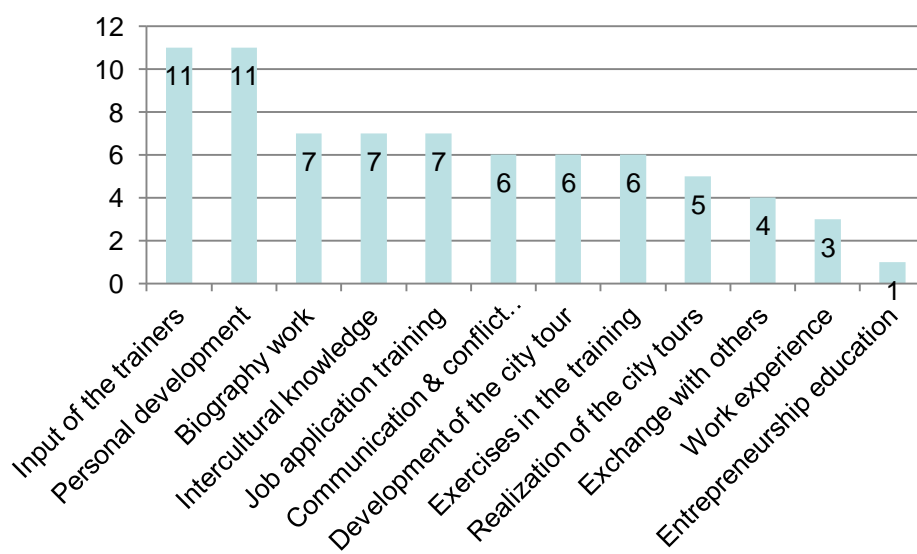
The grade given for the Culture Pilots training:



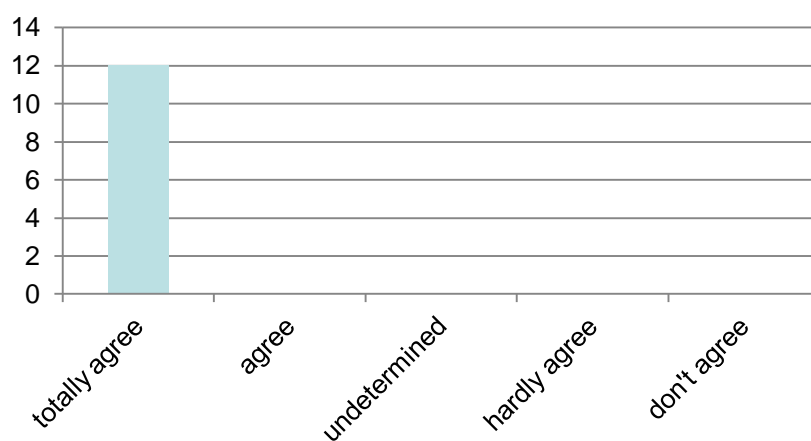
About the duration of the training:



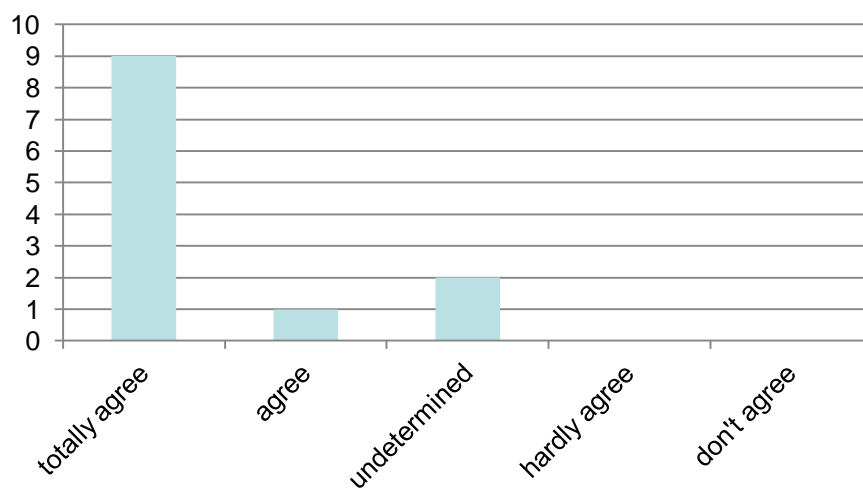
Aspects in the Culture Pilots Training especially interesting: *(multiple choice was possible)*



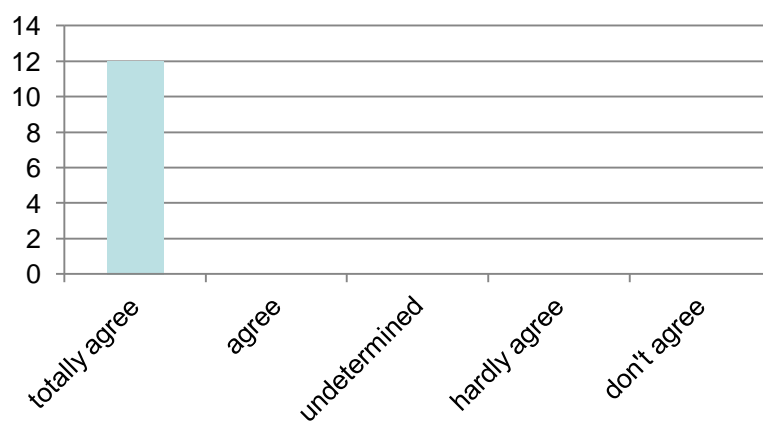
About the possibility to bring in own experiences and clarify questions.



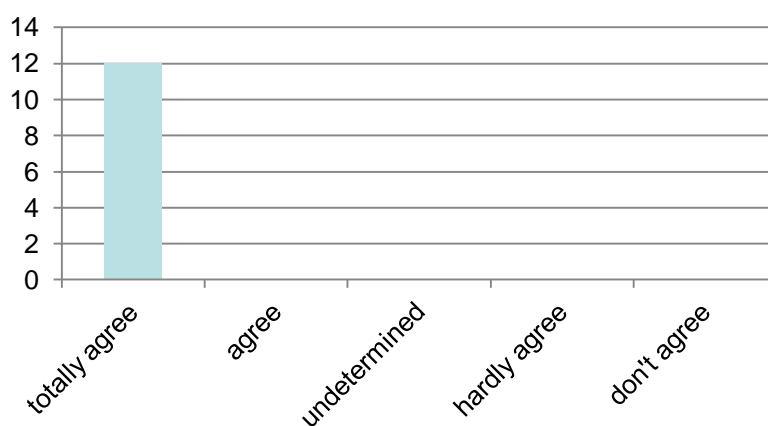
About the possibility to learn from other participants:



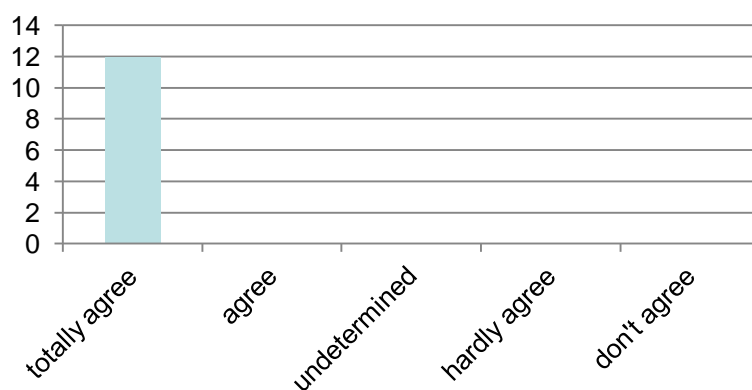
About the possibility to use what have been learned during the training in future profession (professional development)



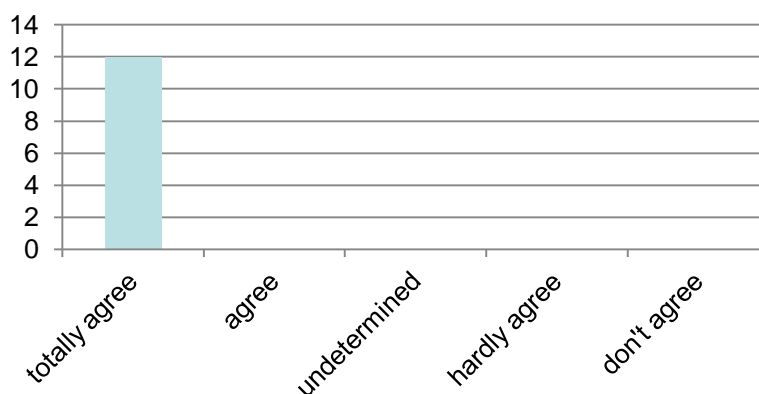
About the possibility to use what have been learned during the city tours and training-on-the job in future profession (professional development)



About having gained a private benefit from what have been learned (personal development)



About the adequacy of the setting (*pleasantness*)



### **Comments of the participants:**

"I liked very much the extra hours we did about ICT. I've learned a lot while we prepared the questionnaires. I enjoyed a lot Dalmar and his lessons about interculturality. The traineeship was too short: I would take at least a week to understand something about the company! It has been a marvelous experience.

"Everything was very interesting and useful. The work experience was too short: we could have use those hours to learn more about using the computer to make questionnaires and other documents."

"I've learned a lot about myself during the biography work: it helped me to understand my competences. I think everything was very useful. The work experience was interesting but not long enough."

"The work experience was too short. All the rest was perfect. I liked very much also to learn how to use google: I'm sure I'll use this skills a lot."

"The biography work helped me to understand that being half Italian and half German is a richness that I can use. This training course make me understand also that I want to go back to university and get my master degree."

"Everything was very very very interesting! Very short work experience. I liked the fact that we have been able to do extra things (like learning how to use google and google maps).. I would have liked to learn more about entrepreneurship but there was not enough time."

"Everything I learned I think will help me in my future work. Thanks a lot for this opportunity. Could be emphasized the use of the computer".

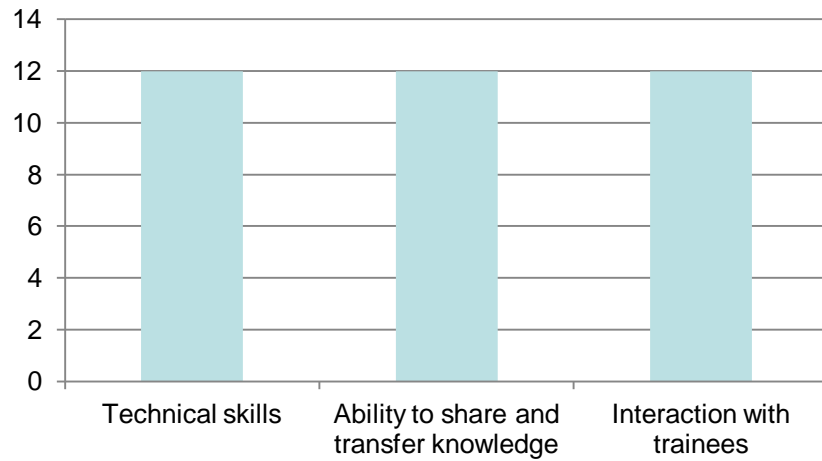
"For me the work experience was especially interesting: I worked as volunteer at Eurocultura for one month and I've learned a lot of new things. I've been able to put into practice many of the notions I've got during the training."

"Everything very interesting. Maybe a longer work experience would help us to find a job after the course. I especially liked the biography work. Very interesting and useful (sometimes a little of sufferance, but it worth)"

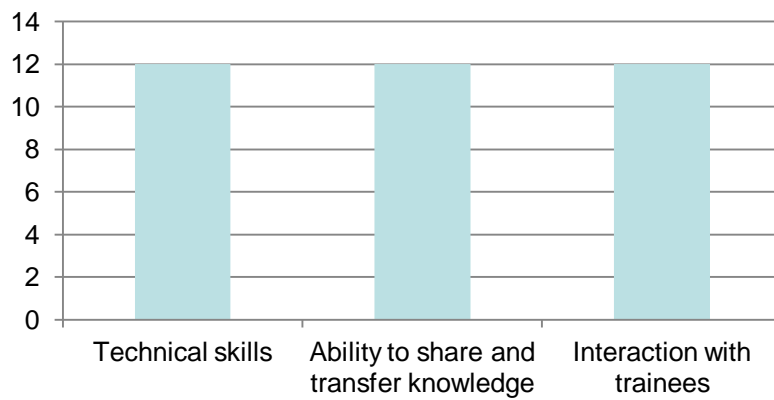
"Biography work have been the most interesting part of the training. Thanks to this activity I've been able to build my competence portfolio and now I know what are my strong points and my weak points. After the training I'll start to study here in Italy in order to achieve the school degree I need to work in kindergartens."

## Evaluation of trainers

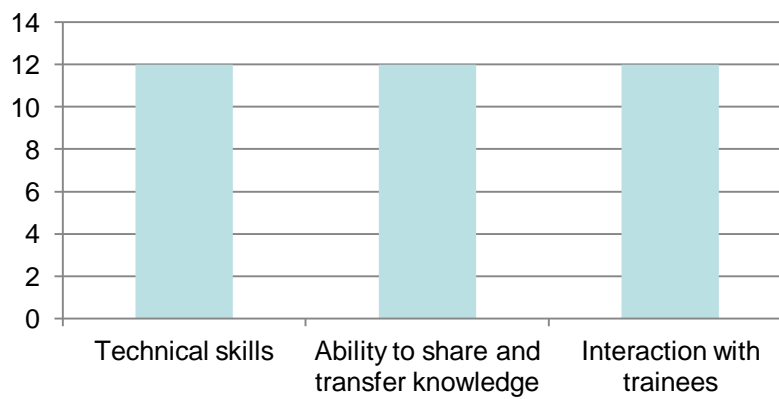
### GIANLUIGI RAGO



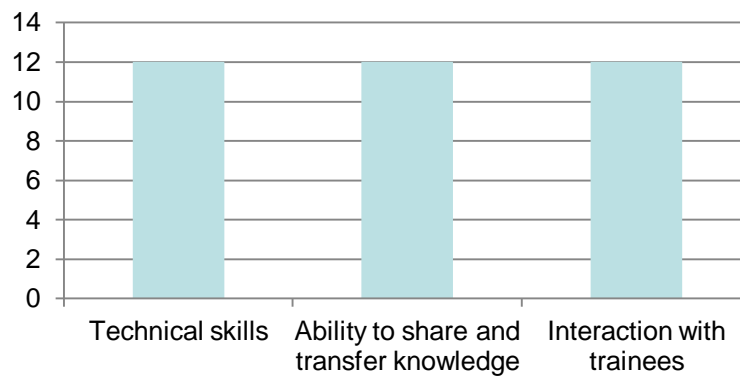
### BERND FAAS



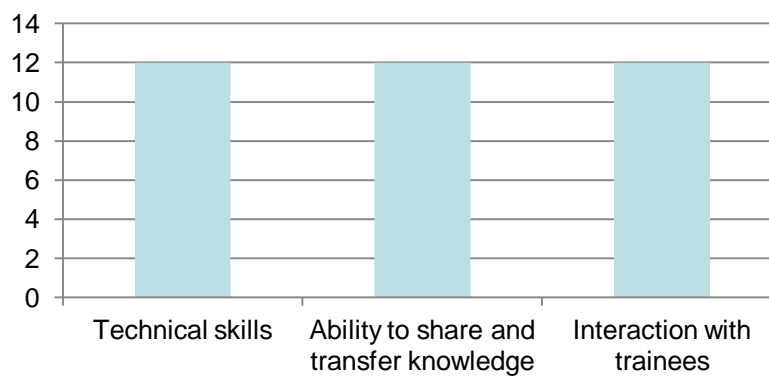
### ALESSANDRA NOVELLO



## LEVI BETTIN



## DALMAR MOHAMED ALI



## Comments about trainers

“Really good and well prepared.”

“The trainers helped us a lot, not only during the training hours. “

“They are always ready to help and support us. “

“Thank you for this wonderful experience. I learned a lot about myself and about the others. I'm sure this course will be very helpful in my future professional life. “

“Perfect! “

“Very skilled and very good teachers. “

“Very good in teaching but also in the relation with students. Thanks to them I've learned much more than during other courses I've attended in my home country. “

“Very professional, supportive and prepared. “

“The trainers were very careful not to make us hurt when working on our biography. I especially appreciated the fact that they didn't force me to go deeper into some aspects of my past life that I don't like to remember. “

“Fantastic! All of them. “

“I really appreciated the way they teach and the way they all supported us during and after the training. “



## The stakeholders

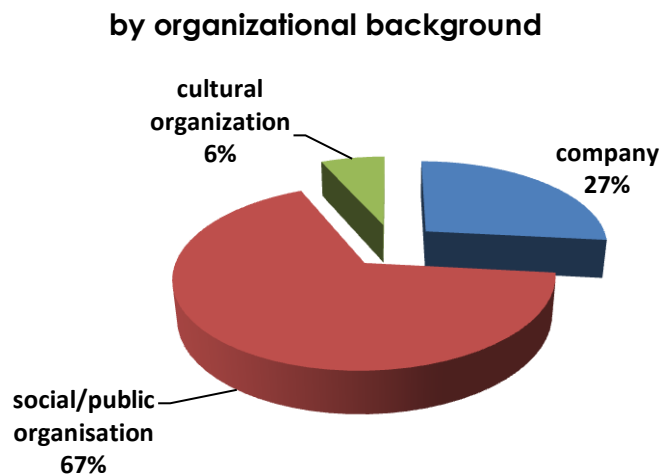
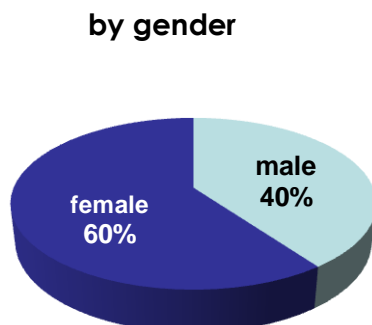
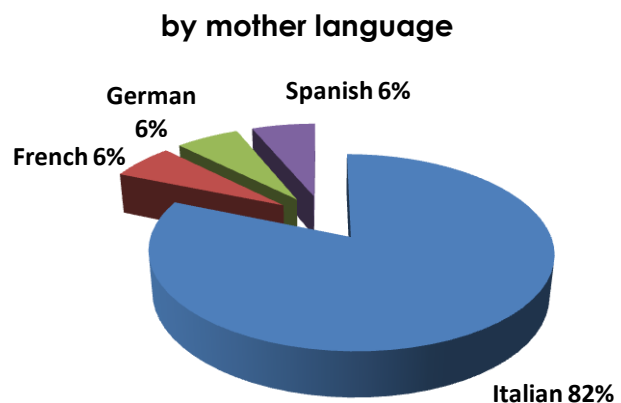
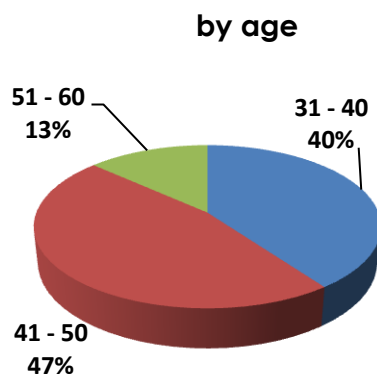
On Sunday 3<sup>rd</sup> of Dec. we organized our round table for stakeholders.

We invited the stakeholders that we interviewed for the preliminary study about the situation of migrants in Italy, the management of the companies/organizations were our students made their work experience, and other relevant people.

At first stakeholders have been invited to a tour of the city guided by some of our culture pilots. A tour was in Italian and one in English.

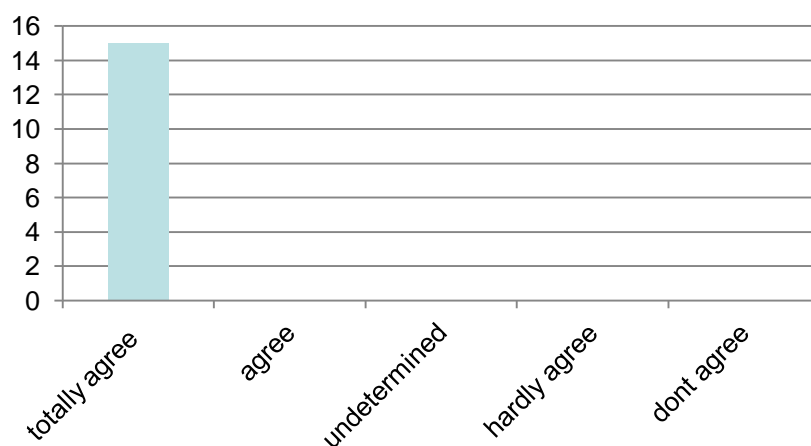
We thought that we would have reached a better result starting with the tours, in order to show first the results and after talk about the project itself. All stakeholders (15 people) appreciated a lot the tour and the project. They have been requested to complete the questionnaire online.

### Composition of the group of stakeholders

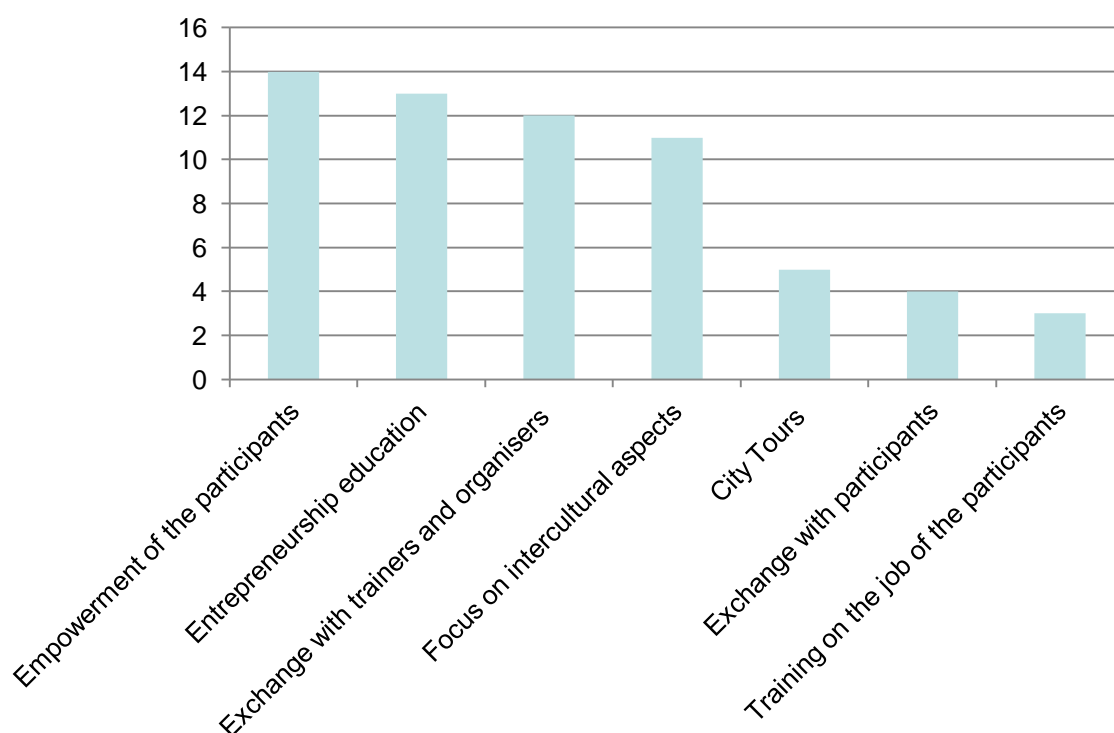


## Results of evaluation

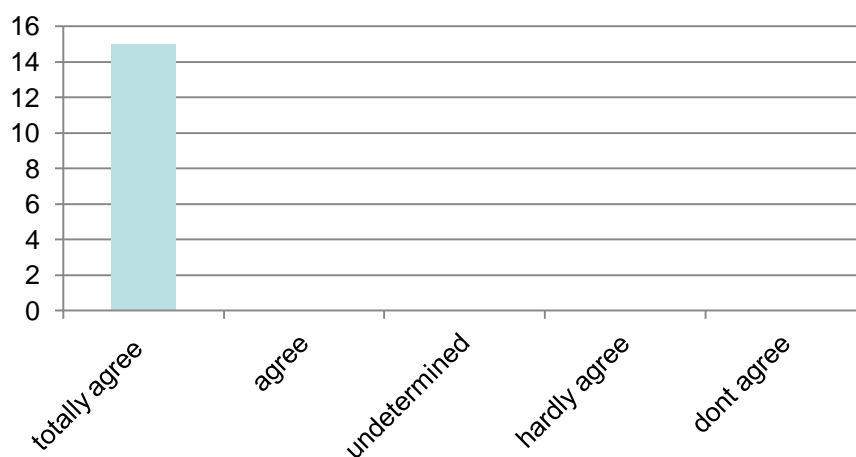
About the cooperation with the Culture Pilots Project meeting the stakeholder's expectations:



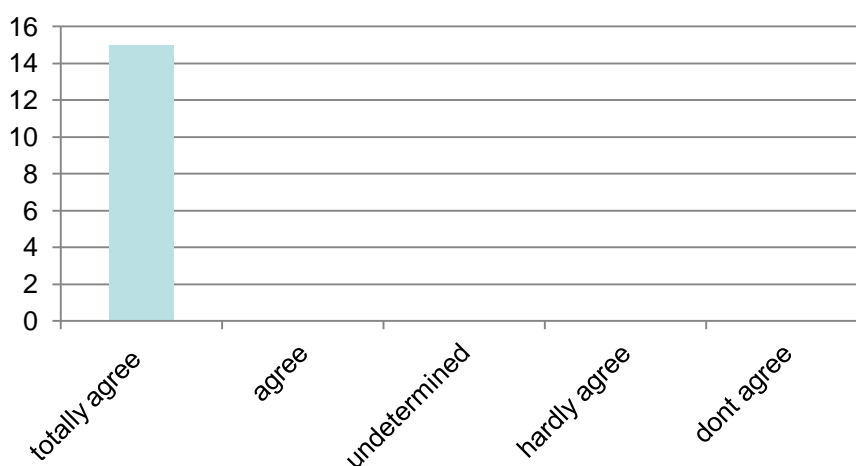
About the aspects in the Culture Pilots Training especially interesting: *(multiple choice was possible)*



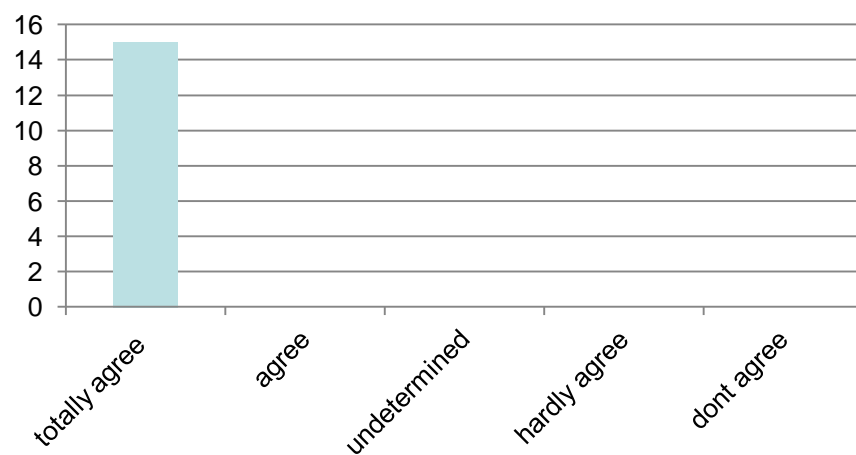
About the availability to participate again in a cooperation with a culture pilots project:



About the education of the participants being sufficient for the needs of the labour market



About the sustainability of the project and the possibility of further implementation



### **Comment about the most liked aspects of the project Culture Pilots**

"I really liked that the training has been defined after having solicited the opinion of the experts who work in direct contact with immigrants in order to make it as close as possible to the needs of the labor market. "

"The part of entrepreneurship education because it also develops skills for career management. "

"The relationship with the territory. "

"The training methodology and the ability of trainers to fully engage the participants. "

"The atmosphere created among trainees, trainers, tutors. "

"The project has produced absolutely stunning results. "

"The relationship with Eurocultura and the professionalism of its management and all the staff. "

"The relationship that has developed with Eurocultura. "

"The vivacity of the participants and their involvement in the activities thanks to the pool of trainers and tutors. "

"The training activity: It is very interesting the methodology used. "

"The involvement of many experts in the planning phase. "

"Very interesting is the methodology that involves writing the own biography: It's a very useful method for compiling also the portfolio of skills. "

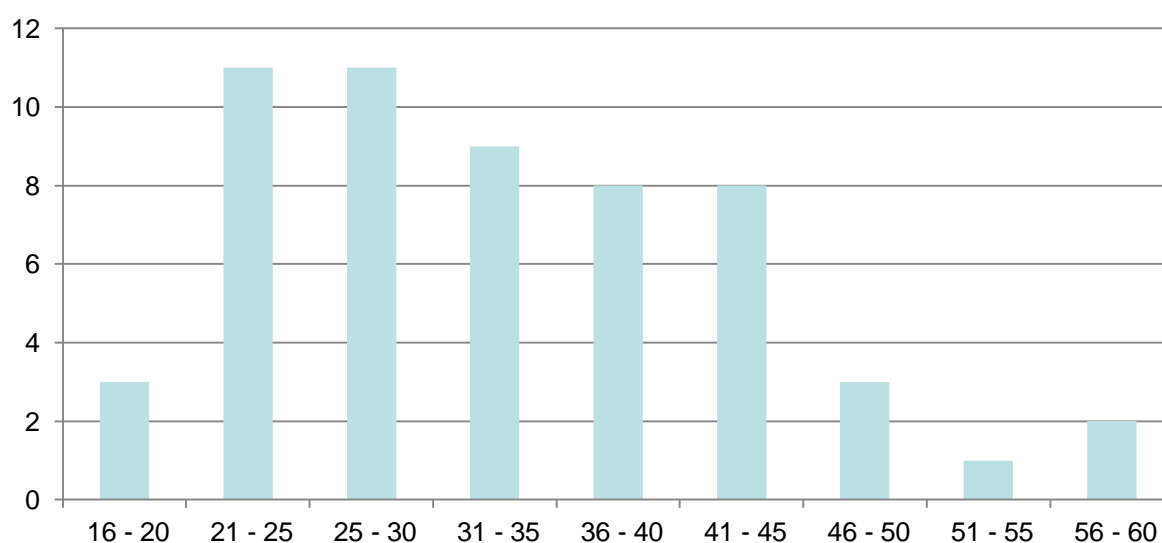
## The participants in guided tours

From the 1<sup>st</sup> of December the participants started to guide tourist visiting the historical centre of the town, asking them, at the end of the tour, to fill in the evaluation questionnaire.

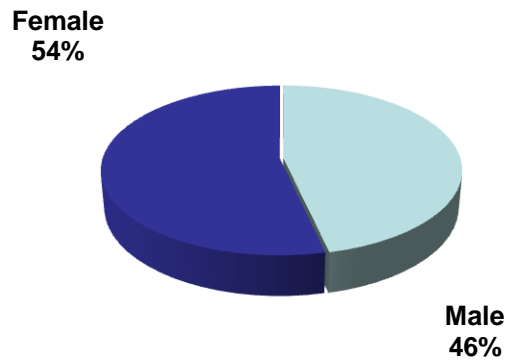
Actually many more than the 56 persons who filled in the questionnaires have been visiting Vicenza with our Culture Pilots, but the request to compile the evaluation form has been made only to some groups and not to all, depending on the ending time of the tour and on the schedule of the visitors. Questionnaires collected are in any case sufficient to give a picture of the degree of appreciation of the visitors and their ratings on the work performed by our guides.

## Composition of the group of participants in guided tours

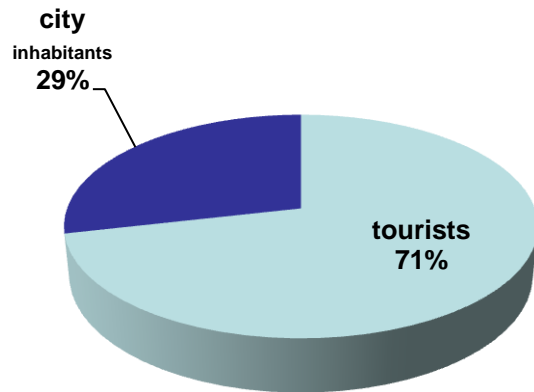
### by age



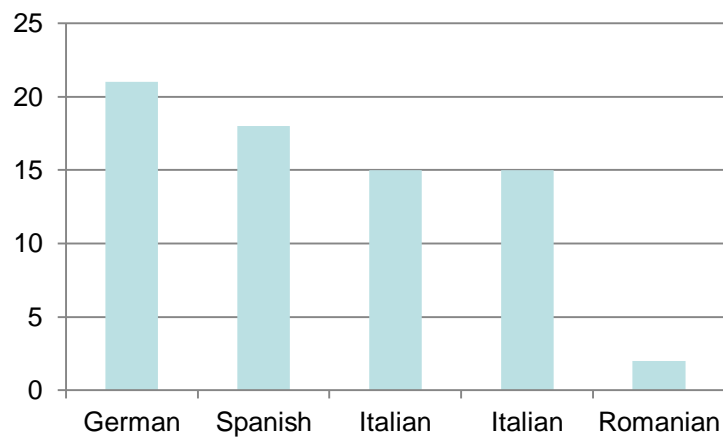
by gender



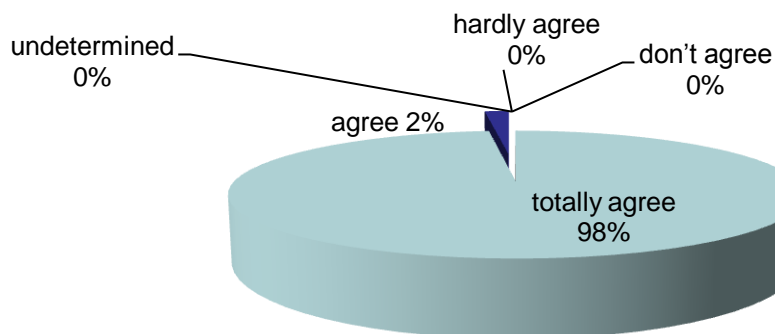
by type of participant



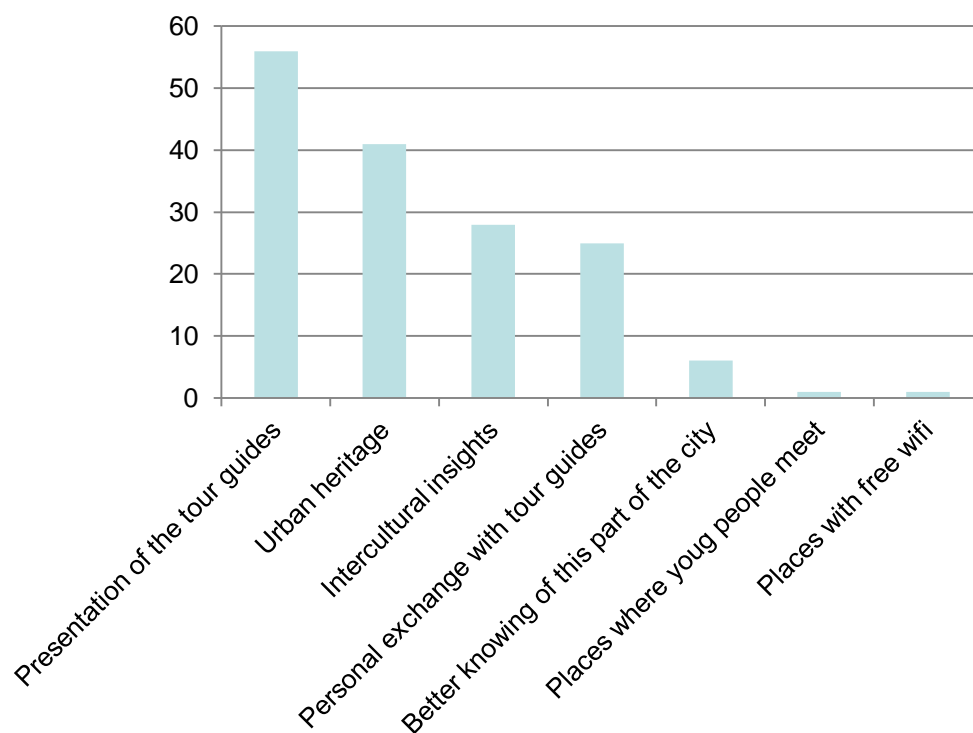
by mother language



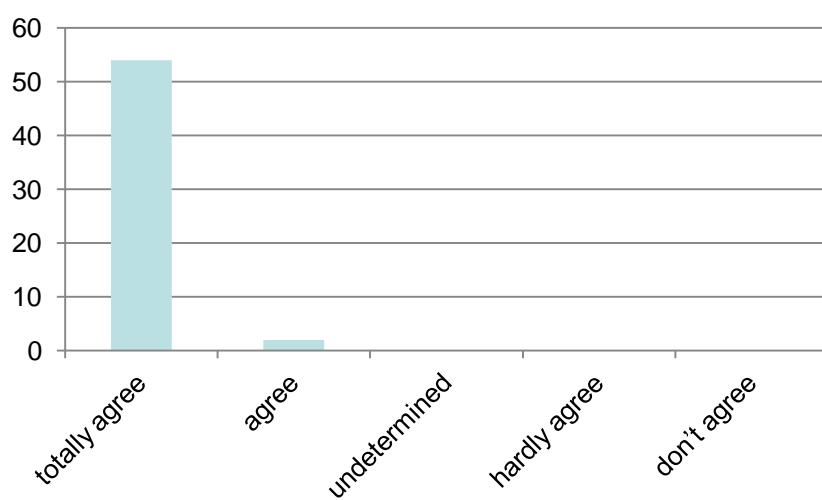
About the city tour meeting the visitors expectations:



About the most interesting and appreciated aspects of the guided tour:



About the option to choose to participate again in a city tour with a culture pilot



### **Comments of the participants to the guided tours**

“Very interesting tour above my expectations. “

“The guides are very well prepared and they speak a very good Italian. “

“Unusual but very interesting. “

“Very well trained guides. “

“Very professional tour with a strong human touch. “

“Interesting, professional, complete. “

“I've realized that I knew my own town very little. “

“Astonished about the professionalism of the guide. “

“Very interesting and the guide is perfect. “



## **Suggestions for improvement**

Learners and stakeholders stressed the point that the work experience was too short. All of them suggested a longer traineeship in order to give students a real chance to put in practice what they have learned in a real working environment and to give companies the opportunity to test skills and competences of trainees and to evaluate the possibility to make a job offer.

In future implementations of the curriculum this item will be strongly taken into account and the internship will have an adequate duration.

Further ICT training need emerged both from students and from companies. After the training hours foreseen by the project, a further 24 hours module focused on ICT has been provided, but in future implementations of the curriculum also this item will be taken into account and an ICT module will be integrated in the training curriculum from the very beginning of the training activity.

From trainers and counselors came the suggestion to reduce the number of individual counseling hours and to organize, during the training period, a "job club", a space where participants can get together, discuss about what they have done to look for a job, the experiences they have had with job interviews, where they can find information about job vacancies, working contracts etc.

This kind of self help activity is very useful and helpful, especially when there is always a counselor ready to give advice and support. Participants in such "job club" do not feel alone: they can share their successes and failures with people who have similar problems, of whom they trust because they are sharing a professional and personal growth path.

Moreover a "job club" is a very important learning place, where participants learn by listening to others experiences, both positive and negative.

## Conclusion

The implementation of the CULTURE PILOTS project , and especially the training activity, have been a great success, as shown by the appreciation rates given by all involved parties: learners, stakeholders, participants in guided tours but also by trainers and staff of Eurocultura.

The project and the training have had a positive impact on all the subjects involved.

Learner had the possibility to follow a training path that allowed them to improve and re-discover their competence and skills, making them available for the labor market.

The flexibility that characterizes the adopted training methodology allowed trainers to make the necessary changes, adding training modules and lectures and deepening some topics according to the demands and needs of the students.

Stakeholders had the chance to be involved from the very beginning of the project in the definition of the curriculum. This was a very important step because it meant that the stakeholders have taken the responsibility to collaborate in an educational activity that was clearly intended to increase the possibility of the students to enter in the labor market.

The involvement of stakeholders can also have a positive impact on the students. In fact one of the reasons why migrants have great difficulties to find jobs appropriate with their skills, competences and professional certificated is because they have very poor social and professional networks. Having had the possibility to meet stakeholders and show their professional performances can give students way to new opportunities.

Eurocultura had the chance to test a new methodology and training curriculum. The experience acquired during the development of the CP project will allow the organization to implement new training activities focused on migrants but also on other disadvantaged groups as, for instance, long term unemployed and women returning to the labor market after periods spent in childcare.