



Project Result 1: Developing a common understanding regarding the modern digital inclusion needs of TCN women in Europe

Task 1.2: Selection of relevant good practices

**SELECTION OF GOOD PRACTICES
TOWARD DIGITAL INCLUSION OF TCN WOMEN
IN SELECTED EU COUNTRIES**



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Project Result 1 (PR1): Developing a common understanding regarding the modern digital inclusion needs of TCN women in Europe.

Task 1.2: Selection of relevant good practices

Project Result Lead: Symplexis

Task 1.2 Lead: Diesis

Author(s): Diesis with input from the partners’ national reports

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The DIGITS Consortium is composed by 7 local and international organizations working with migrant related issues since several years.





GOOD PRACTICES

Local and national practices working toward digital inclusion of TCN women in selected EU countries

POLAND	
Good Practice 1: Course of computer usage	
Title of the good practice:	Course of computer usage
URL of the practice:	Facebook event
Location /geographical coverage:	Warsaw
Brief description of the practice (exact nature of problem it addressed):	Stationary digital classes from Google Workspace
Institution/ Organization/ Service provider/ Implementing agency	Ukraiński Dom (eng. Ukrainian House)
Target Group(s)/ Beneficiaries	For Ukrainian-speaking migrant women
Assessed effectiveness of/ Contribution that the practice has made to the digital inclusion of TCN women, along with tangible and not tangible results that reached:	Every edition 20 migrant women receive skills for Google Workspace: Sheets, Docs and Slides. They enter the job market with well developed digital skills and practical knowledge.
What are the conditions (institutional, economic, social, and cultural) that need to be in place for the good practice to be successfully replicated for TCN women in the context of the DIGITS project?	Trainers must deeply understand the needs and culture of migrants they train. There must be an atmosphere of mutual learning and sharing experience. You will need computers and space where you can train your skills.
What are the elements of this practice which could be used in the DIGITS capacity building programme (PR2&PR3)?	Apart from all mentioned above, the promotion of a course in a traditional manner (word of mouth marketing, leaflets, working with one specific group of migrant women) is another good practice that could be taken away from this action.
What are the possibilities of extending the good practice more widely?	The model is easy to implement so possibilities are endless.



Good Practice 2: My Digital Life	
Title of the good practice:	My Digital Life
URL of the practice:	https://mydigitallife.pl
Location /geographical coverage:	Online (Poland)
Brief description of the practice (exact nature of problem it addressed):	Providing individual help alongside with group classes with a goal to find a proper job for migrant women.
Institution/ Organization/ Service provider/ Implementing agency	Fundacja Rozwoju Społeczeństwa Informacyjnego (eng. Information Society Development Foundation)
Target Group(s)/ Beneficiaries	Migrant women
Assessed effectiveness of/ Contribution that the practice has made to the digital inclusion of TCN women, along with tangible and not tangible results that reached:	65 women (aged 30/40+) are to find a job within a 6-month period. First, they offer 6 to 8 weeks of training, then the time is divided between looking for job opportunities and individual consultations.
What are the conditions (institutional, economic, social, and cultural) that need to be in place for the good practice to be successfully replicated for TCN women in the context of the DIGITS project?	A project like this one needs a heavy financing and good strategic partnerships - in this case those are: Upwardly Global and Microsoft.
What are the elements of this practice which could be used in the DIGITS capacity building programme (PR2&PR3)?	Individual approach, and training over an extended time period.
What are the possibilities of extending the good practice more widely?	There are possibilities of extending this practice more widely if found equally supportive partners.



Good Practice 3: Digital Skills in Refugee Residence Point	
Title of the good practice:	Digital skills in refugee residence point
URL of the practice:	There is no information about those actions outside of the residence point. Classes are for residents only.
Location /geographical coverage:	Various locations in Warsaw
Brief description of the practice (exact nature of problem it addressed):	Organizing two computer rooms in residence point - one for working online and training and the other for doing homework, playing games and using the internet. To promote digital skills, a women's rights organization was invited for a series of motivational/empowerment lectures.
Institution/ Organization/ Service provider/ Implementing agency	Warszawskie Centrum Pomocy Rodzinie (eng. Warsaw Family Support Center)
Target Group(s)/ Beneficiaries	Third country national community
Assessed effectiveness of/ Contribution that the practice has made to the digital inclusion of TCN women, along with tangible and not tangible results that reached:	In the residence point always lives a few hundred people. Usually, people living there do not have a job or it is one of the least-paid jobs. Having opportunity to develop essential skills without leaving current place of living is extremely comfortable for eg. young mothers.
What are the conditions (institutional, economic, social, and cultural) that need to be in place for the good practice to be successfully replicated for TCN women in the context of the DIGITS project?	Finding the equipment to work on and a space where we could welcome women with children. Including empowerment lectures into our curriculum.
What are the elements of this practice which could be used in the DIGITS capacity building programme (PR2&PR3)?	As described above.
What are the possibilities of extending the good practice more widely?	Yes, but only in case of providing similar support (space for children and equipment to work on).



GERMANY

Good Practice 1: The Welcome App Concept

Title of the good practice:	The Welcome App Concept
URL of the practice:	https://welcome-app-concept.de/en/the-concept/
Location /geographical coverage:	The "Welcome App" is available nationwide in Germany and can be downloaded and used by anyone, regardless of their location within the country. While the app is available nationwide, some of the information and resources provided may be specific to certain regions or cities within Germany.
Brief description of the practice (exact nature of problem it addressed):	<p>The "Welcome App" is a mobile application that provides information and support to refugees and TCNs in Germany. The app includes a range of features, such as language translation, job search tools, and information about local services and resources, including digital skills training.</p> <p>First, the app provides language translation services, which can be incredibly useful for those who are not yet fluent in German. In addition to its language translation services, the app also provides information and resources related to digital skills training. For example, the app includes job search tools that can help users find employment opportunities in their area, many of which may require digital skills. The app also provides information about local services and organizations that offer digital skills training and support, making it easier for users to access these resources.</p> <p>Finally, the app includes a Digital reference book covering a variety of topics.</p>
Institution/ Organization/ Service provider/ Implementing agency	The "Welcome App" was developed by the German Federal Office for Migration and Refugees (Bundesamt für Migration und Flüchtlinge, BAMF) in collaboration with the Federal Employment Agency (Bundesagentur für Arbeit) and other partner organizations.



Target Group(s)/ Beneficiaries	Refugees and TCNs in Germany, including of course women
Assessed effectiveness of/ Contribution that the practice has made to the digital inclusion of TCN women, along with tangible and not tangible results that reached:	<p>While there is limited information available about the specific impact of the "Welcome App" on the digital inclusion of TCN women in Germany, the app has been praised for its ability to provide a wide range of resources and support to refugees and TCNs, including many that are relevant to digital skills.</p> <p>Some of the tangible and intangible results that the app has achieved include:</p> <ul style="list-style-type: none">• Improved access to information: The app has made it easier for refugees and TCNs to access information about a wide range of topics, including digital skills training and job opportunities. By providing this information in an easily accessible format, the app can help users to feel more informed and empowered as they navigate their new surroundings.• Increased digital literacy: The app's language translation services and job search tools can help users to develop their digital skills, including their ability to navigate online job search platforms and communicate effectively in a digital environment.• Improved social connections: The app's community features, including the ability to connect with other users and share information, can help to create a sense of community and belonging among refugees and TCNs. This can be especially important for women, who may face additional barriers to social connection and integration. <p>Overall, while the specific impact of the "Welcome App" on the digital inclusion of TCN women in Germany is not well documented, the app has the potential to provide a wide range of resources and support that can be beneficial for this group. By improving access to information, increasing digital literacy, and</p>



	fostering social connections, the app can help to promote the digital inclusion and overall well-being of TCN women and other users.
What are the conditions (institutional, economic, social, and cultural) that need to be in place for the good practice to be successfully replicated for TCN women in the context of the DIGITS project?	It is very hard to replicate this practice in our project since it governmentally supported. However, we could use some elements of this app for our project.
What are the elements of this practice which could be used in the DIGITS capacity building programme (PR2&PR3)?	For our project, we could adopt and adapt the Digital reference book that is included in the application, in order to use it properly and give to the migrant women a Handbook of digital terms, to facilitate their learning process.
What are the possibilities of extending the good practice more widely?	Mobile applications like the Welcome App could be adapted and customized for use in other countries as well, making it easier for TCNs to access relevant information and services. However, it requires collaboration among various stakeholders, including mainly government agencies.

Good Practice 2: Strong at work	
Title of the good practice:	Strong at Work
URL of the practice:	https://www.bmfsfj.de/bmfsfj/aktuelles/alle-meldungen/-stark-im-beruf-weist-zugewanderten-muettern-den-weg-in-den-beruf-186166
Location /geographical coverage:	The "Strong at Work" program is a federal program in Germany and is available nationwide.
Brief description of the practice (exact nature of problem it addressed):	<p>"Strong at Work" (Stark im Beruf) is a federal program in Germany that aims to improve the labor market integration of women with migrant backgrounds. The program provides support to women who face obstacles in finding or retaining employment, including training and coaching to improve their job skills and job search strategies.</p> <p>The program also includes a specific focus on digital skills training, as these skills are</p>



	<p>increasingly important for success in many jobs. Through the program, women can receive training in basic digital skills, as well as more advanced skills such as data analysis and programming.</p> <p>Overall, the goal of the "Strong at Work" program is to help women from diverse backgrounds to find and maintain employment that matches their qualifications and interests, and to help employers benefit from a more diverse workforce.</p>
Institution/ Organization/ Service provider/ Implementing agency	The program is implemented by the Federal Ministry for Family Affairs, Senior Citizens, Women, and Youth, in partnership with other government agencies and local service providers.
Target Group(s)/ Beneficiaries	Women, especially mothers, with migrant background, including TCNs
Assessed effectiveness of/ Contribution that the practice has made to the digital inclusion of TCN women, along with tangible and not tangible results that reached:	<p>Since its launch in 2015, 16,000 mothers with a migrant background have taken part in the federal programme "Strong at Work". One third of the women subsequently began employment or training (subject to social security contributions), another third started a qualification or an internship or received a qualification recognised.</p> <p>With these figures, a new impact analysis proves the successful approach of "Stark im Beruf". Counselling in group courses and coaching includes language support integrated into everyday life as well as offers of social integration and individual advice on compatibility issues.</p>
What are the conditions (institutional, economic, social, and cultural) that need to be in place for the good practice to be successfully replicated for TCN women in the context of the DIGITS project?	This federal program could not be replicated directly to our project, but we could keep some elements and use the appropriately.
What are the elements of this practice which could be used in the DIGITS	We could study the training material of the program that is focused on digital skills and incorporate it also to our training material.



<p>capacity building programme (PR2&PR3)?</p>	<p>Moreover, we could study the impact assessment report of the program in order to find the strengths and weaknesses of the material, aiming to replicate the good practices and avoid the ones that were not successful.</p>
<p>What are the possibilities of extending the good practice more widely?</p>	<p>The "Strong at Work" program has already been implemented nationwide, and it is aimed at promoting the labor market integration of refugee and migrant women in general, with a focus on vocational training.</p> <p>However, there may be possibilities to expand the program to specifically target the digital skills training needs of TCN women, as well as to increase outreach and accessibility to these populations. This could involve partnering with community organizations and employers to identify and address specific digital skills gaps, as well as incorporating more flexible and innovative approaches to digital skills training, such as online and blended learning formats.</p> <p>Additionally, continued monitoring and evaluation of the program's impact on the digital inclusion of TCN women could help identify areas for improvement and further refinement of the program's approach.</p>

<p style="text-align: center;">Good Practice 3: RIDE project</p>	
<p>Title of the good practice:</p>	<p>RIDE - Reach Inclusion Through Digital Empowerment For Migrant Women</p>
<p>URL of the practice:</p>	<p>https://www.ride-project.eu</p>
<p>Location /geographical coverage:</p>	<p>Berlin, as it concerns Germany, and in 6 more countries (Belgium, Greece, Bulgaria, Czech Republic, Italy, and Netherlands).</p>
<p>Brief description of the practice (exact nature of problem it addressed):</p>	<p>The project aims to include migrant and refugee women, including TCNs in the digital labour market by giving them the possibility to re-skill or upskill in the digital sector through specially designed training courses enabling them to start working.</p> <p>Activities:</p>





	<ul style="list-style-type: none"> • Developing a booklet of guidelines to implement the entire process: bootcamps, training offers, labour market info days and meetings with private companies and social businesses • Recruiting participants through national Info Days • Individual coaching and group sessions on social inclusion, women' rights and labour market integration in the host country • Specific job-related preparation through ICT training • Contacting and meeting local and international private and social companies through local Job Placement Fairs • An internship and/or job placement offer
<p>Institution/ Organization/ Service provider/ Implementing agency</p>	<p>Litus Novum (Germany), Bulgarian Chamber of Commerce and Industry (Bulgaria), Youth Included (Czech Republic), Symplexis (Greece), Code to Change (Netherlands), Legacoopsociali (Italy)</p>
<p>Target Group(s)/ Beneficiaries</p>	<p>Women with migrant background (refugees, TCNs, etc.)</p>
<p>Assessed effectiveness of/ Contribution that the practice has made to the digital inclusion of TCN women, along with tangible and not tangible results that reached:</p>	<p>The project aims to:</p> <ul style="list-style-type: none"> • Provide 400 Hours mentoring and coaching per country • Attract 60 Participants taking part in training by Cisco or The Code to Change • Attract 30 Companies attending Job Placement Fairs • Organize 6 Job Placement Fairs <p>More than 100 women who enrolled in the RIDE courses, 77 had completed them. The majority of the trainees were trained in basic digital skills, but in three of the six countries some trainees undertook upskilling of their existing skills. There was also some sectoral</p>



	<p>specialisation: the Czech Republic focused on video production and Italy on e-commerce. The evaluation shows that the trainees had advanced by an average of two steps on a ladder of ten steps, as regards both sides components of the training – the hard IT skills and the soft social inclusion mentoring.</p>
<p>What are the conditions (institutional, economic, social, and cultural) that need to be in place for the good practice to be successfully replicated for TCN women in the context of the DIGITS project?</p>	<p>Some of key elements to consider when working with the target group are building trust, and having the flexibility to adapt to changes in migrant women’s complex lives. Trainers must be able to understand that each migrant woman might have specific needs and human rights concerns. There must be an atmosphere of mutual learning and sharing experience.</p> <p>Since some of the partners of our project are also partners in the RIDE project, the replication here could be easier. A Memorandum of Understanding could be conducted between the 2 projects, aiming at cooperation, and sharing of good practices and results.</p>
<p>What are the elements of this practice which could be used in the DIGITS capacity building programme (PR2&PR3)?</p>	<p>A major part of the project was also dedicated to preparing migrant women for the labour market and raising awareness of their rights in the host society. As a result, on the side of the digital skills training, the project has also offered mentorship and coaching sessions for migrant women. Group workshops have been offered to raise awareness of the rights of migrant women:</p> <ul style="list-style-type: none"> ● access to education ● access to justice ● access to work <p>protection from gender-based violence against women and other kinds of discrimination.</p> <p>The job-related preparation ICT training of RIDE could be assessed and thus, the best cases of the training could be replicated to our project.</p>
<p>What are the possibilities of extending the good practice more widely?</p>	<p>RIDE had a strong focus on networking: this is one of the best practices women throughout the world are doing in their jobs or roles in</p>



	<p>society. Therefore, the main aim of RIDE is to boost economic participation by creating a platform where migrant women interested in the digital sector can learn from experts. This will also enable them to share experiences and support each other. The model has certainly potential for replication. The only thing to be considered is the timeline and the funding provided. Two years weren't enough to implement all the activities effectively and timely. More time should be given to initiatives like this. The results have been good, and many interesting elements came up during this time.</p> <p>The RIDE project has the potential to be extended more widely as it provides a valuable and innovative approach to addressing the digital inclusion needs of migrant women in Europe. The project's approach, which combines digital skills training with peer mentoring and community building, can be adapted and implemented in other contexts and countries to support the digital inclusion of migrant women, especially TCNs.</p>
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AUSTRIA	
Good Practice 1: Kompetenzcheck für Frauen	
Title of the good practice:	Kompetenzcheck für Frauen
URL of the practice:	https://www.abzaustria.at/en
Location /geographical coverage:	Austria
Brief description of the practice (exact nature of problem it addressed):	This practice aims at recording and assessing women's competences, knowledge and providing, accordingly, individual mother-tongue counselling, workshops to improve digital, other employment-relevant skills as well as self-confidence.
Institution/ Organization/ Service provider/ Implementing agency	ABZ* Austria and Vienna Public Employment Service



Target Group(s)/ Beneficiaries	TCN women
Assessed effectiveness of/ Contribution that the practice has made to the digital inclusion of TCN women, along with tangible and not tangible results that reached:	During the implementation period (2016 -2020), the annual average of women in certificated training or employment amounted to 48%, the initial target being 30%. The project was also awarded with the United Nation Public Service prize (UNPSA).
What are the conditions (institutional, economic, social, and cultural) that need to be in place for the good practice to be successfully replicated for TCN women in the context of the DIGITS project?	What seemed to be fundamental in overcoming the implementational challenges seemed to be a close-knit relationship between the counsellors and the women involved, particularly to tackle the worries related to the fear of missing the language skills necessary, lack of self-trust and lower qualifications. To this purpose, funding and mother-tongue services are required.
What are the elements of this practice which could be used in the DIGITS capacity building programme (PR2&PR3)?	The individual counselling approach as well as the digital information exchange are some of the crucial elements of this practice that seem transferrable. Moreover, providing an assessment of initial competences can equip women with an initial compass to guide them throughout their choice of classes.
What are the possibilities of extending the good practice more widely?	To extend the practice more widely, counselling can be provided to small groups instead of an individual basis. Courses also need to be compatible with a family-life.



Good Practice 2: FiT Zentrum

Title of the good practice:	FiT Zentrum
URL of the practice:	https://www.abzaustria.at/en/node/40
Location /geographical coverage:	Austria
Brief description of the practice (exact nature of problem it addressed):	The practice provides participants with job counselling, digital competence portfolio, individual counselling, creation of an individual study plan and goals. Moreover, it equips women with basic qualifications in their field of choice. The goal is to support women in male-dominated jobs that are usually better paid.
Institution/ Organization/ Service provider/ Implementing agency	ABZ*Austria
Target Group(s)/ Beneficiaries	Women interested in technical and digital jobs
Assessed effectiveness of/ Contribution that the practice has made to the digital inclusion of TCN women, along with tangible and not tangible results that reached:	Since the project kick-off in 2019, 2.500 residents in the implantation area have partaken to this project. More than 85% of the participants have completed the course.
What are the conditions (institutional, economic, social, and cultural) that need to be in place for the good practice to be successfully replicated for TCN women in the context of the DIGITS project?	A crucial institutional component that contributed to kindling the interest of big companies in taking up this project and new female hirings is the elimination of the costs for the trainees' compensation for companies. This was covered by the local Job Market Service instead. This way, companies had the chance to educate their trainees to their needs and without additional costs, a significative incentive.
What are the elements of this practice which could be used in the DIGITS capacity building programme (PR2&PR3)?	Providing a complete skills portfolio that includes digital skills seems to be a good take-away from this practice. Tailoring the workshops to the digital needs of companies is also a good element worth replicating.



<p>What are the possibilities of extending the good practice more widely?</p>	<p>Providing women with a portfolio and a page dedicated to their skills and capabilities could be a key factor to extend the project and its success, especially if it's in a digital format. Courses also need to be compatible with a family-life.</p>
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<p style="text-align: center;">Good Practice 3: Digital Pioneers</p>	
<p>Title of the good practice:</p>	<p>Digital Pioneers</p>
<p>URL of the practice:</p>	<p>https://digitalpioneers.at/aktuelles/digital-pioneers-das-freiwillige-digitale-jahr-fuer-frauen</p>
<p>Location /geographical coverage:</p>	<p>Austria</p>
<p>Brief description of the practice (exact nature of problem it addressed):</p>	<p>The project addresses the issue of women often being underrepresented in digital jobs or lacking the necessary skills to go down this career path. Throughout the course, participants develop digital skills, innovative skills, entrepreneurship skills and personal development skills. These are then implemented in a traineeship with partner companies.</p>
<p>Institution/ Organization/ Service provider/ Implementing agency</p>	<p>The "Digital Pioneers" project was launched by Plattform Industrie 4.0 Österreich together with the Federal Chamber of Labour and Digital Campus Vorarlberg</p>
<p>Target Group(s)/ Beneficiaries</p>	<p>Young women (17-27 years old) willing to develop their digital skills</p>
<p>Assessed effectiveness of/ Contribution that the practice has made to the digital inclusion of TCN women, along with tangible and not tangible results that reached:</p>	<p>Although not specifically targeting TCN women, a lot of the participants registered fell into that group. There are no specific figures reporting the impact of the project. However, the companies that partnered with the initiators of the project are important names in their respective fields, which hints at the successful</p>



	outcome of the project. Therefore, the project supposedly gives TCN women access to digital skills as well as jobs in the relevant area.
What are the conditions (institutional, economic, social, and cultural) that need to be in place for the good practice to be successfully replicated for TCN women in the context of the DIGITS project?	Being funded by three different institutions, the project has a significant initial budget, although there are no precise figures to this regard. Another crucial aspect that seems fundamental for the good practice is networking. Indeed, the successful partnerships enabling a quick transfer from education into hands-on practices are at the core of this project.
What are the elements of this practice which could be used in the DIGITS capacity building programme (PR2&PR3)?	Finding relevant strategic partnerships seems to be a paramount element that could be developed in the DIGITS project.
What are the possibilities of extending the good practice more widely?	As for all the projects, it is important that the programme is compatible with family duties.

GREECE	
Good practice 1: Integration4all	
Title of the good practice:	Integration4all platform
URL of the practice:	https://integration4all.gr
Location /geographical coverage:	Greece
Brief description of the practice (exact nature of problem it addressed):	Integration4All aims at providing practical information towards the successful inclusion of recognized migrants, refugees and asylum seekers into the labor market and the Greek society. It addresses both potential employees and employers and contains information about working in Greece being at the same time an online informational platform and e-learning course including a variety of articles, videos, graphic illustrations, interactive educational activities and guidance about employment in Greece.
Institution/ Organization/ Service provider/ Implementing agency	The International Organization for Migration (IOM) and CITY College, University of York



	<p>Europe Campus in Thessaloniki, Greece. The online platform has been developed by students of the Computer Science Department of CITY College as part of the INVENT project (https://invent.york.citycollege.eu)</p>
<p>Target Group(s)/ Beneficiaries</p>	<ul style="list-style-type: none"> ● Migrants, refugees, asylum seekers in Greece (future employees) ● Employers
<p>Assessed effectiveness of/ Contribution that the practice has made to the digital inclusion of TCN women, along with tangible and not tangible results that reached:</p>	<p>Integration4All seeks to provide a user-friendly summary of practical information along with a step-by-step programme with tools that foster education and improve decision making.</p> <p>By navigating through its five main sections, migrants and refugees living in Greece can explore a variety of training and career paths, develop plans, and gain skills to strengthen their self-esteem, increase their career prospects and transform their lives in a meaningful way.</p> <p>At the same time future employers can get very useful information that can help them fire migrants and refugees.</p> <p>The platform works on mobile phones, tablets or computers and it is available for free in both Greek and English.</p> <p>In more detail, the sections of the website include the following:</p> <ul style="list-style-type: none"> ● Working in Greece: a) How can I work in Greece? b) Working as an employee, c) Refugees and entrepreneurship in Greece, d) Labour market in Greece ● Information for employers: a) Reasons to hire, b) Asylums seekers and beneficiaries of international protection, working rights in Greece, c) questions and answers for employers, d) types of migration statuses and documentation papers, e) Hiring refugees via OAED, f) Hiring beneficiaries of international protection, g) hiring asylum seekers ● Looking for a job: a) Finding a job, b) applying for a job, c) getting ready for an interview



	<ul style="list-style-type: none"> • Education: a) Schooling options in Greece, b) Recognizing your skills and titles, c) Online courses, d) Practice Greek/English • Integration in Greece: a) Integration support services, b) Public municipalities services, d) Hellenic Integration Support for Beneficiaries of International Protection (HELIOS) <p>Success stories from migrants and refugees working in Greece</p>
<p>What are the conditions (institutional, economic, social, and cultural) that need to be in place for the good practice to be successfully replicated for TCN women in the context of the DIGITS project?</p>	<p>This good practice can be successfully replicated for TCN women in the context of the DIGITS project since many migrant and refugee women are in search of a job and are looking for ways to develop their soft skills for this exact purpose.</p>
<p>What are the elements of this practice which could be used in the DIGITS capacity building programme (PR2&PR3)?</p>	<p>The structure of this platform and the information that contains can be very helpful for the next steps of the DIGITS project. The abovementioned platform addresses potential employees and employers and contains information about working in Greece - including legal rights and obligations - and guidance on how to search for a job, write a CV, or prepare for an interview. A special section is dedicated to the educational component and learning opportunities, where refugees and asylum seekers can further enhance their skills. Correspondingly, the DIGITS platform will address adult educators and people supporting TCNs and TCNs/migrants/refugees at the same time.</p>
<p>What are the possibilities of extending the good practice more widely?</p>	<p>DIGITS partners from Poland, Austria and Germany can also check if such a platform exists in their countries and then all relevant online sources can be included/proposed in the DIGITS platform as “useful sources”.</p>





Good practice 2: Momentum	
Title of the good practice:	MOMENTUM
URL of the practice:	https://www.momentumproject.eu
Location /geographical coverage:	Greece, Italy, Spain, Portugal, Hungary
Brief description of the practice (exact nature of problem it addressed):	<p>More than 2.4 million third-country nationals aged 18-35 have arrived in the EU since 2015, with women accounting for 45.6% of this migrant population, according to Eurostat data. This proportion of people face additional barriers to integration, having to overcome difficulties and stereotypes associated with both being refugees and being women.</p> <p>MOMENTUM of Cooperation is an initiative focused on reducing barriers faced by migrant and refugee women undergoing the process of socio-economic integration. MOMENTUM aims at breaking the working silos in services provision and promoting a whole-of-government approach to skills development and integration, responding to TCN women's multiple vulnerabilities.</p>
Institution/ Organization/ Service provider/ Implementing agency	<p>By using a gender-sensitive approach, MOMENTUM brings together the most relevant stakeholders - civil society organizations, governmental and non-governmental organizations, employment centers, educational institutions, social economy organizations and entrepreneurs - to generate impact and social change through dynamic collaboration.</p> <p>In partnership with local stakeholders in five EU countries - Greece, Italy, Spain, Portugal, and Hungary- MOMENTUM will deliver vocational training to young migrant and refugee women, equipping them with educational and entrepreneurial skills and tools to enter the job market.</p> <p>MOMENTUM is a programme funded by the European Union's Asylum, Migration, and Integration Fund (AMIF).</p>
Target Group(s)/ Beneficiaries	Young migrant and refugee women (18-35 years old).



<p>Assessed effectiveness of/ Contribution that the practice has made to the digital inclusion of TCN women, along with tangible and not tangible results that reached:</p>	<p>By the end of 2023, the MOMENTUM project aims to support 250 women through the provision of workshops, trainings, personalized counselling sessions and local language learning. In detail, 250 young migrant and refugee women will have participated in personal development activities. Plus, 175 women will have received personalized employment counselling, 150 will have improved their language skills, and 125 will have been supported through mentoring sessions.</p>
<p>What are the conditions (institutional, economic, social, and cultural) that need to be in place for the good practice to be successfully replicated for TCN women in the context of the DIGITS project?</p>	<p>This good practice can be successfully replicated for TCN women in the context of the DIGITS project since many young migrant and refugee women are in search of targeted digital training opportunities in order to enter in the labour market through social economy as an emerging, migrant women-friendlier sector.</p>
<p>What are the elements of this practice which could be used in the DIGITS capacity building programme (PR2&PR3)?</p>	<p>MOMENTUM aims to connect with initiatives aimed at building an inclusive Europe and seeks to work in partnership with Equal@work. Created by ENAR, it is a pioneering platform that since 2009 brings together businesses, social partners, NGOs, public authorities, and academics who encourage diversity and inclusion, and aim to find solutions to enable ethnic and religious minorities to participate fully in the labour market. These actors share best practices, explore innovative dimensions, and engage in a constructive dialogue to empower the recruitment, retention and career development of minorities and immigrants and develop creative and innovative business logic approaches.</p> <p>DIGITS could follow this idea of working with Equal@work to collect experiences to increase the impact of project activities.</p>
<p>What are the possibilities of extending the good practice more widely?</p>	<p>The central aim is to incorporate the project's new methods and approaches not only in the strategies and practices of the organizations involved but also in the countries' policies to address the problem of TCN women. Public authorities need to modernize to a holistic gender-sensitive governmental approach to</p>



	include TCN women through their participation in policy-making meetings. Also, through this good practice, recruitment and retention processes should be improved to integrate young migrant and refugee women into the digital workplace.
Good practice 3: INTERNISA	
Title of the good practice:	INTERNISA
URL of the practice:	https://www.internisa.eu/gr/
Location /geographical coverage:	Greece, Jordan, Spain, Tunisia, Lebanon, Palestine, Italy
Brief description of the practice (exact nature of problem it addressed):	INTERNISA is a project for the professionalization of women. This project aims to bridge the digital gender gap and provide marketable digital skills in Mediterranean territories by developing a network and a portal that brings closer the demand and supply of the labour market, providing women with digital skills, and delivering professional training in the agri-food, financial, textile, and tourism sectors.
Institution/ Organization/ Service provider/ Implementing agency	Region of Central Macedonia in Greece, AL - Balqa Applied University – ABAU in Jordan, Catalan Youth Agency, Department of Employment, Social Affairs and Families in Spain, Andalusian Federation of Towns and Provinces in Spain, ActionAid Hellas Non-Profit Organization in Greece, SQLI Services in Tunisia, Chamber of Commerce, Industry and Agriculture of Beirut and Mount Lebanon in Lebanon, ActionAid Palestine in Palestine, Arezzo Innovazione in Italy, Camera di Commercio Arezzo-Siena in Italy.
Target Group(s)/ Beneficiaries	<ul style="list-style-type: none"> • Women (18-35 years old) • Young people (NEETS)
Assessed effectiveness of/ Contribution that the practice has made to the digital inclusion of TCN women, along with tangible and not tangible results that reached:	During the project, the INTERNISA network will foster the hiring of 400 women trained in digital skills through short-term crowd working & traineeships and long-term full-time jobs. Also, 1,000 women and NEETs will have free access to training resources on digital skills and 800



	<p>businesses operating in the agri-food, tourism, textile, and financial sectors will have a direct benefit. Plus, 50 public sector employees offering policy knowledge on digitalization and women's empowerment will have a direct benefit through their participation. INTERNISA's impact is to provide an inexpensive and sustainable mechanism to ensure that businesspeople, women and public authorities have access to training and know-how to develop their digital skills.</p>
<p>What are the conditions (institutional, economic, social, and cultural) that need to be in place for the good practice to be successfully replicated for TCN women in the context of the DIGITS project?</p>	<p>TCN women should understand the mandatory nature of digital skills in the modern labour market. It's important to develop project activities with interventions related to matchmaking of labour demand and supply to foster contacts among job seekers and employers.</p>
<p>What are the elements of this practice which could be used in the DIGITS capacity building programme (PR2&PR3)?</p>	<p>Under INTERNISA women can take part in training sessions, gain knowledge of essential digital tools, learn about new jobs and network with companies. In addition, they are given the opportunity to attend debates by organizations working on women's rights and gender issues. A platform has also been created where interested women can post their CVs and get in touch with companies looking for human resources and new employers.</p>
<p>What are the possibilities of extending the good practice more widely?</p>	<p>With the aim of providing training in digital skills to women and know-how about digitalization approaches to businesspeople, the project will combine training in the digital sector with professional development of TCN women. To reach its objective, the project will develop online services addressed to women and employers providing training curricula and personal consulting. Finally, the project will develop a series of policy recommendations to foster professionalization of women through digital skills.</p>



ACROSS EUROPE

Good Practice 1: ReDI School of Digital Integration

Title of the good practice:	ReDI School of Digital Integration
URL of the practice:	https://www.redi-school.org
Location /geographical coverage:	Germany, Copenhagen, Sweden and online
Brief description of the practice (exact nature of problem it addressed):	ReDI School of Digital Integration is a non-profit tech school providing migrants and marginalized locals free and equitable access to digital education. They offer learners high quality coding and basic computer courses in combination with a unique career and mentorship program, which includes the chance to collaborate with tech companies, startups, and digital industry leaders. Their Copenhagen branch is specifically working to create digital empowerment for women with refugee and migration backgrounds. The aim is to prepare and accelerate women's personal and professional potentials by strengthening their digital competencies and using businesses and volunteer educators to broaden their social and professional network.
Institution/ Organization/ Service provider/ Implementing agency	ReDI School
Target Group(s)/ Beneficiaries	Migrants, refugees, migrant women, unemployed and those facing social problems
Contribution that the practice has made to the digital inclusion of TCN women, along with tangible and not tangible results that reached:	More than 6800 learners were trained with ReDI School of Digital Integration, the majority of which successfully made the leap into the job market. In Germany, in the span of 5 years, ReDi School has been able to teach over 1000 students from 35 different nationalities and offer an intro to programming and analytics, UX/UI classes. Unfortunately, far too many women and nonbinary people arrive to Germany lacking a network, digital skills, or confidence to get out and start creating. Therefore, ReDi School aims to help these individuals build confidence, come together through networking or social events, 1 to 1 mentoring, and offer child care services for



	students when onsite classes since 30% are parents.
What are the conditions (institutional, economic, social, and cultural) that need to be in place for the good practice to be successfully replicated for TCN women in the context of the DIGITS project?	The ReDI school have succeeded with the support of many partners and sponsors. Many companies helped with donation or by developing a CSR project with them. The school also received a high interest from employees' volunteer as teachers or mentors, and they have managed to recruit their students as employees. For learners to be able to have immediate access to the course, there is the need for supply with old, functional laptops, which are about 2-3 years old. Migrant women learners should be in possess of such devices. There is also the need for individuals, people with coding background that can help out as teachers or mentors 3-4 hours per week. All these conditions can be taken as a base when developing a digital training programme in the context of DIGITS project.
What are the elements of this practice which could be used in the DIGITS capacity building programme (PR2&PR3)?	Finding relevant strategic partnerships seem to be a paramount element that could be developed in the DIGITS project. The impact that ReDI School programs have, is an outcome of many different, dedicated stakeholders in their community. Alone in the last 5 years, 1,335 Volunteers and 225 company partners with 451 partner contacts support ReDI Munich's mission.
What are the possibilities of extending the good practice more widely?	Having the right tech skills would not always be enough to help the graduates land a job. Mentorship and coaching are very important element of career programs to support the students land jobs faster.

Good Practice 2: DigiLab	
Title of the good practice:	DigiLab
URL of the practice:	https://www.possibles.org/
Location /geographical coverage:	Liege, Belgium
Brief description of the practice (exact nature of problem it addressed):	DigiLab is an intensive digital skills training accompanied by on-demand office hours



	<p>support. Through DigiLab, they train people of foreign or Belgian origin who usually don't meet the criteria to access such training, such as undocumented migrants, unemployed individuals or long-term jobseekers, or people who are either not in education, employment, or training (NEET), among others. DigiLab fills in an important gap for adult education in Belgium, providing opportunities to groups who face societal exclusion. DigiLab's sessions teach basic digital skills in an intensive one-month course with four hours of training per day. Jacques Lecart, the passionate trainer, opens the classroom at 9 am every day, and until 1 pm, accompanies students in understanding everything about the computer. The motivated class is composed of ten to twelve learners, a group that is voluntarily made small to encourage both individual support and collective dynamics.</p>
<p>Institution/ Organization/ Service provider/ Implementing agency</p>	<p>Le Monde des Possibles. The philosophical identity of Le Monde des Possibles of defending a social and economic policy that is respectful of fundamental rights, explicitly fighting for the rights of migrants, undocumented and unemployed workers, women, and youngsters, is well reflected through this project and multiple initiatives. They offer a permanent social and legal service to their beneficiaries, which helps fight against all forms of exclusion and discrimination. Every week, 200 people of 54 nationalities speaking 410 different languages participate in their cross-cultural activities.</p>
<p>Target Group(s)/ Beneficiaries</p>	<p>Undocumented migrants, unemployed individuals or long-term jobseekers, or people who are either not in education, employment or training (NEET)</p>
<p>Assessed effectiveness of/ Contribution that the practice has made to the digital inclusion of TCN women, along with tangible and not tangible results that reached:</p>	<p>27 individuals were trained during the first three sessions. The attendance rate is 79%.</p> <p>The results of DigiLab are very positive for learners. Many of them are motivated to learn</p>



	<p>more after the end of the course. At the end of a DigiLab session, learners can, among other things:</p> <ul style="list-style-type: none"> ● Use the mouse and the keyboard effectively and have a global understanding of what the components of a computer are, ● Clean the computer, move files in folders and sort them, ● Use Google apps and manage their mailbox, ● Create a resume, write a cover letter, and apply for a job.
<p>What are the conditions (institutional, economic, social, and cultural) that need to be in place for the good practice to be successfully replicated for TCN women in the context of the DIGITS project?</p>	<p>DigiLab's uniqueness lies in the inclusive methodology it uses, which places the participants at the heart of their process without reproducing the logic of exclusion that they may have experienced in the past. This opposes the feeling of rejection they face daily, concerning their status, their language skills, and administrative obligations, among others. Boosting learners' confidence is highly important, so Le Monde des Possibles' staff works every day on this aspect. People often come with poor self-confidence and self-esteem due to their past. Many of them have been mistreated in their country, during their journey to Belgium and in Belgium. The inclusive methodology can be indeed a crucial component to consider when designing the training framework and in other activities with migrant women within the DIGITS project.</p>
<p>What are the elements of this practice which could be used in the DIGITS capacity building programme (PR2&PR3)?</p>	<p>The inclusive methodology and offering students immediate and time-sensitive needs and flexibility to those who might not be able to attend every class. It can include requests for specific software or functions, technical issues, assistance with online procedures, answers to questions, help with writing, etc. The objective is to support digitally vulnerable people by offering them digital training and a permanent presence to meet their daily digital needs.</p>



<p>What are the possibilities of extending the good practice more widely?</p>	<p>The DigiLab has the potential to extend more widely as it provides a valuable and innovative approach to addressing the digital inclusion needs of migrants and unemployed including women in Belgium. Their approach, which combines digital skills training with an inclusive methodology and flexibility for learners can be effectively adapted in other contexts of digital education to support the inclusion of migrants and other groups.</p>
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<p style="text-align: center;">Good Practice 3: Konexio</p>	
<p>Title of the good practice:</p>	<p>Konexio</p>
<p>URL of the practice:</p>	<p>https://www.konexio.eu</p>
<p>Location /geographical coverage:</p>	<p>France</p>
<p>Brief description of the practice (exact nature of problem it addressed):</p>	<p>Konexio is a hybrid non-profit and social start-up that provides tech skills training to disadvantaged populations, notably refugees and migrants. Konexio's programmes empower young people through digital skills training and direct job placement. Konexio offers both a Digital Basics programme and a Code programme. Digital Basics is covers fundamental skills such as computer parts and functions, internet navigation, and the Microsoft Office Suite. Once trainees complete the 100h course, they earn an EU-recognized certificate in digital literacy. Trainees who aspire to work as developers enrol in the DigiStart, an intro to code boot camp, followed by DigiTalents, an intensive 600h web and application development course. Many of Konexio's trainees are refugees and migrants and face additional barriers in gaining employment. Konexio's programmes take these barriers into account. The inclusion and integration of disadvantaged groups requires support in the social, professional, and educational areas. Thanks to the strong community of partners chosen strategically, Konexio can provide these opportunities and facilitate the integration and inclusion of its</p>



	learners with partners for administrative issues, housing, health, etc., etc.
Institution/ Organization/ Service provider/ Implementing agency	Konexio
Target Group(s)/ Beneficiaries	Migrants, Refugees, unemployed
Assessed effectiveness of/ Contribution that the practice has made to the digital inclusion of TCN women, along with tangible and not tangible results that reached:	<p>Among learners, 95% feel more integrated and connected to their host society. Out of the 650 trainees trained in 2020:</p> <ul style="list-style-type: none"> - Konexio attest to a very high attendance rate (90%) on their training courses - 72% of positive exits after 6 months of training end (job opportunities, resumption of training and/or qualifying studies or launch of entrepreneurial projects). - 94% of learners have acquired digital skills that they continue to use on a daily basis in their professional and personal lives. Of the Code programmes: <ul style="list-style-type: none"> - 70% of the beneficiaries felt that they had improved their code skills (average satisfaction obtained: 4 out of 5), - 80% stated that they had a better understanding of digital occupations, <ul style="list-style-type: none"> - 75% of the beneficiaries stated that they used the digital skills taught for professional purposes.
What are the conditions (institutional, economic, social, and cultural) that need to be in place for the good practice to be successfully replicated for TCN women in the context of the DIGITS project?	<p>Konexio rely on several partners that allow them to source and recruit their learners, including reception and integration associations as well as public partners. The inclusion and integration of disadvantaged groups requires support in the social, professional and educational areas. Thanks to the strong community of partners chosen strategically, Konexio can provide these opportunities and facilitate the integration and inclusion of its learners with partners for administrative issues, housing, health, etc., etc. They also establish partnerships with various digital public spaces in Paris in order to have computer rooms equipped to deliver our training courses. Our partner companies also play a major role in the workshop component</p>





	<p>of the fundamental interpersonal skills in our training courses: with Konexio, we co-create workshops on specific themes, relevant to our learners and where our partner company has expertise.</p>
<p>What are the elements of this practice which could be used in the DIGITS capacity building programme (PR2&PR3)?</p>	<p>Konexio adapts their training method to their audiences (individualised and personalised approach): practical cases are created to put them in concrete situations. So that no one is excluded from the digital transformation, they train their learners in basic office automation tools with a professional aim to meet the digital needs of companies faced with the increasing digitalisation of our society. They consider that the training of trainers is essential because they are the first people in direct contact with their beneficiaries. If they themselves do not master the digital tools, this would be problematic. Thus, their activities also target the trainers.</p>
<p>What are the possibilities of extending the good practice more widely?</p>	<p>The Konexio program has already been implemented nationwide and internationally. However, there may be possibilities to expand the program to specifically target the digital skills needs of migrant women, as well as to increase outreach and accessibility of this target group. Additionally, continued monitoring and evaluation of the program's impact on the digital inclusion of migrant women could help identify areas for improvement and further adaptation of the program's approach.</p>