

# PILOT ACTION



## SOFT SKILLS FOR APPRENTICES

*Tackling access to non-formal education*



TRAININGS  
QUALIFICATIONS  
APPRENTICESHIPS

### AIM

This pilot aimed for a long-term integration of soft skill education for apprentices of magdas hotel- is a social business in which young refugees or people with migration background take part in an apprenticeship programme. Besides the formal education magdas aimed to provide non-formal education to their apprentices within the format of workshops in order to raise chances on the general job market as well as to support them on daily issues and active long term integration in the society.

Further the pilot aims to include diverse trainers in the coaching team. Therefor new trainers with migration background where educated and could try out their newly gained skills in the workshops for magdas.

### APPROACH OF THE PILOT

Workshops on conflict resolution and intercultural dialogue where held by a diverse trainer team. In close contact with the responsible person at magdas, with many feedback loops and a special eye on the long term integration of the pilot in the apprenticeship-programme, the pilot action was designed and also implemented.

### ACHIEVEMENTS / OUTCOMES

- All apprentices from magdas (hotel and kitchen) were involved in the Workshops
- Workshops in close collaboration with magdas stuff where developed
- In the first Workshop 9 participants took part
- In the second workshop 4 participants took part
- The workshops could be held in person
- Concepts & workshops will be included in the general apprenticeship- programme of magdas and continue throughout the end of the project
- Diverse trainers where included in the trainer team



SiforREF

European Union  
European Regional  
Development Fund



### THE PROJECT

**Social Innovation for Refugees** (SiforREF)

examines and tests solutions with the aim to support societal and labour market integration of refugees after their arrival in five Central European cities. The team consists of researchers, representatives of local government and actors from civil society.

### THE PILOT ACTION

The Pilots are concrete actions for the inclusion of refugees into society and labour market. Seven pilots were conducted from April 2021 until September 2021. Each of them addresses a specific challenge, target group, goal and working approach in respect to refugee inclusion.

### PARTICIPANTING REGIONS

Berlin, Germany (2)  
Bologna, Italy (1)  
Ljubljana, Slovenia (1)  
Parma, Italy (1)  
Vienna, Austria (2)

### AIM

The findings from each Pilot contribute to develop social innovative and inclusive practices and policies that are mainstream and institutionalised.

### PILOT RESPONSIBILITY BY:

# Caritas

magdas-hotel.at



## KEY LEARNINGS FROM THE PILOT

- Apprentices have a full time job, sometimes holidays and also attend school for five weeks a year. The workshops are additional and have to be planned well in advance in order to reach all apprentices.
- The topics of the workshops and the content has to be close to the realities of participants. Too theoretical input is not useful.
- Apprentices of magdas come from all over the world. That is a potential, not a problem.
- Diverse trainers with refugee background are not only role models for participants but also a great gain with their experiences in similar situations to apprentices with refugee background.



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## FACTORS FOR SUCCESS

- Close contact to partner organisation magdas: from the very beginning the long term perspective and sustainability of the pilot action was key. Therefore the contents of the workshop was developed in close collaboration with the partner organisation magdas.
- Working on eye level: working with new trainers with migrant experience and integrating their skills in the workshop was important for the transferability of the content.
- The content was created with feedback from magdas as well as from apprentices. It is important to create meaningful content that is useful for their work and life.

## STUMBLING BLOCKS

- Participants are working full time and the workshop had to fit inbetween their busy working life.
- Covid-19: uncertainties throughout the project time didn't allow us to create more workshops within the pilot action periode however, in the long run every year the workshops will be held for all new apprentices at magdas.



## FUTURE POTENTIAL

The workshops will be integrated in the apprenticeship programme of magdas. Every new apprentice will take part in the workshops on conflict resolution and intercultural communication.

PILOT RESPONSIBILITY BY:

**Caritas**

SUPPORTED BY:

