



# ***Municipality of Egaleo European programs and prospects for development and extroversion***

**Municipality of Egaleo (MoE) – GR**  
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*Evrydiki Pavlidi M.Sc.*

26 November 2019, Athens

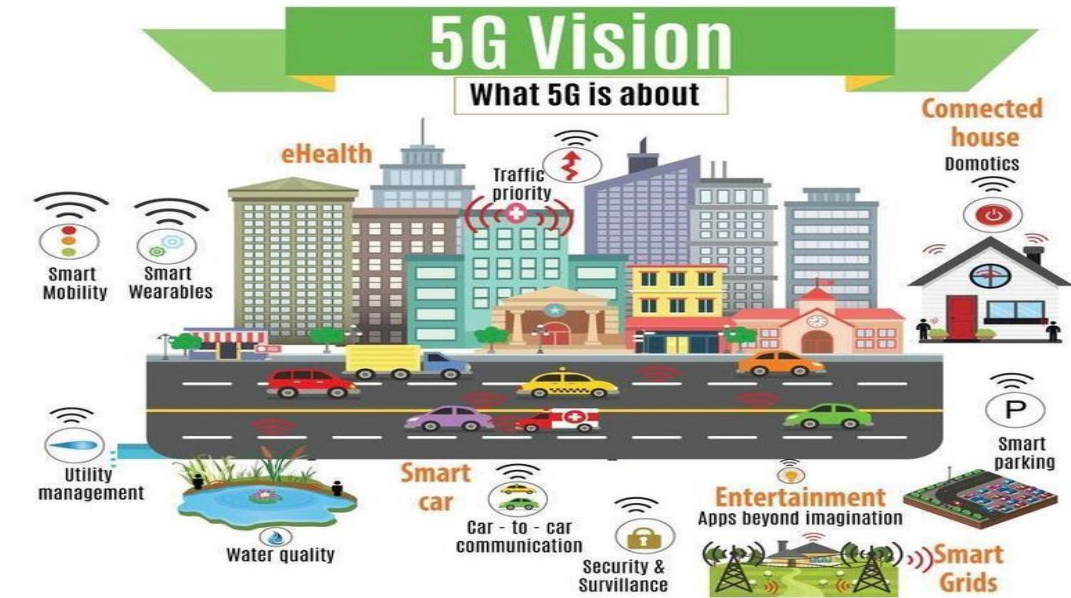
# Municipality of Egaleo Profile

- The Municipality of Egaleo is situated at the west region of Athens
- Is one of the oldest municipalities in Greece
- City of Egaleo has been built at both sides of the ancient road “Iera Odos”
- The city is inhabited by approximately 120.000 people
- Employees: 500 people
- Area: 6.45 km<sup>2</sup>
- Economical budget: 100m Euros



# Municipality of Egaleo European Projects

- Horizon 2020 / 5G ESSENCE
- Horizon 2020 / 5GENESIS
- Horizon 2020 / 5G!Drones
- Easi-Progress Three steps to finding a job
- Erasmus+ / Q-SER





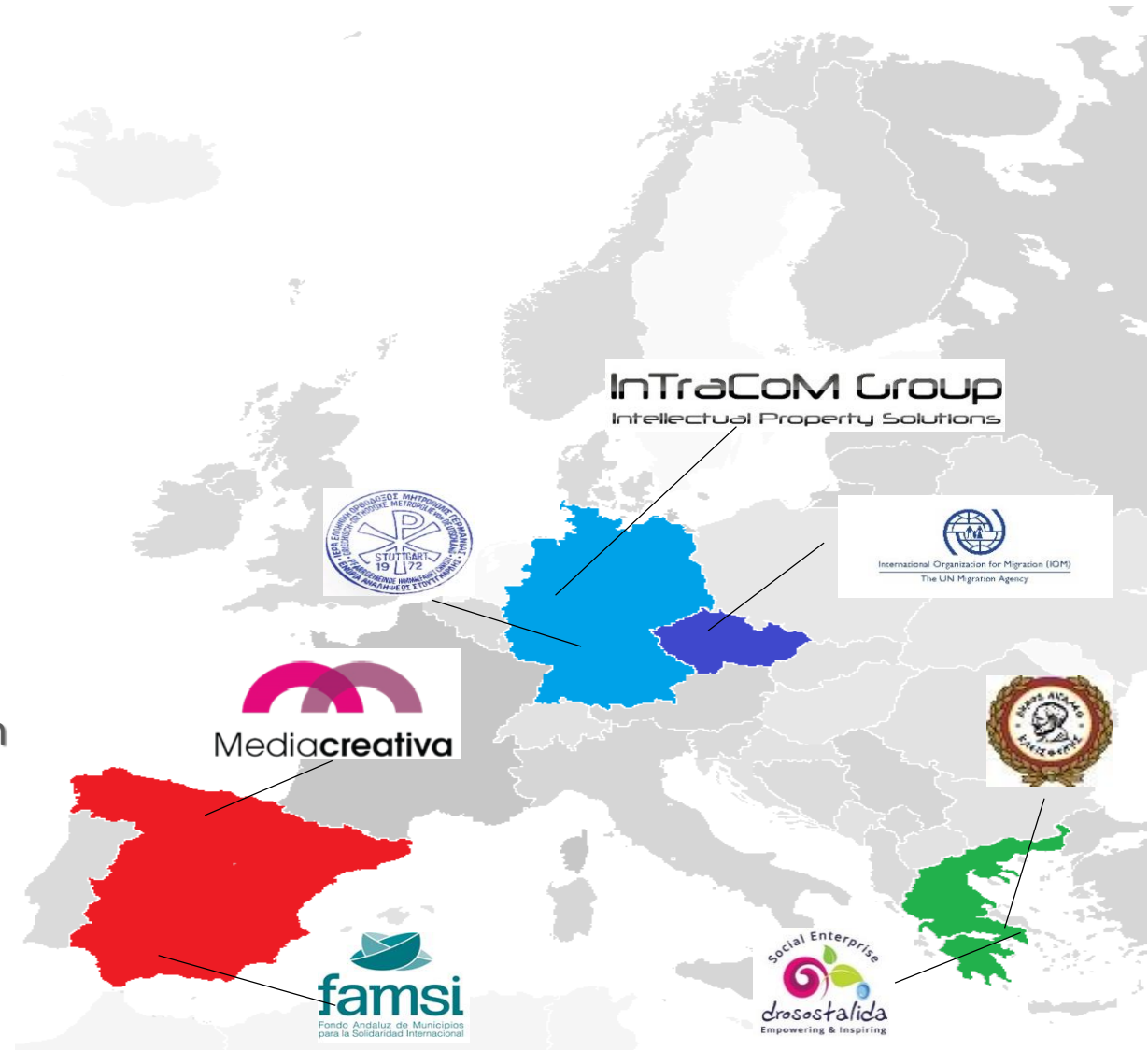
# Overview of Q-SER



- Qualitative Services at local level for Emigrants and Refugees (**Q-SER**)
- Erasmus+ Adult project / KA2: Cooperation for innovation and the exchange of good practices
- Duration: 28 months - Start date: 1/10/2017 - End date: 31/01/2020
- Partners: 7

# Consortium

1. Municipality of Egaleo - Greece (Coordinator)
2. IOM Mezinarodni organizace pro migraci v Praze – Czech Republic
3. INTRACOM GMBH – Germany
4. MEDIA CREATIVA 2020 – Spain
5. Social Cooperative Enterprise Drosostalida – Greece
6. Ecumenical Patriarchat – Greek orthodox metropolis of Germany – Community the Ascension in Stuttgart – Germany
7. Fondo Andaluz de Municipios para la Solidaridad Internacional (FAMSI) - Spain



# Target group



## Training Program

- Target group: Adults
- Public & private sector
  - ✓ Municipality employees
  - ✓ Social services employees
  - ✓ Administrative employees

# Objectives 1/2

- **Q-SER** focuses on the intercultural training of 200 employees from Greece and Spain
- **Fields:** Social services, Citizen service centers, Education services, Employment & Administration services
- **Scope:** To acquire the skills and knowledge with the highest standards in order to serve the immigrants - refugees equally, according to their needs

# Objectives 2/2

- **How:** Through the creation of two mentoring models (**Impact Circular Model & Circular Cycle Mentoring Model**) and an e-learning educational platform
- Promotion of Q-SER results as **tool** for employees in various sectors in order to acquire the skills and knowledge
- Enable employees to use an efficient, **interactive tool** and method to reach immigrants needs



# Deliverables

- D1: User Needs Analysis
- D2: Design & Development of Q-SER platform and Training Material
- D3: The Impact Circular Model
- D4: The Circular Cycle of Mentoring Model



# The online educational platform (1/6)

➤ Interactive OERs & Evaluation

➤ Webinars

➤ Interviews

➤ Forum

➤ User guidelines

➤ Good practices

➤ Social media

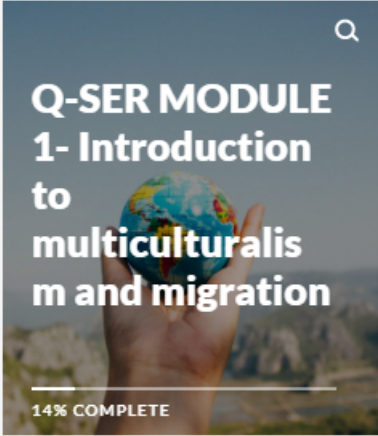
The screenshot displays the Q-SER e-learning platform interface. At the top, there is a header bar with the Erasmus+ logo, the Q-SER e-learning logo, a green box indicating '1025 POINTS', the user name 'D. TZEMPELIKOS | LEARNER', a 'MESSAGES' link, and a search bar. Below the header, a blue navigation bar shows 'Home / Course catalog'. The main content area features a search bar labeled 'Search courses' and a 'Name' filter button. A grid of course cards is displayed, each with a representative image, a star rating, and a title: 'e-learning Module' (with a sunset image), 'e-learning modules' (with a clock tower image), 'Ενότητες μάθησης' (with a classical building image), and 'Módulo de e-learning' (with a Guggenheim Museum image). To the right, a 'CATEGORIES' section lists filters: 'QSER (0)', 'QSER courses in English (1)', 'QSER cursos en español (1)', 'QSER Kurse auf Deutsch (1)', and 'QSER ενότητες για την ελληνική'. A pagination bar at the bottom left shows '1 to 4 of 4'. A small circular icon is visible in the bottom right corner of the interface.

# The online educational platform (2/6)

e-learning modules

1225 POINTS

MODULE I: INTRODUCTION TO MULTICULTURALISM AND MIGRATION > MORE



14% COMPLETE

Introduction ☒

I. History, attempted definitions and stages of multiculturalism ☐

II. Cultural competency and the Bennett scale ☐

III. Terminology and types of migration ☐

IV. Drivers and principles of migration ☐

Home

Lesson 1 of 7

## Introduction

The following modules on approaching Multiculturalism and Migration are intended to assist the participants in deconstructing and clarifying terms, notions and current trends regarding these topics both in a general, global matter and a more specific European context.

This effort acquires heightened importance in current times of common misrepresentation and misinformation regarding migration and multiculturalism by media channels and by

Incomplete

# The online educational platform (3/6)

Test to MODULE I

1275 POINTS

TEST 1(1) ▾



MORE ▾

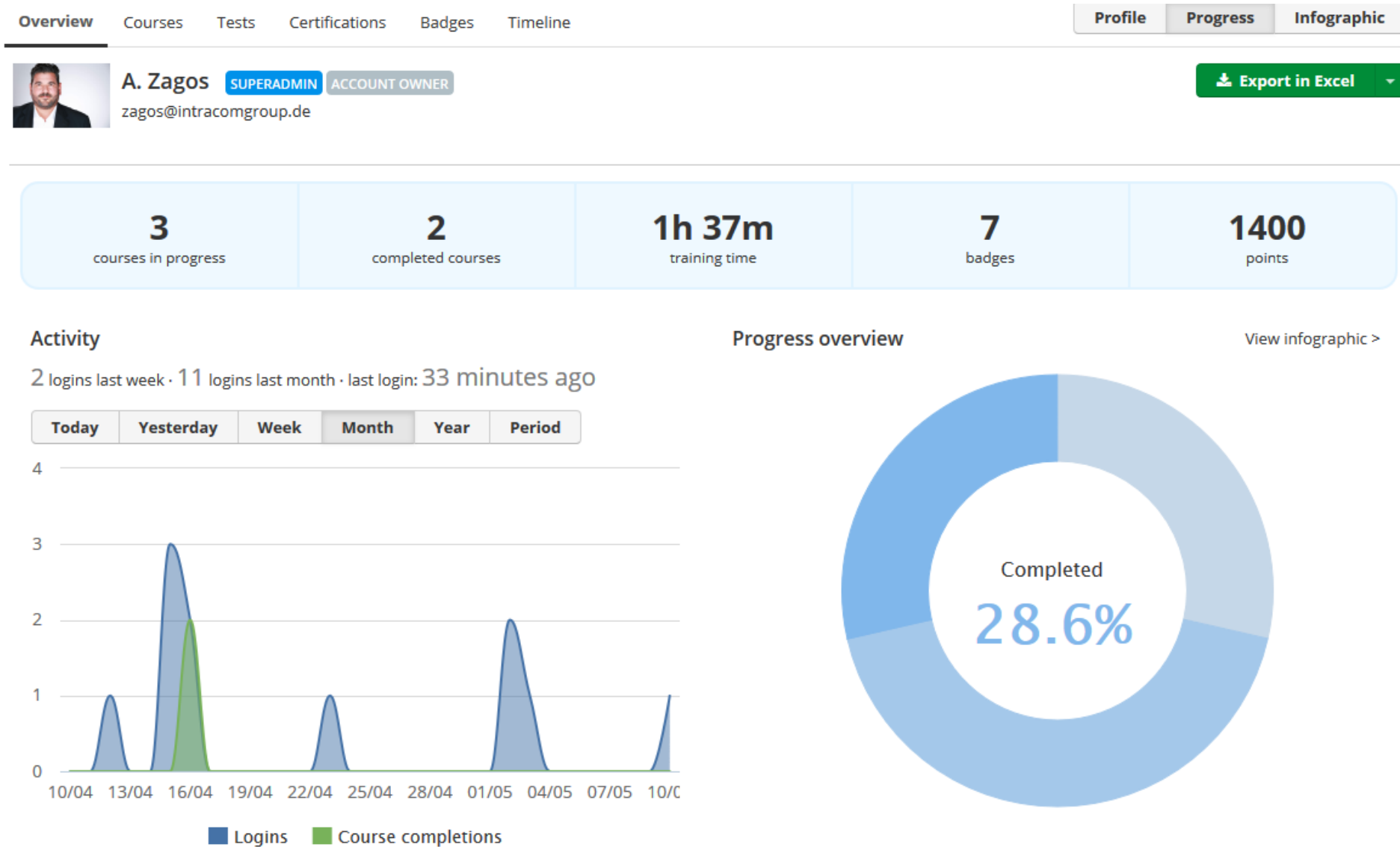
How would you define Multiculturalism?

- ☐ The policy which allows migrants and minorities not to be integrated into a society.
- ☐ The policy which allows minorities to keep their own culture habits and not observe national law
- ☐ The policy whereby the distinctive identities of the cultural groups within such a society are maintained or supported.
- ☐ All the previous are correct.

☒ **Submit test**

Question 1 of 1

# The online educational platform (4/6)





# The online educational platform (5/6)

## A. Zagos (Badges)



A. Zagos

7 badges



Overview

Leaderboard

Close

Compared to others

Gamification >



POINTS

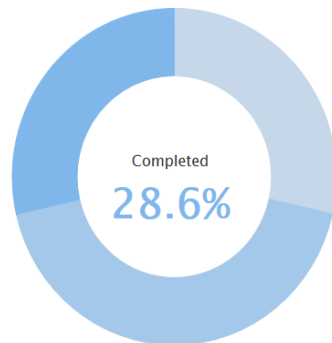


BADGES



LEVEL

COURSE COMPLETION RATE



7

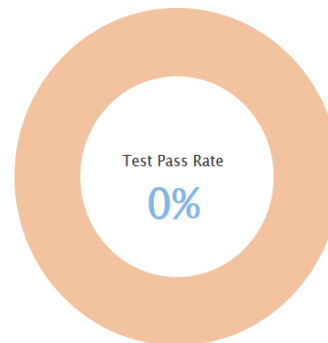
courses



2

completions

TEST PASS RATE



0

executions

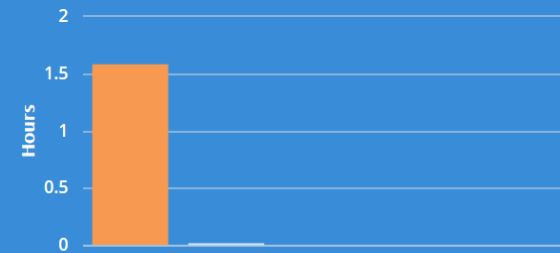


0%

average score

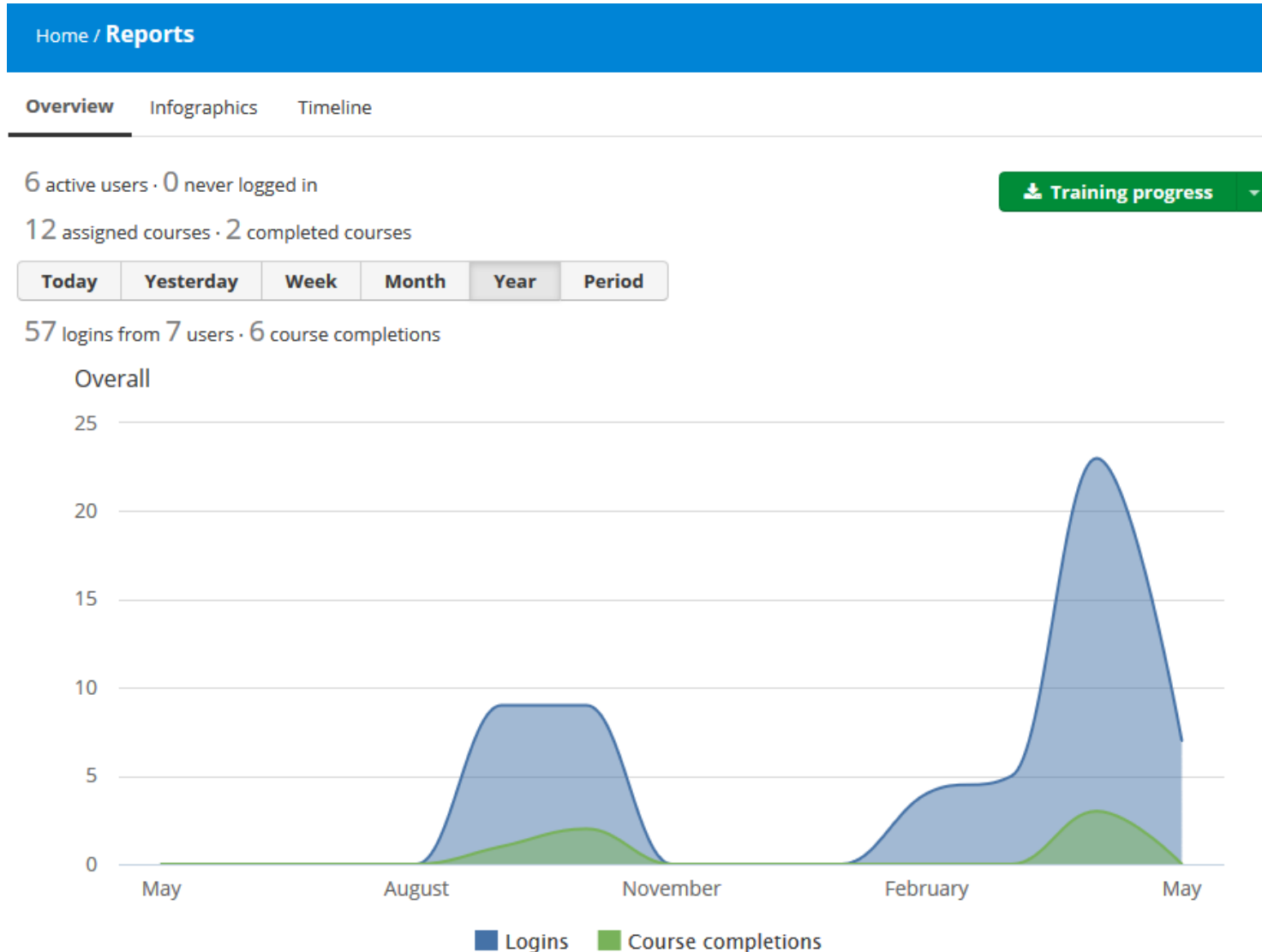
TRAINING TIME

Most active courses (in hours)



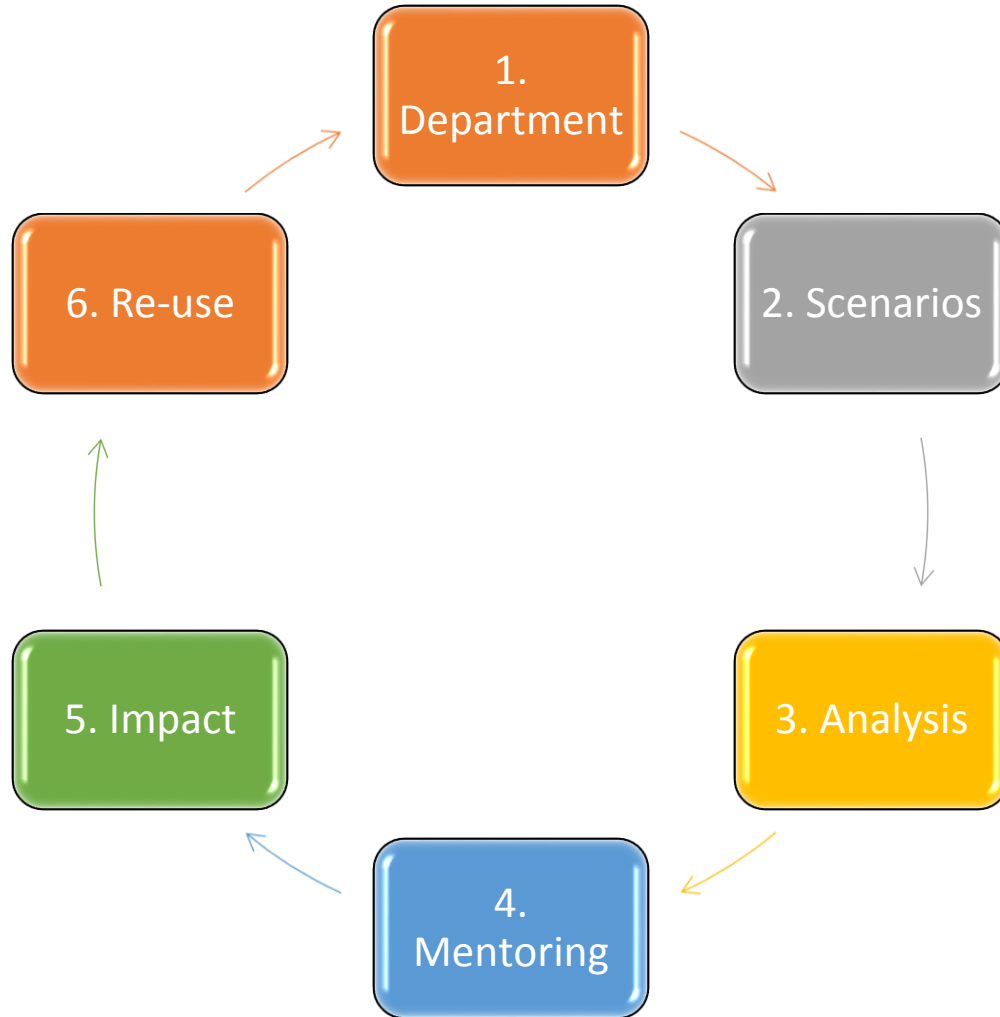
1h37m  
training time

# The online educational platform (6/6)

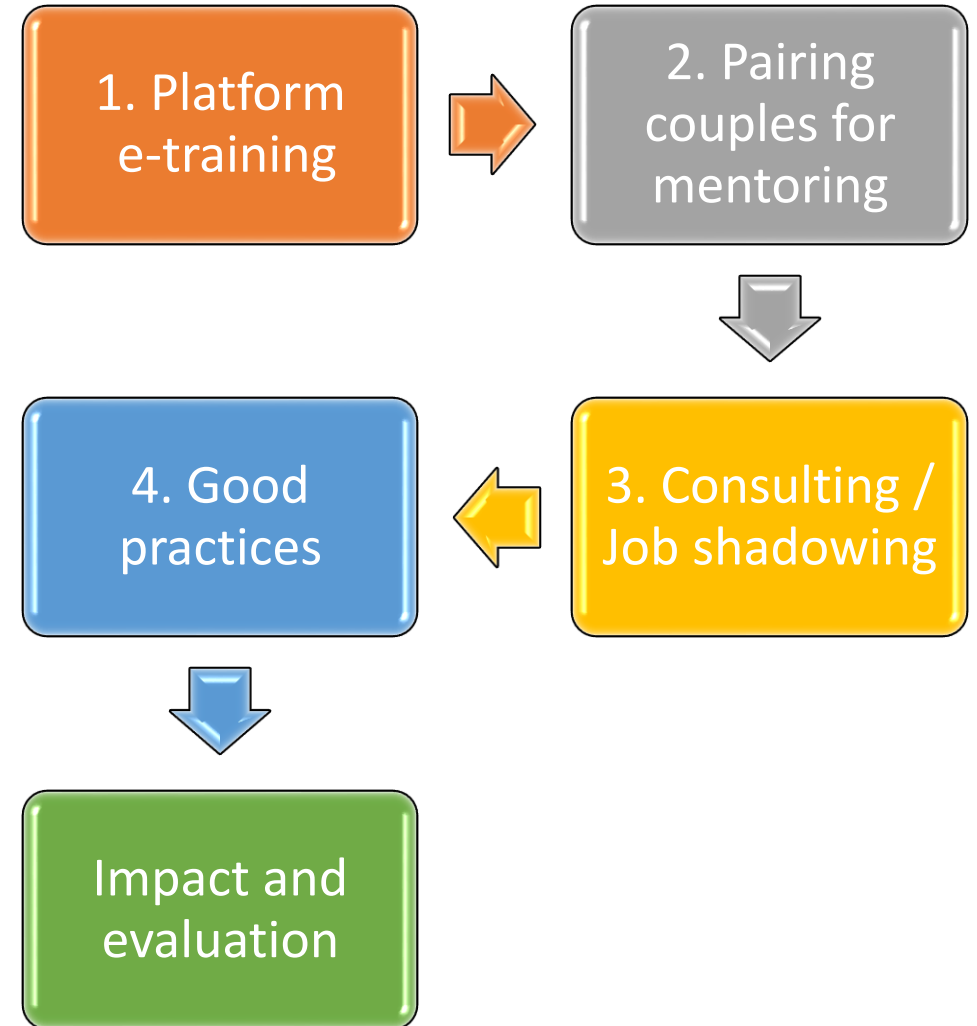


# IO3 & IO4 (Mentoring models)

Impact Circular Model – Phases / steps

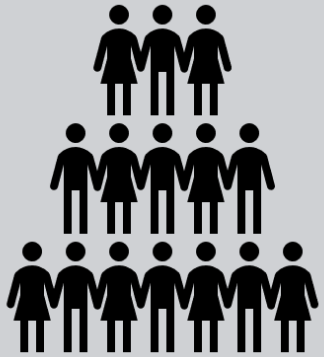


Circular Cycle of Mentoring Model – Phases / steps

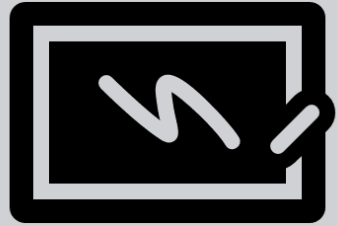


# Q-SER Panorama

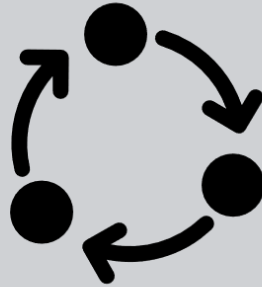
User needs analysis



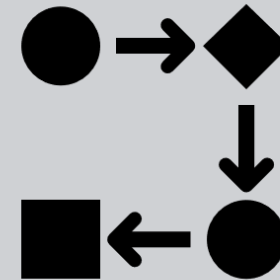
Design & development of e-platform and training material



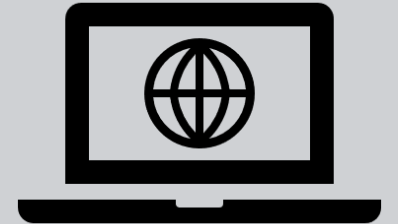
The impact circular model



The circular cycle of mentoring model



Q-SER e-platform



# Know about us

 **www.** : <https://www.q-ser.org/>

 **in** : q-ser

 **f** : q-ser



**Qualitative Services at local level for Emigrants and Refugees**

**Q-SER**

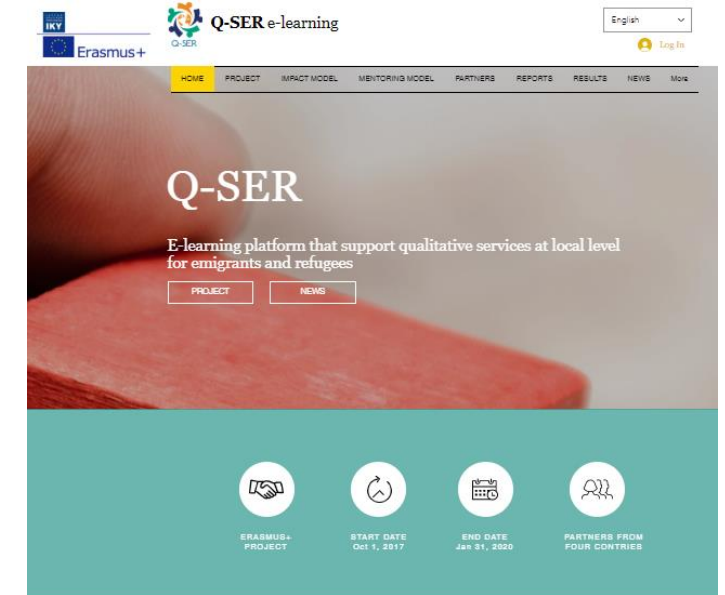
IKY  
Erasmus+

Q-SER project focuses on the intercultural training of 200 municipality employees in various public sectors in order to build up the necessary skills and knowledge, to rise to the challenges and to serve immigrants and refugees equally and effectively, according to their needs.

The training is implemented through an online educational platform, involving two models, namely, the Circular Cycles of Mentoring Model (CCMM) and the Circular Impact Model (CIM). The two models integrate inclusive educational methods and tools, targeting public servants to support newcomers. The project comprehends seminars, workshops, webinars, a learning activity, dissemination events and actions.

Partners:

- International Organization for Migration (IOM)  
The UN Migration Agency
- famsi
- Mediocreativa
- drosofalida
- InTraCom Group



**Q-SER e-learning**

Erasmus+

English

HOME PROJECT IMPACT MODEL MONITORING MODEL PARTNERS REPORTS RESULTS NEWS MORE

**Q-SER**

E-learning platform that support qualitative services at local level for emigrants and refugees

PROJECT NEWS

ERASMUS+ PROJECT START DATE Oct 1, 2017 END DATE Jan 31, 2020 PARTNERS FROM FOUR COUNTRIES



7 partners from 4 countries





Thank you  
Questions?