

# CASE STUDY 1

**ACCESS IRELAND  
ROMA MEDIATION PROJECT**



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## ACCESS IRELAND ROMA MEDIATION PROJECT

Ireland and cities like Dublin have grown more and more multicultural as a result of the rapid economic expansion. A country that has historically been a country of emigration has had to make certain accommodations for immigrants due to the shifting cultural environment. New ideas like cultural mediation and intercultural communication are becoming more and more well-known in Irish culture.

Since the end of Communism in the mid-1990s, Roma people from Eastern Europe have been migrating to Ireland. In order to escape the prejudice and persecution they experience in their own countries. The majority of Roma in Ireland are from Romania, however they do not consider themselves to be Romanians and speak a language entirely separate from Romanian called Romani.

The Roma face prejudice and discrimination almost wherever they go.

The social and health services established for other minority groups sometimes fall short of meeting the specific needs of these groups since there is little awareness of the culture and customs of this community.

One strategy for bridging this gap and clearing up miscommunications is through cultural mediation. The Roma Cultural Mediation Project, an EQUAL Development Partnership in Dublin, Ireland, developed such a strategy.

In order to enhance community members' access to social and health services, the Project is educating cultural mediators from the Roma community to serve as a bridge between service providers and other members of their community.

The Roma people still experience prejudice in Ireland due to their status as a visible minority.

## ACCESS IRELAND ROMA MEDIATION PROJECT

They encounter prejudice over their appearance and some parts of their behaviour, such as street begging, and are frequently maligned in the media. The Irish people and the government institutions they interact with have a very limited awareness of the history, culture, and customs of the Roma population. Due to restrictive educational systems in their countries of origin, many Roma in Ireland have poor educational levels, and few can speak English. They therefore have limited options.

Due to bad experiences in their own countries, many Roma feel mistrust for the government. Non-governmental organisations have had difficulty building relationships based on trust with community people and including them in their programmes.

Access to services for racial and ethnic minorities, including the Roma, can be hampered by not just language problems but also cultural differences and service providers' lack of awareness and understanding. This reduces the efficacy of social and health services.

Access Ireland, the project's primary partner and an EQUAL development partnership, has prior expertise in creating and implementing cultural mediation services. To make it easier for ethnic minority populations to obtain services, cultural mediators were prepared to serve as a communication conduit between service providers and those communities

Through this experience, it became clear that there was a critical need to train Roma cultural mediators to address the unique communication problems and cultural misconceptions they frequently encounter.

# CASE STUDY 2

**MA SOCIOLOGY  
INTERCULTURAL MEDIATION  
ERASMUS+ MITRA PROGRAM**



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## MA SOCIOLOGY INTERCULTURAL MEDIATION ERASMUS + MITRA PROGRAM

The University of Wrocław is part of the The Erasmus Mundus MITRA programme which was launched in 2012 and was originally called "Intercultural Mediation: Identities, Mobilities, and Conflicts". In the following years, it focused more specifically on the so-called "migrant crisis" in contemporary European societies.

The University of Wrocław's Institute of Sociology offers the Intercultural Mediation programme. One of Poland's main institutions for science and research of this nature is the Institute of Sociology. We are a part of the University of Wrocław, which won the Polish Ministry of Science and Higher Education's "Excellence Initiative - Research University" competition in 2021.

Moving beyond this Eurocentric approach, the programme now aims to study both local and international migratory dynamics. As a consequence, MITRA teaching staff have allowed for more focus on migrations to be brought into the project.

The university provides a chance to take seminars taught by experts in a variety of subjects, including social psychology, urban and rural sociology, sociology of gender, migration studies, and border studies. Research and the pursuit of individual interests are encouraged for students. Additionally, they will receive guidance in planning and advancing their careers as well as one-on-one discussions with professors.

## **MA SOCIOLOGY INTERCULTURAL MEDIATION ERASMUS + MITRA PROGRAM**

As a student you will learn a great deal about the sociology of culture, diversity, labour and employment, social structures, and globalisation while studying intercultural mediation at the Institute of Sociology at the University of Wrocław. These studies will foster an awareness of the ways in which cultural elements influence the trajectory of social change and the ways in which this process may be aided by an understanding of how individuals form groups and communicate. You will comprehend diversity and the difficulties it poses for societal functioning.

Additionally, you'll learn crucial practical skills in the areas of intercultural communication, mediation, negotiations, and conflict resolution that are essential for employment as a mediator, translator, or intercultural communication specialist. You will gain knowledge of the resources used by social researchers, including qualitative and quantitative research techniques, strategies for acquiring and analysing data, and fundamental statistical techniques.

The most significant social trends, such as city transformations (such as metropolisation, gentrification, or housing conditions), changes in the workplace (such as automation, uberization, or the gig economy), migration, and many others, will be kept current by studies in the field of intercultural mediation. You'll observe how the dynamics of social processes and the quality of our lives are impacted by globalisation processes.

## **MA SOCIOLOGY INTERCULTURAL MEDIATION ERASMUS+ MITRA PROGRAM**

The Intercultural Mediation studies programme is largely focused on the examination of local, regional, and global components of culture and outcomes of multiculturalism, using Central and Eastern Europe as an example.

The sociology of culture and multiculturalism, labour markets, sociology of social changes and globalisation, cultural factors in migration processes, sociology of nations, ethnic groups, and civilisations, intercultural communication, mediation, conflict management, and many other topics are among the courses that students take.

Some sessions are particularly hands-on, requiring students to participate in mediation procedures and visit local organisations that promote social integration and multicultural harmony.

The Erasmus+ programme offers students studying intercultural mediation the chance to take part in international student exchanges, overseas internships, and a variety of other bilateral partnerships with top universities. Under the Erasmus+ initiative, scholarships are provided to every student.

Students may also participate in summer programmes offered by the University of Wrocław and other institutions in Europe, as well as in international scientific meetings sponsored by academic institutions and business associations. They are permitted to take part in the activities of student scientific organisations as well as the lectures and seminars taught by professors who are visiting our university as part of the Visiting Professors Program.



## **MA SOCIOLOGY INTERCULTURAL MEDIATION ERASMUS+ MITRA PROGRAM**

Students have the chance to complete an internship in local businesses (such as associations promoting intercultural and social integration, non-governmental organisations, educational institutions, cultural institutions, etc.) as well as in Polish and foreign businesses in need of experts in intercultural communication and mediation during the intertester period. Students apply independently for internships.

It is important to note that this master's program lasts 2 years and will cost students 2600 euro per year. At the end of completing the degree, there is no automatic enrolment onto the list of mediators in Poland or any other EU country.

Therefore, despite the program giving theoretical knowledge on multiculturalism and migration, it is only a beginning to acquiring knowledge and expertise to becoming a multicultural mediator.



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# CASE STUDY 3

**TIME - TRAINING INTERCULTURAL  
MEDIATORS FOR A  
MULTICULTURAL EUROPE**



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## **TIME - TRAINING INTERCULTURAL MEDIATORS FOR A MULTICULTURAL EUROPE**

Policies promoting integration have shown to be crucial to local and national community life for both locals and immigrants. They increase awareness and educate all parties engaged on otherness concerns, encourage the development of effective communication and mutual understanding between other cultures, facilitate access to public services, and improve the quality of services offered. Intercultural mediation has been proven to play a catalytic function in this regard. However, it is crucial that intercultural mediation be carried out by qualified and experienced experts who have all the information, skills, and competences required to advance rather than limit its reach.

Numerous initiatives have been put into place in the EU over the past several years to encourage harmonious interaction across heterogeneous communities. One of the actions done to encourage migrant integration has been the training and employment of intercultural mediators.

However, these interventions have frequently been sporadic, unconnected to other similar programmes, or fragmented. As a result, there is currently no accurate picture of the condition of intercultural mediation for immigrants at the European level, and there is no transfer of practises between the partner nations.

The Train Intercultural Mediators for a Multicultural Europe (TIME) initiative investigates the methods used to train and hire intercultural mediators across the EU. By suggesting sample training programmes for both intercultural mediators and their trainers, it encourages the sharing of best practises in the area of intercultural mediation.

Additionally, TIME examines the systems currently in place in the partner nations and makes recommendations for the validation of intercultural mediation training.

## **TIME - TRAINING INTERCULTURAL MEDIATORS FOR A MULTICULTURAL EUROPE**

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All of the partner nations do research on the hiring and training procedures for intercultural mediators. The findings of the research are presented in a report, and best practises are emphasised. A thorough training programme for mediators and their trainers is then developed after a research-based overview of the ideal professional profile of intercultural mediators and their trainers is developed.

The goods incorporate best practises from around Europe and disseminate them. The National Qualifications Frameworks (NQFs), the European Qualification Frameworks (EQF), and the European Credit System for Vocational Education and Training are all in line with these programmes (ECVET). The partnership nations' validation, certification, and accreditation processes are being examined, and a report offers suggestions for each nation.

TIME wants to have a substantial impact on the methodological and knowledge systematisation of the field of immigrant intercultural mediation. This should make it easier for systematic European, national, regional, and local interventions in practises and policies related to immigrant integration.

## TIME - TRAINING INTERCULTURAL MEDIATORS FOR A MULTICULTURAL EUROPE

### ORGANIZATION

#### EU Project:

- Olympic Training and Consulting Ltd (GR) (project coordinator)
- Hellenic Open University (GR)
- BGZ Berliner Gesellschaft für internationale Zusammenarbeit mbH (DE)
- BEST Institut für berufsbezogene Weiterbildung und Personaltraining GmbH (AT)
- Lisbon Municipal Police (PT)
- Programma integra società cooperativa sociale (IT)
- Uniwersytet Papieski Jana Pawła II w Krakowie (PL)
- Intercultural Mediation Unit of Federal

### COUNTRY AND CITY/IES

Greece/Italy/Austria/Belgium/Germany /Poland/Portugal

### FIELD OF WORK

Social inclusion of migrants, education, training

### IMPACTS OF THE ACTIVITY

- Creating interest among the academic world, NGOs and migration bodies, and governments of partners countries.

Ongoing accreditation process for the intercultural mediator occupational profile and training



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## **TIME - TRAINING INTERCULTURAL MEDIATORS FOR A MULTICULTURAL EUROPE**

### **THE ACTION IS ADDRESSED TO (BENEFICIARIES)**

- Integration policy makers, immigration and asylum services as well as authorities at national, regional and local levels
- NGOs, other Organisations involved in integration issues, social scientists and social service providers
- Faculties of Social Sciences of HEIs
- Migrant communities
- Health care providers
- Schools of Public Health
- VET providers and other entities involved in training or employing IMfI
- Intercultural mediators
- Accreditation and certification bodies

### **DESCRIPTION OF THE ACTIVITY**

The TIME project was developed to explore practices of training and employing intercultural mediators to promote migrant integration throughout the EU.

The project encouraged the exchange of good practices in the field of intercultural mediation by proposing model training programmes for both intercultural mediators and their trainers.

TIME also analysed existing structures in the partner countries and proposed recommendations for the validation of training for intercultural mediators.

## **TIME - TRAINING INTERCULTURAL MEDIATORS FOR A MULTICULTURAL EUROPE**

### **MAIN GOALS**

- Develop a model training programme for intercultural mediators and their trainers (to be officially accredited in partner countries)
- Promote migrants' integration in the EU • Encourage exchange of good practices

### **COOPERATION WITH STAKEHOLDERS**

EU project = cooperation between different types of stakeholders from different countries.

Cooperation with NGOs, national migration bodies, academics, and state bodies.

### **SUSTAINABILITY (ECONOMIC, SOCIAL AND INSTITUTIONAL SUSTAINABILITY)**

Limited as it is an EU project, however, the training programmes developed are in the process of being accredited in Greece, and they have been used and adapted for further use by NGOs as well as public institutions and universities.

### **TRANSFERABILITY**

Recommendations have been made for the transfer of good practices according to the country-specific contexts, and standards for a qualitative, professional training have been laid out.