



DIGITAL SKILLS FOR INTEGRATION AND ACTIVE CITIZENSHIP

FACT SHEET 5

Improving migrants' digital skills



PRESENTATION

In today's Europe, information and communication technologies (ICTs) have become the primary source of information on political, social, cultural, academic, and other matters, providing access to multiple public and private services. In this context, digital skills are essential for being an active member of society, but also for participating in virtual communities and social interactions.

Data from EU countries show that recently arrived immigrants and their descendants are often poorly engaged in communities, underperform in mainstream education, and suffer from exclusion and isolation, primarily due to their lower social, economic, and cultural capital, as well as language-related difficulties. With a rapidly growing immigrant population in Europe, there is an urgent need for tools that support the immigrant integration process and prevent exclusion.



DISC

IN A FEW WORDS

- Improve the digital skills of people with immigrant backgrounds.
- Promote intercultural dialogue.
- Strengthen the role of higher education institutions and schools.
- Provide teachers and other educational staff with inclusive teaching methods and tools.
- Create networks at the local, regional, and European levels to disseminate best practices in educational integration.



Would you like to know more?



<https://discproject.eu/the-project/>

THE MULTISENSORY SPACE METHOD

The Multisensory Space method is a nationally awarded and internationally recognized open learning environment developed since 2007 at Laurea University of Applied Sciences in Finland. It is based on multisensory dialogue and sociocultural empowerment. This method facilitates authentic interactions and enables genuine encounters between people from very different backgrounds. In the social and health fields, the Multisensory Space method can be used, for example, to create spaces for dialogue for multicultural encounters, identity negotiations, holistic well-being, as well as digital and multisensory learning.

It makes individual stories visible and allows for insight into different cultural, mental, and psychological worlds to foster mutual understanding, capacity building, and the development of empathy.

In practical terms, the Multisensory Space is an easily modifiable space where all the senses are activated by different elements. It can be used as an inspiring learning environment, but also as a meeting place for people. The multisensory space and materials provoke reflections and memories that inspire dialogue among visitors.

A visitor can, for a moment, relax in a pleasant atmosphere, return to their past, or explore a completely different world. The space promotes well-being in various ways, for example by organizing activities that support the culture of older adults and second-generation immigrants.



SMART PLUS SELF-ASSESSMENT TOOL

The SMART PLUS self-assessment tool aims to help identify areas for growth in key digital skills for daily life and empowerment in European countries.

This concise tool has been specifically designed to lead to personalized training based on its results and suggested areas of growth.

The skills it provides the opportunity to assess are all considered essential for successful integration in the country of residence.

They have also been identified by the European Union as "particularly necessary for personal growth and development, social inclusion, active citizenship, and employment" and must be acquired by young people during their compulsory education and training (Europe 2020 Strategy).

POSTURE OF THE DIGITAL MEDIATOR

The digital mediator's approach is essential, particularly when working with migrants.

This group often faces several barriers: language barriers, lack of cultural reference points, administrative or economic insecurity, social isolation, etc. The mediator must therefore adopt an intercultural approach, imbued with kindness, patience, and respect for their life paths.

It's not just about imparting technical skills, but also about creating a climate of trust and valuing every step forward, no matter how modest.

Support must be individualized and contextualized, drawing on concrete everyday situations: booking an appointment online, sending an administrative document, using an interactive map, or participating in a video conference with an organization.

The mediator acts as a digital facilitator and translator, adapting their teaching methods to the student's level of French proficiency, their native digital culture, and their personal experience. He must also be able to detect other invisible obstacles (illiteracy, trauma, mistrust of institutions) and cooperate with other social actors to offer comprehensive, respectful and inclusive support.

DISC TARGET GROUPS

The DISC project targets a wide range of groups, from local to international levels, including:

- Students and young people with a migrant background, as well as other digitally excluded groups.
- Youth workers.
- Local and regional decision-makers in the education sector.
- Teachers, educational staff, informal educators, and students.
- Local and regional communities working with refugees and migrants.



SPECIFICITIES TO TAKE INTO ACCOUNT

Low-skilled young adults, who are unemployed or experiencing social exclusion, face numerous challenges when it comes to digital skills.

They face limited access to digital equipment and a stable internet connection, which limits their ability to pursue training, look for a job, or access online services.

Their low level of digital literacy is a major obstacle: they struggle to use basic tools such as email, word processing, or videoconferencing platforms.

This group is also often poorly informed about the resources available to improve their skills, such as free training or support services. Furthermore, their lack of confidence in their digital skills reinforces a sense of digital exclusion, preventing them from seizing opportunities for professional integration or civic participation.