

Media, culture and arts activities

Training course/Workshop for young people

Internship/Employment services and activities

Title: IT – Guide

Duration: From 2014 to 2017

Organisation: ENTER NGO – SWEDEN

The project is a good practice because...

Meeting across cultures and generations: Mutual learning, Social inclusion, Strengthen communication skills in both language and IT, Networking, Visibility of newly-arrived youths as role models.

Project description

➤ **Context and needs**

Newly arrived youth needs to learn more about the Swedish society and get a first job in Sweden. Senior citizens need knowledge in IT (internet) . Both these groups can learn from each other by IT-guiding at internet cafés.

Senior citizens needs to take care of themselves for a longer time at home where IT becomes more and more important, and newly arrived youths needs opportunities to be a part of the Swedish society. IT guiding became the solution.

➤ **Aims and objectives**

Youths teaches seniors at internet cafés. Drop-in and free. New Swedes learns the Swedish language, senior Swedes learn IT. Meetings across generations and cultures.

➤ **Target group**

Our target groups are newly arrived youth and senior citizens. All youths are migrants/refugees, 17-22 years old and active in their municipality. Usually they have been living in Sweden for about 2 years, are able to communicate in Swedish and have a residence permit. In exceptional cases, young people who do not have a residence permit also participate. In total, more than 200 IT guides were involved.

➤ **Activities**

The youths receive 30 hours of education before they can work as an IT-guide. They are then available at Saturdays and/or after school to meet with senior citizens and teach about computers, telephones, tablets and electronic services.

➤ **Methodology**

It is important to find youths who can take on the role as leaders for others later on. During the first year, the youngsters are IT-guides, and for the second year, they get the opportunity to become leaders for new IT-guides. In the education for becoming an IT-guide the youngsters learn a lot about IT, e-services, team work, entrepreneurship and marketing. We hand out flyers to welcome more senior citizens and the facilities are located in the city centre and in residential areas.

Becoming a part of Europe: How youth work can support young migrants, refugees and asylum seekers code 580420- EPP-1-2016-1-IT-EPPKA3-IPI-SOC-IN

Achieved results

During 2016, 80 youth IT-guides had 1 700 visitors and answered at 4 749 questions at 26 internet cafés in 10 municipalities. 98 % of the seniors recommend the IT-guiding to their friends. Many youngsters are interested in the task of being an IT-guide. We work closely with the young people and they are involved and active in the development of the project. They think it is great to be part of a community, together with other young people from municipalities from all over Sweden.

Challenges faced during project implementation

Difficulties that we have experienced are to continue the implementation when the project-year ended and financing office staff. It is also difficult when youths are replaced and new people come in. Another difficulty is to identify youths who can become team education leaders.

Impact and transferability

Large impact at local level: Many youngsters has been included in society, gotten a job through the language and IT skills, a better economy, support with homework, higher grades and possibility to graduate from school, mentorship, new friends and role models. IT-guide community is like an extra family where we support and encourage each other.

The mutual learning between youngsters and seniors and the promotion of well-being are concept easily transferrable in other contexts

The project was funded by...

We receive support from other municipalities, the County Administrative Board, the Swedish Agency for Economic and Regional Growth, Swedish funds "Arvsfonden" and "Internetfonden" and the NGO "Reach for Change".

The project promoter and its partnership

Enter Sweden is a NGO promoting integration through participation, development and learning. We cooperate with other organisations such as senior associations, study associations etc.

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Watch on YouTube: <https://youtu.be/WyaNcEaQL0Q> and https://youtu.be/fOvdGtULJ_Y