

Can Information and Communication Technologies (ICT) contribute to Inclusion?

**EU Science Journalists Association (EUSJA) visits JRC-IPTS
20th Jan 2011**

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Increase **employment** from 69 to 75% of population:

Focus on youth, older workers and low skilled workers, and the better integration of migrants

Improve **educational levels** through:

Reducing school drop-out rates below 10%

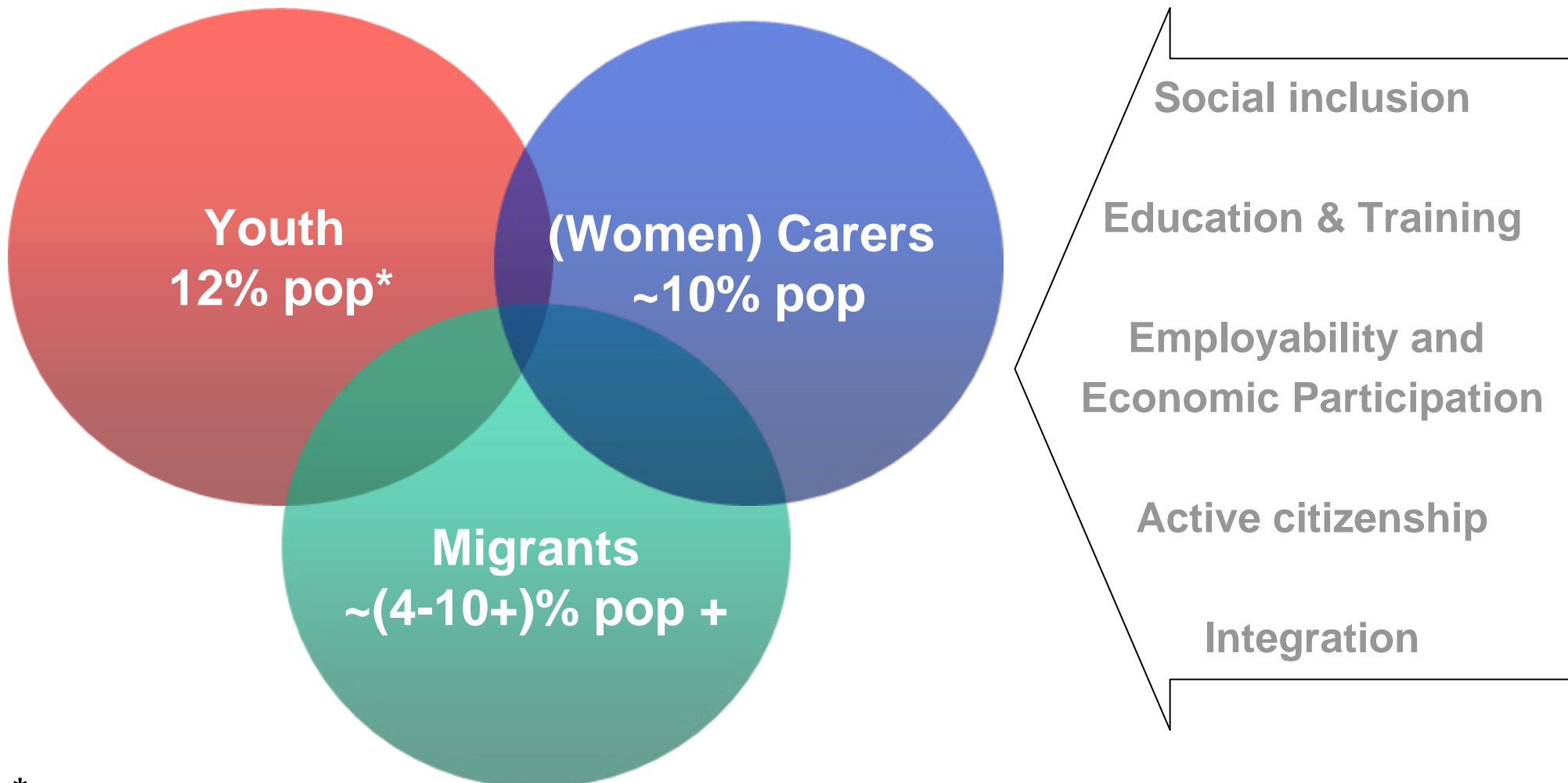
Increasing the share of the population having completed tertiary education, at least 40% of 30-34 years old

Promote **social inclusion** through:

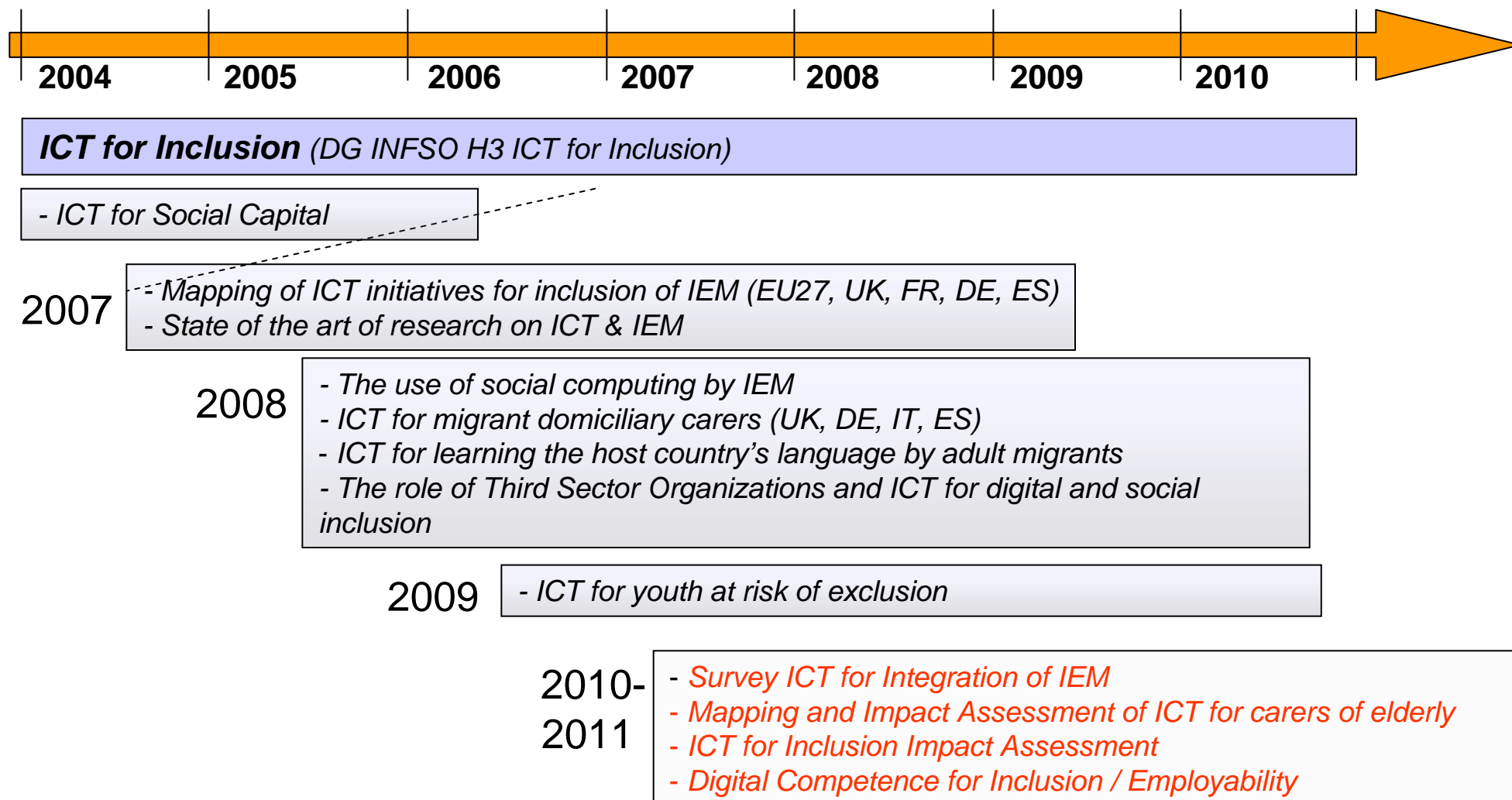
Reducing poverty levels: at least 20 million fewer people in or at risk of poverty and social exclusion

*They are interrelated and mutually reinforcing:
educational improvements help employability and reduce poverty*

Analyzing the role of ICT for socio-economic inclusion for 3 key population groups



* Eurostat 2009 : % of population 15-24 years old



Specific research areas

ICT for inclusion

Target groups

Integration of immigrants

Domiciliary carers

Excluded youth

Intermediaries

Unemployed

Focus

Potential of ICT for Inclusion

Building evidence (QL, QT)

Impact Assessment

Vision Building

Policy areas

e-Inclusion Policies

*Immigration and
Integration*

Multilingualism

Youth

Social Inclusion

Long term care

Education & Training

Skills NSNJ

Employment

Eu2020 Flagship initiatives

Digital Agenda for Europe

An Agenda for New skills and Jobs

Youth on the Move

Innovation Union

European Platform against poverty

- **Education challenges**

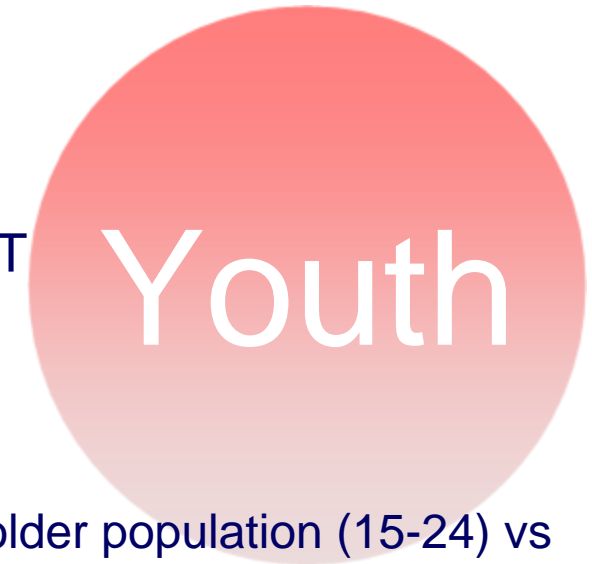
- Early school leavers in 2007, 14,8%
- More than 1/3rd of young people (15-24) are NEET

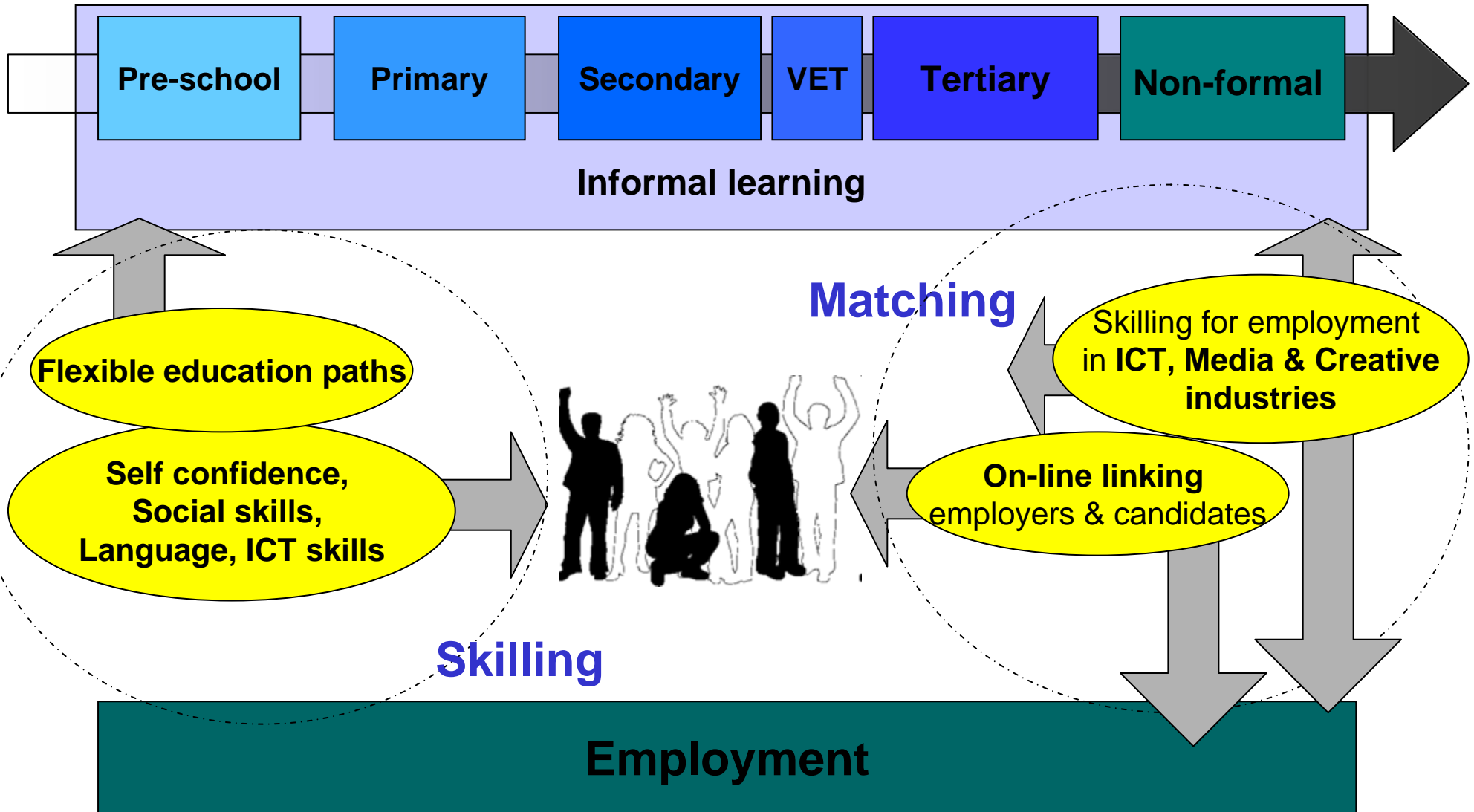
- **Employment challenges**

- Higher unemployment rate
 - In 2008, 15,4% almost three times higher than the older population (15-24) vs (25-74)
- 50% of employed 15-24 year-olds are in a low skilled or elementary occupations

- **ICT usage (2010) by 16-24y**

- 90% used internet regularly on average at least once a week
- 78% used internet on average every day or almost every day





ICT for ...	Initiatives
Skilling	
Flexible education paths for school droppers and NEET	Not School (UK, IE, NZ, 2000), Studio+ (UK, 2007)
Self-confidence, social skills, language (EN) and ICT skills	Media skills: On road media (UK, 2005)
Matching skills with labour market needs	
Skilling for employment on ICT, media and creative industries	Graduate Entrepreneurship Training through IT (HP ww, 2007), Fast Track toIT (IE, 1999), Fundacion Tomillo (ES, 2000)
On-line linking employers and candidates	Nos Quartiers ont des Talents (FR, 2005, +2500)

Sources: IPTS (2010) *Using ICT to promote Education and Employment Opportunities for IEM*

IPTS (2010) *ICT and Youth at Risk: How can ICT-driven initiatives contribute to their socio-economic inclusion and how to measure it, Workshop Report, Seville 2-3 Nov 2009*

- **Education challenges**

- Higher drop out rates
- Lower levels of educational attainments
- Language barriers
- Insufficient multicultural education and teachers skills^{*1}
- Accreditation of skills

- **Employment challenges**

- Higher unemployment levels
- Assessment of competences

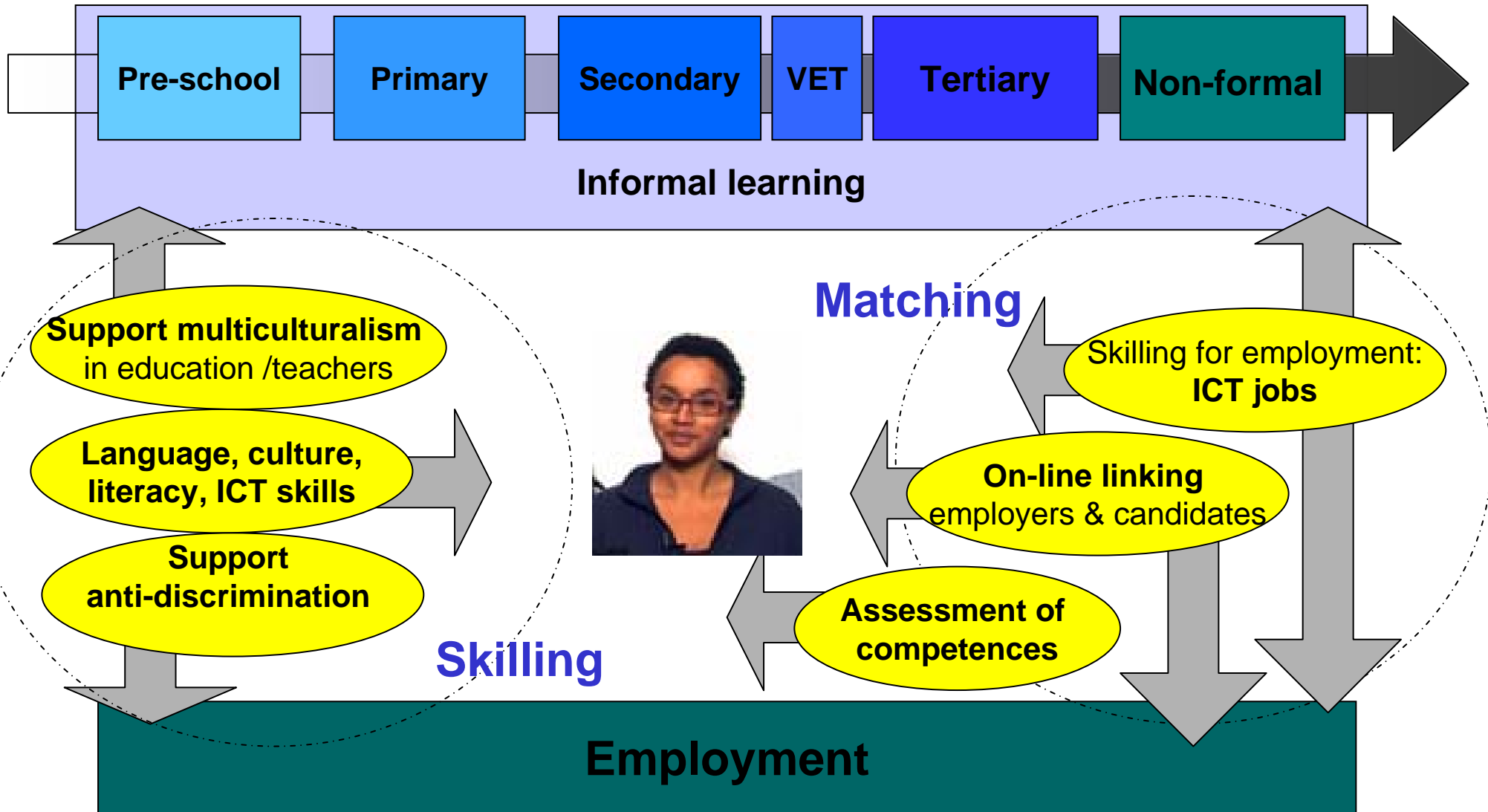
- **ICT usage**

- Migrants have similar/higher PC, internet, Social Computing uptake compared to native population^{*2}



^{*1} Green Paper on “Migration and Mobility: Challenges and Opportunities for EU Education Systems” (2008)

^{*2} IPTS (forthcoming 2011): ICT enabled integration in a culturally diverse Europe



ICT for ...	Initiatives
Skilling	
<u>Education / Teachers</u> : Provide support for multicultural education and training to teachers	IBM Kid Smart (IBM ww; 2008), Online Support for EM Achievement (UK, 1999), Aula Intercultural (ES, 2003)
<u>Immigrants skilling</u> : Support learning of host country language & culture, ICT skills, fighting illiteracy	ITpreneurs (NL, 2008), Fundación Bip Bip (ES, 2003), DO IT! (BE, 2006), BYO (UK), AutreMonde (FR, 2000)
<u>Immigrants empowerment</u> : Support access to cultural heritage, definition of identity and active citizenship	XénoCLIPse (pan-EU, 2002), Bordergames (ES, 2002), Rete G2 seconde generazioni (IT, 2005), Roots & Routes TV (pan-EU, 2007)
<u>Providing resources</u> on how to deal with multi-cultural contexts and fight racism and discrimination	Race Equality (UK, 2001), iRespect (UK, 2001), Donestech (ES; 2008)
Matching skills with labour market needs	
Skilling for employment on ICT / using ICT	Fast Track to IT (IE, 1999)
On-line linking employers and candidates	Ethnic Job Site (UK, 2000)
Assessment of competences	KEN (DE, 2008)

- **Education challenges**

- Mostly unqualified to perform the caring functions, leading to low quality services
- Lack of time or mobility to learn
- For migrants: language and cultural barriers

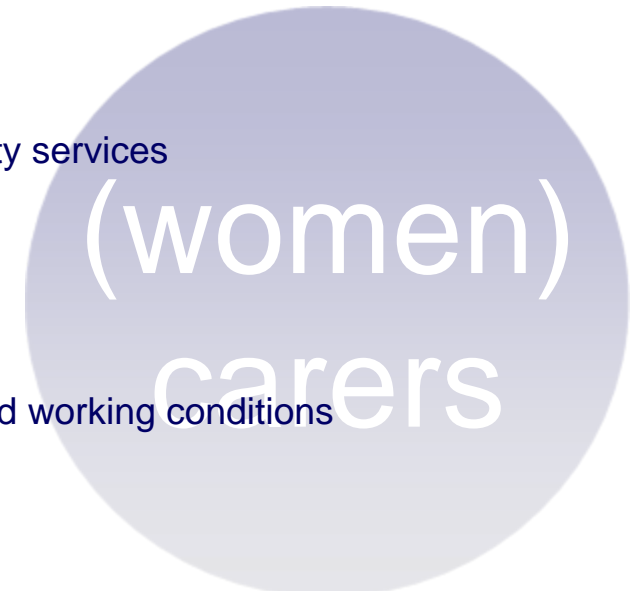
- **Employment challenges**

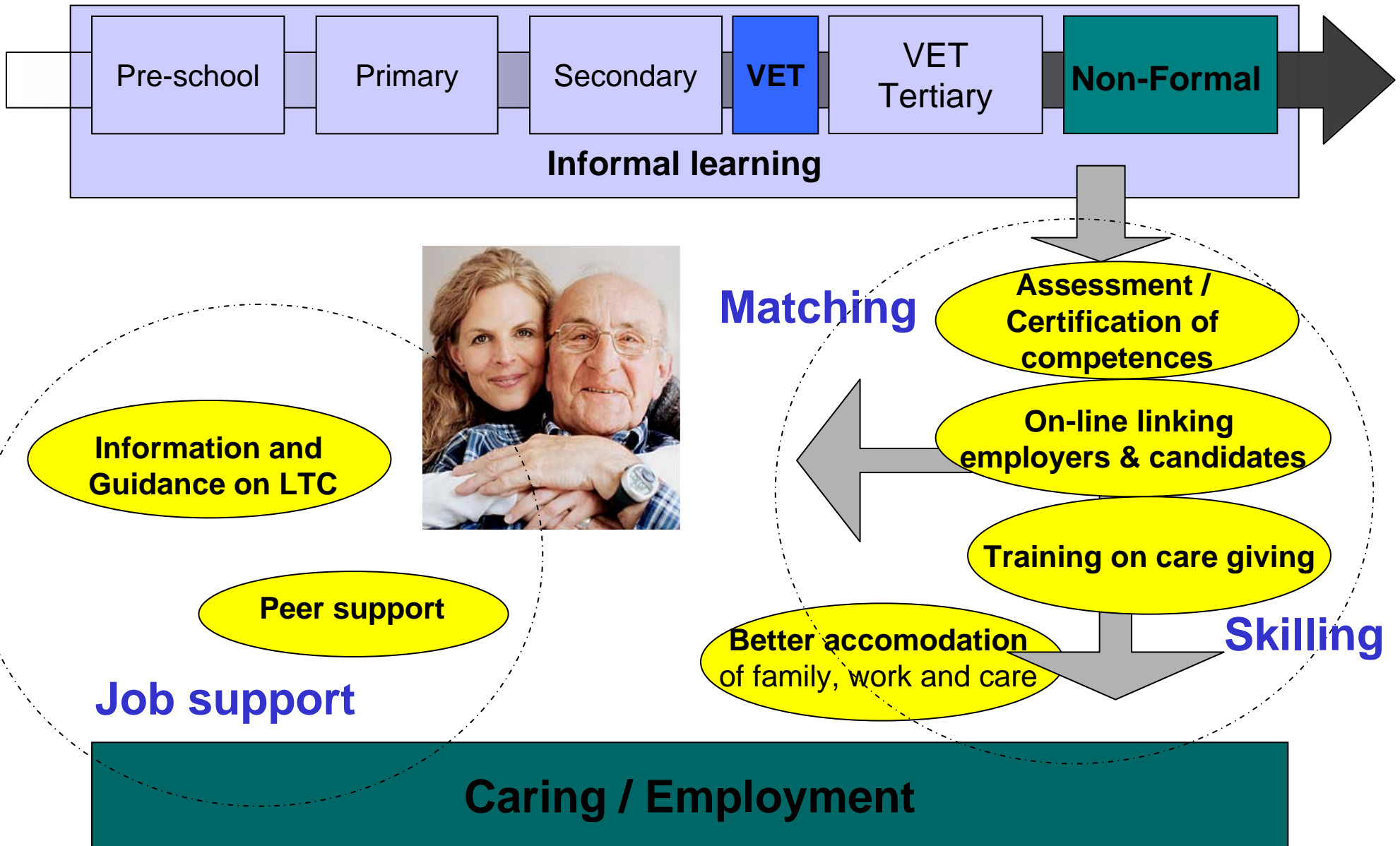
- Availability of carers, high turnover rates and vacancy rates due to hard working conditions
- Balancing work, family and care functions
- Social isolation and psychological distress
- No accreditation and certification of skills
- For migrants: worsened situation (often socially isolated, cultural and language barriers, working situation and undocumented status)

- **Needs**

- Easy access to reliable information
- Training
- On the job support on care, medical aspects, emergencies
- Social, emotional and peer support

- **Diverse ICT skills and usages**





ICT for ...	Cases in UK / DE / IT / ES
<p>Training on care giving (through multimedia on-line tools)</p>	<ul style="list-style-type: none"> • Caring with Confidence (UK) • City & Guilds – Learning for Living (UK) • Coidanet (ES) • Spain’s Alzheimer Foundation, FAE (ES) • Aspasia (IT)
<p>Information and guidance on LTC (through on-line web sites, email, telephone systems, blogs wikis, fora)</p>	<ul style="list-style-type: none"> • Pflegewiki (DE) • Carers Direct Helpline (UK) • Telephone Befriending Scheme (UK) • Carers in Hertfordshire’s website (UK) • Sercuidador (ES) • Un cuidador, dos vidas (ES) • CEAFa, Website of Spanish confederation of Alzheimer families associations (ES)
<p>Better accomodation of work, family and care; coordination with other actors</p>	<ul style="list-style-type: none"> • Sophia (DE) • LifeSensor (DE)
<p>Peer support, mutual assitance, information exchange (through on-line forum, blogs, social networks)</p>	<ul style="list-style-type: none"> • Carers UK’s Discussion Forum (UK) • SEKIS Berlin (DE) • Seniorlotse Bremen (DE) • German Alzheimer Society (DE) • Cuidadoras en Red (ES)

- **ICT is key for the Europe 2020 new policy Agenda**
 - ✓ Digital Competences key for future jobs, including outside the ICT industry
 - ✓ Learning with ICT opens up learning opportunities in LLL context : distance, flexible, multimedia learning supporting also informal learning

- **Opportunities offered by ICT need to be shared, promoted and exploited:**
 - ✓ In particular across (non-ICT) policy areas such as education and training, employment, social cohesion, immigration integration
 - ✓ Upscale and mainstream current practices, preferably with co-ordination across policy fields

- **Providing ICT access and developing digital competence are becoming more and more critical for skilling and employment**

Immigrants and Ethnic Minorities

- *"ICT enabled integration in a culturally diverse Europe", (forthcoming 2011)*
- *"Using ICT to promote Education and Employment Opportunities for Immigrants and Ethnic Minorities", Policy Brief (2010)*
- *"ICT for Integration, Social Inclusion and Economic Participation of Immigrants and Ethnic Minorities: Case Studies from France" (2009), "Spain" (2009) and "Germany" (2009)*
- *"Overview of Digital Support Initiatives for/by immigrants and Ethnic minorities in the EU27" (2008)*

Carers

- *Long-term care challenges in an ageing society: the role of ICT and migrants. Results from a study on England, Germany, Italy and Spain, (May 2010)*
- *"The potential of ICT in supporting domiciliary care in Spain" (2010), "Germany" (2010), "England" (2010) and "Italy" (2010)*

Youth

- *"ICT and Youth at Risk: How can ICT-driven initiatives contribute to their socio-economic inclusion and how to measure it, Workshop Report, Seville 2-3 Nov 2009", (2010)*

Digital Competences

- *"Learning 2.0 - the impact of Social Media on Learning in Europe", Policy brief (2010)*
- *"Digital Competence for Lifelong Learning", Policy brief (2008)*

<http://ipts.jrc.ec.europa.eu/publications/index.cfm>

Thank you



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<http://is.jrc.ec.europa.eu/pages/EAP/eInclusion.html>

<http://is.jrc.ec.europa.eu/pages/EAP/eLearning.html>