DigiCo GD e.V.

FACTSHEET 'INTRO'

Digital skills are essential for migrants' and refugees' social and economic integration into their new host countries. As part of The Digital Collective (DigiCo), Grenzenlos Digital e.V. conducted three online **Intro** courses between June 2022 and August 2023 to teach essential digital skills to these disadvantaged groups, enabling them to use these newly acquired skills in their job search, career orientation, and daily lives, as well as empowering them to participate in societal processes. They upskilled **51 individuals in total with the necessary digital competencies to thrive in the digital world**. These individuals **successfully improved their digital competencies by an average of 24%** in Areas 1 and 2 from the European Digital Competence Framework for Citizens.

RESULTS

Intro participants have demonstrably improved their **digital competencies** by an overall average of **24%** for **Areas 1 and 2 of DigComp**

100% perceived the **training as useful** for their professional and day-to-day life

100% feel **confident** in using digital tools
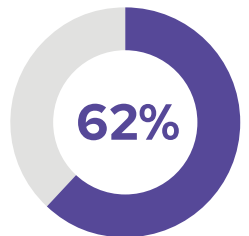
72% created a **resume**

90% use instant **messaging tools** on a daily basis

100% better **interact** and keep in touch with family and friends **through digital tools**

INCREASED PARTICIPATION OF WOMEN

62%

The online course format attracted a significantly higher number of women (62%) compared to what was anticipated. In comparison to offline face-to-face courses, the online environment provided a safe space for women to actively participate.
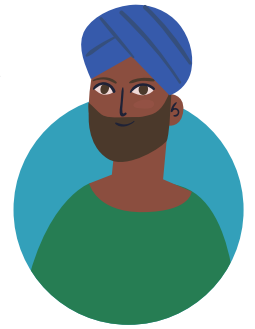
KEY LEARNINGS

RECRUITING

> Building personal connections is crucial for creating a robust local community network.

> Collaborative recruiting events with network partners yield high conversion rates.

> Alumni are influential ambassadors for promoting the course.

> Tailoring recruiting efforts to the needs of the target group results in successful outreach and engagement.

"It's always good to get new tips for the job search. I have already learned new German words. That was also one of my goals."

Farah (43)

ONBOARDING

> Onboarding plays a critical role in retaining this target group of participants.

> The effort invested in onboarding is directly proportional to the number of individuals committed to the course.

> Group onboarding sessions streamline the onboarding process and prove to be an effective approach.

"Thank you for giving us the opportunity to study for free, it is very important for our future. You speak slowly and choose words for everyone so that everyone can understand easily."

Mykola (29)

COURSE

> A fixed course schedule with afternoon classes and evening Q&A sessions is highly suitable.

> Cohorts exhibit diverse qualification levels, necessitating a customised approach rather than a one-size-fits-all model.

> The availability of learning materials that allow for differentiated instruction is essential.

skillify

Understanding participants' digital skill levels has enabled the design of course content that caters to participants' specific needs and abilities.