

WelComm: Communication Skills for Integration of Migrants Erasmus+ Programme 2014

TEMPLATE FOR SELECTION OF GOOD PRACTICES

Selection criteria:	<p>The proposed example should correspond to <u>ALL</u> listed criteria:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Effective and successful: A “good practice” has proven its strategic relevance as the most effective way in achieving a specific objective; it has been successfully adopted and has had a positive impact on individuals and/or communities. <input type="checkbox"/> Replicable and adaptable: A “good practice” should have the potential for replication and should therefore be adaptable to similar objectives in varying situations. <input type="checkbox"/> Information availability: There is enough information provided for the good practice (approach, methodology, materials etc.) so that it is possible to replicate it in a new situation; the provided web-links are working and the contact information is up-to-date
Category:	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Practices for social integration of migrants through cultural and language skills <input type="checkbox"/> Practices for language education of young children <input type="checkbox"/> Practices for language education of migrants <input type="checkbox"/> Practices for intergenerational learning (children and parents) <input type="checkbox"/> Other:

PROMOTER OF THE INITIATIVE:	
Name of organization / individual	ACIDI - High Commissariat for Immigration and Intercultural Dialogue
Country	Portugal
Website	www.acidi.org.pt
Contacts	Address: Rua Álvaro Coutinho,14 1150-025 Lisboa Tel: + 218106191

DETAILS OF THE INITIATIVE:	
Title	TTS – Telephone Translation Service
Year(s)	
Target language(s)	Portuguese , Russian, Chinese, Arabic, Romanian, Hindi, Ukrainian, etc
Target group(s)	Immigrants
Website of the initiative	http://www.acidi.gov.pt/es-imigrante/servicos/servico-de-traducao-telefonica-stt
Description (max 200 words)	The Telephone Translation Service is addressed to all people who can't speak Portuguese. In the format of a telephone conference this service establishes simultaneous contact among service-provider, translator/mediator and immigrant. There is a team of translators and interpreters who speak one or more languages and work as mediators. They also facilitate access to information made available by the Immigrant Phone line and other institutional structures of ACIDI. Those translators cover a lot of languages such as Russian, Chinese, Arabic, Romanian, Hindi among others.
Methodology (max 150 words)	The Telephone translation service is a service offered by ACIDI for free to all immigrants. There is a group of translators and cultural mediators who facilitate the communication between any immigrant and a public or private service-provider whenever they need. ACIDI publishes a dial-in-number and gives the possibility for the immigrants to dial-in and interact. Telephone interpreting /translation , also known as over-the-phone interpreting is especially useful when the interpreter is needed for a short period of time, such as for a medical appointment or to communicate with any other service providers in the host country
Products / Outcomes (add rows if necessary)	<p>Type of product:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Paper-based material <input type="checkbox"/> Online resource <input type="checkbox"/> Video clips / Films <input type="checkbox"/> Course / Training <input type="checkbox"/> Mobile application <input type="checkbox"/> Other _audio resource /phone call <hr style="width: 50%; margin-left: 0;"/>

	<i>Brief description of the product / outcome / method:</i>
Impact on target groups / Transferability potential	<i>It has a big impact because it is a very useful service for lots of people in their daily life.</i>