



EMPOWERING YOUNG MIGRANTS: SECOND TRAINING MANUAL FOR YOUTH WORKERS



ICT MIGRANTS

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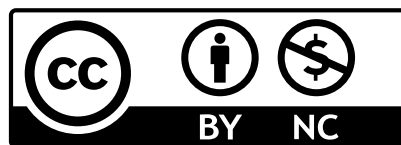
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I. INTRODUCTION

Approaching the nuanced concept of migration requires careful examination and multiperspectivism, an approach which we've thoroughly tackled throughout the conference. Therefore, in order to better understand the barriers of the migration process, building on top of our previous work and experience, we have now been in touch with refugees, learning about their tumultuous experience. Analyzing the macro, meso and microlevel simultaneously, we have looked into multiple variables which influence one's migrationist journey. Furthermore, we have focused on the impact of technological competences in a refugee's integration process, stumbling upon interrelated social and cultural obstacles, such as the connection with national ties (or lack thereof), the importance of family or the presence of cultural shocks along with anxiety or emotional distress.

Our inquiry will reiterate the increased role of technology, as, for example, virtual platforms represent a starting point of the migrational movement itself, with communal ties being built online. Furthermore, the mere act of keeping in contact leads to a perpetuation of social capital, underlying the fact that the role of social media doesn't stop, but actually increases during the process of immigration, which will be further explored throughout the handbook.

We also explore the perpetuation of inequality, as the vertical movement of capital is restricted in the case of migrants with, for example, a change of profession proving to be more difficult - one already needs a basis, a foundation of capital, which represents resources, knowledge, social ties, underlying the need of pre-existing privilege in even in disadvantageous prospects. Therefore, the linguistic barrier also remains a huge factor at play, gaining even more importance in the eyes of migrants.

II. CURRENT CHALLENGES FACED BY YOUNG MIGRANTS IN ACCESSING DIGITAL TECHNOLOGIES

The challenges faced by young migrants in accessing digital technologies focuses on the role of youth workers in promoting social inclusion. Some key points in this regard are:

LANGUAGE BARRIERS

Young migrants face various challenges in accessing digital technologies, with language barriers being one of the main ones. Language barriers are an important factor that makes it difficult to exist effectively in the digital world and use technology efficiently. Let us address this issue in a more comprehensive way:

Education and Learning Challenges

A large proportion of digital technologies require the user to be literate in a particular language. Educational materials, written instructions, software interfaces and online resources are often presented in the majority language. When migrant youth do not adequately understand these languages, they face serious barriers to learning and using technology. This is especially true for digital tools and e-learning platforms integrated into the school curriculum.

Social Connections and Community Support

Digital technologies play a big role in building social connections and providing community support. However, language barriers can make it difficult for migrant youth to communicate effectively on social media platforms, forums and online communities. This can lead to social isolation and reduced community support.

Technological Support and User Experience

When faced with technological problems, access to user guides and support services is vital. However, these services are often provided in the majority language, making it difficult for migrant youth to benefit from this support. Furthermore, when user interfaces are limited in language, it is difficult to use technological devices and software.

Personal Development and Career Opportunities

Language barriers also affect the ability of migrant youth to develop their digital skills and compete in the professional world. Online courses, certificate programs and professional networks are often offered in a specific language. Young people who do not speak the language find it difficult to take advantage of these opportunities, which negatively impacts their career development.

Security and Privacy Risks

In the digital world, security and privacy are critical for users to protect their personal information. However, language barriers can make it difficult for migrant youth to understand security policies, privacy settings and user agreements. This can make them more vulnerable online.

Solution Suggestions

Various strategies can be developed to overcome language barriers. These can include creating multilingual platforms and applications, making educational materials available in various languages, providing language training programs, and organizing special digital literacy courses for migrant youth.

Language barriers are an important barrier for young migrants to access digital technologies. Overcoming these barriers will enable them to exist more effectively and safely in the digital world.

ECONOMIC DISTRESS

Young migrants face many challenges in accessing digital technologies, with economic limitations being one of them. Economic limitations can severely restrict the capacity of migrant youth to exist in the digital world. We can address this issue more comprehensively.

Device and Equipment Costs

Access to digital technologies often requires expensive devices and equipment. Devices such as smartphones, tablets, laptops and desktop computers can be a huge financial burden for low-income migrant families. Without such devices, migrant youth are

disadvantaged in many areas such as education, social connections and access to information.

Internet Access and Connection Fees

Internet access is a basic requirement for participating in the digital world. However, high-speed and reliable internet connections are often costly. Migrant families may struggle to make regular payments for internet services. Migrant youth, especially those living in economically disadvantaged areas, may therefore be deprived of online education, information seeking and social interactions.

Software and Application Licenses

Many digital tools and software charge users a license fee or subscription fee. Educational software, professional tools and various applications can contribute to the education and career development of migrant youth. However, the cost of this software may not be affordable for low-income migrant families, making it difficult for young people to develop their digital skills.

Maintenance and Repair Costs

Digital devices may require maintenance and repair from time to time. If they break down, the cost of repair can be high. When migrant youth do not have the financial resources to get their broken devices repaired, they may be disconnected from the digital world for long periods of time. This can seriously harm their education and social connections.

Economic Pressures and Priorities

Migrant families often live under economic pressures and struggle to meet their basic needs. This can cause investing in digital technologies to fall behind in priorities. Basic needs such as food, shelter and health take precedence over technological needs such as digital devices and internet access. This limits migrant youth's access to digital technologies.

Solution Suggestions

Various strategies can be developed to overcome economic constraints. These include:

- **Public and Private Sector Partnerships:** Governments and the private sector can collaborate to provide affordable or free digital devices and internet access to low-income families.
- **Community Support Programs:** Local communities and civil society organizations can organize digital technology support programs for migrant families.
- **Educational Institutions and Scholarships:** Schools and universities can provide free or low-cost digital tools and internet access to students in need.
- **Libraries and Community Centres:** Public libraries and community centres can facilitate migrant youth access to these services by offering free internet access and digital devices.

Economic limitations are a significant barrier to young migrants' access to digital technologies. Overcoming these barriers will greatly contribute to their education, personal development and social integration.

LACK OF EDUCATION

Young migrants face many challenges in accessing digital technologies, the main one being lack of education. Lack of education is an important factor that makes it difficult to participate effectively in the digital world and use technology efficiently. We can address this problem in a more comprehensive way:

Lack of Digital Literacy

Digital literacy refers to individuals' ability to understand, use and evaluate digital technologies. Migrant youth may not have received adequate digital literacy education in their countries of origin. This can lead to significant deficiencies in using the internet, understanding basic software and applications, and knowing online security measures. These deficiencies create disadvantages in many areas from education to the world of work.

Integration Challenges into the Education System

Migrant youth may have difficulties integrating into the education systems in their countries of origin. Different curricula, language barriers and cultural adaptation issues can make it difficult for them to receive training in accessing and using digital technologies. These integration challenges are particularly pronounced in educational settings where digital technologies are used extensively.

Lack of Teachers and Resources

Schools with migrant youth may lack teachers and resources with adequate knowledge of digital technology. When teachers lack digital skills, it becomes difficult to guide students in these subjects. Furthermore, the lack of resources in schools, such as digital devices, software and internet access, makes it even more difficult for young migrants to access digital technologies.

Lack of Education of Parents

The role of parents in migrant youth's access to digital technologies is also important. However, parents' low level of digital literacy may prevent young people from receiving adequate support in these matters. When parents do not have sufficient knowledge about the risks and opportunities their children may face in the digital world, it is difficult for young people to use digital technologies safely and efficiently.

Problems of Access to Educational Materials

Migrant youth may also have problems accessing digital educational materials and resources. Linguistic incomprehension of educational materials, cultural incompatibilities and economic limitations make it difficult to benefit from them. Furthermore, the lack of accessibility of online educational platforms and digital libraries further exacerbates the lack of education.

Solution Suggestions

Various strategies can be developed to overcome the lack of training. These include:

- **Digital Literacy Programs:** Digital literacy training programs can be organized for migrant youth. These programs can offer a wide range of training, from basic computer skills to online safety.
- **Teacher Training and Resourcing:** Increasing teachers' digital skills and providing schools with adequate digital resources can facilitate young migrants' access to digital technologies.
- **Parent Training:** Digital literacy trainings for parents can be organized to help them better support their children.
- **Online Education Platforms:** Online education platforms can be created to provide migrant youth with culturally relevant and culturally appropriate educational materials in the appropriate language.

Lack of education is an important barrier to young migrants' access to digital technologies. Overcoming these barriers will greatly contribute to their education, personal development and social integration.

LACK OF SOCIAL NETWORK

Young migrants face many challenges in accessing digital technologies and one of the main challenges is the lack of social networks.

Social networks play an important role in the integration of individuals into the digital world and their effective use of technology. Let's take a closer look at how the lack of social networks affects migrant youth's access to and use of digital technologies:

Lack of Community and Support Groups

Migrant youth may have difficulty accessing local communities and support groups in their countries of origin. Such communities provide important guidance and support on accessing and using digital technologies. However, migrant youth can be isolated in terms of engaging in the digital world due to the lack of such networks. The lack of support groups can negatively impact their ability to develop digital literacy and use technology efficiently.

Communication and Connecting Challenges

When migrant youth arrive in a new country, they may find it difficult to communicate and connect with local people due to language and cultural barriers. These challenges can also manifest themselves in building digital networks and participating in online communities. Without adequate skills in the local language, it is difficult for them to participate in online forums, social media groups and other digital communities.

Lack of Social Capital

Social capital is the resources and support that individuals have within a network of social relationships. Migrant youth may lack social capital in their countries of origin. Without the support of family, friends and community, they may not have an environment to access and be guided in using digital technologies. Lack of social capital makes it difficult for them to develop digital literacy skills and take advantage of online opportunities.

Insecurity and Social Isolation

Migrant youth may experience social isolation and insecurity in the process of adapting to a new country. This can also manifest itself in being active on digital platforms and building new social ties. Social isolation can lead to reluctance to participate in digital communities and create online networks. Feelings of insecurity may also make them hesitant in online interactions.

Lack of Role Models

Migrant youth may lack role models who are successful in digital technologies. People who are successful in the digital world inspire and motivate young people. The lack of role models can reduce young migrants' interest in digital technologies and their desire to develop themselves in this field.

Solution Suggestions

Various strategies can be developed to overcome the lack of social networks. These include:

- **Community Centres and Support Groups:** Community centres and support groups can be established for migrant youth. These centres can facilitate the integration of young people into the digital world by organizing digital literacy trainings and social events.
- **Mentoring Programs:** Individuals who are successful in the digital world can mentor migrant youth. These programs can help young people develop their digital skills and expand their social networks.
- **Language and Cultural Education:** Programs that encourage migrant youth to learn the local language and culture can help them integrate more easily into local communities and digital networks.
- **Online Communities and Forums:** Creating online communities and forums for migrant youth can support them to expand their social networks in the digital world.

The role of youth workers is to organize educational programs for young migrants, provide mentoring and refer them to digital resources. It is also an important task to help them overcome language barriers and encourage them to expand their social networks.

WHAT CAN YOUTH WORKERS DO?

Youth workers can perform the following tasks for young migrants:

- **Organizing Training Programs:** Youth workers can organize training programs to develop digital skills.
- **Providing Mentoring:** By mentoring young migrants, they can share their experiences and provide guidance.
- **Referral to Digital Resources:** Youth workers can help young migrants acquire knowledge and skills by referring them to digital resources.
- **Overcoming Language Barriers:** They can strengthen their communication by helping them overcome language barriers.
- **Expand Social Networks:** They can make efforts to include young migrants in social networks and increase their connections.

How can digital skills trainings be organized?

You can consider the following methods to organize digital skills trainings:

- **Creating a Conceptual Framework:** A national conceptual framework for developing teachers' digital competences should be established. This framework should be designed in accordance with the needs of teachers and the current situation.
- **Training Programs:** Digital skills trainings should equip teachers with the skills to use digital tools effectively. These trainings can be organized remotely or face-to-face.
- **Individual Support and Mentoring:** Teachers should be provided with individual support and mentoring. This aims to provide customized solutions to teachers' needs.
- **Practical Trainings:** Digital skills trainings should be supported by practical applications. Teachers should gain experience using digital tools in real scenarios.
- **Continuous Evaluation and Feedback:** Teachers' progress should be regularly evaluated and feedback given during trainings. This encourages continuous improvement.

Which topics related to digital tools can be covered in courses?

There are many topics and methods to organize lessons on digital tools. Here are some digital tools and topics you can use to enrich the lesson content:

- **Interactive Presentation Tools:** Interactive presentation tools such as PowerPoint can be used to visually enrich course materials. By adding animations, graphics, videos and audio files, you can capture students' attention and enhance the learning experience.
- **eBooks and Digital Resources:** You can diversify the course content by using e-books and digital materials from digital libraries or online resources. These materials can offer students different perspectives and allow them to conduct in-depth research.

- **Training Videos and Animations:** You can explain topics more effectively by using educational videos and animations from YouTube or other educational platforms. You can provide students with visual elements to help them better understand complex topics.
- **Online Interactive Lesson Tools:** You can use tools such as surveys, quizzes, discussion panels and virtual class rooms to encourage active student participation and make learning more fun.
- **Virtual Reality and Augmented Reality:** Virtual reality (VR) and augmented reality (AR) technologies can enrich course content by providing students with experiential learning opportunities. Applications such as virtual labs, historical simulations and geographical explorations can help students explore topics in greater depth.
- **Blogs and Social Media:** You can create a blog or social media platform where students can share and discuss course-related content. You can encourage students to express their own thoughts and keep the course materials up to date.
- **Digital Portfolios:** You can create digital portfolios to track and assess student learning. Portfolios containing students' project work, visual media products and other learning materials allow you to visually track students' progress.

Successful digital tools

Digital tools can deliver course content more effectively as well as make students' learning experience more engaging and interactive.

Here are some examples of digital tools:

- **Prezi:** A digital software used to create interactive presentations. Prezi helps you create effective and engaging presentations thanks to its zoom feature.



- **Haiku Deck:** A tool for creating presentations on iPad, iPhone and the web. It helps you create visual-based slides and can be integrated with Google Classroom.



- **Scratch:** A programming platform designed especially for students aged 8 to 16. Scratch is used to develop coding skills.



III. TOOLS AND RESOURCES

PRA AND ICT METHODS

ICT can play an important magnifying role in how migrant communities access resources to health, education, housing and language/culture.

The PRA approach was founded by Margaret Mead in the early 1900's when studying the indigenous tribes of the Pacific. This method is used in ethnography studies, with later uses in India, with communities starting micro-businesses, leading to a research base community study.

In practice, the PRA approach has multiple understandings/applications:

- **Spatial:** Understanding the geographic distribution and extent of physical features, assets and resources.
- **Temporal:** In order to understand changes over time, such as livelihoods, expenditure, availability of resources, workload.
- **Relational:** Mapping hierarchies or relationships between social groups, associations and individuals in community.
- **Decision-making support:** Support communities to channel their experiences in the program/service design and actively engage in program.
- **Implementation:** Migrants develop the categories for the app affecting the hardships faced in their own personal journey. Involvement in production, dissemination of results and evaluation. Agencies help with structure and resources.

PRA with E-INCLUSION MODEL

- **Spatial:** Carry out Extensive Assessment, use online demographic tools, digital pre departure orientation, distance language learning, virtual counselling, digital job fairs, digital film screening, community digital campaigns.
- **Relational:** Collaborative Workshops - organise workshops/focus groups, needs assessment/questionnaires, migrants to participate in new emerging digital spaces.
- **Temporal:** For Case and Developmental Workers /Relocation Consultants.

PRACTICAL ACTIVITY; WORKSHOP.7

- Question;What would you take with you if you had to leave home?.(96.min).
- Learning aim;To develop critical thinking skills and build empathy for people forced to flee their homes;

Think of five things that you would take with you if you had to suddenly leave your home and might never be able to come back	
INDIVIDUAL TASK	GROUP TASK
<p>Draw or write these items in an outline drawing of a suitcase:</p> <ul style="list-style-type: none"> • <i>What would you take with you?</i> • <i>Why did you choose these items?</i> • <i>Was it difficult to decide? Why?</i> • <i>What would you miss if you had to leave home?</i> 	<p>Narrow down the list to 4 items, then 3 and so on:</p> <ul style="list-style-type: none"> • <i>Which item(s) were you left with?</i> • <i>Why did you choose this/these item(s)?</i>

IV. EVALUATION AND FEEDBACK

This section focuses on the techniques for collecting feedback from young migrants. First, we will start with the importance of feedback in education. Then, we will see how it is recommended to collect feedback from young migrants in 5 simple steps. Concluding, we will highlight some tips on how to provide constructive feedback to young migrants.

THE IMPORTANCE OF FEEDBACK IN EDUCATION

Feedback is the most important element of effective communication.

According to Poulos and Mahony (2008), feedback is not just a tool for academic improvement but also a significant contributor to overall learning and achievement. The effectiveness of feedback hinges on its timeliness and the perceived significance it holds for the student.

Why feedback is important for youth migrant students?

First and foremost, feedback is important for youth migrants as it creates a positive learning environment.

It is like a compass for youth migrant students to understand their progress. It sparks a sense of self-belief within them as they gain knowledge. As a result, it makes students more persistent and determined to learn. It promotes tailoring learning as it is different for each youth migrant student based on the student's learning needs.

Moreover, it enhances self-reflection. Concluding, it strengthens teacher/trainer - student connection.

HOW TO COLLECT FEEDBACK FROM YOUNG MIGRANTS

There are many ways to collect feedback from young migrants. Here we will focus on 5 simple steps:

1. **To start with clarify intent:** As educator it is of utmost important to set your intention towards your young migrant students. You want them to improve their learning, so the feedback you will provide shall have a good intention.
2. **Be actionable and goal-oriented:** As a teacher you ought to show your students how to improve their learning and provide them specific examples. Be goal-oriented on the learning area they will have to improve.
3. **Consider migrant's feedback culture and context:** Showing respect towards your migrant students is the starting point to create a learning environment based on trust. To be aware of the cultural differences and contexts will make you as a teacher to better approach your migrant students and enhance their learning,
4. **Make them actively participate in the process:** The aim is to motivate your young migrant students and raise their interest to learn more in an active way. You want your students to pose questions to you, to discuss what they do not understand with you and actively participate in the learning process.
5. **Be respectful and supportive:** Considering all the previous steps, bear in mind that you have to be respectful and supportive. Respect your students' needs and different levels of learning and support them accordingly. As already mentioned above, each student is different, support therefore has to be customised.

Always remember that there is no perfect solution! You have to be flexible and adjust every time to the circumstances.

HOW TO PROVIDE CONSTRUCTIVE FEEDBACK TO YOUNG MIGRANTS

In order to provide constructive feedback to young migrants, it is essential to take into consideration the 10 aspects listed below:

1. **Make them feel safe so that they accept it:** Feedback is not accepted by anyone. The person that is about to accept it has to be receptive towards it. Especially if it has to do with young migrants. You as an educator, teacher or trainer of young migrants ought to make them feel safe before providing feedback to them. If young migrants feel safe, they will accept the feedback provided by their teacher, trainer or educator.
2. **Get them to know the why:** There is always a reason behind constructive feedback. Get your students know why you provide it to them. It is very important for young migrants to be aware of what is the point of the feedback they are going to listen to so that they can pay attention to it.
3. **Set clear goals and expectations:** Once you have explained to your students who are young migrants why you provide them this specific feedback, set clearly what would you like them to do next. How can they improve? What their next learning goal shall be? What should they expect from it? All these questions have to be answered prior to the time you provide them constructive feedback.
4. **Personalise it for each youth migrant student:** Each migrant student is unique and has his or her own specific areas that need to be improved. The constructive feedback provided to them has to be personalised based on their strengths and weaknesses. There are certain steps that each migrant student has to undertake to learn better and empower him or herself.
5. **Provide specific details:** Adding to the previous steps, once you have personalised your feedback to your young migrant students, you have to provide specific details to them so that they know what exactly they need to do to become better. By having that clear on their mind, they will be able to incorporate the constructive feedback provided to them.

6. **Non-comparative:** During the whole process of providing constructive feedback to young migrants it is of utmost important to adopt a non-comparative approach. As already stated above on the fourth aspect, each young migrant student is unique. Therefore, the feedback provided should be unique. Combined to that no comparison among students is needed. Avoid comparing each student with another, because that only deteriorates their learning.
7. **Allow migrants to respond:** Give your students time. Do not rush and just provide them your constructive feedback, but also allow them some minutes to respond. They may have questions to pose or things to suggest. Time is needed for you to listen to whatever they have to tell you about the feedback you provided them with.
8. **Give them opportunities for self-assessment:** Within the time you will spend in order to allow your young migrant students to respond, give them also opportunities for self-assessment. Sometimes, they may make mistakes because they are in a rush or tired or overwhelmed with other homework. Looking at their mistakes with a clear mind at a later day or time will make them spot their mistakes and correct them by themselves.
9. **Promote dialogue:** Dialogue is what you want to promote between you as a trainer, teacher or educator and your young migrant students. Your feedback will be constructive if you listen to your young migrant students as already stated above. Allow them time to respond, but react on their responses: comment, praise them if they said something remarkable, add another suggestion, ask them further questions. Whatever enhances their learning is needed to be highlighted to the dialogue between you or in the classroom in case the feedback provided is open.
10. **Continuous improvement:** Last but not least, all these aspects shall have as basis the continuous improvement of young migrants' learning. The aim is always to make them learn in a better way. In the way that is more effective to each of them so that every time from lesson to lesson they can be better and better.

DO'S AND DON'TS ON PROVIDING EFFECTIVE FEEDBACK TO YOUNG MIGRANTS

Below we have chosen seven actions that we encourage you to take as a teacher, trainer or educator of young migrants and another seven actions that you should avoid doing or creating when providing constructive feedback to young migrant students:

DO'S	DON'TS
Positiveness	Fear
Encouragement	Criticism
Specific	Vague
Timely manner	After leaving long time
Focus on a purpose	Listing errors
Explain	Misunderstandings
Praise and thank	Negative feelings

Finally, we would like to close this section with a thoughtful quote by William Arthur Ward that every teacher should have on his/her mind that says:

«The mediocre teacher tells. The good teacher explains. The superior teacher demonstrates. The great teacher inspires»

V. CONCLUSION

Addressing the challenges young migrants face in accessing digital technologies is crucial for their social inclusion and overall development. The role of youth workers in promoting social inclusion through ICTs cannot be overemphasized. Language barriers, economic hardship, lack of education and limited social networks are significant barriers that need to be addressed to enable young migrants to thrive in the digital age.

Therefore, overcoming language barriers requires comprehensive strategies provided in the handbook, and addressing these barriers can help young migrants navigate the digital (and not only) world more effectively and safely.

Furthermore, economic limitations can be mitigated through multiple initiatives, as the provision of affordable or free access to digital devices and internet services remains an essential component of integration, all issues tackled in the manual at hand.

Improving digital literacy among young migrants, by addressing education gaps, can lead to the empowerment of young migrants, in order to fully participate in the digital economy, as mentioned in our multifaceted analysis.

One cannot overestimate the value of community. As such, building social networks for young migrants is essential for their integration, fostering a sense of belonging and enabling them to use digital technologies for their personal and professional development, which can materialize itself by approaching the above-mentioned strategies.

Finally, youth workers play a key role in this process by providing mentorship and helping young migrants to overcome various barriers. By facilitating access to digital resources and expanding social networks, youth workers can significantly increase the skills and opportunities available to migrant youth, which represent the final goal of the present, long-lasting project.

In conclusion, addressing the multiple challenges young migrants face in accessing digital technologies requires a concerted effort. Through the implementation of targeted solutions and the use of youth workers' expertise, we can ensure that young migrants are not only included in a fast-paced, digital world, but also empowered to succeed in it.

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