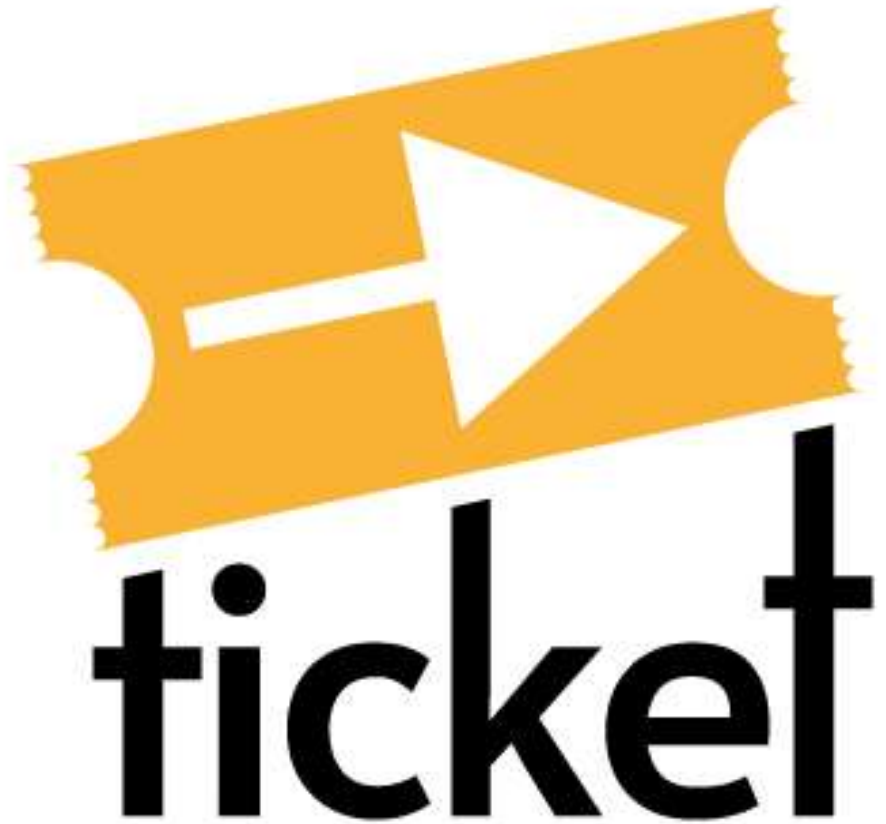
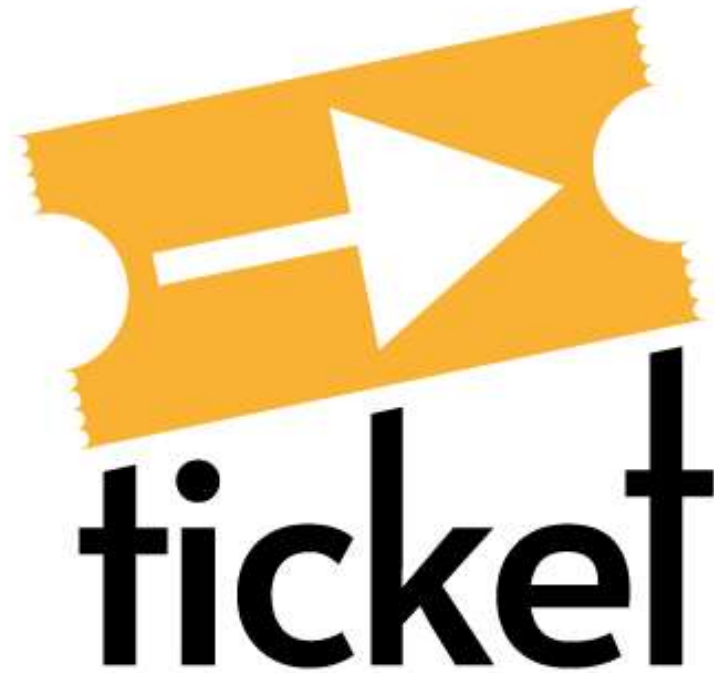


# **Final Multiplier Event, 12 December 2022**

**Transnational intercultural  
competences through  
knowledge exchange and  
training**

[www.interculturalticket.eu](http://www.interculturalticket.eu)





**TICKET** aims to provide **academics and professional staff** in higher education with adequate skills in **intercultural competences (IC)**.



# Who





# Motivations

- Edinburgh and other partners were keen to build upon the experience and successes of the KA203 projects NICE and DIGIPASS.
- Many staff who interacted with NICE were keen to gain access to intercultural competence training.
- Whereas DIGIPASS provided a useful framework, particularly in the area of digital tools.





# Why

- Clear need for developing competences that deal with both the benefits and challenges arising from the ***expanding number of intercultural encounters*** and collaborations.
- IC is one of the key competences for 21<sup>st</sup>-century graduates and, as such, ***essential for employability and professional development***.
- Search for more advanced and integrated professional development opportunities for staff to ***cultivate their own intercultural competence*** and, in turn, support students as they develop their intercultural abilities.

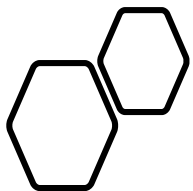


# What



## 3-year EU strategic partnership project, with four intellectual outputs:

- ***Self-directed online Training Programme*** to support staff in developing intercultural competence (IC) skills (IO1)
- **A suite of flexible Digital Tools** to support the delivery of all outputs (IO2)
- Develop a Toolkit to support staff as they engage with ***IC-related professional development*** (IO3)
- ***Handbook and Framework*** for policy makers and higher education institutions (IO4)



# Training programme in IC

## 9 training modules in 4 thematic areas:

- Mobility (and its effect on campus)
- Student (learning, health and socio economic) needs
- Internationalisation of the curriculum
- University as an intercultural workplace





***How does TICKET define Intercultural Competence?***

*"The [cognitive] skills, attitudes, and behaviours needed to improve interactions across difference, whether within a society (differences due to age, gender, religion, socio-economic status, political affiliation, ethnicity, and so on) or across borders."*

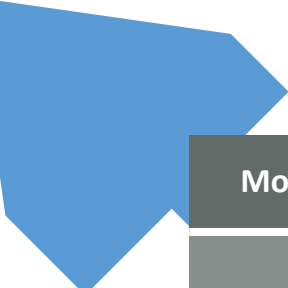

Deardorff, D. K. (2020). *Manual for developing intercultural competencies: Story circles*. UNESCO/Routledge.






### **The four components of IC:**

- Intercultural knowledge, addressing not only knowledge of different cultures (their customs, products, and ways of communicating), but also knowledge of your own culture.
- Intercultural awareness, signifying awareness of the “other” and yourself in the intercultural context.
- Intercultural attitudes, including respect for equality and diversity, curiosity, and openness as well as general interest in other cultures.
- Intercultural skills, such as intercultural communication and conflict resolution.

Module	Topic	Theme
1	Holistic Support for Academic Mobility	MOBILITY (AND ITS EFFECTS ON CAMPUS)
2	Welcoming international students and staff	
3	Encouraging Intercultural Communication in Diverse Student Groups	
4	Fostering Participation and Learning for All	STUDENT (LEARNING, HEALTH AND SOCIO-ECONOMIC) NEEDS
5	Using Intercultural Competence to Enhance Equality, Diversity, and Inclusion	
6	Bringing Interculturality Into the Curriculum	INTER-NATIONALISATION OF THE CURRICULUM
7	The Multilingual and Multicultural Classroom	
8	Challenging assumptions about good learning and teaching	
9	Interculturality in the Academic Workplace	UNIVERSITY AS AN INTERCULTURAL WORKPLACE



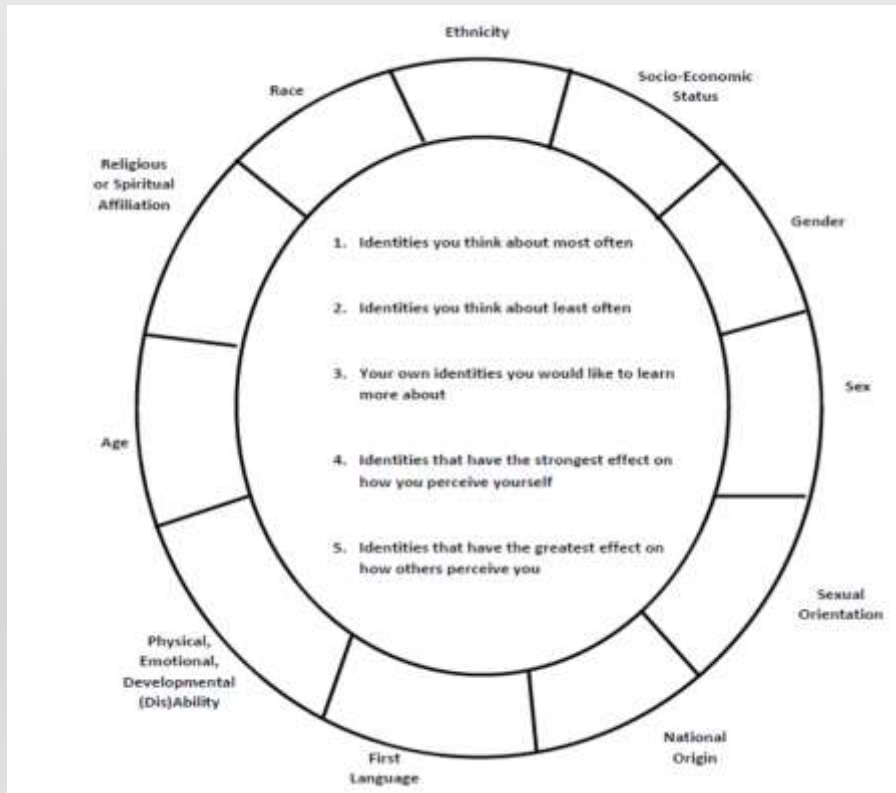
# Social Identity exercise

- Part of developing IC is understanding how your social identity can influence your perception of yourself, your perception of others, and of how others perceive you
- Whether academic or professional staff, everyone who works with students will benefit from an insight into how one's identity is constructed and how you can use this understanding in creating a more inclusive environment
- This exercise can be used as a tool to help students understand the many facets of identity and the existence of privileged and marginalised groups, and that these groups can also be fluid



# Social identity wheel

- Identity is represented as a circle divided in several parts, each corresponding to one of various social identities
- Each person's identity wheel will look different depending on their specific characteristics, but also depending on which identities matter most in their self-perception and which matter most in others' perception.
- Identity has two sides: there is the identity as you understand and experience it and there is the identity as other people might view it



LSA Inclusive  
Teaching  
Initiative,  
University of  
Michigan



# Social Identity Exercise

*Which identity do you think of most often?*

- Age
- Ethnicity
- Gender
- National Origin
- Religious affiliation
- Other



# Social Identity Exercise

*Which identity do you think of least often?*

- Age
- Ethnicity
- Gender
- National Origin
- Religious affiliation
- Other



# Social Identity Exercise

*Which identity do you think has the greatest impact on how other people perceive you? How did you come to your answer?*

- Age
- Ethnicity
- Gender
- National Origin
- Religious affiliation
- Other



# Social Identity Exercise

*Is there an identity that you would like to explore more?*

- Age
- Ethnicity
- Gender
- National Origin
- Religious affiliation
- Other







# Suite of Digital Tools

## Intellectual Output 2

**Lead : Granada**

- The Digital Tools (IO2) represent the combined technical resources and platforms that are being developed to deliver and disseminate all project materials.
- The Training Programme (IO1) has been developed on Moodle to be both engaging and highly interactive; Moodle also makes it easier for the project to produce content packages, which other HEIs can import to their systems, adapting the content to suit their context.
- The Staff Toolkit (IO3) has been developed in a bespoke section of the project's website and the CoP is available via LinkedIn.
- The Handbook (IO4) will also be available on the project website.



**What does the TICKET Training Programme look like?**

**Let's take a look and see!**



# Staff Toolkit and CoP

**Intellectual Output 3**

**Lead: Amsterdam**

- The Toolkit is framed around 12 inspirational projects, organisations, or other resources and is intended to further support staff as they engage with the Training Programme
- It will act as a repository for guidance, resources and best practice for staff
- The Community of Practice (CoP) is based on LinkedIn and provides a space for HE staff with like-minded interests to network



# Welcome to the TICKET Staff Toolkit

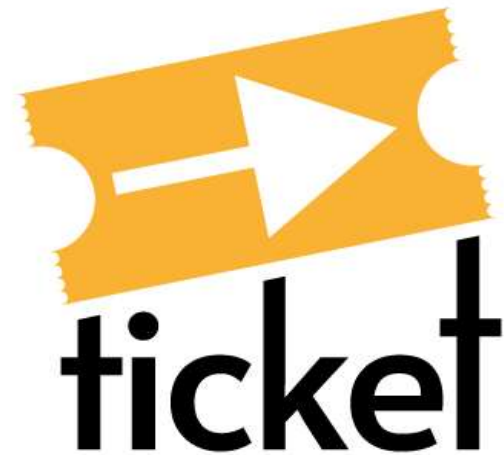
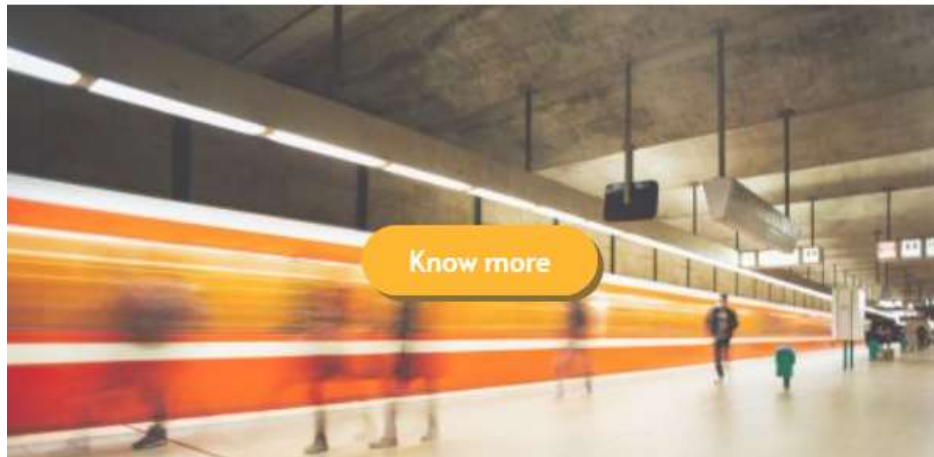
In this section you will find an overview of existing open resources and projects to further support your training experience in the TICKET modules. Each project offers free online tools and guidance to provide academics and professional services staff with holistic skills in intercultural competence (IC). The resources are categorized but not limited to the four overarching themes of the TICKET project.

You will find a description of each project with a link to the resources and in some cases a link to webinar to help you navigate through the offered resources.



## Mobility and its effects on campus

In this section, you will find interesting material that will help you improving the student's mobility and experience abroad. You will learn how to support students in each stage of the mobility life cycle and how to make international opportunities more inclusive.





### DIGIPASS PROJECT

A virtual environment to support students and staff throughout each stage of the mobility lifecycle

### INCLUSIVE MOBILITY

The European platform about inclusion and support services offered by higher education institutions, national agencies and ministries for education to international students.



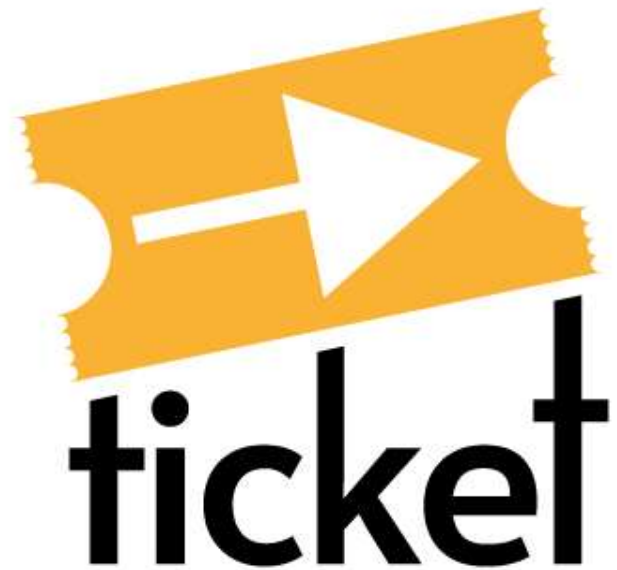
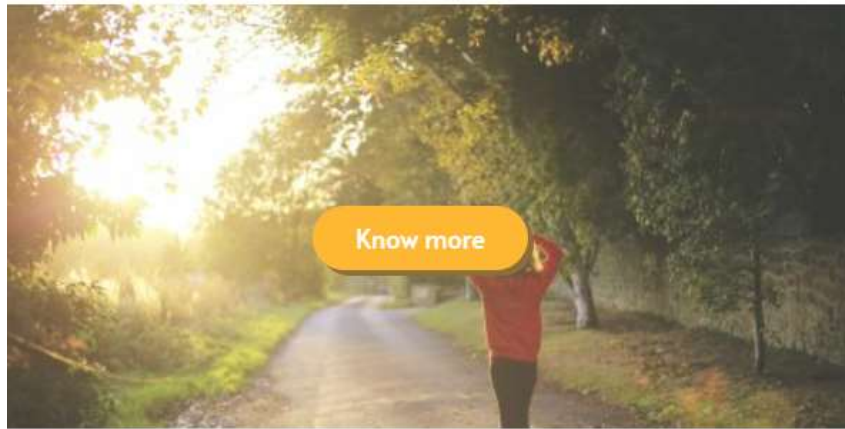
### SIEM

The European platform about inclusion and Social Inclusion & Engagement in Mobility, an important step toward making international mobility opportunities more inclusive, enabling students from all backgrounds to study, work or volunteer abroad.



### Student learning (health & socio-economical needs)

In this section, you will learn how to equip students with adequate skills that help with acknowledging soft skills and competences and improving their abroad experience. This will result into a more inclusive learning environment in higher education.





### [Stories that Move](#)

An online teaching tool encouraging learners to think about diversity and discrimination and helping them understand their own views and choices.

### [IBELONG](#)

Improving the experiences and outcomes of students from diverse backgrounds (in particular migrant students and first generation entrants) through creating a more inclusive learning environment in higher education.



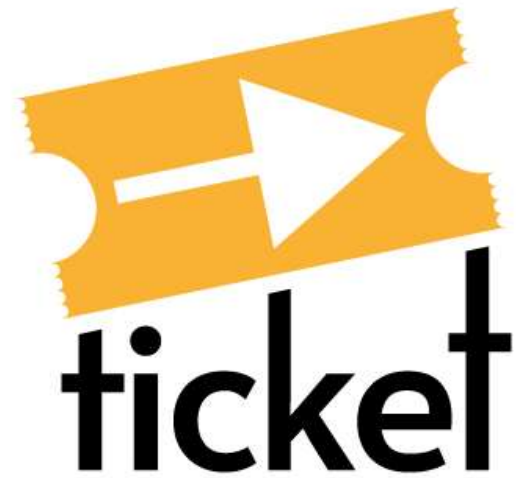
### [ERASMUS SKILLS](#)

The Erasmus Skills project provides a set of innovative tools to help Erasmus students enhance and acknowledge the soft skills and competences gained thanks to their mobility experience.



## Internationalisation of the curriculum

In this section, you will learn to improve the quality in international and intercultural classrooms, designed to help students develop in-demand intercultural and entrepreneurial skills. It will also help you create a systemic change into institutions.





### [EQUIIP](#)

A programme providing support for educational developers and lecturers aiming to ensure quality in international and intercultural classrooms in higher education.

### [NICE](#)

The Network for Intercultural Competence to facilitate Entrepreneurship; a multi-university virtual learning programme designed to help students develop in-demand intercultural and entrepreneurial skills.

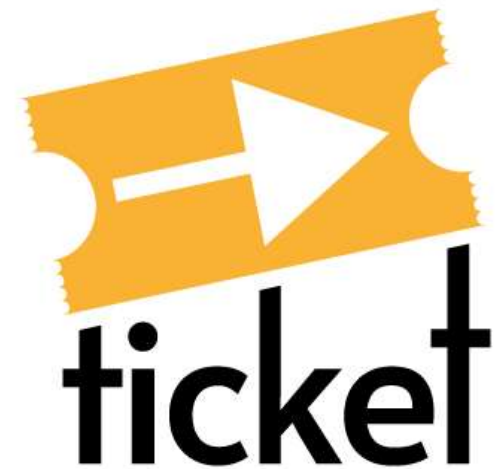


### [SUCTI & SUCTIA](#)

Raise awareness and shift the internal culture of our institutions towards internationalization, thus creating a systemic change in our institutions and in European Higher Education.

## University as an intercultural workplace

In this section, you will find interesting resources that will help higher education institutions about international mobility and building inclusive societies. It will facilitate professional growth to public and private sectors, helping to formulate goals to promote diversity and inclusion in the workplace.



Idea that **universities have to engage with society**, i.e. become increasingly involved in addressing the Sustainable Development Goals (SDGs) of the UN

Also internationalisation activities **could serve societal goals**

E.g. Concept of Internationalisation of Education for Society (IHES) - Brandenburg, U., de Wit, H., Jones, E., Leask, B., & Orbinet, A. (2020)



Obejrzyj w  YouTube

## UNICORN

A new International Mobility Scheme for higher education students integrating the Service-Learning approach.

## Escape Racism

Aims to build inclusive societies and with the use and innovation of non-formal methodologies and gaming tools it will facilitate the professional growth of youth workers and foster the personal development of youth, especially those ones with fewer opportunities.

TICKET Webinar - Escape Racism

Let's begin with an icebreaker!

What is the best piece of advice you could ever give someone?

<https://jamboard.google.com/d/1RPwIBsHFYIicpOcHEI16FhOIGj838ETP9KVGN5AaT8/edit?usp=sharing>

Obejrzyj w  YouTube



## Diversity Charter

A declaration of intent that focuses on employers from the public and the private sector. By signing the Charter, your company commits to self-formulated goals to promote diversity and inclusion in the workplace.

# **The TICKET community of Practice**

Join a network of individuals with common challenges and interests.

Explore ways of working, identify common solutions, and share good practice and ideas.

Surround yourself with colleagues who are going to lift you higher.



# Handbook

## Intellectual Output 4

### Lead: Edinburgh

- The Handbook will act as the primary place to learn about the project's motivations, outputs and theoretical framework.
- This resource will also provide clear guidance on how HEIs can utilise and adapt the TICKET outputs at their institutions.





# The TICKET Handbook

Section Title	Content
<u>Introduction</u>	<b>What is TICKET?</b> : Project Aims, Partners
	<b>Project resources</b> : Training Programme, Staff Toolkit and Community of Practice
	Using this Handbook
<u>Background</u>	Internationalisation and EDI in Higher Education
	The Need for Intercultural Competence
	The TICKET Approach
<u>Project Resources</u>	<b>Overview</b> : Key definitions, Target Audience
	<b>Training Programme</b> : What is it?, What's included?, How to use it, Examples of adapting it
	<b>Community of Practice</b> : What is it?, How to use it
	<b>Staff Toolkit</b> : What is it?, What's included?, How to use it
<u>Resource Pack</u>	Guidelines, handouts, and other helpful materials





# What now?

## **Download the project Handbook**

- <https://edin.ac/3TM341A>

## **Experience the online Training Programme**

- Register for access:  
<https://edinburgh.onlinesurveys.ac.uk/ticket-training-programme-registration>

## **Use the Staff Toolkit**

- <https://www.interculturalticket.eu/staff-toolkit>

## **Join the TICKET community**

- <https://www.linkedin.com/groups/8985895/>



# Discussion

Please go to [menti.com](https://menti.com) and  
enter the code below:

**8117 1134**





Questions?



Download the project Handbook!

