Express yourself

a high challenge high support model for embedding and integration

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AMES Resourcing, Learning and Innovation
Mainstreaming e-learning at AMES
Our learners and job readiness

- Low levels of education in their country of origin
- Lack of generic employability skills and knowledge of the Australian workplace culture
- No local work experience
- Psychological factors: low self esteem, lack of confidence, depression due to pre-arrival experiences
- An identifiable gap between client aspirations and skills
- Significant socio-economic disadvantage
our project

“teaching former refugees to use a wiki”
Ten SIOs working in the ILM program studying Cert III in Business
The trainees

- Employed as Settlement Information officers
- Provide settlement information in first language to refugee and humanitarian entrants in Melbourne
- Studying for the Certificate III in Business administration
- All training delivered face-to-face
Learner profile

Gender: 58% are female

Age  41% are in the 35 – 44 year age range
     25% are in the 45 to 54 year age range

Employment:  73% are on part time contracts whilst the remainder is full time.

Education
44% have a diploma or certificate, one has a university degree and 3 have year 12 or equivalent achieved either in Australia or in their country of origin. One student indicated that they had no formal education.

English language proficiency
56% rate their speaking, listening and reading skills and good – i.e. they can manage in most situations, with 44% indicating they need more help in writing English.

Languages other than English
• 58% speak and read Burmese.
• 33% speak and read Arabic and Sudanese Arabic.

Learning styles
• 89% indicated that they are visual learners.
• 80% prefer to learn as a group.
## Rating computer skills

1. Your skills: Please rate your response to each statement by choosing one of the following: **SA** – Strongly Agree **A** – Agree **N** – Neutral **D** – Disagree **SD** – Strongly Disagree **NA** – Not Applicable

<table>
<thead>
<tr>
<th>Statement</th>
<th>SA</th>
<th>A</th>
<th>N</th>
<th>D</th>
<th>SD</th>
<th>NA</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before I started this training I was confident in using computers and technology.</td>
<td>16.7% (2)</td>
<td>41.7% (5)</td>
<td>33.3% (4)</td>
<td>0.0% (0)</td>
<td>8.3% (1)</td>
<td>0.0% (0)</td>
<td>12</td>
</tr>
<tr>
<td>I think this training will increase my confidence in using computers and technology.</td>
<td>83.3% (10)</td>
<td>16.7% (2)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>12</td>
</tr>
<tr>
<td>Before I started this training I had good computer skills.</td>
<td>0.0% (0)</td>
<td>16.7% (2)</td>
<td>75.0% (9)</td>
<td>8.3% (1)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>12</td>
</tr>
<tr>
<td>I think this training will increase my ability to use computers and technology.</td>
<td>66.7% (6)</td>
<td>33.3% (4)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>12</td>
</tr>
<tr>
<td>This training is making it possible for me to use computers and technology more in other areas of my life.</td>
<td>66.7% (6)</td>
<td>33.3% (4)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>12</td>
</tr>
<tr>
<td>My computer skills are good enough to do my job.</td>
<td>9.1% (1)</td>
<td>45.5% (5)</td>
<td>36.4% (4)</td>
<td>9.1% (1)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>11</td>
</tr>
</tbody>
</table>

*answered question 12*

*skipped question 1*
Welcome to the AMES SIO online learning space
This space it designed to support the teaching and learning activites of the AMES Settlement Information Officers.

Who are we?
We are a group of 10 AMES employees / students who come from a range of backgrounds and countries.

Our course
We are all studying units from Cert III in Business and we are hoping to use online sites and technologies to support our learning and share information about the work we do out in our communities.

Our teacher
Our teacher is Maureen O'Keefe

Survey
We have recently completed al earner profile survey. The results will help us design online learning experiences to best suit our needs.
You can access the survey at:
http://www.surveymonkey.com/s.aspx?sm=qZsXsY34S_2f574MyGQscr_2fA_3d_3d
Assessment
BSBWOR301A Organise Personal Work Priorities and Development

For this assessment you need to complete 3 tasks.

**Task 1:** Complete all the attached activities and projects 1, 2 and 3.

**Task 2:** Complete an online diary on your Wiki describing the activities you are completing in the ILM training and what you are learning through the training.

**Task 3:** Undertake a self evaluation of your progress and readiness for work outside AMES - this will be done in conjunction with an interview with your trainer – Maureen

**Due date for all tasks Friday 17th October 2008**
How do you organise your day to day work?

**okeeffem**

How do you organise your day to day work? how would you answer this question?

Posted Sep 24, 2008 11:21 am - [delete]

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**AschnaB**

re: How do you organise your day to day work?

I would like to use my diary and groupwise to schedule my day to day work, also planning ahead would be good to organise my day to day work.

Posted Sep 24, 2008 11:26 am - [delete]

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**HaunungC**

re: How do you organise your day to day work?

By using a diary, sometimes I have a “To-do list” but not all the time. At the end of the day I put a list what I have to do on the next day.

Posted Sep 24, 2008 11:29 am - [delete]

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**mays**

re: How do you organise your day to day work?

I will used my diiard and plan to organise day to day.

Posted Sep 24, 2008 11:34 am - [delete]

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**KunoN**

re: How do you organise your day to day work?

by using note and diary woun't forget my daily work.

Posted Sep 24, 2008 11:39 am - [delete]

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**SadikA**

re: How do you organise your day to day work?

- By writing my daily tasks on my diary
- Check it end of my day if I had completed all what I have to do or not also how to improve it
- Check with my colleagues and managers and get the advise to improve the task and to reach the a achievement

Posted Sep 24, 2008 11:42 am - [delete]
Su Su May’s ILM diary

14th of August 2008
I tried to do for presentation about 'Don’t to bring the things to Australia' (Quarantine in Australia.)
Today we got from Caroline Shirley for permission from Quarantine from Maureen.

15th of August 2008
The University Of New South Wales
Director and Linda Bartolomei
Senior Research Associate Centre for Refugee Research
Presentation about Women in the camp
Many women stayed in the camps were not safety so they tried to look up and interview. They supported seven years and research many camps with permission from the women.
Show DVD about Rohingya in Bangladesh
There were two camps (Kuputang camp and Kuta Pion camp). They made a day men and women two group and than got 80 in individual interview. They chose one of the story, picture, family violence and short plan. Short plan better to do presentation NGOs and UN coming.
The husband couldn’t protect wife, the camp was dirty, the doctor only gave paracemal. Then hey had shelter the right, to work the right, education, skill training and food production. UN and NGOs involvement in the camps. If I want to do one thing start, short plan or long plan, time, focus, happen and improve.

17th of August 2008
Today I presentation an information session "Managementing money" in our community (new arrival, Ayub’s house). 12 people were there.

18th of August 2008
Today I had Bilgue session 09:30 am to 11:30 am at education Noble Park.
After that I called 5 clients for Case Coordinators in IHSS.
13:00 to 15:00 I (Burmesse Welfare Operation) and Za Mi Na (Burmesse Muslin Community Association) had appointment to meet Biljana Komnenovic (Refugee Brokedge Program) at Community Centre in Springvale.
15:45 to 16:40 Tidah Aung was running blood from nose and dizzy so I helped her to meet the Doctor.
16:40 to 17:30 I applied Diplomacy Training in IHSS.
Maureen helped us to get the recommendation letter from Susan.
Collecting artefacts for a portfolio

This is my portfolio.

This is my resume.

Presentation
Here is a copy of my cultural awareness presentation on the 30th June 2008.

Cultural Awareness 30_06_08.ppt

Here is a copy of my presentation at RMIT on the 15th August 2008.

RMIT_15_06_08.ppt

Microsoft Excel:

Activity_1_budget.xls

Here is a copy of my cultural awareness presentation on the 1st October 2008.

Chin_PPP_1_10_08_CC.ppt

This is a copy of the Job Application Summary:

Job_application_summaryform.doc

First Interview:
Challenges

• Scheduling of computer classes
• Competing priorities: work, study, family
• Language level and computer skills
• Selection of web 2.0 tools
• Teacher workload and availability
Lessons learned

- Wiki as a tool for meaningful integration
- Students’ motivation
- Peer support is essential
- Teacher buy-in is crucial
- Some very unexpected success stories
• Thank you

• Dorat@ames.net.au