

# Italian Federation of Cultural, Turistic and sports no profit entities



## Associative networks adhering to FICTUS:

- **AICS** - Italian Association of Culture and Sport;
- **ANCoS** – Italian Association of Social and Sports Communities;
- **ACSI** - Association of Culture, Sport and Free time;
- **Libertas National Sports Center**;
- **OPES** – Organization for sports education;
- **AICS Tourism**;
- **AiCS Solidarity**;

## Partner Associations:

- **ANAP** – Italian Association of Retired Artisans and the Elderly;
- **ANTEAS** - National association of all ages for solidarity;
- **FITEL** - Italian Federation of Free Time;
- **CTG** – Youth Tourist Center.

## **What is FICTUS**

FICTUS is a national non-profit association, with a cultural, welfare, promotion and social utility character, set up to coordinate and represent interests, promote and enhance the initiatives, associations, foundations, and other national Third Sector entities that operate in Italy in the sectors of cultural heritage, protection and enhancement of the territory and intangible assets, mobility and social tourism and sports practice for training and recreational purposes. The entire network of its associations represents thousands of local clubs and millions of members.

## **What FICTUS does**

We carries out technical assistance on publicly funded projects in the social field: In particular in the educational field we collaborates on projects against school dropout students, interculturality in schools, the generational transition in traditional professions, the use of sports as a means of socializing and integration of disadvantaged or weaker categories (migrants, areas of poverty, the disabled, etc.)

## **The effects of the pandemic on activities (1)**

In the sports field, the initial difficulties due to complex anti-COVID19 rules of conduct that are evolving almost daily, sometimes confused, have blocked all activities. Step by step at least individual sports have found the way to use remote technologies for some activities (video lessons, video training) and for the training of technical managers.

## **The effects of the pandemic on activities (2)**

The projects carried out in the schools were affected during the period of the lockdown by the sudden conversion to FAD (Distance learning) of Italian schools with many difficulties, especially for the interventions already carried out in difficult socio-economic areas (poor areas, with migrant families, etc.).

Most of the activities aimed at students in the curricular field had to be suspended due to the caution of the school managers, gradually replaced with remote activities for some subjects (music, computer science, etc.) but doing away with the parallel objectives of motivation and sociability towards difficult cases.

# ANAP - ANAP

- ANAP - ANCoS
- ANAP National Association of the Elderly and Retired, established within the Confartigianato, wants to represent and protect the elderly and retirees, in particular from crafts and professions;
- As a tool for social interventions, ANAP has created the ANCoS APS, an association for social promotion and voluntary work, adhering to the FICTUS;
- At the international level it join to the FIAPA (Federation internationale des Associations de Personnes Agées), to conducts international actions for the support of the elderly and intergenerational solidarity;
- ANCoS today it is present in 18 Italian regions. It can count on the commitment of more than 70 provincial committees. Under the recent Third Sector Reform, it represents a network of 101 local associations. During 2021, it associated and supported 305,282 people.

## SOME EXAMPLES AND GOOD PRACTICES ANCOS

- **Progetto TAG - Territori & Alleanza generazionale** realized by FICTUS – ANCOS e ANTEAS
- The intergenerational exchange project involved training young people from schools in all regions of Italy in the creative use of smartphones to tell stories relating to the main craft traditions, involving elderly craftsmen, with a final prize event.

Despite the difficulties of modifying remote training, of working in groups not in the classroom, of preparing the videos taking advantage of the opening moments of the anti COVID rules, it was possible to have an excellent result and the appreciation of the participants in new forms of sociality also in compliance with the anti-COVID19 rules;

- For further information: <https://tag.anteas.org/progetto>

## Refreshment and Emergency Projects COVID-19

With funds from the Ministry of Social Policies, specific projects for resilience to the pandemic were promoted:

1. Telephone support project for solitude following lockdown periods **“Pronto? Ti ascolto”** with remote training of psychologists;
2. Online training campaign **“Più sicuri insieme: stop alle truffe agli anziani”**.

For some years, together with the police forces, ANCOS and ANAP have been committed to training / informing the elderly on the dangers of scams. In particular, with the development of the use of the internet by the elderly, there has been a focus on computer scams (phishing, identity theft, etc.). This took place through the sending of manuals, dedicated webinars, but also with the training of hundreds of young civil service volunteers to dedicate to the assistance and information of the elderly.



## **Welf@re Specialist Project: Integrated models of listening, orientation and access to proximity welfare for families**

The initiative, recently launched with ANCoS leader, aims to create a national network of Welf@re points to assist citizens in accessing the most diverse assistance and welfare services, equipped with qualified experts and equipped with a database of the offer local assistance provided by public bodies and private associations. In this project the training will take place with a residential moment for basic training and team building, and then continue continuously at a distance with webinars and shared materials.

## Civil service of young volunteers

- The commitment of the ANCOS in the field of the **Universal Civil Service** during 2021 saw the launch of 4 new projects in more than 100 accredited offices and over 120 young volunteers throughout Italy. All compulsory and additional training took place remotely on the dedicated platform, set up for the purpose.
- In 2021, two **experimental projects** were also approved presented by the association in response to the national call for **digital civil service** which will soon see the launch of 22 volunteer operators in 12 territorial reception centers, in the role of DIGITAL FACILITATORS for the access of elderly to digital and social health services.

## ***How the organization of our training activities has changed during Covid***

- ANCoS in the pandemic has deeply upset the methods of organization and management of training courses. Traditionally the Association managed training activities mainly in presence, favoring the meeting and dialogue between local operators from all over Italy, with the use of formal and non-formal dynamics and with the involvement of national trainers and national experts. and territorial on the issues dealt with from time to time.
- For the implementation of face-to-face training, frontal teaching techniques, group and individual work with return to the plenary have always been used; where appropriate, role plays, problem-solving techniques, brainstorming and practical exercises were also used.

- Following the restrictions due to the pandemic emergency, the Association had to equip itself with a platform for distance learning (<https://www.formazione-anapancos.it/>),
- based on the course and the reference modules, it is possible to find thematic and in-depth material, videos and slides, to ensure access in asynchronous mode.
- The platform also allows the monitoring of the actual participation of learners through the activation of an electronic register, capable of recording access, as well as self-assessment tests at the end of each module.
- To this modality, the institution has combined online training courses in synchronous mode, with the use of the systems available to the system (Webex, Teams, Zoom), in order to encourage dialogue between teachers and learners, peer to peer and, more generally, mutual knowledge.

## ***How has the organization of our training activities changed during Covid:***

- **L'ANAP**, which instead addresses its elderly members, who are often frail, found itself faced with the need to intervene with information and training tools online, with the publication of awareness-raising material and information on the topics most dear to the recipients: health, new technologies, scams to the elderly, loneliness, methods of managing and preventing risks associated with the spread of Covid.
- Online training events were also promoted on different topics (art and culture, use of new technologies, online training sessions...) to promote sociality and reduce the risk of isolation and social exclusion among the most fragile categories.

***Did your associates like this new way of receiving training?  
Were there any obstacles that your learners had to overcome?***

During the pandemic, with rare exceptions, 90% of training was provided using remote methods. In general, the new training delivery tools made available by the Associations were appreciated, based on the evidence resulting from the questionnaires on expectations and the degree of satisfaction administered (always online) to the participants.

However, the pandemic has highlighted the gaps and difficulties in accessing online services by numerous elderly members or, in any case, the unaware use of new technologies, with all the consequent risks (in the field of privacy and protection of data, but also and above all in terms of online scams).

## **Reduce the digital divide between generations**

This evidence gave rise to the collaboration between the two associations for the experimental start-up of the digital civil service in 12 territorial locations, with the direct and personal commitment of young civil service volunteers in the role of "digital facilitators", able to support , train and inform adults and the elderly in difficulty, in the conscious and effective access to new means of communication and the main online services.

In addition, short seminars led by experts and university professors were organized in moments of "break" from the emergency, in which it was possible to promote events in person, to provide senior members with advice and practical suggestions on the correct use of smartphones and social media, to prevent the risk of running into scams and deceptions, as well as to facilitate the use of new technologies to communicate with loved ones and limit the sense of loneliness and marginalization.

## **New methodologies in distance learning: what future?**

In principle, the associations believe that the use of the new online tools put in place to facilitate the use of training, with the necessary corrections and the necessary additions, will still be used in the future, both in association meetings and in training / information. This is to facilitate access to a wider audience, reducing costs related to travel and allowing asynchronous access to part of the content ...



## **New methodologies in distance learning: what future?**

However, it is considered appropriate to ensure the integration between the different intervention methods, through the provision of training modules in presence and remotely. It is believed that the "heart" of training must still be proposed with traditional classroom methods (albeit with formal and informal tools and dynamics), while guaranteeing, however, the possibility of accessing content and insights with the use of innovative tools (video interviews, slides, recorded lessons uploaded online), in order to encourage the participation of an increasing number of people.