

# Self-study Course for Trainers of Intercultural Mediators

Module 7

## Resources on intercultural mediation

Olympic Training & Consulting Ltd.

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Erasmus+



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## ***1. Objectives of module***

Any trainer of intercultural mediators needs to know which resources (bibliography, associations, training material etc.) are available at national and international level on intercultural mediation and related issues. This module is intended both as an up-skilling resource and as a tool for training material development. At the end of this module, you will:

1. Know about effective intercultural mediation practices and organizations in other countries
2. Know about training resources on IM in other countries / languages, as well as online communities and other networks of intercultural mediators and related professions
3. Be able to embed a comparative perspective of IM in your training
4. Be able to integrate successful approaches of professions related to IM that are in line with the IM role in the country

## 2. An introduction to intercultural mediation

### 2.1. The appearance of intercultural mediation in Europe

The course of intercultural mediation for immigrants (IMfI) in Europe has followed to a great extent the international developments of integration theory and practice. Since the early 1990's the concept of interculturality began to shape integration practice. According to this approach, pluralism is accepted to be inevitable, and it is recognized that migrant integration requires reciprocal adaptation from both the migrants and the host society<sup>1</sup>. It was in this context that intercultural mediation was adopted and developed in different forms and with varying objectives throughout Europe, at a varying pace and to a different extent in each country.

Learn more



To find out about the three phases of integration theory and practice, read Chapter 5 from the *TIME Research Report on Intercultural Mediation for Immigrants in Europe*.

### 2.2. The role of the EU in the development of intercultural mediation

The EU has strongly promoted intercultural mediation as a means of bridging linguistic and cultural barriers. The European Economic and Social Committee issued an opinion on “Immigration in the EU and integration policies: collaboration between regional and local governments and the civil society organisations” (2006/C 318/24), where it is stated that “education should reflect the internal diversity of European societies” and that “Intercultural mediators should be available and teaching resources should be boosted in order to resolve linguistic and cultural difficulties” (§ 6.9). It is also stated that “access to health and healthcare for immigrants should be promoted”, also through the “collaboration of intercultural mediation services” (§ 6.11)<sup>2</sup>.

As a direct means of promoting intercultural mediation for migrant integration, several projects have been initiated and/or (co-)funded by the EU. Indicatively, the European Fund for the Integration of Third Country Nationals (EIF) which was established in the framework of the EU Program “Solidarity and management of migration flows” and operated from 2007 to 2013, has issued several calls for the training and employment of intercultural mediators in various fields. Similarly, the European Refugee Fund (ERF, 2008-2013) funded projects that involved the employment of intercultural mediators.

In 2013 the Directorate General for Immigration and Integration Policies launched a survey investigating the intercultural mediation experiences in 11 EU countries. A summary of the results of the survey can be found at: <http://www.integrazionemigranti.gov.it/en/latest->

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<sup>1</sup> Dahinden, J. & Chimienti, M. (2002). Professionelles Sprachmitteln und interkulturelles Vermitteln im Gesundheits-, Sozial-, und Bildungsbereich. Theoretische Perspektiven. Forschungsbericht zuhanden von INTERPRET. <https://doc.rero.ch/record/6457/files/25.pdf>

<sup>2</sup> <http://www.integrazionemigranti.gov.it/en/latest-news/highlights/Pages/INTERCULTURAL%20MEDIATION/European%20Union%20and%20comparative%20framework.aspx>

[news/highlights/Pages/INTERCULTURAL%20MEDIATION/European%20Union%20and%20comp arative%20framework.aspx](https://www.erasmus-plus.eu/news/highlights/Pages/INTERCULTURAL%20MEDIATION/European%20Union%20and%20comp arative%20framework.aspx).

The EU Lifelong Learning Programme and its successor Erasmus+ funded a number of projects related to intercultural mediation. To name some, ACUME - Advance Cross Cultural Mediation (Leonardo Da Vinci), Learning Community (Grundtvig Multilateral Projects), SONETOR (Leonardo Da Vinci), and TIME (Erasmus+ KA2).



Compare the results obtained through different surveys on intercultural mediation. What are the differences and why do they appear? What are the common findings and what do they imply for IM training and practice?

### 2.3. Definitions and forms of intercultural mediation

Intercultural mediation can be applied in many different contexts such as:

- Intercultural mediation *in business*. It aims to facilitate international collaborations and/or to enhance relationships of employees in multicultural working environments.
- Intercultural mediation *in tourism*, aiming to support the tourist - professional encounter.
- Intercultural mediation *for immigrants* is the IM form discussed in this training course.
- There exists also intercultural mediation *for the Roma people*.

*At national level*

As mentioned before, intercultural mediation for immigrants has been developed in many different forms and socio-political contexts in various European countries. It comes as no surprise therefore that definitions or the task range of intercultural mediation vary in different countries. An overview of different national approaches and a comparative analysis of these approaches are available at Chapters 6 and 14 of the *TIME Research Report on Intercultural Mediation for Immigrants in Europe*.



A variety of terms are currently in use to describe the tasks performed by intercultural mediators. Some terms widely used in Europe are *linguistic mediation*, *linkworker*, *ethnic minority health counselor*, *bridgeperson*, *intercultural interpreter liaison interpreting*, *community interpreting*, *dialogue interpreting* and *public service interpreting*. According to Mason (2000:215)<sup>1</sup> the terms applied refer 'to slightly differing aspects of the process and are preferred according to the professional orientation of those involved'. Tipton & Furmanek provide an excellent overview of terminology and taxonomy in their book *Dialogue Interpreting: A Guide to Interpreting in Public Services and the Community* (2016, Routledge).

<sup>1</sup> Mason, I. (2000) 'Models and Methods in Dialogue Interpreting Research', in M. Olohan (ed.) *Intercultural Faultlines: research models in translation studies*, Manchester: St Jerome.

### *The TIME concept*

As a result of the comparative analysis of the various national approaches, common needs in the migrant integration process, and the necessity to differentiate IM from other related professions, the TIME project adopts the following definitions of intercultural mediation:

“Intercultural mediator is someone who is able to accompany relations between migrants and the specific social context, fostering the removal of linguistic and cultural barriers ... and the access to services. Moreover, the intercultural mediator assists organisations in the process of making services offered to migrant users appropriate<sup>3</sup>.”

“Intercultural mediation refers to all activities that aim to reduce the negative consequences of language barriers, socio-cultural differences and tensions between ethnic groups” and local professionals<sup>4</sup>.

According to these definitions, intercultural mediation refers to the facilitation of the integration process through the removal of both linguistic and cultural barriers, covering a broad range of tasks that are between the two extremes of a spectrum with pure linguistic services as provided by interpreters on the one end and strict conflict resolution as provided by legal experts or other types of mediators on the other end. Effective communication is the core issue in intercultural mediation.

## **2.4. Related professions**

Intercultural mediation for immigrants involves various aspects and tasks of the following professions and according to definition may even overlap with:

- Healthcare interpreting (*presented in more detail in section 7.5*)
- Community interpreting (*presented in more detail in section 7.5*)
- Court interpreting
- Intercultural communication/ intercultural relations experts
- Several kinds of mediation (interpersonal mediation, neighborhood mediation, workplace mediation, tenancy mediation)

Expertise in any of these fields is an important asset for the development of the skills required from an intercultural mediator. However, as the definition and the task range of IM suggest, IM calls for a combination of skills and competences involved in these fields, in addition to certain others, appearing in the content of the TIME IMfl training course.

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<sup>3</sup> Chiarenza, as cited in Pöchhacker F; Interpreting as mediation. In: Valero-Garcès C, Martin A, eds. *Crossing Borders in Community Interpreting. Definitions and dilemmas*. Amsterdam/Philadelphia, John Benjamins Publishing Company, 2008: 9-26.

<sup>4</sup> Adapted from: HPH Task Force Migrant Friendly Hospitals and Health Services. *Standards for Equity in Health Care for Migrants and other Vulnerable Groups*. SI, 2015.

### 3. The professional profile of an intercultural mediator

#### 3.1. Intervention fields and task range

The most common intervention fields of intercultural mediators are reception and legalization procedures of migrants, healthcare, education, labor, and housing. The tasks involved can vary greatly depending on the country, the intervention field, the specific context, and the IM's training, ranging from linguistic interpreting to the implementation of awareness raising events or conflict resolution. Other tasks usually involved, at a varying frequency and intensity, are:

- Facilitation of communication, the development of a relationship of trust and the effective collaboration between professionals and migrants during administrative procedures and service provision
- Provision of information to migrants regarding administrative procedures, access to services and supportive resources, and assistance in navigating the services (accompaniment, paperwork etc.)
- Cultural brokerage, i.e. explaining the migrant's culture to the local professional and vice versa
- Advocacy under specific circumstances, i.e. acting as a power broker or supporting migrants in recognizing the violation of their rights and dignity



Graph 1. The task range of intercultural mediation.

#### 3.2. Trainings and accreditation

##### *Training courses*

Requirements and offers for training in IMfl vary greatly. They range from very short uncertified courses to highly structured, fully accredited professional training. Section 7.6 provides an overview of university courses offered in Europe on intercultural mediation. Details on the current situation of training provisions and requirements for IMfl training are presented in Chapter 10 of the *TIME Research Report on Intercultural Mediation for Immigrants in Europe*.

##### *Training material in national languages*

Specific training material for each topic of the TIME IMfl training course is presented in **Part III - Training Material**. This is a large collection of available material in English and in the national languages of the project partnership that helps the trainer understand in depth the

issues involved in IMfl and the insights gained so far from experience. Training resources especially designed for IMfl are also included, providing the trainer with a wealth of ready-to-use tools and materials.

#### *Accreditation issues*

The issue of certification and accreditation is very much connected to the educational standards regarding intercultural mediation. Apart from the university degrees existing in various countries, the courses or trainings implemented by various institutions do not necessarily lead to an official certification. Accreditation for non-tertiary training is currently regulated in Spain and Switzerland. France and the United Kingdom also provide for systems of professional recognition of the intercultural mediator qualification<sup>5</sup>. It is worth noting, however, that in the UK intercultural mediation is considered as an extension of civil mediation rather than as a distinct professional activity<sup>6</sup>.

### **3.3. Professional status and rights**

The recognition of intercultural mediation as a distinct profession is a major issue in most partnership countries. In the *TIME Research Report on Intercultural Mediation for Immigrants in Europe*, Chapters 8, 12 and 13 present the situation (as depicted in 2015) related to the legal framing, employment and main challenges in the field of IMfl.

#### *Responsible authorities for coordination, certification and accreditation*

The authorities responsible in the partnership countries are listed below. Due to the absence of coordinating authorities in some countries, authorities with relevant competences are presented in certain cases.

In *Austria* there is no coordination body specifically for IMfl. Mediation in general is regulated by the Federal Association for Mediation of Austria (ÖBM, [www.oebm.at](http://www.oebm.at)). Professional qualifications of mediators are defined by the Ministry of Justice at [www.mediatoren.justiz.gv.at/mediatoren/mediatorenliste.nsf/docs/home](http://www.mediatoren.justiz.gv.at/mediatoren/mediatorenliste.nsf/docs/home).

In *Belgium* intercultural mediation in healthcare is coordinated by the *Intercultural Mediation and Policy Support Unit*, DG Healthcare Federal Public Service Health, Food Chain Safety and Environment ([www.intercult.be](http://www.intercult.be)). Community interpreting, called ‘social interpreting’ in Flanders, is coordinated by the Agency for Integration (Agentschap intergatie en inburgering). The Agency organizes training, testing and certification, and acts as an advocate for the further development and recognition of the profession.

In *Germany* there is no coordination body specifically for IMfl. The portal for linguistic and integration mediation (*Portal für Sprach- und Integrationsmittlung*, [www.sprachundintegrationsmittler.org](http://www.sprachundintegrationsmittler.org)) provides field-specific information. For mediation in general, the *Bundesverband MEDIATION e. V.* (BMEV) sets the professional standards.

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<sup>5</sup> <http://www.integrazionemigranti.gov.it/en/latest-news/highlights/Pages/INTERCULTURAL%20MEDIATION/European%20Union%20and%20comparative%20framework.aspx>

<sup>6</sup> Ibid

Further associations active in the field are the BAFM (Bundes-Arbeitsgemeinschaft für Familien-Mediation e.V.), BMWA (Bundesverband Mediation in Wirtschaft und Arbeitswelt e.V.), *Deutsches Forum für Mediation e.V.* and *Deutsche Gesellschaft für Mediation e.V.* These associations have installed a task force to set up a joint **verifying body** for certified mediators (GPZM - Gemeinsame Prüfstelle Zertifizierter Mediator).

As of June 2016 there was no authority in *Greece* coordinating or overseeing intercultural mediation issues. However, the Ministry of Interior, General Directory of Citizenship and Migration Policy ([www.yypes.gr/el/Generalsecretariat\\_PopulationSC/](http://www.yypes.gr/el/Generalsecretariat_PopulationSC/)) has implemented the 2007-2013 EIF program and has overtaken the management of the Registry of Trained Intercultural Mediators, which is the only public registry of IM. The Asylum Service, the Police and the Ministry of Health do all employ intercultural mediators according to need and use their own registries.

In *Italy* the Ministries of Labor, Education, and Interior provide information on IMfl issues at the portal <http://www.integrazionemigranti.gov.it/mediazione/Pagine/default.aspx>. Regional authorities coordinate intercultural mediation activities. As of Rome, the Department of Social Policies and Health of the Rome Municipality operate the Registry of Intercultural Mediators of Rome Municipality [www.comune.roma.it/pcr/it/reg\\_pubb\\_dei\\_med\\_intercult.page](http://www.comune.roma.it/pcr/it/reg_pubb_dei_med_intercult.page).

In *Poland* as of June 2016 there was no authority coordinating or overseeing intercultural mediation issues.

In *Portugal* the pertinent authorities are the High Commissioner for Migration ([www.acm.gov.pt](http://www.acm.gov.pt)) and the Social Rights Department of the Lisbon Municipality ([www.cm-lisboa.pt/viver/intervencao-social/interculturalidade](http://www.cm-lisboa.pt/viver/intervencao-social/interculturalidade)).

### *Registries of intercultural mediators*

Registries play an important role in making IMfl services accessible to the public and in ensuring that certain eligibility criteria are met by the IMs enrolled. They can be used as an effective tool to promote the professionalization of IMfl by monitoring the quality of services provided and by providing the IMs with access to upskilling resources.

Non-public registries are certainly less transparent and of limited accessibility. The co-existence of several registries, though necessary in some cases for administrative reasons, may lead to confusion as to the professional identity and role of IMfl.



*Do you know of any IM registry in your country? How easy is it to find it in the Internet?*



Compare the following 3 registries from Italy, Greece and Switzerland respectively. What features do you find particularly useful? What structure would you recommend to a) facilitate the users, and b) promote the professionalization of IMfl in your country?

- <http://www.comune.roma.it/pcr/it/newsview.page?contentId=NEW116825>
- [www.intermediation.gr](http://www.intermediation.gr)
- <http://www.inter-pret.ch/de/angebote/datenbank-der-dolmetschenden-41.html>

## 4. Models of intercultural mediation in Europe

Given the different national contexts it comes as no surprise that different approaches to intercultural mediation are adopted in different European countries. Each approach applies a unique selection or mix of one or more of the following: linguistic interpreting, culture brokering, social involvement and advocacy, conflict resolution and awareness raising. Effectiveness seems to be related to the model's responsiveness to actual needs rather than to its features.

The various approaches can be grouped according to IM tasks, training, professional status or other factors. For the purposes of this course we group these approaches into three categories<sup>7</sup>:

- a) *Intercultural mediation as a distinct professional occupation.* This approach is adopted in Italy and Switzerland. The professional profile and tasks are clearly defined and there are high-quality, specialized training provisions. IMs receive general training and then specialize in different fields. The same code of conduct and professional standards apply to all fields; national or regional authorities are in charge of organizing or monitoring IMfl.
- b) *Different approaches used in different contexts.* This is the case in Belgium. Methodology, code of conduct, training, and authorities in charge differ according to the field of intervention and/or different political views on the roles intercultural mediators should have. This heterogeneity is reflected by the various terms used and multiple funding sources.
- c) *Approaches with emphasis on conflict resolution.* This is the case in Austria, Germany, Spain and Portugal. In Austria and Germany intercultural mediation exists as a distinct specialization field of mediation, whereas community interpreting or linguistic and integration mediation haven't received yet the status of a recognized profession (as of June 2016). Overcoming linguistic and cultural barriers is more associated with the latter, while conflict prevention and resolution is considered a task of professional mediators. The two occupations co-exist and there is not always a clear delineation. In Spain and Portugal a very strong aspect of conflict prevention and resolution is integrated in the profile of the intercultural mediator, taking a proactive stance toward social cohesion.



*What are the pros and con's of each model? What factors determine the approach adopted in your country? Do you see a need to expand the role of IMfl?*

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<sup>7</sup> Here we refer only to countries researched in the frame of the TIME project.

## 5. Intercultural mediation and akin professions in the world

### 5.1. IM services and organizations in other countries

#### *Belgium: Intercultural Mediation and Policy Support Unit*

Intercultural mediation in health care in Belgium is coordinated by the Intercultural Mediation and Policy Support Unit of the DG Healthcare Federal Public Service Health, Food Chain Safety and Environment. This unit is also in charge of the evaluation and continuing education of the intercultural mediators. Interested hospitals receive a separate budget for the employment of one or more intercultural mediators who will be working on their premises. Responsibilities of all parties involved are clearly defined.

Today about 100 intercultural mediators are employed in 52 hospitals. Through extensive and repeated evaluation it was demonstrated that the introduction of intercultural mediators led to an important increase in the quality of care. In 2013 only, the intercultural mediators carried out a total of over 110.000 interventions. The Intercultural Mediation and Policy Support Unit also coordinates the provision of video-remote intercultural mediation services in more than 20 languages, and interpreting services for the deaf.

Website (full versions in French and Dutch, partly in English and German): [www.intercult.be](http://www.intercult.be)

#### *Switzerland: INTERPRET*

Intercultural interpreting and mediation is very clearly defined and structured in Switzerland. Training and certification of intercultural interpreters and mediators (IIM, as officially called in Switzerland) are coordinated nationwide by INTERPRET. INTERPRET ([www.inter-pret.ch](http://www.inter-pret.ch)), the Swiss Association for Intercultural Interpretation and Mediation, is the contact point for intercultural interpreting and mediation and acts as the representative body of all stakeholders in intercultural interpreting: the certified intercultural interpreters, the training institutions, and the placement agencies.

INTERPRET maintains a national center of excellence, which operates as the national reference point in IIM, especially regarding information, documentation, concept definition and publicity work. A Quality Assurance Commission defines the training and certification standards. A registry of all certified IIM Swiss-wide is available at the associations' website. A learning platform has been created (<http://trialog.inter-pret.ch/>) that provides free access to a collection of learning material such as videos, interviews, and research material. It is designed as an additional teaching resource that facilitates IIM, trainers and other interested parties to enhance their intercultural competences.

The INTERPRET website contains a wealth of resources in French, German and Italian on the following subjects and many more:



All over Switzerland, 950 intercultural interpreters had a certification in 2014, of a total of almost 2000 intercultural interpreters and mediators, for more than 100 languages.

Source: Bundesamt für Migration, 2014.

- Migration and integration in Switzerland
- IIM in healthcare, social services and education
- The Swiss training and certification system of IIM
- Professional code of conduct
- Links to official reports, studies etc.

*France: Association de femmes relais médiatrices*

The link-women (“femmes-relais”) are social and cultural mediators in France who organize and accompany encounters between individuals or between individuals and institutions, in order to improve the communication process or to favor the access to rights. The cultural mediation addresses migrants and tries to resolve communication difficulties or conflicts between different value systems.

Intercultural mediation by link-women started in the late ‘80s as an initiative taken by migrant women themselves for overcoming communication difficulties with the local institutions. In 1988 the National Association of Link Women - Intercultural Mediators was created. They created a job reference system describing in detail deontology, qualitative standards, the mission, the intervention frame, the tasks, and working conditions of the *femmes-relais médiatrices*. See the complete guide [here](#) (in French).

## 5.2. Community interpreting

*Definition*

Community interpreting, often also called public or social service interpreting, is a very close relative of intercultural mediation. According to the definitions applied in different countries, these two could even overlap to a great extent. However, community interpreting does not involve the aspects of mediation, awareness raising or implementation of informative events that are entailed in IM.

Like intercultural mediation, community interpreting is about removing linguistic barriers in contacts with authorities, administrative services, health professionals etc. Linguistic and cultural knowledge, along with good interpersonal skills, are required for successful community interpreting. According to an early definition by Shackman (1984) the community interpreter “is responsible for enabling professional and client, with very different backgrounds and perceptions and in an unequal relationship of power and knowledge, to communicate to their mutual satisfaction.”<sup>8</sup>

There is increasing interest in the professionalization of community interpreters and several associations all over the world are active in providing guidelines and useful resources, and organizing national or international events.

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<sup>8</sup> <http://aiic.net/page/234/community-interpreting/lang/1>



*How does community interpreting differ from intercultural mediation in your country?*

*How could you use resources available on community interpreting for designing effective training in intercultural mediation?*

Learn more



The Professionalization of Community Interpreting (in English)

<http://aiic.net/page/1546/the-professionalization-of-community-interpreting/lang/1>

#### *European Network for Public Service Interpreting and Translation (ENPSIT)*

ENPSIT was founded recently in 2013 as an informal network, but in 2014 it was transformed into a formal organization. According to its constitution “ENPSIT takes within its scope the domain of interpreting and translation for public services in its broadest sense, involving spoken, written, or sign languages, in settings or sectors of inter alia social services, health care, the judiciary, police, education, welfare, child and youth care, asylum and refugee procedures, and victim support services.” - See more at: <https://www.gala-global.org/publications/european-network-public-service-interpreting-and-translation#sthash.dT0roLQL.dpuf>

ENPSIT works towards the creation of a professional profile of public service interpreters, certified according ISO. International conferences are organized regularly.

Additional information and useful resources are available on the website [www.enpsit.eu](http://www.enpsit.eu)



*Would you advise intercultural mediators to join ENPSIT or should they form their own European network? What would be the advantages and disadvantages?*

#### *Association of Community Interpreters (ACIS - UK)*

ACIS ([www.acis-uk.org](http://www.acis-uk.org)) represents the interests of community interpreters in the UK and is dedicated to promoting professionalization of community interpreters by means of training, support, creation of standards, as well as activation for policy developments and legislative recognition for minimum pay rates. ACIS works also towards the creation of a social network of community interpreters.

Full membership is possible for community interpreters who hold a Community Interpreting Level 3 or above awarded by a recognized awarding body.

ACIS organizes regularly training courses and workshops, which are free for full members. Other resources available to members include information on best practices, a forum and professional support.

### *Critical Link International (CLI - Canada)*

Critical Link ([www.criticallink.org](http://www.criticallink.org)) started in 1992 as a national network for community interpreting, and in 2010 expanded to an international network. CLI is committed to the advancement of the field of community interpreting in the social, legal and health care sectors. Issues of quality standards, research, training, and the professionalization of community interpreting are the main fields of activity. Membership is possible for individuals or organizations regardless of their profession/ sector.



*CLI hosts an open resource center on its website. There you will find among others the National Standard Guide for Community Interpreting Services.*

## 5.3. Healthcare interpreting

### *Definition*

Medical or healthcare interpreting is provided exclusively in healthcare settings by specifically trained interpreters. In certain countries like the USA, a certification is required from the National Certification Board for Medical Interpreters.

Medical interpreting is a well-studied field and many resources are available. Intercultural mediators active in healthcare can benefit greatly from accumulated experience.

### *International Medical Interpreters Association (IMIA)*

The IMIA ([www.imiaweb.org](http://www.imiaweb.org)) is the largest association of medical interpreters in the USA and is an international organization. According to its mission statement, it is “committed to the advancement of professional medical interpreters as the best practice to equitable language access to health care for linguistically diverse patients.” The IMIA is the most influential association in medical interpreting as it is the standard-setting organization.

There is a vast collection of resources, either for members exclusively or open to all. Members have access to a variety of trainings, mentoring etc. All visitors can access (in English) useful resources on subjects such as:

- Terminology resources
- Alternative medicine
- Cultural competency
- Health disparities
- Interpreter associations
- Mental health
- Video Interpreting

An interpreter registry is hosted on the website. All registered interpreters are IMIA members.

*The IMIA Standards of Practice are available in English, Hebrew, Italian, Korean, Spanish, and Portuguese. [Click here](#) to access.*



*California Healthcare Interpreting Association (CHIA) and National Council on Interpreting in Health Care (NCIHC)*

The CHIA ([www.chiaonline.org](http://www.chiaonline.org)) and the NCIHC ([www.ncihc.org](http://www.ncihc.org)) are two other very influential associations for medical interpreting in the USA. Both have issued Codes of Ethics and Standards of Practice which have been adopted by the legislation of the State of California. Trainings and events are organized by both associations. In addition, the NCIHC has developed standards for the training of healthcare interpreters, and makes useful resources available for interpreters and trainers as well.



*Do you believe that it would make any difference for your professional perspectives to work as a healthcare interpreter? Why?*

*Do you believe that it would be easier to pass legislative regulations in your country exclusively for healthcare interpreting?*

#### 5.4. Online communities

The SONETOR platform ([www.culturalmediators.eu](http://www.culturalmediators.eu)) is a unique online platform for intercultural mediators recently created in the frame of a Multilateral LLP Leonardo da Vinci Project (co-funded by the European Union). Partners from five countries, Greece, Austria, Ireland, Poland and Spain, developed it based on research regarding the needs and the professional profile of the intercultural mediator.

The project has developed multimedia training content for those working or wishing to work as intercultural mediators. The material offers **peer learning** based on situations intercultural mediators encounter in everyday practice, be it in health care, education settings or in encounters with public services. The scenarios depict real working situations so that learners become equipped to assist migrants who are experiencing similar challenges.

In addition to these unguided scenarios the platform also offers **e-learning content** and **social networking** tools. The multilingual social networking platform offers the European community of intercultural mediators access to:

- ✓ collaborative determination of subjects using wikis
- ✓ the exchange of professional experiences and opinions using blogs
- ✓ upskilling through e-learning modules specifically designed for intercultural mediators
- ✓ discussions on relevant topics in the online community forums
- ✓ the ability to contact peers instantly and directly through chat or sending direct personal messages from within the platform
- ✓ examples of good practice in the field of cultural mediation



*Join SONETOR, subscribe to the Cultural Mediation Observatory Forum! Countless real-life scenarios will provide ready-to-use case studies and food for reflection!*

## 6. European university courses in intercultural mediation

An indicative list of university courses in intercultural mediation at various levels is presented here. The countries with the most offers for university studies are Italy and Spain. In Italy most courses are offered at bachelor level, while in Spain at master level. Certain countries offer studies in community interpreting, which is very close to intercultural mediation. Such courses are also included here. However, this list does not present the numerous offers for courses in intercultural communication, as this is a broader field of study (though essential for effective IM).

### Graduate

#### Austria

1) Interkulturelle Mediation - Donau-Universität Krems

Website: <http://www.donau-uni.ac.at/de/studium/interkulturellemediation/>

2) Kommundolmetschen - Karl-Franzens-Universität Graz

Website: <http://www.uniforlife.at/sprachen/detail/kurs/kommundolmetschen-neu/>

#### Finland

1) Degree Programme in Community Interpreting - Diaconia University of Applied Sciences

Website:

<http://www.diak.fi/en/forapplicants/degreesinfinnish/ficommunityinterpreting/Pages/default.aspx>

#### France

1) Licence Médiation culturelle - Conception et mise en oeuvre de projets culturels - Université Sorbonne Nouvelle - Paris 3

Website: <http://www.univ-paris3.fr/licence-meditation-culturelle-conception-et-mise-en-oeuvre-de-projets-culturels-247747.kjsp>

#### Italy

Catalogue of bachelor studies in Linguistic and Cultural Mediation and relevant fields:

<http://www.cestor.it/atenei/l012.htm>

### Post-graduate

#### Belgium

1) Master of Intercultural Mediation: Identities, Mobilities, Conflicts (MITRA Erasmus Mundus) - KU Leuven

Website: [https://onderwijsaanbod.kuleuven.be/opleidingen/v/e/CQ\\_51925654.htm](https://onderwijsaanbod.kuleuven.be/opleidingen/v/e/CQ_51925654.htm)

#### Germany

1) Postgraduate part time mediator course “Berufsbegleitende Intensivausbildung zum Mediator & zur Mediatorin”, offered by the Institute of Applied Psychology (IFAB): [www.ifap-koeln.de/angebote/mediationsausbildung/](http://www.ifap-koeln.de/angebote/mediationsausbildung/)

2) Postgraduate mediator study Interkultureller Mediator at the University of Jena [www.uni-jena.de/Studium/Studienangebot/Z\\_Interkultureller\\_Mediator.html](http://www.uni-jena.de/Studium/Studienangebot/Z_Interkultureller_Mediator.html)

## Italy

1) Master in Languages and Cultures for International Communication and Cooperation - Università di Milano

Website: <http://www.unimi.it/ENG/courses/K02.htm>

## France

1) Master Médiation interculturelle : identités, mobilités, conflits (MITRA Erasmus Mundus) - Lille 3

Website: <https://www.univ-lille3.fr/actualites/?actu=5880>

2) Master 2 Approche Pluridisciplinaire de la Médiation Culturelle - Université Sorbonne Nouvelle - Paris 3

Website: <http://www.univ-paris3.fr/master-2-approche-pluridisciplinaire-de-la-meditation-culturelle-65668.kjsp>

3) Master in Social and Commercial Mediation and Interpretation - 2 years, Paris Diderot University

Website:

<http://www.univ-paris-diderot.fr/sc/site.php?bc=formations&np=SPECIALITE?NS=945>

## Lithuania

1) Master in Intercultural Education and Mediation - Siauliai University

Website:

[http://www.studyinlithuania.lt/en/study\\_programs/intercultural\\_education\\_and\\_mediation](http://www.studyinlithuania.lt/en/study_programs/intercultural_education_and_mediation)

## Poland

1) Master in Intercultural Mediation (MITRA Erasmus Mundus) - University of Wrocław

Website: <https://international.uni.wroc.pl/en/master/intercultural-mediation>

## Portugal

1) Master in Intercultural Mediation - Politécnico de Leiria

Website: <http://www.ipleiria.pt/cursos/course/master-in-intercultural-mediation/>

## Spain

1) Master's Degree in "Translation and intercultural mediation". Department of Translation and Interpreting of the Faculty of Translation and Documentation, University of Salamanca.

Website: <http://diarium.usal.es/mastertrad>

2) European University Master's Degree in "Intercultural Communication, Public Service Interpreting and Translation". Department of Modern Philology, Universidad de Alcalá, Madrid

Website:

[https://portal.uah.es/portal/page/portal/posgrado/masteres\\_universitarios/preinscripcion\\_admision](https://portal.uah.es/portal/page/portal/posgrado/masteres_universitarios/preinscripcion_admision)

3) University Master's Degree in Migrations and Social Mediation, Universitat Rovira I Virgili (URV), Tarragona

Website: [http://www.urv.cat/masters\\_oficials/en\\_migracions\\_mediacio.html](http://www.urv.cat/masters_oficials/en_migracions_mediacio.html)

4) Expert Master in Social Education and Intercultural Mediation - 800 hours, Divulgación Dinámica

Website: <http://divulgaciondinamica.es/educacion-social/master-experto-en-educacion-social-y-mediacion-intercultural/espana>

5) Superior Master in Social and Intercultural Mediation - 900 h (online/ Distance learning) Divulgación Dinámica

Website: <http://divulgaciondinamica.es/mediacion-social/master-superior-en-mediacion-social-e-intercultural/espana>

6) Master in Social Mediation - 400 hours & 2 months of practice, Divulgación Dinámica

Website: <http://www.divulgaciondinamica.info/promo/mastermediacionintercultural2/>

7) Master in Intercultural Mediation & Migrations - 59 +16 ECTS, Fundacion CYES

Website: <http://www.cyes.org/index.php/master/item/10-master-en-mediacion-intercultural-y-migraciones>

8) Master's in International Migration: Research, Migration Policy and Intercultural Mediation - A Coruña University

Website: <http://estudios.udc.es/en/study/start/472V01>

Switzerland

1) MAS/MBA Transkulturelle Kommunikation & Mediation - IKF, Institut für Kommunikation und Führung

Website: <http://master-tkm.ch/master/studienaufbau.html>

### Other university courses (tertiary, non-graduate)

France

1) Diploma in Interpreting-mediation in Social and Medical Settings - 100 hours, Paris Diderot University

Website:

<http://www.univ-paris-diderot.fr/sc/site.php?bc=formations&np=MENTIONDIP?ND=1067>

Germany

1) Interkultureller Mediator | Interkulturelle Mediatorin - 1 year, University of Jena

Website: [http://www.interculture.de/interkultureller\\_mediator.htm](http://www.interculture.de/interkultureller_mediator.htm)

## 7. Selected reading

### English

#### Books

1. Tipton, R. & Furmanek, O. (2016). *Dialogue Interpreting: A guide to interpreting in public services and the community*. London: Routledge.
2. *Crossing Borders in Community Interpreting: Definitions and dilemmas*. Eds. Carmen Valero-Garcés and Anne Martin. 2008, Benjamins.
3. Busch, Dominic / Mayer, Claude-Hélène / Boness, Christian Martin (eds.), *International and Regional Perspectives on Cross-Cultural Mediation*, Series: Studien zur interkulturellen Mediation - Volume 5, 2010. Frankfurt am Main, Berlin, Bern, Bruxelles, New York, Oxford, Wien, 2010. 229 pp.
4. Angelelli, V. C. (2006), 'Designing curriculum for healthcare interpreter education: A principles approach'. In C. Roy (red.) *New approaches to interpreter education*. Washington DC: Gallaudet University Press, pp. 23-46.

#### Links

1. [www.thecommunityinterpreter.com](http://www.thecommunityinterpreter.com)

### Dutch

#### Books

1. Roels, B.; Seghers, M.; De Bisschop, B.; Slembrouck, S.; Van Avermaet, P. & Van Herreweghe, M. (2013). *Onderzoek naar de inzet en effecten van sociaal tolken en vertalen*.
2. Van De Walle, C., & Van Praet, E. (2015). *Tolken opleiden voor de gezondheidssector: een nieuw spoor*. OVER TAAL, 100-102.
3. Verrept H. (2000). *Interculturele bemiddeling in de gezondheidszorg*. Cultuur en Migratie 2000/1; 18 (2): 150.
4. Verrept H. (2004). *De rol van cultuur bij het medisch tolken*. Verslag conferentie in Boston oktober 2003. Cultuur, Migratie, Gezondheid 1 (1), pp. 44-49.
5. Bot H, Verrept H. (2010). *Taalbijstand en culturele bemiddeling in de geestelijke gezondheidszorg*. (Interpreting and intercultural mediation in mental health care.) In: De Jong J. & Colijn S. (Red.) *Handboek culturele psychiatrie en psychotherapie*. (Handbook cultural psychiatry and psychotherapy.) Utrecht: De Tijdstroom, pp. 322-334.

### French

#### Books

1. Niemants, N. (2015). *L'interprétation de dialogue en milieu médical: Du jeu de rôle à l'exercice d'une responsabilité*.
2. *Professionnaliser la médiation sociale: pour un statut des femmes-relais (1997)*. Rencontre de Profession Banlieue, 1er juillet 1997.

## Links

1. <http://www.inter-pret.ch/fr/home-1.html>
2. <http://www.trialog.inter-pret.ch/fr/>

## German

### Books

1. Nadja Grbic, Sonja Pöllabauer (2008). *Kommunal Dolmetschen/Community interpreting. Probleme, Perspektiven - Potenziale.*
2. Ashley M. Slapp (2004). *Community Interpreting in Deutschland. Gegenwärtige Situation und Perspektiven für die Zukunft.* München.
3. Claude-Hélène Mayer (2008). *Trainingshandbuch Interkulturelle Mediation und Konfliktlösung. Didaktische Materialien zum Kompetenzerwerb.* Waxmann.

### Links

1. Trainingshandbuch für DolmetscherInnen im Asylverfahren  
[http://www.bfa.gv.at/files/broschueren/Trainingsprogramm\\_WEB\\_15032016.pdf](http://www.bfa.gv.at/files/broschueren/Trainingsprogramm_WEB_15032016.pdf)
2. Integrationslotsen in Niedersachsen, Materialien für den Basislehrgang, Qualifizierung für das ehrenamtliche Integrationsengagement  
[www.soziales.niedersachsen.de/download/94470/Materialsammlung\\_Basisqualifizierung.pdf](http://www.soziales.niedersachsen.de/download/94470/Materialsammlung_Basisqualifizierung.pdf)
3. Schlüsselqualifikation Interkulturelle Kompetenz - Arbeitsmaterialien für die Aus- und Weiterbildung  
[http://www.f-bb.de/fileadmin/Materialien/wbv-Publikationen/Inhalte/Leitfaden\\_8\\_Inhalt.pdf](http://www.f-bb.de/fileadmin/Materialien/wbv-Publikationen/Inhalte/Leitfaden_8_Inhalt.pdf)
4. *Sprach- und Integrationsmittlung: Ein praxisbewährtes Instrument zum Umgang mit sprachlicher und kultureller Vielfalt (nicht nur) im Krankenhaus*, in: Ricarda B. Bouncken, Mario A. Pfannsteil, Andreas J. Reuschl (Hrsg.): *Dienstleistungsmanagement im Krankenhaus I. Prozesse, Produktivität und Diversität*, Wiesbaden 2013, S. 376  
[http://www.ibs-thueringen.de/fileadmin/one4all/files/IBS\\_Thueringen/Dokumente/SprInt/SprInt\\_im\\_Krankenhaus.pdf](http://www.ibs-thueringen.de/fileadmin/one4all/files/IBS_Thueringen/Dokumente/SprInt/SprInt_im_Krankenhaus.pdf)
5. *Mit anderen Worten - Dolmetschen in der Behandlung und Pflege.* Bern/Genf: Eigenverlag  
[http://www.hug-ge.ch/sites/interhug/files/structures/medecine\\_tropicale\\_et\\_humanitaire/mots\\_ouverts\\_deutsch.pdf](http://www.hug-ge.ch/sites/interhug/files/structures/medecine_tropicale_et_humanitaire/mots_ouverts_deutsch.pdf)
6. Portal für die Orientierung im Mediationsmarkt [www.mediation.de](http://www.mediation.de)
7. Verein INTERPRET (schweizerische Interessengemeinschaft für interkulturelles Dolmetschen und Vermitteln) <http://www.inter-pret.ch/>
8. TRIALOG Lernplattform für das interkulturelle Dolmetschen <http://www.trialog.inter-pret.ch/>

## Greek

### Links

1. Αποστόλου, Φ. (2015). *Η μετάφραση και η διερμηνεία για δημόσιες υπηρεσίες στην Ελλάδα*. E-book. <https://repository.kallipos.gr/bitstream/11419/965/1/Chapter4.pdf>
2. Μητρώο Εκπαιδευμένων Διαπολιτισμικών Μεσολαβητών, [www.intermediation.gr](http://www.intermediation.gr)
3. Κοινοτική Διερμηνεία στην Ελλάδα - CiGreece, <http://www.cigreece.gr/service/%cf%87%cf%81%ce%b7%cf%83%ce%b9%ce%bc%ce%b5%cf%83-%cf%80%ce%b7%ce%b3%ce%b5%cf%83/>

## Italian

### Links

1. Valentina Alberini, Giulia Capitani (2010). *La mediazione linguistico - culturale. Stato dell'arte e potenzialità*. <http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/CESVOT%20MEDIAZIONE%20CULTURALE.pdf>
2. *La figura del Mediatore culturale: il processo di definizione istituzionale*. ISFOL - Institute for the Development of Vocational Training of Workers EU Programmes and Networks. <http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/La%20figura%20del%20Mediatore%20culturale%20il%20processo%20di%20definizione%20istituzionale.pdf>
3. Public Registry of Intercultural Mediators of the Rome Municipality, <http://www.comune.roma.it/pcr/it/newsview.page?contentId=NEW116825>
4. Istituzioni e presidio dei fenomeni migratori: le questioni della mediazione culturale. ISFOL - Institute for the Development of Vocational Training of Workers EU Programmes and Networks. <http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/Istituzioni%20e%20presidio%20dei%20fenomeni%20migratori%20le%20questioni%20della%20mediazione%20culturale.pdf>
5. Mediazione e mediatori interculturali: indicazioni operative. Consiglio Nazionale dell'Economia e del Lavoro. <http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/CNEL%20MEDIAZIONE%20CULTURALE.pdf>
6. La qualifica del mediatore interculturale. Contributi per il suo inserimento nel futuro sistema nazionale di certificazione delle competenze. GLI - Gruppo di lavoro interistituzionale. [http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/DOSSIER%20DI%20SINTESI%20QUALIFICA%20MEDIATORI\\_28\\_07.pdf](http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/DOSSIER%20DI%20SINTESI%20QUALIFICA%20MEDIATORI_28_07.pdf)
7. Mediazione e mediatori in Italia: mediazione linguistico culturale per l'inserimento lavorativo dei migrant. Centro di ricerca sull'Educazione Interculturale e sulla Formazione allo Sviluppo - Università di Roma Tre. [http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/CREIFOS\\_MediazioneMediatoriItalia.pdf](http://www.integrazionemigranti.gov.it/Documenti-e-ricerche/CREIFOS_MediazioneMediatoriItalia.pdf)

## Polish

### Books

1. Lewicka A. (red.), *Profesjonalny mediator. Zostań nim! Poradnik metodyczny*, Lublin 2008

2. Bobrowicz M., *Mediacja*. Jestem za, Warszawa 2008
3. Cetera M., Fedorowska D., *MEDIATOR - nowe umiejętności i kwalifikacje dla pedagoga i psychologa*, Wrocław 2010
4. *Mediacja - geneza i zarys problematyki* (w:) Prawno-psychologiczne uwarunkowania mediacji i negocjacji, red. S.L. Stadniczeńko, Opole 2006

## Portuguese

### Books

1. Freire, Isabel (2008). *Mediação e formação: em busca de novas profissões e de novos perfis profissionais*. In Ana Maria Silva & Maria Alfredo Moreira (orgs.), *Formação e(m) Mediação Sócio-Educativa: perspectivas teóricas e práticas*. Porto: Areal Editores
2. Backström, B., Carvalho, A. & Inglês, U. (2009). *Imigração e saúde - O Gabinete de Saúde do CNAI enquanto observatório para o estudo das condições de acesso dos imigrantes aos serviços de saúde*. Revista Migrações, Abril 2009, nº4, Lisboa: ACIDI, pp.161-189
3. Almeida, V. (2010). *O mediador sócio-cultural em contexto escolar- contributos para a compreensão da sua função social*. Mangualde: Edições Pedagogo.
4. Malheiros, Jorge Macaísta (2011). *Promoção da interculturalidade da integração de proximidade: manual para técnicas/os*. Alto comissariado para a Imigração e Diálogo Intercultural, Lisboa

### Links

1. Freire, Isabel & Oliveira, Ana (2009). Sobre...A mediação sócio-cultural. Cadernos de apoio à formação nº 3. ACM:  
[http://www.acm.gov.pt/\\_cfn/52f384ac9b567/live/+03+Caderno+de+Forma%C3%A7%C3%A3o++Sobre%E2%80%A6media%C3%A7%C3%A3o+S%C3%B3cio-Cultural](http://www.acm.gov.pt/_cfn/52f384ac9b567/live/+03+Caderno+de+Forma%C3%A7%C3%A3o++Sobre%E2%80%A6media%C3%A7%C3%A3o+S%C3%B3cio-Cultural)
2. Giménez Romero, Carlos (2010). Interculturalidade e Mediação. Cadernos de apoio à formação nº 4. ACM:  
[http://www.acm.gov.pt/\\_cfn/52f38a055e66f/live/04+Caderno+de+Forma%C3%A7%C3%A3o++Interculturalidade+e+Media%C3%A7%C3%A3o](http://www.acm.gov.pt/_cfn/52f38a055e66f/live/04+Caderno+de+Forma%C3%A7%C3%A3o++Interculturalidade+e+Media%C3%A7%C3%A3o)
3. Giménez Romero, Carlos (2010). Interculturalidade e Mediação:  
[http://www.acm.gov.pt/\\_cfn/52f38a055e66f/live/04+Caderno+de+Forma%C3%A7%C3%A3o++Interculturalidade+e+Media%C3%A7%C3%A3o](http://www.acm.gov.pt/_cfn/52f38a055e66f/live/04+Caderno+de+Forma%C3%A7%C3%A3o++Interculturalidade+e+Media%C3%A7%C3%A3o)
4. Martinho, Maria Teresa Duarte (2011). *Mediação Cultural: alguns dos seus agentes* (Tese de Doutoramento):  
<https://repositorio.iscte-iul.pt/handle/10071/3514>
5. Loureiro, Raquel (2012). *O Papel do Mediador Municipal: Estudo efetuado junto da comunidade cigana de Barcelos* (Tese de Mestrado):  
[http://bdigital.ufp.pt/bitstream/10284/3679/3/DM\\_RaquelLoureiro.pdf](http://bdigital.ufp.pt/bitstream/10284/3679/3/DM_RaquelLoureiro.pdf)
6. Diniz, Mónica & Santa Cruz, Cláudia (2014). *Policiamento Comunitário em Lisboa: O Desafio da Abordagem Intercultural e da Mediação*: [http://www.cm-lisboa.pt/fileadmin/Noticias/ficheiros/O\\_Policiamento\\_Comunit%C3%A1rio\\_em\\_Lisboa\\_O\\_Desafio\\_da\\_Abordagem\\_Intercultural\\_e\\_da\\_Media%C3%A7%C3%A3o.pdf](http://www.cm-lisboa.pt/fileadmin/Noticias/ficheiros/O_Policiamento_Comunit%C3%A1rio_em_Lisboa_O_Desafio_da_Abordagem_Intercultural_e_da_Media%C3%A7%C3%A3o.pdf)