Autonomous Province of Trento

Councillorship of Emigration, International Solidarity, Sport and Equal Opportunities

A MODEL FOR A VIRTUAL RESOURCE CENTRE TO PROMOTE THE PARTICIPATION OF WOMEN IN LOCAL DEVELOPMENT: GUIDELINES

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Despite the efforts made in the last few years by governments and society in general, there are still many obstacles encountered by women within the context of local development, particularly in rural areas in the Alpine Space, marked by the presence of a limited number of centres of development alongside vast marginal areas. It is precisely in these areas, I am certain, that promotion of female participation in the local economy can take on a decisive role in achieving sustainable and harmonious development.

In the light of these considerations, we seized the opportunity of the European project Interreg IIIB WOMEN-ALPnet "A Network of Local Institutions and Resource Centres for Women: to Promote the Participation of Women in the Sustainable Development of the Alpine Space", directed at women in the alpine region and aiming to facilitate their employment and social integration within local development. Within this project the activities of the Autonomous Province of Trento, through the Office for the Equal Opportunities Policies, took on concrete form particularly in the planning and testing of a virtual "Equal Opportunities Resource Centre", namely in the creation of an "intelligent help desk", a computer portal acting as a centre for services, capable of responding to questions emerging from within the area.

The idea of supplying services in support of equal opportunities thus came together with the idea of using computer technology in order to reduce distances and to reach even those furthest from the physical location where the service is supplied, bringing together computerised services and genuine consultancy. The work of the staff behind the portal is indispensable in order to achieve this objective: staff who have a key role in the constant updating of content but also in guaranteeing the continuation of the relations necessary in order to maintain the network of those working within the area.

This challenge will not terminate at the end of 2005 once the portal has been made available to users. We know that we must continue to offer quality information and to maintain relationships with the different parties and with the network which has been created, pursuing a perhaps less visible, but more structural and incisive objective, which is to work within the context of ensuring that the principle of equal opportunities is constantly borne in mind by all those operating and acting within the area.

Our thanks go to all those who have contributed towards the realisation of this important project.

Councillor for Emigration,
International Solidarity,
Sport and Equal Opportunities
Iva Berasi

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The guidelines

This paper is one of the results formally provided for by the WOMEN-ALpnet project and has the purpose of:

- reconstructing the process set in motion in the planning stage for the realisation of the virtual Equal Opportunities Resource Centre;

- offering a model and working tools to all those who intend to follow a similar programme in other local and provincial contexts.

The document is organised into the following sections:

1. presentation of the WOMEN-ALPnet project;

2. presentation of the pilot action;

3. reconstruction of the project programme (methodological flow of the work macro-phases);

4. illustration of the individual work macro-phases with specific attention for operational phases contained within them (the tools adopted and available for each phase are also enclosed);

5. presentation of the transferability table, as a tool to be offered initially to those interested in transferring the experience;

6. presentation of the timescale and human resources involved in the project programme.

The pilot action of the Autonomous Province of Trento: "A model for a virtual resource centre to promote the participation of women in local development"

The pilot action for which the Autonomous Province of Trento is responsible, with the title "A model for a virtual resource centre to promote the participation of women in local development", has taken concrete form in the design and testing of a model for "*virtual*" resource centre for women: the **Equal Opportunities Resource Centre** (E.O.R.C.).

The objective has been to create an intelligent portal on the issue, an "information/consultancy point", accessible via the internet, capable of supplying real services to the user, offering a summary of available resources and opportunities in the province designed to support and encourage female participation in local development.

The project departed from the structure of the old equal opportunities portal in the province of Trento (www.**pariopportunita.provincia.tn.it**) and it was decided to maintain this as the basic structure for the new portal. In particular, the following archives already present in the old system were adopted, with the appropriate modifications and updates:

1. the seven subject areas covered (society and context, education and training, health, citizenship and participation, economy and employment, reconciling family/work commitments, culture and communications);
2. common archives (calls for proposals and funding, statistical observatory, equal opportunities library, further information and research, regulations, good practice and useful links) also subdivided by subject area;
3. institutional pages.

The intention was to bring together all the services offered within the province in a single portal, subdividing them into subject areas. With this scope the contents of the common archives, conceived and organised as homogeneous containers for material, are also accessible from the seven subject areas.

The first parties for whom the portal is designed are those who in various ways play an active role in local development in the province. The resource centre represents a genuine intermediary service between ***operators*** offering services in the province (who can draw on the portal for various information in order to intervene and give concrete form to their specific activities in favour of women) and the ***women*** themselves, who remain the true and effective

beneficiaries of the virtual help desk. In this sense, in this first phase, the resource centre is a ***second level resource centre (business to business)***, aimed not directly at women but at those dealing with local development. The final objective is to transform the resource centre into a help desk for female users, namely a ***first level resource centre*** **(business to customer).**

In addition to the planning, testing and realisation of the virtual resource centre, the pilot action also aims to lay the foundation for the realisation of a genuine network between players active within the province. The objective of the network is on the one hand to allow the relations established between the different parties participating in the initiative to continue over time and on the other hand to encourage and assist the continuous and lasting exchange of information between all players.

Through the portal, and above all through the process set in motion in its planning, it should not be forgotten that the intention is to raise awareness of the concept of equal opportunities at different levels and in different contexts and to stimulate the adoption of the principle of equal opportunities in all intervention carried out by the various players, thus encouraging what in technical jargon is defined as *gender-mainstreaming*.

What do we mean by a women's resource centre?

Women's Resource Centres are places for the promotion of local development, based on the resource represented by women. The main scope of these centres is to facilitate the integration of women into economic, political and social processes through the empowerment method (a method which allows awareness of one's own abilities, aptitudes and skills to be facilitated).

The activities of a resource centre, whether front office or virtual, are:

- *to promote female participation in local development;*
- *to encourage collaboration, co-operation and exchanges between those working in the area to promote intervention and services in support of female participation, in order bring together resources and information (establishment of an area network);*
- *to increase knowledge of the opportunities and resources available in order to exploit and boost women's abilities and initiatives at various levels within the province;*
- *to increase the culture and involvement of local players and citizens in relation to the issue of equal opportunities.*

Equal Opportunities Resource Centre: reconstruction of the project programme

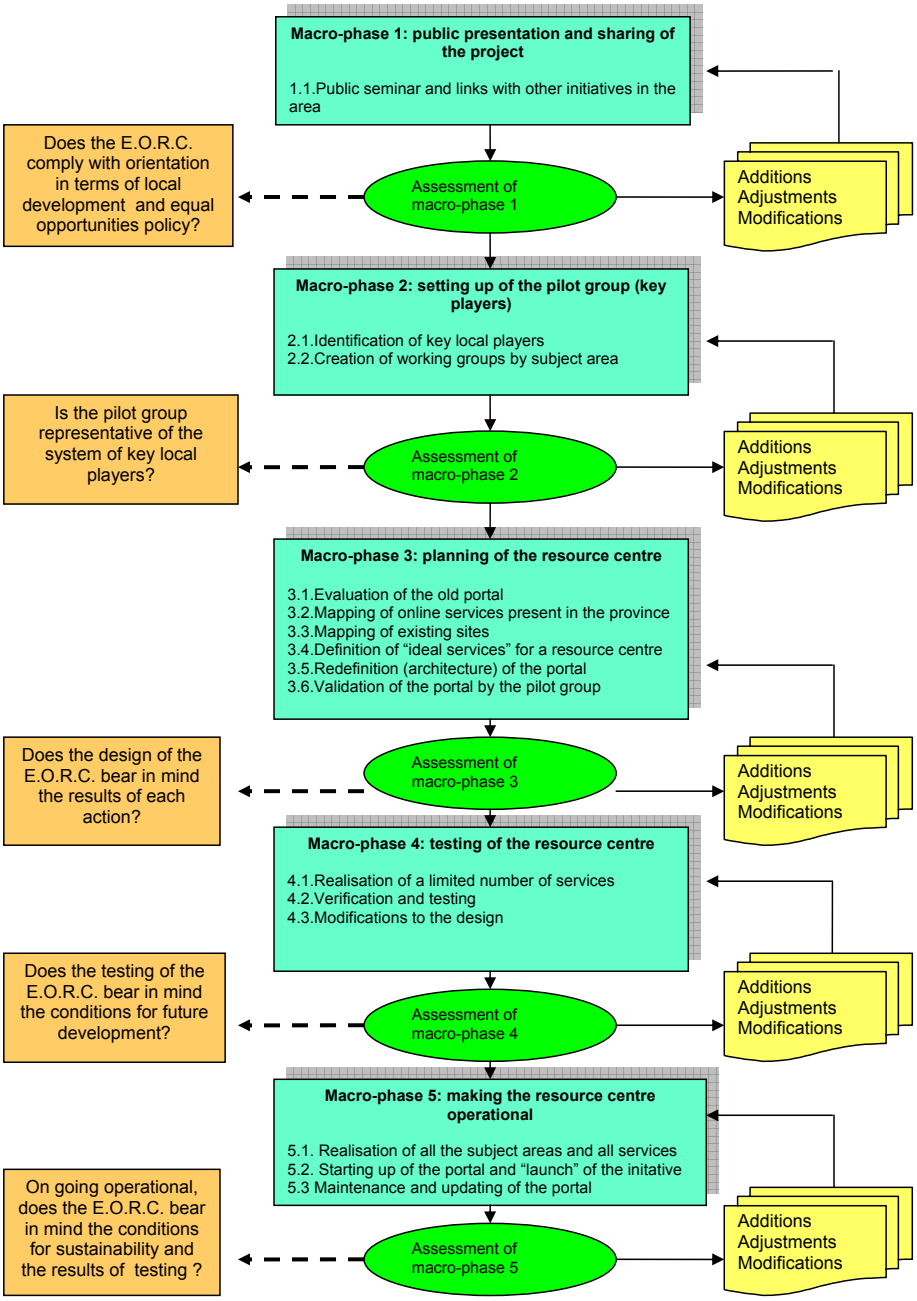
The programme for the realising of the Equal Opportunities Resource Centre was made up of five project macro-phases:

- **Macro-phase 1**: public presentation and sharing of the project
- **Macro-phase 2**: setting up of the pilot group (key players)
- **Macro-phase 3**: planning of the resource centre
- **Macro-phase 4**: testing of the resource centre
- **Macro-phase 5**: making the resource centre operational.

The flow chart which follows shows how time was set aside for assessment and possible additions in each macro-phase, before moving on to the subsequent phase.

Assessment (and any subsequent adjustments, additions and modifications) regarded the coherence with previous macro-phases and with subsequent macro-phases, in addition to respect of project limitations.

The realisation of the Equal Opportunities Resource Centre (E.O.R.C.): flow chart of activities



Equal Opportunities Resource Centre: phases of concrete experience

The 5 macro-phases described provide for action (in differing degrees) which can be subdivided into specific areas, according to the table which follows:

MACRO-PHASES	AZIONI
1. Public presentation and sharing of the project	1.1. Public seminar and links with other initiatives in the province
2. Setting up of the pilot group	2.1.Identification of key local players 2.2.Creation of working groups by subject area
3. Planning of the resource centre	3.1.Evalutation of the old portal 3.2.Mapping of online services present in the province 3.3.Mapping of existing sites 3.4.Definition of “ideal services” for a resource centre 3.5.Redefinition (architecture) of the portal 3.6.Validation of the portal by the pilot group
4. Testing of the resource centre	4.1. Realisation of a limited number of services 4.2.Verification and testing 4.3.Modifications to design
5. Making the resource centre operational	5.1.Realisation of all the subject areas and all services 5.2. Starting up of the portal and “launch” of the initiative 5.3. Maintenance and updating of the portal

Each action making up the 5 macro-phases is described hereafter with reference to:

- **Objective:** description of the specific aims of the action within the general frame of reference of the macro-phase and of the project flow;
- **Working method**: description of the specific working method adopted for each operational phase;
- **Support tools:** concrete reference, when possible to the working tools adopted.

FIRST MACRO-PHASE:
Public presentation and sharing of the project

The first step made by the Autonomous Province of Trento was to share the idea of the project with key local players. Indeed from the very beginning the need for close collaboration with strategic forces in local development was shown to be important. The intention was to construct a tool *for and with* local players, following a process involving *participatory planning* which saw those for whom the resource centre was designed participate as protagonists in the whole life cycle of the project (from the conception and planning phase right up until the final phase of implementation).

1. *Public seminar and links with other initiatives in the province*

Objective: to present the project to create the Equal Opportunities Resource Centre to the public and to share from the very beginning the planning and testing process with the potential users: to receive the first voluntary offers for active participation in the process for the planning and testing of the resource centre from local parties present at the meeting.

Working method: public meeting to present the project organised on 24 June 2004 (Mart in Rovereto), with the title *"Equal Opportunities Resource Centre: a help desk offering integrated services to support female participation in local development".*
The first part of the meeting was dedicated to the detailed presentation of the project. This was followed by a series of targeted explanations aiming to clarify the concept of a Women's Resource Centre, to present national and European experiences in the field and to explore the relationships between local development in Trentino and equal opportunities.
The invitation to participate at the meeting was directed at all those in the province who, in various ways, play an active role in local development and at citizens who were personally interested in finding out about the project.

Support tools: the content of the meeting was included in the brochure containing the MINUTES of the MEETING (which can be downloaded from the site **www.pariopportunità.provincia.tn.it**)

SECOND MACRO-PHASE:
setting up of the pilot group (key players)

In order to set up a service which was as concrete and useful as possible and which responded to the real needs of those working in the province (those at whom the portal was directed), it was decided to involve these players in the planning and testing phases for the site, setting up the so-called **pilot group.** This group was made up of a number of key players who made themselves available to collaborate in a more active manner in every phase in the planning and realisation of the Equal Opportunities Resource Centre and was given the following roles:

- To evaluate and assess the strong and weak points of the existing site;
- To identify and offer "specific" services for each subject area;
- To systematically try out the new services, evaluating their validity;
- To participate actively in the evaluation of results.

The organisation of the pilot group can be summarised in the two operational phases which follow:

1. *Identification of key local players (members of the pilot group)*

Objective: setting up of the pilot group.

Working method: the potential members of the pilot group were mainly contacted in two ways:

1. At the public meeting to present the project organised on 24 June 2004, with the title *"Equal Opportunities Resource Centre: a help desk offering integrated services to support female participation in local development";*
2. Through direct telephone contacts with those it was thought should be represented within the group as they were considered to be of fundamental and strategic importance for the purposes of realising the project (public bodies, university, provincial associations, equal opportunities organisations…).

At the first meeting of the pilot group at a plenary session, held during October 2004, a working group made up of 25 players with heterogeneous characteristics and spheres of action was officially set up.

2. *Creation of working groups by subject area*

Objective: organisation of the activities of the pilot group into subject areas (given the heterogeneous nature of the pilot group in terms of competence and spheres of action), in order to improve the efficiency of the working sessions.

Working method: periodically, alongside the co-ordination meetings at plenary sessions, the meetings of the pilot group were organised into separate sessions on different subjects.
Starting from the subject areas already contained in the old portal, the working areas were identified as follows by the members of the pilot group:

- employment and training;
- legislation and funding;
- health and support for the individual;
- documentation and basic information.

Support tools: for the identification of the sub-groups and their relative members, the grid “AREAS OF WORK FOR THE PILOT GROUP” (Support tools no.1, see page 19) was completed by each participant.

At the end of each work session the MINUTES of the SUB-GROUP were drawn up.

MEMBERS OF THE PILOT GROUP
1. Accademia di Commercio e Turismo/TSM
2. Agenzia del Lavoro
3. Agenzia Provinciale Ass.za e Prev.za Integrativa
4. ALFID - Ass.ne Laica Famiglia in Difficoltà
5. Associazione Artigiani e Piccole Imprese
6. Associazione degli Industriali
7. Azienda Provinciale per i Services Sanitari
8. Camera di Commercio Industria Artigianato
9. Centro Antiviolenza
10. Confesercenti del Trentino
11. Provincial Equal Opportunties Commission
12. Federation Trentina delle Cooperative
13. European Social Fund
14. IPRASE
15. Lega per la lotta contro i tumori
16. Rete Donne-Lavoro, Bolzano
17. Personnel Department of the Autonomous Province of Trento
18. Social Policy Department of the Autonomous Province of Trento
19. Civil Department of the Autonomous Province of Trento
20. European Community Department of the Autonomous Province of Trento
21. Nursery Schools Department of the Autonomous Province of Trento
22. Tempora non-profit institution
23. CGIL
24. University of Trento
25. Education Department

Support tool no.1
AREAS OF WORK FOR THE PILOT GROUP

Name of contact:_____

Indicate the macro-area which best reflects your sphere of competence, so that the 4 sub-groups of the pilot group can be created and a calendar for separate meetings can be established.

1. EMPLOYMENT AND TRAINING

Relevant services:

- Information on employment opportunities (public competitions, etc..)
- Information on local services helping to reconcile family and work commitments
- Information on training opportunities (short courses, courses organised by FSE, etc..)
- Technical consultancy on starting up a business
- Skills assessment
- Online training

2. LEGISLATION AND FUNDING

Relevant services:

- Information on legislation and regulations (international, national and European)
- Information on national and European calls for proposals regarding the issue of equal opportunities (calls for proposals regarding projects, partnerships, etc..)
- Information on funding and incentives (in favour of businesswomen, company reorganisation, positive action etc..)
- Information on institutions/equal opportunities
- Consultancy and support for planning (of positive action, European projects etc..)

3. HEALTH AND PERSONAL SUPPORT

Relevant services:

- Health information (contraception, fertility, etc..)
- Psychological counselling (personal support, family problems, etc..)
- Legal advice (separation and divorce, parental leave, family, discrimination at the workplace)

4. DOCUMENTATION AND BASIC INFORMATION

Relevant services:

- Activities to raise awareness and diffuse information (organisation of seminars, conferences, etc..)
- Gathering of statistical data
- Library of relevant material
- Collection of examples of good practice

THIRD MACRO-PHASE:
planning of the resource centre

This stage of the work can be subdivided into the following work phases:

1. *Evaluation of the old portal*

Objective: to subject the old provincial equal opportunities portal which started off the whole process to the critical analysis of the pilot group.

Working method: each member of the pilot group was asked to complete a grid containing questions, closed and open, regarding the services offered by the old equal opportunities portal, with the scope of evaluating strong and weak points, gathering useful information for the phase redesigning the portal.

Support tools: SITE EVALUTATION SHEET (Support tool no.2, see page 23).

2. *Mapping of existing online services in the province*

Objective: to survey existing online services available within the province with the scope of avoiding the duplication of information and co-ordinating services with the new portal.

Working method: monitoring of existing online services at provincial level.

Support tools: the information was summarised in the MAPPING OF ONLINE SERVICES SHEET (Support tool no.3, see page 25).

3. *Mapping of existing sites*

Objective: recognition of online portals on the issue of equal opportunities, with the scope of gaining ideas (conceptual, structural and graphic) useful for the purposes of the project.

Working method: monitoring of existing portals and sites at provincial and national level via the internet.

Support tools: the information was summarised in the RECOGNITION OF EXISTING SITES SHEET (Support tool no.4, see page 26).

4. *Definition of "ideal services" for the resource centre*

Objective: to identify the services which a women's resource centre should offer in order to best respond to the needs of users.

Working method: completion of a grid called the "ideal services sheet" both by members of the pilot group and by project partners, with the scope of gathering information, suggestions and opinions as regards the services which an "ideal" women's centre should offer.

Support tools: IDEAL SERVICES SHEET (Support tool no.5, see page 27)

5. *Redefinition (architecture) of the portal*

Objective: the redefinition of the services offered by the portal which will house the resource centre.

Working method: definition of the conceptual structure of the portal, starting from the three working tools described above: the mapping of online services sheet, the recognition of existing sites sheet and the ideal services sheet.

Support tools: STRUCTURING OF A RESOURCE CENTRE FLOW CHART (Support tool no. 6, see page 31), STRUCTURING OF THE RESOURCE CENTRE INTO LEVELS (Support tool no.7, see page 37).

6. *Validation of the portal by the pilot group*

Objective: validation of the practically definitive structure of the portal by the pilot group.

Working method: sharing of the conceptual and graphic structure of the portal with the pilot group during the third plenary session.

Support tool no.2

EVALUATION SHEET FOR THE SITE "EQUAL OPPORTUNITIES IN THE PROVINCE OF TRENTO"

Name of contact:_____

1. Communication (Does the site achieve its objectives in terms of communication?)

The indicator summarises all the characteristics which allow the communications objectives to be achieved in relation to the category of users identified.

TO EVALUATE COMMUNICATION

• Does the initial page communicate the objectives of the site and represent the structure clearly?	☐ Yes	☐ No
• Are the graphics of the site clear and do they help the content to be understood (colours, characters…)?	☐ Yes	☐ No
• Does the organisational structure of the pages facilitate comprehension of the content?	☐ Yes	☐ No

COMMENTS_____

_____

_____

2. Content (Is the information content of the site appropriate for its scope?)

The indicator concerns evaluation of the information, namely whether the information is consistent with the objectives of the site and whether it is complete and reliable.

TO EVALUATE THE CONTENT

• Is the content of the individual archives (library, observatory, regulations…) organised in an efficient manner?	☐ Yes	☐ No
• Are the methods for seeking information easy to understand?	☐ Yes	☐ No
• Is the information immediately accessible and easy to obtain?	☐ Yes	☐ No
• Is the information complete and up-to-date?	☐ Yes	☐ No
• Are the links between the different pages of the site clear?	☐ Yes	☐ No
• Are the linked sites relevant?	☐ Yes	☐ No
• What sort of information could be improved: documentation centre for searching for books; observatory for seeking statistical data, regulations?	☐ Yes	☐ No

COMMENTS_____

_____

_____

3. Practicality (Are the functions offered by the site appropriate for its scope?)

The indicator summarises all aspects relating to interaction between the site and its users.

TO EVALUATE PRACTICALITY

• Are the interactive functions of the site (contacts, E-mail,…) efficient?	☐ Yes	☐ No
• Is it possible to communicate in an appropriate manner with those managing the site?	☐ Yes	☐ No

COMMENTS_____

_____

_____

Support no. 3
GRID MAPPING OMLINE SERVICES

TYPE OF SERVICE	USE ONLINE	SUPPLIED BY	IN WHAT MANNER	EVALIATION	INPUT FOR DESIGN
	☐ YES ☐ NO			☐ Inadequate ☐ Adequate ☐ Good ☐ Excellent	☐ service already supplied (to refer to) ☐ service to be developed ☐ service to be examined more closely

Suppoert tool no. 4
GRID MAPPING SITES

INTERNET ADDRESS	BODY	AUTONOMOUS SITE (portal or section of institutional site)	AUTONOMOUS SERVICES (developed within site)	==> IF YES: which	ONLINE SERVICES	==> IF YES: which	NOTES COMMENTS	ACCESSIBILITY OF TOOLS

Support tool no. 5

VIRTUAL EQUAL OPPORTUNITIES RESOURCE CENTRE
"IDEAL SERVICES" SHEET

Project partner:	**Date:**

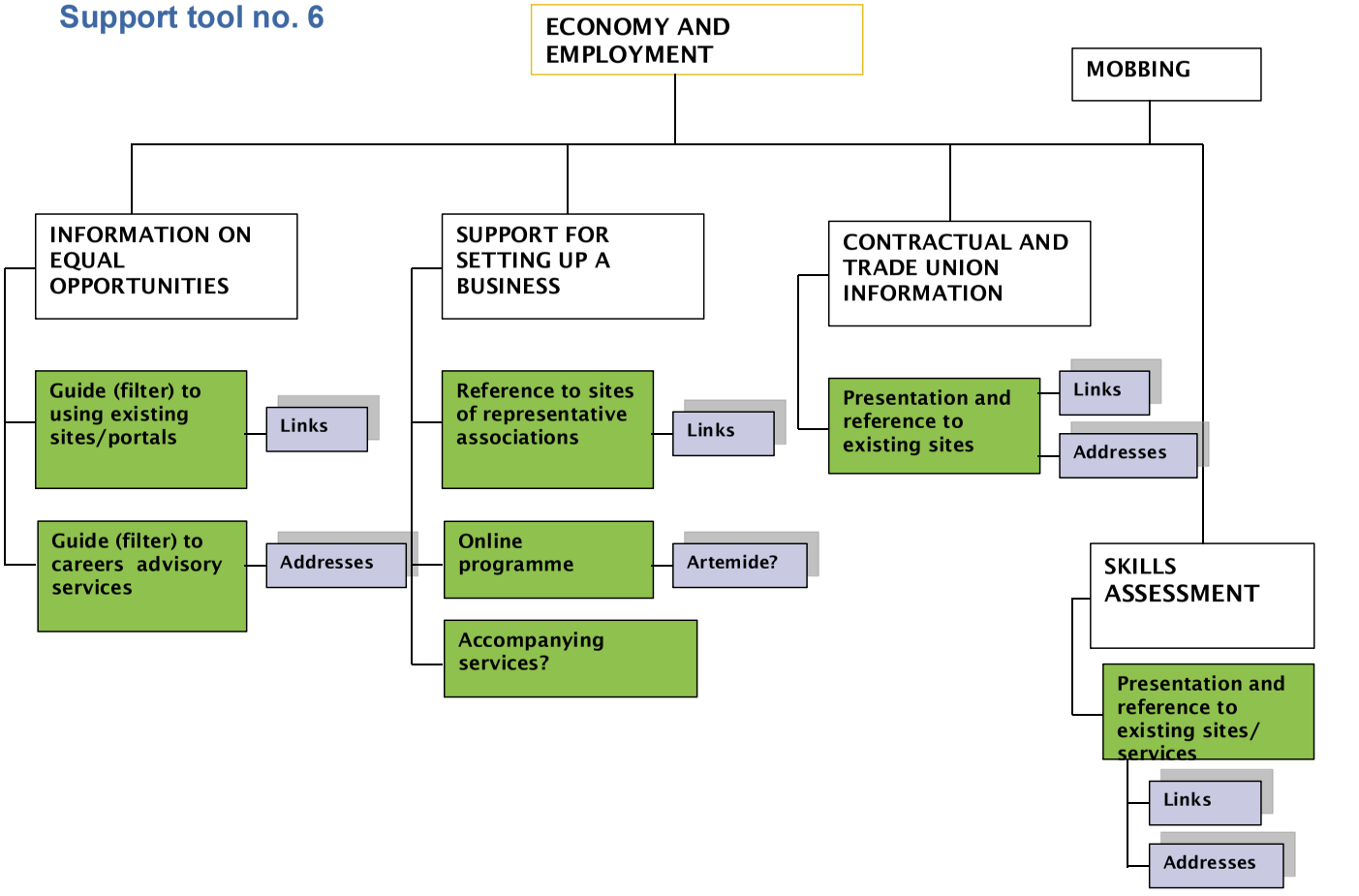
Please fill in the table by marking/colouring the boxes and/or writing suggestions and comments when you consider appropriate									
	For all PPs					**For those offering services**			
	Usefulness of the service in an ideal WRC			**Most appropriate beneficiaries of the service**		**Usefulness of the service in your experience**			**Strengths and weaknesses of the service in your experience**
	low	**medium**	**high**	**women**	**local groups**	**low**	**medium**	**high**	
• **INFORMATION**									
Legislation and regulations (international, European and national…….									
European and national calls for proposals in the field of equal opportunities (calls for proposals, partnerships, ……									
Funding and incentives (for businesswomen, company reorganisation, positive action …… ……)									
Equal opportunities organisations and institutions (……)									
Employment opportunities (public competitions, …… …… ……)									

Local services assisting reconciliation between work and family commitments									
Training opportunities (short courses, ESF training modules, …….. ……..)									
Health (contraception, fertility.. ……..)									
Activities raising awareness and providing information (organisation of seminars, conferences ……. ……..)									
Collection of statistical data									
Subject library									
Other services									
Other service									
• **CONSULTANCY**									
Psychological (personal support, family problems,……. …….									
Legal (separation and divorce, parental leave, family, discrimination at the work place……..)									

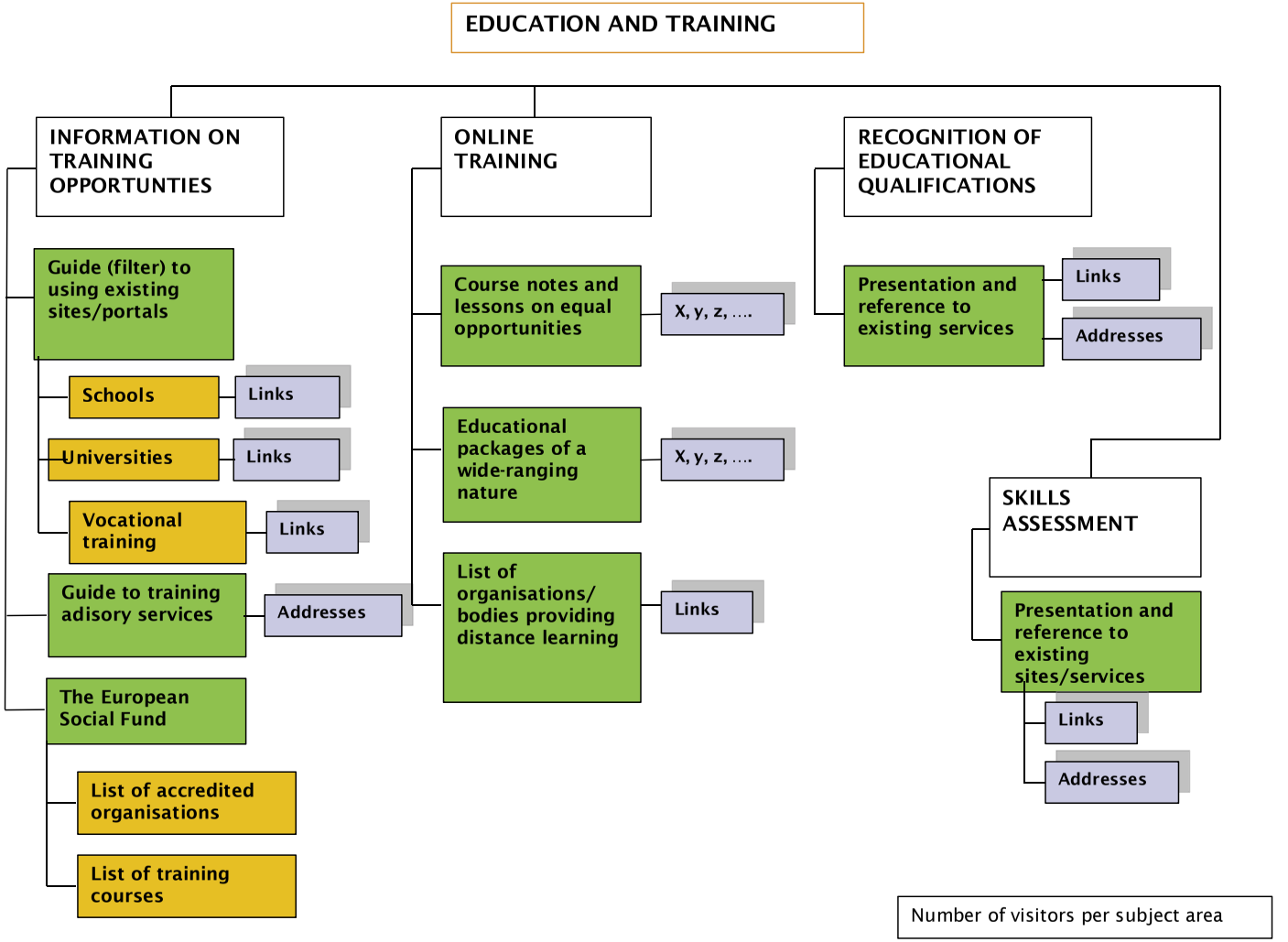
Technical (to set up and develop businesses, …….)									
Planning support for positive action, European projects……..... ……..)									
Skills assessment									
Other services									
Other services									
• **GOOD PRACTICE**									
• **ONLINE TRAINING**									
• **OTHER**									
• **OTHER**									

Notes:

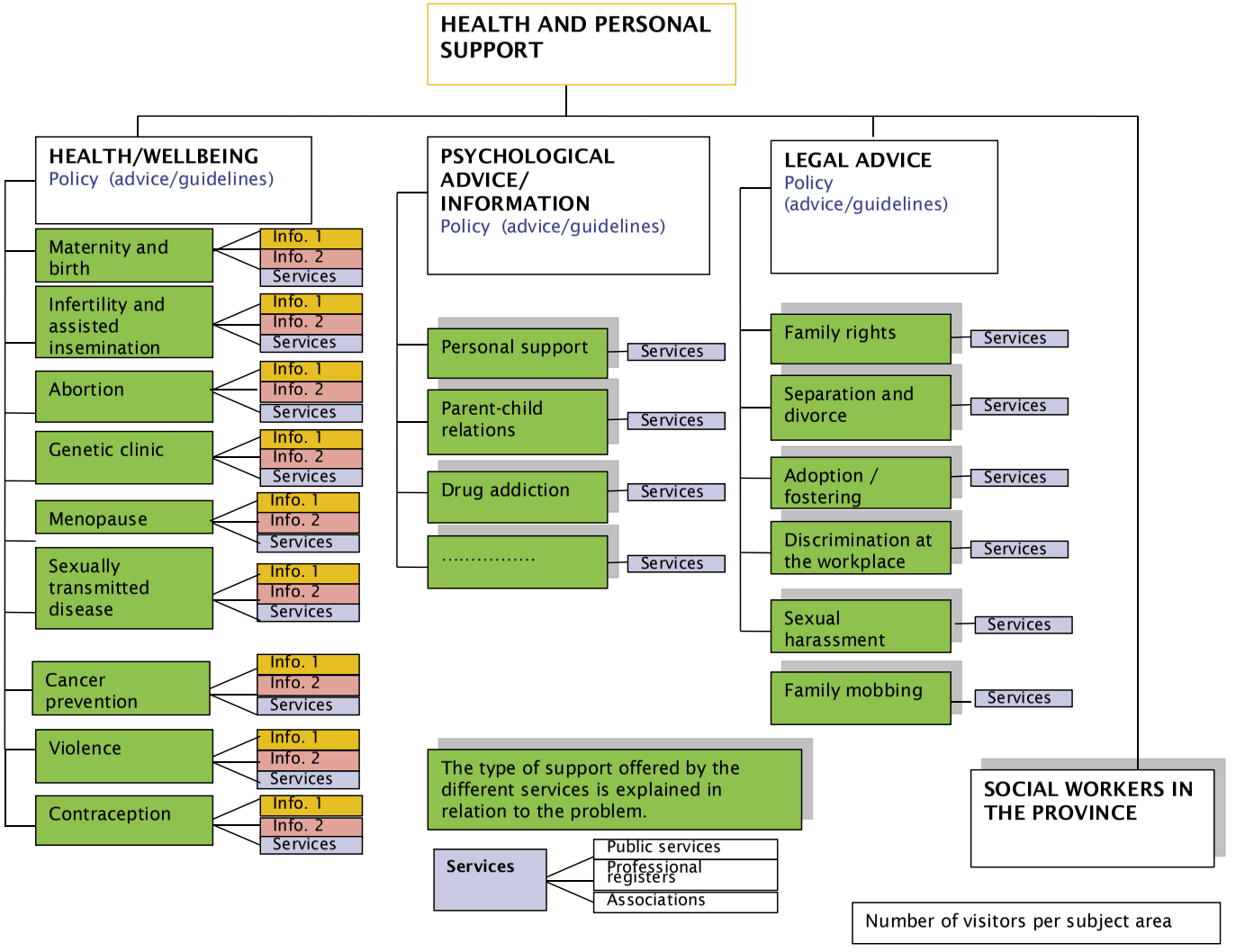
Support tool no. 6

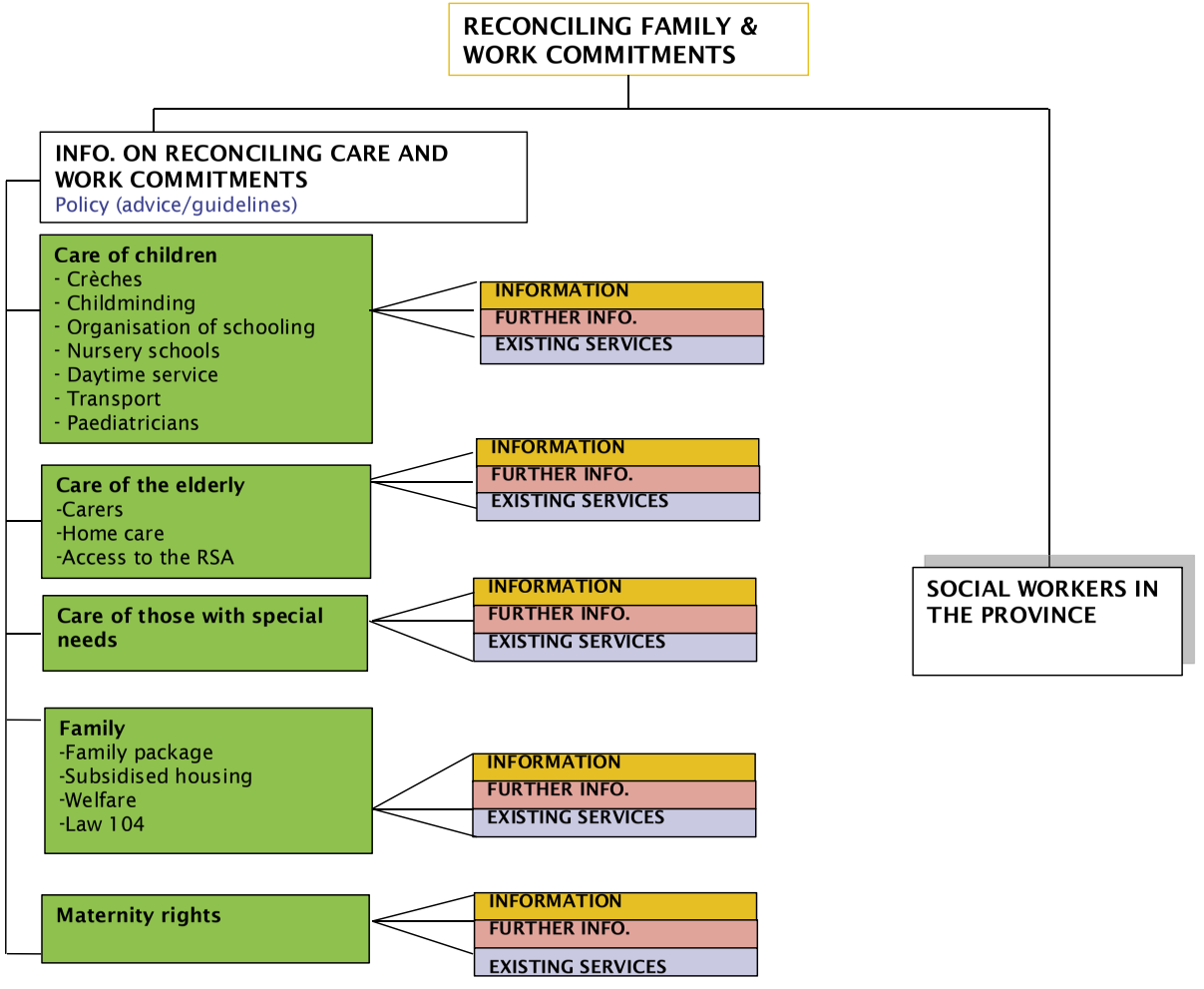


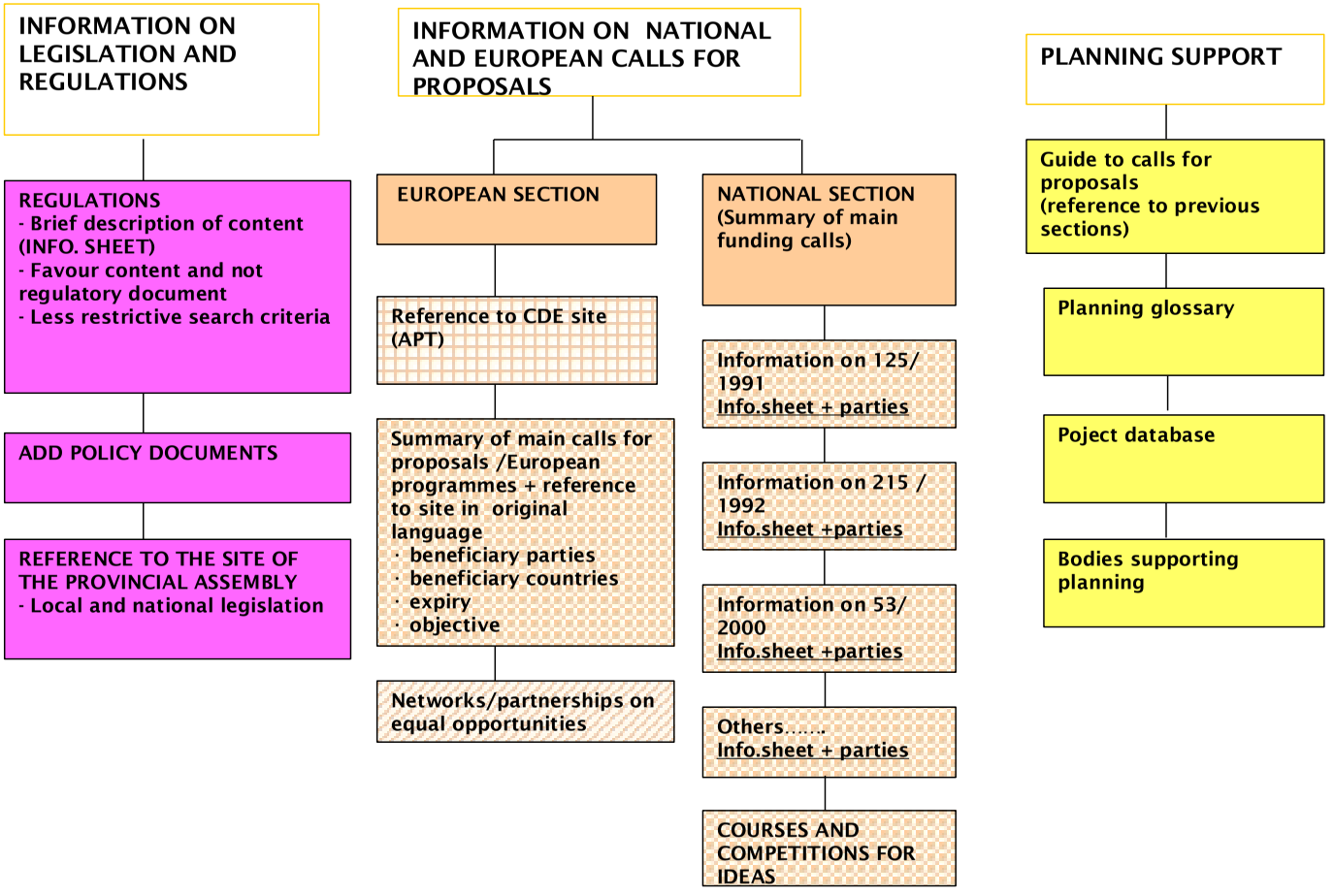
Number of visitors per subject area

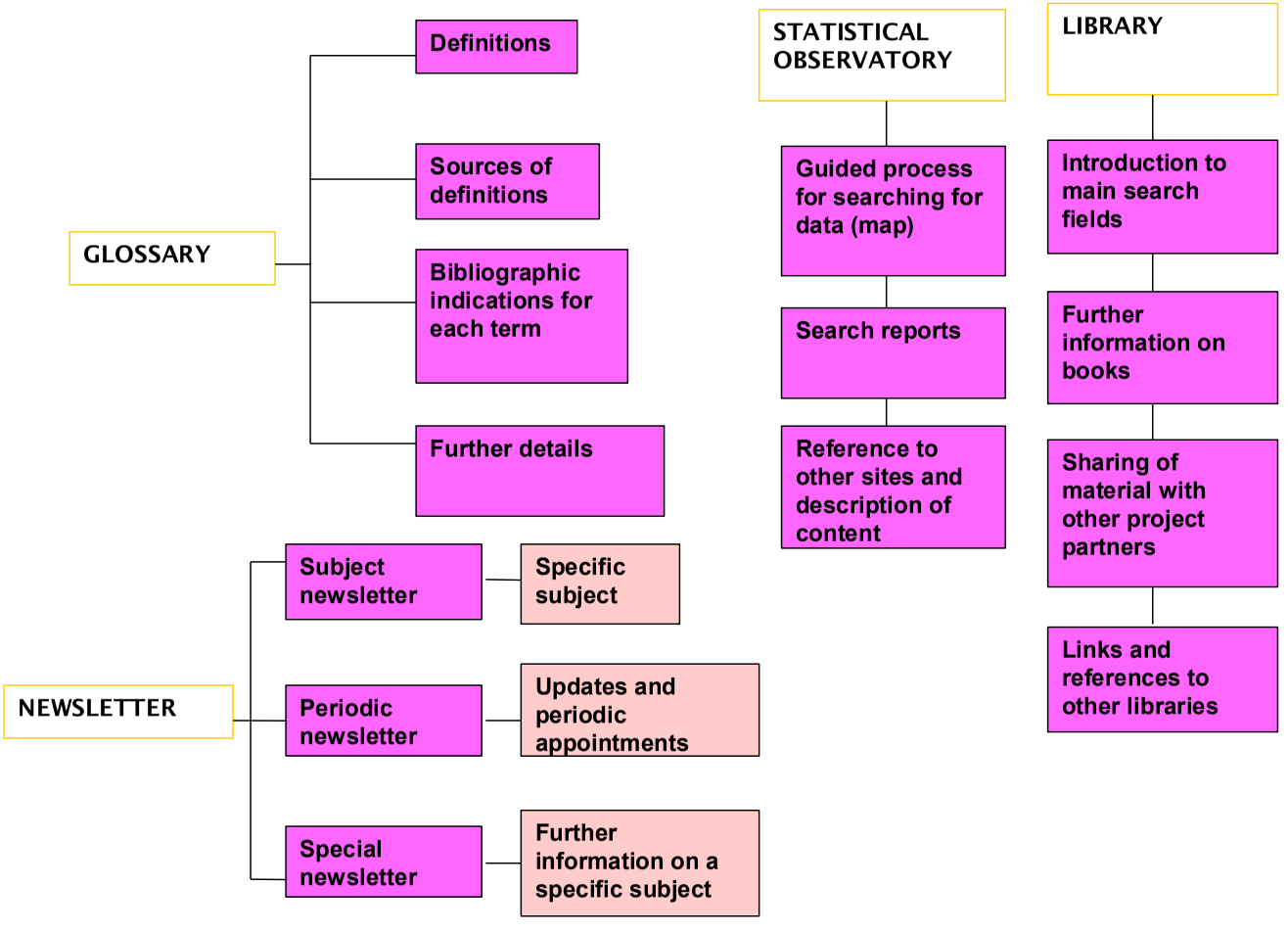


Number of visitors per subject area


HEALTH AND PERSONAL SUPPORT
HEALTH/WELLBEING
Policy (advice/guidelines)
Maternity and birth
Info. 1
Info. 2
Services
Infertility and assisted insemination
Info. 1
Info. 2
Services
Abortion
Info. 1
Info. 2
Services
Genetic clinic
Info. 1
Info. 2
Services
Menopause
Info. 1
Info. 2
Services
Sexually transmitted disease
Info. 1
Info. 2
Services
Cancer prevention
Info. 1
Info. 2
Services
Violence
Info. 1
Info. 2
Services
Contraception
Info. 1
Info. 2
Services
PSYCHOLOGICAL ADVICE/ INFORMATION
Policy (advice/guidelines)
Personal support
Services
Parent-child relations
Services
Drug addiction
Services
.....
Services
LEGAL ADVICE
Policy
(advice/guidelines)
Family rights
Services
Separation and divorce
Services
Adoption / fostering
Services
Discrimination at the workplace
Services
Sexual harassment
Services
Family mobbing
Services
The type of support offered by the different services is explained in relation to the problem.
Services
Public services
Professional registers
Associations
SOCIAL WORKERS IN THE PROVINCE
Number of visitors per subject area


RECONCILING FAMILY & WORK COMMITMENTS
INFO. ON RECONCILING CARE AND WORK COMMITMENTS
Policy (advice/guidelines)
Care of children
- Crèches
- Childminding
- Organisation of schooling
- Nursery schools
- Daytime service
- Transport
- Paediatricians
INFORMATION
FURTHER INFO.
EXISTING SERVICES
Care of the elderly
-Carers
-Home care
-Access to the RSA
INFORMATION
FURTHER INFO.
EXISTING SERVICES
Care of those with special needs
INFORMATION
FURTHER INFO.
EXISTING SERVICES
Family
-Family package
-Subsidised housing
-Welfare
-Law 104
INFORMATION
FURTHER INFO.
EXISTING SERVICES
Maternity rights
INFORMATION
FURTHER INFO.
EXISTING SERVICES
SOCIAL WORKERS IN THE PROVINCE
Number of visitors per subject area


INFORMATION ON LEGISLATION AND REGULATIONS
REGULATIONS
- Brief description of content (INFO. SHEET)
- Favour content and not regulatory document
- Less restrictive search criteria
ADD POLICY DOCUMENTS
REFERENCE TO THE SITE OF THE PROVINCIAL ASSEMBLY
- Local and national legislation
INFORMATION ON NATIONAL AND EUROPEAN CALLS FOR PROPOSALS
EUROPEAN SECTION
Reference to CDE site (APT)
Summary of main calls for proposals /European programmes + reference to site in original language
· beneficiary parties
· beneficiary countries
· expiry
· objective
Networks/partnerships on equal opportunities
NATIONAL SECTION (Summary of main funding calls)
Information on 125/ 1991
Info.sheet + parties
Information on 215 / 1992
Info.sheet +parties
Information on 53/ 2000
Info.sheet +parties
Others……
Info.sheet + parties
COURSES AND COMPETITIONS FOR IDEAS
PLANNING SUPPORT
Guide to calls for proposals
(reference to previous sections)
Planning glossary
Poject database
Bodies supporting planning


GLOSSARY
Definitions
Sources of definitions
Bibliographic indications for each term
Further details
NEWSLETTER
Subject newsletter
Specific subject
Periodic newsletter
Updates and periodic appointments
Special newsletter
Further information on a specific subject
STATISTICAL OBSERVATORY
Guided process for searching for data (map)
Search reports
Reference to other sites and description of content
LIBRARY
Introduction to main search fields
Further information on books
Sharing of material with other project partners
Links and references to other libraries

Support tool no. 7
Structuring of the Resource Centre into levels

SUBJECT AREA: ECONOMY AND EMPLOYMENT (presentation)

SERVICE	INFORMATION SHEET	WHO TO CONTACT	TO FIND OUT MORE
EMPLOYMENT OPPORTUNITIES	Information on employment opportunities – Guide to the use of sites/portals	List of sites/portals with explanation	guides, links…
	Information and advice on careers and employment – Guide to services	Addresses of services	guides, links…
SETTING UP A BUSINESS	Information on setting up a business - Guide to the use of sites/portals	List of sites/portals with explanation	guides, links…
	Online programme (downloadable)		guides, links…
CONTRACTUAL AND TRADE UNION INFORMATION	Information and guide to trade union services	List of sites and addresses	guides, links…
MOBBING	Information and guide to support services	List of sites and addresses	guides, links…

SUBJECT AREA: EDUCATION AND TRAINING (presentation)

SERVICE	INFORMATION SHEET	WHO TO CONTACT	TO FIND OUT MORE
TRAINING OPPORTUNITIES	Information on training opportunities (Schools/Universities/Vocational training)	List of sites and addresses	guides, links…
	Information on careers and training advice - Guide to services	Addresses of services	guides, links…
	The European Social Fund – Information and guide to the site		guides, links…
ONLINE TRAINING	Training support for equal opportunities – guide to materials	List of materials (course notes and lessons)	guides, links…
	Wide-ranging educational packages – guide to materials	List of courses (course notes and lessons)	guides, links…
	Distance learning – Guide and initial information	List of courses and those operating in the field	guides, links…
RECOGNITION OF EDUCATIONAL QUALIFICATIONS	Information and guide to services	List of sites and addresses	guides, links…
SKILLS ASSESSMENT	Information and guide to sites/services	List of sites and addresses	guides, links…

Support tool no. 7
Structuring of the Resource Centre into levels

SUBJECT AREA: HEALTH AND PERSONAL SUPPORT (presentation)

SERVICE	INFORMATION SHEET	WHO TO CONTACT	TO FIND OUT MORE
HEALTH AND WELLBEING	Maternity and birth - Initial information sheet	Services in the area	guides, links…
	Infertility treatment and medically assisted insemination - Initial information sheet	Services in the area	guides, links…
	Abortion - Initial information sheet	Services in the area	guides, links…
	Genetic clinic - Initial information sheet	Services in the area	guides, links…
	Menopause - Initial information sheet	Services in the area	guides, links…
	Sexually transmitted disease - Initial information sheet	Services in the area	guides, links…
	Contraception - Initial information sheet		guides, links…
	Nutritional disorders - Initial information sheet	Services in the area	guides, links…
	Prevention of cancer - Initial information sheet	Services in the area	guides, links…
	Violence - Initial information sheet	Services in the area	guides, links…
PSYCHOLOGICAL ADVICE / INFORMATION	Personal support - Initial information sheet	Services in the area	guides, links…
	Parent/child relations - Initial information sheet	Services in the area	guides, links…
	Drug addiction - Initial information sheet	Services in the area	guides, links…
LEGAL ADVICE	Family rights - Initial information sheet	Services in the area	guides, links…
	Separation and divorce - Initial information sheet	Services in the area	guides, links…
	Adoption/fostering - Initial information sheet	Services in the area	guides, links…
	Discrimination at the workplace - Initial information sheet	Services in the area	guides, links…
	Sexual harassment - Initial information sheet	Services in the area	guides, links…
	Family mobbing - Initial information sheet	Services in the area	guides, links…

Support tool no. 7
Structuring of the Resource Centre into levels

SUBJECT AREA: RECONCILING FAMILY AND WORK COMMITMENTS (presentation)

SERVICE	INFORMATION SHEET	WHO TO CONTACT	TO FIND OUT MORE
CARE OF CHILDREN	Crèches - Initial information sheet	Services in the area	guides, links…
	Childminding - Initial information sheet	Services in the area	guides, links…
	School management - Initial information sheet	Services in the area	guides, links…
	Nursery schools - Initial information sheet	Services in the area	guides, links…
	Daytime service - Initial information sheet	Services in the area	guides, links…
	Transport - Initial information sheet	Services in the area	guides, links…
	Paediatricians - Initial information sheet	Services in the area	guides, links…
CARE OF THE ELDERLY	Carers - Initial information sheet	Services in the area	guides, links…
	Home care - Initial information sheet	Services in the area	guides, links…
	Access to the RSA - Initial information sheet	Services in the area	guides, links…
CARE OF THOSE WITH SPECIAL NEEDS	Invalid status and disability	Services in the area	guides, links…
FAMILY	Family package	Services in the area	guides, links…
	Subsidised housing	Services in the area	guides, links…
	Welfare	Services in the area	guides, links…
	Law 104	Services in the area	guides, links…
MATERNITY RIGHTS	Maternity and birth - Initial information sheet	Services in the area	guides, links…
PARENTAL LEAVE		Services in the area	guides, links…

FOURTH MACRO-PHASE:
testing of the resource centre

1. *Realisation of a limited number of services*

Objective: preparation of some of the portal's services.

Working method: some services from the seven subject areas, some common archives and the institutional pages were completed in full, so that they could be used in the testing phase for the resource centre by the members of the pilot group and by the technical group dealing with the realisation of the portal.

2. *Verification and testing*

Objective: to subject the functioning of the portal, in terms of clarity and completeness of content and structure, to the critical analysis of the pilot group and the technical group.

Working method: the pilot group and the technical group were given free access to the trial version (demo) of the portal, so that comments and notes could be received.

Support tools: trial version (demo) of the portal.

3. *Modifications (if any) to the design*

***Objective*:** to perfect the trial version of the portal.

Working method: having listened to the requests and comments of the pilot group, the necessary modifications were made to the portal (both in terms of structure and content), in view of finally putting the portal online.

FIFTH MACRO-PHASE:
Making the resource centre operational

1. *Realisation of all the subject areas and all services*

Objective: completion and preparation of the seven subject areas, the common archives and the institutional pages.

Working method: completion of archives and services which had remained incomplete during the testing phase.

2. *Starting up of the portal and "launch" of the initiative*

Objective: to put the portal online for public use.

Working method: public presentation (Trento, 14 November 2005) of the results of the pilot action, the process set in motion for its realisation (guidelines) and the results obtained ("virtual" Equal Opportunities Resource Centre).

Support tools: the portal, available at the internet address www.pariopportunita.provincia.it

3. *Maintenance and updating of the portal*

Objective: updating of the Equal Opportunities Resource Centre.

Working method: updating of the portal will be possible thanks to:
• an online operator charged with gathering and organising the material necessary to update the portal;
• an online system of management for the content (the so-called "management system") which allows the content of the portal's pages to be constantly updated and modified in real time;
• the network of players active in the province (the pilot group), which has been created throughout the process to create the Equal Opportunities Resource Centre, which will continue to supply the material and input necessary to guarantee the updating and correct functioning of the portal.

Support tools: the management system and the online operator.

Transferability of the project

From the very beginning one of the main objectives of the whole project was to *verify and encourage the transferability of the model, namely its capacity to "be used" and "make itself used" in different contexts and environments as compared to the environment it was originally created for.*

By reconstructing all the phases (macro and operational) of the project as a process and describing the characteristics and specific features of the portal as the final product of the project, the ***process*** and ***product transferability sheets*** are a tool which may be useful for two reasons:

1. on the one hand as ***tools for verification,*** in that as they are submitted to other partners or parties, they allow evaluation of whether the process by active phases and final product can be transferred to other contexts;
2. on the other hand they can be seen as a ***tool for feasibility analysis*** to be offered initially to all those interested in transferring the experience both in terms of process and product.

The two transferability sheets are given below.

Process transferability sheet

MACRO PHASES AND OPERATIONAL PHASES	Feasibility in own context	Characteristics and limitations of own context
Macro-phase 1: public presentation and sharing of the project		
1.1 Public seminar and link with other initiatives in the province	☐ Yes ☐ No ☐ In part	
Macro-phase 2: setting up of the pilot group (key players)		
2.1 Identification of key local players (members of the pilot group)	☐ Yes ☐ No ☐ In part	
2.2 Creation of working groups by subject area	☐ Yes ☐ No ☐ In part	
Macro-phase 3: planning of the resource centre		
3.1 Evaluation of the old portal	☐ Yes ☐ No ☐ In part	
3.2 Mapping of online services present in the province	☐ Yes ☐ No ☐ In part	
3.3 Mapping of existing sites	☐ Yes ☐ No ☐ In part	
3.4 Definition of “ideal services” for a resource centre	☐ Yes ☐ No ☐ In part	
3.5 Redefinition (architecture) of the portal	☐ Yes ☐ No ☐ In part	
3.5 Redefinition (architecture) of the portal	☐ Yes ☐ No ☐ In part	
Macro-phase 4: Testing of the resource centre		
4.1 Realisation of a limited number of services	☐ Yes ☐ No ☐ In part	
4.2 Verification and testing	☐ Yes ☐ No ☐ In part	
4.3 Modifications to the design	☐ Yes ☐ No ☐ In part	
Macro-phase 5: Making the resource centre operational		
5.1 Realisation of all the subject areas and all services	☐ Yes ☐ No ☐ In part	
5.2 Starting up of the portal and “launch” of the initiative	☐ Yes ☐ No ☐ In part	
5.3 Maintenance and updating of the portal	☐ Yes ☐ No ☐ In part	

Product transferability sheet

Characteristics of the Equal Opportunities Resource Centre	Feasibility in own context	Characteristics and limitations of own context
Users on two levels: • local players operating in the area (first phase); • women (second phase).	☐ Yes ☐ No ☐ In part	
Institutional pages dedicated to: • equal opportunities department; • equal opportunities commission; • equal opportunities councillor; • players active in field of equal opportunities.	☐ Yes ☐ No ☐ In part	
Structuring of the E.O.R.C into **seven subject areas** identified with **seven different colours**	☐ Yes ☐ No ☐ In part	
Structuring of the subject areas: • Common archives for all subject areas; • specific area services (unique for each subject area with the exception of some cases in which the same service was present in more than one subject area).	☐ Yes ☐ No ☐ In part	
Structuring of services in the subject areas on three levels: • Information sheet; • who to contact; to find out more.	☐ Yes ☐ No ☐ In part	
Online operator for user services	☐ Yes ☐ No ☐ In part	

Timescale and human resources

The tables summarising the activities undertaken during the two years of the project are given below, highlighting the activities which involved the pilot group, and giving a summary of the human resources employed in project activities.

Activities and timescale in 2004

Activities	J	F	M	A	M	J	J	A	S	O	N	D
Putting the old portal online (with online operator)												
Public seminar and links with other initiatives in the province												
Identification of key local players												
Creation of working groups by subject area												
Evaluation of the "old" portal												
Mapping of online services present in the province												
Mapping of existing sites												
Definition of "ideal services" for a resource centre												
Redefinition of portal architecture												

Activities and timescale in 2005

Activities	J	F	M	A	M	J	J	A	S	O	N	D
Redefinition of portal architecture												
Validation of the portal by the pilot group												
Realisation of a limited number of services												
Verification and testing by a sample group												
Modifications (if any) to design												
Realisation of all sections and all services												
Starting up of the portal and "launch" of the initiative												
Maintenance and updating of the portal												

Activities which also involved the members of the pilot group

Human resources

Role	Number of persons	Man days/months
Project Manager	1	6 months
Project worker	1	22 months
Administrative Manager	2	2 months
Co-ordinator of pilot group and planning support	1	2 months
Collection and insertion of data in the portal	5 university students (on work experience) 1 external worker	3-6 months
Pilot group	25	3 months
Technical/computer group	3	8 months