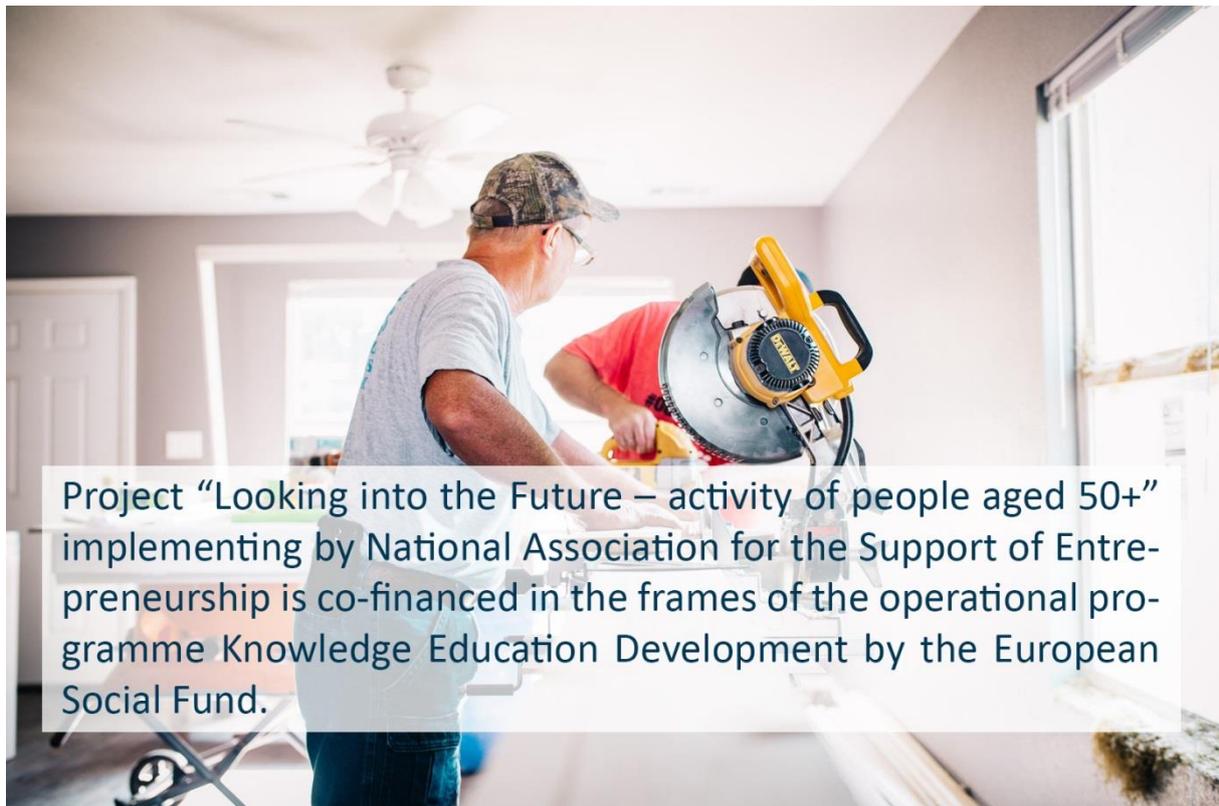


COMPENDIUM OF KNOWLEDGE ABOUT ACTIVATION OF PEOPLE AGED 50+



“Respect, love and support elderly people,
as they were just like us,
and we will be just like them”

Konskie 2019



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1. Introduction

National Association for the Support of Entrepreneurship is a company which is open for the clients' needs. Main activities of the company involve investment loans, organizing trainings and courses as well as supporting people who start their own business. While implementing projects, which support education process, the association achieves set goals and results and proves substantive and organizational competences. In their projects KSWP (National Association for the Support of Entrepreneurship) tries to engage volunteers and implement numerous activities for the development and quality improvement, for the competence of unemployed, people 50+ and students.

2. Assumptions of the project "Looking into the Future" – activity of people aged 50+"

The aim of the actions taken in the frames of the project was to increase employees' awareness of the social and cultural diversity, to improve their language competences but, first of all, to enlarge the KSWP possibility of implementing actions connected with education which take into consideration cultural diversity as well as the peculiarities of older people education. The project assumption was KSWP employees' participation in trainings (theory + practice) – gathering information about teaching practices used in Portugal, Bulgaria and Malta while working with people 50+, elaborating good practices and bringing them to Poland. Good practices and know-how, which were learnt, will help to make it possible for people 50+ to participate in courses and trainings in the field of computer operation at National Association for the Support of Entrepreneurship in Końskie.



3. Problem of ageing population in the European Union

Most of the European Union countries have to face the problem of ageing population as well as its economic and social consequences. Statistic data show that in 2060 almost one third of UE citizens will be at least 65 years old. As the result of the ageing process percentage of post-working age group will increase from 17,4% in 2010 to 29,5% in 2060. At the same time percentage of 15-64 group will decrease from 67% to 56%. Till 2060 the population of all EU countries will be getting older because the average age of the whole population will probably increase (according to EUROSTAT forecasts). Analysis of the demographic tendencies as well as their impact on the EU economy and public finances shows the demand to take up some actions which will keep older people active in the economic sphere longer.

In 2020 "Europe 2020" Strategy was started as the basis of the balanced development in EU. Active ageing is an essential part of the document. Its objective is to ensure intelligent and balanced development which will promote social inclusion alongside with high level of employment, efficiency and social cohesion. The aim of the Strategy is to engage in the labour market 75% of women and men aged between 20 to 64 till 2020. However, European labour force is decreasing due to the demographic changes. This means that less labour force supports the



growing number of dependant people. EU should increase the general employment rate of older employees, which is extremely low now. In 2013 employment rate in EU for people at the age of 15-64 was 64%, for people at the age of 55 to 64 it was 50,2% (the USA – 60.9%, Japan – 66,8%). Although the unemployment level among people aged 55 to 64 is lower (7,3%) than the general rate, while the average rate for people aged 15-64 is 10,3%, it takes older people who lose job more time to find a new one. It is necessary to admit that older employees are usually worse educated than employees of other age groups and they often do not have up-to-date skills which can make their position at the labour market unfavourable.



Endangerement of poverty among people 65+				
UE (18.2%)	PT (20.7%)	MA (26.4%)	BG (48.9%)	PL (17.4%)
People 50+				
BULGARIA				
2016		2060		
31,5 %		63,0 %		
PORTUGAL				
32,1 %		64,9 %		
MALTA				
29,1 %		53,9 %		
POLAND				
23,7 %		64,9 %		
People aged from 65 to 74 professionally active				
UE - 9,5 %	PT - 15,9 %	MA - 5,8 %	BG - 7,2 %	PL - 7,7 %
The elderly people who use the Internet not less than one time per week				
UE – 45 %	PT – 26 %	MA – 36 %	BG – 12 %	PL – 23 %

4. Portugal



“You are getting older from year to year but you can choose how to spend your old age” – this is the motto of the advertising campaign in Portugal which persuades people that old age can be good and positive. Current demographic situation in Portugal, similar to most European countries, is characterized by permanent decreasing and ageing of the population. Retirement age for men and women is 66 years and four months. Senior citizens comprise bigger and bigger group of the society in the developed countries. Percentage of people who stopped being active professionally is constantly growing. Although it does not mean that since retirement older people have not been interested in the surrounding world and changes in it. When professional duties do not limit people they want to take up things which they did not have time to start, they open new interesting spheres of life. Ageing population is a global phenomenon which is especially characteristic for European countries. In Portugal people over 60 comprise about 20,7% of the population. Portugal is one of the not numerous countries where people aged over 50 are highly active. Council of Ministers established the Resolution 76/2016 about active ageing based on independence, participation and dignity. According to the Art. 199 (g) of the Constitution Council of Ministers presented the idea of the academy of “higher universities” as social-educational activities which aim is to create and regularly promote in the society and culture knowledge of people aged older than 50. To achieve this aim Portugal supports institutions of higher education which create possibilities for active and healthy ageing, promote lifelong learning as well as exchange of knowledge. Portugal also organized a campaign which raised money to support work of the institutions for senior citizens. Local authorities and private companies transferred money and land where Universities of the Third Age could be built. It was the biggest financial campaign in Portugal which was promoted by famous people from all over the country. Nowadays a lot of institutions which support activity of older people are working in the country. They are mainly Universities of the Third Age. Beginning of their existence is dated back to 1993. They offer lesson in different branches: sociology, theology,

history, foreign languages and literature. Trips and sports activities are also organized. Special attention is paid to artistic lesson, handcrafts in particular. In Portugal mainly volunteers work in more than 300 institutions of higher education independently of social and European funds. In Portugal senior citizens are educated by the Universities of the Third Age created by RUTIS National Association (Association of the Third Age Universities Network). RUTIS, which was founded in Almeirim in 2005, is an institution of social solidarity and social utility of national and international range which supports community and senior citizens. In Portugal more than 300 universities unite 45000 students and 500 volunteer teachers. Social importance of RUTIS and institutions of higher education was officially recognized by the Resolution of the Council of Ministers (76/2016 from November 29/2016). The main aim of RUTIS is to promote active ageing and support universities considered as “social reaction which objective is to create social, cultural and educational activities which are believed to be the best for people 50+”. RUTIS is a member of several national and international networks and is the only national organization which signed an agreement with the state in order to promote active ageing. The institution consists of General Board, Governing and Fiscal Boards as well as Advisory Board. It cooperates with several organizations which support and develop projects for seniors.

Key partners:

- Ministry of Solidarity, Labour and Social Security, protocol on the development of active ageing and national policy in terms of ageing
- SPRAWY (Cooperativa António Sérgio para el Economia Social), partnership development
- Institution of Social Insurance, financial and technical support
- City Council of Almeirim, financial and logistic support for RUTIS projects
- Montepio Foundation, supports the development of higher education
- PT Foundation supports use of ICT by seniors
- Lidl, “Promotion of the Good” project which at Christmas 2016 provided intensive therapy units in Alentejo with numerous devices to be used in art, music and sport
- Pedagogical School in Bragança and Santarém Higher Institution of Languages and Administration in terms of research and higher education
- Radio SIM which publicizes RUTIS and university projects

RUTIS Vision

Creating new life projects for seniors

RUTIS Mission

Active ageing promotion

Protection and representation of higher education institutions

Encouraging older adults to participate in social life

RUTIS Values

Respect for human beings and their dignity in all circumstances.

Respect the right of not being discriminated due to the origin, sex, language, place of birth, religion, political or ideological beliefs, education, economic or social condition.

In Portugal similarly to many European countries IT lessons for adults 50+ are extremely popular. These people are open and keen on new things. Thanks to new technologies they can contact their family members who often live in different towns or countries. However, it is necessary to remember to choose a proper course adjusted to the age. Older adults need more time to learn. It should be a play and a learning process at the same time because it is difficult to reach senior students. It is caused by their withdrawal and fear of new technologies as well as the fact that they are more introverted. In Portugal there is a special programme called Cyber-Senior which shows all the steps from the beginning.

There are five basic tips which should be used while teaching ICT to a group of adults 50+:

1. Be patient
2. Concentrate on steps one by one. Revise. Discuss everything in sequence
3. Show benefits of things being done and goals which can be achieved
4. Patience is the key
5. Try to find courses which are proper for a particular person

Visit at Academia Senior Avenidas Novas institution in Lisbon

Academia Senior das Avenidas Novas in Lisbon works for seniors. It was founded with the thought of people and for people so that they have a place where they can come and spend their free time. Here adults, who earlier were busy with work or careers, can develop their passions and artistic abilities such as writing, music, theatre or painting. Programme of activities is adjusted to various needs of older Portuguese. 167 people attended the academy in 2018/2019 academic year. Apart from education and personal development this institution provides seniors with psychological assistance ("Psychology 55+), delivery to hospitals, financial support. It also organizes summer camps and lectures about health. Fee for a person is 70 euro but for a couple it is 90 euro.

Fields of education

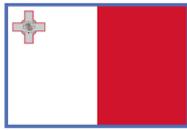
- IT and computers
- gymnastics

- history and music
- museology – guided visits to museums take place once a month
- singing
- theatre – possibility of getting free tickets or discounts
- yoga
- painting
- dance
- foreign languages
- literature

In addition following things are organized:

- meeting with police officers to discuss issues of security and threats
- holiday parties
- carnival
- celebrations and anniversaries
- presentation of books published at the university
- excursions for senior students and teachers

5. Malta



Malta is characterized by high rate of social development and high life satisfaction due to the stable political and economic situation. Nowadays population of this small country is constantly growing because of the migration process. Connected with this changes in the structure of the population are becoming important in terms of economy, society and culture. Their effects are strictly observed by the authorities, including those which develop strategies of education.

Legal frames assuring support to adults 05+ are as following:

- European law preventing discrimination valid in Malta. Legal regulations from 2004 on just treatment in terms of employment (Legal Act 461 from 2004) which forbids any forms of age discrimination
- Legislation on labour and industrial relations. Act XXII from 2002 also forbids discrimination and ensures protection of older workers.
- Legislation from 2006 on social protection which says that people at their retirement age but who are under 65 years old can continue work and still be entitled to retirement benefits.
- Moreover, rights of people 50+ are also protected by legislation on temporary work, ie. Regulation on workers employed half-time, 2002 – L.N. 427 from 2002, changed L.N.140 from 2007, 240 from 2008 and 117 from 2010 as well as regulation on temporary workers, 2011 – L.N. 461 from 2010.
- Legislation on labour and industrial relations (Chapter 452). In May 2014 new National Policy of Employment was published. Currently regulations dealing with older workers are being created which will be used in terms of people older than 50. In Malta retirement age for people born in 1962 and later is 65. For people born earlier retirement age depends on the date of birth.

Solidarity Overseas Service Malta (SOS Malta) is a non-governmental organization which objective is to help people in crisis through support and giving them possibility of developing and change. SOS Malta cooperates with local and international organizations in order to help groups in unfavorable social situation so that they can improve their life quality. Its work is based on 4 main activities: foreign development, social integration,

researches and trainings as well as voluntary work. In frames of these activities SOS Malta has perfect achievements in implementing different projects which involve civil society (Projects like VolServ, Kellimni.com and Side-by-Side). The first and the second ones concentrate on involving volunteers to help to improve social comfort. SOS Malta experience in volunteering and helping especially vulnerable groups to provide changes in their lives, let us clearly see barriers existing for adults 50+. Volunteers help SOS Malta to activate seniors. VolServ is a national volunteering programme which is led by SOS Malta in cooperation with the Ministry of Health. Its objective is to involve volunteers in order to support patients. It also helps unemployed people 50+ to restore trust and positive self-attitude. Unemployed people over 50 can feel lost but when they work as volunteers, they find it easier to see new objectives and directions in life. Volunteering can help older adults to obtain soft interpersonal skills such as communication, group work, stress management, ability of planning and organizing. Thanks to the new life attitude people 50+ stop being afraid of limitations and difficulties at the same time they become more aware of the possibilities and positive features, which can help them to find a new job.

Older adults at the labour market and beyond it. Education. SOS Malta research results

During the project partnering group prepared two different questionnaires and conducted researches among unemployed people aged 50+. Its objective was to define existing employment barriers as well as educational needs of this group of people. Obtained results can be considered as a starting point for strengthening integration of older adults at the labour market. Due to this knowledge it is possible to improve and direct support of people 50+ more effectively. There is a strong need to take up initiatives which would change negative stereotypes and increase willingness of entrepreneurs to employ people 50+. To do this interviews were held to discover negative aspects, barriers and fears of people 50+ employment. 248 people took part in the interview. While answering a question about the reason of summary dismissal, 65% of respondents declared that it was the employer's initiative (staff reduction, dismissal, financial problems). Among personal reasons health problems and family duties were mentioned most often.

Barriers at entering the labour market

Many respondents agree that employers believe that people 50+ are too old to be employed. More than a half think that they were discriminated while looking for a job, in most cases because of their age. Respondents also agree that places of work which were offered did not report their offer or profession. Nevertheless, most of them do not agree with the statement that they are not capable of fulfilling tasks and their skills are insufficient. Great part of the respondents believe that lack of knowledge of a foreign language and inability to operate the computer can prevent them from finding a job. More than 70% claim that they will not change their place of living in order to find job. The majority (55-94%) say that they would be likely to change their profession to find job.

Overcoming barriers

Great majority of people declared that they needed further support to find a new job. Moreover, respondents agree that training is the main form of help they need. The most important needs are definitely foreign languages and IT. Older adults are sure as for their skills and often consider themselves to be as efficient and capable of work as their younger colleagues. However they also think that employers believe them to be too old to get employed that is why they are often discriminated because of their age. In order to overcome these barriers it is compulsory to offer older adults further training and more educational possibilities so that they could become more competitive at the labour market. Among them foreign languages and IT are the most important but the offer should also include vocational /technical courses as some respondents claim that they are ready to change their profession in order to find job.

Employers opinions about older employees

A questionnaire was carried out among employers in order to understand their opinion about people over the age of 50 at the labour market. 199 employers completed the questionnaire.

- about 90% of respondents claimed that they employed adults over the age of 50 who comprised an average of 25% of the total number of employees. Employment contracts included full-time and part-time ones. About 66% of the respondents provided people over the age of 50% with flexible conditions of work (flexible working hours, part-time work, shorter working hours)
- the most frequently mentioned positive aspects of people 50+ employment include experience, proper skills and knowledge, stable life situation (dwelling, no need to take care of children). According to the research results employers consider older adults to be more mature, reliable and committed.

Negative aspects of adults at the age 50+ employment

- often sick leaves, weak computer skills, problems with new technologies, less flexibility (e.g. in terms of overtime work), health condition.

Barriers of employment

- unwillingness to change, low flexibility and creativity
- necessity to adopt to the new environment / methods of work demanding use of new technologies

Good practices

VolCare is a project which was started by "Care Malta", one of the first private services taking care of older people, in cooperation with "SOS Malta". The main objective of VolCare is to organize and strengthen

volunteering through the involvement of citizens including unemployed ones in order to support people at Care Malta units. This project is beneficial for volunteers, many of them are unemployed at the age of over 50. Offered trainings help them to obtain new skills such as communication skills, protectiveness, leadership. Employers often pay attention to these particular soft skills. Volunteering can also help them to restore self-confidence and self-esteem. Moreover, doing noble things can help people 50+ to return to the labour market because they will feel more confident about their skills and will not be afraid of limitations and difficulties. Through volunteering unemployed gain experience, learn how to work in a group, deal with stressful situations, develop soft skills, which according to some employers are essential for returning to the labour market.

Problems50+:

- job loss, difficulties in finding a new one, most unemployed people have remained without work for a year or more
- lack of knowledge of new technologies – difficulties in keeping up with new technologies
- depression
- work under pressure
- lack of soft skills
- generation gap.

Principles of teaching adults, 50+ including:

- volunteering
- practice
- motivation
- inner decision to take up extra training
- needs and demands of people

Visit at “Lifelong Learning Centre” institution in Malta

This institution promotes good practices of lifelong learning and its leading motto is that learning should be a way through the whole life for everyone. At “Lifelong Learning Centre” there are a lot of courses which allow to choose among them those which can meet interests and demands of people in the most efficient way. Current offer includes:

- language courses (Arabic, Chinese, English, French, German, Greek, Italian, Japanese, Maltese, Russian, Spanish Turkish)
- trainings which can improve career perspectives (e.g. accounting, automation, biology, chemistry, furniture manufacturing, service of clients, ECDL, electric installation, history, human resources management, interior design, JAVA programming, dressmaking, marketing, mathematics, watchmaking, metallurgy, philosophy, editing of photos, physics, psychology, sociology, carpentering)

- courses in terms of healthy lifestyle (cooking and eating, health, good self-comfort, happy ageing, strengthening and developing skills of leadership)
- creative expression (e.g. photography, decorating cakes, techniques of decoration, knitting, embroidering, floristry)

Most of the courses start at the beginning of October and finish at the end of May, they usually last for 32 weeks. Short courses last up to 14 weeks. Schedule includes holiday breaks.

6. Bulgaria



Current demographic situation in Bulgaria is characterized by constant decrease of population and its ageing. In Bulgaria there are 2mln 200 hundred pensioners, 40% of senior people are lonely, 100 hundred people die because of negligence and lack of care. Young people emigrate from Bulgaria. They support foreign markets and this way they leave older generation without care. Bulgaria is the poorest country of the European Union. People aged over 50 are not professionally active here. Older people are discriminated as they are considered to be worse employees. For future employers it does not matter if someone is a professional or experienced worker only young age and life energy matter. Dominating trend implies that people who reach their retirement age should leave work so that young people can take their place. There are no solutions which could motivate older people to remain at the labour market. Unemployment is the most apparent in the rural areas. Country dwellers do not have a career path. Moreover, there are not many production companies in the country. When a company stops working, people at the age of 40+, 50+ lose their job and they do not have an opportunity to find a new one. Teachers are the only professional group who continue work till the age of 65. According to the questionnaire conducted by the University of the Third Age, 80% of older adults are eager to take up manual or intellectual work. Unfortunately the Government of Bulgaria is not interested in older people and do not start any initiatives in this direction. A pensioner gets 107 euro per month. About 800 thousand of pension benefits are paid. In Bulgaria trainings and courses for older people are mainly paid ones. Pensioners due to the low benefits cannot afford to pay for the participation in them.

Retirement age:

- 64 years and one month for men
- 61 years and two months for women

Retirement age while working in harmful conditions

- 38 years and 8 months for men
- 35 years and 6 months for women

Retirement age for privileged groups (army, police) is 20 years of work. Every year government makes retirement age longer: two months for women and one month for men. Social support is the same for all age groups.

Institutions supporting people 50+

National Agency of Employment is one of the institutions which manages to reduce unemployment. It deals with labour market for the Bulgarians and foreigners. A claimant after signing in gets a job offer and cannot reject it. Re-skilling courses (I can / I can too) are another way of help implementing by the Agency. There are also subsidies for the employers who hire people 50+ (period of 6-12 months). They get 400 levas for a person with secondary education and 450 leva for a person with higher education.

Problems of people 50+

- job loss, difficulties in finding a new one
- lack of knowledge of foreign languages
- depression
- work under pressure
- generation gap

Principles of teaching adults, people 50+ including

- volunteering
- practices
- motivation
- inner decision to take up extra training
- needs and demands of people
- participation in events

Methods of adults 50+ teaching

- programmes financed by the Employment Agency
- professional trainings financed by the European Social Fund
- interactive methods: quizzes, discussions, feasibility study, case study, active summarizing, questions and answers
- courses based on new technologies: computer text, CD ROM, DVD (disc containing knowledge), multimedia (clips, 3D animations stimulating imagination).

Meeting with the founder and representative of the Third Age University Board – Gancho Popov

In Bulgaria there is only one University of the Third Age but it does not have its permanent headquarter. Venues for events are being looked for on a daily basis. This is one of the biggest problem of the organization. Financial

funds are another problem. In spite of sending letters to the authorities, businessmen and bankers, they cannot manage to gather funds as they are often rejected. Places for courses / conferences / meetings are mainly offered by non-governmental organizations, which support this initiative without fees. The only non-governmental organization which offers permanent help through sharing halls where meetings can take place is "America for Bulgaria" Foundation. Meetings, in which 200-300 people participate, are on average organized once a month. They are held by older lecturers from different universities. There are no volunteers eager to teach older people with no charge.

As a form of promotion information about the University projects is published in 7 newspapers in 500 copies. The Day of the University is celebrated on December 8th.

Worked out by the partnering institutions mechanisms of adults 50+ activation are valuable experience for KSWP. They give an opportunity to look at this group more openly and sincerely. They also show that older people need to be taught how to use information technologies, which counteracts digital exclusion. Creating propositions adjusted to older people is undeniably a great challenge for our organization. Rules of just treatment regardless of age should be introduced. Mobilities for educational purposes allow us to work out together beyond national solutions in terms of education, to work for tightening the transnational cooperation between the organizations. The project promotes the idea of the necessity of lifelong learning, learning of foreign languages and setting up international partnerships for education.



Training institutions thanks to which the
„COMPENDIUM OF KNOWLEDGE ABOUT ACTIVATION OF PEOPLE AGED 50+”



A Portuguese company based in Lisbon with offices in Funchal, Castelo Branco, Madrid, Barcelona and Luanda. As part of its operations, C4G provides Consultancy and Training.



Motivated Learning for Everyone is an institution that focuses on professional development and training for employees in all education and training sectors.



Training to Malta is a non-profit association based in St Julians, focusing on all types of training, including English language training. Offers internships in all academic, professional, industrial and production areas. The company's activities are supported by the active participation of international organization networks.



IH Malta was founded in 2001. The institution offers different types of programs and classes to help everyone find a type of class, organize free time and accommodation to suit their needs, interests and lifestyle.