
Directory of a selection of websites

This directory is intended to provide resources and materials to volunteers offering language support to refugees.

IMPORTANT NOTE: The websites described below do not necessarily reflect the Council of Europe's policy or position. In particular, the Council of Europe takes no responsibility for their content and this selection is solely offered as additional resources.

1. Creative English Alliance
2. Excellence Gateway
3. English My Way
4. British Council – ESOL Nexus
5. BBC Skillswise
6. ESOL Scotland
7. Free English Courses
8. One Stop English
9. National Adult Literacy Agency ESOL
10. Living in Ireland
11. Refugee Phrasebook
12. New in Stockholm
13. Tema Modersmål / Tema Morsmål
14. European Resettlement Network
15. Online Course in Basic Finnish

1. Creative English Alliance

| Categories | Description |
|---|---|
| 1. Website (url) | http://www.creative-english.org.uk/ |
| 2. Title | Creative English Alliance |
| 3. Author/ institution | Creative English Alliance – Stand-alone website but links provided to parent organisation: FaithAction: http://www.faithaction.net/ |
| 4. Information about the website | A drama-based method to teach English to those with very little or no language skill. Sessions delivered by volunteer tutors using scenarios inspired by real life. Learners all have extensive skills in their L1 and perhaps other languages. |
| 5. Content | Information about CE, information on setting up a CE hub, feedback from case studies (learner testimonies) media, academia, interactive map for location of classes. |
| 6. Target audience | Adult migrants who are 'hard to reach' with a focus on female learners. Volunteers. |
| 7. Available in | English |
| 8. What does it offer in the area of language/intercultural support | Basic English conversation classes delivered by volunteers, often in the context of local faith-based communities fostering intercultural support and understanding. |
| 9. How is the website (organisation) funded? | Originally funded by the Department for Communities and Local Government (DCLG). Administered by FaithAction. Operates a 'licence'-based system to create new groups. |
| 10. Examples of good practice | Video: 'See it in action' – describes course development and learners give feedback. |
| 11. Guidance / support relating to both L1 and L2 | <ul style="list-style-type: none"> • English language support using drama-based approach focused on scenarios from everyday life. • Offers 'family learning' sessions with emphasis on English language learning only. |
| 12. Ease of use | Well organised website – a resource section is provided for registered members |
| 13. For whom it is useful? | Useful for volunteers. |

2. Excellence Gateway

| Categories | Description |
|---|---|
| 1. Website (url) | http://www.excellencegateway.org.uk/ |
| 2. Title | Excellence Gateway |
| 3. Author/ institution | The Education and Training Foundation (ETF) Stand-alone website with links to ETF's main website: http://www.et-foundation.co.uk/ |
| 4. Information about the website | Extensive range of resources for people working in the wider learning and skills sector in England – includes ESOL. Established in 2013, owned by the Further Education and training sector, supported by UK government. Works with teachers, trainers, leaders and employers. ' |
| 5. Content | Website covers a wide range of further/adult education subject areas and provides over 300 resources for ESOL. Search/browse/discover features to locate resources, then register and store these using the 'My Collection' function. |
| 6. Target audience | Teachers, trainers, managers, curriculum developers, employers who must respond to the needs of adult ESOL learners. |
| 7. Available in | English |
| 8. What does it offer in the area of language/intercultural support | Resources for ESOL teaching/training etc., highlighting aspects of citizenship and the recognition of learners' social, cultural and educational backgrounds. |
| 9. How is the website (organisation) funded? | Funded by grant from the Department of Business, Innovation and Skills (BIS) plus commercial income. |
| 10. Examples of good practice | 311 downloadable ESOL resources including toolkit: ESOL starter kit and interactive/video resources. |
| 11. Guidance / support relating to both L1 and L2 | Resources for ESOL support for those working with adult learners – course planning, ESOL for work, guidance for teachers, ESOL and ICT, teaching and learning resources curriculum). Aimed at further education i.e. learners from 16+ years |
| 12. Ease of use. | Good links to resources but not all links are current |
| 13. For whom it is useful? | ESOL teachers and providers of ESOL services in further education and the workplace. |

3. English My Way

| Categories | Description |
|---|---|
| 1. Website (url) | http://www.englishmyway.co.uk/ |
| 2. Title | English My Way |
| 3. Author/ institution | English My Way - Stand-alone website (affiliated with BBC Learning and British Council programmes) |
| 4. Information about the website | A resource for tutors who support and teach adults with very low level English language proficiency. Provides free teaching resources and tools to manage classes. Course comprises a 24 week blended learning programme. The syllabus is flexible and blended (mix of tutor-led, online and volunteer group activity). |
| 5. Content | Information about the service. A sample of resources provided but registration is required for full access. Materials include lesson plans and resources for including multimedia and audio content, marketing materials to support recruitment of learners, training webinars and videos. Includes 'Learning Circles' designed by the BBC outside the main English My Way Programme for learners to 'take the role of group leader and help your family and friends learn English'. Training materials and resources (audio-visual, flashcards, session plan) are freely available. |
| 6. Target audience | Adult migrant learners seeking basic ESOL instruction, volunteer tutors, local organisations willing to act as on-line centres |
| 7. Available in | English. Some advertising material available in other languages. |
| 8. What does it offer in the area of language/intercultural support | Programme of blended ESOL learning for very early stage English language learners. |
| 9. How is the website (organisation) funded? | Department for Communities and Local Government's English language competition. Website available until 2019. |
| 10. Examples of good practice | A range of downloadable resources, teaching/training resources for tutors (including introductory CPD presentations on key issues), learning resources for 'learner circle' leaders e.g. videos, flashcards, activity ideas. |
| 11. Guidance / support relating to both L1 and L2 | <ul style="list-style-type: none"> • Focus is on ESOL • Support for the delivery of blended learning ESOL courses. |
| 12. Ease of use | Generally clear and easy to use. Only a sample of downloadable resources is available to non-registered users. |
| 13. For whom it is useful? | Useful for learners at an early stage of English language proficiency and for registered tutors. |

4. British Council – ESOL Nexus

| Categories | Description |
|---|---|
| 1. Website (url) | http://esol.britishcouncil.org/ |
| 2. Title | British Council – ESOL Nexus |
| 3. Author/ institution | The British Council - ESOL Nexus is part of the British Council website, see: https://www.britishcouncil.org/ |
| 4. Information about the website | Free website with videos, listening activities, texts and grammar exercises for ESOL learners designed to meet UK language requirements for residency and citizenship. |
| 5. Content | Sections for learners, teachers, also a research and policy link. Theme-based learning and teaching resources. The learners' section provides activities arranged by language skills and competences. Teachers' section provides lesson plans and CPD modules. A wide selection of audio-visual resources and activities for each topic. |
| 6. Target audience | Adult migrants, refugees and asylum seekers, ESOL practitioners – teachers, researchers, policy-makers. |
| 7. Available in | English |
| 8. What does it offer in the area of language/intercultural support | English language support with many topics having an intercultural dimension. Includes useful audio-visual resources/activities for ESOL learning (up to CEFR B1). Activities for speaking, writing, listening, reading, pronunciation, numeracy, grammar and vocabulary. |
| 9. How is the website (organisation) funded? | Produced and funded by the British Council https://www.britishcouncil.org/organisation/transparency/funding |
| 10. Examples of good practice | Many teaching/learning resources provided. |
| 11. Guidance / support relating to both L1 and L2 | <ul style="list-style-type: none"> • Focus is on ESOL • For adult migrants - learners' section Learning • The British Council's Learn English Kids website offers resources for children learning English. |
| 12. Ease of use | Well organised and easily navigated website with plenty of downloadable resources |
| 13. For whom it is useful? | Useful for ESOL practitioners and learners, particularly in the UK. |

5. BBC Skillswise

| Categories | Description |
|---|--|
| 1. Website (url) | http://www.bbc.co.uk/skillswise/ |
| 2. Title | Skillswise |
| 3. Author/ institution | BBC (Stand-alone but part of BBC range of websites) |
| 4. Information about the website | A BBC website to help adults improve their abilities in English and Maths. Includes grammar, spelling, reading, writing and vocabulary. This website is not specifically for non-English speakers. |
| 5. Target audience | Adult learners (not specifically non-English speakers) who need to improve their basic skills. |
| 6. Available in | English |
| 7. What does it offer in the area of language/intercultural support | Offers activities as well as games for working with English text and using basic Maths. Exercises also provided in English and Maths for the workplace. Short books provided for reading practice. |
| 8. Examples of good practice | Motivating and fun activities which encourage the learner to move from one to the next. |
| 9. Guidance / support relating to both L1 and L2 | Support for adult English-language learners who are capable of self-access learning |
| 10. Ease of use | Easy to access links to resources |
| 11. For whom it is useful? | Useful for adult migrants/refugees who have achieved some proficiency in English and wish to practise their language and maths skills in preparation for accessing the workplace. |

6. ESOL Scotland

| Categories | Description |
|---|---|
| 1. Website (url) | http://www.esolscotland.com/ |
| 2. Title | ESOL Scotland |
| 3. Author/ institution | The Scottish Government (Stand-alone website managed by Education Scotland) |
| 4. Information about the website | Managed by Education Scotland and based on ESOL strategy for Scotland developed in 2007 and revised for 2015-2020. Guiding principles based on inclusion, diversity, quality, achievement and progression. The focus is on ESOL as a tool for empowerment and on professional and workforce development. |
| 5. Content | Includes information about courses, a curriculum framework for adult ESOL provision, professional development and a databank of downloadable teaching/learning resources. The resources include an assessment kit, videos, examples of good practice and a 'Welcome Package' with information about life in Scotland, housing, education, health, money, law and work. |
| 6. Target audience | Adult learners (migrants, refugees etc.) |
| 7. Available in | English |
| 8. What does it offer in the area of language/intercultural support | Focus on ESOL but intercultural support to newly arrived migrants/refugees is apparent in resources e.g. the 'Welcome Package'. |
| 9. Examples of good practice | Strategy downloads 2007. Resources available on original website, including those created and shared by practitioners through the databank as well as short reports on good practice initiatives offered by providers whose projects received awards. |
| 10. Guidance / support relating to both L1 and L2 | <ul style="list-style-type: none"> • Focus is on ESOL provision. • Original website offers learners direction for finding ESOL providers in their area. Resources such as the 'Welcome Package' could be used directly by learners. Resources of use to teachers providing ESOL provision in Scotland. Teachers can create and share useful learning activities (teaching resources are labelled according to the skills focus and proficiency level – using the SCQF levels). • Website focuses on English language support for adults, the new ESOL strategy mentions the role of family learning and enabling parents to engage with their children's learning at school. |
| 11. Ease of use | Navigate, with many downloadable resources although some audio-visual resources may be difficult to open (pending updates) |
| 12. For whom it is useful? | Useful for ESOL learners, teachers, ESOL service providers, curriculum and resource developers in Scotland. Website is due to be updated and developed further in the future. |

7. Free English Courses

| Categories | Description |
|---|---|
| 1. Website (url) | http://www.esolcourses.com/ |
| 2. Title | ESOL Courses Free English Lessons Online |
| 3. Author/ institution | Privately owned company |
| 4. Information about the website | Website is created by the owners who hold copyright for all the materials contained in it. Permission granted for the use of materials free of charge by learners or teachers/volunteers for non-commercial purposes. Terms and conditions of use of the website are clearly presented. |
| 5. Content | Provides a range of learning materials and activities for adult ESOL learners which are organised by broad proficiency level, skills and topics. The activities are based on many relevant topics such as job descriptions, safety at work, preparation for citizenship, polite expressions, weather, daily routines, football etc. |
| 6. Target audience | Adult learners (migrants, refugees etc.) and teachers or volunteers working with adult learners. |
| 7. Available in | English |
| 8. What does it offer in the area of language/intercultural support | Focus is on ESOL but intercultural support is inherent in activities for preparation for citizenship. |
| 9. Examples of good practice | Good integration of language learning activities and preparation for citizenship through 'Life in the UK'. |
| 10. Guidance / support relating to both L1 and L2 | <ul style="list-style-type: none"> • Focus is on ESOL provision. • Activities are for initial and long-term learning English as an adult migrant/refugee.. |
| 11. Ease of use | Easy to navigate with materials organised by proficiency level. |
| 12. For whom it is useful? | Useful for ESOL learners as a self-access method or teachers/volunteers providing English language support. |

8. One Stop English

| Categories | Description |
|---|--|
| 1. Website (url) | http://www.onestopenglish.com/ |
| 2. Title | One Stop English |
| 3. Author/ institution | Macmillan Education |
| 4. Information about the website | A teacher resource site, part of Macmillan Education, one of the world's leading publishers of English language teaching materials. |
| 5. Content | A full and comprehensive website which includes a range of lesson plans and printable resources. A section of 10 units of basic survival English is specifically for use with absolute beginners. The second part is currently being published. There are tips for the use of IT in the class as well as general tips and Q and A. |
| 6. Target audience | Adult ESOL learners and teachers. |
| 7. Available in | English |
| 8. What does it offer in the area of language/intercultural support | Some information provided on cultural differences in education. |
| 9. How is the website (organisation) funded? | Part of Macmillan Publishing |
| 10. Examples of good practice | Content of the lesson plans for absolute beginners is very relevant and it focuses on the immediate language needs of a migrant/refugee. |
| 11. Guidance / support relating to both L1 and L2 | Provides support for learning the language of the receiving country (English) with a specific focus on absolute beginner |
| 12. Ease of use | Very easy to navigate. Well-designed website. Audio files are included. |
| 13. For whom it is useful? | Very useful for ESOL teacher/volunteer teacher. Good advice and explanations of the challenges of ESOL. Downloadable lesson plans. |

9. National Adult Literacy Agency ESOL

| Categories | Description |
|---|---|
| 1. Website (url) | https://www.nala.ie/tutors/esol |
| 2. Title | NALA ESOL |
| 3. Author/ institution | National Adult Literacy Agency (NALA) Ireland (Part of the overall NALA website – see: https://www.nala.ie/) |
| 4. Information about the website | NALA's focus is on adult literacy in general, not specifically on ESOL (English for Speakers of Other Languages). However this webpage provides information/resources for teaching ESOL to learners who are new to English and who also have literacy difficulties. <u>Note:</u> Due to their publication date (over a decade ago) some of the content and links in the resources are out-of-date and no longer valid (e.g. links on the NALA ESOL page). |
| 5. Content | Webpage distinguishes between 'ESOL literacy' and 'ESOL language' classes. 'There are three relevant downloadable resources available which can be accessed as PDFs via online search engines. <ul style="list-style-type: none"> • The Big Picture 1 - materials and resources for ESOL tutors (2005). • The Big Picture 2 - materials and resources for ESOL tutors (2005). • Paving the way - materials and resources for ESOL tutors (2005). |
| 6. Target audience | Volunteer adult literacy tutors who may be teaching ESOL students |
| 7. Available in | English |
| 8. What does it offer in the area of language/intercultural support | Some resources for basic level ESOL support, also offer intercultural support such as dealing with life in Ireland, Irish culture, including cultural comparisons. |
| 9. How is the website funded? | Grant from the Department of Education and Skills. |
| 10. Examples of good practice | Resource packs contain activities which are still valid and culturally relevant to ESOL learners in the Irish context, particularly for those with literacy difficulties. Some good practice tips from NALA conferences and events e.g.: https://www.nala.ie/news/nala-esol-conference-video-highlights |
| 11. Guidance / support relating to both L1 and L2 | <ul style="list-style-type: none"> • Focus is on English language support. • Resource material and some of the training advice is relevant to the needs of ESOL learners who may have general literacy issues and/or who may be very new to English. • Focus on the needs of adult learners |
| 12. Ease of use | The resources, previously ordered online from NALA, can be downloaded off-site in PDF form only |
| 13. For whom it is useful? | The webpage is still of use to volunteer tutors teaching adult migrants or refugees who are learning ESOL but also have literacy issues. |

10. Living in Ireland

| Categories | Description |
|---|---|
| 1. Website (url) | http://www.livinginireland.ie/en/work/working_in_ireland/ |
| 2. Title | Living in Ireland |
| 3. Author/ institution | Crosscare – part of Crosscare Migrant Project (http://www.migrantproject.ie/) |
| 4. Information about the website | An easy-to-use, multi-purpose resource created by Crosscare Migrant Project providing general information on rights in five languages as well as exploring culture, language, history, society and participation in Ireland. Provides multilingual information on the key themes of living in Ireland. |
| 5. Content | 'Living In Ireland' sections cover: work, housing, health, education, welfare, community, society. Includes detailed information on all levels of the Irish education system and on accessing English language classes. |
| 6. Target audience | Information aimed at adult immigrants (refugees, asylum seekers, other migrants). The 'education' section and 'family' part of the community section are useful for parents. |
| 7. Available in | English, Portuguese, Chinese, Russian, Arabic |
| 8. What does it offer in the area of language/intercultural support | Support with learning English and a little Irish, also multilingual information in immigrant languages about public services and Irish society. |
| 9. How is the website (organisation) funded? | 'Crosscare Migrant Project is a non-government information and advocacy project of Crosscare, the Social Care Agency of the Dublin Archdiocese' (Catholic Church). Co-financed by the European Commission under the European Integration Fund and is supported by the Office for the Promotion of Migrant Integration in the Department of Justice and Equality and Pobal. |
| 10. Examples of good practice | Introductory videos on Living in Ireland available in the five languages offered on the website – see: http://www.livinginireland.ie/en/ General information provided in introductory guides about Irish life and society is very clear with many useful resources (e.g. visual guide to road-signs etc.) |
| 11. Guidance / support relating to both L1 and L2 | <ul style="list-style-type: none"> • Translated versions of the website are available in several widely-spoken languages. • Some useful written/audio resources for language learning e.g. sample English dialogues, Irish place-names, common everyday Hiberno-English words and phrases. |
| 12. Ease of use | Very clear, easy to use and attractive website. |
| 13. For whom it is useful? | Useful for adult migrants, especially speakers of the languages available in the multilingual version. Language learning examples in English and Irish are useful, as well as information about Irish life and education. |

11. Refugee Phrasebook

| Categories | Description |
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| 14. Website (url) | http://www.refugeephrasebook.de/project/ |
| 15. Title | Refugee Phrasebook |
| 16. Author/ institution | 'Refugee Phrasebook' voluntary support group (Berlin/international) |
| 17. Information about the website | <p>Co-ordinated by the Berlin-based support group, 'Refugee Phrasebook' is widely used by volunteers working with refugees currently arriving in Europe. A multilingual tool that provides basic useful vocabulary related to the most common immediate needs.</p> <p>The phrasebook assembles important phrases from various fields and encourages designers and experts in the field to improve on the material.</p> <p>Currently available in 28 languages, it comprises Refugee phrasebook – general orientation/multipurpose, Medical phrasebook – for refugees to express health concerns, Juridical phrasebook.</p> <p>Content is free of charge (Creative Commons Licence) PDF printable or available as wiki.</p> <p><u>Note:</u> This is a work in progress – the website invites native speakers to check any linguistic errors and correct them.</p> |
| 18. Content | <p>Website includes information about the project and acknowledgment of contributors.</p> <p>'Create, Print and Distribute' section invites people to use these resources to support refugees in camps/new arrivals and to share them with local refugee initiatives. Native speakers of languages covered are invited to check, correct and translate any items not translated. Native speakers of languages not already covered are invited to contribute new translations.</p> <p>There are online versions of the three main phrasebooks (can be edited). A link is provided to printable versions of the texts for different regions/ranges of languages: https://en.wikibooks.org/wiki/Refugee_Phrasebook Technical advice is also offered regarding non-Roman script etc. and there is an interactive app (about 1100 useful phrases in 30 languages) see: http://appsforrefugees.com/category/topics/language/</p> |
| 19. Target audience | Volunteers in refugee camps and reception centres/places of arrival, refugees making their way to/through Europe. |
| 20. Available in | Phrasebooks are available in at least 28 languages. |
| 21. What does it offer in the area of language/intercultural support | A translation resource giving words and phrases that are likely to be used in the context of refugees' journeys/arrival in their countries of destination. |
| 22. How is the website funded? | Seeks donations from the public via the website. |

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| 23. Examples of good practice | The 'Refugee Phrasebook' is a very useful resource for volunteers and refugees seeking to communicate despite language barriers. The range of languages covered reflects those spoken by refugees and in the regions they pass through/arrive in. The short printable general version of the Phrasebook is a particularly useful resource. |
| 24. Guidance / support relating to both L1 and L2 | The Refugee Phrasebook has been put to widespread use, particularly with refugees passing along the Balkan route to EU countries and Germany. Its purpose is to enable basic communication, the words, phrases and languages represented are reflective of the linguistic background and immediate needs of refugees. Printable short versions of the Refugee Phrasebook (mostly general topics) are available for the following regions Austria, Germany, Switzerland, Sweden, Balkans (Bosnia/Croatia/Serbia, Hungary, Macedonia, Slovenia), Greece/Balkans, Italy and Netherlands, Belgium.. |
| 25. Ease of use | The online version is slow to load and manipulate but appears to be designed for people who want to add to/edit the resource, rather than quickly consult it – the interactive app would be a better option in the latter case. The printable versions are easy to download and use. |
| 26. For whom it is useful? | Very useful resource for volunteers working with refugees in camps or reception centres/in the early stages of resettlement. |

12. New in Stockholm

| Categories | Description |
|---|---|
| 1. Website (url) | http://nyistockholm.se/engelska/undersida-till-engelska/ |
| 2. Title | New in Stockholm / Ny i Stockholm |
| 3. Author/ institution | Centre for Introduction to Swedish Society in Stockholm County (standalone website) |
| 4. Information about the website | Website is addressed to those who have recently arrived in Sweden and live in Stockholm County. The information is also helpful for newly-arrived residents throughout Sweden. It offers information on introductory courses to Swedish society; how to prepare for a job, how to find housing, education and provides advice and information on upcoming activities in Stockholm County. |
| 5. Content | Sections include information about the Centre for Introduction to Swedish Society, how Swedish society works, housing and financial assistance, family life, employment, support and maintenance, education, health care, democracy and governance, aging in Sweden, videos about seeking asylum in Sweden. There is information about a Social Orientation Course for people who have arrived in Stockholm which is delivered in own language by a tutor or interpreter. Links are also offered to Language Cafés, and resources such as the 'About Sweden' book which is available to download in Swedish and 10 other languages: http://www.informationsverige.se/Engelska/Samhalle/Pages/Boken-Om-Sverige-p%C3%A5-flera-spr%C3%A5k.aspx |
| 6. Target audience | Adult migrants/refugees and their families – multilingual information provided and guidance about services, how to access orientation courses etc. |
| 7. Available in | Arabic, English, Persian, Swedish, Somali and Tigrinja |
| 8. What does it offer in the area of language/intercultural support | Information about Swedish society, accessing services, employment and educational opportunities, information on native language courses for orientation purposes and Swedish language learning. |
| 9. How is the website funded? | Local authorities in Stockholm. |
| 10. Examples of good practice | Video explaining the Social Orientation course Link to a video on the Swedish school system (in English): The Swedish School for recently arrived pupils https://www.youtube.com/watch?v=li3VgkJpDVU providing information about extra support for pupils and interpretation for parents. |

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| <p>11. Guidance / support relating to both L1 and L2</p> | <ul style="list-style-type: none"> • Information and courses available through migrants' native languages. Multilingual website with links to further multilingual resources provided. • Adults registered in a municipality of Stockholm who lack basic knowledge of Swedish are entitled to attend a Swedish for Immigrants (SFI) programme'. • Education section notes that native language instruction is available to children and young people who speak a language other than Swedish at home. |
| <p>12. Ease of use</p> | <p>Easy to use, with good multilingual access to website and associated resources.</p> |
| <p>13. For whom it is useful?</p> | <p>Very useful for migrants/refugees arriving in Stockholm, particularly for speakers of the languages of the website. Clear and well-structured introduction to life in Sweden and information about important services. This initiative features on European Web Site on Integration: https://ec.europa.eu/migrant-integration/home</p> <p>For details of the SFI programme see: http://www.stockholm.se/ForskolaSkola/Svenskundervisning-for-invandrare-sfi/Swedish-for-immigrants-/</p> |

13. Tema Modersmål / Tema Morsmål

| Categories | Description |
|---|---|
| 1. Website (url) | http://modersmal.skolverket.se/sites/svenska/ http://morsmal.no/ |
| 2. Title | Tema Modersmål (Sweden) / Tema Morsmål (Norway) |
| 3. Author/ institution | Skolverket, the Swedish National Agency for Education and The National Centre for Multicultural Education, Norway. Website (two national versions) jointly hosted by Swedish and Norwegian educational services. |
| 4. Information about the website | Website run by Skolverket, the Swedish National Agency for Education. The National Centre for Multicultural Education (NAFO, Nasjonalt senter for flerkulturell opplæring), Oslo, provides training for teachers working with minority children and advises educational practitioners and institutions on this issue. The full website is available in both Norwegian and Swedish versions. The Norwegian version website is available in 13 other languages. The Swedish website is available in 35 other languages (including English). Background to the Swedish website (English version) is to provide information and stimulate discussion on Mother Tongue support and study guidance provided in students' mother tongue. |
| 5. Content | Content varies across different language versions providing items of relevance to speakers of different languages. English version of Swedish website includes information about the website and about mother tongue education in Sweden, see: http://modersmal.skolverket.se/engelska/index.php/om-modersmal Sections and links to resources for Pre-school, Lower and upper primary school, Secondary school, Tutoring assistance providing information regarding mother tongue tutoring of children from migrant/refugee backgrounds, educational materials and featured articles/ resources – including a downloadable curriculum in English, links to educational apps, news in English for the classroom. |
| 6. Target audience | People working in child care and school education, particularly those with an interest in mother tongue education (likely to include migrant adults). |
| 7. Available in | Site content may differ as appropriate to specific migrant communities – is available in a wide range of languages. There are 35 language versions for the Swedish education system. |
| 8. What does it offer in the area of language/intercultural support | Information and resources in a wide range of children's home languages, support for educators involved in mother tongue education. |

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| 9. How is the website (organisation) funded? | Swedish website run by: the Swedish National Agency for Education. |
| 10. Examples of good practice | Advice on the importance of mother tongue education. Resources appropriate to the needs of different linguistic/cultural communities. |
| 11. Guidance / support relating to both L1 and L2 | <ul style="list-style-type: none"> • Multilingual website with material provided in a wide range of home languages – content and extent of information varies among the different language versions. • Emphasis is on educators and their role in providing mother tongue education to children from migrant communities. • Guidance and resources for mother tongue education provided across many different languages – reflective of the linguistic diversity of Sweden (in the case of the version of the website designed for the Swedish education system). |
| 12. Ease of use | Clear and easy to use, useful links and downloads. There are some technical issues. |
| 13. For whom it is useful? | Innovative concept. The website for the Swedish education system is rich in multilingual guidance and resources for home language support in education. |

14. European Resettlement Network

| Categories | Description |
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| 1. Website (url) | http://www.resettlement.eu/page/who-we-are |
| 2. Title | European Resettlement Network |
| 3. Author/ institution | European Resettlement Network (ERN) |
| 4. Information about the website | <p>The European Resettlement Network supports the development of resettlement in Europe by connecting a variety of actors involved in refugee resettlement. Network members are organisations and individuals working in resettlement and integration policy and practice, at different levels and in a variety of sectors including those from national, regional, local government, international organisations, civil society, volunteers, academics and others.' Co-ordinated by IOM, UNHCR and ICMC (International Catholic Migration Commission). Focus is on 'resettlement programme' refugees.</p> <p><u>Note:</u> some material is valid only as far as its publication date (e.g. information which relates to evolving situations).</p> |
| 5. Content | Information about ERN with content sections including understanding resettlement with examples of refugee situations e.g. from DRC, Afghanistan, Syria; written/video personal stories told by refugees, SHARE project 2012 includes partners and associate partners in European cities and regions, international organisations, networks and civil society organisations in 15 European countries: Austria, Belgium, the Czech Republic, Finland, France, Germany, Hungary, Ireland, the Netherlands, Poland, Portugal, Romania, Spain, Sweden and the UK.' |
| 6. Target audience | Targets a wide audience including those working in a professional/voluntary capacity with refugees, local community groups, researchers and policy makers and recognises the role of volunteers with personal experience of resettlement. |
| 7. Available in | Website in English but some ERN resources e.g. terminology and a summary of the SHARE project are available in multilingual versions (8+ European languages) |
| 8. What does it offer in the area of language/intercultural support | Offers examples and resources for promoting integration/providing intercultural support, particularly through the SHARE project. |
| 9. How is the website (organisation) funded? | SHARE project co-financed by the European Commission. Website is partially funded by the EC under the European Refugee Fund 2010. |

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| 10. Examples of good practice | <p>Useful explanatory materials – SHARE project section includes video resource page that highlights good practice and positive experiences of refugees in cities across Europe, examples of communities working together with refugees – see ‘SHARE Voices from The City’: http://www.resettlement.eu/page/share-voices-city-video-audio-series</p> <p>Webinars and other useful resources are also available e.g.: ‘Volunteering for Refugee Integration’ - a SHARE Network Toolkit Publication – offers support with mentoring, welcomes volunteers from a refugee background. Searchable but limited collection of ‘good practice’ links and resource library.</p> <p>Comprehensive resource by ICMC Europe - ‘Welcome to Europe!’ (2013) – particularly useful country overviews.</p> |
| 11. Guidance / support relating to both L1 and L2 | <ul style="list-style-type: none"> • Website not focused on language-related issues • For each country covered, information regarding access to education, particularly opportunities to learn the language of the receiving country. Some best practice highlighted e.g. the ‘Swedish for Immigrants’ (SFI) programme. Also includes a webpage with links to projects re. access to higher education for refugees: http://www.resettlement.eu/page/universities-higher-education-resettlement-0 • Reports on some good practices which may include home language support e.g. in country comparison of refugee children’s education included in ‘Welcome to Europe!’ (2013). |
| 12. Ease of use | Well-structured, easy to access/download resources. |
| 13. For whom it is useful? | Useful source of both introductory and more detailed information about refugee resettlement – of use to a wide-ranging audience. Looks at all key aspects of this process (not specifically language-related issues) provides important background of relevance on European, national and local levels. |

15. Online Course in Basic Finnish

| Categories | Description |
|---|---|
| 1. Website (url) | https://www.helsinki.fi/en/news/an-open-online-course-for-basic-finnish |
| 2. Title | A Taste of Finnish |
| 3. Author/ institution | Helsinki University (Part of the University of Helsinki website) |
| 4. Information about the website | An open online course in basic Finnish |
| 5. Content | Ten themed units each of which includes a number of lessons. Audio materials. |
| 6. Target audience | Primarily intended for international students but available for asylum seekers and those newly-arrived in Finland. |
| 7. Available in | English and Finnish |
| 8. What does it offer in the area of language/intercultural support | Ten Finnish language units some of which are specifically university-related. |
| 9. How is the website (organisation) funded? | Based on the WELCOME project 2001–2013, funded by the European Commission and created by Helsinki University |
| 10. Examples of good practice | A variety of units with supplemental information on Finnish grammar and links to websites for learning more about Finnish language and culture. |
| 11. Guidance / support relating to both L1 and L2 | <ul style="list-style-type: none"> • Course is available in English • Freely-available course which includes links to another course for asylum seekers in Finnish ("<i>Suomen kieli sanoo tervetuloa</i>") |
| 12. Ease of use | Easy to navigate. |
| 13. For whom it is useful? | Adult migrants/asylum seekers. Although the themes are based in the context of university life, this offers a means of accessing an introductory course in Finnish free of charge. |