

# Retaining, sharing and expanding knowledge

**MigraWiki is a tool for collecting information about region-specific practice in professional qualification recognition and about training offers in Bavaria.**



## iQ | GOOD PRACTICE in a nutshell

**Addressees for transfer:**  
Advice centres

### **MigraWiki tool**

The MigraWiki tool is an information platform providing specialist knowledge and region-specific content about practice in professional qualification recognition and about training offers in the Network IQ Bavaria. It documents information which cannot be found online but which has been acquired by advisers from their experience in providing guidance over many years and in many different types of cooperative arrangements. A coherent system is used to document information and to make it retrievable. The wiki supports knowledge management and quality assurance within the network. It also prevents knowledge from practice being lost and allows new expert advisers to acquire the specialist knowledge they need. The wiki can be expanded in terms of themes covered and content, and the running costs and technical work involved are minimal.

### **Field of work:**

Online reference work by and for advisers in the Network IQ Bavaria

### **Provider:**

Tür an Tür – Integrationsprojekte gGmbH

### **Responsible for the field of work:**

Anna Stein/Wertachstr. 29  
86153 Augsburg  
Germany  
+49 (0) 157 80 59 14 50  
anna.stein@tuerantuer.de

### **Provision:**

All previously published IQ Good Practice examples can be found at  
[www.netzwerk-iq.de](http://www.netzwerk-iq.de)

## **Starting point/challenge**

In the Network IQ Bavaria, differences in the level of knowledge of subprojects and also between new and experienced advisers had been clearly apparent for some time. There was a lack of standardised and network-wide sources covering region-specific approaches in credentials recognition and training opportunities. These were sources which would enable new colleagues to quickly acquaint themselves with the day-to-day work of an adviser. It was also hard to share ideas informally during the coronavirus pandemic when everyone was working from home. An appropriate technical tool for gathering and expanding on the information available was the tool of choice. The technology needed to allow content to be created in a user-friendly way, which is easy to read, as well as offer very good search options. There also needed to be scope for links and document appendices. Content also had to be carefully researched and prepared. This meant that, alongside their actual work, advisers also had to find time so that everyone could benefit from the tool.

## **Implementation of tool**

In 2020, a working group of advisers from different locations started setting up the information platform. Work began on the detailed documentation of training in the respective regions. The goal was to make it easier to provide advice and to improve this process by sharing knowledge in a straightforward way. The working group launched a wiki using the free software "Doku Wiki". Learning how to install and administer the software did not take long. It meant an adviser was also able to take care of user administration and settings. Working on a joint project also strengthened ties and cooperation within the regional network. This cheap and modern MigraWiki tool works like its "bigger brother" Wikipedia on the internet. It is a way of making combined knowledge



available in an online reference work. It differs from a book or a word document in that the information is not just built up linearly, i.e. alphabetically or by subject, but can also be linked together.

## **Conclusion**

Currently, information covering around 40 occupations and training offers has been entered. This can be used when preparing to provide advice, when training new staff, or even during a consultation. It is also possible to print out a page of the wiki for those seeking advice. The wiki is constantly growing and is being used by more and more advisers. The wiki is an information platform which systematically documents and provides region-specific knowledge from practice acquired by advisers over many years. The current aim is to increase information available relating to recognition. Transferring the MigraWiki tool to further stakeholders within and outside the regional network would also be conceivable over the long term.

# “How to Wiki”

For the authors, writing in the online reference work is very efficient.

The MigraWiki project started as a pilot project across different locations and is primarily for sharing knowledge. This ultimately benefits the quality of advice provided in the Network IQ Bavaria. “In working groups covering all of Bavaria we went through a process of agreeing which information was relevant in each case and how the pages needed to look so they remained clear,” explains Anna Stein, contact partner for the online reference work at the coordination office of the regional network for Bavaria. “Based on this we created templates for each subject which would then be completed by the expert advisers.” All expert advisers have read permission. This means they can access the information pages, work with these and make suggestions for improve-



ment in the comment fields. The working groups have write permission which means they can create new pages and change existing pages as they see fit. In this respect the wiki is also very flexible because rights can be changed at any time; for example all ad-

visers could change the content pages but only a specific group is able to create new pages or delete pages. “Writing in the wiki is fun and you don’t need any prior knowledge – you just need to know how to work the computer and use the normal Office programs,” explains Anna Stein. “New information can be created very efficiently using our templates by simply filling the column or section shown with text. A couple of tricks such as inserting images or links are quickly explained in the ‘How to Wiki.’” The content of the page itself does not have to be perfect because the knowledge can be supplemented on an ongoing basis by other advisers who have also had experience with the relevant subject. This makes the collaboration and writing very efficient.

Three questions for Anna Stein, contact partner for the online reference work at the coordination office of the regional network for Bavaria

## “Safeguarding specialist knowledge for the future”



### What is innovative about the wiki?”

Our wiki is an online reference work which will make a sustained improvement to the flow of information in the Bavarian regional network. The flexible structure is what makes the difference. It means the wiki can grow sustainably without information becoming chaotic and without losing where you are. For example, using a content tree, advisers are able to read up more about a subject or simply skip from one page to another. From the information page about bridging qualifications for economists you can get straight to the page

on the statement of comparability from the Central Office for Foreign Education (ZAB) or about the Blue Card. Or you can simply use a search function covering all of the content.

### Can the online reference work be transferred?

The needs of the advisers are the focus. The wiki is not a collection of just any information that can be accessed via the internet. It is a reference work in which specialist knowledge acquired in practice can be shared and disseminated. The wiki can be expanded in terms of themes covered and content, and the running costs and technical work involved are minimal. It is also conceivable that training offer providers and recognition offices could enter their own information in order to be able to further improve cooperation and provision of advice in line with requirements.

### What can the project achieve over the long term?

In the past, we lost a great deal of expert knowledge when staff changes occurred. Using the wiki, we are safeguarding specialist knowledge acquired over the years for the long term and in a standardised way across locations. Good documentation and efficient searching means that new expert advisers can access the specialist knowledge they need more quickly and whenever and wherever.

#### Publication details

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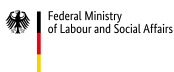
**Authors:** Christiane Tieben-Westkamp (ebb GmbH), Anna Stein (Tür an Tür – Integrationsprojekte gGmbH)  
**Editors:** Christian Zingel (ebb GmbH)  
**Photos/Illustration:** Tür an Tür – Integrationsprojekte gGmbH, Canva, Julia Schlax (RockAByte GmbH)  
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#### Network IQ

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