

O1-A1 Research Report on Intercultural Mediation for Immigrants in Poland

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Research Report on Intercultural Mediation for Immigrants in Poland

1. What is Intercultural Mediation for Immigrants in Poland

Emigration in Europe, both inside and outside the continent that reaches evolved into some European countries in multicultural societies, and mixing effect cultures can be observed across the continent. Help for migrant in many environments is provided by government institutions, local governments, organizations NGOs and other organizations in which the growing role of cultural mediators.

The general definition of intercultural mediator presents the assumptions of this profession in Poland as well. The cultural mediator is a person professionally engaged in through between immigrants and citizens of the host country. The task of cultural mediators also in Poland is to improve the quality of mutual exchange of knowledge and the establishment of good relations between people of different civilizational and cultural circles. The main features of cultural mediator are: a thorough knowledge of immigration laws in force in the area; knowledge of foreign languages; knowledge about the culture and traditions of both immigrants and citizens of the host country. From a cultural mediator is expected to high communication skills, including active listening, negotiation techniques and knowledge of the natural ability to solve problems.

The situation of cultural mediation in Poland strongly improved if we consider the last ten years. Poland competed with the level of emptiness because a decade ago there was no profession of cultural mediator. Currently, universities have incorporated in this type of offer educational courses and appeared increasingly important need to create such structures. This is due to the fact that Poland from a transit country became a country of destination. Also the fact that in Poland there are more and more multinationals affect the development of this direction. Daily work requires contact with people from other cultures.

Nevertheless, in Poland there is still much catching up to do what is primarily due to the homogeneity of Polish society. The percentage of people from different cultures is still relatively low - it is less than 3%. The research on this subject shows that the Poles seem that there is much more foreigners in the country- almost tenfold. Cultural Mediation can be treated with one hand as a threat but on the other hand, first and foremost, is treated as an opportunity to address the experience of people who have already taken such actions abroad. In addition, according to the latest research over the next 10 years Poland expects an influx of 5 million people from abroad. Because of that society, through the presence of mediators, wants to prepare for it.

2. Trace the genealogy of the term- phenomenon

With the opening of borders and the significant increase in the number of foreigners, the country began to grow interest in research on immigrants in Poland, which resulted in numerous publications talking about different aspects this issue, such as immigration sizes, characteristics of immigrants, various issues related to the interaction between society Polish and immigrants. However, although the issue of intercultural mediation is evident in many works, it was not examined and deeply analyzed so far. From 1948 to 1989, for political reasons, to Polish immigrants arrive was very limited, reaching an average of one thousand to three thousand people a year. Only since 1989, along with the democratization of the political system, they started coming to the Polish foreigners. Therefore actually in Poland we can speak about immigration since the nineties of the twentieth century, although it is still sparse in comparison with other European countries.

3. Different terms used

According to intercultural mediation we can underline some important terms connected to mediation:

- Intercultural communication:

Intercultural Communication, by definition, has a place there, where there is a meeting between members of the groups belonging to different cultures, that is, in the context of a multicultural or at least bicultural, regardless of the number of members drawn from each with cultural groups participating in the "encounter".

- Intercultural relations

Intercultural relations is a vast area of individual phenomena and group, including both attitudes and identities of members national communities, states, religious groups and organizations civilization international as well as various types of relations between them, processes their evolution and development, well-established structures and patterns of relationship. For intercultural relations we consider these overlapping between different cultural groups, regardless of their characteristics (national groups, whether it's minority national groups or national groups concerned country, ethnic, racial, linguistic or religious beliefs). On the other hand, intercultural relations can occur at every level, from the individual to the group, from private to public.

4. Forms – contexts of IMfi

The main form of cultural mediation in such a changing environment is to solve or preparation of proposals for solutions to the growing conflicts between state institutions and immigrants. The approach to these matters should be very practical and basic: accompaniment of immigrants in the daily systematic integration into society. It is a task both short- and long-term.

On the one hand, intercultural mediators may have to deal with illegal immigrants, immigrants with a temporary permit waiting for permission to stay or of legal immigrants who should

know the past and basic at least principles of operation of their host societies. On the other hand, they work for a long time immigrants in order to make them autonomous entities, the free and independent with respect to all kinds of institutions, thereby avoiding any future conflicts by mutual understanding

Another form of intercultural mediator is a 'public translator'. Translation work in the public service is not just about providing information in another language (in an identical way), but the transmission of that information in such a way that it is available for the marginalized communities. Moreover translator not only makes plain language transfer, but it combines the functions of a coordinator, mediator or negotiator social or cultural meanings, which puts the problem of defining the limits of its action. Although there is no general agreement as to the extent of the impact of translation in the context of public services, we can say that it is a translation that It takes place in an environment of public services in order to facilitate communication between staff and users: police stations, offices immigration, social welfare centers, health centers, schools and similar institutions.

5. Presentation of the academic literature in Polish language

<u>Title of Publication</u>	<u>Author</u>	<u>Language</u>	<u>Type of Publication</u>	<u>Short overview/ subject</u>
Innowacyjne rozwiązania w pracy z dziećmi cudzoziemskimi w systemie edukacji. Przykłady praktyczne (eng. The innovative solutions in work with foreigners children during educational system)	Natalia Klorek, Katarzyna Kubin	Polish	Textbook	This handbook is a collection of 11 articles written by teachers who have had experiences in teaching international classes of pupils. They describe how to create a multicultural environment for children in school and how to solve problems between Polish and foreign pupils and students.
Inspirator Równościowy. Poradnik dla usługodawców	Karolina Kędziora, Katarzyna	Polish	Guide/project effect	This guide is addressed to owners of small firms and companies. It is a

warszawskich z zakresu prawa i polityki antydyskryminacyjnej (eng. Equality inspirer. The guide for employees of anti-discrimination politics and law)	Kubin, Katarzyna Wencel, Kinga Wysieńska			complex handbook how to implement a good, anti-discrimination behaviors in companies. The book contains a report of racial discrimination examples.
Wielokulturowość w oświacie. Działania i rozwiązania w instytucjach oświatowych w Polsce na rzecz integracji uczniów i uczennic z doświadczeniem migracyjnym		Polish	Conference report	The report after Polish seminary about intercultural issues in schools. The report includes lists of main problem between pupils from different countries and ways of solutions.
Zestawienia roczne: Dane liczbowe dotyczące postępowań prowadzonych wobec cudzoziemców w latach 2010 – 2012		Polish	Report	The report made by Office for Foreigners presenting numbers of immigrants from different countries in years 2010 - 2012
Wstępne zestawienie liczbowe dotyczące postępowań prowadzonych wobec cudzoziemców w 2013 r.		Polish	Report	The report made by Office for Foreigners presenting numbers of immigrants from different countries in 2013
Inkluzja polityczna imigrantów we współczesnej Europie.	Magdalena Lesińska	Polish	NGO publication	The book published by Centre of Migration Research is a theoretical and practical discussion about the status of inclusion foreigners to different political systems in Europe. The publication presents experiences in the topic of migration from many countries in Europe.
Mobility in Transition. Migration Patterns after EU Enlargement.	Glorius, Birgit, Grabowska-Lusinska, Izabela &	Polish/English	Academic publication	Case studies on Poland, Romania, Hungary and Latvia, as well as the United Kingdom and Germany both major destination countries

	Kuvik, Aimee			reveal the multifaceted nature of the transition, whether in the form of labour migration, short-term mobility (including among international students) or return migration.
Współczesne polskie migracje: strategie - skutki społeczne - reakcja państwa.	Lesińska Magdalena, Marek Okólski	Polish	Academic publication	The wide overview about nowadays migration researches. The publication contains synthetic reports of Polish and foreign academic centers.
Labour market impacts of post-accession migration from Poland.	Paweł Kaczmarski	Polish/English	Academic publication	The article of Polish researcher about migration in Poland after EU accession.
Cudzoziemiec niepożądany w polskim prawie o cudzoziemcach.	Dąbrowski Paweł	Polish	Academic publication	The detailed analysis of foreigners situation and status in Polish legal system. The publication presents the list of main problems that immigrants can realize in Polish law.
Niepożądani uchodźcy: granice ochrony i zasady wykluczenia w świetle prawa międzynarodowego	Katarzyna Przybyłowska	Polish	Handbook	The book was published by The Polish Center of Legal Help for Foreigners and The UN Refugee Agency in Poland. This publication is divided into two main chapters. First one is about legal problems and innovative ways of solution based on international law. The second chapter is more about cultures and ways of treating foreigners and especially refugees in Poland and other countries.
Dyskryminacja cudzoziemców w Polsce	Witold Klaus,	Polish	Project report	The report is a main effect of the project led by The Polish

	Katarzyna Wencel			Center of Legal Help for Foreigners. The main subject of its research is foreigners discrimination in Poland. Researchers point the main areas in society where discrimination can be visible. The report contains also an important chapter that explains the most common ways for successful defense the foreigners rights and privileges.
NASZA EUROPA Projekt edukacyjny na rzecz promocji praw człowieka i tolerancji w Polsce		Polish	Project report	The publication is the main effect of the project 'Nasza Europa' (eng. 'Our Europe', that was leaded to sensitize Polish society to problems and situation of foreigners. The report describes how the program was implemented and what was the main effect and feedback from the groups of participants.
Edukacja międzykulturowa w Polsce wobec nowych wyzwań	Artura Paszko	Polish	Academic report	The report is a collection of academic articles connected with themselves by the same subject: The intercultural education in Poland and new challenges. The articles describe many case studies, researches and experiences with intercultural education. Articles try to answer some important questions eg. How to create a good intercultural society? What are the biggest

				challenges? What kind of activities and project are necessary to build an intercultural society?
Bariery w świadczeniu usług medycznych cudzoziemcom w Polsce		Polish	Report	The comprehensive report says about the biggest problems for foreigners in Polish health service. The author uses some case studies to present nowadays situation that foreigners must be prepared for in Poland.
Migranci i zdrowie – wyzwania wielokulturowości w praktyce medycznej w Polsce	Bogumiła Jabłeczka	Polish	Research report	The report is the effect of research about communicational problems between foreign patients and doctors or workers of health service in Poland. Research is based on 22 interviews. The project was executed by The Institute of Public Affairs.
Pracownicy bez granic Raport krajowy	Izabela Czerniejewska	Polish	Project report	The situations on labor market is the main subject of the report published after project 'Employees Beyond Borders'. Publication contains a comprehensive description about situation of foreigners in Poland on the Polish labor market. The research, that is the main part of the publication, evaluates nowadays situation about employment, legal and illegal work, Polish legal system.
Forecasting migration between the EU, V4 and	Marta Jaroszewicz	English	Project report	This report is the result of one year of multi-dimensional field

Eastern Europe. Impact of visa abolition	z, Wadim Strielkowski			research conducted by a international research team representing seven countries (Poland, Czechia, Hungary, Slovakia, Ukraine, Belarus and Moldova). It aims at a detailed analysis of migration patterns and migration forecasts from Ukraine, Belarus and Moldova to the EU and the Visegrad Group (V4). In particular, the nexus between EU visa policy and migration dynamics as well as the impact of economic, political and institutional factors on migration patterns from Eastern Europe have been investigated.
Political participation of foreigners as an instrument of integration in the Republic of Poland, the Federal Republic of Germany and the United Kingdom	Artur Krzysztof Modrzejewski	Polish/German /English	Academic publication	The publication focuses on migration legal, political, institutional and substantive aspects. The biggest chapter analyzes the legal aspect and problems in multicultural societies.
Imigranci a komunikacja międzykulturowa w sferze usług publicznych w Polsce.	Malinowski i Rubio María Paula	Polish	Academic publication	The main subject of this publication is the intercultural communication into the Polish public sphere.
Raport z analizy potrzeb mediatorów kulturowych		Polish	Project material	This report is one of the project material from SONETOR project. In this publication we can find the needs analysis of cultural mediators.
http://www.culturalmediators.eu/		English	Website	The website is the effect of SONETOR project.
http://interwencjaprawna.pl/en/		Polish/English	Website	The Polish website of non-governmental organization that helps

				immigrants in legal problems in Poland. The website contains many interesting articles about communication and migration.
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6. Presentation of the political- legal framing of IMfi

According to legal aspects for being the Intercultural Mediator in Poland the whole regulations for that we can find in The Code of Civil Procedures. It says that there is a possibility to become the mediator for everybody who is at least eighteen years old and has full legal capacity. That means that there are no legal limitations for being mediator. That is why the standard of education for mediators was created. This is the one standard prepared for all kind of mediators, not only intercultural once. The program was prepared by Ministries of Justice and the Office of Solving the Social Conflicts. Those regulations say that that mediator should have the higher education (Master's Degree) and at least 60 hours of mediation issues training. Trainings are leading by some organizations that have also the possibility to create the official list of mediators. They can take part in lawsuits – especially in civil matters where the international problems are very often led. It is important to follow the standard rules by training organizations – mediators after finish the education have to become practices to obtain a necessary experience in professional mediation area. Those official lists of mediators who can work as mediator in court in Poland are very numerous but judges do not use this kind of help a lot.

7. Stakeholders

- 1) Biuro Wysokiego Komisarza Narodów Zjednoczonych do Spraw Uchodźców

Al. Szucha 13/15 lok. 17

00- 580 Warszawa

Tel. 0 22 628 69 30

polwa@unhcr.org

2) Polska Misja Medyczna

Dla społeczności niemających dostępu do opieki medycznej (głównie imigrantów, ale też dla bezrobotnych; duża pomoc dla Romów)

Ul. Rejtana 3

30-510 Kraków

Tel. 12 283 40 50

pmm@mp.pl

3) Helsińska Fundacja Praw Człowieka

ul. Zgoda 11, 00-018 Warszawa

tel.: (48) 22 828 10 08

(48) 22 828 69 96

(48) 22 556 44 40

hfhr@hfhrpol.waw.pl

4) Polska Akcja Humanitarna. Centrum Pomocy Uchodźcom

Siedziba w Warszawie: ul. Szpitalna 5 lok. 3, 00-031 Warszawa

tel. 0 22 828 88 82, 022 828 90 86

pah@pah.org.pl

Centrum Pomocy Uchodźcom i Repatriantom

ul. Szpitalna 5 lok. 18, 00-031 Warszawa

Tel. 0 22 828 88 82 wew. 250

5) Pro Humanum- Stowarzyszenie na rzecz rozwoju Społeczeństwa obywatelskiego

Prezes: Beata Machul- Telus.

Edukacja , a poprzez nią zapobieganie dyskryminacji i ksenofobii.

[ul. Ratuszowa 7/9, lok. 65](#)

03-450 Warszawa

tel +48 22 648 11 11

6) Centrum Pomocy Migrantom i Uchodźcom Caritas

ul. Warszawska 32, 15-077 Białystok

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migranci-bialystok@caritas.pl

ul. Prymasa Wyszyńskiego 2, 20-950 Lublin

tel./fax 0 81 743 71 86

migranci@kuria.lublin.pl

ul. Wojska Polskiego 140, 69-100 Słubice

tel. 0 95 737 40 06

ul. Domańskiego 12, 59-900 Zgorzelec

tel./fax 0 75 771 65 61

ul. Warszawska 15, 21-500 Biała Podlaska

tel./fax 0 83 342 07 96

migranci-bialapodlaska@caritas.pl

7) Stowarzyszenie „Jeden świat”

Zapobieganie dyskryminacji poprzez edukację i zrozumienie innych kultur.

ul. Prusa 16a/13, 60-820 Poznań,

tel. 0 61 84 84 338

biuro@jedenswiat.org.pl

8) Stowarzyszenie Praw Człowieka im. Haliny Nieć

Bezpłatna pomoc prawna dla osób dyskryminowanych, przestrzeganie praw człowieka.

Ul. Krowoderska 11/7

31-141 Kraków

Tel.0 12 633 72 23

biuro@pomocprawna.org

9) Fundacja Ocalenie

Pomoc uchodźcom i repatriantom w Polsce, a także wspieranie ośrodków polonijnych na Kaukazie, współpraca z instytucjami państwowymi i pozarządowymi.

ul. Ordynacka 9 lok. 21

00-364 Warszawa

tel./fax 0 22 828 50 54

fundacja@ocalenie.org.pl

10) Stowarzyszenie Centrum Inicjatyw Międzykulturowych

Działanie na rzecz poprawy warunków bytowych imigrantów w Polsce, przeciwdziałanie dyskryminacji, edukacja.

ul. Św. Wincentego 40/59, 03-526 Warszawa

biuro@cim.org.pl

8. Presentation of projects implemented

a) SONETOR project

The project lasted from February 2012 to January 2014. SONETOR was an international, European project that aimed to enhance the knowledge, skills and competencies of Cultural Mediators through the development of innovative Vocational Education Training content and programmes. In addition to the formal modules the recognition of informal and non-formal learning was a key element of the project.

The main outcome of the project is a special multi-lingual social networking platform supporting community development of European cultural mediators and facilitating the exchange of professional experience between its members and other stakeholders. This platform combines education in peer groups, adult learning and principles of teaching, with the help of social networking sites to ensure proper knowledge transfer, knowledge of the culture, skills and experience at European level.

Improved training scenarios technological achievements and adapted to the specific needs of cultural mediators, were implemented using high-quality training content, as well as communication tools such as forums, blogs, chats and wikis, independently developed and operated by the registered members of the community.

All training materials are available on the project website SONETOR.

b) The project - Foreigners Support Center

Foreigners Support Center is a project of the Foundation "Ocalenie" implemented from May 2011 to April 2014.

The project is aimed at helping immigrants from outside the EU and support their integration into Polish society. Main activities of the project include employment for a group of cultural mediators, who are responsible for:

- Conducting Foreigners Assistance Center in Warsaw,

- Basic and specialist advice including legal, psychological and intercultural training provided by a team of specialists, consisting of migrants and immigrants who know the language and culture of the countries of persons who assist,
- Providing assistance in languages understandable to foreigners including Arabic, English, French, Georgian and Russian,
- Contact support foreigners with institutions, government offices, educational institutions and healthcare facilities.
- Free Polish language courses for foreigners
- Workshops for foreigners and the host society on promoting integration and anti-discrimination.

c) The Cultural Assistant project

The aim of the project was the facilitation of the process of integration of foreign students with the school community. It takes place through activation of refugee children and their parents and encourage them to join in co-school life.

The aim of the project was also to sensitize Polish students and their parents and teachers on the issues of multiculturalism, and the fight against prejudice and stereotypes, nationalist, ethnic and religious groups and promote the idea of mutual tolerance and multiculturalism.

The project took place from April to December 2011 in Warsaw. Under the project, three times a week in elementary school and twice a week in the gymnasium held on duty assistant of the integration process - knows the Polish language and culture, who served as an interpreter and intercultural mediator between a Polish immigrant students, between students and teachers and parents of children and foreign teachers.

d) The project - Integration through education. Psychological and legal support to foreigners in Poland

The main objectives of the project are:

- Facilitating the integration of beneficiaries of international protection and assistance in coping with stress through activities in the field of psycho-educational and legal knowledge and citizenship;
- Raising the competence and qualifications of cultural mediators working with foreigners beneficiaries of international protection, thus contributing to the strengthening of the system of aid (both direct and indirect) granted forced migrants in the process of integration into the host society;
- To raise awareness about the needs of Poles integration of forced migrants, which in turn could potentially contribute to improving the quality of life of foreigners in Poland.

9. Trainings planned and provided

There are several types of training for mediators and intercultural mediators. Because of the fact that there are still no actual legal regulations to become intercultural mediator the trainings are from separate universities faculties (called "Intercultural Mediation") to 1-2 day trainings workshops. The main goal of that trainings is to prepare the participants to the role of intercultural mediator. The training plan includes the theoretical and practical trainings and lessons. Those educational plans focused the most on the mediation skills, competences of understanding and solving the problems, knowledge of communication and negotiations. Before getting a certificate every participant has to take part in mediation practices or internship in some institution or organization.

Mediation trainings usually includes a similar methodology of education:

- Workshops methods: train an individual activities connected to mediation
- Games and simulations: type of practical exercises focused on communication and negotiations skills

- Deep analysis of participants behavior and exercise results: the feedback from trainers and other participant can show the analysis of skills and competences
- Theoretical presentations and lectures:
 - Types and use of mediation.
 - The mediation process, its principles, the course and the role and tasks of a mediator.
 - Communication and negotiation skills necessary in the conduct of mediation.
 - Tools, techniques and strategies mediation.
 - The ability to deal with difficult situations during mediation.
 - Limitations of mediation - differentiation of cases in which mediation is useful.
 - Preparation of mediation settlements and their legal aspects.
 - The legal context of mediation - mediation procedures in Poland and in the world.
 - Simulations of mediation carried out independently or with another mediator.

There are also new kind of trainings led especially in a big, international corporations for people who are to help foreign workers in new society. Those types of trainings are divided into three types:

a) The general informative intercultural training

Relying mainly on the transfer of theories on communication and intercultural mediation, cultural anthropology, and cultural psychology. They are used in enterprises, it is advisable for internal trainers in need of extensive theoretical knowledge in the field of intercultural mediation.

b) The specific workshop of a concrete culture

Providing extensive knowledge on concrete culture / country with a focus on eg. Management styles, or "prescription behavior" in everyday business situations.

c) The general practical intercultural trainings

Multicultural workouts are designed to raise overall awareness on the subject of intercultural and the problems and challenges related to cultural differences. These courses are primarily dedicated to people with little experience of working in an intercultural environment, those which, although they work in an intercultural environment, but would like to structure their knowledge and exchange of experience

and a new perspective to be able to look at the existing interactions and expertise to support them. The third target group are people who in the future are planning to work with representatives of different cultures.

The purpose of this kind of training is adequate preparation for international cooperation and new challenges, which is building the attitudes of acceptance of diversity

d) The specific practical intercultural workshop

Workouts take into account the cultural specificities relate to a particular culture or group of cultures, and their aim is to gain the skills necessary to interact with the representatives of a particular culture, and to prepare participants for example. To delegate to a particular country or work with representatives of a particular culture. Characteristic for this type of training is, as mentioned, the training methods oriented experience. Ideally, the participants are by representatives of two cultures, for example. Preparing for cooperation in work.

10. Description of IMfi profile (skills, knowledge, competences)

The most important mission of Intercultural Mediator should be navigating clients with a migration background through different and difficult phases during their integration process. To plan and carry out direct spare time activities, so as to support them with professional expertise in their new cultural environment is an important duty in this job. The cultural mediator usually works independently, however is part of a team of operators and reports to a team leader and returns to an office place from time to time to meet and report certain tasks.

Necessary skills:

- Describing the characteristics and explain the basic functions of different social processes.
- Adequately acting in conflict situations.

- Dealing with criticism – without influence on own work.
- Being able to assign different procedural steps well that immigrants will have to follow.
- Consulting immigrants related to social or civic issues.
- Being able to communicate correctly with people from different cultures.
- Using information from various sources – handbooks, reports, internet etc.
- Using documents in modern languages (specialist terms in native language and in English).
- Recognizing cultural and linguistic diversity well.
- Being able to quickly respond to a variety of behaviours.

Knowledge:

- Knowing how to behave correctly when confronted with different cultural expressions.
- Knowing the proper social behaviour even in critical situations.
- Knowing how to contribute to improvements/innovation at work – related to processes and ‘products’.
- Knowing how to describe basic processes in work environment.
- Understanding the relation of behaviour to security and quality.
- Knowing well how to correctly update documentation needed at work.
- Knowing well how to communicate freely using the cultural related terminology, abbreviations, nomenclature and similar.
- Knowing how the characteristics and understand behaviour related to different cultures and ethnic minorities.
- Knowing how to gather, translate and transfer relevant data and communicate any variations and be aware of the effect such variations might have.

Competences:

- Placing him / herself into the position of the immigrants – to show empathy.
- Being able to identify different social behaviour very well.

- Understanding cultural specifications.
- Understanding the relation of certain ethnic/religious/cultural behaviour to security and quality.
- Distilling the necessary information from a document.
- Staying informed – within own working environment/ setting – about development related to his/her work.
- Helping colleagues to find necessary details.
- Good in taking initiative in following new developments related to his/her work.
- Being able to judge problems and prioritise a decision.
- Being able to make prompt important decisions.

11. Eligibility (who is eligible to become IMfi)

Talking about mediator as a helping person, somebody to help immigrants to find themselves well in a new environment, there are some general rules described:

- open communicatively competent linguistically, the person, culture expert with humanistic education and preparation of negotiation and mediation and / or the origin or ethnic minority, whose attitude is characterized by:
 - neutral mediating the dispute,
 - lack of favoring parties
 - not suggesting a specific solution
 - creating a good atmosphere and developing it to make conversation, dialogue
 - with the participants in the dialogue intelligible presentation of positions and arguments.

12. Qualifications

Persons who have completed the following social science, political, humanities, enriched courses, postgraduate studies in the field of communication, mediation and the powers of the personality and interests which cultural studies and interpersonal competences coach:

- psychologist
- sociologist
- graduates of journalism and communication field
- ethnologist
- cultural studies
- journalist
- philologist
- translator
- lawyer

People who come from a particular cultural or ethnic minorities integrated into the majority, who speak a minority language, often without education with the mediation of personality competencies: communication skills, a sense of mission, Peacefulness, openness, conscientiousness, responsibility. One example could be Roma assistants.

13. Employment opportunities

In Poland there are no institutions that deal with activities exclusively to mediate between cultures. This feature in the passage pursue its activities companies and organizations where they are employed person with expertise in the field of mediation multicultural:

- private centers for mediation in the family and the economy, employing trainers and mediators
- social assistance centers
- psychological facility
- leading training centers trainers interpersonal courses
- psychological foundations
- foundations working in favor of minorities
- associations of national minorities
- universities - lecturer of intercultural mediation (University of Szczecin in Poland leads first direction Intercultural Mediation)

- institutions of intercultural dialogue
- courts, law firms

14. Tasks in which an IMfI are involved

- interventions in situations of conflict intercultural / cross through: mediation in family matters (cross-border), neighborhood, community, economic
- education in the field of intercultural communication, cultural stress, cultural differences, international negotiations through: training for public administration, education (teachers, pupils), uniformed services, NGOs, migrants
- education in the field of conflict resolution on the basis of multicultural by: training for the role of people intervening, addressed to various professional groups
- assistance in schools as an assistant minority ethnic or national (to resolve conflicts between students and building bridges between the school and the parents of a student with minorities)
- guarding compulsory schooling, persuading the compulsory school attendance
- official errands, social, moral, residence permits for refugees from conflict zones (eg. Ukraine)
- mediation in disputes in an understandable presentation of the positions and arguments at the level private and public official
- transmission of information, communication, and social and cultural cooperation organizations - including interregional cooperation in the fields of economy and culture.

15. Code of professional conduct and standards of good practice

In Poland there is no specialized code of ethics intercultural mediators. There are codes of mediators and codes belonging to particular occupations, that act outside mediation mediators. These codes also lay down rules that implement the mediators in fulfilling the duties of a mediator between cultures.

Codes of mediators:

Polish Mediators Code of Ethics -

Kodeks Etyczny Mediatorów Polskich -

http://ms.gov.pl/Data/Files/_public/mediacje/adr1/kodeksetyczny.pdf

Code of Ethics Mediator -

Kodeks Etyki Mediatora -

<http://mediator.org.pl/uploaded/dokumenty/kodeks%202006.pdf>

Literature, which is concerned with best practices, teaching methods and laws for IM:

- Grudzińska A., Kubin K. (red.), Szkoła wielokulturowa - organizacja pracy i metody nauczania. Wybór tekstów, Warszawa 2010
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16. Recognition procedures

There are list of regulation in Poland that let to become the mediator connected to lawsuits, taking part in an official mediation. As it was presented in previous points:

The official regulations say that that mediator should have the higher education (Master's Degree) and at least 60 hours of mediation issues training. Trainings are leading by some organizations that have also the possibility to create the official list of mediators. They can take part in lawsuits – especially in civil matters where the international problems are very often led. It is important to follow the standard rules by training organizations – mediators after finish the education have to become practices to obtain a necessary experience in professional mediation area.

17. Evaluation and profile recognition

Because in Poland there is no association of mediators facility as persons performing an independent profession, there is also no system of evaluating the work of a mediator. Any evaluation systems, controls governing the mediator belong to the main event they perform these people.

18. Conclusions

At the end of the report should make some summary conclusions.

A. The need for cultural mediation in Poland is growing, hence the growing interest in the topic

B. The definition of cultural mediation with Poland does not differ from that embarking in the Western Europe countries, but the degree of development of the profession of cultural mediator is still insufficient

C. in the near future will increase the need for cultural mediation due to the projected increase in the number of immigrants

D. about the actual process of migration to Poland nowadays we can speak only after 1989; term cultural mediation began to appear in the early 2000s

E. concerning cultural mediation, there are several important terms like intercultural communication and intercultural relations

F. cultural mediation in Poland accept the form of short-term or long-term commitment to the association of Polish immigrants into society; most often takes the form of an interpreter, who is also a cultural mediator

G. there are several books on the phenomenon of cultural mediation, but it is still a very small number

H. in Poland there are no legal provisions for refined cultural mediator; according to the law mediator can be anyone who is over 18 years old.

I. For several years there are more and newer projects connected directly or indirectly with cultural mediation; they are conducted mainly by NGOs or universities.

J. In Poland, conducted training and training for cultural mediators of the different institutions; both courses of study and short courses. There are many training scenarios used in practice

K. cultural mediator profile includes a set of traits and skills that the person should have; Among them are primarily communication skills, cultural, legal and personal

L. There are many employment opportunities cultural mediator in Poland in connection with the growing need; However, institutions rarely open separate jobs for a mediator

M. In Poland, there is no single code of ethics for cultural mediators; there are general codes of ethics and good practices for all mediators (not just cultural)

N. Poland still learning the phenomenon of cultural mediation, but from year to year you see more and more social activities in this field.

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