

# Way forward

- supporting Refugees' Careers



Good Practices for  
Vocational Training



The publication was developed under the framework of the Erasmus+ Project “Refugees in Vocational Training – RevoT” (2016-2018)

**The programme is a partnership of the following organisations:**

Volkshochschule Hannover, Germany  
Cramars società cooperativa sociale, Tolmezzo, Italy  
DAFNI KEK, Patras, Greece  
FH JOANNEUM – Institute of Social Work, Graz, Austria  
Fundación Docete Omnes, Granada, Spain  
Obrtničko učilište, Zagreb, Croatia  
Participatie in Diversiteit, Enschede, Netherlands



“Way forward – supporting Refugees’ Careers. Good practices for Vocational Training” by the ““Refugees in Vocational Training – RevoT” (Project-No. 2016-1-DE02-KA202-003283) partnership is released under a Creative Commons Attribution 4.0 International License.

You are free to:

- Share: copy and redistribute the material in any medium or format.
- Adapt: remix, transform, and build upon the material for any purpose, even commercially. The licensor cannot revoke these freedoms as long as you follow the license terms.

Under the following terms:

- Attribution — You must give appropriate credit, provide a link to the license, and indicate if changes were made. You may do so in any reasonable manner, but not in any way that suggests the licensor endorses you or your use.
- Share Alike — If you remix, transform, or build upon the material, you must distribute your contributions under the same license as the original.

<https://creativecommons.org/licenses/by/4.0/>

#### **Editorial team**

Ackermann, Renate (Germany)  
Danelon, Sara (Italy)  
Dessy, José Luis (Spain)  
Klercq, Jumbo (The Netherlands)  
Maksimovic, Dražen (Croatia)  
Moser, Helga (Austria)

Tsekoura, Vassiliki (Greece)

#### **Project team**

Ackermann, Renate

Čukelj, Darija

Danelon, Sara

Dessy, José Luis

Heindorf, Diethard

Hödl, Josef

Hurtado, Frasco

Klercq, Jumbo

Maksimović, Dražen

Moser, Helga

Tsekoura, Vassiliki

Schwieger, Thomas

Sohilait, Rein

Švast, Goran

#### **Graphic Design and Layout**

Monika Nišević

#### **Photographs**

Photo by John Towner (Unsplash)

#### **Project Information**

Information on the project is available at the project website: <https://revot.jimdo.com/>

#### **EU Disclaimer**

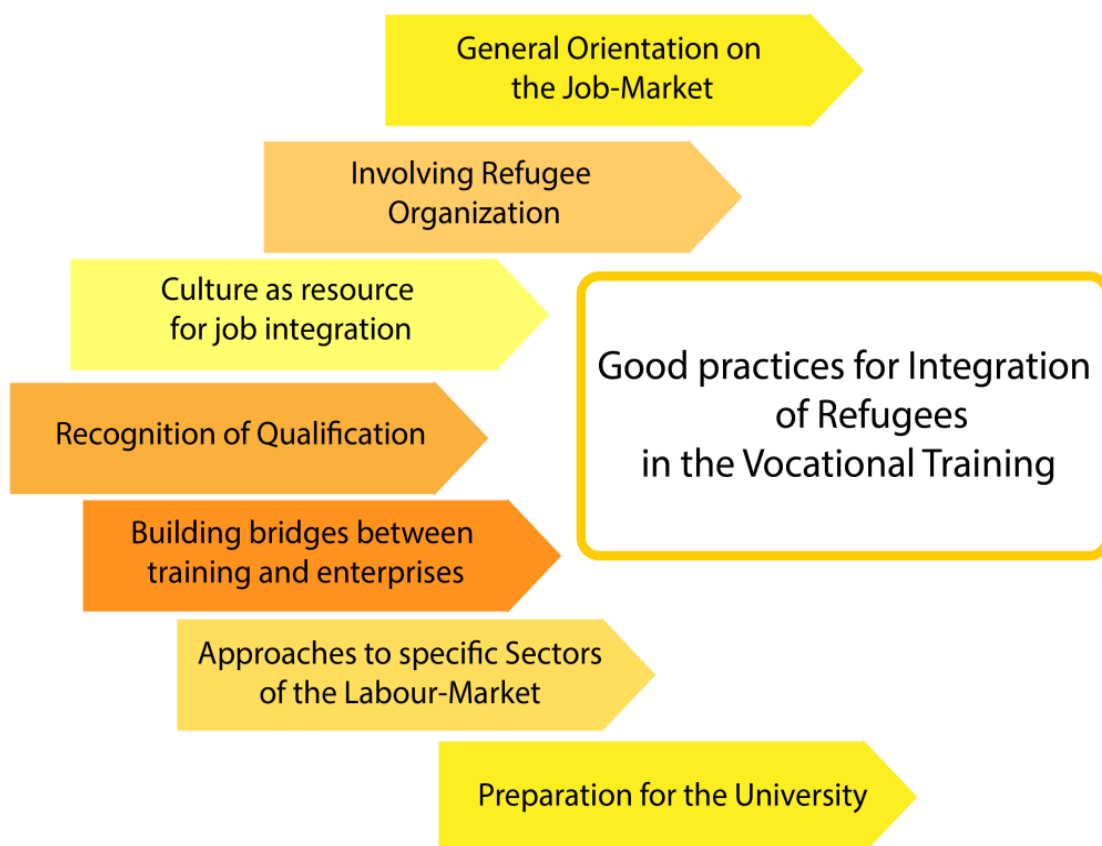
The “Refugees in Vocational Training – RevoT” project, Grant Agreement Number 2016-1-DE02-KA202-003283 has been funded through the European Commission/Programme Erasmus+ Strategic Partnerships in Vocational Training with the support of the German national Agency. This publication reflects the views only of the authors and the numerous participants who engaged with the “Refugees in Vocational Training – RevoT” Project. As such the commission cannot be held responsible for the contents of this book or indeed the use of the information it contains therein.



Co-funded by the  
Erasmus+ Programme  
of the European Union



## WAY FORWARD – supporting Refugees' Careers



## INDEX

1. Editorial .....	2
2. Good practices for Integration of Refugees in the Vocational Training.....	3
2.1 Brief overview of the good practices .....	4
2.2 General Orientation on the Job-Market .....	7
2.3 Approaches to Specific Sectors in the Labour Market .....	33
2.4 Preparation for the University .....	54
2.5 Recognition of Qualification .....	59
2.6 Building bridges between training and enterprises .....	65
2.7 Culture as resource for job integration .....	74
2.8 Involving Refugee Organisation .....	80
3. Context Analysis: Situation of Refugees in all partners' countries.....	84
3.1 Figures: Refugees and Asylum Seekers in the partners' countries .....	84
3.2 Situation of Refugees in Austria.....	84
3.3 Situation of Refugees in Croatia .....	86
3.4 Situation of Refugees in Germany .....	88
3.5 Situation of Refugees in Greece .....	89
3.6 Situation of Refugees in Italy .....	92
3.7 Situation of Refugees in the Netherlands .....	94
3.8 Situation of Refugees in Spain .....	97
3.9 References.....	100
4. Closing words.....	102



## 1. Editorial

Refugees and people with subsidiary protection or other protection status as well as resettled refugees are a particularly vulnerable group, due to the forced nature of their migration and the traumatic experiences frequently associated with it. They also face barriers beyond those encountered by other migrants in making the successful transition into employment, considering also that they have gained qualifications and work experience in very different labour markets.

Therefore, the current challenge is the successful integration of refugees in the European Union (EU) labour market through initiatives that prepare refugees and facilitate not only to understanding their new environment, but also to becoming active, productive and equal in making new life trajectories. Vocational Education and Training is a path which could facilitate this vision by equipping them with the necessary life skills and competences to master the new situation.

### **The RevoT Partnership**

For this reason, we started the project “Refugees in Vocational Training – RevoT” funded by Erasmus+, aiming at the improvement and expansion of the activities undertaken for the integration of refugees. Identifying good practices of vocational training and counselling for this target group can also foster knowledge about and the understanding for the different situations and frameworks in the seven participating countries targeting the integration of refugees. With this project we contribute to strengthening the mindset that integration of refugees is a European challenge.

The partnership is a heterogeneous group of institutions composed of adult educational centers, university of applied sciences, VET providers and NGOs coming from Austria, Croatia, Germany, Greece, Italy, Netherlands and Spain. Because of the different backgrounds and context of work, each partner brought a different approach and added value to the project.

### **“Way forward – supporting refugees’ careers”**

This booklet is a collective outcome that reviews existing VET practices in line with refugees’ labour market integration in the partners’ countries. 40 good practice examples were identified in Austria, Croatia, Germany, Italy, Greece, the Netherlands and Spain. The good practices were selected by the partnership since they are transferable under institutional and social preconditions, although they reflect specific, context related strategies. This final outcome reflects the research findings of the two years’ deliberations, study visits and desk research of the REVOT partners, who collaborated to identify key components of VET integration strategies for refugees and their impact on the local societies. Therefore, the booklet offers descriptions of relevant VET integration domains which are illustrated by good practice and innovative examples from the countries involved.

The good practices from the seven partner countries need to be read in reference to the relevant national legislative boundaries and context of integration as a whole. Hence, we also provide relevant information about the seven partner countries in relation to the situation of asylum seekers and refugees: statistical overviews of the arrival of the recent cohort of asylum seekers, data on relevant socio-demographic characteristics (age, gender, educational background) of the recent cohorts. Furthermore, we present information about legal frameworks, structural and institutional conditions of the integration of refugees in the labour market in the seven partner countries.

The European society is in transition, challenging the VET systems which are also in a process of change to adapt to new circumstance and envisaging future improvements. Hopefully the practices presented here, offer a necessary basis for consideration and action in favor of learning in diversity.

The RevoT project team

## 2. Good practices for Integration of Refugees in the Vocational Training

There is a widely shared consensus among experts that labour market participation is a crucial step to a successful integration into host societies, as presumably high numbers of asylum-seekers and refugees will stay in the European Union for years. The group of adult refugees is diverse: often they have qualifications from their home country or used to work in qualified jobs; others arrive with low educational attainment. In particular, refugees are very often faced with unemployment; their employment level is lower compared to native-born counterparts. Those who find employment are often affected by over-qualification, which means they are in occupations whose skill requirements are lower than their educational attainment and/or professional qualifications. On the other hand, host countries have different needs depending on the economic sector, but the demand for qualified employees in some branches is high. The situation differs also between countries and their economy (see e.g. Desiderio 2016).

Support measures for labour market orientation are critical for making a successful transition into employment. During the research, the RevoT team identified a wide range of practices across Europe to address the challenges. One pressing issue is how migrants and refugees can use their skills according to their qualifications; also considering that they have gained qualifications and work experience at varied levels and in very different labour markets. In the booklet you will find measures addressing the issue of recognition of qualifications; e.g. we found best practices carried out either by universities or by state entities that support and train refugees to access university studies. Other strands of project activities focus on entrepreneurship or measures for labour market integration in specific sectors of the economy. Further approaches include individual counselling, skills assessment or specific training like bridging offers. Other activities aim at enhancing the knowledge of the structure and functioning of local labour markets through e.g. company visits, providing knowledge of the job offers in a region or networking with companies. An introduction to the world of work is achieved through employment on a temporary basis or through internship periods, depending on the possibilities of the participants and the needs of the companies. Furthermore, we found that involving organizations of migrants and refugees in stimulating, helping and supporting refugees to find their way to the labour market is a successful strategy.

Relating to and addressing challenges mentioned above, you will find 40 good practices grouped into seven categories:

- General orientation on the job-market
- Approaches to specific sectors of the labour market
- Preparation for university
- Recognition of qualifications
- Building bridges between training and enterprises
- Culture as a resource for job integration
- Involving refugee organizations

After a brief overview you will find the detailed descriptions of these practices.

## 2.1 Brief overview of the good practices

General orientation on the Job-Market			
There is a widely shared consensus among experts that labour market participation is the single most important step to a successful integration into host societies as presumably high numbers of asylum-seekers and refugees will stay in the EU for years. Support measures for Job market orientation is critical in making a successful transition into employment, considering also that refugees have gained qualifications and work experience in very different labour market. Finding the right job, Recognition of Qualification of recognized refugees, finding the right further education for adolescents, multilingual advice and individual mentoring (one to one career counselling sessions), along with the organization of a series of job readiness, soft skills and hard skills workshops are practices that could showcase the effectiveness of relevant measures to successful integration.			
AT	Caritas	Start2work	Language courses, coaching for job interviews, preparing application documents, giving orientation on the labour market, job search, recognition of qualification, support in finding further education or vocational training, supporting and consulting companies
AT	Volkshilfe Oberöst.	Integration through work	Finding the right job, recognition of qualification of recognized refugees, finding the right further education for adolescents, multilingual advice and support
AT	ZEBRA	Integration path	Consultation, support for application, clarification of documents, support for recognition
GER	KDA /church	PONTE	Individual mentorship for refugees by professionals out of different branches
GER	UFU e.V.	AG BIF	Support group for refugees, mentorship program, working group for vocational integration including different stakeholders
GR	Generation 2.0 for Rights Equality & Diversity	Facilitating access to work for vulnerable populations in Athens	One to one career counselling sessions, along with the organization of a series of job readiness, soft skills and hard skills workshops
ES	Cear Spanish Commission for Refugee Assistance (CEAR)	Promotion of socio-labor integration and networking	Training and social work
ES	Development and Assistance, International Rescue NGO	Horizon one to one	Mentoring program for every-day life and job integration
NL	ROC Midden-Nederland	Integrated pathway	Dutch language course that is integrated within one of 15 possible vocational training programs (divided per profession)
NL	ROC Landstede Raalte	Language courses + orientation on society and labour market	Training for young people in general classes: Dutch, English, Society Orientation, career orientation and Internship guidance.
NL	ITTA	Project Work in the Netherlands	Language development, Guidance to the integration exam, Social participation, Targeted preparation for the labour market
NL	ITTA	Result Cards 2015	Work on a career plan on the basis of Result Cards. The completed Result Cards together form a portfolio. They then conduct a final interview with an examiner on the basis of their portfolio
IT	Italia lavoro	INSIDE	orientation and active work research, coaching, company scouting and job search



Approaches to specific Sectors of the Labour Market			
Adult refugees often have gotten some kind of qualification in their home country or have worked for a time-period in a qualified job. On the other hand host countries have a need in qualified employees in some branches. The situation differs between the countries and their economy. So we found a wide range of approaches for qualifying refugees for specific sectors: for example those in health and care, metal sector, interpreter, craftsmen and some very special ones as guides in a museum!			
IT	Confartigianato-Imprese Udine	This is Integration	Training course in construction industry.
IT	Caritas Diocesana Udine	Tell me a story and reinvent local craft	Training course in hospitality sector
IT	Cramars	Laboratory on the job by Centro Balducci Udine	Laboratory on the job for the Centro Balducci (hosting immigrants and Asylum seekers). Involved 5 companies working in the field of fiberglass with educational workers on the job
GER	Handwerkskammer Hannover	Craft Training for Refugees and Asylum Seekers	Preparation for an apprenticeship or a job as craftsmen, Language training, VET
GER	Cooperative for road traffic in Lower Saxony	Active integration	Preparation for employment in the logistic and transport sector (language, VET)
GER	Werkstatt schule e.V.	Cooperative Production School	vocational orientation young refugees, usually aged 18-20 years old, work on various projects in woodworking, bicycle mechanics, and solar energy
ES	Spanish Commission for Refugee Assistance(CEAR)	Reconstructing my heritage, I reconstruct my life	Professional preparation for working in construction and restoration of cultural heritage, professionalizing them for rebuilding their country after return
NL	ROC Twente	Refugees educated for the metal sector	Educational program in Dutch language and practical training in the use of machines for the metal sector.
NL	Tropenmuseum	Refugees as museum guides	Training of refugees to become temporary a guide in the museum.
NL	Manpower	Refugees as interpreters	Training of refugees to become an interpreter
NL	Foundation for Refugee Students	Refugees as artists	Refugee artists have been trained to become social entrepreneurs. The artists are now an independent operating company.
NL	Stichting Vluchteling Talent	Refugees in agro-business sector	Educating refugees for work in the agricultural sector

Preparation for the University			
All those best practices that take the University as a reference point in the project for integration and education for refugees have been gathered in this category. Mainly we can find best practices carried out either by Universities or by Member State entities that train refugees to access university studies (or continue with them in some cases) through scholarships, qualifications in the host country language and pre-university education to access higher studies with full guarantees. We have also found a good best practice of refugee integration. These refugees are teachers in their home countries, and these best practices aim at helping them continue their research and teaching work at universities in host countries.			
GER	VHS Hannover	Preparation for university education for qualified refugees	Preparation for studying at a German University (Language, contact and support by University of Hannover)
ES	Universidad Camilo José Cela	Integra project	Preparation for studying at an Spanish University
ES	Universidad Complutense de Madrid (UCM)	Refugees Welcome	Welcoming the refugees in classrooms as visiting students, facilitating the collaboration in UCM facilities of refugees who were professors and university researchers in their country of origin.

### Recognition of qualification

Underutilisation of migrants' and refugees' skills is a pressing issue. Particular refugees are very often faced with underemployment; their employment level is lower compared to native born counterparts. Those who found employment are often affected by over-qualification, which means they are in occupations whose skills requirements are lower than their educational attainment and/or professional qualifications. One important factor is the difficulty of having their foreign qualifications and work experience abroad, recognized in the countries of destination. Assessing, validating and recognizing formal, non-formal and informal learning of refugees is required for successful labour market integration. The systems and procedures for the recognition of qualifications and competences are very complex. In addition, in this context, the needs of foreign-qualified professionals and less-educated refugees need to be considered. Therefore, measures and projects that support and guide diverse refugee groups during these processes are crucial. During the research we found several projects providing - amongst others - measures in relation to recognition of qualifications. In the following you can find two examples whose specific main work focus is on recognition. Some of the examples in other sections of the booklet also offer support regarding recognition (see the other thematic fields).

GER	Industrie und Handelskammer Hannover	Recognition and Qualification Consultation Centre	Support and guidance for recognition of all kinds of qualifications
AT	Beratungszentrum für Migranten und Migrantinnen	Check in Plus	"Check in Plus" supports non-Austrian citizen who gained their diplomas and professional experience abroad in the recognition procedure, finding suitable further education and offering career counselling.

### Building bridges between training and enterprises

The five best practices present a broad overview of possible activities aimed at the insertion into the world of work of users still in the waiting list for residence permits. The free services offered to this target range from individual counselling to recognition of talents or to specific training and support for CV writing. These also concern company visits and knowledge of the work offer of the territory, the networks with companies and the introduction to the world of work on a temporary basis or through internships periods always following the possibilities of the participants and the needs of the companies with which the operators have constant relationships. The fundamental importance of these activities is based on the close contact between the three parties: users, businesses and operators, and the taking charge of users by an economic market in which they can spend their skills and put their interests into practice.

GR	Allileggie Solidarity Now	Employability Service	Career counselling, development of job—related skills, mediation with employers, empowerment
NL	Movisie	Project K! X 2015	Improving labour market position of young refugees, company visits, coaching lectures
AT	SAUM	The Base	Temporary workplaces, guidance, training, job search assistance
IT	Cramars	Lift	Training internship
GER	Caritas	Active Waiting	Language course, personal consulting, internship or apprenticeship

### Culture as resource for job integration

The best practice of migrant entrepreneurship - the project activities were focused on economic emancipation of refugees and persons with migrant background through the culinary and cultural exchange. Taste of Home gathers people in search of happiness and safety ready to offer the best of them; tastes of their childhood and youth hood as well as tastes of their adulthood in the new society (tastes of Middle-Eastern, Arabic, African and Asian cuisine). Taste of Home was focused on the development of a cooperative that emancipates refugees and migrants both as a reality for some and a sustainable model for others.

HR	FADE IN	Quality Integration solution for refugees	Taste of Home started as a culinary-cultural- research project, developing cooking and serving skills for catering as a primary small business established with the cooperative.
GR	Cyclisis	Together Within	Career counseling combined with lectures on different types of businesses and providing opportunities for more socialization through cultural activities.

Involving refugee organization			
Involving migrants and refugees and their organizations in projects is very effective to stimulate, help and support participants in finding their way in the labour market, because it creates commitment and support in their own community. We have noticed this implicitly in several mentioned projects and found it explicitly in two specific ones.			
AT	maiz	PreQual	Prequalification for health and care
NL	Vluchtelingen Werk Nederland	Refugees investing in participation	Offering a training program in which the participants learn the core competencies needed to be "labour market fit", bringing employers into contact with refugees with the aim of providing space for refugees in the form of internships or volunteers within their company.

## 2.2 General Orientation on the Job-Market

<b>Name of the project: Start2work</b>			
<b>Country:</b> Austria		<b>"start2work":</b> 01.01.2016 – 31.12.2017 <b>"start2work Neu":</b> 01.01.2018 – 31.12.2019 The focus of the following project description lies on the completed project period 1.1.2016-31.12.2017.	
<b>Name of Institution:</b>		Caritas der Diözese Feldkirch, Fachbereich Arbeit & Qualifizierung / Caritas of the Diocese of Feldkirch, Department of Work & Qualification	
<b>Type of Institution:</b>		Church based NGO The Caritas is a big organization with projects in a lot of fields, for example addiction, help in precarious situations, it also works with people with disabilities, refugees and helps people with low income through their second-hand shops. And this are only the main areas of work, those areas further divided into a lot of different projects and activities.	
<b>City:</b>		Caritas works throughout the Austrian province of Vorarlberg. "Start2" work is situated in the city of Dornbirn. The participants come from all over the province of Vorarlberg.	
<b>Website/ FB page if available</b>		Project Homepage: <a href="https://www.carla-vorarlberg.at/">https://www.carla-vorarlberg.at/</a> Project-Flyer: <a href="https://www.carla-vorarlberg.at/fileadmin/storage/vorarlberg/website/dokumente/carla/Start2work.pdf">https://www.carla-vorarlberg.at/fileadmin/storage/vorarlberg/website/dokumente/carla/Start2work.pdf</a> press release of 5.7.2016: <a href="https://www.caritas-vorarlberg.at/aktuell/news/detail/news/75104-start2work-erfolgreiche-arbeitsmarkt-integration-fuer-fluechtlinge/">https://www.caritas-vorarlberg.at/aktuell/news/detail/news/75104-start2work-erfolgreiche-arbeitsmarkt-integration-fuer-fluechtlinge/</a> Press report EUinvest April 2018: <a href="https://europa.eu/investeu/projects/helping-refugees-find-work_en">https://europa.eu/investeu/projects/helping-refugees-find-work_en</a>	
<b>Contact (email or phone)</b>		+43-05522 – 200 – 1530; <a href="mailto:karoline.maetzler@caritas.at">karoline.maetzler@caritas.at</a>	
<b>Local alliances, which institutes are involved?</b>		Bezirkshauptmannschaft / BH (district authority) Arbeitsmarktservice Vorarlberg AMS (Public Employment Service Vorarlberg) Wirtschaftskammer Vorarlberg / WKO (Chamber of Commerce Vorarlberg) Fachhochschule Vorarlberg / FH (University of Applied Sciences Vorarlberg) Partners from the social work field Companies and businesses	
<b>How does the cooperation with them work?</b>		BH: the participants are registered at the district authority and are referred to "start2work" by the BH. The BH pays for the needs-based minimum income and pays attention to the progress of the integration efforts. AMS: Some of the participants are registered as jobseekers at the AMS and have been referred to "start2work" by the AMS. Since autumn 2017, the AMS has the overall responsibility for work integration and is the most important cooperation partner in "start2work new". WKO: The Chamber of Commerce informs companies about the job placement efforts of	

	<p>“start2work”.</p> <p><i>FH:</i> Individual participants could be introduced to an FH degree program. The FH carries out study counseling and has other offers.</p> <p>Partner from the social field: Depending on the needs of the client, “start2work” has a strong exchange with the partners from the social work field. Participants with multiple problems will be referred to specialized counselors.</p> <p>Companies and businesses: “Start2work” is in intensive contact with the companies and companies in which the participating refugees complete their internship. “start2work” advises and accompanies refugees and companies alike.</p>
<p><b>Funded by</b></p>  <p><small>Diese Maßnahme wird aus Mitteln des Europäischen Sozialfonds, dem Land Vorarlberg, dem AMS Vorarlberg sowie der Caritas Vorarlberg finanziert.</small></p>	<p>Public funding, donation, contributions, own resources</p> <p>Project Funding: the project is partly funded by the EU through (European Social Fund / ESF) in cooperation with the Provincial Government of Vorarlberg und AMS Vorarlberg (Public Employment Service Vorarlberg).</p>
<b>Activities carried out</b>	<ul style="list-style-type: none"> <li>• <b>Advisory service</b></li> <li>• <b>Supportive activities</b></li> <li>• Vocational training</li> <li>• <b>Language training</b></li> <li>• <b>General orientation</b></li> <li>• <b>Recognition of qualification</b></li> <li>• <b>Other: Networking with other organisation and transferring clients if needed</b></li> </ul>
<b>Target group</b>	<ul style="list-style-type: none"> <li>• <b>only recognized refugees in Vorarlberg</b></li> </ul>
<p><b>If applicable:</b></p> <p>Please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, length of stay in the host country, obligatory or voluntary participation in the project:</p>	<p>People with German level A1 or beyond who are without employment.</p> <p><b>Age</b> 19 years of age or above</p> <p><b>Qualifications and professional background of participants</b> It depends, there are highly qualified people, who have finished a higher level of education but also people that only finished compulsory education. This also applies to work experience, it varies from people which a lot of experience to those with any experience. It also depends on the age, if participants are still young, they cannot have as much experience as the older clients.</p> <p><b>Length of stay in Austria</b> Varies, some participants come directly after they know they can stay in Austria, some come later</p> <p><b>Further relevant information about participants</b> The proportion of men is much higher than that of women. At the moment, the male participants are mainly from Syria. The participants are highly motivated, most of the participants are willing to learn and try very hard to find a job.</p>
<p><b>Description of activity:</b> German courses (level A2)</p> <p>Group coaching: Participants attend trainings and group coaching. They create application documents and get to know the local job market. Staff will support participants regarding finding internship and finding a job.</p> <p>Individual coaching: In the individual coaching participants get individual support in the search of internships and jobs. In the coaching sessions, a “perspective plan” is prepared. Furthermore, support in the recognition of certificates, certificates and diplomas are offered.</p> <p><b>Goals</b></p> <ul style="list-style-type: none"> <li>• Activation of the participants.</li> <li>• Orientation in the Vorarlberg labor market.</li> <li>• Placement in internships.</li> <li>• job-placement</li> </ul>	

- Referral to vocational training
- Referral to further education

to integrate recognized refugees and persons with subsidiary protection status into the Austrian labour market. The project provides per year 400 labor market “clearances” (initial consultation), German courses A2 for 200 people, group coaching for 100 participants and career coaching for another 100 participants.

#### **Needs of the target group**

The project tries to find adequate jobs for the refugees. They try to consider the career path the person had planned in the past and builds on education they already completed.

It is also important for the project to avoid de-qualification if possible.

#### **Information for participants:**

The project works closely with the provincial government. Therefore a lot of the clients who are recognized refugees or people with a status of subsidiary protection and who receive needs-based minimum benefits are referred to “start2work”. Another means to inform people is through word-of-mouth advertising.

Project information can also be found on the homepage of the Caritas Vorarlberg. On the website, there is also a leaflet available which basic information, only in German.

#### **Participation**

The participation is ensured through informing the people about the importance of work.

There are also measures like mandatory attendance. As most of the clients are referred by the district authority, there is a certain commitment from the start of the measure.

#### **Improvement of integration**

Networking is important. The people working for the project are in contact not only with participants but also with companies on the labour market.

They support clients to improve their German as well as their qualifications.

Through coaching they prepare the clients for the labour market and its specific requirements

#### **Number of participants in the measure**

Between 01.01.2016 to 31.12.2017

742 persons undertook labor market clearances (initial conversation).

389 persons participated in a German course.

194 persons participated in Group coaching/training.

175 persons participated in individual career coaching.

63% of participants who have completed coaching have been in work or were referred to further education.

#### **Staff:**

10 people are employed and three people have a free service contract

Social worker, job-coaches, employees which a background in life and social consultants, German as a second language teachers. No volunteers.

Project staff itself is not involved in working with policy makers. The project itself does not actively work in this area, as this is done by the Caritas Vorarlberg and Austria.

#### **New features in the project "start2work New" 2018 - 2019:**

The cooperation with the AMS has been intensified. The AMS refers participants to “start2work”.

Admission requirement is German level A2.

No German courses are offered.

Group and individual career coaching has been extended to 14 weeks.


Overall, "start2work Neu" offers more coaching positions than the year before; 400 coachings/cases are planned.

The participants are still very motivated and the placement rate in work or further education is at 75% at the end of June 2018.

#### **Please give us one sentence: How do you consider that the project is successful?**

Labor market integration requires patience and competence. In the “start2work” project of Caritas Vorarlberg, we combine these requirements and support the participants and the companies individually over a long period of time.

<p>"Start2work" accompanies in many ways and often acts as a translator of cultural codes, expectations and requirements.</p>	
<p><b>Why do you provide this activity as good practice? What is its impact?</b></p> <p>"Start2work" offers the opportunity to orient oneself, to try things out and to take concrete steps into self-determination. Self-employment and self-determination is one of the highest goals. Becoming independent of social support through gainful employment has a high value.</p>	
<p><b>What is the relevant outcome for the participants, the funders and personally you?</b></p> <p>Of high value to the participants is the achievement of independence and self-determination through a regulated income, regardless of social benefits.</p> <p>Of great value to the funder is the reduction of unemployment as well as the handling of physical and psychological problems that stand in the way of taking up a job.</p> <p>Of great value to the companies is the finding of reliable employees.</p> <p>This is a contribution to social peace and prosperity.</p>	
<p><b>Do you stay in contact with the former participants, do you know what they are doing now?</b></p> <p>In coaching it is important that the accompaniment also has a clear ending. If some individuals become unemployed again, they can be assigned to "start2work" again via the AMS.</p> <p>In some cases, of course, they are still in contact with former participants.</p>	
<p><b>Which challenges do you identify in the project?</b></p> <p>Labour market integration is part of societal and social integration of refugees in Vorarlberg and Austria. We know about the connections between searching for housing, family reunification, health restrictions and other personal issues. All these topics are related and have an impact on each other.</p>	

<b>Name of the project: Integration durch Arbeit / Integration through Work</b>	
<b>Country:</b> Austria	<b>Started:</b> 2016 <b>Will end:</b> 2019
<b>Name of Institution:</b> 	Volkshilfe Flüchtlings- und MigrantInnenbetreuung GmbH
<b>Type of Institution:</b>	NGO Volkshilfe FMB GmbH takes care of people who had to flee their home countries. FMB has five departments in their company: <ul style="list-style-type: none"> <li>• Refugee care</li> <li>• Consulting services</li> <li>• Integration and cohabitation</li> <li>• Youth Care</li> <li>• Volunteer work with refugees</li> </ul> The Volkshilfe in Upper Austria also have other departments like: Support of <ul style="list-style-type: none"> <li>• elderly people</li> <li>• adolescents</li> <li>• people living in poverty</li> <li>• people with disabilities</li> </ul>
<b>City:</b>	Advice centres in Linz, Linz Land, Vöcklabruck, Braunau, Ried, Schärding, Rohrbach, Kirchdorf, Freistadt, Perg, Steyr and Gmunden
<b>Website/ FB page if available</b>	<a href="https://www.volkshilfe-ooe.at/erwachsene/arbeit/integration-durch-arbeit/">https://www.volkshilfe-ooe.at/erwachsene/arbeit/integration-durch-arbeit/</a>
<b>Contact (email or phone)</b>	Adnan Zahiti Stockhofstraße 40, 4020 Linz +43 732 60 30 67, <a href="mailto:adnan.zahiti@volkshilfe-ooe.at">adnan.zahiti@volkshilfe-ooe.at</a>



<p>Local alliances, which institutes are involved?</p> 	<p>For this measure: AMS (Public Employment Service)</p>
<p>How does the cooperation with them work?</p>	<p>AMS places participants within the project</p>
<p>Funding</p>   	<p>AMS (Public Employment Service)</p> <p>Land OÖ (Intermediate body of the European Social Fond)</p> <p>ESF (European Social Fond)</p>
<p>Activities carried out</p>	<ul style="list-style-type: none"> <li>• <b>Advisory service</b></li> <li>• <b>Supportive activities</b></li> <li>• Vocational training</li> <li>• Language training</li> <li>• <b>General orientation</b></li> <li>• <b>Recognition of qualifications</b></li> </ul>
<p>Target group</p>	<ul style="list-style-type: none"> <li>• <b>only recognized refugees</b></li> <li>• migrants and refugees</li> <li>• General, amongst others migrants and refugees</li> <li>• Asylum seekers are involved</li> <li>• <b>Persons entitled to subsidiary protection</b></li> </ul>
<p><b>If applicable:</b> Please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, length of stay in the host country, obligatory or voluntary participation in the project:</p>	<p>The target groups of "Integration through work" are persons who have held residency status "entitled to asylum" for no more than 24 months or "entitled to subsidiary protection", or who have a residence permit AB, AB+, ATB-extenuating circumstances and AB-protection who received residency status of "entitled to asylum" and "entitled to subsidiary protection" after 31.12.2014 (IJG*) who are listed with the AMS* as unemployed or as a jobseeker, and who have unlimited access to the job market who are of working age (16-60 years old) who are no longer required to go to school</p> <p><b>Qualifications and professional background of participants</b> Persons, who are no longer required to go to school, who are of working age (16-60 years old), no qualifications are required, because the AMS places participants</p> <p><b>Number of participants in the measure</b> 1350 participants since 2016</p>
<p><b>Description of activity:</b> <b>Project goals:</b> Comprehensively inform and motivate project participants through multilingual consulting and support (e. g. in German, Arabic, Dari, Farsi, English, . . . ). A detailed social and professional anamnesis as a basis for further action planning. A target-oriented use of the existing qualifications and competencies by making them visible using the "competence profiling according to CH-Q / Schweizer Qualifizierungsmodell - Swiss Qualification model. Assistance in the search for and placement in trainings, courses and qualification measures for the opportunities to enter the Upper Austrian labour market. An improvement of the sustainable labour market integration through individual</p>	

support in finding a job.

To avoid job loss, "Integration through work" offers the project participants and the companies assistance even after taking up work.

**Information for participants:**

- increasing skills and qualifications
- job market orientation
- search for appropriate education, courses, vocational training/continuing education
- search for an apprenticeship
- search for an appropriate job
- creation of optimal application documents (CVs, cover letters, ...)
- setting appointments with enterprises and companies
- preparation for job interviews
- specific concerns about jobs or education
- employment law advice

**Staff:**

Number of employees in the project: 16 persons; 3 in administration and coordination and 13 employees work as counsellors in 11 different precincts. Professional qualifications of the employees: Integration counsellor. No volunteers.

**Why do you provide this activity as good practice? What is its impact?**

**PRO**

There is a strong cooperation between the AMS and Volkshilfe FMB.

The rate of success is very high

It is easily accessible for participants because they are instructed by the employees at AMS

Also low qualified people are included in the project

The employees of the project are highly qualified, there are no volunteers

The project includes participants with a wide range of ages

It is a long-term project

Native speaker counseling

a counteraction to disqualification

work assistance: while employed there is a support

**CONTRA**

Only recognized refugees or those entitled to subsidiary protection with access to the labour market can participate

Persons who hold residency status "entitled to asylum"/subsidiary protection (or similar status) for no more than 24 months can participate

The measure is compulsory, so a lot of motivational work is needed.

Intensive time spent learning the German language

**Please give us one sentence: How do you consider that the project is successful?**

The BBE Monitoring report 2016 is audited annually by the IAB from the AMS. In 2016, the report found 73% sustainability for the Ida (Integration through work) project.

**What is the relevant outcome for the participants, the funders and personally you?**

There is a high placement rate. There is quality management. If the participant still has his job 3 months after ending the measure, it is a positive result. For the funders it is an investment in the future, because refugees are fit for work faster.

The essential idea of Volkshilfe is to help the people, therefore the success of the clients is the success of Volkshilfe as well.

**Do you stay in contact with the former participants, do you know what they are doing now?**

Yes, for at least 3 months.

**Which challenges do you identify in the project?**

German language skills of the participants.

Implementation of ESF guidelines.





Low number of employees.

No financial support for long term education.











For people who have had a profession with high qualifications in their home country, there is nothing comparable in Austria.

Very complex form of accounting.

No safety for the NGO, whether it will receive the total funding sum.

<b>Name of the project: Integrationspfad – Integration pathway</b>	
<b>Country:</b> Austria	<b>Started:</b> 2015 <b>Will end:</b> ongoing
<b>Name of Institution:</b>  	ZEBRA – Intercultural Centre for counselling and therapy
<b>Type of Institution:</b>	NGO
<b>City:</b>	Graz
<b>Website/ FB page if available</b>	<a href="https://www.zebra.or.at">https://www.zebra.or.at</a>
<b>Contact (email or phone)</b>	Granatengasse 4/3. Stock 8020 Graz Telefon: +43/ 316/ 83 56 30 E-Mail: <a href="mailto:office@zebra.or.at">office@zebra.or.at</a>
<b>Local alliances, which institutes are involved?</b>   	For this measure:  Arbeitsmarktservice AMS (Public Employment Service)  Verein zur Förderung von Arbeit und Beschäftigung FAB (Association for the promotion of work and employment)
<b>How does the cooperation with them work?</b>	AMS places participants with the measure
<b>Funding</b>  	AMS
<b>Activities carried out</b>	<ul style="list-style-type: none"> <li>• <b>Advisory service</b></li> <li>• <b>Supportive activities</b></li> <li>• Vocational training</li> <li>• Language training</li> <li>• <b>General orientation</b></li> <li>• <b>Recognition of qualification</b></li> </ul>
<b>Target group</b>	<ul style="list-style-type: none"> <li>• only refugees</li> <li>• <b>migrants and refugees</b></li> <li>• General, amongst others migrants and refugees</li> <li>• Asylum seekers are involved</li> </ul>
<b>If applicable:</b> Please describe the target group e.g. in terms of type of refugees / asylum seekers, age, level of qualification, length of stay in the host	Target group of advice persons entitled to asylum / recognized refugees Persons with a subsidiary protection Persons with a migration background, who are registered with the regional AMS office and have legal access to the labor market.









country, obligatory or voluntary participation in the project:	
<b>Description of activity:</b> Content of the counselling for recognized refugees and persons with subsidiary protection status:  Individual consultation in first language of clients Initial clarification of all labor market policy relevant data and competences Referral to the "AST" for the recognition of qualifications acquired abroad; the AST is part of the overall ZEBRA services and offers (AST = Contact Point for people who gained professional qualifications abroad) Close cooperation with FAB (Association for the promotion of work and employment) for the clarification of practical skills, if you already have work experience in your country of origin Application advice: Creation of application documents, application training, assistance in finding work or internships The Integration path is one offer of ZEBRA. If needed, clients can be referred to other offers, e.g. legal advice, family counselling, psychotherapy.	
<b>Why do you provide this activity as good practice? What is its impact?</b> Professional counselling and guidance in the first language of participants. If needed, clients can be referred to other offers at ZEBRA, they don't need to go to another organization.	
<b>Please give us one sentence: How do you consider that the project is successful?</b> One of the most important criteria is the securing of linguistic resources, which means that all consultations and information days take place in the first language of the clients with "mother tongue" counselors. All employees regularly meet and exchange in a specialist committee and are also informed about relevant labor market policy offers and are well networked. There is also a regular exchange with the AMS.	
<b>What is the relevant outcome for the participants, the funders and personally you?</b> Upon completion of the measure, the clients should have largely planned their future careers or participate in qualifications or have knowledge of how the Austrian labor market works or have found an adequate satisfactory employment.	
<b>Do you stay in contact with the former participants, do you know what they are doing now?</b> Only rarely do clients contact us again. After all, they are provided with a clearly defined advice, and once the goals have been achieved, the consultation is completed.	
<b>Which challenges do you identify in the project?</b> It is unpredictable which languages are needed, which complicates the planning of personnel deployment, etc. The consultations in the regions require a high degree of organization and logistics (languages, spaces, travel times, efficiency, etc.)	






Name of the project: PONTE FlüchtlingsPaten - Brücken in den Arbeitsmarkt PONTE - refugee godparents - bridges into the labor market <div>  </div>	
Country: Germany	Started: January 2016 Will end: ?
Name of Institution:   Haus kirchlicher Dienste	Kirchliche Dienste der Arbeitswelt /Evangelische Lutherische Landeskirche Hannover
Type of Institution:	Public, part of the protestant church (Evangelisch Lutherische Landeskirche Hannover)
City:	Hannover
Website/ FB page if available	<a href="http://www.kirchliche-dienste.de">www.kirchliche-dienste.de</a>
Contact (email or phone)	<a href="mailto:kaemper@kirchliche-dienste.de">kaemper@kirchliche-dienste.de</a>
Local alliances, which institutes are involved?   Region Hannover   Kirchengemeinde Michaelis   Diakonisches Werk   Jobcenter/Agentur für Arbeit Region Hannover	
How does the cooperation with them work?	Good cooperation in the involved networks and institutions
Funded by   Evangelisch-Lutherische Landeskirche Hannovers (Office and staff: one person 50%)   Region Hannover   Municipality of Hanover: budget for materials   Volunteer work	
Activities carried out	<ul style="list-style-type: none"> <li>• Advisory service</li> <li>• Supportive activities</li> <li>• Vocational training</li> </ul>

	<ul style="list-style-type: none"> <li>• Language training</li> <li>• <b>General orientation</b></li> <li>• Recognition of qualification</li> <li>• Other (please describe)</li> </ul>
<b>Target group</b>	<ul style="list-style-type: none"> <li>• <b>only refugees</b></li> <li>• migrants and refugees</li> <li>• General, amongst others migrants and refugees</li> <li>• <b>Asylum seekers are involved</b></li> </ul>
<b>If applicable:</b> Please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, length of stay in the host country, obligatory or voluntary participation in the project:	The target group is asylum seekers and refugees with a good perspective to stay who already have German language skills (B2). Participation is voluntary. Most of them are in their thirties, mostly 1 – 1,5 years in Germany.
<b>Description of activity:</b> (amongst others: number of participants, methods, entities involved, limitations, results, number and qualification of staff, volunteers involved, criteria for choosing participants, information to the target group or responsible entities, evaluation) <b>Are there any costs/fees for participants? How is the cost of living covered for full time participants?</b> The office of “Kirchliche Dienste in der Arbeitswelt - KDA” has the task to develop piloting projects under the aim of integration. Later on these projects should be carried out from other parts of the protestant church e.g. local congregations. After having carried out successfully the program “Minerva” a mentoring program for migrant women they started last year the project “PONTE”. Since 2015 a lot of asylum seekers have entered Germany and have been accepted as refugees. The challenge of integration fostered the development of a wide range of programs. Many projects have only a short term: Learning language and then starting a job. This approach had the disadvantage that the refugees started in precarious jobs and that the work often did not match the qualifications or interests of the refugees. These employment relationships were often terminated after a short time. For this reason KDA started PONTE. In PONTE volunteers support refugees as job escort. One volunteer is responsible for one refugee for one year. They have personal meetings every 2 weeks at minimum and stay in contact by other media too. Every 6 – 8 weeks all participants and all job escorts come together to discuss problems and to cultivate and deepen their social contacts. 25 refugees are supported per year by 22-25 volunteers. The aim of the project is, to empower the refugees to get on, to develop their professional career in a realistic way which meets their competences and expectations. That could be a preparation for an education, an internship, further education or a job. The approach of PONTE is to find sustainable solutions and not short time employment. The volunteers themselves have different professional experiences. They get an introduction in the tasks and challenges by KDA. Supervision (3 times a year) guarantees the quality of their work and supports them. But it is always a challenge to find new new job escorts or coaches. Important for the success are networks and the collaboration with certain institutions (e.g. employers, employment agencies, refugee’s organization, training and education centers). <b>Are there any costs/fees for participants?</b> The project is free of charge for the participants. <b>How is the cost of living covered for full time participants?</b> They get public subsidies as usual.	
<b>Why do you provide this activity as good practice? What is its impact?</b> The project is successful in keeping refugees in permanent employment, which is also satisfactory for themselves. The long-term relationship with the personal job escorts or coaches helps the refugees to feel at home in Germany. Furthermore the project’s success is important to show politicians and stakeholders that this approach works better than short time solutions. The low budget which is needed for such project enables others to copy it.	



<b>Please give us one sentence: How do you consider that the project would have been successful?</b>
The project is successful when all participants have a realistic idea of their personal and professional opportunities, look on this basis for a sustainable job, an apprenticeship or education and plan their own future.
<b>What is the relevant outcome for the participants, the funders and personally you?</b>
For the participants: The approach of <b>PONTE</b> is to find sustainable solutions and not short time employment. For the funders: The development of successful pilot projects is an added value for the institutions as they may carry out those projects in several areas in the future. Personally: See above: If all participants have a clear idea about their next steps for a successful integration.
<b>Do you stay in contact with the former participants, do you know what they are doing now?</b>
Yes, they are in contact to them and know what they are doing now.
<b>What problems do you identify in the project?</b>
Integration is a tedious and difficult process. Both sides - refugees and coaches - have to be patient and not discouraged by temporary failures.

<b>Name of the project: Arbeitsgruppe „Berufliche Integration für Flüchtlinge“ (AG BIF)</b> <b>Working group „Vocational Integration for Refugees“</b>	
<b>Country:</b> Germany	<b>Started:</b> Beginning of 2016 <b>Will end:</b> open - can run as long as there is need as well as civic engagement by volunteers
<b>Name of Institution:</b>  Unterstützerkreis Flüchtlingsunterkünfte Hannover e.V.	<b>Unterstützerkreis Flüchtlingsunterkünfte Hannover e.V. (UFU e.V.)</b> <b>Englisch:</b> Support Group for Refugee's Accommodation Hannover
<b>Type of Institution:</b>	Civil society organisation / registered association (recognized as charitable non-profit)
<b>City:</b>	Hannover
<b>Website/ FB page if available</b>	<a href="http://www.uf-hannover.de/ag-bif">http://www.uf-hannover.de/ag-bif</a>
<b>Contact (email or phone)</b>	<a href="mailto:unterstuetzerkreis@uf-hannover.de">unterstuetzerkreis@uf-hannover.de</a>
<b>Local alliances, which organisations are involved?</b>       	<b>Employment Agency</b> <b>Jobcenter</b> <b>Chamber of Commerce</b> <b>Chamber of Crafts</b> <b>Chamber of Agriculture</b> <b>Other stakeholders:</b> <b>Municipal Integration Managers (30)</b>

  	<p>University of Hannover / Foreign Students Advisory Service</p> <p>Other Institutions of Higher Education in Hannover:</p> <p>“Refugee Law Clinic” (a law students’ NGO to help refugees)</p> <p>Refugee and Migrant organisations in Hannover (Kargah and Miso) Etc.</p>
<p>How does the cooperation with them work?</p>	<p>The main form of cooperation is transfer of information, expertise, and feedback.</p>
<p>Funded by</p>  	<p>The <b>Municipality of Hanover</b> pays the salary for an ‘Executive Manager’ employed by UFU e.V for three years (2016-2018)</p> <p><b>Donations by citizens, about 150 000€ per year.</b> This is the support in total.</p> <p>The project AG-BIF has no separate budget of its own; 10 000€ per year are set aside for paying for recognition of vocational qualification which can be seen as one of the activity of AG-BIF.</p> <p>Some money is needed for a part-time office manager. The rest of the money covers material costs.</p>
<p>Activities carried out (highlight the relevant ones)</p>	<ul style="list-style-type: none"> <li>• <b>Advisory service</b></li> <li>• <b>Supportive activities</b></li> <li>• Vocational training</li> <li>• <b>(Language training) - UFU, not AG-BIF</b></li> <li>• General orientation</li> <li>• <b>Recognition of qualification</b></li> </ul>
<p>Target group</p>	<ul style="list-style-type: none"> <li>• <b>only refugees</b></li> <li>• migrants and refugees</li> <li>• General, amongst others migrants and refugees</li> <li>• Asylum seekers are involved</li> </ul>
<p>If applicable: Please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, length of stay in the host country, obligatory or voluntary participation in the project:</p>	<p>Final beneficiaries of <b>AG-BIF</b> (and of <b>UFU</b> as the larger network) are refugees in Hanover in general without further restrictions.</p> <p>Hanover accommodates currently (June 2017) about 4000 refugees.</p> <p><b>AG-BIF</b> estimates that their work affects about 2000 of them (through the volunteers and professionals who work with them and are in contact with <b>AG-BIF</b>).</p>
<p><b>Description of activity:</b></p> <p>(amongst others: number of participants, methods, entities involved, limitations, results, number and qualification of staff, volunteers involved, criteria for choosing participants, information to the target group or responsible entities, evaluation)</p> <p>AG-BIF is a sub-section of a larger citizens’ initiative in Hannover called UFU (Unterstützerkreis Flüchtlingsunterkünfte Hannover), in English: Support Group for Refugees Accommodation. UFU is a network of about 30 groups in the various parts of the town which voluntarily support refugees living in about 40 refugees homes. UFU came about as an informal network. Later, a formal association (NGO) was added with the primary aim to legally receive tax-exempt donations</p>	

from citizens.

The UFU network has various “circles” organizing overarching activities for the various neighbourhood groups such as sports activities and swimming for refugees, projects for women, language classes, mentor-ship programs (both general mentor-ship and mentor-ship for vocational training). One of these activities is “AG-BIF”: Arbeitsgruppe Berufliche Integration von Flüchtlingen, in English: Working Group for Vocational Integration of Refugees, which this reports focuses on.

AG-BIF can be described as an expert pool for issues related to vocational training of refugees. It consists of currently six individuals, most of them with a background as VET school teachers, in higher education and human resources. They collect, process and distribute information on conditions and opportunities for refugees to enter vocational training or other forms of learning related to employment – information that other volunteers and professionals should know in order to give quality support to refugees.

AG-BIF organizes information events for the volunteer groups in UFU and for professionals. Also representatives of the local authorities and of other relevant institutions such as the chambers of commerce, crafts and agriculture are part of the process, as well as the currently 30 municipal Integration Managers working in the various refugee homes. But the flow of information organized by AG-BIF is not one-way: knowing the various professionals, AG-BIF also consults them when their specific expertise is needed.

The idea is to provide reliable and useful information to volunteers and professionals working with refugees. Refugees themselves do not belong to the primary target groups of these events, but they are not excluded formally, and so sometimes some refugees join the events together with volunteer mentors.

Another important activity of AG-BIF is the vocational training mentor-ship program. Currently 20 volunteer mentors (ordinary citizens usually with a related vocational background) are available to support individual refugees who are in vocational training (typically apprentices in crafts and industries). Mentors help them get accustomed to the new workplace and try to mediate e.g. when there are conflicts with superiors or peers in the company. Such mentor-ship will last for three years (duration of a typical apprenticeship). Experience shows that in the third year little support is necessary; whereas the first year is the most critical, as most problems appear here, for example when apprentices do not appear in time at the workplace, or when they get mobbed in the VET schools classes they have to attend as part of their apprenticeship.

Experience from a previous project targeting Turkish and Kurdish young people in Hanover shows that mentors can help to reduce drop-out rates from 90 per cent to 20 per cent. (This was not an activity of AG-BIF, but the projects are linked through people working in them.)

AG-BIF motivated a group of mentors to organize seminars for interested citizens. There are also regular meetings for supervision and peer support.

A third activity of AG-BIF is providing financial support to refugees needed to make vocational training or other education possible. There is a special fund to cover fees for recognizing foreign VET certificates (the Chamber of Commerce charges 800€ for a report), or for covering costs of a language course when refugees are not able to pay for it themselves, and other sources – especially government programs – are not available. In such cases refugees can apply to UFU e.V. for financial support. The annual budget of UFU e.V. provides 10 000€ a year for recognition of vocational qualification.

**Are there any costs/fees for participants?**

None. The opposite: **UFU e.V.** even offers financial support additional activities and measures. See above.



**How is the cost of living covered for full time participants?**

Not applicable, as the **AG-BIF** provides expertise for people working with refugees, not for refugees themselves. Refugees get the usual financial support for their living, or – if in apprenticeship – they get their regular wages which usually should be sufficient for a modest living.

**Why do you provide this activity as good practice? What is its impact?**

**AG-BIF's** specific value is that it provides expertise in the complex field of VET for refugees for free to people who work with refugees (both volunteers and civil servants), as well as to the responsible authorities and other institutions. **AG-BIF** grew out of a citizens initiative to provide additional (volunteer) support to refugee homes run by the municipality. It also represents an additional level of monitoring and control to state-run structures.

<p><b>Please give us one sentence: How do you consider that the project is successful?</b></p> <p>“The project is successful when refugees reach their goals – and fulfill their dreams – in terms of vocation, training, employment, or university studies.”</p>
<p><b>What is the relevant outcome for the participants, the funders and personally you?</b></p> <p>(Same as above)</p>
<p><b>Do you stay in contact with the former participants, do you know what they are doing now?</b></p> <p>Not applicable as AG-BIF does not work directly with refugees.</p>
<p><b>What problems do you identify in the project?</b></p> <p>AG-BIF itself could improve its impact with more people participating actively. Currently the work is done by 6 persons advising about 30 local groups attached to 40 refugee homes in the various districts of Hanover.</p> <p>Acting as mediator for many stakeholders, AG-BIF has a clear view of problems in the system of refugee accommodation, asylum application procedures, social aid procedures etc. Major points of criticism are:</p> <ul style="list-style-type: none"> <li>• Lacking cooperation between the authorities</li> <li>• Long queues and waiting times at Jobcenter, Foreigners Office, etc., not only for the refugees but also for volunteers who try to help them. Four hours of waiting seems to be not unusual. This is unacceptable too for the volunteers who take care for refugees after their own job has finished.</li> <li>• Lacking foreign language skills of agencies’ staff, resulting in refugees being forced to queue repeatedly for one and the same issue.</li> </ul> <p>Another problem from AG-BIF’s perspective is, that (too) many people try to help refugees without contacting experts before (e.g. of AG-BIF) to make sure they give correct information and reliable advice.</p>

<b>Name of the project: Facilitating access to work for Vulnerable Populations in Athens</b>	
<b>Country:</b> Greece	<p><b>Started:</b> September 2017</p> <p><b>Will end:</b> December 2017 but the products of the project will still be in use indefinitely</p>
<p><b>Name of Institution:</b></p> 	Generation 2.0 for Rights Equality & Diversity
<b>Type of Institution:</b>	NGO
<b>City:</b>	Athens
<b>Website/ FB page If available</b>	<a href="https://g2red.org">https://g2red.org</a>
<b>Contact (email or phone)</b>	<a href="mailto:info@g2red.org">info@g2red.org</a>
<b>Local alliances, which institutes are involved?</b>	As stated in G2RED’s website “a network of companies and businesses is being built, with an important number already been embracing the idea (of the project) and want to invest in diversity and reinforce the effort to create a labor market open to everyone, regardless of their origin, religion or color”
<b>How does the cooperation with them work?</b>	Not enough data available
<p><b>Funded by</b></p> 	Support from International Rescue Committee

<b>Activities carried out</b>	<ul style="list-style-type: none"> <li>• <b>Advisory service</b></li> <li>• <b>Supportive activities</b></li> <li>• Vocational training</li> <li>• Language training</li> <li>• <b>General orientation</b></li> <li>• Recognition of qualification</li> </ul>
<b>Target group</b>	<ul style="list-style-type: none"> <li>• only refugees</li> <li>• <b>migrants and refugees</b></li> <li>• General, amongst others migrants and refugees</li> <li>• <b>Asylum seekers are involved</b></li> </ul>
<b>If applicable:</b>  Please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, length of stay in the host country, obligatory or voluntary participation in the project:	Adult refugees, migrants and asylum seekers of any background, level of qualification, length of stay.  Voluntary participation.
<b>Description of activity:</b> (amongst others: number of participants, methods, entities involved, limitations, results, number and qualification of staff, volunteers involved, criteria for choosing participants, information to the target group or responsible entities, evaluation)  The program includes the reinforcement of one to one career counselling sessions, along with the organisation of a series of job readiness, soft skills and hard skills workshops. The first job readiness workshops have already taken place with success at Generation 2.0's premises, whereas in September a significant number of workshops also took place, aiming to empower refugees and asylum seekers with information, tools and the development of skills in terms of employability. Apart from empowering and preparing refugees and asylum seekers to enter the Greek or the European labor market in general, one crucial activity is to sensitise and mobilise employers in Greece to offer job opportunities to diverse groups. This means boosting diversity in the workplace, resulting in significant benefits for the companies' profitability, the empowerment of the work environment and, of course, the living conditions and the wellbeing of refugees and asylum seekers. As a result, the message that " <i>Diversity in the Workplace</i> " carries is communicated to the labor market with our video campaign that promotes the importance of diversity in the workplace and supports equal participation in Greek society. The campaign was released and distributed across all social media platforms, titled "Embracing Diversity". G2RED published and distributed an Employability Guide and two Tutorial Videos, containing the valuable information that was discussed in the workshops, providing the tools a newcomer needs to gain easier access to the Greek labor market.  Additionally: Generation 2.0 RED, with the REDucation program, maintains a department of specialized educators who use modern practices to teach the Greek language to people of all ages. At the same time, recognizing the great difficulty in managing the material provided for the naturalization interview, our educators developed a study system which provides appropriate preparation for those wishing to apply for Greek citizenship.	
<b>Why do you provide this activity as good practice? What is its impact?</b> In the framework of the project, the implementing organization created a guide in three languages (English, Arabic and Farsi) which contains in just a few pages all the material and issues discussed on the Employability Workshops concerning cv writing (complete analysis), cover letter, workplace culture and general information on employability and economy in Greece.	
<b>What is the relevant outcome for the participants, the funders and personally you?</b> Participants can get their hands on useful information concerning their career steps and even participate in relevant workshops. The funders see that the	

relevant goals are met so they might continue funding in relevant activities.

**Do you stay in contact with the former participants, do you know what they are doing now?**

G2RED seems like a lively community where people keep in touch after the ending of a project, so it is really possible that they stay in contact with former participants.

**What problems do you identify in the project?**

G2RED has built in mutual trust as precondition of delivering its activities to the migrants, refugees and asylum seekers. Their strategy on Diversity in the workplace consists an innovative effort to facilitate the integration of the mentioned group in the job market. The project needs to establish an intensive campaign in line with the above purpose, introducing the diversity as an asset to a broader spectrum of recipients in labor market. The main problem is the overall austerity and high unemployment rates of the native population, fact which reflects the remaining prejudices in the issue.

**Name of the project: Fomento de la Integración socio laboral y trabajo en red**

**English: Promotion of socio-labor integration and networking**

**Country:** Spain

**Started:** April 2017

**Will end:** Currently on force

**Name of Institution:**



**Comisión Española de Ayuda Al Refugiado (CEAR)**

**English: Cear Spanish Commission for Refugee Assistance(CEAR)**

**Type of Institution:**

Non profit organization

**City:**

National level

**Website/ FB page if available**

[www.cear.es](http://www.cear.es)

**Contact (email or phone)**

[colabora@cear.es](mailto:colabora@cear.es)

**Local alliances, which organizations are involved?**



RED ARIADNA, composed by:

- ACCEM NGO
- Spanich Red Cross
- the four refugee shelters belonging to the Ministry of Employment and Social Security

**How does the cooperation with them work?**

Cooperation activities include: training at national level and exchange of good practices, joint awareness raising actions and transnational meetings



<p><b>Funded by</b></p> 	<ul style="list-style-type: none"> <li>- Spanish Ministry of Employment and Social affairs</li> <li>- European Social Fund</li> </ul>
<p><b>Activities carried out</b></p>	<ul style="list-style-type: none"> <li>• <b>Advisory service</b></li> <li>• <b>Supportive activities</b></li> <li>• <b>Vocational training</b></li> <li>• <b>Language training</b></li> <li>• <b>General orientation</b></li> <li>• Recognition of qualification</li> </ul>
<p><b>Target group</b></p>	<ul style="list-style-type: none"> <li>• refugees</li> <li>• migrants and refugees</li> <li>• General, amongst others migrants and refugees</li> </ul> <p><b>Asylum seekers are involved</b></p>
<p>If applicable, please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, lengths of stay in the host country, obligatory or voluntary participation in the project:</p>	<p>Every adult beneficiary of international protection in Spain (Asylum and Subsidiary protection) independently of their qualification or background. The participation is voluntary</p>
<p><b>Description of activity:</b> (amongst others: number of participants, methods, entities involved, limitations, results, number and qualification of staff, volunteers involved, criteria for choosing participants, information to the target group or responsible entities, evaluation)</p> <p>Fomento de la Integración socio laboral y trabajo en red/ Promotion of socio-labor integration and networking. From the Inclusion Area support is given to applicants for international protection, refugees or migrants throughout the integration process, accompanying them and providing personal and social tools so that they themselves are the protagonists of their own process.</p> <p>As an example, the actions in this area allow, among other objectives, that 100% of children be enrolled in a period of less than 10 days, that people who receive psychological treatment are around 75% or that 70% have a health card.</p> <p>An interdisciplinary team of professionals works in different lines of action to achieve full inclusion:</p> <ul style="list-style-type: none"> <li>• <b>Information and Orientation:</b> first attention from where the needs of the person are identified and the response best suited to the situation is designed. It serves to assess the situation posed by each person and allows us to give the best response to the detected needs.</li> <li>• <b>Psychological care:</b> the psychological care provided by CEAR is specialized in the care of victims of serious human rights violations and torture, accompanying people in a process of identification, analysis and recovery.</li> <li>• <b>Social Intervention:</b> specialized attention in the intervention with the population requesting international protection and refugees through individualized attention, accompaniment and social mediation to achieve the full autonomy of the person.</li> <li>• <b>Training and employment:</b> its ultimate goal is the social and labor integration of the group within the inclusion process. The intervention that is developed is aimed at guaranteeing language learning, as well as enhancing the employability and autonomy of the people served. At the same time, equality in the labor market, labor insertion and social integration of our service groups is promoted, as well as the awareness of entrepreneurs and employment-oriented entities.</li> </ul> <p>The intervention procedure with the beneficiaries is carried out through Individualized Insertion Itineraries whose main lines are the following:</p>	

- Language learning.
- Guidance, advice and information for employment.
- Business prospection and labor intermediation
- Training for access and promotion in employment.

A campaign to raise awareness against discrimination in the workplace and for equal opportunities called No + Discrimination is also being developed. Learn and Act In addition, CEAR has state recognition as Placement Agencies.

Publications regarding training and employment:

- Guide for hiring asylum seekers.
- Discrimination in employment. Guide for professionals in the field of migration and refuge.
- Guide against labor discrimination for companies.
- Inform and Act. Digital magazine

Language learning service

From the moment that the beneficiaries of the CEAR programs enter the reception facilities, the acquisition of the language and the necessary related competences is considered as a priority. This service is articulated through the delivery of face-to-face classes taught by professional teachers and volunteer staff, at the same time as it is complemented by an online training platform. In the same way, the beneficiaries can make use of the already existing public resources destined to the learning of the language.

The itinerary process is supported by the network carried out within the framework of RED ARIADNA (formed by CEAR, ACCEM, Spanish Red Cross and the four refugee shelters belonging to the Ministry of Employment and Social Security) where it is intended Support the technical staff of the Network through training at the national level and exchange of good practices, joint awareness raising actions and transnational meetings.

**Are there any costs/fees for participants?**

No, activities are free of charge.

**How is the cost of living covered for full time participants?**

Through the social services of each autonomous region.

**Why do you provide this activity as good practice? What is its impact?**

It has been selected as good practice because it can be transferable to other institutions and contexts.

It is a project carried out for one of the most import institutions in the field of international protection in Spain.

It is an individualized work developed by the CEAR staff depending of the characteristics and resources of each person involved.

**Please give us one sentence: How do you consider that the project is successful?**

It is successful because it allows the full integration of refugees in their communities

**What is the relevant outcome for the participants, the founders and personally you?**




The outcome for the participants is the possibility to get integrated into society through the knowledge of all the formal procedures, the integration of their child on the school; they get language skills and their integration into the labor market. A complete attention and support is given to the refugees.

**Do you stay I contact with the former participants, do you know what are they doing now?**

Not relevant.


**What problems do you identify in the project?**

The biggest problem is that is highly cost and depends on the funds of the government.

Name of the project: Horizon one to one, pacto local por la integración a través de un sistema global de mentoring Horizon one to one, local pact for integration through a global mentoring system	
Country: Spain	Started: Beginning of 2017 Will end: 2020
Name of Institution:	 <ul style="list-style-type: none"> <li>- Alioth Social</li> <li>- CODESPA</li> <li>- Desarrollo y Asistencia</li> <li>- ONG Rescate Internacional</li> <li>- Murcia Acoge</li> <li>- Alioth Social and Observatory of the Rey Juan Carlos University</li> </ul>
Type of Institution:	NGOs and University
City:	Different Spanish cities
Website/ FB page if available	<a href="http://desarrolloyasistencia.org/2017/01/10/horizon-one-2-one/">http://desarrolloyasistencia.org/2017/01/10/horizon-one-2-one/</a>
Contact (email or phone)	<a href="mailto:info@desarrolloyasistencia.org">info@desarrolloyasistencia.org</a>
Local alliances, which organizations are involved?	University of Murcia 
How does the cooperation with them work?	To get a greater social impact on this vulnerable population, five organizations working in favor of the refugee population have gathered in this project. They complement each other in their actions, each contributing their knowledge, good practices, specialization and territorial implementation.
Funded by	Fundación Botín through the call Talento Solidario 2016 (Call for Solidarity Talent). It is a program to support innovative ideas for the benefit of the migrant and refugee population 
Activities carried out	<ul style="list-style-type: none"> <li>• Advisory service</li> <li>• Supportive activities</li> <li>• Vocational training</li> <li>• Language training</li> <li>• General orientation</li> <li>• Recognition of qualification</li> <li>• Other (please describe)</li> </ul>
Target group	<ul style="list-style-type: none"> <li>• refugees</li> <li>• migrants and refugees</li> </ul>

	<ul style="list-style-type: none"> <li>• General, amongst others migrants and refugees</li> <li>• Asylum seekers are involved</li> </ul>
If applicable, please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, lengths of stay in the host country, obligatory or voluntary participation in the project:	The project will start with ten refugees and the native population of two districts of Madrid and Murcia. In three years, the aim is to work with more than 200 refugees in ten neighborhoods of different cities.
<p><b>Description of activity:</b> (amongst others: number of participants, methods, entities involved, limitations, results, number and qualification of staff, volunteers involved, criteria for choosing participants, information to the target group or responsible entities, evaluation)</p> <p>Horizon One to One is a collaborative project selected by the III Call for Solidarity Talent Challenge of the Botín Foundation; This project involves Development and Assistance, International Rescue NGO, Murcia Acoge / Alioth Social and Observatory of the Rey Juan Carlos University (URJC). The project's purpose is to create a global system of mentoring to provide personalized support to the refugee in three fundamental areas: In their daily lives, in their job search, and in awareness and information in the neighborhood where they will live.</p> <p>The URJC Observatory for the study and development of innovations in the educational field, of the Rey Juan Carlos University, has joined the project as a key partner, to include university students as volunteers in the activities, as well as providing tools for evaluation of the pilot project.</p> <p>Immigrants and refugees experience a lack of inclusion in their neighborhood greater than 70%. In addition, they live the continuous rejection of the native population, in the labor field, usually they don't perform the same jobs as in their countries of origin.</p> <p>Solution: We propose a model of intervention based on the figure of the Social Mentoring for their general integration in the social, human and labor fields through the establishment of links with the people of their environment. This initiative represents an advance in the integration of the immigrant and refugee, reaching their daily lives, their inclusion in the labor market and the awareness of the native population with the "new neighbor", and the "new neighbor" with the native population.</p> <p>The pilot project will be carried out in the environments of Rey Juan Carlos University and University of Murcia, (both collaborating centers in the project), and it will be developed through:</p> <p>-VOLUNTEERS MENTORS for the normalization of the refugee or vulnerable immigrant in three fundamental aspects:</p> <ul style="list-style-type: none"> <li>• Mentoring befriending or accompanying in their everyday life.</li> <li>• Mentoring for a job for employment.</li> </ul> <p>-Neighborhood Mentoring, because the neighborhood environment is also an area of integration and normalization.</p> <p>-EVALUATION AND DESIGN OF THE SYSTEM FOR REPLICABILITY. The project will take off by mentoring ten refugees and the native population of two districts of Madrid and Murcia for six months. In three years, the project will be working with more than 200 refugees in ten neighborhoods of different cities. In addition, this initiative will become a Teaching Program of the Rey Juan Carlos University and will be financed with CSR programs of sponsoring companies.</p> <p><b>Are there any costs/fees for participants?</b> No</p> <p><b>How is the cost of living covered for full time participants?</b> Through the social services of the regional government. The university provides a grant for transport.</p> <p><b>Why do you provide this activity as good practice? What is its impact?</b> The innovative bi-directionality makes this project different, since the mentoring is done both for the vulnerable group and for the native population, since the native population is also enriched by being able to understand this group from the respect and the acceptance of cultural diversity. Thus, mentoring will be carried out by mentor-volunteers in three social areas: with the general population, with business workers and professionals in the labor sector and with university students in practical or research programs.</p> <p><b>Please give us one sentence: How do you consider that the project is successful?</b> The project is successful because the refugees were well trained and integrated through a mentoring process</p> <p><b>What is the relevant outcome for the participants, the founders and personally you?</b> The refugees can restart their life in our country working in their field of expertise.</p>	

Do you stay in contact with the former participants, do you know what are they doing now?
Not relevant
What problems do you identify in the project?
The target group is very specific and it is a small group.

<b>Name of the project: Educational courses for refugees for labour in the metal sector</b>	
<b>Name of Institution:</b>	ROC Twente 
<b>Type of Institution:</b>	Regional College for Continuing and Vocational Training
<b>City:</b>	Hengelo
<b>Website/ FB page if available</b>	<a href="http://rocvantwente.nl">http://rocvantwente.nl</a>
<b>Contact (email or phone)</b>	Greetje Berghuis <a href="mailto:gberghuis@rocvantwente.nl">gberghuis@rocvantwente.nl</a> Helga Bloemsma <a href="mailto:hbloemsma@rocvantwente.nl">hbloemsma@rocvantwente.nl</a>
<b>Local alliances/cooperation</b>	14 local communities; regional office for learn & work; SMEELD (regional metal industry) The main form of cooperation is a sector driven approach.
<b>Funded by</b>	The school is partly financed by Ministry of Education, partly by local authorities and partly by the business sector. This pilot for refugees in the metal sector is paid from own resources.
<b>Activities carried out</b>	<ul style="list-style-type: none"> <li>• Supportive activities</li> <li>• Vocational training</li> <li>• Language training</li> <li>• Recognition of qualification</li> <li>• Sector driven approach</li> <li>• Other: temporary work place</li> </ul>
<b>Target group</b> <b>Special target groups</b>	<ul style="list-style-type: none"> <li>• <b>only refugees</b></li> <li>• Yes</li> </ul> <p>Criteria for selection:</p> <ul style="list-style-type: none"> <li>• Dutch language level A1½ - A2 or integration certificate</li> <li>• Experience, affiliation or qualification in the metal sector</li> <li>• Personal motivation</li> <li>• Voluntary basis</li> </ul>
<b>Description of activity:</b> <p>Specific approach for the metal sector</p> <p>Selected group of 6-10 persons gets during 20 weeks an educational program consisting of 1 day a week a morning theory lessons in Dutch language and afternoons practical training in the use of machines.</p> <p>Halfway through the training they receive an internship at a regional company in the metal sector with the possibility that eventually this will be converted in an temporary or permanent employment agreement.</p> <p><b>The pilot is starting 9 February 2017.</b></p> <p>Participants are 6 men, from different local communities: 1 from Holten 3 from Hengelo and 2 from Enschede. Originally they are coming from Sudan and Syria, age 25-50 years. Professional background: from lifeguard and demolisher to machinist.</p> <p>However, it is not easy to find participants. They are recruited through the local authorities, integration courses, the office learn &amp; work through word of mouth.</p> <p>Potential participants are faced with different barriers to join:</p> <ul style="list-style-type: none"> <li>• Not able to seize opportunities</li> <li>• Too less experience</li> <li>• Too less language knowledge</li> <li>• Less discipline</li> <li>• Family situation</li> <li>• Loss of social status</li> </ul>	

The course would be completed around the summer holidays (July 6). Two students did not answer the invitation for the intake interview and did not come. The seven remaining students do. Later there was another man from the Entree (SMEOT) attached. A participant from an alpha group quit after five lessons. His language level was not sufficient to participate in this project. A student from Hengelo had to accept a job from the municipality half way through the course and terminate his participation in the project. The other six students traveled weekly to the Gieterij in Hengelo to attend the theory and practical lessons (15.00-21.15 hours).

During the theory lessons a lot of attention was paid to the expansion of technical vocabulary and professional skills. Working accurately and reading, understanding and following up on safety regulations are aspects of this professional field where the emphasis was on practice. The men have learned how to work in the metal industry in the Netherlands.


A participant from Holten recently sent a number of open applications to companies and found a job. He recently started and works with pleasure. The others are likely to take an entrance course to increase their chances on the labor market. It was difficult to get in at companies and arrange work placements, it took too much time. For that reason, the search has stopped. That is why the project did not yield what we had hoped for. A number of course participants have thus been offered a technical follow-up program within the ROC. They started doing that after the summer.

**Why do you provide this activity as good practice? Why the project is succesful? What is its impact?**

Sectorbased approach – there is a need from the companies.

Due to the cooperation with local authorities and the metal sector refugees with a status are as quick as possible moved into an educational program with perspective on a temporary or permanent job.

The course has just started, so it is impossible to say something about the impact.

<b>Name of the project: Project WIN – Work in The Netherlands</b>	
<b>Country:</b> The Netherlands	<b>Month/Year</b> October 2017
<b>Name of Institution:</b> 	ITTA
<b>Type of Institution:</b>	Knowledge Institute for Development of Dutch language as 1st or 2nd language
<b>City:</b>	Amsterdam
<b>Website/ FB page if available</b>	<a href="https://www.itta.uva.nl/">https://www.itta.uva.nl/</a>
<b>Contact (email or phone)</b>	<a href="mailto:info@itta.uva.nl">info@itta.uva.nl</a> Carrie van Schaayk 06-52584678
<b>Local alliances/cooperation</b>	<b>University of Amsterdam</b> Project WIN was developed in collaboration with the HIT Foundation (innovation centre on the crossroads of labour and migration) and COA (reception of asylum seekers). Arcus College, reintegration companies Serin and K * Pabel and the Worldwide Foundation were responsible for the implementation of the integration programs.
<b>Funded by</b>	Several financial resources
<b>Activities carried out</b>	<ul style="list-style-type: none"> <li>• Advisory service</li> <li>• Supportive activities</li> <li>• Vocational training</li> <li>• Language training</li> </ul>
<b>Target group</b>	<ul style="list-style-type: none"> <li>• migrants and refugees</li> <li>• asylum seekers are involved</li> </ul>



**Description of activity:**

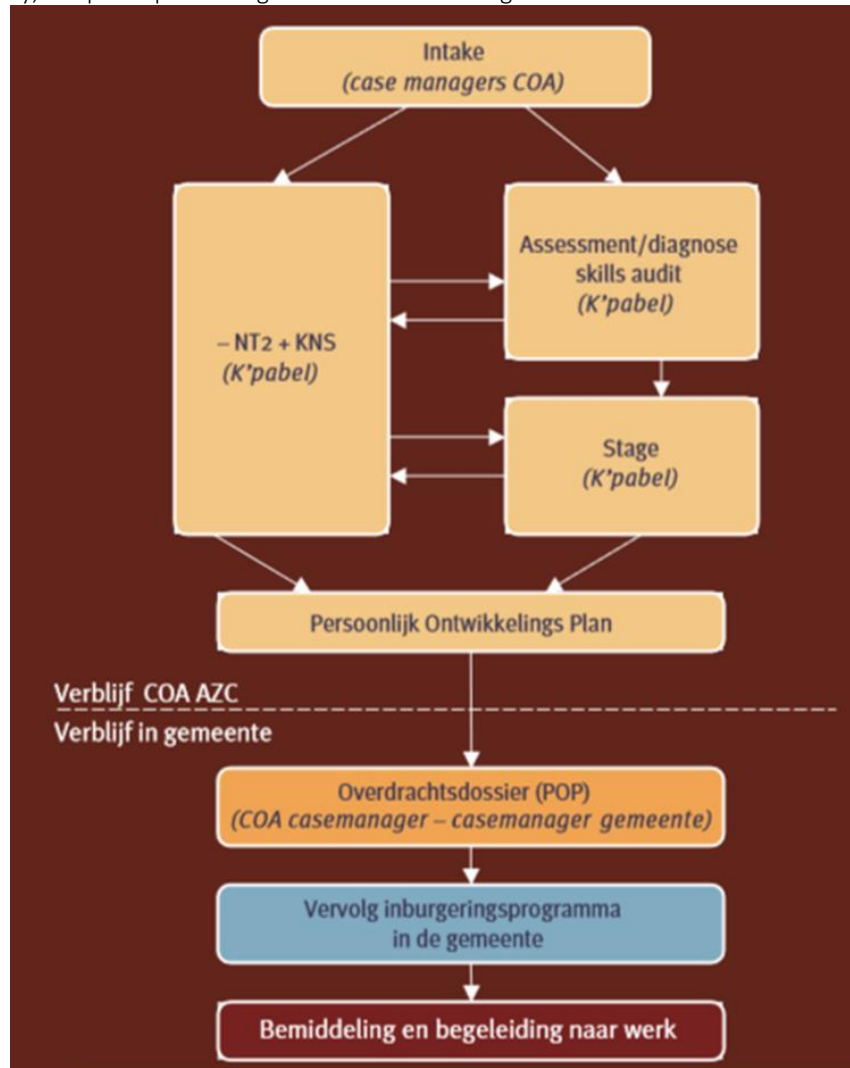
**Project WIN – Work in The Netherlands** – labour oriented integration, piloted in Limburg and Noord-Brabant.

The aim of this trajectory was that a participant achieves the civic integration exam and finds work that matches his / her capacities, knowledge and wishes.

In this way the participant can participate in Dutch society. In a program, of a maximum of one year, the following components were offered in full:

- Language development
- Guidance to the integration exam
- Social participation
- Targeted preparation for the labour market

After an intensive screening, the target perspective was determined and the competencies still to be developed were mapped. Subsequently, the participant was guided to the civic integration examination.




Important for the success of this project was that project executors, language and subject teachers, reintegration consultants and practitioners developed an appropriate approach. Customization, professional practice and the workplace are central here. In this project ITTA had an advisory and coaching role based on its expertise in the field of NT2 and the labour market (admission). The result of the project was that the participants achieved the intended goal: in possession of a suitable paid job and passed the integration exam. Based on this project, a methodology has been developed and made available to others.



Teaching materials, method descriptions and practical experiences have been collected on a DVD. This can be ordered free at the ITTA via [info@itta.uva.nl](mailto:info@itta.uva.nl)

**Why do you provide this activity as good practice? Why the project is succesful? What is its impact?**

Good example of finetuning between reception of refugees, educators and municipalities.

Impact: Faster integration traject

<b>Name of the project:</b> Result Cards	
<b>Country:</b> The Netherlands	<b>Month/Year</b> October 2017
<b>Name of Institution:</b>  	ITTA
<b>Type of Institution:</b>	Knowledge Institute for Development of Dutch language as 1st or 2nd language
<b>City:</b>	Amsterdam
<b>Website/ FB page if available</b>	<a href="https://www.itta.uva.nl/">https://www.itta.uva.nl/</a>
<b>Contact (email or phone)</b>	<a href="mailto:info@itta.uva.nl">info@itta.uva.nl</a>
<b>Local alliances/cooperation</b>	
<b>Funded by</b>	Ministry for Justice and Security
<b>Activities carried out</b>	<ul style="list-style-type: none"> <li>• Advisory service</li> <li>• Supportive activities</li> <li>• Vocational training</li> <li>• Language training</li> </ul>
<b>Target group</b>	<ul style="list-style-type: none"> <li>• migrants and refugees</li> </ul>
<b>Description of activity:</b>  <b>RESULT CARDS ORIENTATION ON THE LABOUR MARKET</b> <p>In order to better prepare immigrants for sustainable labour participation, the integration exam has been extended with a new component focusing on labour market orientation. Inburgeraars work on a career plan on the basis of Result Cards. The completed Result Cards together form a portfolio. They then conduct a final interview with an examiner on the basis of their portfolio. ITTA has developed the final objectives, the portfolio instruments and the assessment tools for this examination component in the past year. The products have been tested in pilots at language providers, reintegration companies and independent integrators and have been adjusted based on the feedback.</p> <p><b>ITTA has developed 8 Result Cards:</b></p> <ul style="list-style-type: none"> <li>• Job orientation</li> <li>• Realistic image of a job</li> <li>• Know your capacities</li> <li>• Vocational opportunities</li> <li>• Vocational competences</li> <li>• Building a network</li> <li>• To find a job</li> <li>• Work culture</li> </ul> <p>The new component Orientation on the Dutch labour market is one of the components of the integration program. Four parts (speaking, listening, reading and writing) are focused on language.</p> <p>From 1 January 2015, the old KNS (Knowledge of the Dutch society) will from now on be called 'Kennis van de Nederlandse Maatschappij' (KNM). KNM and Orientation on the Dutch labour market (ONA) form the KNS component from then on.</p> <p><b>Why do you provide this activity as good practice? Why the project is succesful? What is its impact?</b></p> <p>From 1 January 2015, therefore, the civic integration examination has been extended with the Orientation component on the Dutch labor market. The component is compulsory for newcomers who are subject to integration requirements and who will receive a decision from 1 January, including candidates who use a diploma from the State Examination NT2 Program I or Program II to fulfill their integration obligation.</p>	

Name of the project: INSIDE	
Country: Italy	Started: 10/03/2016 Will end: 09/09/2016
Name of Institution: 	Italia Lavoro SPA
Type of Institution:	Wholly owned by the Ministry of the Economy. Operates by law as the instrumental body of the Ministry of Labor and Social Policies for the promotion and management of actions in the fields of labor, employment and social inclusion
City:	Province of Udine
Website/ FB page if available	<a href="http://www.italialavoro.it">http://www.italialavoro.it</a>
Contact (email or phone)	<a href="mailto:cimentieleonora@coopcramars.it">cimentieleonora@coopcramars.it</a>
Local alliances/cooperation 	Cramars Italia Lavoro And companies involved
Funded by  Ministry of Economy 	Italia Lavoro and the Ministry of Economy
Activities carried out	<ul style="list-style-type: none"> <li>• Advisory service</li> <li>• Supportive activities</li> <li>• Vocational training</li> <li>• Language training</li> <li>• General orientation</li> <li>• Recognition of qualification</li> <li>• <b>Other – project planning – management – work inclusion and final certificate</b></li> </ul>
Target group	<ul style="list-style-type: none"> <li>• only refugees</li> <li>• migrants and refugees</li> <li>• General, amongst others migrants and refugees</li> <li>• <b>Asylum seekers are involved</b></li> <li>• <b>For human protected persons</b></li> </ul>
If applicable please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, lengths of stay in the host country, obligatory or voluntary participation in the project:	Protected persons asylum seekers, 18 years of age or above. All of them are men from Guinea and Pakistan. The average length of stay is between 3 – 5 years.
Description of activity:	

The activities carried out by the promoting entity are tutoring, detailed presentation of the project to be carried out, presentation of the training, individual activities aimed at promoting the professional reintegration of workers by assessing the specific competences and attitudes of individuals. The path has developed in two phases: knowledge and evaluation of spendable skills. The activity was carried out according to a specific project of intervention and had as the main objectives to develop a process of identifying student-specific competences within the company based on personal, motivational and professional attitudes throughout the Business activity.

In particular, a total of 16 hours of active orientation and research was carried out

- orientation and active work research
- coaching
- company scouting and job search

#### **Goals**

The main objective was the integration of participants in the work environment improving their skills. Promote actions aimed at the insertion of working members of asylum seekers, through the construction of individualized paths and the provision of a mix services and measures of active labor policy aimed at qualifying the skills and favoring the employment of beneficiaries, also in territorial mobility.

#### **Needs of the target group**

The project to find adequate jobs for the refugees

#### **Information for participants**

Definition of the training project and activity plan for each trainee

#### **Participation**

The participation is ensured through informing the people about the importance of work.

#### **Improvement of integration**

Knowledge of Italian language. Italian language test (A2) held by Centro Territoriale Permanente (C.T.P.)

#### **Number of participants in the measure**

2

#### **Staff**

3

#### **Are there any costs/fees for participants?**

No

#### **How is the cost of living covered for full time participants?**

The living costs of refugees are covered through the contributions that the Ministry of the Interior makes available for managing the flows of migrants in the country

#### **Why do you provide this activity as good practice? Why the project is succesful? What is its impact?**

Participants could understand how the work world is working in Italy.

3 persons involved

1 of them had a long term contract

#### **Please give us one sentence: How do you consider that the project is successful?**

Projects aimed at integration and work / training insertion get more success through constancy and possible inclusion in the host company

#### **What is the relevant outcome for the participants, the funders and personally you?**

A better knowledge about the needs of participants as well for funder and partner of the project.







#### **Do you stay in contact with the former participants, do you know what they are doing now?**


No

#### **What problems do you identify in the project?**








Identification of the students interested in participating in the activity

## 2.3 Approaches to Specific Sectors in the Labour Market


Name of the project: This is Integration	
Country: Italy	Started: February 2017 Will end: /
Name of Institution:      	Confartigianato-Imprese Udine <ul style="list-style-type: none"> <li>• Comune di Udine</li> <li>• Prefettura Udine</li> <li>• Croce rossa Udine</li> </ul> English: <ul style="list-style-type: none"> <li>• Confartigianato-Imprese Udine</li> <li>• Municipality of Udine</li> <li>• Prefecture of Udine</li> <li>• Italian Red Cross, Committee of Udine</li> </ul>
Type of Institution:	Public and private institutions
City:	Udine
Website/ FB page if available	<a href="http://messaggeroveneto.gelocal.it/udine/cronaca/2017/02/16/news/diploma-di-falegname-a-24-richiedenti-asilo-questa-e-integrazione-1.14892098?refresh_ce_direzione@uaf.it">http://messaggeroveneto.gelocal.it/udine/cronaca/2017/02/16/news/diploma-di-falegname-a-24-richiedenti-asilo-questa-e-integrazione-1.14892098?refresh_ce_direzione@uaf.it</a> (direzione confartigianato)
Local alliances, which institutes are involved?	     Prefecture of Udine  Municipality of Udine  Italian Red Cross, Committee of Udine  Confartigianato – Imprese Udine
How does the cooperation with them work?	

<p>Funded by</p> 	<p>Region Friuli Venezia Giulia</p>
<p>Activities carried out</p>	<ul style="list-style-type: none"> <li>• Advisory service</li> <li>• Supportive activities</li> <li>• <b>Vocational training</b></li> <li>• <b>Language training</b></li> <li>• General orientation</li> <li>• Recognition of qualification</li> <li>• Other</li> </ul>
<p>Target group</p>	<ul style="list-style-type: none"> <li>• only refugees</li> <li>• migrants and refugees</li> <li>• General, among others migrants and refugees</li> <li>• <b>Asylum seekers are involved</b></li> </ul>
<p>If applicable, please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, lengths of stay in the host country, obligatory or voluntary participation in the project:</p>	<p>Young asylum seekers of Afghan nationality</p>
<p><b>Description of activity:</b>  Training course in construction industry. Immigrants get the opportunity to learn a vocational work. They learned how to build a wall and how to deal with bricks and mortar, how to build a piping system and simple wood objects.</p> <p><b>Goals</b>  To improve the life conditions of Asylum seekers and experiment new ways of integration with the local population.</p> <p><b>Needs of the target group</b>  To integrate with local population, to keep themselves busy in a useful way and to express their creativity.</p> <p><b>Information for participants</b>  Definition of the training project and activity plan for each trainee. Regular interviews with participants focusing on their skills and attitudes</p> <p><b>Participation</b>  The participation is ensured through informing the people about the importance of work.</p> <p><b>Improvement of integration</b>  24 of asylum seekers achieved a Diploma of carpentry. They learned how to build manufactured goods learning with local craftsman and industries.</p> <p><b>Number of participants in the measure</b>  More than 100 Asylum seekers</p> <p><b>Staff</b>  2 person of Confartigianato - Imprese, 10 trainers</p> <p><b>Are there any costs/fees for participants?</b>  No</p> <p><b>How is the cost of living covered for full time participants?</b>  Refugees are fully covered by sustainable costs foreseen by the hosting amount sum</p>	
<p><b>Why do you provide this activity as good practice? What is its impact?</b>  The course organized after the Italian language course Targeted Asylum seekers hosted by the Cavarzerani immigration Center of Udine. The good practice more than about the course is related to the collaboration of 3 different entities in organizing it as following:</p>	

<ul style="list-style-type: none"> <li>• Prefecture of Udine</li> <li>• Association of Craftsmen</li> <li>• Red Cross.</li> </ul> <p>It can be considered a good practice also because the target group was trained before getting the formal documents to be ready to react of the world of work in advance and in case they will get the asylum.</p> <p>Impact 36 Asylum seekers trained</p>
<p><b>Please give us one sentence: How do you consider that the project is successful?</b></p> <p>Because the training as been followed by all participants and it was the mean for them to be included into the context and because it was a great example of collaboration among different entities in the region Friuli Venezia Giulia</p>
<p><b>What is the relevant outcome for the participants, the funders and personally you?</b></p> <p>A better understanding of the Asylum seekers situation</p>
<p><b>Do you stay in contact with the former participants, do you know what they are doing now?</b></p> <p>No</p>
<p><b>What problems do you identify in the project?</b></p> <p>No problems</p>

<b>Name of the project: Tell me a story and reinvent local craft</b>	
<b>Country:</b> Italy	<b>Started:</b> November 2014 <b>Will end:</b> September 2015
<b>Name of Institution:</b>    	Civiform   Caritas Diocesana Udine
<b>Type of Institution:</b>   ADULT LEARNING CENTER	Adult Educational Center
<b>City:</b>	Cividale del Friuli – Province of Udine
<b>Website/ FB page if available</b>	<a href="http://www.civiform.it">www.civiform.it</a> <a href="http://www.caritasudine.it">www.caritasudine.it</a>
<b>Contact (email or phone)</b>	<a href="mailto:fperesson@diocesiudine.it">fperesson@diocesiudine.it</a> <a href="mailto:fmoro@diocesiudine.it">fmoro@diocesiudine.it</a>
<b>Local alliances, which institutes are involved?</b>   	Civiform  Caritas Diocesana Udine
<b>How does the cooperation with them work?</b>	Regular meetings between partners
<b>Funded by</b>  	Caritas Diocesana Udine



	Civiform
<b>Activities carried out</b>	<ul style="list-style-type: none"> <li>• Advisory service</li> <li>• Supportive activities</li> <li>• <b>Vocational training</b></li> <li>• <b>Language training</b></li> <li>• General orientation</li> <li>• Recognition of qualification</li> <li>• other</li> </ul>
<b>Target group</b>	<ul style="list-style-type: none"> <li>• only refugees</li> <li>• migrants and refugees</li> <li>• General, amongst others migrants and refugees</li> <li>• <b>Asylum seekers are involved</b></li> </ul>
If applicable, please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, length of stay in the host country, obligatory or voluntary participation in the project:	The group included 20 young asylum seekers and refugees from Pakistan, Bangladesh, Albania, Ivory Coast, Iran, Niger, Senegal and Togo.
<p><b>Description of activity:</b>  Training course in hospitality sector. Immigrants get the opportunity to learn a vocational work. More specifically, they learned how to cook local and food from their own countries. They learned as well how to work with social media (video and laboratories of communication) to improve their skills in the hospitality field.</p> <p><b>Goals</b></p> <ul style="list-style-type: none"> <li>• Improvement of Italian language skills</li> <li>• Development of the ability to work in a group</li> <li>• Development of an intercultural dialogue</li> <li>• Improvement of their technical-professional skills</li> <li>• Greater knowledge of the socio-economic situation in the host country</li> <li>• Promotion of traditional craft activities through the creation of small economies.</li> </ul> <p><b>Needs of the target group</b>  Integration through language skills and the knowledge of local culture (in this case our kitchen)</p> <p><b>Information for participants</b>  Regular interviews with participants focusing on their skills and attitudes</p> <p><b>Participation</b>  Participation in craftsman laboratories and attendance in Italian language class</p> <p><b>Improvement of integration</b>  Partnership with schools and local institutions. Better knowledge of migration process as well as with local</p> <p><b>Number of participants in the measure</b>  20</p> <p><b>Staff</b>  3 trainers and local craftsman's</p> <p><b>Are there any costs/fees for participants?</b>  No</p> <p><b>How is the cost of living covered for full time participants?</b>  The living costs of refugees are covered through the contributions that the Ministry of the Interior makes available for managing the flows of migrants in the country</p>	
<p><b>Why do you provide this activity as good practice? What is its impact?</b>  The project "Tell me a Story and Reinvent Local Craft" is the ultimate goal of the wellbeing of the participants, this condition is defined in reference to the physical particularities of the context of life (economic, environmental, social, political-institutional) but also on the basis of personal and family history, individual characteristics and the perception that the person has of himself and his condition in relation to the surrounding context. This is all the more true when it</p>	

refers more to the experience of people who freely or forcibly choose to leave their countries of origin, whose autobiographical events, in their psychological and objective dimensions, determine the migratory choices and condition, even after the event, their way of behaving, of reading the surrounding events, of investing and signifying the future. Migrants' experiences and desires are decisive variables for their integration or lack of integration. The initiative, therefore, is aimed at learning the Italian language, disseminating the basic knowledge of Italian civic culture and education, acquiring skills and socio-occupational skills, getting to know the area and enhancing intercultural dialogue. In order to favour a positive social integration of the people in the local community and consequently going to decrease the possibility of cases of rejection and isolation. The laboratory will also have as indirect purpose, facilitating the knowledge, in the local population, of the phenomenon of immigration in general and in particular (condition of asylum seekers and holders of international protection, the right to asylum, the trafficking of human beings, the family reunification, transnational migration and economic migration).

**Please give us one sentence: How do you consider that the project is successful?**

The project, through the experience of the kitchen, has allowed to actively insert the foreign participants within the local community and to acquire in turn competence in the Italian language

**What is the relevant outcome for the participants, the funders and personally you?**




In this way we want to prevent the emergence of phenomena of social exclusion and marginalization

**Do you stay in contact with the former participants, do you know what they are doing now?**

No






**What problems do you identify in the project?**

No problem because users have been followed by expert cultural mediators






<b>Name of the project:</b> Laboratory on the job by Centro Balducci Udine	
<b>Country:</b> Italy	<b>Started:</b> March 2017 <b>Will end:</b> May 2017
<b>Name of Institution:</b> 	Cramars
<b>Type of Institution:</b>	Adult Educational Center
<b>City:</b>	Province of Udine
<b>Website/ FB page if available</b>	<a href="http://www.coopcramars.it">www.coopcramars.it</a> ; <a href="http://www.centrobalducci.org">www.centrobalducci.org</a>
<b>Contact (email or phone)</b>	<a href="mailto:cimentieleonora@coopcramars.it">cimentieleonora@coopcramars.it</a> ; <a href="mailto:segreteria@centrobalducci.org">segreteria@centrobalducci.org</a>
<b>Local alliances, which institutes are involved?</b> 	Centro Balducci 5 companies working in the field of fiberglass
<b>How does the cooperation with them work?</b>	
<b>Funded by</b> 	Centro Balducci
<b>Activities carried out</b>	<ul style="list-style-type: none"> <li>• Advisory service</li> <li>• Supportive activities</li> <li>• Vocational training</li> <li>• Language training</li> </ul>




	<ul style="list-style-type: none"> <li>• <b>General orientation</b></li> <li>• Recognition of qualification</li> <li>• <b>other (trainees on the job)</b></li> </ul>
<b>Target group</b>	<ul style="list-style-type: none"> <li>• only refugees</li> <li>• <b>migrants and refugees</b></li> <li>• General, amongst others migrants and refugees</li> <li>• <b>Asylum seekers are involved</b></li> </ul>
<b>If applicable,</b> please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, length of stay in the host country, obligatory or voluntary participation in the project:	In the project were involved asylum seekers and migrants with different levels of qualification and from different countries. The participation was voluntary in order to do different practical experiences in the companies and to obtain the workplace safety certificate.
<p><b>Description of activity:</b> Laboratory on the job for the Centro Balducci (hosting immigrants and Asylum seekers) Involved 5 companies working in the field of fiberglass with educational workers on the job 11 trainees – 3 months – 80 hours each</p> <p><b>Goals</b> Improvement of Italian language Learning of specific language, workplace safety aspects, technical design Observance of leadership in the job's place and of the time work</p> <p><b>Needs of the target group</b> Italian language Specific language Workplace safety aspects Technical design Group work Respect of leadership in the job's places</p> <p><b>Information for participants</b> Regular interviews and meeting with the participants</p> <p><b>Participation</b> 5 companies working in the field of fiberglass</p> <p><b>Improvement of integration</b> 1 participant has already followed his training funded by the company</p> <p><b>Number of participants in the measure</b> 11 participants</p> <p><b>Staff</b> 2 workers from CRAMARS 1 volunteer from CENTRO BALDUCCI 5 workers of the companies as tutor 2 teachers from the companies (1 for the class of technical design and 1 for the class specific language)</p> <p><b>Are there any costs/fees for participants?</b> No</p> <p><b>How is the cost of living covered for full time participants?</b> Payment of monthly allowance of € 500 for the entire duration of the training activity (6 months)</p>	
<p><b>Why do you provide this activity as good practice? What is its impact?</b> The project is not finished, the goal is to have a certain job insertion of some participants in the specific company and acquisition of specific skills.</p>	
<p><b>Please give us one sentence: How do you consider that the project is successful?</b> Projects aimed at integration and work / training insertion get more success through constancy and possible inclusion in the host company</p>	
<p><b>What is the relevant outcome for the participants, the funders and personally you?</b></p>	

At the end of the project all participants will be able to improve their job skills and language skills.
Do you stay in contact with the former participants, do you know what they are doing now? No
What problems do you identify in the project? Identification of the students interested in participating in the activity

Name of the project: Handwerkliche Ausbildung für Flüchtlinge und Asylbewerber (IHAFa) (Craft Training for Refugees and Asylum Seekers)	
Country: Germany	Started: 1 November 2015 Will end: 31 January 2019
Name of Institution: 	Chamber of Crafts Hannover
Type of Institution:	Public
City:	Hannover
Website/ FB page if available	<a href="https://www.hwk-hannover.de/artikel/duale-ausbildung-fuer-fluechtlinge-23,0,4143.html">https://www.hwk-hannover.de/artikel/duale-ausbildung-fuer-fluechtlinge-23,0,4143.html</a>
Contact (email or phone)	Fred Luszick Referent der Geschäftsbereichsleitung des Förderungs- und Bildungszentrums <a href="mailto:f.luszick@fbz-garbsen.de">f.luszick@fbz-garbsen.de</a>
Local alliances, which institutes are involved?    1, 2, 3,.....	Chambers of Craft in Lower Saxony  Labor Agency  local enterprises
How does the cooperation with them work?	The communication is focused on administrative and operational level.
Funded by <small>Niedersächsisches Ministerium für Wirtschaft, Arbeit, Verkehr und Digitalisierung</small>  <b>Niedersachsen. Klar.</b>	Ministry for Economies, Labor and Transport, Lower Saxony
Activities carried out	<ul style="list-style-type: none"> <li>• Advisory service</li> <li>• Supportive activities</li> <li>• Vocational training</li> <li>• Language training</li> <li>• General orientation</li> <li>• Recognition of qualification</li> </ul>
Target group	<ul style="list-style-type: none"> <li>• only refugees</li> <li>• migrants and refugees</li> <li>• General, amongst others migrants and refugees</li> </ul>

	<ul style="list-style-type: none"> <li>Asylum seekers are involved</li> </ul>
<p><b>If applicable:</b> Please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, length of stay in the host country, obligatory or voluntary participation in the project:</p>	<p>Participation in the project is voluntary.</p> <p>These requirements should be met by the refugees:</p> <p>Readiness for vocational school attendance</p> <p>Language skills at the level B1</p> <p>Realistic chance to stay in Germany</p> <p>Strong interest in craft activities</p>
<p><b>Description of activity:</b> (amongst others: number of participants, methods, entities involved, limitations, results, number and qualification of staff, volunteers involved, criteria for choosing participants, information to the target group or responsible entities, evaluation)</p> <p>Crafts can be a good possibility to facilitate the integration of refugees in Germany. Therefore an operational training is very important for a successful integration. At the same time, the number of unfilled apprenticeships can be reduced and prevents skills shortage.</p> <p>The integration project <b>Craft Training for Refugees and Asylum Seekers</b> (IHFA is the German abbreviation) was invented to give refugees in Lower Saxony a vocational training. Their aim was to get 500 refugees into training per year. This project is financed by the state of Lower Saxony, six chambers of crafts in Lower Saxony, the federal Employment Agency and the districts of Lower Saxony.</p> <p>The <b>Chamber of Crafts</b> in Hanover supports the partners as well.</p> <p>Efforts of the <b>Chamber of Crafts</b> in Hannover:</p> <ul style="list-style-type: none"> <li>- Assessing potential candidates for a craft training</li> <li>- Intercultural advice</li> <li>- Supporting participants during the application procedure</li> <li>- Placement of internships and training places in craft industry</li> <li>- Advising the participants on their way to a successful in-company training and further on to become a Master craftsman</li> <li>- Support of the founding of craft enterprises</li> </ul> <p>The project employs only full-time staff, no volunteers are involved.</p> <p><b>Are there any costs/fees for participants?</b> There are no fees for the participants.</p> <p><b>How is the cost of living covered for full time participants?</b> The cost of living is covered by general subsidies</p>	
<p><b>Why do you provide this activity as good practice? What is its impact?</b> In Germany we have a huge need of craftsmen. Therefore a qualification in this area will enable the participants to get a long-term job.</p>	
<p><b>Please give us one sentence: How do you consider that the project would have been successful?</b> When more crafts business is able to provide apprentices for refugees taking into account their specific situation, and refugees start their apprenticeship in this area.</p>	
<p><b>What is the relevant outcome for the participants, the funders and personally you?</b> Integration of refugees, countering the lack of craftsmen</p>	
<p><b>Do you stay in contact with the former participants, do you know what they are doing now? What problems do you identify in the project?</b> High expectations of the refugees which kind of profession would be possible for them, lack of language knowledge, impatience, they would like to work and earn money immediately and not spending time for an apprenticeship, fluctuation</p>	

<b>Name of the project: Active Waiting</b>	
<b>Country:</b> Germany	<b>Started:</b> 1.1.2016 <b>Will end:</b> open The project started as a model project with the idea to be copied to other regions. Financing depends on the “ <b>Jobcenter</b> ” as the main funder. Initial financing was provided for 2016-2017. In September 2017, the Jobcenter provided funding for another year - until the end of 2018. A renewed promotion is possible.
<b>Name of Institution:</b> 	<b>Jugendsozialarbeit der Caritas, Diözese Hannover</b>  <b>English:</b> Youth Social Work Department of regional Caritas (Caritas = social work organization of the Catholic Church)
<b>Type of Institution:</b>	<b>Caritas</b> is one of the large providers of social work in Germany. The organization is part of the Catholic Church. Many activities are publicly funded
<b>City:</b>	Hannover
<b>Website/ FB page if available</b>	<a href="http://www.cjs-hannover.de/asyl-migration/active-waiting-deutsch/asyl-migration">http://www.cjs-hannover.de/asyl-migration/active-waiting-deutsch/asyl-migration</a> English version: <a href="http://www.cjs-hannover.de/asyl-migration/active-waiting-english/">http://www.cjs-hannover.de/asyl-migration/active-waiting-english/</a>
<b>Contact (email or phone)</b>	Ms Kerstin Krause (Coordinator of the asylum seeker activities of <b>Caritas Jugendsozialarbeit Hannover</b> ) Telephone +49 (0)511 35827-23 <a href="mailto:krause@cjs-hannover.de">krause@cjs-hannover.de</a>
<b>Local alliances, which organisations are involved?</b>    	<b>Jobcenter</b> (Hannover, main funder) Jobcenters are organisations run jointly by the municipality and the Employment Agency mainly to care for long-term unemployed, dispensing social aid etc.  <b>Employment Agency</b> (lesser part)  <b>Hannover Region</b> (local government regional level)  <b>KEB Hannover</b> (Catholic Adult Education Organisation, Hanover branch) - responsible for the language courses that are part of the project
<b>How does the cooperation with them work?</b>	(See comments below)

<p><b>Funded by</b></p>   	<p>Predominantly by the <b>Jobcenter</b></p> <p>Some funding from <b>Region Hannover</b> (local government, regional level)</p> <p>5 % of the funding is from <b>Caritas Jugendsozialarbeit's</b> regular budget</p>
<p><b>Activities carried out</b></p>	<ul style="list-style-type: none"> <li>• <b>Advisory service</b></li> <li>• <b>Supportive activities</b></li> <li>• <b>Vocational training (orientation!)</b></li> <li>• <b>Language training</b></li> <li>• <b>General orientation</b></li> <li>• Recognition of qualification</li> <li>• Other (please describe)</li> </ul>
<p><b>Target group</b></p>	<ul style="list-style-type: none"> <li>• <b>only refugees</b></li> <li>• migrants and refugees</li> <li>• General, amongst others migrants and refugees</li> <li>• Asylum seekers are involved</li> </ul>
<p><b>If applicable:</b> Please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, length of stay in the host country, obligatory or voluntary participation in the project:</p>	<p>Target group are asylum seekers whose asylum procedure is ongoing and have a high probability of being accepted as asylum seekers, which basically depends on their country of origin. The maximum age for participants is 27.</p>
<p><b>Description of activity:</b> (amongst others: number of participants, methods, entities involved, limitations, results, number and qualification of staff, volunteers involved, criteria for choosing participants, information to the target group or responsible entities, evaluation)</p> <p>The aim of the project is to provide coaching and vocational orientation to young asylum seekers.</p> <p>Core elements of the assistance provided are</p> <p>a) language courses (260 lessons in 4 months, 2 hours per day in the morning, joining the course is possible at any time)</p> <p>b) personal consulting (coaching) and</p> <p>c) finding internship or apprenticeship places for the participants, or other activities with regard on future employment.</p> <p>A big part of the work is related to introducing the refugees to the vocational training system and other aspects of living in Germany. Consulting and coaching is done in one-on-one, interviews by a social worker with an individual refugee; sometimes they are assisted by an interpreter. Group activities are not part of the program, except the language lessons.</p> <p>A regular training within the framework of the German "dual system" of VET is considered as the most successful way for young refugees to get integrated in the labour market since various sectors of industry and crafts are lacking of suitable candidates. Apprentices receive wages, usually sufficient for a (modest) living, and people with a vocational certificate have good chances to stay employed and to have a reliable income in the future.</p> <p>Other forms of vocational orientation include internships and so called EQ (Introductory training) - long term internships,</p>	



not unlikely proper apprenticeships, but serving as a precursory measure. The Active Waiting project succeeds in finding suitable occupations for almost all persons cared for.

The Active Waiting project carried out by Caritas Jugendsozialarbeit has a staff of three social workers (part time, with a full-time equivalent of 1,5) plus two interpreters and one language teacher.

It is part of a larger network of similar projects under the same name run by 18 different organizations in the Hanover region. This network has mainly been initiated by the Jobcenter Hannover with the idea to spread it out later to other regions in Germany, if the approach is successful. The model was developed as a consequence of the arrival of a larger number of refugees, particularly from Syria.

Participants are recruited mainly from the Hanover refugee accommodation centres. There they are contacted either by the social workers, or by the interpreters who sometimes visit places where new refugees have to wait. If all conditions are met, the interpreters suggest and help them to contact the Active Waiting project. Meanwhile, with more refugees having passed the program, new participants also show up through word-of-mouth recommendations. Other refugees may be sent or accompanied by civic volunteers.

Until July 2017, the Active Waiting project at Caritas Jugendsozialarbeit has had 150 participants in total. 50 former participants have dropped out after initial contact (project staff considers this the usual slip in that area of work). 30 were transferred to a project called "Next Level", also run by Caritas Jugendsozialarbeit, which has been created especially for refugees who do no longer meet the conditions of participation for the Active Waiting project, e.g. because they have passed the required age or they got a positive decision on their asylum procedure.

During the daily work a lot of other issues are tackled that are not directly related to vocation and employment. For example, in cases of an asylum application was rejected, personal counseling (or "pastoral care", as Caritas people call it) is offered to help the refugee deal with it psychologically. New arrivals who seem to be traumatized are helped to find psychological care. Also, some of the refugees may choose to spend some time in Caritas Jugendsozialarbeit's own vocational orientation workshops.

**Are there any costs/fees for participants?**

None

**How is the cost of living covered for full time participants?**

There is no full-time participation. Like other asylum seekers, participants get support from the Jobcenter.

**Why do you provide this activity as good practice? What is its impact?**

There is a high level of personal assistance to the refugees, by professional social workers with the respective professional background knowledge.

**Please give us one sentence: How do you consider that the project would have been successful?**

The project is successful when participants develop a realistic perspective for their future in terms of integration into the labor market. Of course, for many the first hurdle to overcome is learning the German language. At the moment it is too early to make a final judgment

**What is the relevant outcome for the participants, the funders and personally you?**

Participants: find sustainable employment

Funders: the same, or from their internal perspective: prevent refugees ending up in social aid programs

Staff: Help participants to integrate into German society, or - if their asylum application is rejected - help them coping with it.






**Do you stay in contact with the former participants, do you know what they are doing now?**





There are not yet "former" participants.

**What problems do you identify in the project?**

Many participants are traumatized and would actually need a trauma therapy. Available therapists, however, are German, so they need an interpreter, and this is often an obstacle to the essential trust building between the therapist and the participant

The living conditions in the large refugee accommodation centers are stressful for all people who have to live there. The situation is better just for some refugees living with their families in an apartment of their own.

Name of the project: Kooperative Produktionsschule (KoPro) (Cooperative Production School)	
Country: Germany	<b>Started:</b> 1.11.2016 <b>Will end:</b> 31.1.2017 for the pilot year, but operators hope to get funding also for continuation
Name of Institution: 	<b>Werkstattschule e.V.</b> (Englisch: "Workshop School, registered association")
Type of Institution:	NGO / registered association
City:	Hannover
Website/ FB page if available	<a href="http://www.werkstattschule.de/projekte/kooperative-produktionsschule-kopro/">http://www.werkstattschule.de/projekte/kooperative-produktionsschule-kopro/</a> (The website is very basic)
Contact (email or phone)	Jan Grendler, co-ordinator Tel. 0511/44989620 <a href="mailto:j.grendler@werkstattschule.de">j.grendler@werkstattschule.de</a>
Local alliances, which institutions are involved?    	<p><b>IGS Mühlenberg</b>, a school in one of Hannover's less affluent neighbourhoods, and an</p> <p>NGO affiliated to it called "<b>Energy Lab</b>" that provides solar technology training to students of <b>IGS Mühlenberg</b> (teachers' initiative).</p> <p>A number of enterprises offering internship places</p> <p><b>University of Hannover</b> via their program "Werkstatt Plus" offering students German language lessons (DaF) and additional work experience</p>
How does the cooperation with them work?	(See above)

<p><b>Funded by</b></p>    	<p>70 per cent by the local “<b>Jobcenter</b>” (public institution to provide social aid and employment services) - This is about 140 000€ for one year.</p> <p>30 000€ is the contribution by the <b>Hannover Region</b> (larger Hannover area municipality) for the pilot year</p> <p><b>VHV Foundation</b> (charity foundation of one of the local insurance companies)</p> <p><b>ProKlima</b>, an initiative run by the municipal power supplier <b>Enercity</b>; they provide the materials necessary for the solar kits</p>
<p><b>Activities carried out</b></p>	<ul style="list-style-type: none"> <li>• <b>Advisory service</b></li> <li>• Supportive activities</li> <li>• <b>Vocational training</b></li> <li>• <b>Language training</b></li> <li>• <b>General orientation</b></li> <li>• Recognition of qualification</li> <li>• <b>Other (please describe)</b></li> </ul>
<p><b>Target group</b></p>	<ul style="list-style-type: none"> <li>• <b>only refugees</b></li> <li>• migrants and refugees</li> <li>• General, amongst others migrants and refugees</li> <li>• Asylum seekers are involved</li> </ul>
<p><b>If applicable:</b> Please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, length of stay in the host country, obligatory or voluntary participation in the project:</p>	<p>Target group of the project are recognized refugees who are entitled to receive “ALG II” type social aid, aged 14-25 years.</p> <p>They are selected by the Jobcenter (that pays for the largest part of the programme). Most participants are 18-20 years old, and male. Recently the first female participant joined. The male preponderance is a result of the predominantly “male” professions offered: woodworking, metal working, solar energy; and one selection criteria is that the participant should, of course, be interested in the topic.</p>
<p><b>Description of activity:</b> (amongst others: number of participants, methods, entities involved, limitations, results, number and qualification of staff, volunteers involved, criteria for choosing participants, information to the target group or responsible entities, evaluation)</p> <p>KoPro is short for Kooperative Produktionschule (Cooperative Production School). The project offers vocational orientation with a hands-on approach. Young refugees work on various projects in woodworking, bicycle mechanics, and solar energy with the aim of gathering insight in those trades and experiencing themselves in them. The vocational activities are carried out in Werkstattsschule e.V.’s own workshops for wood and metal working (especially bicycle repair). Another school, IGS Mühlenberg, one of the regular schools in Hannover, provides the solar energy laboratory and class. In the wood workshop, participants work on various projects; they produce raised beds for gardening, and garden</p>	

benches. In the metal workshop they chiefly are occupied with bicycle mechanics, repairing old bicycles that they then can use for themselves.

Besides vocational training and orientation, KoPro offers language training a) as integral part of the vocational training and b) in dedicated German language lessons (provided in two groups with different language levels) that take part in the afternoon for two hours per day. So far this is without a certificate to be obtained on completion of the course; but KoPro strives to get permission to issue certificates, too.

Another element of the program is social integration in a more general manner. The group of participants is seen as something like a 'family'. One activity supporting the perception of belonging to the group are the common meals at lunch time. Each day another pair of participants cares for the lunch. Another element of social binding is helping each other in everyday live, e.g. when somebody moves from one place to another, etc.

Moreover, the project offers excursions, study visits, job interview and application training, visits to relevant or interesting institutions, and personal coaching.

Participants usually are planned to stay for 6 months. The time may differ based on individual needs; participants may leave earlier e.g. because they get an apprenticeship contract, or they may stay longer - up to one year - if the team and the Jobcenter decide so.

Part of the vocational programme are short-term internships in regional companies, or at least that's the idea; by mid 2017, not too many internships had been implemented; project staff related this to previous unfavorable experiences by companies with refugees who did not comply to behavioral expectations such as punctuality and reliability.

Most participants are sent by the Jobcenter. Some are sent by Jugendhilfe (system of organisations responsible for youth welfare, especially such with missing parental care).

Most participants have a language level A2, but also A1 and B1 may occur.

The project has a project coordinator, an Integration Coach, another Integration Coach only working on Friday, an expert for woodworking, an expert for metal working and bicycle mechanics, and three teachers for German language. The various contracts sum up to about 3 full-time equivalents.

**Are there any costs/fees for participants?**

No costs or fees for the participant.

**How is the cost of living covered for full time participants?**

Participants are refugees receiving ALG II type social aid. They would receive this type of social aid anyway.

**Why do you provide this activity as good practice? What is its impact?**

The program has a very practical approach. The workshops are situated in a lively neighborhood in central Hannover, open also to the public ( so that participants can feel part of the wider community, and coincidental contacts to the general public are possible. The mix of vocational occupation, language classes, and social activities (mind the self-organized cooking for lunch) provide an attractive social environment. A thing to be desired would perhaps be to have a better mix of male and female participants.

**Please give us one sentence: How do you consider that the project would have been successful?**

Participants have developed an idea about a possible future occupation, based on the various vocations they tested. Moreover, they have a clear idea how the education system in Germany works.

**What is the relevant outcome for the participants, the funders and personally you?**

Participants: getting acquainted with vocations and with the education system

Funders: young refugees get integrated into the labor market, and ideally get kept out of need to rely on social aid (i.e. find an apprenticeship place)

Programme staff: (same as above)





**Do you stay in contact with the former participants, do you know what they are doing now?**

At the moment, just one male has finished participation. He got an apprenticeship in a local company.


**What problems do you identify in the project?**

The largest problem is the future funding. It depends on political decisions and on managerial decisions which have not yet been made by the Jobcenter.

From the perspective of the staff implementing the project, there are too many detailed reporting requirements. Staff would prefer to spend more time with direct social work instead of reporting.

Name of the project: Reconstruyendo mi patrimonio, reconstruyo mi vida English: Reconstructing my heritage, I reconstruct my life	
Country: Spain	Started: 2017 Will end: 2019
Name of Institution:	Comisión Española para la Ayuda a Refugiado English: Spanish Commission for Refugee Assistance (CEAR)
Type of Institution:	Non profit organization
City:	National level
Website/ FB page if available	<a href="http://www.fundacionbotin.org/noticia/la-fundacion-botin-impulsara-tres-proyectos-de-inclusion-social-y-laboral-para-inmigrantes-y-refugiados.html">http://www.fundacionbotin.org/noticia/la-fundacion-botin-impulsara-tres-proyectos-de-inclusion-social-y-laboral-para-inmigrantes-y-refugiados.html</a>
Contact (email or phone)	<a href="mailto:colabora@cear.es">colabora@cear.es</a>
Local alliances, which organizations are involved?	 <ul style="list-style-type: none"> <li>- Civilis Foundation</li> </ul>  <ul style="list-style-type: none"> <li>- Plan International Foundation</li> </ul>  <ul style="list-style-type: none"> <li>- Abraham Project</li> </ul>
How does the cooperation with them work?	
Funded by	Fundación Botín through the call Talento Solidario 2016 (Call for Solidarity Talent) it is a program to support innovative ideas for the benefit of the migrant and refugee population
	
Activities carried out (highlight the relevant ones)	<ul style="list-style-type: none"> <li>• Advisory service</li> <li>• Supportive activities</li> <li>• <b>Vocational training</b></li> <li>• Language training</li> <li>• General orientation</li> <li>• Recognition of qualification</li> <li>• Other (please describe)</li> </ul>
Target group	<ul style="list-style-type: none"> <li>• refugees</li> <li>• <b>migrants and refugees</b></li> <li>• General, amongst others migrants and refugees</li> <li>• Asylum seekers are involved</li> </ul>
If applicable, please describe the target group e.g. in terms of type of	Qualified workers in historical heritage. The pilot project started with 10 students, although 130 beneficiaries are planned in 3 years.

refugees/asylum seekers, age, level of qualification, lengths of stay in the host country, obligatory or voluntary participation in the project:	
<p><b>Description of activity:</b>  (amongst others: number of participants, methods, entities involved, limitations, results, number and qualification of staff, volunteers involved, criteria for choosing participants, information to the target group or responsible entities, evaluation) .One of the objectives of this project is the need to have a qualified workforce and professionals specialized in historical heritage at all levels of the intervention. Organizations such as UNESCO warn of the danger of improper restorations and the need to guarantee the quality of restorations. Thus, through this project, the refugees and migrants are provided with the necessary training so that, when the appropriate time comes, they can contribute to rebuilding their past and building their future.</p> <p>The aim of this project, (for the insertion and voluntary return for refugee and immigrant population in the sector of the material and immaterial cultural heritage) is to verify the viability of a formative model for refugees addressed to rehabilitate the artistic heritage and the reconstruction of the cities. This professional preparation related to construction will be oriented to the recovery of destroyed heritage in the countries of origin. The recognition of this learning, training or study will be the means for their socio-labor inclusion, which will allow them to advance in their personal development and in their integration into the productive system.</p> <p>This initiative proposes to start working with refugees and immigrants who have passed the initial period of adaptation in the host country. This project improves the labor insertion capacity of this group through advice, support and guidance, thanks to a specialized training program that improves their employability through collaboration with companies in the sector. The Pilot Project begins in October 2017 with 10 students, is expected reach 40 and 80 in 2018 and 2019, respectively.</p> <p><b>Are there any costs/fees for participants?</b>  No</p> <p><b>How is the cost of living covered for full time participants?</b>  Refugees can take part in this activity as the same time that they receive support through other projects of CEAR</p> <p><b>Why do you provide this activity as good practice? What is its impact?</b>  Refugees and migrants who arrive in Spain face different personal and social barriers, one of the main ones being employment. In addition, the need they feel to voluntarily return to their home countries and to be active agents of their development, is an element to take into account to design any insertion action. Nothing similar has ever been done, neither with the target group, nor in the type of training nor in the collaboration of such diverse partners.</p> <p><b>Please give us one sentence: How do you consider that the project is successful?</b>  It is highly successful because the number of participants reached is quite important and they can work in their host country but also with the idea of helping their origin countries.</p> <p><b>What is the relevant outcome for the participants, the founders and personally you?</b>  The relevant outcome is that the refugees obtain a very specific and valuable training</p> <p><b>Do you stay in contact with the former participants, do you know what are they doing now?</b>  No</p> <p><b>What problems do you identify in the project?</b>  Taking in account that someone with the refugees status can come back to their origin countries if the circumstances allow it, the majority of them will cooperate with the local or regional authorities from their hosting countries but not in their origin countries.</p>	

<b>Name of the project: Educational courses for refugees for labour in the metal sector</b>	
<b>Country:</b> The Netherlands	<b>Month/Year</b> February 2017
<b>Name of Institution:</b> 	ROC Twente
<b>Type of Institution:</b>	Regional College for Continuing and Vocational Training
<b>City:</b>	Hengelo
<b>Website/ FB page if available</b>	<a href="http://rocvantwente.nl">http://rocvantwente.nl</a>
<b>Contact (email or phone)</b>	Greetje Berghuis <a href="mailto:gberghuis@rocvantwente.nl">gberghuis@rocvantwente.nl</a> Helga Bloemsma <a href="mailto:hbloemsma@rocvantwente.nl">hbloemsma@rocvantwente.nl</a>
<b>Local alliances/cooperation</b>	14 local communities; regional office for learn & work; <b>SMEELD</b> (regional metal industry) The main form of cooperation is a sector driven approach.
<b>Funded by</b>	The school is partly financed by Ministry of Education, partly by local authorities and partly by the business sector. This pilot for refugees in the metal sector is paid from own resources.
<b>Activities carried out</b>	<ul style="list-style-type: none"> <li>• Supportive activities</li> <li>• Vocational training</li> <li>• Language training</li> <li>• Recognition of qualification</li> <li>• Sector driven approach</li> <li>• Other: temporary work place</li> </ul>
<b>Target group</b> <b>Special target groups</b>	<ul style="list-style-type: none"> <li>• <b>only refugees</b></li> <li>• Yes</li> </ul> Criteria for selection: <ul style="list-style-type: none"> <li>• Dutch language level A1½ - A2 or integration certificate</li> <li>• Experience, affiliation or qualification in the metal sector</li> <li>• Personal motivation</li> <li>• Voluntary basis</li> </ul>
<b>Description of activity:</b> <b>Specific approach for the metal sector</b> Selected group of 6-10 persons gets during 20 weeks an educational program consisting of 1 day a week a morning theory lessons in Dutch language and afternoons practical training in the use of machines. Halfway through the training they receive an internship at a regional company in the metal sector with the possibility that eventually this will be converted in a temporary or permanent employment agreement. The pilot is starting 9 February 2017. Participants are 6 men, from different local communities: 1 from Holten 3 from Hengelo and 2 from Enschede. Originally they are coming from Sudan and Syria, age 25-50 years. Professional background: from lifeguard and demolisher to machinist. However, it is not easy to find participants. They are recruited through the local authorities, integration courses, the office learn & work through word of mouth. Potential participants are faced with different barriers to join: <ul style="list-style-type: none"> <li>• Not able to seize opportunities</li> <li>• Too less experience</li> <li>• Too less language knowledge</li> <li>• Less discipline</li> <li>• Family situation</li> </ul> Loss of social status The course would be completed around the summer holidays (July 6). Two students gave no response to the invitation for the intake interview and did not come. The seven remaining students do. Later there was another man from the Entree (SMEOT) attached. A participant from an alpha group quit after five lessons. His language level was not sufficient to participate in this project. A student from Hengelo had to accept a job from the municipality half way through the course and terminate his participation in the project. The other six students traveled weekly to the	





Gieterij in Hengelo to attend the theory and practical lessons (15.00-21.15 hours). During the theory lessons a lot of attention was paid to the expansion of technical vocabulary and professional skills. Working accurately and reading, understanding and following up on safety regulations are aspects of this professional field where the emphasis was on practice. The men have learned how to work in the metal industry in the Netherlands. A participant from Holten recently sent a number of open applications to companies and found a job. He recently started and works with pleasure. The others are likely to take an entrance course to increase their chances on the labor market. It was difficult to get in at companies and arrange work placements, it took too much time. For that reason, the search has stopped. That is why the project did not yield what we had hoped for. A number of course participants have thus been offered a technical follow-up program within the ROC. They started doing that after the summer.


**Why do you provide this activity as good practice? Why the project is succesful? What is its impact?**

**Sectorbased approach – there is a need from the companies.**

Due to the cooperation with local authorities and the metal sector refugees with a status are as quick as possible moved into an educational program with perspective on a temporary or permanent job. The course has just started, so it is impossible to say something about the impact.

<b>Name of the project: Refugees as museum guides</b>	
<b>Country:</b> The Netherlands	<b>Month/Year</b> October 2017
<b>Name of Institution:</b> 	Tropenmuseum
<b>Type of Institution:</b>	Museum
<b>City:</b>	Amsterdam
<b>Website/ FB page if available</b>	<a href="https://tropenmuseum.nl/">https://tropenmuseum.nl/</a>
<b>Contact (email or phone)</b>	<a href="mailto:info@tropenmuseum.nl">info@tropenmuseum.nl</a>
<b>Local alliances/ cooperation</b>	Africa Museum (Berg en Dal) Museum voor Volkenkunde (Leiden) Wereldmuseum (Rotterdam)
<b>Funded by</b>	Ministry of Education Culture and Science Private donations (Friends of museum)
<b>Activities carried out</b>	<ul style="list-style-type: none"> <li>• Advisory service</li> <li>• Supportive activities</li> <li>• General orientation</li> <li>• other</li> </ul>
<b>Target group</b> <b>Special target groups</b>	<ul style="list-style-type: none"> <li>• General, amongst others migrants and refugees</li> <li>• Refugees from Syria</li> </ul>
<b>Description of activity:</b>	
<p><b>Refugees as museum guides: TOUR ALEPPO</b></p> <p>The Tropenmuseum in Amsterdam has trained <b>a group refugees to become temporary a guide</b> in the museum. The group of 18 refugees were mainly from Syria. They have arrived here one and a half year ago. Their fugitive stories differ strongly. Some came via Turkey and the Balcan. Others arrived as invited refugees. The Netherlands invites yearly 500 refugees because their situation is without any end, they are ill, disabled or extra in danger.</p> <p><b>The refugees are guiding an exhibition about the situation in Syria.</b> They explain by photoos about Aleppo before the war. It is remarkable how fast thy have learned the Dutch language.</p>	
<b>Why do you provide this activity as good practice? Why this project is successful? What is its impact?</b>	
<p>It is a nice and sympathic example and a good way to face a wide audience with refugees.</p> <p>The impact could be wider if the refugees are also trained to guide other exhibitions or to create their own exhibition.</p> <p>This project is now mainly an incidental case.</p>	






<b>Name of the project: Refugees as interpreters</b>	
<b>Country:</b> The Netherlands	<b>Month/Year</b> October 2017
<b>Name of Institution:</b> 	Manpower
<b>Type of Institution:</b>	Commercial labour agency, national operating from several local offices
<b>City:</b>	Diemen
<b>Website/ FB page if available</b>	<a href="http://manpower.nl">http://manpower.nl</a>
<b>Contact (email or phone)</b>	<a href="mailto:info@manpower.nl">info@manpower.nl</a>
<b>Local alliances/ cooperation</b>	In this project has Manpower collaborated with VluchtelingenWerk Nederland , Stichting Nidos and Tolk- en Vertaalcentrum Nederland
<b>Funded by</b>	Ministry of Justice and Security
<b>Activities carried out</b>	<ul style="list-style-type: none"> <li>• Advisory service</li> <li>• other</li> </ul>
<b>Target group</b> <b>Special target groups</b>	<ul style="list-style-type: none"> <li>• only refugees</li> <li>• Young refugees, highschool</li> </ul>
<b>Description of activity:</b> <b>Interpreters project</b> <p>The Dutch Council for Refugees and ManpowerGroup signed a cooperation agreement in January 2014. By combining the expertise of the ManpowerGroup and the Council for Refugees, refugees can develop their talents better and get more prospects for work. For the current project, both organizations have the ambition to retrain twenty refugees into independent interpreters. The participants are expected to start working as independent interpreters after half a year to a year.</p> <p>TVcN, which provides clients with interpreters in every language, ensures that the participants can really get started after completing the training program. The selected participants must have a residence status, have completed at least a higher vocational education and have sufficient command of Dutch.</p> <p>The refugees are taught memory techniques and analytical skills, notation techniques and different ways of interpreting. Various ethical and professional issues are also dealt with, which interpreters can use in practice. In addition to the specific skills needed to be able to interpret, the participants also receive training in working as a freelancer and are coached in this.</p> <p>Nidos Foundation, the guardianship institution for unaccompanied minor foreign nationals, offers work experience sessions during the training and has already indicated that they would like to use the trained interpreters afterwards. The graduate assistants are advised to develop further so that they can register as sworn interpreter-translator. This way they increase their employability with the national government and other clients.</p>	
<b>Why do you provide this activity as good practice? Why this project is succesful? What is its impact?</b> <p>Good example of training for a job in a sector with an employment need.</p> <p>Impact: 20 refugees are trained and educated as interpreter and have found a job. The project could have more impact when it was relaised at a larger scale.</p>	

<b>Name of the project: Refugees as artists</b>	
<b>Country:</b> The Netherlands	<b>Month/Year</b> October 2017
<b>Name of Institution:</b> 	UAF
<b>Type of Institution:</b>	The UAF assists refugees with their studies in higher education and finding a job that matches their abilities. Traditionally, UAF has supported highly educated refugees. This is because our organization is founded by universities. In addition to the higher educated, the UAF will also support refugees who are able to obtain a diploma at MBO level 3 or 4 or to go to work at that level. UAF works out this service step by step.
<b>City:</b>	Utrecht
<b>Website/ FB page if available</b>	<a href="http://www.uaf.nl">www.uaf.nl</a>
<b>Contact (email or phone)</b>	<a href="mailto:info@uaf.nl">info@uaf.nl</a>
<b>Local alliances/ cooperation</b>	Stichting De Vrolijkheid, Vluchtelingenwerk Nederland
<b>Funded by</b>	National Postcode Lottery
<b>Activities carried out</b>	<ul style="list-style-type: none"> <li>• Advisory service</li> <li>• Supportive activities</li> <li>• General orientation</li> </ul>
<b>Target group</b>	<ul style="list-style-type: none"> <li>• only refugees</li> <li>• Asylum seekers are involved</li> </ul>
<b>Description of activity:</b> The Reality was a collaborative project of the UAF, the Vrolijkheid and VluchtelingenWerk Nederland. With the support of the Postcode Lottery, refugee artists have been trained to become social entrepreneurs. The artists are now an independent operating company that organizes workshops on behalf of companies, schools and organizations. The people of Stichting de Vrolijkheid have been organizing artistic and creative activities for more than 15 years for and with children and young people in more than 25 asylum seekers' centers.	
<b>Why do you provide this activity as good practice? Why this project is successful? What is its impact?</b> Good example how refugees create work for themselves which also affects other refugees or their children.	

<b>Name of the project: Refugees in agrobusiness sector</b>	
<b>Country:</b> The Netherlands	<b>Month/Year</b> October 2017
<b>Name of Institution:</b> <a href="#">Vluchteling met Talent</a> Werk Samen Met Ons Aan De Toekomst	Stichting Vluchteling Talent
<b>Type of Institution:</b>	Vluchtelingtalent offers the Refugees with status & Municipalities a learning - trajectory that meets the requirements and wishes of the employers & refugees They also consider a trajectory for refugees in ICT
<b>City:</b>	unknown
<b>Website/ FB page if available</b>	<a href="http://vluchtelingtalent.nl">http://vluchtelingtalent.nl</a>
<b>Contact (email or phone)</b>	Mr. A.B. Lashkari <a href="mailto:info@vluchtelingtalent.nl">info@vluchtelingtalent.nl</a> 06-53269078
<b>Local alliances/ cooperation</b>	LTO – organisation for agriculture and horticulture Agriciculture schools

<b>Funded by</b>	unknown
<b>Activities carried out</b>	<ul style="list-style-type: none"> <li>• Supportive activities</li> <li>• other</li> </ul>
<b>Target group</b>	<ul style="list-style-type: none"> <li>• only refugees</li> <li>• Asylum seekers are involved</li> </ul>
<p><b>Description of activity:</b></p> <p>Initiative to train 1000 new farmers (refugees) and to use them for internships / work in the Netherlands  Many refugees come from countries with high agricultural potential (fertile soil, etc.).  Many of the countries where they come from are large consumers of a wide range of agricultural products. And there is a lot of local demand in normal running economies. Many refugees may be interested in cooperating in or starting up their own agricultural company (in agriculture or horticulture) in the Netherlands, or in their own country after their return.  The Netherlands traditionally has good land and horticulture infrastructure (2nd world player), good agricultural training offer, and many agricultural farms and horticulture companies / organizations.  The Netherlands has traditionally been well acquainted with the sector and through its financial institutions (not for profit) has a lot of experience in setting up and supporting savings and credit and producer organizations in developing countries.  World, with the increase of the world's population, has great challenges in training young farmers (aging of peasantry worldwide) and local production of food (sustainability aspect). Many asylum seekers seek useful time during their stay in the Netherlands.  Initiators take the lead to start pilot projects in a number of agricultural regions i.s.m. in particular local Municipal Authorities, LTO organization for agriculture and horticulture, agricultural employment agency, agricultural schools and a few other social parties to work out a plan for around 1000 asylum seekers in the area where they stay temporarily:</p> <ul style="list-style-type: none"> <li>• Let agricultural (animal husbandry, horticulture, etc.) receive training i.s.m. with eg agricultural schools.</li> <li>• Offering work experience places in their environment at Dutch agricultural and horticultural businesses i.s.m. agricultural employment agency and local financial institutions.</li> <li>• Financial perspective to offer at start-up (micro credit) In cooperation with eg Financial institutions in sustainability or in finding jobs in the agro sector in the Netherlands.</li> <li>• To link up with national initiatives for early screening of status holders, smart matching to residential communities and the effective use of waiting time in COA (Central Agency for the Reception of Asylum Seekers) for work and education.</li> </ul> <p><b>The following activities / actions are already realized:</b></p> <ul style="list-style-type: none"> <li>• Identify the parties involved</li> <li>• Discuss idea with the person involved social organization, government agencies and financial institutions.</li> <li>• Start up project team in three regions in the Netherlands, starting with pilots in the north, in the south and Westland.</li> <li>• Elaborate and submit project plan with various parties involved.</li> <li>• Pilot's started in regions following the agreements made.</li> </ul> <p><b>Why do you provide this activity as good practice? Why this project is successful? What is its impact?</b></p> <p>Lentiz, agricultural VET-college (mbo/bbl), in collaboration with Vluchteling with Talent, has put together a learning work program for refugees with status. The learning-working trajectory meets the requirements of both employers and refugees with status.  Meanwhile, 15 status holders have been participating in the learning work program since 2017.  HAS, higher vocational agriculture college, has also developed a learning program for refugees with status in cooperation with Vluchteling with Talent. The program also meets the requirements and wishes of both the employers and the refugees with status.</p>	

## 2.4 Preparation for the University

Name of the project: QuFiS – Qualifizierte Flüchtlinge ins Studium (Preparation for university education for qualified refugees)	
Country: Germany	Started: End 2016 Will end: End 2017
Name of Institution: 	VHS Hannover
Type of Institution:	Public
City:	Hannover
Website/ FB page if available	<a href="http://www.vhs-hannover.de">www.vhs-hannover.de</a>
Contact (email or phone)	<a href="mailto:Joachim.Melcher@hannover-stadt.de">Joachim.Melcher@hannover-stadt.de</a>
Local alliances, which institutes are involved?   	<p><b>Bildungswerk Ver.di</b> (provider of VET for the Union of employees in the public sector)</p> <p><b>Leibniz University of Hanover</b> (Studienberatung = Advisory Service for Students, "Studentenwerk")</p> <p><b>Arbeiterkind.de</b> (NGO supporting students being grown up in a family, where they are the first one who start studying).</p>
How does the cooperation with them work?	The cooperation is based on an already existing network. So the collaboration is very good, very open and confidential. The provider of QuFiS has to conclude a contract with the University. Representatives of the University visit the groups periodically.
Funded by  <b>Niedersachsen. Klar.</b> Niedersächsisches Ministerium für Wissenschaft und Kultur	<b>Ministry of Science and Culture of Lower Saxony (100%)</b>
Activities carried out	<ul style="list-style-type: none"> <li>• <b>Advisory service</b></li> <li>• Supportive activities</li> <li>• Vocational training</li> <li>• <b>Language training C1</b></li> <li>• <b>General orientation</b></li> <li>• Recognition of qualification</li> <li>• Other (please describe) <ul style="list-style-type: none"> <li>◦ To introduce the participants to the rules and institutions of the University</li> </ul> </li> </ul>
Target group	<ul style="list-style-type: none"> <li>• <b>only refugees</b></li> <li>• migrants and refugees</li> <li>• General, amongst others migrants and refugees</li> <li>• <b>Asylum seekers are involved</b></li> </ul>



<p><b>If applicable:</b></p> <p>Please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, length of stay in the host country, obligatory or voluntary participation in the project:</p>	<p>The participation is voluntary, participants are mostly male, under 30 years old, independent of status and length of stay, knowledge in German Language is needed. Mostly from Syria (appr. 80%, Iran, Iraq)</p>
<p><b>Description of activity:</b></p> <p>(amongst others: number of participants, methods, entities involved, limitations, results, number and qualification of staff, volunteers involved, criteria for choosing participants, information to the target group or responsible entities, evaluation)</p> <p>The participants have been informed about the project by mouth to mouth recommendation. The project leader had started to provide a leaflet but there is no need for any written promotion. The capacities (20 participants) are always exhausted.</p> <p>At first interested people are invited to prove their German language skills. At least B1 is necessary. At the end of the course they have to reach the C1 level. The knowledge will be tested in writing and verbally.</p> <p>The course lasts 10 months and includes 1000 teaching hours. The lessons are carried out every day from 9:00 am – 2:00 pm.</p> <p>The main topic is German language in general (preparation for C1), but general requirements for studying in Germany too. The first idea has been to provide these courses specific to the area, in which the participants would like to start their studies. But that has not been possible because of the heterogeneous interests and experiences.</p> <p>Additionally lessons in Mathematics are provided, because the trainers have stated that mathematics skills of many participants are too low for starting a university education.</p> <p>Two trainers work in each class, supported by a student of the university. They are all freelancers. The trainers are officially recognized as teachers for “German as Foreign Language” by the “Bundesamt für Migration und Flüchtlinge” (an Office of the Ministry of Internal Affairs). The project leader is full-time Employee of the VHS.</p> <p>Some of the refugees/asylum seekers are supported by volunteers for mastering the daily needs. But this is not part of the project.</p> <p>This course, for which the VHS Hannover is responsible, is one of 37 parallel events in Lower Saxony, all provided by different organizations.</p> <p><b>Are there any costs/fees for participants?</b></p> <p>Participants do not have to pay anything for these courses, even the travel costs are paid and are included in the funding of the Ministry. However, the training institutions always get the same lump-sum fees - regardless of whether the participants cause a lot of travel costs or not. That is a problem for provider in smaller villages. That is why the projects are only carried out in larger cities</p> <p><b>How is the cost of living covered for full time participants?</b></p> <p>The participants get the same subsidies for their daily life as those who do not participate.</p>	
<p><b>Why do you provide this activity as good practice? What is its impact?</b></p> <p>Refugees get the chance to start training based on their previous knowledge.</p> <p>So a long term perspective for them has been created considering their abilities and their interests.</p>	
<p><b>Please give us one sentence: How do you consider that the project would have been successful?</b></p> <p>The project will be successful if it gives the refugees an accurate idea of their abilities and opportunities for a possible university degree. This includes the possibility to aim for a different education.</p>	
<p><b>What is the relevant outcome for the participants, the funders and personally you?</b></p> <p><b>For the participants:</b> Appr. 50% of them passed the C1 exam successfully and all can make a conscious decision about their career goals.</p>	

<b>For the funders:</b> The results have shown that it is worth investing in refugees
<b>Do you stay in contact with the former participants, do you know what they are doing now?</b> The course is the second one after a piloting in 2016. But no evaluation of the piloting has been carried out, perhaps the Ministry forgot?
<b>Which problems do you see in this project?</b> In general the training for higher language certificates (B2, C1) has to be paid by the participants. The project provides the training for C1 for free. That causes that sometimes people participate who wants to get the C1 one but not to start studying. In addition it is reported that some participants do not abide by the rules, they often do not come to class, are late in the morning, are not doing their homework. A reason for that behavior may be that they are not familiar with the liberal learning methods in Germany. They only know authoritarian teaching concepts from their home countries. So they are not able to learn in a self responsible way. At least a couple of activities beside of the lessons in the classroom have been planned by the project team: study visits, factory tours, meeting with successful migrant students and so on. But unfortunately the participants are not interesting in those activities. They only want lessons in the classroom. That's a pity because it restricts the experiences in the real working and studying life in Germany.

<b>Name of the project:</b> Proyecto Integra <b>English:</b> Integra project	
<b>Country:</b> Spain	<b>Started:</b> September 2016 <b>Will end:</b> March 2017
<b>Name of Institution:</b> 	<b>Universidad Camilo José Cela</b>  <b>English:</b> Camilo José Cela University
<b>Type of Institution:</b>	Private, education sector
<b>City:</b>	Madrid
<b>Website/ FB page if available</b>	<a href="http://www.ucjc.edu/2016/07/la-ucjc-primer-a-universidad-espanola-acoger-refugiados/">http://www.ucjc.edu/2016/07/la-ucjc-primer-a-universidad-espanola-acoger-refugiados/</a>
<b>Contact (email or phone)</b>	<a href="mailto:isell@ucjc.edu">isell@ucjc.edu</a>
<b>Local alliances, which organizations are involved?</b>    	Fundación Tres Culturas del Mediterráneo   UNICEF   UNHCR



<b>How does the cooperation with them work?</b>	An agreement has been established among the three organisations in order to cooperate on this project.
<b>Funded by</b>	Universidad Camilo José Cela
<b>Activities carried out</b> (highlight the relevant ones)	<ul style="list-style-type: none"> <li>• <b>Advisory service</b></li> <li>• <b>Supportive activities</b></li> <li>• Vocational training</li> <li>• Language training</li> <li>• <b>General orientation</b></li> <li>• <b>Recognition of qualification</b></li> </ul>
<b>Target group</b>	<ul style="list-style-type: none"> <li>• <b>refugees</b></li> <li>• migrants and refugees</li> <li>• General, amongst others migrants and refugees</li> <li>• <b>Asylum seekers are involved</b></li> </ul>
If applicable, please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, lengths of stay in the host country, obligatory or voluntary participation in the project:	The ten students are aged between 19 and 28 years old. Two of them are women. They come from war zones in Syria, Iraq, Ukraine and Afghanistan. They already possess high academic qualifications with very good point grade averages. They have learnt Spanish by themselves and many of them speak also a fourth language. Their participation is voluntary.
<b>Description of activity:</b> (amongst others: number of participants, methods, entities involved, limitations, results, number and qualification of staff, volunteers involved, criteria for choosing participants, information to the target group or responsible entities, evaluation) This initiative aims to facilitate access to 10 refugee students who are university students in their country; the project is about the development of a comprehensive and cross-disciplinary training program in different disciplines to help young refugees achieve a solid and complete integration both personal and social, as academic in our country. The University Camilo José Cela offers to these students an undergraduate education in order to be accepted for the degree they would like to study later on. The program has a duration of 6 months, depending on the needs, characteristics and problems that the host group may have. During the selection process, it has been taken into account the profile of refugees and asylum seekers. Moreover, other factors have been considered, such as the age, a completed bachelor degree, their academic records and provenience from zones with ongoing conflicts or terrorism issues. No importance has been put on religion, nationality, political ideology and ethnic group. Finally, sensibilisation activities for university students and working staff were implemented especially in the first period (e.g. visit to UNHCR tend and projection of films) <b>Are there any costs/fees for participants?</b> No. <b>How is the cost of living covered for full time participants?</b> The University provides accommodation in residences and cover living costs for those demanding these services.	
<b>Why do you provide this activity as good practice? What is its impact?</b> This project is a good practice for the integration of the refugees in the educational area. It is the first Spanish university to host ten refugees who want to resume or begin their studies in Spain. It is a project transferable to other educational areas such as vocational training centers, among others. This is the result of the agreement between the Camilo José Cela University with UNICEF, the UN Refugee Agency (ACNUR) and the Foundation Tres Culturas del Mediterraneo, very important organizations in the area of Asylum seekers and refugees.	
<b>Please give us one sentence: How do you consider that the project is successful?</b> The project is succesful because the ten first participants are going to obtain their degrees.	
<b>What is the relevant outcome for the participants, the founders and personally you?</b> The main outcome is the qualification of the refugees which allow them to restart a new life in the host country	
<b>Do you stay I contact with the former participants, do you know what are they doing now?</b> Not relevant	
<b>What problems do you identify in the project?</b> The target group is very specific and it is a private initiative. It is not a global solution for refugees.	

<b>Name of the project:</b> Refugees welcome	
<b>Country:</b> Spain	<b>Started:</b> 2017 <b>Will end:</b> currently in force
<b>Name of Institution:</b> 	<b>Universidad Complutense de Madrid</b>  <b>English:</b> Complutense University of Madrid
<b>Type of Institution:</b>	University
<b>City:</b>	Madrid
<b>Website/ FB page if available</b>	<a href="https://www.ucm.es/ucmrefugiadas">https://www.ucm.es/ucmrefugiadas</a>
<b>Contact (email or phone)</b>	
<b>Local alliances, which organizations are involved?</b> 	<p>The Refugees Attention Office of UCM is connected to a European network that develops specific reception procedures for refugees (European University Association)</p> <p>Also have cooperation with:</p> <ul style="list-style-type: none"> <li>• CEAR (Comité Español de Ayuda al Refugiado)</li> <li>• ACNUR (Alto Comisionado de las Naciones Unidas para la ayuda a los Refugiados)</li> <li>• CRE (Cruz Roja Española)</li> <li>• Accem (Asociación Comisión Católica Española de Migración)</li> <li>• La Merced Migraciones: Casa de refugiados e inmigrantes menores y jóvenes no acompañados.</li> <li>• Red de Inmigración y Ayuda al Refugiado</li> <li>• Red Acoge</li> <li>• Organización Internacional de las Migraciones (OIM)</li> <li>• Ayuntamiento de Madrid</li> </ul> <p><a href="https://www.scholarsatrisk.org/">https://www.scholarsatrisk.org/</a></p>
<b>How does the cooperation with them work?</b>	The UCM is in contact with tshi institutions to offer their trainings and also to help the refugees already participating in their activitties.
<b>Funded by</b>	UCM
<b>Activities carried out</b> <i>(highlight the relevant ones)</i>	<ul style="list-style-type: none"> <li>• <b>Advisory service</b></li> <li>• <b>Supportive activities</b></li> <li>• Vocational training</li> <li>• <b>Language training</b></li> <li>• <b>General orientation</b></li> <li>• Recognition of qualification</li> </ul>
<b>Target group</b>	<ul style="list-style-type: none"> <li>• <b>refugees</b></li> <li>• migrants and refugees</li> <li>• General, amongst others migrants and refugees</li> <li>• Asylum seekers are involved</li> </ul>
If applicable, please describe the target group e.g. in terms of type of refugees/ asylum seekers, age, level of qualification, lengths of stay in the host country, obligatory or voluntary participation in the project:	In particular, the project aims to target those refugees that were university students, professors or researchers in their countries of origin.
<b>Description of activity:</b> (amongst others: number of participants, methods, entities involved, limitations, results, number and qualification of staff, volunteers involved, criteria for choosing participants, information to the target group or responsible entities,	

evaluation).

The UCM (Complutense University of Madrid) collaborates in the care of refugees hosting by Spain.

The UCM is convinced that only education will be able to rebuild the countries that suffer the effects of violence, the Complutense University will collaborate in the care of refugees hosted by Spain:

- Welcoming in their classrooms, as visiting students in the quotas that are possible and free of charge, to refugees who are university students in their country of origin. For this, the UCM will also provide Spanish teaching at the Spanish Language Student Center (within UCM).
- Providing free psychological assistance at the University Psychology Clinic to refugee families who need it and request it.
- Facilitating the collaboration, in their centers, of refugees who were lecturers and university researchers in their country of origin.

**Are there any costs/fees for participants?**

The activities are free of charge

**How is the cost of living covered for full time participants?**

It is not covered since this is not the scope of the project.

**Why do you provide this activity as good practice? What is its impact?**

One of the most difficult challenges that refugees face when they arrive in another country is access to activities and opportunities according to their professional profile. The good practice presented here promotes the integration of a group of refugees with a high level of professional qualification, so that they have the chance to develop their academic activity respecting their professional categories. This fact has a very positive impact in the integration levels of refugees in Spain.

**Please give us one sentence: How do you consider that the project is successful?**

It is successful as it allows to qualified refugees to continue working and get trained in their areas of expertise.

**What is the relevant outcome for the participants, the founders and personally you?**

The possibility to continue with the studies and/or researches so the impact of became a refugees is reduced as they have the opportunity to keep working in the same fields.

**Do you stay in contact with the former participants, do you know what are they doing now?**



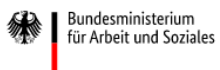

Not relevant

**What problems do you identify in the project?**

It is a project for a very specific target group and those refugees who participate full time in this activity will need support from other organizations to subsist

## 2.5 Recognition of Qualification

<b>Name of the project:</b> Recognition and Qualification Consultation Center	
<b>Country:</b> Germany	<b>Started:</b> September 2011 (second project-period 2015-2018) <b>Will end:</b> Probably 2018
<b>Name of Institution:</b> 	<b>Industrie- und Handelskammer Hannover</b>  <b>English: Chamber of Industry and Commerce (CCI)</b>
<b>Type of Institution:</b>	Professional body of public law
<b>City:</b>	Hannover
<b>Website/ FB page if available</b>	<a href="http://www.hannover.ihk.de/ausbildung-weiterbildung">http://www.hannover.ihk.de/ausbildung-weiterbildung</a>
<b>Contact (email or phone)</b>	<a href="mailto:anerkennungsberatung@hannover-ihk.de">anerkennungsberatung@hannover-ihk.de</a>

<p>Local alliances, which institutes are involved?</p>    	<p>Employment Agency</p> <p>Federal Ministry for Education and Science</p> <p>Ministry for Employment and Social affairs,</p> <p>Ministry of Lower Saxony for Social affairs, health and Equality</p>
<p>How does the cooperation with them work?</p>	<p>The framework conditions are set by the participating ministries. The reviews are done in cooperation with the Employment Agency</p>
<p>Funded by</p> 	<p>European social Fund, public subsidies</p>
<p>Activities carried out</p>	<ul style="list-style-type: none"> <li>• Advisory service</li> <li>• Supportive activities</li> <li>• Vocational training</li> <li>• Language training</li> <li>• General orientation</li> <li>• <b>Recognition of qualification</b></li> </ul>
<p>Target group</p>	<ul style="list-style-type: none"> <li>• only refugees</li> <li>• <b>migrants and refugees</b></li> <li>• General, amongst others migrants and refugees</li> <li>• <b>Asylum seekers are involved</b></li> </ul>
<p><b>If applicable:</b> Please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, length of stay in the host country, obligatory or voluntary participation in the project:</p>	<p>Voluntary participation, no special target group, more than 50% 30-39 years old, female, higher educated, 0-2 years in the host country, main origin countries: Syria, Poland, Russia, Ukraine, Iran, Iraq, Turkey</p>
<p><b>Description of activity:</b> (amongst others: number of participants, methods, entities involved, limitations, results, number and qualification of staff, volunteers involved, criteria for choosing participants, information to the target group or responsible entities, evaluation)</p> <p>Since 1 April 2012 a legal framework guarantees the right to get assessment and evaluation of vocational qualifications which are acquired in foreign countries. So the established recognition centers got a legal basis and an increasing amount of budget and human resources.</p> <p>Many people who come to Germany possess a foreign secondary school certificate, vocational education diploma, college or university degree. In order to have better opportunities on the German job market these foreign qualifications</p>	

can be assessed with regard to their equivalence to German qualifications. In Germany, different bodies and institutions serve to conduct the assessment or recognition of foreign qualifications, depending on the former education.

In order to support migrants/refugees in the process of assessment and recognition of the foreign qualification, the Hannover Chamber of Commerce and Industry (CCI) has established a consultation centre for holders of foreign degrees and qualifications as a part of the project “Integration durch Qualifizierung” (“Integration through qualification”). Any person with a foreign secondary school or vocational education, college, or university degree, irrespective of specialisation or field of study (including vocational education degrees which do not initially refer to a “CCI profession”) can contact the Recognition and Qualification Consultation Centre. The consultants guide throughout the recognition process and further qualification, as well as support with:

- Information about the possibilities of assessment or recognition in the mentioned field of education
- Reference to the responsible body of recognition for this profession
- Supervision throughout the entire assessment or recognition process
- Assistance on all matters connected to the recognition process
- Information about further education, training and language courses
- The further qualification aimed to attain full recognition of the degree or certificate

Only qualified staff is working there (5 people) no volunteers).

Information for the target group by leaflets/website in different language, employment agency, education centers, supporters for refugees.

For migrants with vocational qualifications the Hannover Chamber of Commerce and Industry is also the competent authority for the assessment and recognition of foreign vocational qualifications in the industrial, trade and service sectors for the CCI areas of Hannover and Brunswick. It carries out equivalence assessment examinations pursuant to the Vocational Qualifications Assessment Law (BQFG) and issues formal confirmations thereof.

In their countries of origin, numerous people have acquired formal professional qualifications which are now in high demand in Germany. Unfortunately, businesses can barely assess such foreign certificates and degrees. This leads to the problem that many foreign residents struggle finding a job or are forced to work far below their actual level of education. The situation has improved ever since the Vocational Qualifications Assessment Law (BQFG) was released in April 2012. Everyone who has acquired his professional qualification abroad can now have his/her certificates checked, and assess to what extent the certificates and degrees equal a formal German certification. Businesses can therefore receive better, more precise statements on foreign certifications of their prospective employees. Immigrants, for their part, have a chance to either improve their chances in the job search by receiving an assessment and ranking of their foreign qualification, or to strategically pursue future qualifications.

To apply for the recognition of foreign vocational qualifications, one must file a written and signed application with the Recognition Office.

In case of needed support, the Hannover CCI Recognition Consultation office will help in a personal appointment. Consultation appointment can also be held in Russian, English, French, Arabic, Farsi and Kurdish.

The Hannover CCI will confirm receipt of an application or claim further documents within a month's time. Should all necessary documents have been submitted, the qualifications assessment process will usually be completed within a three months' time.

When assessing the equivalence, the Hannover CCI will first check for any particular essential differences between a foreign vocational qualification and the selected German qualification in terms of the duration and the content thereof. Should such essential differences exist, one must examine whether any relevant working experience or any further evidence of formal qualification might compensate for the existing differences.

A full recognition is certified when there is no evidence of the essential differences between a foreign qualification and a German reference qualification. Should there be not only a number of comparable qualifications but also evidence of the essential differences, a partial recognition is certified. In such cases the recognition note lists both the existing skills and the essential differences offset against the German reference qualification. With such assessment at hand, the applicants can qualify themselves in order to file a follow-up assessment application and possibly receive a full equivalence certification.

There is no selection of participants, everybody is welcome.

In Lower Saxony 14 Recognition centers are working. In the time-period 1st January 2015 – 31<sup>st</sup> May 2017 6151 people has asked for consultation. Most of them needed further training and education.

**Are there any costs/fees for participants?**

No costs for the participants, no fees are required

**How is the cost of living covered for full time participants?**

The participants get public subsidies for living.

**Why do you provide this activity as good practice? What is its impact?**

The recognition of qualifications is one of the most important steps entering the jobmarket. It is a chance for long term integration of migrants and refugees. On the other hand, Germany needs these qualified people.

**Please give us one sentence: How do you consider that the project would have been successful?**

n.a.

**What is the relevant outcome for the participants, the funders and personally you?**



For the participants: that they know which steps will be necessary for getting recognition of qualifications.

**Do you stay in contact with the former participants, do you know what they are doing now?** n.a.

**What problems do you identify in the project?**

The biggest problem is the lack of German language skills. The recognition process is complicated and needs a high standard of understanding and acting in German language. The consultation may be carried out in foreign language but the continuing process of recognition done by the legal entities needs sufficient knowledge of German language. In addition there is only one consultant who speaks Arab or similar languages, but the target group provides a big amount of people from Syria, Iran, Iraq.

Furthermore the waiting time is sometimes a problem. Last year people had to wait up to 6 months for a consultancy. Nowadays they have to wait approximately 8 weeks.

<b>Name of the project:</b> Check in Plus	
<b>Country:</b> Austria	<b>Started:</b> 2012 <b>Will end:</b> ongoing
<b>Name of Institution:</b> 	Beratungszentrum für Migranten und Migrantinnen (Advisory Center for Migrants) <a href="http://www.migrant.at">www.migrant.at</a> The institution was founded in 1983 by Alfred Dallinger who was the social services minister at that time. It was supported by two employees. It is the oldest and biggest advisory centre in Vienna. Main fields of activities are labor-market policy counseling for migrants and recognition of qualifications.
<b>Type of Institution:</b>	NGO
<b>City:</b>	Vienna
<b>Website/ FB page if available</b>	<a href="http://www.migrant.at/check-in-plus/">www.migrant.at/check-in-plus/</a>
<b>Contact (email or phone)</b>	Email: <a href="mailto:checkin@migrant.at">checkin@migrant.at</a> Phone: 0043- 69911102455
<b>Local alliances, which institutes are involved?</b> 	“Check in Plus” has received funding from Arbeitsmarktservice Vienna (AMS, Public Employment Service) since 2012. Before 2012, the Advisory Center for Migrants already ran recognition projects for foreigners who were funded by the EU until the AMS contacted the organization and suggested cooperation with them.
<b>How does the cooperation with them work?</b>	AMS sends registered clients to “Check in Plus”. AMS is the authority granting support and is kept up to date with regular reports.
<b>Funding</b>	Arbeitsmarktservice Vienna (AMS, Public Employment Service)
<b>Activities carried out</b>	<ul style="list-style-type: none"> <li>• <b>Advisory service</b></li> <li>• Supportive activities</li> <li>• Vocational training</li> <li>• Language training</li> <li>• General orientation</li> <li>• <b>Recognition of qualification</b></li> </ul>
<b>Target group</b>	<ul style="list-style-type: none"> <li>• only refugees</li> <li>• <b>migrants and refugees</b></li> <li>• General, amongst others migrants and refugees</li> <li>• Asylum seekers are involved</li> </ul>
<b>If applicable:</b> Please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, length of stay in the host country, obligatory or voluntary participation in the project:	The target group of “Check in Plus” are non-Austrian citizens who have the right of unlimited residence and a higher qualification. 80% of them completed studies or have a school leaving examination (Matura) and an additional education and/or professional experience.  All of the clients are registered with the AMS Vienna. Due to the fact that there are more male non-Austrians, 2/3 of the clients are male and only 1/3 is female.  The target group is highly qualified clients. They are aged 19 to 49. “Check in Plus” works with people who have been in Austria for seven years or less. After that time it usually <i>doesn't make sense to start the recognition process</i> (there are exception e.g. women who stayed at home with their little children and then want to work).
<b>Description of activity:</b> “Check in Plus” supports non-Austrian citizen who gained their diplomas and professional experience abroad. The project’s aim is to support clients in the recognition procedure, by finding suitable further education and offering career counselling. There are 500 clients per year (the project would need more employees to accept all the clients who need their	



support). During the counselling and recognition process, the clients are entitled to access the needs-based minimum benefit system (a social welfare benefit).

AMS Vienna and other institutions inform their clients about "Check in Plus" and potential clients also learn about the project by word of mouth. Information about the offer can be found on the internet as well. Every Monday "Check in Plus" organizes an information day interested persons can attend. The project team also networks with other organizations. So, if they do a first meeting with a client who they cannot support, they still write a report to ensure that they can get help from other organisations.

The measure starts with the signing of the "counselling agreement". The duration of the counselling process depends on the type of job or qualification gained abroad. Usually it doesn't last longer than one year, except for doctors (they are supported until their recognition procedure is finished).

Adult clients are mostly trained and / or have many years of professional experience in their country of origin. However, the original profession cannot (or not immediately) be carried out in Austria. Therefore, the counselling process focuses on the following aspects: Questions of recognition, accompaniment in the recognition process, information about possibilities to continue working in similar or related fields of the previous occupation, and the finding of tailor-made education offers.

A recognition procedure is not always meaningful in terms of labor market policy or feasible for the individual. Suitable training opportunities, which build on previously acquired experience, need to be researched and planned. The counselling process is also about reaching an accurate assessment of which steps are currently realistic and support in removing barriers is given.

Clients who come to the information days at "Check in Plus" and have not yet translated and / or evaluated their formal qualifications / diplomas, are first referred to another branch of the Advisory Center for Migrants "Perspektive - AST Vienna" (Anlaufstelle für Personen mit im Ausland erworbenen Qualifikationen (AST)/ Contact Point for people who gained professional qualifications abroad) or to the ÖIF (Österreichischer Integrationsfonds/Austrian Integration Fund). Since 2017, the Austrian Integration Fund (ÖIF) has been reimbursing - under certain conditions - costs for the recognition and evaluation of foreign educational qualifications and professional qualifications.

**Staff:** Eight employees are working for "Check in Plus" (educational consultants, counsellors for the employment market, psychologists, social workers, educational scientist). No volunteers are involved, since the training of volunteers to work in this complex field would be too time-consuming.

**Quality control:** Four times a year the project hands in a report to their donors and twice a year they write a comprehensive report. The AMS Vienna will fund the project as long as they find the measure useful, respectively as long as the measure does good work.

**Why do you provide this activity as good practice? What is its impact?**

"Check in Plus" supports non-Austrian citizen who gained their diplomas and professional experience abroad. It offers them the possibility to finish their education or take advantage of their completed studies. There are many who come to Austria and don't know how they can work in the occupation they used to have in their home country.

Another aspect which is important, is the financial support of the clients during the recognition process, which is assured through entitled to the needs-based minimum benefit. Without financial support, people couldn't afford the procedure and usually worked in a field which didn't match their previous experience, they suffered from deskilling, just to earn enough money for daily living.

**Please give us one sentence: How do you consider that the project is successful?**

The project closes the gap between recognition counselling and step by step, long-term planning of entry into the Austrian labor market.

A holistic approach is pursued, which builds on an active working alliance between counsellor and client. The first step is to jointly identify the previously acquired skills, formal qualifications and work experience. The next step is an in-depth review of motivation and the development of further educational goals as well as long-term meaningful labor market integration. Throughout the entire counselling process, the strategies and concepts are selected together with the clients and their implementation is constantly reviewed.

**What is the relevant outcome for the participants, the funders and personally you?**

One of the main tasks of the counselling is to find individual training solutions, since already acquired qualifications from the country of origin exist.

In the case of the different recognition procedures (e.g. full recognition of a foreign higher education qualification, validation of professional experience, recognition of professional qualifications from EU/EAA member states applicants), there are already some existing training offers; in some cases, these need to be tailor-made and put together individually.

The joint development of "counselling packages" for certain occupational groups, which has already been done for physicians, pharmacists and lawyers, has proved very successful.

The involvement of all authorities, stakeholders and the AMS (Public Employment Service) relevant for the recognition



procedure is a successful strategy. Furthermore, the organization of information events for individual target groups in the AMS Vienna with the possibility of the subsequent referral to “Check in Plus” is very successful.

On the one hand, once clients selected educational measures, the manifold funding instruments of the AMS Vienna are available to enable participation. On the other hand, for courses that are not included in the AMS funding program, costs can be subsidized upon consultation with the responsible AMS branch.

**Do you stay in contact with the former participants, do you know what they are doing now?**

After completion of the counselling, a final report will be prepared and sent to the AMS. “Check In Plus” does not inquire after the end of the counselling process. Already towards the end of the counselling, almost all medical doctors who received full recognition of their degree, start the so-called “basic education” for doctors (which is relevant for starting to work in the field) immediately after completion of the recognition procedure. This is also the case for the health and nursing professions.

**Which challenges do you identify in the project?**


“Check in Plus” supports 500 clients per year and there are more who would need support. Due to limited resources, the project cannot hire more employees to meet the demand.




The organization could ensure that the clients also get the guaranteed minimum income during the recognition procedure. Previously, they didn’t get paid during this period. If clients can’t fulfill the conditions they no longer receive the needs-based minimum benefit.

## 2.6 Building bridges between training and enterprises

Name of the project: Employability Service at the Athens Solidarity Center (ASC), Thessaloniki Solidarity Centre (TSC) and at the Blue Refugee Centre (BRC)



<b>Country:</b> Greece	<b>Started:</b> July 2016 at TSC and at January 2017 at BRC – March 2018 at ASC <b>Will end:</b> indefinite
<b>Name of Institution:</b> 	Allileggie SolidarityNow
<b>Type of Institution:</b>	NGO – Charity Organisation
<b>City:</b>	Athens & Thessaloniki
<b>Website/ FB page if available</b>	<a href="https://www.solidaritynow.org/en/kentro-allileggiis-thessalonikis/">https://www.solidaritynow.org/en/kentro-allileggiis-thessalonikis/</a> <a href="https://www.solidaritynow.org/en/blue-refugee-center/">https://www.solidaritynow.org/en/blue-refugee-center/</a> <a href="http://www.solidaritynow.org/en/kentro-allileggiis-athinas/">http://www.solidaritynow.org/en/kentro-allileggiis-athinas/</a>
<b>Contact (email or phone)</b>	<a href="https://www.solidaritynow.org/en/contact/">https://www.solidaritynow.org/en/contact/</a>
<b>Local alliances, which institutes are involved?</b>	SolidarityNow is considered a large organization (of approx. 300 employees) based in Athens but with extensive operations in Thessaloniki and activities across the country. Through its actions, SN has formed alliances with many regional, national and international civil society organizations, relevant stakeholders and networks and with municipalities across Greece.
<b>How does the cooperation with them work?</b>	<i>No specific data</i>

<p><b>Funded by</b></p>   	<p>Thessaloniki Solidarity Center was established and is funded by Open Society Foundations with some targeted funding also from ECHO through UNHCR.</p> <p>(BRC)The project is supported by UNHCR and UNICEF and funded by ECHO –European Commission- Civil Protection &amp; Humanitarian Aid Operations</p> <p>ASC is mainly funded by the Open Society Foundations with complementary funding from the IRC.</p>
<p><b>Activities carried out</b></p>	<ul style="list-style-type: none"> <li>• <b>Advisory service</b></li> <li>• <b>Supportive activities</b></li> <li>• Vocational training</li> <li>• <b>Language training</b></li> <li>• <b>General orientation</b></li> <li>• Recognition of qualification</li> <li>• <b>Other (links with identified employment opportunities, individualized job preparedness scheme)</b></li> </ul>
<p><b>Target group</b></p>	<ul style="list-style-type: none"> <li>• only refugees</li> <li>• migrants and refugees</li> <li>• <b>General, amongst others migrants and refugees</b></li> <li>• <b>Asylum seekers are involved</b></li> </ul>
<p><b>If applicable:</b> Please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, length of stay in the host country, obligatory or voluntary participation in the project:</p>	<p>Migrants, refugees, asylum seekers, and Greek nationals Age: 18 to 60+ years old Level of qualification: basic and advanced Length of stay: indefinite Voluntary participation</p>
<p><b>Description of activity:</b> (amongst others: number of participants, methods, entities involved, limitations, results, number and qualification of staff, volunteers involved, criteria for choosing participants, information to the target group or responsible entities, evaluation)</p> <p>As of June 2018, there have been 666 beneficiaries at TSC, 497 beneficiaries at BRC, and 338 beneficiaries at ASC directly benefiting from the Employability services offered in each of the Centers. Services offered at the centers include the following: <b>Individual career counselling</b></p> <p><i>Description:</i> Individual career counselling sessions are conducted, focusing on the unique capabilities, concerns, needs and aspirations of each beneficiary. Through individualized one-on-one appointments, the two parties (employability officer and beneficiary) start building a trusted relationship, always adhering to the guiding principles of counselling (code of ethics). Assessing each individual's personal needs, competences and aspirations is an important part of the counselling process in order to define/develop an action plan for job search and matching. The action plan might include the development of job-related skills, the provision of information, referrals to other services, trainings or other actions. As the beneficiary starts to implement the action plan, follow-ups are conducted to update and re-assess the action plan when/where needed, and to adapt it to the progress made by the beneficiary as well as any other factors that come up and need to be addressed. An evaluation of the action plan and its effectiveness is also carried out.</p> <p><i>Challenges</i> Drop-outs, the number of requests received by the Employability service (a waiting period of several weeks is sometimes</p>	

observed) in combination with limited capacity, challenges related to interpretation and cultural diversity, frequent and abrupt change of the beneficiaries' living conditions (especially relevant for asylum seekers and refugees), a wide gap between the number of male Vs female beneficiaries (mostly concerning asylum seekers and refugees). A general challenge is a skills mismatch between skills of individuals and the employment opportunities available, which is attributed in part to limited or no certification for asylum seekers and refugees, limited networking and awareness of employment opportunities (both on the supply and demand side), as well as the overall stagnant labour market in Greece.

### ***Development of job related-skills***

#### ***Description***

Job related skills include the following: cv building and career counselling, job search techniques, job interview preparation, understanding of job requirements and restrictions, build networking skills, cover letter writing, phone interview skills, approaching employers, application procedures for employment or educational programs offered locally. Especially for non-Greek nationals, basic Greek language skills are considered vital, so referrals to language classes offered by SN or other organizations are essential. Beneficiaries are through individual sessions for skills-building and individual counselling, and also through group sessions offered at the Centers (and are particularly useful for general information related to the labour law, labour rights, how to look for job opportunities, etc.) to reach a wider audience and assist more individuals due to high demand and limited capacity. The overall aim of the services and support offered is to increase the chances of an individual to successfully find (and then retain) employment.

#### ***Challenges***

Beneficiaries with very diverse and varying cultural or educational background and age groups, low consistency in attendance and engagement in group sessions, introverted or reserved beneficiaries, very few opportunities for vocational training where beneficiaries can be referred to (which is very much needed)

### ***Mediation with employers when needed***

#### ***Description***

In cases where the communication between beneficiaries and prospective employers is minimal and/or difficult, mediation of the counsellor or the interpreter can be helpful. This mediation can occur during the initial contact with the prospective employer or during any stage of the hiring process, if the employer or the beneficiary needs additional information or consultation on any job-related issue. For example, an employer might employ an asylum seeker for the first time and they might not know if they can legally hire him/her. However, it is important to note that this practice can have an adverse effect that is inhibiting the empowerment and self-reliance of a beneficiary, if it is used in excess and where there is no explicit need to mediate. Through the Employability service all individuals must be encouraged, supported and empowered to take initiative and have control over their lives without the direct involvement of an employability officer when/where it is not necessary.

#### ***Challenges***

Limited job openings, lack of sufficient Greek language skills, discrimination, problems with official certification of the qualifications of beneficiaries (especially relevant for asylum seekers and refugees).

### ***Empowerment***

#### ***Description***

Individuals can sometimes become depressed or demotivated to pursue their aspirations, due to difficulties that they face on a daily basis. This can be addressed by empowerment measures and psycho-social support provided through dedicated services such as the employability service. The employability officer works with each individual to boost their self-confidence, to identify their strengths and capabilities and to enable them to pursue their true aspirations, to ultimately be empowered and regain control over their own lives.

#### ***Challenges***

Non-stable living conditions, individuals are sometimes unable to sufficiently cover their basic needs (accommodation, food, transportation expenses, etc.), long-term unemployment, high overall unemployment in Greece, insufficient surrounding supporting services

### ***Why do you provide this activity as good practice? What is its impact?***

By having both individual and group sessions on employment and labour rights, job-searching tools, interview and CV preparation, skills identification, goal-setting, etc. individuals are assisted in their job search in a difficult market and gradually become empowered to actively look for a job as well as retain their position once employed. Practice has

shown that the tools described above have a direct and measurable impact on the individuals' employment potential. Being employed and financially independent has a direct positive effect on social and economic integration of individuals, as they become more self-reliant, self-confident and start interacting more with their local community, colleagues and the general public.

**Please give us one sentence: How do you consider that the project would have been successful?**

All the above-mentioned activities had the desired results and more people are interested in benefiting from it.

**What is the relevant outcome for the participants, the funders and personally you?**


The participants develop and acquire skills that allow them to pursue a job and get more self-confidence from participating more actively in the society and interact with other people. The funders see that the goals are met so there are more possibilities that this project (as well as similar projects in this or other contexts) continues to receive funding.

**Do you stay in contact with the former participants, do you know what they are doing now?**

Not applicable

**What problems do you identify in the project?**

As already indicated by the promoters of the project, the main challenges they face are: Drop-outs, sheer number of beneficiaries in combination with limited capacity, challenges related to interpretation and cultural diversity, frequent and abrupt change of the beneficiaries' living conditions, gender imbalance among beneficiaries of the services (mostly related to the refugee population).

<b>Name of the project:</b> K! X	
<b>Country:</b> The Netherlands	<b>Month/Year</b> October 2017
<b>Name of Institution:</b> 	Movisie
<b>Type of Institution:</b>	Knowledge Institute for Social Issues
<b>City:</b>	Utrecht
<b>Website/ FB page if available</b>	<a href="https://www.movisie.nl/">https://www.movisie.nl/</a>
<b>Contact (email or phone)</b>	Jamal Chrifi via mail: <a href="mailto:j.chrifi@movisie.nl">j.chrifi@movisie.nl</a> of telefoon: 06-55440530
<b>Local alliances/cooperation</b>	MVO Nederland (organisation of social enterprises)
<b>Funded by</b>	Several financial resources from different Ministries (Social Affairs and Labour, Education/Science)
<b>Activities carried out</b>	<ul style="list-style-type: none"> <li>• Advisory service</li> <li>• Supportive activities</li> <li>• General orientation</li> <li>• Other</li> </ul>
<b>Target group</b> <b>Special target groups</b>	<ul style="list-style-type: none"> <li>• migrants and refugees</li> <li>• youngsters between 13-24 years of age</li> </ul>
<b>Description of activity:</b> <p><b>K! X Works</b> is working to improve the labor market position of young refugees and newcomers (13- 24 years). To employers, K! X Works offers the opportunity to signal and utilize talent and to increase opportunities for these people early. K! X Works program cooperates with the Ministry of Social Affairs &amp; Employment and the Ministry of Justice &amp; Security.</p> <p>K! X makes use of</p> <p><b>Company visits:</b> employers are asked to open their doors for a business visit and offer us the opportunity to provide the youngsters with a presentation. The participants prepare themselves well in advance. In addition, we want the participants to present themselves to the employer during the company visit. They are trained by us through a 45-minute training session on-site at your location.</p> <p><b>Lectures by an external guest from business life.</b> In a guest lecture, the guest lecturer tells about his work and the way in which he obtained this function. What courses do he have to take? What does his or her working day look like? Employers are asked to take care of the functions within their company, to tell about their own job and what skills are</p>	

needed.

**Coaching (6x per year):** In order to teach the participants skills to find an internship or job in the Netherlands, it is necessary that they have contact with people with knowledge of the functioning of the labor market. Employers can be an excellent partner here. This way you increase the network of these young people and teach them to find their way in Dutch society. In order to increase their network, it is important that they meet people with a network and get opportunities to use this network.

**Networkmeeting:** With the participants of K! X Works, we organize an annual network of employers. At this meeting we learn the participants to pitch and network. We invite here also the employers. They can also take an introduce with them or contribute to the program in a different way.

**Internship or workplace:** Work experience is an important step for most participants to explore the labour market and to discover the do's and don'ts. K! X Works participants must run an internship or are looking for a job. There may be a match for an internship or workplace during the contacts with your company.


**Why do you provide this activity as good practice? Why this project is successful? What is its impact?**

Good practice because of the way they stimulate employers to participate.

No data found yet about impact. The project dated from 2015.


<b>Name of the project: Stützpunkt – The Base</b>  <b>Stützpunkt</b> INTEGRATION DIE GELINGT	
<b>Country:</b> Austria	<b>Started:</b> 2008 <b>Will end:</b> /
<b>Name of Institution:</b>   <b>Verein SAUM</b> <small>SOZIAL- UND AUSBILDUNGSINITIATIVE          UNTERES MÜHLVIERTEL</small>	Verein SAUM – Sozial- und Ausbildungsinitiative Unteres Mühlviertel (SAUM - Social and educational initiative)
<b>Type of Institution:</b>	NGO (Non-government-organisation)
<b>City:</b>	Enns, Upper Austria
<b>Website/ FB page if available</b>	<a href="http://www.saum.at/stuetzpunkt/">http://www.saum.at/stuetzpunkt/</a> <a href="https://youtu.be/f43lcHogARA">https://youtu.be/f43lcHogARA</a>
<b>Contact (email or phone)</b>	Mag. <sup>a</sup> Elke Aigner MA Project director Tel. +43/(0)664/88433190 or +43/(0)7223/81038 E-Mail: <a href="mailto:stuetzpunkt@saum.at">stuetzpunkt@saum.at</a> Gutenbergstraße 2, A-4470 Enns
<b>Local alliances, which institutes are involved?</b>	AMS (Public Employment Service), many providers in the field of refugee and migrant support
<b>How does the cooperation with them work?</b>	Stützpunkt is contacted by various co-operation partners if they know persons who correspond to their target group and who are looking for a job in Austria. Then the staff of Stützpunkt arranges an interview.
<b>Funding</b>	AMS Provincial Government Regional providers of social assistance
<b>Activities carried out</b>	<ul style="list-style-type: none"> <li>• <b>Advisory service</b></li> <li>• <b>Supportive activities</b></li> <li>• <b>Vocational training</b></li> <li>• Language training</li> <li>• <b>General orientation</b></li> <li>• Recognition of qualifications</li> </ul>
<b>Target group</b>	<ul style="list-style-type: none"> <li>• <b>only refugees</b></li> <li>• migrants and refugees</li> </ul>

	<ul style="list-style-type: none"> <li>• General, amongst others migrants and refugees</li> <li>• Asylum seekers are involved</li> </ul>
<b>If applicable:</b> Please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, length of stay in the host country, obligatory or voluntary participation in the project:	Iran, Iraq, Afghanistan, Tibet, Syria, Cameroon, Somalia etc.  With different qualifications and backgrounds
<b>Description of activity:</b> Stützpunkt offers 15 temporary work places for recognized refugees and those with subsidiary protection, women and men who are entitled to need-based minimum income (social benefits). They receive at a temporary base (for one year), fully insured employment.  Activities <ul style="list-style-type: none"> <li>• professional guidance of the employees/participants in the creation of the products and services</li> <li>• provision of professional and personality-building trainings and additional vocational qualifications during working hours</li> <li>• social pedagogical counseling</li> <li>• job search assistance (preparation of application documents, preparation for job interviews, assistance with the selection of potential jobs).</li> </ul> The common language is German, so the daily work becomes a German training in the work context. Outside working hours, additional German courses are offered.	
<b>Why do you provide this activity as good practice? What is its impact?</b> Participants gain experience with working in Austria, confidence building.	
<b>Please give us one sentence: How do you consider that the project is successful?</b> The project is successful if the project participants change to an apprenticeship or a permanent job on the regular labor market after taking part in the project.	
<b>What is the relevant outcome for the participants, the funders and personally you?</b> The project participants learn what is important when working in Austria. After the end of the project, they find an apprenticeship or a job. The funders invest in the project in order to integrate beneficiaries of need-based minimum income (social benefits) into the regular labor market. Thus, they also pay contributions into the social system. Personally, as the project director, it gives me great pleasure to follow the development of the participants in the project. How they learn and are better integrated into society at the end of the project.	
<b>Do you stay in contact with the former participants, do you know what they are doing now?</b> Many of our former project participants visit us years later - often with their families and tell us how there have been getting on after the end of the project.	
<b>Which challenges do you identify in the project?</b> Some companies are reluctant to employ people with a migrant background. We try to counteract this with internships in the companies, where the applicants and the companies can get to know each other.	

<b>Name of the project:</b> LIFT	
<b>Country:</b> Italy	<b>Started:</b> april 2014 <b>Will end:</b> 2015
<b>Name of Institution:</b>  	Cramars

Type of Institution:	Adult Educational Center
City:	Province of Udine Italy
Website/ FB page if available	<a href="http://www.coopcramars.it">www.coopcramars.it</a>
Contact (email or phone)	<a href="mailto:cimentieleonora@coopcramars.it">cimentieleonora@coopcramars.it</a>
Local alliances, which institutes are involved?	 <p>Cramars Nuovi Cittadini for promotion</p>  <p>Italia Lavoro Companies</p>
How does the cooperation with them work?	Regular meetings between the partners
Funded by	 <p>Italia Lavoro</p>  <p>Ministry of Economy</p>
Activities carried out	<ul style="list-style-type: none"> <li>• Advisory service</li> <li>• Supportive activities</li> <li>• <b>Vocational training</b></li> <li>• <b>Language training</b></li> <li>• General orientation</li> <li>• Recognition of qualification</li> </ul>
Target group	<ul style="list-style-type: none"> <li>• only refugees</li> <li>• migrants and refugees</li> <li>• General, amongst others migrants and refugees</li> <li>• <b>Asylum seekers are involved</b></li> </ul>
If applicable, please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, length of stay in the host country, obligatory or voluntary participation in the project:	<p>The group included: asylum seekers and refugees. Average age between 20-30 years old. 3 – 5 years of stay in the host country</p>
<p><b>Description of activity:</b> Training internships funded by Italia Lavoro 6 months paid work– 500€ per month 30 hours per week. Hosting companies got bonus for tutoring of around 1000 € for each concluded project</p> <p><b>Goals</b> The goal is to integrate recognized refugees and asylum seekers into the Italian labor market.</p> <p><b>Needs of the target group</b> The project tries to find adequate jobs for the refugees. They try to consider the career way the person had planned in the past.</p>	

<b>Information for participants</b> Regular interviews with participants focusing on their skills and attitudes <b>Participation</b> The participation is ensured through informing the people about the importance of work. <b>Improvement of integration</b> Knowledge of Italian language. Italian language test (A2) held by Centro Territoriale Permanente (C.T.P.) <b>Number of participants in the measure</b> Between 2014 and 2015 16 people have been involved; 8 of them are employed in local companies. <b>Staff</b> 3 <b>Are there any costs/fees for participants?</b> No <b>How is the cost of living covered for full time participants?</b> Payment of monthly allowance of € 500 for the entire duration of the training activity (6 months)
<b>Why do you provide this activity as good practice? What is its impact?</b> Acquisition of specific competences and inclusion in the job market 16 people involved 8 of them had a contract
<b>Please give us one sentence: How do you consider that the project is successful?</b> Projects aimed at integration and work / training insertion get more success through constancy and possible inclusion in the host company
<b>What is the relevant outcome for the participants, the funders and personally you?</b> At the end of the training all participants improved their job skills and language skills. These improvements shows how the refugees willing to work despite the fact that there are culture barriers between partner and the asylum seekers.
<b>Do you stay in contact with the former participants, do you know what they are doing now?</b> No
<b>What problems do you identify in the project?</b> Identification of the students interested in participating in the activity.

<b>Name of the project: Aktive Integration durch Sprache und Arbeit</b> <b>(Active Integration – language training and work-related learning)</b>	
<b>Country:</b> Germany	<b>Started:</b> different dates per year <b>Will end:</b>
<b>Name of Institution:</b> 	SVG – Straßenverkehrsgenossenschaft Niedersachsen  English: Cooperative for road traffic in Lower Saxony
<b>Type of Institution:</b>	CooperativeSociety
<b>City:</b>	Hannover
<b>Website/ FB page if available</b>	<a href="http://www.svg-hannover.de">www.svg-hannover.de</a>
<b>Contact (email or phone)</b>	<a href="mailto:a.gabcke@svg-hannover.de">a.gabcke@svg-hannover.de</a>



<p>Local alliances, which organisations are involved?</p>  	<p>Bildungswerk Verkehrsgewerbe Niedersachsen (BVN)</p> <p>(School of Transport Industry of Lower Saxony)</p> <p>Federal Employment Agency</p>
<p>How does the cooperation with them work?</p>	<p>SVG is responsible for the implementation of educational measures. The selection of participants will be made in consultation with the Employment Agency.</p>
<p>Funded by</p> 	<p>Federal Employment Agency</p>
<p>Activities carried out</p>	<ul style="list-style-type: none"> <li>• Advisory service</li> <li>• Supportive activities</li> <li>• <b>Vocational training (orientation!)</b></li> <li>• <b>Language training</b></li> <li>• <b>General orientation</b></li> <li>• Recognition of qualification</li> <li>• Other (please describe)</li> </ul>
<p>Target group</p>	<ul style="list-style-type: none"> <li>• <b>only refugees</b></li> <li>• migrants and refugees</li> <li>• General, amongst others migrants and refugees</li> <li>• Asylum seekers are involved</li> </ul>
<p><b>If applicable:</b> Please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, length of stay in the host country, obligatory or voluntary participation in the project:</p>	<p>Refugees with an interest in getting a job in the transport and logistics sector e.g. as a professional driver</p>
<p><b>Description of activity:</b> (amongst others: number of participants, methods, entities involved, limitations, results, number and qualification of staff, volunteers involved, criteria for choosing participants, information to the target group or responsible entities, evaluation)</p> <p>The Straßenverkehrs-Genossenschaft (SVG) is one of the greatest service providers for the transport and logistic sector in Germany. The main focus is to train professional drivers and to take care of their further education. SVG want to support about 5.000 clients in Lower Saxony and Saxony-Anhalt in finding suitable staff. As certified educational provider the institution offers qualification for employees and employers active in commercial motor traffic, logistics and passenger services. Since 2015 SVG is involved in qualifying refugees.</p> <p>Because of demographic change in Germany there is a lack of skilled workers in many sectors. Refugees could help to meet labor demand in the logistics sector. On the other hand integration into the job market is an important key to a successful social integration. Especially lacking language skills can be a critical factor for a successful integration. Therefore language learning is a sustainable and very important part for integration into job market and society.</p>	

The language course a first step in this education. It consists of learning everyday language till level A2/B1 and learning work-specific language for transport and logistics.

Afterwards participants get a qualification for support services in the logistics sector (driving forklift, trucks and cargo securing) or as delivery driver.

The acquired knowledge is confirmed by certificates. This is a realistic basis for starting work

The course duration is 2 months and comprises 300 lessons in total. Classes are Monday to Friday

The participants must already have acquired a certain amount of German language skills. Prerequisite for the course participation is that an internet-based language test is passed successfully to which they get access via an e-learning portal of SVG.

**Are there any costs/fees for participants?**

The training is for free for the participants.

**How is the cost of living covered for full time participants?**

Participants receive the same support for living as non-participants

**Why do you provide this activity as good practice? What is its impact?**

Efficient and sustainable integration in the job-market.

**Please give us one sentence: How do you consider that the project would have been successful?**

The project is successful when most participants find a job soon or start a further education.


**What is the relevant outcome for the participants, the funders and personally you?**





The relevant outcome for the participants is the chance of getting long-term employment. On the other hand the partners of SVG get qualified employees.

**Do you stay in contact with the former participants, do you know what they are doing now?**

Yes

## 2.7 Culture as resource for job integration

<b>Name of the project:</b> Quality Integration Solution for Refugees – Taste of Home cooperative	
<b>Country:</b> Croatia	<b>Started:</b> 01.03.2014. <b>Ended:</b> 28.02.2015.
<b>Name of Institution:</b> 	FADE IN fantastično dobra institucija
<b>Type of Institution:</b>	Association/civil society organization
<b>City:</b>	Zagreb
<b>Website/ FB page if available</b>	<a href="http://www.fadein.hr">www.fadein.hr</a>
<b>Contact (email or phone)</b>	+385 1 466 781, <a href="mailto:office@fadein.hr">office@fadein.hr</a>

<p>Local alliances, which institutes are involved?</p>     <p><b>NOGOMETNI KLUB "ZAGREB 041"</b></p>	<p>Centar za mirovne studije (Center for Peace Studies)</p> <p>Cluster za eko-društvene inovacije i razvoj (CEDRA) /cluster of eco-social economy</p> <p>Association "Izazov" /civil society organization Association "Iskra"/civil society organization</p> <p>NESST/nonprofit corporation</p> <p>NK 041 (Football club)</p>
<p>How does the cooperation with them work?</p>	<p>CMS – initiator of the project had experience in human rights and project management, but lack of business and managerial skills FADE IN – media campaign "Taste of Home" ISKRA – social inclusion and working culture in Croatia NESST – social entrepreneurship step by step workshops CEDRA – social cooperative management workshops -social entrepreneurship (basic theoretical knowledge about running business)</p>
<p>Funded by</p>	<p>The total value of the project Quality integration solutions for refugees is 118.581,35 EUR. The total share of EU financing in this project is 99.999,65 EUR (84,33 %). Croatia's government Office for Cooperation with NGOs financed this project with 13.007,19 EUR (10,96%).</p>
<p>Activities carried out</p>	<ul style="list-style-type: none"> <li>• Advisory service</li> <li>• Supportive activities</li> <li>• Vocational training (cooking and serving)</li> <li>• Social entrepreneurship training</li> <li>• Other : cooperative founded by 16 co- founders (8 refugees and migrants, 8 local activists)</li> </ul>
<p>Target group</p>	<ul style="list-style-type: none"> <li>• migrants and refugees</li> <li>• asylum seekers are involved</li> </ul>
<p><b>If applicable:</b> Please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, length of stay in the host country, obligatory or voluntary participation in the project:</p>	<p>Persons that received refugee status (asylum or subsidiary protection) or living foreigners in Croatia (6 months to 3 years), voluntary Taste of Home gathers around 30 refugees and volunteers all ages coming from Senegal, Nigeria, Syria, Ethiopia etc. Refugees and migrants; asylum seekers do participate in many activities but cannot be members until granted protection status and receiving working rights according to the Asylum Act</p>
<p><b>Description of activity:</b> (amongst others: number of participants, methods, entities involved, limitations, results, number and qualification of staff, volunteers involved, criteria for choosing participants, information to the target group or responsible entities, evaluation)</p> <p><b>Are there any costs/fees for participants?</b> No.</p> <p><b>How is the cost of living covered for full time participants?</b></p>	

From culinary and cultural research project to sustainable cooperative run by immigrants and asylum seekers  
A Taste of Home started as a culinary-cultural-research project that introduced the culture, customs and societies of origin of the refugees in Croatia by recording their memories of home, smells and tastes of their cuisine. This was an experiment in sharing life stories and culinary skills of refugees and people from Croatia. By preparing food of their home, refugees were evoking memories and creating new experiences in their new home.

The initiative is based on support, solidarity and knowledge exchange. It gathers people of different origin who organize cooking workshops, public show-kitchen activities, language courses. Public recognition and quality of offer resulted in initiating social cooperative to be specialized in: catering and further opening of a restaurant, food production, publishing cookbooks as well as language courses and interpreting services.

The core of the project is to support and improve integration of immigrants and refugees from war torn and otherwise economically oppressed nations of Africa and the Middle east into Croatian society. Number of members (asylum seekers) left the country due to negative decisions on their asylum applications, so it was around 30 refugees involved in the activities.

Aims of this project were:

- empowering the skills for employability of refugees through training and supporting innovative initiatives of social entrepreneurship
- advocacy of social inclusion and politics of refugee employment
- networking of civil initiatives in providing social services and inclusion of refugees into society

They provided activities on informing and empowering persons that received refugee status, media campaign and documentary film about refugee integration in Croatia, cooperation with organisations of civil society in providing support to refugees.

1 year later (2016) the cooperative was founded by 16 co-founders. Half of them are refugees and migrants, and other half are local activists. There are three higher ranked responsibilities – president, vice-president and manager. President and vice-president represent membership, one is of migrant and the other one of non-migrant origin and then the manager is not a co-founder.

More refugees and migrants are joining in, more local activists/volunteers/interested citizens too. They do not become members immediately, process of inclusion into membership is rather hard since membership now costs 2.500 kuna which is hardly affordable to anyone (according to the law, initial membership is 1.000kn to be paid before founding assembly; anyone joining in afterwards pays minimum of 2.500). Once having a cooperative and membership directives, experiencing turnover is not an issue anymore; difficulty was had in past related to asylum seekers who participated in establishing the cooperative hoping they would get refugee status. Once rejected, they had to leave the country. Asylum seekers do participate in many of the activities now and they cannot become members until granted protection status and receiving working rights according to the Asylum Act.

Diversifying skills sets amongst individual members developed into an important aspect as a result. There were two primary strategies of diversifying skills. One aspect was developing skills of management the cooperative from macro (cooperative as an inclusive social entrepreneurship business with a clear vision and strategies) over middle (human resources, infrastructure, cooperation) to micro management (managing the kitchen and marketing of catering business).

The Second aspect covered developing cooking and serving skills for catering as a primary small business established with the cooperative. All cooks have therefore enrolled in courses at Open university Zagreb.

Started the crowdfunding campaign. 2016. Established social cooperative in catering business.

**Why do you provide this activity as good practice? What is its impact?**

Taste of Home is a good example of a social business – social entrepreneurship, besides integration courses, social management skills, non profit cooperative.

Ideas of further development is to open a restaurant, have an interpreting service for Arabic and Farsi (and other languages) to work with other refugees and migrants (used by different NGOs and institutions) and to have a language school /courses. Both ideas, food catering and language services are in line with Taste of Homes basic idea.

**Please give us one sentence: How do you consider that the project would have been successful?**

It is a good integration pathway, refugees independently work in social cooperative with future plans.

**What is the relevant outcome for the participants, the funders and personally you?**

Participants are trained in different fields (social inclusion and work culture, social entrepreneurship step by step (market research, vision and ideas, business and financial plan), social cooperative management. Staff (CMS and other NGOs) involved in the activities, capacity building and recognizing lack of certain skills, established network and developed relationships, 7 people employed.

**Do you stay in contact with the former participants, do you know what they are doing now?**

CMS and other NGOs involved in the project are planning future activities (restaurant, language school etc.)

**What problems do you identify in the project?**

This kind of project needs a lot of time, how to motivate refugees and immigrants to stay involved in the process of several months with no assurance that the business (cooperative) will be established – they need quick solutions to reach independency; some of participant did not get asylum status.

Name of the project: “Πράττω από κοινού” (Pratto apo kinou)

(English title) Together Within



Country: Greece

Started: November 2014

Will end: funding ended in August 2015 but the activities continue voluntarily indefinitely and whenever there is demand

Name of Institution:



Cyclisis

Type of Institution:

NGO

City:

Patras

Website/ FB page if available:

<http://pratoapokinou.cyclisis.gr>

Contact (email or phone)

[info@cyclisis.gr](mailto:info@cyclisis.gr)

Local alliances, which institutes are involved?



Praksis – Stegi+ for greek-english language and computer skills courses and counselling



LPfA that provided the space for all the activities

Roma Community of Vrahneika for language and computer courses and counselling



Local unemployed people that were coming for personal and career counseling and courses concerning the creation of a small business

How does the cooperation with them work?

Very smoothly.

Funded by



This project is funded by the Greek NGO Programme “We are all Citizens” which is part of the EEA & Norway Grants for Greece. The Bodossaki Foundation is the Fund Operator of this Programme.



Activities carried out

- Advisory service
- Supportive activities
- Vocational training

	<ul style="list-style-type: none"> <li>• Language training</li> <li>• General orientation</li> <li>• Recognition of qualification</li> <li>• Cultural visits and activities</li> </ul>
Target group	<ul style="list-style-type: none"> <li>• only refugees</li> <li>• migrants and refugees</li> <li>• General, amongst others migrants and refugees</li> <li>• Asylum seekers are involved</li> </ul>
<b>If applicable:</b> Please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, length of stay in the host country, obligatory or voluntary participation in the project:	Refugees: <ul style="list-style-type: none"> <li>• 15-18 years old</li> <li>• school education</li> <li>• a bit of informal working experience to cover expenses throughout their travel in fields like tourism and agriculture</li> <li>• some stayed for 4 to 8 months, others remained in Greece but went to other cities</li> <li>• voluntary participation</li> </ul> Roma: <ul style="list-style-type: none"> <li>• 18 to 65 years old</li> <li>• Basic education or none</li> <li>• Working experience in agricultural jobs</li> <li>• Natives</li> <li>• Voluntary participation</li> </ul> Unemployed: <ul style="list-style-type: none"> <li>• 18 to 60 years old</li> <li>• All educational levels (from basic to university degree)</li> <li>• Natives and migrants (more than 10 years in Greece)</li> <li>• Several employment and qualification backgrounds</li> <li>• Voluntary participation</li> </ul>
<b>Description of activity:</b> (amongst others: number of participants, methods, entities involved, limitations, results, number and qualification of staff, volunteers involved, criteria for choosing participants, information to the target group or responsible entities, evaluation)  The project was taking place twice a week for 4 to 5 hours in the evening. The direct beneficiaries of the project were around 100 people. The project had many different sides and people with different needs and abilities, which means that different methods were used throughout the project. For the courses part, the idea was to have an environment where everyone would speak, act and even try to teach themselves. For the courses in the Roma community, the team visited the community and each time the classroom was the house of a different member of the community. The personal counseling part was happening in groups or individually, according to the needs of the participants. The career counseling was combined with lectures on different types of businesses, funding opportunities, business management and administration etc. Since some of the participants had previous experience in the field, they contributed with experiences and skills building activities. The career counseling was difficult to implement with the refugees since they were young, they didn't know neither greek nor English and they were generally more interested in learning English, some things in Greek and computers. The project also provided opportunities for more socialization through cultural activities. Throughout the project, there were about 4 to 5 cultural visits (theater, museums and a mask workshop). There was also a two day event where the participants had the chance to showcase their works (we had many artists) to the local people and have workshops where they showed to people how they make what they make. In the project we had 2 persons for administrative work and five trainers. Out of the five responsible for training, three persons had training and experience in counseling and guidance, 4 were experienced and had relevant studies in language and computer skills teaching. Throughout the implementation period, we had about 20 people that contributed voluntarily either once or multiple times (according to their interests and availability). The profile of the volunteers was as follows: all were between 20 and 35 years old and they had experience or studies in the fields of education, art and business. Everyone was welcome to join the project based on their interests concerning the activities proposed. The participants	

were people that showed interest in the activities and wanted to benefit from them one way or another. In the case of the young refugees, the organization responsible for them throughout their stay (Praksis NGO – Stegi+) reached out to Cyclisis because they wanted to find activities that could help the kids have things to do throughout the week. As far as the Roma community is concerned, Cyclisis informed them of the possibility and they showed interest in taking part. Generally speaking, the project was successful. Most of the participants were showing interest throughout the project and were attending the lessons in a stable basis. The involved of the Roma people came a little late to the project, so the activities they were involved in were limited. There is definitely room for improvement but there is also willingness to do so from the part of everyone involved.

**Why do you provide this activity as good practice? What is its impact?**

This activity is provided as a good practice because of its achievements. Cyclisis managed to bring together people from different backgrounds, make them coexist in the same place, exchange experiences and knowledge and obtain new knowledge that will help them advance in their personal and professional life.

**Please give us one sentence: How do you consider that the project would have been successful?**

The project was proven successful due to the way the people working on it felt after each pass and still have warm feelings for its process.

**What is the relevant outcome for the participants, the funders and personally you?**

The participants felt more empowered and actually started being more active socially. The people responsible for the funding gave the project a really high rating and were really pleased with the impact it had. Personally, as part of the training stuff, I had a really positive experience. I do feel that more things could have been done with the Roma community if the distance wasn't that big that sometimes was working against the implementation of the meetings. But as far as the refugees are concerned, there were some really good outcomes. Many of them opened up, they started communicating in English and/or Greek, they expressed their needs and fears and they generally seemed happy to be part of it.

**Do you stay in contact with the former participants, do you know what they are doing now?**

The Cyclisis team has maintained contact with those participants that are in Patras and occasionally contact the Roma community. As for the refugees we get news from them through Facebook and we know they are alright and are doing fine. Some have pursued studies, others have started working. There also those that are a little lost and we don't know if they have reached another place or if they have a job or anything.

**What problems do you identify in the project?**

The project was very successful and created emotional and social bonds between the participants who mentioned that they managed to become more socially integrated, self-confident and positive to ask for job or get trained for job despite the language problems.

The main problems are identified in terms of:

1. Financial constraints: the financial support is not secured, as also the job placements of the experts occupied to run the activities – even for the volunteers is not possible to support in constant basis
2. Job hunting opportunities are limited due to overall unemployment rates
3. Self employment financial support is not valid for refugees because the legislation on citizenship is not totally and clearly established
4. Due to undocumented refugees is not possible to proceed in vacancies connected to relevant occupational profiles. A valid system/procedure of recognition of prior learning and qualifications is more than ever in need to get in practice and promoted through Job Consultancy Offices.

## 2.8 Involving Refugee Organisation


Name of the project: PreQual  	
Country: Austria	<b>Started:</b> 2009 <b>Will end:</b> ongoing
Name of Institution:  	maiz - Autonomes Zentrum von & für Migrantinnen (autonomous centre from & for migrant women)
Type of institution:	NGO
City:	Linz, Upper Austria
Website/ FB page if available	<a href="http://www.maiz.at/">http://www.maiz.at/</a> <a href="http://www.maiz.at/projekt/maiz-bildung/prequal-projekt">http://www.maiz.at/projekt/maiz-bildung/prequal-projekt</a> <a href="http://prequalsteps.maiz.at/">http://prequalsteps.maiz.at/</a>
Contact (email or phone)	<a href="mailto:maiz@servus.at">maiz@servus.at</a> +43 (0)732 776070 Scharitzerstraße 6-8/ 1. Stock 4020 Linz
Local alliances, which institutes are involved?	<p>The Curriculum of the PreQual Course was developed within an international Leonardo da Vinci project by maiz together with partners from other countries such as Bulgaria, Germany, Greece, Italy and Spain. In this process experts from all relevant areas were involved, like training facilities, care providing institutions, workers' representations, migrant women already working in this field, etc.</p> <p>For the continuous adaptation of the curriculum regarding the needs and interests of the participating women, as well as changes and modifications in nursing and health education, we are in constant exchange with representatives of nursing schools and other health institutions for recommendations.</p>
How does the cooperation with them work?	Exchange and contact with different representatives of institutions and schools have taken place over the year. The cooperation is very positive and helpful for both sides.
Funded by  	Government of the Province of Upper Austria  Oberösterreichischer Gesundheitsfonds (provincial health care fund)
Activities carried out	<ul style="list-style-type: none"> <li>• Advisory service</li> <li>• Supportive activities</li> <li>• Vocational training</li> <li>• Language training and Communication</li> <li>• General orientation</li> <li>• Information concerning the Recognition of qualifications</li> <li>• General orientation in the health care system and their job possibilities</li> <li>• Strategies against Racism and Discrimination</li> <li>• Practical insights through work experience and internships as well as excursions</li> </ul>
Target group	<ul style="list-style-type: none"> <li>• migrants and refugees</li> </ul>



<p><b>If applicable:</b> Please describe the target group e.g. in terms of type of refugees/asylum seekers, age, level of qualification, length of stay in the host country, obligatory or voluntary participation in the project:</p>	<p>Women. Any non-Austrian citizen (refugees, asylum seekers, migrants) Low &amp; highly qualified Age: at least 17 years old, no age limit Voluntary participation in the project</p>
<p><b>Description of activity:</b> The PreQual course is a pre-qualification for migrant women in the health and care sector and aims at facilitating the access of migrant women to health professions and their education. Concrete objectives of the project include the following points: Closing a gap in the Austrian education system in the health and care sector Networking of institutions and persons in the field of migration and health Specific pre-qualification offer for migrant women with the desire to work in health and care and to complete an internship/ a work experience of 80 hours Orientation in the Austrian health and care system, job profiles and related training Increased linguistic confidence Public relations and exchange with relevant institutions and experts The duration of the pre-qualification course is 5 months, however the duration of the project is 1 year and the women get support, information and consulting before as well as after finishing the course program. The course content is divided into a theoretical and a practical part.</p> <p><b>Goals:</b> empowerment, job orientation, vocational training</p> <p><b>Information for participants:</b> Easy language used for information of the target group. Mainly word of mouth and referrals from former participants, info folder, Information Events, Registration Folder, maiz Homepage</p> <p><b>Participation:</b> Group work, individual support and consulting, working experience/internship, self-learn phase</p> <p><b>Staff:</b> 1 member of staff as project coordinator present in the office at course times, many trainers and different experts for the PreQual course lessons (experts – nurses, doctors, biologists, lawyers, etc.).</p> <p><b>Public relations, dissemination of results:</b> Participation in demonstrations (e.g. International Women's Day; Week against racism and violence), Women's self-empowerment groups, Website of maiz, annual report, information folders and flyers, interviews with different experts, inquiries for information of project for research papers etc.</p>	
<p><b>Why do you provide this activity as good practice? What is its impact?</b> Empowerment and participation are important goals in the project. The participants are given a critical examination of the topic of care, working conditions and migration in the sense of an intersectional approach. Furthermore, the participants are offered strategies against racism and discrimination. Another goal is to sensitize institutions regarding these topics.</p>	
<p><b>Please give us one sentence: How do you consider that the project is successful?</b> On the one hand, women are empowered at the end of the course through receiving information, experience and knowledge. On the other hand, the project is successful because the participants are admitted to further training and/or education in the nursing and health sector.</p>	
<p><b>What is the relevant outcome for the participants, the funders and personally you?</b> Participants: empowerment, orientation, clarity, access to education Funders: lack of staff in the health and care sector, participants are potential new staff For us: Improving the working and living conditions of migrant women and giving them access to the care sector through a formal pathway through training. In addition, strengthening them and offering them a critical approach to counter racist and discriminatory structures.</p>	
<p><b>Do you stay in contact with the former participants, do you know what they are doing now?</b> Follow-up care and support of course participants is also provided after the end of the course via constant contact with the counseling center, where advice is still being sought. In addition, after the end of the course there are still selective meetings of the groups for exchange.</p>	
<p><b>Which challenges do you identify in the project?</b> Challenges are, on the one hand, uncertainties regarding the residence permit (especially for asylum seekers) and the</p>	

financing of training (for an extension of the residence permit one needs an income). Similarly, the pressure of the AMS on employment is a challenge that often exists during the course.

In addition, we see it as a challenge to counteract the de-qualification of women, as many participants with a qualification in the country of origin enter the course and believe that they have to start training again from the beginning in Austria. Here, above all, it is important to support them in the recognition of qualifications acquired abroad. Another challenge is to raise awareness of issues related to migration, racism and discrimination and to empower women to face the many different exclusion mechanisms. We also want to address the risk of reducing migrant women in society to care workers and furthermore, we aim to improve working conditions in these areas.

<b>Name of the project: Refugees investing in participation (VIP)</b>	
<b>Country:</b> The Netherlands	<b>Month/Year</b> June 2017
<b>Name of Institution:</b>  	VluchtelingenWerk Nederland
<b>Type of Institution:</b>	Advocacy organisation - strongly involved in all kind of guidance of refugees
<b>City:</b>	National organization, active in many municipalities
<b>Website/ FB page if available</b>	<a href="https://www.vluchtelingenwerk.nl/">https://www.vluchtelingenwerk.nl/</a>
<b>Contact (email or phone)</b>	Shahiera Sharif, <a href="mailto:shsharif@vluchtelingenwerk.nl">shsharif@vluchtelingenwerk.nl</a> Eleanor Nijhof, <a href="mailto:elnijhof@vluchtelingenwerk.nl">elnijhof@vluchtelingenwerk.nl</a>
<b>Local alliances/cooperation</b>	The Council for Refugees works together as a social partner with the Ministry of Social Affairs and Employment. Through this partnership, we sit around the table with employers to get them acquainted with refugees in a low-threshold way. Many municipalities are convinced of the integral approach / methodology of project VIP to get refugees out of assistance for a long time. VIP is performed in more than fifty municipalities.
<b>Funded by</b>	The VIP project is co-financed by the Asylum, Migration and Integration Fund (AMIF) and the Rabobank Foundation.
<b>Activities carried out</b>	<ul style="list-style-type: none"> <li>• Advisory service</li> <li>• Supportive activities</li> <li>• Vocational training</li> <li>• Language training</li> <li>• General orientation</li> </ul>
<b>Target group</b>	<ul style="list-style-type: none"> <li>• only refugees</li> <li>• Asylum seekers are involved</li> </ul>

#### **Description of activity:**

##### **VIP-project 2015 -2018**

Refugees Investing in Participation (VIP) is a national project of VluchtelingenWerk that runs in more than fifty municipalities. Our goal: accelerated integration and sustainable deployment of refugees.

In the project VIP, we work with employers, trainers and local government to prepare 1,500 refugees for work. We believe in an integral approach that fits into integration. This reduces the barriers that are present for labor participation and take all parties responsibility: refugees, employers, trainers and government. For example, refugees can make conscious choices, find their way and get opportunities on the Dutch labor market.

##### **1,500 Refugees to job or training**

Our role is to promote participation in the labor market at 1,500 refugees. For example, they can find a job or start a program.

We do this by:

- Offering a training program in which the participants learn the core competencies needed to be "labor market fit". The VIP route also consists of meeting activities, work visits and the use of role models.
- The provision of individual customization: A personal coach (volunteer) works with the participant in personal goals and the implementation of the individual action plan. The participant will get acquainted with business and training and get a work experience place. There is a training budget for personal development.
- To engage the business community for the target group by experiencing the potential of refugees. By bringing employers into contact with refugees with the aim of providing space for refugees in the form of internships or volunteers within their company. VluchtelingenWerk also offers expert meetings and training for companies.
- Convincing the (local) government of our comprehensive approach / methodology to provide refugees with long-term assistance.

##### **Refugees are selected by the local municipality.**

They receive:

- training program
- 8 meetings personal coach
- volunteer (jobcoach)
- company visits
- internship for about 2 months
- warm introduction to a company
- school or organisation of volunteers

##### **Some numbers:**

- national projectleader + assistant 2
- regional projectleaders + assistant 5
- coordinators 15
- trainers 17
- municipalities 50
- volunteers (jobcoaches) 2000
- refugees (15-5-2017) 830
- target: 1500 refugees

##### **Why do you provide this activity as good practice? Why this project is successful? What is its impact?**

With the project VIP we want to achieve the following results:

- 1,500 Refugees are better equipped and informed about their labor market perspective. They therefore make better career choices and this increases their chances in the labor market.
- There is a proven plan of approach for customized career orientation.
- Our approach closely addresses the wishes of employers.
- The support for and knowledge of refugees at employers is greater. This creates a better match between refugees and work.
- Building sustainable regional cooperation with various partners, such as employers, trainers and local government.

At the moment of description we have no more data about the impact.

### 3. Context Analysis: Situation of Refugees in all partners' countries

#### Introduction

Asylum applications in the European Union (EU) have surpassed in 2015 and 2016 those in any of the last thirty years. The integration of refugees into host society is a major challenge especially for the main destination countries as high numbers of refugees will probably stay for a long time. Partners in the Revot project used statistics based on data of 2016.

#### 3.1 Figures: Refugees and Asylum Seekers in the partners' countries

1. FIGURES REFUGEES AND ASYLUM SEEKERS IN THE PARTNERS' COUNTRIES							
	Austria	Croatia	Germany	Greece	Italy	Netherlands	Spain
Total population (2016)	8.764.540	4.284.889	82,67 Mill.	10.816.286	60.589.445	17.165.104	46.528.966
Total Number of refugees 2016 [1]	93.250	2.150	669.482	46.427	147.370	101.744	12.989
Number of (non-EU) first time asylum applicants 2016 [2]	39.860	285	722.265	49.875	121.185	19.300	15.560
Total Number of all Asylum seekers 2016 [3]	76.409	2.150	587.346	39.986	99.921	31.642	20.360
Distribution of first instance decisions on (non-EU) asylum applications 2016 [4]:							
Sum:	42.415	285	631.085	11.455	89.875	28.900	10.250
Refugee status:	58,2 % = 24.686	29,2%=85	40,6%=256.132	21,6%=2.474	5,3%=4.763	33,7%=9.739	4%=410
Subsidiary protection:	12,6 % = 5.344	5,6%=15	24,4%=153.694	2,1%=241	13,5%=12.133	37,1%=10.721	0
Humanitarian reasons:	0,8 % = 339	0	3,8%=24.078	0	20,6%=18.514	1,3%=376	1%=102
Rejected:	28,4 % = 12.046	65,1%=185	31,2%=197.181	76,3%=8.740	60,6%=54.465	27,9%=8.063	95%=9.738
Main citizenships:	Afghanistan, Syria, Iraq, Pakistan, Iran	Afghanistan, Syria, Iraq, Pakistan, Iran	Syria, Afghanistan, Iraq, Iran, Eritrea	Syria, Iraq, Pakistan, Afghanistan, Albania	Nigeria, Pakistan, Gambia, Senegal, Cote d'Ivoire	Syria, Eritrea, Albania, Morocco, Afghanistan	Venezuela, Syria, Ukraine, Algeria, Colombia
<p>[1] UNHCR Definition of „Refugees“: Persons recognized as refugees under the 1951 UN Convention/1967 Protocol, the 1969 OAU Convention, in accordance with the UNHCR Statute, persons granted a complementary form of protection and those granted temporary protection. In the absence of Government figures, UNHCR has estimated the refugee population in many industrialized countries based on 10 years of individual asylum-seeker recognition. Figures: UNHCR 2017</p> <p>[2] First time asylum applicants for international protection (as defined by Article 2(h) of Qualification Directive 2011/95/EU) are persons who lodged an application for asylum for the first time in a given Member State during the reference period. Figures: Eurostat Asylum Statistics</p> <p>[3] UNHCR Definition of „Asylum seekers“: Persons whose application for asylum or refugee status is pending at any stage in the asylum procedure. Figures: UNHCR 2017</p> <p>[4] Eurostat Asylum Statistics</p>							

#### 3.2 Situation of Refugees in Austria

##### Situation of Asylum seekers

<b>Reception conditions</b>	<b>Provision of Basic Care (“Grundversorgung”)</b> Asylum seekers are entitled to Basic Care (“Grundversorgung”) immediately after submitting the asylum application until the final decision on their asylum application. Basic Care comprises accommodation, food, health care, pocket money, clothes and school material, leisure activities, social advice and return assistance. A quota system requires the federal provinces to provide places according to their population. The Basic Care provision doesn't allow a free choice of the place of residence.
<b>Average or typical length of the asylum procedure</b>	<b>Long asylum procedure and uncertain outcome</b> According to new legal regulations, decisions at the Federal Agency for Immigration and Asylum (Bundesamt für Fremdenwesen und Asyl, BFA) have to be taken within 15 months after the application has been submitted. The average duration of the procedure during the first three quarters of 2016 was 8,2 months. According to experience of NGOs, asylum seekers often wait more than 10 months for an appointment for the first interview. Whereas the procedure for Syrians and Iraqis seems to be concluded within the 15-month time limit, other nationalities face delays

	of approximately 3 years for a decision (Asylkoordination 2016: 20).
<b>Education and training</b>	<b>Very restricted access to the labour market</b> Employment is virtually limited to seasonal work either in tourism and agriculture. But when taking up employment, asylum seekers have to make a contribution from their income to the Basic Care.
	<b>Restricted access to (further) education</b> Asylum seekers have no legal right to attend a German course. Recently some improvements were implemented; in 2016 the Austrian Government increased the budget for German courses and in most provinces courses are now offered also during the asylum procedures. In Austria attendance of school is compulsory up to the age of 14. After the age of 14, access to education becomes difficult, since schooling is not compulsory anymore.

### Situation of recognized refugees

<b>Legal Framework</b>	<b>Residence permit for 3 years („Asyl auf Zeit“)</b> Following a recent reform, the previously indefinite right of residence granted with asylum is now issued for three years.
	<b>Mobility: at present no restrictions for refugees regarding their place of residence</b> The Minister of Labour and Social Affairs has considered the possibility of residence restrictions after recognition of status, to respond to a trend of beneficiaries going to Vienna after receiving a decision (since in this province, up to now for refugees no eligibility restrictions for needs-based minimum benefit system were introduced). So far, this proposal was not included in the asylum law.
<b>Entitlements</b>	<b>In the first 4 months after the recognition: Basic Care.</b> <b>Then if refugees are not in employment, social support in the form of the needs-based minimum benefit system</b> Refugees are entitled to Basic Care in the first four months after the recognition of their status. Support after the end of Basic Care is insufficient, although there are some services which e.g. give advice on searching for a flat. Refugees who are not in gainful employment can apply for social support in the form of the needs-based minimum benefit system (Bedarfsorientierte Mindestsicherung BMS). Due to recent changes in legislation refugees are not on equal terms with nationals regarding eligibility for BMS in most provinces; despite some lawyers argue that the unequal treatment of refugees infringes the Austrian Constitution and EU-law.
<b>Labour market &amp; education and training</b>	<b>Free formal access to the labour market but obstacles for equal access</b> Refugees (and beneficiaries of subsidiary protection) have free access to the labour market. However, to be successfully integrated in the labour market, many obstacles have to be overcome; e.g. inadequate German language proficiency, lack of qualifications or lack of proofing them. Beneficiaries of a protection status have to consult the Austrian Integration Fund (ÖIF). The ÖIF sends them to language and so called Austrian “value” courses. The attendance of the German and value courses are compulsory; refusals will be sanctioned, e.g. reduction in the benefit system (BMS). Refugees have to register with the Employment Service (AMS) and can then take part in job-related assistance measures, if their language proficiency is sufficient, or in language-related assistance measures.
<b>Process of recognition of qualifications</b>	<b>Some recent improvements regarding recognition of qualifications</b> Recently, there have been some improvements through targeted assessment of qualifications and special measures for refugees (e.g. Public Employment Service - AMS competence checks: comprehensive survey of existing qualifications). A new law for the recognition of qualifications and competences acquired abroad was adopted in 2016.
<b>Legal entities involved</b>	The <b>Federal Agency for Immigration and Asylum (Bundesamt für Fremdenwesen und Asyl - BFA)</b> is the responsible authority dealing with asylum matters in Austria.

	<p>The <b>Public Employment Service Austria (Arbeitsmarktservice - AMS)</b> is the responsible public body for labour market issues. And also for measures for the integration of refugees into the labour market.</p> <p>The <b>Austrian Integration Fund (Österreichischer Integrationsfonds - ÖIF)</b> is responsible for German and Value Courses.</p>
--	--

### 3.3 Situation of Refugees in Croatia

#### Situation of Asylum seekers

<b>Reception conditions</b>	<p><b>Provision of Basic Care</b></p> <p>In the Reception Centre for Asylum Seekers The Ministry of Interior decides about asylum requests (2 centers in Croatia). During the asylum procedure, the asylum seeker is entitled to: residence and freedom of movement in the Republic of Croatia, provision of adequate material conditions and accommodation, health care, elementary and secondary education, free legal aid, and humanitarian aid, freedom of religion and religious education of children.</p>
<b>Average or typical length of the asylum procedure</b>	<p><b>Long asylum procedure and uncertain outcome</b></p> <p>According to the Ministry of Interior, the average length of stay in the reception centers in 90% of the cases is 3 months, in 7% of cases more than 3 months, and in 3 % cases 6 to 12 months. In the regular procedure, applicants can be accommodated in the Reception Centre until the completion of the procedure and a final decision is taken on the case (at first instance and during the administrative appeal). When a final negative decision on the asylum application has been taken and the time for executing the order to leave the country has elapsed, the right to receiving reception conditions ends.</p> <p>There is a difference in duration of residence permit issued to recognised refugees ("asylees") and beneficiaries of subsidiary protection. A residence permit shall be issued to an asylee for a period of five years, and to foreigner under subsidiary protection for a period of 3 years. The Ministry of Interior (i.e. the Asylum Department) has the obligation to take a decision on the application for asylum within 6 months from its lodging. In practice it is 6-11 months, average duration.</p>
<b>Education and training</b>	<p>Beneficiaries of international protection have the right to elementary, secondary and higher education under the same conditions as Croatian citizens.</p> <p>Asylees and foreigners under subsidiary protection shall exercise the right to adult education as well as the right to recognition of foreign qualifications pursuant to the regulations on adult education under the same conditions as Croatian citizens.</p> <p>Very restricted access to the labour market.</p> <p>During 2016, no official language course has been provided. Beneficiaries who started and finished the beginners' course of Croatian language with duration of 70 hours during 2015 are still waiting for the continuation of the course for an additional 70 hours, but after a long break it would be problematic for them to continue the course, if and when the course would be available.</p>
	<p><b>Restricted access to (further) education</b></p> <p>Problems exist in the enrolment of asylees and foreigners under subsidiary protection in institutions of higher education, since the IT system divides candidates into Croatian and foreign citizens, so demands are sent out for payment of tuition fees for foreigners, or the results of the state matura examination are required, as they are for Croatian citizens. Children who are not Croatian citizens do not have a right to scholarships.</p>

## Situation of recognized refugees

<b>Legal Framework</b>	There is a difference in duration of residence permit issued to recognised refugees ("asylees") and beneficiaries of subsidiary protection. A residence permit shall be issued to an asylee for a period of five years, and to foreigner under subsidiary protection for a period of 3 years.
	<p><b>Mobility: at present no restrictions for refugees regarding their place of residence</b></p> <p>Beneficiaries of international protection have the right to work in the Republic of Croatia, without a residence and work permit or certificate of registration of work. Both asylees and foreigners under subsidiary protection have access to the labour market, without distinction.</p> <p>However, access to rights and their exercise in the practical life of each beneficiary is challenging. The main obstacle is still the language barrier, as there is still no official language course provide by the competent authorities during the integration period, which is main precondition for successful integration.</p>
<b>Entitlements</b>	<p>Asylees and foreigners under subsidiary protection have the right to accommodation if they do not hold financial resources or possessions of significant value, for no longer than 2 years from the day of the delivery of the decision approving international protection. It is expected that within this period, they would learn the language and find a job to support themselves.</p> <p>The Decision on the Amount of Financial Assistance for Applicants for International Protection prescribes that the amount of support is 100 HRK per month, thus approximately €13.30. Monthly financial support to asylum seekers is very low, the amount varies if there are dependent family members. Since mid-2016, asylum seekers in Zagreb may use public transport free of charge.</p>
<b>Labour market &amp; education and training</b>	<p><b>Free formal access to the labour market but obstacles for equal access</b></p> <p>Beneficiaries of international protection have the right to work in the Republic of Croatia, without a residence and work permit or certificate of registration of work. Both asylees and foreigners under subsidiary protection have access to the labour market, without distinction. to be successfully integrated in the labour market, many obstacles have to be overcome ( inadequate Croatian language proficiency, lack of qualifications or lack of proofing them). According to information and figures of Croatian Employment Service, a total 75 unemployed persons with granted international protection were registered in their records in 2016 (48 men 27 women).</p>
<b>Process of recognition of qualifications</b>	<p><b>Some recent improvements regarding recognition of qualifications</b></p> <p>For asylees and foreigners under subsidiary protection, who for justified reasons are not able to provide the necessary documentation to prove their foreign qualifications, an assessment shall be conducted of their prior learning. The assessment of the prior learning of beneficiaries of international protection shall be conducted by a competent body, pursuant to the regulations governing regulated professions and recognition of foreign vocational qualifications. However, this is not happening in practice.</p>
<b>Legal entities involved</b>	Ministry of Interior represents the main state body dealing with issues related to immigration (register foreigners and regulates their status). The Ministry of Health and Ministry of Social Policy and Youth- ensure health services and provides lodging for asylum seekers during first two years of their stay in Croatia, Ministry of Science, Education and Sports offers Croatian language classes and provides basic educational possibilities. Croatian Employment Service – integration of refugees into labour market.



## 3.4 Situation of Refugees in Germany

### Situation of Asylum seekers

<b>Reception conditions</b>	<b>Provision of Basic Care and restricted mobility in the first three months</b> Asylum seekers are entitled to Basic Care immediately after submitting the asylum application until the final decision on their asylum application. Basic Care comprises accommodation, food, health care, pocket money, clothes and school material, leisure activities, social advice and return assistance. In the first three months after asylum seeking they are not allowed to leave their place of stay. After this period they may decide where to stay.
<b>Average or typical length of the asylum procedure</b>	5,3 months
<b>Education and training</b>	<b>Restricted access to the labour market</b> Asylum seekers: No allowance to employment in the first three months. After this time of restrictions they could be employed if they have the allowance of Federal Office for Migration and Refugees and the confirmation of the labour agency. But when taking up employment, asylum seekers have to make a contribution from their income to the Basic Care.
	<b>Restricted access to (further) education</b> In Germany attendance of school is compulsory from 6 up to the age of 18. Young asylum seekers in this age have the duty to attend school. Asylum applicants with good prospects to remain (from Syria, Iraq, Iran, Eritrea, Somalia) may be admitted to attend an integration course, assuming places on the courses are available. An integration course includes general orientation and German language training in 600 – 1000 lessons. A wide range of further education (e.g. ICT skills, vocational training) are offered for refugees and asylum seekers with good prospects to remain financed by the labour agency and public subsidies. When someone has the allowance to work he/she may enter regular apprenticeship also. Additional support by the labour agency is provided.

### Situation of recognized refugees

<b>Legal Framework</b>	<p>The Federal Office for Migration and Refugees (BAMF) decides in the asylum proceedings on four different types of protection, namely the right of asylum, refugee protection, subsidiary protection and prohibition of deportation. Depending on the type of protection, these persons are granted a residence permit for a term of one to three years.</p> <p><b>Recognized asylum applicants:</b> Residence permit for three years, usually transformation into permanent residence will follow.          They may work on an employed basis without restrictions, may study, may attend an apprenticeship and may also engage in self-employment.</p> <p><b>Persons with subsidiary protection:</b> The residence permit for one year may be extended if the circumstances require it but transformation into permanent residence is not to be expected. In terms of employment and education they have the same rights as recognized refugees</p> <p><b>Persons with permission to reside (Aufenthaltsgestattung):</b>          The Federal Office grants permission to reside to asylum applicants who are still in the asylum proceedings. Employment: Allowance by the BAMF must be given, confirmation by the regional labor agency is needed.</p>
	Mobility: at present no restrictions for refugees regarding their place of residence



<b>Entitlements</b>	Public subsidies referring to the “Asylbewerbergesetz” (Law for Asylum seekers) for their basic care. Depending on the federal state it may be provided in cash and/or benefits in kind (e.g. housing, meals, clothes) in the worth of appr. 670 €. Recognized refugees searching for employment get the same subsidies from the Jobcenter as all the others. Refugees who are not able to work (e.g. because of health issues, age) get subsidies from the social welfare office under the same conditions as German inhabitants.
<b>Labour market &amp; education and training</b>	<b>Free formal access to the labour market but obstacles for equal access</b> Refugees (and beneficiaries of subsidiary protection) have free access to the labour market. However, to be successfully integrated in the labour market, many obstacles have to be overcome; e.g. inadequate German language proficiency, lack of qualifications or lack of proofing them. Attending the so called integration courses offered by adult education centres and financed by the BAMF is the first step. But the level of German B1 is not sufficient for employment or training. Further education is provided but the structures are complicated and so refugees have difficulties to follow their way in employment.
<b>Process of recognition of qualifications</b>	In all federal states assessment and recognition centres have been established. Asylum-seekers and refugees have the right to ask for recognition and to get information, guidance and support their (document check) for free. In the next step they have to ask for recognition at the responsible legal entity (chambers, school authority, and university). Recognition is not for free.
<b>Legal entities involved</b>	The <b>Federal Office for Migration and Refugees (Bundesamt für Migration und Flüchtlinge - BAMF)</b> is the responsible authority dealing with asylum matters in Germany. They also provide integration courses. The <b>Public Employment Agency</b> and the <b>Jobcenters</b> are the responsible public bodies for labour market issues. And also for measures for the integration of refugees into the labour market.

### 3.5 Situation of Refugees in Greece

#### Situation of Asylum seekers

<b>Reception conditions</b>	<b>The hot spot approach</b> Up until 3 April 2016, when L 4375/2016 was adopted, no dedicated national legislation existed to regulate the establishment and function of hotspots and the procedures taking place therein. However, the concept of reception and identification procedures for newly arrived refugees and migrants under Greek law predates the “hotspot” approach. Difficulties with regard to access to the asylum procedure had already been observed since the start of the operation of the Asylum Service in 2013, in particular due to Asylum Service staff shortages and the non-operation of all RAOs provided by law. A system for granting appointments for registration of asylum applications through Skype, inaugurated in 2014, did not solve the problem and thus access to the asylum procedure remained one of the major issues of concern for the Greek asylum system, even prior to the large-scale influx of 2015. As a response to the massive refugee flows to Europe during 2015, when a total 876,232 people arrived in Greece, the “hotspot approach” was adopted. The objective of the hotspot approach was to assist frontline Member States, namely Italy and Greece, by providing operational support, so that the latter could fulfill their obligations under EU law and swiftly identify, register and fingerprint incoming migrants, process asylum claims and conduct returns. In this respect, hotspots have been considered as solidarity tools. In practice though they seem to have a great deal of providing good quality facilities and services with what is given by the state and most of the times it is up to citizens initiative to take the lead of solidarity.
<b>Average or</b>	<b>Fast-track for few</b>

<p>typical length of the asylum procedure</p>	<p>The asylum procedure in Greece has undergone substantial reforms throughout 2016, many of which driven by the adoption of the EU-Turkey statement on 18 March 2016. The adoption of Law (L) 4375/2016 in April 2016 – and its subsequent amendment in June 2016 – has overhauled the procedure before the Asylum Service. This law also foresees measures to clear the backlog of cases under the “old procedure” governed by Presidential Decree (PD) 114/2010 by issuing persons who had claims pending for over 5 years under that procedure with 2-year humanitarian permits. A total 4,935 decisions granting such permits had been issued by the end of 2016.</p> <p>The fast-track border procedure entered into force in April 2016 and remains active to date. The duration of its application shall not exceed six (6) months and may be prolonged for a further 3-month period by a decision issued by the Minister of Interior and Administrative Reconstruction.” The procedure is applied in cases of applicants subject to the EU-Turkey statement, i.e. applicants who have arrived on the Greek Eastern Aegean islands after 20 March 2016 and thus remain in the RIC of <b>Lesvos, Chios, Samos, Leros</b> and <b>Kos</b>. On the contrary, applications lodged by persons remaining in the RIC of <b>Evros</b> are not examined under the fast-track border procedure.</p>
<p>Education and training</p>	<p><b>Access to the labour market – Theory vs Practice</b></p> <p>According to national legislation, as amended in 2016, asylum seekers have access to the labour market as employees or service or work providers from the moment an asylum application has been formally lodged and they have obtained an asylum seeker’s card.</p> <p>In practice, taking into consideration the current context of financial crisis, the high unemployment rates and further obstacles posed by competition with Greek-speaking employees, it is particularly difficult in practice for asylum seekers to have access to the labour market, which may lead to ‘undeclared’ employment with severe repercussions on the enjoyment of basic social rights. According to statistics, unemployment rate of third-country nationals is greater than that of Greek nationals, while the percentage of the economically active population of third-country national is significantly higher than the relevant percentage among the Greek population</p>
	<p><b>Limited to none Access to education</b></p> <p>There are no free Greek language courses provided by the State. The only programme organized by the University of Athens charges a fee for participation in Greek language courses, ranging from €500 to €670 per academic year for immigrants. There are only a few NGOs which have programmes for free courses of Greek language for refugees and immigrants.</p> <p>Additional obstacles are posed relating to the enrolment of international protection beneficiaries in vocational training programmes, as according to national legislation this takes place “under the same conditions and prerequisites as foreseen for Greek citizens”, taking into account the significantly different position of beneficiaries of international protection and their potential inability provide requested documents by reason of <i>force majeure</i>.</p> <p>From 8 June to 30 July 2016, a pre-registration exercise was launched in the mainland by the Asylum Service, and implemented with the help of UNHCR and EASO, in order to offer the possibility to third-country nationals in mainland Greece to ask for asylum in the country and to cover the increasing demand for access to international protection.</p> <p>Pre-registered asylum seekers were provided with an asylum seeker’s card, granting them the right to reside legally in Greece during the examination of their application, as well as access to health and education.</p>

## Situation of recognized refugees

<b>Legal Framework</b>	<p>A 3-year residence permit is granted which can be renewed after a decision of the Head of the Regional Asylum Office (Article 24 PD 141/2013)</p> <p>Individuals who hold the asylum seeker card stamped with the mention 'Pending Residence Permit' are <b>granted with 3-year residence permit</b>, which practically is delivered 1-2 months after the notification of the positive decision.</p> <p><b>Renewal applications</b> should be submitted no later than 30 calendar days before the expiration of the residence permit.</p> <p>The mere delay in the application of renewals cannot lead to rejection although language barriers and lack of legal assistance for subsidiary protection may make the application status difficult.</p>
<b>Entitlements</b>	<p><b>Article 5 (Citizenship Code) Naturalization: Citizenship is granted in the basis of a 3 years of lawfully residence</b></p> <p>In case of <b>subsidiary protection beneficiaries</b>, a 7-year lawful residence should be proved as per the general provisions; sufficient knowledge of the Greek language, normally integrated, actively participate in political life;</p> <p><b>Naturalization procedure:</b> Application to the Municipality of residence - 100€ fee – two Greek people as witnesses.</p> <p>While a refugee apply for the acquisition of citizenship 3 years after recognition, its acquisition requires a demanding examination procedure in practice</p> <p><b>Freedom of Movement:</b> beneficiaries of international protection enjoy the right of free movement.</p> <p>Recognized refugees are entitled (upon request to the competent authority) to a <b>travel document</b> (<i>titre de voyage</i>) to travel abroad, which is issued from the Passport Directorate of the Hellenic Police Headquarters, subject to a fee of 85euros, and be valid for 5 years (can be renewable). <b>Free access to health Care</b> is provided under L 4378/2016. Due to the financial crisis, the lack of adequate cultural mediators aggravates access to health care.</p>
<b>Labour market&amp; education and training</b>	<p><b>Full and Automatic access to the labour market (Articles 69, 71L 4375/2016)</b></p> <p>Barriers: The current context of financial crisis, the high unemployment rates and further obstacles might be posed by Greek – speaking employees.</p> <p>Additional obstacles are posed relating to the enrolment of the recognised refugees in VET programmes, as according to national legislation this takes place 'under the same conditions and prerequisites as foreseen for Greek citizens (Article 28PD 141/2013)</p> <p>There are no free Greek language courses provided by the State. There are only a few NGOs which have programmes for free courses of Greek language for refugees and immigrants.</p>
<b>Process of recognition of qualifications</b>	<p>Piloting of NOKUT tool is provided currently.</p> <p>NOKUT has carried out a successful pilot project with the intention of testing the new method for evaluation of refugees' qualifications – NOKUTs Qualifications (NOKUT Artikelbibliothek) Passport for Refugees: The European Qualifications Passport for Refugees is part of the pilot project Recognition of Qualifications held by Refugees initiated by the Council of Europe. Partners in the project are: The Greek Ministry of Education, Research and Religious Affairs and qualification and recognition centres in Greece, The UNHCR Office in Greece also supports the project.</p>
<b>Legal entities involved</b>	<p>Greek Council for Refugees (GCR)</p> <p>Asylum Services</p> <p>Appeals Committees</p> <p>The Directorate of Hellenic Police</p> <p>National Center of Social Solidarity (EKKA)</p> <p>European Refugee Fund</p> <p>Central Operational Body for Migration (KEMOP)</p> <p>Ministry of Public Order and Citizens Protection</p> <p>National Commission for Human Rights (UNCHR)</p> <p>Reception and Identification Centre (RIC)</p>

	Ministry of Education Ministry of Migration Policy, General Secretariat of Reception. The General Secretariat for Lifelong Learning Elliniko Foroum Prosfigon (Greek Forum of Refugees)
--	--

## 3.6 Situation of Refugees in Italy

### Situation of Asylum seekers

<b>Reception conditions</b>	<p><b>Identification and registration (“Fotosegnalamento”)</b></p> <p><b>Provision of Health care</b> The procedure for the initial registration of the asylum application is the same at the border and at the Immigration Office of the Police (“Questura”). The first step is an identification and registration process, which entails fingerprinting and photographing that can be carried out either at the border police or at the “Questura”. This procedure is called “fotosegnalamento”.</p> <p>Asylum seekers and beneficiaries of international protection must enroll in the National Health Service. They enjoy equal treatment and full equality rights and obligations with Italian citizens regarding the mandatory contributory assistance provided by the National Health Service in Italy.</p> <p>There is no distinction between asylum seekers benefitting from material reception conditions and those who are out of the reception system, since all asylum seekers benefit of the National Health System.</p>
<b>Average or typical length of the asylum procedure</b>	<p><b>Long asylum procedure and uncertain outcome</b></p> <p>The authorities competent to examine the asylum application and to take first instance decisions are the Territorial Commissions for the Recognition of International Protection (CTRPI) and Sub-commissions which are administrative bodies specialized in the field of asylum, under the Ministry of Interior.</p> <p>According to the LD 142/2015 the CTRPI interviews applicant within 30 days after having received the application and decides in the 3 following working days. When the CTRPI is unable to take a decision in this limit and needs to acquire new elements, the examination procedure is concluded within six months of the lodging of the application. The CTRPI may extend the time limit for a period not exceeding a further nine months, where:</p> <ul style="list-style-type: none"> <li>a) Complex issues of fact and/or law are involved,</li> <li>b) A large number of asylum applications are made simultaneously or</li> <li>c) The delay can clearly be attributed to the failure of the applicant to comply with his or her obligations of cooperation.</li> </ul> <p>By way of the exception, the CTRPI, in duly justified circumstances, may further exceed this time limit by three months where necessary in order to ensure an adequate and complete examination of the application for international protection.</p> <p>In the light of the different possibilities of extension, the asylum procedure may last for a maximum period of 18 months.</p>
<b>Education and training</b>	<p><b>Limited access to the labour market</b></p> <p>Asylum seekers have the right to work after 6 months from the moment they filed the asylum application, if the procedure was still ongoing and the delay was not due to the conduct of the asylum seeker. An asylum applicant can start to work within 60 days from the moment he or she lodged the asylum application. Even if they start working, however, they stay permit cannot be converted in a work stay permit.</p>
	<p><b>Restricted access to (further) education</b></p> <p>Italian legislation provides that all minors, both Italian and foreigners, have the right and the obligation until the age of 16 to take part in the national education system. Under LD 142/2015, unaccompanied asylum seeking children and children of asylum seekers exercise these rights and are also admitted to the courses of the Italian language. However, the main issues concerning school enrolment is depend on the reluctance of some schools to enrol a high number of foreign students; the refusal from the family members and/or the child to attend classes; and the insufficiency of</p>

	places available in schools located near the accommodation centres and the consequent difficulty to reach the schools in the asylum seekers centres are placed in remote areas.
--	---

## Situation of recognized refugees

<b>Legal Framework</b>	<p><b>Residence permit for 5 years</b></p> <p>International protection permits (refugee status and subsidiary protection) are both granted for 5 years. Humanitarian protection permits are granted for 2 years</p>
	<p><b>Mobility: at present no restrictions for refugees regarding their place of residence</b></p> <p>Italian legislation does not foresee a general limitation on the freedom of movement of asylum seekers. Refugees and beneficiaries of subsidiary protection, like asylum seekers, can freely circulate within the Italian territory, without prejudice to the limits established by Article 6(6) Consolidate Act on Immigration (TUI), for the stay in municipalities or localities affecting the military defence of the State. They can also settle in any city if they can provide for themselves. Nevertheless, the law specifies that the competent Prefect may limit the freedom of movement of asylum seekers, delimiting a specific place of residence or a geographic area where asylum seekers may circulate freely. In practice, this provision has never been applied so far.</p>
<b>Entitlements</b>	<p><b>Staying in reception centers is not regulated</b></p> <p>In Italy beneficiaries of international protection face a severe lack of protection concerning accommodation. LD 142/2015, implementing the recast Reception Conditions Directive, ensures accommodation for asylum seekers for all the asylum procedure, and, in case of appeal, during the judicial procedure, but does not expressly provide rules on the accommodation of beneficiaries of international protection.</p> <p>In practice, beneficiaries notified of a protection status in CAS are strongly discriminated against compared to those who obtain or who have already obtained a place in SPRAR. Depending on the discretionary decisions of the responsible Prefectures and on bureaucratic delays, they could be allowed to stay in the reception centre for a few months, a few days, or even just one day after the notification. Examples of this divergent practice have been reported across different regions.</p>
<b>Labour market &amp; education and training</b>	<p><b>Free formal access to the labour market for residence permit holders but obstacles for equal access.</b></p> <p>The residence permit issued to refugees and to subsidiary protection beneficiaries allows access to work and even to public employment, with the only permissible limit of positions involving the exercise of public authority or responsibility for safeguarding the general interests of the State.</p> <p>Beneficiaries are entitled to the same treatment as Italian citizens in matters of employment, self-employment, subscription to professional bodies, vocational training, including refresher courses, for training in the workplace and for services rendered by employment centres. The SPRAR has implemented standardised integration programmes. Asylum seekers or beneficiaries of international protection accommodated in the SPRAR system are generally supported in their integration process, by means of individualised projects which include vocational training and internships. SPRAR is the only integrated system that provides this kind of services to the beneficiaries. Vocational training or other integration programmes can be provided also by the means of National public funds (8xmille) or the Asylum, Migration and Integration Fund (AMIF). In this case, the Ministry of Interior can finance specific projects to NGOs at national level concerning integration and social inclusion.</p> <p>However, many Employment Centres do not allow asylum seekers under the Dublin procedure to enrol in the lists of unemployed persons. This happens for</p>

	<p>examples in Veneto region and in Friuli Venezia Giulia region. In addition, the objective factors affecting the possibility of asylum seekers to find a job are the current financial crisis affecting Italy, language barriers, the remote location of the accommodation and the lack of specific support founded on their needs.</p>
<b>Legal entities involved</b>	<p><b>Association for Legal Studies on Immigration (Associazione per gli Studi Giuridici sull'Immigrazione – ASGI)</b> is a membership-based association focusing on all legal aspects of Immigration. As a pool of lawyers, academics, consultants and civil society representatives, ASGI's expertise relates to various areas of immigration and migrant's rights such as antidiscrimination and xenophobia, children's and unaccompanied minors' rights, asylum and refugee seekers, statelessness and citizenship.</p> <p><b>Emergency Accommodation Centre (Centro di accoglienza straordinaria – CAS)</b> Conceived to obviate the lack of available places in the ordinary reception facilities or in the services provided by local organizations, in case of massive and frequent arrivals of migrants.</p> <p><b>First Aid and Reception Centre (Centro di primo soccorso e accoglienza – CPSA)</b> created in 2006 is the authority for the purposes of the first aid and identification before persons are transferred to other centres.</p> <p><b>Italian Council for Refugees (Consiglio Italiano per i rifugiati – CIR)</b> The Italian Refugee Council is an independent humanitarian organization formed in 1990 in Italy, at the initiative of the United Nations, with the objective of defending the rights of refugees and asylum seekers. The CIR works to encourage access to the protection of people fleeing from war and persecution and to help build decent reception and integration conditions in full respect for human rights. The CIR is a Onlus, endowed with legal personality, and has a light structure of legal practitioners, social, cultural mediators, doctors and psychologists.</p> <p><b>Immigration Office of the Police (Questura)</b> is the responsible authority dealing with asylum matters in Italy particularly for the identification and registration process.</p> <p><b>System of Protection for Asylum Seekers and Refugees (Sistema di protezione per richiedenti asilo e rifugiati – SPRAR)</b> established in 2002 is a publicly funded network of local authorities and NGOs which accommodates asylum seekers and beneficiaries on international protection. It is formed by small reception structures where assistance and integration services are provided. SPRAR is composed of over 649 smaller-scale decentralised projects as of January 2017.</p> <p><b>Territorial Commission for the Recognition of International Protection (Commissione territoriale per il riconoscimento della protezione internazionale – CTRPI)</b> The Territorial Commissions for the recognition of international protection consist of 4 members, two of whom are members of the Interior Ministry, a representative of the Autonomy System, and a representative of the United Nations High Commissioner for Refugees (Acnur / UNHCR). At the hearing of the asylum seeker also participates an interpreter.</p>

### 3.7 Situation of Refugees in the Netherlands

#### Situation of Asylum seekers

<b>Reception conditions</b>	<p><b>Legal framework</b> Refugees and asylum seekers is governed by the Aliens Act of 2000 (V2 2000). Under this act, the asylum seekers can be granted refugee status if they meet the criteria of the Geneva Convention on humanitarian grounds, or if they are dependent partner of minor child who fled together with or within three months of a principal applicant. To decrease the previously long processing times, the Foreigners Act 2000 introduced a "48- hour assessment". Within 48 working hours from application, a first decision is made on whether or not a person can be considered for refugee</p>
-----------------------------	---



	<p>status. The 48-hour assessment is also meant as a deterrent for bogus applicants. During the application process, asylum seekers are housed at special reception centers scattered throughout the country, where they can wait for the outcome of their application and appeals.</p> <p><b>Centralization and first registration</b></p> <p>Arrived in the Netherlands asylum seekers will be transported to the national centralization location Ter (a small village in the southeastern part of Province of Groningen). After the procedure for initial registration, the asylum procedure will be continued, and it takes normally 14 days. During this procedure the asylum seekers will be housed in different reception centers.</p>
<b>Average or typical length of the asylum procedure</b>	<p><b>Long asylum procedure and uncertain outcome</b></p> <p>All decisions for the asylum procedure, for this the Federal (Government) Agency for Immigration in the Netherlands (IND) is responsible.</p> <p>The decisions have to be taken within 6 months after the application has been submitted. People granted refugee status receive a renewable residence permit which is valid for one year. After five years, refugees are eligible for a permanent residence permit on the condition that they pass the <i>integration exam</i>. If they have not passed the exam, they receive another temporary permit. People who are granted a refugee status are housed throughout the country spreading the costs of reception centers across municipalities and preventing geographic concentration. Every municipality has to reserve a share of its social housing for refugees.</p> <p>It is estimated that almost two thirds of the refugee population live outside the large urban centers. However, many try to move to the cities eventually, to join compatriots, or because they believe that they will have more opportunities there.</p> <p><b>Deportation (complex issues of politics and law)</b></p> <p>The Netherlands does not have a strict removal policy for asylum seekers whose applications were denied. Many people who were denied refugee status consequently stayed on without a legal residence permit and in 2007 after lengthy debates, the government passed an amnesty law for all asylum seekers who claimed asylum before 2001 unsuccessfully but had not left the Netherlands since.</p> <p>The experience of support employees of NGO's: asylum seekers often wait for more than 6 months for a decision of the IND and had not committed any serious crimes.</p>
<b>Education and training</b>	<p><b>Limited access to the labour market</b></p> <p>Asylum seekers get a small weekly allowance and are not allowed to work for more than twelve weeks a year. After submitting the asylum application until the final decision on their asylum application asylum seekers are allowed to do voluntary work.</p>
	<p><b>Restricted access to (further) education</b></p> <p>Asylum procedure is 6 months according to the decision 'stay or go'. Voluntary work will be allowed after permission. It depends on the juridical procedures (allowed to stay). After permission it is allowed to follow a Dutch language course (basic practical language kit.)</p>

### Situation of recognized refugees

<b>Legal Framework</b>	<p><b>Residence permit for 5 years</b></p> <p>International protection permits (refugee status and subsidiary protection) are both granted for 5 years. Refugee matters as looking for housing, following courses (language) and an integration program will take three years, besides voluntary work. The refugee has to sign a declaration form to be involved in a participation program.</p>
	<p><b>Mobility: at present no restrictions for refugees regarding their place of residence</b></p> <p><b>Actual policy national government</b></p> <p>Refugees with a state of residence will not have the rights for the first two years in the Netherlands according to support in allowance for care, housing and social income</p>

	<p>assistance. Refugees will receive support according to housing, care insurance and support according to an integration trajectory in a so called 'natural model upon' by the municipalities. Next to it refugees only have the right on some hundred Euros, a so called 'living budget/money'. This policy of the new national government Rutte III will lead to less choice of freedom for the refugees.</p> <p>The system of policy with private education providers will exist but the rules of quality will increase. A loan for courses of naturalization for refugees is max. € 10.000. For getting this loan, the refugees are support by the private education providers self. But the support is to problematic because of the complex administration system (bureaucratic). The loan will therefore become much expensive for the refugee. The loan will be remit when the refugee succeeds. If not the refugee has to pay back the loan and will lost the state of residence of allowance.</p>
<b>Entitlements</b>	<p><b>Staying in reception centers is not regulated</b></p> <p>The Federal, National Government Office for Immigration and Naturalization is responsible for regulate the staying in reception centers.</p>
<b>Labour market &amp; education and training</b>	<p><b>Free formal access to the labour market for residence permit holders but obstacles for equal access.</b></p> <p>Refugees and beneficiaries of subsidiary protection have free access to the labour market. Municipalities in the Netherlands with refugees and beneficiaries of subsidiary protection are starting earlier business networks with companies or welfare companies (not for profit companies). The most important policy of the municipalities and education centres is to support intensively the refugees in participating in the labour market. Having jobs, being an employee of a company will have better results for the refugees to participate in the Dutch society, their health care and on long term a final integration in the Dutch society.</p> <p>The integrated pathway (Language and vocation lead to work) is a tailored Dutch language course which is integrated within one of the possible vocational training programs (divided according to different professionals/skills). The course lasts one year and is open for those with a minimum of A1 Dutch language proficiency, who were older than 15 years of age when they moved to the Netherlands. Alongside vocational and tailored language training participants receive tuition on soft skills: study skills in the Netherlands, communication, and conduct in Dutch workplaces, companies. This is an example of actual changing policy of education centres in collaboration with municipalities, municipal departments of labour and incomes.</p> <p>82% of Dutch municipalities with population of refugees has a strong policy to support refugees in participation in the labour market. One of the important instruments is the Participation Act to allow refugees in doing:</p> <ul style="list-style-type: none"> <li>• voluntary work</li> <li>• experience and practical</li> <li>• following courses</li> <li>• training, support (applications).</li> </ul> <p>The Dutch municipalities have strong collaboration networks with:</p> <ul style="list-style-type: none"> <li>• NGO's for support refugees (national and local)</li> <li>• Private Companies (naturalizing courses)</li> <li>• Departments of municipalities according to health and care</li> <li>• Welfare foundations</li> <li>• Housing associations.</li> </ul>
<b>Legal entities involved</b>	<p><b>National</b></p> <p><b>Federal, National Government Office for Immigration and Naturalization</b></p> <p>Decision on the application for asylum. The Federal (Government, National) Office for Immigration and Naturalization is the responsible authority for asylum matters, refugee matters.</p> <p><b>Dutch Organization for Refugees</b></p> <p>Advocating the refugees.</p>



	<p><b>Ministry of Justice and Security</b>  <b>Centers for housing Asylum seekers (COA): emergency and regular accommodation for asylum seekers</b>  Education programs: pre- naturalizing courses, Dutch language courses and orientation on the Dutch society (subsidized by the national government).  <b>Municipalities</b>  Housing and programs for integration (long term) refugees.  <b>Centers for Work and Income (UWV)</b>  Voluntary declaration (temporary work).  <b>Foundation Refugees Work</b>  Support in juridical procedures, family reunion, transport to municipality of residence, tuning in voluntary work.  <b>NIDOS</b>  Guardianship en intensive guiding of isolated under age asylum seekers (subsidized by the national government).  <b>New Dutch Connections</b>  Activities and future academy for young refugees and asylum seekers (financed by the national government, municipalities and funding organizations).  <b>Centers for voluntary works (financed by the municipality).</b>  <b>Receptions, welcoming organizations</b>  Collaboration voluntary organizations for and with refugees and asylum seekers (financed by the municipality).  <b>For status holders</b>  <b>Foundation Refugees Work</b>  Support juridical procedures, family reunion, support according to housing and naturalizing, specialized in social work, voluntary work. The coaching, support will take 18 months. Focus is support of refugees according to self support.  <b>Departments (municipalities) of Labour and Incomes.</b>  Supporting by specialized team/unit of consultants and participation coaches, collaboration with Refugees Work, education centers, organizations of voluntary work.</p>
--	--

### 3.8 Situation of Refugees in Spain

#### Situation of Asylum seekers

<b>Reception conditions</b>	<p>The Reception and Integration of asylum seekers system in Spain consists of an intervention methodology based on an “individualized itinerary plan” by phases, according to the degree of autonomy that the recipients of the actions acquire.</p> <p><b>Reception Phase (First phase)</b>  The first phase consists of the reception in a center and aims to cover the basic needs of the recipient from the moment of arrival in Spain, offering accommodation and maintenance, and also other actions such as social intervention, psychological care, training, translation and legal advice, which complement the work carried out in the center.</p> <p><b>Integration Phase (Second phase)</b>  After the stay in the host device the recipients need to continue receiving support. In this phase the itinerary is adapted to promote their autonomy and independence. This phase will be carried out fundamentally through the actions of social Intervention and aid.</p> <p><b>Autonomy Phase (Third phase)</b>  The itinerary may be completed with a third phase in which the recipient may need occasional assistance or support in specific areas.</p>
<b>Average or typical length</b>	<p>The total duration of the itinerary is 18 months but it can be extended to 24 months in cases of vulnerability. Within the itinerary, the duration of each phase depend on</p>

of the asylum procedure	<p>the degree of autonomy acquired by the recipient.</p> <p>To calculate this period it's taken into account the following criteria:</p> <ul style="list-style-type: none"> <li>• The months in which the recipient has remained in a reception device.</li> <li>• The months in which they have received subsistence assistance to cover the basic needs when they have not been beneficiaries of a shelter.</li> </ul> <p>However, by reasons of extreme vulnerability may be authorized the extension of the maximum time to receive the benefits.</p>
Education and training	<p><b>Social intervention includes training activities</b></p> <p>The individualized integration itinerary also includes a personalized orientation with the recipients, in order to facilitate their process of social integration in Spain. The itineraries will always require the active participation of the person in it planning, development and evaluation, and will include the study, assessment, orientation and follow-up in different areas, including the educational area. Some of the activities are interviews, information, instructions on procedures and procedures, interventions in the educational - training field ...).</p>
	<p><b>Access to (further) education</b></p> <p>While there are the same criteria to access to education and the public system of scholarships for both asylum seekers and Spanish citizens, there are specific difficulties for asylum seekers in the validation and homologation of degrees, and in the process for the continuation of studies already started in their country of origin.</p>

### Situation of recognized refugees

Legal Framework	<p>People who are recognized by the Spanish state as refugees and are in Spanish territory, have the right to a long-term residence permission, which allows them to live and work in Spain indefinitely under the same conditions as the Spanish citizens.</p>
	<p><b>Mobility</b></p> <p>In general, the entire itinerary will take place in the same province. However, the mobility may be authorized (justifying this circumstance) if the recipient has satisfactorily completed his/her itinerary, in the following cases:</p> <ul style="list-style-type: none"> <li>• When the recipient has family members of first degree of consanguinity in another province.</li> <li>• For duly justified health reasons.</li> <li>• In exceptional cases duly motivated, at the proposal of the center in which the first phase was carried out.</li> <li>• If the person had left the host device at least 6 months before the start of the 2nd phase.</li> </ul>
Entitlements	<p>The reception system improves the integration of the program's beneficiaries covering their basic needs and facilitating the acquisition of the necessary skills to recover their autonomy, and for their integration into the host country and the local community.</p>
Labour market & education and training	<p>Regarding the training and professional environment, it is important to highlight that the applicants for international protection in Spain can work after six months since they have applied for asylum. Thus, the first six months are focused on pre-labor activities to learn the language and to acquire basic social skills that prepare them to face an occupational training or job search, as well as the completion of procedures for homologation of degrees, when it is required. Through the labor orientation, their needs are assessed according to the proposed itinerary, the existing labor demand and the employment fields, to carry out some occupational training, practice programs or any other training that improves the labor competencies of the person.</p> <p>Finally, the active search for employment allows them to get a paid job and generate their own income, which ultimately, will allow them to have an independent life.</p>
Process of recognition of	<p>Spain ratified in 2009 the Convention on the Recognition of Qualifications concerning Higher Education in the European Region was developed by the Council</p>

<b>qualifications</b>	<p>of Europe and UNESCO, to promote student mobility and the international competitiveness of European education system. The Convention establishes the recognition of qualifications that give access to higher education, study periods, higher education qualifications, the qualifications of refugees, displaced persons and persons assimilated to refugees, as well as information on the evaluation of higher education institutions and programs.</p> <p>As it was mentioned before, there are difficulties for the validation and recognition of the refugee's degrees.</p>
<b>Legal entities involved</b>	<p>One of the main characteristics of the refugees hosting system in Spain is that it has a mixed management. It is composed by a network of reception centers, refugee Shelters (CAR) and temporary Immigrant Stay Centers (CETI) owned by the State, and by devices and programs for assistance to international protection applicants and beneficiaries, managed by private NGOs, subsidized by the Migration DG of the Spanish Ministry of Employment and Social Security.</p>

## 3.9 References

### General:

Eurostat Asylum Statistics (online data code: migr\_asyappctza), [http://ec.europa.eu/eurostat/statistics-explained/images/b/b5/Asylum\\_statistics\\_YB2017\\_III.xlsx](http://ec.europa.eu/eurostat/statistics-explained/images/b/b5/Asylum_statistics_YB2017_III.xlsx) [2017-10-19]

United Nations High Commissioner for Refugees (UNHCR) (2017): Global Trends. Forced Displacement in 2016. Geneva.

<http://www.unhcr.org/statistics/unhcrstats/5943e8a34/global-trends-forced-displacement-2016.html> [2017-10-19]

### Austria

Asylkoordination Österreich (2016): Country Report: Austria. European Council on Refugees and Exiles (ECRE), Asylum Information Database (AIDA)

[http://www.asylumineurope.org/sites/default/files/report-download/aida\\_at\\_2016update.pdf](http://www.asylumineurope.org/sites/default/files/report-download/aida_at_2016update.pdf) [2017-07-17]

Österreichischer Integrationsfonds ÖIF (2016): Migration und Arbeitslosigkeit. Fact Sheet 20, April 2016

### Croatia

AIDA Asylum Information Database/Croatia

Croatia, Ministry of Social politics- National Social Report 2016

### Germany

Arbeitsagentur Deutschland

[https://www3.arbeitsagentur.de/web/wcm/idc/groups/public/documents/webdatei/mdaw/mdyz/~edisp/l6019022dstbai827976.pdf?\\_ba.sid=L6019022DSTBAI827979](https://www3.arbeitsagentur.de/web/wcm/idc/groups/public/documents/webdatei/mdaw/mdyz/~edisp/l6019022dstbai827976.pdf?_ba.sid=L6019022DSTBAI827979) (2017-10-24)

Bundesregierung Deutschland

<https://www.bundesregierung.de/Content/DE/Lexikon/FAQ-Fluechtlings-Asylpolitik/2-was-bekommen-fluechtlinge/03b-Leistungen-Anerkannte.html> (2017-10 -24)

Bundesamt für Migration und Flüchtlinge

<http://www.bamf.de/DE/Willkommen/DeutschLernen/IntegrationskurseAsylbewerber/integrationskurseasylbewerber-node.html> (2017-10-24)

### Greece

Country Report: GREECE. European Council on Refugees and Exiles (ECRE), Asylum Information Database (AIDA)

[http://www.asylumineurope.org/sites/default/files/report-download/aida\\_gr\\_2016update.pdf](http://www.asylumineurope.org/sites/default/files/report-download/aida_gr_2016update.pdf) [2017-03]

NOKUT Report:

<http://www.nokut.no/Documents/NOKUT/Artikkelbibliotek/Kunnskapsbasen/Rapporter/UA/2016/Malgina Marina Skjerven Stig Arne NOKUTs Qualifications Passport for Refugees 1-2016.pdf>

### The Netherlands

VluchtelingenWerk Nederland

<https://www.vluchtelingenwerk.nl/feiten-cijfers/hoe-zit-het-nou>

National Office Statistics Netherlands (CBS, the Hague)

<http://www.cbs.nl> [2017-11-02].

W.Huijnk, M.Gijsberts, j. Dagevos, Jaarrapport integratie 2013 participatie van migranten op de arbeidsmarkt, Sociaal-Cultureel Planbureau 2014

T. de Lange, E. Besselsen, S. Rahouti en C. Rijken, Van AZC naar een Baan, UvA 2017

Nieuwe wegen naar een meer succesvolle arbeidsmarktintegratie van vluchtelingen, SER 2016

RMU Nota Arbeidsvoorwaardenbeleid 2018

VluchtelingenWerk Nederland, VLUCHTELINGEN IN GETALLEN 2016; 2017

## 4. Closing words

Two years of research for finding good practices which support refugees on their way to successful integration in the labour market lie behind us.

All partners in the RevoT partnership benefited from the opportunity to get to know different tailor-made approaches in the daily work with refugees. We read about them and we visited some of the projects in the meetings in the partners' countries. Since the partners in the partnership come from different fields (vocational and educational training VET, adult education, university of applied sciences, profit and non-profit organizations), they were able to organize study visits in different fields; providing the opportunity to exchange, get to know practical ideas and enrich our understanding of VET for refugees.

We collected information about the different situations in the host countries and experienced the efforts undertaken to find solutions for the huge challenge of integrating refugees. Integration is a long-term complex process, encompassing e.g. housing, education, and participation in society, social integration and finally the integration in the labour market as one of the key-activities in this process. That is the reason why in RevoT we focus on the aspect of VET. In each country, we found that the reasons and motivations of refugees to stay there were very different. Thus, also the measures and solutions are diverse. In Greece for example, the asylum seekers do not intend to stay long in the country because of planning to continue their way to Northern parts of Europe; this also applies to some extent to asylum-seekers arriving in Croatia, Italy and Spain. Whereas in Austria, Germany and the Netherlands the asylum-seekers are aiming for a long-term stay. This is also an important consideration of the realities of the participants when developing measures for recognized refugees. In Croatia, Italy, Greece and Spain there are no nation-wide measures by the state for the support of refugees; the provisions of VET depend on civil society efforts. In Austria, Germany and the Netherlands there has been long-term experience in the integration of migrants and established structures can be found; based on these approaches, measures for the support of refugees have also been developed.

In our work we identified obstacles in the process of integration in the job-market. On the one hand, the assessment and recognition of qualifications and on the other, the ability of institutions and enterprises to integrate people with a different cultural background. Thus we decided to continue our work in this cooperation and applied for a new Erasmus+ project with the aim of implementing diversity concepts in institutions of adult education. The idea is that institutions reflecting their own openness against cultural differences will be better prepared to employ and to train people from other countries and backgrounds.

Finally, we as a partnership would like to express our appreciation to everybody involved, partners and collaborating institutions presenting good practices. We are very satisfied with the cooperation in the RevoT project in the last two years and with the results of our work. We hope that the results of our project presented in this booklet will encourage people and institutions to foster their activities aiming at the integration of refugees. Inspired by RevoT, for example our partner in Croatia developed models for new training and educational support for refugees which have started in summer 2018 as consequence of the project.

The booklet shows that in all the partners' countries institutions and people are busy and engaged for the well-being of refugees. Thus, this exchange and collection of good practices is making a valued contribution towards mutual understanding and openness and the further development of VET.

The RevoT project team

