

expect+more

FINAL COLLECTION OF BEST PRACTICE EXAMPLES

.....
Exchange of Practices on Education and Training Models for Members of Refugee Communities in Europe



2016-1-AT01-KA202-016672

www.expect-more-project.eu

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INTRODUCTION

The EXPECT MORE project

The year 2015 on the level of migration and refugee flows has shown to whole Europe where the limits of policies, methodologies, strategies and approaches are to be found. From the about 60 million of people on the move, fleeing from prosecution and life danger, more



than 1 million of people chose their route towards Europe providing a totally unexpected challenge for a number of European member states, mainly along the so called West Balkan Route (Croatia, Slovenia, Austria, Germany, Slovakia, Hungary, Denmark and Sweden) but also others which they all have not expected before.

Project partners' experiences concerning the labour market integration of refugees and asylum seekers show very clearly that there is a huge need to exchange approaches of good practices from prior initiatives, mutually evaluate approaches for guidance, counselling and also VET training programmes related to the challenges of labour market integration of refugees in Europe.

There is a big variety of knowledge, experiences and approaches available in the field of VET counselling, guidance, C-VET programmes and labour market integration all over Europe. Member states and their concerned organisations have developed a broad set of methods and approaches over the last years (in front of former challenges, target groups etc.) which can be taken as a basis for evaluation, analysis, adaptation and transfer to the new frame conditions and circumstances. However, one must clearly state that all approaches presented and discussed so far on platforms, networks etc. need a re-evaluation and adaptation in front of a situation that is fundamentally different to the one before September 2015.

The partners of the EXPECT-MORE project had the opportunity to share their experiences, mutually evaluate approaches available throughout Europe against the

challenges of the recent past and exchange successful approaches for

- a) guidance and counselling
- b) C-VET programmes
- c) labour market integration and work place based learning

for refugees under international protection in one of the European member states.

Collection of Best Practices

The present Collection of Best Practices is the main output of the EXPECT MORE project. It is the result of the following 4-step process and it contributes to the main objectives stipulated for the project:

1. Collection and exchange of 5 good practices per partner country, according to a description template developed specifically for this project, in three areas:

- guidance and counselling approaches
- C-VET programmes and didactics in C-VET
- labour market integration and work experience programmes

for refugees and migrants in Europe



2. Evaluation and analysis of the collected good practices according to a "Future-Proof-Matrix" tool developed specifically for this project and, based on the results of the evaluation process, selection of one Best Practice per partner for each area (for a total of three best practices per partner)

3. Plan the transfer of good practices to other countries and contexts, thanks to three learning, teaching and training activities that took place during the three years of project lifetime as follows:



INTRODUCTION

- 1st LTTA in Bratislava (SK) to exchange and plan the transfer of best practices on guidance and counselling approaches
- 2nd LTTA in Florence (IT) to exchange and plan the transfer of best practices on C-VET programmes and didactics
- 3rd LTTA in Graz (AT) to exchange and plan the transfer of best practices on labour market integration and workplace based learning;

4. Publication of the present "Collection of Best Practices" based on the three selected best practices per partner country.

How the best practices were selected

A specific „Future-Proof-Matrix” tool has been developed by the partnership at the beginning of the project. This was the core instrument for the analysis, evaluation, selection and transfer of best practices in the three areas mentioned above. Thanks to the tool, the identified approaches and models in partner countries were analysed according to the following key criteria:

- Budget – the amount needed to fulfil the aims of the good practice
- Number of persons directly involved in the best practice
- Duration of the best practice project expressed in months
- Barrier free language – to evaluate whether best practices offer a barrier-free approach concerning gender, religious background, language, technical skills and culture
- Acceptance of the best practice by the target group
- Level of support by stakeholders from the private, public, civil and active citizenship sector
- Social inclusion dimension of the best practices in the fields of employment, health care, language, education, housing
- Sustainability of best practices from environmental, social, legal, economical point of view

- Level of transferability of best practices to other EU countries.

The best practices that were selected according to the "Future Proof Matrix" can contribute in an appropriate way to tackle the challenges of labour market integration of refugees and migrants in Europe and are easily transferable to other countries and contexts.

Benefits for the reader

The present Best Practice Collection provides useful approaches, methodologies, tools and ideas for organisations that provide social and labour inclusion services to migrants, refugees and asylum seekers all over Europe. According to a detailed analysis and exchange within the partnership the best practices are easily transferable to other countries (as they are sustainable, "low-cost" and provide a barrier-free approach and often do not have specific requirements for their application) and they might contain useful contacts and links to other projects. We hope these best practices will give you some inspiration and new ideas for your work in the social inclusion field!

The EXPECT MORE project team

Details > www.expect-more-project.eu

expect⁺more



.....
GUIDANCE AND COUNSELLING
.....
WINNING PROJECTS



FLÜCHTLINGE WILLKOMMEN ÖSTERREICH

Refugees Welcome Austria

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FUNDING SOURCES private donations, foundations, crowdfunding

FUNDING AMOUNT 2017: 70.000 €



Asylum seekers have a hard time finding housing opportunities, even people granted asylum or temporary stay fare no better, and have much difficulty finding housing privately.



Isolation and spatial segregation pose a severe hindrance to the process of integration and hence produce social disequilibrium. In order to prevent a situation of mutual distrust and exclusion, our project „Refugees Welcome“ brings together refugees/asylum seekers and flatshares that have available living space. Our aim is to facilitate sustainable and participatory integration through low-threshold cohabitation. By drawing refugees into the midst of our society we create spaces for communication and shared experiences, foster social networks, eliminate prejudice and facilitate familiarity with the German language. This is how active living together in a shared flat effectively integrates new citizens into our society.

Our volunteers help a lot with the matching of refugees and flatmates. They pay particular attention to a broad area of common interests and offer follow-up meetings, support and ensure a long-lasting flatshare.

So far, we have found accommodation for nearly 600 refugees in all federal states of Austria (590 until June 2019). Currently, we have a team of 3 employees (project director, volunteer coordinator and PR), 3 coordinators for the federal states and 40 volunteers.

Our workshops “anti-racist skills” and “asylum law” and

“refugees and trauma” for our volunteers have been held a total of 50 times. Since October 2016, we give additional housing counselling workshops for our target group every two weeks.

By drawing refugees into the midst of our society, we create spaces for communication and shared experiences, foster social networks, eliminate prejudice and facilitate familiarity with the German language.

This will facilitate integration and participation for asylum seekers in Austrian society, who then have access to a network that can help them in other aspects of their lives, i.e. with learning German, with their paperwork and in finding a job. At the same time, their local roommates come in contact with matters of migration, refugee and asylum politics.

Refugees Welcome is part of an international network (<http://www.refugees-welcome.net/>) and is active in 14 countries, including Canada and Australia. The idea of drawing refugees into the midst of our society and welcoming them into our homes has spread across the continent and beyond in the span of 2 years.



It is important to us to maintain a steady increase in registration of private housing independent from the political mood in the country.

Maintaining a core team of long-term volunteers and hosting regular activities enables us to ensure

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continuing operation and to set goals for the future. These regular activities include the implementation of "WoWo", advanced training for employees, workshops, consultation hours and bi-monthly get-togethers for "Refugees Welcome"-flatshares. One of the greatest challenges, however, is the long-term funding for the project.



The key difference between "Refugees Welcome" and other housing initiatives is the focus on shared living space between people with and without a refugee background. By accommodating refugees in private housing, such as in (student) flatshares or with families, we not only provide housing, but also create a new home. This will facilitate integration and participation for asylum seekers in Austrian society, who then have access to a network that can help them in other aspects of their lives, i.e. with learning German, with their paperwork and in finding a job. At the same time, their local roommates come in contact with matters of migration, refugee and asylum politics.

It is very important to assign roles and areas of responsibility early on. This way, the project is built on a good foundation and has a strong base to work towards future goals. Also, the funding is a very crucial factor and should be considered in the early stages of the project as well.

The whole idea is built on the goodwill of the people and an open-minded society, as well as the political mood of the country and who is in charge. With the help of private funding, we were able to establish a long-term and sustainable work environment.

ARE YOU SYRIOUS



WWW www.facebook.com/areyousyrrious/

FUNDING SOURCES Donations

FUNDING AMOUNT n/a



Are You Syrious started off in the summer of 2015, as the civil initiative of first responders from Croatia who tried to support refugees on the Balkan route. Today it's a registered NGO with around 200 volunteers in many different countries.



The AYS Association was established to assist refugees. Firstly, the volunteers were active along the Balkan route, with the largest volunteer hours in Croatia, Slovenia and Greece. In addition to providing direct assistance as food, clothing, hygiene supplies, information and friendly support, the initiative overgrew in activities considering the improvement of the living conditions of refugees, further advocating their rights and informing the public about the state of the refugee route.

By closing the so-called Balkan routes and the retention of a large number of asylum seekers in Croatia, the work focuses more and more on refugees located in the Reception Center for Asylum Seekers in Zagreb. There is special attention for work with children and the improvement of living conditions of asylum seekers in the area of health care, accommodation, employment and education.

Quantitative results

FB page with 44.000 followers (<https://www.facebook.com/areyousyrrious/>)

Free shop for migrants ("Dućan za sve") - where you can leave clothes, shoes, hygienic items or toys that you no longer need and may need for refugees during the week. In this way, people who have lost their homes and

currently live or reside in Croatia can go to the shop and see what is required of them. The shop space, besides receiving and storing goods, also offers several computers to migrants that they can use to look for a job or contact their families. Within the shop there is a space for socializing and conversation, and the walls are decorated with asylum seekers' works from Hotel Porin in Dugave. Works can be redeemed by a donation that will also be directed to the most needy.

Language courses – volunteers give language lessons to refugees

Bringing media outlets warning about irregularities in the treatment of refugees

The initiative is focused on the direct need of the migrants and asylum seekers, either the ones on routes and in transitions or the ones who will stay. During the last period the initiative and it's volunteer focused on refugees located in Croatia, especially with children, improving the living conditions of asylum seekers and asylum seekers in the area of health care, housing, employment and education of children and adults. Since 2006, 793



persons have gained international protection in the Republic of Croatia, and about 260 people in Croatia are currently seeking international protection. Further Croatia is involved in the resettlement and displacement program of refugees from Turkey and Greece, with the sole responsibility for their active involvement in society, where local communities play a major role. Also, this year,

ARE YOU SYRIOUS



WWW www.facebook.com/areyousyrrious/

FUNDING SOURCES Donations

FUNDING AMOUNT n/a



the Government of the Republic of Croatia should adopt the Plan of Deployment of Persons Approved for International Protection in the Republic of Croatia, through which decentralized refugee settlement is planned.

The initiative is very wide and well know so there are supporters and haters in the wider public. Nevertheless it is very frightening that despite attacks from unknown on tangible property sometimes outgrows in a public display of disagreement towards the volunteers, refugees and asylum seekers.

Open meeting and dialogue between refugees and the local community, willingness to exchange experiences, cultural peculiarities, mutual understanding and acceptance is the key to integration.

The initiative involves a serious number of activists and volunteers and is self-sustainable as financed through donations.

In Croatia AYS provides daily support to refugees and asylum seekers. They developed independent integration programs for both children and adults, to facilitate their access to education, housing and employment. They also do advocacy campaigns whenever they are needed.



Continuous development in all areas of refugee support. AYS is one of the co-founders of the Coordination for integration, an informal network of civil society organizations that provide support to refugees through integration through their work. They organize the Refugee Week (in 2018 for the 5th time in row) which involves a series of public events inviting citizens to get acquainted with new members of the Croatian society (program: <https://www.facebook.com/events/450533059098486/>)



One of the core activities is providing daily news digests from the field, mainly for volunteers and refugees on the route; but also for journalists and other parties.

REFUGEES' ASSISTANCE INITIATIVE

of the Refugees' Assistance Association of the municipality of Warin

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FUNDING SOURCES donations, membership fees

FUNDING AMOUNT N/A



In Germany, refugees and asylum seekers are fairly split between its 16 federal states according to an official distribution formula, the so called „Königssteiner Schlüssel“; for its calculation, the overall tax income of a state counts 2/3 and the number of inhabitants 1/3. After the number of refugees and asylum seekers were allocated to the 16 federal states, the individual governments distribute them down to regional and local level.

According to this formula, the state of Mecklenburg-Vorpommern is obliged of caring for 2% of all refugees and asylum seekers coming to Germany. This might not seem to be a lot since Mecklenburg-Vorpommern is the 6th largest state in Germany, however seen from the number of population it is only on 14th position. At the same time, Mecklenburg-Vorpommern is among the states facing large economical and social problems such as highest employment rate, lowest income, an extremely over-aged society, intensive migration of the young and educated to other states as well as many problems with xenophobic attitudes within many parts of society; another relevant issue is that traditionally, there have almost no foreigners been living in this state (<3%) which means there exists little experience and awareness with regards to inclusion and integration of person with different cultural background.

Under these frameworks, social inclusion and job integration of refugees and asylum seekers, especially if they come from outside Europe, is not easy to be handled. Most of the initiatives and projects working with this very target group had to start from scratch and could default neither on experiences nor on infrastructure or general awareness of the problem.

However, since demand on action was high but public authorities and initiatives move slowly and bureaucratically, it was very often up to the small (semi-)private initiatives to get into action and to deal with initial care of refugees and asylum seekers arriving.

Following were the very first activities organised and implemented:

- Organisation of accommodation, food and decent clothing

- Support at visiting authorities, public health centres, insurances, bank houses etc.

- Organisation of language courses and spare time activities

- Implementation of (cultural) meetings between locals and migrants for getting familiar with each other and raising mutual awareness and understanding

- Information events and discussion groups with local for raising awareness and tolerance as well as for increasing support by the general public

- Networking between all parties (authorities, associations, companies, private persons) interested in supporting integration and inclusion activities; building up of communication and information flow infrastructure

After basic organisational and social needs and demands were settled, the Refugees' Assistance initiative focused in a second step on the organisation of job placements and short-term working contracts.

Now, one can say a third level of inclusion and integration work is reached, not only in Mecklenburg-Vorpommern but all over German. At this stage, the main focus is put on the long-term integration at the labour markets. However, this is a real challenge for the state since employment rate is already well above the German average and job offers are rare.

In total, 150 refugees and asylum seekers were mentored

The main qualitative impact reached was the following:

- First of all it was possible to give the daily life of refugees and asylum seekers a basic structure and some purpose in being in the country

- It was able to increase general awareness and tolerance within the local community

- Due to the close contact with society and mentors, refugees and asylum seekers were able to get a good

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insight of German way of living on different level (socially, culturally, professionally)

- implementation at the labour market was difficult at the beginning due to the difficult economic situation in the state however, with time we figured out some sectors where any kind of workforce is welcome, most of all this goes for tourism industry; often, refugees and asylum seekers have to start on low paid levels however, on the other hand, often no formally accredited qualification is asked and at least: it is a start!

- With time it was possible to achieve a certain level of integration and inclusion as well as cooperation between locals and refugees/asylum seekers, however, there were also a minority on both sides which had more problems with this process

- Generally, one can say that during the whole process also locals learned a lot about other cultures and mentalities and ... last but not least ... also about themselves

- In long term perspective, being funded and depending on public authorities turned out to be an advantage since

- quick, uncomplicated action with highest possible impact on local level was able to be implemented

- the involvement of so many local actors increased general awareness and a strong feeling of ownership within all parties involved

- refugees and asylums seekers never had to deal with bureaucratic persons or authorities but always with person they knew and liked

- all problems were able to be solved on direct communication level

WORKSHOP OF THE FUTURE

Development of a Settlement-type Helping House and Social Assistance Services in Gilvánfa



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FUNDING SOURCES European Social Fund and Hungarian state support

FUNDING AMOUNT 145.695.745 HUF



The main goals of the project were development of services and programs for the social integration of a minority target group (Gypsy origin) living in a segregated settlement (Gilvánfa) of a disadvantaged region (Omnánság, South Baranya, Hungary), and improvement of housing and living conditions of people living in settlements and further support for their social integration.



The project included six comprehensive objectives, which were achieved:

- 1.) Development of services and programs for the social integration of people living in the settlement;
- 2.) Building a support system to increase the efficiency of professional work involving external consultants, expert groups and institutions;
- 3.) Development of local social / solidarity economy;
- 4.) Improvement the housing and living conditions of the inhabitants of the settlement and promotion their social integration;
- 5.) Empowerment of the local community;
- 6.) To promote the integration of marginalized Gilvánfa into micro-regional, county and regional cooperation.

As a result of the project, employment has increased

considerably among the target group. The trainings carried out under the project have successfully supported the achievement of the participants' more favourable labour market position. The professional and scientific foundation and implementation of the complex intervention was ensured by the participation of external consultants in significant, differentiated areas (employment, training, community development and local economic development).

The total number of persons involved in the project is 120 persons; number of positive results: 72 persons. Number of participants in training: 40, number of participants successfully trained: 24. Number of students performing practical training at workplace: 16; Number of persons employed: 18 persons; The number of people involved in other programs as result of the project: 24 persons; The number of persons employed for at least 3 months in the 6 months following the closing of the individual development plan is 3 persons.

Within the framework of the project, a number of training courses have been organized: 1.) Acquisition of a professional driving license: 8 persons started training, of which 5 people were granted the driving license. 2.) Completion of missing elementary school studies; of the 11 persons who started the training, 7 persons completed primary school education. 3.) Job search techniques training was conducted with 15 participants. 4.) The development of digital job-search knowledge was realized with the participation of 14 people. 5.) T-category tractor driver training qualification received 5 persons, 6.) T driving license and agricultural mechanics degree training of 4. 7.) 16 people involved in home-based training. 8.) Homework practices training of 12 women. 9.) Nursery training certificate was issued for 2 persons. 10) Heavy machine operator course for 1 person. 11.) Food chemistry and herbal sales training was attended by 4 people. 12.) Shop assistant training for 4 persons. Within the project, sensitizing training was also implemented.

As a result of the project, a settlement-like Helping House, acting as a community space, contributes to increasing social cohesion. Successful project implementation significantly increased Gilvánfa's positive rating in the micro-region, and resulted more effective coopera-

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FUNDING SOURCES European Social Fund and Hungarian state support

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tion among the nearby settlements. The level of education and the employment of the target group increased, which resulted in an increase in the self-interest of the target group.

KIM

Key Competencies for Migrants, Promote Social Inclusion and Gender Equality



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FUNDING SOURCES EACEA - Lifelong Learning Programme – Grundtvig Multilateral Projects

FUNDING AMOUNT 370.372 €



The KIM project was aimed at promoting Social Inclusion, Active Citizenship and Learning of migrants, in line with the EU priorities:



- Communication of the European Council (2006) 614 and (2007) 558,

- Conclusions adopted in the framework of adult education (2008/C 140/9)

- ET2020

Project partners (both public and private from IT, DE, UK, ES, SE, AT) detected difficulties in implementing projects addressed to migrants and aimed at fostering social inclusion, job insertion opportunities and learning of key skills at European level. These difficulties were due to a lack of shared models and procedures illustrating how to improve migrants' participation in learning at EU level, a lack of procedures to recognise and validate non-formal and informal learning processes and the necessity to improve and update the competencies of professionals working with migrants in order to improve the quality of the service.

The good practice we are going to illustrate is the KIM ISIP (Individual Social Inclusion Plan), however we can't disregard the other products developed as they form essential parts of the project and they are complementary to each other.

The first step in the project was to compare the situation of Migrants in the partnership countries carrying out research to highlight good practices and the training needs of educationalists working with migrants.

Secondly, the development of the other products was aimed at tackling the identified problems through the creation and the testing of:

- An Assessment Handbook illustrating the methods to assess, identify and validate key competences of migrants, as well as procedures to develop and implement customised plans for social inclusion;

- A pilot course, based on the KIM Training Handbook, addressed to professionals working with migrants in reception centres, in order for them to learn the methods and procedures, and to develop strategic competencies for the implementation of social inclusion activities.

- A Green paper to reflect on the lesson learnt from the project.



The KIM products are used now by all project partners at local level, but thanks to their wide networks and to a broad dissemination of the results through participation to conferences and seminars also other organizations use them at EU level.

Results

- 75 interviews with educationalists/professionals

KIM

Key Competencies for Migrants, Promote Social Inclusion and Gender Equality



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FUNDING SOURCES EACEA - Lifelong Learning Programme – Grundtvig Multilateral Projects

FUNDING AMOUNT 370.372 €



working with migrants (15/country)

- 50 ISIPs fulfilled by the educationalists who attended the KIM pilot training (10/country)

- 50 migrants involved in project activities (ISIPs and KIM Dinners) (10/country)

- 5 KIM pilot courses (1 in each country) for educationalists aimed at assessing the key, informal and non-formal competences of migrants and to foster their Active Citizenship and their job insertion

- 5 KIM Dinners with migrants (1 in each country) to foster their integration and promote social inclusion

- 5 Awareness days (1 in each country) to promote project outputs to a wider public and favour the conditions to duplicate the project activities on a sustainable basis

- 1 Final Conference in Florence to disseminate project results to stakeholders (approx. 80 participants)

Educationalists and professionals working with migrants have acquired or improved their competences in skills assessment and have at their disposal new tools to use in their work. This ensures an improved quality of services and more efficient integration approaches. Migrants have their competences assessed which helps them to better integrate in the EU labour market, as tools developed are results of an EU cooperation and exchange of tools and practices used in 5 different EU countries.

Local, regional and national public bodies and political decision makers have been reached through the KIM Green Paper and through conferences, events and through partner organisations' communication channels. The KIM Green Paper reflects the lessons learnt during the project lifetime and contains recommendations for the Commission and other EU bodies, resulting from the project with a perspective of reproduction and portability.

The impact is a higher awareness on the competence assessment methods, the cross-cutting theme of Gender equality and priority of family re-union to allow migrants to set permanently in the EU, the needs of

educational and counselling institutions concerning the standardisation of ISIPs, and the need to focus on employers' engagement and build trust with employers and labour market sectors.

According to the project's final dissemination report 1.043.788 persons and 1500 organisations have been reached at EU level, especially thanks to the Spanish partner's dissemination activities on their governmental site www.bsocial.gva.es and thanks to project partners' wide EU networks.

Thanks to the project partners' networks and services they provide, approx. 800 migrants have been reached after the project end.

The KIM products are all developed using a European perspective, so they are reproducible and useable in all EU countries and their use is free of charge.

The main innovative features of the KIM project are:

- the exchange between the countries of the partnership of experiences and best practices for developing practical tools, protocols and models to work on daily basis with migrants at European and partnership level;

- the comparison among plans which are developed in different countries and by 50 different European professionals and, thus, the provision of comparable relevant data on the education of adults;

- the elaboration of procedures, templates and handbooks that helped to identify the strategic competencies for social inclusion of migrants and to develop key skills, non-formal and informal;

- the drafting of a Green Paper, based on the project's results, targeted to policy makers; stakeholders and responsible of public and private organizations working in the field of immigration.

All the KIM tools can be used, free of charge, in other projects or at employment centers; training agencies; migrant desks or reception centers aimed to support the labour inclusion of the target group.

WHO WILL HELP?

The Ladislav Hanus Fellowship



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FUNDING SOURCES TIPOS National Lottery, International Visegrad Fund, Volkswagen Foundation, Accenture, Private International Foundation

FUNDING AMOUNT 30 000 € in 2016 plus volunteering, 95 000€ in 2017



The Ladislav Hanus Fellowship (SLH) is a civic association of university students and young graduates, who embrace the vision to actively contribute to understanding and developing real Christian faith and culture in Slovakia.



The project "Who Will Help?" they introduced to the society has a national impact targeting one of the most vulnerable groups, qualified for the international protection, recognised as refugees or as beneficiaries of subsidiary protection. They point out that helping a neighbour in need is a great chance to help our society become healthier and more sustainable.

SLH ask Slovak government to accept 100 refugee and displaced families from Syria and Iraq to Slovakia. At the same time they want the government to introduce the perspective of integration of the families into Slovak society with dignity. They come up with an idea of making a public promise of thousands of Slovak families, individuals, organizations, churches and companies committed to helping the adopted women, men and children integrate into the Slovak society. They seek an expert assistance and refugee replacement and admission assistance with partners from the non-governmental sector who have long worked in the field of integration so that the refugees are not compelled to resort to smugglers or traffickers to find a solution.

SLH look for 1,000 committed volunteers who would help families from Syria or Iraq if they are offered an

asylum in Slovakia. SLH will then appeal to the government to accept the refugee and displaced families from Syria and Iraq fully.

What SLH suggest: help with accommodation, help with finding a job, integrate refugees into the community, introduce refugees to people in one's neighbourhood and help them build meaningful relationships and friendships, spend a couple of hours a month with refugees

Quantitative results:

48 volunteers have been trained already in four cities across Slovakia, more than 40 beneficiaries of volunteer support in terms of language learning, babysitting, job search, accommodation search and provision, 1 PC course organised and attended by 10 students, 4 community activities organised and attended by 20-50 people each.

The Middle East encounters the largest refugee crisis since 1948 where a large number of people from Syria and Iraq have become victims of several years lasting civilian war and persecution by the Islamist state terrorist group. The only way for them to save themselves



them from danger was to escape. Over 3.9 million citizens from Syria and over 1.9 million Iraqi citizens have been forced to flee their home countries and find shelter in temporary homes scattered across the world. Most of

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FUNDING SOURCES TIPOS National Lottery, International Visegrad Fund, Volkswagen Foundation, Accenture, Private International Foundation

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them no longer have any hope of returning to their original homes. Through no fault of their own.

SLH strongly believe that the success of refugee integration depends on the engagement of individual members of the society emphasising the real change comes from within. That is why the core of their activities is focused on the volunteering programme and thus bringing innovation and support to the refugee integration sector.

Volunteering has twofold advantages: First, it is an inherent awareness raising activity where individuals get to learn more about the situation the refugees are in through a first-hand experience and continue to act as multipliers in their own communities. Secondly, the contact with a Slovak volunteer enables refugees to build a bridge to our society, get to know it better and start to feel a sense of belonging. Volunteers usually open up a gate of useful resources of further networking to their new refugee friends.

In terms of the volunteering programme, SLH pay great attention to the selection, preparation and stewardship of their volunteers. The selection phase begins with a



comprehensive screening followed by an invitation to a full-day training session that prepares volunteers for the



type of person they will be helping and the specifics of his or her situation. After the training a Volunteer contract is signed. With regards to stewardship the volunteers have an on call coordinator, a professional supervision by a trained psychologist every two months and a group meeting every three months to which a professional on the integration sector is invited to speak. SLH believe that the provision of this extensive preparation and support framework enables volunteers to learn and understand the integration challenges of refugees in more depth and helps them remain active for a longer period of time without becoming demotivated and wanting to quit.

SLOVENE PHILANTHROPY

Project Informing and advising applicants and persons with international protection and other migrants in the Republic of Slovenia



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FUNDING SOURCES Ministry of Labour, Family, Social Affairs and Equal Opportunities, FIHO – Foundation, City of Ljubljana, European Commission, Fund for asylum, migration and integration, Ministry of the Interior, Government Communication Office, Ministry of Health.

FUNDING AMOUNT N/A



The Slovenian philanthropy, the Association for the Promotion of Volunteering, is a humanitarian organization that has been in the public interest since 1992. Our pro-



grams are aimed at raising the quality of living in the community and advocating socially marginalized individuals. The main activity is the promotion of volunteering, as we believe that with volunteering we can all contribute to a better and more tolerant society based on respect for all, regardless of personal and life circumstances. We offer training for volunteers, mentors and volunteers. The values we defend are: solidarity, respect for fellow humans and nature, tolerance, equality and equal opportunities for all. We combine various activities in program units operating within the Slovene Philanthropy.

The starting point of the practice is the fact that there are different groups of migrants coming to Slovenia and they need assistance and support for integration. The activities are mostly focused on providing support and assistance to the most vulnerable groups of migrants, which include applicants and persons granted international protection. Achieved goals:

- adequate informing of users about their rights regarding the acquisition of status and other aspects of social integration;

- familiarization and informing of users regarding the Slovenian society, cultural patterns, ways of operation of different social systems, etc.;

- guidance and assistance with integration (assistance with documentation, status, housing, education, employment, etc.);

- informing of users about specific issues (the danger of human trafficking, sexual and gender violence, health care, etc.).

Within the practice, we carry out various activities: individual conversations, informing and guidance, individual social work with users, orientation programme in which users are informed about the various institutions and organizations, ways of operating of different systems, teaching the basics of the Slovenian language, informational workshops on human trafficking, on specific health issues, etc.

The practice is successful, primarily because, in carrying out the practice we are focusing on the needs of users.

In 2016, the programme involved a total of 981 users, 251 of them were minors. The orientation programme



was carried out from June 2016, 5 hours per day. In 2016, we conducted five workshops on the danger of trafficking for applicants for international protection. In 2016, there were 286 volunteers included in implementing the programme, the media have published about 300 publications about the programme, we carried out 15 events aimed at raising public awareness.

Users of the programme find it easier and quicker to include in the environment, easier to formalize their status, are better acquainted with Slovenian society, social

SLOVENE PHILANTROPHY

Project Informing and advising applicants and persons with international protection and other migrants in the Republic of Slovenia



WWW www.filantropija.org/migracije-2/

EMAIL info@filantropija.org

FUNDING SOURCES Ministry of Labour, Family, Social Affairs and Equal Opportunities, FIHO – Foundation, City of Ljubljana, European Commission, Fund for asylum, migration and integration, Ministry of the Interior, Government Communication Office, Ministry of Health.

FUNDING AMOUNT N/A



systems, institutions and organizations, they know their rights, etc.

The goals of the programme are adjusted or changed from year to year depending on the needs of users.

In addition to these activities we also carried out various activities aimed at raising public awareness (cooperation with the media, public events, writing articles, etc.). In this way we influence the general public to be more open to accepting migrants.

Direct activities which are carried out with target groups, also have a good impact on the general public, since migrants are better integrated into the environment.

Slovenian Philanthropy is involved in various national and international networks, as well as collaboration with various organizations. In this way we transfer our knowledge and good practices to these networks and organizations. We participate in many public events at home and abroad, where we present our good practices. From time to time we publish publications about our good practices.

We regularly provide funds for the implementation of activities by applying to various tenders.

All the time we are trying to adapt to the needs of users, as well as trying to deploy a variety of innovative methods according to user needs.

At work, it is necessary to take into account the situation in which our users live. Applicants and persons with international protection are often traumatized as a result of the situation in their countries of origin and during their travel. In addition to informing and guidance they also need psychosocial and psychotherapeutic help. In the future this will be necessary to provide in a greater extent.

expect+more



C-VET
WINNING PROJECTS



ECVET AGENT

ECVET based Agricultural Entrepreneurship Training Programme for young Roma and other disadvantaged unemployed



WWW www.ecvet-agent.eu

EMAIL office@european-neighbours.net

FUNDING SOURCES Erasmus+ funds

FUNDING AMOUNT 289.704 €

The main objective of the ECVET AGENT project was to develop a training curriculum for micro entrepreneurship in the agricultural sector based on knowledge, skills and competence modules for the target group of Roma citizens and also other disadvantaged long term unemp-



employed persons in the partner countries which is oriented towards clear units of learning outcomes that allow for the use of the ECVET system to recognise prior learning and experiences of the target group.

ECVET AGENT project wants to improve the self-employment possibilities of Roma citizens and other disadvantaged long-term unemployed persons through an innovative training programme in agricultural entrepreneurship. This objective was reached by several concrete results which are:

- 1) Exploration study for the needs and requirements of the target group and the sector
- 2) VET training programme for agricultural entrepreneurship
- 3) ECVET based recognition procedure for learning outcomes from prior non-formal or informal learning experiences

ECVET AGENT Project involved the target group in all its stages, more in detail:

1. Exploration study: During the first stage of the project

there were involved 240 persons from the target group. 2. The second stage was VET training programme and 60 persons were involved in the trainings

3. ECVET based recognition procedure: in the third stage out of the 60 trainees, 20 recognition procedures were completed in the pilot phase

The project had a big impact not only on the target group but even on:

a. Partner organisations:

All partner organisations were deeply involved in VET programmes, innovation in VET and integration of long-term unemployed people into the labour market. With the ECVET AGENT Project they received an innovative programme which allows the training of a large number of participants and gives the possibility for them to get their prior learning recognised and accepted for the training programme. This is an important impact on the partner organisations' level, new offers for VET for a special and disadvantaged target group will be created.

b. Other stakeholders:

Other stakeholders for the project were labour market



authorities (they received an appropriate training and integration programme for their target group - long term unemployed persons), political decision makers on regional and national level (received a concrete instrument

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to achieve the target set in the Roma integration policy), policy makers (who received an innovative example for self-employment opportunities for Roma citizens and other disadvantaged long term unemployed persons), target group associations especially for Roma issues (they received an innovative approach for self-employment tailored to the needs of their members), the agricultural sector representatives (they received an amount of highly flexible micro enterprises who - especially in vegetable growing - can satisfy the demand for trained workforce and businesses), chambers and social partners (who received a growth in micro entrepreneurs and new members of e.g. the chambers of commerce), European decision and policy makers (who will receive a well working practical and innovative approach for the integration of Roma citizens into the labour market and society).



a) considers the backgrounds of the target group, their biography, their interests and motivation factors

b) offers VET training in a field which reflects the interests of the target group and offers job chances on the labour market (agriculture)

c) considered prior experiences and competences already available at the target group

The activities planned for the sustainable use of outputs and results are focused on the two main intellectual outputs of the project which are:

1) ECVET AGENT curriculum and learning materials

2) ECVET AGENT recognition procedure

The ECVET AGENT Project offered an innovative solution which:

ZG KOMPAS

Competences of active participants in education

ZG KOMPAS

WWW www.zgkompas.pou.hr

EMAIL ivana.sabo@pou.hr

FUNDING SOURCES European Social Fund

FUNDING AMOUNT 132.000 €



The public Open University in Zagreb carried out European projects ZG Kompas which address adult education of marginalized groups, migrants specifically included. There are more than ten occupations, for example in the catering sector for cooks, pastry workers, waiters, in the field of ICT for web designers, for computer operators, in the field of health care for caregivers. Migrants showed the most interest in catering, ICT and health care. The educational program begins with the Croatian language module, which will be organized exclusively for asylum seekers. Subsequently, 60 unemployed members of vulnerable groups will be given the opportunity to participate in one of the training programmes for the cook, waiter, gardener, caregiver, baby sitters, and the opportunity to attend practical experience at partner organisations in the project.



Project ZG KOMPAS – Competences of active participants in education will enable participants to acquire comprehensive education, which, with the acquisition of professional and practical knowledge, include training of soft skills for a competitive entrance to the Labour market. The educational programme begins with a Croatian language module that will be organized for asylum seekers. Subsequently, 60 unemployed members of vulnerable groups will be given the opportunity to participate in one of the training programmes for the cook, waiter, gardener, caregiver, and babysitter. The participants will

also have the opportunity to attend practical experience at the partner organisations. Also, the educational programme will include the attendance of soft skills modules that will be developed and implemented by experts from partner organisations. These modules include the following areas—the module Basics on labour law, module communication competencies and the cultural exchange module.

Quantitative results

Criteria set up for the selection of members of vulnerable groups to attend the ZG KOMPAS programme based on the expertise of project partners in working with members of vulnerable groups, the conditions required for enrollment in individual training programmes, motivation, CV

Motivational presentation for members of vulnerable groups with the aim of animating to inclusion, increasing familiarity with project activities and the motivation to change occupations and acquire additional knowledge and skills

Developed and implemented the Croatian language for asylum seekers (60 hours)

6 educational groups were formed and 6 different training programmes were conducted in the Open University Zagreb (cook, waiter, gardener, senior caregiver, home caregiver and baby sitter)

Practical experience was conducted in cooperation with the most experienced mentors of partner organizations

3 new educational programs of soft skills (basics in labour law / communication competence / cultural Exchange – each modul per 16 hours) was developed and implemented

Employment club was established – aim of the club is the empowerment of beneficiaries (members of vulnerable groups) for employment in fairer working conditions

In the employment club, 3 workshops were developed and carried out (the total duration of the workshops is 6

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WWW www.zgkompas.pou.hr

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FUNDING SOURCES European Social Fund

FUNDING AMOUNT 132.000 €



hours) and special consultations for asylum seekers (2 hours for each)

Qualitative impact

In addition to the training program, participants will participate in the workshops of the club for employment, in programmes of newly developed communication skills modules, the basics of labour law and work in the intercultural environment, and for asylum seekers there will be a module Croatian language and special consultations. Participants will learn to write a CV and prepare for a job interview.

Sustainability

employment is a condition for both survival and social inclusion in society, but there are certain barriers:

a) Primarily legal – the Action plan of the Office for Human Rights and the rights of national minorities of the Government of the Republic of Croatia proactively deals with Asylum seekers, not Asylum applicants. The difference is that asylum seekers in Croatia have stayed for at least a year and a half, and asylum seekers are in the vacuum until they get certain documents needed to enter the world of work. For example, it is necessary to wait nine months!

b) Documentation - Refugees often travel without documents, many have lost them when crossing the Aegean, some have lost them even during deportation. So it is very difficult for them to get a personal number (OIB), and if they do not have an OIB they cannot receive a salary, because they cannot open a Bank account. That means they can't get a job even if they have a license to work. Even asylum seekers who have already passed security and other checks are encountering the same problems

c) Expectations of employers – some employers show the tendency to lower the cost of work and expect the asylum-seekers to agree to any working conditions (therefore the modul of basic work law is very necessary)

d) inclusion of women, especially those who are on their

own or single mothers and who need to include children in kindergarten, because they want to get into the labour market



e) language barrier – although the workers who get in the workplace learn the language very quickly!

The project enables participants to acquire comprehensive education, which, with the acquisition of professional and practical knowledge, also includes soft skills trainings and thorough preparation for a competitive labour market

JOB TO STAY

Sustainable Integration of Low-skilled Refugees into the Tourism Labour Market



WWW www.fh-mittelstand.de/jobtostay

EMAIL elss@fh-mittelstand.de

FUNDING SOURCES ERASMUS+/ISP/development of innovation

FUNDING AMOUNT Approx. 270.000 €



The objective of the Erasmus+ funded project "Job to stay" is the placement and furthermore the development of relevant highly qualifying skills and competences for refugees to grant them access to vocational education and qualifications. In addition to this, another objective



is the sensitization of decision makers at different levels. Still, the core of this project is the integration of female refugees into the labour market in the tourism sector.

Within two years, five chosen qualification profiles of the tourism sector shall be described according to the EQF level 2. Based on them, the partners are going to develop an assessment model for these profiles, which is going to be tested in a 6-months "placement integration model" in reality. The concluding Green Paper will conclude all results and experiences of the project to enable other stakeholders and users access of the summary.

From a sample of 100 refugees approx. 10-15 persons will be selected by specially developed evaluation processes and instruments; these persons should be most suited for one of the five job profiles, either by their formal pre-qualification they received in their home countries or by informally and non-formally acquired knowledge, skills and competences.

After the best suited person were selected, they will undergo a job placement (from a few weeks up to one year) in one of the five job profiles; during their work placements, they get mentored by a group of different

experts and stakeholders (personal tutor, boss at the placement etc.).

So far, this best practice example was not implemented however the regional public job centre just confirmed great interest in it and will promote it in connection with its own refugees' training programmes

The project directly refers to an enormous demand on unskilled and skilled work-force in tourism industry on local and regional level and it directly links supply with demand.

A good sign is that all parties involved (VET providers, policy makers, tourism service providers, refugees, chambers of commerce etc.) are interested in to mutually develop the project and its different content levels.

Since there is an enormous demand on (skilled) work force in the tourism sector, everybody who is able to work in this field is more than welcome.

As it looks at the moment, industry and policy makers are willing to keep this project going after the EU funded had ended.

Innovative characteristics:

- > Trying to link real demand of work force with real supply of work force (this increases also the level of acceptance within society)
- > Description of national job profiles and VET outcomes based on the EQF (European Qualification Framework) and not on national description standards (this allows refugees to understand better what is expected by them)
- > There is a specially developed assessment procedure applied which allows to recognise previously acquired knowledge, skills and competences (formally, non-formally and informally acquired)
- > Close cooperation in small teams (existing of the refugees, a mentor, a VET expert and his boss) in a very structured setting (including standardised evaluation loops and instruments)

Szövetnek I.

Community Employment Initiative in the 20 Municipalities of the Old-Dráva Program



Enkben Előrelépés Fejlesztő és Tanácsadó Alapítvány

WWW www.humanexchange.hu/szovetnek/

EMAIL info@humanexchange.hu

FUNDING SOURCES European Social Fund and Hungarian state support

FUNDING AMOUNT 70.304.575 HUF



As part of the Human Subprogramme of the Old-Dráva Program, the project representing the human resources component of territorial and rural development interventions was launched in 20 villages. The Comprehensive



came waterworks builders. 21 persons were employed as the result of the project. The trained persons also participated in reintegration training in order to strengthen their social and learning competencies before starting the training.

Integration of community employment initiatives into the local social and economic context has contributed to the development of a network of local society and economy, including the development of the social economy, to prepare for further projects and to ensure synergy between parallel developments.

The results and experiences of the project were published on the website, in final publications and in a press conference. The transfer of experience as good practice is ensured by the NGOs participating in the project. The resources needed to sustain the activities will be secured through a further EU tender.

Social Inclusion Agenda of the Old-Dráva Program has been designed to contribute to the development of human resources through the implementation of training, retraining and further training, labour market support services and social work in order to enhance its effectiveness and efficiency. Three training courses were implemented in the project: waterworks building, forestry and beekeepers. Related labour market services: key capability testing; skill training; job search counselling, job-search techniques; labour market knowledge; mentoring and mediating during job search. Supported employment opportunities: afforestation, maintenance (forest cultivation); construction, maintenance of waterworks and participation in water management works.

The project encompassed a complex intervention that fits in with the regional features, whose professional-methodological toolkit was developed and applied in a broad spectrum of approaches that made it possible for the target group to be involved intensively and efficiently.

The professional and scientific foundation and implementation of the complex intervention was ensured by the participation of external consultants in significant, differentiated areas (employment, training, community development, town development and local economic development).

100 disadvantaged persons from Örmánság area have been in contact with the project, 70 of whom have benefited from labour market services, 24 persons were trained, of which 12 became forestry workers and 12 be-

LEATHER GOODS

Worker training course

WWW www.formazione.net

EMAIL info@formazione.net

FUNDING SOURCES SPRAR project fundings

FUNDING AMOUNT approx. 14.000 € per training course



The leather goods sector is a driving sector in Florence and its province. In this respect, the educational path proposed in this VET training course aims at providing students with a migrant background/refugees and asylum seekers looking for employment a basic vocational



training in the leather work sector. Students have the opportunity to develop knowledge on leather and other raw materials, materials for processing, accessories and all the equipment useful for this profession and the development of prototypes.

This specific training organised through the SPRAR fundings has been implemented from October 2016, but FCN regularly organises such courses for its associated cooperatives (at least 5 times in the past). The VET training involved 15 participants.

The training helped the target group of Migrants, refugees and asylum seekers hosted in the SPRAR projects of our associated cooperative to acquire professional competences in the leather work sector that allows them to find a job in the sector afterwards. All of the participants carried out an internship in the field after the training.

The VET training had a local impact, first of all on the direct beneficiaries that have a higher employment potential in the leather work sector, but also on the other workers in the sector at the level of intercultural competences as they had to work together with migrants, re-

fugees and asylum seekers with a different cultural and linguistic background.

The good practice activities and results will remain available also in the future, ie. FCN has the training materials and the contacts to the appropriate teachers and to the leatherwork laboratory for the practical part of the training and companies for the internship, as well as the know-how of how to structure the programme.

Funding is provided by the SPRAR projects and/or by our associated cooperatives dealing with migrants, refugees and asylum seekers.

Training is provided mainly through practical and experiential innovative procedures through the use of exercises and simulations. It facilitates the learning process of migrants, who are not used to attend VET courses and who are not enough skilled in the local and vocational language. In fact, a specific part of the training was dedicated to the vocational language.

Teachers stimulate an active participation of the students acting at multiple levels of learning (cognitive, emotional, physical) through the activation of the following methodologies:



- Face to face lessons characterized by an active teaching methodology, ie. through the participation and active and direct involvement of learners in the learning process;

LEATHER GOODS

Worker training course

WWW www.formazione.net.eu

EMAIL info@formazione.net.eu

FUNDING SOURCES SPRAR project fundings

FUNDING AMOUNT approx. 14.000 € per training course



- Simulations;
- Problem-solving;
- Targeted discussions;
- Role playing.

The "on the job" training activities are aimed at the active participation of all learners and at the personalisation of the learning process through individual tasks based at the level of knowledge and working rhythm of each individual.

Teachers reported the following aspects to be improved for the future editions of the training:

- Participants should speak better Italian (26 hrs of linguistic support is not enough if they don't have already a good basis)
- Some of the participants should dedicate more attention to personal hygiene standards – or this topic should be further deepened during the training



- The importance of punctuality should be further highlighted by trainers, as a fundamental transversal skill

SPRAR project (public) or private funding is necessary to implement the trainings; contacts with leatherwork laboratory to implement the practical part of the training.

LET'S GIVE REFUGEES A CHANCE

E-learning

**HUMAN
RIGHTS
LEAGUE**
LIGA ZA LUDSKÉ PRÁVA

WWW www.hrl.sk/sk

EMAIL hrl@hrl.sk

FUNDING SOURCES Open Society Foundation, Ministry of Justice of the Slovak Republic

FUNDING AMOUNT 8.000€



Human Rights League launched a good quality e-learning program called "Let's Give Refugees a Chance" on their web site.



The e-course mainly focuses on explaining the basic terminology, facts and different information related to refugees e.g.: Numbers and facts, Who is considered to be a refugee and who is not, Refugee persecution and its reasons, Rights and responsibilities of refugees, Local refugee integration, Information on and explanation of Common European Asylum System.

The project focuses on raising awareness on the current Slovak refugee and asylum situation, brings objective facts to the public discourse and aims to sensitise people to refugee issues using the associated videos with real-life refugees integrating within the Slovak society. The e-course and the associated videos are available online, free of charge and they are intended to help educators, teachers and those in need of some basic information on refugees and migrants for their workshops. They also show real refugees living in Slovakia and combat stereotypes and xenophobia.

The E-course comes up with objective refugee facts, refugee integration and asylum procedures in Slovakia and raises awareness on the blank space in this matter in the Slovak public discourse. The videos of refugees living in Slovakia are available online to help people fight prejudice and stereotypes towards refugees. The whole course provides anyone looking for basic information on

refugees with some good quality and easily accessible background material in Slovak language. The videos can also be viewed as a tool to be used within several discussions and workshops. The videos also solve the problem of the inability of the small number of refugees in Slovakia to combine their professional life with their attendance at workshops, schools and courses regularly. The videos can be used by teachers at school or by lecturers at workshops.

We can boldly say the videos have a national impact as they are free of charge and easily accessible to anyone in need of information on migration and refugees in Slovakia.

The e-course and videos are designed to be used without any other materials or guidance.

This is also the first time one can see a comprehensive online material on refugees in Slovak language ever. There were no videos with real refugees living in Slovakia available before.



A TRAINING AT THE WORK PLACE

For people with international protection



Zavod Republike Slovenije
za zaposlovanje

WWW https://www.ess.gov.si/delodajalci/financne_spodbude/usposabljanje/udm-osebe-z-mednarodno-zascito

EMAIL robert.modrijan@ess.gov.si

FUNDING SOURCES The budget of the Republic of Slovenia

FUNDING AMOUNT 540.000 €



The Employment Service of the Republic of Slovenia is a unique institution in the labor market. It is an independent legal entity with the status of a public institution that functions uniquely for the territory of the Republic of Slovenia.

Basic activities of the Institute:

- job placement and job counseling
- career guidance
- the implementation of unemployment insurance
- implementation of active employment policy measures
- issuing work permits for the employment of foreigners
- production of analytical, developmental and other professional materials with the fields of activities of the Institute
- information on the labor market, information of a public nature

The users of the Institute services are unemployed individuals, employers, individuals who need professional help in employment in vocational orientation, professional institutions in the providers of employment programs, social partners and the public.

On-the-job training for individuals with international protection

The program is aimed at work and social integration and increasing the employment prospects of individuals with international protection who are registered as unemployed in the register with the Employment Service of Slovenia. By acquiring and strengthening skills and knowledge, which is useful in the workplace, people with international protection will have better access to work and employment and will increase competitiveness in the labor market.

The program is conducted under the guidance of a mentor appointed by the employer and in cooperation with

the expert of the Employment Service, which is determined by the the latter for each participant. Before each engagement, a glossary of terms is drawn up in collaboration with the employer - phrases from a specific field of work, which helps to learn the Slovene language. The mentor must spend at least 40 hours of individual mentoring for the training of the participant. The activity lasts for 6 months, the persons conclude a contract with the Employment Service of Slovenia.

A public invitation for employers to carry out on-the-job training for individuals with international protection was published on the website of the ESS on 1 October 2018 and is open until 29 November 2019.

In 2018, 32 people from the target group were included in the program, of which 4 women were included. Of all inclusion, only one was for a person with a sixth level of education, all other inclusions were for the first or second level of education.

expect⁺more



LABOUR MARKET INTEGRATION AND WORK PLACE BASED LEARNING
.....
WINNING PROJECTS



HEIDENSPASS

Initiative für Arbeitssuchende des Vereins Fensterplatz



WWW www.heidenspass.cc

EMAIL office@heidenspass.cc

FUNDING SOURCES State government of Styria and the City of Graz and also through the sales revenue.

FUNDING AMOUNT 2016 approx. 600.000 €

heidenspass has taken the challenge of creating meaningful employment for disadvantaged groups of young adults. In our very own manufactory we develop, produce and sell sustainable products for private and business customers.



Who are those young persons?

Children and juveniles tend to be extremely sceptical towards institutions and therefore in some cases are leaving the school system at an early age (early school leavers).

It is a common known fact, that children from troubled households very often have to cope with the social issues of their parents, for instance poverty, dependency on social welfare and low levels of education. Those particular young people have a higher risk for drug addiction and mental illnesses like eating disorder and depression.

The result of those circumstances is either an outsider position in society with a tendency for radicalisation or an overall resignation and an attitude that one has got nothing to lose.

The consequence for those juveniles and young adults is a chain reaction in the form of low tolerance of frustration, general low achievement and absolutely no interest of participating in society. They have been ex-

periencing from early on in their lives that they are not accepted or needed and that there is no space for them in their communities.

Products and services:

Upcycling design: Trash deserves a second chance! heidenspass is constantly in the process of creating something new and better from mostly used materials such as bicycle tubes, PET bottles, bottle caps, canvas... We create exclusive, one-of-a-kind handmade design products and sell them in our webshop or in the local heidenspass store. That way bags, backpack, small items of furniture and home accessories are produced with a considerable amount of creativity and vision.

Business solutions: A suitable present for your customers? An upcycling product to complement your existing product range? A special line of bags for your company? heidenspass works with companies that operate on a sustainable basis. In the B2B market we either develop tailor-made products with our business partners or hold workshops in product design for their employees. What we like best is to create sustainable products of the waste materials that already exist in the companies. For example we used old towels of Rogner Bad Blumau as inner lining for bags and out of used rice bags we made sleeves for gift certificates.

Interior design: Custom-made interior design, from the concept to the actual realisation - everything takes shape in our very own manufactory. Our offer addresses to the same extent companies, gastronomy and public institutions. We provide individual and sustainable design made of used and green materials.

heidenspass puts great emphasis on using company-internal, pre-existing furnishings and in-house used materials. We envision the potential of existing materials to create something new and beautiful.

heidenspass offers for approximately 120 young people a year an easy access to employment in currently 4 working areas.

The junior employees are working on an hourly basis in our successful upcycling design manufactory. 55 % of

HEIDENSPASS

Initiative für Arbeitssuchende des Vereins Fensterplatz



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EMAIL office@heidenspass.cc

FUNDING SOURCES State government of Styria and the City of Graz and also through the sales revenue.

FUNDING AMOUNT 2016 approx. 600.000 €

those young persons are able to find employment or a training position once they have left heidenspass. This rate of placement is quite high for this particular target group since it is very difficult to get those young adults included into conventional labour market programs.

Young people decide for themselves how much they need for each individual development step. And it is always a challenge and a great chance to combine their rhythm with creative work.



Most of the young adults employed by heidenspass come from the city of Graz and from the surrounding communities.

heidenspass cooperates with the local government as well as the state government and works together with local, national and also international organizations. Customers who purchase heidenspass products also range from local to international areas.

At the beginning of the year 2017, we opened a new work area, heidenspassLAB (interior design manufactory). This extends our range of products.

We intend to continually increase the sales revenue in this year and the coming years.

We also will expand the funding sources.

We always strive to meet the changing needs of young adults.

We never say no to any idea. We try to think and grow in every direction

TASTE OF HOME

Social Cooperative



WWW www.okus-doma.hr

EMAIL emina.buzankic@gmail.com

FUNDING SOURCES European Commission, Heinrich Boll Stiftung, food/ingredients donations; own crowdfunding campaign; donation programs (etc.)

FUNDING AMOUNT 50.000 €



Taste of Home is a culinary-cultural-research project that introduces the culture, customs and countries of origin of refugees and migrants in Croatia by recording their memories of home, smells and tastes of their cuisine. This is an experiment in sharing life stories and culinary skills of refugees and people from Croatia.



Tastes of home have been investigated and recorded over several years. For over ten years we have been meeting people in search of safety and happiness, people in search of home. By preparing the food they grew up with, refugees are evoking memories and creating new friendships and experiences in their new home. In the same time they are building on skills that will help them find employment and integrate in the new society.

Taste of Home are led by values of appreciating human beings in search of happiness and safety ready to offer the best of them – tastes of their childhood as well as tastes of their adulthood in their new home. Collective „Taste of Home“ gathers around 30 refugees and volunteers/activists.

The main result of the project is the creation of a social cooperative which was registered in February 2014 with 4 employed cooks, 3 technical staff and a coordinator. In the March 2015, a cookbook „Taste of Home“ was published and presented to stakeholders in the area of integration of refugees, as well as to the broader public. (<http://www.okus-doma.hr/hr/recepti/kurdski-falafel>)

For further dissemination of the project results, a documentary movie was produced in March 2015 and a media campaign „Taste of Home“ was launched, in cooperation with media company Fade In (<https://vimeo.com/130369477>)

A website was developed under the project „Quality Integration Solutions for Refugees“ financially supported by the European Commission (<http://www.okus-doma.hr/en/info/o-nama>)

The taste of home is a cooperative for intercultural cooperation, which employs people of migrant origin, asylum, asylum seekers and refugees, therefore vulnerable group of people who hardly finds its place in a very narrow labor market in Croatia. The cooperative considers the best ways of integration of migrants and refugees, and to promote social entrepreneurship and economic emancipation of the same. It focuses on the skills and competencies of its members / woman and tries to use them in the best sense, but all in the direction of intercultural exchange and sensitizing the public on the needs of refugees and their desire and opportunities for high quality integration.

The project also tries to raise awareness and understanding among Croatians, whose homogeneous society of 4.3 million people is predominantly white and Roman Catholic.

A Taste of home started as a culinary-cultural-research project that introduces 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 and other immigrants were evoking memories and creating new experiences in their new home. Their vision was a colorful world embraced in hospitality.

Their mission underlined economic emancipation of refugees and persons with migrant background through culinary and cultural exchange. They were motivated by the values of appreciating human beings and their needs – by the human search to connect with the happi-

TASTE OF HOME

Social Cooperative



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FUNDING SOURCES European Commission, Heinrich Böll Stiftung, food/ingredients donations; own crowdfunding campaign; donation programs (etc.)

FUNDING AMOUNT 50.000 €



ness and safety of their homes and have sought to do so by sharing the tastes of their homes in new and strange society. Their resources were tastes of middle-eastern, Arabic, African and Asian cuisine (rather unrepresented in Zagreb).

Additionally, the need to help develop and promote skills amongst the refugee/immigrant population that could be applicable and beneficial to the domestic economy meant that cooking was a natural fit as there is a general deficit of quality cooks in the country, particularly during the tourist season.



The initiative is based on support, solidarity and knowledge exchange. It gathers people of different origin who organize cooking workshops, public show-kitchen activities. Public recognition and quality of offer resulted in initiating a social cooking cooperative specialized in catering and the opening of a restaurant is planned.

The whole project also aims to raise awareness of the Croatian public to refugees' needs and to fight prejudice thanks to the social hospitality of the culinary and cultural exchange.

Crowdfunding camping in 2015

<https://www.indiegogo.com/projects/taste-of-home-a-kitchen-run-by-refugees/#>

Good support of promotion material – high involvement through visualisation

<http://www.getyou-jrs.org/croatia/#lightbox&slide=1>

The most prominent activity of the cooperative is just cooking is running and catering business. Rented the kitchen and out of it comes the rich offer of African, Arab and Middle Eastern dishes that are served at various conferences, business receptions, birthdays, parties and the like. The second line of activity is language and cultural exchanges so as to prepare language courses, Arabic, Urdu, Farsi, Albanian, French and others. The taste of home is happy and connected projects, campaigns, festivals and events relating to the theme of migration, exile, or combat discrimination and environmental protection and sustainable development. The taste of home found its place and Chichil <https://www.facebook.com/okusdoma>

Coop manager (Zinka Muikić) with commitment is providing continuous presence and visibility;

STARK IM BERUF

Strong in the Job



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FUNDING SOURCES ESF, Federal Ministry for Family Affairs, Senior Citizens, Women and Youth advocates better opportunities for mothers with a migrant background in the labor market.

FUNDING AMOUNT 2.000.000 €



The project refers to the fact, that 31% of all mothers in Germany have a migrant background, only 52% have a job; this number has continuously been increasing within the last years. However, at the same time more than 400,000 of these women would immediately start



„Federal Minister for Family Affairs Dr. Franziska Giffey with participants of the programme“ © BMFSFJ/Protokoll/Janet Hehl

to work – if only they got a chance. Despite their good qualifications and high motivation, mothers with a migrant background in Germany are far less likely and to a lesser extent gainfully employed than mothers without a migration background.

The objective “Stark im Beruf” programme is to bring employable mothers with a migrant background into sustainable employment. In order to succeed, the participants are individually supported on their way to employment and the access to existing offers for labor market integration is improved. One focus in promoting employment is on measures to reconcile work and family life and another on cooperation with the local employment service.

The project activities are manifold and not easy to be summarised:

At the beginning of 2015, about 90 projects nationwide supporting the entry of mothers and female migrants into the labor market started their work (first funding phase).

These projects combine target group and structure-related approaches. In addition to activating and motivating women, raising awareness within companies and public authorities on the potential of this target group, and existing local structures and actors should be better networked.

The second funding phase of this ESF program started on 01.01.2019. In this phase, around 90 sponsors will be financially assisted in testing, documenting and developing corresponding approaches in cooperation with the local employment service and other partners.

The whole concept has enormous qualitative impact, since it aims generally on increasing the employability of female migrants and refugees in Germany. Therefore, the federal ministry in charge took responsibility to apply and implement this undertaking. Most relevant changes for the target groups of female migrants and refugees, are the many new information, counselling and training providers all over Germany. A further important improvement is the intensive involvement of major stakeholders such as business representatives and labour market services. For these target groups, general awareness raising and network building are first stages of getting into action.

The project shows impact on all levels, since it is the realisation of a federal employment and social policy strategy, it affects social service and employment providers on national levels, VET providers, social service providers and target group representatives on regional and local levels, and for female migrants and refugees on local level.

The programme's sustainability is only given if a follow-up programme can be launched in the next budget period (2022-2027) and roughly the same amount of funding can be achieved. However, the sustainability on personal level is expected to be very high because already now, at the project's half time, the many success stories of sustainable employment can be reported.

The main innovative characteristics is that the Federal Ministry in charge took responsibility, it has the potential, authority and resources to gather all relevant stake-

STARK IM BERUF

Strong in the Job



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FUNDING SOURCES ESF, Federal Ministry for Family Affairs, Senior Citizens, Women and Youth advocates better opportunities for mothers with a migrant background in the labor market.

FUNDING AMOUNT 2.000.000 €



holders to jointly achieve the aims of the programmes. Operatively, the main innovative approaches are the tailor-made consulting, training and mentoring programmes for each individual female refugee.

It would be wishful that more money reaches final beneficiaries quicker but unfortunately, quite an amount of the fund has – necessarily – to be spent on administration, communication and management levels; this goes especially for the cooperation and interaction of the major political and administration stakeholders.

Unfortunately, this programme is not easily to be transferred to other environments; it takes a lot of political decision taking on strategic and operative levels, the cooperation and motivation of many different stakeholders and target groups and, last but not least, an appropriate amount of time, staff and money.

ROMA LABOR MARKET

Training Program



WWW <http://autonomia.hu/hu/programok/roma-munkaero-placi-kepzes-program/>

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FUNDING SOURCES USID, UNDP

FUNDING AMOUNT 173.000 \$



The aim of the project is to improve the situation of the Roma in the labor market, to strengthen their integration into the labor market and to promote their social integration through training and employment promotion measures. The initiative consisted of three interdependent mo-



dules: a project management training, which included the refinement of local labor market and organizational resource surveys; from the Help section.

All organizations that have received support have provided training for long-term or early-stage unemployed to enable participants to return to the labor market. The overwhelming majority of the supported courses provided professional qualifications and included employment elements, in all cases responding to the actual local needs and taking into local circumstances. One of the goals of the Roma Labor Market Training Program was to help organizations to pursue training efforts, to underpin and deepen the participants' professional experience.

In the 2000-2001 programs, a total of over 250 people gained some degree of qualification to help most of them. The average age of the participants was under 30 years. The longer, several months of training were used by the younger ones, while middle-aged people preferred to use shorter, job-related trainings. The nature of the organized trainings also explains that 75% of the participants in the trainings were male in the first year,

while in the second year, this rate had shifted to women. The project elements implemented within the framework of the initiative resulted in the impact of the labor market effects of both the settlement and the regional level, taking into account the headquarters and locations of the employers who are on the labor market.

The use of follow-up has played an important role in both training and placements. The organizations participating in the program continued the project activities after the project implementation interval, taking advantage of the institutional and personal relationships that have been established in the meantime.

Within the framework of interprofessional partnership, complex interventions have been carried out for the social inclusion and integration of disadvantaged Roma people into the labor market. Social inclusion and labor market integration of disadvantaged Roma target groups require complex interventions.

APPRENTICESHIP CONTRACTS

WWW www.regione.toscana.it/-/apprendistato-normativa-e-opportunita

FUNDING SOURCES n/a

FUNDING AMOUNT n/a



In Italy apprenticeship is a permanent work contract aimed at the professional training and employment of young people aged 18-29 (Italian citizens or foreigners with regular residency permit). The apprenticeship system is regulated by the Comprehensive Act on Apprenticeships (Legislative Decree no. 167/2011).

Benefits for employers:

The law permits the employer to take on an apprentice at a placement level for up to two levels lower than the final qualification to be obtained and/or to recognize a payment equal to a percentage of a qualified worker, according to the provisions of the collective agreement applied. In addition, enterprises that hire apprentices can take advantage for reduction in social security contribution, according to enterprise's size.

Benefits for apprentices:

Young people get not only a regular salary and insurance benefits (such as regular employees) but also a professional training that is specific for their work context. Consequently, at the end of a vocational training period, if neither the employer nor the apprentice withdraws from the agreement, the employment relationship will continue and will be considered open-ended.

Apprenticeship contracts can be of 3 types, each of them with different aims and access conditions:

1. Apprenticeship leading to a professional operator certificate and a professional technician diploma (Apprendistato per la qualifica ed il diploma professionale) to complete compulsory education and to acquire a professional qualification or diploma after three or four years of training (ISCED level 3), for youth aged 15-25.
2. Professional apprenticeship (Apprendistato professionalizzante e di mestiere) to gain a professional qualification on completion of a three-year training programme (five in the case of the artisan sector), for youth aged 18-29.
3. Higher education and research apprenticeship (Apprendistato di alta formazione e ricerca) to gain second-

dary (ISCED 3) or tertiary level diplomas (ISCED 4 or 5) or a doctorate degree (ISCED 6) from the education system, for youth aged 18-29.

According to the last statistics (2013) there have been 451.954 apprenticeship contracts in Italy, among these 38.088 in Tuscany.

The big majority of apprenticeship contracts were of professional apprenticeships (410.368 contracts in Italy) compared to 41.585 apprenticeship contracts of other type.

For the moment no statistics are available on the numbers regarding foreign or migrant apprentices.

The ideal conclusion of an apprenticeship contract is when it transforms in a regular open-ended contract. In this case companies can continue to benefit of the reduction in social security contribution for another year.

In 2013 there were 137.600 apprenticeship contracts in transition phase into regular open-ended contracts which is 14,1% less compared to 2012. In the same year there were 70.158 apprenticeship contracts that were already transformed into open-ended ones which is 11,3% less than in 2012.

If we analyse the last national report (2015) on the last two generation of apprentices we see that 13 years after they've finished their apprenticeship contract the 75,6% still works. Less than the half (47,9%) is employed with a regular open-ended contract and the 11,9% with a less stable one, while the 10,9% has become self-employed. The 1,2% of them are still apprentices which might be due to their age: in case they are still young (under 30) they might be employed, as a first step in a company, with the apprenticeship contract.

In general we can say that apprenticeship contracts are beneficial for both the young person (to whom this type of employment is usually the first step towards a regular open-ended contract and they even get a free training on various work-related issues that might be useful even afterwards) and the company (that benefits from subsidies).

APPRENTICESHIP CONTRACTS

WWW www.regione.toscana.it/-/apprendistato-normativa-e-opportunita

FUNDING SOURCES n/a

FUNDING AMOUNT n/a



The apprenticeship contract has a long history in Italy, the first time regulated by law in 1955 and then in the mid-90's it has been relaunched to foster the employment of young people. Since 2004 it has become the only work contract in Italy which foresees a training component. As it is regulated by law and no budget is necessary for its implementation the apprenticeship contracts are sustainable on a long-term basis. However, a legal regulation is necessary in order to apply such type of contract.

The only aspect that needs funding is regarding the mandatory training of apprentices: in Italy this is offered by regional funds, accredited training agencies can apply to the Call for Tenders to supply apprenticeship training. Therefore, companies don't have to sustain any costs for the training of their apprentices.

The most innovative aspect of apprenticeship contracts is that a part of the mandatory training apprentices have to undergo is provided online, thanks to a training platform established for this purpose.

According to the XVII Report on apprenticeship elaborated by INAPP (XVII Rapporto sull'apprendistato) the majority of companies hired young people with apprenticeship contract because of financial reasons (reduction in social security contribution). Therefore, the opportunity to train professionals within the company was not the main priority of companies' choice. The most important recommendation is, in fact, to improve the quality of professional training provided to apprentices.

Also, there are considerable differences regarding the training offer from one region to another – this is another aspect that should be improved in order to reach a higher homogeneity within the national territory.

WASCO

Laundry that Helps



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FUNDING SOURCES The social enterprise combines several financial resources

FUNDING AMOUNT n/a



The Association of Young Roma (hereinafter referred to as „AYR“), a non-governmental organization working for disadvantaged people, especially the Roma was established in 1999.



To achieve its goals AYR established the Horehronie Multifunctional Center in Valaská. It provides services not only to children but also to their parents. It carries out various activities to encourage disadvantaged people in pursuing their interests, efforts and willingness to take steps to improve their situation.

By providing support, help, and education it helps its clients develop skills, working habits, and healthy self-confidence while also learning to take responsibility for their lives. It provides them with various forms of education and training thus inviting them to build a better life. Through the implementation of the projects it also provides them with permanent job opportunities, training, leisure activities and institutional support.

The project provides working opportunities to variety of disadvantaged groups of the long-term unemployed, single mothers with children, health-disadvantaged, the Roma from marginalised communities, young people but also for those over the age of 50. The project also offers employment to people who have been unemployed for 15-20 years. Work experience helps them gain self-confidence, skills, habits that they haven't had yet or have lost long time ago.

The community centre works on 3 levels:

* Community Building offers the target group Professional Counselling Services through social and community work.

* Education ensures non-formal education with emphasis on skills and competences for practical positions (assistant teachers, health assistants, field social workers, community workers).

* Employment: AYR is a non-governmental organization that does not have the capacity and space to create jobs by itself. For this reason, three non-governmental organizations operating in the region joined together and founded the Wasco Cooperative.



Quantitative results:

1. 30 people employed
2. laundry and ironing operations wash 20 tons of laundry per month
3. 30,000 kilometres of customer orders each month

The economic results in form of profit (100% of profits) are used to improve the quality of service delivery, employee training, employment growth, and technical / technological completion of a social enterprise. In November 2018 the W – coop. requested the Ministry of Labour, Social Affairs and Family of the Slovak Republic to grant the statute of a social enterprise. At present, our request is in the stage of completing the last technical requirements.

ESIRAS SLOVENIA

Employability and Social Integration of Refugees and Asylum Seekers



WWW www.rks.si/sl/Projekt_ESIRAS/

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FUNDING SOURCES EU Employment and Social Innovation Program (EaSI)

FUNDING AMOUNT 380.696 €



ESIRAS Slovenia is funded by the EU Redevelopment Program for Social Innovation by the Red Cross of Slovenia. The project is within the national associations of Red Cross in seven of the EU cities – besides Slovenia also in Austria (Graz), Denmark (Jelling), France (Paris),



Italy (Milan), Great Britain (Glasgow) in Cyprus (Nicosia). The implementation of the project is tied to cities with the highest number of residents recognized as international protection in the Member States. Therefore, ESIRAS Slovenia has its head office in Ljubljana and another office in Maribor. As the goal is to reach everyone who can benefit our assistance, we also have a mobile unit that can contact local organizations in regional Red Cross branches that reach all potential users.

Activities are related to user needs. Each person is initially assigned an individualized plan of work, within which the goals are reflected, reflecting the person's qualifications, education and wishes. This serves as a basis for the plan for achieving these goals. In the continuation, the project offers a wide range of activities - from group workshops to learning one on one with the support and assistance of project volunteers. The beneficiaries of the project are provided with an accompanying cultural mediator in the everyday challenges - from doctor's visit, editing documents at the administrative unit, CSD and other institutions, to interviews for work, necessary vocational training and overcoming linguistic and cultural differences on the first days of employment or versatile support in the performance of basic exams that are most frequently sought by employers (eg driving exams), Lan-

guage and other workshops are conducted where we learn basic skills such as communication, computing, use of new technologies. In partnership with the Legal Information Center of non-governmental organizations, we organize free legal workshops and individual consultations.

We offer asylum seekers and people with recognized international protection an opportunity to improve their job prospects and conditions of social integration.

Project beneficiaries participate in various project activities and with the members of the project team individually look for the best solutions.

A brief summary of the activities carried out so far is:

- regular, individual meetings of volunteers and users (for example: learning the Slovene language, the basics of computer science, learning the English language, teaching secondary school subjects);
- workshops on the basis of communication at the workplace;
- monitoring of offices and other organizations, translation of CPP courses, medical examination (eg: employment, gynecological examination, mammography, emergency pediatric help by telephone, monitoring of youth organizations, monitoring of other activities of the Red Cross);
- in cooperation with other organizations we provide additional services (eg. a court interpreter for national tests in cooperation with ZRC SAZU);
- assist in the collection and transmission of the necessary information in various life situations (eg: CSD, Ministries, asylum home);
- legal assistance in cooperation with the Legal - Information Center of non - governmental organizations (PIC) (eg: family reunification, separation)
- translation/cultural mediation and facilitating vocational training through the Employment Service (welders, dry-

ESIRAS SLOVENIA

Employability and Social Integration of Refugees and Asylum Seekers



WWW www.rks.si/sl/Projekt_ESIRAS/

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FUNDING SOURCES EU Employment and Social Innovation Program (EaSI)

FUNDING AMOUNT 380.696 €



works, translations of glossaries of basic terms);

- networking with potential employers, job search and monitoring for interviews;

- cooperation and networking of users with regional associations and local Red Cross branches that provide them with additional support in social integration in their local environment (learning assistance, children's play, two-way exchange of knowledge / skills / experience, volunteering, advice / local environment, etc.);



- cooperation with secondary schools in involving their students in the provision of learning assistance to project users;

- Picnic organization for women users in cooperation with LJ;

- organizing seminars designed to familiarize cities and their inhabitants with Slovenia (eg: meeting young users and young volunteers of the OZRK Nm);

- informing users about health services, social transfers, document editing, accommodation search;

- Restoring family links;

- 30 hour training for 20 volunteers of „personal assistants“ in Ljubljana and Maribor from providing basic psychosocial help (communication sets, trauma, stress,

group formation), adapted to the needs of the target, focusing on the needs of the target group of the project (strands of intercultural dialogue, vulnerability);

- additional training and training of volunteers on the functioning and creation of the Red Cross and Red Crescent Movement, the management of workshops, the operation of the Employment Service in the provision of services to the target group of the project, the functioning of the Government Office for the Care and Integration of Migrants;

- Implementation of interventions and supervision works with volunteers.

The project supports potential users through a network of 56 regional associations and 887 local organizations of the Red Cross of Slovenia, which can support them directly in their local environment. More project-related services are available to users from the autumn of 2018, within the ESIRAS mobile unit (expert team + translator / cultural mediator + volunteer + legal adviser).

The need to successfully carry out the process of social integration of users that is needed in the long run is something that the project with its short-term nature is difficult to fully cover. Therefore, their addressing requires systematic and consistency through the regular provision of necessary resources (financial, personnel, ...).

The process of social integration is a multi-complex area that covers all areas of life of the individual and recruits various, necessary resources.



expect+more

Exchange of Practices on Education and Training Models for Members of Refugee Communities in Europe

2016-1-AT01-KA202-016672

www.expect-more-project.eu

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