

Re.Inclusion - Guidelines for the work inclusion of refugees and asylum seekers

**IO8/A8: “Work insertion of refugees and asylum seekers:
Guidelines for operators in the field”**

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Executive summary

The present guidelines aim to present a wide number of good practices that could be useful tools for operators working for the inclusion of political refugees and asylum seekers. Some of them have emerged thanks to the research carried out during the development of this project and some others are the result of desk research and interviews with people already active in this working field. In order to give a clear overview of the practices we found, we have divided them in four different categories according to their main objectives.

Some of the partners in this project are actively involved in the field of migrants' reception and have developed their own good practices, already tested and recognised at national level so they can represent valid guidelines (e.g. "Il Sicomoro" IT and "Gemeinsam Leben und Lernen in Europa"-DE).

For the purposes of collecting data, all partners have carried out desk research, using online resources and their own professional experiences, in order to gather most of the good practices existing at national level and offer to our target group a complete overview of the actual situation in their respective countries regarding the positive actions performed for the reception of migrants.

The aforementioned categories of good practises this report presents are the following:

- A. Empowerment techniques
- B. Procedures of recognition of the titles and of the professional qualifications
- C. Techniques of guidance and socio-employment insertion
- D. Access to information

These are listed in the Index of practises and further detailed in Good Practises section.

Definitions

Here, we define some key terms. These definitions are important because they may have different legal consequences and legal obligations in different countries, which in turn also have psychological, social, economic and other impacts that are relevant to professionals.

Asylum seeker

Internationally, asylum seekers are people who have moved across international borders to seek protection.

In the UK, an asylum seeker is someone who has applied for protection under international law, specifically on the basis of the UN Refugee Convention or Article 3 of the European Convention on Human Rights, which prohibits torture or inhuman or degrading treatment or punishment and prohibits the return of a person to a country where the person may suffer a violation of their rights under Article 3.

In accordance with Article 16a of the Basic Law (Grundgesetz – GG) of the Federal Republic of Germany, persons persecuted on political grounds - because of their race, nationality, political opinion, fundamental religious conviction, or membership of a particular social group - have the right of asylum. The right of asylum is not only granted in Germany – as it is in many other countries – on the basis of the international obligation emerging from the Geneva Refugee Convention of 1951 but has constitutional status as a fundamental right. It serves to protect human dignity in a more comprehensive sense and is the only fundamental right to which only foreigners are entitled.

Refugee

Under international law, the United Nations Convention on the Status of Refugees, 1951, defines a refugee as a person who 'owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion is outside the country of his nationality and is unable, or owing to such fear, is unwilling to avail himself of the protection of that country; or who, not having a nationality and being outside the country of his former habitual residence, as a result of such events, is unable to or, owing to such fear, is unwilling to return to it' (Article 1 (A)(2)).

In the UK, refugee status is given to a person recognised by the Home Office as a refugee as defined by the Refugee Convention. Hence, refugees are those who have been granted protection in the UK.

In Italy, if refugee status is recognised, the Territorial Commission starts a procedure allowing you to receive your permit of stay for "Asilo" from the Police Department. The permit of stay for asylum has duration of 5 years and can be renewed on each expiration.

The Federal Office of Migration and Refugees, in accordance with the Geneva Refugee Convention, considers "recognised refugees" - individuals who are given refugee protection once their asylum proceedings have been completed. Substantive law on refugees makes possible to receive persons seeking protection on humanitarian grounds and includes both the standards of protection which are to be examined by the Federal Office within asylum proceedings and a further field of other humanitarian rights to remain which fall within the competence of the Länder, specifically of the immigration authorities and commissions on hardship cases.

Migrant

A migrant is a person who chooses to move not because of threat of death or persecution, but to improve their lives, to seek family reunion, education or employment, etc. Migrants are those people who do not face threats to their lives or their safety if they returned to their country, and they could receive the protection of the government in their country.

The distinction can be blurred since many of those seeking asylum are fleeing from war and violence and may also seek to improve their lives. Typically, “migrant” is a term used for foreign nationals who are resident in a country but who move for family, education or employment reasons.

Refugee status- international protection

Once a person is recognised as a refugee, they are normally given refugee status, known as ‘leave to remain’ which entitles them to stay legally in the UK for five years. At the end of this five-year period, the person can apply for the permanent status of refugee, called ‘Indefinite Leave to Remain’.

In Italy, in particular, the international protection seeker is a person who has applied for international protection and is waiting for the recognition of refugee status or another form of protection. International protection means being hosted in a safe place, and providing asylum means hosting individuals who cannot safely live in their country of origin, as they feel persecuted or in danger, so unwilling or unable to receive protection from the government of their country of origin. The decision concerning the international protection application is a task carried out by a body called territorial commission for recognition of international protection, composed of 4 members: 2 members from the Ministry of Internal Affairs, 1 representative from the municipality (or the province or the region), 1 representative from UNHCR.

In Germany, according to the Federal Office of Migration and Refugees, after the recognition of the refugee status, the individual can consequently benefit of residence permit for three years, settlement permit possible after three or five years if other preconditions are met, such as the ability to make a secure living and adequate knowledge of German, unrestricted access to the labour market – gainful employment permitted and he/she is entitled to privileged family reunification.

Temporary admission

Temporary admission is notice of a liability to be detained. Asylum seekers applying for asylum at the port of entry may be given this status by the Home Office.

In Italy, with the new decree, international protection seekers with the “Attestato nominativo” will be sent to “reception centres” or CARA. There is also the possibility to detain applicants for international protection in order to ascertain their identity and nationality in Return Centres.

People can be received in Germany within the humanitarian reception procedure in accordance with section 23 subs. 2 of the Residence Act (AufenthG) who for instance have fled their countries of origin because of an acute crisis situation and rely on humanitarian assistance in the short term. The persons selected are initially given a time-limited residence permit.

Humanitarian protection

Humanitarian protection is a form of immigration status. It is granted by the Home Office to a person who they have decided has a need for protection but who does not meet the legal criteria for refugee status.

In Italy, the international protection seeker who does not meet the legal criteria for refugee status could be eligible for "Subsidiary protection" if he has shown substantial grounds for believing that he would face a real risk of suffering serious harm in his country of origin. Serious harm consists of: death penalty or execution, torture or inhuman or degrading treatment or punishment, or serious and individual threat to a civilian's life or person by reason of indiscriminate violence in situations of international or internal armed conflict.

Subsidiary protection applies when neither refugee protection nor an entitlement to asylum can be granted and serious harm is threatened in the country of origin. People are entitled to "subsidiary protection" who put forward substantial grounds for the presumption that they are at risk of serious harm in their country of origin and that they cannot take up the protection of their country of origin or do not wish to take it up because of that threat. Serious harm can originate from both governmental and non-governmental players.

Special Protection

The migration and security decree, which came into force on October 5th, 2018 abolished the "humanitarian protection" - a stay permit issued to those who do not qualify for refugee status or subsidiary protection but were recognised as vulnerable. Minors, victims of trafficking, families with young children, and people with mental or physical vulnerabilities would have all qualified for a humanitarian permit, which was the most common granted form of protection in Italy and finds equivalents in other European countries. It would last for two years and could be converted into a work permit. In its place, the law introduces special permits for restricted categories, for a shorter time, "special protection" residence permit.

It can be issued only to those persons who cannot be expelled due to the non-refoulement obligations defined in article 19 of the Consolidated Act on Immigration unless the applicant can be returned to a country where she could receive 'equivalent protection'.

Quota or programme refugees

People brought as refugees to a host country usually through the UNHCR with the support of the government and whose arrival is planned and who therefore may receive additional support and services are classed as *quota or programme refugees*.

In Germany, asylum-seekers are first of all received in the closest reception facilities of the Federal Land in question. Such a facility may be responsible for temporary as well as longer-term accommodation. The EASY quota system (Initial Distribution of Asylum-Seekers) is orientated in line with the "Königstein Key". The distribution quota is calculated on an annual basis by the Federation-Länder Commission and determines what share of asylum-seekers is received by each Federal Land. This ensures suitable, fair distribution among the Federal Länder.

Index of practices (Overview)

No.	Practice name	Field of application	Country	Body/ institution provider	Web link
1	INTERMOVE	A	Spain	Training and consulting company	http://inter-move.eu/en/home/
2	Local Learning to Integrate Immigrants	A	Spain	Training and consulting company	http://www.ll2ii.eu/
3	Association “San Rafael Action Centre” – CAS San Rafael	A	Spain	Association “San Rafael Action Centre” – CAS San Rafael	http://www.asociacionsanrafael.org/index.php/que-hacemos/cursos-de-formacion
4	Italian Language Courses at Universities	A	Italy	SPRAR Center	http://www.sprar.it/ - http://www.ilsicomoro.net/
5	Silent Academy	A	Italy	Social Cooperative “Il Sicomoro”	https://www.matera-basilicata2019.it/it/programma/temi/riflessioni-e-conessioni/1356-the-silent-academy.html
6	#tutorpool network	A	Greece	network	https://www.facebook.com/tutorpool/
7	Sport Welcomes Refugees	A	Greece	Sport Inclusion Network (SPIN)	https://www.facebook.com/SpinProject
8	PoliceESOL	A	UK	South Wales’ Police and Cardiff Council	https://www.resettlement.eu/good-practice/policesol-language-course-south-wales-police-and-cardiff-council-esol-english-speakers
9	Building Bridges Programme	A	UK	Refugee Council and NHS	https://www.refugeecouncil.org.uk/what_we_do/refugee_services/refugees_into_jobs/refugee_health_professionals

10	Sprachpaten für Flüchtlinge	A	Germany	Gemeinsam leben und lernen in Europa e.V.	https://gemeinsam-in-europa.de/
11	MAV	A	Germany	Ifa Akademie – Training and Education Centre	http://mav-eu.info/contact/
12	Day center “Kultūrų įkalnė”	A, C	Lithuania	Caritas (Foreigners integration programme)	http://www.vilnius.caritas.lt/caritas-padaliniai/uzsienieciu-integracijos-programa/projektai.html
13	CIMEA - Centro di Informazione sulla Mobilità e le Equivalenze Accademiche (Information Center on Academic Mobility and Equivalence)	B, D	Italy	CIMEA - Centro di Informazione sulla Mobilità e le Equivalenze Accademiche (Information Center on Academic Mobility and Equivalence)	http://www.cimea.it
14	Actuarial Association of Europe	B	UK	Multinational or bilateral agreements stipulated with the aim to give to the refugees the rights of recognition and licence to practise their professions in other European countries.	https://actuary.eu/ https://actuary.eu/documents/Heubeck_letter_final_nov2010.pdf
15	RETAS - Refugees Educational and Training Advisory Service	B, D	UK	RETAS - Refugees Educational and Training Advisory Service	http://retasleeds.wixsite.com/retasleeds

16	Recognition of Qualification and Competences of Migrants into Teaching in Scotland	B	UK	The Council for Assisting Refugee Academics	http://www.academic-refugees.org/
17	Accreditation of Prior Learning (APL)	B	UK	British Universities	https://www.kcl.ac.uk/study/learningteaching/kli/Programmes/apl.aspx
18	The "European Qualification Passport for Refugees" Pilot Project	B	UK	UK NARIC/NOKUT (NORWEGIAN NARIC)/DOATAP (HELLENIC NARIC)/CIMEA	https://rm.coe.int/168070016d
19	The Refugees Health Professional Steering Group	B, D	UK	The Refugee Council	https://www.refugeecouncil.org.uk/what_we_do/refugee_services/refugees_into_jobs/refugee_health_professionals
20	RECOGNITION OF PROFESSIONAL STUDY TITLES TO OBTAIN PERMISSION TO PRACTICE IN REGULATED PROFESSIONS	B	UK	Migrant Help	http://www.migranthelpuk.org
21	NETWORK "INTEGRATION THROUGH QUALIFICATION (IQ)	B	Germany	IQ Dissemination Project	http://www.netzwerk-iq.de/network-iq-start-page/network-iq/programme-description.html
22	RECOGNITION IN GERMANY" WEB PORTAL	B	Germany	Federal Ministry for Education and Research (BMBF) and the Federal Employment Agency (BA)	https://www.recognition-in-germany.info/
23	MigraNet/InteGR AID/ProfilPass	B	Germany	Bundesland Bavaria	http://www.migranet.org/

24	RECOGNITION OF PROFESSIONAL STUDY TITLES FOR OBTAIN PERMISSION TO PRACTICE IN REGULATED PROFESSIONS	B	Spain	Ministry of Education, Culture and Sport	http://www.mecd.gob.es/servicios-al-ciudadano-mecd/en/catalogo/educacion/gestion-titulos/estudios-universitarios/titulos-extranjeros/homologacion-educacion-superior.html
25	RECOGNITION OF INFORMAL SKILLS AND COMPETENCES AND WORK EXPERIENCE	B	Spain	Ministry of Education, Culture and Sport	http://www.todofp.es/inicio.html
26	TodoFP web portal	B	Spain	Ministry of Education, Culture and Sports	http://www.todofp.es/acreditacion-de-competencias.html
27	PROCEDURE OF ACADEMIC RECOGNITION FOR REFUGEES WITH DOCUMENTS	B	Lithuania	Lithuanian Centre for Quality Assessment in Higher Education	http://www.skvc.lt/default/en/60/apply/documentation_requirements
28	PROCEDURE OF PROFESSIONAL RECOGNITION FOR REFUGEES WITH DOCUMENTS	B	Lithuania	Lithuanian Centre for Quality Assessment in Higher Education (CQAHE)	http://www.profesijos.lt/go.php/lit/IMG
29	PROCEDURE FOR UNDOCUMENTED REFUGEES (CQAHE)	B	Lithuania	Lithuanian Centre for Quality Assessment in Higher Education	http://www.skvc.lt/default/en/60/apply/documentation_requirements
30	THE COMMON EUROPEAN ASYLUM SYSTEM	B	Greece	Ministry of National Education	https://ec.europa.eu/home-affairs/what-we-do/policies/asylum_en
31	European Qualifications Passport: a new assessment tool of the higher education	B	Greece	Council of Europe, Greek Ministry of Education, Research and Religious Affairs	http://www.coe.int/en/web/education/recognition-of-refugees-qualifications

	qualifications for refugees			and qualification recognition centres in Greece, Italy, Norway and the UK.	
32	PROCESS OF CERTIFICATION FOR ADEQUATE KNOWLEDGE OF GREEK LANGUAGE, HISTORY AND CULTURE: ODYSSEAS	B	Greece	General Secretariat of Lifelong Learning and sponsored by the Ministry of Employment and Social Protection	https://www.inedivim.gr/en/programmes-actions/%E2%80%99Codysseus-education-immigrants-greek-language-greek-history-and-greek-culture
33	Education without Borders Project (UNINETTUNO)	B	Italy	Università senza Confini (UNINETTUNO)/	www.istruzioneesenzaconfini.it
34	FORMEDIL System	B	Italy	Formedil	www.formedil.it
35	CIMEA - Centro di Informazione sulla Mobilità e le Equivalenze Accademiche (Information Center on Academic Mobility and Equivalence)	B, D	Italy	CIMEA - Centro di Informazione sulla Mobilità e le Equivalenze Accademiche (Information Center on Academic Mobility and Equivalence)	http://www.cimea.it
36	SECOND CHANCE SCHOOLS PROGRAMME	C	Greece	Ministry of National Education	http://ec.europa.eu/epale/it/node/28958
37	Sexual and Reproductive Health Education program	C	Greece	The Unmentionables Resource Center	https://theunmentionablesglobal.org/resourcecenter
38	The Department of Work and Pensions refugees' employment strategy	C	UK	Department of Work and Pensions	https://www.gov.uk/government/organisations/departments-for-work-pensions
39	Friendship	C	UK	The Welcoming	http://www.thewelcoming.org/friendship/?doing_wp_cron=1543943519.4007039070129394531250

40	Internship for refugees	C	Italy	SPRAR Center	http://www.sprar.it/ - http://www.ilsicomoro.net/
41	Activity for integration	C	Italy	MSNARA Center – Centre for unaccompanied foreign minors	http://www.sprar.it/ - http://www.ilsicomoro.net/
42	Legal support	C	Italy	SPRAR Centres	http://www.sprar.it/ - http://www.ilsicomoro.net/
43	Together: refugees and youth	C	Lithuania	“Active Youth” VSI “Integracijos Centras”, “Politikosanalizes institutas”, “Baltic Youth Way” & “Brodoto”	http://www.refugeeseurope.com/news-and-resources
44	Mini Jobcenter in Rukla Refugee Reception Centre	C	Lithuania	Kaunas Labour Exchange centre in collaboration with Rukla Refugee Reception Centre	n/a
45	Refugees and Migrants’ Integration Center -InLT	C, D	Lithuania	Lithuanian Red Cross Society	https://www.facebook.com/www.redcross.lt/
46	Day center “Kulturu namai”	C, D	Lithuania	Caritas (Foreigners integration programme)	http://www.vilnius.caritas.lt/caritas-padaliniai/uzsienieciu-integracijos-programa/projektai.html
47	Job Coach	C	Germany	integrAIDE – Universität Würzburg	http://integrai.de/
48	Informationslotse nschulung EMPOWER (Dedicated Migrants: Revealing Potential - Ways into Voluntary Work)	C	Germany	Gemeinsam leben und lernen in Europa e.V.	https://gemeinsam-in-europa.de/
49	FAM -Project	C	Germany	Business forum region Passau	http://www.wifo-passau.de/willkommen-fam-potentiale-nutzen/ueber-fam/massnahmen/

50	Protocol of refugees' labour insertion	C	Spain	Region of Murcia, Spain	www.sefcarm.es
51	DIVEM, diversity in companies	C	Spain	NGO ACCEM	https://divem.accem.es/diversidad-en-la-empresa/
52	ANDALUCÍA INTEGRA	C	Spain	Chamber of Commerce, Industry and Navigation of Seville	http://www.redesinterculturales.org/system/files/programataller7.granada.pdf
53	EXEQUO, VULNERABLE FORCED MIGRANTS: THE CIEs Project	C, D	Spain	Fernando Pombo Foundation	http://www.fundacionpombo.org/que-hacemos/proyecto-exequo/cie/
54	Guide of resources for refugees	D	Spain	Valencia province	https://www.fundacionporlajusticia.org/es/qu-e-hacemos/accion-social/guia-de-recursos-para-refugiados
55	One Stop Shop Service	D	Greece	Greek Council for refugees	https://www.gcr.gr/el/
56	We are all citizens	D	Greece	Greek Council for refugees and Bodossaki Foundation	http://www.weareallcitizens.gr/
57	Information and counselling for unemployed migrants and refugees	D	Greece	Athens City Council	https://www.accmr.gr
58	Agreement with the local library	D	Italy	Soc. Coop. Soc. "Il Sicomoro"	www.ilsicomoro.net
59	Integration Manual	D	Germany	Gemeinsam leben und lernen in Europa e.V.	https://gemeinsam-in-europa.de/files/Informationslotsen%20in%20der%20FI%C3%BCchtlings-%20und%20Integrationsarbeit_Englisch.compressed.pdf
60	Refugee guide	D	Germany	Gemeinsam leben und lernen in Europa e.V.	http://www.refugeeguide.de/
61	Welcome to Germany	D	Germany	Münchner Forum für Islam	http://www.islam-muenchen.de/

Good practices presentation

Introduction

A good practice is simply a process or a methodology that represents the most effective way of achieving a specific objective. A good practice is not only a practice that is good, but a practice that has been proven to work well and produce good results and is therefore recommended as a model. It is a successful experience, which has been tested and validated, in the broad sense, which has been repeated, and deserves to be shared so that a greater number of people can adopt it.

In this activity, all partners are asked to provide examples of 'good practices' with particular regard to:

- (a) Programmes available to migrants on regional/ national level that are designed to promote social and work inclusion.
- (b) Policies and practices, including mechanisms to assess and address the challenges encountered, in the implementation of activities aiming at migrants' social and professional integration,
- (c) Training and educational programmes provided to adult educators and staff involved on migrants' education/ training/ administration/ legal support on regional/ national level.

Category A: Empowerment techniques

Good Practise A.1

- Title: **INTERMOVE**
- Country of origin and of testing and/or implementation: **Spain**
- Validity period: **Active**
- Contents and Tools- description: The INTERMOVE projects seeks to impact on the improvement of transversal skills such as Language or Cross-cultural skills by using an innovative approach to comprehend several languages while learning in other fields. The programme aims to prepare participants on mobility projects through the inter-comprehension of languages. INTERMOVE tackles two barriers: cross-cultural issues and foreign language knowledge by developing and implementing a new training pathway to prepare participants on Mobility projects by including the Inter-comprehension of French, English, Portuguese, Italian and Spanish as a tool to follow an intercultural preparation.
- Net resources: <http://inter-move.eu/en/home/>

Good Practise A.2

- Title: **Local Learning to Integrate Immigrants**
- Country of origin and of testing and/or implementation: **Spain**
- Validity period: **Active**
- Contents and Tools- description: The main activities are training, empowerment and learning of adult staff of local bodies, NGOs, operators and other field actors working with immigrants' inclusion in society and employment. LL2II aims to train adult staff of local bodies, NGOs, operators and other field actors working with immigrants.
- Net resources: <http://www.ll2ii.eu/>
- Level of adaptability and transferability:

Good Practise A.3

- Title: **Association "San Rafael Action Centre" – CAS San Rafael**
- Country of origin and of testing and/or implementation: **Spain (Madrid)**
- Validity period: **Active since 1985**
- Contents and Tools- description: The Association was created in 1985 to respond the needs of immigrant population and people at high risk of social exclusion. This Association works on legal issues of foreign people in the fields of social, legal, labour, psychological or coverage of basic needs; without cultural, religious or political discrimination.

The main objective is to achieve the full and effective integration into society of the people and families that need support to resolve their difficulties in everyday life. The main priority of this entity is that all interventions are carried out with the participation and agreement of the programs' users.

One of the projects developed by this Association is the "Development of competencies for labour re-insertion". The objective is giving a comprehensive attention to long-term unemployed people through the following procedure: initial diagnosis and elaboration of the intervention programme; providing the needed resources to cover basic needs and labour demand; follow-up and monitoring of the intervention process; ex-post follow-up and final intervention.

- Net resources: <http://www.asociacionsanrafael.org/index.php/que-hacemos/cursos-de-formacion>
- Level of adaptability and transferability: The activities carried out in this association have a comprehensive character that could be adapted or transferred carrying out some adaptations to the social, economic and geographical needs of the country where it could be applied. Nevertheless, the most important is being aligned with the main principles and values of CAS San Rafael, that is, rescuing the person's dignity.

Good Practise A.4

- Title: **Italian Language Courses at Universities**
- Country of origin and of testing and/or implementation: **SPAR centers, Italy**
- Validity period: **Active**
- Contents and Tools- description: Funded by the Municipality of Matera, the project provides Italian language courses to refugees and asylum seekers living in Matera and province of Matera, guests of SPRAR project. The training has the aim to support refugees and asylum seekers providing them free Italian Language lessons. The courses are permanent for that when a refugee comes to the SPRAR project of Matera (or province of Matera), he/she have to take an Italian Language test in order to evaluate his/her starting level of knowledge. According to his/her level of knowledge, he/she will attend the "basic level course" or the "advanced level course". Italian courses take place at the University of Basilicata, at Matera. The attendance to language courses is compulsory, but facilitations are foreseen for refugees and asylum seekers that work (they can attend lessons in their not-working time) and for women with children (they can use free baby-sitting services).
- Net resources: <http://www.sprar.it/> - <http://www.ilsicomoro.net/>

Good Practise A.5

- Title: **Silent Academy**
- Country of origin and of testing and/or implementation: **Italy**
- Validity period: **Active**

- Contents and Tools- description: This practise has been developed within the projects foreseen for Matera 2019, the European Capital of Culture following the model of the Silent University. Political refugees and asylum seekers become teachers to transfer their skills to local people in the hosting countries

- Net resources: <https://www.matera-basilicata2019.it/it/programma/temi/riflessioni-e-connessioni/1356-the-silent-academy.html>

Good practice A.6

- Title: #Tutorpool network

- Country of origin and of testing and/or implementation: Greece

- Validity period: Active

- Contents and Tools- description: 1. Lessons offered to immigrant students (aged 6 – 17 years old) who face the following problem in Greek educational schools: the programme is scheduled according to the students and teachers' timetable – students are not being offered lessons on a standard timetable. With the eLearning courses, students can schedule their lessons according their own daily programme.

2. Greek language lessons offered to refugees, immigrants and returnees: the programme is scheduled according to the learner's and teacher's timetable – students are not being offered lessons on a standard timetable. With the eLearning courses, learners can schedule their lessons according their own daily programme.

In the platform developed by #tutorpool for the implementation of free courses approximately 300 students from various parts of the country are registered and 521 teachers who offer 305 courses. In this effort about 15 volunteers are also involved including Greek professors from several European countries, e.g. Germany, Italy and Spain. There is no evaluation or certification provided by the #tutorpool network. Adult learners that attend Greek language lessons, can certify their knowledge through the Examinations Service of the Centre for the Greek Language which is supervised by the Greek Ministry of Education and in cooperation with the Ministries of Culture and Foreign Affairs.

- Net resources: <https://www.facebook.com/tutorpool/>

- Level of adaptability and transferability: The content of the training is designed according the Greek Educational system and curricula, as well as based on specific student's and learner's training/ educational needs. Teachers who participate in these programmes are offering their services on a volunteer basis.

Good practice A.7

- Title: “Sport Welcomes Refugees”

- Country of origin and of testing and/or implementation: Greece (in collaboration with more countries)

- Validity period (active or non-active): Active

- Contents and Tools- description: The Sport Inclusion Network (SPIN) started the new Erasmus+ project “Sport Welcomes Refugees”. The kick-off in Vienna will be followed by first activities like 'Focus Group Interviews' and 'National Round Tables' in all eight partner countries and a 'Training seminar for Sport Coaches' in Italy. Seven of the involved organisations were already partner in the Sport Inclusion Network (SPIN) project. With the Greek partner FAROS the “Sport Welcomes Refugee” Project has another important player on board. Activities:

1. Towards an Evidence base: Assessing Needs, Developing Quality Criteria and Good Practice

-Assessment of the needs of sport educators in view of the actual challenges

-Description and analysis of Good Practice examples in Europe

-Developing of quality criteria for projects including refugees in/through sports

2. Training and Qualification of Sport Educators and Clubs

-Training Programme for Sport Coaches and Sport Instructors (June 2017)

-Online-Platform: Sport Clubs open doors for refugees and migrants

3. Respect Refugees - Campaigning and Raising Public Awareness

-Refugees Welcome Events during the European Week of Sport (Sept. 2017)

-Refugee Welcome Events during FARE Action Weeks (Oct. 2018)

4. Capacity building of Sport Initiatives with newly arrived Migrants

-Get structured, Network Meeting: “Grassroots Initiatives meet the organised Sport” (May/June 2017)

-Basic Packages - Providing support for Sport Initiatives working with newly arrived migrants (ongoing)

5. European Networking and Policy Development

- Net resources (link or other): facebook.com/SpinProject

Good practice A.8

- Title: PolicESOL

- Country of origin and of testing and/or implementation: UK

- Validity period: Active

- Contents and Tools- description: Working together, South Wales’ Police and Cardiff Council ESOL (English for Speakers of Other Languages) service developed the PolicESOL language course. The course aims to develop English language skills and provide participants with an understanding of their respective rights and responsibilities. It also aims to build a relationship of trust with the police. The course consists of a number of training sessions, each designed specifically to provide knowledge and understanding of how to live safely in the UK and abide by the law. Participation in the course is entirely voluntary, and usually takes place in separate classes for men and women. The course was

designed as a series of ten independent two-hour sessions, including a number of topics: introduction to UK police; dealing with an emergency; personal safety in the community; child safety in the UK; dealing with domestic abuse; racial incidents; drug and alcohol related abuse and driving in the UK.

- Indicators of impact in terms of efficiency and effectiveness: Approximately 2,500 learners attend ESOL courses in Cardiff each year, representing 100 different nationalities. Most will benefit from the PoliceESOL course. Feedback has shown that the classes have succeeded in strengthening participants' confidence in the police, making them feel more comfortable in the UK and improving their listening skills and spoken English. The success of the project has been acknowledged with a national award and its adoption and use in other areas of the UK.

Lessons Learned

- ✓ It is important to focus solely on the police service in the community and country of resettlement, rather than encouraging participants to compare the police service in the country of origin as this may bring up traumatic memories.
- ✓ Police officer and staff attendance is a key part of building relationships between members of the community and the police. However, it is crucial that learners are given the opportunity to invite the police to attend, rather than having a pre-arranged visit.

- Net resources: <https://www.resettlement.eu/good-practice/policesol-language-course-south-wales-police-and-cardiff-council-esol-english-speakers>

Good practice A.9

- Title: Refugee Health Professionals - Building Bridges Programme

- Country of origin and of testing and/or implementation: UK

- Validity period: Active

- Contents and Tools- description: The Building Bridges programme is an NHS funded partnership for Refugee Health Professionals living in London. Refugee Council, the lead partner, is focused on supporting refugee doctors. We assist refugee doctors to re-qualify to UK standards and secure employment appropriate to their professional qualifications. It helps refugee doctors to:

- Refresh medical knowledge and skills before taking PLAB Part 1 and Part 2 exams
- Improve their language and communication skills
- Prepare for working in the NHS and providing patient centered care
- Familiarise themselves with UK medical procedures and systems through clinical attachments
- Understand recruitment processes in the UK and develop the necessary skills
- Find employment through the CAPS (Clinical Apprenticeship Scheme) or other routes

- Net resources:

https://www.refugeecouncil.org.uk/what_we_do/refugee_services/refugees_into_jobs/refugee_health_professionals

Good Practise A.10

- Title: Sprachpaten für Flüchtlinge
- Country of origin and of testing and/or implementation: Germany
- Validity period (active or non-active): Active
- Contents and Tools- description: This practice aims to support refugees in learning the German language as fast as possible. The system of one-to-one learning encourages the build of a relationship between the “mentor” and the refugee based on trust. The target group is older refugees, no matter their nationality, age or another characteristic.

A second target is to provide the volunteer mentors with a qualification for giving language training. Furthermore, GLL aims to arrange for adequate and relevant materials for the volunteers to facilitate the language training and make it more interesting for both parties.

- Indicators of impact in terms of efficiency and effectiveness: More than 70 refugees in the Passau region used this practice with more than 76 volunteers since the beginning of the project, at the moment 28 of them are active, supporting 22 refugees. To help volunteers make their training more interesting and interactive we developed a language mentor box, which is accessible for every volunteer.

- Net resources (link or other): <https://gemeinsam-in-europa.de/>

Good Practise A.11

- Title: MAV
- Country of origin and of testing and/or implementation: Germany
- Validity period: Active
- Contents and Tools- description: Contents and Tools: MAV is the result of seven European partners: Ifa Akademie – Training and Education Centre (Germany), University of Naples Federico II (Italy), University Stefan Cel Mare Suceava (Romania), Dafni Kentro Epaggelmatikis Katartisis (Greece), Synthesis Center for Research and Education LTD (Cyprus), MAKRO Yonetim Gelistirme Danismanlik Ltd. Sti. (Turkey) and the European Management Education & Learning (e-mel) (England).

This practice aims to produce a multidimensional training of adult volunteers to foster migrant’s integration. The purpose of the guide is to train volunteers who work with refugees to become as mentors for migrants, guiding them in the professional and social integration in the society. The MAV project has four central products: guide for trainers to motivate adult migrant volunteers supporting migration, design of the MAV adult learning toolkit, MAV adult learning course “Volunteers in migrants’ integration” and MAV Communications toolkit.

The MAV project involves 26 experts from the all partner countries from Germany, Greece, Italy, Great Britain, Cyprus and Turkey all products will be available free of charge for download in the six languages of the partners: German, English, Greek, Italian, Romanian, and Turkish.

- Net resources: <http://mav-eu.info/contact/>

Good Practise A.12

- Title: Day center “Kultūrų įkalnė” in Pabradė

- Country of origin and of testing and/or implementation: Lithuania

- Validity period: Active from 2008

- Contents and Tools- description: The centre organises educational activities for children, cultural afternoons for women, social, legal and psychological counselling for adults. The centre offers handicraft and Lithuanian lessons, one can use computers, internet, library, also attend information technology lessons. This centre is unique because all sessions, lessons and celebrations take place with the local community. Asylum seekers in Lithuania are introduced to the country, culture and traditions since their first days there. Currently, about 40 asylum seekers visit the day centre "Kultūrų įkalnė".

- Net resources: <http://www.vilnius.caritas.lt/caritas-padaliniai/uzsienieciu-integracijos-programa/veikla.html>

Category B: Procedures of recognition of the titles and of the professional qualifications

Good practice B.1:

- Title: [Actuarial Association of Europe](#)
- Country of origin and of testing and/or implementation: [United Kingdom](#)
- Validity period (active or non-active): [Active](#)
- Contents and Tools- description: They are multinational or bilateral agreements stipulated with the aim to give to the refugees the rights of recognition and licence to practise their professions in other European countries. This applies to a number of occupations, such as engineers, doctors and actuaries.
- Net resources (link or other): <https://actuary.eu/>

Good practice B.2:

- Title: [RETAS - REFUGEES EDUCATIONAL AND TRAINING ADVISORY SERVICE](#)
- Country of origin and of testing and/or implementation: [United Kingdom](#)
- Validity period (active or non-active): [Active](#)
- Contents and Tools- description: An initiative born with the aim to help different groups of refugees to get their qualifications recognised and help them to integrate into the labour market. It assists refugees with the recognition of qualifications – with a particular emphasis on women.
- Net resources (link or other): <https://www.refugeecouncil.org.uk/servicedirectoryupdate>

Good practice B.3:

- Title: [RECOGNITION OF QUALIFICATION AND COMPETENCES OF MIGRANTS INTO TEACHING IN SCOTLAND](#)
- Country of origin and of testing and/or implementation: [United Kingdom](#)
- Validity period (active or non-active): [Active](#)
- Contents and Tools- description: A process managed by The Council for Assisting Refugee Academics with the aim to should help refugees to smooth the transition into employment through the Recognition of Qualifications and Competences of Migrants into Teaching in Scotland scheme. It offers grants to refugees who have been paid researchers or lecturers in their home country, allowing them to requalify and gain employment in the UK, Run an Education, Employment and Training and Employment guidance service.
- Net resources (link or other): <http://www.academic-refugees.org/>

Good practice B.4:

- Title: ACCREDITATION OF PRIOR LEARNING (APL)
- Country of origin and of testing and/or implementation: United Kingdom
- Validity period (active or non-active): Active
- Contents and Tools- description: A long-standing mechanism to recognize prior informal and non-formal learning, for higher education admission and for credit towards higher education degrees and other awards. If a refugee has undertaken a programme of study within a University or a higher education institution in his home country or have achieved certain learning outcomes through agency-based in-service or through professional experience, it may be possible for him to apply for Accreditation of Prior Learning. Such prior learning should be over and above the qualifications and experience required for admission to a relevant Master's Programme.
- Net resources (link or other):
<https://www.kcl.ac.uk/study/learningteaching/kli/Programmes/apl.aspx>

Good practice B. 5:

- Title: European Qualifications Passport: a new assessment tool of the higher education qualifications for refugees
- Country of origin and of testing and/or implementation: Greece
- Validity period (active or non-active): Active
- Contents and Tools- description: This initiative is a pilot project run by the Council of Europe's Education Department in the framework of the Action Plan Building Inclusive Societies. Partners include the Greek Ministry of Education, Research and Religious Affairs and qualification recognition centres in Greece, Italy, Norway and the UK. The UNHCR Office in Greece also supports the project. The first European Qualifications Passports for Refugees were issued in Athens on March of 2017. This certificate will help refugees who had to flee their countries to continue with their studies or work. Fifty candidate refugees went through individual interviews with experienced evaluators to ascertain their qualifications in the absence of supporting documentation in this pilot phase in Athens. The idea is to gradually establish a system which can be used by other countries in the future. The Ministry of Education, Research and Religious Affairs in Greece, which is leading this process, contacted and will contact refugees who claim to have completed or partially completed studies at the level of upper secondary school and above, even with insufficient or missing documentation and wish to enter this process. The European Qualifications Passport for Refugees includes three sections – the assessment part, the explanatory part and an advice on the way ahead. The assessment part of the document contains information describing the highest achieved qualification(s), subject field, other relevant qualifications, as well as work experience and language proficiency. The explanatory and advisory sections contain information about the status of the document and a short description of the pilot

project. The evaluation is a combination of an assessment of available documentation, covering a considerable amount of information gained through previous evaluations and a structured interview. As a result, the document provides credible information that is relevant for employment, internships, enrolment to qualification courses and admission to studies.

- Net resources (link or other): <http://www.coe.int/en/web/education/recognition-of-refugees-qualifications>

- Level of adaptability and transferability: The first European Qualifications Passports for Refugees were issued on March 2017 in Athens. The second evaluation session within the pilot project “Recognition of Qualifications held by Refugees” took place in Athens from 12 to 16 June 2017. Refugees originating from Afghanistan, Iraq, Iran, Palestine* and Syria were interviewed by six credential evaluators, members of ENIC/NARICs of Greece, Italy, Norway and the United Kingdom. Representatives of ENICs from Armenia and Slovenia also took part as observers in the first two days of the evaluation session. As a result, out of 43 applicants assessed, 38 European Qualifications Passports for Refugees were issued during this session.

Good practice B.6:

- Title: THE REFUGEES HEALTH PROFESSIONAL STEERING GROUP

- Country of origin and of testing and/or implementation: United Kingdom

- Validity period (active or non-active): Active

- Contents and Tools- description: A project realised by Refugee Council, as lead partner, with the aim to support refugee doctors. It assists refugee doctors to re-qualify to UK standards and secure employment appropriate to their professional qualifications. It helps refugee doctors to:

- 1) Refresh medical knowledge and skills before taking PLAB Part 1 and Part 2 exams
- 2) Improve their language and communication skills
- 3) Prepare for working in the NHS and providing patient centred care
- 4) Familiarise themselves with UK medical procedures and systems through clinical attachments
- 5) Understand recruitment processes in the UK and develop the necessary skills
- 6) Find employment through the CAPS (Clinical Apprenticeship Scheme) or other routes
- 7) Develop and maintain a strong peer-to- peer network to share experience and provide emotional, social or practical help to each other.

- Net resources (link or other):

https://www.refugeecouncil.org.uk/what_we_do/refugee_services/refugees_into_jobs/refugee_health_professionals

Good practice B. 7:

- Title: RECOGNITION OF PROFESSIONAL STUDY TITLES TO OBTAIN PERMISSION TO PRACTICE IN REGULATED PROFESSIONS
- Country of origin and of testing and/or implementation: United Kingdom
- Validity period (active or non-active): Active
- Contents and Tools- description: It's a project realised by the charity Migrant Help with the aim to support the Asylum Applications UK and give Asylum Advices and Guidance services. It provides general information, advice and guidance through a Telephone Advice Centre, or face to face appointments at the initial accommodation centres or outreach sessions. Multilingual information is given via Migrant Help's website in different forms: web/video presentations, audio briefings and written briefings. These are in 15 languages and may be downloaded.
- Net resources (link or other): <http://www.migranthelpuk.org>

Good Practise B.8

- Title: NETWORK "INTEGRATION THROUGH QUALIFICATION (IQ)
- Country of origin and of testing and/or implementation: Germany
- Validity period: Active
- Contents and Tools – description: It's a programme coordinated by IQ Dissemination Project (IQ DP) and it involves 16 regional networks (one for each federal state). It offers counselling for credentials recognition and skills advancement and develop as well as implement the necessary bridge training to attain full recognition of foreign qualifications. It also provides information, advice and training to labour market stakeholders in order to raise awareness for the specific concerns of migrants and disseminate specialised knowledge. In work in cooperation with five competence centres dedicated to migrant-specific concerns at the federal level, that develop training schemes, instruments and policy recommendations for integrating migrants into the labour market. In addition, the competence centres are responsible for giving specialist advice to decision-makers in politics, business and public administration. This can range from the development of quality standards and learning materials to the dissemination of research results.
- Net resources: <https://www.netzwerk-iq.de/network-iq-start-page/network-iq/programme-description.html>

Good Practise B.9

-Title: "RECOGNITION IN GERMANY" WEB PORTAL

-Country of origin and of testing and/or implementation: Germany

-Validity period: **Active**

-Contents and Tools – description: It's the multilingual web portal of the Federal Government for the recognition of foreign professional qualifications. The portal works in close cooperation with the Network IQ. The programme is funded by the Federal Ministry for Labour and Social Affairs (BMAS) and the European Social Fund (ESF). Strategic partners in implementing the programme are the Federal Ministry for Education and Research (BMBF) and the Federal Employment Agency (BA). The use of this web portal is very easy and foresees some steps: 1) To use Quick Check to find out more about the requirements for living and working in Germany; 2) To use the Recognition Finder to check whether official recognition of qualification is a requirement or would help to find a job in Germany; 3) To make an application of professional or vocational qualification; 4) The recognition authority will check the application; 5) The recognition authority will send you a certificate of recognition (partial or full).

-Net resources: <https://www.recognition-in-germany.info/>

Good Practise B.10

-Title: MigraNet/InteGRAID/ProfilPass

-Country of origin and of testing and/or implementation: Germany (Bavaria)

-Validity period: **Active**

-Contents and Tools – description: It's one of the 16 regional networks (Bundesland Bavaria) that connects Institutions, organisations and companies together with associations that work in the field of migration with the aim to improve the integration of migrants into the labour market, especially in Bavaria. The operator implementing that goal is the organisation tür-an-tür.

-Net resources: <http://www.migranet.org/>

Good practice B. 11:

- Title: RECOGNITION OF PROFESSIONAL STUDY TITLES FOR OBTAIN PERMISSION TO PRACTICE IN REGULATED PROFESSIONS

- Country of origin and of testing and/or implementation: Spain

- Validity period (active or non-active): **Active**

- Contents and Tools- description: It's one of the 16 regional networks (Bundesland Bavaria) that connects Institutions, organisations and companies together with associations that work in the field of migration with the aim to improve the integration of migrants into the labour market, especially in Bavaria. The operator implementing that goal is the organisation tür-an-tür.
- Net resources (link or other): <http://www.mecd.gob.es/servicios-al-ciudadano-mecd/en/catalogo/educacion/gestion-titulos/estudios-universitarios/titulos-extranjeros/homologacion-educacion-superior.html>

Good practice B. 12:

- Title: RECOGNITION OF INFORMAL SKILLS AND COMPETENCES AND WORK EXPERIENCE
- Country of origin and of testing and/or implementation: Spain
- Validity period (active or non-active): Active
- Contents and Tools- description: It's the official procedure used in Spain in order to apply for homologation or validation of higher education qualifications issued by foreign institutions or Master's titles giving access to regulated profession in Spain. It also allows query the status of the application processing, after completing the application and submit it in an official register. It foresees that applicant send to the Spanish Ministry of Education a list of documents (documents proving the applicant's identity and nationality, diploma, academic transcript, payment of the fee Accreditation of the linguistic competence in Spanish). All documents must be: 1) legalised through diplomatic channels (Ministry of Education, Ministry of Foreign Affair or Diplomatic or consular representation of Spain); 2) Accompanied by an official translation into Spanish; 3) Authenticated by the corresponding authority
- Net resources (link or other): <http://www.todofp.es/inicio.html>

Good practice B. 13:

- Title: TodoFP web portal
- Country of origin and of testing and/or implementation: Spain
- Validity period (active or non-active): Active
- Contents and Tools- description: It's the official procedure used in Spain in order to evaluate and recognize professional competences acquired through work experience and non-formal and informal training. The National Catalogue of Vocational Qualifications serves as an objective reference for this procedure, since it lists the vocational qualifications to be recognised and accredited, identified in the productive system on the basis of the skills required to practice the profession. In order to facilitate knowledge of this procedure and its requirements, the Ministry of Education, Culture and Sport provides all stakeholders with the IT tool ACREDITA through the TodoFP web portal. All the education

authorities have published different calls for the recognition of certain competences. The procedure comprises the following stages:

- 1) Guidance, on the basis the documents provided: An advisor draws up a non-binding report. If it is positive, the candidate may have access to the evaluation stage. If negative, the report indicates the additional training to be undertaken by the candidate as well as the institutions where he/she can receive it.
- 2) Evaluation of the professional competence: It is checked whether the candidate has the professional competence required.
- 3) Accreditation and record of the professional competence: The accreditation is issued to candidates who have completed the evaluation stage for each competence unit for which the professional competence has been demonstrated. If the workers' professional competences that have been evaluated are not enough to achieve the level of qualification required by a vocational training certificate or a certificate of professional experience, they are partially accredited. Thus, they can complete their training in order to obtain the relevant qualification or certificate.

- Net resources (link or other): <http://www.todofp.es/acreditacion-de-competencias.html>

Good practice B. 14:

- Title: **PROCEDURE OF ACADEMIC RECOGNITION FOR REFUGEES WITH DOCUMENTS**

- Country of origin and of testing and/or implementation: Lithuania

- Validity period (active or non-active): **Active**

- Contents and Tools- description: It's the official evaluation and recognition of foreign school-leaving certificates and higher education qualifications carried out by the Lithuanian Centre for Quality Assessment in Higher Education (CQAHE). It foresees the application of recognition through and application form and the production of documents (diploma, academic transcript, form of identification, documents for refugees' prior education and any additional documents). Academic recognition of foreign qualifications in Lithuania depends on the level of the gained qualification and the purpose of recognition, in Lithuania it is carried out by several institutions:

- 1) Centre for Quality Assessment in Higher Education (SKVC)
- 2) Higher Education Institutions authorized by the Ministry of Education and Science (Vilnius University, Vilnius Gediminas Technical University and Lithuanian University of Health Sciences)
- 3) The Research Council of Lithuania
- 4) The Ministry of Education and Science

If an assessment of refugees' competences is necessary, it can be carried out by competence assessment institutions: accredited social partners or other institutions authorized to assess a person's professional competence. The procedure is free of charge.

- Net resources (link or other): http://www.skvc.lt/default/en/60/apply/documentation_requirements

Good practice B. 15:

- Title: **PROCEDURE OF PROFESSIONAL RECOGNITION FOR REFUGEES WITH DOCUMENTS**

- Country of origin and of testing and/or implementation: Lithuania

- Validity period (active or non-active): **Active**

- Contents and Tools- description: It's the official evaluation and recognition of foreign qualification gained abroad, when a refugee seeks to start work in a certain area carried out by the Lithuanian Centre for Quality Assessment in Higher Education (CQAHE). When performing the recognition of professional qualifications, it is important to evaluate not only the gained qualification, but also whether the refugee's knowledge, professional skills and abilities are enough to start working in the country of destination. Professions are of two types as follows: regulated and non-regulated.

In a case of regulated profession an institution authorized by the Government of the Republic of Lithuania carries out the professional recognition of foreign qualification.

In the case of non-regulated professions, an employer makes a decision on professional recognition of qualification. The procedure is free of charge.

- Net resources (link or other): <http://www.profesijos.lt/go.php/lit/IMG>

Good practice B. 16:

- Title: **PROCEDURE FOR UNDOCUMENTED REFUGEES (CQAHE)**

- Country of origin and of testing and/or implementation: Lithuania

- Validity period (active or non-active): **Active**

- Contents and Tools- description: It's a special procedure offered by the Lithuanian Centre for Quality Assessment in Higher Education (CQAHE) to undocumented applicants, which cannot provide documentation for objective reasons and are currently residing in Lithuania. The procedure encompasses development of a background education report and/or an external assessment of an applicant's competences. The procedure usually takes about 3 months. In order to determine the refugee's eligibility for the procedure the following steps should be taken by the applicant: 1) fill in the application form 2) provide any indirect documentation if it is available, such as information on professional licensing, any documents issued by the school, etc. 3) provide an explanation as to why

the documents cannot be provided. The documents must be submitted in person, by email or by an authorised representative. The procedure is free of charge.

- Net resources (link or other): http://www.skvc.lt/default/en/60/apply/documentation_requirements

Good practice B. 17:

- Title: **THE COMMON EUROPEAN ASYLUM SYSTEM**

- Country of origin and of testing and/or implementation: **Greece**

- Validity period (active or non-active): **Active**

- Contents and Tools- description: A European standard, adopted by the Greek Ministry of Education. It foresees that all immigrant children have access to public schools for the mandatory nine-year period. Migrants' children have direct access to the Greek education system. The children of regular migrants enjoy the same rights as Greek children, and children of families residing irregularly in Greece also have access to school and to hospitals for medical care. Some schools offer additional language classes for migrant children in the context of programmes run by the Centre of Intercultural Education of the University of Athens. The Ministry of Education has also created intercultural schools to address the needs of children from different cultural, linguistic and ethnic backgrounds.

- Net resources (link or other): https://ec.europa.eu/home-affairs/what-we-do/policies/asylum_en

Good practice B. 18:

- Title: **European Qualifications Passport: a new assessment tool of the higher education qualifications for refugees**

- Country of origin and of testing and/or implementation: **Greece**

- Validity period (active or non-active): **Active**

- Contents and Tools- description: A common project of recognition, coordinated by the Council of Europe's Education Department, Greek Ministry of Education, Research and Religious Affairs and qualification recognition centres in Greece, Italy, Norway and the UK.

- Net resources (link or other): <http://www.coe.int/en/web/education/recognition-of-refugees-qualifications>

Good practice B. 19:

- Title: **PROCESS OF CERTIFICATION FOR ADEQUATE KNOWLEDGE OF GREEK LANGUAGE, HISTORY AND CULTURE: ODYSSEAS**

- Country of origin and of testing and/or implementation: **Greece**

- Validity period (active or non-active): Active
- Contents and Tools- description: The “Education of immigrants in the Greek language, the Greek history and the Greek culture – ODYSSEUS” programme aims at providing the language skills, as well as the social and intercultural competences required for the social inclusion of the participants and their families. The Educational Programme offers the following levels: A1 (course length - 125 hours), A2 (course length - 175 hours), B1 (course length - 185 hours) and B1 in which emphasis is laid on speaking skills (course length - 195 hours). It is managed by General Secretariat of Lifelong Learning and sponsored by the Ministry of Employment and Social Protection. It aims to create a process of certification for adequate knowledge of Greek language, history and culture giving to immigrants the opportunity to learn with quality and effectively, the Greek language, to familiarise themselves with the culture and history of the country. There are also several training programmes, such as vocational courses for craftsmen, housekeeping, electricians, construction workers, etc.
- Net resources (link or other): <https://www.inedivim.gr/en/programmes-actions/%E2%80%99Codysseus-education-immigrants-greek-language-greek-history-and-greek-culture>

Good practice B. 20:

- Title: Education without Borders Project (UNINETTUNO)
- Country of origin and of testing and/or implementation: Italy
- Validity period (active or non-active): Active
- Contents and Tools- description: It's an on-line University especially addressed to refugees and immigrants. It allows the recognition of Study title through:
 - 1) Production of self-certifications related to the study title own by the immigrants
 - 2) Evaluation done by a Commission of teachers that check the connection between applicant's study title and the existing Training courses
 - 3) Issue of a Declaration of Recognition with the total or partial recognition of immigrant's study titleIt also allows the recognition of Professional qualification through:
 - 1) Production of self-certifications related to the professional skills (EuroPass Certificate)
 - 2) Evaluation done by a Commission of Technical and Scientific experts the check the connection between applicant's professional qualification and the existing ones
 - 3) Issue of a Recognition of Professional Qualification Documents according to EQF-European Qualification Framework
- Net resources (link or other): www.istruzionesenzaconfini.it

Good Practise B.21

- Title: **Formedil System** – operational procedure for the validation of competences in the field of construction
- Country of origin and of testing and/or implementation: **Italy**
- Validity period: **Active**
- Contents and Tools- description: A professional expert analyses and signs a document of validation of the competences in the field of construction, based on the personal experience of the candidate, considering both his/her formal education career and his/her practical working experience.

It has been developed within the projects foreseen for Matera 2019, the European Capital of Culture following the model of the Silent University. Political refugees and asylum seekers become teachers to transfer their skills to local people in the hosting countries

- Net resources: www.formedil.it; <http://www.librettocompetenze.it/materiali/Validazione-competenze-da-esperienza-approcci-pratiche-in-Italia-in-Europa.pdf>

Good Practise B.22

- Title: **CIMEA - Centro di Informazione sulla Mobilità e le Equivalenze Accademiche** (Information Center on Academic Mobility and Equivalence)
- Country of origin and of testing and/or implementation: **Italy**
- Validity period: **Active**
- Contents and Tools- description: It's the Information Center on Academic Mobility and Equivalence. It gives information and advice on the procedure for recognition of qualifications and issues related to the Italian and international education. CIMEA has an international documentation center and specialized databases on foreign higher education systems, kinds of national qualifications and national legislation in the field of higher education. It provides free answers to 10.000 people per year on questions regarding the recognition and evaluation of qualifications (contacts: Italian and foreign universities, students, teachers and researchers, international organizations, Ministries, research institutions and Italian public bodies, foreign organizations, companies and associations). It provides Certificates of comparability in order to make easier the connection between Italian and foreign education systems and the recognition of study titles.
- Net resources: <http://www.cimea.it>

Category C: Techniques of guidance and socio-employment insertion

Good practice C.1

- Title: **SECOND CHANCE SCHOOLS PROGRAMME**
- Country of origin and of testing and/or implementation: **Greece**
- Validity period (active or non-active): **Active**
- Contents and Tools- description: A European project, run in Greece by the Ministry of National Education, it is addressed to Migrant adults between 18 and 30 years old who legally reside in Greece who have not finished the mandatory nine-year schooling. The project also gives refugees the possibility to participate in vocational training, which is run by the Organisation for Manpower Employment (OAED) in cooperation with the EU-funded Centres of Professional Training
- Net resources (link or other): <https://www.inedivim.gr/en/programmes-actions/second-chance-schools>

Good practice C.2

- Title: **Sexual and Reproductive Health Education programme**
- Country of origin and of testing and/or implementation: **Greece**
- Validity period (active or non-active): **Active**
- Contents and Tools- description: The Unmentionables Resource Centre is a large, bright, and welcoming community-centric space in the heart of Athens. The centre's two classrooms are used to teach a Sexual and Reproductive Health Education program and a youth photography empowerment program, UnExposed. The larger classroom is also home to a free shop, where 'unmentionable' items—like condoms, menstrual hygiene products, and underwear—can be bought with points earned by participating in our classes and workshops. The Consultation Room, a comfortable and private space, is used weekly by medical and psychosocial support partners to provide hard-to-access care and support services to the people we work with. Community Educators, who are refugee men and women themselves, provide ten classes a week in multiple languages on topics ranging from reproductive physiology, menstruation, sexual and reproductive rights, family planning and contraceptives, sexually transmitted infections, relationships, and sexual and gender-based violence. Classes are taught through an empowerment model with an overarching theme of healthy relationships and human rights built into each class. In order to ensure that the curriculum is best adapted to the beneficiary community residing in Greece, six weeks of intensive focus group discussions were undertaken with forcibly displaced men and women to understand the baselines of knowledge and the needs of the community to inform the curriculum adaptation. They continue to conduct quarterly monitoring and evaluation of the program to ensure learning objectives are being met and the curriculum structure is well-adapted.

- Indicators of impact in terms of efficiency and effectiveness: This programme aims to protect refugees from disease, infection, and sexual and gender-based violence as well as help empower them through livelihood and learning opportunities. Sexual and reproductive health items, education, and protection are essential needs for all humans. However, these basics are among the most inconsistently provided during migration crises due to worldwide cultural taboos and limited funds. The Unmentionables exists to fill this gap and provide these necessities to displaced persons.

56151 people reached

158391 products distributed

411 Education sessions given

- Net resources (link or other): <https://theunmentionablesglobal.org/resourcecenter>

Good practice C.3:

- Title: **THE DEPARTMENT OF WORK AND PENSIONS REFUGEES EMPLOYMENT STRATEGY**

- Country of origin and of testing and/or implementation: United Kingdom

- Validity period (active or non-active): Active

- Contents and Tools- description: It's a project born with the aim to realise a specific audit addressed to refugees' new initiatives in order to give them the possibility to work in the hosting country as an entrepreneur or freelancer.

- Net resources (link or other): <https://www.gov.uk/government/organisations/department-for-work-pensions>

Good practice C.4:

- Title: Friendship

- Country of origin and of testing and/or implementation: United Kingdom

- Validity period (active or non-active): Active

- Contents and Tools- description: The Friendship programme includes different activities; every activity is a chance to meet new people and make friends. Opportunities include:

Welcoming Lunch/One-to-one Befriending/The Wee Blether/Welcoming Women's Cafes

- Net resources (link or other):

http://www.thewelcoming.org/friendship/?doing_wp_cron=1543943519.4007039070129394531250

Good Practice C.5

- Title: [Internship for refugees](#)
- Country of origin and of testing and/or implementation: [Italy](#)
- Validity period (active or non-active): [Active](#)
- Contents and Tools- description: [n/a](#)
- Net resources: <http://www.sprar.it/> - <http://www.ilsicomoro.net/>

Good Practice C.6

- Title: [Activity for integration](#)
- Country of origin and of testing and/or implementation: [Italy](#)
- Validity period (active or non-active): [Active](#)
- Contents and Tools- description: [Activities as part of a reception programme addressed to political refugees and asylum seekers. The participants receive a house and a monthly pocket money for food and personal expenses. Moreover, they have access to:](#)
 - [Italian language courses](#)
 - [Job orientation services](#)
 - [Legal advice,](#)
 - [Health assistance,](#)
 - [Psychological support, if needed.](#)

Additionally, the operators of the project write down together with each guest an individual project, where they consider his/her hobbies and interests, in order to support him/her in an active job quest. There is also the possibility to fund three or four months of internship in order to support those enterprises which want to hire migrants. Professional workshops (such as a sewing lab, computer lab, cooking workshop ...) and leisure activities (like football matches or theatre lab) are organised for the free time. The project also foresees activities for the integration as opportunities to interact and work together with the local population (meetings with the refugees in local schools, participation to public events.
- Net resources: <http://www.sprar.it/> - <http://www.ilsicomoro.net/>

Good Practice C.7

- Title: [Legal support](#)
- Country of origin and of testing and/or implementation: [Italy](#)
- Validity period (active or non-active): [Active](#)

- Contents and Tools- description: Activities as part of a reception programme addressed to political refugees and asylum seekers. The participants receive a house and a monthly pocket money for food and personal expenses. Moreover, they have access to:

- Italian language courses
- Job orientation services
- Legal advice,
- Health assistance,
- Psychological support, if needed.

Additionally, the operators of the project write down together with each guest an individual project, where they consider his/her hobbies and interests, in order to support him/her in an active job quest. There is also the possibility to fund three or four months of internship in order to support those enterprises which want to hire migrants. Professional workshops (such as a sewing lab, computer lab, cooking workshop ...) and leisure activities (like football matches or theatre lab) are organised for the free time. The project also foresees activities for the integration as opportunities to interact and work together with the local population (meetings with the refugees in local schools, participation to public events).

- Net resources: <http://www.sprar.it/> - <http://www.ilsicomoro.net/>

Good Practice C.8

- Title: *Together: refugees and youth*

- Country of origin and of testing and/or implementation: Lithuania

- Validity period (active or non-active): *Active*

- Contents and Tools- description: This is an Erasmus project which aims to have an impact on refugees, youth and youth workers in all the project countries. Firstly, local youth work will be improved by involving refugees with their skills and experience. This will, in turn, add up to qualifications of the youth workers. Both participating refugees and youth will also improve skills & competencies, extend their social networks, foster multilingualism and become less xenophobic. All of which will have a positive impact on their future careers & life. Its results will also give more recognition of similar social initiatives aiming to support refugees. Ideally, this could lead to a more favourable public opinion towards refugees.

- Net resources: <http://www.refugeeseurope.com/news-and-resources>

Good Practice C.9

- Title: *Mini Jobcenter in Rukla Refugee Reception Centre*

- Country of origin and of testing and/or implementation: Lithuania

- Validity period (active or non-active): *Active*

- Contents and Tools- description: The Mini Jobcentre in Rukla Refugee provides services for testing native refugee's language (Arabic, etc.), evaluation of their professional skills, competences and abilities, preparation of individual employment plan, organisation of meetings with potential employers and introduction to actual workplaces
- Net resources: <http://www.rppc.lt/3732/activity/activity-fields/general-information-about-centre.html>

Good practice C.10

- Title: Refugees and Migrants' Integration Centre - InLT
- Country of origin and of testing and/or implementation: Lithuania
- Validity period: Active from 2004
- Contents and Tools- description: The centre provides consultations for refugees and migrants from non-EU countries and helps address cultural differences of living in Lithuania, improve social and economic self-dependence, develop personal and professional competencies, create intercultural dialogue. Services:
 - Social consultations individual consultations about health, education, taxes, social guarantees, employment and other questions.
 - Legal consultations about Lithuanian legal system, its processes and personal questions. The centre consults and helps contacting institutions.
 - Psychological consultations help to reduce stress, psychological tension and find personal strengths.
 - Vocational guidance evaluation and recognition of professional skills and experience, providing information about work and education opportunities in Lithuania.
 - Lithuanian language courses for beginners to learn and advanced users to improve skills.
 - Civic orientation courses about Lithuanian culture, traditions, country geography, history and life style.
 - Raising personal competences seminars about conflict management, self-presentation to employers, emotional intellect, communication skills and motivation.
- Net resources: <https://www.facebook.com/www.redcross.lt/>

Good practice C.11

- Title: Day center "Kulturu namai" in Vilnius
- Country of origin and of testing and/or implementation: Lithuania
- Validity period: Active from 2006

- Contents and Tools- description: The aim of this centre is to create a welcoming environment for refugees, migrants and third-country nationals. Attempts are made to provide them with all kinds of help and help meet local communities. The Centre organises educational opportunities for children and adults, provides social, legal and psychological consultations. Computers, internet, library, Lithuanian, English and German language courses are offered by the day center. The volunteer team at the center contributes to building social relationships with local communities. Foreigners are also invited to participate in various activities: events, training, camps, various initiatives, etc.

- Net resources: <http://www.vilnius.caritas.lt/caritas-padaliniai/uzsienieciu-integracijos-programa/veikla.html>

Good Practice C.12

- Title: **Job Coach**

- Country of origin and of testing and/or implementation: **Germany**

- Validity period (active or non-active): **Active**

- Contents and Tools- description: This practice aims to the integration of refugees and migrants by giving them a future perspective and helping them to be financially independent from governmental funds. The integrAIDE project Job Coach provides a professional qualification to educate volunteers helping refugees find work. It brings companies looking for qualified workers, skilled refugees and volunteers wanting to help together and facilitates the process of job application. It provides a long-term structure to integrate refugees in the work field.

- Net resources: <http://integrai.de/>

Good Practice C.13

- Title: Informationslotsenschulung, EMPOWER (Dedicated Migrants: Revealing Potential - Ways into Voluntary Work)

- Country of origin and of testing and/or implementation: **Germany**

- Validity period (active or non-active): **Active**

- Contents and Tools- description: Project funded through the Lagfa project "Living together - Volunteering unites - Integration through commitment" from funds of the Bavarian Ministry of Social Affairs. The project offers the following activities are planned in the city of Passau:

a) Extensive research and potential analysis on local engagement opportunities of people with a migrant background and development of a pool of local volunteer employment centers for people with a migration background

- b) Development of own volunteer projects with and for people with a migration background
 - c) Establishment of a culture-sensitive engagement counseling center for people with a migration background for placement in own and external volunteer employment centers (if possible, with migrants or refugees as advisors)
 - d) Training volunteer information scouts with and without a migration background for newly arrived refugees and migrants in the city of Passau
 - e) Carrying out a training series for volunteers with at least 50% of participants with a migration background
 - f) Organization of networking meetings
 - g) Targeted public relations: campaigns, information events, information offers, intercultural film series, etc.
- Net resources: <https://gemeinsam-in-europa.de/>

Good Practice C.14

- Title: FAM -Project
- Country of origin and of testing and/or implementation: Germany
- Validity period (active or non-active): Active
- Contents and Tools- description: The project "FAM" of the Economic Forum Passau eV, integrates refugees into apprenticeships in the region. The learners are also supposed to volunteer themselves: not only do they receive intercultural training from Perdita Wingerter, they are also to experience for themselves what volunteering in Germany means. Supported by their language sponsor, they will participate in charitable actions or projects within one year, in which they can contribute their skills and make further contacts.
- Net resources: <http://www.wifo-passau.de/willkommen-fam-potentiale-nutzen/ueber-fam/massnahmen/>

Good practice C. 15

Title: Protocol of refugees' labour insertion (Region of Murcia, Spain), awarded by RegioStars Awards 2018.

- Normative and/or bibliographical References:
[http://www.sefcarm.es/web/pagina?IDCONTENIDO=57524&IDTIPO=100&RASTRO=c\\$m5060_](http://www.sefcarm.es/web/pagina?IDCONTENIDO=57524&IDTIPO=100&RASTRO=c$m5060_)

https://ec.europa.eu/regional_policy/en/projects/spain/personalised-labour-market-integration-and-social-inclusion-for-refugees-in-murcia-spain

- Country of origin and of testing and/or implementation: Spain (Region of Murcia)
- Validity period: Active (07/2017-12/2020)
- Contents and Tools- description: Personalised labour market integration and social inclusion for refugees in Murcia, Spain. Through the project a social worker first prepares a plan for each participating refugee to help them overcome barriers to a life in Spain. Practical support can include Spanish lessons, courses in Spanish life and help from an SEF job counsellor to apply for work that matches their skills.

The social worker, in close contact with the job counsellor, is the refugee's only contact point for all organisations in the plan and helps refugees stay on track in their search for employment. Almost half of all working-age refugees are now in this programme, improving their chances of success.

Employers and inclusion are part of the process. Key skills courses help refugees demonstrate their training from their country of origin, while advice for businesses helps to employ refugees sustainably. Meanwhile, life skills courses give refugees a short cut to understanding local ways of doing things, such as how to make a doctor's appointment in the Spanish health care system.

Refugees can access the programme throughout Murcia, either in Employment and Training Service offices or offices of the four NGOs. In 2018, the service also held a conference to promote its refugee-related resources. Thanks to this availability, 40 % of working-age refugees are now looking for work, in training or getting support through the Employment and Training Service. The programme has also set up a method to obtain reliable data on refugees in Murcia to remove institutional barriers to their integration.

The EU has funded 25 % of the programme's costs up to 2020, with the other 75 % financed by the Regional Government of Murcia and the Spanish Ministry of Employment and Social Security. Beyond this period, the Region of Murcia will be able to maintain the project through its own budget.

- Indicators of impact in terms of efficiency and effectiveness:

About 50% of working-age refugees in Murcia are in this programme.

- Net resources: www.sefcarm.es

Good practice C.16

- Title: DIVEM, diversity in companies (it is a project developed by the NGO ACCEM)
- Country of origin and of testing and/or implementation: Spain
- Validity period: Active

- Contents and Tools- description: The NGO ACCEM carries out this project. DIVEM seeks promoting diversity in companies, enhancing its sustainability. DIVEM wants to raise awareness in the business sector, promoting talent management and diversity as innovative aspects that bring added value to the organisation. A fundamental aspect to highlight is that diversity is an asset to be considered by companies when developing their CSR strategy. The project offers personalised support and advice to companies interested in developing diversity management plans within their Social Responsibility policy.

- Net resources: <https://divem.accem.es/diversidad-en-la-empresa/>

- Level of adaptability and transferability: High level of adaptability and transferability, considering the differences between the different countries.

Good Practice C.17

- Title: **ANDALUCÍA INTEGRA**

- Country of origin and of testing and/or implementation: Spain

- Validity period (active or non-active): Concluded

- Contents and Tools- description: Andalusia Integration is a project coordinated by the Foundation of the Chamber of Commerce of Seville included in the POCTEFEX Program (Program of Cross-border Cooperation Spain - External Borders) and financed by the European Regional Development Fund. Andalusia Integra aims to boost labour insertion of migrants from Morocco. The project objective was to identify and eradicate integration barriers, analyse successful activities to integrate immigrants, bring together the two cultures, favour women's integration and promote migrants' integration in Andalusian companies.

- Net resources (link or other):

<http://www.redesinterculturales.org/system/files/programataller7.granada.pdf>

Good Practice C.18

- Title: **EXEQUO "VULNERABLE FORCED MIGRANTS: THE CIEs Project"**

- Country of origin and of testing and/or implementation: Spain

- Validity period (active or non-active): Active

- Contents and Tools- description: EXEQUO "Vulnerable forced migrants: The CIEs" is a project which intends to defend the rights of the people interned in the Spanish CIEs ("Alien Detention Centres"). The Fernando Pombo Foundation in collaboration with "Pueblos Unidos" developed this project for the promotion of a committed legal profession towards the most disadvantaged social groups.

- Net resources (link or other): <http://www.fundacionpombo.org/en/what-we-do/exequo-project/>

Category D: Access to information

Good practice D. 1

- Title: **Guide of resources for refugees**
- Country of origin and of testing and/or implementation: **Spain (Province of Valencia)**
- Validity period (active or non-active): **Active**
- Contents and Tools- description:

This guide seeks to gather the most relevant information linked with the lines of action and reception procedures carried out by public and private organisations of Valencia, whose work is linked with the refugee collective in this geographic area. So the guide will provide a clear information to the refugees arriving to this area of Spain on how and to which organisation they can address. The guide is part of a most ambitious project called “Benvinguts” (Welcome) driven by “Fundación por la Justicia” (Justice Foundation) having as main objective promoting some actions in benefice of refugee people.

- Net resources (link or other): <https://www.fundacionporlajusticia.org/es/que-hacemos/accion-social/guia-de-recursos-para-refugiados>
- Level of adaptability and transferability: This kind of initiatives are very transferrable as it is just providing information needed for the refugee in a concrete geographic area.

Good practice D. 2

- Title: **One Stop Shop Service**
- Country of origin and of testing and/or implementation: **Greece**
- Validity period (active or non-active): **Active**
- Contents and Tools- description: The One Stop Shop Service operates with a fixed interprofessional group. It provides information and complete support on various issues, such as helping a family or an individual to understand how to operate autonomously, legal counselling, access to public care, children’s enrolment at school, access to vocational training and support in accessing income and housing (based on the project for family/individual autonomy). In addition, it provides support for other administrative matters, such as the issue of tax identification number and social security number, filling tax returns, etc.
- Net resources (link or other): <https://www.gcr.gr/en/our-programs/itemlist/category/58-reception-one-stop-shop>

Good practice D. 3

- Title: **We are all Citizens**
- Country of origin and of testing and/or implementation: **Greece**
- Validity period (active or non-active): **Finalised in April 2016**
- Contents and Tools- description: The project is funded by Iceland, Liechtenstein and Norway under the EEA Grants Greek NGO Programme “We are all Citizens”. The Bodossaki Foundation is the Fund Operator of this Programme. The Programme aims to strengthen civil society and enhance the contribution of NGOs to social justice, democracy and sustainable development. The Program aims to prevent the social marginalization of refugees, with emphasis placed on the most vulnerable of groups, through the provision of complementary services aiming at the strengthening and integration of refugees. This empowerment will provide support to refugees as they integrate into Greek society and seek the appropriate autonomy necessary to address the threat of social exclusion, along with the possibility of poverty, and to confirm the rights guaranteed by their legal status. Provision of complementary and interrelated services as a "package" in the form of a “One Stop Shop” to provide the social welfare services that the state cannot adequately provide. These actions will address needs in key areas of the accession process, including Social Advisory/Counselling, Business Advisory, Legal Assistance in the attainment and renewal of asylum, and Legal Consultancy for accession issues
- Indicators of impact in terms of efficiency and effectiveness: **1200 people will benefit from the services provided by the One Stop Shop (ONE STOP SHOP) to strengthen and help integrate refugees**
- Net resources (link or other): <http://www.weareallcitizens.gr/>

Good practice D. 4

- Title: **Information and counselling for unemployed migrants and refugees**
- Country of origin and of testing and/or implementation: **Greece**
- Validity period (active or non-active): **Active**
- Contents and Tools- description: A service provided by Athens City Council that gives information about employment and social security rights, the labour market, as well as issues of legalization and equal integration in Greece. It is offered in English, Russian and Bulgarian.
- Net resources (link or other): <https://www.accmr.gr>

Good practice D. 5

- Title: **Agreement with the local library**

- Country of origin and of testing and/or implementation: Italy
- Validity period (active or non-active): Active
- Contents and Tools- description: An official agreement between the reception centre and the local library allows the migrants to have easy access to a public institution that is the main vehicle of culture and information
- Net resources (link or other): <http://www.ilsicomoro.net/>

Good practice D. 6

- Title: Integration Manual (available in hard copy and online free in four languages)
- Country of origin and of testing and/or implementation: Germany
- Validity period: Active
- Contents and Tools- description: The integration manual developed out of the project EMPOWER (Dedicated Migrants: Revealing Potential - Realizing Ways into Voluntary Work). The handbook provides detailed and relevant information concerning all aspects of refugee work in the region of Passau and it guides the participants to search information concerning their specific needs. The practice offers information about legal aspects, language training, health system in Germany and it provides guidelines on interpersonal and cultural relations in Germany and in Muslim dominated countries, as well as intercultural training. It also describes recreational and cultural activities for refugees in the area. It is readily accessible for a great number of people available in hard copy and online free in German, English, French and Arabic).
- Net resources:
https://gemeinsam-in-europa.de/files/Informationslotsen%20in%20der%20Fl%C3%BCchtlings-%20und%20Integrationsarbeit_Englisch.compressed.pdf

Good practice D. 7

- Title: Refugee guide
- Country of origin and of testing and/or implementation: Germany
- Validity period: Active
- Contents and Tools- description: The guide provides refugees with basic orientation about Germany and German language. The main aim of this guide is to help visitors, refugees and future citizens in a first orientation for the time before the arrival and to orientate once they arrive in Germany. The main contents developed in the guide are the followings: public life, personal freedom, community life, equality, environment and ecology, food, drinks and smoking, formalities, in case of Emergency.

The Refugee Guide is addressed to people from different countries (Syria, Afghanistan, Sudan, and Egypt, Palestine as well as other country. In order to promote the inclusion of the addresses, the guide is available in German, English, French, Kurdish, Turkish, Pashto, Dari, Farsi, Urdu, Tigrinya, Russian, Serbian, Albanian, Macedonian. In order to promote the inclusion of the addresses, the guide is available in German, English, French, Kurdish, Turkish, Pashto, Dari, Farsi, Urdu, Tigrinya, Russian, Serbian, Albanian.

- Net resources: <http://www.refugeeguide.de/>

Good practice D. 8

- Title: [Welcome to Germany](#)

- Country of origin and of testing and/or implementation: [Germany](#)

- Validity period: [Active](#)

- Contents and Tools- description: The fundamental intent of the Munich Forum for Islam is to create a bridge between Islam and Europe and to do so, it is working on deconstructing the conception of Islam as a threat for Europe and at the same time MFI intends to explain European culture and western democratic values to the Islamic community. The final outcome is the mutual acceptance and the respect among the communities and the harmonic coexistence of the two identities. The booklet has been produced as a tool against extremism, racism and xenophobia. The publication of the brochure had the purpose of facilitating the integration of refugees and their active participation in the society providing basic information on topics as religion, history, daily life, mutual respect and tolerance. By the production of the brochure “Welcome to Germany”, Munich Forum for Islam (MFI) intended to spread the ideas of tolerance and mutual understanding with a pdf document downloadable in German, English and Arabic.

- Net resources: <http://www.islam-muenchen.de/>

N.B. All the techniques included herein are valid on the date of publication of this report.

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