

FAB project

Vienna research report - challenges regarding refugees on labour market

O1 - Increased knowledge on refugees' situation in partners' contexts and on main policy and practice drivers in place
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Summery

The area of Vienna in Austria: With 88.340 applications for asylum in 2015 (2017: 24.300), Austria is one of the EU-Member States most affected by the influx of refugees (percentage: 1/3 female and 2/3 male). One third of recognized refugees in Austria (56.400) settles in Vienna (19.000). In 2015, this has resulted in a doubling of the population growth. Vienna's already high public expenses for social welfare and housing are challenged by this migration.

Out of the total, for 5.700 an accommodation for asylum seekers has been organized (30%) and 13.300 are organized through private accommodation (70%). It is worth to mention the presence of 590 unaccompanied minors (80 younger than 14 years).

Those who have been granted asylum are about 1.800, while 6.600 are benefiting from subsidiary protection.

To support and integrate refugees in a proper way is a huge challenge for Vienna, especially considering the Maastricht budget criteria. The current principal challenges faced can be summarized as follows:

at the National level, provision of Equal standards in all Austrian Federal Provinces

at the National and city level, provision of accommodation for people with special needs

Fast-track integration into the job market for all those persons benefiting from protection

Women's integration in the employment

Current policies in place. Vienna's social, integration, diversity and economic policies rest on a number of strategic concepts that have been developed in recent years. The city has concluded Guidelines for Viennese Integration and Diversity Policies which define participation, inclusion, mutual respect and understanding as cornerstones of successful diverse city societies. Building on this background, Vienna declared itself a Human Rights City in 2014, making Human Rights the guideline and benchmark for all urban policies. In 2013 the Qualification Plan Vienna 2020 was launched, a broad strategy to raise the level of formal qualifications for all. In the field of economic policy the city introduced its Economic Policy Guidelines in 2015 which treat competitiveness, quality of life and social security as equally important. Moreover, Vienna laid down its Health Objectives 2025 aiming at strengthening the health competences of residents.

Context

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Partner research report - challenges regarding refugees on labour market

1. Governance, structure and strategy

1.1 Direct and indirect responsibilities

Which institutions are involved in a) the admission of refugees and b) the labour market integration of refugees?

What are their specific tasks a) in general and b) with regard to refugees?

Federal level:

Other relevant actors, including the private sector	
Actor	Description
Austrian Integration Fund	partner of the Federal Ministry for Europe, Integration and Foreign Affairs; federal “integration law” and “integration agreement” (german courses, especially A 1), orientation and value trainings
Labour Market Service Vienna	Viennese Branch of Federal Labour Market Service
Vienna Board of Education	Regional school administration as subordinate department of the Ministry of Education

Local government	
Actors	Description
Municipal Department for Integration and Diversity (MA17)	Coordination of integration and diversity policies, integration measures from day 1
Vienna Social Fund (Fonds Soziales Wien)	Management of social support, refugee integration
Municipal Department for Urban Planning	Urban Planning
Municipal Department for social welfare	Social welfare

Municipal Department for Housing	Housing
WAFF (Viennese Funds for the Advancement of Workers and Employees)	Organises labour-market related (vocational) training for unemployed and employed persons, acts as employment promotor and employment agency

Non-governmental organisations active in the city in the area of migration and integration	
Actor	Description
Verband Wiener Volksbildung – Die Wiener Volkshochschulen	Adult education centres sponsored mainly by the City Government, offer broad range of adult education and training, and free afternoon-care and support for pupils, with a specific focus on children from migrant families.
Chamber of Labour Vienna	Interest representation of workers and employees of companies located in Vienna, compulsory membership, important policy actor in the field of employment and protection of workers' rights.
Austrian Economic Chambers WKO	The Economic Chamber Organisation is a leading force in policymaking at the level of industries and regions, as well as at national and EU level. Representing the interests of Austrian business and defends the interests of Austrian companies.
Caritas Vienna	Aid organisation of the Catholic Church, runs kindergardens, refugee homes and homes for the elderly on behalf of the City, several projects on immigrant integration, support project for schoolchildren.
Volkshilfe Vienna	Aid organisation of the Socialdemocratic Party, runs kindergardens, refugee homes and homes for the elderly on behalf of the City, several projects on immigrant integration, support project for schoolchildren.
Evangelische Diakonie	Aid organisation of the Protestant Church, runs kindergardens, runs refugee homes and homes for the elderly on behalf of the City, several projects on immigrant integration.

Other relevant actors, including the private sector	
Actor	Description

Interface Wien	Education (german courses and more for children, youth and adults), advising refugees
Association of Industrialists	Representation of industrial companies in Vienna, advises the City on the needs of employers with regard to migration.
Advice Center for Migrants (Beratungszentrum für MigrantInnen)	NGO advising migrants with regard to labour market issues, funded by the Ministry of Labour and Social Affairs and the City of Vienna.

1.2 Cooperation and consultation

How do the institutions described under 1.1 cooperate? Feel free to enter a flow chart or other image here.

Coordination and Cooperation at city Level:

At a political level, the regular meeting of the City Senate including all Executive City Councillors is the main platform for coordination. At an administrative level, there are regular coordination meetings of the different administrative departments on general and specific administrative issues. The Department for Integration and Diversity is involved in all meetings touching on migration and integration. Regular meetings for the diversity monitoring programme also serves as an important platform for exchange. At the district level, the district offices of the Department for Migration and Diversity regularly organise stakeholder meetings with the administration and NGOs. In most districts with a high percentage of immigrants, local offices for urban renewal (“Gebietsbetreuung”) coordinated by the Department for Urban Planning exist, which are regularly participating at these meetings.

Coordination and cooperation with the regional and the national level:

Coordination and cooperation with the national level mainly takes place in the framework of federalist multi-level governance. In particular, social policy issues, like e.g. the provision of social assistance payments, or the distribution of refugees in Austria, are discussed in negotiation procedures between the federal government and the provincial governments leading to specific state treaties, the “§ 15 agreements”. As integration policies fall both into the realm of the federal and the provincial (=regional) governments, the City of Vienna has a room for manoeuvre for policy development. Cooperation with the federal government mainly concerns access to

federal funding and European funding administered by federal authorities.

1.3 Strategic framework at local level

Is there an explicit strategy for labour market integration of refugees on the local level? If so, please describe it. If not, are there other (implicit or non-local) strategies that determine or influence the action taken with regard to labour market integration of refugees?

Vienna's social, integration, diversity and economic policies rest on a number of strategic concepts that have been developed in recent years. The city has concluded Guidelines for Viennese Integration and Diversity Policies which define participation, inclusion, mutual respect and understanding as cornerstones of successful diverse city societies. Building on this background, Vienna declared itself a Human Rights City in 2014, making Human Rights the guideline and benchmark for all urban policies. In 2013 the Qualification Plan Vienna 2020 and, more recently, the Qualification Plan Vienna 2030, was launched, a broad strategy to raise the level of formal qualifications for all.

In the field of economic policy the city introduced its Economic Policy Guidelines in 2015 which treat competitiveness, quality of life and social security as equally important. Moreover, Vienna laid down its Health Objectives 2025 aiming at strengthening the health competences of residents.

1.4 Changes brought on by the influx of refugees and asylum seekers

Has the influx of refugees and asylum seekers brought change with regard to a) the responsibilities of different institutions, b) their cooperation, c) the strategic framework? If so, please describe.

Starting in 2015, new or intensified forms of cooperations developed between different stakeholders in Vienna, which are still in place. On the strategic level, the City of Vienna adopted the approach "Integration starting from day 1": Integration measures for asylum seekers were offered starting from the very beginning, (language training, orientation, qualifications), which was not the case before 2015.

On the Austrian level, in 2017 two new laws (Integrationsgesetz, Integrationsjahrgesetz) put new obligations upon refugees and new responsibilities on institutions: The "Austrian Integration Fonds" is responsible to offer accepted refugees (not asylum seekers)

German classes A 1 and so called “Wertekurse” (courses on “values”), the Public Employment Service is in charge of German courses A 2.

Asylum seeker with a “high probability” to get asylum (this is defined by the Ministry of Interior as persons from Syria) should also be included in the federal integration program starting in 2018.

2. Context – statistics

Support and integrate refugees in a proper way is a huge challenge for Vienna to, especially considering the Maastricht budget criteria. The current principal challenges faced can be summarised as follows:

- at the National level, provision of Equal standards in all Austrian Federal Provinces
- at the National and city level, provision of accommodation for people with special needs
- Fast-track integration into the job market for all those persons benefiting from protection
- Women’s integration in the employment

2.1 Population in partner city

1.867.582 (1.1.2017)

2.2 Refugees and newcomers

http://www.fluechtlinge.wien/downloads/FSW-Fakten_Mai2018.pdf

2.2.1 Development in recent years

http://www.fluechtlinge.wien/downloads/FSW-Fakten_Mai2018.pdf

2.2.2 Country of origin

http://www.fluechtlinge.wien/downloads/FSW-Fakten_Mai2018.pdf

2.3 Unemployment rate

Unemploymentrate Pes Vienna, June 2018 (data Employment Service Austria):

Austria: 274667; 6,8%

Vienna: 112726; 11,7%

3. Labour migration policies at local level

3.1 Policy measures

Education, Vocational Training:

Access to compulsory kindergarten and schooling is offered to all children resident in Vienna free of charge and independent from their residence status. Children have to be registered for compulsory kindergarten at the age of 5 the latest, and for schooling at the age of 6 or 7, depending on their birthday. Compulsory schooling ends at the age of 15.

There are three main strands of postsecondary education: Vocational training, vocational schools, and high schools (general and technical/vocational). Vocational training is organised as dual attendance programme – the practical part of the training is taking place within a company, the theoretical part at vocational schools. In order to enrol, the company has to sign a contract with the apprentice, there is no entitlement to apprenticeship. Those not accepted as apprentices may enrol into apprenticeship programmes organised by the labour market authorities. There is no entitlement to access to post-secondary training at high schools beyond the age of 15. Further to having passed the 9th year of schooling, the school does not have to accept to enrol the pupil.

In practice, the decision on the type of education pursued is done already at age 9 ½, as secondary training is split between “new middle school” and the four-year lower cycle of high school. The vast majority of those attending the four-year lower cycle of high school continue to high school, whereas most of those in “new middle school” continue with vocational training. The decision is strongly influenced by the grading of the pupils in the first half year of the 4th year of primary school – only those with a good or very good grading in i.a. German are accepted for enrolment in the four-year lower cycle of high school, leading to a structural discrimination of pupils of migrant background. Furthermore, primary school teachers may still refer pupils to so-called “special schools” – originally intended for pupils with mental disabilities, which do not allow access to vocational training or further education. Pupils from migrant families still suffer a high risk of

transfer to “special schools” due to weak language knowledge, which massively limits their possibility to access further education.

The school authorities do not publish data on the migration status of pupils. Instead, they publish data based on the first colloquial language spoken in the household of the pupil, which are not entirely comparable with migration data. According to the National Report on Education 2015 (BIFIE 2016, 45), pupils with another first colloquial language than German residing in Vienna are roughly double as likely to attend a “new secondary school” and a “special school” than the four year lower cycle of high school.

In order to support children from migrant families at school, additional teachers competent in the languages of the main immigrant groups are employed at several schools in Vienna.

Employment and Entrepreneurship:

Neither employment nor access to entrepreneurship is regulated at city-level, and the federal unemployment agency, which has local offices in all provinces, is governed by the federal government.

In order to foster the development of the urban labour market, the City of Vienna has established the “Viennese Funds for the Advancement of Workers and Employees” (WAFF – Wiener ArbeitnehmerInnen Förderungsfonds, <https://www.waff.at/en/home/>), which has developed a broad variety of programs and projects for vocationally oriented adult education and training, advice and support for employees and the unemployed, and support and training programmes for employers, and also acts as employment agency. The WAFF is also a partner within the recently established “Anerkennungsstelle”, an institution supporting migrants in the formal procedure for the recognition for their education and training obtained abroad, which is administered by the “Beratungszentrum für MigrantInnen”, an NGO advising migrants on labour related issues funded by the Ministry of Labour and Social Affairs and the City of Vienna.

In order to foster entrepreneurship of migrants, the “Wirtschaftsagentur Wien” has set up a programme (“Mingo”) supporting migrants who want to set up a company or further develop their company.

3.1.1 Language competences

Please describe the typical path(s) of language acquisition for a refugee.

Which institutions are involved?

Which specific / additional measures have been implemented recently to improve or fasten language acquisition? Which measures have been adapted to match new needs?

Are there any specific measures for women?

Asylum seeker: In Vienna, the Vienna Social Fund is offering German courses for all Asylum seekers. Available courses start from reading/writing and go up to B 1 and beyond.

Persons granted asylum: Since fall 2017, the Austrian Integration Fund is in charge of offering courses up to “A 1”, the Public Employment Service (PES) from A 1 to A 2 (or beyond).

To bridge the gap between different institutions and responsibilities, the “Youth College” was established: Funded by the City of Vienna and the PES, youth can start their education as asylum seeker and continue after being granted asylum.

The municipal department for Integration and Diversity (MA 17) is funding in cooperation with the Ministry of Education (BMBWF) courses in “basic education”, which includes German, Math, IT and orientation on the labour market. The focus is on youth and women. All courses are offered with child care, so also mothers with small children can attend.

3.1.2 Information and counselling services

Please describe the most important information and counselling services for refugees with regard to the labour market?

All refugees registered at the public employment service (PES) Vienna are counselled at the so called “Erstberatungsstelle”, where they get basic information regarding the labourmarket in their mother tongues (Arabic, Farsi/Dari, Paschtu, Russian, Kurdish, French and English). There are also special information settings for young people (vocational educational training) and for women (child care). All of the refugees registered at the PES attend the “check of competences” where they take part in more than fifty hours of workshops (Austrian labour market, Austrian educational system, Austrian social insurance system). For those who are jobready can

be offered the guidance and counselling project “step2austria” where they get support in finding a job. There are also special guidance and counselling projects regarding “recognition of prior learning”(checkIn plus).

Which institutions are involved?

Fonds Soziales Wien (FSW), Österreichischer Integrationsfonds (ÖIF), Arbeitmarktservice Wien (AMS), Magistratsabteilung 17 (diversity), training institutes (Interface Wien, Volkshochschulen..), NGOs (Beratungszentrum für MigrantInnen, Caritas, Diakonie, Integrationshaus, Rotes Kreuz, Volkshilfe)

Which specific / additional services have been implemented recently to improve information and counselling of refugees? Which services have been adapted to match new needs?

Erstberatungsstelle (implemented May 2017), Check of competences (August 2015), step2austria (2016). All of the new implemented and new structured measures are mapped in the so called “integration pathway” of the Pes Vienna.

Are there any specific measures for women?

“Bildungsdrehscheibe, funded by FSW, is the most important institution for asylum seekers in regard to the labour market: Even though the labour market is by law still closed to them, they can get advice about German courses and education measures (including a clearing process to find the appropriate course) and about the possibilities to use their vocational training/experience in Austria.

There are special German courses for women being offered by several organisations Interface, Station Wien, and special counselling for women (Peregrina, LEFÖ, Orient Express).

“Meine Sprachen - Alphabetisierung in Farsi & Deutsch” implemented by the training institute ABZ* Austria is a special German course only for women with the mother tongue Farsi.

"Perspektive Lernen und Arbeit" Case Management und berufsbezogene Kompetenzen für asyl- und subsidiär schutzberechtigte Frauen.

3.1.3 Skills development and vocational training

Please describe the typical path(s) of skills development and vocational training for a refugee.

Which institutions are involved?

Which specific / additional measures have been implemented recently to improve or fasten skills development and vocational training for refugees? Which measures have been adapted to match new needs?

Are there any specific measures for women?

Integration pathway Vienna – PES Vienna for person who have been granted asylum

The integration pathway of the Public Employment Service (PES) Vienna is a structure for supporting refugees who have been granted asylum and persons under subsidiary protection status. The structure includes a first counselling centre for the target group who already acquired German skills of at least with A1 level. The registration and support during the obligatory integration year including skills check and German courses takes place there. After the skills checks persons might continue with further support suited to their skills level and/or a German course and/or an education/training and/or an employment project. Youth may attend the start Wien – Das Jugendcollege or are placed to an apprenticeship position. Finally the target group is integrated into the job placement service of the PES and should take up a job.

First counselling centre for persons who have been granted asylum and persons under subsidiary protection status supports the target group for one year by transfer to German courses, skills check vocational integration, basic education, recognition of skills brought along, vocational information and guidance, vocational education and further education, work training, support in job-seeking. The Austrian “integration year law” demands from person who are not yet job-ready to attend the activities in order to improve the employability. Attendants may receive allowance according means-tested minimum income scheme (financed by the state/municipality Vienna). The first counselling centre itself is an offer by the Public Employment Service (PES) Vienna.

“Skills checks vocational integration” records individual skills and competences of the attendants and provides knowledge to improve

societal and vocational inclusion in Austria with activities like computer-skills test workshops, field trial of usable skills, vocational guidance workshops giving an overview about Austria's vocational system and about equalization, values training delivered by the Austrian Integration Fund, recording of options for recognition of skills (nostrification or equalization). The clients should understand Austria's education system, duties and rights of workers in Austria, authorities, cultural specifics concerning working in Austria etc. A final report summarizes the elaborated skills and further perspectives. The skills checks vocational integration demands German literacy at least on A1 level. It takes place in German, Arabic or Farsi/Dari and gender segregated (men 5 weeks full-time, women 7 weeks and part-time).

3.1.4 Other

Are there further important policy measures at local level that support labour market integration of refugees?

The project „CORE - Integration im Zentrum“, an EU-funded cooperation project of Municipal Department 17 – Integration and Diversity, Vienna Social Fund, Vienna Employment Promotion Fund, Vienna Business Agency and European Office/Vienna board of Education, gives a visible impulse in the city for further development in the area of integration. The CORE project creates new integration offers (peer mentoring, health promotion, think-tank, support & space for volunteers, housing first, strengthening of competences,...) that make integration easier for refugees in Vienna from the outset and accelerate the entire integration process. CORE is closely related to the implementation of the concept „Integration ab Tag 1“ („Integration from Day 1“) of the city of Vienna with which asylum seekers and refugees are given perspectives from their first day in Vienna. The peer mentoring programme of the Municipal Department 17 – Integration and Diversity (MA17) gives refugees the possibility of becoming valuable mentors for other refugees in Vienna. Based on their experiences as refugees as well as the knowledge that they have already acquired in their country of origin, the peer mentors learn how they can support other refugees in settling in their new home. By embedding their personal qualifications in the context of their new environment, the participants become key persons for people with similar experiences. Peer mentors convey orientation knowledge on life in Vienna in native-language information modules, workshops and discussion rounds. They inform other refugees about topics such as asylum law, democracy, education, social matters, love, sexuality and much more. On the topic of integration in the labour market, the

Vienna Employment Promotion Fund (waff) organises training courses by peer mentors who pass on their knowledge in specific information services. In collaboration with the European Office/Vienna board of Education, a specific information module is offered on the topic of education.

To prepare refugees for the labour market in Austria already during their asylum procedure, numerous measures are being taken: Vienna Business Agency supports people with a refugee background on their way to becoming self-employed with a special training programme. In a series of one-week workshops in the sectors bakery/confectionery, gastronomy and carpentry as well as a series of 12-week workshops in the area of IT, interested persons are provided with the most important theoretical and commercial knowledge on starting up a company. The workshops are offered in German, English and Arabic or Farsi respectively. The aim is to define the qualifications that the refugees have brought with them and to support them in the recognition of these qualifications. The European Office/Vienna board of Education is implementing a training and support programme for refugees who are teachers. Firstly, asylum seekers with prior teaching experience are engaged at Viennese schools for charitable tasks, for instance to accompany children on excursions or as support in parental work. Secondly, in cooperation with the University of Vienna, a certificate course is being held for teachers who have been granted asylum. Upon successful completion of the two semester long course, which also includes practical training at Viennese schools, participants are authorised to teach at Austrian schools. The FSW organises competence workshops for refugees with the goal of identifying own strengths and abilities and discovering new paths and professional options. The FSW also places asylum seekers in charitable work, traineeships and apprenticeships. In addition, a database is being developed by the FSW to record skills and thus to document the strengths and abilities of refugees from the outset and to use them in the best possible manner.

4. Challenges

4.1 Main challenges in integrating refugees and asylum seekers in the labour market

What are the main challenges in integration refugees and asylum seeker in the labour market in the short and the long term?

How do you deal with these challenges on the local level?

Asylum seekers have rarely any chance of legal work during a long period of waiting (1 ½ - 2 years); also vocational training is very restricted (there are no internships possible.)

Currently only 51 asylum seekers work as apprentices in jobs where there is a shortage.

Vienna tries - together with other provinces in Austria and the social partners in Austria – to bring about changes in the national governments decision NOT to open the labour market for asylum seekers.

Persons with little formal education need education and training; persons with qualifications and competences need support to be able to use their qualifications in Vienna – many obstacles to get diplomas accepted in Austria

Persons granted asylum:

National Funding for integration measures have recently been cut down by the national government, especially for the PES); language training and vocational training will not be available to the extend the city believes it necessary

Since unqualified persons are much more likely to be unemployed, budget cuts will have a longterm impact

City cannot cope with it financially, that is: it is not possible to step in when the national level is cutting down

4.2 Specific challenges regarding women

What are the main challenges in integration female refugees and asylum seeker in the labour market in the short and the long term?

How do you deal with these challenges on the local level?

Female refugees are confronted with all the difficulties men are. in addition to these difficulties, quite a number of them have a traditional role as wife and mother in mind and are not prepared to give up their role as “house wife” and consider getting employed. In other cases, they want to earn their own money but are not supported by their men or families.

For more than 10 years now, Vienna (MA 17) has special programs for these women (Mama lernt Deutsch (Mama learns German); Frauen College (College for women).

Vienna has a dense network of violent protection facilities that are specifically open to women with a migrant background.

5. Examples of good practices at local level

Name 3 at max

For each example, please describe shortly:

- the target group
- the aim of the practice / project
- the responsible institution and partners (if applicable)
- the measures that are carried out
- the results and experience so far

Start Wien (MA17), a project providing new EU and Third Country immigrants in Vienna with comprehensive support, orientation and training. One of the features offered is the Vienna Board of Education Booklet that amongst others serves as evidence of participation in German-language courses and information and counselling sessions. In addition, information modules in several languages are offered free of charge. New migrants and any other interested persons are welcome to attend the information modules. The modules are held as two-hour information events where migrants can ask questions and receive handouts with the most important information and addresses on relative topics in their mother tongues. Information module subjects: Living together; Education; Housing; Healthcare; Legal information about Residence and Settlement in Austria; Working environment; Labour Market; Recognition of qualifications; Business start-ups. In case new migrants have any further questions within their first two years in Vienna they can make an appointment for Second level Start-coaching where they be advised. By the end of December 2017 more than 27,000 Vienna education booklets had been handed out, more than 55,000 visits of information modules had been counted. More than 14,000 people have participated in the StartWien information modules for refugees from autumn 2015 to the end of 2017.

Start Wien – Das Jugendcollege (Youth College), co-funded by ESF. After completion of compulsory schooling (i.e. 15+), currently 1000 young asylum-seekers aged 15-21 are offered educational (school-like) programs enabling access to higher education and qualifications. The aim of the Youth College is to learn the German language, improve general education in mathematics, English, ICT and to help these young people prepare for secondary schools, vocational training or a permanent job. The timetable for the participants is structured in eight to ten-week phases. This structure allows flexibility and individualization of training. Participation in the Youth College is possible via two tracks: (1) Recognized refugees or beneficiaries of subsidiary protection via the AMS

Vienna (Public Employment Service Vienna) and (2) young asylum seekers via the education platform (Wiener Bildungsdrehscheibe). Then the level of education is ascertained and a counseling interview is conducted with social care workers. The offer is sponsored by a consortium of nine different institutions, which run the Youth College at two separate locations in the City.

Spacelab (WAFF)- production school Vienna, provides a modular offer for youth and young adults aged 15-25, who are not in education, employment or training (Neet). The low threshold institution has a modular approach with varying degrees of personal commitment and structure, allowing youth to participate at their convenience.

In the module 'Open and detached youth work' young people receive information and counselling about educational offers at Spacelab and other programmes of Vienna's Vocational Training Guarantee. Youth workers contact young people in public places, shopping malls or parks and try to create an atmosphere of confidence and trust.

The module 'Developing perspectives' is a link between all spacelab modules where the participants are supervised constantly. In the module 'Daily training' young people can obtain work experience for some hours a week (with pocket money of 10€/day). In the module 'Workshop training' young people can attend workshops and do practical training at different Spacelab locations with different specialisations (i.e. spacelab_creative, spacelab_environment, spacelab_girls), receiving an allowance from the Public Employment Service. In the module 'Education' teachers transfer knowledge and skills in basic education and cultural tools necessary for further education or apprenticeship training.

Spacelab is a general offer - the vast majority of participants have a migration background. Refugees can also take part in all modules. Asylum seekers may cooperate with 'Open and detached youth work'.

6. Conclusions and recommendations

What are the most important insights you have gained so far in your local context with regard to labour market integration of refugees and asylum seekers?

- start as early as possible – don't lose time waiting

- check competences and qualifications at an early stage and help refugees to make realistic plans
- provide language training at least up till level B 1, even better B 2/C 1
- provide a good coordination and cooperation with all organizations (public and private)
- use civil society and the own resources of refugees to blueprint programs and put them in real life

Which approaches turned out to be useful? Which ones did not work at all? Why?

Lack of coordination and cooperation between local and national level of governance.