



**MetropolisNet**

European network of local development  
partnerships in metropolitan areas

# FAB project Outcome

## 1

Best practices repertory 2018/ 2021

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## Introduction

The FAB project aims at developing a European Partnership- and Intervention-Model providing cities and regions in Europe a framework for setting up a strategy for fast track integration of refugees and asylum seekers (in particular female refugees and asylum seekers).

FAB started in 2018 with the Context researches, aiming at describing the systems, practices, projects and measures in place in the different contexts – Milan, Madrid, Vienna, Berlin, Stockholm and Belgrade. These researches have been an excellent basis to build the following actions: transfer and adaptation of measures from one city to another, planning and implementing pilot projects in each context for refugee inclusion and integration, with a focus on women.

Besides their use in the project, researching in FAB has allowed partners, cities and stakeholders to access a solid basis of knowledge, and to discover varied contexts, ways to work, agreements in place across Europe, but also to know more about how the policies and legal contexts in place affect – in a positive or negative sense, the integration processes in Europe.

The current repository is summarizing all the measures, practices and projects that have been uncovered and shared through FAB, across its 3 years of implementation. It has been updated after each project phase, and following the policies updates that have been taking place in our project contexts.

In order to ease up reading, searching and referencing practices, this repository is structured into 4 main chapters:

- **SUMMARY OF INTERVENTIONS ACCORDING TO CLUSTERS.** Here we describe the practices according to “clusters” topics identified, for instance whether the practices refer to basic welcome services, to the employment of refugees, etc
- **DESCRIPTION OF THE DIFFERENT PRACTICES IN EACH CITY CONTEXT.** Here you will find the practices divided by place of implementation, and when they have been identified as successful, so as “best practices”
- **OVERVIEW OF GOOD PRACTICE PROJECTS OF THE CITIES.** Here only the “best practices” will be shown
- **SYNOPTIC TABLE OF INTERVENTIONS ACCORDING TO MAIN TOPICS, RESPONSIBLE BODIES AND HOW THEY WERE USED IN FAB.** This final chapter serves as an orientation and final summary: here all of the practices can be easily located by place of implementation, responsible body (public/private/NGOs), specific target groups, aim and scope of the intervention. Hopefully it will be useful as a roadmap, and as an evolving tool to map the evolution of refugee integration models across Europe.

We have updated the current repository across the project time, so when a measure changed, or ended, during this time, this is noted in the text to ease up referencing for all possible interested stakeholders.

## Practices and interventions existing in the FAB cities

The researches of our partner cities offer a broad variety of numerous interventions, in terms of welcome or first aid services, information, counselling and language courses, labour market integration measures and approaches in close cooperation with companies. The legal (national) framework and the relations between the national, regional and local or city level build the background for designing and implementing of those interventions.

Within the best practices repository we focussed on selected measures, outlining the general approaches and connected measures. Then we concentrate on those interventions which have been offered as “good practice examples.”

### Summary of interventions according to clusters

In every context, we have analysed practices, measures and interventions according to different features and categories that define the interventions according to certain clusters. The clusters have been defined coherently with the FAB objectives and scope of action, i.e. if they were representing “fast-track” measures to work, if they took into account women’s specific needs. It was also necessary to add some basic clusters, like the welcome and first aid services, that we have found has a fundamental pre-requisite to the existence, and success, of more specific and targeted interventions.

The clusters identified are:

1. Welcome and first Aid
2. Information and counselling services
3. Language Courses
4. Skills Development and Vocational and Educational Training, Apprenticeships
5. Labour market interventions (including preparation and accompanying measures)
6. Special measures for women

#### 1. Welcome and first Aid

Some cities explicitly mention Welcome or First aid centres or / and programmes have been set up as first contact point for refugees and asylum seekers.

1	Milan	<b>CPSA</b> – first aid and reception centres
2	Milan	<b>CARA</b> – reception centres for identification and screening between applicants and non- applicants
3	Milan	<b>CDA</b> – the short-term accommodation centres
4	Milan	<b>SPRAR</b> – initial support of newcomers in the first six months
5	Stockholm	<b>SFX</b> – several courses admit students from day one on arrival in Stockholm
6	Berlin	<b>Welcome-to-work-offices</b> – advisors work in the refugee accommodations and other places
7	Berlin	<b>Welcome Centre Berlin</b> is a first reception point for many newcomers to Berlin
8	Vienna	<b>Start Wien</b> offer support, orientation and training for newcomers (“Integration starting from Day 1”)

## 2. Information and counselling services

Very closely connected with these “welcome services” and with a similar function information and counselling services have been established, specially for refugees and asylum seekers or for all persons newly arrived in the cities. The information and counselling services are predominantly permanent services, not only in the beginning, but also during the whole integration process.

1	Milan	<b>AFOL Metropolitana</b> – information and counselling for unemployed but also special for migrants and refugees
2	Stockholm	<b>Public Employment Service (PES)</b> – information and counselling in terms of integration into to the labour market – 24 months introduction programme
3	Stockholm	<b>Information and Counselling Services of the City of Stockholm</b> – The City of Stockholm has developed information and counselling services for newcomers in most city districts in order to give everyone an equal access to information and support (up-date Stockholm).
4	Berlin	<b>Berlin Jobcentres</b> – provide guidance and counselling for integration into the labour market (after being registered)
5	Berlin	<b>Arrivo Service Office</b> provides companies with information about the employment of refugees
6	Berlin	<b>Youth Career Agency</b> – comprehensive advice on individual employment goals, prospects, vocational qualification for young adults
7	Berlin	<b>Integration Facilitators</b> – low-threshold counselling services, facilitating steps into work and education
8	Vienna	<b>Board of Education Booklet</b> – evidence of participation in language courses and information and counselling sessions
9	Vienna	<b>Start Vienna</b> – offer counselling from day one
10	Vienna	<b>‘Erstberatungsstelle’ (first counselling)</b> – basic information regarding the labour market in their mother tongues, also settings for young people and women
11	Vienna	<b>‘Anerkennungsstelle’ (Recognition centre)</b> – advice for formal procedure for the recognition of education and training etc. (Beratungszentrum für MigrantInnen)
12	Vienna	<b>‘Bildungsdrehscheibe’ (Education Hub)</b> - advice about German courses and education measures, clearing process
13	Madrid	<b>SAUMUR Social service</b> – continued and lasting assistance for people in social crises/ long-term social intervention
14	Madrid	<b>Agency for Employment (PES)</b> – amongst other: information and counselling services, deepening knowledge of the labour market, raise awareness among companies
15	Madrid	<b>Municipal Offices of Information and Guidance</b> – aims at providing general information on the city, its services and social resources
16	Belgrade	<b>National Employment Service and other government institutions</b> –provide genuine and

		reliable information of guaranteed rights and procedures for obtain them throughout the asylum procedure
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### 3. Language Courses

There is no doubt that language is a key for fast track integration into the labour market. Accordingly, all cities pay high attention to language courses or combined language and vocational courses or language courses in combination with literacy courses or in combination with integration plans/ agreements:

1	Milan	The <b>Provincial Centre for Adult Education (DPIA)</b> offers – amongst other - training mainly on language and social integration for foreigners (Italian L2), functional literacy courses (courses in foreign languages and basic computer science).
2	Stockholm	<b>Swedish for Immigrants (SFI)</b> – included in the newcomer`s establishment plan, full - time or part-time language courses, combined with work, internships, other studies and/ or preparatory work
3	Stockholm	<b>YFI</b> – combines vocational training for immigrants with integrated language education
4	Stockholm	<b>SFX</b> – intense language studies combined with vocational classes for newly arrived professionals, academics and non - academics
5	Berlin	<b>Integration courses (BAMF)</b> – combines language training with civic orientation (for refugees with residence permit it is mandatory)
6	Berlin	<b>Orientation courses (BAMF)</b> – 300 teaching units for those from countries with less recognition rates
7	Berlin	<b>Volkshochschulen (Adult Education Centres)</b> – free courses from A1 to B1 level
8	Berlin	<b>Qualifizierung vor Beschäftigung (Qualification for Employment)</b> – combines language acquisition with training, qualification and work
9	Berlin	<b>ARRIVO</b> – combines short vocational and language training modules (amongst other)
10	Vienna	<b>Start Vienna</b> – includes language courses and “Wertekurse” (courses on values combined with language A1)
11	Vienna	<b>Public Employment Service</b> – courses A 2 and higher (amongst other)
12	Vienna	<b>Vienna Social Fund</b> – offers German courses for all asylum seekers (up to A1)
13	Vienna	<b>Basic Education (Department MA 17 Vienna)</b> - includes training in German, Math, IT and orientation on the labour market
14	Vienna	<b>Youth College</b> – aim is language learning for young refugees (15+), improving general education in mathematics, English and IT and preparing them for secondary schools

15	Madrid	<b>Madrid Agency for Employment</b> – improving language expression combined with a comprehensive integration plan
16	Madrid	<b>Municipal Office of Information and Guidance</b> – Spanish classes are given
17	Madrid	<b>CHAIR</b> – (amongst other) Four Spanish language learning immersion courses, taught at the Institute of Languages of the University itself, as part of the driver to foster the social integration of persons seeking asylum and refugees
18	Belgrade	<b>Commissariat for Refugees and Migration</b> – 300 Serbian language lessons courses per school year (200 lessons for over 65 persons)

#### 4. Skills Development and Vocational and Educational Training, Apprenticeships

A successful fast track integration strategy into the labour market is strong dependant on equipping the refugees and asylums seekers with the “right” skills and with vocational orientation, VET and apprenticeships, in particular for youngsters and young adults. Thus, the cities invested a lot of resources in this field.

1	Milan	<b>AFOL Metropolitana</b> – Skills Development and vocational training, orientation and VET, implementation of professional skills for weaker groups in professional areas like visual communication, photography, fashion, hairdressing, media, tourism and others.
2	Stockholm	<b>Vocational Training of the Labour Market Administration</b> – for those who lack a degree from upper secondary school included in the newcomer`s establishment plan, full - time or part-time language courses, combined with work, internship, other studies and/ or preparatory work
3	Stockholm	<b>Vocational College</b> – post-secondary education in 1 – 2 years, large part takes place in the workplaces.
4	Stockholm	<b>Apprenticeship Programmes</b> - most programs are 1-4 terms long. Apprenticeship programs are primarily aimed at those who do not have a high school or final grade from upper secondary school, who want to study a vocational education at a workplace.
5	Stockholm	<b>YFI</b> – (see above) vocational training combined with language training for adults (with short school background) in fields like assistant nurse, construction and other.
6	Stockholm	<b>SFX</b> – language (see above) training combined with vocational training in eleven different professions
7	Berlin	<b>Qualification before Employment</b> – with special language courses for migrants
8	Berlin	<b>ARRIVO</b> – (see above) language training combined with job orientation, vocational training. In addition: guided

		visits and internships in companies in different professional areas
9	Berlin	<b>Mobile Education Counselling´ (MoBiBe)</b> Offers advice on education (first orientation, vocational and further training, language, work)
10	Berlin	<b>Local Pacts for Economy and Employment</b> – micro-projects and bigger projects (Programme PEB) with high share of skills development and vocational orientation content
11	Berlin	<b>Youth Career Agency</b> – to enable all young adults in Berlin to obtain a vocational qualification
12	Vienna	<b>Skills Check</b> – records individual skills and competences and provides knowledge to vocational inclusion (for instance, computer-skills-test workshops).
13	Vienna	<b>Youth College</b> – educational programmes enabling access to higher education and higher qualifications
14	Vienna	<b>Spacelab</b> – a modular offer for young people (15 – 25) (modules like developing perspectives, daily training, workshop training)
15	Madrid	<b>Immigration Assistance Office</b> – training in active job seeking skills, occupational training in the sectors with the highest demand
16	Belgrade	<b>Vocational training for certain professions</b> – such as hairdresser, tailor, plumber, offered by civil society organisations and NGO`s in some reception and asylum centres (for instance Centre Adasevci)
17	Belgrade	<b>UNICEF</b> – capacity building for organisations that offer non-formal education, basic competences in communications, maths

##### 5. Labour market interventions (including preparation and accompanying measures)

Directly connected to the core of the FAB-project are labour market interventions including preparatory measures, developing pathways towards the labour market, dealing with integration into the labour market and/ or matching refugees and asylum seekers directly with companies and/ or fostering entrepreneurial spirit and self-employment.

1	Milan	<b>CELAV – Project SAFE</b> – testing the potential of the agricultural food-sector for the employment of third nationals between 19 and 35 years
2	Milan	<b>Labour – INT</b> – inclusion package for refugees and asylum seekers in the tourism and tertiary sector
3	Milan	<b>Dote Unica Lavoro</b> – regional programme of Lombardy Region offering opportunities (professional training, preparing job-finding, generating income) to different groups

4	Milan	<b>Borsa Lavoro</b> – payed internships – Milan in cooperation with Milan companies
5	Milan	<b>P.A.N.E.</b> – involvement of companies as a key factor in the beneficiaries` employment journey
6	Milan	<b>Foundation Terre des Homme</b> – Work grants for the social inclusion of young migrants, funded by the bank Intesa San Paolo (for 17 – 30 year old)
7	Milan	<b>Baker McKenzie</b> – Refugee Integration Programme, together with a cooperative – easy interaction with companies
8	Milan	<b>ME4Change</b> – Empowering young migrant entrepreneurs (“Migrapreneurs”, 18 – 34 old) for change, European project
9	Milan	<b>SINGA Italia</b> – European network, communities accompany refugees in their professional projects
10	Milan	<b>Association IRENE</b> – European network, developing social entrepreneurship skills and competences for unemployed migrants and refugees in the fields of re-cycling and re-use
11	Milan	<b>AFOL Metropolitana</b> – job placement, especially for weaker groups
12	Stockholm	<b>Fast Track Integration</b> – as general approach in different national and municipality programmes with the goal to shorten the time from arrival to work, matching newcomers to the “right” jobs
13	Stockholm	<b>Internships in companies</b> – organised by the PES and the municipality
14	Berlin	<b>Berlin Jobcentres</b> – special programmes for activation and preparation for the labour market, placement activities also for (as unemployed registered) refugees, publicly subsidized employment measures at employment providers
15	Berlin	<b>Job coaching for refugees (Berlin Senate Administration)</b> – accompanying and coaching refugees on their way into the labour market in cooperation with Jobcentres and firms
16	Berlin	<b>ARRIVO</b> – covering different strands like craft sector, social, health, construction sectors and industry, amongst other: internships and on-the-job skills assessment, strong related to companies
17	Vienna	<b>Step2austria</b> – guidance and support in job finding
18	Vienna	<b>WAFF - Viennese Funds for the Advancement of Workers and Employees</b> – amongst other: preparation for the labour market, job offers
19	Vienna	<b>Project CORE</b> – creates new integration offers that make integration easier for refugees and accelerate the entire integration process

20	Vienna	<b>Wirtschaftsagentur Wien – programme Mingo</b> – supporting migrants who want to set up a company or further develop a company
21	Vienna	<b>Vienna Business Agency</b> – supports people with a refugee background on their way to becoming self-employed
22	Vienna	<b>Vienna Board of Education</b> - Integration programme for refugees who are teachers
23	Vienna	<b>FSW</b> – placing asylum seekers in charitable work, traineeships and apprenticeships
24	Madrid	<b>Madrid Agency of Employment</b> – amongst other: deepening knowledge of the labour market, job placements
25	Madrid	<b>Municipal Offices of Information and Guidance</b> – amongst other: overcoming barriers in accessing employment, consulting employers who are unaware of the processes and requirements necessary to contract a foreign person
30	Belgrade	<b>National Employment Service</b> – various programmes related to active employment policies, like practical work experience, providing labour market counselling services

## 6. Special measures for women

The FAB project is first of all dedicated to the job placement of women, to fast track integration of female refugees and asylum seekers. Therefore, it makes sense to open a cluster of measures targeting women.

1	Berlin	<b>Point</b> – National financed project of Goldnetz gGmbH – has offered action for labour market integration of refugee women (terminated in 2019)
2	Berlin	<b>ARRIVO</b> – amongst other: special courses for female refugees, where they can try out various craft trades and health professions
3	Berlin	<b>Local Social Capital and Perspective, Development and Employment (PEB) Programme</b> – offer – amongst other – special measures and activities for women
4	Berlin	<b>Neighbourhood Mums</b> – a programme exclusively for women who care for other women/ mothers (migrant and refugee females)
5	Vienna	<b>Basic Education (MA 17 and BMBWF)</b> – focused on youth and women, offering child care
6	Vienna	<b>Erstberatungsstelle</b> – special settings for women counselling, including childcare

7	Vienna	<b>Different organisations</b> (Interface, Station Wien) offer German courses for women or counselling for women (Peregrina, LEFÖ, Orient Express)
8	Vienna	<b>ABZ Austria – “Meine Sprachen”</b> – Literacy in German and Farsi – special German course for women
9	Madrid	<b>Occupational trainings</b> – like trade assistant, waiting staff for restaurant and bars (courses especially for women)

## Description of the different practices in each city context

### Milan

In Milan, The **CPSA** - first aid and reception centres, are the first address for arriving refugees. The **CARA** - reception centres for identification and screening between applicants and non-applicants, also play an important role as well as the **CDA** – the short-term accommodation centres.

The **Provincial Centre for Adult Education** (DPIA) offers training mainly on three areas:

- language and social integration for foreigners (Italian L2);
- courses designed to achieve the first cycle of education (middle school);
- functional literacy courses (courses in foreign languages and basic computer science).

**CELAV**, the service for unaccompanied minors, implemented in 2013-14 the project **SAFE** - Scouting for Agriculture Forward Employment thanks to the European Fund for the Integration of Third-Country Nationals, in collaboration with Consorzio Farsi Prossimo and with the main Farmers Organizations. The project tested the potential of the Agrifood sector for the employment of third-country nationals between 19 and 35 years, who arrived from less than 4 years previously that have experienced difficulties in finding employment in other sectors.

CELAV took part in **LABOUR - INT** a two years project (2017-18) aiming to build a fully-fledged labour inclusion package for refugees and asylum seekers in Milan in the tourism and tertiary sector. It leverages on businesses, chambers of industry and commerce, trade unions and migrant associations, promoting a multi-layered integration path, from arrival to the workplace, passing through education, training and job placement. A guideline for project implementation is expected by the end of 2018.

**Dote Unica Lavoro** is a regional programme of Lombardy Region offering opportunities to different groups of unemployed to participate in free personalized training. They aim to:

- find a job
- qualify through training courses for professional retraining
- develop ideas to undertake income generating activities

**Borsa lavoro (work grant)** is a convention between Municipality of Milan and companies to carry out an extra-curricular internship experience for unemployed. Beneficiaries are provided with an orientation course and a competences portfolio. It is supported by tutors from both Celav and Companies. The internship lasts a maximum of 12 months or 24 months for disabled. The

internship is totally paid by Municipality of Milan (300 – 500 euros per month) as well as the insurance fees. Borsa Lavoro is widely used for refugees (425 in the last two years), unaccompanied minors (300 in the last two years) or long term unemployed migrants. Borsa Lavoro has recently been used in the project P.A.N.E. in which 16 SPRAR refugees, aged between 18 and 25, partook in the first training course for bakers and coffee shop operators. Before the internship they received 120 hours of training of which 60 were theory and 60 learning by doing. This project was made possible through an agreement between the Municipality of Milan and Fondazione Adecco, in collaboration with Società Umanitaria.

### **P.A.N.E.**

Affirmative actions such as P.A.N.E, on a few occasions were argued against as if it created a positive discrimination against Italian citizens. In this sense private public partnerships make affirmative approaches less critical. Of course, the key factor is the involvement of companies to host beneficiaries' employment journey.

### **Foundation Terre des Homme**

The Foundation Terre des Hommes Italy has launched the project "Borse Lavoro per l'inclusione sociale di giovani migranti" (*Work Grants for the social inclusion of young migrants*) funded by the bank Intesa San Paolo. The programme is open to migrants between the ages of 17 and 30 and asylum seekers in the Milan metropolitan area. The training courses will be organized by the Department of Urban Economics and Employment of the Municipality of Milan.

### **Baker McKenzie – Refugee Integration Programme**

There are also growing examples of business and citizens initiatives. The legal firm Baker McKenzie, driven by one of their associates, started a pro-bono activity that lately become a permanent *Refugee Integration Programme*. The firm involved the social cooperative Farsi Prossimo, a professor from Milan University and the UNHCR in order to create a virtuous circle. Of course, the biggest point was the easy interaction with companies, starting from the long list of the firm clients.

### **ME4Change – Migrants Empowerments for Change**

X23, a private research centre and business support organization, together with five European partners started the project ME4Change - *Migrants Empowerments for Change*. The programme targets young migrant entrepreneurs – the Migrapreneurs – (18-34 years of age), in particular those newly arriving to the EU and having been legally staying in EU and hosting countries for at least a year.

**SINGA Italia** is the headquarters of the network which also includes France, Switzerland, Germany, Belgium, Quebec, Morocco and the United Kingdom. Its "Projects Community" aims to accompany the refugees in their professional projects but also in a broader way to accompany them to create an ecosystem favourable to the development of these projects, in order to encourage the living together and the creation of wellness.

**The Association IRENE** together with partners from Greece, Germany, Italy, UK, Lithuania and Turkey developed New Chance, New Life to develop social entrepreneurship skills and competences in unemployed migrants and refugees. The ultimate goal is creating beneficiary's social business in the fields of recycling and re-use – one of the fast growing business sectors in EU.

Entrepreneurship potential in refugees is often more difficult to assess compared to other groups of migrants that are more aware of the Italian socio-economic situation. The cultural distance, the psychological conditions, the gaps in education and job skills are important factors when approaching refugees with entrepreneurial potential. Their resilience and adaptability can partially fill those gaps.

### **AFOL Metropolitana - Skills Development and Vocational Training**

AFOL Metropolitana aims at tackling unemployment, improving the quality of employment, promoting human capital and supporting local development.

The strategy to achieve this is the integration of:

- VET
- Orientation
- job placement

The main training areas are

- Citizenship education and training
- Lifelong learning
- Higher education and specialization

This all aims at increasing access to the labour market, implementing professional skills especially of the weaker groups. AFOL works closely with companies, research centres, universities, schools and other training institutions in the attempts to click with job market requirements.

The courses cover different subjects and thematic areas and are carried out at various locations that have become specialized over time:

visual communication, photography, fashion, aesthetics, hairdressing, information technology, media technologies and languages, tourism and business services.

AFOL Metropolitana hasn't developed a specific training method targeting migrants yet, but its competence in vocational training and certification of skills can be an asset in the development of tailored services for migrants.

### [Milan`s Examples of Good Practice](#)

1. By **SPRAR** (Protections Systems for Asylum Seekers and Refugees) concrete projects are funded. The SPRAR-program offers initial support for newcomers the first six Months. Municipality assigns local projects by co-designing with community engaged organizations (Enti gestori) selected on clear and transparent criteria; the project budget is consequent to a detailed project description.

**Update 2019:** the SPRAR system has been ended by the central government.

2. One measure is to offer **reception in families (accoglienza in famiglia)**. Local families are supported in receiving newcomers and in creating social inclusion: The City of Milan is experimenting, in agreement with the SPRAR Central Service, this new option by placing 10 refugees in 10 families living in Milan. This is meant to accelerate beneficiaries` social inclusion, create a sound environment for their education and autonomy and integration in local communities.

### [Stockholm](#)

#### **Fast Track Integration**

In the recent years “fast tracks” have been developed, that means that language studies are being combined with vocational training. The fast tracks aim to offer internship, language training and education in a coherent process and the goal is to shorten the time from arrival to work, making sure that the newcomers are matched to the right jobs and ensure the provision of skills to the industries in which there is labour shortage.

### **Information and Counselling Services**

**The PES (Public Employment Service)** is responsible for the 24 months long introduction programme. Activities in the program include SFI – Swedish for immigrants and Civic orientation, as well as work preparatory activities (e.g. internship and validation of education and professional experience) according to the newcomer’s situation, background and needs.

**Internships** may be part of the newcomers introduction program of the PES. After 24 months, it may also be offered by the municipality through the Job Centre.

Both the municipality and the PES offer vocational training.

**Swedish for Immigrants (SFI)** is in the responsibility of the municipality. SFI is normally included in the newcomers` establishment plan. The course is individual and the studies are planned based on each and every one's prerequisites. Each student makes a survey that forms the basis for his / her own study plan. There is an opportunity to study SFI on a full-time or part-time basis. The studies can be combined with work, internship, other studies and / or preparatory work. There is also SFI with a focus on different professions, for example for doctors, teachers, engineers, economists, truck drivers and more. Each course contains national tests.

**Vocational training** - the vocational programs at the Labour Market Administration are primarily for those who lack a degree / final grade from upper secondary school. But those who already have a grade from upper secondary school or maybe higher education are welcome to seek and might be accepted if there are still spaces left. The student can combine single courses that suit your interests and needs or choose a complete course package that usually lasts 1-3 semesters.

**Vocational College** - post-secondary education in 1-2 years. The programs are developed in consultation with employers and a large part of the education takes place in the workplaces.

**Apprenticeship programs** - apprenticeship programs are offered within professional areas where labour is needed, and therefore it is easier to get jobs. The goal is for the student to get a job after finished education. Most programs are 1-4 terms long. Apprenticeship programs are primarily aimed at those who do not have a high school or final grade from upper secondary school, who want to study a vocational education at a workplace.

### [Stockholm`s Examples of Good Practice](#)

#### **1. YFI – Labour market administration**

The EU-funded project YFI offers vocational training for immigrants with integrated language education, to increase the capacity of adult education in the City of Stockholm to effectively integrate language and vocational training in an educational programme for low educated adult immigrants, in order to speed up their attainment of a relevant language and vocational competence. YFI offers education and training for occupations such as assistant nurse,

construction and chef. The target group is adult immigrants with a short school background – from 6 years in comprehensive school up to early stages of upper secondary school. Some also have limited learning skills.

The project offers an introduction course of Swedish language combined with specific focus on professional vocabulary. After 5-6 months, the student will attend a vocational training school – where the language teacher work closely with the vocational teacher.

## **2. SFX**

SFX offer intense language studies combined with vocational classes for newly arrived professionals in Stockholm. The programme started in 2001 after identified need for custom SFI courses for professionals. New courses have been added over time, many which have been started with EU-funding, and then have been implemented. The programme is eligible for students in the County of Stockholm through an agreement between the 26 municipalities in the Stockholm region. This enhances the demand for each and every course since the number of students in the area give the possibility to offer a wide range of courses. Approximately 1.500 students enrol every year to SFX. The programme includes intense language studies combined with vocational classes or other activities to orient students in the right work field.

Several courses admit students from day one on arrival in Stockholm, but for the academics, the vocational SFX require basic course in Swedish before starting the course. There is an assessment of previous qualifications for admission to the courses. An important factor to the courses is that it cultivates the professional identity amongst the students, and of course gain skills for employment.

The courses are executed in cooperation with employers, the PES, trade unions and any other significant actor in the specific field.

There is currently eleven different SFX courses for different professions.

SFX for academic professions include:

- Swedish for Engineers
- Swedish for Medical Professions
- Swedish for Educationalists/Teachers
- Swedish for Economists, Lawyers and Social scientists
- Swedish for Programmers

SFX for non-academic professions include: 21 (22)

- Swedish for Bus drivers,
- Swedish for Lorry drivers
- Swedish for Craftsmen
- Swedish for Entrepreneurs
- Swedish for Bakers
- Swedish for Roofers

## **3. Duo Stockholm**

Duo Stockholm is the result of a development of an internal project where the gain of a collaboration with civic society was very clear. In 2015 a Civil Society Public Partnership was signed with an NGO in order to carry out the program in a broader scale.

The concept is to match newcomers and established people in Stockholm with the goal of mutual learnings. The match is based on common interests, family situation or occupational background. To make sure that each match is made with quality, every participant take part in an informational meeting and is interviewed by staff or a volunteer. The matched couple is supposed to meet

regularly for 6 months, which after they may say good-bye – or chose to continue to meet as friends.

Every month, group activities free of charge is offered, to encourage the couples to meet and to explore different venues in Stockholm together. Many museums, sport clubs etc. offer activities free of charge since they also want to contribute to a more inclusive city.

The results are positive; more than 1100 people have been matched together since the start in May 2015.

Newcomers state in follow up surveys that they feel that their Swedish have improved due to their participation in Duo Stockholm. Established people state that they not only feel that they can contribute to the integration in the society, but they also gain new knowledge and a new friend.

## Berlin

**Welcome-to-work-offices** – The ‚welcome-to-work-offices‘ in Lichtenberg and Spandau (so called ‚WiA-Büros‘) are first contact points for refugees and immigrants in regards to questions on education topics and professions. The counselling is multilingual and free of charge. The consultants of the offices identify qualifications and skills, give guidance regarding matters of education or labour market, and advise refugees and immigrants on suitable educational or employment programmes or services (up-date Berlin 2020).

The **Welcome Centre Berlin**, is a first contact point for many newcomers newcomers to Berlin. They provide initial guidance to people arriving in Berlin and offer advice on residence, social and legal matters and accessing the labour market, as well as information about education and training opportunities. They work with a wide range of partners that complement their advisory services and are available during the opening hours of the centre. The Welcome Centre Berlin is staffed by a permanent team of advisors, who are supported by language interpreters.

Until 2019 the Berlin project **Point** (Goldnetz) offered labour market integration measures for refugee women who came alone or with their children. This project was funded by the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth.

### **Mobile Education Counselling (MoBiBe)**

Mobile counsellors offer advice on further and vocational/ academic education and related issues such as German language courses, additional qualifications, recognition of degrees and certificates, job search and application writing/ strategies, work and internships in Germany generally, and in Berlin particularly. The in total 34 counsellors consider qualifications and skills, guide towards possible education opportunities and make suitable individual proposals.

For (registered) refugees **Berlin`s Jobcentres and the Senate administration** offer mixed (together with German residents) or special programmes (only for refugees or asylum seekers) for activation and preparation for the labour market as well as fast track integration measures into the labour market, such as language courses, profession-oriented language courses, intercultural courses, consulting and placement activities, co-operation with employers.

**Integration course (BAMF - Federal Agency of Migration and Refugees):** asylum seekers coming from countries with high recognition rates (share of positive decisions is more than 50 %,

this is the case for Syria, Eritrea), asylum seekers and tolerated persons who entered Germany before 1 August 2019 as well as recognised refugees usually enrol in an integration course ('Integrationskurs'). The courses are offered by the Federal Agency of Migration and Refugees and consist of 600 teaching units of language training and 100 teaching units of civic orientation. The course can be extended to 1000 teaching units. Participation is mandatory for all migrants with residence permit – including persons with refugee status – and little or no knowledge of German (less than B1 level).

The Berlin Senate implemented its own language course programme provided by the **Volkshochschulen** (adult education centres), consisting of free courses from A1 to B1 levels. Hence, the Berlin Senate intends to provide language education for refugees who have no access to integration courses provided by the Federal Agency of Migration and Refugees (see above), especially newly arrived asylum seekers as well as migrants whose asylum demand was rejected (up-date Berlin 2020).

Several programmes have been implemented that link language acquisition with training, qualification and work (e.g. "**Qualifizierung vor Beschäftigung**" (QvB), "KomBer"). This is based on the experience that language acquisition is much more effective when applied in practice. Furthermore, participants can learn specific specialist terms they need for their profession.

Berlin city authorities and the local Chamber of Handicrafts ('Handwerkskammer') launched the **ARRIVO** project in 2014 to improve the labour market integration prospects of refugee residents and to address severe labour shortages in local businesses. The project offers a combination of workshops on local employment standards and ethics, short vocational and language training modules, internships and on-the-job skills assessments to refugees with basic German language proficiency. ARRIVO Berlin consists of various sub-projects: they offer workshops for refugees in the fields of handicrafts, health, hospitality, construction and industry. Additionally, the ARRIVO service office provides companies with information about the employment of refugees. Special courses are offered for female refugees where they can try out various craft trades (for example gardening, hairdressing, sewing, carpentry etc.) and the health sector such as carer for the elderly or nurse. In addition:

- German courses for the proficiency of general and professional vocabulary,
- Advisory elements about the German apprenticeship system and opportunities in the Berlin job market,
- Guided visits of Berlin-based companies,
- Courses on how to write/ expand a CV for job Interview

In addition, the Berlin '**Local Pacts for Economy and Employment**' (one in each of the 12 districts) offer a lot of projects for refugees co-funded by ESF or ERDF. They are implementing two different instruments:

- the Local Social Capital Programme (LSK, micro-projects up to 10.000 EUR)
- the Perspective, Development and Employment Programme (PEB, projects up to 500.000 EUR).

The numerous projects within these two programmes offer employment and social integration opportunities also for refugees. Their strength is that they work locally and have good access to the refugees in the different Berlin districts.

## **7. Neighbourhood Mums (or District Mothers)**

Since many years, the *Neighbourhood Mums* serve as a key example of Berlin's low-threshold, outreach integration policy. It is a local initiative, launched in Berlin-Neukölln in 2004, that qualifies long term unemployed women who are mothers and have a migrant background. In a six months training program they are prepared to offer education and support to other migrant families that cannot be reached through established institutions and programmes. Since 2014 the focus of the Neighbourhood mums project has broadened to newly arrived refugee women as well. An evaluation of the pilot project showed that the preventive and low-threshold approach achieved significant results, in particular in the dimensions education and health care issues. Due to the cultural proximity, neighbourhood mums are able to reach social disadvantaged and under privileged migrants, predominantly through their networks on local level.

## **8. Berlin Youth Career Agency**

The general objective of the Berlin Youth Career Agency is to enable all young adults in Berlin to obtain a vocational qualification and – in the long run – to achieve their integration into the labour market. Young people are given comprehensive advice in the offices or elsewhere, if necessary. The individual goals and prospects are developed jointly with the young adults which then result in realistic qualification programs. These are combined with coordinated support measures. All available instruments are used to support the young adults until they obtain a vocational qualification or, in some cases, find long-term employment.

## **9. The Integration Facilitators (‘Integrationslotsen’)**

The Integration Facilitators (‘Integrationslotsen’) support people with migration background and newly arrived refugees by offering low-threshold counselling services in many languages, facilitating steps into work and education. They supplement the established support and social welfare structures. They offer assistance either at a drop-in centre or through outreach work and they provide consultation services. The 207 Integration Facilitators (as at: January 2021) are employed by independent providers on the base of social security working contracts. At the beginning of their work, Integration Facilitators receive an in-service basic qualification with a volume of 150h on topics such as the German education or health care system, but they are also trained in basics of communication and counselling. Moreover, Integration Facilitators are given the opportunity to develop their knowledge through additional qualifications by amplifying their knowledge or developing their soft skills (up-date Berlin 2020).

## **Vienna**

**Start Wien** offer support, orientation and training for newcomers. That include language courses, counselling and information modules in mother tongue. By the Vienna Board of Education Booklet, the newcomers get a tangible overview of their activities.

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.

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

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.

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. 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).

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.

### **Counselling Services**

Vienna are counselled at the so called “Erstberatungsstelle”, where they get basic information regarding the labour market 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 (childcare). 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 job-ready 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)

### **Labour Market**

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**). The WAFF is also a partner within the recently established “Anerkennungsstelle”, an institution supporting migrants in the formal procedure for the recognition of 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.

**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).

**ABZ\* Austria “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.

### **Skills Check**

“Skills checks vocational integration” records individual skills and competences of the attendants and provides knowledge to improve 15 (20) 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. 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 check 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).

## **Project CORE**

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.

### **Up-date Vienna 2021:**

The Core project ended in October 2019, large parts of the project were mainly continued by the Vienna Social Fund.

## **Labour preparation**

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 semesters long course, which also includes practical training at Viennese schools, participants are authorised to teach at Austrian schools.

### **Up-Date Vienna 2020:**

The training and support programme took place within the framework of the Core project, which ended in October 2019, but the Vienna Employment Promotion Fund was able to continue funding the programme (up-date Vienna 2021).

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.

## [Vienna`s Examples of good practice](#)

### **1. Start Wien (MA17)**

Start Wien is 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.

### **2. Youth College**

The Youth College is 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.

#### **Up-Date Vienna 2021:**

The Youth College was divided into two parts in October 2019. The "Youth College AMS Vienna" focuses on the labour market and is financed by the European Social Fund and the Public Employment Service Vienna. The second course is called "**Youth College StartWien**" and is a school-like educational offer. It is funded by the City of Vienna and the European Social Fund and is implemented by Interface Wien (up-date 2021 Vienna).

### **3. Spacelab**

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'.

## Madrid

The **SAMUR Social** service provides a rapid, comprehensive and robust response to situations of social crisis. It promptly resolves issues and transmits security to a society in which uncertainty and fear are on the rise. Its social assistance in the public space allows it to reach those people who, for different reasons, are obliged to live in the street and it is intended that emergency response gives way to continued and lasting assistance, endeavouring to register the emergency within a long-term social intervention. Its activities in situations of continued residential exclusion range from cases of inadequate housing to situations of serious residential exclusion, manifesting in people living on the street. Access to, or lack of, an alternative residence can put asylum seekers and refugees on the path to social integration or remove them from that path entirely.

### **Madrid Agency of Employment**

The Agency for Employment is currently working on:

- Developing precise tools to establish the skills and profiles earlier
- Deepening the knowledge of the labour market to be able to give technical skills in the sectors offering the most job opportunities.
- Improving language expression, using the resources provided by the Agency for Employment, within a comprehensive integration plan.
- Launching campaigns to raise awareness among companies to foster hiring of workers from disadvantaged groups.

### **Municipal Offices of Information and Guidance for the Integration of the Immigrant Population**

These are a basic instrument, aimed at providing general information on the city, its services and social resources along with instruments that facilitate the social integration of immigrants, contributing to the construction of a Madrilenian society based on social and intercultural coexistence.

These offices are aimed at migrants who have recently arrived in Spain but also migrants who have already been in Spain for a longer period whose process of social integration is already advanced but who nonetheless experience difficulty accessing training, employment and legal services; professional of the public administrations and entities that require any of the services provided by the offices; employers, both companies and individuals, who are unaware of the processes and requirements necessary to contract a foreign person and require guidance and advisory services.....

At Offices of Information and Guidance on the Integration of the Immigrant Population, Spanish language classes are given, considering the humanist perspective of the Circular Plan of the Cervantes Institute, which places the student at the heart of the educational project.

In terms of employment integration, there is an **IT and Employment Advice service** on employment resources and training courses on accessing employment, design of personalised plans and on active job seeking. Moreover, an internet access service is also offered for job seeking, aimed at students of Spanish classes and users of the employment guidance programme.

**Language Courses:** groups are organised according to the levels of the European Common Framework for Languages, focussing in particular on the basic levels A1, A2 and B1 in order to cover the most elementary communication needs and level B2 aimed at those who have surpassed the most elementary level and wish to continue to progress in their study of the Spanish language and broaden their capacity for communication. This year, a LITERACY level has been added in order to include those people who received no formal training in their mother tongue and A2 for preparation for the citizenship examinations.

**Up-date 2021:**

During 2019<sup>1</sup>, 65 percent of migrants and refugees who participated in employment activities in career and career guidance services, resource counselling, active job search skills training, vocational training in sectors with the highest demand for employment and labour insertion, were women. Likewise, and according to these same data, of the almost 4,500 migrants and refugees who participated in Spanish courses for foreigners, 57 percent were women between the ages of 18 and 50.

As part of online training for professionals, 6 courses were delivered aimed at the training of third sector professionals in the municipal area of Madrid, both civil servants and employees of the Madrid City Council as well as professionals in different social entities. In total, 153 people were trained (130 women and 23 men) compared to 108 last year, doubling the number of men who have completed the training this year.

**Other services:** Information and Guidance on registering residence, schooling for children, rental accommodation, health and public transport, obtaining a health card, settling, renewal of authorisation, family reunification and foreign residency, telephone interpreting services in more than 20 languages and document translation.

### **Skills Development and Training for Employment**

the Training and Employability services at the Immigration Assistance Offices offer:

activities are aimed at providing professional and employment advice, advice on resources and training in active job seeking skills, providing occupational training in the sectors with the highest demand and liaising with companies to foster the integration of persons who attend the office with such employment demand

### **Translation and Interpreting Service**

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<sup>1</sup> Data from the last report of the municipal department that deals with migration issues, at the time of writing the update of this report

The main purpose is to provide professional support to employees of Madrid City Council to enable communication between users, the services and municipal staff, therefore constituting an efficient instrument in the services provided to the foreign population.

### **Coexistence Service in Parks and Sports Pitches**

The purpose of this service is to carry out actions and processes aimed at fostering citizen coexistence, fostering intercultural social relations, mutual respect between cultures and the construction of a common public space, the neighbourhood, in which the population can coexist.

### **The Online Space, Social Media and Open Immigration Data Platform**

The municipal website [www.madrid.es](http://www.madrid.es) has a specific information space with information on municipal policies and services relating to immigration and intercultural activity.

## Madrid's Examples of Good Practice

### **1. Chair for Migrants and Refugees**

The chair (at Comillas Pontifical University, supported and sponsored by Inditex S. A., Textile Design Industry, public company) is a project with national, European and international scope, encompassing a broad, multidisciplinary research agenda. The interdisciplinary aims of the project are to undertake theoretical and applied research with a profound universal scope focussed on social transformation in defence of human dignity at all times and in line with the criteria of the “preferential option for the poor” principle.

#### Measures taken:

The Chair project will grant:

- two doctoral scholarships for training research staff whose projects foster knowledge and social innovation in relation to these matters.
- eight scholarships for professional internships from six to 12 months duration in national and international organisations that work directly on the ground with refugees.
- Four Spanish language learning immersion courses, taught at the Institute of Languages of the University itself, as part of the driver to foster the social integration of persons seeking asylum and refugees.
- Development of an academic Research Agenda linked to the diagnosis of the reality and definition and innovation of policies, programmes and projects for intervention in this area.

## Up-Date of two new good practices (Madrid 2021):

### **2. Collaboration Agreement between Agencia para el Empleo (AEM) and “Quiero Trabajo Foundation (QTF)”**

A model based on selection, job orientation, mentoring and empowerment of 75 unemployed women at risk of exclusion to successfully pass a job interview. AE-QTF collaboration takes the following steps:

AE Job advisors carry out a pre-selection process for a real job. They assess each candidate for referral to the QTF. A job interview in company has already been arranged.

QTF Volunteers for Mentor and Image Consultants from HR of large companies take part in the job integration process and work together with AE Job advisors.

Volunteers help women to successfully pass the job interview.

It is an initiative aimed to women who have passed the pre-selection process in the AE and their appointments for interviews in the companies have already been arranged.

QTF Volunteers are mentors for women that have applied for an specific job, mostly positions related to customer service, trade sales, customer service, etc. Around 85% of the women referred, come from non-EU countries. They need to improve their language skills during the job interview and to know better the companies personnel selection process.

### 3. Voluntarios por Madrid and Valiente Bangla collaboration

Voluntarios por Madrid (Madrid Volunteers) is a resource hub for all volunteering in the city run by the City Council. It recruits, screens and places volunteers in over 90 projects citywide. They collaborate with the Valiente Bangla (Brave Bangla) migrant association. This association for the defense of human and social rights of migrants, especially those without papers, promote the participation and empowerment of the Bangladeshi community.

Volunteers from Voluntarios por Madrid work with Bangladeshi migrants through workshops to teach them Spanish and other activities to help them to integrate in the city. The programme has been particularly useful for women because it offers much more flexibility than more formal language learning options.

## Belgrade

The **National Employment Service** is the body responsible for issuing work permits as well as implementing various programs related to active employment policies (special vocational education programs, training programs, practical work experience, as well as providing labor market counselling services) under the same conditions as for Serbian citizens need to be introduced. This type of regulation is the result of aligning work legislation with EU standards.

The **National Employment Strategy 2011-2020** recognizes that the Republic of Serbia faces all types of migration: external and internal, forced and voluntary, legal and illegal, migration, highly skilled and unskilled workers, immigration and emigration. The strategy also provides for the establishment and expansion of a network of migration service centres within the National Employment Service, which should provide information, advice and guidance to migrants and potential migrants.

The **Regulation on the Method of Inclusion into the Social, Cultural and Economic Life** of Persons Recognized a Right to Asylum provides that a person who has been granted refugee status is assisted in entering the labor market by:

- assisting in obtaining the necessary documents required to register with the National Employment Service and the Employment Agency;
- assisting in starting the procedure for recognition of foreign diplomas;
- ensuring inclusion in additional education and training in accordance with labour market needs;
- assisting in engaging in active employment policy measures.

## Language

The right to education in Serbia is a constitutional right. Asylum seekers, as well as those granted asylum, are entitled to free obligatory pre-school and primary and free (but not obligatory) secondary education.

**For children and students** of foreign nationals and stateless persons and for displaced persons who do not know the language in which the educational-teaching program is carried out, the school organizes language learning, i.e. preparation for teaching and additional teaching, following a special instruction issued by the Minister of Education, Science and Technological Development. Some asylum centres have organized teaching of Serbian language by international organizations UNHCR, the Danish Refugee Council, SOS Children's Village and other international organizations.

The Regulation on the Method of Inclusion into the Social, Cultural and Economic Life of Persons Recognized a Right to Asylum provides that the **Commissariat for Refugees and Migration** provide the teaching of the Serbian language to a person who has been recognized as a refugee, and to a person who is not included in regular education in the Republic of Serbia, attending regular school and a person over 65 years of age. The beforementioned persons are provided with **300 Serbian language lessons** per school year. The regulation also stipulates that persons who are eligible to pursue higher education qualifications may be provided, in addition to 300 Serbian language classes, an additional 100 Serbian language classes during one school year, in foreign language schools with certified language programs for learning Serbian. For persons over 65, 200 Serbian language classes are provided as part of a customized Serbian language programme for daily communication in foreign language schools or by organizations that propose an appropriate program.

### **Information and counselling**

The state must ensure that any foreigner who does not speak their language or their legal system well must provide genuine and reliable information on the enjoyment of guaranteed rights and the procedures for obtaining them. The Law on Asylum and Temporary Protection provides that a foreigner who has expressed his intention to seek asylum in the Republic of Serbia has the right to be informed about his rights and obligations throughout the asylum procedure and this statutory right must also be exercised in practice.

### **Skills development and VET**

Education is one of the priority areas for the advancement of migrants, as it enables them to better position themselves in the labour market. Foreign nationals have the right to education and under the conditions and in the manner prescribed for citizens of the Republic of Serbia. This provision also applies to the education of children of migrant workers. The right to education in Serbia is a constitutional right. This actually means that no matter what their nationality, religion, legal status they have in Serbia, all persons have the right to education and obligation to obtain mandatory education. Primary education is compulsory and free, while secondary education is free but not compulsory.

Although the right to education in Serbia is a constitutional right, the current practice in Serbia, unfortunately, did not exist until 2017. Perhaps one of the reasons is that a large number of migrants stayed/plan to stay very shortly in the territory of Serbia and therefore do not have the opportunity to join the education system or, simply, do not have the interest to enrol children in the educational system. In 2017, the Ministry of Education, Science and Technological Development issued binding Expert Instruction for the Inclusion of Asylum-seekers in the Education and Upbringing System for the inclusion of all children in the education and upbringing system which more closely regulates how children will be enrolled and how support for the

inclusion in the educational process should be provided. Developing expert instruction is an important, given children made approximately 20% of migrant population in Serbia.

In Serbia, there are currently around 50 schools where children from migrant population attend educational programs.

In some reception and asylum centres in local settings, **civil society organizations** conducted non-formal educational activities in the form of learning Serbian or foreign language, mathematics, geography, training for various professions. With this regard, of especial importance are vocational trainings for certain professions (e.g. hairdresser, tailor, plumber, etc.) by different humanitarian organizations and NGOs.

For example, in **Temporarily Centre Adasevci**, there is a room designated for a hairdresser, where customers receive the service free of charge, and the service is provided by another migrant, who trains for that profession. **UNICEF** has provided support to capacity building of all organizations present in the field through: organizing training, providing support at work and drafting guidance for non-formal education. **OHCHR** supported capacity building training for all organizations implementing programs to develop digital competencies. In cooperation with all partners, draft guidelines were developed for non-formal education that should support the development of basic competences (communication in native and foreign languages, digital competence, mathematics and science, social, civic and cultural awareness, how to learn).

Children enrolled in pre-school, primary and secondary education, as well as adult illiterate persons who have been recognized as having asylum, are provided assistance in joining the education system in the Republic of Serbia. Assistance is provided by: 1) providing textbooks and school supplies; 2) assistance in starting the procedure for recognizing foreign school documents; 3) providing learning assistance; 4) financial assistance for involvement in extracurricular activities. Adult illiterate persons are provided with assistance in order to be included in adult literacy programs in cooperation with competent ministry.

### Overview of Good Practice projects of the cities

The good practice examples have been described under the previous chapter of this document. In the following overview you can see the good practice projects on one glance. Some of them have been brought in exchange between the partnering cities in the frame of O.2 (Outcome 2 of the FAB project)

1	Milan	<b>SPRAR – Protection Systems for Asylum Seekers and Refugees</b> – funding of concrete projects and initial support for newcomers
2	Milan	<b>Reception in Families</b> – local families are supported in receiving newcomers
3	Stockholm	<b>YFI</b> – offers vocational training for immigrants with integrated language education
4	Stockholm	<b>SFX</b> – intense language courses combined with vocational classes
5	Stockholm	<b>Duo Stockholm</b> – matching newcomers with established residents with the goal of mutual learning
6	Berlin	<b>Neighbourhood Mums (District Mothers)</b> – established Berlin programmes – qualified migrant

women support other migrant women, including refugees

7	Berlin	<b>Youth Career Agency</b> – “different organisations under one roof” - enabling vocational qualification and labour market integration for young adults by counselling, integration agreements, qualification offers, placements
8	Berlin	<b>Integration Facilitators</b> – low threshold counselling services, facilitating steps into work and education
9	Vienna	<b>Start Wien (MA 17)</b> - comprehensive support from the beginning, counselling, orientation and training, records in “Bildungspass”, information modules in several languages
10	Vienna	<b>Youth College</b> – 1000 young asylum aged 15 – 21 are offered educational programmes
11	Vienna	<b>Spacelab</b> – modular approach for youth and young adults aged 15 -25 (NEET)
12	Madrid	<b>CHAIR project for Migrants and Refugees</b> – broad, international multidisciplinary research agenda (granting different scholarships)
13	Madrid	<b>AE – Quiero Trabajo Fondation</b> – A model based on selection, job orientation, mentoring and empowerment of 75 unemployed women at risk of exclusion to successfully pass a job interview (up-dated 2021)
14	Madrid	<b>Voluntarios por Madrid-Valiente Bangla</b> - Voluntarios por Madrid (Madrid Volunteers) is a resource hub for all volunteering in the city run by the City Council. It recruits, screens and places volunteers in over 90 projects citywide (up-dated 2021).

## Synoptic table of interventions according to main topics, responsible bodies and how they were used in FAB

The following overview is classifying and identifying practices according to the main clusters described above – welcome/first aid, Education and VET, Employment, Special measures for women. Additionally, it is specified whether they are managed by public or private bodies, and whether, in the FAB project, they have been visited through a Study visit by transnational partners, and selected to be transferred to another city.

Public organization

NGO/Social business

Business

Targeting women

Study visits

Adapted and transferred to another city



Esagono

	Milan	Stockholm	Berlin	Vienna	Madrid	Belgrade
<b>1<sup>st</sup> Level interventions, welcoming, community practices</b>						
<b>WELCOME AND FIRST AID</b>	<b>CPSA</b> - first aid and reception centres		<b>Welcome-to-work-offices</b> – accommodations and first aid	<b>Start Wien</b> (“Integration starting from Day 1” concept) ⚡		
	<b>CARA</b> - reception centres for identification and screening		<b>Welcome Centre Berlin</b> central spot for all newcomers to Berlin			
	<b>SPRAR</b> – initial support of newcomers in the first six months ⚡					
<b>INFORMATION AND COUNSELLING SERVICES</b>	<b>AFOL AFOL Metropolitana</b> – information and counselling for unemployed but also special for	<b>Public Employment Service (PES)</b> – information and counselling in terms of integration into to the labour market -	<b>Berlin Jobcentres</b> – provide guidance and counselling for integration into the labour market (after being registered)	<b>Board of Education Booklet</b> – evidence of participation in language courses and information and	<b>SAUMUR Social service</b> – continued and lasting assistance for people in social crises/ long-term social intervention	<b>National Employment Service and other government institutions</b> – information of guaranteed rights

	migrants and refugees 🚶	24 months introduction programme 🚶		counselling sessions		and procedures throughout the asylum procedure
	AFOL Esagono project guidance service for parents and young people)		Mobile Bildungsberatung (MoBiBe) - includes a specific offer for women ♀ 🚶	Erstberatungsstelle (first counselling) – basic information regarding the labour market in their mother tongues, also settings for young people and women	Agency for Employment (PES) – amongst other: information and counselling services, deepening knowledge of the labour market, raise awareness among companies	
			Arrivo (and Arrivo Soziales) Service Office provides companies with information about the employment of refugees 🚶	Anerkennungsstelle (Recognition centre) – advice for formal procedure for the recognition of education and training etc. (Beratungszentrum für MigrantInnen) 🚶	Municipal Offices of Information and Guidance – aims at providing general information on the city, its services and social resources	
			Youth Career Agency – comprehensive advice for individual goals, prospects, vocational qualification. (Jugendberufsagentur Friedrichshain-Kreuzberg) 🚶	Bildungsdrehscheibe (Education Hub) - advice about German courses and education measures, clearing process 🚶		
			Integration Facilitators – low-threshold counselling services, facilitating steps into work and education	WORK:INN Buddy programme 🚶		

(Integrationslotsen)

**Education and VET**

<b>LANGUAGE COURSES</b>	<b>Provincial Centre for Adult Education (DPIA)</b> Language, (Italian L2), functional literacy courses (courses in foreign languages and basic computer science).	<b>Swedish for Immigrants (SFI)</b> – full or part-time language courses, combined with work, internships, other studies and/ or preparatory work - includes a specific offer for women ♀	<b>Federal Employment Agency and Berlin Jobcentres</b> – provide – amongst other - language courses and profession – oriented language courses	<b>Start Wien (see also above)</b> includes language courses and “Wertekurse” (courses on values combined with language A1)	<b>Madrid Agency for Employment</b> – improving language expression combined with a comprehensive integration plan	<b>Commissariat for Refugees and Migration</b> – 300 Serbian language lessons courses per school year (200 lessons for over 65 persons)
		<b>YFI</b> – combines vocational training for immigrants with integrated language education	<b>Integration courses (BAMF)</b> – combines language training with civic orientation (for refugees with residence permit it is mandatory)	<b>Public Employment Service</b> – courses A 2 and higher (amongst other)	<b>Municipal Office of Information and Guidance</b> – Spanish classes are given	
		<b>SFX</b> – intense language studies combined with vocational classes for newly arrived professionals, academics and non - academics	<b>Orientation courses (BAMF)</b> – 300 teaching units for those from countries with less recognition rates	<b>Vienna Social Fund</b> – offers German courses for all asylum seekers (up to A1)	<b>CHAIR</b> –Spanish language learning immersion courses, (Institute of Languages of the University) to foster the social integration of asylum seekers and refugees	
			<b>Qualifizierung vor Beschäftigung (Qualification before Employment)</b> – combines language acquisition with training, qualification and work	<b>Basic Education (Department MA 17 Vienna)</b> - includes training in German, Math, IT and orientation on the labour market		

			<b>Arrivo (see also above)</b>	<b>Youth College</b> – aim is language learning for young refugees (15+), improving general education in mathematics, English and IT and preparing them for secondary schools		
<b>SKILLS DEVELOPMENT AND VOCATIONAL AND EDUCATIONAL TRAINING, APPRENTICESHIPS</b>	<b>AFOL Metropolitana (see also above)</b>	<b>Vocational Training of the Labour Market Administration</b> – for those who lack a degree from upper secondary school	<b>Qualification before Employment for refugees</b> – combines language and other basis learning with work experience	<b>Skills Check</b> – records individual skills and competences and provides knowledge to vocational inclusion (for instance, computer-skills-test workshops).	<b>Immigration Assistance Office</b> – training in active job seeking skills, occupational training in the sectors with the highest demand	<b>Vocational training for certain professions</b> – i.e. hairdresser, tailor, plumber, offered by civil society organisations and NGO`s in some reception and asylum centres (for instance Centre Adasevci)
		<b>Vocational College</b> – post-secondary education in 1 – 2 years, large part takes place in the workplaces.	<b>ARRIVO</b> – (see above)	<b>Youth College</b> – educational programmes enabling access to higher education and higher qualifications		<b>UNICEF</b> – capacity building for organisations that offer non-formal education, basic competences in communications, maths
		<b>Apprenticeship Programmes</b> - most programs are 1-4 terms long. Apprenticeship programs are primarily aimed at those who do not have a high school or final grade from upper secondary school, who want to study a vocational	<b>Local Pacts for Economy and Employment</b> – micro-projects and bigger projects (Programme PEB) with high share of skills development and vocational orientation content	<b>Spacelab</b> – a modular offer for young people (15 – 25) (modules like developing perspectives, daily training, workshop training) *		

		education at a workplace. YFI, SFX	Youth Career Agency (see above)			
<b>Employment</b>						
<b>LABOUR MARKET INTERVENTIONS (INCLUDING PREPARATION AND ACCOMPANYING MEASURES)</b>	<b>CELAV – Project SAFE</b> – testing the potential of the agricultural food-sector for the employment of third nationals between 19 and 35 years ↗	<b>Fast Track Integration</b> – as general approach in different national and municipality programmes with the goal to shorten the time from arrival to work, matching newcomers to the “right” jobs	<b>Berlin Jobcentres</b> – special programmes for activation and preparation for the labour market, placement activities also for refugees, publicly subsidized employment measures	<b>Step2austria</b> – guidance and support in job finding	<b>Madrid Agency of Employment</b> – amongst other: deepening knowledge of the labour market, job placements	<b>National Employment Service</b> – various programmes related to active employment policies, like practical work experience, providing labour market counselling services
	<b>Labour – INT</b> – inclusion package for refugees and asylum seekers in the tourism and tertiary sector	<b>Internships in companies</b> – organised by the PES and the municipality	<b>Senate of Integration, Labour and Social Services</b> – amongst other: co-financing labour market programmes of the Federal Employment Service, also for (as unemployed registered) refugees ↗	<b>WAFF - Viennese Funds for the Advancement of Workers and Employees</b> – amongst other: preparation for the labour market, job offers	<b>Municipal Offices of Information and Guidance</b> – amongst other: overcoming barriers in accessing employment, consulting employers about procedures to contract a foreign person	
	<b>Dote Unica Lavoro</b> – regional programme of Lombardy Region offering opportunities (professional training, preparing job-finding, generating income) to different groups			<b>Job coaching for refugees (Berlin Senate Administration)</b> – accompanying and coaching refugees on their way into the labour market in cooperation with Jobcentres and firms ↗	<b>Project CORE</b> – creates new integration offers that make integration easier for refugees and accelerate the entire integration process	<b>IT and Employment Advice Service</b> – accessing employment, design of personalized plans and supporting active job seeking

	<p><b>Borsa Lavoro</b> –        payed internships –        Milan in cooperation        with Milan        companies</p>		<p><b>ARRIVO</b> and  <b>ARRIVO Soziales</b>        (see above) ✨</p>	<p><b>Wirtschaftsagentu        r Wien –        programme Mingo</b>        – suporting        migrants who want        to set up a company        or further develop a        company</p>		
	<p><b>P.A.N.E.</b> –        involvement of        companies as a key        factor in the        beneficiaries`        employment journey</p>		<p>Projects        implemented by        NGO`s and        Businesses</p>	<p><b>Vienna Business        Agency</b> – supports        people with a        refugee background        on their way to        becoming self-        employed</p>		
	<p><b>Foundation Terre        des Homme</b> –        Work grants for the        social inclusion of        young migrants,        funded by the bank        Intesa San Paolo        (for 17 – 30 year        old)</p>			<p><b>Vienna Board of        Education</b> -        Integration        programme for        refugees who are        teachers</p>		
	<p><b>Baker McKenzie</b> –        Refugee Integration        Programme,        together with a        cooperative – easy        interaction with        companies</p>			<p><b>FSW</b> – placing        asylum seekers in        charitable work,        traineeships and        apprenticeships</p>		
	<p><b>ME4Change</b> –        Empowering young        migrant        entrepreneurs        (“Migrapreneurs”,        18 – 34 old) for        change, European        project</p>			<p><b>HABIBI &amp; AWARA</b>        restaurant run by        refugees ✨</p>		
	<p><b>SINGA Italia</b> –        European network,        communities        accompany</p>			<p><b>SINBAD mentoring        programme</b> ✨</p>		

	<p>refugees in their professional projects</p> <p><b>Association IRENE</b> – European network, developing social entrepreneurship skills and competences for unemployed migrants and refugees in the fields of re-cycling and re-use</p>					
	<p><b>AFOL Metropolitana</b> – job placement, especially for weaker groups </p>					
<b>SPECIAL MEASURES FOR WOMEN</b>			<p><b>Point</b> – National financed project of Goldnetz – offers action for labour market integration of refugee women</p>	<p><b>Basic Education (MA 17 and BMBWF)</b> – focused on youth and women, offering child care</p>		
			<p><b>ARRIVO</b> – amongst other: special courses for female refugees, where they can try out various craft trades and health professions</p>	<p><b>Erstberatungsstelle</b> – special settings for women counselling, including childcare</p>		
			<p><b>Local Social Capital and Perspective, Development and Employment (PEB) Programme</b> – offer – amongst other – special measures</p>	<p><b>Different organisations</b> (Interface, Station Wien) offer German courses for women or counselling for women (Peregrina,</p>		

			and activities for women	LEFÖ, Orient Express)		
			<b><u>Neighbourhood Mums (Stadtteilmütter)</u></b> – a programme exclusively for women who care for other women/ mothers (migrant and refugee females)	<b>ABZ Austria – “Meine Sprachen”</b> – Literacy in German and Farsi – special German course for women		
			(other) Projects by NGO`s and Social Businesses			

