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# Exchange of Good Practices and Learning From Experiences



Erasmus+





# Recommendations for Educational Institutions

Migrating to the new country had never been an easy process; being forced to leave the country of origin makes the migration process even harder. In case of the current refugee crisis, there are several difficulties that Refugees/IDPs are facing. However, one should not forget about the needs and problems of the local community that became a host for the displaced people might be dealing with. Here, we highlighted the main difficulties and the recommendations on improvement of the current situation from the perspective of both refugees and locals. Furthermore, we divided the recommendations by age groups: for children, students, and adults, keeping in mind that the provided suggestions will be mutually beneficial for refugees and the receiving community. We think that the co-operation with government and its financial assistance is crucial for the development of the educational programs.

**1. Education for children (pre-school age)** We argue that it is essential for children of refugees to be able to integrate from the early ages: it is easier for children to learn new languages than for the grown-ups, and thus, the integration process should be very smooth. We suggest organizing non-formal language classes in kindergartens and joined sports activities, so through playing the games children will have a chance to socialize and communicate with each other.

**2. Language barriers** Concerning the language barriers, we argue that this is one of the most difficult aspects that pupils, students, and adults have to overcome: both refugees and locals are facing difficulties in understanding each other.



While some countries started providing translators for asylum seekers in order to go to the Migration Board or to the hospital as well as the “social buddies”, the language gap had still not been overcome. In this context, one of the most important questions is whether the language courses, provided by the governmental organization of the receiving communities should be imposed on people, or not. For instance, some refugees might consider the country where they are currently residing as a transit country, and thus they will not be willing to integrate and learn the new language. We propose to make the language courses open and free for everyone to join, regardless of the legal status (i.e. it should be open for asylum seekers, migrants, and refugees); however, it should be person’s own choice to join it or not.

Recommendations: (1) organize the language courses (i.e. to learn the native language of the receiving community) with the assistance of translators at least for the beginners. Here, we want to highlight that while many countries do provide such kind of courses, the person who will translate between teacher and student is usually missing: the governmental courses are often either organized in English or in the native language of the country, and it is assumed that the newcomer will quickly understand and learn by being surrounded by native speakers. However, the quality of such kind of learning can be questioned: the inability to understand the teacher decreases the motivation for further learning and the drop rate can be quite high. (2) Provide cultural mediators who will assist newcomers (e.g. translate in hospitals): it will decrease the level of frustration that refugees/IDPs are already facing as well as the level of pressure local doctors are put under, when they are not able to understand the complaints, and, as a result, are hardly able to provide proper help for patients. (3) School assistance for pupils: when the newly arrived children and youth are sent to local schools, all the classes are usually run in the native language of the receiving community and thus, even though children might be included in the social life and new environment, they might feel frustrated and less motivated to study due to the language barrier. School assistants might be persons from the local community, who will explain the content of the lesson for new students on a more understandable level. (4) Courses for local population who are willing to learn the native language of Refugees.

**3. Non-formal intercultural education** Believing in the power of non-formal methods of learning, we recommend the following: (1) organize workshops and seminars for both locals and newcomers to raise awareness about the intercultural differences in order to decrease the hostility rate in the local society and familiarize the newly arrived with the new culture; (2) organize workshops for both locals and refugees/IDPs to exchange knowledge and skills and learn more about each other's culture (e.g. cooking together, have informal language courses, history lessons, religion, politics, choir, music and dancing, sport, books exchange); (3) open more public spaces and youth centers to increase the level of interaction between locals and refugees; (4) provide training courses for local teachers by NGOs representatives that are working on the ground and create collaboration among schools and NGOs – it will help to inform teachers who then will inform their students regarding the situation and cultural background of newcomers.

**4. Formal education** Except for non-formal education methods, seminars and workshops, we think it is necessary to organize learning activities for people in a formal way, too. We recommend to (1) add classes at schools for pupils and adults to educate people about the basic definitions and differences in terms (e.g. migrants, refugees, IDPs, climate refugees) and to expand their knowledge about the situation in the country of origin of the forcibly displaced.



Thus, we believe that the hostility rate can be decreased if local people will know more about the conditions and situation in the country of origin of those who arrived in their country. Here, it might be a mutual knowledge exchange: while learning about the foreign culture, locals can compare and share knowledge about their culture and traditions. (2) Organize intercultural events at schools and workplaces (e.g. people could cook their home food and share with each other). (3) Provide entrepreneurship trainings for newcomers that will inform them about current job opportunities (e.g. help matching their skills with the existent needs of the community) and help them to build their CVs. (4) Increase the number of open lectures at universities that will be either translated to several languages or have a screen with subtitles – thus, former or current students whose first language is not the one spoken in the receiving community will still be able to equally join and participate in the educational process. (5) “Night schools” – make the lectures for both locals and newcomers not only in the day-time but also in the evenings, so people will be able to attend it after their work.



**6. Vocational education** We came up with this recommendation that should serve a purpose to empower women who recently migrated from their country: thus, while in some countries women had to stay home (i.e. be housewives), we suggest that in the country of destination they should have the right to learn something new in order to be equally able to search for job. In parallel with language courses, women could learn not only from each other (e.g. tailoring in some countries is popular among women) but also from

locals and thus, also bring some income home. These trainings can be organized by refugees for refugees, by refugees for locals, and by locals for refugees.

**7. Hire more Staff** In general, we propose to hire more teachers, translators, interpreters, cultural mediators and professionals in all levels, that will serve as a middleman between the receiving community and newcomers, and thus be able to help people from both categories.



# Recommendations for NGOs

Based on the analysis of the country cases involved in the project there was made the conclusion that the biggest work in the work for inclusion of refugees/IDPs are made by third sector including non-governmental non-profit organizations and voluntary organizations.

## 1. Recommendations for the NGOs towards their work in communities:

- Arise awareness of communities about situation of refugees through non-formal education and create activities which includes them, such as: intercultural events, sports, creative workshops (photographs, theatre, etc environmental events like planning of trees
- Give space to refugees to create their own workshops where they can share their knowledge and skills with locals work with animals
- Training the volunteers through non-formal education regarding to inclusion of refugees
- Provide language courses
- Mentoring and welcoming programs. cooperate with the local authorities

## 2. Recommendations for the NGOs in relation to their work with donors:



- Campaign crowd-funding
- General stuff / first-needs etc. - Organise food collect

## 3. Recommendations for the NGOs in relation to cooperation with universities:

- Involvement of professionals from the universities in provision of educational activities for refugees/IDPs or providing professional support/consultations as an

internship or volunteering (doctors, lawyers, psychologist, etc.) promotion of zero-year language course

## 4. Recommendations for the NGOs in their work with media:

- Provide with free advertisement in media
- Collaboration in providing space in news, patronize events, projects and recruiting volunteers.



## 6. Other job opportunities:

- Make refugees volunteers to help in the NGOs projects
- Sharing informations about opportunities among other refugees
- Make ambassadors (influencers)
- Short-term evaluation of the progress of the NGOs and write reports
- Mandatory seats in board/

# Recommendations for Governmental Institutions

After analyzing the needs of the hosting communities and of the refugees, we are proposing six different areas of recommendations to improve the role of the government concerning the integration of refugees.

## 1. Provide information and guidance about existing laws and policies

- Training of government employees
- Informing through infographics and videos
- Using online and offline platforms
- Translating and interpreting information into the native languages of refugees

## 2. Reduce bureaucracy

- Speeding up the process of signing documents
- Make information of procedures and appointments more accessible and comprehensible
- Improving the online procedures to avoid queues
- Promote the BUDDY-program to allow refugees to get one-to-one assistance from locals







### 3. Provide platforms with internships for asylum seekers

- Provide free learning space
- Volunteering opportunities for asylum seekers and job-seeking refugees to improve skills and language
- Create job opportunities on a freelance and/or short-time basis

### 4. Responsibility of distributing funds

- Publishing reports
- Regular evaluations
- Personal monitoring
- Increased awareness of being fair when distributing funds

### 5. Promote self-employment among refugees and provide equal rights

- Provide low-interest loans for refugees seeking entrepreneurship
- Help with business plan
- Mentoring and workshops

### 6. Free access to health care

- Provide free dental treatment

### 7. Promote and support local activities

- Sports activities
- Cultural activities
- Musical activities
- commission for NGOs' members in discussions about cases close to immigrants and community.



# Recommendations for Media

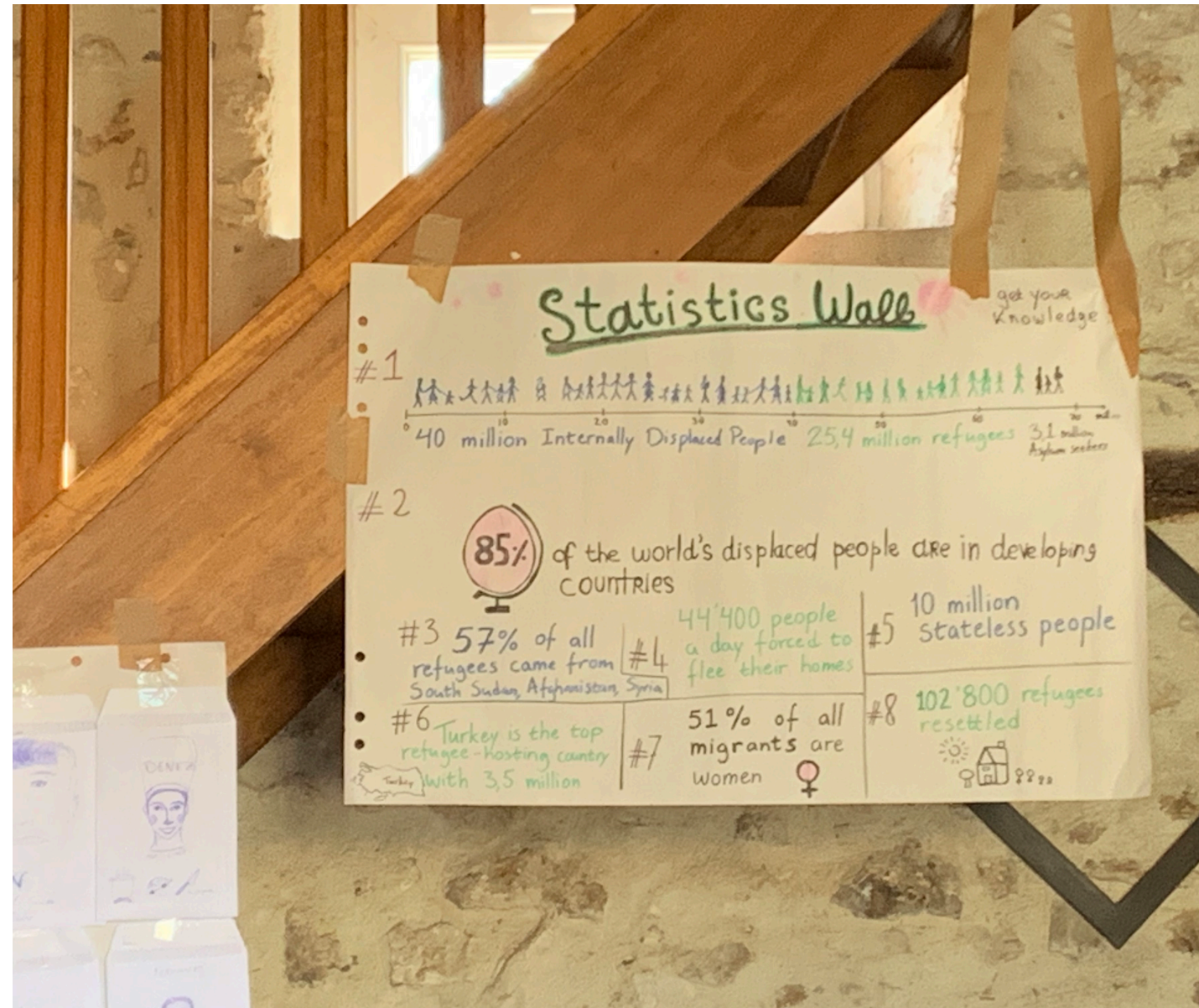
- Through the analysis of media coverage and involvement of media organizations in the countries involved in the project the following recommendations were developed:
- optional application for subtitles for the news (access to information for free and for everyone, no language barriers)
- new channel to sensibilization and suggestion for existing channels to approach the refugee issue from different aspects (documentaries about migration, movies about lifestyle in other countries-countries of origin of refugees, news about religion, school, stories, history, politics, climate change, IDPs)
- to give space for information related to refugees or even made by refugees (f.i. column in local newspapers, refugee stories to tell)
- collaboration with NGOs (promoting and supporting initiatives, events, activities)
- to raise awareness among the journalists about personal data of refugees (not to expose a person to possible dangerous situations)
- reinforce code of ethics: quality and objective information, freedom of speech
- campaigns for help and inclusion (national and international level)
- debate programs for refugees and society (f.i. once per week to discuss a specific topic and different aspects)





# Recommendations for Media

- Based on the analysis of the situation in the countries concerned the several problems were identified in the involvement of refugees/DPs in the job market and there were developed specific recommendations for businesses in order to promote inclusion. Problem: Different sectors do different work and there are gaps in integration process because of absence of communication and sharing of information. Recommendations: Make good communication between different sectors needed for refugees. Involve business sector to education (e.g. vocational trainings could be done in cooperation with businesses which after the trainings could have workers and refugees could already study in real companies).
- Problem: Lack of professional language skills and refugees integration. Recommendations: Give space and time for NGOs to make language courses to the refugees during the work time. Involve socially responsible business to volunteering by teaching refugees and involving them to their community (e. g. Barclays made courses about CV writing, one company asked refugee to make food for that companies party, etc... )



- Problem: Low employability Recommendations: Promote social business that would be interested in refugee's integration and teaching, also using the skills and unique features of refugees to create new business. Empower refugees to create business or do it together with refugees and create new community together. Location is very important, because experience in Prague shows that Sapa town can be connected with criminals and it is example of exclusion. Create possibilities for interpersonal communication at work that all workers could know each other by personal experience. Make some lunch together or tea breaks.
- Problem: Lack of skills (professional skills and work culture skills). Recommendations: Make special subject courses for refugees to learn the work. Those courses would be short (not the same as vocational training) and would be introductory to specific work. They will create the opportunity to have people that would like to stay for work in the company.





Problem: Low possibilities to continue previous work.

Recommendations: To integrate professionals to study process (to share personal practice and make discussions of practice) and be part of researches that business companies are buying. Make skills examination at work place and give certificate (recommendation) about skills and work abilities. Employ refugees who have similar background and work experience.

Recommendations: Initiate governmental support for teaching or hiring refugees (e.g. some countries reduce taxes from companies who hire refugees or support part of

salary for some period). Inform more about possibilities to reduce taxes by making charity. In some countries, companies have possibility to reduce income tax by giving charity. Also that is possible for individuals to decide where to give part of taxes (to what organization). So that could be possible to ask all workers of company to give their taxes to support of refugees.

Recommendations: Big companies have a duty or some of them like to address part of benefit to social support. Promote support for refugees. They can choose or organization or activities that they want and can support. That also would be a promotion for that company and creating good image and showing social responsibility.

Recommendations: Companies organize teambuilding activities or different celebrations where refugee topic can be included. Make cooperation with NGO's or youth organizations that can contribute, can help prepare these events, maybe organize them, deliver food and etc.

Recommendations: Create good image of the company by giving support and visualize with media. E.g. Company organize event in order to give a specific amount of money or resources to refugees so they invite media to announce this information and also be part of support. Recommendations: Provide more personal development in companies. Good practice in Portugal companies which have to pay for every person 35 hours of training each year and person can choose any courses that he/she wants. Recommendations: Announce compromise to accept certain amount of refugees. Good practice of Starbucks which announced that till 2020 they will hire 10 000 refugees over the world. -Make firms contribute with NGO's by low taxes. -Subsidies for them to hire refugees. Higher amount if they hire women refugees. -Incentivize volunteering with refugees by giving volunteers greater opportunities of being hired by firms. -Buddy-program within firms. -Create a network to match refugees and firms depending on their skills. Example: Those who don't know the language can work in factories -Make sure that foreign qualifications and work experience count. -Create a website where firms and publish job offer and refugees can apply for them.

# Recommendations for Business Sector

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- Make firms contribute with NGO's by low taxes.

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- Incentivize volunteering with refugees by giving volunteers greater opportunities of being hired by firms.

- Buddy-program within firms.

- Create a network to match refugees and firms depending on their skills.

Example: Those who don't know the language can work in factories -Make sure that foreign qualifications and work experience count. - Create a website where firms and publish job offer and refugees can apply for them.



# Recommendations for International Organizations

International organization in concern: UN (UNCHR, WHO), EU (Council of Europe, European Commission for Refugees), IOM (International Organization for Migration), International lawyers.

Role and recommendations:

- ✳ Immediate support and aid in case of crisis (improvements in this aspect)
- ✳ Fast response in terms of awareness
- ✳ Deliver accurate info, including partnerships with the media
- ✳ More collaboration between all the international organizations
- ✳ Make more transparent their role in monitoring (funds). Ensuring accountability and transparency
- ✳ More funds to be allocated to these institutions. Creation of a body within UNCHR that deals with accountability and screening (cases of corruption and problems with selecting the right families to leave the country and be moved somewhere else under the refugee status)
- ✳ More open calls and accessibility to become involved (internships, sharing information), including opportunities for refugees to directly involve
- ✳ Provide updated information about hosting countries to asylum seekers in order to create realistic expectations.
- ✳ It is desired that they involve and stimulate the involvement and partnerships with the business sector (multinational companies) Create and make available best practices data base with the aim of sharing information with NGO's, government bodies and other parties interested, give trainings to activists and workers dealing with certain issues (refugee crisis related)
- ✳ To actively involve in the safe passage of refugees (transportation, avoiding trafficking, smuggling, health issues, deaths)
- ✳ To collaborate with governments
- ✳ To improve the logistics (in the camps) and the process of registration and documentation of refugees, asylum seekers, immigrants.



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Project was implemented with 31 participants coming from Italy, Lithuania, Poland, Portugal, Sweden, Slovenia, Spain, Turkey and France.

### Exchange of Good Practices and Learning from Experiences

Project Number: 2018-3-FR02-KA105-015152

Project was coordinated by  
Education Innovante.

Project was funded by French National Agency [Agence du Service Civique] within framework of Erasmus+ program of European Commission.



Erasmus+