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Executive Summary:

The objectives of this first work package is to:

- assess the citizenship skills needs of young migrants in relation to social and labor integration who are residing in the partner countries
- investigate the targeted citizenship education activities, to determine the extend of familiarization of migrants in the subjects of history, politics, social affairs, law and rights, values, religion, geography, culture and customs of the host country; - the related capacity building needs of institutions and service providers in the area of citizenship thematic areas.
- explore the understating of migrants towards the relation between civic participation, citizenship education and labor market integration.
- collect best practices that explore the citizenship educational initiatives and practices and their potential linkage with social integration of the youth

In this framework, the partners develop a report in which useful material and good practices have been collected.

For this purpose, a special questionnaire has be developed and disseminated via surveys and group discussions with young migrants' through the project partners that work with this population.



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SUMMARY:

- Research
- Case studies
- Transferability of the method
- Survey questions for the participants

**Research, Case
study of
European
partners and
comparison of
practices**

Research

Embracing super-diverse communities: "migrant inclusion" on the Maltese policy agenda

A. Azzopardi, M. Pisani, P.M. Farrugia
University of Malta. Faculty for Social Wellbeing, 2022

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"Cultivating opportunities for communication, understanding, and participation is therefore crucial, rooted in a national responsibility to promote democratic opportunities for dialogue that include all residents in Malta. Without the political engagement of migrant communities, as acknowledged co-creators of Malta's super-diversity, it becomes impossible to effectively tackle ongoing risks of exploitation, exclusion, and violence" (Azzopardi et al. 2022, p.61).

The publication discusses a research project to explore integration and socio-political challenges faced by migrant populations in Malta to highlight the need for adequate policies that foster greater social inclusion.

The research was conducted through qualitative data collection techniques. The authors carried out three semi-structured interviews using focus groups with the immigrant and local population during 2021. The analysis process relied on a theoretical framework that drew on the concepts of super-diversity, bordering and belonging, as well as the literature on migration and integration. Authors define super-diversity based on the ideas of Steven Vertovec (2012: 308) and conceptualise it as "an analytical bridge that articulates the transition from traditional forms of migration into evolving forms of social relations and potential inclusion" (Azzopardi et al. 2022: 21).

Moreover, the report refers to the concepts of bordering and belonging to illustrate the paradox of European immigration policies that exclude migrant communities from feelings of belonging despite the increasing need for migrant labour.

Some key conclusions highlight that migrant families seek work in other European countries due to a minimal social inclusion and integration strategy in Malta and a lack of a long-term plan for integration. Moreover, some migrant communities face discrimination, and systemic oppression that stigmatises them, prevents them from accessing necessary services and excludes them from labour opportunities. Migrants are not treated equally; some might be allowed to work legally while others face more obstacles and even deportation.

Authors argue in favour of intersectional policies that consider the long-term needs of diverse migrant populations. These include involvement of youth migrant communities with local initiatives that are intercultural, striving for broader political representation and transforming education in the service of integration.

Keywords: Migration, integration, inclusion, super-diverse communities, Policy Agenda, paradox of interdependence Malta

Youth work in the borderlands: reflections from Malta

M. Pisani
European Council, 2018
p. 150-170

Read the full article: [_](#)

"...the new arrivals were largely met with structural violence aimed at stripping the "illegalised" body of agency and a life of dignity. At a political level, the border serves as a state instrument of control, and also as the ideological marker for the construction of national and political identity-delineating who belongs, and who does not; who has rights, and the right to rights (Pisani 2016). Such politics of control geared towards exclusion and precariousness, however, are not complete, but rather are contested, negotiation, transgressed and resisted in diverse ways" (Pisani, 2018, p.159).

The chapter focuses on young refugees in Malta and the work of an NGO, Integra, in assisting young refugees in navigating an imbalanced political scenario aimed at deterring asylum seekers from migrating into Europe. While the paper's main aim is to highlight the value of youth work and explore the work of Integra as a case study, it also presents insights into the relationship between migration of youths, labour integration and negotiation of borders.

Maltese immigration policy has included a measure of detaining migrants from North Africa in detention camps and centres. The author qualifies this policy as dehumanising and negligent of human rights. Pisani argues that Maltese governments have extended physical and political borders through detention and deprivation of rights. However, young migrants challenge exclusion through different means, relying on organisations like Integra. They might seek belonging, build friendships, participate in formal and informal learning programmes, and sometimes even succeed at contesting exclusive migratory policy.

Pisani's research is based on fieldwork and experiences working at Integra as a researcher and activist. Thus, the author relies on a different methodological approach for this publication, where she relies on her engagement in the field and aims to link theory and practice. While she is a lecturer for the department of social wellbeing at the University of Malta, she co-founded Integra to engage in activism. The author conceptualises youth work as "young person-centred, focused on relationships, forging a democratic space conducive to dialogue and mutual learning, grounded in voluntary engagement, localised, but also attentive to transnational discourses, geopolitics, the workings of power, and how this influences and sometimes limits the lives of young refugees, broader society, and indeed, a youth work practice that is committed to social justice" (Pisani, 2018: 158-159)

Migrant youth, mainly North African, face challenges in accessing the labour market and acquiring citizenship status and voting rights. Thus, the author proposes that youth work plays a vital role in holding nation-states accountable to honour their commitments to human rights and social inclusion.

Keywords: **Migration, borders, youth work, insecurity, Malta**

Integration of Migrant Women in Austria: Policies and Measures

S. Heilemann

International Organization for Migration, 2021

Read the full article : [_](#)

"It seems important to mention that integration must be viewed as a whole-of-society process. This naturally means that migrants must make an active effort to integrate. At the same time, the success of integration relies on the involvement of everyone living in Austria" (Art. 2 para. 1 Integration Act, p. 21).

This study was conducted within the framework of the European Migration Network (EMN) on the basis of a common study template covering the reporting period 2016 to 2021 (2020 for statistics). The analyses are based in particular on Eurostat data and national statistics published in Austria as well as on key documents related to nationwide integration policy in Austria.

The aim of the study is to identify the key challenges and possible opportunities for the integration of migrant women, and to understand whether and to what extent the particular situation of migrant women is taken into consideration in integration policies and measures.

While the immigration of migrant women from third countries to Austria decreased significantly after the peak in 2017 (2017: 27,037 first residence permits; 2020: 16,502 first residence permits; -39%), the number of female third-country nationals as a percentage of the female population in Austria increased slightly over the period under review (2016: 6.8%; 2020: 7.5%; +0.7 percentage points).

The activity rate for Austrians is higher overall (2020: 77% for Austrian women, 84% for Austrian men), with the difference between third-country nationals and Austrians being particularly pronounced for women.

Representatives of the Federal Chancellery, Austrian Integration Fund and non-governmental organizations see patriarchal structures and the gender-specific distribution of roles when it comes to housework and childcare as an overarching challenge for the integration of migrant women in Austria.

National integration data for the pandemic year of 2020 disaggregated by sex and citizenship have been published but do not allow for an analysis of female third-country nationals – the focus group of this study.

For several years, the integration of migrant women has been a priority of Austrian integration policy and a central work priority of the Federal Chancellery, which took over the responsibility for integration from the former Federal Ministry for Europe, Integration and International Affairs in 2020.

The following documents relating to nationwide integration policy in Austria were examined as part of the study: Government Programme 2020–2024, National Action Plan on Integration, 50-Point Plan Towards the Integration of Persons Granted Asylum and Beneficiaries of Subsidiary Protection Status and Action Plan on Women's Health.

Most policies are aimed at women with a migrant background and not explicitly at women from third countries or certain groups of migrant women.

Keywords: Immigration and population structure, education and training, labour market, social affairs, women

Mixed policy signals in Austria: integration and non-integration in a time of uncertainty

H. Vidovic, I. Mara
Béla Galgóczi, 2021

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"The strategies undertaken by refugees for acquiring language skills apart from language courses are manifold: e.g. through education and work or media use, but also through social contact with natives, friends or their own partners. Those who have acquired German language skills through education and work show slightly better proficiency in the language than those who attend language courses. As expected, German language courses are mainly targeted towards supporting those who have a less good command of the language". (p. 62)

The inflow of refugees to Austria in 2015 required appropriate measures to facilitate their integration into the labour market. This has become all the more important as the majority of refugees are young and of working age.

This article is aimed at investigating these measures and their effectiveness and is structured as follows: after an overview of the number and characteristics of recent flows of refugee and asylum seekers and the population structure by nationality, it focuses on the policy approach of the authorities including as regards the welfare system and recent changes. Following this, it explores the legal framework for access to the labour market and undertakes an analysis of the main measures facilitating the labour market integration of this target group as well as the available comparative data on labour market performance.

This is followed by an examination of the results of a survey of recent refugees, while the final section provides an evaluation of labour market integration outcomes and the main continuing challenges and debates.

Austria has never officially called itself a country of immigration, but this can be derived from the Residence Act of 1st July 1993, signalling the start of a controlled immigration scheme containing rules on how to obtain permanent residence in Austria, including quotas.

This Act has been amended several times but the possibility of immigration has never been completely abolished. Since 2011, a points system for the Rot-Weiß-Rot-Karte (Red-White-Red Card), which entitles the holder to temporary, fixed-term settlement and to employment with a specific employer, has been in force.

In 1956, Austria was the country of first admission for refugees from Hungary as a result of the political uprising and subsequent repression; and in 1968/69 for refugees from Czechoslovakia during the Prague Spring. A strong inflow of asylum seekers from Poland was registered after the imposition of martial law in 1981/82; and from Yugoslavia in the late eighties, reaching a peak in 1991.

The most recent immigration wave started at the end of the 1990s, culminating in 2004 and then falling continuously until 2009; after this, it climbed again to reach a new peak in 2015 as a result of an influx of asylum seekers particularly from Afghanistan, Syria and Iraq.

In response to this particularly large number of asylum seekers, the Austrian asylum legislation was subject to reforms in 2016, 2017 and 2018 making it more restrictive. One of the key changes refers to the duration of asylum proceedings, the period of protection (reviewed after five years) and access to welfare payments.

Integration programmes are effective in helping refugees to acquire new skills, improve their educational level and have their formal education or previous work experience recognised, but also learn a new profession and find a job. For example, integration programmes specifically designed to meet the individual needs of participants – e.g. Step2Austria – largely helped participants find work that matched their existing skills and qualifications.

A command of the language of the host country is essential in order to make progress in various areas of integration. A significant number of refugees participate in other integration programmes in parallel to German language courses. This is particularly true for those who take advantage of Youth College – an integration programme suitable for young people aged 15-21.

Keywords: Migration, labour market, refugee, education, integration, programmes

From reception to integration: migrant populations in Greece during and in the aftermath of the crisis

A. Frangiskou, G. Kandyliis, A. Mouriki, N. Sarris, T. Stathopoulou,
M.Thanopoulou, J. Tsiganou, Ch. Varouxi
National Greek Center for Social Research (EKKE), 2020

"Achieving the integration of migrants requires enhancing the provision of services at the local government level, by supporting actions and initiatives of the local authorities, as well as their staffing and networking with other levels of central administration. It also requires a unified information infrastructure, setting up a mechanism for keeping up-to-date information, and last but not least, funding of migrant integration policies from national sources, so that there is a continuity in integration policies and not only actions that the EU decides to fund through the programmes that are being implemented". (3.3. Evaluation of recent policies and social practices on migrant integration. Persisting challenges and shortcomings, p. 118)

The aim of the present study is to present and evaluate policies and social practices regarding the social inclusion and integration of migrant populations in Greece over the last decade, in terms of labour integration, healthcare and social welfare services, education and training opportunities.

The study identifies both successes and areas for improvement - potential obstacles and remaining actions to be implemented- in order to enhance the successful integration of migrants in the future.

Over the previous years the Greek State has developed and implemented a wide range of policy initiatives supporting migrant integration in various sectors of social, political and economic life, citizenship and access to nationality, access to the labour market and entrepreneurship, education and training, healthcare and other public services and institutions.

In the areas of employment, skills, competences and educational credentials, the much-needed migrant social capital is still being seriously 'under-utilized'.

Studies have focussed on migrants' skills and how they integrate in the labour market, which is fundamental to becoming part of the host country's economic fabric.

Skills have a strong bearing on career paths, and influence what kind of job they find. Recognition of migrants' qualifications and previous experience is a key element in accessing the labour market and achieving their social integration.

Education helps migrants to successfully integrate, but having a higher education level does not necessarily provide them with the same returns that it does for the native-born. Wage gaps between nationals and migrants in Greece are wider than in other EU countries.

Research on the educational integration of migrants has pointed out that there is an 'educational challenge' that needs always to be addressed in the context of social cohesion, as failure to fully integrate migrant students in the educational system and / or the failure to address their poor school performance is very likely to lead to failed professional and social integration.

Despite the increasing number of migrant students and the lack of intercultural education, there are limited racist and xenophobic incidents in Greek schools, although there are some incidences of direct and indirect discrimination against migrant students. On the other hand, education is seen by migrant parents as an important element of social inclusion, as well as a tool to improve the social and occupational status of their children.

As far as adult education is concerned, research has highlighted an important area of education and training where education deficits and skill shortages have been identified. This is the area of intercultural mediation. Research on intercultural mediation has shown that cultural mediators hold a key role in addressing the needs of migratory populations in the context of the current migratory movements and refugee crisis in Europe, as they are directly involved in facilitating relations between newcomers and the host environment.

Considering migrants social and civic participation, research results suggest that the participation of migrants in civil society (cultural organizations, associations, and other social activities), in political affairs through alternative mechanisms (party initiatives or other political actors), in the public life through institutional bodies (such as trade unions) and in local government through local initiatives, is limited.

Research also shows that in order to make progress in the above areas, it is important to strengthen the dialogue with migrant organizations. The development of dialogue is an essential prerequisite for promoting the integration of migrants and for maintaining social cohesion.

With few exceptions, the majority of the local population seems to have come to terms with the continued presence of the refugees and migrants arriving in scores in the island, and to co-exist with the latter with no serious problems.

Significant efforts have been made so far for the integration of migrants and refugees in the Greek society, although there is still plenty of room for further fine-tuning. Improvements to the legislation in force have contributed to the access of migrants and refugees to basic rights and services.

According to research results, with regard to public administration's shortcomings, the Greek public administration proves to be particularly inadequate and ineffective in managing the issues of interest to the migrant population in the country.

Today, challenges of integration and underlying governance weaknesses for both the short and long-term integration responses still remain.

In short, research results indicate that migrants' integration cannot be achieved without providing a framework of stability for the migrants.

Keywords: policies and social practices, social inclusion and integration of migrant populations in Greece, labour market, Education, social and civic participation.

Challenging Mobilities in and to the EU during Times of Crises The Case of Greece

M. Kousis, A. Chatzidaki, K. Kafetsios
IMISCOE Research Series, Springer Cham, 2022

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"The salience of 'crisis' for contemporary democracies has become a key issue in current debates. *Challenging Mobilities in and to the EU during Times of Crises: The case of Greece* addresses in full the long-lasting and 'ubiquitous' crisis through which Greece has been going since 2008, facing worldwide shocking events such as global recession, war in Syria and Covid.

An impressive multidisciplinary team of contributors provide a pathbreaking collection that, albeit focused especially on Greece, tells us so much on the world around us."
(Manlio Cinalli, Professor of Sociology, University of Milan and Sciences Po Paris)

This open access book:

- offers in-depth analyses of migration and mobilities governance
- identifies major issues on (e)migration and mobilities during the economic and refugee crisis
- provides a multi-disciplinary perspective on migratory mobilities to and from Greece since 2010
- focuses on both migration to Greece from Asia and Africa, as well as migration of Greeks to other countries

This open access book offers a cross-disciplinary view of challenging mobility issues for migrants and refugees in Europe and particularly Greece during the last decade when the economic and refugee crises coincided. It offers new analyses and data on a diverse range of topics concerning new emigrants as well as refugees and mobilities in Greece.

The book covers themes which are not only related to refugee and immigrant integration and governance challenges, but also describes host attitudes, solidarity, political and protest claims in the public sphere, as well as the changing emigration environment in Greece within a European context.

With contributions from the fields of philosophy, anthropology, sociology, economics, political science, geography and linguistics, this book provides a unique resource for students and scholars, but also for policy-makers and social scientists working on migration-related issues within and beyond Europe.

In an era of continuing crises deeply affecting migration, as witnessed also in the unprecedented wave of refugees due to the war in Ukraine, the volume aims to become a unique resource for students and scholars from the above disciplines, but also for policymakers, working on crises and migration within and beyond Europe.

Keywords: Open access, migration challenges in Greece since 2010, Refugee crisis in Greece and the EU, new Greek emigration, migration trends and impacts on greek society

Forced migrant families' assemblages of care and social protection between solidarity and inequality

A. Amelina, N. Bause

JFR – Journal of Family Research, 2020

Vol. 32, No. 3, 415–434

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"The concrete experiences of (forced) movers and their family members are embedded in the complex regulations on (1) international and domestic mobility, (2) gendered family reunification rules, and the (3) nexus between legal status and the formal system of social protection" (p. 13, §6).

The article analyses various forms of care and social protection that forced-migrant transnational families exchange despite their individual members living in different countries. It presents outcomes of a small-scale empirical study of the family practices of mobile individuals from Syria and Afghanistan who arrived in Germany during and after the "long summer of 2015". Building on social protection research and transnational care studies, the article introduces the concept of care and protection assemblages, which highlights the heterogeneity, processualism and multi-scalar quality of migrant families' efforts to improve well-being. It includes an empirical analysis that illustrates key elements of the proposed concept and shows the significance of cross-border circulation of remittances, the selectivity in the cross-border circulation of emotions and limitations on the cross-border circulation of hands-on and practical care. These findings are framed by an analysis of solidarity organisations at the meso-level and (multiscalar) securitized asylum policies at the macro-level in the German context. The proposed conceptual framework takes into consideration migrant families' simultaneity of solidarity and inequality experiences by locating the examination of family-making at the micro-, meso-, and macro-levels of analysis.

Keywords: Transnational families, care and protection assemblages, Syria, Afghanistan, Germany, forced migration

Opportunities and Risks of Adolescence and Migration: A case study

M. Günther, A. Wischmann, J. Zölch
European University of Flensburg, 2010

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Sauter (2000) has also identified the reflexive confrontation with the parents' concepts of masculinity and femininity, which have changed as a result of migration, as an important determinant of transformative adolescence trajectories.

The article discusses the adolescent opportunity structures of young immigrants in Germany with regard to enabling or preventing individual developmental and educational processes. The challenges young immigrants have to face during their twofold transformation process are discussed and the resources and obstacles involved studied against the background of the empirical results of a bi-national study. A case study of a young, university-enrolled 'Spätaussiedlerin' from Russia is used to reconstruct how the migration conditions of the family in question and its socio-psychological coping capacities may influence the experiences of the young adolescent with the German society and the opportunities and risks in adolescent development processes that have to be dealt with.

For a long time, in sociological and educational research in Germany, adolescents with a migration background represented a study group that was predominantly viewed in terms of deficits. The interdependence of transformative aspects remained unrecognised in the context of questions that examined the problems of integration and inequality. Only recently have more studies been presented that focus on the young people with a migration background as active subjects (cf. Nohl 1996; Gogolin 2000; Hummrich 2002; Pott 2002; Reinders et al. 2006) and address the productive potential of (trans)migration (cf. Gogolin 2009; Fürstenau/Niedrig 2007; Seukwa 2007; Terren/Carrasco 20)

Keywords: Adolescence, (trans-)migration, "Spätaussiedler", qualitative re-search, female case study

Refugees Integration in Mainland Greece: Prospects and Challenges

D. Skeleparis
Univerisy of Yasar, 2017

Read the full article: [_](#)

"The brief concludes that apart from objective obstacles, various perceived issues of concern among the public, as well as the living conditions of displaced persons who remain on the islands equally hinder the prospects for refugee integration in mainland Greece."

The publication is a policy brief which describes the position of third country nationals, refugees and migrants in the mainland of Greece, in terms of labor integration, healthcare and social welfare services and education and training opportunities.

After research among 500 people, they realized that a quite large percentage are unemployed and looking for a job, while only 9% were employed. From those 45 people, less than half of them have access to social security services, as there is not enough female staff and interpreters, the transportation and the facilities do not function effectively, as usual, and drugs and medical examination are not always provided for free. In general, people have limited access to various social welfare services.

Regarding the training and education, young children aged 6 to 15 are entitled to afternoon classes in public schools with a separate curriculum. Although, due to limited number of places in public schools, lack of supporting documentation to enroll children, children's health problems, considerable divergences in literacy levels, and the co-existence of numerous linguistic backgrounds, the integration of refugee children in the Greek Education System is quite hindered.

The Greek economy is going through some tough times, which result in social and political malfunctions as well. The Greek community believes that the refugees won't integrate in their culture, and they are afraid they might be a threat to the country's security, but at the same time they agree on granting work permits for those people as they are not considered a threat for the labor market.

Mots-clefs : **Labour market, Healthcare and welfare services, Education and training, Social and economic integration**

Mobile applications aiming to facilitate immigrants' societal integration and overall level of integration, health and mental health: Does artificial intelligence enhance outcomes?

N. Drydakis

Computers in Human Behavior (Elsevier journal), 2021

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"Le fait de disposer d'un nombre croissant d'applications mobiles destinées à faciliter l'accès des immigrants aux services publics, à la législation, à l'emploi, aux transports urbains, au logement, à l'éducation, etc. peut considérablement améliorer le niveau d'intégration dans la société."

The article studies how mobile applications (in relation to public services, legislation, employment, city transportation, housing, translation, voice assistants, education) can facilitate immigrant's societal integration (referred here as m-integration), as well as health and mental health status.

The work underlined here used a structured questionnaire to capture the immigrants' level of integration, which was based on the Ethnosizer inventory and was adapted to Greek context. This integration questionnaire included five questions regarding immigrants' personal devotion to their host country and commitment to the culture of their origin by combining information on language, cultural habits (such as food, media, music and reading), self-identification, social interaction, and future citizenship plans. A correlation model was extracted between the number of applications used per immigrant and answers provided in the integration questionnaire. The study leveraged a sample of 544 immigrants in the wider Attica region. The study found that having an increasing number of m-Integration applications in use is positively associated with enhanced levels of societal integration, and a good health/mental health status. This was primarily attributed to the hypothesis that m-Integration applications facilitate immigrants' acquiring information, communication skills and reduction of participation barriers to public services, employment and education.

Keywords: mobile applications, m-Integration, m-Health, artificial intelligence, integration, immigrants, refugees, health, mental health

Case studies

Analysis of digital tools to facilitate professional integration

DIGIPATH, Germany: an online serious game en ligne for integration
https://digipathproject.eu/digipath_game/



Digipath is an interactive learning game for migrants and third country nationals (TCNs), helping them learn how to access local services and find a job.

You take on the role of Digi, explore a neon city and learn the steps needed to apply for a job at the Employment Agency. Digi goes through the process by visiting various locations and asking different characters for advice on how to achieve this goal.

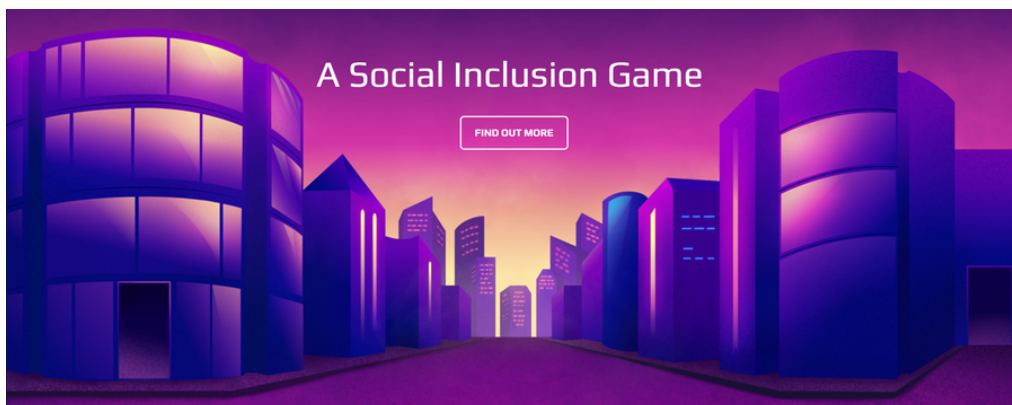
Target:

This project is aimed at all those who, wherever they are, live and work in Germany or plan to do so.

Benefits:

The initiator has developed several good practices for each field:

- good practices for employment (intercultural competence development and anti-discrimination, counselling and qualification, vocational German)
- Good practices for counselling centres (development of intercultural competences and combating discrimination, counselling and qualification, vocational German)
- Good practice for training providers (short practical information, short e-learning courses, TransCareKult qualification concept)
- Good practice for companies (interactive HR work with a focus on diversity, practical information, medical skills training, bridge to the labour market)



Analysis of digital tools to facilitate professional integration

UpGrade_Me 2.0 Project, Malta

<https://upgradme.eu/>

<https://www.facebook.com/GamificationVideoCVMobilePhone>



The project aims to increase migrant youth's employability in the EU. It proposes to do so by providing, through gamification methodologies, labour orientation and career counselling.

It is an initiative led by the African Media Association Malta (AMAM), with three other partners: Solidaridad Sin Fronteras (SSF) from Spain; Arciragazzi Portici Utopia Attanasio (Arciragazzi) from Italy; and the Centre for the advancement of research and development in educational technology LTD (CARDET) from Cyprus.

The project began in 2020 and is expected to last two years.

A fundamental philosophy of the project is that youth empowerment can happen through the provisioning of digital skills and increasing migrant youth's digital literacy. The outputs of the project are to provide, through career counselling, opportunities for young migrants to learn about and increase their self-awareness. Other outputs include an online "escape room" designed to aid youths in learning about their vocations and potential professional fields of interest. In addition to the youth resources, the project will produce a career guidance handbook with good practices and methodologies for those providing career support and labour orientation for migrant youths. The work methodologies involve gamification and video games, available on a digital platform and adapted for use on a smartphone. Gamification is proposed as a methodology for working with youth migrant workers. Additionally, research will be conducted to identify skills and competencies that young migrants might need to improve their employability. The research results will inform the rest of the project's outputs.

Target:

200 migrant youth, asylum seekers and refugees, 128 professionals working with migrants, asylum seekers and refugees, 18 associated partners.

Benefits :

The use of gamification methodologies can be an element that can be replicated. It is a good practice because the methodological approach engages youth in an interactive way that enhances their digital skills and self-knowledge. The aim of the project in upgrading youth's employability skills by offering career advice and support is an excellent way to help migrant populations integrate into the labour market. Using e-learning via gamification can help youths feel more confident and empowered.

The project is centred around the provision of education and career development opportunities for young migrants. It showcases an initiative for social and economic integration. The approach uses digital technologies to strengthen youth's self-knowledge and career development and it is possible to replicate the use of gamification methodologies for training.

Moreover, the project incentivizes creative learning and offers means to strengthen the labour market, both goals of the Life in the EU project. The approach considers the future reproduction of the benefits as it proposes training for those working in career development and with migrant youths.



Analysis of digital tools to facilitate professional integration

The Adama Center, Greece
<https://adamajobcenter.crs.org/>

 Adama Job Center

The Adama Job Center is an online job-matching platform developed by CRS in partnership with UNHCR. It supports the work of Adama Center, which provides in person and remote employability and social services to asylum-seekers and refugees in Greece. Adama Center was established in late 2021 by CRS and Caritas Hellas in partnership with UNHCR.

The Adama Job Center connects job-seeking refugees in Greece with employers.

Located in central Athens, it assists refugees and asylum-seekers to integrate in local societies offering face-to-face and online services. The Center prepares refugees for the job market through job counseling, CV creation, support to issue documents, mediation with public services, while it also matches refugees' qualifications with jobs.

An online platform was developed as an expansion of the services already provided by Adama Center.

Refugees and asylum seekers can play a pivotal role in the Greek economy contributing with their valuable skills and talents.

In Adama Center employers as key partners and contributors to refugees' integration, and we stand by all those willing to give refugees access to safe and dignified employment.

The platform has been designed to offer a user-friendly online tool enabling employers to identify suitable candidates for their open positions and jobseekers to search and apply for those vacancies.

Target:

Refugees and asylum seekers.

Benefits:

The aim is to offer support to Asylum seekers and refugees towards their path to autonomy, mainly through integration to the labour market, to create an employers' network, who will express their needs in labour force. This is already happening to a certain extent, as this program is implemented in cooperation and with the financial support of UNHCR.

This program runs on two levels :

- employment services and
- social services that act complementarily to the first level.

The social services do not really act in a classic format but mainly as a support to overcome various difficulties occurring once foreigners try to work legally in Greece.

The employment councillors are bilingual, and offer services both face to face and online, as trying to support people all over the country.

Another tool being developed is to ask employers to create a basic job-related glossary and try to teach these phrases to the future employees.

The project is multilingual: english, arabic, french, greek, farci, sorani and ukrainian

Analysis of digital tools to facilitate professional integration



DIGIMI (DIGItal Storytelling for Migrant Integration), Storytelling Centre, Netherlands
<https://digimi.eu/about>

The DIGIMI project is an initiative that involves ten different partners from across the EU (Netherlands, Italy, Cyprus, Greece, Portugal, Austria, Spain and Lithuania). It is funded by the AMIF programme of the European Commission. This project began in December 2020 and is still ongoing, expected to last two years. The main objectives inspiring the project are to provide means for newly arrived third-country nationals to integrate into local communities via digital storytelling. The idea behind such a search for integration is to deepen the sense of belonging and engagement at a community, regional and national level for TCN, to promote interactions between diverse populations, and to utilise a different integration approach that uses digital storytelling.

The project has researched good practices and approaches to digital storytelling that can aid migrants in better integrating into local communities. They are developing an online platform and an online training package where people can learn various tools: storytelling theory, using digital storytelling to raise awareness, and creating awareness workshops at the community level relying on digital storytelling. The resulting benefit from such a platform is increasing participants' critical thinking skills, digital literacy, and intercultural understanding. They conducted interviews with migrant populations and other important stakeholders. The idea was to involve them in the design of the project. They later worked with focus groups for those providing training in digital storytelling and the staff involved in the project. The later stages of the project include developing training sessions with the hope of disseminating good practices and project results.

Target:

500 integration workers, 700 migrants, 150 policy makers

Benefits:

The project uses an innovative approach to foster integration through digital storytelling. The initiative supports increasing digital literacy and promoting integration values and a sense of belonging not only for migrant populations but also in local communities.

The project is a good practice because it presents tools for social integration, increasing the feeling of community identity and social belonging. The use of digital storytelling is an element that can be replicated, the sharing of these stories through a website and the provision of training accessible through digital means. All of these elements can increase digital competencies while at the same time encouraging creative inputs from youths.

The project builds on prior research, which is another good practice, and considers some of the challenges and limitations of digital storytelling. Thus it proposes an informed approach to community building. Furthermore, it generates opportunities for interaction and learning through the use of creativity.

Analysis of digital tools to facilitate professional integration

The Sirius Project, Greece
<https://www.sirius-project.eu/>



The project involves 11 organisations from 7 countries. Sirius seeks to study the multidimensional context in which the host country or political-institutional, social and individual conditions act either as enabling factors or as barriers to the integration of migrants, refugees and asylum seekers, into the labour market. The project develops a mixed methodological approach and an innovative information dissemination plan, including online activities, documentaries, festivals, employment fairs and an applied online game as well as scientific conferences and policy dialogue workshops.

SIRIUS HAS THREE MAIN OBJECTIVES:

- To provide systematic evidence on post-2014 migrants, refugees and asylum applicants especially women and young people and their potential for labour market employment and, more broadly, social integration.
- To advance knowledge on the complexity of labour market integration for post-2014 migrants, refugees and asylum applicants, and to explore their integration potential by looking into their spatial distribution (in relation to the distribution of labour demand across the labour market), while taking into account labour market characteristics and needs in different country and socio-economic contexts.
- To advance a theoretical framework for an inclusive integration agenda, outlining an optimal mix of policy pathways for labour market integration including concrete steps that Member States and other European countries along with the EU can take to ensure that migrant-integration policies and the broader system of workforce-development, training, and employment programmes support new arrivals' access to decent work opportunities and working conditions.

The analysis builds on the understanding of socio-cultural, institutional and legal factors as “barriers” or “enablers”; elements that may facilitate or obstruct the integration processes.

Target:

Migrants, refugees and asylum applicants

Benefits:

WORKEEN – A SIRIUS Game was released on World Refugee Day 2020 to help MRAs gain access on the labour market. The easy to navigate app is available free of charge on Google Play Store and is available in (English, Arabic, Farsi, Czech, Danish, Finnish, French, Greek and Italian). The app is helping users experience what they need to know and do in order to obtain a job while also revealing ways to succeed in the new role.

It can be used in individual or collective training sessions organised by employment agencies, migrant organisations and other stakeholders. Naturally, it can be directly downloaded by migrants, refugees and asylum seekers or anyone wanting to develop their soft skills to gain employment.

The application guides job seekers through the two stages of job search and workplace integration. It provides extensive information on how to adjust to new or unknown work and social environments and provides interactive gaming scenarios to help users develop the soft skills they need to be successful

The first stage of WORKEEN helps the migrant, asylum seeker or the refugee follow all the necessary steps to secure an offer of employment. Once the first stage is successfully completed, the job seeker can explore WORKEEN's interactive activities to help them prepare to enter a new workplace. The second stage is designed to help new employees become familiar with their new country or new position so they may avoid unpleasant tensions. It also makes them aware of their rights and prepares them to address potential exploitation and abuse.

Analysis of digital tools to facilitate professional integration



Academy, Odessa AMKE, Greece
<https://odyssea.com/>

Odyssea was born in 2016 to help vulnerable groups of people (migrants, refugees, poor, unemployed, asylum seekers) to learn more about new technologies and have more chances to enter the job market. As a result, they can be independent and integrate in the society. In order to make this happen, Odyssea has divided its actions into three different branches:

- Odyssea Academy provides tailored vocational and life-skills training in order for the beneficiaries to feel empowered. They can learn skills that are core for the contemporary labor market. Apart from that,
- Odyssea also offers employability services, where beneficiaries can get in touch with employers and discover their full potential.
- Regarding connecting people with new technologies, Odyssea has launched Astrolab. "Astrolab is our fabrication laboratory, or makerspace. It is the branch of Odyssea that provides technological education, mentorship and open access to hi-tech tools and skills to help catalyze positive social change.", is referred to the website. Offering such easy and open access to new technologies is fundamental for young people nowadays.

Odyssea declares its vision as building a world where all young people thrive by realizing their full potential. The three key strands of activity described above are being used so that the beneficiaries are personally and professionally developed. The methodology does not only include the courses and the services offered by the organization, but also the socializing between beneficiaries, staff and trainers, some events and workshops that are useful for the whole integration process.

Target:

Education, Human rights, Technology, Vocational Training

Benefits:

It is considered a really good practice offering courses to the beneficiaries so that, first of all, they feel empowered, and secondly, they can get a job and start feeling more stable, financially and emotionally. The courses offered mainly involve manual work, which makes it easier for people to understand it, practice in the organization's labs placed in their headquarters and find a job no matter the linguistic and cultural barriers. The courses include line cooking, plumbing, IT technician, and many more. There are also Business and Tech courses for people who want to be introduced to these sectors and learn more things in practice.

The beneficiaries who have work permit in Greece have the option to enter the employability services, to create a CV, learn how to behave during an interview, get in touch with potential employers, etc. These people might have been trainees of the academies or not. Odyssea has a broad network of companies who would need employees of the beneficiaries' profile.

For beneficiaries interested in hi-tech tools, informatics, woodworking, etc., there is the Astrolab.

Odyssea seems to have a holistic approach regarding the employability and integration issues which young people from multiple vulnerable groups have to face. This makes their methodology a good practice for other similar organizations to follow.

Analysis of projects that aim to recognise the skills of migrants



Recognition & qualification counselling, South Brandenburg, Cottbus Chamber of Trade and Crafts, IQ project "Fair Integration" of Caritas, Germany

<https://www.forst-lausitz.de/anerkennung-als-chance-mobile-beratung-fuer-migranten-gesicherte-arbeitsstelle-als-wichtiger-faktor-bei-der-integration.137700.html>

<https://www.faire-integration.de/>

"Training or employment is the best way for integration".

This project is realised with a craftsman-mobile, which stops in different cities of the region and was/is one out of 2000 actions which took part in the 8th German Diversity Day in 2021. Migrants as well as interested companies were invited to join, connect with each other and learn about the opportunities they have even without a recognised educational qualification in Germany. The project aims to get people who want to work into work regardless where they come from or what they did until now, even if they are not perfect in language.

"For us it's not where you come from that counts, but where you want to go."

Target:

Migrants of every age and qualification as well as interested companies.

Benefits:

It is a good practice because it's close to the people – migrants and companies. The craftsman's-bus can build bridges and offer help face-to-face without having problems or fears with the German bureaucracy.

Interested people can come to have a talk with the initiators and interesting companies in their field of work, without making appointments and get information about possibilities to work. They can also get support via the initiators who can give advice and answers to all relevant questions, e.g. how to get language-courses, how (or if) they can have a foreign educational qualification recognised in Germany. One of the initiators has set up a great homepage, which is really helpful for migrants who plan to come to Germany or are here already.

The counselling centres of Fair Integration are represented in all 16 federal provinces of Germany. The counselling services cover labour and social law issues, directly related to the employment relationship, e.g.: Wages, working hours, leave, dismissal, health insurance, etc. Counselling is free of charge, can take place anonymously and is offered in different languages. You can find more information by clicking on the map.

During the last months and due to the war-situation in Ukraine/Russia they updated the homepage and posted an information video for Ukrainian people.

Analysis of digital tools to facilitate professional integration



IQ Netzwerk - Integration through Qualification funding programme, Federal Ministry of Labour and Social Affairs, ESF (European Social Fund), Germany
<https://www.netzwerk-iq.de/>

In 2021, around 22.3 million people with a migration background lived in Germany. This corresponds to 27.2 percent of the total population of Germany. Many factors lead to the fact that people with a migration background are affected by unemployment about twice as much as people without a migration background. In recent years, Germany has seen growing immigration - especially from EU countries and the world's crisis regions. Many of them have vocational training qualifications or other valuable qualifications that are often not recognised in this country. At the same time, shortages of skilled workers in Germany are becoming more and more noticeable.

Against this background, all potentials, especially those of people with a migration history, must be activated. The funding programme "Integration through Qualification (IQ)" has been working since 2005 on the objective of improving labour market opportunities for people with a migration background. It is of central interest that vocational qualifications acquired abroad - irrespective of the residence title - lead more frequently to employment appropriate to the education.

Target:

Everybody from everywhere who is or plans to be living and working in Germany.

Benefits:

The initiator put several good practices for every field under separate links; there are:

- good practice for employment (Intercultural competence development and anti-discrimination, consulting and qualification, vocational German)
- good practice for counselling centres (Intercultural competence development and anti-discrimination, consulting and qualification, vocational German)
- good practice for education providers (short practical information, short-format online training courses, qualification concept TransCareKult)
- good practice for companies (interactive diversity-oriented human resources work, practical information, medical competence training, the bridge to the labour market)

Everyone who's willing to live and work in Germany can find any type of help needed here.

The ongoing project offers countless possibilities to get help and support for every need.

Labour market integration is a big point the project aims to, because being part of a community is only possible when you're open to be a part of it and not be separated due to unemployment or language gaps.

Analysis of digital tools to facilitate professional integration

Lisbon Project, Portugal
<https://lisbonproject.org>



The Lisbon Project is the outcome of a few friends who saw a problem and took action to become part of the solution. It all started in 2017, when they decided to build this NGO which would help refugees and migrants integrate in the city of Lisbon. Since then, the Lisbon Project has grown enough to be a small community where everyone feels heard and accepted and people can help one another.

Around 2019, the Lisbon Project started growing and being able to welcome more people. In order to serve each person's different needs, they started building programs. One of them was the Employment Program, as finding a job in Portugal as a migrant or a refugee is quite complicated, but – as we all know – fundamental in order to build a new life. The Employment Program contains four different sub-programs, which are the CV Editing Program, the Skills Training program and the Job Matching program. These four are actually in order, as the beneficiaries first create a CV, then they can choose to develop some skills through workshops or tailored mentorship sessions and finally the Lisbon Project can possibly match them with some of the job openings they receive from partner companies or other companies.

Target:

Refugees and Migrants located in the city of Lisbon ; volunteers.

Benefits:

The service offered to migrants is to meet with a CV editor volunteer for 1-2 hours to get help on creating or modifying your CV.

But also to offer a job matching service to get help in finding available job offers that can potentially match the person's profile.

The project also includes a skills development clinic, with the aim of bringing together a volunteer and a migrant to learn skills that could improve their job search. (how to write a cover letter, prepare for job interviews).

Finally, monthly workshops on employment-related topics such as how to start a business in Portugal and how to become self-employed complement the digital tool for professional integration.



Analysis of digital tools to facilitate professional integration



Kompetenzcheck für Frauen - Competence check for migrant women, Austria

<https://www.abzaustria.at/de/projekte-abz-austria/abz-kompetenzcheck>

ABZ*AUSTRIA is a social-profit organization, for the promotion of work (a), education (b) and future (z), which is focused on social benefit and aims to create win-win situations for all. Around 200 employees in 4 federal states are committed to promoting gender equality in the labour market, in business and in education. The project Kompetenzcheck is aimed at migrant women who have already completed a German course and are interested in recording their professional competencies and developing a career perspective.

Competent trainers support participants in their first language and in German to make their professional competencies and experiences visible. In trial internships they can test their existing knowledge and gain further experience.

The goal of the project is to increase participants' chances on the labour market by recording their competencies. The workshops offered cover the following areas: the Austrian labour market, the educational system in Austria, Austrian culture and society, strengthening self-confidence, application training and job search. Participants are also supported individually in personal conversations with their concerns. In individual meetings they receive information on the formal recognition of existing qualifications, how to deal with the authorities, how to secure your livelihood etc.

The support lasts for 7 weeks. The project includes 10 hours of group training and 1 individual coaching per week. It is possible to start at any time.

Cible : Femmes âgées de 18 ans et plus bénéficiant d'un statut de protection internationale et inscrites auprès du service public de l'emploi autrichien à Vienne.

Intérêt :

La combinaison de services de conseil en langue maternelle et d'une approche individuelle de l'analyse des compétences s'est avérée fructueuse dans ce contexte. Le projet s'efforce également d'améliorer la confiance en soi et les compétences numériques des femmes, par exemple en leur offrant des possibilités d'échange d'informations numériques.

L'objectif est d'accroître les opportunités des femmes migrantes sur le marché du travail autrichien en enregistrant les compétences, les connaissances professionnelles et en fournissant une orientation professionnelle, en planifiant les options futures et en renforçant l'autonomie.

Dans l'atelier sur les bases de la diversité, les participants élargissent leurs compétences personnelles en matière de gestion de la diversité et acquièrent ainsi une qualification clé pour leur profession et leur vie quotidienne.

Le projet aide les femmes réfugiées à identifier leurs compétences professionnelles, à développer un objectif de carrière réaliste et à mener une vie indépendante sur cette base. L'intégration rapide des femmes sur le marché du travail, qui leur assure des moyens de subsistance, facilite également l'intégration sociale de leurs enfants.

Analysis of digital tools to facilitate professional integration



MIGREMPower: Itineraries and resources for migrants and refugees' empowerment and integration Spain, Italy, Germany, Cyprus, Austria and France
<https://migrempower.eu/>

The MigrEmpower project contributes to the fight against discrimination towards migrants and/or refugees by asking for the recognition of their citizenship rights; promoting the coexistence among society and migrants and/or refugees' communities; considering educational and training as indispensable elements for the promotion of social cohesion and integration processes.

Partners involved in this project, achieved carried out a study on policies and good practices addressed to migrants and refugees' social and labour integration, in order to analyse what has been already implemented and how to learn from past experiences; developing methodological and intervention tools and didactic materials for promoting migrants and refugees' social and labour situation; testing the intervention tools, guidelines and training materials. Partners of the project believed that migration and asylum seekers represent a great challenge for the whole Europe. Migrants' integration and refugees' flow have become a topic of a constant debate across Europe. The new debate is now how to promote integration approaches, policies, theory and practices. Civil coexistence and mutual respect have to be built through educational and welfare interventions also in the labour field. Integration processes often result in xenophobic attitudes. According to this, learning has become the only way of migrants to defend themselves against prejudices and stereotypes.

In addition to the Study and Training Package, partner of MigEmpower elaborated an Orientation and Counselling Handbook for Migrants and refugees' Self-evaluation of Competences as well as a Guidelines for Planning and Carrying out Actions Aimed at Promoting Migrants and Refugees' Employability. All the productions are available online for free download.

Target:

150 migrants, 60 professionals working with migrants and/or refugees, 30 local entrepreneurs ; Approx. 6000 relevant stakeholders (policy-makers, local administrations, relevant service providers, representatives of associations, entities, NGOs related to the project field, trainers).

Benefits:

One innovative element was the integration of the good practices and orientation, training and employment promotion activities in the one training package. Together with the supporting and mentoring activities, they became both "content" and "method". E.g. participants addressed issues like how to learn from own and others' experience, transforming it in a "lesson learned" and tool for acting on the personal reality and context. Another innovative aspect was the setting in working groups for mutual monitoring under the supervision of professional facilitators. Participants started an active peers learning which contributed to fight their feeling of isolation.

By uploading the project outputs to an Open Educational Resource, partners gave the opportunity to professionals use the materials that has been successfully tested.

The Training Package produced is intended for professionals working with migrants, refugees and asylum seekers. In particular, trainers in the field of integration courses will find here an educational package that should help them to facilitate and support the efforts made by migrants and people on the journey towards finding a social Network and a place of work in their new home.

The learning areas are grouped in 5 modules of 12 hours each on average. Each module can be used autonomously. Some exercises within the modules can also stand on their own.

Transferability of the method

What we can do to help our European partners facilitate these focus groups is formalised in the focus group methodology below:

- Choose a small group of no more than 6 people to allow everyone to express themselves for the time they need.
- Co-facilitate with resource facilitators who will be there to re-explain, rephrase and support the participants' expression.
- Set up a benevolent framework: posture of the facilitator and resource facilitators, slow, clear oral expression using simple words.
- Use FALC (French for reading and understanding) for written instructions.
- Use mainly images, photolanguage for better understanding and to enrich the exchanges by the diversity of interpretations of each person at the sight of each image.
- Ask open, short questions without negation.
- Diversify the methods of facilitation: in pairs to talk about oneself, in groups to give feedback to others, etc.
- Allow flexibility in the instructions and understanding of the instructions: some people respond to the instructions in different ways and this provides a different and interesting perspective.
- Encourage and congratulate oral participation, especially when it is difficult and for the person: focus on the importance of the idea rather than on the form of expression (mistakes in French, pronunciation, etc.).
- Stimulate exchanges between participants and sometimes include the resource facilitators, which also feeds the group dynamic and relaxes the atmosphere.
- Make an on-the-spot evaluation of the discussion group: duration, understanding, interest and areas for improvement.
- Provide feedback to participants after the event on the results and deliverables.
- Encourage networking between participants in order to maintain links between them through peer support and to help each other in their integration in the country.
- To create a friendly environment (breakfast, pastries, room decoration) and a convivial and informal moment (meal, snack, walk, visit)

Survey for the participants

-Before leaving your country, what did you expect from your arrival and life in a new country?

-What surprised you the most? What surprised you the most?

-What is your best memory of your arrival?

-What is your worst memory of arriving?

-How did you learn the language? (people, applications, structures)

-Did you use any technological/digital tools for your integration?

-What are the typical situations you want to be prepared for? In which language (written, spoken, read, etc.)?

-How did you discover aspects of the culture?

-What difficulties did you face when you arrived in Europe?

-How did you communicate? (photos, telephone, translation, signs?)

-What difficulties did you encounter with French?