

Cross Cultural Guidance and International Careers

Integrating Migrants and Minorities

National Surveys
Cross Border Seminar 2016



Integration

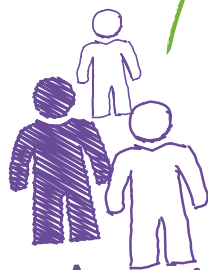


Tolerance

2GETHER



Identity



Migration



Values

Consolidation



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Foreword

The aim of the national survey is to collect country-specific information about the focal topic of the Cross Border Seminar and should give an overall outline to the current situation in the countries.

A set of questions were used as guidelines for national Euroguidance centres and national experts in charge of compiling the information about this year's seminar topic "Cross Cultural Guidance and International Careers – Integrating Migrants and Minorities"

Some Euroguidance centres responded to all the questions, whereas others tackled only those issues relevant for the current situation regarding migrants, minorities and refugees in their country. It is important to underline that the National Survey results reflect only upon the views of the respective authors – the Euroguidance centre staff and/or national experts involved.



Austria

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1. Please give a short overview about the situation in your country (migrants, minorities, refugees)

Migration is not a new phenomenon for Austria. 22 % of the Austrian population (1.8 million) is of immigrant origin¹. The current structure of immigrant population goes back to migration since the 1960s and 1970s. Then Austria signed recruitment agreements with Turkey and Yugoslavia to fill temporary labour shortages, mainly in manufacturing industries (guest worker model). As a result of economic downturn in the 1970s, migration slowed down until the 1980s. Dynamics revived again in the 1990s with the fall of communism, war in Yugoslavia and Austrian EU accession in 1996. Subsequently immigration patterns have diversified in the last two decades (family reunification, EU mobility, asylum). Today the majority of inflows originates from other EU member states, especially from Germany, Hungary, Slovakia, Poland, Romania and Bulgaria. The largest groups of foreigners (total 1.1 million) are Germans (170,000), Turks (115,000), Serbians (114,000), Bosnians (93,000), and Romanians (73,000). (Biffl 2001, Statistik Austria 2015a)

There are six minority groups in Austria: Slovenes in Carinthia and Styria, Czechs and Slovaks in Vienna, Hungarians in Burgenland and Vienna, Croats in Burgenland and Vienna, and Roma in Burgenland. According to

the Ethnic Minorities Act of 1977 (Volksgruppengesetz) minorities are groups of Austrian citizens whose native language is not German, who have their own culture and traditions (Volkstum) and are indigenous to certain parts of Austria. Their settlement dates back to previous centuries. The last data on minorities in Austria stem from the 2001 census data (language spoken by household members), reporting 26,000 Hungarians, 19,000 Burgenland-Croats, 18,000 Slovenes, 11,000 Czechs, 3,000 Slovaks and 4,000 Roma. (Statistik Austria 2015b, 16f.)

Austria experienced large inflows of refugees in past decades (Hungarian Uprising 1956, Prague Spring 1968, martial law in Poland 1981); however, Austria was mainly a transit country. In the last two decades this has changed and the major groups of refugees have been coming from Bosnia, Kosovo, Chechnya, Afghanistan, Iraq and since 2014/15 from Syria. While in previous years the number of asylum applications ranged between 11,000 and 17,000, it increased to 28,000 in 2014 and to 88,000 in 2015. The refugee crisis has become a dominant issue in public debate, political discourse (shelter, costs, labour market effects, border controls, limiting asylum applications) and election campaigns. The labour market and social integration of refugees will be important over the next years (compared to March last year the number of unemployed refugees increased by 50 % to 22,700).²

¹ First generation immigrants are defined as persons who are born abroad and their parents born abroad, second generation immigrants are born in Austria and their parents born abroad.

² www.bmi.gv.at/cms/BMI_Asylwesen/statistik/start.aspx

2. Statistics³

Table 1: Immigrant population in Austria 2015, number and shares in %

(Source: Statistics Austria (Labour Force Survey 2015), calculations by the author)

Population	Number (in 1,000)	Share (in %)
Total	8,491.0	100.0
Natives	6,678.1	78.6
Immigrants	1,812.9	21.4
First generation	1,334.3	15.7
Second generation	478.7	5.6
Origin		
First generation (country of birth)		
Total	1,334.3	100.0
EU	576.9	43.2
Non-EU	757.4	56.8
<i>Former:</i>		
<i>Yugoslavia</i>	351.1	26.3
<i>Turkey</i>	152.3	11.4
Second generation (parents' country of birth)		
Total	478.7	100.0
EU	131.6	27.5
Non-EU	347.0	72.5
<i>Former:</i>		
<i>Yugoslavia</i>	153.7	32.1
<i>Turkey</i>	117.7	24.6

Table 2: Unemployment rates in Austria by citizenship, 2005–2014

(Source: Eurostat (Labour Force Survey))

Citizenship	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Total	5.7	5.3	4.9	4.2	5.4	4.9	4.6	4.9	5.4	5.7
Natives	4.9	4.6	4.3	3.7	4.7	4.3	4.0	4.3	4.7	4.8
Foreigners	12.5	11.6	10.3	8.5	11.4	9.4	9.2	9.5	10.1	11.3

Share of long-term unemployed in Austria by citizenship

Total	25.5	28.0	27.2	24.3	21.7	25.5	26.2	24.9	24.6	27.2
Natives	26.1	27.2	27.2	24.0	21.1	25.0	27.4	25.8	25.7	28.4
Foreigners	23.4	30.6	27.3	25.3	23.7	27.3	22.5	21.8	21.0	23.8

³ There is no recent data on minorities in Austria available, see Q1.

Table 3: Educational attainment levels by country of birth, Austrian population (age group 25–64), 2014
(Source: Statistics Austria (Labour Force Survey 2014). Note: EU-14 member states before 2004, EU-13 since 2004/07/13)

Country of birth	Lower Secondary	Apprenticeship, Vocational Schools	Upper Secondary (Matura)	Tertiary
Total	15.0	52.1	16.1	16.8
Austria	11.7	56.8	15.4	16.1
Foreign-born	27.5	34.3	18.7	19.6
EU-14	6.2	39.4	17.2	37.3
EU-13	13.3	37.6	28.7	20.4
Former Yugoslavia (excl. SI, HR)	35.7	44.8	13.8	5.7
Turkey	64.8	19.5	10.3	5.4
Others	25.9	19.8	20.6	33.7

3. Are there specific occupations which are chosen by specific migrants? If so, which occupations are chosen. Or is there a specific migration related to specific jobs?

There is segregation in the Austrian labour market. While 37 % of Austrian born men are employed in manufacturing sectors, the shares are higher for immigrants born in former Yugoslavia (47 %), Turkey (44 %) and EU-13 member states⁴ (40 %) and lower for EU-14 born men (27 %). Women mainly work in service sectors with a share of 85 % (Turkey) to 89 % (EU-14) of female employment. Overall, 17 % of employees in Austria are foreign-born. Shares are substantially higher in certain manufacturing industries (food, synthetics, clothes/textiles), in construction, in tourism, facility management/cleaning services, temporary work agencies and research and development. Furthermore migrant labour is important for seasonal jobs in agriculture. On the other hand, shares are especially low in education, the health and social services sector (except for care/nursing homes), and in the public sector.⁵ (see also AMS 2015)

4. What are the most relevant intercultural aspects to be considered in guidance for migrants and minorities in your country?

The scope of guidance ranges from the needs of disadvantaged groups (little professional experience, lack of basic skills, distance to formal learning arrangements) to highly skilled individuals. To avoid stereotyping and stigmatisation, intercultural guidance needs (irrespective of the group of migrants) to identify the individual interests, resources and experience and to take into account personal biographies, different socio-economic and socio-cultural backgrounds and language skills. This requires specific knowledge on the cultural diversity of migrant groups, anti-racist education and training, and knowledge on the various aspects of migration (e.g. laws and regulations, migration and integration policy developments, culture, gender issues). Counselling and guidance for migrants often involves empowerment and orientation, also with respect to expectations and ideas about the host society. Therefore guidance practitioners need the respective skills (didactics, meth-

⁴ Accession in 2004, 2007, 2013

⁵ Statistics Austria/Abgestimmte Erwerbsstatistik 2011, own calculations.

ods) to put ideas across. As counselling activities are often multilingual (mother tongue) knowledge of relevant vocabulary (important topics) and up-to-date information on socio-political developments in countries of origin is also important. (Beratungszentrum für Migranten und Migrantinnen 2007, Sprung 2010)

a. Are there any tailored/target-oriented instruments or guidance services for different minority groups? Please list examples.

There are several specialist counselling centres for immigrants. Six operate in the context of labour market policy (their funds come from Labour market policy)⁶ and it is part of their core activities to provide multilingual guidance. There are so-called "integration centres" for immigrants and newcomers in seven provinces (Bundesländer), which are run by the Federal Austrian Integration Fund and provide information and counselling for newcomers, courses and grants.⁷ Also several immigrant interest groups offer guidance services, e.g. for immigrant women Peregrina in Vienna (advice/information on legal and social matters, career and education, also for psychological counselling and therapy, free of charge, anonymous)⁸ and SOMM in Graz (immigrant and Muslim women).⁹ Furthermore, there are education providers, interest groups, charities etc. that have programmes for immigrants, e.g. guidance centres from the Chamber of Labour (Arbeiterkammer), abz*austria (e.g. career guidance for skilled female immigrants, for female immigrants with mother tongue Farsi)¹⁰, services and programmes from charities for immigrants and minorities, e.g. THARA for Roma from Volkshilfe (individual job, career and education counselling one of core activities, Romnja counsellors, counselling in German, Bosnian/Croatian/Serbian, Romani and English) (Volkshilfe n.d.) and specialist NGOs, e.g. Asylkoordination for refugees¹¹.

5. What are the main problems/pre-occupations migrants have to face to gain a foothold in their chosen career paths in your country (apart from language)?

Major barriers may arise from the transferability of skills and recognition of qualifications, lack of (domestic) work experience, segregation in the labour market (ethnicity, gender), lack of specific social networks and discrimination. There is a strong orientation towards comprehensive professional qualifications (Berufe) in Austria and formal qualifications are a prerequisite for access to regulated professions (e.g. health sector, education, liberal professions). While information and counselling services on recognition of qualifications have been improved in recent years, costs, language barriers and a lack of bridging programmes can hinder recognition. According to Labour Force Survey results, immigrants rely more on social networks in job searching (46 % of foreign born and 33 % of natives). Due to the different occupational distribution of immigrants and natives in the Austrian labour market, reliance on and a lack of specific networks can reinforce occupational segregation. Despite individual and structural barriers there is also discrimination in the Austrian labour market. According to Hofer et al. (2013) applicants from Serbia have to apply 1.31 times more often to be invited for an interview than native applicants. The respective values for the other tested groups were 1.37 for Chinese, 1.46 for Turkish and 1.98 for Nigerian applicants. Despite migration induced barriers (residence status, language, foreign qualifications, ethnicity), other factors and their interplay can influence the work opportunities of immigrants (and natives), such as age, class, family circumstances, and local job opportunities. (Skrivanek/Rössl/Faustmann 2014)

⁶ Beratungszentrum für Migranten und Migrantinnen, MIGRARE, IAB, VEBBAS, ZEMIT, ZEBRA - for weblinks and details see:

⁷ www.migrant.at/austria_vindobona/argeoesterreich/argeoesterreich.html

⁸ peregriina.at/en/info

⁹ www.somm.at/index.php?option=com_content&view=article&id=4&Itemid=5&lang=de

¹⁰ www.abzaustria.at/angebote-projekte

¹¹ www.asyl.at

6. How is overcoming language barriers organized in your country? How flexible are employers and what is being done to encourage them to be flexible?

Immigrants from non-EU countries are subject to the so-called "Integration Agreement" in Austria. They have to prove German language skills at A2 level of the Common European Framework of Reference for Languages within two years after issuance of their residence title. Applicants for a long-term residence title have to prove B2-German language skills. There is a broad range of course providers and also online tools.¹² There is financial support from federal funds for immigrants who arrived as "family members" (50 % of fees for A2 courses, max. 750 euros). There are also subsidies at provincial/local level. They vary between provinces and target groups, e.g. Vienna has a language training voucher programme (300 euros for non-EU family members, 150 euros for EU citizens).¹³ Reimbursement might also be possible for programmes that promote life-long learning (they also vary between provinces). Unemployed and job seekers may attend a German language course funded by the Public Employment Service. German language requirements by employers vary and depend on the qualification, job position and work organisation in the enterprise. German language skills might not be necessary in certain skills segments because English is used as the working language or basic knowledge of German is sufficient to perform the job related tasks, e.g. cleaning, assembly line work. However, job opportunities depend on language skills. According to Austrian Labour Force data, 35 % of immigrants with very basic German skills reported to be overqualified in their job, compared to 25 % with intermediate skills, 19 % with proficient German language skills, and 9 % of those with mother tongue German. (Statistik Austria 2015c, 11)

7. Please list some institutions or organizations which help migrants to integrate into your country's society and labour market.

- **Integration centres operated by the Federal Austrian Integration Fund:** Information, language training (course database, tools, vouchers), counselling and orientation for newcomers, grants, etc., www.integrationsfonds.at
- **Immigrant resource centres funded by Active Labour Market Policy Funds**
Beratungszentrum für Migranten und Migrantinnen (Vienna), www.migrant.at
MIGRARE (Upper Austria), www.migrare.at
IAB (Carinthia), www.iam.co.at
VEBBAS (Salzburg), www.vebbas.at
ZEMIT (Tyrol), www.zemit.at
ZEBRA (Styria), www.zebra.or.at
- **Public Employment Service** offices, www.ams.or.at
- **Immigrant resource centres** (or programmes) funded by the Austrian **provinces** (Bundesländer), e.g. okay.zusammenleben (Vorarlberg), www.okay-line.at START WIEN (Vienna), www.startwien.at
- **Charities, NGOs** (immigrants, refugees), e.g. Caritas, Diakonie, Volkshilfe, Integrationshaus Wien, Asylkoordination Wien.

¹² For database and online tools see sprachportal.integrationsfonds.at/

¹³ www.wien.gv.at/menschen/integration/deutsch-lernen/sprachgutscheine

8. Brochures/leaflets addressed to immigrants

- Counselling and guidance for immigrant women in Vorarlberg in German, English, Turkish (interpreters for other languages when required) by FEMAIL: www.femail.at/fileadmin/user_upload/Bilder/Infolder/_RZ_Bildungsberatung_Innenseiten_perforiert.pdf
- Counselling and guidance for immigrants in Upper Austria by MIGRARE: www.migrare.at/cms1/images/stories/biber_folder.pdf
- Guidance on care and social work careers (incl. preparatory language course) for immigrants in Vienna and Graz (Styria), joint programme from Caritas, Diakonie, Red Cross, Hilfswerk, Volkshilfe funded by the Federal Ministry for Foreign Affairs, Integration and Europe: www.integrationsfonds.at/fileadmin/content/AT/Downloads/Beruf_Kurse/Infoblatt_migrants_care_Wien_englisch.pdf

9. What kind of tools or training are available in your country assisting guidance staff to deal with migrants/minorities/refugees? Please describe them.

There is a rather broad range of seminars, trainings and study programmes by different education institutions and training providers, ranging from one-day seminars/trainings to postgraduate study programmes at varying costs, eligibility criteria, duration and topics, e.g. seminars organised by the Federal Training Institute for Adult Education Professionals (Bifeb) (e.g. two-day seminar on education systems and labour markets of Serbia, Syria, Afghanistan and Austria)¹⁴, seminars on asylum/refugees by Asylkoordination¹⁵, seminar series "Intercultural Work and Diversity" by the Continuing Training and Education Centre Schloss Hofen in Vorarlberg (one-day

country seminars on Chechenia, Turkey and Syria)¹⁶, the Transcultural Management Training Programme by the Austrian Integration Funds (modules about e.g. transcultural and intercultural communication, nonviolent communication, conflict management)¹⁷, Postgraduate Master programmes from universities (e.g. MSc Migration- and Integration Management, MA Intercultural Competences from the Danube University Krems). Besides individual training measures, there can also be in-house trainings by employers for their guidance staff. With respect to tools, Ewers/Schallert (2014) provide an up-to-date overview of tools and methods for guidance practitioners (handbooks, guidelines, methods).

10. Please indicate an example of good practice in cross-cultural guidance.

The work by "Perspektive"¹⁸ has been an important forerunner in counselling and guidance for recognition of foreign qualifications in Austria. It started as an ESF co-funded project from the Viennese immigrant resource centre "Beratungszentrum für Migranten und Migrantinnen" in 2006. It provides personal counselling to individuals with foreign qualifications. Counsellors help to clarify whether formal recognition is necessary/possible, support individuals while they undergo a recognition procedure, advise if formal recognition is not possible, and provide information on the Austrian education system, occupational profiles, continuing education and bridging programmes. Guidance is free of charge and available in German, English, Bosnian-Croatian-Serbian, Turkish, Russian, Polish, French, Portuguese, Spanish, Chinese and Farsi. In 2013 information and counselling on recognition issues was formalised by an initiative from the Federal Ministry for Labour and Social Affairs. Perspektive has become the official contact point ("Anlaufstelle für Personen mit im Ausland erworbenen Qualifikationen") for individuals with foreign qualifications. Further contact points (based on the model of Perspektive) have been established in Upper Austria, Tyrol and Styria.¹⁹

¹⁴ www.bifeb.at/programm/termin/calendar/2016/04/25/event/tx_cal_phpicalendar/das_bildungs_berufs_koordinatensystem_von_migrantinnen_professionell_ergruenden

¹⁵ www.asyl.at/seminare/kalender.htm

¹⁶ www.fhv.at/weiterbildung/gesundheit-soziales/handlungsfeld-interkulturell

¹⁷ www.integrationsfonds.at/themen/weiterbildung/lehrgang-transkulturelles-management-tkm

¹⁸ www.migrant.at/austria_vindobona/erreichbarkeit/perspektive.html

¹⁹ media.anlaufstelle-erkennung.at/Folder_ASTWien_Perspektive.pdf, www.anlaufstelle-erkennung.at

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Croatia

1. Please give a short overview about the situation in your country (migrants, minorities, refugees)

a. What groups of people migrate to your country, from which countries do they come and what are the reasons for leaving their country of origin (e.g. historical background)? Please do not refer to transnational commuters (classical EURES-T Business).

In the public discourse, Croatia is primarily seen as a country of emigration rather than immigration, but the trends of labour mobility in the past decade indicate that Croatia is no longer only a country of emigration. It is increasingly becoming a country of labour immigration, although the number of (registered) foreign workers is not large.

There are two groups of people that migrate to Croatia. On the one side, there are people who started to come to Croatia from former Yugoslav republics after the breakup of Yugoslavia where they lived as Yugoslav citizens of Croatian nationality. A significant share of them came from Serbia, especially Vojvodina. Most of them, however, came from Bosnia and Herzegovina.

Asylum seekers form the other group. Until now, nearly 5000 asylum applications have been made, with 152 of them granted. The first one was granted in 2004. Asylum seekers most often come from the eastern countries, which are in war or in collapse, for example from Kosovo, Post-Soviet States, Afghanistan, Iraq, Syria or from extremely poor and unsafe African countries such as Nigeria, Congo, Eritrea, Morocco, and Libya.

The most cited reasons for leaving their country of origin are insecurity, dangerous life circumstances, threats, and religious intolerance. Certainly, economic reasons also figure prominently on this list, although asylum-seekers do not cite them due to the fact that asylum cannot be granted exclusively on economic grounds. Such immigrants come from very poor countries where people die of starvation, primarily those who come from Africa.

b. What minority groups do you identify in your country?

There are 22 national minorities identified in the Croatian Constitution: the Serbs, Czechs, Slovaks, Italians, Hungarians, Jews, Germans, Austrians, Ukrainians, Rusyns, Bosniaks, Slovenians, Montenegrins, Macedonians, Russians, Bulgarians, Poles, Roma, Romanians, Turks, Vlachs, and Albanians.

There is a big difference between the old and the new minorities. Old minorities, such as the Czech, Italian, Hungarian minorities and others, regardless of their numbers, have the rights they gained throughout different time periods. The new minorities, which came to be regarded as such after the breakup of Yugoslavia, are in a much more difficult and unpleasant position and they are very often discriminated against. We would particularly like to highlight the Serbian minority which was (until the breakup of Yugoslavia) a constitutional nation in Croatia and did not need any special rights, but now needs to meet certain conditions for the realization of minority rights which the older minorities do not. This realization of Serbian minority rights has been very effectively pursued over recent years with the accomplishment of the rights to use their language and writing, guaranteed by the Constitutional Law and Framework Convention for the Protection of National

Minorities. Although the number of Serbs in Croatia has come down since 1991, with 581,663 registered then compared to 186,663 in 2011, they still make up a significant part in comparison to the number of all the other minorities together.

The Constitution also recognizes “others who are its citizens and who are guaranteed equality with citizens of Croatian nationality and the exercise of their national rights in compliance with the democratic norms of the United Nations and the countries of the free world.”

Roma minority in Croatia: according to the 2011 Census, 16,975 Roma people live in Croatia. However, international organizations such as the UNDP estimate that their number is much higher, somewhere between 30,000 and 40,000 people. This difference is based on the complex dynamics of internalized oppression, as well by the oppressive and discriminatory practices towards the Roma. According to the National Roma Inclusion Strategy 2013–2020, around 42 % of Roma in Croatia speak Romanes (official Roma language), while around 36 % of them speak Beyash (old Romanian dialect) as their first language. Croatian is a second or even third language for most of the Romani children in Croatia.

c. How is the situation concerning refugees/asylum seekers at the moment?

Asylum seekers’ rights are regulated under the law on international and temporary protection. According to UNHCR data, there have been 4,857 asylum applications in Croatia since 2004. However, only 152 have been granted in the form of asylum or subsidiary protection.

Currently, the most urgent matter is the so-called “Balkan Route” which passes through Croatia – starting at the Croatian–Serbian border crossing Tovarnik-Šid, passing through a transit refugee camp in the town of Slavonski Brod and ending at the Croatian–Slovenian border crossing in Harmica-Rigonca (Dobova). Since Hungary closed its borders in autumn 2015, Croatia has become the only route to Austria and Germany for the refugees coming from Greece. However, for many people coming via this route, Croatia is only a transit, and not a destination country.

According to the information obtained from the “Are You Syrious?” initiative, a refugees aid organization, it is not clear whether the people being forced to return (belonging both to SIA – Syrian, Iraqi or Afghani – and NON-SIA nationalities) are informed on the possibility of seeking asylum in the country. The procedure for such people is non-transparent, and it depends on the state authorities.

Also, the overall situation has been changing rapidly during the period of the humanitarian crisis.

(The so-called Balkan route was closed on 9 March 2016)

2. Please supply brief statistics on:

a. The number of migrants in your country and their respective country of origin.

b. The number of minorities and to what groups they belong.

Population by ethnicity – detailed classification, 2011 census¹

Ethnicity	Total
Croats	3,874,321
Serbs	186,633
Bosniacs	31,479
Italians	17,807
Albanians	17,513
Roma	16,975
Hungarians	14,048
Slovenians	10,517
Czechs	9,641
Slovaks	4,753
Montenegrins	4,517
Macedonians	4,138
Germans	2,965

¹ www.dzs.hr/Hrv/censuses/census2011/results/htm/H01_01_05/H01_01_05.html

Ethnicity	Total
Bosnians	2,059
Ruthenians	1,936
Ukrainians	1,878
Russians	1,279
Poles	672
Kosovars	568
Chinese	492
Romanians	435
Americans	419
Turks	367
Bulgarians	350
Austrians	297
French	273
English	212
Dutch	156
British	139
Arabs	139
Swiss	137
Greeks	105
Canadians	91
Republic of Croatia	4,284,889

*full list available in the link below

c. The unemployment rates and duration of unemployment of non-nationals in your country.

The Croatian Employment Service (CES) does not classify unemployed persons by nationality. However, it is estimated that by the end of 2015, 5,043 persons of Roma origin were registered based on evidence of the unemployed, which makes 1.8% of total unemployment in Croatia. According to the duration of unemployment, most of the unemployed Roma belong to the long-term of more than one year of unemployment (3,036 or 60.2%). A total number of 2,007 persons or 39.8% were unemployed for less than 1 year.

Roma in Croatia:

- 1.9% of Roma live in absolute poverty (USD 2.15 per day; > rest of the population 1.3%); 92% in relative poverty (under 60% of national median income; > national average 20.5%) (2012)

- Employment is a source of income for 20% of Roma households (< national average 48%)
- 42% of majority population living in proximity of the Roma lives in relative poverty (UNDP, 2014)

d. Educational level of migrants in your country (how many with a university degree etc.).

The level of education is the main factor for unemployment of migrants. At the end of 2015, on evidence of the Croatian Employment Service there were 92 asylees. Most of the unemployed migrants from the CES register are persons who completed basic school (45.7%) and persons with no schooling (27.2%). These groups are followed by persons who completed a three-year or four-year vocational school (6.5%) and persons with a university degree (2.2%)

The results of the research on education levels of asylum seekers conducted by the Centre for Peace Studies (based on a small number of research participants) showed that the respondents have elementary and high school education, but very often they do not have any papers to prove it. It is very rare that they have higher education, and if they do, they come from Post-Soviet countries.

3. Are there specific occupations which are chosen by specific migrants? If so, which occupations are chosen? Or is there specific migration related to specific jobs?

The majority of migrants are employed in manufacturing, wholesale and retail trade, repair of motor vehicles and motorcycles and the accommodation and food service sectors.

There are no specific occupations that can be related to specific migrants. What we can say though, is that the Albanian national minority in Croatia is most often associated with bakery, pastry and goldsmithing. The Chinese minority, which is also a small minority, most often works in field of catering, or they have their own shops. The majority of unemployed persons belonging

to the Roma national minority works in manufacturing, wholesale and retail trade, repair of motor vehicles and motorcycles, construction and the accommodation and food service sectors.

4. What are the most relevant intercultural aspects to be considered in guidance for migrants and minorities in your country?

a. Are there any tailored/target-oriented instruments or guidance services for different minority groups? Please list examples.

There are many measures for the Roma in Croatia, which are mostly regulated by the National Roma Inclusion Strategy 2013–2020.

Examples of such measures are:

- Free preschool programmes for Romani children
- Croatian Employment Service measures (so called 'public works') targeting low-qualified Roma population. On evidence of the Croatian Employment Service, the largest number included in the Active Labour Market Policy programmes were from the Roma minority. The total number of participants in 2015 included 720 persons belonging to the Roma national minority. The largest number participating in public works programmes were Roma (694 or 96.4 %), while 21 persons took advantage of employment incentives (2.9%), 4 of start-up incentives (0.5%), and 1 participated in the workplace training.

5. What are the main problems/pre-occupations migrants have to face to gain a foothold in their chosen career paths in your country (apart from language)?

Migrants most often do not have any kind of qualification. If they do, it is very hard to get it validated and if it is validated, it is still very hard for migrants to get hired. They cite discrimination as the primary problem they face when looking for employment. The other problem is that, in Croatia, the unemployment rate is very high and jobs are difficult to find in general. Immigrants are also in a continuously deprived position, lacking means to lead a normal life, engage in lifelong education, pre-qualification, or any kind of professional training.

Since the initial implementation of the Asylum Act in 2004 until the end of 2015, almost 5,000 asylum applications were received by Croatian authorities, out of which only 152 applicants have received asylum and subsidiary protection. Data show that Croatia has an extremely low rate of asylum granting (2.4%) while the EU average is 26.5%². Only 7.5% of those granted protection are non-state dependent through temporary, rarely steady jobs. Employability and social inclusion of refugees is a process at high risk due to several factors: refugees as such, due to their backgrounds and forced migration, receive varying levels of acceptance in the society, they lack language, communication and other soft skills, and are often unable to show and express knowledge and skills and competences they possess in the context of a rather narrowed labour market.

Apart from language, other obstacles which hinder integration and access to employment of migrants include the lack of knowledge of the Croatian work culture and practices. In many cases, migrants do not have either professional network or references in order to find an adequate job. There is also a lack of knowledge among employers about possibilities to integrate migrants and their readiness to employ them.

² epp.eurostat.ec.europa.eu/cache/ITY_PUBLIC/3-19062012-BP/EN/3-19062012-BP-EN.PDF

6. How is overcoming language barriers organized in your country?

a. What kind of language training is offered to migrants and in which ways (obligatory, free of charge, final certificate...)?

Croatian language courses for persons who were granted international protection have been organised free of charge in adult education institutions such as "Svijet jezika" (The World of Languages – Adult Education Institute) since June 2015. The implementation of the course is financially covered by the Ministry of Science, Education and Sports of the Republic of Croatia. The course was supposed to be implemented in other cities in Croatia with persons who have received international protection, but due to the fact that most of such people have left smaller towns in Croatia, there are no such courses at the moment outside of the capital, Zagreb.

b. How flexible are employers and what is being done to encourage them to be flexible?

Croatian Employment Service continuously carries out activities aimed at informing migrants about the rights and obligations in the employment system in terms of individual consultations. Through Individual counselling, employment advisers establish the working, professional and personal potential of unemployed persons, provide professional assistance in the development of professional employment plan and provide support in carrying out activities in a professional plan, as well as mediation services. Furthermore, group counselling workshops develop skills such as CV and job application writing, and successful business presentations to employers, which are aimed at acquiring skills for active job searching. In addition, unemployed migrants with insufficient or inadequate levels of educational at-

tainment are referred to training programmes according to the labour market needs. In order to participate in training, each person has to undertake professional selection. Professional selection is a procedure of selection of candidates for particular work-place or training/education, for those who would best suit a particular work place or education/training. Professional selection includes assessment of characteristics, interests, values, motivation and (if necessary) health status and specific knowledge.

Also, employment advisers inform employers about employment opportunities of migrants and minorities as well as others who are hard to place, organize different projects for the purpose of raising awareness of the possibilities and to fight possible prejudice. The Croatian Employment Service carries out activities aimed at creating a positive climate oriented to employers in order to create conditions for employment of migrants. By visiting employers, employment advisers inform employers about possibilities of using active labour market policy measures for migrants and minorities. By organising round tables and forums, the Croatian Employment Service informs employers and migrants/minorities about ALMP measures and entrepreneurial opportunities offered through self-employment.

7. Please list some institutions or organizations which help migrants to integrate into your country's society and labour market.

- Centre for Peace Studies, NGO
- Croatian Red Cross
- UNHCR
- Ministry of Social Policy and Youth
- Ministry of Science, Education and Sport

- Ministry of Internal Affairs
- Croatian Employment Service
- Society for Psychological Assistance (SPA)
- Croatian Law Centre
- DAH-Society of Africans in Croatia
- “Welcome” initiative
- “Are you Syrious?” initiative
- Jesuit Refugee Service (JRS) Croatia
- Office for Human Rights and National Minorities Rights of the Government of the Republic of Croatia

in English
www.cms.hr/system/publication/pdf/51/knjizica_engleski.pdf

in Farsi
www.cms.hr/system/publication/pdf/52/knjizica_farsi.pdf

in Arabic
www.cms.hr/system/publication/pdf/53/knjizica_arapski.pdf

8. Please add as an example a brochure or leaflet which is addressed to migrants (preferably written in English) and offers help or services.

- Guide through Integration: Basic Information for the Integration of Aliens into Croatian Society – created by the Office for Human Rights and National Minorities Rights of the Government of the Republic of Croatia

in English/French
pravamanjina.gov.hr/UserDocsImages/arhiva/15012016/Guide%20through%20integration.pdf

in Croatian
pravamanjina.gov.hr/UserDocsImages/dokumenti/Vodi%20%8D%20kroz%20integraciju%20-%20Osnovne%20informacije%20za%20integraciju%20stranaca%20u%20hrvatsko%20dru%20C5%A1tvo.pdf

- Welcome to the Croatian Society – booklet published by the Centre for Peace Studies

9. What kind of tools or training are available in your country assisting guidance staff to deal with migrants / minorities / refugees? Please describe them.

“Step by Step” Open Academy offers capacity programmes targeting preschool and elementary school staff – in the areas of antibias education, multicultural environment for children and teaching children whose first language differs from the official language of schooling (using the ‘implicit language learning method’).

10. Please indicate an example of good practice in cross-cultural guidance.

“Taste of Home” is a culinary– cultural research project that introduces the culture, customs and societies of the origins of the refugees in Croatia by recreating their memories of home, smells and tastes of their cuisine. This is an experiment in sharing life stories and culinary skills of refugees and people from Croatia. Taste of Home have been investigating and recording over several years. For over ten years they have been meeting people in search of safety and happiness, people in search of home. By preparing dishes from their home countries, refugees evoke memories and create new

experiences in their new home. The vision of Taste of Home is a colourful world embraced in hospitality. Their mission underlines economic emancipation of refugees and persons with migrant background through culinary and cultural exchange. They are led by values of appreciating human beings and their needs – human beings in search of happiness and safety ready to offer their best – tastes of their childhood and youth, as well as tastes of their adulthood in a new society. Their resources are the tastes of Middle-Eastern, Arabic, African and Asian cuisine (rather underrepresented in Zagreb). The Taste of Home collective has gathered together 30 refugees and volunteers/activists. Some refugees have excellent cooking skills gained through their previous experience of being professional chefs in restaurants or professional cooks. Some refugees are also bilingual or multilingual as they have previous experience in teaching languages or translation, even though mostly not acquired through regular working experience. Having in mind successful integration practices which take into account refugees' skills and knowledge, kicked-off the Taste of Home. It started several years ago with the organisation of crash language courses, presentations of culinary specialties and cultures of different countries. Apart from wanting to contribute to economic emancipation of refugees, the project also aimed at combating prejudice and raising awareness of the Croatian public to the refugees' needs by opening a social hospitality process through culinary, language and cultural exchange.

The whole project aims at presenting country-specific cooking and gastronomy, as well as language skills of refugees by creating an environment for their economic emancipation as part of their social inclusion and integration. The activity has been built as a follow-up on previous public cooking activities and cooking workshops. The project has resulted in the creation of a cooking social cooperative specialized in catering, with plans to open a restaurant in the near future. This group has published a cookbook titled "Taste of Home" and, together with the Fade In association, produced a documentary and media campaign "Taste of Home". More information can be found at www.okus-doma.hr. Another branch of the cooperative is language specializing in language courses and translation services.

References

- www.dzs.hr/Hrv_Eng/publication/2012/07-01-02_01_2012.htm
- www.dzs.hr/Hrv_Eng/publication/2014/07-01-02_01_2014.htm
- www.cms.hr/system/deliberation_document/doc/12/Ostvarivanje_prava_manjina_Deliberacija_PolicyPaper.pdf
- www.liberties.eu/en/news/minority-rights-deliberation-croatia
- www.cms.hr/system/publication/pdf/65/Interkulturalizam_u_kolama_Kranjec.Vidovi_.pdf
- www.cms.hr/system/publication/pdf/62/Panel_o_interkulturalizmu_CMS_2016..pdf
- www.cms.hr/system/publication/pdf/57/cms_vodic_knjizni_blok.pdf
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- www.cms.hr/system/publication/pdf/47/godisnje_izvjesce_za_2012_ENG.pdf
- www.cms.hr/system/publication/pdf/45/Izvjestaj_o_diskriminaciji_ENG_web.pdf
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- www.cms.hr/system/publication/pdf/27/CMS_prirucnik_manjine_KB.pdf
- www.cms.hr/system/publication/pdf/21/Azil_KNJIZNI_BLOK.pdf
- www.cms.hr/system/publication/pdf/20/Studija_izbegli_Hrvatska__ENG_fin.pdf



Czech Republic

1. Please give a short overview about the situation in your country (migrants, minorities, refugees)

a. What groups of people migrate to your country, from which countries do they come and what are the reasons for leaving their country of origin (e.g. historical background)? Please do not refer to transnational commuters (classical EURES-T Business).

Although the Czech Republic remains as one of the most mono-ethnic countries in Europe, its migrant population is quite diverse, as are the integration challenges that different immigrant groups face.

The main purposes of immigration are family reunification, employment and education.

The largest migration is from Ukraine. Migrants from Ukraine often come to do low or semi-skilled jobs in industries such as construction.

The large Asian minority are migrants from Vietnam. The Vietnamese population is characterized by strong intracommunity social networks and is concentrated in wholesale and retail trade (mostly small family-run shops). Vietnamese workers are particularly likely to be self-employed, with 91 percent of the economically active population holding trade licenses for the self-employed in 2011. By contrast, a narrow majority of nearly every other nationality of foreign workers are in employee positions.

Another small but notable group are workers from high-income countries both within and beyond Europe. These individuals tend to come, often temporarily, for high-skilled jobs with multinational companies that have invested in the Czech Republic.

Interesting is the large number of foreign students from Russia.

b. What minority groups do you identify in your country?

Fourteen national minorities have representatives in the Government Council for National Minorities – Belarussian, Bulgarian, Croatian, Hungarian, German, Polish, Roma, Ruthenian, Russian, Greek, Slovak, Serbian, Ukrainian and Vietnamese.

Citizens of Slovakia are not considered as foreigners due to the fact both countries lived in one state before 1991 and there is still a special relationship.

c. How is the situation concerning refugees/asylum seekers at the moment?

As for asylum seekers, the Czech Republic has been registering very low numbers. For 2014, the country registered only 1,145 applications. In 2015, this number rose slightly (around 700 for the first half of the year), according to the Ministry of Interior. Ukrainians accounted for the largest number of asylum seekers. They were followed by Cubans, while the following places were occupied by Syrians and Vietnamese.

Here is an overview of the capacity of refugee detention centres from 28 to 29 of April 2016:

- Bela pod Bezdězem:
Total places: 246
Places occupied: 48
- Vyšší Lhota
Total places: 544
Places occupied: 14
- Drahonice:
Total places: 240
Places occupied: 50

2. Please supply brief statistics on:

a. The number of migrants in your country and their respective country of origin.

According to the data from the Interior Ministry, 266,855 foreigners were living in the Czech Republic at the end of 2015. This represents 2.5% of the population. The highest portion of them is presented by Ukrainians.

b. The number of minorities and to what groups they belong.

1. Ukraine (106,788 people)
2. Slovakia (103,072 people)
3. Vietnam (57,389 people)
4. Russia (35,214 people)
5. Germany (20,632 people)
6. Poland (19,971 people)

Roma minority: According to a summary of the European Roma Rights Centre, the estimates of the numbers of the Roma community in the Czech Republic fluctuate between 150,000 and 300,000 persons (1.4 to 2.8% of the population); 60,000 to 80,000 persons live in socially excluded communities.

c. The unemployment rates and duration of unemployment of non-nationals in your country.

The number of non-nationals registered at labour offices as unemployed is relatively low: 6,000 people in the year 2015. Only 17% of them were entitled to receive unemployment support.

d. Educational level of migrants in your country (how many with a university degree etc.).

Here is an overview of the numbers of foreigners studying at different educational levels:

- Number of foreigners learning at nursery schools – 7,214 people
- Number of foreigners learning at primary schools – 16,477 people
- Number of foreigners learning at secondary schools – 8,837 people
- Number of foreigners studying at tertiary technical schools – 552 people
- Number of foreigners studying at conservatories – 217 people
- Number of foreigners studying at universities – 41,179 people

3. Are there specific occupations which are chosen by specific migrants? If so, which occupations are chosen. Or is there a specific migration related to specific jobs?

The Vietnamese community is well known for setting up small restaurants and food-stores. In many towns, they have replaced traditional Czech food stores. However, the younger generation, which is already more or less integrated into the Czech society, are expected to aim for different jobs than their parents. They study at universities to become lawyers and businessmen.

Large portions of Ukrainians occupy low-skilled jobs in the construction sector. Czech construction heavily depends on the influx of Ukrainians and partly Russian low-paid workers.

A small portion of foreign unemployed migrants get help from state labour offices. This usually covers state-funded training courses for specific jobs like IT skills etc.

4. What are the most relevant inter-cultural aspects to be considered in guidance for migrants and minorities in your country?

The biggest challenge the country is facing is the attitude of the Czech population towards migrants, especially those who are arriving during the current refugee crisis. As largely a mono-ethnic country, and also due to daily media bombardment and disinformation, Czech society is heavily divided. There is an increasing number of reports of hostile behaviour from locals towards immigrants.

There is a challenge posed towards the Vietnamese community which is still on the rise. Though successful economically, the older generation especially tends to live more within their traditional communities and families. Their level of understanding of Czech culture background is lower. And accordingly, for the majority of Czechs, the Vietnamese are those from whom you can buy food. Cultural awareness and exchange is quite low and this poses a challenge for the future.

a. Are there any tailored/target-oriented instruments or guidance services for different minority groups? Please list examples.

Most of the work with migrants and foreigners is done by NGOs. Many of them offer language courses for immigrants which are free of charge (teachers are volunteers). There are some EU-funded projects providing help for foreign nationals and these are regional, usually run by local NGOs.

There is a special organization – IQ Roma Service – that supports possibilities, opportunities and the determination for Roma for their growth and social use. It protects their rights and dignity in the society. You can find more information about the association here: www.iqrs.cz/en/iqrs

5. What are the main problems/preoccupations migrants have to face to gain a foothold in their chosen career paths in your country (apart from language)?

The problem is the absence of any national strategy towards immigration. In a way, the Czech Republic is lucky to receive immigrants which are either from nearby countries (similar languages or no inter-cultural barriers), or from Asian countries which are known for their extreme diligence and ambitions. The process of integration, despite the lack of government national strategy and coordinated measures, has been working better than anticipated so far. However, this might change in the future.

Apart from the language problem, migrants in some cases face misunderstandings of their culture and rejection. We need to build educational tools and campaigns for promoting better inter-cultural understanding and mutual respect. This needs to be reflected especially in primary and secondary education.

6. How is overcoming language barriers organized in your country?

a. What kind of language training is offered to migrants and in which ways (obligatory, free of charge, final certificate...)?

b. How flexible are employers and what is being done to encourage them to be flexible?

Migrants can access language courses either through language schools (paid courses), or through courses offered by NGOs in certain places like Prague or Brno. These are usually free of charge. Only persons with a valid long-stay permit or refugees may officially enrol on these courses.

Many asylum seekers stay in detention centres while waiting for the result of the asylum process without access to any education. This poses a significant problem because they often become depressed and demotivated.

Children of migrants with asylum or long-term residence already granted are entitled to enrol in formal education like any other Czech citizen. Primary schools and kindergartens can apply for funding for special development programmes (run by the Ministry of Education) for children speaking foreign languages. The funding is used primarily for Czech courses but the ministry has plans for widening these programmes for intercultural and integration courses. Also, there is a barrier with Czech teachers in schools, who are not well enough prepared for special needs of immigrant children.

There are different webpages of Czech language e-learning such as:

- www.cestina-pro-cizince.cz/?hl=en_US
- www.kurzycestinyprocizince.cz/en/uvod.html
- ujop.cuni.cz/kurzy/intenzivni-kurzy-cestiny-pro-cizince

7. Please list some institutions or organizations which help migrants to integrate into your country's society and labour market.

- Step by step: www.sbscr.cz/index2.php?t=1&c=45
- Meta – association for opportunities of young migrants – www.meta-ops.cz/en
- Association for integration and migration www.migrace.com/en
- Poradna pro integraci: p-p-i.cz/en
- Caritas Czech Republic: www.charita.cz/en
- Organization for Aid to Refugees: www.opu.cz/en
- Multicultural centre Prague: www.mkc.cz/en/home.html
- International organization for migration: www.iom.cz/home
- Centre for Integration of Foreigners: www.cicpraha.org

A list of institutions can be also found here: cizinci.cz/en

8. Please add as an example a brochure or leaflet which is addressed to migrants (preferably written in English) and offers help or services.

- Are you a migrant domestic worker? www.migrace.com/docs/120305_eng_www.pdf
- Residence in the Czech Republic: www.migrace.com/docs/141217_eng_www_final_final.pdf
- Myths and Facts on the Employment in the Czech Republic www.cicpraha.org/upload/soubory/FNNO%20NROS/CIC_letak_myty_EN_web.pdf

- The Education System of the Czech Republic:
www.studyin.cz/products/the-education-system-of-the-czech-republic
- How to properly apply for a residence permit in the Czech Republic?
www.inbaze.cz/wp-content/uploads/2014/01/brozura_en_FINAL-ke-cteni.pdf
- Information for your safety: www.en.domavcr.cz/downloads/pdf/Chcete_pracovat_v__SR_La_Strada_EN.pdf

Brochures and leaflets for foreign nationals in 5 languages (including English) can be found here: cizinci.cz/en

9. What kind of tools or training are available in your country assisting guidance staff to deal with migrants / minorities / refugees? Please describe them.

There is a limited offer in this field in the Czech Republic. There are NGOs which offer training of teachers dealing with immigrants. One of them is Prague-based CIC www.cicpraha.org which offers help for Czech teachers as well as inter-cultural tutors and schools with foreign students.

10. Please indicate an example of good practice in cross-cultural guidance.

One of the projects from the Centre for Integration of Foreigners aims to discover new methods of social workers' approach to migrants and a new way of schooling is already being successfully carried out: family courses for Czech for foreigners. This project is now in process and you can get more information at www.cicpraha.org/en/projekty/zapoj-se-programy-pro-zapojeni-migrantu-a-ceske-majority.html

An interesting project from the same NGO is Open-Minded Club, established with the help of eBay.

The main purpose of establishing the Open minded Club is to offer a safe and friendly place to foreigners living in the Czech Republic and for the majority, a place where they can meet, exchange and share their experiences, opinions and different points of view.

The project is designed to encourage the dialogue between Czech citizens and immigrants living in the same neighbourhood and help them establish real community life.

More info at www.cicpraha.org/en/projekty/open-minded-club.html

EC – Employment Consulting, s. r. o. organized the project Take and Give that plans to help resolve social and labour integration for homeless immigrants.

The project is based on the fact that everyone knows how to do something: cook, play a musical instrument, crafts, or at least speak their language. Immigrants run courses focused on teaching less common languages, music and dance courses, creative workshops and courses in cooking their national cuisine. This diverse offer is presented to the public at 12 branches of the leisure centre and in other venues. This gives several helping hands to foreign nationals: paid employment on courses, finding and broadening contacts with wider society, thus improving language skills, learning more about social structures and boosting their self-esteem. The public, on the other hand, has the opportunity to broaden its skills and learn more about life in the immigrants' home countries. This can remove two of the biggest barriers faced by foreign nationals: the inability to work and earn a living, and the difficulty of establishing appropriate contacts in the new world they live in. The primary benefit is therefore not only the positive integration effect, but also the fact that foreigners are accepted by majority society.

META, o.p.s. offers clients counselling specialized in the field of education and careers and also offers educational activities, methodical support, assistance at schools and preparation of educational materials. The web portal www.inkluzivniskola.cz/english-homepage is primarily focused on the education of students with different mother tongues (foreign pupils) and on their integration into Czech schools.

Resources

- www.migrationonline.cz/en/czech-republic
- www.mvcr.cz/mvcren/article/asylum-migration-integration-asylum.aspx
- www.mvcr.cz/migrace/clanek/aktualni-statistiky.aspx
- migraceonline.cz/cz/uzitecne-zdroje/institutions-and-organizations-in-cze-3
- www.vlada.cz/en/ppov/rnm/historie-a-soucasnost-rady-en-16666/
- www.errc.org
- www.iqrs.cz/en/iqrs
- www.securitymagazin.cz/legislativa/pocet-cizincu-v-cr-od-roku-1989-stoupl-vice-nez-trinactinasobne-zatim-se-je-dari-integrovat-1404048756.html
- www.migrationonline.cz
- www.cicpraha.org



Germany

1. Please give a short overview about the situation in your country

a. What groups of people migrate to your country, from which countries do they come and what are the reasons for leaving their country of origin (e.g. historical background)? Please do not refer to transnational commuters (classical EURES-T Business).

A decade after WWII, the western zones of Germany experienced an economic boom, the so-called Economic Miracle which led to recruitment agreements with Italy, Spain, Turkey, Portugal, Greece, Tunisia, Morocco and the former Yugoslavia. Many so-called “guest workers” from these countries arrived in Germany in the 1950s and early 1960s to take up employment here. These immigrant workers were called “guest workers” because they were invited to bolster the economy on a temporary basis and inter-governmental recruitment agreements were terminated in 1973. However, many people stayed in Germany and founded families, having decided not to return to their home countries. In a modern context this means that nowadays the fourth generation of these former immigrants have become an integral part of German society. East Germany also had a record of immigrant workers who migrated there from other socialist countries such as Vietnam, Cuba, Angola, Mozambique and Poland. The majority of these immigrants were Vietnamese.¹

In the 1980s and 1990s ethnic Germans from Eastern Europe and the former Soviet Republics arrived in Germany in great numbers. The German Federal Ministry

of Internal Affairs recognises these people as being of ethnic German origin who suffered from the consequences of WWII and who had been persecuted for a long time after the end of the War due to their ethnic origins. According to the German Federal Office of Migration and Refugees, approximately 1.2 million ethnic Germans emigrated from Poland and other Eastern European countries between 1950 and 1990 and approximately 2 million ethnic Germans from the former Soviet Union (so-called Russian Germans) came to Germany after 1990. These two groups enjoy special protection and are accorded full civil rights once they have confirmed their status as ethnic Germans.

With the free movement of workers within the EU, increased numbers of EU citizens came to live and work in Germany, especially after the financial crisis of 2007.

By the end of 2014 the proportion of foreigners in the Federal Republic was around 10 percent, the highest number since records began in 1967. Thus, the percentage of immigrants to Germany is above the EU average of 6.7%. In Switzerland, however, the proportion of foreign workers is 24.3% and it is even higher in Luxembourg at 45.3%. Member States like Bulgaria, Poland and Romania have foreign populations of less than 1%.

The largest ethnic group of foreigners in Germany is the Turkish one with a total of around 1.6 million people. At the end of 2014 there were approx. 575,000 Italians living and working in Germany. Of the 14 million migrant workers who arrived in the country during the recruitment drive up to 1973, 11 million subsequently returned to their home countries.

Half of the immigrants who arrived in Germany in 2014 came from the new EU Member States of Romania, Bulgaria, Poland and Hungary.

¹ www.planet-wissen.de/geschichte/deutsche_geschichte/geschichte_der_gastarbeiter/index.html

b. How is the situation concerning refugees/asylum seekers at the moment?

Germany was unprepared for the high number of refugees who have been arriving in the country. In 2013 there were 127,000 applications for asylum in Germany which rose to 202,000 in 2014. In 2015 1.1 million refugees were registered in Germany, a number no-one ever expected. Local and city councils throughout the country are responsible for looking after these people, but in many areas there is a lack of accommodation and services. Refugees are often billeted in school gyms, tents and goods containers for longer periods. The Federal Office for Migration and Refugees (BAMF), which is responsible for asylum procedures, has been receiving hundreds of thousands of applications. From early January until the end of December 2015, 476,000 applications for asylum were lodged with the authorities. At the end of December 2015 the number of unprocessed applications stood at 364,000. Around 400,000 refugees have not yet been able to submit their applications for asylum. Due to this backlog, refugees have to wait several months to hear whether their application has been successful.

Germans remain divided on the refugee issue. Images from Munich's Central Rail Station went around the world in early September 2015 when thousands of Germans welcomed refugees and showed them great generosity in providing them with basic items. On the other hand, many wondered whether and how it would be possible to integrate such a large number of refugees from a foreign culture into German society.

The alleged aggressive behaviour of some parties on New Year's Eve in Cologne, Hamburg and Stuttgart, incited fear and insecurity among the German population. Meanwhile, Germans are increasingly differentiating between refugees from war-torn regions such as Syria, Iraq and Afghanistan and economic migrants applying for refugee status from the Western Balkans, i.e. Serbia, Montenegro, Bosnia and Herzegovina, Kosovo, Albania and Macedonia. While the status of refugees fleeing civil war and persecution is legally grounded in Germany, economic migrants are regularly being de-

ported. Supporters of a liberal immigration policy argue that Germany should extend its capacity for taking in vulnerable people, whereas critics argue that certain ethnic groups from the Balkans, Roma and Sinti for example, suffer from discrimination and therefore are also dependent on German state protection.²

2. Please supply brief statistics on:

a. The number of immigrants in your country and their respective country of origin.

7.2 million non-Germans plus 9.2 million German nationals with an immigrant background (=20 % of the total population).

Migrants from EU Member States

Main countries: Poland, Italy, Greece, Romania, Croatia

Migrants from outside the EU

Main countries: Turkey, Serbia, Russia, Bosnia and Herzegovina, China, Iraq, Vietnam³

b. The number of minorities and to what groups they belong.

There are four groupings of national minorities legally recognised in Germany.

Danish Minority

Slesvig, the southern part of the federal state of Schleswig-Holstein, is the area where the Danish minority lives (approx. 50,000 people). The "Südschleswiger" (danske sydslesvigere) as they call themselves enjoy special minority protection according to the 1997 agreement between Germany and the European Council.

² www.lpb-bw.de/fluechtlingsproblematik.html

³ statistik.arbeitsagentur.de/Statistikdaten/Detail/201602/analyse/analyse-d-arbeitsmarkt-auslaender/analyse-d-arbeitsmarkt-auslaender-d-0-201602-pdf.pdf

Frisians (Saterland)

The Frisian ethnic group lives on the western coastline of Schleswig-Holstein, in the northwest area of Lower Saxony and in the Cloppenburg municipal area.

The number of ethnic Frisians is not clearly defined. The East Frisian Region has around **500,000** inhabitants and the North Frisian Region is home to around **50,000** people, including those living on the island of Helgoland. They are all German nationals and are not defined as a national minority but rather as an ethnic group.

Sinti and Roma

The settlement area of the German Sinti and Roma covers the whole of Germany.

Sinti have been living in German-speaking territories since the 14th century. Roma settled in Germany during the second half of the 19th century.

German Sinti and Roma speak Romany among themselves in addition to having German as a second mother tongue. Their children grow up bilingually.

The members of the German Sinti and Roma ethnic groupings have organized themselves in societies and associations in order to represent their interests. The estimated number of Sinti and Roma in Germany is around **120,000**, of which around 70,000 have German nationality.

Sorbian

The Sorbian people live exclusively in Germany in Upper Lusatia (Saxony) as Upper Sorbs and in the Niederlausitz region of the federal state of Brandenburg as Lower Sorbs. Around **60,000** Sorbians live in Germany at the current time.⁴

c. The unemployment rates and duration of unemployment of non-nationals in your country.

February 2016:

- Overall unemployment rate: 5.9%
- 21.6% of all unemployed workers are non-German nationals
- 32.4% of all unemployed non-German nationals are unemployed long-term
- The average duration of all unemployed non-German nationals is 62.4 weeks⁵

d. The educational level of migrants in your country (how many with a university degree etc.).



There are many indications that the high proportion of people with a foreign background among the unemployed is mainly due to a lack of formal and/or state-recognised qualifications. One of the main differences between German nationals and migrants is that

⁴ www.minderheitensekretariat.de, www.aussiedlerbeauftragter.de/AUSB/DE/Themen/nationale-minderheiten/daenische-minderheit/daenische-minderheit.html;jsessionid=03107F598304B09EAC8E1D5AB9CCAC75.2_cid373?nn=3792236

⁵ statistik.arbeitsagentur.de/Statistikdaten/Detail/201602/analyse/analyse-d-arbeitsmarkt-auslaender/analyse-d-arbeitsmarkt-auslaender-d-0-201602-pdf.pdf

the latter are much more likely not to have any form of vocational training whatsoever. Nearly a third of unemployed Germans have not completed any vocational training, while 48 % of unemployed migrants are in the same position. 48 % of those born in the Federal Republic with at least one immigrant parent do not have any vocational qualifications either, rising to 78 % of unemployed foreigners who have come to Germany from elsewhere. Among the population with a foreign background, almost two-fifths have not completed any vocational training at all. This results in the number of unemployed people with a foreign background with no vocational training being more than two thirds higher than the other group studied.

On the other hand, 61 % of the population with a non-foreign background has completed in-house vocational training with a company or has attained college or university degrees. In the group of unemployed people with a foreign background, just under a third had completed this type of vocational training.

3. Are there specific occupations which are chosen by specific migrants? If so, which occupations are chosen. Or is there a specific migration related to specific jobs?

The following statistics show the professions migrants mainly choose:

- Office/facility hygiene – Turkish women
- Taxi drivers – India and Pakistan
- Food/fish processing – women from Turkey or Morocco
- Fruit and veg pickers – eastern Europeans
- Car mechanics – Turkey, Poland
- Building and related trades – Poland

4. What are the most relevant intercultural aspects to be considered in guidance for migrants and minorities in your country?

The first important issue is the intercultural skills and competencies of careers guidance staff. However, not only skills and competencies are relevant, but also knowledge of the clients' cultural background. This will avoid misunderstandings and problems in communication. The rules of communication are also very relevant and a client from another culture should be aware that Germans, for example, may be overtly direct in dealing with them. If both parties are aware of their cultural differences this can often lead to successful outcomes, but if one or both sides do not, the opposite outcome will probably occur. Explaining differences and understanding "meta" communication can help to develop a good basis for providing services to people from other cultures.

Another important topic is to give advice about differences in the workplace. Religious rituals, for example, may be an issue (prayer times, nutrition, clothing...).

The family role plays an important part, especially in careers guidance directed towards young people and the differences within that role from nation to nation.

Another aspect is the role of women in the German labour market. Behaviour towards female bosses in environments with male workers from other cultural backgrounds (where women may play another role) is an especially relevant point of discussion.

5. Are there any tailored/target-oriented instruments or guidance services for different minority groups? Please list examples.

- Information and Service from the Federal Office for Migration and Refugees www.bamf.de/DE/Willkommen/InformationBeratung/informationberatung-node.html

- Brochures/services from local employment services for female migrants www.arbeitsagentur.de/web/wcm/idc/groups/public/documents/webdatei/mdaw/mju4/~edisp/16019022dstbai726294.pdf and: www.starkimberuf.de
- ZAV – International Placement Service runs a migration support centre with telephone hotlines in English www.zav.de
- Professional psychological services of the Federal Employment Agency supports professional profiling as well as language and skills testing www.arbeitsagentur.de/web/content/DE/Unternehmen/Arbeitskraeftebedarf/Gesundheit/BerufpsychologischerService/index.htm
- Otto Benecke Stiftung is an organisation specialised in providing services to ethnic Germans from the former Soviet Republics and Poland www.obs-ev.de/startseite-und-aktuelles. They provide further services to migrants with an academic background
- Scholarships for children from non-academic backgrounds www.arbeiterkind.de

6. What are the main problems/pre-occupations migrants have to face to gain a foothold in their chosen career paths in your country (apart from language)?

There are studies implying that applicants with German-sounding names are able to find jobs more readily than others with foreign-sounding names.

The recognition of foreign qualifications is also an issue in Germany, as the labour market is still very focussed on “paper/certificates” and not so much on personality and skills. Therefore, candidates have to convince employers that their qualifications are adequate and, especially in non-regulated professions, that they may have to enter the labour market at a lower level than they are accustomed to, because employers may have

trust issues if qualifications have been obtained abroad. Although there is new legislation concerning the recognition of foreign qualifications (www.anerkennung-in-deutschland.de/html/de/anerkennungsgesetz_des_bundes.php), the path towards finding the correct institution or authority for recognising qualifications is far from easy. There are vast differences between procedures in individual federal states and even if qualifications have been formally recognised this does not necessarily mean that applicants can find a job easily. The labour market often requires current work experience in the specific job applied for.

Another problem is posed by the dual vocation training schemes usual in Germany compared with qualifications obtained in other countries. Dual vocational training schemes in Germany are orientated towards practical experience and most professions are taught in that system. However, while some professions are taught within this type of scheme, in other countries many of them are taught at university level and are more theory-based as a result. Some examples are health care professions or nursery education.

7. How is overcoming language barriers organized in your country?

Local or federal public authorities offer interpretation services where required.

Integration courses: The integration course is aimed at providing basic language courses, as well as providing information on the legal system, culture and history of Germany. Foreigners should be familiarised as much as possible with the living conditions in the country so that they can act independently in all aspects of everyday life without the assistance or mediation of third parties (§ 48 (2) Residence Act).

These integration courses were introduced in 2005 under the Immigration Act. [1] The implementation is governed by the regulation on the implementation of integration courses for foreigners and returning expatriates.

a. What kind of language training is offered to migrants and in which ways (obligatory, free of charge, final certificate...)?

An integration course consists of two parts: a language course (600–900 hrs.) and a general orientation course (60 hrs). Classes are usually held all day in groups with tongues. Successful completion of the integration course is certified with the “Integration Course Certificate”. Requirements for taking part in these courses include permanent legal residence in Germany and a place of abode.

The Department of Immigration can compel eligible people without sufficient knowledge of German who claim social benefits or otherwise have a special need of integration, for example, because they have custody for a minor living in Germany. This is regulated by § 44a section 1 of the Residence Act. Physical participation is regularly checked by the course provider (§ 8 section 3 IntV).

Integration course providers are paid a specific sum of money by the Federal Office for Migration and Refugees (BAMF) (§ 20 para. 6 IntV) for each participant. Participants must pay 50 % of the course fees at an amount of € 1.55 per lesson. At the request of participants who are destitute, fees can be waived. Participants who successfully finish the course can be awarded 50 % of the costs they have incurred.⁶

The German school system offers language training for migrant children with specially trained teachers of “German as a Second Language”

There are also special language courses for migrant doctors, co-financed by the ESF fund (viz. www.mibeg.de/medizin).

b. How flexible are employers and what is being done to encourage them to be flexible?

There are two major sectors of bottlenecks on the German labour market – the healthcare sector and the technical sector. A third very vibrant sector is the hotel and catering sector.

The flexibility of employers depends very much on the professions and branches in which they operate. For example in the health sector, employers tend to invest in language training and are in desperate need of qualified staff. As such, their degree of flexibility is greater than in the technical sector. In the latter, only major companies invest in language training and offer relocation services to new incoming staff. In some cases, English may be used as an internal working language, but the majority of companies still expect to find “ready-made” employees on the German labour market who can speak the language.

One idea to encourage employers to hire people from abroad is a so-called “diversity prize” which can be awarded if they prove themselves to be innovative and flexible towards employees from various cultural backgrounds.

Marketing campaigns are another efficient method of providing information to potential employers and staff from the Federal Employment Agency is on hand to advise companies on the positive aspects resulting from of a cultural variety in their HR policies.

Link to a brochure for employers to hire migrants (in German language) www.arbeitsagentur.de/web/wcm/idc/groups/public/documents/webdatei/mdaw/mjcz/~edisp/l6019022dstbai771709.pdf?_ba.sid=L6019022DSTBAI771708

8. Please list some institutions or organizations which help migrants to integrate into your country’s society and labour market.

- Migrant advisory services and advisory services for young people
- Advisory services regarding the recognition of foreign qualifications provided by the IQ network (www.netzwerk-iq.de)
- Welfare and charity organisations (eg. AWO www.awo.org)

⁶ de.wikipedia.org/wiki/Integrationskurs

- Church-related organisations such as Caritas www.caritas.de (Catholic) or Diakonie www.diakonie.de (Protestant)
- Integration points/welcome centres in some cities work as a one-stop system to avoid migrants being sent from one public service to another. They should also show that Germany has reliable and non-corrupt governmental bodies. There are cooperation agreements in place between the Federal Employment Agency and providers of local services

- Internal training schemes provided by the Federal Employment Agency tailored towards careers guidance staff and placement officers including intercultural competence issues
- IQ-Training Days (www.netzwerk-iq.de). IQ is a cooperative funded by the ESF programme to support all issues related to migration. IQ stands for Integration through Qualification

Three-step training days: basics, coaching, steadying, each step lasts for 1 or 2 days

9. Please add as an example a brochure or leaflet which is addressed to migrants (preferably written in English) and offers help or services.

Welcome to Germany portal from ministries and PES www.make-it-in-Germany.de

Welcome to Germany from the Federal Ministry of Internal Affairs: www.bmi.bund.de/SharedDocs/Downloads/DE/Broschueren/Sprachvarianten/Willkommen_in_Deutschland_en.html;jsessionid=DC21C02361544ED66E7F6E1D1E3F4AD1.2_cid364?nn=3316956

QR Codes regarding information directed towards migrants: www.baintranet.de/001/008/002/005/Documents/QR-Code-Liste-englisch.pdf

10. What kind of tools or training are available in your country assisting guidance staff to deal with migrants/minorities/refugees? Please describe them.

Three examples:

- Language orientation: www.bundessprachenamt.de/deutsch/wir_ueber_uns/nachrichten/2015/20151103/20151103.htm – is more a tool

11. Please indicate an example of good practice in cross-cultural guidance.

Integration Point Düsseldorf:

In September the Employment Agency and Job Centre in Dusseldorf along with Dusseldorf City Council opened the first nationwide “Integration Point” as a focal point for refugees. They provide coordinated assistance in issues regarding labour market integration and the securing a livelihood for refugees residing in Dusseldorf.

Issues regarding housing, education as well as the professional and social integration of refugees are a major challenge that the actors have to face on the labour market. The objective of this cooperation is to understand immigration as an opportunity. Refugees with the right to stay in the country should be granted access to work and vocational training quickly and effectively.

Following the model of networked collaboration of the Youth Job Agencies (in this case the Dusseldorf “Youth Job Center”) a total of ten employees are working in the Integration Point at the current time. They aim to showcase a welcoming culture to refugees and help them to overcome bureaucratic and linguistic obstacles. The people employed in the Integration Point speak German, English, French, Kurdish and Arabic and some are native speakers.

In addition, the state capital Dusseldorf is involved in the youth welfare office and the Integration Point immigration office.



Hungary

Ms Terézia Nagy, PhD¹

1. Please give a short overview about the situation in your country

a. What groups of people migrate to your country, from which countries do they come and what are the reasons for leaving their country of origin (e.g. historical background)? Please do not refer to transnational commuters (classical EURES-T Business).

Hungary is at the centre of East-Central European population movements, and is traditionally a country with multiple minorities. In the 20th century the wars and the border changes often resulted in forced migrations and evictions, which intensified especially after the Second World War, when around 100 thousand people left the country and 300 thousand Hungarian minorities were relocated into Hungary. The closed borders opened up again after the Hungarian Revolution of 1956, and this time 200 thousand people fled towards Austria and Yugoslavia to finally settle down in 50 different countries. During the socialist era, receiving migrants also meant political solidarity and consequently Hungary received asylum seekers after the Greek Civil War and the Chil-

ean Coup. With the fall of the Iron Curtain and the Hungarian Change of Regime, both inward and outward mobility accelerated. On the one hand, taking advantage of the possibility of free movement, the Hungarians became more mobile. On the other hand, as a result of the political changes in the neighbouring countries, 30 thousand Hungarians arrived from Romania, followed mainly by Hungarian minorities in more waves from the territory of former Yugoslavia.

At the beginning of the 21st century refugees from third countries also appeared, although not in large numbers until the 2015 migration wave. Normally, the refugees do not stay in Hungary, with a large majority heading towards Western European countries and only a portion of them attempting to integrate in Hungary. The majority of the refugees arrive from the Balkans and the Middle East, a smaller proportion from Maghreb countries, while some others from Afghanistan and Pakistan.

Actors in the transnational economy have also appeared: not only commuters, but also businessmen and entrepreneurs working at multinational companies, and entrepreneurs from the regions of Russia and the Far East. Hungarian universities receive students from Northern Europe, the Middle East and Africa, but only a small proportion of the students stay in Hungary after graduation.

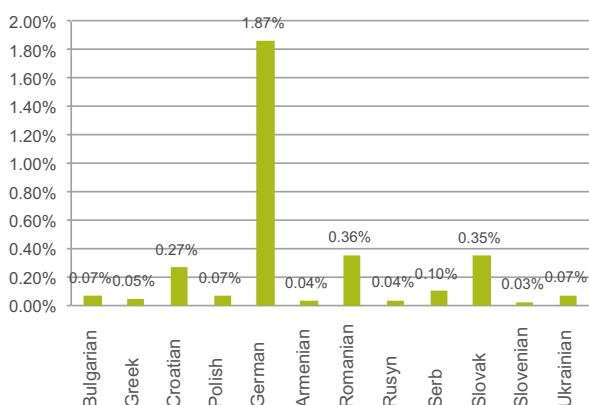
¹Terézia Nagy, PhD is a sociologist, researcher and professional leader on facilitating social integration. She is co-founder of the Southern Great Plains Region Social Research Association and lecturer at the University of Szeged, Faculty of Arts.

b. What minority groups do you identify in your country?

Apart from the communities with migrant backgrounds, Hungary hosts such different ethnic and national minorities such as Gipsy and Roma, German and Swabian, Sach, Slovak, Croatian, Romanian, Ukranian, Rusyn, Serb and Slovene. Officially recognised minorities include Polish, Greek, Bulgarian, and Armenian. Not recognised as an official nationality, the 200 thousand-strong Jewish community, which is now only a fraction of their number before the war, is recognised as a minority. Also present but not recognised officially as nationalities are the Chinese (20 thousand) and the Arab (6 thousand). Croatian minorities also include the Bunjevci, who have requested but have not been granted recognition yet.

The proportion of ethnic-national minorities in relation to the Hungarian population is not significant. According to the Hungarian Central Statistical Office (www.ksh.hu) the highest is the proportion of the Gipsy/Roma population with 3.18%, while that of the German nationalities is only 1.87%. However, the results of the population census do not reflect such sensitive data and according to other studies, the proportion of the Gipsy/Roma population is above 5%. The proportion of minorities is shown in the table below:

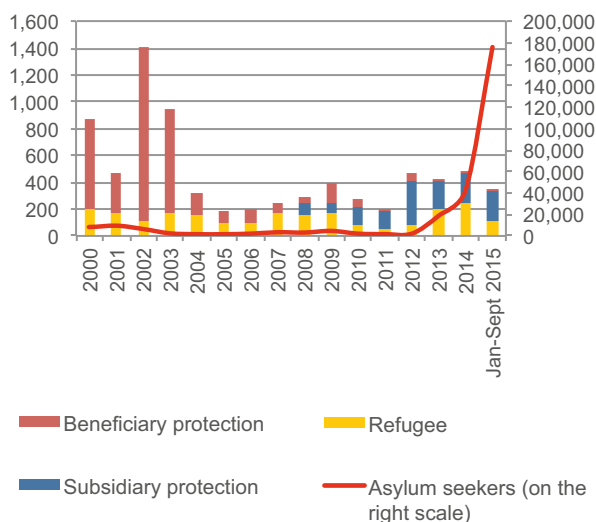
Table 1: The proportion of national minorities in relation to full population, 2011 (Source: KSH)



c. How is the situation concerning refugees/asylum seekers at the moment?

Since the beginning of 2000, despite the fluctuation which followed the changes in legislation, the number of asylum seekers arriving in Hungary has remained low, with the majority continuing their journey before receiving a decision based on merits. Experience shows that positive decisions only give 6% of all decisions on merits, the others are refused.

Table 2: Asylum seekers and international protection



Before the 2015 migration wave, the asylum procedure was made stricter in more phases, asylum detention was introduced and when the wave was at its peak, the government started an anti-immigration campaign which is ongoing even today. 400 thousand refugees arrived with the 2015 migration wave, 172 people were granted refugee status, 372 subsidiary protection status, and 6 people received beneficiary protection status. A fence was built in autumn on the Hungarian-Serbian and Hungarian-Croatian border, and also a "legal border" was established to prevent the refugees from seeking international protection in Hungary. The majority of those who manage to cross the fence are put in custody to be then turned back to a safe third country.

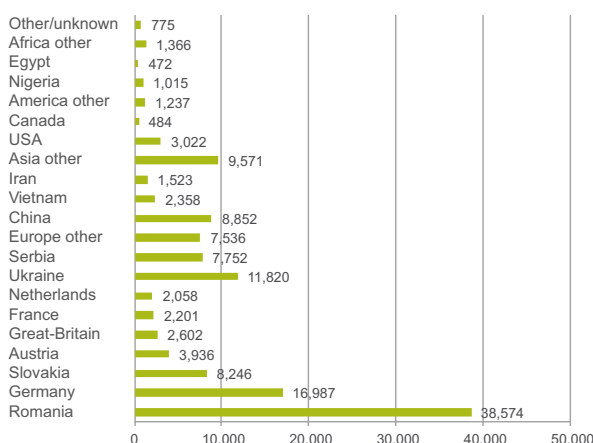
Currently the refugee camps are being closed down and the integration contracts, which existed in small numbers, are being terminated. Consequently, Hungary is not enticing for refugees. The majority of those who arrived earlier had already left, while those who stayed in the country face prejudice on the labour and rental market as well as in some other situations.

2. Please supply brief statistics on:

a. The number of migrants in your country and their respective country of origin.

Approximately 140 thousand migrants live in Hungary, 45% of them are Hungarian speaking, 26,8% are from the EU member states and 27.7% are from third countries (EUROSTAT, 2013). 60% of those with African origin live in Budapest capital, and nearly half of them are from Maghreb countries (ittvagyunk.eu). Typically, the migrants are from the Hungarian towns of neighbouring countries, and most of them live near the border. It is universally true for migrant groups that they find the capitals more appealing.

Table 4: Migrants in Hungary (K-incses, 2015. 13.)



b. The number of minorities and to what groups they belong.

See question 1/b.

c. The unemployment rates and duration of unemployment of non-nationals in your country.

In 2015 the unemployment rate was between 6.2–8.2% and in certain regions it almost reached 10%, while in the capital the rate was around 5% (ksh.hu). The official statistics are influenced by the national public work programme (state employment of the unemployed), and consequently it is estimated that the unemployment rate is higher. According to KSH data, the unemployment rate for migrant women is 6.7%, while for migrant men it is 5.6% (KSH, 2015). It is also known that many of them are self-employed or run small enterprises, while low skilled workers often choose black labour and do not appear on the labour market. The unemployment rate of the Hungarian speaking migrants is lower than the unemployment rate of the non-migrant population (Kováts 2013, 26.). Their economic activity is higher than that of the host society, but economic activity of migrant women is lower (around 50%) than that of their active Hungarian counterparts. Half of the third country immigrants are employed in jobs that require high skills, while every fifth migrant with a higher education degree is employed in jobs that do not require a qualification. One third of them explain their situation as the lack of Hungarian language knowledge and only 2% claim that their qualifications have not been recognised.

d. The educational level of migrants in your country (how many with a university degree etc.).

The proportion of migrants with higher education degrees is over-represented: it is around 40–43% (Gödri, 2011). However, the proportion strongly depends on the purpose of migration: the migrants arriving from neighbouring countries and working in agriculture are usually lower skilled, while those who are employed by multinational companies have higher qualifications. This binarism also applies for refugees: those with at least a secondary school leaving qualification or a higher education degree (47.8%) are overrepresented, while many of them arrive with unfinished education. Approximately 3,000 third country migrant students go to Hungarian primary and secondary schools, and according to the PISA study, their performance is slightly better than that of their Hungarian peers.

3. Are there specific occupations which are chosen by specific migrants? If so, which occupations are chosen? Or is there a specific migration related to specific jobs?

Highly skilled migrants usually find work in the ICT sector or in the management of multinational companies, but there are doctors and researchers among them as well. The lower skilled workers are usually employed by small enterprises, such as enterprises offering exotic goods (carpet and rug shops, oriental food restaurants) and shops selling cheap products made in China. Usually migrants find work as semi-skilled workers on the black labour market, then later in the construction sector, commerce and hospitality industry, or in one of the diaspora enterprises with the help of their ethno-homogenic relations. Agriculture and construction industry employ many migrants from the neighbouring countries.

4. What are the most relevant intercultural aspects to be considered in guidance for migrants and minorities in your country?

a. Are there any tailored/target-oriented instruments or guidance services for different minority groups? Please list examples.

The minorities and migrants in Hungary receive different guidance services from different civil organisations. The services focusing on migrants usually offer culture-specific knowledge, and provide help with administrative procedures and the social support system.

5. What are the main problems/preoccupations migrants have to face to gain a foothold in their chosen career paths in your country (apart from language)?

Migrants face prejudice and discrimination in their everyday lives, even during administrative procedures. The recognition of their qualification, the referencing procedure itself and its outcome also mean obstacles. The migrants find it difficult to spend the initial periods in confinement, and consequently they cannot form relationships which could help them find employment or accommodation.

6. How is overcoming language barriers organized in your country?

a. What kind of language training is offered to migrants and in which ways (obligatory, free of charge, final certificate...)?

Free language courses are available in refugee camps and in Budapest. Also it is obligatory for migrants to complete a certain number of language courses. These courses are short and do not provide sufficient knowledge to start an independent and successful life. Some religious and non-profit services also offer language courses, most of them are funded through different projects.

b. How flexible are employers and what is being done to encourage them to be flexible?

The employers are usually deterred by the fact that the employment of migrants means an extra administrative burden and they also believe that they are subject to more control and monitoring if they employ foreigners. The fear of prejudice and the supposed negative impression a foreigner might make on the customers discourage employers. Therefore it is usually the multinational companies, the diaspora enterprises and the black labour market which employ migrant workers. Civil rights defenders and the projects of non-profit integration services focus mainly on employment rights, they make sure the migrants receive their wages, they are employed legally and their working conditions are acceptable.

7. Please list some institutions or organizations which help migrants to integrate into your country's society and labour market.

Institutions:

- Office of Immigration and Nationality (Bevándorlási és Állampolgársági Hivatal: www.bmbah.hu)

Civil rights groups and organisations helping migrants:

- Hungarian Helsinki Committee (Magyar Helsinki Bizottság: www.helsinki.hu)
- Menedék Hungarian Association for Migrants (Menedék Migránsokat Segítő Egyesület: menedek.hu)
- Cordelia Foundation (Cordélia Alapítvány: www.cordelia.hu)
- Artemisszió Foundation (Artemisszió Alapítvány: artemisszio.blog.hu)
- Mahatma Gandhi Emberi Jogi Egyesület
- Sahara Foundation (Szahara Alapítvány: www.szahara.com)

- Migrant Solidarity Group of Hungary (MigSzol Csoport: www.migszol.com)

- Migration Aid (www.migrationaid.net)

- Afrikai-Magyar Egyesület (African-Hungarian Union: www.ahu.hu)

Humanitarian services:

- Hungarian Interchurch Aid (Magyar Ökumenikus Segélyszervezet: www.segelyszervezet.hu)
- Hungarian Baptist Aid (Baptista Szeretetszolgálat: www.baptistasegely.hu)
- Hungarian Red Cross (Magyar Vöröskereszt: www.voroskereszt.hu)

Sport Clubs:

- African Stars
- Budapest Falcons Cricket Club

Numerous religious groups and communities

8. What kind of tools or training are available in your country assisting guidance staff to deal with migrants / minorities / refugees? Please describe them.

The Menedék Association runs migrant-specific training courses for those who meet and work with refugees and migrants. The focus of their courses is on intercultural competencies and career-related self-awareness. Special courses are offered for child protection professionals, teachers and educators as well as for professionals working in public administration, immigration offices and healthcare to provide practical knowledge. The Artemisszió Foundation is also engaged in intercultural competence development and offers courses especially for those professionals who come into contact with people with different cultural-social background on a daily basis.

9. Please indicate an example of good practice in cross-cultural guidance.

The “Sokszínvilág” project of the Menedék Association is an awareness raising project for schools, which focuses on migration-related consciousness, openness and inclusion by using interactive drama educational tools to make students familiar with the values of cultural diversity. The aim of another project called “Szivárvány” was to facilitate the socialisation process of migrant children and worked on several fields of development, such as learning skills and social competencies. The association runs several other projects, thus enhancing the social inclusion and integration of migrants.

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Poland

1. Please give a short overview about the situation in your country

a. What groups of people migrate to your country, from which countries do they come and what are the reasons for leaving their country of origin (e.g. historical background)? Please do not refer to transnational commuters (classical EURES-T Business).

Ukrainians – by the time the Russian annexation of the Crimea and the outbreak of the conflict in the east of Ukraine foreign labour migration of Ukrainians showed a slow downward trend. 2015 brought a more rapid increase in the scale migration from Ukraine to the EU, mainly to Poland. Migration to Poland is becoming a more and more common way of coping with poverty and instability in Ukraine. Moreover, unlike in previous years, Ukrainians are increasingly choosing to migrate to Poland for settlement.

Belarusians – currently, it is believed that the Grand Duchy of Lithuania is the predecessor of Belarus. After World War I, when the independent Poland was created, Belarus had also aspirations for independence. Independence of Belarus (Belarusian People's Republic) was proclaimed 25 March 1918, but the state survived less than a year. The ethnically Belarusian lands were divided between resurgent Poland and the growing in strength of the Soviet Union. The Belarusian minority in Poland is currently experiencing very strong assimilation processes. The reasons for this were initiated already several decades ago: migration of its representatives to the cities and the almost complete assimilation of native dialects to the Polish language, which is supported by the fact that the literary Belarusian language adopted by the activists of the minority for social and

cultural activities does not correspond to the original languages characteristic for the majority of the area where Polish Belarusians reside.

Roma people – the first historical information on the presence of Roma in Poland comes from the year 1401. From the seventeenth century until 1795 there was an office of Gypsy kings in the Republic of Two Nations. In 1791 the proclamation of the Commission of Police of Both Nations assured the Roma civil rights. During World War II, there was mass extermination of the Roma by the Third Reich, named by Roma as the Porrajmos. After the war, the authorities took measures to induce them to settle. Since 1964 there has been action hindering the Roma from travelling including measures related to sanitation, traffic and the obligation for schooling. The number of Roma living in Poland has decreased since 1989 as a result of emigration, mainly to the countries of Western and Northern Europe.

Russians – this minority can be divided into two parts: the Russians remaining in Poland after the partitions and post-revolutionary emigration, and the Believers in the areas of the Republic settled as early as the seventeenth century. Since the nineteenth century Russians have lived in large cities, and especially in Białystok, Łódź and Warsaw. Due to the cross-section of society (intelligentsia, in part even the aristocracy), they have cultural influence. Currently we have many Russians who come to Poland from Chechnya and looking for work.

Lithuanians – this minority is characterized by strong group solidarity and a high national consciousness. They use the Lithuanian language not only in everyday life but also even in the offices of its municipality in Puńsk. The sense of national consciousness of young Polish Lithuanians is much stronger compared to people of similar age belonging to the Belarusian minority. As a result, Lithuanians assimilate to a much lesser extent.

Jews – the history of Jews in Poland dates back more than 1,000 years from the first appearance of merchants, refugees and Jewish settlers to the present day. They were in Poland for long periods of religious tolerance by the Polish state and for the Polish Jewish community with almost total extermination through the Holocaust by the Nazi German state during the occupation. After the war, the majority of approx. 180-240 thousand survivors decided to emigrate from the communist Poland to the newly created state of Israel, the US or South America. Most of those who remained were forced to emigrate in the late '60s, as a result of a Communist Party inspired by the anti-Semitic campaign (June 1967, March 1968). After the fall of communism in Poland in 1989, the situation for Jews had normalized and those who were Polish citizens before the war or lost their citizenship in the years of communism now have the possibility of recovering the land and buildings they possessed before WW2.

Armenians – partition of Armenia between the Byzantine Empire and the State Seljuk Turks in the year 1080 caused a mass emigration of Armenians from their homeland. In the middle of the fourteenth century, they found themselves in the State of Polish Armenians. In 1356 King Kazimierz approved a distinct religious, local government and judicial system for Armenians of Lviv, and in 1367 Bishop Gregory allowed them to exercise episcopal jurisdiction and the construction of a cathedral in the city. Armenian municipalities in Poland had their own government and ruled according to customary law. Most of the Polish Armenians have been well-educated.

Czechs – the first large migration of Czechs to Polish territory was related to religious factors. In Wielkopolska, many Czech Brethren settled as a result of the Husitism religious movement. This movement was particularly important for the development of the Polish Reformation. The main wave of migration of Czechs was in XVII.

Slovaks – initially, the Slovaks accounted for nearly 100 % of the population connected to the Polish Spisz and Orava, and over time gradually succumbed to assimilation (also as a result of forced Polonization in

schools and churches), with some going to college in major cities in Poland (mainly Kraków and Warsaw).

Tatars – they settled in the Grand Duchy of Lithuania from the end of the fourteenth century, mainly in and around Vilnius, Trakai, Grodno and Kaunas. Most often they were political refugees belonging to the elders of the Tatar Golden Horde and the Crimea, especially welcomed eagerly by the Duke Vytautas and deposited on the ground as people committed to military service (usually in separate regiments Tartar).

Karaites – a small ethnic minority of Turkish origin and the Karaism confession, and arrived in the Middle Ages from their original base in the Crimea. Today, they are one of the four legally recognized ethnic minorities in Poland, scattered throughout the country.

Vietnamese – the first Vietnamese were students who were taught at universities. In years 1971/1972 and 1972–1973, more than 800 Vietnamese studied in and was related to the ongoing Vietnam War. The settlement grew after 1989. Today, Poland is the third immigration Vietnamese centre in Europe (with approx. 500 thousand in France and approx. 100 thousand in Germany.).

Chinese – in mid-2015 there were more than 5 thousand Chinese and nearly a thousand Chinese-established companies founded. The Chinese come to smaller Polish towns and deal primarily in trade. In 2014 they were the third group of foreigners to receive the largest number of work permits in Poland.

b. What minority groups do you identify in your country?

There are 9 national minorities in Poland: Germans, Ukrainians, Belarusians, Russians, Lithuanians, Jews, Armenians, Czechs, and Slovaks.

There are 4 ethnic minorities in Poland: Roma people, Lemko group, Tatars, Karaites.

A separate minority are people who speak Kashubian: 108,140.

c. How is the situation concerning refugees/asylum seekers at the moment?

In July 2015 the Polish government decided to adopt two thousand refugees. On 22 September Poland decided to accept 5,082 people. The final number of them will, however, be smaller because the process of reception change even among Ireland, Denmark, Switzerland and Norway. This means that in total around 6,500–6,800 people will be accepted. These will be refugees currently residing in Italy and Greece (apart from a group of 900 people who will be adopted within the framework of resettlement). They are first and foremost citizens of Syria and Eritrea.

In 2015 refugee status was awarded mainly to citizens of Syria (203 people, 58 % of the total) as well as the citizens of Iraq (24 people, 7 %), Russia (21 people, 6 %) and Egypt (15 people, 4 %). Subsidiary protection (including 163 decisions) was granted mainly to Russians (100 people, 61 % of the total), Iraqis (24 people, 15 %), Eritreans (9 people, 6 %), Afghans (7 people, 4 %), Ukrainians (6 people, 4 %) and Syrians and Yemeni citizens. Tolerated stay (a total of 122 decisions) was granted to the citizens of Russia (91 people, 75 % of the total), Armenia (10 people, 8 %), Georgia (6 people, 5 %) and Ukraine (6 people, 5 %).

www.emn.gov.pl/esm/aktualnosci/13512,Migracje-do-Polski-w-2015-roku-glownie-tendencje.html

According to the draft Regulation of the Council of Ministers on the relocation of foreigners in 2016, by the end of this year no more than 400 people will be relocated from the territory of Italy and Greece to Poland. No more than 400 refugees currently present in the territory of Greece and Italy could arrive Poland by the end of this year.

2. Please supply brief statistics on:

a. The number of migrants in your country and their respective country of origin.

Situation in 2014: the proportion of the population accounted for by immigrants in Poland is 0.3 % (the lowest in Europe, even Romania is higher at 0.4 %)

The total number of immigrants 101,000 (including 71,000 from Russia, Ukraine, Georgia)

The number of asylum applications: 8,020

Migrants who issued applications for refugee status to by 31 August 2015: Russians: 3,831, Georgians: 292, Ukrainian: 1,669, Syrians: 249, Armenians: 87, other 592

Migrants who were granted refugee status in 2015: Syrians: 151, Russians: 14, Iraqis: 17, Belarusians: 11, Afghans: 4, others: 52

b. The number of minorities and to what groups they belong.

Data according to National Census, 2011

Total number of members of minority groups: 316,089

A separate minority are people who speak Kashubian: 108,140

There are 9 national minorities in Poland:

Germans (147,814), Ukrainians (51,001), Belarusians (48,737), Russians (13,046), Lithuanians (7,863), Jews (7,508), Armenians (3,623), Czechs (3,447), Slovaks (3,240),

There are 4 ethnic minorities in Poland:

- Roma people (17,049)
- Lemko group (10,531)
- Tatars (1,916)
- Karaites (314)

And new groups of foreigners:

- Chinese (approx. 5,000)
- Vietnamese (approx. 4,000)

c. Unemployment rates and duration of unemployment of non-nationals in your country.

Unemployment rates, situation at the end of 2014: 11.5%. Situation at the end of 2015: 9.8%.

The number of non-nationals in the local labour offices as unemployed at the end of 2014 was approx. 3.9 thousand people, representing approx. 0.21% of the total registered unemployed. The share of foreigners in general registered over the years does not exceed tenths of percentage points. Nationals of third countries accounted for approx. 85% of the total number of foreigners registered as unemployed at the end of 2014. The largest group of foreigners registered as unemployed foreigners at the end of 2014 were Ukrainian citizens (approx. 35%), Russians (approx. 15%) and Belarusians (less than 9%).

In 2015 the increase in employment of foreigners in Poland continued – the preliminary data shows that the number of work permits issued in the past year will be the highest on record and may exceed 50 thousand or very close to this level. Employment of foreigners in Poland, however, is based primarily on a simplified procedure, based on statements from an employer of his intention to employ a foreigner. By the end of October 2015, 666 thousand statements had been recorded, while in the same period for 2014 there had been only 331 thousand statements (an increase therefore of 101%).

Still, the share of Ukrainian citizens in the number of work permits issued and recorded statements is now approx. 74% and less than 98%. Foreigners account for a marginal number of registered unemployed, and few of them have the right to unemployment benefit.

Based on: www.emn.gov.pl/esm/aktualnosci/13512,Migracje-do-Polski-w-2015-roku-glownie-tendencje.html

d. The educational level of migrants in your country (how many with a university degree etc.).

A large part of the people upon arriving in Poland find a job in their profession. They are engineers, computer scientists, retailers, traders or individuals with experience in the banking sector, accounting and language teachers. Such persons are more mobile and open also due to the fact that they work in international companies and are also able to develop professionally here too.

There is no data on the level of education of migrants. We can only inform you about the three categories of work permits which dominated: the categories of “skilled workers”, “employees with temporary jobs” and “managers and experts”. Last year, 3,000 people obtained permits to work as personnel, advisors and experts (of which 567 permits were for legal professionals, 333 related to computer science, 214 in the medical professions, and 203 in the teaching professions).

Foreigners can find employment in major international companies, including in call centres or shared service centres at foreign-language customer services. Usually no knowledge of Polish required.

3. Are there specific occupations which are chosen by specific migrants? If so, which occupations are chosen. Or is there a specific migration related to specific jobs?

Employers are increasingly willing to employ foreigners in the agricultural sector and high-quality construction. A number of people work in the cleaning services, the care of children or the elderly or in the kitchens of res-

taurants. Here, even a complete lack of knowledge of the Polish language is no obstacle. Last year approx. 40 thousand work permits were given to foreigners. These related to skilled workers, and more than 5.7 thousand unskilled employees. Many people, especially those with low qualifications, work for short periods of time on civil contracts or as replacement workers. Such workers can rarely count on a contract extension. The vast majority of work permits for foreigners in Poland still apply to skilled workers and unskilled employees. Poland needs immigrants. If the economic growth rate remains at approx. 4% as this year, there will be a demand for specialists in several industries. Not to mention the fact that there are cities such as Wrocław and Poznań, where the unemployment rate, calculated by Eurostat, is less than 4% and who need workers. The Polish labour market needs a coherent migration policy and that the Polish economy will need immigrants is inevitable because even demographic change reveals a difficult truth. According to estimates by the Boston Consulting Group, in 2030 Poland will need 20 million workers, while the economically active population will decrease to only approx. 16 million people. Both highly skilled persons and those with basic qualifications will be lacking.

4. What are the most relevant intercultural aspects to be considered in guidance for migrants and minorities in your country?

Despite some improvements, there are still a lot of barriers that make it difficult or even impossible for foreigners to find a job. Cultural differences are very important in making the employer's decision about whether to accept a refugee or a Polish worker. The problems may occur mainly due to language barriers. This requires better communication and better understanding of culture. Lack of knowledge of the Polish language does

not allow for efficient communication with employers and those highly reluctant to employ such persons. In some jobs the lack of knowledge of the Polish language may not be an obstacle. Because of religious differences, Polish employers must also provide foreigners with the time and place for prayer and adapt to the holidays. Polish employers are not prepared cross-culturally; they do not know other cultures and customs, they also do not know how to talk with people from other countries. There are also many stereotypical perceptions of foreigners. They need space to meet and talk about intercultural aspects of migrants and minorities who live in Poland.

a. Are there any tailored/target-oriented instruments or guidance services for different minority groups? Please list examples.

- 2004–2013, the programme for the Roma community in Poland
- 2014, scholarship competition for Roma children
- 2014–2020, a programme for the integration of the Roma community in Poland

The main objective of the programme is to achieve full participation of Roma people in civil society and to bridge the gap between this group and the rest of society. Particularly important is to bring equality in areas such as education, employment, health, hygiene, housing conditions and to allow the Roma community to function in civil society.

The aim of the programme is to improve the state of education among Roma people by increasing the school completion rate, improving school attendance and educational outcomes of Roma children and youth, and facilitating Roma youth to continue their education in secondary schools and universities. The programme

in the field of education is to prevent an increase in the number of unemployed and persons of Roma origin without any professional qualifications, to prevent the pushing of the group onto the margins of society, and to stop the process of poverty being inherited by the next generation.

5. What are the main problems/preoccupations migrants have to face to gain a foothold in their chosen career paths in your country (apart from language)?

Another problem is a lack of knowledge of the Polish labour market. Migrants do not know how to look for a job, how to contact employers, how to prepare applications, and sometimes they also lack motivation. Success on the Polish labour market depends mainly on the qualifications of foreigners.

6. How is overcoming language barriers organized in your country?

a. What kind of language training is offered to migrants and in which ways (obligatory, free of charge, final certificate...)?

In Poland we need a systematic approach to free Polish language classes because we deal only with non-governmental organizations and private schools. NGOs offer some language training as a part of bigger project:

a) VOX HUMANA: "Multicultural School", "The first step of integration"; Polish as a foreign language lessons for children of third country nationals;

b) Ocalenie Foundation: free Polish language courses for foreigners;

c) Foreign Language Teaching Foundation Linguae Mund; the courses provided include teaching aids, movie nights, starting cultural and childcare during the classes.

Brak informacji o możliwości uzyskania darmowego wsparcia w szkołach dla dzieci obcokrajowców nie mówiących po polsku (art 94 ustawy o systemie oświaty) zapewnianego ze środków JST

b. How flexible are employers and what is being done to encourage them to be flexible?

The Polish Migration Forum provides free consultation and helps foreigners living in Poland to find work and establish their own companies. The project is aimed at foreigners legally residing in the territory of Poland (with the exception of recognized refugees and citizens of EU and EEA countries) and will run until the end of July 2017. The new immigration law is also very useful for Polish employers. It entered into force in May 2014. Among other things, it increases temporary residence permits from 2 to 3 years and introduces a single permit to reside and work in Poland. Unfortunately, the Polish employer provisions do not confer any special perks resulting from the employment of refugees. Any support for subsidies to pay or pay contributions in respect of social security and health insurance is not provided.

7. Please list some institutions or organizations which help migrants to integrate into your country's society and labour market.

Ocalenie Foundation: m.fundacjaocalenie.org.pl

Polish Migration Forum: www.forummigracyjne.org/en/faq.php

Centrum Pomocy Prawnej im. Haliny Nieć: www.pomocprawna.org/#!/about/c20r9

The Polish Humanitarian Action: www.pah.org.pl/nasze-dzialania/72/5218/pah_actions_in_syria

Helsinki Foundation for Human Rights: www.hfhr.pl/en

Association "One World": www.jedenswiat.org.pl

The Association for Legal Intervention:
www.interwencjaprawna.pl

Foundation Institute for the Rule of Law: www.fipp.org.pl

"Dzieci Niczyje" Foundation: www.fdn.pl

Caritas Poland - Center of Support for Migrants and Refugees

Fu Shenfu: Migrant Centre: www.migrant.pl

Foundation for Education and Creativity:
www.mentoring.pl

UNHCR- United Nations High Commissioner for Refugees, The UN Refugee Agency in Poland:
www.unhcr-centraleurope.org/pl/wiadomosci-i-opinie.html

The Office for Foreigners:
udsc.gov.pl/en/kontakt/jak-dojechac

Refugee.pl Foundation:
refugee.pl/projekty/projekty-realizowane

8. Please add as an example a brochure or leaflet which is addressed to migrants (preferably written in English) and offers help or services.

Welcome to Poland - welcome pack for foreigners living in Krakow:
media.wix.com/ugd/1fb8cf_c593814345f2436fa5bd42028a160d58.pdf

I am a mom in Poland:
www.forummigracyjne.org/pl/aktualnosci.php?news=402&wid=34&wai=&year=

TEMPORARY RESIDENCE AND WORK PERMIT
www.forummigracyjne.org/pl/aktualnosci.php?news=384&wid=34&wai=&year=

9. What kind of tools or training are available in your country assisting guidance staff to deal with migrants / minorities / refugees? Please describe them.

Ocalenie Foundation organizes Intercultural Academy Mentors. Poland's first comprehensive programme prepares foreigners to work as intercultural mentors. Mentors Academy for Intercultural issues is addressed to citizens of countries outside the European Union who work or wish to work in the future as mentors and intercultural mentors. The Academy programme includes 128 hours of classes organized as 7 meetings, which will take place in Warsaw between April 1 and 6 November 2016. The course will cover the topics of intercultural contacts, anti-discrimination law, working with clients from foreign marginalized groups, crisis intervention and many others:
ocalenie.org.pl/2016/01/25/ogloszenie-naboru-na-akademie-mentorow-miedzykulturowych-zgloszenia-do-21-lutego-2016-r

Center for Civic Education (Centrum Edukacji Obywatelskiej-CEO) in Warsaw is carrying out a project for Polish teachers: "Let's talk about refugees". Polish citizens, regardless of age and social position want and should be able to participate in the public debate on the admission of refugees to our country. The Center for Civic Education cares about the image of this debate. Experts from this Center believe reliable knowledge about the international situation and newcomers as well as an open dialogue – talking and listening to each other – with respect for the values is extremely important and they notice the need for preparing Polish schools:
www.ceo.org.pl/pl/migracje

Socio-Cultural Association Ethnos in partnership with the Advisory and Information Centre for the Roma in Poland and the Foundation for Tolerance through Intercultural Understanding is starting the project "Give a

chance – a refugee in Poland”. The project aims to among other things to prepare in the period January–April 2016 public institutions, local communities, NGOs and specialist staff in 4 counties that are adjacent to the Centre for Refugee Grotniki on the integration of refugees into Polish society and to contribute to the growth of the social consciousness of Poles. The project will provide information and training aimed at preventing conflicts by conducting intensive training courses and workshops for mentors refugees, local government officials, social workers and officials, educators and students as well as through measures to integrate refugees into Polish society, including open days and meetings with refugees:
ethnos.org.pl/projekt-daj-szansę-uchodźcy-w-polsce

Refugee.pl Foundation, “Refugee.pl 5” project, duration: 1 January 2016–31 December 2017;

Implementation of the project “Refugee.pl 5” will support the process of pre-integration of foreign nationals applying for refugee status in Polish society.

The project foresees the construction of four groups of activities:

- the course orientation in society centres for foreigners in Linin and Dębak,
- meetings information and educational specialists at the centres for foreigners in Linin and Dębak,
- workshops for children and youth at the centre for foreigners in Dębak,
- organization of events open to foreigners and local communities in the centres for foreigners in Linin and Dębak,
- social counselling and information centres in Warsaw and Linin and Dębak.
refugee.pl/projekty/projekty-realizowane

10. Please indicate an example of good practice in cross-cultural guidance.

TAKE A COURSE ON MULTICULTURALISM, training course for teachers and educators

Get ready for immigrants

Poland is a new-immigration country and does not have much experience with this issue. The Education on human rights and multiculturalism as a key to build an open society accepting third-country nationals’ will last for 3 years. Its aim is to support the integration of immigrants from third countries by preparing public sector staff (in state institutions on national and local level responsible for education, law enforcement, public health and social work) for the proper and aware contact with newcomers. The first step is to design a set of primary multicultural competences and knowledge for the target group about law, migration issues and immigrants’ countries and cultures.

Course for the public sector

The second step is a 10-month course for trainers (public sector employees recruited from all regions of Poland) providing the broad knowledge and skills for the group work. Later, trainers will multiply their knowledge organizing several workshops all over Poland. An e-handbook for trainers prepared during the project will be an additional support. It will consist of examples and methodology on how to perform a workshop, case-studies and theory on the topic of migration, integration, human rights, non-discrimination, multicultural communication and more. E-handbook for trainers will also gather law and duties of the public sector staff towards the third-country nationals and vice versa.

www.hfhr.org.pl/wielokulturowosc/page.php?pag=5&sec=12&art=145&more=1



Portugal

1. Please give a short overview about the situation in your country

a. What groups of people migrate to your country, from which countries do they come and what are the reasons for leaving their country of origin (e.g. historical background)? Please do not refer to transnational commuters (classical EURES-T Business).

Since 1999 until 2001 the number of migrants has doubled. After 2009, with the increase in the unemployment rate associated with the financial crises, this number has decreased, as shown in the graphic (Black line).



Between the 80s and 90s of the last century the majority was from African countries where Portuguese was the official language (Angola; Guiné Bissau, Cabo Verde). At the beginning of 21st century, Brazil and Ukraine were more represented.

Migrants can be characterized as:

- In the 20–39 year old age group of the active population.
- Females represent 51.5% of the migrant population and males 48.5%.

The main reasons for coming to Portugal are war in their countries and poverty.

Portugal is seen as a safe and welcoming country.

b. What minority groups do you identify in your country?

In Portugal minorities have not been a problem. We have some Roma but our law doesn't allow registration of this minority group.

c. How is the situation concerning refugees/asylum seekers at the moment?

Up to December 2015, 872 refugees from 52 countries had come to Portugal. The most common countries of origin are: Ukraine: 368; Mali: 86; China: 75; and Pakistan: 60. According to continent, the most arrived from Europe (393); in second place was Africa (272); Asia (197); and from America (10). The majority were males (63%) with females at 37%. During this period, 54 unattended children requested asylum.

These number increased by 97.2% compared to 2014.

2. Please supply brief statistics on:

a. The number of migrants in your country and their respective country of origin.

In 2014 there was 395,195 migrants in Portugal, mainly from: Brazil (22%); Cabo Verde (10%); Ukraine (10%); Angola, Guiné and China 5%.

The geographical distribution of the migrant population focuses especially on the coast. 69.3% of migrants live in the municipalities of Lisbon, Setubal and Faro.

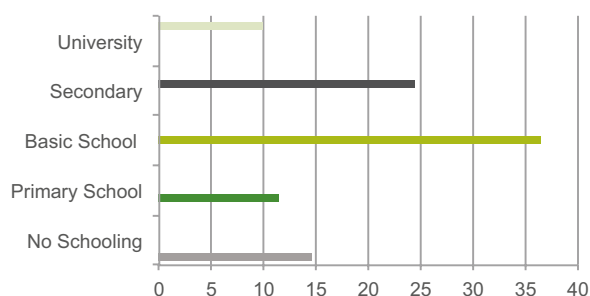
b. The unemployment rates and duration of unemployment of non-nationals in your country.

Unemployed Registered in PES January 2016

Ethnicity	Number
Brazil	6,636
Ukraine	3,356
Cabo Verde	3,318
Angola	1,790
Guiné Bissau	1,754
Outros	2,306
Total	20,045

c. The educational level of migrants in your country (how many with a university degree etc.).

Educational level of migrants



3. Are there specific occupations which are chosen by specific migrants? If so, which occupations are chosen? Or is there a specific migration related to specific jobs?

Less qualified jobs, such as construction, security and personal services.

4. What are the most relevant intercultural aspects to be considered in guidance for migrants and minorities in your country?

One crucial point on guidance intervention is the respect for the client. Respect for cultural and religious issues is being ensured. Initial and continuing training courses include these aspects.

a. Are there any tailored/target-oriented instruments or guidance services for different minority groups? Please list examples.

The Immigrant GIP (Professional Integration Bureaus) promoted by the organizations which help migrants (see below) play an active role at several levels: provision of professional information for young people and unemployed adults; support in active job search; support in finding training courses; personalized follow-up of the unemployed during the integration or reintegration phase. Migrants are forwarded by GIP.

In the education sector, some tools for promoting socio-emotional skills are translated into Ukrainian, Chinese, Cape Verdean and Romanian.

5. What are the main problems/preoccupations migrants have to face to gain a foothold in their chosen career paths in your country (apart from language)?

One of the main problems is the recognition of qualifications. To cope with this situation, a new law was approved for the recognition of academic qualifications acquired abroad.

6. How is overcoming language barriers organized in your country?

a. What kind of language training is offered to migrants and in which ways (obligatory, free of charge, final certificate)?

All organizations which support the integration of migrants and refugees provide language training courses. Some of them also provide literacy courses to cover the needs of a larger number of immigrants, thus providing another tool for their integration. The courses are free of charge. Some of them are structured in three levels in order to better meet the specific needs of each student and to work more effectively on their language skills. With the completion of each level, students receive a certificate of attendance and may be carried forward to the next level. Each level takes 4 months.

With qualified migrants, these organizations also regularly provide Portuguese language courses in various technical areas in order to support the professional development of these immigrants by helping their integration into the labour market.

7. Please list some institutions or organizations which help migrants to integrate into your country's society and labour market.

The recently approved Strategic Plan for Migration (2015–2020) has set the foundations for a more comprehensive migration policy, and a modern broad spectrum and pro-active migration policy.

In Portugal there are some organizations in the public Sector, such as Alto Comissariado para as Migrações – the High Commission for Migration and the National Centre of Support to the Immigrant (CNAI). It was created in 2004 in order to respond to some of the difficulties felt by the migrants. It is located in Lisbon, Porto and Faro. Since its launch, the CNAI has been innovative in using intercultural mediators from different origins, mastering different languages to render support services for immigrant citizens.

An important aspect of hosting and contact is that mediators speak the same language, know the different cultures and have at times had similar migratory experiences to those seeking advice. The mediators provide of 14 languages and different dialects. If a client speaks a language not known by the mediators, there is always the possibility of the Telephonic Translation Service, which covers around 60 languages. At the CNAI the following institutions are present: Foreigners and Borders Services, Social Security, Authority on Work Conditions, Central Registry Office, Ministry of Education and Ministry of Health. In addition to these institutions, CNAI also has specialized cabinets, which aims to render support and information in diverse and specific areas: The Cabinet of Support to the Family Regrouping, the Cabinet of Legal Support to the Immigrant, the Cabinet of Social Support, the Cabinet of Housing Support, the Cabinet of Employment Support (with two new versions, one coordinated by the Network GIP Immigrant – Cabinet of Professional Insertion – and another specialized service in the area of entrepreneurship), the Cabinets of Support to the Immigrant Consumer and the Cabinets of Support for Qualification.

There is a Migrant Support Line whose objective is to respond immediately to the most frequently asked questions from migrants providing all the information available in the area of migration by telephone and forwarding calls to the relevant departments. Whenever queries do not fall within the competence of the ACM, a Service for Telephone Translation offers a database of 58 translators who fluently speak, besides Portuguese, one or more languages and is aimed at Portuguese speakers/foreigners who need to communicate with foreigners and Portuguese citizens/entities. This service establishes a telephone conference between the manager of the service institution, the translator and the immigrant. The service is available free of charge (the customer only pays for the phone call) every working day between 9:00am and 7:00pm.

In the social sector, the Jesuit Refugee Service (JRS), an international Catholic non-governmental organization has been established in Portugal since 1992. The Office for Social Support (GAS) of JRS Portugal began work with the objective of providing support to immigrants in a state of extreme social vulnerability. This is understood as the inability of the individual to satisfy their most basic needs (accommodation, food, education, security, clothing, health and work, etc. from their own resources). In 1998, JRS adopted a more direct approach to aiding the migrant population and since then it has developed projects in the following areas: social support, namely through intervening in cases of migrants who are particularly socially vulnerable; psychological support; legal support; support for the social integration and the professional integration of migrants; higher education support; housing for homeless migrants; medical support; Portuguese language courses for immigrants; training campaigns in areas of Human Rights, promoting intercultural and interfaith dialogue and education for development; psychosocial support for migrants who are in detention. To ensure the achievement of its objectives, the GAS also communicates with outside entities which support, impart and facilitate intervention.

The Portuguese Council for Refugees is a non-governmental and non-profit organization for development (ONGD). It is independent and pluralist, inspired by a humanistic culture of tolerance and respect for the dig-

nity of other people. It is the operational partner of the United Nations High Commissioner for Refugees, maintaining the Cooperation Protocol since July 1993, which aims for the juridical and social protection of asylum seekers and refugees. The Portuguese Council of Refugees develops projects in the areas of hosting asylum seekers and integration of refugees. In addition to a host house it offers a free support service as a Professional Inclusion Cabinet that promotes (re)integration and articulation between training and working life. In partnership with the Institute of Employment and Vocational Training this Cabinet is thus an intermediary between employers and the unemployed, promoting information and educational guidance/professional users, as well as monitoring job searching and job placement. A social department covers all dimensions of the lives of its beneficiaries, such as health, livelihood, housing, clothing, socio-cultural activities, legal status, employment, education and training. A legal department promotes the monitoring of the reception process and the integration of refugees in Portugal. Training courses in Portuguese as a Foreign Language are also available.

8. Please indicate an example of good practice in cross-cultural guidance.

The GIP and the tools translated in other languages mentioned above.

Sources

Relatório de Imigração, Fronteiras e Asilo (2014); Serviço de Estrangeiros e Fronteiras

Censos 2011, INE

Observatório das Migrações: Imigração em Números (2015); Alto Comissariado para as Migrações

Estatísticas Mensais, IEFP



Romania

1. Overview

a. Immigration

In 2014, migration trends in Romania followed largely the pattern of the previous years. Romania is mostly a country of origin and to a lesser extent a country of transit and a destination for migration.

Regular immigration

According to the General Inspectorate for Immigration (IGI), in 2014, the number of legal migrants in Romania reached 98,586, out of which 57,471 were third-country-nationals (TCN) and 41,115 were EU/EEA citizens. In terms of scope of residence, 26,420 TCN came to Romania for family reunification or as family members of Romanian citizens, whereas 11,324 came for studies. It should be noted that the number of TCN coming for studies in Romania is increasing. TCN labour migration continues to be very modest, with less than 2,100 working authorizations issued in 2014, from a 5,500 quota established by the Romanian Government for this year ¹.

Irregular immigration

The Annual Report (2014) of the International Organisation for Migration in Romania mentioned the Black Sea as a hotspot for migration in 2014. Over 400 migrants, mostly from Afghanistan, Iraq and Syria, risked their lives in improvised and dangerous boats on their way to Europe. Rescue teams of the Romanian Border Police carried out at least 9 rescue missions in the Black Sea, reducing the risks of fatal journeys.

The increasing phenomenon of irregular migration in the Black Sea has led to a slight increase in the number of asylum applications in Romania. The data of the already mentioned annual report showed a number of 1,700 asylum applications, 8% higher than in 2013. Most of the asylum seekers came from Syria (616), Afghanistan (277), Iraq (212) and Iran (64). Despite the conflict situation in the Ukraine, the number of Ukrainians seeking asylum in Romania was much lower than expected (34).

In terms of countries of origin, Albania, Moldova and Afghanistan, followed by Syria, Turkey and Iraq continued to feed irregular migratory flows in 2014, as well.

b. Minority groups

In Romania, there are more than 20 national minorities – Albanian, Armenian, Bulgarian, Czech, Croatian, Hebrew, German, Greek, Italian, Macedonians, Hungarians, Poles, Roma (Gypsies), Russians, Lipovans, Ruthenian, Serbian, Slovak, Tatar, Turkish and Ukrainian, with specific cultural traditions, language and religion. In Romania, the regions with the most ethnic diversity are Transylvania, Banat, Bucovina and Dobrogea.

c. The situation concerning refugees/asylum seekers

In Romania, the refugee status² can be granted on request to foreign citizens who prove that, because of a well-founded fear of being persecuted on the grounds of race, religion, nationality, membership in a particular social group or political opinion, are outside the country

¹ International Organisation for Migration (IOM) Romania. Annual Report 2014

² The status of refugees is regulated in accordance with the resolutions 90/627/EEC and 95/1110/EC

of their nationality and cannot receive or, owing to such fear, are unwilling to ask for the protection of their own country. Recognised refugees have the right to receive financial aid from the Romanian state for 9 months. Refugees in more difficult situations (elderly, unaccompanied children or single women with children, families with many children) benefit from additional financial aid, aside from accommodation.

The cases of foreigners who enter Romania (by legal or illegal means) are handled by the General Inspectorate for Immigration (IGI), which operates in six Regional Centres for Accommodation and Procedures for Asylum Seekers in Bucharest and in the municipalities of Timiș, Maramureș, Suceava, Galați and Giurgiu, with a total capacity of housing over 1,000 people. Asylum applications, submitted by foreigners who are in Romania or at its borders are processed in these centres. Assistance and accommodation are provided to applicants who do not have the means to support themselves, as well as to refugees and people requiring subsidiary protection. The centres have an open-door policy and asylum seekers are provided legal stay status throughout the asylum procedure.

Governmental assistance for individuals with a form of protection in Romania has the purpose to support their integration into society. According to current legislation, individuals who have received a form of protection have the same economic and social rights as Romanian citizens: the right to work, accommodation, health-care and social assistance, social insurance and education.

In addition to governmental assistance, NGOs implementing projects funded through the European Refugee Fund provide several support mechanisms (medical services, psychological assistance, access to education and the labour market, etc.)

2. Statistics

a. Number of immigrants, their country of origin

According to Eurostat³ data, Romania reported in 2013 more emigration than immigration (along with 15 other EU States). In 2014⁴ the number of legal foreign residents in Romania reached 98,586 out of which 57,471 were third country nationals and 41,115 were EU/EEA citizens.

Regarding the immigrants' country of origin, in 2012 Romania⁵ had legal residents from the following countries: Republic of Moldova, Turkey, China, Syria, USA, Serbia, Israel, Tunisia, Lebanon and Ukraine. EU citizens came from Italy, Germany, France, Hungary, Austria, the UK, Bulgaria, Greece, Spain and Poland. Most of them have settled in Bucharest, but also in other municipalities, as follows: Ilfov, Iași, Constanța, Timiș or Cluj. The majority of the illegal immigrants (2012) came from the Republic of Moldova, Turkey, Tunisia, Algeria, Morocco, China, Serbia, Syria, Israel and Pakistan.

Since the onset of the Syrian Civil War in 2011, almost 5,000,000 Syrian refugees have fled their country. According to a relocation mechanism (2015), the European Commission asked Romania to accept 6,351 refugees. Initially, Romania agreed to accommodate 1,705 refugees (the first relocation mechanism) and was initially opposed to higher refugee' quotas, but eventually accepted the whole quota.

b. Number of minorities and to what groups they belong

According to the 2011 Census⁶, Romania has 20,121,641 inhabitants. There are over 20 ethnic minorities in Romania, out of which the most important

³ The Eurostat database (2013): ec.europa.eu/eurostat/statistics-explained/index.php/Migration_and_migrant_population_statistics

⁴ The General Inspectorate for Immigration: igi.mai.gov.ro/

⁵ Statistic bulletin of the General Inspectorate for Immigration(2012): igi.mai.gov.ro/api/media/userfiles/analiza%20statistica%20sem%201.pdf

⁶ 2011 Census: www.recensamantromania.ro

are: Hungarians (1,227,623 – 6.1%), Roma (621,573 – 3%), Ukrainians (50,920), Germans (36,042), Turks (27,698), Russians (23,487), Tatars (20,282), Serbians (18,076) and Slovenians (13,654). The other ethnic minorities are comprised of fewer than 10,000 persons each.

c. Unemployment rates and duration of unemployment of immigrants

The National Agency for Employment⁷ (ANOFM) registered 101 immigrants who benefited from their services in 2014 (mediation, information and counselling, professional training), out of which 36 immigrants from the TCN have been employed (no data available on the specific occupations chosen). In 2014, there were no immigrants reported to benefit from the unemployment allowance from ANOFM.

d. Educational level of immigrants

At the end of 2014, IGI reported a number of 324 highly qualified workers who possess the Blue Card. The immigrants' countries of origin were: the Russian Federation (32), USA (29), Turkey (26), India (23) and Pakistan (22). No further official information is available related to the immigrants' educational level. Nevertheless, immigration to study in Romania is increasing, with the majority of the students coming from the Republic of Moldova.

3. Specific occupations chosen by immigrants

The number of active individual employment contracts, signed by foreign citizens in Romania and registered at the end of December 2014 was 21,857. There is no official information related to the specific jobs of the immigrants. Unofficial data shows that immigrants in Romania are working as mechanics, builders, welders, commercial agents, babysitters, football players, but also as lawyers, designers, hairdressers, etc.

4. Intercultural aspects in guidance for migrants and minorities

Examples of instruments or guidance services for different minority groups

In Romania, counselling and guidance services for different minority groups (immigrants, ethnic minorities, refugees/asylum seekers) are provided by various governmental and non-governmental organisations, mainly through European funded projects. Some examples are provided below.

The IGI implemented some specific integration projects, including activities on information, guidance and counselling.

The project '**National coordination of third-country nationals integration in Romania**' (2012 – 2015) was co-funded by the European Integration Fund. The project's activities facilitated the social, economic and cultural integration of TCNs legally residing in Romania through: a) information and counselling, provision of specific services, such as supporting access to employment, education, healthcare and social systems, as well as direct assistance to vulnerable TCNs and; b) raising awareness among local authorities on the integration needs of TCNs as well as strengthening the cooperation between the local institutions and organisations with responsibilities in TCNs' integration.

The project '**Strengthening of the assisted voluntary returns and reintegration programmes (AVRR) in Romania**' (2012 – 2015) was co-funded by the European Return Fund. In 2014, over 400 migrants were assisted through counselling and information services available in the IGI opened and closed facilities for irregular migrants and asylum seekers. 30 eligible migrants have graduated from entrepreneurship courses provided by the project, thus enhancing their chances of identifying employment opportunities.

The project '**Bridges to Hope – access to quality social services for asylum seekers and persons with a form of protection in Romania**' aims to contribute to improving access to basic, quality social services for

⁷ Voicu, O. (coord.) (2015). Barometrul integrării imigranților. Ediția 2015. Raport final de cercetare

150 vulnerable migrants (asylum seekers and beneficiaries of a form of protection in Romania). The services envisaged within the project included: counselling and social work; educational support for children who are beneficiaries of a form of international protection and asylum seekers; services aimed at improving access to the labour market, including by developing entrepreneurial skills, etc. The project is taking place during the period May 2015 – April 2016 and is financed through the SEE 2009–2014 grants.

The National Employment Agency stated in the Barometer of immigrants' integration (2015)⁸ that 101 immigrants were registered in Romania in 2014, from which 18 benefited from services of mediation, 27 from information and counselling services, 2 were provided with vocational training and 52 received mediation, information and counselling.

International Organisation for Migration (IOM) set up an office in Romania in 1992. It has implemented various national and international cooperation programmes in the field of counter trafficking in human beings, facilitating migration, assisting refugees, voluntary return, migrant integration, migrants' health and consular support activities. According to the Annual report of IOM⁹, the main areas of intervention for the International Organisation for Migration in Romania in 2014 were: a. integration of third-country nationals (TCN) and b. Assisted Voluntary Return and Reintegration (AVRR). IOM Romania has developed a nation-wide network of 15 Migrant Information Centres to facilitate the TCN's social, economic and cultural integration into their new communities. The Migrant Information Centres provide general information to migrants, specific information and counselling on accessing healthcare and educational services and direct assistance to vulnerable migrants. Information related to the integration process of migrants in Romania is available on the online platform: www.romaniaeacasa.ro (Romania is home), available in five languages (Arabic, Chinese, English, French and Romanian).

The Romanian National Council for Refugees (CNRR) is a non-governmental organization, founded in 1998 and is the main partner of the United Nations High Commissioner for Refugees (UNHCR) in regard to the implementation of the assistance programmes offered to asylum seekers and refugees. It offers social assistance services and legal counselling for refugees and asylum applicants through its specialised departments.

The Roma Centre 'Ammare Rommentza' contributed to the development of some centres of information and counselling for Roma people, financed through European projects (ESF, SEE grants, Phare etc.). The beneficiaries were able to improve their access to the labour market and social services.

5. Problems/preoccupations migrants have to face to gain a foothold in their chosen career paths (apart from language)

There are many reasons a person leaves his or her country of origin, but for the purpose of this report, we refer to **voluntary migration**, which is mostly related to work or economic reasons, and **forced migration** (in situations of natural disasters, political persecution, wars, etc.¹⁰).

Economic migrants usually arrive with a work contract, but some of them remain in Romania after the contract is finished and become illegal residents. Residing illegally in Romania puts them in danger of being exploited and of not benefiting from any form of social protection, not to mention the emotional burden of staying illegally in a foreign country. **Refugees or asylum seekers** need to pass through a series of formal requirements before being granted the right to work. At the beginning of integrating into the labour market, the

⁸ Ovidiu Voicu (coordonator) (2015). Barometrul Integrării Imigranților 2015. Raport final de cercetare. Centrul de cercetare și documentare în domeniul integrării imigranților

⁹ International Organisation for Migration (IOM) Romania. Annual report 2014.

¹⁰ Popa, M.; Ungureanu, D. (2013). Politică de migrație a Uniunii Europene: implicații pentru piața muncii. coord.: Iulian Oneașcă. Buzău: Alpha MDN,

majority of economic migrants and refugees usually start in low-skilled/low-status jobs, whatever their educational background, and only in time do they advance to better paid jobs with a higher social status¹¹.

According to the Barometer of immigrants' integration for 2015¹², gaining academic or professional recognition of qualifications is not an easy process. Academic or work-related documents, obtained in the third countries are not recognised in Romania or are recognised only for some categories of immigrants and the procedures are difficult to follow. Foreigners who do not possess educational diplomas or certificates cannot benefit from the formal recognition of competences, because the methodology, set up through the Government Ordinance 44/2004¹³ is not yet implemented. Integration is easier for the highly skilled immigrants, at least from a technical and procedural point of view.

6. Overcoming language barriers

a. Language training for immigrants

Foreigners with a residence permit in Romania, as well as all EU and EEA citizens can benefit, on request at the General Inspectorate for Immigration, of the following free services: information and counselling regarding foreigners' rights in Romania and how can they exercise these rights; sessions of cultural training on the specifics of the Romanian society; courses on the Romanian language for beginners.

Foreigners may enrol in the education system, provided that they have obtained a form of protection or a residence permit in Romania. They may access all forms of education with equal rights as Romanian citizens. In order to enrol at the appropriate educational level, minors may freely attend an initiation Romanian language course (1 year), organised on request by the Ministry of Education (according to Law 316 from 12.07.2006 and Minister Order no. 308 from 12.02.2007) and the General Inspectorate for Immigration.¹⁴

b. How flexible are employers and what is being done to encourage them to be flexible

The foreigners who have obtained a form of protection in Romania benefit from access to: the labour market, the system of unemployment benefits, measures for unemployment prevention and stimulation of the labour force, and having the same rights as Romanian citizens. Moreover, the legislation in the field¹⁵ gives foreigners a form of protection in Romania to benefit from an employment assistance system and from the adaptation of the services provided by the employment agencies to their specific needs. Foreigners included in the labour market integration programmes may enrol as job seekers at the employment agencies within 30 days from signing the integration protocol with the General Inspectorate for Immigration. This assistance, however, does not currently cover language support (interpretation).

7. Institutions/organisations which help immigrants to integrate in society and labour market

The following institutions and organizations¹⁶ help migrants to integrate into Romanian society and labour market:

- The General Inspectorate for Immigration (IGI) and other bodies under the Ministry of Internal Affairs;
- Bodies under the Ministry of Labour, Family, Social Protection and the Elderly: the National Employment Agency (ANOFM), local agencies, territorial labour inspectorates (ITM);
- National Health Insurance House (CNAS) and its county branches;
- National House of Public Pensions (CNPP) and its county branches;

¹¹ Hamberger, A. (2010). Immigration and the integration of immigrants in Romania, on migrationonline.cz

¹² Voicu, O. (coord.) (2015). Barometrul Integrării Imigranților 2015. Raport final de cercetare. Centrul de cercetare și documentare în domeniul integrării imigranților

¹³ Government Ordinance 44/2004 regarding the social integration of foreigners granted a form of protection in Romania

¹⁴ igi.mai.gov.ro

¹⁵ igi.mai.gov.ro/detalii/pagina/ro/Legislatie-nationala/121

¹⁶ The websites of these organisations are available in the References section of this report.

- National Authority for Qualifications (ANC);
- National Council against Discrimination (CNCD);
- National Authority for Citizenship (ANC);
- National Agency against Trafficking in Persons (AN-ITP)
- County Councils;
- Universities;
- Various NGOs implement projects financed through the European Fund for Refugees and provide migrants with different types of assistance, for example: medical and psychological assistance, facilitating access to education, healthcare or access to the labour market.

8. Example: a brochure addressed to migrants containing help or services

The brochure 'Social security and legal system in Romania for the third-country nationals' (in Romanian and partially in English) is included in a separate file.

9. Tools/training available for assisting guidance staff to deal with migrants/minorities/refugees

In Romania, guidance is offered by two main sectors: education and employment. For both sectors, except for some projects, there is no systematic training of guidance counsellors to work with migrants/minorities/refugees. There are some projects financed by European Social Funds or UNICEF who have training components enabling counsellors to work with the Roma minority, but there is no systematic approach. However, the need exists, as mentioned in a workshop organised by Euroguidance Romania in December 2015, called "The city of guidance in Romania and Europe". During the workshop, school counsellors expressed their need to receive information and training regarding multicultural counselling and working with migrants.

10. Example of good practice in cross-cultural guidance

Zone de educație prioritară (Educational Priority Areas)

The project started in 2002 and was implemented by the Institute of Education Sciences, with the support of the Ministry of Education. It aims to develop a methodology to support schools from economically disadvantaged areas to cope with the increasing rates of school drop-out and early school leaving (ESL).

At the beginning of the project, a school with a high rate of school drop-out, situated on the outskirts of a city in southern Romania was chosen. Specific methods and instruments have been designed to enhance the attractiveness of school and education, while improving communication with the local community. In 2010, the project was expanded to national level, within a national campaign addressing school participation, financed by UNICEF 'Back to school!'. During its peak year (2012), the project reached 100 schools, trained nearly 2,000 teachers and involved around 50,000 children and over 2,000 parents in activities. 100 counsellors were trained and supervised to deliver group counselling sessions with parents. Even if the 2014–2015 school year was considered the final year of the project and of the educational campaign, all products and methodologies are currently being exploited in a continuation of this initiative within one Romanian municipality (Bacau) for the period of 2016–2017.

A training methodology was developed during the early years of the project that was intended to promote high quality education in areas with limited resources. Each school participating in the project had to identify at the beginning of the school year the children that were most at risk of abandoning school. They would be the main focus of all interventions throughout the following year. The project was designed to accompany teachers and school counsellors during the school year and to encourage them to implement activities that attract and motivate pupils to continue studying. There were two rounds of training, one in autumn (October/November) and one in spring (March/April), during which the teachers and school counsellors were trained to implement different methods relevant to their domain. After the first training session, the trainees were expected to carry out a set of activities and to use a Moodle platform to show their progress and to ask for feedback from trainers and their peers.

An internal report was compiled at the end of each project year. At key stages of the project, external evaluators were contacted to survey the results and impact. The final evaluation, along with two studies regarding children's resilience and their intention of pursuing further education were carried out in 2015 and results will be available in 2016. Counselling was a key part of the success, as it has helped empower and engage the local community. The first impressions after the end of the project seem to indicate that it has managed to kick start a process of profound transformation within the schools that have been part of the programme for at least 3 years.

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International Organisation for Migration (IOM): oim.ro/en

Ministry of Internal Affairs: www.mai.gov.ro

Ministry of Labour, Family, Social Protection and the Elderly: www.mmuncii.ro/j33/index.php/ro

National Agency against Trafficking in Persons (AN-ITP): www.anitp.mai.gov.ro

National Authority for Citizenship: cetatenie.just.ro/index.php/en

National Authority for Professional Qualifications (ANC): www.anc.edu.ro

National Council Against Discrimination (CNCD): www.cncd.org.ro

National Employment Agency (ANOFM): www.anofm.ro

National Health Insurance House (CNAS): www.cnas.ro

National House of Public Pensions (CNPP): www.cnpp.ro/home

Research and Documentation Centre in the Area of Immigrants Integration: www.cdcdi.ro

Romania is home: www.romaniaeacasa.ro, available in five languages: Arabic, Chinese, English, French and Romanian

Romanian National Council for Refugees (CNRR): cnrr.ro

Roma Centre 'Ammare Rommentza': www.amarerrommentza.org/en

Territorial Labour Inspectorates (ITM): www.inspectmun.ro/site



Serbia

1. Please give a short overview about the situation in your country

a. What groups of people migrate to your country, from which countries do they come and what are the reasons for leaving their country of origin (e.g. historical background)? Please do not refer to transnational commuters (classical EURES-T Business).

At this moment, Serbia is one of the transit countries for a large number of migrants on their way towards the EU-countries. Previously, during the 1990s and early 2000s Serbia had an influx of refugees from Croatia and Bosnia and Herzegovina as well as displaced people from Kosovo and Metohija. In 1996, some 300,000 refugees from Croatia and a further 250,000 from Bosnia and Herzegovina were residing in the Federal Republic of Yugoslavia (FRY) (UNHCR, 2010). By early 2010, around 175,000 of the original refugees had opted for naturalization in Serbia and there were around 61,000 people originating from Croatia and still holding refugee cards. Some 93,000 individuals had been registered as returnees from Serbia in Croatia, and between 1996 and 2006, 13,600 refugees from Croatia were resettled to third countries from Serbia (UNHCR, 2010). Since the beginning of the migrant crisis in Europe, Serbia has been one of the countries on the Balkan migrant route and a large number of migrants have

been entering the territory of the Republic of Serbia, mostly from FYR Macedonia. The majority of them continued their journey towards their destination countries and entered EU territory either through Hungary or Croatia.

b. What minority groups do you identify in your country?

According to the 2011 Census (Statistical Office of the Republic of Serbia, 2012), out of the 7.2 million people in Serbia, Serbs as the majority make 88.2% of the population, while the biggest minority populations are Hungarians (3.53%), Roma (2.05%) and Bosniaks (2.02%).

c. How is the situation concerning refugees/asylum seekers at the moment?

At the moment Serbia is one of the most active transit countries on the Balkan route of migrants towards the EU. The number of refugees/asylum seekers has been on a steady increase in the last three years and it reached more than half a million persons who registered their intention to seek asylum on entering the territory of Serbia in 2015. Most of them enter Serbia at the southern border with FYR Macedonia and travel north towards Croatia or Hungary. In 2015 there have been several border closures at the borders with Hungary and Croatia.

2. Please supply brief statistics on:

a. The number of migrants in your country and their respective country of origin.

According to the report by the Belgrade Centre for Human Rights (2015a) and UNHCR statistics a total of 577,995 people expressed the intention to seek asylum in the Republic of Serbia in 2015. The number of aliens who had expressed the intention to seek asylum grew gradually every month: from 2,425 in January, 2,537 in February, 3,761 in March, 4,425 in April, 9,034 in May, 15,209 in June, 29,037 in July, 37,463 in August, 51,048 in September, to 180,307 in October. The gradual fall started in November (149,923) and continued in December (92,826), but the number remained high, especially when compared to 2014 when a total of 16,490 people expressed the intention to seek asylum and even more compared to the figures in previous years (77 in 2008, 275 in 2009, 522 in 2010, 3,132 in 2011, 2,723 in 2012, and 5,066 in 2013). The decline in the number of requests can be ascribed to the new policy of the Western Balkan states to prevent all refugees and migrants apart from those coming from Syria, Iraq and Afghanistan, from entering their territories. Most of these people come from Syria, Iraq and Afghanistan, followed by Pakistan, Iran, Somalia and other countries. As an illustration, in October 2015 there were 194,091 registered people from Syria, 84,168 from Afghanistan and 30,491 from Iraq, while there were 7,130, 5,916 and 3,162 people from Pakistan, Iran, Somalia respectively.

b. The number of minorities and to what groups they belong.

According to the 2011 Census, out of the 7.2 million people in Serbia there are 253,899 Hungarians (3.53%), 147,604 Roma (2.05%), 145,278 Bosniaks (2.02%), 57,900 Croats (0.81%), 52,750 Slovaks (0.73%), 38,527 Montenegrins (0.54%), while the other ethnic minorities make up less than 0.5% of the total population. Also, in certain parts of the country there was undercoverage of the census units owing to the boycott by the members of the Albanian ethnic community in certain municipalities (Statistical Office of the Republic of Serbia, 2012).

3. Are there specific occupations which are chosen by specific migrants? If so, which occupations are chosen. Or is there a specific migration related to specific jobs?

There are no relevant data sources about this parameter available. In general, there are no specific occupations which are chosen by specific migrants. As explained above, the vast majority of migrants registered on their entrance into Serbia continue their travel into other European countries and for them Serbia is a transitory country.

4. What are the most relevant intercultural aspects to be considered in guidance for migrants and minorities in your country?

a. Are there any tailored/target-oriented instruments or guidance services for different minority groups? Please list examples.

There are some services provided for the Roma population, especially in the education sector. One such example is pedagogical assistants who support Roma students during formal education. Furthermore, in recent years several smaller initiatives, such as the provision of guidance services in local municipalities for Roma youth, have been developed and implemented, mostly by non-governmental organizations. One such example is the project "More experience for more opportunities for employment of young Roma" (KOMS. More experience for more opportunities for employment of young Roma) which consists of an employability training course and a two-month internship.

5. What are the main problems/preoccupations migrants have to face to gain a foothold in their chosen career paths in your country (apart from language)?

As explained above, since the vast majority of migrants continue their journey to other European countries, they do not start careers while they are in the Republic of Serbia. There are no appropriate data sources to illustrate the main issues the remaining migrants who stay in the country face, but as for other foreigners their entrance to the job market is governed by the recently enacted Law on Employment of Foreigners (Ministry of Labour, Employment, Veteran and Social Affairs, 2014).

6. How is overcoming language barriers organized in your country?

a. What kind of language training is offered to migrants and in which ways (obligatory, free of charge, final certificate)?

b. How flexible are employers and what is being done to encourage them to be flexible?

There are no special programmes for this type of support service due to the fact that the majority of migrants do not stay for long in the country and do not plan to start employment.

7. Please list some institutions or organizations which help migrants to integrate into your country's society and labour market.

Belgrade Centre for Human Rights azil.rs
www.bgcentar.rs

Group 484 (grupa484.org.rs)

UNHCR (www.unhcr.rs)

Humanitarian Center for Integration and Tolerance – HCIT (hcrit.rs)

Trag Foundation www.tragfondacija.org

Asylum Protection Center www.apc-cza.org

8. Please add as an example a brochure or leaflet which is addressed to migrants (preferably written in English) and offers help or services.

Android application
play.google.com/store/apps/details?id=com.dvuckovic.asylumseeker

Flyers: [www.apc-cza.org/images/publikacije/Annex %2011-Migrant %20info %20flyer-english.pdf](http://www.apc-cza.org/images/publikacije/Annex%2011-Migrant%20info%20flyer-english.pdf)

www.unhcr.rs/media/3wSOCT2015.pdf

9. What kind of tools or training are available in your country assisting guidance staff to deal with migrants / minorities / refugees? Please describe them.

The training programmes usually incorporate a section on working with vulnerable groups, usually focusing on minorities.

10. Please indicate an example of good practice in cross-cultural guidance.

One example is the project for the empowerment of young Roma in career development since this part of the population is one of the vulnerable groups highly affected by unemployment. The programme consists of employability skills training and an internship programme. More info at www.koms.rs/koms-i-umrs-pozivaju-mlade-rome-i-romkinje-na-program-treninga-i-praksi

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Slovakia

1. Please give a short overview about the situation in your country

a. What groups of people migrate to your country, from which countries do they come and what are the reasons for leaving their country of origin (e.g. historical background)? Please do not refer to transnational commuters (classical EURES-T Business).

Migrants, refugees, and similar topics are very sensitive issues in Slovakia, and this is true not only for recent months. Moreover, talking officially about migrants and minorities must be for us absolutely politically correct, and with respect to official policies of the Slovak government. All information shown in this section is therefore taken from official sources – the Ministry of Interior, the International Organisation for Migration Slovak Republic, the Ministry of Labour Social Affairs and Family, and the Central Office of Labour, Social Affairs and Family.

Slovakia is not one of the traditional final destinations for migrants. It is a culturally homogeneous country, which has not been affected by the dramatic increase of migration during the twentieth century. Until recently, Slovakia was almost exclusively a country of origin of the migrants, in other words a country whose residents used to migrate abroad for various reasons.

It was the accession of the Slovak Republic (SR) to the European Union (EU) and the Schengen Area that caused more significant changes. During the period since 2004, illegal and asylum migration has decreased and legal migration has increased three fold. Although the increase of the foreign population in Slovakia in the years 2004–2008 was the second highest among the EU states, the representation of foreigners in the population remains low. Today foreigners make up 1.5 percent of the population and their number is slowly, yet continuously increasing: in 2015, there were about 8,072 more foreigners living in Slovakia than the year before, which means an increase of 10.5%.¹

In addition to migration based on social reasons, such as family reunification or marriage to a Slovak citizen, the most significant component of legal migration is currently migration for work.

Facts & figures on migration in Slovakia

84,787: The number of foreigners with residence permits in Slovakia in 2015²

- They represent 1.56% of the total population of Slovakia.³
- Since the accession of SR into the EU in 2004, the number of legally living foreigners in Slovakia has increased nearly four fold (from 22,108 migrants in 2004 to 84,787 in 2015).
- If all the foreigners in SR came together in one place, they would create a town as large as Žilina.

¹ Bureau of Border and Alien Police of the Presidium of the Police Force (BBAP P PF) – Statistical Overview of Legal and Illegal Migration in the Slovak Republic in 2014 and 2015 (www.minv.sk/?rocenky)

² BBAP P PF – Statistical Overview of Legal and Illegal Migration in the Slovak Republic in 2015 (www.minv.sk/swift_data/source/policia/hranicna_a_cudzinecka_policia/rocenky/rok_2015/2015_rocenka_UHCP_EN.pdf)

³ Statistical Office of the Slovak Republic – Population in the SR as of 30 September 2015 (www.susr.sk:80/wps/portal?urlile=wcm:path:/Obsah-SK/informativne-spravy/vsetky/6700d047-5977-4e38-8e5c-d7d5b94c66b1)

6th: Out of all the EU countries, Slovakia has the sixth lowest proportion of foreigners⁴

- Only Lithuania (0.75%), Croatia (0.65%), Bulgaria (0.62%), Romania (0.35%) and Poland (0.15%) have lower proportions of foreigners to total populations.
- Of the neighbouring countries, Czech Republic (4%) and Austria (11.8%) all have higher proportions of migrants.

42%: The proportion of Austrian, Czech, Hungarian, Polish and Ukrainian citizens to the total population of migrants in the SR⁵

- Traditionally, the most numerous category of foreigners in Slovakia is formed by the citizens of neighbouring countries, who are mostly linked to Slovakia by work, family and social relations.
- Another important group of migrants is formed by the citizens of the south-eastern European countries (Romania, Bulgaria, Russia, Serbia), who represent 20.5% of all migrants in Slovakia.
- In the past, the nationals of these countries formed communities in Slovakia and their compatriots continue to come to Slovakia because of studies, work or family reasons.
- Migrants from the Asian countries (Vietnam, China, Korean Republic, Thailand), who have been a dynamically growing group of foreigners in Slovakia in the past, together form less than 8% of all foreigners in Slovakia; their number slightly exceeds 6,300.

58.4%: Citizens of EU countries form more than half of all foreigners in Slovakia

- Most EU foreign citizens in Slovakia come from the Czech Republic. They form 11.7% of the total population of foreigners.⁶
- Apart from the nationals of Hungary (8.9%) and Poland (6.3%), the citizens of Germany (5%) and Austria (2.6%) are also numerous among the EU foreign citizens living in Slovakia.
- An important increase of the number of migrants occurred with Romanian nationals (7.7%), who have been coming to Slovakia as workers since their country's accession to the European Union. In 2015, 6,261 Romanians were working in Slovakia, i.e. 95% of the total number of Romanians with residence permits in Slovakia, compared to 32% of working Czech citizens with residence permits in Slovakia.⁷

1/8: The proportion of Ukrainians of the total number of foreigners in Slovakia; Ukrainians are the most numerous group of foreigners in Slovakia both from the EU and outside the EU⁸

- Considering non-EU nationals in Slovakia, Ukrainians are followed by nationals of Serbia, the Russian federation, Vietnam, China and the Korean Republic.
- The nationals of third countries constitute 41.6% of the overall number of foreigners in Slovakia, which represents approximately 0.65% of the population. If all of them were brought together in one place, at 35,261 people they would form a town as large as Komárno or Humenné.

⁴ Eurostat – Population by citizenship – Foreigners (Statistics as of 31 December 2013) (ec.europa.eu/eurostat/tgm/table.do?tab=table&init=1&language=en&pcode=tps00001&plugin=1, epp.eurostat.ec.europa.eu/tgm/table.do?tab=table&init=1&plugin=1&language=en&pcode=tps00157 and epp.eurostat.ec.europa.eu/tgm/table.do?tab=table&init=1&plugin=1&language=en&pcode=tps00178)

⁵ BBAP P PF – Statistical Overview of Legal and Illegal Migration in the Slovak Republic in 2015 (www.minv.sk/swift_data/source/policia/hranicna_a_cudzinecka_policia/rocnky/rok_2015/2015_rocenka_UHCP_EN.pdf)

⁶ BBAP P PF – Statistical Overview of Legal and Illegal Migration in the Slovak Republic in 2015 (www.minv.sk/swift_data/source/policia/hranicna_a_cudzinecka_policia/rocnky/rok_2015/2015_rocenka_UHCP_EN.pdf)

⁷ Central Office of Labour, Social Affairs and Family – Employment of foreigners in the Slovak Republic, as of December 2015 (www.upsvar.sk/buxus/docs/statistic/cudzinci/2015/cudzinci_1512.xlsx)

⁸ *ibid.*

25,537: The number of foreign workers in the SR in 2015⁹

- Currently, there is one foreign worker per 95 national employees.¹⁰
- The number of foreign workers has increased more than seven times – from 3,351 persons in 2004 to 25,537 in 2015, including more than 6,109 nationals from outside the EU.
- The economic crisis has reduced the influx of foreign workers – in 2011, 22,185 foreigners from 130 countries were employed in Slovakia.¹¹
- Among foreign workers, men constitute a substantial majority; they form almost 75 % of all employed foreigners.¹²

2,535: The number of foreigners that in 2015 illegally crossed the borders or illegally resided in the territory of the Slovak Republic¹³

Since the accession of the SR into the EU until 2014, illegal migration to SR has decreased eight times: from 10,946 illegal migrants in 2004 to 1,304 in 2014. In 2015, the number of migrants that illegally crossed the borders or illegally resided in the SR increased to 2,535.¹⁴

330: The number of applications for asylum in the SR in 2015¹⁵

- In 2004, 11,395 persons applied for asylum in the SR; in recent years, the number of applications has stabilized at several hundred per year.¹⁶

- In 2015, the Slovak Republic granted asylum to 8 people. Citizens of Iraq, Afghanistan and Ukraine applied for asylum most often.
- From the overall number of 58,321 applications since 1993, asylum was granted to 653 people, whereas 672 people were provided subsidiary protection as another form of international protection.^{17,18}

b. What minority groups do you identify in your country?

The majority of the 5.4 million inhabitants of Slovakia are Slovak (80.7 %). Hungarians are the largest ethnic minority (8.5 %) and are concentrated in the southern and eastern regions of Slovakia. Other ethnic groups include Roma (2.0 %), Czechs, Croats, Rusyns, Ukrainians, Germans, Poles, Serbs[3] and Jews (about 2,300 remain of the estimated pre-WWII population of 120,000).

While both international organizations (the United Nations and the World Bank) and the official Slovak statistics office offer population figures for ethnic groups, these figures seldom come close to agreement. Figures for the Roma population (for a variety of reasons) vary between 1 % and 10 % of the population. In the most recent survey carried out by the Slovak Government's Roma Plenipotentiary, the figure for the percentage of Roma was arrived at through interviews with municipality representatives and mayors, according to how many Roma they think live in their jurisdictions. The figure arrived at by this means was in the region of 300,000 (about 5.6 %). Note that in the case of the 5.6 %, however, the above percentages of Hungarians and Slovaks are accordingly lower.¹⁹

⁹ *ibid.*

¹⁰ Statistical Office of the SR – Employment in the third quarter of 2015 (www.susr.sk:80/wps/portal?urlile=wcm:path:/Obsah-SK/informativne-spravy/vsetky/414b86d6-afc0-48af-a8dd-74421a150bac)

¹¹ Central Office of Labour, Social Affairs and Family – Statistics on Employment of foreigners in the territory of the Slovak Republic, as of December 2011 (www.upsvar.sk/buxus/docs/statistic/cudzinci/2011/Webcudzinci201112.xls)

¹² Central Office of Labour, Social Affairs and Family – Employment of foreigners in the Slovak Republic, as of December 2015 (www.upsvar.sk/buxus/docs/statistic/cudzinci/2015/cudzinci_1512.xlsx)

¹³ BBAP P PF – Statistical Overview of Legal and Illegal Migration in the Slovak Republic in 2015 (www.minv.sk/swift_data/source/policia/hranicna_a_cudzinecka_policia/rocnky/rok_2015/2015_rocnka_UHCP_EN.pdf)

¹⁴ BBAP P PF – Statistical Overview of Legal and Illegal Migration in the Slovak Republic (from 2000 – 2015) (www.minv.sk/?rocnky)

¹⁵ Migration Office of the Ministry of Interior of the SR – Statistical overview of asylum seekers in 2015 (www.minv.sk/?statistiky-20&subor=233448)

¹⁶ Statistics of the Migration Office of the Ministry of Interior of the SR (www.minv.sk/?statistiky-20)

¹⁷ Migration Office of the Ministry of Interior of the SR – Statistical overview of asylum seekers in 2015 (www.minv.sk/?statistiky-20&subor=233448)

¹⁸ Source if quoted information: www.iom.sk/en/about-migration/migration-in-slovakia.

¹⁹ Source: Wikipedia.

c. How is the situation concerning refugees/asylum seekers at the moment?

Due to the current immigration policy of the Slovak Republic – one of the strictest in EU – the number of refugees or asylum seekers, as is already indicated above, is negligible, and therefore no analysis or description of their situation is possible to provide.

2. Please supply brief statistics on:

a. The number of migrants in your country and their respective country of origin.

b. The number of minorities and to what groups they belong.

c. The unemployment rates and duration of unemployment of non-nationals in your country.

d. The educational level of migrants in your country (how many with a university degree etc.).

Some statistics on migrants and minorities are shown in previous sections; statistics on unemployment rates and duration of unemployment of non-nationals in Slovakia are not available; the same can be said about educational level of migrants in Slovakia – these statistics simply do not exist.

What is possible to provide are some statistical data on employment (i. e., not unemployment) of foreigners (i. e., not “migrants”) in the Slovak Republic: the Central Office of Labour, Social Affairs and Family provides these statistics on a monthly basis. Three different categories of employed foreigners are recorded in these statistics:

- employment of non EU nationals (“third countries nationals”) with approval to be employed in Slovakia;

- employment of EU/EEA nationals with the “Blue Card”; and

- employment of non EU nationals (“third countries nationals”) with the “Blue Card” (without approval to be employed in Slovakia).

Employment of foreign nationals in Slovakia is regulated by law – namely the Act on Employment Services No. 4/2005 Col. Those who want to work in Slovakia and are not EU nationals have to meet different conditions depending on the type of residence, type of work, length of stay and other factors.

In general a third country national may be employed in Slovakia if he/she:

- is an EU Blue Card holder,
- was granted temporary residence for the purpose of employment on basis of the confirmation on the possibility to fill in a vacancy – so called single permit,
- was granted a work permit and temporary residence for the purpose of employment,
- was granted a work permit and temporary residence for the purpose of a family reunion within the first 12 months from being granted the residence,
- was granted a work permit and temporary residence of a third country national with acknowledged long-term residence in another EU Member State within the first 12 months from being granted the residence, or
- meets the conditions under which he/she does not need confirmation of the possibility of filling in a vacancy nor a work permit to become employed.

If a person needs a work permit, confirmation of the possibility of filling a vacancy or if he/she holds the EU Blue Card, he/she is only entitled to perform work within an employment relationship (contract of employment). In other cases, he/she may also be employed on the basis of an agreement performed outside of the employment relationship.²⁰

²⁰ Source: IOM Migration Information Centre (mic.iom.sk)

Some statistics on migrants and minorities are shown in previous sections; statistics on unemployment rates and duration of unemployment of non-nationals in Slovakia are not available; the same can be said about educational level of migrants in Slovakia – these statistics simply do not exist.

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- a) employment of non EU nationals (“third countries nationals”) with approval to be employed in Slovakia;
- b) employment of EU/EEA nationals with the “Blue Card”; and
- c) employment of non EU nationals (“third countries nationals”) with the “Blue Card” (without work permit) in Slovakia.

When focusing only on groups a) and c), these data can be provided, for example (as of February 2016):

- there were 2,928 foreigners – non EU nationals employed and with approval to be employed in Slovakia (970 from Ukraine, 392 from the Korean Republic, 265 from Serbia, the rest from 60 other countries), most of them as technicians and associate professionals (ISCO group 3 – 1,005 persons), plant and machine operators and assemblers (ISCO group 8 – 569 persons), and managers (ISCO group 1 – 507 persons); most of these employed foreigners (55%) have university degree (ISCED 5 and ISCED 6); a more detailed structure by occupation is not available;
- there were 3,725 foreigners – non EU nationals employed and with a Blue Card, but without a work permit in Slovakia (1,882 from Serbia, 605 from Ukraine, 230 from the Korean Republic, the rest from other 90 countries of the world), most of them in elementary occupations (ISCO group 9 – 1,220 persons), as plant and machine operators and assemblers (ISCO group 8 – 712 persons), or services

and sales workers (ISCO group 5 – 355 persons); persons in this category most often hold a university degree (ISCED 5 and ISCED 6 – 885 persons), or secondary general or secondary vocational education (ISCED 3, 3A, 3B, ISCED 4 – 1,397 persons).

3. Are there specific occupations which are chosen by specific migrants? If so, which occupations are chosen? Or is there a specific migration related to specific jobs?

Nearly no data on this can be found. In general it might be said that migrants are employed in occupations with a quite high labour force demand but a very low labour force supply at the national level, i. e. by Slovak nationals. As an example, it can be pointed out that most Ukrainians are employed in the building industry in Slovakia.

4. What are the most relevant intercultural aspects to be considered in guidance for migrants and minorities in your country?

a. Are there any tailored/target-oriented instruments or guidance services for different minority groups? Please list examples.

As numbers of migrants in Slovakia have in recent years been very low, no special career guidance for them is offered, and therefore it is not possible to point out any relevant intercultural aspects that should be or are being considered. The IOM Migration Information Centre is nevertheless providing more general information to migrants on various areas (residence, family, cit-

izenship, work, doing business, social issues). Information services are provided in direct, personal contact or by email. Persons in need may also use the IOM MIC helpline.

Guidance for minorities – those living in the territory of Slovakia – is a different issue. As shown in the previous sections, the Hungarian majority is the largest, and in those parts of the country where they live (usually near the border with Hungary) they have access to education (primary and secondary, but there is also a university in Komárno) and to guidance and counselling services in their language.

The Roma minority is in a different situation – as the Roma language exists mostly in a spoken version and there are very few primary schools using the Roma language for teaching, guidance services are not available in the language of the Roma minority, and this relates both to children, young people and adults, employed or not employed. Due to very high unemployment rates of this minority group (in official statistics they are mostly declared as those with a “low educational level” or “low social and economic status” or from a “disadvantageous social environment”) a lot of effort and financial sources including European funds have been used to support the development of Roma communities in many districts of the country (mostly in the east part of Slovakia), but improvements are very slow.

5. What are the main problems/preoccupations migrants have to face to gain a foothold in their chosen career paths in your country (apart from language)?

We can hardly say anything about problems of migrants relating to their careers or chosen career paths – they are really very few in Slovakia and all of them are trying to solve their purely existential problems, not

those of their careers. Slovakia is a country not very open to migrants and refugees. It is also a fact that Slovakia is not very attractive for them and most migrants and refugees are just trying to cross the country on their way to other countries, to other parts of Europe, mostly western and northern.

6. How is overcoming language barriers organized in your country?

a. What kind of language training is offered to migrants and in which ways (obligatory, free of charge, final certificate)?

Free open courses in the Slovak language and courses of social and cultural orientation are provided in Bratislava and Košice (two biggest cities of Slovakia):

- For all foreigners who are citizens of non-EU countries and are holders of permanent or temporary residence permits in Slovakia
- For all ages
- Each lesson focuses on a single topic: Introduction or self-introduction, orientation in the city, shopping, education, restaurants, public authorities and services, social life, leisure time, time and day, ethnicity, communications, holidays in Slovakia
- Courses are open to both beginners and advanced speakers
- No registration and admission tests
- FREE OF CHARGE

There is also an opportunity to receive financial support for education/retraining courses:

- Financial support for educational/retraining courses (for the courses provided by accredited educational organizations)
- Completion of educational/retraining courses help migrants to gain new skills and help them be successfully involved in the Slovak labour market reality
- Financial support applies to language courses (e.g., Slovak, English) and/or education/retraining courses (e.g. hairdresser, programming, accounting, driving-license courses)
- Conditions
- For all foreigners who are citizens of non-EU countries (3rd countries nationalities)
- Appropriate command of Slovak language at a level allowing successful completion of an educational/retraining course²¹

7. Please list some institutions or organizations which help migrants to integrate into your country's society and labour market.

One of the main organisations helping migrants in Slovakia is the **International Organisation for Migration – IOM** (www.iom.sk), established in 1951 in Geneva, which addresses numerous areas of migration management. IOM has been active in Slovakia since 1996. The main operational areas and activities are: assisted voluntary returns; integration of migrants; counter-trafficking and assistance to trafficked persons; resettlement of migrants; and coordination of activities of European Migration Network. IOM hosts a Migration Information Centre – MIC (www.mic.iom.sk) which provides third

country nationals with free counselling and services (legal advice; employment and social counselling; support in education, retraining and open courses in the Slovak language; cooperation with communities of foreigners; capacity building for key stakeholders).

Employment of foreign nationals in Slovakia is regulated by law (see question no. 2). Employment services for migrants are provided by **offices of labour, social affairs and family**.

Some non-governmental organisations also provide different services.

8. Please add as an example a brochure or leaflet which is addressed to migrants (preferably written in English) and offers help or services.

The Migration Information Centre – International Organisation for Migration provides different information through leaflets and flyers. Some of them are available on their website under “Downloads”: www.mic.iom.sk.

9. What kind of tools or training are available in your country assisting guidance staff to deal with migrants/minorities/refugees? Please describe them.

As far as we know, there is no special training available for career guidance staff aimed particularly on topics connected with migrants/minorities/refugees. The International Organisation for Migration (IOM) supports capacity building of professionals in the field of migration and from 2010 to 2015 organizes training courses/workshops for employees of the state administration,

²¹ *ibid.*

local authorities and NGOs working with third-country nationals. These courses are dedicated to various aspects of the migration and integration of foreign nationals with the aim to enhance intercultural and communication skills and mutual cooperation among various institutions. The Roma Educational Centre Prešov (ROCEPO), part of the Methodological-Pedagogical Centre in Prešov, covers the entire territory of the Slovak republic and provides educational, information, documentation and advisory activities especially for teachers at schools with a high concentration of Roma children and pupils (www.rocepo.sk). In 2015, the Methodological-Pedagogical Centre in Prešov proposed a new educational programme “Guidance in pre-primary education of children from marginalised Roma communities” (in Slovak).

There are some tools – mainly publications – available on this topic, e. g.: the publication “Multicultural counselling. Theoretical foundations and best practices in Europe”²² translated into Czech (2009) by the Euroguidance centre of the Czech Republic (Slovak and Czech languages are very similar); the Slovak publication “Multicultural dialogue in assisting professions” (2012); the Slovak publication “Reasonably about migration. Manual for organisers of public events” (2016) and the Slovak publication “Integration of people with international protection in Slovakia: Searching for solutions” (2015).

10. Please indicate an example of good practice in cross-cultural guidance.

We can report some examples of good practice between non-governmental organisations, e. g.: organisation Člověk v tísni (People in Need) providing career and employment guidance services, educational and other support services for youths and adults from Roma communities or the organisation Tandem, n. o., providing guidance services and experiential activities for young people from the Hungarian community (but not only).

There are also some examples of good practices that are connected with cross-cultural guidance but that are not focused on lifelong guidance specifically, e.g. the non-governmental organisation CVEK – Centre for research of ethnicity and culture (www.cvek.sk) which performs research and analytical and educational activities focusing particularly on ethnic, language and religious minorities. CVEK currently realises different projects connected with this topic: support of local authorities in the integration of refugees and migrants – good examples from Norway; migration at the local level – providing professional support to local governments; intercultural guide about life in Slovakia.

²² Originally published by the Centre for International Mobility CIMO in 2005. Available at: www.cimo.fi/instancedata/prime_product_julkaisu/cimo/embeds/cimowwwstructure/15622_multicultural_guidance_and_counselling.pdf

Websites

www.employment.gov.sk (Ministerstvo práce, sociálnych vecí a rodiny Slovenskej republiky – Ministry of Labour, Social Affairs and Family of the SR)

www.upsvar.sk (Ústredie práce, sociálnych vecí a rodiny – Central Office of Labour, Social Affairs and Family)

www.minedu.sk (Ministerstvo školstva, vedy, výskumu a športu Slovenskej republiky – Ministry of Education, Science, Research and Sport of the SR)

www.minv.sk (Ministerstvo vnútra Slovenskej republiky – Ministry of Interior of the SR)

www.cvek.sk

www.cvek.sk/rozumne-o-migracii-manual-pre-organizatorov-verejnych-podujati

www.euroguidance.cz/cz/publikace/multikulturalni-poradenstvi-teoreticke-zaklady-a-osvedcene-postupy-v-evrope.html

www.iom.sk

www.mic.iom.sk

www.npmrk2.sk/vzdelavanie-pre-oz

www.rocepo.sk

www.vssvalzbety.sk/userfiles/MI/zbornkMI.pdf



Slovenia

1. A short overview about the situation

Traditionally migrants who used to come to Slovenia originated from former Yugoslavia, i.e. Croatia, Bosnia and Herzegovina, Kosovo, Serbia, Montenegro and Macedonia. They left their country of origin mostly for economic reasons, but also to study or to reunite with family members in Slovenia. In recent years a growing number of migrants have been coming from China, Russia and Ukraine.

According to statistical data by the Republic of Slovenia Office for National Minorities we can identify **3 traditional National Minorities in Slovenia (Italian, Hungarian and the Roma national communities)**. The collection of data on nationality is no longer a compulsory item of censuses. All three communities are protected by the Constitution of the Republic of Slovenia (Articles 64 and 65). The Italian community in the coastal region and the Hungarian community in the north-east region of Slovenia are indigenous minorities. Ethnically mixed areas where indigenous members of the Italian community live and where Italian is the official language besides Slovene are as follows: settlements within the Koper, Izola, Piran and Ankaran municipalities. Ethnically mixed areas where indigenous members of the Hungarian community live and where Hungarian is the official language besides Slovene are as follows: settlements within the Hodoš, Moravske Toplice, Šalovci, Lendava and Dobrovnik municipalities.

According to estimates from various institutions (social-work centres, administrative units, non-governmental organisations) approximately 7,000 to 12,000 Roma live in Slovenia. They live quite closely together in the Prekmurje, Dolenjska, Bela krajina and Posavje regions as well as in large cities like Maribor, Velenje, Ljubljana, Celje, Jesenice, Radovljica (Sinti families live mainly in Jesenice and Radovljica). Historical sources mention Roma in the territory of what is today Slovenia already

in the 15th century. There are also minorities from former Yugoslavia and from Albania; they do not have a special minority status.

Situation concerning refugees/asylum seekers

According to the Ministry of the Interior Slovenia is currently still a transit country for refugees. In 2015, 277 persons applied for international protection in Slovenia. Since the beginning of the refugee crisis (from 17 September 2015 up to 3 February 2016) 149 persons have applied for international protection. In 2015 international protection was confirmed for 45 migrants, while at the beginning of the crisis only 5 persons received such a protected status. Currently 117 candidates (from Pakistan, Iran, Iraq, Kosovo, Afghanistan, Ukraine and Syria) are waiting for international protection in Slovenia. On 31 December 2015 102,490 foreigners had valid permission for temporary or permanent stays in Slovenia. The majority of them are from Bosnia and Herzegovina, Kosovo, Serbia, Macedonia, Russian Federation and Ukraine.

Only a few of them are seeking asylum in Slovenia. On 7 March 2016 the Heads of States or Government of the Union's member states passed a statement committing themselves to pursue full application of the Schengen-Borders Code again. The following migrant groups are allowed to enter the Republic of Slovenia:

- foreigners fulfilling the conditions for entering the country;
- foreigners expressing the intention to submit an application for international protection in Slovenia;
- foreigners who are allowed entry on humanitarian grounds envisaged in the Schengen Borders Code and based on individual assessment.

According to data from The Employment Service of Slovenia, 11,459 foreigners (10 % of all unemployed) and 101,617 Slovenians were registered unemployed in December 2015. Migrants in Slovenia have usually arrived for economic reasons from former Yugoslavia (Croatia, Bosnia and Herzegovina, Serbia, Kosovo and Macedonia). They primarily found employment in the construction industry and international transport, where low vocational qualifications are required and wages are correspondingly low.

Migrants and minorities are one of the vulnerable groups; they are most likely to be exposed to violations of labour legislation. Additional obstacles are often a low level of qualification and lack of Slovenian language skills.

2. Tailored/target-oriented instruments or guidance services

The Ministry of the Interior has a more active role in supporting work with immigrants. The ministry set up a web portal with a wide range of information foreigners might need for living and working in the Republic of Slovenia. The Ministry of Interior produced a handbook **“Integration in the Slovenian Society - Information for Aliens”** in 5 foreign languages (English, French, Russian, Bosnian and Albanian).

There are some tailored and target-oriented instruments and guidance services for different minority groups such as:

- **Counselling Service for Immigrants (Svetovalnica za migrante),**
- **Migration Programme of Slovene Philanthropy** and
- Former **Info Point for Foreigners at The Employment Service of Slovenia** which operated until 2015 as an ESS project and provided information on employment and living conditions in several languages (Bosnian, Croatian, Serbian, Albanian, German, English, Slovenian). Within 5 years they had

118,000 contacts with immigrants and are well-connected with the Ministry for Interior and the Police on a daily basis. The project “Info Point for Foreigners” has established new standards in Slovenia regarding the treatment of non-nationals.

The main difficulty migrants have to face is gaining a foothold in their profession. Apart from language skills the recognition of qualifications is not easy to obtain and there are only a few employment and entrepreneurship opportunities. The major difficulty, however, remains their educational deficiency and the fact that there are not enough job opportunities for low-skilled workers in Slovenia at a given unemployment rate of more than 13%.

3. Language training for migrants

The Initial Integration of Immigrants Programme is an educational Slovenian language course for immigrants that include life and work vocabulary. The programme encompasses the initial (60 hours) and advanced (120 hours) modules. The programme is free of charge for third-country citizens, who

- have a permanent residence permit as well as for their family members holding a temporary residence permit on the basis of family reunification;
- have lived during the preceding year in the Republic of Slovenia on the basis of a temporary residence permit valid for at least one year as well as for their family members with a residence permit based on family reunification;
- are family members of a Slovenian citizen or EU citizen residing in the Republic of Slovenia on the basis of a residence permit for family members irrespective of the length of their stay and validity of their permit.

The Slovenian language examination at a basic level is designed for adults who need a state-approved certificate of Slovenian language skills as a second language either for private or official purposes. Every third-country citizen has the right to participate in one

language examination at a basic level free of charge provided that they have participated in the 180-hour or 120-hour Slovenian language learning programme and have at least 80 % attendance.

As the experience of the Info centre shows there is evidence of violations of labour legislation as far as immigrant employment is concerned, especially in the field of posted workers and international transport (e.g. lower salary than agreed, no employment contract, difficult working conditions, etc.). In some cases immigrants need gratuitous formal representation to achieve their rights. On the other hand there are also cases of good practice regarding the employment of higher qualified migrants.

Employers could be more flexible and their knowledge of intercultural competences is relatively low. A **strategy of integrating migrants into adult education**, prepared by the Slovenian Institute for Adult Education and partners in 2013, also plans measures for employers and local communities such as:

- information for HR departments in companies about availability and measures to promote the integration of migrants into education;
- information and expert support for employment and social services as well as trade unions;
- encouragement of NGOs to develop informal education for migrants;
- informing employers and raising their awareness for the importance of intercultural competences in order to increase their understanding for migrants' living conditions and their cooperation as to migrants' integration into working life.

Organizations which help migrants to integrate into Slovenian society include the following: Slovene Philanthropy, Association of Free Trade Unions Slovenia, Association Odnos and others. Until the end of September 2015 there was also an Info Point for foreigners operating as an ESS project at the Employment Service of Slovenia.

Brochures addressing migrants that offer help or services published by the Association of Free Trade Unions Slovenia are for example:

- ABC about Integration
- You do not get salary? Time for action
- Posted workers, do you know your rights?

4. Good practice

Slovene Philanthropy, an association for the promotion of voluntary work is a humanitarian organization with activities focussing on volunteering, migration, inter-generational cooperation, promotion of health, international and development cooperation. The **Migration Programme Unit** was established in 1994 as a part of the Slovene Philanthropy and in direct reaction to the situation developing in former Yugoslavia during that period. Activities of the unit were in its initial term predominantly aimed at refugees from Croatia, Bosnia and Herzegovina and later also from Kosovo. Activities included visiting refugees in accommodation facilities with the purpose of providing psychosocial aid, supporting and organizing their education, teaching the Slovenian language, organizing self-help groups, including volunteers in refugee aid and other activities. Currently the unit is carrying out activities for the following target groups:

- **Asylum seekers:** psychosocial aid; women's self-help group; aid in learning the Slovenian language and study assistance; social, sports and cultural activities (socializing; film, musical and dance evenings; presentations of Slovenian culture and society; day trips etc.); promoting employment integration; advocacy.
- **Underage refugees, asylum seekers and other underage migrants:** psychosocial aid and support; aid and support in integration into the Slovenian environment and society (aid in administration matters, inclusion into education and various societies etc.);

various quality free-time activities, sports and culture activities (trips, camps, creative workshops); study assistance, literacy programmes and aid in learning the Slovene language; promotion and facilitation of integration of underage migrants into the education system and local environment.

- **Unaccompanied and separated children:** performing custodial services and psychosocial support to unaccompanied and separated children; provision of guardians and establishment and coordination of a network of custodians and informal translators; study assistance and teaching Slovenian; social, sports and cultural activities; advocacy; member in the Programme for Separated Children in Europe.
- **Integration of refugees:** counselling and psychosocial aid; aid in administrative matters, learning Slovenian and study assistance; raising awareness; advocacy.
- **Learning and education:** study assistance for asylum seekers and refugees; teaching Slovenian to asylum seekers and refugees; education of experts on themes related to asylum and migrations; education of volunteers on themes related to asylum and migrations; cooperation with faculties and involvement of students into work concerning asylum and migration.
- **Raising public awareness:** cooperation with the media; organizing round table discussions; production and placement of billboards; organization of events marking the day of refugees; Festival of Migrant Film.
- **Advocacy of migrant worker rights:** provision of information for migrant workers and help in solving their problems (notifying violations of legislation, contacting appropriate services, accompanying to competent offices, help in finding accommodation, work, etc.).

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