

# WP2.State of the Art Report: Summary of the National Needs Analysis Research Reports

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## 1. INTRODUCTION



The aim of the Info4Migrants project is to meet the European objective of effective integration by transferring the innovative Careers Europe Eisodos migrant information database to vocational education providers and guidance centres across Europe. The impetus for the project followed the recognition by The European Agenda for the Integration of Third Country Nationals (European Commission 2011) that migrants are currently an underutilised resource and a waste of human capital in all Member States. It has been highlighted that EU countries need to make the process of inward migration more attractive and unproblematic for migrants, firstly by improving the information available to them in the receiving society (e.g. job opportunities, culture, rights), avoiding clashes with the native workforce and informing migrants of their obligations.

The Info4Migrants Project aims to equip careers advisors and migrant support workers in vocational education (VET), as well as professionals in labour offices and other organisations working with migrants with an online support tool to help them to better support the migrants with whom they come into contact.

The target groups (both guidance professionals and migrants) will be involved in several feedback activities, in order to ensure that the tool is adapted to meet existing needs at a European level.

In order to achieve these goals, the six partners of this LLP project will develop an online tool containing a wide range of practical information with translations of important information into common migrant languages.

The Info4Migrants project is based on a detailed research and implementation plan organised to meet the following objectives:

- ◆ To understand who the migrants are and what support they need, what support exists already in each partner country
- ◆ To identify the gaps in the current knowledge of careers advisors/guidance professionals working with migrants
- ◆ To research practical information in order to fill the knowledge gaps of guidance professionals
- ◆ To develop an online support tool for guidance professionals working with migrants
- ◆ To test and improve the online tool
- ◆ To disseminate project results to target group members, strategic partners and to the general public.

## **2. METHODOLOGICAL APPROACH TO ELABORATE THE REPORT**

All project partners adhered to common and detailed methodologies for data collection and analysis in order to ensure a consistent quality for the research across the partners' countries and to build up a comprehensive picture of migration issues in Europe from different perspectives. The data was collected through a combination of qualitative and quantitative approaches.

## **3. INTRODUCTION TO THE REPORT**

This report gathers the conclusions of the national research carried out by the project partners. The objective of the report is to find similarities and differences among the countries participating in the Info4Migrants (I4M) project regarding the situation of the migrants in each country: the main origin of the migrants, their socioeconomic profile, the support they receive from professionals and which are the organisations which work to support them.

Taking into consideration the findings of the national reports, we will be able to identify the main needs of the target group in each country and we can contribute to solve those needs with the I4M tool. This document will help the project team with the next steps of the project, regarding the development of the content of the I4M tool and it will also offer insight into the immigration situation in the different participating countries: United Kingdom, Austria, Bulgaria, Finland, Spain and Sweden.

## **4. PROFILE OF MIGRANTS IN THE PARTNER COUNTRIES**

The profile of migrant populations is different across the partner countries, not only because of their origin, but also because of their socioeconomic levels and reasons for migration.

The origin of migrants often depends on the geographical proximity to the destination country or the cultural/historical relations between the origin/destination countries. Of course, the different origin of migrants means also that the main migrant languages migrant are different in each of the partner countries.

Regarding the socioeconomic background of migrants, although it was found that often migrants (in the countries participating in this research) hold low or mid-level qualifications and have a low level of economic resources, this situation can differ from country to country. Some countries, like the UK or Sweden receive many better qualified migrants than those migrants received by Spain.

The research also revealed that the socioeconomic background of migrants also influences their reasons to migrate. In the case of Spain, most migrants arrived in the country attracted by the economic boom during the 90's and early 2000's whereas in Bulgaria most of the migrants arrived in the country as refugees or seeking asylum, mainly from Syria or Afghanistan.

The support migrants receive is also different among countries. For example, migrants in Spain or Bulgaria tend to depend more on friends or relatives already in the country whereas in the UK it seems there is a higher proportion of migrants seeking help from different organisations. However, this also depends on the origin and the situation of every migrant. Those migrants coming to the partner countries looking for asylum, for instance, tend to use the services of professional organisations more than those migrants coming for economic reasons.

**In the following table, the main characteristics of migrants can be seen country by country:**

	UK	Austria	Bulgaria	Finland	Spain	Sweden
<b>Countries of origin</b>	India, Poland and Pakistan, Ireland and Germany	Germany, Turkey, Serbia, Bosnia and Croatia	Russia, Syria, Afghanistan	Russia, Sweden, China, Estonia and Somalia	Romania, Morocco, Colombia, Ecuador and UK	Somalia, Iraq, Syria, Bosnia and Poland
<b>Main languages</b>	Polish, Panjabi, Urdu, Bengali and Gujarati	Serbian, Bosnian, Croatian, Turkish and Romanian	Arabic, Russian, Turkish and English	Estonian, Russian, Somalian, Swedish and English	Romanian, French, Spanish, Arabic and English	Bosnian, Arabic, Kurdish, Syrian and English
<b>Level of qualification</b>	Higher than national average	Lower than national average	Higher than national average	Same or higher than national average	Same or lower than national average	Same or higher than national average
<b>Support received when arrive in the destination country</b>	Most of the migrants receive support from their relatives	Some interpreting services. Printed materials	No support received or very poor. Migrants in Bulgaria are normally helped by their family already	most migrants reported that support was	No support received or received by their family or	It was easy to find but in some aspects was insufficient

		and an online platform “together: Austria”.	established in the country (if that is the case)	readily available	friends already in the country	
<b>Main information needed</b>	Rights and obligations of migrants, access to health care, legal matters	A frequently updated list of useful links for migrants, legal information , information on looking for a job (all aspects) , health care access, language learning possibilities	Job positions, legal rights and responsibilities, training possibilities and translation of national qualifications to the ones in Bulgaria	How to find a job, migrants associations and training possibilities	Job vacancies, and translation of own national qualifications to the ones in Spain	Job vacancies, training possibilities and translation of own national qualifications to the ones in Sweden

## 5. ORGANISATIONS WHICH SUPPORT MIGRANTS IN THE PARTNER COUNTRIES

This is the area which presents the most similarities among the partner countries. In all partner countries the organisations which support migrants are varied and provide different services. These organisations can be private or public and they range from trade unions to migrant associations, public administrations, career guidance centres and charities.

Another commonality in all partner countries is that the organisations which work with migrants normally work at local level, even if they are national organisations, so the support received is related to proximity of services.

In general, these organisations provide services to migrants but are not specifically designed for migrants and they also provide services to the indigenous population and in most cases migrants are not their

(as in the case of trade unions or job centres for example).



However, we can see that in some countries (e.g. the UK) organisations such as; housing associations, job centres, careers centres and VET colleges do have a great deal of experience of working with migrants, which, in turn, makes them better prepared to support them. However, these organisations may feel confident supporting migrants in their specific area of expertise only. The problem is that, although there is much information for migrants, these resources are dispersed among different organisations and entities and it is very difficult and time consuming to find out about them all. It would be very useful for guidance professionals and migrants to be able to find all this information gathered together in one place.

## **6. PROFILE OF THE CAREER ADVISORS IN THE PARTNER COUNTRIES**

In this area there are also many similarities amongst the partner countries.

The majority of Careers Advisors in each country have not received specialised training in the support of migrants and they have learnt how to support migrants in different areas and ways through informal means, whilst carrying out their work.

In recent years, due to the economic crisis and with more and more people finding themselves out of work or having to change career, careers advice has become vital. In most of the partner countries careers advisors undertake general vocational training of high quality that prepares them well to meet the needs of a wide range of clients. However, training is not usually specifically designed to suit the kind of work and knowledge that advisors and other support professionals need to work with migrants.

Other professionals who work with migrants (e.g. those from trade unions or charities) are not usually trained career advisors but they support migrants in aspects related to other need they have (aside from professional needs) like legal support or personal needs (for example how to access housing).

The lack of specialisation in the area of working with migrants means that these professionals can lack some key competences, such as; any knowledge of the languages spoken by migrants, specific intercultural communication skills or knowledge about the culture of origin of the migrants.

However, and similarly to the previous section, a major obstacle for professionals working with migrants is their lack of access to up to date and accurate information about all the different areas of support

that migrants need- both locally and nationally. As the professionals working with migrants are usually

specialised in certain areas, they are often unable to advise or ‘signpost’ the client to another support organisation. So, for example, a professional working in a careers advisory centre will know a lot about where to find job offers, how to create a CV or access training opportunities, but this professional may not have any knowledge about legal issues, or other aspects related to daily life like accessing housing.

Although it is not expected that a careers advisor has all the answers to the questions that an migrant might have, the careers advisors that participated in the national research stated that they would like, at least, to know to which organisations they could signpost their migrant clients in order that they could be supported in other areas. In other words, it would be useful to have an area/website where professionals can find all the information in the same place so they can advise their clients where to go or who to contact to access support.

**The following are the areas in which careers advisors and professionals felt they needed to improve their knowledge in order to better support their migrant clients:**

	<b>UK</b>	<b>Austria</b>	<b>Bulgaria</b>	<b>Finland</b>	<b>Spain</b>	<b>Sweden</b>
Information needed	Training opportunities, existing organisations which support migrants, legal, cultural and socioeconomic aspects.	Legal aspects, organisation supporting migrants and socioeconomic aspects.	Professional aspects, legal aspects, training opportunities and existing migrant communities.	Training opportunities for migrants, job related questions (CVs, salaries...)	Socioeconomic aspects, equivalence between the qualifications of migrants to those in Spain.	Professional aspects, organisations where migrants can get help, cultural aspects of Sweden.
Areas for improvement	<b>Knowledge about the cultural background of migrants</b>	<b>Knowledge about the cultural background of migrants and communication styles.</b>	<b>Knowledge about the cultural background of migrants and communication styles.</b>	<b>Knowledge about the cultural background of migrants</b>	<b>Knowledge about the cultural background of migrants, legal aspects and organisations which might help migrants.</b>	<b>Knowledge about the cultural background of migrants</b>

<p>Suggestions for the development of the I4M tool</p>	<p>Include equivalence of qualifications. Links to community organisations which support migrants Include practical tools like CV templates/tool General information about the culture in the UK. Language tools to learn English. A useful phrases section written phonetically Language should be welcoming – warm and friendly</p>	<p>Information about German courses and resources to learn basic German. Simple language. Information of organisations who offer support to migrants. Equivalence of qualifications. Files ready to print as many migrants don't have a computer or internet connection.</p>	<p>As above.</p>	<p>Include the unwritten rules of Finland! i.e. Cultural information about Finland – this is very important for migrants trying to settle in Finland</p>	<p>Easy to use. Simple language. Practical information.</p>	<p>User friendly and easy language. Give tips. Tools related to different topics. Step by step giving relevant information depending on how long the migrants have been in the country. Would it be possible to include a language tool with basic lessons to learn Swedish?</p>
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## 7. CONCLUSIONS AND REMARKS

This research revealed that there are differences among the partner countries regarding migrants coming to these countries.



The origin of the migrants is different and is usually related to historical/cultural bonds between the destination and the origin country. Although the reason for immigration is usually related to economic reasons (to find a job or a better job in the destination country) migrants tend to go to those countries where they already know the language or have cultural similarities. Another reason for immigration, especially in the case of Bulgaria, is seeking asylum, which explains why the majority of migrants to Bulgaria come from countries like Syria or Iran. The level of qualification of migrants is also different among the partner countries, with highly qualified migration in the case of Finland and low qualified migration in the case of Austria.

In general, the nature of the organisations which provide support to migrants is varied. They are private and public entities and working in different areas (they are; trade unions, public employment services, migrant associations, charities, etc.). As they are specialised in different areas, they offer specialised support and these organisations seem to lack knowledge of the support that exists in other areas (or at least in some other areas of need). This means that the careers advisor or professional either has to do their own lengthy research each time they receive a request from a migrant client or the migrant client is left to carry out their own research – for which they may not have the resources, knowledge of adequate language skills to undertake.

Following the questionnaires and the focus groups organised in the partner countries, careers advisors and support professionals as well as migrants all concluded that an online portal gathering information or links to information or organisations providing support for specific issues would be extremely helpful. For this reason, the I4M project has been very much welcomed by the people who have taken an active part during the research stage.