

Terminal Check



molam

510380-LLP-I-2010-PT-LEONARDO-LIMP



Moving at labour market

Research Report



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1. Introduction

The Mol@m project aims at fostering mobility for learning and employment in the European Union by providing career guidance professionals with expanded knowledge on EU labour markets. The idea for the project was developed because of the realization that mobility of employment across Europe is not always encouraged or even suggested by careers guidance advisers as their focus is more upon national labour markets. Information about other European labour markets is either not provided or it is very limited often because advisers lack awareness and/or practical knowledge.

The Mol@m Project aims to equip careers advisors in vocational (VET) education and youth centres, as well as guidance professionals in labour offices with a wider knowledge of other EU labour markets, so that they can help and encourage especially lower skilled job seekers to look for employment in these markets. This will be done by providing an interactive tool which will facilitate access to practical information on local rules and practices related to the job markets and the local job culture of selected EU countries. The target groups will be involved in several feedback activities, in order to ensure that the tool is adapted to meet existing needs at a European level.

The Mol@m project aims to:

- ▶ Contribute to the encouragement of European Mobility;
- ▶ Expand employment opportunities for low skilled citizens;
- ▶ Improve the quality of vocational training for guidance professionals;
- ▶ Widen career advice and guidance beyond national boundaries.

In order to achieve these goals, the six partners of this LLP project will develop an online interactive tool containing a wide range of practical information, including cases on immigration. This tool will be complementary to existing instruments such as EURES, Euroguidance, etc. and will raise awareness of EU mobility as an option for employment, by providing career guidance professionals with the information they need to encourage and help job seekers, particularly those with lower qualifications.

The Mol@m project is based on a detailed research and implementation plan organized to meet the following objectives:

- ▶ To characterise the labour markets of each of the 6 European countries and to identify the training needs of the professionals who provide careers advice
- ▶ To identify the main challenges that migrants have to overcome when they decide to work in another EU country;
- ▶ To research practical information in order to fill the knowledge gaps of guidance professionals and knowledge needs of job seekers (especially those with low qualifications) about mobility to other EU countries for career purposes;
- ▶ To develop an interactive tool, including e-Learning content, addressed to the direct target group to expand their knowledge about other EU labour markets;
- ▶ To test and improve the tool;
- ▶ To disseminate project results to target group members and to the general public.

The work was divided into 9 sections, or work packages.

The second section, Work Package 2 (WP2) was conducted in order to identify the needs of potential emigrants and, connected with this, the knowledge required by career guidance professionals in relation to the cultural, social and economic characteristics of the potential host countries. The research information collected and developed within this WP is set out here and will be used as a basis for the development of the interactive tool for career guidance professionals.

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:

- a) **Desk Research:** The desk research aimed at identifying core issues in the context of migration and employability of migrants in the partners' countries. What is the current standard of knowledge on migration in the different countries? What are the existing support services in the different countries as well as on a European level?

b) Quantitative Expert Survey: This questionnaire was designed to capture the view of those assisting labour emigration aspirants in the home countries and to learn about these professionals' training needs.

c) Qualitative Expert Survey: Complementary to the expert questionnaires, in depth interviews were conducted with a group of experts supporting migrants in the countries of destination. The purpose of this research was to explore in greater detail experts' views on the main challenges facing migrants in relation to the destination countries and on their opinions regarding necessary support before migration. These interviews with experts also supplemented the interviews with migrants, as they deepened understanding of the situation of labour migrants.

d) Qualitative Migrant Survey: This instrument was designed to capture the individual experiences of labour migrants in order to understand the challenges they faced and needed to overcome in order to integrate into new labour, cultural and social contexts.

As the project is concerned with EU labour migration, the EU member states were in the focus of attention. Desk research was conducted in the partners' countries and both the experts and the migrants were asked about only relevant target countries (i.e. EU member states).

The report is organized as follows:

Chapter 2 - Labour migration in Europe: This chapter provides an overview of the main European migration policies, supporting services and tools. It also includes a national report from each partner country, with a survey of its main policies, supporting institutions and migration flows. The chapter capitalises on information from the desk research and the surveys.

Chapter 3 - Empirical findings: This chapter summarises the conclusions of the conducted research, separated into the experts' and the migrants' points of view.

Chapter 4 - Training needs for experts – conclusions towards Mol@m: Based on the information collected and on the discussions held by partners, this chapter presents the main conclusions to be considered for the development of the next activities of the project, namely WP3 – Content Development, and WP4 – Development of the Interactive Tool.

2. Labour migration in Europe

2.1. European Migration Policy

The free movement of workers has long been a key aspect of European integration. However, one initial distinction should be made: whereas intra-EU labour migration is regarded as a fundamental freedom and a core right of EU citizens and their family members, the regulation of non-EU nationals' entry and residence conditions and their rights in the field of employment have only been put forward since the Amsterdam Treaty came into force in 1999. In fact, the rigorous application of the principle of free movement to intra-EU migration can be juxtaposed with the relative 'unfreedom' characterising the labour migration of non-EU nationals and the prevalence of a security centred paradigm¹.

This chapter focuses on European migration policy within EU's borders. The intra-EU labour migration – or 'cross-border labour mobility', in the preferred official Euro-terminology – is guaranteed, within the EU borders, by Article 45 of the Treaty on the functioning of the European Union (TFUE)², which states that:

Freedom of movement for workers shall be secured within the Community.

Such freedom of movement shall entail the abolition of any discrimination based on nationality between workers of the Member States as regards employment, remuneration and other conditions of work and employment.

It shall entail the right, subject to limitations justified on grounds of public policy, public security or public health:

(a) to accept offers of employment actually made;

(b) to move freely within the territory of Member States for this purpose;

¹ Sergio Carrera, Anaïs Faure Atger, Elspeth Guild and Dora Kostakopoulou; Labour Immigration Policy in the EU: A Renewed Agenda for Europe 2020, No. 240, 5 April 2011

² Consolidated version of the treaty on the functioning of the European Union, Official Journal of the European Union, 09/05/2008

(c) to stay in a Member State for the purpose of employment in accordance with the provisions governing the employment of nationals of that State laid down by law, regulation or administrative action;

(d) to remain in the territory of a Member State after having been employed in that State, subject to conditions which shall be embodied in implementing regulations to be drawn up by the Commission.

The provisions of this article shall not apply to employment in the public service.

This freedom of movement is described in much more detail in Regulation 1612/68³, which deals with eligibility of employment, equality of treatment and the rights of a worker's family. A worker is not explicitly defined in either the article or regulation. However, according to a 1963 interpretation of the European Court of Justice, a worker is defined as a person who *for a certain period of time performs services for and under the direction of another person in return for which he receives remuneration.*

More recently, Directive 2004/38/EC collected and summarized the right to move and reside freely and assembled the different aspects of the right of movement in a single legislative document. It also clarified procedural issues and it strengthened the rights of family members of European citizens who were using their own freedom of movement rights.

The two most recent phases of EU enlargement (2004 and 2007) have been subjected to specific clauses introducing transition periods before workers from the new member states can be employed on equal, non-discriminatory terms in the old member states. All countries except Ireland, Sweden and the UK initially decided to suspend full access to their labour markets for citizens of the new member states for a transitional period of up to seven years (ending 2014) Despite this barrier, intra-European migration flows show a clear distinction between the pre- and the post-2004 periods: in fact, many workers in the new member states were keen to take advantage of the opportunity to earn higher wages and broaden their experience or even to find work at all (Galgóczi, Leschke and Watt, 2009).

³ Consolidated Text of the Regulation (EEC) nr 1612/68 of the Council of 15 October 1968 on freedom of movement for workers within the Community; Office for Official Publications of the European Communities; CONSLEG: 1968R1612 — 27/08/1992

The European Commission has always strongly supported freedom of movement and claimed that migration flows have had positive effects on the European economy (European Commission, 2006) Article 20 (1) of the TFUE and Directive 2004/38/EC guaranteed the free movement of non-economically active people. Further, in April 2006, the European Parliament explicitly called on the EU-15 countries (i.e., the old member states) to abolish the transitional arrangements, given that there was no evidence of strains from intra-EU labour mobility on receiving-country labour markets, and also because it was thought that the transitional arrangements may have contributed to higher levels of illicit work and bogus self-employment. The Parliament also called for systematic monitoring of intra-EU migration flows, standardized statistics and strict enforcement of labour law in order to guarantee equal treatment to all workers and to prevent social dumping (O.J. 2006 [C 293 E/230]).

In accordance with this legislation and with the political approach followed by the European institutions, the intra-EU migration policy is to be considered an aspect of the internal market, being part of the EU's four freedoms (capital, goods, services and, naturally, people).

2.2. European Support Services and tools

The following is an overview of support services and tools available to EU citizens looking to work in Europe. The information is taken from the Careers Europe Exodus database, from interviews with advisors at Careers Europe, with EURES advisors, from interviews with experts in the countries involved in this project and from Euroguidance centre advisors. However, it is by no means exhaustive. There are many support systems in place in each of the European countries for nationals emigrating and for incomers from the EU. This section of the research report aims to give the reader an overview of what is available and used currently by advisors working in this area.

The EURES Network

EURES stands for European Employment Service and is the system by which the employment services of the EU and EEA (European Economic Area) Member States cooperate across Europe. Citizens of those Member States may use EURES to search for vacancies in other Member States. EURES can be accessed either through a job seekers local employment service office (the Job Centre in the UK), or via the EURES website: ec.europa.eu/eures/.

EURES offers job-seekers two basic services, a vacancy search and a CV service. The vacancy search allows job-seekers to access vacancies placed by employers looking to recruit staff from other Member States. The CV service allows job-seekers to submit their CV to a database that employers can search when they are looking for staff.

The EURES network also has over 400 EuroAdvisers working in the 18 EU/EEA countries. They are based within the national employment services, and they aim to provide job seekers with advice and information about working abroad.

Across the rest of Europe, many State Employment Services offer particular services, solely to job seekers from other countries. For example, the *Zentralstelle für Arbeitsvermittlung* (Central Placement Office) in Germany offers a job-seeking service to foreign nationals.

State Employment Services

European Union (EU) nationals are free to use the services of the State Employment Service in all countries of the EU/EEA (e.g. *ANPE* in France; *INEM* in Spain) on an equal footing with nationals of that country. The size & importance of the State Employment Service will vary depending on the particular country.

Documentary proof of identity is required in order to use the services of certain State Employment Services (e.g. *ANPE* in France) but this is easily provided in the form of a passport or national identity card.

In order to make speculative approaches to individual companies, EU nationals can obtain lists of addresses from international trade directories such as "*KOMPASS*" or '*Who Owns who*' which are usually available in local reference libraries.

In other Member States, the local equivalents of the Chamber of Commerce (e.g. the *Handelskammer* in Germany, *Chambre du Commerce* in France) provide details of companies for job-seekers to contact in order to find employment.

Europass

Europass is a European initiative to encourage mobility and lifelong learning among workers and learners in Europe. It records the individual's skills, qualifications and experience in a standard European format, helping to make them easily understood across Europe. This is a great advantage when looking for work: <http://europass.cedefop.europa.eu/>

Qualifications

The European Union has worked to devise a set of equivalence standards in order to ensure that qualifications gained in one Member State are recognised in other Member States. However, qualifications in many occupations are still to be assessed and some previous comparability exercises are now due for revision.

“Europe open for professions” provides all the information that is available on the comparability of professional qualifications across the EU. The website is available at www.europeopen.org.uk

There are NARIC centres in each EU country that help with recognition of vocational and academic qualifications in the relevant country: <http://www.naric.org.uk>

Entry requirements

In addition to offering information to individual job seekers and companies as detailed above, EURES also gives support Europe-wide to EU/EEA countries by keeping them up to date with changing regulations concerning entry requirements and necessary paperwork

Euroguidance

Each country in Europe has Euroguidance representation. The specific mission of the network of centres is to promote the European dimension in guidance activities and to provide quality information on mobility.

Information and training is primarily provided to careers advisors who pass on the information to final users.

Individuals contact the Euroguidance centres through the PLOTEUS portal. This is primarily concerned with learning opportunities but individuals can also find information and ask for advice on working in another country in the EU. <http://ec.europa.eu/ploteus/>

Europe wide information websites

There are several websites giving information about working in the EU. Some of these are EU funded like the EURES European job mobility portal, Eurodesk www.eurodesk.org/edesk or the Ploteus portal. Europe Direct Centres http://europa.eu/europedirect/index_en.htm answer questions concerning rights for European citizens (e.g. residence permits etc). <http://europa.eu> is the official website of the European Union. It gives basic information on how the EU works and links to EU information on the websites of EU institutions and agencies.

SOLVIT: <http://ec.europa.eu/solvit/site/about/index.de.htm> is an alternative dispute resolution website, working with issues such as residence permits, employment rights and access to education. There are also a few good commercial websites that contain useful information and often host forums for migrants (to help find accommodation etc). Good examples of such commercial websites are: www.justlanded.com with general information and forums for all migrants and www.eurograduate.com which is aimed at graduates looking for opportunities in the EU.

It can be seen clearly from the above that, across the EU, there is a great deal of information and support available for people seeking work and/or educational opportunities in European countries other than their national homeland. For more information on country specific support on European migration please see the national research reports.

2.3. Country reports

2.3.1. Portugal

2.3.1.1. Labour migration history

A. Migration history

In Portugal, the years between 1965 and 1973 were especially significant in terms of the numbers of people who emigrated mainly for political reasons. Because of the change of the political regime in 1974, and other external factors, these emigration flows (especially permanent emigration) slowed down significantly, while temporary emigration grew (Monde Diplomatique, 2011: p.3). The main destinations included France and Switzerland as well as non-European countries. Although immigration to Portugal before 1980 was not significant, between 1986 and 1997 the number of incoming foreign citizens doubled (to 175 000) (Falcão, 2002: p. 3.). A major proportion of these immigrants were from EU countries, especially the UK, Spain and Germany. They moved to the country for foreign investment purposes and for other reasons including a significant number of retired people who chose Portugal for its climate and way of life. There is also a large number of Spanish doctors who have chosen to work in Portugal. But the main countries from which emigrants come to Portugal are the former Portuguese colonies in Africa (called also PALOPS) with the majority coming from Cape Verde. These groups, unlike the ones arriving from the EU, have lower qualifications and are mainly employed in construction work (Falcão, 2002).

B. Status quo

Recent emigration statistics show changes as far as destinations are concerned. In 2005, the main emigrant destinations within Europe included the UK and Spain, whilst previously important destinations, like France and Switzerland received far fewer Portuguese immigrants. Germany remained in fifth place of the most regular destinations (Direcção Regional de Educação do Centro, 2011). The profile of the Portuguese emigrant community continues to be mainly composed of young men with low qualifications although qualified Portuguese workers do travel to other countries, because of the internationalisation of Portuguese companies (Ibid).

Current immigration flows from the beginning of the 21st century show a strong movement of Eastern European workers to Portugal. These immigrants are generally highly qualified and employed mainly in construction work. Another recent immigrant community is from Brazil. This group work in restaurants, cafés, construction work and shops. The motivation for the immigration of both groups is economic (Falcão, 2002).

The following chart indicates the main nationalities that received a residence permit in Portugal in 2009.

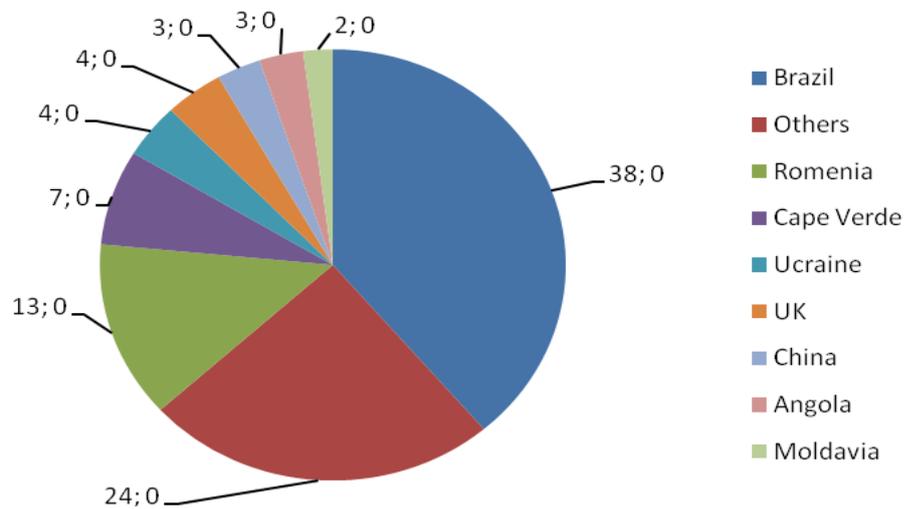


Figure 1 - Nationalities – Emission of Residence Permits, 2009 (Bento et al, 2009)

C. Labour market context

In 2009, the total population of Portugal was 10 637 713 - 48.4% men and 51.6% women (Instituto Nacional de Estatística, 2009). In February 2010, there were 561 315 unemployed people of whom 47.3% were men and 52.7% women. Around 7.1% of these unemployed people were foreign nationals (EURES, 2011) of whom, 5 290 were EU citizens (mainly from Romania, Bulgaria, Spain and France), and 8 613 were from countries in Eastern Europe (Ukraine and Moldova).

At the end of the second quarter of 2009, the sectoral distribution of those in employment was as follows: agriculture, forestry and fisheries: 11.5%; industry, the building trade, power and water:

27.7%; services 60.8% (Ibid, 2011). According to 2007 statistics (Casa do Brasil, 2011), one in every ten employees in Portugal is an immigrant. However, their geographical distribution varies. Most of them live in the southern tourist areas of the country and there are relatively large numbers in Lisbon and the area surrounding it.

2.3.1.2. Main political aims and strategies towards immigration

According to the latest Migrant Integration Policy Index (MIPEX) released in February 2011 (comparative analysis of 31 countries), Portugal has the best immigrant integration policies in the areas of family reunification and access to Portuguese nationality and is second in terms of its success in integrating immigrants into the labour market (ACIDI, 2011a). These outcomes are mainly because of legal requirements which have been implemented over the last three years. These are the Nationality Act, the plan of Integration of Immigrants for 2007-2009, the plan of Integration of Immigrants for 2010-2013 and the improved Immigrant Act [New Act of Foreigners] especially in relation to the residence; this legislation has led to the launch of a range of programmes for the integration of immigrants in the labour market.

Portuguese emigration policies have received far less attention than those related to immigration. There is not an integrated approach towards those Portuguese citizens who live outside the country despite the large numbers of such communities (CDS-PP, 2011). There is some support directed at those who decide to or consider returning to Portugal. For example, there is a network of support across the local municipalities, called Gabinete de Apoio ao Emigrante, which helps the reintegration of these groups by providing information and taking care of administrative issues (Município de Sátão, 2011). A further support service (ASEC-CP) offers specialist help for those Portuguese citizens who are residents of other countries and are in specific vulnerable situations (Portal do Cidadão, 2011).

Helpful resources in relation to political aims and strategies of immigration and emigration include the following:

➤ The official website of the **Interior Ministry** (<http://www.mai.gov.pt/>) provides access to the immigrant official platform <http://imigrante.mai-gov.info/>. This provides a blog in relation to immigration issues, a communication campaign about the new act on immigration (New Act of Foreigners), as well as a section on the relevant legislation. Also linked to the Interior Ministry, the following website (www.imigrante.pt) dedicated to immigrants in Portugal, includes information about migration laws and also news and events.

➤ **Portal of Citizens** (www.portaldocidadao.pt) is an official website for Portuguese citizens which collects important information and news about immigration issues, as well as other information.

➤ The **Observatory of Immigration** (www.oi.acidi.gov.pt) is a portal that collects all sorts of information (books, publications, projects, research, news and other data) in relation to immigration issues in Portugal.

➤ **The Observatory of Emigration** (www.observatorioemigracao.secomunidades.pt/np4/home.html) is a portal collecting information (books, publications, research, news and other data) about the emigration of Portuguese communities.

➤ **United Nations University – Emigration Flows for Qualified Scientists** (www.merit.unimaas.nl/braindrain) information available also on Portugal

➤ **Blog about Portuguese brain drain** (<http://theportugueseconomy.blogspot.com/2010/03/portuguese-brain-drain.html>)

2.3.1.3. Legal foundations

The most relevant legislation in force is the so called New Act of Foreigners (Lei nº23/2007, 4 Julho - A nova Lei de Estrangeiros) that regulates entrance and residence in Portugal as well as the exit from and removal from the country. This act stipulates the documents necessary to enter the country, states that sufficient financial means are obligatory for the entry, gives information about competent authorities, regulates the entry and residence of students as well as minors, regulates the visa requirements and residence permits including those for professional activities in national territory, etc. (SEF, 2011).

In addition, the Act nº 99/03 of 27 August deals with the employment of foreigners but only in very general terms. It establishes the foreign workers' rights for treatment equal to that of Portuguese workers. It also states requirements regarding some formalities from the nationals who come from outside European Economic Area (SEF, 2011).

The major source of legal information in relation to immigration can be found at: http://www.sef.pt/portal/V10/EN/asp/legislacao/index.aspx?id_linha=4191&menu_position=4133#0 as well as at www.imigrante.pt and <http://imigrante.mai.gov.info/>. Additional information about legislative issues is at: www.acidi.gov.pt/es-imigrante/legislacao/legislacao-portuguesa. The frequently asked questions section of SEF (Serviço de Estrangeiros e Fronteiras) answers also legal questions at: <http://www.sef.pt/portal/V10/EN/asp/apoioCliente/index.aspx?spand=2#0>

2.3.1.4. Support systems

No specific support systems at local and national levels were found that are dedicated to career counsellors or career guidance practitioners. Nevertheless, there are websites dedicated to migrant communities (both immigrants and emigrants) providing useful information for them⁴.

The main online support for emigrants is the Portal of Portuguese Communities (www.secomunidades.pt or www.consuladovirtual.pt). It provides useful information for

⁴ This information was obtained through online research conducted by SPI and through the results of the questionnaires conducted within this WP.

Portuguese emigrants living in other countries and also for those who are still preparing to emigrate. In addition to information about consulates a virtual consulate is also available; it gives useful information about travelling and working in foreign countries (country specific information) and different kinds of support available for emigrants. As mentioned previously, local physical support is offered in Portugal for those emigrants who decided to return to their home country by the network of Gabinete de Apoio ao Emigrante (Portal das Comunidades Portugueses, 2011).

There are also useful sources available for immigrants living in Portugal, which have already been mentioned previously. These include specifically the following online support:

- ▶ <http://www.imigrante.pt/>
- ▶ <http://imigrante.mai-gov.info>
- ▶ www.sef.pt
- ▶ <http://www.acidi.gov.pt/>

Support for immigrants is available through the Centros Nacionais de Apoio ao Imigrante (CNAI). These centres only exist in Porto, Lisbon and a representation in Faro providing all sorts of help (cultural, legal, social security, health, employment, education, etc) in relation to immigrant integration issues in different languages. Another support facility linked to CNAI is the Centros Locais de Apoio à Integração de Imigrantes (CLAI). This has similar functions to CNAI but is available in more Portuguese cities. In relation to integration into the labour market, a specific service is provided to immigrants by the Gabinetes de Inserção Profissional – GIP, located in different cities.

Translation support is provided through a phone service: Serviço de Tradução Telefónica (STT). More information on this is available at: <http://www.acidi.gov.pt/es-imigrante/servicos> Additional support is offered by organizations of immigrants by nationality (e.g. Casa do Brasil, Associação Caboverdiana, etc.). More information is available at: http://www.aimigrantes.org/assoc_imig.aspx

2.3.1.5. Challenges for low-skilled labour migrants

The main challenges immigrants face in Portugal are mostly related to linguistic difficulties and social integration. Integration into the labour market presents particular difficulties for immigrant groups arriving from Eastern Europe with higher or medium level (secondary) qualifications. This group does not usually turn to formal structures of local employment but uses social networks

(family members and friends who are resident in Portugal). Another challenge is the type of work they do (cleaning, construction work etc) that frequently does not correspond to their qualification levels⁵. In addition, a survey conducted among these immigrants in 2004, revealed that they experienced some level of discrimination in public places, such as cafés, shops etc. (Rodrigues, 2007).

2.3.2. Czech Republic

2.3.2.1. Labour migration history

D. Migration history

The Czech Republic did not exist as an independent country until the mid-1990s. During the First World War, approximately 1.2 million people emigrated from Czech countries (the Czech Republic and Slovakia). Countries like Lower Austria, the USA, Germany, Hungary, Russia, and the Balkans were the most sought destinations for Czech emigrants⁶.

During the 20th century the process of migration was affected by the Second World War and subsequent politico-economic development, especially the strong relationship between socialist countries and the existence of the Iron Curtain. Labour migration to what was then Czechoslovakia was regulated by inter-governmental and trade agreements. These inter-governmental agreements were between countries belonging to the area of Soviet influence and special trade agreements related to migration existed with Poland and what was then Yugoslavia.

Based on these agreements it was mainly Polish migrants who came to join the Czech labour market. They came especially to northern Bohemia to work in the glass and textile industries and to the Moravian-Silesian region to work in the metallurgical and mining industries. This situation came to an end in Czechoslovakia in the 80s and 90s. The critical year was 1989 when the communist

⁵ This information was obtained through media research conducted by SPI, through informal contacts regarding migration issues and through the results of the questionnaires conducted within this WP.

⁶ ABRAMUSZKINOVÁ PAVLÍKOVÁ, Eva. Migrace a etnická identita cizinců v České republice [online]. 2010. 180 s. Dissertation thesis. Masaryk university. Available at: http://is.muni.cz/th/23431/ff_d_a2/

regime together with the Iron Curtain fell. Until that time labour migration and other types of migration were possible only within the countries of “Comecon” (Council for Mutual Economic Assistance)⁷.

However, even after the establishment of democracy there were still many obstacles for people interested in working abroad because of the protective immigration policy of the target countries. The situation improved after 2004 when the Czech Republic became a member of the EU and again in 2007 after joining the Schengen area. Another change took place when the Czech Republic joined the European Union in that, as well as a significant increase in the number of people leaving the country; the Czech Republic became the country of choice for many migrants who were coming with the intention to settle there.

The number of foreigners working in the Czech labour market grew continuously from the establishment of the Czech Republic in 1993 until it reached a peak in 2008. The overall employment of foreigners increased by 212 854 during the period 1995 - 2008 and the share of foreign workers in the labor force of the Czech Republic increased from 1.7% in 1994 to 6.4% by the end of 2008⁸.

E. Status quo

The official records for emigration are more difficult to access and complicated to understand than data related to immigration. For example, data related to numbers of emigrants and data related to the numbers of people registered at foreign labour offices match in no way.

Traditionally important destinations for Czech emigrants are Germany, United Kingdom, Ireland and Austria (which is very popular because of its close location). For seasonal work countries like Spain, Italy and Greece are the most frequently selected.

⁷ BOUŠKOVÁ, Petra. Pracovní migrace cizinců v České republice v 70. až 90. letech [online]. 2008 [cit. 2011-02-02]. Available at: <http://aplikace.mvcr.cz/archiv2008/azyl/integrace2/nks01/prispevek4.pdf>.

⁸ HORÁKOVÁ, Milada . Vývoj pracovních migrací v České republice v období hospodářské recese. VÚPSV, v.v.i, 2010. 131 s. Available at: http://www.cizinci.cz/files/clanky/711/Vyvoj_pracovnich_migrac.pdf.

The prospect of a higher income or the lack of job prospects in the home country is the most common motivation for migrating. According to the research that has been undertaken at employment offices for the Molam project, most of those hoping to migrate have insufficient knowledge of the language, overall low qualifications and low competences. Many of them do not have a particular job in mind. They lack knowledge about particular areas of work and of the competencies required.

In contrast to emigration flows, the data related to immigration is much more accessible thanks to the obligatory registration of foreign citizens at employment offices. At the end of 2009 a total number of 230 709 migrants were registered by employment officials. Of this number 139 315 came from countries of the EU/EEA/EFTA. Traditionally, the highest number of migrants came from Slovakia, followed by Poland. A slightly smaller but still quite significant group of migrants came from Bulgaria and Romania. As these migrants are mostly from countries in central or south-east Europe, the motivation for labour migration was the opportunity to find a better job, better income and better living conditions⁹.

The data cited above is indicative of the persistence of a tradition of past cooperation (i.e. Slovakia, Poland, Bulgaria), as well as revealing an interest in jobs requiring lower qualifications (i.e. Ukraine, Romania, Moldavia, Mongolia and Vietnam). The data also shows that, as a result of the opening up of the labour market to other countries, revenue is coming to the Czech Republic together with workers (Germany, UK, France, etc.)¹⁰.

The following graph shows the 10 countries with the highest number of labour immigrants registered by the labour office in 2009 according to CZ-NACE classification. This classification is in accordance with the international classification of economic activities and Regulation (EC) No. 1893/2006 of the European Parliament and of the Council. As can be seen in the graph most foreigners in the Czech Republic work in manufacturing and building industries.

⁹ Zpráva o situaci v oblasti migrace a integrace cizinců na území České republiky v roce 2009 [online]. Prague, 2010 [cit. 2011-01-23]. Available at: <http://www.mvcr.cz/clanek/migracni-a-azylova-politika-ceske-republiky-470144.aspx?q=Y2hudW09NA%3D%3D>

¹⁰ SOUČKOVÁ, Zdeňka . International Labour Migration in the Czech Republic After EU Accession [online]. Brno, 2010. 65 s. Bachelors Thesis. Masaryk university. Available at: http://is.muni.cz/th/171775/esf_b/BP_Souckova.doc

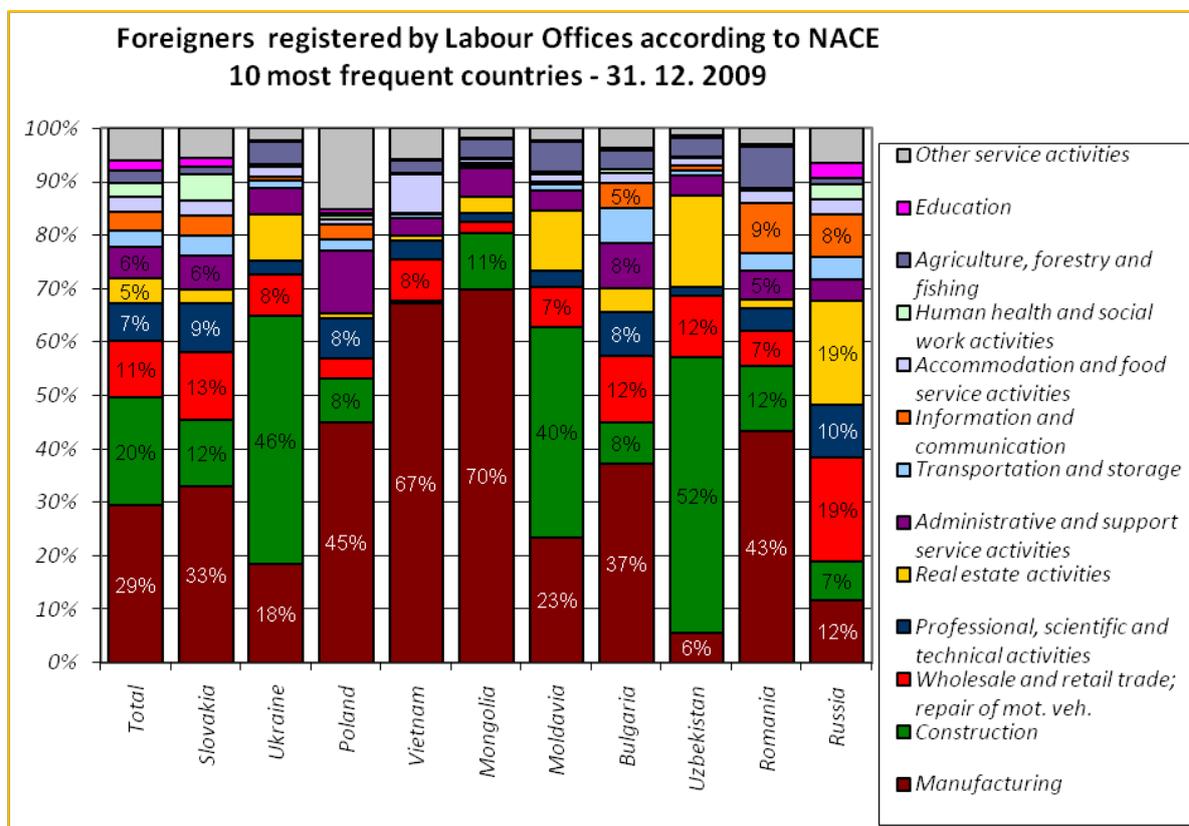


Figure 2 - Countries with the highest numbers of labour immigrants registered by the labour office in the Czech Republic in 2009 and the proportion of their employment according to CZ-NACE¹¹

Trends in the Czech labour market in recent years reflect the unfavourable situation caused by the world economic crisis. The rate of unemployment that had been steadily decreasing since 2004 increased again in 2009 and this increase continued during the whole of 2010. The current rate of unemployment on January 1st 2011 was 9.7% (the proportion of unemployed people in the labour force). Changes in the unemployment rate in recent years are shown in the graph below.

¹¹ Czech Statistical Office [online]. 2010 [cit. 2011-01-12]. Zaměstnanost - datové údaje. Available at: [http://www.czso.cz/csu/cizinci.nsf/973ba1931bf7dedbc1256c6b00305e13/a8dd69e15c3e97e9c12576e40054b327/\\$FILE/c05g06.xls](http://www.czso.cz/csu/cizinci.nsf/973ba1931bf7dedbc1256c6b00305e13/a8dd69e15c3e97e9c12576e40054b327/$FILE/c05g06.xls)

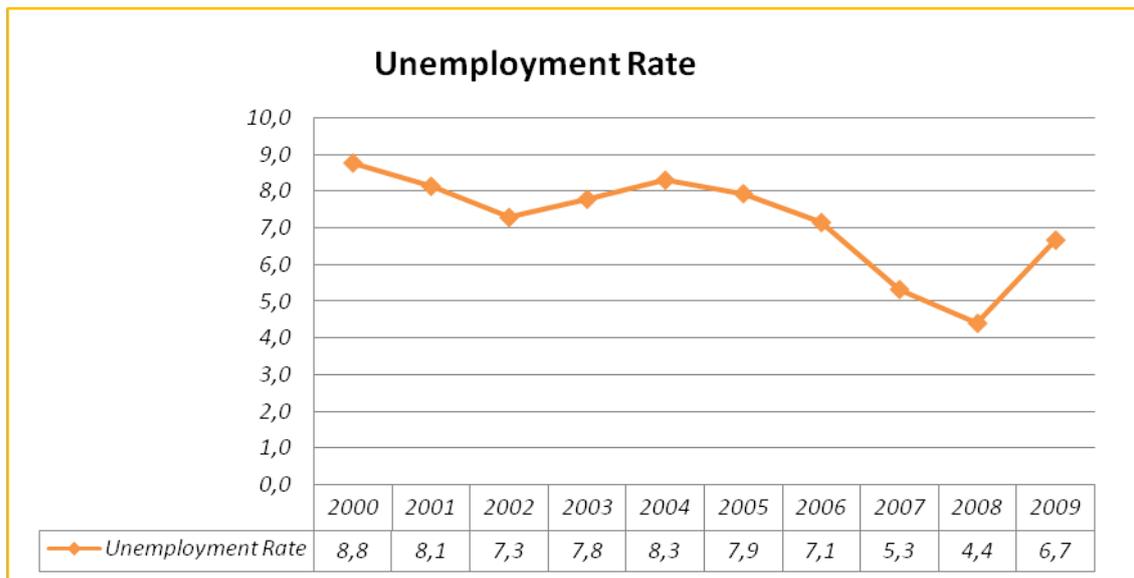


Figure 3 - Changes in the unemployment rate between 2000 and 2009 in the Czech Republic¹²

During times of decreasing unemployment, the number of foreigners employed in the CR constantly grew and foreigners accounted for more than 40% of the total increase in the labour force. However, the negative developments in the labour market in 2009 had a more significant influence on foreigners than on Czech employees. The number of foreign workers fell annually by almost 12 thousand which represented more than one fifth of the total number of working people in the CR. This loss was observed only in the category of employees and the increase in the number of self-employed foreigners with trade permission at least partially compensated for the substantial reduction in the number of foreigners registered by the labour office¹³.

¹² Czech Statistical Office [online]. 2010 [cit. 2011-02-03]. Zaměstnanost a nezaměstnanost v ČR podle výsledků VŠPS - časové řady. Available at: http://www.czso.cz/csu/redakce.nsf/i/zam_cr

¹³ Czech Statistical Office [online]. 2010 [cit. 2011-02-02]. Foreigners in the Czech Republic 2010. Available at: <http://www.czso.cz/csu/2010edicniplan.nsf/engp/1414-10>

2.3.2.2. Main political aims and strategies towards immigration

The national priority in the area of migration is to take effective measures to support controlled legal migration whilst minimising illegal migration. A further priority is to ensure the effective protection of national borders within the Schengen area.

During the 1990s, the Czech Republic went through a transition from being an emigration country to an immigration destination and therefore it is under pressure to increase legal immigration. Public opinion is relatively negative regarding the increasing number of foreigners entering the Czech Republic.

However, the Czech government is under demographic pressure - because of a shortage of people in the labour market combined with an aging population. Therefore an active migration policy has been adopted.

The Pro-immigration policy focuses especially on attracting a skilled and highly qualified labour force. During 2003 – 2010 the project, “Selection of Qualified Foreign Workers” was created in order to improve the situation in the labour market. The strength of this project was commitment to ongoing evaluation in order to remove problematical aspects of employing skilled workers from other countries. For example, the last evaluation indicated that the rules governing the employment of foreigners pose a significant problem. Therefore the Ministry of Labour and Social Affairs called for steps to make the process of searching for a job and the actual tasks of the job itself easier for foreign applicants. At present the project has ended and there are new tools facilitating the employment of foreigners – the Work Permit, Blue Cards and Green Cards are often used as pro-immigration tools in the CR (see below in ‘Legal Foundations’). Both cards are issued for a specific job and entitle the foreigner to both reside in the Czech Republic and work in a job for which the card was issued.

The green card simplifies entry to the job market for foreigners who have qualifications for which the Czech Republic has a job opening. According to the level of qualification three types of cards are issued:

- ▶ type A: for qualified workers and key personnel with university education
- ▶ type B: for workers in jobs where minimal vocational education is required
- ▶ type C: for other workers.

The card is valid for 2-3 years but for card types A and B it is possible to extend their validity under certain circumstances for up to 3 years. The green card is for foreigners and citizens of certain countries which are not members of the European Union. These countries are the following: Australia, Montenegro, Croatia, Japan, Canada, South Korea, New Zealand, Bosnia and Herzegovina, Macedonia, United States of America, Serbia, and Ukraine.

The blue card makes it easier to access the job market for foreigners with a higher qualification that is in demand in the Czech Republic. The completion of university education or higher specialised education where the studies lasted for at least 3 years is required. It is for foreigners from countries that are not members of the European Union and to which an exemption listed in Act No. 435/2004 Coll., on Employment, does not apply.

The blue card is valid for the term of employment set out in the employment contract plus 3 months, but to a maximum of 2 years¹⁴.

2.3.2.3. Legal foundations

The migration policy of the Czech Republic is governed by the following regulations: Act No. 326/1999 Coll., on the Residence of Aliens in the Territory of the Czech Republic (1.1. 2011 an amendment of act came into operation) and Act No. 435/2004 Coll., on Employment.

Foreigner

According to law, a foreigner is a person who is not a citizen of the Czech Republic, of the EU, the EEA or Switzerland and has no family member who is, as well as a person who has no nationality.

¹⁴ Ministry of Labour and Social Affairs [online]. 2009 [cit. 2011-01-28]. Foreign Employment Matters. Available at: http://portal.mpsv.cz/sz/zahr_zam

Persons with nationality other than Czech who legally reside in the CR have the same rights as citizens of the CR. Therefore they must not be restricted while searching for jobs, except for particular jobs where Czech citizenship is required by law. The same rights are applicable to foreigners enjoying temporary protection under special legislation.

Citizens of the EU as well as of Switzerland and the EEA and their family members have the same legal status as Czech citizens. These persons do not need a work permit for employment purposes. In order to support the employability of citizens, special tools mentioned above are used (Blue and Green Card – see above).

When foreigners are employed by Czech employers, labour-law relations are governed especially by the Labour Code and related regulations.

Conditions for employment are also defined by the Employment Act, which requires that a foreigner employed in the CR has to have an individual work permit, if such a permit is needed. Also, the employer must have a valid permit to recruit employees from abroad.

Czech labour law, in particular the Labour Code, wage regulations, regulations on general health insurance and social security legislation are applicable to foreigners who are employed by an employer from the Czech Republic. The minimum wage is defined by No262/2006 Coll., of the Labour Code and it has stayed at the same level since January 2007.

2.3.2.4. Support systems

Several tools (especially online) are available in the Czech Republic that can be used by foreigners to search for a job. However, these tools are mostly available only in Czech and in English which may cause problems for workers with lower language skills. Fortunately, thanks to projects funded from various sources, plenty of useful brochures, leaflets and guidebooks in languages of those nationalities who arrive in the CR most often have been created.

EURES offices can be used as a key contact point for foreigners. Here, migrants can find adequate support including information on available jobs. Centres for the support of the integration of

foreigners are very important contact points which are located in most Czech regions. These centres provide migrants with language courses as well as with other information needed for social inclusion in Czech society. Apart from this, migrants can meet other people of the same nationality here and consequently feel more comfortable¹⁵.

In 2009 the Ministry of Interior published a document called “Information Booklet for Foreign Nationals” which is available in Czech or English and foreigners can find useful information on all important topics needed for living in the CR. This publication can be found at the following link:

http://www.cizinci.cz/files/clanky/594/informacni_publikace_anglicina.pdf

There are also several publications for potential Czech employers on how to effectively communicate with foreigners and to prevent misunderstandings.

2.3.2.5. Challenges for low-skilled labour migrants

According to Eurostat, low skilled persons are defined as those who have achieved an education up to level no. 2 of the classification ISCED. ISCED levels 0-2 include: Pre-primary education, Primary education and lower secondary education. The following graph shows the proportion of low skilled people in the population aged 25-54 years in the CR and EU 27.

¹⁵ Refugee Facilities Administration [online]. 2009 - 2010 [cit. 2011-01-20]. Centres for the support of the integration of foreigners. Available at: <http://www.integracnicentra.cz/PoskytovaneSluzby/PoradenskaAInformacniCinnost.aspx>.

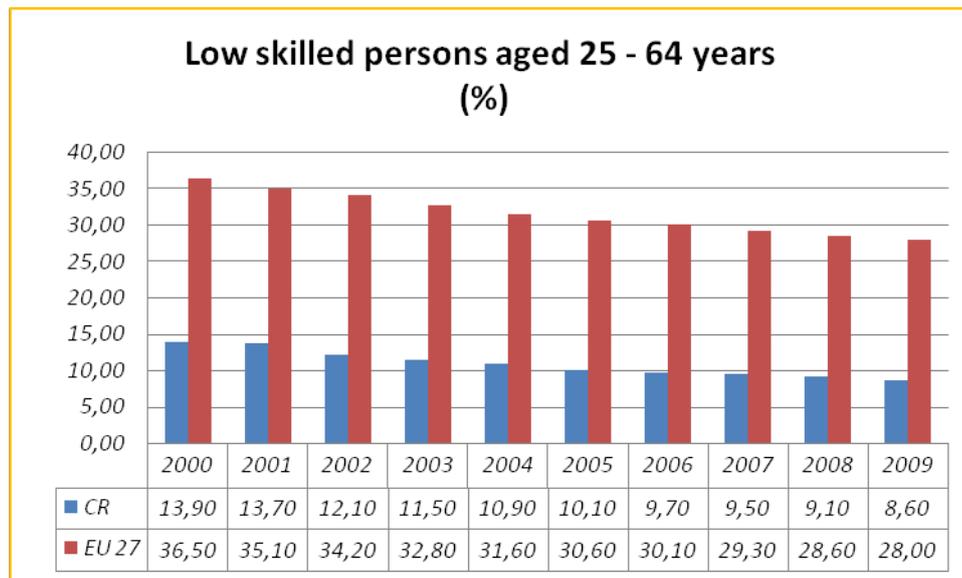


Figure 4 - Proportion of low skilled persons at the age of 25 – 64 years¹⁶

The problem associated with the labour migration of low skilled people is their low employability in general. These people are less employable in their home countries and travelling abroad adds the extra difficulty of language barriers. Another problem is that it is often not possible to prove competencies they have attained. As these applicants do not have any certificates, it is hard to prove their skills and competencies to potential employers. In the Czech Republic people with low educational levels work predominantly in positions requiring no qualifications - positions that are not accepted by Czech labour applicants.

A big risk connected to the labour migration of these people is illegal migration and illegal employment. Wages are often lower for migrants and their housing and social conditions can be poor. These circumstances may result in anti-social and illegal activities.

¹⁶ Czech Statistical Office [online]. 2010, 09.02.2011 [cit. 2011-02-11]. Obecná databáze Eurostatu (Czech version).

Available at: <http://apl.czso.cz/ode/tab/tsdsc430.htm#aV>

2.3.3. Spain

2.3.3.1. Labour migration history

F. Migration history

Incoming migration

Although Spain can be considered a net receiver of migration since the 70s, the strongest wave of immigration was registered between 1995 and 2005. During this decade, the percentage of immigrants in the total population increased from little more than 1% to almost 9%, slightly increasing also in the following years until reaching 12,2% in 2010 (Ministerio del Interior, 2010). According to statistics, Spain has recorded the biggest increase in immigration in the EU27 in the last decade (Eurostat, 2008).

Labour immigration growth came along with the Spanish economic boom and the progressive enlargement of the European Union towards central and Eastern Europe. Currently, the highest represented national groups in Spain are Romanians and Moroccans, followed by Ecuadorians and British, the latter being composed mainly of retired people living along the coast. Other significant European immigration into Spain includes people from Italy, Germany (with similar reasons to the UK), Portugal and France. However, the current economic crisis has reversed the trend, decreasing the incoming waves of migrants and providing an incentive for thousands of immigrants to go back to their country of origin.

Outgoing migration

Historically, for most of the 20th century, Spain has been a major exporter of labour (Balch, 2010). Emigration was particularly strong during Franco's dictatorship, and began to dwindle since the end of it, as a result of the progressive return of exiles. Over the whole of the 20th century records show that six million Spaniards left their country of origin. Until the 1930s, 80% of these emigrants chose to go to the Americas, whilst from the 1950s to the mid-1970s, 74% migrated to the countries of Northern Europe (Ortega Pérez, 2003). It is only in the last third of the 20th century that Spain evolved from its traditional role of a sending to a receiving country. It is now also something of a transit post for migrants heading north.

The recent economic downturn which has provoked a steep increase in the unemployment rate has seen emigration again begin to rise. According to official data, nearly 102.432 Spaniards moved abroad in 2009, almost 40% more than in 2008, and about 23.400 returned home from abroad in 2009, around 20% less than in 2008 (La Vanguardia, 2010).

G. Status quo

Emigration flows: As stated above, Spain is recording an increasing wave of emigration caused by the current economic crisis. The highest unemployment rate in Europe and negative forecasts for the Spanish economy are driving several Spaniards to look abroad for professional recognition which they cannot get in their home country. In comparison to the emigration trends of the previous decades, current Spanish outgoing trends are characterized by highly educated migrants coming mostly from large cities – mainly Madrid and Barcelona – and speaking foreign languages (Albert, 2010). In short, Spain is producing qualified emigration of young professionals trained in national universities but unable to find employment in their home country.

A 2010 survey of the Instituto Nacional de Estadística showed that the Americas still remain the favourite destination, with 6 out of 10 emigrants opting for this solution, and with Argentina leading the table. Europe is the second favourite destination (37%), whilst Spanish presence in Asia is still marginal, but figures show a significant increase in the last two years (about 16%). Gender analysis showed a substantial equilibrium between men (48,9%) and women (51,1%).

SPANISH-BORN RESIDENTS IN FOREIGN COUNTRIES (COUNTRIES WITH 10.000 OR MORE SPANISH RESIDENTS)	TOTAL	MEN	WOMEN
Germany	105.916	53.036	52.880
Andorra	23.296	11.555	11.741
Belgium	43.397	22.088	21.309
France	183.277	90.896	92.381
Italy	17.421	5.947	11.474
Netherlands	18.724	9.457	9.267
UK	60.368	27.385	32.983
Switzerland	90.142	45.938	44.204
Argentina	322.002	150.107	171.895
Brasil	82.189	42.337	39.852
Canada	10.817	5.610	5.207
Chile	33.725	16.527	17.198
Colombia	13.241	6.674	6.567
Cuba	52.638	22.994	29.644
USA	72.730	35.805	36.925
Mexico	77.069	39.754	37.315
Peru	10.889	5.360	5.529
Dominican Republic	13.880	7.363	6.517
Uruguay	54.544	25.567	28.977
Venezuela	167.311	83.964	83.347
Australia	15.323	7.788	7.535

Table 1 - Spanish-born resident per country, Jan 1st, 2010

Immigration flows

During the period 1998-2008, Spain has experienced more than a five-fold increase in the numbers of foreign residents (see figure 1). As the graph shows, there are two main sources of information about the foreign population in Spain – the Padron and residence permits data. The former is a population register operated at local level; the latter comes from the Interior Ministry. The gap between the two sources is indicative of the extent of irregular migration in Spain.

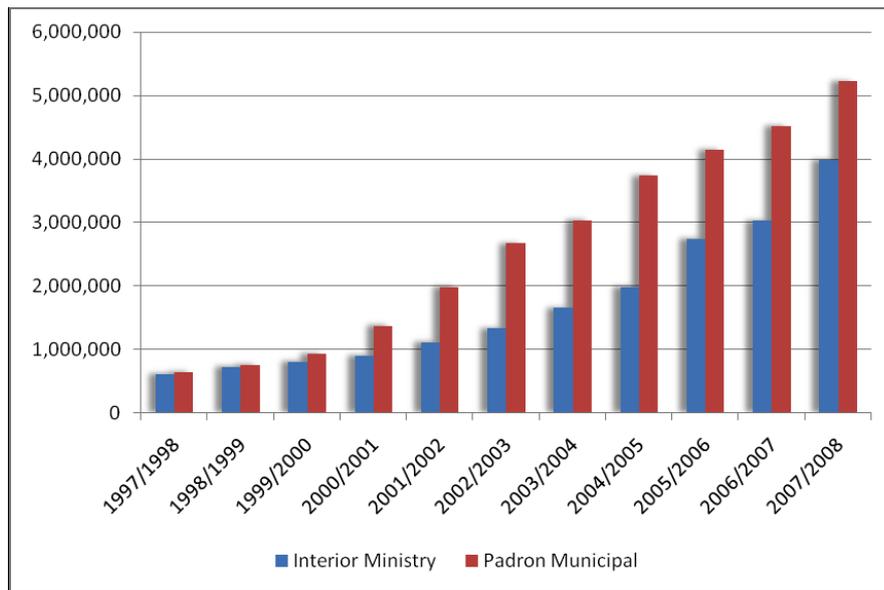


Figure 5 - 1997-2008 Evolution of immigration in Spain (source: Ministerio de Interior)

Along with such an impressive overall increase in numbers, significant changes in the country of origin of immigrants have taken place over time (see figure 2). This has involved a regional shift away from Europe, which until the 1990s constituted nearly half of all legally foreign residents. Since the 1990s, there has been a sharp increase in those coming from countries in the Americas (nearly all Latin America) and Africa. Finally, in recent years, there have been more Europeans, chiefly from new EU member states such as Romania (see Figure 5).

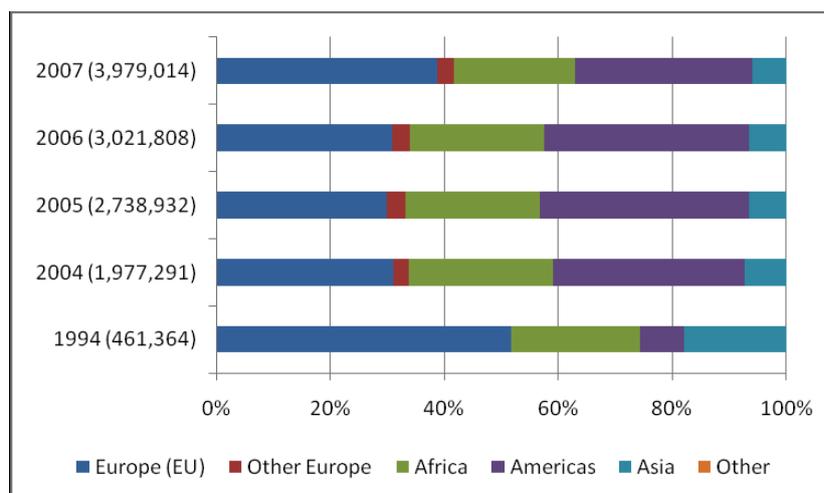


Figure 6 - Evolution of immigrant origin (source: Delegación de Gobierno para la Extranjería y la Inmigración)

Población extranjera por países

Datos provisionales

	Población extranjera a 1 de enero de 2010 (datos provisionales)		Población extranjera a 1 de enero de 2009 (Datos definitivos)		Variación absoluta	Variación relativa (en %)
	Número de personas	% respecto al total de extranjeros	Número de personas	% respecto al total de extranjeros		
Total	5.708.940	100,0	5.648.671	100,0	60.269	1,1
Rumania	829.715	14,5	798.892	14,1	30.823	3,9
Marruecos	746.760	13,1	718.055	12,7	28.705	4,0
Ecuador	395.069	6,9	421.426	7,5	-26.357	-6,3
Reino Unido	387.226	6,8	375.703	6,7	11.523	3,1
Colombia	289.296	5,1	296.674	5,3	-7.378	-2,5
Bolivia	210.624	3,7	230.703	4,1	-20.079	-8,7
Alemania	195.579	3,4	191.002	3,4	4.577	2,4
Italia	183.999	3,2	175.316	3,1	8.683	5,0
Bulgaria	169.195	3,0	164.717	2,9	4.478	2,7
China	156.607	2,7	147.479	2,6	9.128	6,2
Portugal	142.299	2,5	140.870	2,5	1.429	1,0
Perú	139.284	2,4	139.179	2,5	105	0,1
Argentina	130.557	2,3	142.270	2,5	-11.713	-8,2
Francia	123.681	2,2	120.507	2,1	3.174	2,6
Brasil	116.551	2,0	126.185	2,2	-9.634	-7,6
República Dominicana	90.195	1,6	88.103	1,6	2.092	2,4
Polonia	86.199	1,5	85.040	1,5	1.159	1,4
Paraguay	84.846	1,5	81.551	1,4	3.295	4,0
Ucrania	82.373	1,4	82.265	1,5	108	0,1
Senegal	61.383	1,1	56.590	1,0	4.793	8,5

Figure 7 - Immigrants by country (source: Instituto Nacional de Estadística)

Tackling immigration from a labour perspective, it must be noted that in Spain nearly 59% of all work permits for non-EU workers are in the service sector, followed by the agricultural sector (21%). Unlike other countries where immigrant labour has permeated construction and parts of industry, in Spain, these sectors account for only 9% and 7%, respectively.

The economic crisis is greatly affecting immigration in Spain. The OECD's 2010 'International Migration Outlook' reported a progressive reduction of Spanish migration inflows. In 2008, the first year of the crisis, immigration was at just below half of the level of the previous years (390.000 in comparison to 682.000). OECD, backed by the EU Commissioner for Employment László Andor, asked for more attention to be paid to the progressive worsening of immigrants' living conditions in Spain.

H. Labour market context

After a decade of rapid growth, in 2008 Spain entered a recession of unprecedented severity and duration. While the scale of the decrease in output was broadly similar to that of other European economies, it has resulted in a massive rise in unemployment. The economy showed slow expansion in 2010, but growth is expected to remain subdued owing to the necessary further adjustments in the housing sector and a high degree of private debt. As a consequence, unemployment is expected to remain high (OECD, 2010). The massive increase in unemployment, especially among the young and unskilled, has made the structural weaknesses in the labour market evident. Structural unemployment is high and is likely to have increased during the current crisis.

During economic boom times and periods of relatively low unemployment, immigrants' contribution to GDP growth accounted for about 0,6% of the total Spanish GDP (IPS, 2006) and for more than 50% of employment growth in Spain, producing positive effects on housing demand (Vásquez, 2006), one of the pillars of Spanish growth. The economic downturn in 2008 has produced, as expected, a complete turnaround in this figure. Immigrants have begun to leave the country – also under the impulse of ad-hoc national policies – and those who remain face a progressive deterioration of working and living conditions (OECD, 2010). Young skilled Spaniards seek opportunities abroad, thus making the Spanish job market less tempting for foreign investors.

2.3.3.2. Main political aims and strategies towards immigration

Immigration became part of the Spanish government's agenda in 1985, but it was not until the mid-1990s that it became a matter of vital importance. Overall, the first wave of immigration policy in Spain was guided to a large degree by the demands of EU membership and liberal constitutionalism. Immigration was initially treated as a temporary phenomenon and quotas were set up with recruitment in countries of origin, but the whole process was complex and inefficient (Balch, 2010). Immigration first became an election issue in Spain in 1996 where a clear division between conservative Partido Popular (PP) and socialist/reformist Partido Socialista Obrero Español (PSOE) emerged. The former focused upon border controls in a response to the perceived concerns of the electorate, whilst the latter presented a more inclusive agenda with links with NGOs working in the area. These distinct policies continue to divide Spain's two main parties.

Since the beginning of the economic crisis, the influx of migrants has been regarded as a source of instability and inequality within the Spanish job market. Even the PSOE has moved towards more ‘nationalist/conservative’ policies, and has introduced measures to make incentives available for the voluntary repatriation of immigrants.

The growing quota of skilled Spaniards leaving the country to fulfil their professional goals has become a subject for constant discussion in current political debate. The governing party PSOE is trying to encourage Spanish emigration towards countries with stronger economies. This policy has a double aim: on the one hand, reducing youth unemployment and, on the other hand, fostering learning and training of young Spaniards at no cost, hoping to set the base for the economic recovery of the country and, therefore, to ensure a viable future in Spain for this kind of ‘temporary’ emigrant. In this field, special attention is focused on emigration to Germany, in response to a recent declaration by Chancellor Merkel on the ability and willingness of Germany to employ young Spanish (and Portuguese) professionals. This offer is intended to solve the deficit of young professionals in Germany and partially to alleviate Spain’s (and Portugal’s) unemployment problem. The President of the Spanish Government, José Luis Rodríguez Zapatero and Chancellor Angela Merkel reached an informal agreement in February 2010. According to the main opposition party PP, this agreement is no more than an attempt to hide the flaws within the economic policies of the socialist government.

2.3.3.3. Legal foundations

In Spain, all issues concerning immigration and integration of immigrants are regulated by the *Law on the Rights and Freedoms of Foreigners in Spain and their Integration* (Law n. 4/2000). Most importantly, this law marked the transition in Spain from a policy focused on controlling immigration flows (*política de extranjería*) to policies that looked more broadly at immigration and integration (*política de inmigración*). Furthermore, the law conforms to common European policy on immigration and asylum, and has also provided the basis for the setup of the so-called *Plan Greco* on immigration management (2001-2004) which has lately been judged ‘good practice on migration policies’ by the ILO. The Law provides the State with the necessary legal instruments to deal with immigration in a liberal manner by granting new rights to foreigners, including rights to

sanitary care and housing, and by making other rights more readily available, including the right to social security and education.

Other relevant legislation in the field of immigration and labour concerns the *Salario Mínimo Interprofesional* (SMI), the minimum wage a worker can be paid in Spain. The SMI is published every year on the Official Bulletin of the Spanish State and currently amounts to 21.39 €/day, 641.40 €/month and 8,981.84 €/year (14 salaries/year). The percentage of Spanish who benefit from the SMI is the lowest in the EU27 (0.8%).

In order to fight social problems arising from high unemployment rates, the Spanish government introduced the so-called *paro*, a compensation currently adding up to little less than 500€/month for unemployed people who meet certain criteria. In December 2010, President Zapatero suggested that because of the high public deficit that Spain is currently facing, this compensation was no longer affordable and should be stopped.

Residence permits for non-EU citizens, are regulated according to Law 4/2000. The Law distinguishes between ‘temporary’ (<90 days) and ‘permanent’ (from five-year legal and continuous residence in Spain) residence permits. Recently, a new draft Law of Foreign Affairs suggested that illegal immigrants in Spain with dependent children of Spanish nationality will be automatically given residence rights and that *sans-papiers* women who are found to be victims of domestic violence will be permitted to stay for up to five years if they have a work permit, after which time their situation will be reviewed (source: TheReader.es, Feb. 8th, 2011).

2.3.3.4. Support systems

In Spain, several tools, mostly online, have been set up to facilitate immigrants’ integration and job seeking. The most important initiative can be considered the *Foro para la integración social de los inmigrantes* (Forum for the social integration of immigrants), introduced by Royal Decree 1600/2004 and recently renewed in June 2010 until 2013. The Forum’s aims include, providing immigrants with all information necessary to facilitate their integration into Spanish society and suggesting implementations/modifications of the legal framework in order to adapt to the changing needs of society. It is written by both representatives of the Spanish Ministry for Immigration and representatives of associations providing help to immigrants in Spain. At a local level, a similar role

is played by *Integra Local*, an online portal to help local bodies deal with the integration of immigrants in their region.

Job seeking is supported by traditional resources such as EURES and the online ministerial portal *redtrabaj@*, which includes an entire section dedicated to foreign job seekers

(http://www.mtin.es/es/sec_emi/Integralnigrantes/Foro_integracion/Foro2/inicio/index.htm).

Most of the information of this tool is available exclusively in Spanish, although a small group of documents is available in English, French, German and Polish translations.

Spain is a member of the European Migration Network, whose contact point in the country is composed of four Ministries: Welfare and Immigration, Internal Affairs, External Affairs and International Cooperation and Justice.

2.3.3.5. Challenges for low-skilled labour migrants

Eurostat defines low-skilled workers, those included in categories from 0 to 2 of the ISCED classification (UNESCO, 1997), that is those whose education fall within the range from pre-primary to lower secondary

Low-skilled migrants' main challenges in Spain concern their integration in the knowledge ICT-based Spanish economy. Their relatively difficult professional integration is nowadays particularly evident in Western Europe, where the economic system is, (in some places faster, in some places more slowly,) shifting from product-based to knowledge-based employment. Such difficulty is even more pronounced in Spain, where manual labour is facing the most serious crisis since the restoration of democracy and has the highest unemployment rate in Europe.

In such a complicated area low-skilled labour migrants face a challenge before they begin job seeking: being provided with adequate and constant information about how, where, when and through which channels they can look for jobs. Lack of information can impede chances of finding work given the current critical condition of the Spanish job market. Information must be provided also about specific welfare policies for the support of foreign unemployed. Actually, Spain is living in a time of important changes in welfare and social policies, and several benefits for job seekers

are about to be either significantly reduced or even abolished (see the case for unemployment compensation). Low-skilled migrants might be aware of the changing situation in Spain, since the country has been for a long time (during economic expansion) considered a sort of eldorado for some categories of low-skilled workers coming mostly from Central and Eastern Europe).

Collecting adequate information is therefore the first challenge low-skilled migrants have to face. Other main challenges to be taken into account are those concerned with language skills (information and job posts for non-fluent Spanish speakers are rare).

2.3.4. UK

2.3.4.1. Labour migration history

I. Migration history

UK immigration policy runs in a direction established nearly 50 years ago by the first legislation directed against citizens of Commonwealth countries - the Commonwealth Immigrants Act 1962. Prior to the date of its enactment, the migration of workers from Commonwealth countries had been unrestricted by law. According to researchers, migration from the Caribbean to the UK in the absence of formal immigration controls had developed in response to labour market demand. The immigration debates which produced the 1962 Act, and its successor the 1968 Commonwealth Immigrants Act, were largely rooted in a political response to a public sentiment that new arrivals "should return to their own countries" and that the UK could not cope with the pressure of these people and that they were taking away jobs from those born on British soil, rather than an assessment of the economic case. The new Act required migrants to have a job before they arrived, to possess special skills or to meet the "labour needs" of the national economy¹⁷.

Immediately after election in 1997, New Labour introduced immigration policies which they claimed to be a modern approach to immigration. New Labour emphasised the benefits immigration had given the country (increased labour force when needed etc) and they focused upon the expansion in the demand for legitimate travel, including economic and business

¹⁷ <http://www.signsofthetimes.org.uk/flynn%5Btextonly%5D.html> (February 2011)

migration. However they stated that growth in asylum claims was a matter of concern. Immigration began to be a concern in the press and with the public during Tony Blair’s premiership and as a response to these anxieties the Government introduced a point system for non-EU immigrants (based on skill, family, job to go to etc) that is still in existence today. However, the present Coalition Government which succeeded New Labour believes that the permitted number of migrant workers remains too high and promises radically to reduce numbers of immigrants entering the country.

J. Status quo

As can be seen on the graph below there has been a steady flow of emigration from the UK from the late 90s with peaks in 2006 and 2008. Recently there has been a considerable drop in the number of UK emigrants. - from just more than 30,000 in the year to March 2010, compared with 130,000 in the previous 12 months - and "there is no obvious reason why this trend should change substantially in 2011"¹⁸.

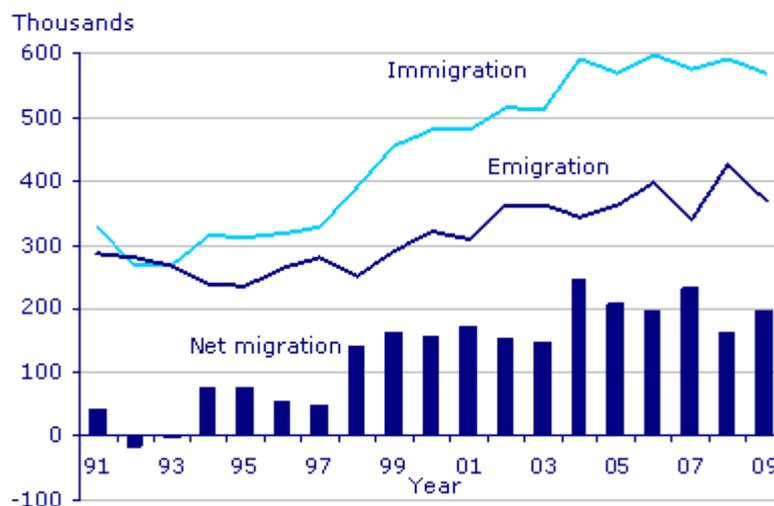


Figure 8 - Long –term International Migration to/from the UK 1991-2009¹⁹

¹⁸ The IPPR (The Institute for Public Policy Research) Migration Review 2010/11

¹⁹ Source: Long-term International Migration, International Passenger Survey, ONS (The Office for National Statistics), November 2010: <http://www.statistics.gov.uk/cci/nugget.asp?id=260>

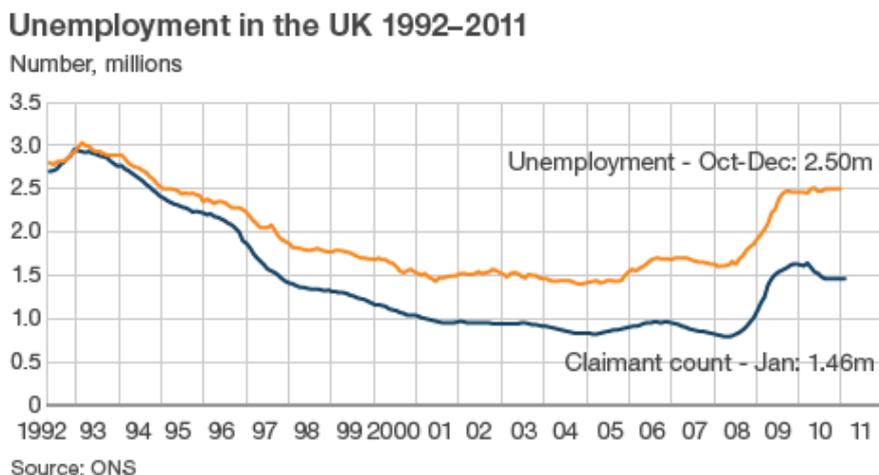
The level of net migration into the UK rose by 36% in 2010, Office for National Statistics figures show. An estimated 572,000 people entered the UK on a long-term basis in the year to June 2010 while 346,000 emigrated.

According to the ONS figures, net migration figures - which include asylum seekers and people who decide to stay longer than originally intended - have been rising steadily since December 2008. While the number of people settling in the UK on a long-term basis has fallen slightly, this has offset by a sharp fall in the number leaving.

Separate figures, published for the first time by the ONS, suggest 2009's economic slowdown had a dramatic impact on the number of people coming to England and Wales to work for less than 12 months. An estimated 97,000 overseas residents visited the UK for short-term work-related purposes in the year to mid-2009, down from 162,000 the previous year - a reduction of 40%.

K. Labour market context

The total number of unemployed people in the UK increased by 44,000 over the last quarter to reach 2.49 million, according to the Office for National Statistics (ONS).



Redundancies have increased, the number of people classed as economically inactive rose to 9.3m and the number working part-time because they could not get full-time work reached a new high of 1.16m. Overall the UK unemployment rate currently stands at 7.9 %.

The UK depends heavily on EU and non-EU migrant workers for much of its workforce. The following are some facts taken from a 'Migrant Worker fact sheet' compiled by 'Unison'²⁰

Migrants make a significant net contribution to UK public finances, paying 37% more in tax than they receive in spending on benefits and services they use. European migrants who arrived in the UK since the EU enlargement in 2004 are 60% less likely than people born in the UK to receive state benefits or live in social housing.

UK public services depend on migrant workers; migrant workers account for 18% of care workers, 23% of nurses, 19% of childminders and related occupations, and 14% of social workers. During the expansion of nursing recruitment from 1997 to 2004 around 40% of new nurses were from outside the European Union. Around 1 in 3 medical staff – 2 in 3 for some grades – were trained outside Europe. The UK relies on the skills they bring to address our shortage of doctors.

2.3.4.2. Main political aims and strategies towards immigration

David Cameron, the leader of the current UK coalition government, gave a speech on February 5th 2011 (at the Munich Security Conference) stating : "Under the doctrine of state multiculturalism (a reference to the previous Labour government's policies), we have encouraged different cultures to live separate lives, apart from each other and apart from the mainstream. We've failed to provide a vision of society to which they feel they want to belong. We've even tolerated these segregated communities behaving in ways that run counter to our values."

This speech was made as criticism of the previous Labour government under which statistics show nearly 3 million more people came to live in the UK than left it during the Labour government's 13 years in power²¹. This influx was due to a surge in asylum from troubled failing states combined with cheaper cost of global travel, as well as the arrival of east European job-seekers, after 2004²². Towards the end of Tony Blair's time as Labour prime minister (he stepped down in 2007), concern about immigration was rising in UK opinion polls. There were complaints about the pressure of

²⁰ <http://www.unison.org.uk>

²¹ <http://www.immigrationmatters.co.uk> (February 2011)

²² <http://www.guardian.co.uk/politics/blog/2011/feb/22/immigration-policy> (February 2011)

‘over-population’ in some areas on schools and doctors’ surgeries so ministers responded by devising a points system focusing on attracting skilled workers and seeking to exclude the non-EU poor. The government also instituted the UK Borders Agency in order to count people in and out of the country. (This practice had been stopped under previous governments because of cost).

The recent economic crisis and the government cuts in the public sector have led to a general unease in the public and the press in the UK about mass unemployment. There has also been a feeling in the (mainly right-wing) press that further immigration cannot be supported in this climate. The current government has responded to this by pledging to reduce 100s of 1000s to 10s of 1000s of annual migrants.

A research report “Fear and Hope” published on 28th February 2011 on behalf of the “Searchlight Educational Trust” shows that huge numbers of Britons would support an anti-immigration English nationalist party if it was not associated with violence and fascist imagery. The report states that there is “a clear correlation between economic pessimism and negative views to immigration”.

There is less written and talked about emigration in the political arena. When it is discussed it is usually to bemoan the loss of the UK skilled work force to other countries. As this example from the Telegraph newspaper shows; “Britain is experiencing the worst "brain drain" of any country as highly qualified professionals settle abroad... No other nation is losing so many qualified people... Britain has now lost more than one in 10 of its most skilled citizens, while overall only Mexico has had more people emigrate.”²³

2.3.4.3. Legal foundations

All nationals of the EU and EEA countries have rights to live, study and work in the United Kingdom under European Union law. They do not need a visa to enter the UK; the only documentation they need for entry to the UK is a passport or a valid national identity card. There are slightly different regulations concerning the rights of different categories of EEA migrants to work in the UK (see below).

²³ <http://www.telegraph.co.uk/news/uknews/1579345/Biggest-brain-drain-from-UK-in-50-years> (February 2008)

A national of the EEA or Switzerland has a right of residence in the UK. They can stay as long as they wish if they have enough money to support themselves and their family for the whole period of their stay without needing any help from public funds. They do not need a residence permit or work permit. They can apply for a registration certificate proving their right to residence although this is not a legal requirement. Bulgarian and Romanian nationals must have completed a year of continual employment before they can apply for the registration certificate.

In terms of employment rights, there are three categories of EU nationals and slightly different rules concerning working apply to these three categories. The three categories are based on groups of countries:

Category 1. Nationals of Austria, Belgium, Cyprus, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, Malta, Netherlands, Portugal, Spain and Sweden have full access to the UK labour market on an equal basis with UK nationals. They do not require any additional documentation and are not subject to any restrictions. They may also work in a self employed capacity.

Category 2. Nationals of the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovenia and the Slovak Republic have full access to the UK labour market. However if they take up employment they must register with the Workers Registration Scheme (see below). Rights to certain benefits are dependent on how long they have been registered with the scheme. They can work in a self employed capacity and in this case do not need to register with the Workers Registration Scheme.

Category 3. Nationals of Bulgaria and Romania are entitled to enter the UK to look for work. They generally need to apply for an accession worker card before they take up an offer of employment and their employer may need to apply for a work permit for them (they can work in a self employed capacity without these requirements)²⁴.

²⁴ Taken from the Careers Europe “EISODUS” database, February 2011

2.3.4.4. Support systems

EU citizens from Belgium, France, Germany, Italy, Luxembourg, the Netherlands, Greece, Austria, Finland, Sweden, Denmark, Ireland, Portugal, Spain, plus EU citizens from Cyprus and Malta have the right to enter the UK to work or to look for work. They are entitled to the same rights and benefits regarding rates of pay and health and welfare benefits as nationals of that country.

Bulgarians and Romanians need to obtain authorisation of their employment if they wish to work in the United Kingdom. For most jobs the employer will need to apply for a work permit. Information about this is found here:

<http://www.ukba.homeoffice.gov.uk/workingintheuk/eea/bulgariaromania/applying/>.

As an EU national the UK employment service can be accessed on an equal basis with UK nationals. There are also information sites regarding the national minimum wage in the UK (www.berr.gov.uk/employment/pay/national-minimum-wage/index.html) and your rights as a worker (www.tuc.org.uk/international/index.cfm?mins=288).

EURES is a key tool for both UK nationals and EU/EEA citizens looking to work in a different country in Europe: <http://ec.europa.eu/social/home.jsp?langId=en>.

2.3.4.5. Challenges for low-skilled labour migrants

This section summarises the findings of a range of UK organisations who have worked to identify the challenges faced by migrant workers.

Employer exploitation: research has shown that migrant workers are not always made aware of their employment rights in relation to their terms and conditions of employment - hours and overtime directives, minimum and overtime pay rates etc. They are not put into contact with trade union or other worker representatives.

Following on from above, there is evidence that migrant workers often work in unsafe and/or unhealthy working conditions which do not comply with the standards of the UK Health and Safety Executive legislation.

Language difficulties exacerbate these problems. Not only are migrant workers often in ignorance of their rights, they are unable to put forward a coherent argument in the language of their employer. Few UK ‘rights’ documents are translated into EU languages. Large employers often contract out the search for migrant labourers to ‘gang masters’ who commit to supplying them with so many workers for a set period of time. Various exposes have shown what a murky and corrupt area this can be with gang masters pocketing the lump sum payment and doling out as much (or as little) of it to the workers as they see fit. These gang masters have also provided housing and food for the workers – in squalid conditions for which they charge exorbitant rates.

There is evidence that a far higher proportion of migrant workers than indigenous employees work to short term contracts, making it more risky for them to complain about injustice or malpractice.

Racism and prejudice: There is clear evidence that, as recession bites in the UK, and unemployment grows, there is increased resentment against migrant workers who are perceived as taking jobs from indigenous workers. Individual migrants can suffer twice from the fall out from an economic order that it not of their making – firstly in being uprooted from their families and friends by the imperative to find work and then by the frosty reception from the ‘host’ community. This view has recently been endorsed by the UK Immigration Minister Damian Green who said: “while it is important that low-skilled jobs are filled, there are hundreds of thousands of British people who could be doing them instead of a migrant’.

Examples of national good practice guides include the TUC’s guide on ‘Safety & Migrant Workers’ and the Citizen’s Advice Bureau’s (CAB) guide on ‘Supporting migrant workers in rural areas’. The TUC document focuses on the health and safety risks likely to be faced by migrant workers in workplaces and identifies the issues of the linguistic abilities of migrant workers, the challenges faced in the trade union recruitment of migrant workers, and the basic health and safety risks migrant workers are liable to be exposed to as particularly relevant concerns for trade unions. The CAB’s ‘Supporting Migrant Workers in Rural Areas’ focuses upon the potential difficulties faced by migrant workers in rural areas, and lists the problems of the availability of suitable advice and the language difficulties faced by migrant workers as amongst the greatest potential problems.

2.3.5. Italy

2.3.5.1. Labour migration history

L. Migration history

Italy is a country with a long history of emigration and a very short experience of immigration. Mass emigration started with the Italian unification: during the period 1861-1976 over 26 million people emigrated, half of them towards other European countries, the rest towards North and South America. Two fifths of all these emigrations originated from the regions of the South of Italy.

The reasons were, on the one hand, the slow and difficult development of the Italian economy and, on the other, the economic expansion which characterised other countries between the second half of the nineteenth century and World War I. After World War II, Italian "guest workers" went mostly to Austria, Belgium, France, West Germany, Switzerland and Luxembourg. In the same years, the development of the industrial North stimulated mass internal migration from the South to the North-West.

Emigration declined sharply in the period 1970-1980. In spite of the high unemployment rate (especially among young people), the higher level of income of Italian households allowed them to bear the long periods of unemployment of their members. During the same period, Italy changed from being a sender country into a host country, receiving immigrants largely from developing countries and Eastern Europe. While the effects of immigration are still difficult to grasp and interpret thoroughly, there is wide consensus about the crucial role that emigration has played in the history of the Italian economy (Boca, Venturini 2003).

M. Status quo

Emigration flows

Italy is still suffering from a high rate of brain drain because of little private research, poor state universities management and little incentives for researchers. High qualified professionals or recently graduated young people are unable to find an appropriate job in Italy and they move especially towards USA and UK.

Immigration flows

Italy now has an estimated 4 million to 5 million immigrants which represent about 7% of the population. Since the expansion of the European Union, the most recent wave of migration has been from surrounding European nations, particularly Eastern Europe, and increasingly Asia, replacing North Africa as the major immigration area. Around 900,000 Romanians are officially registered as living in Italy, replacing Albanians (450,000) and Moroccans (405,000) as the largest ethnic minority group, but independent estimates put the actual number of Romanians at double that figure or perhaps even more. Other immigrants from Central-Eastern Europe are Ukrainians (200,000), Poles (100,000), Moldovans (90,000-100,000), Macedonians (81,000), Serbs (75,000), Bulgarians (54,000), Bosnians (40,000), Russians (39,600), Croatians (25,000), Slovaks (9,000), Hungarians (8,600). As of 2009, the foreign born population origin of Italy was subdivided as follows: Europe (53.5%), Africa (22.3%), Asia (15.8%), the Americas (8.1%) and Oceania (0.06%)²⁵.

nationality	foreigners			nationality	foreigners		
	n.	Female (%)	% over total		n.	female (%)	% over total
Romania	887.763	53,9	21,0	Macedonia	92.847	43,5	2,2
Albania	466.684	45,8	11,0	Peru'	87.747	60,0	2,1
Morocco	431.529	43,2	10,2	Ecuador	85.940	58,7	2,0
China	188.352	48,2	4,4	Egypt	82.064	30,7	1,9
Ukraine	174.129	79,4	4,1	Sri Lanka	75.343	44,4	1,8
Philippines	123.584	58,0	2,9	Bangladesh	73.965	32,9	1,7
India	105.863	40,6	2,5	Senegal	72.618	23,3	1,7
Poland	105.608	70,6	2,5	Pakistan	64.859	33,1	1,5
Moldova	105.600	65,7	2,5	Serbia	53.875	45,2	1,3
Tunisia	103.678	36,2	2,4	Nigeria	48.674	55,0	1,1

Table 2 - Immigrants by nationality (updated 1° January 2010)²⁶

²⁵ Immigration in Wikipedia: http://en.wikipedia.org/wiki/Immigration#By_country

²⁶ Istat:

[http://noiitalia.istat.it/index.php?id=7&user_100ind_pi1\[id_pagina\]=129&cHash=7a8b4167daaa28dd1c74ea8a362143e1](http://noiitalia.istat.it/index.php?id=7&user_100ind_pi1[id_pagina]=129&cHash=7a8b4167daaa28dd1c74ea8a362143e1)

REGIONS	2001 (a)			2010			%Variation 2001-2010
	Foreigners	% female	% of foreigners on total population	Foreigners	% female	% of foreigners on total population	
Piemonte	110.402	50,8	2,6	377.241	51,7	8,5	241,7
Valle D'Aosta/Vallée d'Aoste	2.630	54,7	2,2	8.207	54,1	6,4	212,1
Lombardia	319.564	48,5	3,5	982.225	48,7	10,0	207,4
Liguria	35.950	56,1	2,3	114.347	52,9	7,1	218,1
Trentino-Alto Adige	30.326	50,3	3,2	85.200	51,7	8,3	180,9
Bolzano/Bozen	14.336	51,4	3,1	39.156	52,0	7,8	173,1
Trento	15.990	49,3	3,4	46.044	51,5	8,8	188,0
Veneto	153.074	46,3	3,4	480.616	49,2	9,8	214,0
Friuli-Venezia Giulia	38.122	50,9	3,2	100.850	49,6	8,2	164,5
Emilia-Romagna	135.453	48,5	3,4	462.784	50,7	10,5	241,7
Toscana	108.702	51,8	3,1	338.746	52,2	9,1	211,6
Umbria	27.266	52,3	3,3	93.243	54,0	10,4	242,0
Marche	45.668	50,0	3,1	138.994	51,6	8,9	204,4
Lazio	151.567	56,5	3,0	497.940	53,2	8,8	228,5
Abruzzo	21.399	53,7	1,7	75.708	53,2	5,7	253,8
Molise	2.588	58,2	0,8	8.111	56,5	2,5	213,4
Campania	40.430	54,3	0,7	147.057	58,3	2,5	263,7
Puglia	30.161	49,2	0,8	84.320	53,1	2,1	179,6
Basilicata	3.416	50,1	0,6	12.992	56,6	2,2	280,3
Calabria	18.017	50,2	0,9	65.867	55,4	3,3	265,6
Sicilia	49.399	50,9	1,0	127.310	52,3	2,5	157,7
Sardegna	10.755	52,2	0,7	33.301	55,3	2,0	209,6
Italia	1.334.889	50,5	2,3	4.235.059	51,3	7,0	217,3

 Table 3 - Immigrants by residence in Italian Regions²⁷
²⁷ Istat:

[http://noiitalia.istat.it/index.php?id=7&user_100ind_pi1\[jd_pagina\]=129&cHash=7a8b4167daaa28dd1c74ea8a362143e1](http://noiitalia.istat.it/index.php?id=7&user_100ind_pi1[jd_pagina]=129&cHash=7a8b4167daaa28dd1c74ea8a362143e1)

N. Labour market context

One of the main reasons for the opposition to immigration is found in the Italian labour market situation, characterised by one of the highest unemployment rates in Europe.

Italians were afraid that migrants working in the formal or informal economy could compete with the natives and "steal" their jobs.

There is no empirical evidence to support this assertion, but some preconditions that favoured complementarity between natives and foreigners in previous experiences were lacking in the Italian case.

The limited rise in the level of education and wealth in the South of Italy has not increased the international and internal mobility of workers but contributed to some extent to its immobility, increasing job expectations of young people and the length of search (financed mainly by the family and frequently by occasional work in the black economy).

In this mismatch between supply and demand, immigrants from abroad fill the gaps left by the domestic labour force. If migrants are not directly competitive with native workers, they could however have an indirect competitive effect by increasing production in the labour intensive and traditional sectors. In the future the aging of the labour force will create a generational demand for additional young workers. Already in the next 10 years young male workers are predicted to find one and half jobs available in the Centre and North of Italy because of generational factors (Boca, Venturini 2003).

In 2009, foreigner workers were about 8.6% over the total. The employment rate for foreigners is higher than for Italians (64.5 against 56.9%). The same applies to the unemployment rate (11.2% for foreigners and 7.5% for Italians)²⁸.

²⁸ Istat:

[http://noi-italia.istat.it/index.php?id=7&user_100ind_pi1\[id_pagina\]=43&cHash=27d46194e258a01d76f191268832c1aa](http://noi-italia.istat.it/index.php?id=7&user_100ind_pi1[id_pagina]=43&cHash=27d46194e258a01d76f191268832c1aa)

2.3.5.2. Main political aims and strategies towards immigration

In Italy, the combined effect of economic growth and the closure to immigration in the receiving countries meant that there were more national returnees than emigrants, with the closing of a migration cycle that had begun almost a century earlier; immigrants started to come to Italy but there was a lack of legislation governing these flows, as was typically the case at that time in the Mediterranean countries of the EU and, according to more than one author, this was the reason for the start of foreign immigration in this part of the continent (Vitiello 2008). The very restrictive official immigration channels led to the substantial irregularity of a considerable part of immigration flows of the period, an aspect destined to become a constant in Italy's immigration history, together with repeated regularisations.

Nowadays the Italian Ministry of Interior has set up a new system of regulation: Basically, the principles are:

-  Non-EU citizens may enter Italy if they hold a valid passport or equivalent travel document authorizing them to cross the border and an entry visa delivered by their country of origin, if required. Upon arrival in Italy, they must apply for a stay permit which, however, is not required if their stay (for visits, business, tourism or study) is for periods not exceeding three months.
-  EU citizens, in any circumstances, are not required to apply for a permit to stay in Italy.

The Italian Ministry of Interior²⁹ not only deals with the handling of immigration flows into Italy but also with all initiatives for integration of foreigners aimed at creating an open society through a reception and integration progress. For this specific purpose, the Ministry is implementing the 'Solidarity and Management of Migration Flows' programme co-financed by the EU³⁰.

Law No. 189 of 30 July 2002, known as the 'Bossi-Fini law' after the names of the politicians who proposed it, amends the 1998 immigration law and introduces new clauses. The most significant aspects of the law are as follows:

²⁹ <http://www.interno.it/mininterno/export/sites/default/it/>

³⁰ Italian Ministry of Interior: <http://www.interno.it/mininterno/export/sites/default/en/themes/immigration/>

- ▶ each year, before 30 November, the Prime Minister will lay down the number of non-EU workers who can be admitted into Italy in the following year;
 - ▶ there are no limitations to entry into Italy for highly-skilled workers (university lecturers and professors, professional nurses etc);
 - ▶ other non-EU immigrants will be allowed entry into Italy only if they have a 'residence contract' (contratto di soggiorno) – e.g. a contract of dependent employment signed by an employer (a firm or a family) and the immigrant worker.
 - ▶ a specific immigration office, One-stop-shops for immigration (Sportelli unici per l'immigrazione), has been set up in each province of Italy to oversee the entire recruitment procedure for immigrant workers on both open-ended and fixed-term contracts. Employers are able to recruit specific immigrant workers 'by name' or from lists of immigrant workers held by Italian embassies and consulates abroad;
 - ▶ the new offices will also deal with applications for non-EU citizens to enter Italy for purposes of family reunification. Only non-EU immigrants with a regular residence permit will be entitled to present this kind of application with regard to their family members. Only 'first degree' relatives will be admitted - spouses, children and parents over 65 years of age with no other form of support;
- The new law came into force on 26 August 2002³¹.

2.3.5.3. Legal foundations

Under Italian law, every foreigner in Italy is considered to be either a tourist or a resident. As a rule, a tourist is a foreigner staying in Italy for less than three months. People coming on a business trip, students enrolled in short courses, people doing research on their own, for example, are considered to be tourists, as long as the stay does not exceed three months. A resident is anyone who plans to stay in Italy for more than three months. Foreigners working in Italy, seasonal workers, students enrolled in full-time education for a full academic year, or those who wish to live in Italy are considered to be residents. Residents require a permit or certificate of registration.

European Union citizens may enter Italy with a national identity card or valid passport³². EU nationals staying for less than three months should report their presence to the local Police

³¹ <http://www.eurofound.europa.eu/eiro/2002/09/feature/it0209103f.htm>

authorities. They should fill in a Declaration of Presence form (Dichiarazione di Presenza) which is then stamped and a copy issued to the applicant. This copy will be useful in the case of Police request.

EU nationals, who move to Italy to live, work or study for longer than three months should register at the Anagrafe (Attestazione di Iscrizione Anagrafica). When registering they must be able to prove that they live, work or study and have sufficient financial means and health insurance. A certificate of registration is necessary for several important transactions including buying a car in Italy³³.

2.3.5.4. Support systems

A European Union citizen who is looking for a job in Italy could:

- find information on how to enter and where to register on the Internet site of local government (Amministrazioni Provinciali) and the job offers of Centri per l' Impiego (Job Centres) can be researched by the local internet sites;
- consult one of the Agenzie di lavoro interinale (Temporary Employment Agency) present in the area;
- consult directly the data bank of job offers in the press that contain both jobs advertised in the principal newspapers as well as jobs inserted directly by registered firms;
- consult the job offers in national and local press;
- consult the various Internet sites that contain job offers as well as concorsi pubblici (public competitive examinations) and lists for short term employment in the civil service.

An online discussion forum on migration³⁴ helps foreigners, especially from non-EU countries, to collect information about the main laws and administrative processes related to live and work in Italy.

Foreigners coming to Italy can also refer to the EURES and Euroguidance network: In particular, **Euroguidance Italy** elaborate several services for vocational guidance: the **Resource Centre** is sponsored by the Minister of Labour and Social Security and by the Minister of Public Education, in conjunction with the European Committee. The website is an efficient tool for career advisers,

³² Information from the *Polizia di Stato* for EU citizens: <http://www.poliziadistato.it/articolo/10930>

³³ <http://rome.angloinfo.com/countries/italy/residency.asp>

³⁴ <http://www.stranieriinitalia.it/>

guidance professionals and other professionals that provide counselling services to job-seekers. The Resource Centre is a member of the Euroguidance Network, via which it interacts, for its activities, with the Resource Centres of all the other European countries. On the contrary, at a national level, it works through the coordination of the National Dissemination Network.

Euroguidance Italy also provides a four-monthly magazine that offers sections and articles on different themes linked to the following fields: guidance, education, vocational training and employment. It is called **Risorse News** and is delivered free of charge to guidance and training centres, schools, public organisations and individuals in charge with guidance, training and employment upon demand and to all those organizations asking for it through the National Resource Centre web site.

Finally, **Learnet**³⁵ is an information and theoretical training product for guidance operators operating inside transnational mobility. This is a specific tool for operators working with migrants; more specifically it is devoted to professionals that provide information to Italians eager to move abroad. The website is composed of four volumes in order to render the guides easily accessible to the users. The four volumes deal with the themes linked to guidance policies, to the labour and educational market in more detail, and they facilitate the flow of information on European themes related to mobility.

As an example of support systems available at regional level can be mentioned the case of Tuscany: The Florentine is a bi-weekly publication printed in English covering news, events, culture, politics, business, travel, food, weather, etc. in and around the Florence area. The target audience of **The Florentine**³⁶ is the English-speaking community (American, British, Australian, and all other nationalities that may speak more English than Italian) who are living in or staying in Florence and its surrounding areas.

Furthermore, in Tuscany, since 2008, the Region and the Tuscan ANCI (association of majors and municipalities) have set up a new network of authorities aimed to support the foreign citizens, guaranteeing information availability for updating their permit of stay and any other bureaucratic

³⁵ <http://www.euroguidance.it/prodotti/learnnet/index1.html>

³⁶ <http://www.theflorentine.it/index.asp>

issue they need. The network name is **ReSISTo**³⁷ (Rete di sportelli Informativi per Stranieri in Toscana – front Office network for foreigners in Tuscany). The project aim is to expand the geographic cover of this service all over the Tuscany Region, involving more and more municipalities.

2.3.5.5. Challenges for low-skilled labour migrants

Non-national workers in Italy generally fill low-skilled jobs, despite the fact that they show educational levels comparable to those of Italian citizens. In particular, they have limited access to qualified jobs because of the lack of family support and the fact that the strict requirements regarding work permits curtail the time available to search for better-qualified positions.

First of all it is important to distinguish between male and female low skilled immigrants.

Female immigrants largely provide household services, such as housekeeping and caring for children and the elderly, especially in those countries where native women are struggling to enter in the labour supply because of cultural models and/or the inadequacy of welfare policies. Italy is an interesting case to underline the link between immigration and the female labour supply.

At the same time, the proportion of low-skilled immigrants (and of those employed in domestic services) is much larger than in other European countries and in the U.S. The female component has gained increasing significance and now exceeds that of men (Barone, Mocetti 2010).

Often, female care-takers are high qualified women from East-Europe countries, who have no other opportunities to enter in the Italian job market but de-qualification. For those women the main challenge is to find a way out from “path dependency”: it is really difficult for them to satisfy professional desires, even after a long-term stay, because of initial job experiences as domestic help, baby sitting or barmaid (CPI report 2010).

Even for male immigrants there is a strong concentration in low-skilled jobs, as plant and machine operators and assemblers or craft and related trades workers: three out of four migrant workers

³⁷http://www.ancitoscana.it/Opportunit-per-i-Comuni/Anci-Toscana-partner/ReSISTo/ancis_560/pageBase2.html?ID_004=776 and the relevant document is available through this link: <http://www.ancitoscana.it/UserFiles/ProgettoEsecutivopersito.pdf>

are employed in low-skilled jobs notwithstanding the fact that their educational qualifications are close to those of Italian nationals. Over-skilling (being overqualified for the job) is therefore higher among non-nationals (36.9%) than nationals (16.1%). More specifically, it is almost stable across the age groups of non-nationals, whereas over-skilling declines with age among nationals – from 28.9% among the youngest Italian workers to 6.3% among the oldest.

An analysis by ISTAT (Italian national statistic institute) shows that the probability of having a low-skilled job is 3.4 times higher for non-nationals than for nationals, and increases to a factor of 7.6 among migrant women. Only educational levels show a stronger impact: low-qualified workers are 4.1 times more likely than higher qualified workers to have a low-skilled job. Again, this is especially the case for low-qualified women (6.6 times). Thus, non-national workers tend to be more likely than nationals to accept low-skilled jobs because of the strict requirements concerning their work permits and the lack of any family support for a longer job search for a better skilled occupation; this problem is particularly common among women. The Istat report shows also that migrant workers have filled the less qualified jobs left free by nationals due to the country's demographic decline. The working conditions of non-nationals highlight the main features of the Italian labour market, as for example the over-skilling. Unlike national workers, non-nationals report poor opportunities for improving their occupational status by advancing to more qualified jobs through labour market transitions, thus perpetuating their concentration in low-skilled jobs in particular sectors. Furthermore, as the Istat report states, immigration is oriented to the least qualified jobs with low added value, contributing to the apparent paradox of a growing number of occupations with poor productivity performance³⁸.

Finally, the main challenges that migrants meet when arriving in Italy are connected with general aspects (in particular gender discrimination) and specific one, as a low knowledge of the Italian language, the difficulty of finding an equivalence of qualifications and training experiences and the red tape of regulations and the formal support system. Professional advisers need to personalize their approach to job seekers and find the more transparent and easier communication model for the services they are asked to provide, especially for immigrants with specific anxieties and for the long term unemployed (CPI report 2010).

³⁸ Mario Giaccone, CESOS: <http://www.eurofound.europa.eu/ewco/2009/02/IT09020491.htm>

2.3.6. Germany

2.3.6.1. Labour migration history

A. Migration history

Since the mid 1950s, Germany has become one of the most important migrant destinations in Europe. The active recruitment policy of the Federal Republic of Germany (FRG) in times of economic boom and full employment, through recruitment agreements with Italy, Greece, Spain, Turkey, Portugal and Yugoslavia, lead to massive immigration flows from these countries (Mattes 2005: 9 et seq.). This development was abruptly stopped by the “embargo on recruitment” in 1973 due to the economic crisis. With the falling demand for external labour, the German government attempted to encourage migrants to return to their home countries. However, many “guest workers” did not return home as the government planned, rather they stayed in Germany, and their families followed (BpB n.d.). Temporary labour programmes experienced a revival from the beginning of the 1990s onwards linked to the fall of the Iron Curtain and the EU expansion (Veysel 2004). Labour migration had also been encouraged in the German Democratic Republic (GDR), where workers from Vietnam, Poland and Mozambique had been recruited between 1966 and 1989 (BpB n.d.).

Other big immigration groups apart from guest workers are ethnic Germans from Eastern Europe (4.4 million repatriates between 1950 and 2003), asylum seekers and war refugees (Veysel 2004).

With a high unemployment rate, there were fears that immigrants were taking jobs from the domestic labour force. However, economic experts strongly advised against this view and urged that foreign labour should be recruited in order to counterbalance demographic shrinking and to promote the global competitiveness of Germany (UKZU 2001: 11 et sqq.).

The FRG (Federal Republic of Germany) has been a country of both immigration and emigration over the last 60 years, although the number of incomers has exceeded the numbers leaving (Statistisches Bundesamt 2007).

B. Status quo

In 2009, 81.904.000 people lived in Germany of whom almost 20% (15.703.000 people) had a migration background. The number of people migrating to Germany and those emigrating from Germany is fairly evenly balanced with a slight decrease in population of 13.000. In Europe, Germany tops the list of destination countries³⁹ and globally is in third place after the USA and the Russian Federation (UN 2006). Of the 606.000 immigrants in 2009, 58% came from EU member states. The biggest immigration groups came from Poland, Romania, USA, Turkey and Bulgaria (Stern.de 2010). In the same year, 734.000 people moved away from Germany, of whom 579.000 were non-German and 155.000 were German. The countries to which these people mainly went were Poland, Romania, Turkey, the USA and Switzerland (ibid.).

C. Labour market context

Out of the total working population of 38.7 million, 6.8million have a migration background (17.6%) which shows that migration is a significant economic factor in Germany. However, out of the 3.2million unemployed people, 1 million have a migration background which reveals that migration is also a high risk factor for unemployment⁴⁰.

Levels of participation and also areas of participation in the labour market are very different for migrant groups in comparison with ethnic Germans. There is also great variation between various migrant groups.

³⁹ This definition includes those who have moved to Germany after 1949 as well as all foreigners and those born in Germany with at least one migrant parent. Statistical information from Destatis: <http://www.destatis.de/jetspeed/portal/cms/Sites/destatis/Internet/DE/Navigation/Statistiken/Bevoelkerung/MigrationIntegratation/MigrationIntegration.psmi>

⁴⁰ According to the micro census of the Federal Statistical Office 2009: <http://www.destatis.de/jetspeed/portal/cms/Sites/destatis/Internet/DE/Content/Publikationen/Fachveroeffentlichungen/Bevoelkerung/MigrationIntegratation/Migrationshintergrund2010220097004,property=file.pdf>

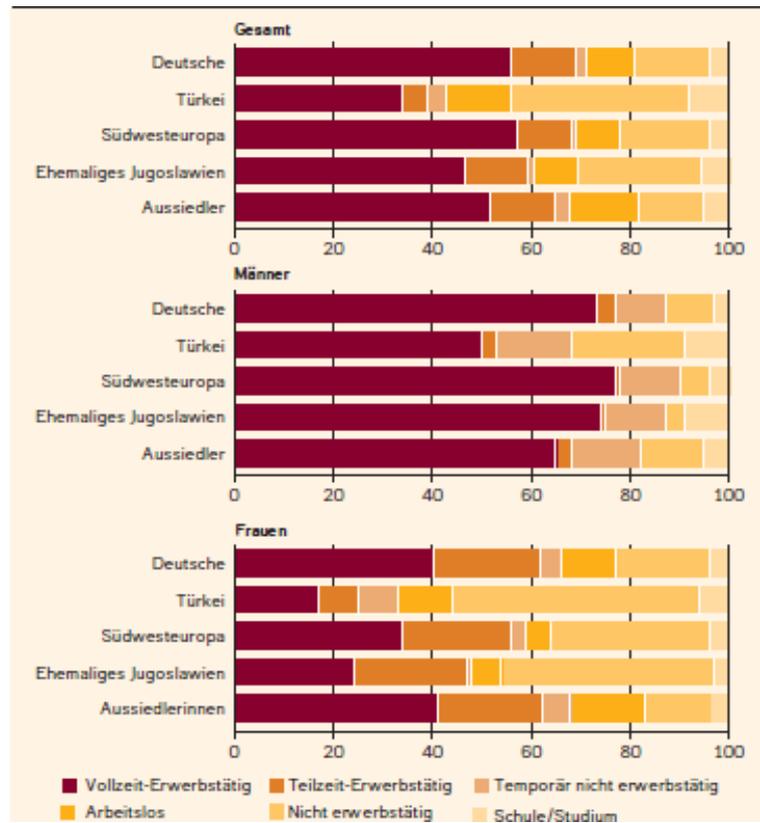


Figure 9 - Employment status of Germans and people with migration background, in % (Statistisches Bundesamt 2008: 203)

Whilst migrants from South West Europe show great similarities with people of German origin in employment status, Turkish migrants (particularly women) are almost twice as often unemployed as ethnic Germans., The majority of ethnic Germans are white-collar employees, whereas the majority of migrants are manual workers and remain underrepresented in white-collar and public service areas, although there is a move into low skilled white-collar jobs. There is a significant increase of self-employed among the Turkish migrant group. Higher level posts are rarely occupied by immigrants.

Ethnic Germans mainly work in the service sector. Turkish migrants can be found predominantly in industry while the other migrant groups advance the typical allocation of the indigenous population. Migrants are overrepresented in the hotel and catering industry.

The income of people with a background of migration is below the German average, especially among repatriates and former Yugoslavs (Statistisches Bundesamt 2008: 203 et sqq. and 2006: 568 et sqq.)

2.3.6.2. Main political aims and strategies towards immigration

“Immigration has many faces” – this is a key message on the website of the Ministry of the Interior which is illustrated by case examples⁴¹. These include an Ethiopian political refugee, a repatriate from Russia, an Argentinean woman married to a German and an Indonesian high skilled worker. However, there is no case study of a low skilled EU labour migrant. On a political level, the realities of Germany being a country of immigration have been neglected for many decades. It was not until the 1990s that an active integration policy was initiated and it took until 2006 for Germany to have a comprehensive national integration plan aiming at a coherency of integration activities on different political levels.

Today, immigration is understood against the background of globalisation, mobility and demographic changes. Considering the high percentage of people with migratory backgrounds living in Germany, integration is perceived as a key task for social cohesion. The national policy is a response to and is embedded in the European policy framework.

The immigration and integration policy of Germany is characterised by the following aims and guidelines⁴²:

- Successful and sustainable integration of migrants who live in Germany permanently and legally (motto: promoting and demanding integration);
- Consideration of Germany’s economic interests alongside its integration policy. through demand-oriented structuring and limitation of immigration;
- Protection and security of Germany and people living in Germany;

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http://www.zuwanderung.de/ZUW/DE/Zuwanderung_geschieht_jetzt/Zuwanderung_hat_viele_Gesichter/Zuwanderung_hat_viele_Gesichter_node.html

42

http://www.zuwanderung.de/cIn_183/ZUW/DE/Zuwanderung_ist_Zukunft/Politische_Ziele/Politische_Ziele_node.html

- ▶ Active pursuit of Germany's interests on a European and international level (EU, Council of Europe, UN).

Central measures in order to deal with migration include amongst others⁴³:

- ▶ Continuing recruitment ban on unqualified and low qualified people. Concerning the access to the labour market favours Germans or migrants from "old" member states;
- ▶ Highly qualified employees (skilled scientists, well paid specialists) receive an immediate permanent settlement permit, their family members receive an employment permit (starting with the "green card" for high skilled ICT workers in 2000);
- ▶ Residency permit for self employed if the job is of high economic benefit and finance is assured (settlement permit after three years of successful business);
- ▶ The Free Movement Law/EU regulates immigration and residence of citizens of other EU countries. EU members now have the right to free movement as long as they have work or as long as they have sufficient financial resources and health insurance coverage. Germany fully exploited the option to have its own national temporary regulations and withheld this right from new member states. However, from May 2011 on, free movement is guaranteed for workers from these states.

The recruitment of a highly qualified labour force is a key priority of the German immigration policy and high qualified labour migrants are welcome. However, facing the high level of unemployment, immigration of unskilled people is politically unpopular.

Emigration is not as prominently dealt with on a political level as is immigration⁴⁴. Germans who want to go abroad for work are supported with information and consultancy and are protected by law from commercially motivated external information.

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http://www.zuwanderung.de/ZUW/DE/Zuwanderung_geschieht_jetzt/Zuwanderungsgesetz/Zuwanderungsgesetz_node.html

44 www.zuwanderung.de

2.3.6.3. Legal foundations

There is a complex net of laws and regulations around emigration, immigration and integration in Germany. The most relevant are listed here and briefly explained:

Name	description	download
new Citizenship Law (1999)	Innovations: - the birthplace principle complementary to the descent principle - shortening of residency time for naturalisation	http://bundesrecht.juris.de/bundesrecht/rustag/gesamt.pdf
Immigration Act ("Zuwanderungsgesetz")	Law on residence, employment and integration of foreigners, implemented 2005 after a long and controversial political debate. Core elements: Law of Residence; Freedom of Movement Law	http://www.gesetze-im-internet.de/bundesrecht/aufenthg_2004/gesamt.pdf
Law of Residence	Innovations: permit for permanent residence (after five years of legal residence in a EU member state)	
Freedom of Movement Law	See section "political aims and strategies"	
Labour migration regulation law ("Arbeitsmigrationssteuerungsgesetz")	Implemented 2009; includes changes of the Law of Residence, the Immigration Act and the Social Law in order to foster the employment of labour migrants (e.g. through new residency title, claim to financial aid in education etc.)	
Integration Course Act	Courses on German language, culture and history to foster integration (obligatory for a part of the migrants)	http://www.gesetze-im-internet.de/intv/index.html
Emigration protection law	Protection of potential emigrants from commercially motivated information; granted access to objective information through public and non-profit organisations	http://www.gesetze-im-internet.de/bundesrecht/auswsg/gesamt.pdf

Table 4 – Laws and regulations of emigration, immigration and integration in Germany

2.3.6.4. Support systems

For Germans who wish to go abroad as well as those who wish to migrate to Germany, comprehensive support is given by the International Placement Service (ZAV) of the federal Employment Agency in the form of information, consultation and placement⁴⁵. The ZAV runs a central information centre as well as 12 local/regional consultation offices. Apart from this, there is a wide spectrum of support services. These include:

⁴⁵ An overview on the services of the ZAV is provided on a leaflet: <http://www.arbeitsagentur.de/zentraler-Content/Veroeffentlichungen/Vermittlung/ZAV-Auslandsvermittlung-AN.pdf>

For immigrants

- ▶ A comprehensive online information service of the Federal Ministry for Migration⁴⁶
- ▶ A consultancy network of over 600 consulting offices (Migrationsberatung) for adult migrants⁴⁷ as well as over 400 youth migration services (Jugendmigrationsdienste)⁴⁸, run by public and non-profit organizations
- ▶ Numerous migration associations, networks and communities spread over the country

For emigrants

- ▶ The federal information centre for emigrants⁴⁹
- ▶ Various consulting services of non-profit organisations, e.g. the German Red Cross and Christian organisations such as the Raphaelswerk, the Diakonie, the Evangelische Auslandsberatung and Caritas⁵⁰
- ▶ An information service of EURODESK for young people giving information about opportunities to go abroad⁵¹
- ▶ Various short term mobility programmes for low skilled young people in order to overcome barriers and to increase chances on the internal and external labour markets
- ▶ An information service on volunteering in the development aid field⁵²

⁴⁶ <http://www.bamf.de/DE/Willkommen/willkommen-node.html>

⁴⁷ Search screen for consulting offices in Germany:
http://www.bamf.de/SiteGlobals/Functions/WebGIS/DE/WebGIS_Migrationserstberatung.html

⁴⁸ Search screen for consulting offices for young people in Germany:
<http://www.jugendmigrationsdienste.de/template.php?1=1>

⁴⁹ http://www.bva.bund.de/DE/Aufgaben/Abt_II/InfostelleAuswanderungundAuslandstaetigkeit/infostelle-node.html

⁵⁰ Overview on consulting services at

http://www.bva.bund.de/cIn_092/nn_385530/DE/Aufgaben/Abt_II/InfostelleAuswanderungundAuslandstaetigkeit/Beratungsstellen/beratungsstellen-inhalt.html

⁵¹ <http://www.rausvonzuhause.de/cgi-bin/showcontent.asp?ThemaID=3690>

⁵² <http://www.weltwaerts.de/>

2.3.6.5. Challenges for low-skilled labour migrants

Whilst members from other European states benefit greatly from new regulations regarding labour migration, for citizens of third world countries it is almost impossible to get a legal job in Germany (Haase/Jugl 2007). This promotes illegal activities (regarding immigration, residence and employment of migrants).

Low qualified people from EU member states are also disadvantaged and face numerous restrictions, while those with university degrees enjoy special rights.

The integration of migrants working and living in Germany into German society remains a key challenge. Barriers are insufficient language skills, bureaucracy, orientation problems and lack of knowledge on rights and responsibilities. Similar issues prevent Germans from going abroad. There are various support structures for both groups but access is uneven because it requires personal and financial resources that some groups of migrants do not have.

In general, labour migrants still fall below the German average in terms of areas and levels of work and payment and they run a higher risk of unemployment.

3. Empirical findings

3.1. The view of experts

3.1.1. Why ask the experts?

Experts in careers guidance are our key target group and therefore have been our main survey group in the research. The aim was to learn about these professionals' training needs. In order to do this, we wanted to explore the expert's view on the main challenges of migrants, to find out which services they already use, where they identify gaps in these services and what suggestions they have regarding the Interactive tool to be developed in Mol@m.

3.1.2. Analysis

The analysis methodology has been described in detail in the Research Methodology⁵³. All partners have submitted their individual results which have been collated in a common analysis grid. In this section, we provide a summary analysis of the data collected from experts in the different countries.

3.1.2.1. Survey group – the experts

We have addressed two groups of experts, using different methodological approaches:

- We have questioned 68 professionals (Germany: 9; Czech Republic: 12; Italy: 8; Portugal: 18; Spain: 10; UK: 11).
- As an additional research step, we have conducted 13 interviews with 14 professionals supporting migrants in the destination countries (two professionals per country with the exception of Germany, where three interviews with four experts have been carried out; one as a group interview) This qualitative survey is complementary to both the interviews with migrants and to the questionnaires completed by the experts, as this in depth analysis provides a more thorough understanding of the situation facing labour migrants as well as allowing experts from the hosting countries to give a more detailed picture of the current situation.

⁵³ The Research Methodology is an internal document of the mol@m Project.

- ▶ Although there is some overlap between the work of the two groups, for practical purposes, we shall refer to the first group as “careers advisers” and to the second group as “migrant advisers”.

Qualification levels of the experts were high. 55 of the 68 experts questioned in the quantitative survey were educated to degree level and 4 had doctorates. Fewer than 10% possessed only a vocational training certificate. The migrant advisers had similar high qualifications.

The main working fields of the careers advisers were:

- ▶ Advising and counselling for unemployed people (they were often labour office employees, partly in European networks such as EURES, Euroguidance or Eurodesk)
- ▶ Guidance for young people on working and training opportunities or volunteering abroad
- ▶ Labour market related consultancy for disadvantaged groups (migrants, long-term unemployed, foreign students, those with psychological issues)

The migrant advisers’ main areas of work:

- ▶ General advice of newly-arrived immigrants in hosting countries (e.g. formalities)
- ▶ Labour market related support of migrants

Most of the experts in both groups had a wide working experience in their fields, their average length of service being 8-9 years.

3.1.2.2. Clients of the experts

The clients of both expert groups were relatively young, mainly between 25 and 40 years old. 70% of careers advisers’ clients were aged between 25-40 and 25% between 18-25. Clients aged over 40 were exceptions, unless they were specifically targeted within a tailored support programme.

There seemed to be a balance of gender within the target groups of our experts. Labour migration does not seem to be a “mainly male” or “mainly female” issue, at least not according to our non-representative study.

Most of the clients of the migrant advisers were nationals of Eastern European countries, especially of the new European countries Bulgaria and Romania. (A large group that is not targeted in our project consisted of migrants from outside Europe (e.g. from African and Asian countries or from Russia).

In respect of educational levels, there was a large difference between the client groups of careers advisers and migrant advisers. Of the careers advisers' clients, three main groups could be identified: 1. those with a university degree (20%); 2. those with secondary school leaving certificates (20%); 3. those without school leaving certificates (20%). There were also significant numbers who had vocational training certificates and high school leaving certificates.

Some clients of the migrant advisers also came from these groups. However, a significantly high number of their clients had low levels of education and in addition, many migrants applied for jobs that were below their qualification level. This group's need for support was far higher than that of the first group whose educational qualifications gave them the personal resources to deal with problematic issues without outside help. To find out about potential barriers faced by low level educated people when seeking work in another country we asked about ICT literacy and its links to social background. We found that young people usually had high ICT competences, especially those with a university education and were able to find any information needed on the web (3). Older and low skilled migrants had more difficulties in accessing the web.

The assumptions of our interviewees regarding the social background of their clients can be summarised as following:

Family:

Most workers came alone or on advice of friends, leaving their family behind with the intention to support them financially and to return one day (depending on nationalities)

Some migrants have difficult family backgrounds (broken families), while some have strong family ties and links to their home countries and culture. It is common to see migrants in a relationship with a national from the host country.

Living situation:

The living situation varied according to nationality (e.g. Romanians were more dependent on social security subsidies whilst Italians were often investors and lived in better conditions). Another problematic issue for migrants is health insurance.

The standard of living of migrants from the EU is lower than that of the native population but still higher than that in non-EU countries.

3.1.2.3. Motivations and popular target countries

Those experts advising migrants were asked about the motives of their clients for migrating to another country. The dominant reasons were to improve the job situation (either to avoid unemployment or to work under better conditions) and to increase income. But there were also social motives (family reunification, binational relationships, friends). A desire to improve qualifications (improving language skills or gaining work experiences abroad in order to enhance chances at home) also played a role. Improvement of their life in general (e.g. health situation) was mentioned only twice.

We asked the careers advisers, which countries in their experience were the most frequently sought destinations within the EU. The UK was most frequently mentioned (46), followed by France and Spain (each 23) and Germany (21). Other important destination countries were the Netherlands, Switzerland, Austria and Italy.

3.1.2.4. Knowledge level and needs assessments (migrants)

The following two sections: needs assessment of migrants and needs assessment of experts, provide highly relevant information for Mol@m as they reveal “intervention potentials” – gaps that can be filled by the project’s products.

In order to gain a comprehensive picture of information needs, we used different approaches: we asked experts about frequent requests before and after migration, about knowledge gaps and support used. We also asked migrant experts explicitly to compile a needs assessment of the

migrants. Based on this information, the following is an overview of the needs and requirements of migrants and those planning migration:

- ▶ language (as key to integration: a lack of language creates vulnerability and hinders exercising one's rights)
- ▶ social law, migration law, EU law and bureaucracy (insurances, social system, taxes; duties and rights; own migration status, documents needed; transfer of insurance claims from one country to the other)
- ▶ everyday life (price of food and accommodation, health system, safety, transport...)
- ▶ legal issues (e.g. contracts)
- ▶ cultural and normative rules
- ▶ general labour market information (average salaries, pay scales, job fields, labour law)
- ▶ finding jobs (access to information centres, platforms on jobs and potential employers) and alternatives (grant offers, internships, how to start your own business, qualifications)
- ▶ recognition and certification of educational achievements
- ▶ support centres
- ▶ ICT skills
- ▶ information about returning home

Those advising potential labour migrants complained about a general lack of openness and readiness amongst the lower qualified (little motivation and initiative, fears).

They also reported that usually, their clients gained their information informally (from friends, other migrants) without having accessed a support organisation before migrating. Experts attribute this to the lack of knowledge of where to get support.

Those with basic ICT skills and a generally higher educational level had usually gained some information from the internet.

Those using support in the home country mainly approached the experts with rather general questions in the following areas:

- ▶ Information on employment opportunities (seasonal and permanent), companies that offer employment for foreigners, the general labour market situation, job searching channels
- ▶ Social insurance claims (health insurance, child allowances, pensions),
- ▶ Living and working conditions: wages, accommodation, qualification level, taxes, job legislation

- ▶ Cultural and language preparation/language competencies required
- ▶ Information about bureaucratic procedures (e.g. documents and employment contracts); help with documents, CV, translation, Residency permits, health and safety card etc.
- ▶ Vocational training, studies, requalification, recognition of certificates

The requests after migration are similar, but tend to be more concrete. In addition to the support asked for in the home country, migrants asked for language and training courses, help with financial and bureaucratic matters, applications, mediation in conflicts with employers. Again, support centres do not seem to be well known among immigrants, and private networks were the most frequently used sources. If support was used, it came from immigrant consultancy associations and networks, consulates, SEF (main immigrant entity to issue legal documents), EURES and employment centres (the latter rated as being of insufficient support).

In order to identify core needs, it is also helpful to look at the challenges migrants face when moving to another country to work. These were closely linked to the lack of information the experts have identified:

- ▶ Work (difficulties to find employment, illegal work...)
- ▶ Skills (language barriers, recognition of degrees)
- ▶ Contracting issues
- ▶ Bureaucracy (insufficient information and support due to lack of knowledge of authorities, indifferent treatment, unjustified refusal of support, claims to social insurance)
- ▶ Cultural, geographical and climate differences (the influence of weather is underestimated)
- ▶ Criminal experiences, alcoholism
- ▶ Prejudices against foreigners and xenophobia

3.1.2.5. Needs assessment (experts)

This section summarises the self-assessment of career advisors regarding their needs. We asked them what information they needed in order to provide effective support and help to job applicants and potential migrants. In order to collect comprehensive information on this, the questionnaire was divided into 8 thematic sections:

- ▶ Labour market information
- ▶ Legal aspects

- ▶ Vocational training opportunities
- ▶ Cultural aspects
- ▶ Social aspects
- ▶ Professional issues
- ▶ Networking and exchange
- ▶ Other information demands

Labour market information

In this field the most requested information was related to employment opportunities. A large number of respondents would appreciate information on geographical areas (countries, regions, cities) and also sectors/industries where there is a surplus of jobs and where it is easy to find jobs for applicants, e.g. because of a surplus of jobs (17). Also, lists of employers offering jobs to foreigners along with details of the labour conditions provided by those employers (accommodation, financial support for travel) were needed (7). Other information asked for by advisers related to the labour market itself. Advisers needed up to date information about labour market trends (17), as well as employment rates, average wages in different industries or professions and working conditions in a range of countries.

In order to place as many applicants as possible they also need to know about the professional profiles requested abroad (7).

Advisers would also appreciate information about how foreign employment offices work and what other places are available for migrants to seek work (6), They would also value information about international mobility programmes or guidelines on what people need to know about their destination country.

Legal aspects

Concerning legal matters, career advisers agreed that they needed up- to-date information about social security systems in individual countries. They needed to advise clients of what documents are necessary to apply for social and health insurance and how to check whether the employer pays all fees for the employee. An interesting question was, how migrants could continue to receive social benefits from their home country when temporarily going abroad.

Current information about national Labour Codes and other laws and regulations related to employment was vital. It is essential for migrants to know what documentation is needed to work abroad, what kinds of employment contracts are beneficial as well as the minimum wage in the destination country.

Procedures for the recognition and validation of diplomas and certificates (7) were often mentioned. An integral part of the working process is the payment of taxes. Therefore, how the tax system of the chosen country operates is information that advisers should be able to provide.

Another problem was the termination of employment and the rights of workers during this process. Migrants should be prepared for and know about this process. Some advisers would also appreciate knowledge on immigration law and residence permits, especially regarding immigrants from non EEA countries.

Advisers agreed that it would be useful to have a list of contacts of specialists on the legal systems of foreign countries who could provide up to date information on request.

Vocational training opportunities

This area was not mentioned frequently, nevertheless, some interesting suggestions arose here. Migrants are often interested in vocational training or lifelong learning courses and how these are funded. They also ask for details of language and requalification courses.

Cultural aspects

In the area of culture, it was language that was mentioned most frequently. Advisers realised that migrants need to learn foreign languages both to communicate and to be able to search for up-to-date information.

In addition, advisers believed that, since Europe is a continent of diverse nations and ethnicity, it was important to know and respect local cultures. This relates to work culture (formality, dress code), daily routine in the foreign country and also to some knowledge of local traditions. It would

also be valuable to know something about the etiquette and acceptable behaviour patterns of the host country in order to avoid prejudice and foster tolerance.

Social aspects

As money is one of the most important reasons for labour mobility, potential migrants are always interested in the cost of living (21) of their chosen destination. They are interested in average wages and day to day living costs, food and fuel prices, fares, rents and tax rates. They also need to know how the state welfare system operates, what they must contribute and whether they are eligible for benefits including health care (15). Also general information to improve the quality of living abroad - about museums, libraries, leisure time organisations and contact points- should be available to migrants.

Professional issues

Many respondents would be grateful to have the opportunity to learn new counselling techniques in order to be able to communicate effectively and to motivate their clients to be more active and take the initiative. Language courses were mentioned here again.

Networking and exchange

This topic was received with great enthusiasm. Most interviewees would appreciate a networking collaborative practice with other professionals in the field (21) in order to exchange information or share experience. They would also welcome migrants themselves sharing their experience with advisers which would bring valuable feedback. Advisers would welcome the opportunity for study visits to other countries which they considered to be a meaningful way of exchanging experience and of learning about new trends in the working field. They also welcomed the idea of gaining new information via a newsletter.

Other information demands

Some potential migrants think of setting up a business abroad and therefore they need adequate support before departure. Another important idea arose in this section – the possibility of devising some tool/network/website where a list of employers could be consulted. Such a tool would enable advisers both to detect illegal offers of employment and to check those employers/companies where the actual situation does not correspond to what was initially proposed.

General conclusion

To summarise, advisers are interested in having the following information in order to provide professional help and advice.

Cost of living

- Average wages, minimum wages, costs of accommodation, food and other necessary items

Social security and health care

- Conditions, functioning, payments
- How to verify that employer pays all compulsory fees

Employment opportunities

- Geographical areas as well as sectors where employability is high
- List of trustworthy/doubtful employers who provide work to foreigners

Legal aspects

- Migrants' rights and obligations
- Employment contracts

Language and other education

- Language courses, requalification, other lifelong learning opportunities
- Language courses for advisers

Networking collaborative practice

- Sharing of information with colleagues and also with successful migrants in order to have access to up-to-date information

3.1.2.6. Support services used

In order to develop a complementary tool to other services available, it is important to have extended knowledge on the support available which is an extremely difficult task, considering the fact that we looked at 6 labour markets in Europe. The experts have been a valuable source for this. In Annex 1, there is a list of all support services mentioned of the experts.

3.1.2.7. Ideas for improvement – inspirations for mol@m

Without further commentary, here are the original views of experts about how the situation of labour migrants could be improved with particular reference to Mol@m and the interactive tool:

General ideas of how to improve the situation of labour migrants:

- Language is key and should be learned in advance
- Provide (better) information on: where to learn local language; culture (from societal taboos to “national hobbies”; employment related laws; social laws (very country-specific); up to date labour market information
- Advertise existing services– use different information channels (e.g. EURES, migrant organisations and magazines,
- Create information transparency: provide information “at a glance” on the services available
- Placement is needed, not only advice
- Enhance information level and access in home countries
- Professional help is needed for low qualified to be guided through the information jungle
- Facilitate family reunification (having to leave family behind can be a barrier to migration)
- Create more public awareness for a connected Europe and the potential of emigration (e.g. more awareness of Eastern European nations as places to work)
- information barriers (lack of trust in employment agencies; possibly based on the assumption that the home country may not want to encourage emigration by giving people information about work in Europe)
- Address specific target groups (low qualified, young people, people at risk of exclusion, people who return home)
- Focus on emerging markets and on emerging jobs: ICT, green jobs, etc.
- Foster bilateral contacts (continuing support after departure)
- Provide exchange opportunities for migrant experts
- Migration also enhances readiness on mobility within the own home country

Suggestions for the Mol@m project

- Don’t create yet another network. Don’t produce parallel structures but rather embed existing services and certificates, enhance awareness and create synergies)
- A transparent review of options of European mobility at one place would be helpful (work, traineeships, volunteering) (3)
- Concrete contact points in the countries of destination; List of local organisations and their services

- Involve internet platforms that young people use of e.g. facebook etc.
- The website should be in national languages
- (further) educate people in their home countries and make a special list of education and training opportunities available there
- Up-to-date information on changes (e.g. when a country changes its status) and on current labour market conditions via newsletters
- Support exchanges/partnerships between countries and organisations in different countries
- Online contact points on certain topics (especially for low qualified)
- Guideline/Checklist: what to do if you enter a new country
- Links from the EU to other services on the website does not work well
- Matchmaking for voluntary actions
- Storytelling (either digital by videos or life in schools); success stories
- Enhance connections between job seekers and employment advisers, counsellors, etc.
- Dissemination in schools to inform young people about opportunities abroad
- Information campaign to encourage people to travel to gain a job
- Directory of employers across Europe willing to take on graduates from other countries

3.2. The view of labour migrants

3.2.1. Why ask the migrants?

While the experts (career advisors) are our key target group and have been accordingly our main survey group in the research procedure, it is essential to capture the individual experiences of “the insiders”: those who have actually moved from one EU country to another for labour purposes. Only they can explain which challenges they met and how these have affected their social and employment related integration, which help they have received and which support has been useful for their very individual migration pathways.

3.2.2. Analysis

The analysis methodology has been described in detail in the Research Methodology. All partners have compiled Case Studies which provide an interesting insight into individual migration stories. These case studies are a vital part of the analysis results. Apart from this, a cross-case and cross-national analysis of the key results was conducted. The results of this will be shown as follows.

3.2.2.1. Survey group – core migration data

Corresponding with the initial work plan, each project partner has conducted 2 interviews with low skilled labour migrants. Thus, 12 migrants were interviewed, 6 female and 6 male.

Country of origin and countries of destination:

COUNTRY OF ORIGIN	COUNTRY OF DESTINATION
Hungary	Portugal (2 people)
Poland	Italy (2 people)
Lithuania	UK
Latvia	UK
Italy	Spain (2 people)
Belgium	Czech Republic
Slovakia	Czech Republic
Portugal	Germany
UK	Germany

Table 5 – country of origin and countries of destination

The interviewed migrants arrived in the destination countries between 1.5 and 24 years ago, on average 11 years ago.

The main current working fields are catering (4 of the interviewed migrants are working in this sector), the health sector (4) and the construction sector (2). Two of the interviewed migrants have successfully set up their own business. Another two have stated that they have experience with illegal work during their stay in the new country (especially at the beginning) and three are currently unemployed and looking for a job.

3.2.2.2. motivations

The motivations to move to another country vary and while mostly one reason is pivotal, some migrants have stated a set of motivations. The motivations stated are:

- Improvement of employment situation (4) and, explicitly, income (2)
- Binational relationships (4), family reunion (1)
- Curiosity to learn about other cultures (4)
- Meeting new friends (1)
- Family conflict (1)
- Studying (1)

3.2.2.3. Looking back

Despite the many challenges faced, the majority of the migrants (8) are satisfied with their current situation and do not regret their decision. Of the three who are negative about their decision in a retrospective assessment, one feels lonely and misses her family very much and another is dissatisfied with his job and would have rather continued education in order to improve his employment chances. The latter still aims at going back home one day. One other person thought it had been the right decision at the time to go abroad but is currently thinking about leaving because of cultural and employment issues.

3.2.2.4. Key issues and challenges

The stated challenges and key issues largely differed between the cases and included

- employment related issues; (10) e.g. bad working conditions (long hours, low payment,) or problems in finding appropriate work (2); risk of unemployment (2), partly due to the economic crisis in the country of destination; unsatisfactory job opportunities due to a low educational level; the challenge of starting up one’s own business; exploitation in illegal work; danger of losing the right of residence due to unemployment; approval of qualification
- difficulties in learning the local language (7), whilst at the same time language was seen as essential to integration
- “excessive” bureaucracy and legal issues (6) (difficulties in finding out about rights and obligations, in dealing with public offices and documents; neglectful, unsupportive or unfriendly behaviour of officials, lack of clarity, not eligible for information as not fulfilling certain preconditions)
- general lack of information and support (4,) e.g. language courses, job search, help desks
- difficulties in adapting to the culture (2)
- private social issues such as domestic violence (2) and isolation (1)
- issues with everyday life e.g. inadequate standard of living, finding accommodation

One person stated that only with an “iron will” had she managed to overcome the many barriers. However, two people said that entering work had not been a problem and three people said that they had had no issues with cultural and social integration.

3.2.2.5. Country-specific issues

Many issues referred to a country specific characteristic, either concerning the situation in the home country before moving abroad, or the situation in the target country:

- No support prior to migration available (Hungary)
- Strong social class divide (Portugal)
- Labour culture – competitiveness/jealousy (Portugal)
- Excessive bureaucracy (Italy, Germany)
- High level of unemployment (Italy)

- ▶ Accommodation: many empty flats, but little help to find them (Spain)
- ▶ Growing economy (on arrival) (Spain)
- ▶ High prices but low quality of services (Czech Republic, in the specific area of origin)
- ▶ Poor labour market situation (Slovakia)
- ▶ lacking friendliness, thoughtfulness and support (Germany)
- ▶ inferior working conditions (Germany: extra hours, low wages)
- ▶ Nice culture and country (Spain, Italy, Germany)

3.2.2.6. The role of support

The majority of the migrants moved to another EU country without requesting help prior to this step (10). Support sources used in destination countries were

- ▶ Private networks (friends, family) (9)
- ▶ Local foreigners (2)
- ▶ Language course (4)
- ▶ Employment Agency (4),
- ▶ Temporary job enterprises (1)

Public services played a rather marginal and often controversial role. The support of Employment Agencies was assessed as insufficient.

3.2.2.7. Comments and suggestions

Special attention needs to be given to comments about lack of support as well as concrete suggestions for improvement as they help us to develop a custom-fit tool in the project. Relevant statements include the following:

- ▶ There should be support available in the country of origin
- ▶ Information and support should be given on
 - ▶ employment, health, administration
 - ▶ administrative documents
 - ▶ kindergarten/childcare system, local support
 - ▶ starting a new business

- ▶ country-specific details (e.g. German banks often charge for bank accounts)
- ▶ Legal advice (contracts, flat rent or car rent, labour rights). One person strongly suggested that migrants should have legal costs insurance
- ▶ General information-related concerns are the wish for more clarity and support from public offices, a public info-desk
- ▶ Support from/contacts with local foreigners
- ▶ Recommendation on good services
- ▶ Less bureaucracy, simplify documents and facilitate filling in forms
- ▶ Checklist on what has to be done step by step when entering a country

One person pointed out that potential migrants should know that finding a job abroad is a challenge and should be encouraged to make a realistic assessment of their employment future abroad.

Summarising, it needs to be stressed that each migration story is unique and accordingly, the requests and concerns differ from case to case. A core challenge of the project will be on how to facilitate individual, personalised support.

4. Conclusion and training needs for experts

The results of the survey conducted by the partners within the Mol@m project have confirmed on the one hand the growing need for career guidance professionals to acquire more knowledge on the EU labour market and, on the other, the need for labour migrants to have more and better support on the mobility opportunities in Europe, especially in advance of migration.

Despite the great variety European tools already supporting mobility across Europe (i.e. EURES, Europass, Euroguidance, Europe Direct and Solvit) and the services for career guidance in EU which already exist at National level (see 2.2 and Country Reports), the range and the quality of services for aspirant migrants still seem to be insufficient to facilitate employment opportunities in Europe in particular for low skilled citizens. Many citizens, particularly those with fewer qualifications, are unaware of most of the existing services and tools.

4.1. General migration situation in partners' countries

The National surveys have shown the complexity of the migration situation in each country in respect of (a) labour migration history; (b) main political aims and strategies towards emigration/immigration; (c) legal foundations; (d) support systems and (e) challenges.

Migration histories (a) can be understood in relation to, among other factors, the political and economic history of each country. In all partners' countries, there has been a considerable drop in the number of national emigrants. At the same time, each has experienced an increase in the numbers of foreign residents. Since the expansion of the European Union, the most recent wave of migration has been from surrounding European nations, particularly from Eastern Europe. Migration from countries beyond the EU is still strong especially to Mediterranean states but also to the UK, The economic slowdown has resulted in a significant rise in unemployment across all European countries and also a reduction of the flow of immigrants. Immigrants have begun to leave countries like Spain, and national public opinion polls seem to reflect a demand for more immigration restrictions (UK, Italy). However, most reports underline the fact that immigrants from abroad do not take the jobs of the domestic labour force but rather fill the gaps left by these

workers thus increasing production in the labour intensive and traditional sectors. They also make a significant contribution to national public finances through paying taxes. In all the partners' countries, immigration is a significant issue in the political debate (b). It is always a field of battle among political parties: generally, conservative/right wing parties focus on border controls, while socialist/left wing parties focus upon acceptance of immigrants and policies of social inclusion. However, left wing governments have been faced with growing public hostility to immigration, caused by the recent economic crisis and the rise of unemployment (UK and Spain).

The migration policies of European Member States within EU's borders are governed by similar rules (c). All EU citizens have the right to live, study and work in any country of the European Union. This principle is translated into practice in each country by a set of national regulations and laws concerning immigration, integration, labour market and minimum wages. Nonetheless, some States assign different categories and specific regulations to eu nationals from certain countries (i.e. categories 1, 2 and 3). For example, Italy has its own regulation in that any EU citizen who stays for even less than 3 months must fill in a Declaration of Presence form which reports his/her presence to the local police authority.

4.2. Support systems

Each country report has mentioned several tools (d), mostly online, that have been set up to support both immigrants and emigrants. Apart from European level services, local support services provided by a range of institutions are listed in the reports, separated country by country.

The research looked at the level of support available in each partner country.

Overall the research found that the main weakness of these national services was that most of the tools were available only in the mother tongue language and therefore were not helpful for low skilled immigrants who lacked the relevant language competences.

Key research findings about each partner country are:

-  **Portugal:** There are many online support services for both emigrants and immigrants. Physical support for immigrants and also help in improving integration were both available

through national services. There was no specific support system available for career counsellors or other career guidance professionals.

- **Germany:** Support is well structured both for emigrants and immigrants. There are online services, physical offices and numerous migration associations, networks and communities throughout the country.
- **Czech Republic:** Several online tools can be used by immigrants to search for a job. Most of these are available only in Czech and English. Physical support is available in the centres for the support of integration of foreigners that are located in each region.
- **UK:** National services can be accessed on an equal basis with UK nationals. There are sites explaining workers' right in terms of pay, conditions, working hours etc. The Border Agency gives information about entering, living and working in the UK. Two other important websites are EXODUS (which is a comprehensive database of international careers information) and EISODUS (a migrant communities' information resource, available in English plus 23 world languages, eleven of which are EU languages).
- **Italy:** The main support is provided by Italian Job Centres which provide support for all administrative aspects related to work and unemployment. They inform job seekers about vacancies and provide career guidance. Among other agencies, two websites are particularly important: Eurocultura and Mob-Reg. However, information for emigrants is more readily available than information for immigrants.
- **Spain:** There is an online portal to help local authorities concerned with the integration of immigrants, an online ministerial portal at national level and a forum to provide immigrants with all information to help their integration into Spanish culture. Most of the information is available in Spanish and in English.

It is important to consider the support received by migrants both in the country of origin and also in the destination country. The interviews (3.2) point out that the majority of the migrants moved to another EU country without requesting help before departing. Once they arrived in the new

country they mainly looked for help to informal networks of friends, relatives and people from their own country of origin. In some cases, language courses and employment agencies supported their further integration in the job market. As the research highlights, public services played a rather marginal and often inadequate role. This finding shows how important it is that employees of public agencies should be involved directly in the Mol@m project – in workshops to decide on content, in pilot testing of the project and also in dissemination activities.

4.3. Challenges and needs of migrants

In order to explore training needs and to examine the main challenges facing migrants, careers guidance professionals were asked for their point of view about the gaps in provision and also for their suggestions for what should be included in the Mol@m Interactive tool. Here are the highlights of the findings of this survey:

- The most requested information related to geographical areas was about the sectors abroad where migrants could easily find work. In other words, experts would like to know where to send job-seekers by receiving regularly updated information about job markets. They also need to provide potential migrants with information about social security systems, health insurance, types of work contract and minimum wages in the destination country, in order to help them avoid possible illegal behaviour by their employer.
- Migrants should receive better information about language courses Careers advisers should also be provided with this information
- The experts also stressed the importance of the recognition of qualifications and training certificates across national boundaries and thought that advisers should have this information or know where it could be found
- Knowledge of general aspects of each country's culture, daily routine and quality of life was also considered to be important.
- In order to improve their skills to better support migrants, professionals would like to learn about new communication techniques, develop their own language skills and network/collaborate with other professionals within their own country and across the EU.

Interviews with those who have actually moved from one EU country to another helped to complete the research into the challenges faced by migrants and the kind of support needed.

Of the 12 migrants interviewed, from a range of nationalities and social backgrounds, the majority was satisfied with their current situation and did not regret their migration.

These were the main challenges (3.2) that they had experienced:

- Employment issues. There were difficulties in finding appropriate work that in some cases lead to dissatisfaction and in others to exploitation through illegal work. It was a problem to work out the equivalence of qualifications and training experiences which meant that migrants generally find jobs that do not correspond to their qualification levels.
- Difficulties in learning a new language and in understanding about rights and obligations, practices and documents required. Some of these problems were related to neglectful, unsupportive or unfriendly behaviour of government officials.
- Prejudice and racism in the host society and difficulties in adapting to the culture of destination. There is increased resentment against migrant workers who are perceived as “stealing” jobs from national workers. Bureaucracy and lack of knowledge about rights and responsibilities remain key barriers to integration.

In the full report, specific challenges within each country of destination are described.

4.4. Suggestions for mol@m tool

Researchers asked all interviewees for suggestions toward the implementation of Mol@m interactive tool:

- Experts (3.1) have a great net of information sources and they warned against the danger of creating a parallel structure, without innovation, among the already existing websites. So Mol@m’s aim should be to provide information “at a glance” on the useful services available and up-to-date information on changes (e.g. when a country changes its status) and on the current labour market situation via newsletters. In other words, it should provide a clear overview of the options for European mobility country by country. It should also include a checklist of what to do before departing.
- Suggestions for the Mol@m project mentioned by migrants (3.2) are related to the improvement of the support services available in the country of origin. They suggest that legal advice should be given to migrants and also step by step guidelines on what has to be

done when entering a country. Given the importance of the point of view of those who have already moved, it would be useful to provide the interactive tool with a “story telling” section, where potential migrants can read somebody else’s experiences and be aware of challenges and satisfactions.

From the research, five main themes emerged as relevant subjects to be developed in the Interactive tool:

- Employment context (e.g. job opportunities, training opportunities)
- Legal and social issues
- Vocational Training opportunities
- Cultural aspects
- Complementary information.

Based upon the findings of our research and on discussions held between the Mol@m partners, the following were considered to be the key issues to be addressed in the development of the Interactive Tool and its content:

- The need to bring together and co-ordinate the information sources and supporting institutions that already exist.
- A major motivation for migration is the search for work. Why not foster migration for other reasons? Foster people to emigrate through cultural curiosity (which is an important reason for highly qualified workers) Can a country become attractive because of this? Can cultural similarity/ difference influence the choice of the country of destination?
- To explore real life experiences to work abroad, it is important to have migrants relate their stories on line, to tell stories from people who have lived the experience of migration
- General lack of/ access to information. People don’t know where to find information. Some were given wrong or misleading information by institutions that were there to give support
- Conflict between the idea of the destination countries and the reality. Also, often migrants don’t realise what is required in terms of skills to work in the country to which they are migrating (Here again, first hand accounts can play a valuable role).
- General need of awareness raising for people before they leave the country. How can we ensure that people get the information they need in the country of origin?

- ▶ Need to continue the counselling work in the destination country, because the real problems always arise when the migrant arrives in the country. It is impossible to predict and prevent all problems.
- ▶ How can we ensure individual personalised support?
- ▶ How can the information be constantly updated in the Interactive Tool? How should we organise the information? By country? By sector?
- ▶ Focus on low skilled people.
- ▶ Insert a check list for migration.

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Annex I National support services (survey results)

The following is an overview of support services and tools mentioned by the experts questioned within the frame of the Mol@m research, structured by countries. The services may be directed to migrants, potential emigrants or the autochthonous population.

Portugal

Physical Services

Name of organization/service	Kind of services provided	Online link
IEFP Portuguese institute for employment and vocational training	Professional guidance	http://www.iefp.pt/Paginas/Home.aspx http://www.netemprego.gov.pt/IEFP/index.jsp
Embassies	relevant information about immigrant's rights	-
GIP Labour Insertion offices	Information and Professional and training orientation	http://www.acidi.gov.pt/es-imigrante/servicos/gabinetes-de-insercao-profissional-gip
IPJ Portuguese Institute of Youth	support in the employment area directing people to particular areas	http://www.juventude.gov.pt/IPJ/Paginas/default.aspx
CLAI Local Centre for Immigrant Support	Local centers that give support to immigrants.	Website IEFP: http://www.iefp.pt/Paginas/Home.aspx
Rede GIP labour insertion offices for Immigrants	25 offices for the Professional insertion spread along Portugal territory.	http://redegip.acidi.gov.pt/

Online Services

Name of organization/service	Kind of services provided	Online link
AICIDI High Commission for Immigration and Cultural Dialogue	Conception, execution and evaluation of public laws relevant for immigrant's integration.	http://www.acidi.gov.pt/
REPER Network Representation of Portugal in the EU	Represent portuguese interests at the European Institutions (including migrant's issues)	http://www.reper-portugal.be/

Czech Republic

Physical Services

Name of organization/service	Kind of services provided	Online link
Private recruitment agencies	offering jobs and work programs abroad (no specific agency was mentioned)	
Ministry of Labour and Social Affairs – local labour offices	employment services including counselling	
	Exchange visits for employers of labour offices to office/agency in foreign country	

Online Services

Name of organization/service	Kind of services provided	Online link
Ministry of Labour and Social Affairs (Integrated Portal)	comprehensive information related to labour market including job opportunities, social affairs and useful links to other services	http://portal.mpsv.cz/
Euroskop (integrated information system founded by the Office of the Government)	official source of information about the European union	http://www.euroskop.cz/

Spain

Name of organization/service	Kind of services provided	Online link
Redtrabaj@	Job search and general administrative and legislative information (directly linked to SEPE)	https://www.redtrabaja.es/es/redtrabaja/portal/index.jsp
Servicio Público de Empleo Estatal (SEPE)	General administrative and legislative information about the Spanish job market (type of contracts, rights and duties of workers, public-funded VET programmes, etc.)	http://www.sepe.es/
Sistema nacional de empleo	network aiming at connecting employers and job seekers information about available jobs (similar to SEPE) (website divided per Autonomous Community, while still being managed by the central administration)	http://www.sistemanacionalemplo.es/

Servei d'Ocupació de Catalunya (SOC) and other local support services (at least one Service per Autonomous Community, often linked to EURES consultants)	interactive and physical support; information about job market, administrative and legislative specificities, opportunities	www.oficinadetreball.cat/socweb/.../socweb_es/home.html
University job offices	support to students in finding their first employment (in particular, traineeships, stages, etc.)	
Chambers of Commerce (idem)	Generic information about potential employers characteristics and specificities of local job markets (economic clusters and districts)	
<i>Fundació Obra Social La Caixa and other bank foundations</i>	They provide scholarships and financial support to (under)graduate students willing to access foreign job markets.	obrasocial.lacaixa.es/
<i>Secretaría de Estado de Inmigración y Emigración (State secretary for migration policy)</i>		http://extranjeros.mtin.es/es/index.html
<i>Integrallocal (Web portal for local entities working in the field of migrant integration in Spain)</i>		http://integrallocal.es/
<i>Sistema Nacional de Empleo</i>	The whole administration of job policies in Spain is managed by the central government and, in particular, job search is provided by this service.	http://www.sistemanacionalemplo.es/
<i>Sistema Nacional de Empleo</i>	Each Autonomous Community (CC. AA.) has its employment service which is under its direct responsibility. This webpage also has a list of foreign employment services.	http://www.sistemanacionalemplo.es/servicios.html

UK

Name of organization/service	Kind of services provided	Online link
UK Border Agency	information about entering, living + working in the UK. Focus: legal obligations, requirements of documents	http://www.ukba.homeoffice.gov.uk
Careers Europe: EXODUS database (through libraries and careers organisations)	international careers information (worldwide opportunities, gap years, studying, working, volunteering, living abroad. Access to websites of useful organisations)	http://www.careerseurope.co.uk/Products/exodus.html
Careers Europe: EISODUS (through libraries)	migrant communities' information resource in 23 languages (for refugees, asylum seekers and EU migrants as well as supporters)	http://www.careerseurope.co.uk/Products/eisodos.html
Careers Europe (Euroguidance centre UK): EURES and other careers advisors	working with both outgoing and incoming migrants physical, email and phone support; answering enquiries from EU Ploteus portal	www.careerseurope.co.uk
UK employment service	the national minimum wage () and your rights as a worker ().	www.berr.gov.uk/employment/pay/national-minimum-wage/index.html www.tuc.org.uk/international/index.cfm?mins=288

Italy

Physical Services

Name of organization/service	Kind of services provided	Online link
Italian Job centers: CPI (by provinces)	Support regarding administrative aspects related to (un.)employment. Information about public competitions and job offers; career guidance	http://www.provincia.fi.it/lavoro/ <i>(example link for the Florence's province)</i>

Online Services

Name of organization/service	Kind of services provided	Online link
<i>Tuscany service for Right to studying and Education</i>		http://www.dsu.fi.it:8080/graduate/benefici/ricerca_graduatorie_benefici.asp
<i>Eurocultura</i>	training and career counselling organization providing information about job offers, voluntary works and internship opportunities for emigrants from Italy	http://www.eurocultura.it
<i>Mob-Reg website (Toscany Region)</i>	Users can describe and document their travels and experiences. Promotion of mobility decisions	http://www.mob-reg.eu/mobilitaeuropea/index.html?page=index

Germany

Physical and online Services

Name of organization/service	Kind of services provided	Online link
ZAV (international placement service) (attached to Employment Agencies; often linked with EURES advisors)	Advice on labour related issues for incoming and outgoing	Working in Germany: www.zav.de/arbeiten-in-deutschland Working outside Germany: http://www.ba-auslandsvermittlung.de/
Employment Agency	Platform on learning opportunities	http://www.arbeitsagentur.de/Navigations/zentral/Buerger/Weiterbildung/Lernboerse-exklusiv/Lernboerse-Nav.html
Raphaelswerk/ Caritas (NGO)	Specialized on emigration; helpdesks for emigrants, workers abroad, refugees, returnees, binational partnerships	
Different NGOs (DRK (German Red Cross); Diakonie)	helpdesks for emigrants (linked with Federal Administration Office)	
Evangelische Auslandsberatung e.V. Hamburg	NGO, consultancy service for incomings and outgoings; EURES advisors	http://ev-auslandsberatung.de/
IDA (integration through exchange) (programme by the Ministry for Work and social affairs)	mobility programme for disadvantaged people, different projects nationwide	http://www.esf.de/portal/generator/9824/ida.html
Chamber of industry and commerce)	Working abroad; information on German and European/international labour markets	http://www.dihk.de/

Embassies	Information on travelling to, living and working/studying in the respective country; cultural information	
Federal Government	General information on Europe	http://www.bundesregierung.de/Webs/Breg/DE/Europa/europa.html
Department for Foreign Affairs/ Foreign Office	Germany at a glance, laws and regulations around immigration; learning and working in Germany	http://www.auswaertiges-amt.de/DE/EinreiseUndAufenthalt/Uebersicht_node.html
Federal Ministry for Development	International cooperation (esp. developmental collaboration)	http://www.bmz.de
Federal Administration Office	Information center for emigrants	http://www.bva.bund.de/cln_180/nn_372236/DE/Aufgaben/Abt_II/InfostelleAuswanderungundAuslandstaetigkeit/infostelle-node.html?__nnn=true
IJAB International Youth Service of the Federal Republic of Germany (German Eurodesk Service)	Support for young people as well as professionals on funding opportunities, on opportunities to go abroad	http://www.ijab.de/aktivitaeten/jugendinformation/eurodesk-deutschland/eurodesk-deutschland/
Rausvonzuhause.de (by IJAB)	Information about mobility opportunities for young people	http://www.rausvonzuhause.de/
German-French Youth Association DSJW and other binational cooperation forms	Promotion of binational exchange, learning and communication	http://www.dfjw.org/
InWent Capacity Building International (NGO, commissioned by federal state and Länder)	human resource development, advanced training and dialogue	http://www.inwent.org
Robert-Bosch-Foundation	International relationships and understanding (one key topic); Scholarships for students and professionals	http://www.bosch-stiftung.de/content/language1/html/684.asp
German Pension Insurance, health insurances, tax offices	Useful information regarding social insurance, paying taxes abroad etc.	
SefEA, ES Thüringen and other activities in the different Länder	SefEA: programme on volunteering abroad ES Thüringen: network partnership to promote interregional and international cooperation	http://www.sefea.de/ http://www.es-thueringen.de/