

EUROPEAN MIGRANT ADVISER TOOLKIT

European Migrant Adviser Tookit

Progress Report

Public Part

Project information

Project acronym: EMAT
Project title: European Migrant Adviser Toolkit
Project number: 517669-LLP-1-2011-1-UK-Leonardo-LMP
Sub-programme or KA: Multilateral Projects for Development of Innovation
Project website: www.migrant-toolkit.eu

Reporting period: From 01/12/11
To 31/12/12

Report version: Final
Date of preparation: 30/01/13

Beneficiary organisation: Praxis Community Projects

Project coordinator: Vaughan Jones
Project coordinator organisation: Praxis Community Projects
Project coordinator telephone number: +44 (0)7729 7985
Project coordinator email address: vaughan@praxis.org.uk

This project has been funded with support from the European Commission.

This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

© 2008 Copyright Education, Audiovisual & Culture Executive Agency.
The document may be freely copied and distributed provided that no modifications are made, that the source is acknowledged and that this copyright notice is included.

Executive Summary

In the current economic climate of uncertainty and crisis, migrants in Europe face many additional obstacles when seeking to find work, improve their skills and move out of exploitative and low-paid jobs. The EMAT project aims to play a small part in addressing some of these issues by producing a working toolkit which can be used by both experienced and non-experienced Information, Advice and Guidance practitioners in their work with migrants in the labour market. The toolkit aims to enable and encourage advisers to deliver high-quality advice and guidance and improved education, training and employment outcomes for their clients.

The project also aims to work closely with providers and to produce original research into the context for IAG provision in each country involved: Germany, Poland, Spain, the UK and the Czech Republic. Ultimately it aims to embed good practice into mainstream service provision through a careful strategy of dissemination and exploitation.

The consortium established to deliver the project draws experience and expertise from a range of countries with diverse but complementary experiences of work with migrants in the labour market. The organisations represented here include a university economics faculty, a metal industry employer and trade union, an independent research and evaluation specialist, two grassroots IAG NGOs, and a school for migrant language learners.

The approach used is experience- and research-led, with much of the initial project set-up time spent investigating the context of IAG provision in the partnership countries, using both desk research and qualitative interviews with IAG advisers and migrant clients. The findings of this research have been published as a stand-alone report which gives a solid theoretical basis and overview of the issue, and has fed directly into the production of the toolkit itself.

A working draft of the toolkit has been completed and will be field-tested by reference groups of IAG advisers and migrant clients from spring 2013. A final, interactive online version of the toolkit will be complete by September 2013.

It is hoped that the project will have a sustainable impact beyond the life of the project itself through a strategic dissemination plan involving key stakeholders and providers of IAG including NGOs, trade unions, mainstream employment support agencies, individual IAG advisers, awarding and accreditation bodies, institutions of lifelong learning and employers. Ultimately, it is hoped that the main beneficiaries will be migrant clients themselves.

The project website can be found here: www.migrant-toolkit.eu

Table of Contents

- 1. PROJECT OBJECTIVES..... 5
- 2. PROJECT APPROACH 6
- 3. PROJECT OUTCOMES & RESULTS..... 7
- 4. PARTNERSHIPS 8
- 5. PLANS FOR THE FUTURE 8
- 6. CONTRIBUTION TO EU POLICIES.....10

1. Project Objectives

The project was conceived as a step toward producing a practical, transnational response to the problems of exploitation, underemployment and unemployment currently faced by migrants in the European labour market. Our aim was, and is, to do this by developing a toolkit which will address the increasing need for high quality migrant advice and guidance in the sector, and which will enable IAG providers to deliver improved education, training and employment outcomes for migrant clients.

The project objectives are as follows:

- To research the context for IAG provision in each country, including identifying best practice, key stakeholders and national qualification frameworks;
- To ensure the relevance of the final product (the toolkit) by working closely with specialist agencies and migrants themselves;
- To develop a working web-based toolkit which could provide both a context and a model of good practice for IAG advisers, enabling them to develop their own competence and to deliver improved outcomes;
- To embed this experience and good practice into mainstream provision wherever possible.

The project targets two main groups of users and beneficiaries: IAG advisers working with migrants (including individual IAG advisers, NGOs providing IAG at grassroots level, trade unions, mainstream providers, employers, awarding bodies and accreditation schemes); and migrants themselves.

During this initial phase of the project, the main focus of user involvement has been on the recruitment of individual IAG advisers and migrants to take part in the preparatory research stage of developing the toolkit. Research conducted in the 5 participating countries (Germany, Spain, UK, Poland and Czech Republic) has involved in-depth qualitative interviews with IAG advisers and migrant clients in each country, in addition to reviews of existing service provision, and case studies drawn from our own IAG caseloads.

For the next phase of the project, field testing the prototype toolkit, at least 40 individual IAG advisers will benefit from the opportunity to use and feed into the toolkit as a practical resource in their day-to-day work, and additional feedback will be collected from individual migrant clients and advisers through the reference groups of stakeholders established by each partner. As the project progresses and the toolkit develops, employers, trade unions, mainstream providers and accreditation and awarding bodies will also have the opportunity to evaluate and feed back on it.

While the toolkit itself is a resource for advisers which we hope will better equip them to deliver a high-quality IAG service to their clients, ultimately the main beneficiaries will be migrants themselves.

2. Project Approach

Our approach began with finding the right combination of partners to provide the project with the professional, organisational and academic competence and skills needed to deliver the project (see also Partnership section below). Added value has come from the range of experience and specialisms brought to the project by the partners' work with migrants from very different perspectives, including a university economics faculty, an industry employer and trade union, an independent research and evaluation specialist, two grassroots IAG migrant NGOs, and a school for migrant language learners.

Once we had established the consortium and agreed the project parameters, our first step was to establish the context in which we were working. An initial report on the EU-level context, including a section on the European Qualifications Framework, was prepared. We also wanted to conduct primary research into the context for IAG provision in each country and to identify key stakeholders and best practice wherever possible. The lead partner on this was the Economics faculty of the University of Szczecin, who prepared an outline research methodology, supervised desk and field research and qualitative interviews, and conducted a statistical and qualitative analysis of the data collected. The findings of this research are available in full and in summary in the report *"Migrants in the labour market within selected countries: legal context and organisational support,"* published on the project website and included with this report.

Development of the toolkit itself began with reviewing the preliminary results of the research project and with discussions among all partners of how this should feed into the toolkit structure and content. Discussions and working group sessions looking at particular elements of the toolkit took place at our scheduled partnership meetings.

Early in the project an evaluation framework was drafted and agreed, with our specialist evaluation partner, the Gilfillan Partnership, taking responsibility for this. The evaluation strategy includes an interim evaluation report at the midway stage of the project (included with this report), and a final evaluation report.

Dissemination and exploitation plans were also drafted early in the project. Part of the dissemination strategy relies on the building and developing of the project website, managed by Praxis Community Projects. In addition, each partner is responsible for dissemination of the initial project concept, the research results and the toolkit itself. Dissemination and exploitation vehicles include online and traditional media, professional and organisational networks, promotional events and activities, stakeholder forums, and one-to-one work with clients.

It is too early to comment on the long-term sustainability of the toolkit, but it is hoped that it will continue to be a useful working resource well beyond the life of the project itself. The website and toolkit will remain live online and its use will be embedded in the practice of the partners and, we hope, in the practice of our target users.

3. Project Outcomes & Results

Objective 1: researching the context for IAG provision

This objective has been achieved through completion of the following reports:

- ***EMAT: Preparatory exploration of the state of the art***

This is a paper for the EMAT website prepared by the Gilfillan Partnership which looks at the EU context for the project, including the European Qualifications Framework. It is complete and available to download in English only.

- ***Migrants in the labour market within selected European countries: legal context and organisational support***

This is a report prepared by the Faculty of Management and Economics at the University of Szczecin, presenting findings from research conducted by project partners in Germany, UK, Poland, Spain and Czech Republic. The report is complete in full and summary form and is available to download from the EMAT website. Translations of the summary only are available in German, Polish, Spanish and Czech.

Objective 2: engaging specialist agencies and migrant users in the development of the toolkit and its dissemination

This objective has been partly achieved. IAG advisers and migrant users have already been closely involved in the research process for the above report, and reference groups of stakeholders are currently being set up by four of the project partners (Iberika, FLM, Praxis and EKSCR) for the field testing of the pilot toolkit and as part of our dissemination and exploitation strategy.

Objective 3: developing a working web-based toolkit

This objective has been achieved. A draft toolkit was produced in advance of the partnership meeting in Berlin in November 2012, and suggested amendments and additional materials have now been incorporated. A pdf of the toolkit text in its current (text only) version is available to download from the EMAT website. It is a work in progress and will be subject to further amendments during the testing phase.

It had been hoped that the draft toolkit would also be designed, formatted and available as an interactive web version, complete with translations, by the date of this report, but unfortunately delays in the toolkit delivery schedule have meant that this has not been possible. The reasons for this are set out in full in the confidential part of this report.

Objective 4: embedding good practice into mainstream IAG provision

This is a longer-term objective which goes beyond the scope of this reporting period.

4. Partnerships

A European multi-country approach is central to this project, which seeks to develop a common approach and framework of good practice at a European level. The added value of the partnership consortium we have established comes not only from its geographical spread (six partners from five EU countries), but also from the diversity of the partners' experience of migration and migrant labour, with two of the five countries having acceded to the EU only relatively recently.

Added value is also provided by the range of experience and specialisms brought by the partners' work with migrants from very different perspectives, including a university economics faculty, a metal industry employer and trade union, an independent research and evaluation specialist, two grassroots IAG migrant NGOs, and a school for migrant language learners. Our capacity to draw on the collective experience and expertise of these partners, and on their extended networks and contacts, will greatly increase the relevance and reach of the toolkit. The next phase of the project will further extend the partnership beyond its immediate member organisations to stakeholder groups of IAG advisers, migrant clients and users.

While each member state has its own approach to addressing the issues of migrant labour and integration, the experiences of migrants trying to enter or progress within the labour market have much in common. Unemployed migrants can face many additional obstacles when they are seeking work, such as language and cultural differences, education standards, accreditation of qualifications, lack of knowledge from employers and advisers concerning the legal position of migrants and whether or not they have the right to work. Some migrants also face discrimination and hostility.

The commitment of the EMAT project partnership to jointly address some of these issues has already produced positive results, including a greater understanding of the work being undertaken to support migrants in each partner country, and original research on the context of IAG provision in each partner country and at an EU-wide level. We expect that the European added value of the project will be sustained throughout and beyond the life of the project itself.

5. Plans for the Future

The next stage of work is to field test the toolkit prototype. Translations of the draft into Spanish, German and Czech will be completed during February 2013 and the toolkit ready to test from March 2013. Testing will be carried out between March and June 2013 by reference groups of IAG advisers and migrant clients established in four of the six partner countries: Spain, Germany, UK and Czech Republic. An evaluation questionnaire will collect feedback from test users, and the findings will be collated. Changes and amendments will then be incorporated into the final English version of the toolkit, which is due by July 2013. Translations of the final version in all project partner languages will follow. Design, formatting and upload of the final web version to the project website is scheduled for August, with completion by early September 2013.

A 4th partnership meeting will take place in Prague in September 2013 to review the final toolkit, review progress in relation to the dissemination and exploitation strategy, and plan the promotion of the toolkit at the European Employment Fair in Brussels in November 2013.

Dissemination and exploitation activities will continue as set out in the strategy plans attached, with all partners promoting the project, research and toolkit through their own networks. The website will be maintained and developed by Praxis, with relevant links and resources added. Promotional materials will be prepared for the European Employment Fair in Brussels in November 2013, where the toolkit will be showcased. A sustainability plan will be drafted once the toolkit has been launched in September 2013, and finalised in December 2013.

The final partnership meeting will take place in London in December 2013. The sustainability plan will be finalised and preparations for submission of the final report discussed. A final evaluation report will be drafted by the Gilfillan Partnership and completed by December 2013.

5. Contribution to EU policies

Europe 2020

Migrants are over-represented among the poor and excluded in Europe, even more so in the current economic conditions. The European Platform against Poverty and Social Exclusion, a key aspect of Europe 2020, acknowledges that Member States must take the lead in fighting against social exclusion and poverty. This project offers a concrete example of a 'smart solution in post crisis Europe' and of the use of EU funds to support not only lifelong learning but also social inclusion objectives.

EU policies on integration of migrants

The initial research report 'Preparatory exploration of the state of the art' produced by P6 and available on the EMAT website, provides an overview of EU policy on migrant integration, which is one key area of EU policy which EMAT aims to contribute to. The report identifies that the EU's approach to migration policy is focused, on the one hand, on measures to support the integration of third country nationals within EU Member States and, at the same time, measures to reduce irregular or illegal migration into the EU, including through tighter controls of the EU's external borders. This project will provide a practical tool which can help towards achieving the integration of third country nationals in labour markets across the EU.

Europass framework concept

The project anticipates and addresses the need for a transparent standardised presentation of the skills, qualifications and competences of European citizens.

EU directives on discrimination

The project is directly informed by, and feeds into, EU policy and guidance relating to discrimination and equal treatment in employment, for example:

Council Directive 2000/43/EU forbids discrimination on the grounds of race and ethnic origin;

Council Directive 2000/78/EU equal treatment in employment, forbids discrimination on the grounds of religion, disability, age or sexual orientation.

European Employment Strategy (EES)

The project makes a contribution to the EES and 'New Skills for New Jobs' - developing vocational education and training so that workers gain the skills required in today's and tomorrow's labour markets. A key first step for everybody, including the migrants who are the ultimate target group for this project, is to improve their understanding of the opportunities available so that they can use that knowledge to gain a realistic understanding about the options available to them and how they can use or develop their skills to match employer needs. EMAT provides a practical way of helping to bring that one step closer to reality.

EMAT is contributing to Lifelong Learning programme objectives across a wide spectrum e.g. reinforcing the contribution of lifelong learning to social cohesion, active citizenship, intercultural dialogue, gender equality and personal fulfilment; contributing to increased participation in lifelong learning by people of all ages, including those with special needs and disadvantaged groups, regardless of their socio-economic background; facilitating the development of innovative practices in

the field of vocational education and training other than at tertiary level, and their transfer; improve the quality and to increase the volume of co-operation between institutions or organisations providing learning opportunities, enterprises, social partners and other relevant bodies throughout Europe.

The project is also contributing to the wider horizontal LLP objective of promoting an awareness of the importance of cultural and linguistic diversity within Europe, as well as of the need to combat racism, prejudice and xenophobia. The toolkit and associated activities will promote awareness among advisers working across Europe with migrants of the importance of taking into account their linguistic and cultural diversity and the diversity of their needs.

