



Transparent qualifications for boosting the quality of services addressed to asylum seekers and refugees

Executive Summary
IO1: Comprehensive and Comparative
Report
Work processes implemented in the Centers
hosting asylum seekers and refugees



Co-funded by the
Erasmus+ Programme
of the European Union

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 which may be made of the information contained therein. Project Number: 2016-1-IT01-KA202-005593

Executive Summary

This report is developed in the context of the QUASER project - Transparent qualifications for boosting the quality of services addressed to asylum seekers and refugees - funded by the European Union (EU) Erasmus+ Programme.

Introduction: More than one million migrants and refugees crossed into the EU in 2015, sparking a crisis as countries struggled to cope with the influx, and creating division in the EU over how best to deal with resettling people. A number of services/organisations for protection of Asylum Seekers and Refugees (ASRs) are active in the reception centres across Europe. ASRs operator as a profession has much to offer in these services, as help with the practicalities and response to the complex needs of ASR. However, in most EU countries there is not a formal recognition of the ASR operators' skills and competences and no specific registries/accredited boards or quality professional labels exist, although their capacities are largely contributing to the success of the protection system for ASRs.

Objectives: The “Comprehensive and Comparative Report on work processes implemented in the Centres hosting asylum seekers and refugees” aims: to analyse in depth the working processes within centres hosting ASRs, and European and national legal framework; to underline the commonalities among the four project partner countries (Greece, Italy, Sweden and Spain); to form the basis for identifying the key competencies needed to be enhanced.

Methodology: A two-phase methodology was used. The first phase was the composition of the National Reports based on desk research by the partners aiming to understand the external/internal environment and the working procedures in centres hosting ASRs. The second phase included the completion of a research questionnaire (field research) by ASRs operators working at hosting centres, aiming at identifying key competences and skills needed for the provision of quality services in relation to level of importance of the working processes described in the national reports. Results of both desk and field research were combined to produce this report.

Results: Regarding desk research, the European legal framework referred to refugees and their rights, social benefits and asylum procedures as well as the reception standards and procedures applied on ASR hosting centres were recorded. Moreover, the national legal framework implemented in each partner country was

outlined in the report. The organizational issues on reception and accommodation facilities and the professions occupied in hosting centers are almost similar among countries, however, the main differences are focused on the number of services deal with ASRs (e.g., more than one in Greece, Italy and Spain and just one in Sweden), the way that the decisions are made and the ASRs operators' qualifications and training. In all countries, cooperation among different services was declared but the cooperation status differentiates in each country. Concerning the field research, a total of 73 questionnaires were completed by ASR operator working at centres hosting ASRs in four partner countries. The questionnaires were registered in a database designed in the context of research. The results were interesting in terms of different needs for improvement among partner countries. According to the data collected, the key competences/skills needed to be improved are:

- **Greece:** Ability to pay attention to things said/reported by ASRs; ownership of psychology operational methodologies and psycho-social support methodologies; appropriate language skills and ability to translate and provide interpretation of complex concepts; understanding of the cultural background and of the specific life experience of each ASR; capacity to help with procedures to access education and labour inclusion.
- **Italy:** Ability to: interact with the local services and community and to strengthen the work with the network of local services; foster pro-activity and independence of the ASRs in connecting with the local community; identify victims of trafficking in human beings and to detect the existence of special needs and potential physical and/or mental vulnerabilities; design appropriate tailored plan for labour inclusion based on the skills analysis/balance; arrange for a varied set of housing solutions taking in consideration co-housing, social condominium, co-construction.
- **Spain:** Knowledge of foreign legislation and asylum; information about social and working resources; knowledge about admission, extension of stay and request for aid procedures; participation in networks and community activities; accompaniment to entities and organisations.
- **Sweden:** Intercultural communication; coordination of structure cooperation with stakeholders in the community (municipal structure, Public Employment

Services, Regional Health Care institutions and NGOs); structure for Mapping of individual needs.

Conclusions: The enhancement of a wide range of competences is common need in all project countries, however, the following ones is of high importance to be improved according to the report data:

- Ability to foster pro-activity and independence of the ASRs in connection with the local community
- Capacity to identify victims of trafficking in human beings and to detect the existence of special needs and potential physical and/or mental vulnerabilities
- Ability to design appropriate tailor made plan for labour inclusion based on the skills analysis /balance.

