



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



***International Seminar – Athens, 17 Sept. 2018***

# **Challenges and Qualitative Services in First Reception Centres addressed to Immigrants and Refugees – Enhancement of Staff Qualifications**

## **OBJECTIVES, EXPECTED RESULTS, OUTPUTS**

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## Outline

- QUASER project partners
- Needs / Addressed problems
- Objectives
- Actions
- Where we are now
- Future perspectives

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## The QUASER Project Partners

4 European countries, 7 organisations:

- **Italy:** University of Rome Tor Vergata,  
Effebe Association, Cittalia
- **Greece:** Dimitra Education & Consulting,  
Reception and Identification Service
- **Spain:** Inercia Digital
- **Sweden:** Folkuniversitetet Uppsala

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## Needs / Problems

- Lack of a formal recognition of ASRs operators' skills
- Lack of specific registries/accredited boards or quality professional labels
- Continuous renowning of skills at regional/national level
- Transversal skills and abilities covering a wide range of subjects and competences which can be hardly re-conducted to a single professional framework

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## Objectives (1)

- To enhance the **recognition of ASRs operators' qualifications** in order to:
  - facilitate employability and labour market mobility,
  - improve the quality of services addressed to asylum seekers and refugees.



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### Objectives (2)

- To design the **qualification prototypes** for the most relevant skills and competences needed in the centres for refugees and asylum seekers.
- To **facilitate the validation and recognition** of the skills, competences and qualifications.

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## Where we are now

- Actions accomplished so far...
  - Comprehensive and **comparative report** on the work processes implemented in the ASRs centres
  - Definition of **Professional qualifications prototypes** for ASRs operators
  - Definition of the **QUASER (elearning) training curriculum** specific for ASRs operators
  - Design of the **Toolkit for the assessment of non-formal and informal learning**

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## **Expected impact**

- Provide more educational opportunities and recognition of competences
- Contribute to the development of the VET system at national and European level
- Improve the comparability of the skills both at national and european level

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### Future perspectives (1)

- Promoting the access to Quaser E-learning platform to provide more educational opportunities and recognition of competences
- Providing an easy-to-adjust tool to better match the migration policies and flows developments

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## **Future perspectives (2)**

- Promoting the use of Quaser by the authorities in charge of educational and vocational training thus contributing to the development of the VET system at national and European level and improve the comparability of the skills

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