



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

# ASRs Inclusion Officer

## O2 - Professional Qualifications prototypes



<b>Title</b>	<i>ASRs Inclusion Officer</i>
<b>Areas of activity</b>	The holder of the "ASR Inclusion Officer" certification could work in the following areas:  Specialized Operator in reception services
<b>Organizational Contexts</b>	In European (First/Second-line) Reception Centers hosting ASRs  In organizations working with/offering services to Asylum Seekers and Refugees
<b>Core Competence Units</b>	<ol style="list-style-type: none"> <li>1. Introduction to reception centers processes and procedures</li> <li>2. Methods and tools for acquiring Social and Inclusion soft skills</li> <li>3. Methods and tools for improving technical and analytical competencies</li> </ol>
<b>Units overview</b>	<ol style="list-style-type: none"> <li>1. Introduction to reception centers processes and procedures Students are expected to have an overview of procedures and characteristics related to the Reception Centers: Basics of geopolitical and socio-economic aspects of the global migration phenomena (e.g. migratory routes; models of integration; basic notions of cultural and economic globalization) - Analysis and evaluation methods of core processes, practices and activities related to ASRs; benefits of Social Commitment (Social commitment key-factors for good quality of services; Methods for identifying and promoting ethical responsibility; Work ethics; Trust/confidence); regulatory requirements on ASRs and on international protection (national and international rules in the field of international protection/reception to be applied by reception centers, in particular on the core processes, practices and the related regulatory, legal and reception requirements)</li> <li>2. Methods and tools for acquiring Social and Inclusion soft skills Students are expected to demonstrate theoretical knowledge/skills and competences on: (verbal, written, visual, non-verbal) communication techniques and active listening approaches; problem solving methods and instruments; team working and decision making approaches; negotiation strategies and techniques. Furthermore they will have an overview of social psychology.</li> <li>3. Methods and tools for improving technical and analytical competencies</li> </ol>

	<p>At the end of this unit the student will demonstrate theoretical and factual knowledge/skills and competences on: ICT basics: Word processing (MS Word, Google Docs); Electronic presentations (PowerPoint, Google Slides); Spreadsheet (MS Excel, Google Sheets); Databases (MS Access, MySQL); PDF reader (Acrobat Reader, Preview); Compression software (WinZip, 7-Zip); Internet/e-mail, cloud-based tools (Drive, Dropbox); at least one foreign language, other than her/his native language; community services intended for his/her own organization (local voluntary work; local social and health services; Local authority and institutions; Social and working resources); local territory/network (local services and community); Project management (PCM; Strategic Planning; management principles; coordination of people and resource); Health Care services; Cross-cultural background studies (Group behavior and dynamics; Societal trends and influences; Human migrations; Ethnicity/cultures; History and origins of ASRs); Budgeting tools and techniques, with basis of finance and accounting.</p>
<p><b>PRE-REQUISITES</b></p>	<p><i>School Diploma</i>  <i>12 months of experience in the field</i>  <i>Evidence-based specific skills/ability</i></p>
<p><b>EQF LEVEL (Recommended)</b></p>	<p>Level 4</p>

