



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

ASRs Inclusion Coordinator

O2 - Professional Qualifications prototypes



Title	<i>ASRs Inclusion Coordinator</i>
Areas of Activity	<p>The holder of the “ASR Inclusion Coordinator” certification could work in the following areas:</p> <ul style="list-style-type: none"> • Manager/Administrator of reception services • Responsible of the reception center
Organizational Contexts	<p>In European (First/Second-line) Reception Centers hosting ASRs</p> <p>In organizations working with/offering services to Asylum Seekers and Refugees</p>
Core Competence Units	<ol style="list-style-type: none"> 1. Introduction to reception centers processes and procedures 2. Methods and tools for mastering Social and Inclusion soft skills 3. Methods and tools for mastering technical and analytical competencies
Units overview	<ol style="list-style-type: none"> 1. Introduction to reception centers processes and procedures <p>Students are expected to have an advanced knowledge of: processes and procedures related to the Reception Centers: the global migration phenomena (geopolitical and socio-economic aspects) (e.g. migratory routes; models of integration; basic notions of cultural and economic globalization) - core processes, practices and activities related to ASRs; benefits of Social Commitment (Social commitment key-factors; ethical responsibility; services offered by reception centers); 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)</p> 2. Methods and tools for mastering Social and Inclusion soft skills <p>Students are expected to demonstrate advanced knowledge/skills and competences on: (verbal, written, visual, non-verbal) communication techniques and active listening approaches; social psychology principles;</p>

	<p>problem solving methods and instruments; team working methodologies and tools (Group facilitation in social service work, meetings etc.; interpersonal and group communication), decision making approaches; negotiation strategies, methodologies and techniques, facilitation of conflict resolution processes; competitive and collaborative negotiation.</p> <p>3. Methods and tools for mastering technical and analytical competencies</p> <p>At the end of this unit the student will demonstrate advanced knowledge/skills and competences on: ICT basics: Word processing (MS Word, Google Docs); Electronic presentations (MS 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 / planning / allocating resources (PCM; Basics of economics; Strategic planning; Resources allocation (methods, tools and strategies); Management principles; Business and team management; Leadership techniques; Coordination of people and resources); Health Care services; Cross-cultural background studies (Group behavior and dynamics; Societal trends and influences; Human migrations; Ethnicity/cultures; History and origins of ASRs); Financial and budget management (financial strength and weakness of services, needs and projects; budgeting principles; finance and accounting)</p>
PRE-REQUISITES	<p><i>University Degree (5 years)</i> <i>24 months specific experience</i> <i>Evidence-based professional competencies in the field</i></p>
EQF LEVEL (Recommended)	<p><i>Level 6</i></p>

