



Transparent qualifications for boosting the quality of
services addressed to asylum seekers and refugees
n° 2016-1-IT01-KA202-005593



Funded by the
Erasmus+ Programme
of the European Union

ENHANCING SKILLS FOR THE RECEPTION OF MIGRANTS

RECOGNITION OF OPERATORS'
PROFESSIONALISM AND QUALITY
OF SERVICES. WHICH MODELS?



Rome, 18 June 2019
h 14:00 - 18:00
Sala Conferenze ANCI
46, Via dei Prefetti

CITTALIA
fondazione **anci**



PROGRAMME

14.00

WELCOME COFFEE AND REGISTRATION

14.30

WELCOME GREETINGS

Annalisa Giovannini, Cittalia – ANCI Foundation on Social Policies for Reception, Integration and Citizenship, Head of the Research and Projects' Development Office

Andrea Volterrani, University of Rome "Tor Vergata", Scientific Coordinator of the QUASER project

15.00 – 16.00

Round table

The QUASER project

NEW TOOLS FOR THE DEVELOPMENT OF THE SKILLS OF THE OPERATORS IN RECEPTION SERVICES FOR APPLICANTS AND BENEFICIARIES OF INTERNATIONAL PROTECTION

Facilitator: *Gabriele Guazzo*, Cittalia

Participants:

Elisa Mancinelli and *Alessio Ceccherelli*, University of Rome "Tor Vergata"

Giusy Zollerano, Associazione Effebe

Denis Riabov, Folkuniversitetet Uppsala

Susana Corona, Inercia Digital

16.00 – 17.00

Round table

TOWARDS A PROFESSIONALISATION SYSTEM FOR MIGRANTS' RECEPTION AND INTEGRATION OPERATORS IN EUROPE

Facilitator: *Mario Spatafora*, Associazione EFFEBI

Participants:

Andrea Volterrani, University of Rome "Tor Vergata", Scientific Coordinator of the QUASER project

Stefania Maselli, SPRAR/SIPROIMI Central Service, Front End Office

Gianpietro Losapio, Social Cooperative Comunità Oasi2 San Francesco Trani, President

Vaso Anastasopoulou, DIMITRA Education and Consulting, Deputy Director

Dimitrios Georgiadis, Reception and Identification Service - Greek Ministry of Migration Policy, Reception structure's coordinator

Henry Massieux, Spanish Red Cross, Mediator

17.00 – 17.40

Discussion: open debate with all participants

17.40 – 18.00

Conclusions

Camilla Orlandi, ANCI – National Association of Italian Municipalities, Head of Department for Integration and Reception, Immigration Management

Antonello Scialdone, INAPP - National Institute for Public Policies Analysis, Coordinator of the strategic project "Migrants' Integration"

work languages: Italian, English



Transparent qualifications for boosting the quality of services addressed to asylum seekers and refugees
n° 2016-1-IT01-KA202-005593



Funded by the
Erasmus+ Programme
of the European Union



Nowadays, a great number of services and organisations for the protection of Asylum Seekers and Refugees (ASR) are active in reception centres across Europe. The profession of “ASR operator” has much to offer in these services, not only providing help with the practicalities but also inclusive responses to the complex needs of ASRs. However, in most EU countries there are not any formal recognitions of the ASR operators’ skills and competences and there are not any specific registries/accredited boards or quality professional labels, although their capacities are largely contributing to the success of the protection system for ASR.

The QUASER project has tackled these issues: involved project partners have developed an integrated set of tools that facilitate the identification of ASR operators’ prior non-formal and informal learning and to speed up the matching process between existing knowledge, skills, competences (KSCs) and the original QUASER Professional Qualification Prototypes. Also, a specific training programme has been designed to provide consistent learning resources to fill possible knowledge gaps.

The QUASER Final Conference is aimed at presenting the main project results and at engaging key stakeholders in a discussion about the possible models for recognising and enhancing the ASR operators’ skills so to improve the quality of reception services.

More info: <http://www.quaser-asr.eu/>



ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ
Υπουργείο Μεταναστευτικής Πολιτικής
Γενική Γραμματεία Υποδοχής

Υπηρεσία Υποδοχής & Ταυτοποίησης

