



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

**O4 – European validation report of the  
Toolkit and qualification prototypes**

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# QUASER

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

### O4 - European validation report of the Toolkit and qualification prototypes

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**Author:**

**Denis RIABOV**, Folkuniversitetet Stiftelsen Kursverksamheten vid Uppsala universitet, Sweden

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# 1. Introduction

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In Sweden, the pilot activities were conducted in January-February 2019 with 5 ASR centres.

The names of the pilot organisations were:

- Integrationslyftet (integration non-profit organisation, with multiple areas or work).
- EKFB (foster homes for unaccompanied minors and more).
- Studieförbundet (VET-provider, actively involved in integration issues).
- Sudanesiska föreningen (ethnic NGO).
- Svenska kyrkan (Church, actively working with integration).

## 2. Pilot activities and participants

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The number of beneficiaries/users, involved in the pilots was 10, with the following division among the participating organisations:

- EKFB: 3
- Studieförbundet: 3
- Integrationslyftet: 2
- Sudanesiska föreningen: 1
- Svenska kyrkan: 1

The geographical scope of the pilots, the number of asylum seekers and refugees as well as operators working with them are presented per each organisation in the table below, along with the organization services' characteristics and the description of the operators' profiles

Name of the pilot organisation	Location	Dates of pilot activities	Nr of ASRs and nr of operators	Characteristics of the services	Description of the operators' profiles
<a href="#">Integrationslyftet</a>	Västerås + cooperation with surrounding municipalities	January – February 2019	30 ASRs (currently) and 4 operators	Foster families Accommodation for 17 and 21 years. Education (lectures and courses for integration)	long experience of working with foster families, background in psychiatry, abuse issues, correctional services, empowerment and law
<a href="#">EKFB SVERIGE AB</a>	Uppsala	January – February 2019	25 ASRs (currently) and 5 operators	Foster homes, emergency housing Consultancy support for unaccompanied adults Support, guidance and treatment to children, adolescents and young adults who are in or at risk of falling into addiction and crime	Linguistic and cultural understanding, long experience of integration work. Everyone who works at EKFB has knowledge in several languages. Expertise in honour related issues
<a href="#">Studieförbundet</a>	Uppsala (nationwide organisation with headquarters in Stockholm)	January – February 2019	100+ ASRs and 5 operators (excl. study circles leaders)	Studieförbundet is a politically and religiously independent study association that conducts education activities and provides support to thousands of study circles and associations throughout Sweden. Courses, study circles and events for ASR. Society orientation, support of immigrant NGOs, running integration projects.	Organisation development, project coordination, various integration issues and services, education, folkbildning (study circles organisation)
<a href="#">Svenska kyrkan</a>	Uppsala (nationwide with headquarters in Stockholm)	January – February 2019	hundreds of ASRs and 10 operators	<ul style="list-style-type: none"> <li>• Support along the escape routes</li> <li>• Support through the asylum and establishment processes</li> </ul>	long experience of working with asylum seekers, immigrant integration, church service background

Name of the pilot organisation	Location	Dates of pilot activities	Nr of ASRs and nr of operators	Characteristics of the services	Description of the operators' profiles
				<ul style="list-style-type: none"> <li>• Meetings with asylum seekers and refugees take place locally in 1,300 churches</li> <li>• Language cafes and meeting places</li> <li>• Help with government contacts</li> <li>• Counselling</li> <li>• Psychosocial support</li> <li>• Activities for children, young people and families</li> <li>• Internships and networks</li> <li>• Services and spiritual care</li> </ul>	
Sudanesiska föreningen I Uppsala	Uppsala	January – February 2019	15 ASRs and 2 operators	<ul style="list-style-type: none"> <li>• Hospitality / temporary protection</li> <li>• Food supply</li> <li>• Clothes</li> <li>• Medical / Healthcare</li> <li>• Information on education and public health</li> <li>• Legal support</li> <li>• Psychological support</li> <li>• Language training</li> <li>• Information on access to services</li> <li>• Strengthen people to join the labour market</li> <li>• Promotion work</li> <li>• Information about rights and social integration issues</li> </ul>	long experience of working with ASR and immigrant, cross-cultural management, social work

The process of involving operators in the pilot activities included the following steps.

1. In November 2018 emails were sent out to the broad Folkuniversitetet's network of the related stakeholders.
2. In November – December 2018 introduction sessions were conducted face-to-face in the organisations who responded, 10 persons from 5 organisations were preliminary recruited for Toolkit self-assessment, prototypes and course validation
3. In January 2019 consultation seminar / the Multiplier event was organised. 2 events was held and attended by 20 participants total.
4. January – February 2019 the self-assessment and training testing was carried all by the participating organisations
5. In March – April 2019 the feedback was obtained through questionnaires, emails, calls, and face-to-face-meetings.



## 3. Validation of the qualifications, the toolkit, and the training programme

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### 3.1 How the toolkit and the course were presented and used

The presentation was organised in the form of a workshop and included the following steps:

1. The qualifications, the toolkit, and the Moodle course were in details presented to the operators
2. The operators went through the self-assessment (using 2 tools) with help of the facilitator
3. The feedback was obtained within a dedicated discussion
4. The participants were explained how to further test and use the toolkit and the training programme within their organisations

Further the participating organisation tested the tools and the training programme in-house over an extended period of time (January-February).

Then the feedback was obtained once again through questionnaires, emails, calls, and face-to-face-meetings

### 3.2 Description of the self-assessment activities

Tool 1. Personalised competence-based CV and Tool 6. Self-Interview were pre-chosen to be validated in all of the participant organisations.

The self-assessment activities comprised the following:

- During consultation seminar all the pilot participants in detail went through the 2 tools to be tested together with the facilitators
- At their organisations they went through these 2 tools (being invited to further consult the facilitator in case of questions)
- Feedback was obtained through questionnaires, emails, calls, and face-to-face-meetings

### 3.3 Testing of the training programme

The Moodle course was well-shown at the consultation seminar and further in-house tested by the pilot organisations, the feedback was collected.

No concise description of the training paths followed by users is available as this data wasn't collected from the participants.

### 3.4 The feedback collected for the qualifications, the toolkit, and the training programme

The feedback was very positive, however the participants agreed that even though it's totally possible for the toolkit to be online and for people to go through it themselves, these people should have quite high motivation to do it. They highlighted it would be great to have some kind of feedback in person. Also, most of the people thought 2 tools are not enough to assess themselves against the qualifications and more tools should be used.

It definitely was possible to match the competences with the prototypes thanks to the tools.

The tools were reported to have been not always clear, but meaningful.

Autonomy must be high during the self-assessment, but the results should be explained in person; alternatively the participants suggested creating the pre-recorded videos with the results.

The participants said the tools are all useful, and can be used in multiple ways (when recruiting for a job or recruiting volunteers)

- Tools 1&6 were said to be feasible to be used separately, but it would be better to use more tools for one to see what they know and still need to learn to qualify for different qualifications
- Same time, 6 tools were considered too many to use all of them

Overall, the project was said to be useful for the society, especially in situation of EU governments facing the problem of refugee influx.

QUASER was said to address segregation, as it is professional and long-term.

The participants provided the following suggestions for improvement and further adoption of the qualifications prototypes, the toolkit, and the training programme.

#### 3.4.1 THE QUALIFICATIONS PROTOTYPES

- Sometimes other notions circulate in Swedish discourse, and therefore some places have to be locally contextualised.

- Clarify certain places and unclear abbreviations, such as PCM, “Recognize the independence of ASRs in connecting with local community”

### 3.4.2 *THE TOOLKIT: the CV tool*

- The tool was reported to be quite difficult if one has a long working experience. Therefore a possibility of adding boxes for more than 3 jobs should be added to the template
- Question 1.3 What skills did you get in your studies – some participants suggested to specify which kind of skills people are expected to answer, (same applies to question 1.4, where it was suggested to specify what knowledge the users are supposed to describe)
- In Question 1.6 it was not clear to all of the participants what tasks they should list
- The participants thought sometimes there was no validity between what the questions ask and what actually is required to be answered
- If paper version is used, there is not enough space for answers in multiple places

### 3.4.3 *THE TRAINING PROGRAMME*

- Overall feedback from the questionnaires was positive
- The training programme was recommended to be taught as a blended learning, as one’s motivation must be very high to go through everything alone online
- The facilitator must initially help get around in the online environment
- Some participants wanted more specific topics to be covered, such as “how to treat women”, “I miss my family”, “I shouldn’t have come” and others
- Some participants wanted more specific aspects to be covered in the training programme, for example, what local kids feel in schools with blended migrants and how to work with this
- One organisation preferred not an online version
- More details and instructions were desired by some participants

The results of the questionnaires for both the toolkit and the training course did not reveal any qualitative data, apart from confirming that the participants liked the toolkit and the training programme. Affirmative answers / high scores were given for most of the questions. The quantitative summary of the answers is not relevant to be provided, due to only one answer per organisation having been collected (therefore, only 5 people answering both questionnaires.)

## 4. Annexes: Mapping of the involved pilot sites

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### 4.1 Annex 1: INTEGRATIONSLYFTET

#### GENERAL INFORMATION

1. Name of the Centre/Structure: INTEGRATIONSLYFTET
2. Complete address and contact details:
  - Street and nr: Kopparbergsvägen 45
  - Town: Västerås
  - Country: Sweden
  - Tel.: +46 21 - 640 00
  - Email: [info@integrationslyftet.se](mailto:info@integrationslyftet.se)
3. Type of structure: Integration non-profit, with multiple areas or work
4. Coordinator/Manager: Nastaran Almasi
5. Contact details
  - Tel.: +46 21 - 640 00
  - Email: [nastaran@integrationslyftet.se](mailto:nastaran@integrationslyftet.se)
6. Short description of the centre/structure (mission, activities, etc.):
  - Foster families
  - Accommodation for 17 and 21 years.
  - Education (lectures and courses for integration)

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#### DIMENSIONS AND KEY CHARACTERISTICS OF THE STRUCTURE

7. (Average) number of asylum seekers and refugees in the structure: 30
8. The “numbers” of the staff: 4
  - Coordinator:
    - Profile/training and professional experiences: available upon request
  - Number of ASR operators per sector:
    - Cultural and language mediation: 1
    - Reception: 2
    - Guidance to access local services: 2
    - Vocational training and re-training: 1
    - Guidance for employment: 2

- Guidance for housing: 2
- Guidance for social inclusion: 3
- Guidance for legal issues: 2
- Psychological, social and health care: 3

#### **CONTACT DETAILS OF THE STAFF MEMBERS INVOLVED IN THE “QUASER” ACTIVITIES**

- Name and Surname: Nastaran Almasi
- Function: Coordinator
- Contact details (tel. and email): [nastaran@integrationslyftet.se](mailto:nastaran@integrationslyftet.se)

- Name and Surname: Mehrnoosh Almasi
- Function: Operations manager
- Contact details (tel. and email): [meri@integrationslyftet.se](mailto:meri@integrationslyftet.se)

## 4.2 Annex 2: STUDIEFRÄMJANDET I UPPSALA LÄN

### GENERAL INFORMATION

1. Name of the Centre/Structure: Studieförbundet i Uppsala Län
2. Complete address and contact details:
  - Street and nr: Portalgatan 2B
  - Town: Uppsala
  - Region: Uppsala län
  - Country: Sweden
  - Tel.: +46 18-19 46 00
  - Email: [info@studieframjandet.se](mailto:info@studieframjandet.se)
3. Type of structure: VET-provider, actively involved in integration issues
4. Coordinator/Manager: Gunhild Hansen
5. Contact details
  - Tel.: Tel.: +46 18-19 46 00
  - Email: [gunhild.hansen@studieframjandet.se](mailto:gunhild.hansen@studieframjandet.se)
6. Short description of the centre/structure (mission, activities, etc.):

- Studieförbundet is a politically and religiously independent study association that conducts education activities and provides support to thousands of study circles and associations throughout Sweden.

- Courses, study circles and events for ASR. Society orientation, support of immigrant NGOs, running integration projects.

### DIMENSIONS AND KEY CHARACTERISTICS OF THE STRUCTURE

7. (Average) number of asylum seekers and refugees in the structure: 100+
8. The “numbers” of the staff: 5 operators (exkl. study circles leaders)
  - Coordinator:
    - Profile/training and professional experiences: available upon request
  - Number of ASR operators per sector:
    - Cultural and language mediation: 1
    - Reception: 0
    - Guidance to access local services: 3
    - Vocational training and re-training: 5
    - Guidance for employment: 4
    - Guidance for housing: 0

- Guidance for social inclusion: 2
- Guidance for legal issues: 1
- Psychological, social and health care: 1

#### CONTACT DETAILS OF THE STAFF MEMBERS INVOLVED IN THE “QUASER” ACTIVITIES

- Name and Surname: Gunhild Hansen
- Function: Development manager - projects and assignments
- Contact details (tel. and email): [gunhild.hansen@studieframjandet.se](mailto:gunhild.hansen@studieframjandet.se)
  
- Name and Surname: Alfred Kihlberg
- Function: Development manager
- Contact details (tel. and email): [alfred.kihlberg@studieframjandet.se](mailto:alfred.kihlberg@studieframjandet.se)
  
- Name and Surname: Martin Andersson
- Function: Development manager
- Contact details (tel. and email): [martin.andersson@studieframjandet.se](mailto:martin.andersson@studieframjandet.se)

## 4.3 Annex 3: SUDANESISKA FÖRENINGEN

### GENERAL INFORMATION

1. Name of the Centre/Structure: Sudanesiska föreningen
2. Complete address and contact details:
  - Street and nr: Box 1956
  - Town: Uppsala
  - Region: Uppsala län
  - Country: Sweden
  - Tel.: N/A
  - Email: [babiker100@hotmail.com](mailto:babiker100@hotmail.com)
3. Type of structure: ethnic NGO
4. Coordinator/Manager: Babiker El- Obeid
5. Contact details
  - Tel.: N/A
  - Email: [babiker100@hotmail.com](mailto:babiker100@hotmail.com)
6. Short description of the centre/structure (mission, activities, etc.):
  - Hospitality / temporary protection
  - Food supply
  - Clothes
  - Medical / Healthcare
  - Information on education and public health
  - Legal support
  - Psychological support
  - Language training
  - Information on access to services
  - Strengthen people to join the labor market
  - Promotion work
  - Information about rights and social integration issues



## **DIMENSIONS AND KEY CHARACTERISTICS OF THE STRUCTURE**

7. (Average) number of asylum seekers and refugees in the structure: 15

8. The “numbers” of the staff: 2

- Coordinator:
  - Profile/training and professional experiences: available upon request
  
- Number of ASR operators per sector:
  - Cultural and language mediation: 2
  - Reception: 2
  - Guidance to access local services: 2
  - Vocational training and re-training: 0
  - Guidance for employment: 2
  - Guidance for housing: 2
  - Guidance for social inclusion: 2
  - Guidance for legal issues: 2
  - Psychological, social and health care: 2

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## **CONTACT DETAILS OF THE STAFF MEMBERS INVOLVED IN THE “QUASER” ACTIVITIES**

- Name and Surname: Babiker El- Obeid
- Function: Manager
- Contact details (tel. and email): [babiker100@hotmail.com](mailto:babiker100@hotmail.com)

## 4.4 Annex 4: SVENSKA KYRKAN UPPSALA

### GENERAL INFORMATION

1. Name of the Centre/Structure: Svenska kyrkan Uppsala
2. Complete address and contact details:
  - Street and nr: Syslomanngatan 4
  - Town: Uppsala
  - Region: Uppsala län
  - Country: Sweden
  - Tel.: +46 18-16 95 00
  - Email: [uppsala.pastorat@svenskakyrkan.se](mailto: uppsala.pastorat@svenskakyrkan.se)
3. Type of structure: Church, actively working with integration
4. Coordinator/Manager: Mona Gustavsson
5. Contact details
  - Tel.: +46 18-16 95 00
  - Email: [mona.gustavsson@svenskakyrkan.se](mailto: mona.gustavsson@svenskakyrkan.se)
6. Short description of the centre/structure (mission, activities, etc.):
  - Support along the escape routes
  - Support through the asylum and establishment processes
  - Meetings with asylum seekers and refugees take place locally in 1,300 churches
  - Language cafes and meeting places
  - Help with government contacts
  - Counselling
  - Psychosocial support
  - Activities for children, young people and families
  - Internships and networks
  - Services and spiritual care

### DIMENSIONS AND KEY CHARACTERISTICS OF THE STRUCTURE

7. (Average) number of asylum seekers and refugees in the structure: hundreds
8. The “numbers” of the staff: 10
  - Coordinator:
    - Profile/training and professional experiences: available upon request
  - Number of ASR operators per sector:
    - Cultural and language mediation: 2

- Reception: 4
- Guidance to access local services: 7
- Vocational training and re-training: 1
- Guidance for employment: 4
- Guidance for housing: 5
- Guidance for social inclusion: 8
- Guidance for legal issues: 3
- Psychological, social and health care: 6

#### **CONTACT DETAILS OF THE STAFF MEMBERS INVOLVED IN THE “QUASER” ACTIVITIES**

- Name and Surname: Mona Gustavsson
- Function: Deacon
- Contact details (tel. and email): [mona.gustavsson@svenskakyrkan.se](mailto:mona.gustavsson@svenskakyrkan.se)

## 4.5 Annex 5: EKFB Sverige AB

### GENERAL INFORMATION

1. Name of the Centre/Structure: EKFB Sverige AB
2. Complete address and contact details:
  - Street and nr: Kungsgatan 43
  - Town: Uppsala
  - Region: Uppsala
  - Country: Sweden
  - Tel.: +46 76-784 01 01
  - Email: info@ekfb.se
3. Type of structure: Foster homes for unaccompanied minors and more
4. Coordinator/Manager: Helena Bergman
5. Contact details
  - Tel.: +46 76-784 01 01
  - Email: helena@ekfb.se
6. Short description of the centre/structure (mission, activities, etc.):
  - Foster homes, emergency housing
  - Consultancy support for unaccompanied adults
  - Support, guidance and treatment to children, adolescents and young adults who are in or at risk of falling into addiction and crime

### DIMENSIONS AND KEY CHARACTERISTICS OF THE STRUCTURE

7. (Average) number of asylum seekers and refugees in the structure: 25
8. The “numbers” of the staff: 5
  - Coordinator:
    - Profile/training and professional experiences: available upon request
  - Number of ASR operators per sector:
    - Cultural and language mediation: 5
    - Reception: 3
    - Guidance to access local services: 2
    - Vocational training and re-training: 0
    - Guidance for employment: 1
    - Guidance for housing: 3
    - Guidance for social inclusion: 4
    - Guidance for legal issues: 1

- Psychological, social and health care: 2

#### **CONTACT DETAILS OF THE STAFF MEMBERS INVOLVED IN THE “QUASER” ACTIVITIES**

- Name and Surname: Helena Bergman
- Function: Operations Manager
- Contact details (tel. and email): helena@ekfb.se
  
- Name and Surname: Reza Jafari
- Function: Foster Consultant
- Contact details (tel. and email): reza.jafari@ekfb.se
  
- Name and Surname: Mejsam Abdulla
- Function: Foster Consultant
- Contact details (tel. and email): mejsam@ekfb.se

