



O1 CVET Case Study and extended Needs Analysis

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Migreat! Supporting Migrants into CVET – MiGreat!

*If you have any questions regarding this output
or the project from which it originated:*

Kylene De Angelis
Training 2000
Italy
E-mail: training2000@training2000.it

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INTRODUCTION

The present local report presents the information gathered by means of the different research activities developed by the MiGreat! partners under the first output of the MiGreat! Project - O1 CVET Case Study and extended Needs Analysis. It follows the methodological specifications and guidelines:

- Engagement and stakeholders mapping: 120 organisations/experts
- Field research: 120 online surveys
- Desk research: 7 sectors of activity
- Case studies: 13 user personas

It identifies the needs of job agencies, migrant organisations and training organisations in assessing the needs of migrants and refugees in connection with CVET (Continuous Vocational Education and Training) and APL (Accreditation of Prior Learning), in participating: Austria, Greece, Italy, Switzerland, Sweden and the United Kingdom.

As different sectors are significant for labour market development and dynamics in each country, the local research was conducted with a focus on the following sectors:

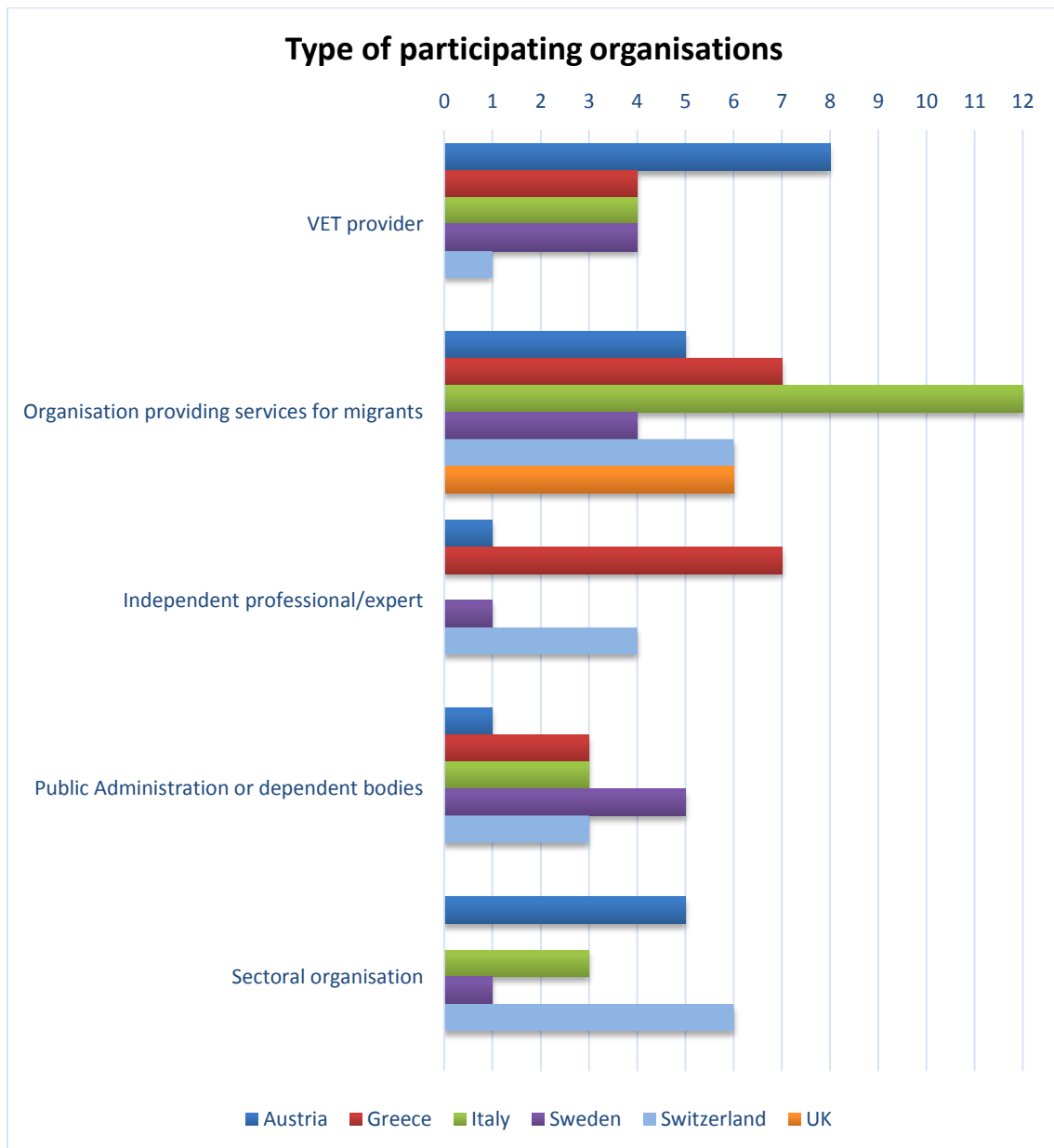
	AT	CH	EL	IT	SE	UK
Agriculture						
Construction						
Health						
Retail						
Services						
Textile						
Tourism						

To achieve this goal, two key elements have been combined:

- Firstly, a country-specific desk research has been carried out in each partner country, giving the most important information on migration and refugee contexts in the target country, but also information on the labour market as well as the respective target sectors in the target country;
- In addition, the results of the online survey among representatives of VET providers, sectoral organisations, public administration bodies, independent experts and migrant organisations are implemented in the report. This is primarily an input for the further development of the MiGreat! outputs and a space for recommendations regarding the improvement or adaptation in CVET and APL in the specific country.

A total of 104 surveys were collected: 22 in Italy, 21 in Greece, 20 in Austria, 20 in Switzerland, 15 in Sweden and 6 in the United Kingdom.

Across the countries, the participants do not all work in the same field of expertise (see appendix). This fact gives the results a high level of relevance on a broader basis. As the following chart shows, most respondents work in organisations that offer service to migrants. The second most common are actors active in VET providers.



LOCAL CONTEXT

Migrants and Refugees

AUSTRIA

On January 1st 2017 8,773,686 people live in Austria, of which 1,342,758 are foreign nationals.¹ The share of foreigners is therefore 15.3% of the total population and an increase of 75,084 compared to the beginning of 2016. Nearly half of all non-Austrian nationals come from countries of the European Union. Currently the Germans (181,660) represent the biggest foreign group in Austria, before Romanians (92,095) and Croatians (73,328). Following countries complete the Top 10 nationalities with the largest population in Austria: Hungary (70,676), Poland (60,065), Afghanistan (45,284), Syria (41,637), Slovakia (38,099), Bulgaria (24,942) and Iran (13,903).²

In the long term, every fourth person living in Austria will be born abroad. According to Statistics Austria, the population share of foreign-born people will be 24% in 2040 and 26% in 2080.³

Austria is currently facing an episode of high unemployment; therefore, better-qualified migrants have the best chances on the labour market. Usually migrants from the EU and Schengen associated countries have an equal qualification level as Austrians whereas migrants from Turkey, former Yugoslavia and East Europe show a high level of vocational education.

Focusing the employment rate among people with no Austrian citizenship there is no significant increase (63.1%) compared to 2015 despite a significant increase the total number of non-Austrians in employment (+45,000). Migrants from Turkey achieve poorer figures: between 25 to 44 years, 63% work on an average, after 45 years the employment rate drops dramatically from 52% to 21% (55 to 64 years). Migrants from former Yugoslavia outside the EU rank higher with an employment rate of 77% on an average (25 to 55 years) and drop from 77% to 31% at the age group 55 to 64 years. In comparison to migrants from all other nations (employment rate from 63% to 48% for the age group 55 to 64 years), the Turkish (21%) and migrants from former Yugoslavia outside EU (31%) show the lowest employment rate at this age.⁴

The average net annual income of Austrians 2014 was 24,186 € in comparison to 19,143 € for people with migrant background. Turkish migrants and migrants from other states than EU/EER/Switzerland/former Yugoslavia outside the EU earn fewest – their annual income is only 17,927 € on an average. The at-risk-poverty-rate for Austrian nationals is 15% - the at-risk-

¹ Statistik Austria (2017a)

² Statistik Austria (2017a)

³ Statistik Austria (2016a)

⁴ Statistik Austria (2016a)



exclusion rate is 3%. Turkish migrants show the same at-risk-poverty rate than migrants from EU/EER/Switzerland with 37%; migrants from third countries show 44% and other states 62%.⁵ 2015 615,683 migrants worked in Austria – most of them in Vienna with 194,641 persons, followed by Lower Austria (88,523) and Upper Austria (83,859).

According to estimates by the Ministry of Social Affairs, about 5,000 young people leave the education and training system in Austria each year without a diploma that goes beyond compulsory education. The Social Ministry Service of the Ministry of Social Affairs (SMS) and the Public Employment Service (AMS) have developed a support plan for young people without a school or training perspective.

The National Action Plan was implemented in 2010 and covers following areas: Language and education; Work and employment; Rule of law and values; Health and social issues; Intercultural dialogue; Sports and recreation; Living and the regional dimension of integration.

For all seven areas, several programmes were created. The funding of German courses (which are compulsory for all immigrants), educational counselling and the promotion of education are part of the integration agreement that every immigrant has to sign when she or he wants to stay in Austria. The integration of people with an immigration background into the labour market is promoted through target group oriented qualification measures, training and further education as well as information and counselling offers.

GREECE

Greece received a large number of immigrants during the '90s, mainly because of the collapse of socialist regimes in Eastern Europe. Most immigrants came from Albania, Bulgaria and Romania, followed by groups from African and Asian countries; this trend continued at an equally high rate during the '00s. According to the 2011 census,⁶ the immigrant population in Greece was 912,000, which composed 8.4% of the total population of the country, compared to 7% in 20017. The main countries of origin of these immigrants are Albania (52.7%), Bulgaria (8.3%), Romania (5.1%) and Pakistan (3.7%), while 11.9% of this population originated in undetermined countries or did not have a specific country's citizenship.

Regarding gender, men compose 54.5% and women 45.5% of the immigrant population. However, more recent data indicate that this difference has fairly dropped. Regarding the educational level, immigrants tend to have a low level, as the majority (about 86%) has only completed primary or secondary education⁸. According to a study by Lianos (2007), most immigrant women (85%) have completed secondary education and on average women

⁵ Statistik Austria (2016a)

⁶ Hellenic Statistical Authority (2014a)

⁷ Hellenic Statistical Authority (2011)

⁸ Hellenic Statistical Authority (2014c)

immigrants have a higher (62%) educational background than men (38%). There exists considerable mismatch between women's educational level and the types of employment they end up in.

The economic crisis has mostly affected those sectors of Greek economy where the largest portion of immigrant workers are employed, especially the construction sector, where unemployment has skyrocketed since 2008⁹. Furthermore, the unemployment rates of immigrants are much higher than those of the local population, since they were at 31.7% compared to 24.5% in 2015¹⁰. In total, the increase in unemployment and the deep crisis in specific labour sectors have placed disproportionate burden to immigrant families. Immigrant men are in their majority unemployed and women tend to work in the informal sector of house and care services, often without employment contracts and insurance benefits.

The consequences of the economic crisis, the precarious working conditions and the dramatic increase in unemployment have resulted in the decrease of the number of migrants in Greece, since 2009¹¹. The apparent decline in the number of migrants after 2009-2010 though, has been offset by the large numbers of refugees and irregular migrants who came into Greece in the course of 2015 and during the first months of 2016¹². Indeed, the refugee crisis changed the migration landscape in Greece, in 2015, when an increased number of refugees and immigrants started to move towards the European Union, via the Mediterranean Sea or South-eastern Europe, mainly through Greece and Italy, to ask for asylum primarily in countries of Central and Northern Europe.

In 2015, 856,723 refugees arrived, while in 2014 the respective number amounted to 41,038. In 2016, the number of refugees coming to Greece was 173,450. The number of refugees had been 2,842 people by February 2017. The majority of refugees come from Turkey to the islands of Lesbos, Chios, Castellorizo, Samos, Kos, Leros and Tilos. According to the most recent statistical data, 39.8% of refugees arriving to Greece come from Syria, 9.6% from Iraq, 7.1% from Afghanistan and 6.6% from Pakistan, whereas a high proportion reaching 35.5% comes from other different countries. Regarding newly arrived refugees, 42.1% were men, 21.1% were women and the remaining 36.8% was children.¹³ Refugees consider Greece as a transit country and not as a final destination country. Although refugees hold a positive view about Greece (77,6%), only 0.4% of the refugees wishes to stay in Greece, while 68% of the refugees want to go to Germany, 5.8% to Sweden, 4.5% to the United Kingdom, 4.1% to France and 3.4% to the Netherlands.¹⁴ Association of Greek Regions and Kapa Research, 2016).

⁹ OECD (2013)

¹⁰ Eurostat (2016e)

¹¹ Anagnostou and Gemi (2015)

¹² Anagnostou (2016)

¹³ UNHCR (2017)

¹⁴ Association of Greek Regions and Kapa Research (2016)



The closure of the borders, as well as restrictive measures taken against the entry of refugees in countries like FYROM, Serbia, Croatia, Slovenia and Austria, which were implemented in 2016 resulted in the entrapment of thousands of refugees in Greece. More than 46,000 refugees remained stranded in Greece¹⁵. Due to this fact, many of the trapped refugees applied for asylum in Greece. According to statistical data of the Greek Asylum Service asylum applications totalled to 9,432 in 2014, amounted to 13,195 in 2015, climbed to 51,091 in 2016, while they reached the number of 6,346 since the first month of 2017.

According to the Presidential Decree 141/2013, beneficiaries of international protection are authorised to engage in employed or self-employed activities; moreover, they can participate in employment-related education opportunities for adults, vocational training, including training courses for upgrading skills, practical workplace experience and counselling services financed by employment offices under equivalent conditions as Greek nationals. Besides, access to the general education system and to programs of further training or retraining is allowed to adults granted international protection status under the same conditions as third-country nationals legally resident in Greece.

Even though there are many measures and provisions concerning the integration of refugees in the economic sector, in practice, they are not applicable. The hard financial conditions that exist in Greece make their integration even more difficult, especially the access to employment, which may lead to 'undeclared' employment with severe repercussions on the enjoyment of basic social rights. Furthermore, obstacles are posed relating to the enrolment of international protection beneficiaries in vocational training programmes.¹⁶

ITALY

Immigration became relevant in Italy especially after the "global crisis" started in 2007. Nowadays about 5.2 million out of a global population of about 60.5 million are foreigners. The biggest ethnic groups are Romanians (1.1 million), Albanians (467,000), Moroccans (437,000), Chinese (271,000), and Ukrainians (230,000).¹⁷ The foreign population living in Italy has a level of education similar to Italians: 39.4% of Italians and 38.9% of foreigners completed secondary school; 12.5% of Italians and 10.2% of foreigners have a University degree. Nevertheless, foreigners are facing more difficulties accessing the labour market, reaching qualified jobs, developing carriers, etc. There exists relevant inequalities in level of incomes and practical conditions of life.

In the last years, the most tragic aspect of migration in Italy has been the phenomenon of illegal landings and the welcoming and hosting of these "newcomers". According to the Ministry of Internal Affairs, the number of refugees¹⁸ in 2016 has reached a new record: 181,436 arrivals,

¹⁵ Amnesty International (2016)

¹⁶ Greek Council for Refugees (2016)

¹⁷ Istat (2016)



almost three times as much compared to 2011. Between January 1st and March 31st 2017, a total of 24,292 refugees reached Italian shores. This is a 29% increase compared to sea arrivals in the same period of 2016 (18,777). The main nationalities among sea arrivals are Guinean, Nigerian, Bangladeshi, and Ivoirian. The vast majority of persons are accommodated in large-scale temporary reception centres. In March 2017, 1,416 persons were located in the four operational hotspots, while 137,855 persons (78%) were accommodated in temporary facilities, and 13,385 (8%) were in first-line reception centres. Furthermore, 23,867 persons (13%) were placed in second-line reception facilities. In 2016, 123,000 asylum applications were filed, a significant increase compared to 2015, when 84,000 claims were submitted.

The majority of new comers are young African males (almost two thirds of migrants are West Africans) arriving by sea from Libya. Over 80% of the migrants are males. The average age is 27 and 90% are younger than 30 years old. 60% of refugees are Muslim (almost all Sunni), while Christians account for around 38%. Among Christians, Catholics are most numerous (34%), followed by Orthodox (20%) and Protestant (14%). The remaining 32% considered themselves generically Christian and did not specify their Church. In general, they lack formal education, but speak multiple languages. The level of formal schooling for new comers coming to Italy is quite low, with an average of 7.5 years of education completed. 10% of those interviewed are illiterate, while 20% have not completed a full educational cycle. Only 16% has a high school diploma, and 3% has a university degree. Women tend to be less educated than men, with almost 90% not having completed lower secondary school. East Africans, however, seem to be considerably more educated than other migrants, with 41% of Eritreans having completed secondary school.

Overall, the majority of these people speak two or more languages. The large majority speaks at least one European language (60% English, 23% French and 11% Italian). 20% also speak Arabic. However, most migrants only learn Italian after having spent some time in Italy. This happens slowly – after four years in the country, half of the migrants could speak the language. Learning Italian in order to be able to find a job in Italy is one of the most cited concerns for migrants.

The majority of migrants do not work in Italy. When they do, it is irregularly. Only 2% of migrants in the Italian reception centres said they were currently in employment. However, the majority of the asylum seekers in these centres are not aware that they are legally entitled to work in Italy with their temporary residence permit. On the other hand, more than a third of migrants living in informal settlements are employed. The longer migrants are in Italy, the higher the chance that they will speak Italian and find a job. In fact, more than half of migrants who have been in Italy for three or more years have a job, often in farming, gardening, and the construction industry.

Men are more likely to be in employment than women (17% and 6%). In addition, older migrants are more likely to work. Over one fifth of respondents aged 30 or older work in Italy, compared to 5% among those aged 18-21. Jobs are mostly found through personal networks (friends and family members). However, these jobs tend to be irregular, as about 90% of migrants work



without a contract. Almost everyone in reception centres wants to work and is willing to do low-skilled jobs. The inability to access the Italian labour market outside of these centres and overall lack of employment opportunities was the main grievance of most migrants. Some migrants open their own small businesses within the reception centres, but they do not think of these as stable jobs. The majority of migrants plan to participate in some sort of continuing education. Many are interested in taking Italian language classes; others wish to go back to school, attend professional or vocational training and even enrol in university.

Increased landing, and the social alert that this phenomenon provokes among the Italian population, has pushed the Government to establish a new policy in 2017 based on:

- “Spread hosting” (SPRAR – Servizio Protezione Richiedenti Asilo e Rifugiati, Protection Service for Asylum Seekers and Refugees): hosting in little structures with no more than a few dozen people (now refugees are hosted in huge and overcrowded centres with hundreds of people);
- massive employment of refugees in “socially useful jobs” that benefits local communities, institutions and schools;
- shorter time for the assessment of asylum request;
- agreements with the home countries, in order to prepare legal and aware emigration or to avoid migration flows thanks to the implementation of strategies of human and economic development.

SWEDEN

Since the Middle Ages, Sweden has had significant immigration - Germans who developed trade and Wallonians who contributed to the development of the iron production. There was also a large emigration from Sweden to the United States between 1867 and 1920, when up to 30% of the population emigrated. After World War II, immigration has increased for various reasons. Many fled from Germany and the Baltic states. A policy of invited labour immigration from Finland, southern Europe and Turkey was established during the 1960s in order to fill work places in the booming industrial sector.

In the 1970s, the country developed a regulated immigration system closed for workforce immigration. However, refugees especially from Chile and other places of conflict took the place of the invited immigration who had arrived during the previous labour migration policy. During the 1980s, asylum immigration dominated (Middle East, Horn of Africa and Turkey). In the 1990s refugees from former Yugoslavia dominated immigration - 84,000 sought asylum in Sweden in 1992. Since its membership in the EU in 1995 and thereafter 1997, the Schengen Agreement applies to Sweden.

The next major change occurred in the timeframe 2011-2015 in connection with the "Arab Spring" and immigration peaked in 2015 when 134,000 applied for asylum in Sweden. The Swedish borders were open. "Open your hearts," said Prime Minister Reinfeldt. This caused a



near break down in migrant services and since 2016 closed border controls have been set in place. Sweden has returned to the minimum level within the EU regarding immigration. The government felt that the situation became unsustainable and that the other EU countries did not share the “burden”. New laws were introduced in 2016. The Swedish Parliament has taken decisions on several legislative changes affecting asylum seekers and those applying for a residence permit to move to a relative in Sweden. Since June, the people who have applied for asylum and has received a decision on rejection or expulsion is no longer entitled to accommodation and subsistence from the Swedish Migration Board (Migrationsverket).

Sweden is a country with about 10 million inhabitants in total. According to Statistics Sweden, 2014, 21.5% of the population were born abroad or both parents were born abroad (i.e. more than 2 million inhabitants). In Malmö in 2014, 41.7% of the residents had a migration background (Gothenburg 31.7%, Stockholm 31.1%). There are many discussions in the country concerning issues like the success of integration, the integration and employment of all inhabitants, limitations and rejections.

The temporary law on restrictions on the possibility of obtaining a residence permit in Sweden came into force in July 2015. The Act sets up maintenance requirements as a condition for residence permits in two cases, partly on family immigration, and partly because permanent residence permits can be granted if the person has income from employment or business activity.

In Sweden, 64% of foreign-born residents are employed, compared to 62% on average in the EU. The figures are based on Eurostat statistics from 2015. However, it takes longer for foreigners to settle in the labour market in Sweden, compared to other EU countries. Sweden also has the largest gap in employment rate of 14% throughout Europe concerning native and foreign born.

SWITZERLAND

“At the end of the 19th century, Switzerland changed from a land of emigrants to one of immigrants. Political refugees sought asylum here whilst the economy recruited foreign labourers for the parched Swiss labour market. Immigration had significant effects on economic and social life in Switzerland.”¹⁹ This is the historical perspective of the Swiss Confederation on the issue of migration. Switzerland has changed a lot also along the twentieth century as regards to migration. After World War II, there was a high increase in the number of people that companies recruited from Italy and other neighbouring countries. The reason for this increase lied in the attempt to counteract shortages in the labour market, and the initial idea was to “borrow” guest workers that return to their countries of origin after a while. Trade and industry

¹⁹ <https://www.bar.admin.ch/bar/en/home/research/searching/topics/auf-den-spuren-von-aus--und-einwanderern/einwandererland-schweiz.html>



depended on these workers. Nevertheless, at the same time there was a concern that the low wages paid to guest workers could put those of Swiss workers under pressure. For that reason, the regulation of foreigners have become central in Switzerland starting from the middle of the twentieth century.

Nowadays, migration is still a main characteristic of Switzerland, along with the strict regulations enacted by the Ministry of Economics. Altogether, foreigner males are slightly more than females in Switzerland, represented by 1,086,100 (53%) and 962,500 (47%). In general it can be stated that migrants are younger than Swiss citizens: 416,500 are below 20 (20%), 162,000 are over 64 (8%), and 1,5 million of people are in the working age class (20-64 - 71,8%). The more represented age class among foreign population is the one between 25 and 49 years of age, where the average age is 37 against the mean age of Swiss citizens that is 44.

At the end of 2015, almost 25% of the foreigners living in Switzerland were permanent resident. This proportion is the result of different migration waves, of a very restrictive naturalisation policy, a high birth rate and a low mortality rate among foreign population. Most of the foreigners living permanently in Switzerland come from Europe. 66% of them are originally from countries member of UE/AELS: Italy, Germany, Portugal and France. Citizen from these countries represent the three quarter of the community. Italians are the biggest group (311,700), followed by Germans (300,700), Portuguese (267,500) and French (123,000). The remaining part of the foreign population is coming from other European countries and non-member of the UE/AELS, where the more represented countries are Kosovo, Serbia and Turkey. The biggest communities of non-Europeans are from Asia with 27,700 persons from Sri Lanka, 17,100 from China and 13,100 Indians; from South-America with 19,700 Brazilians; and Africa with 24,900 Eritreans.

According to the most recent federal statistics, at the end of 2016, 2,029,527 foreigners were living in Switzerland; an increase of almost 2% was registered compared to 2015. Two third of this population is originally from UE/AELS countries (69%), and the remaining 31% is coming from other countries. Even if in 2016 we registered an increase in foreigner population, the main countries of origin remain the same as before. A change was noted regarding asylum seekers. In 2016, 27,207 asylum seekers were recorded. Main countries of origins were Eritrea, Afghanistan, Syria, Somalia, Sri Lanka and Iraq. Among those, about 6,000 obtained asylum.

In 2016, 100,217 migrants came to Switzerland from UE-28/AELS countries, two third of which moved for work related reasons. For seventy years, work remains the main driver of migration to Switzerland. Migrant citizens from UE-17/AELS countries work mainly in the service sector (80%). 18% of the permanently resident population who comes from old UE countries is employed in the industrial-manufacturer sector and 2% in the agricultural sector. The situation of the active population coming from UE-85 countries is similar: about 74% of the immigration concerned the service sector and 18% the industrial-manufacturer sector. However, compared to the immigration from the area UE-17/AELS, a higher percentage of people (8%) found a job in the agricultural sector. Regarding Bulgarian and Romanian citizens who receive a salary (UE-



2) the majority works in the service sector (74%), while about 17% work in the industrial and retail sector and 9% in the agricultural sector.

In 2014 the level of salaries of foreign manpower has remained lower of the one of Swiss citizens. There is a difference of 13.1% in favour of Swiss manpower. This numbers do not allow us to talk about a wage disparity: on the one hand, the foreign manpower is younger on average, and on the other hand there are big differences between Swiss and foreigners from the educational point of view as well as from the economical branches where they are employed. Between 2010 and 2014, the average wage level of the foreign workers has grown of 4%, while the one of Swiss workers has increased by 3.5%.

Foreigners in Switzerland historically come for work related reasons. These migrants who have difficulties during their careers are fully supported and trained by existing institutions, such as trade unions. What emerged from the retrieved data is, however, that migrant workers are paid less and they seem to have a lower level of education. We don't know whether this is due to a lack in the recognition of their prior skills or, as it seems from official sources, it is rather the case that Swiss citizens avoid doing some jobs for which they are overly educated. Nowadays, the issue of recognising prior training for this kind of migrants is therefore not so relevant. Something changed in correspondence with mass migration waves, as it was during the '80s with migrants came from countries of former Yugoslavia, and today with asylum seekers, refugees and temporary residents mainly coming from Africa. The integration of such migrants in the job market seems to be priority right now.

UNITED KINGDOM

Migrant workers are, on average, slightly younger than UK-born workers. About 35% of foreign-born workers were aged between 25 and 35 in 2015, while 23% of UK-born workers were in that age group. However, a higher percentage of UK-born workers are among the youngest (aged 16-24) and older (aged 46-55 and 56-64)) demographic cohorts in the labour force.

Since 1993, the employment rate for migrants has been lower than that of UK-born individuals. In recent years, the difference between migrant and UK-born employment rates has narrowed for men, but has stayed constant among women. On average, between 1993 and 2015 the unemployment rate of foreign-born people in Britain has been higher than that of UK-born people. Male migrants are concentrated in the two lowest paid occupational categories (elementary and processing occupations) and in one of the highest paid occupational categories (professional), while female migrants are more concentrated in professional jobs (e.g. nurses, engineering professionals, information technology and telecommunication, and health professionals), elementary (e.g. cleaners, kitchen and catering assistants), and personal service work.

Since the late 1990s, migrants' average hourly wages have exceeded those of UK-born workers.



Employment rates vary between countries of origin: A8²⁰ migrants have higher employment rates. In 2015 the employment rates of male workers from the A8 (91%), A2 (89%), Oceania (87%), India (84%), Pakistan (80%), and Bangladesh (79%) were higher than those of UK-born men (78%). Male workers from the EU-14 have similar employment rate as those from the UK (78%). In contrast, migrants from some Asian countries experience significantly lower employment rates than the UK born. The differences are particularly large among women. Only female workers coming from Oceania, A8, and EU-14 countries have higher employment rates than UK-born women (respectively 79%, 78% and 74%). The employment rate of female workers from Bangladesh and Pakistan is about one third that of UK-born women.

The unemployment rate measures the share of the economically active population who are unemployed. The economically active population includes all people who are employed (i.e. employees or self-employed) and unemployed (i.e. without work, but currently available and seeking work). Since 1993, unemployment rates of foreign-born and UK-born workers have followed a similar trend, decreasing up to 2001, increasing in the late 2000s, and decreasing from 2013. In the last few years, the unemployment rate of foreign-born men converged with that of UK-born men. In contrast, UK-born women have a lower unemployment rate than foreign-born women.

There can sometimes be a mismatch between an individual's educational attainment and the skill level required for his or her job in the UK. Specific groups of foreign-born workers (e.g. recent migrants from the A8 countries) are known to be frequently employed in jobs that do not correspond with their education and skills. In 2015 greater shares of foreign-born men were employed in professional occupations (e.g. software professionals and health professionals) and in the two lowest paid occupations: elementary (e.g. cleaners, kitchen and catering assistants) and processing occupations (e.g. transport drivers, food, drink and tobacco process operators), compared to UK-born men. About 30% of foreign-born male workers were employed in elementary and processing occupations compared to 20% of their UK-born counterparts. The differences in occupational profiles between foreign-born and UK-born women are broadly similar to those of men. A greater share of female migrants is employed in professional, and at the low-skilled end in elementary and processing occupations. About 29% of the female migrants in the professional occupations are nurses and midwives.

Compared with their UK-born counterparts, the foreign-born workforce has become more educated. Based on the age at which individuals completed full-time education, between 1993 and 2015 there was an improvement in educational attainment for both foreign-born and UK-born workers. However, foreign-born men and women showed higher educational attainment than their UK-born counterparts during this period, with the educational attainment gap rising over time. Recently arrived foreign-born workers have been more educated than both UK-born workers and all other migrants. In 2015, around 10% of recently arrived male foreign-born workers had only completed education up to 16 years of age, compared to 17% for all male

²⁰ The A8 countries are a group of eight of the 10 countries that joined the European Union during its 2004 enlargement



foreign-born workers, and nearly 42% for UK-born men. In 2015, nearly one in two recent migrants was in the highest educational category compared to one in four UK-born workers.

Target-sectors

AUSTRIA: RETAIL AND TOURISM

Employed workers without a migration background are mostly active in the sectors of goods manufacturing (13%), **retail** (11%), health care (8%) and construction (6%). The most important sectors regarding migrant workers are goods manufacturing (16%) and **retail** (15%) as well - followed by **accommodation and gastronomy (tourism, 11%)**. However, there were clear differences between the migrating generations: For example, **migrants of the first generation** work mainly in goods manufacturing (16%), **retail** (14%), **tourism** (12%) and construction (11%), whereas **migrants of the second generation** are mainly employed in **retail** (21%) and in goods manufacturing (18%); but less frequently in construction (8%) or **tourism** (5%).²¹

TOURISM

The tourism industry plays an important role in the Austrian economy with regard to economic performance, external economic integration (contribution to the performance balance) and the Austrian labour market. Overall (in terms of direct and indirect value added) the Austrian tourism sector in 2015 accounts for 24.11 billion €. The sector has potential for interested workers – despite the unemployment peaks of April and November the sector is in need of skilled workforce.

The lack of highly qualified staff, especially in Tyrol, result for example in fewer opening hours/days for restaurants, less options for the tourists and in the end fewer value creation. In 2015 43,152 (21.1%) of the employees in the tourism sector work in Vienna, followed by Tyrol (19.6%) and Salzburg (13%). The total amount of tourism workforce in Austria in 2015 was 204,984 – the unemployment rate was 17.1% or 56,894 job seekers.²²

The main problem for employees of the tourism sector is the lack of livelihood security as 56% can hardly afford minimum living conditions and 22% cannot live on their income according to the working climate index.

The Austrian tourism sector is facing a lack of qualified workforce due to the facts that most Austrians leave the sector when reaching the age over 30 years and the apprenticeship companies cannot find enough apprentices. Overall, the tourism sector suffers from bad image, low wages, working shifts and/or shifts at weekends, the difficult balance between family and job as well as job-insecurity for people at the age of 50 or older. Regarding apprenticeships the tourism and hospitality industry is among the ten most frequent apprenticeships in Austria. Still

²¹ Statistik Austria (2016a)

²² AMS (2015)



there is a problem of low wages in the tourism and hospitality sector compared to other industries.

The forecast 2020+ for the tourism sector states that there will be an ongoing increase of new food concepts and an increase in the density of restaurants in city centres. In rural areas, the continuous dying of traditional and local restaurants is foreseen. Due to the changes in the sector some new professions will arise, such as health tourism expert, e-tourism expert or expert in tourism and sustainability.

RETAIL

The retail sector in Austria currently includes 107,159 companies and has 485,377 total employees on an annual average – 133,355 manual workers, 399,372 employees and 15,055 apprentices in 2016.

The sector is characterised by a high amount of part-time jobs and a higher rate of female employees than in other sectors. For this reason, the City of Vienna has started a pilot project in order to make the retail sector more attractive for male apprentices. The discounters Hofer and Lidl tend to choose more male apprentices than female ones for their stores since the year 2016. In city centres and at shopping centres new personnel is needed whereas in rural areas small local retail shops close and job opportunities are destroyed.

Forecasts for the retail sector give the impression that there is a trend to establish bigger shopping centres and to foster online retail shops. This will lead to an ongoing dying of local shops and the need to adjust the business model to the new circumstances, meaning that combinations of traditional retail and online retail will be a key factor for success. New professions will arise from the future structural changes: experts that combine traditional retail and online retail will be needed as well as retail logistic experts and retail data experts/analysts.

GREECE: HEALTH AND TOURISM

TOURISM

According to Eurostat²³, the GDP of Greece decreased the last years, due to the fierce financial crisis. The GDP per capita in 2016 was estimated at €16.300, quite below the €29.000 of EU-28 countries and the €31.600 of the Euro Area (19 countries).

The tourism sector in Greece is one of the main economic sectors of the country. According to the World Travel and Tourism Council²⁴, Travel and Tourism makes currently a serious contribution to the Greek GDP, employment, exports and investments, with quite promising forecasts to the year 2026.

²³ Eurostat (2017a)

²⁴ World Travel and Tourism Council (2016)

According to the “Direction Plan of the National Development Strategy 2014-2020 for the Tourism Sector” of the Greek Ministry of Tourism, the contribution of Tourism to the Greek GDP can still be improved. Particular improvements may be also made regarding the extension of the tourism season, the provision of new types and services, and the increase of the tourism intensity (visitors per 1000 permanent inhabitants). It is worth to mention that the direct contribution of tourism to the employment is higher in Greece than it is in competitive countries (Turkey, Malta, Cyprus), as well as its potential for the creation of new job positions, underlining the increased productivity of the sector.

A study of the Foundation for Economic & Industrial Research – IOBE (Ίδρυμα Οικονομικών και Βιομηχανικών Ερευνών)²⁵ identified that tourism contributes to about 5% of the total (public) income originating from the indirect taxation, it relates to a wide activity spectrum of the economy, but with serious differences between the geographical regions of the country, mainly in terms of turnover and the average overnight stays. This outcome proves the potential for further tourism development through the creation of new products and services.

Moreover, according to the “Strategic Planning for Tourism 2021” developed by the Greek Tourism Confederation, it is expected that in the following eight to ten years, tourism will become the key development sector of the Greek economy, with its contribution to the Greek GDP overcoming € 45 billion, whereas the number of employed people in the sector will be more than 1 million. Therefore, it is planned to develop a portfolio of six strong and differentiated products, as well as a series of complementary and specialised products, accompanied with an increase of the investments in related infrastructures. The mentioned six product categories are:

- Sun & Beach
- Nautical tourism
- City break
- Medical tourism
- Cultural/Religious
- Meetings, Incentives, Conferences, Exhibitions

These main product categories are supplemented by the categories “agro tourism”, “eco-tourism” and “gastro tourism”.

HEALTH

According to the Hellenic Statistical Authority²⁶, the health condition of people living in Greece is quite good, with 24% of them having chronic health problems in 2015. In 2014, Greece had 2.6 hospitals, 423.8 beds²⁷ and 99.2 pharmacies per 100,000 inhabitants. There were also 6.3

²⁵ IOBE (2012)

²⁶ Hellenic Statistical Authority (2016a)

²⁷ According to Eurostat, beds offered from the public hospitals were double than the beds offered by for profit private hospitals

physicians per 1.000 inhabitants. According to Eurostat²⁸, the health care expenditure in Greece in 2014 was estimated at € 14.711 Million (8.29% of the GDP, € 1.350,65 per inhabitant) with 58% of that allocated to curative and rehabilitative care. Concerning the financing schemes, almost 60% was originating from government and compulsory contributory health care financing schemes.²⁹

Eurostat also discloses detailed information on the employment of the sector in Greece.³⁰ In 2014, the medical doctors employed in hospitals were estimated at 24,577, the nursing professionals and midwives at 22,444, the nursing associate professionals at 15,398, and the health care assistants at 6,389. In general, 96,909 people were employed in hospitals back in 2014. Unfortunately, the fierce financial crisis has also affected the employment of medical staff in Greece, leading 68,807 medical doctors and 17,595 nurses to migrate to another country.³¹

ITALY: AGRICULTURE, CONSTRUCTION AND TEXTILE

AGRICULTURE

Agricultural activities occupy about 40% of Italian territory with cultivation of diverse types: cereals, horticultural crops, woody crops, lawns and forages. In the last five years, the value of Italian agriculture has increased annually by 3 to 5%, while the GDP has been stagnant, growing around 1% per year. In the same period, Italian agricultural export has grown by 5%. There are 77 agricultural products for which Italy is among the three main exporters in the World; for 23 of such products (pasta, tomatoes, vinegar, oil, beans, etc.) Italy keeps the largest share of world commerce.

Differently from other sectors, the increasing value of the sector had also beneficent effects on employment, with an annual growth around 3 to 4 % in the last five years. Unfortunately, only a small part of the working population can benefit from it. As a matter of fact, in Italy only 5.5% of the total work force are employed in the agricultural sector. It is obvious that employment in agriculture is more widespread in Southern Italy and on the two main islands, Sicily and Sardinia than in the northern region of the country.

The good condition the of agricultural sector have effects on professional orientation choices: starting from 2013 there is an increase of people enrolled in the University Departments of Agriculture (+40%) and growing efforts to re-cultivate lands that were abandoned by decades. Another amazing cornerstone is the Italian supremacy in organic production. No other European country has more producers as Italy (43,852 factories, 17% of all in Europe). Italy is sixth in the world when it comes to the area of land with organic production, and the area is increasing by 70,000 hectares per year.

²⁸ Eurostat (2016b)

²⁹ Eurostat (2016a)

³⁰ Eurostat (2016c)

³¹ Eurostat (2016d)



Ultimately, Italian agriculture shows a trend of quantitative growth and qualitative development. This brings different effects on employment needs and perspectives: on the one hand, there is a need for low qualified workforce for seasonal jobs; on the other hand, a need for more qualified people for the management of intensive and high-quality cultivations.

CONSTRUCTION

The construction sector has 549,846 active enterprises³² and over 1.4 million people employed (9.1% of the total workforce). The construction companies count over 800,000 employed workers (7.8% of the total workforce). In the construction sector, there are at average 2.6 employees per company, less than the national average of 3.7 employees. The economic trend of the construction sector is linked to the Italian economy as 38.2% is composed by artisan companies. This is a critical factor which prevents a solid revival of the Italian economy as a whole.

From 2008 to the second quarter of 2016, jobs were reduced by 25.4% (496.100 employees). 349,300 employed workers and 146,800 independent workers were affected by this reduction. The factors which have determined the crisis are the declining demand and lack of cash flow in the companies. The crisis of investments and work in the construction sector requires more capacity for innovation and modern technologies, in the following areas³³: new building solutions which allow energy saving and energy efficiency certification of buildings; new building material with low environmental impact and high energy efficiency; new anti-seismic materials and techniques; and new planning solutions for “social housing”, more and more requested by public administrations.

Training interventions to update knowledge and skills are fundamental to improve the company’s competitiveness and guarantee innovation in sustainability, energy saving and energy efficiency areas, which are no longer niche markets but part of every of obligations in new construction building. The three areas in which the majority of needs have been revealed are **management** (project management, marketing, cooperation, etc.), **production** (reading and interpretation of the plan, updating of technical-professional competences, etc.) and **transversal competences** (updating safety rules, waste management, etc.).

TEXTILE

The textile and fashion sector represents a strategic sector for “Made in Italy” brands. From an economical point of view, it is one of the most important economy sectors. The numbers are: 52.4 billion in production (in 2015), 402,700 employees and a trade balance of 8.5 billion. The sector is traditionally second in creating a surplus in the trade balance after the mechanical sector.

Since 2000 the sector has faced the most difficult phase in history. The number of people employed in the sector has reduced from 900,000 in the year 2000 to 600,000 in 2015, revealing

³² ISTAT (2013)

³³ SUB-PIANO FORMATIVO C - EDILIZIA E COSTRUZIONI REGIONE: FRIULI VENEZIA GIULIA



a constant reduction of companies equal to 1.1% per year. Despite the instable conditions of the market, employment rates have been slightly positive in the year 2016 (+0.6%).

Italian companies are still competitive since the offer satisfies the needs of a high-quality niche market. The Italian offer addresses traditional markets in Europe, Russia, United States and Japan, and additionally new emerging markets such as in Asia. Innovation, research and product development are the main elements of competitiveness, together with knowhow and synergy of the supply chain. The textile and fashion sector is positive on the foreign markets, while it is in contraction on the internal market. The numbers show that Italy represents a world excellence in production and export of high quality fashion products, being the third world exporter of the sector.

SWEDEN: HEALTH AND SERVICES

About a third of the fastest-growing companies in Sweden are located in the Stockholm area. Many are in knowledge-intensive markets. Both education and future work prospects are more and more needed in the region.³⁴

One problem is that the housing market development does not match the need for places of education and employment. Another problem is the time it takes for immigrants to get into work.

"Of the group studied, most have come as refugees or family immigrants from countries outside the Nordic region and the EU. The year after immigration, most people are studying. Over time, the proportion of employment increases. After 10 years in Sweden, about 60 percent of women who immigrated as a refugee or family immigrants are employed. Among the men, more than 60 percent of the refugees work and about 70 percent of the family of the immigrants."³⁵

HEALTH

The Health and Care sector is an area experiencing shortage of labour in the Stockholm area. The situation is difficult in the area because there is too little supply for the demand for labour. The reasons for this phenomenon are especially insufficient wages and stressful working conditions.

³⁴ <http://www.lansstyrelsen.se/Stockholm/SiteCollectionDocuments/Sv/publikationer/2016/rapport-2016-16.pdf> - page 3 (An education and labour market forecast until 2025 by the County Administrative Board in Stockholm)

³⁵ Statistical news from SCB 2014-12-09 09:30 No 2014: 315



According to the County Administrative Board's forecast to 2025, 24% more nurses and 32% more staff in the elder care will be needed. This number refers to twice as many employees in the regions as there are in the moment.

Within the sector, there are many development opportunities. The number of employees has increased in these areas (such as hotel and restaurant, beauty care, etc.) in recent years. For a couple of years, the Employment Service has pointed to increasing demand for customer service.

SWITZERLAND: AGRICULTURE AND RETAIL

AGRICULTURE

Agriculture has always been intertwined with politics; it is the only economical sector in Switzerland with a dedicated Federal Office. Also, a precise set of rules and regulations govern Swiss agriculture: The Agricultural Act and various ministerial orders. This strongly regulated setting is done on purpose, and the Agricultural Act was enacted already in 1951. The Act, largely influenced by the experiences made during World War II, was aimed at ensuring a thriving farming community and productive agricultural sector in order to guarantee a continued supply of food to the population, even in times of crisis.

Swiss agriculture is living a difficult moment. In the past, Swiss farmers were extremely protected from cheap foreign products because of custom taxes and other limitations. Today this is no longer the case, over the last decades the contribution of agriculture to the gross national product has constantly declined. Small traditional companies, who were the core of agriculture, are no longer competitive and it is hard for them to survive. Before and during the World War II about 25% of the Swiss population was working in agriculture, today this percentage declined to 3%.

In 2016, Swiss farmers received about 2.9 billion francs in direct payments. During the last years, after the agrarian reform, public contribution has decreased. Official data shows that the federal expenditure for agriculture and food is about 3.5 billion francs, while some estimate that taxpayers pay about 4 billion francs a year for agriculture. The Organisation for Economic Co-operation and Development (OECD) regularly criticise such public contribution to agriculture. Direct payments, independent from production, are among the central elements of Swiss agricultural policy. They sustain the effort of a more sustainable agriculture, which is demanded from the population, and today about 11% of the agricultural surface is farmed following severe ecological indications.

The main necessities of agriculture are to lower prices for production, thus making it more possible for small companies to continue existing, and relaunching employment in the sector. Another characteristic of the sector is also the seasonal need of manpower. Small companies usually exist along the year with few employees, but they need more resources during high production periods.

RETAIL

In Switzerland two cooperatives, Migros (with a turnover of 26.7 million and 87,000 employees) and **Coop** (with a turnover of 27 million and 75,000 employees) control about 70% of Swiss retail trade. For the last ten years, however, foreign chains such as Lidl and Aldi have also spread to Switzerland, weakening the duopoly regime. Meanwhile, the two newcomers have gained about 5% of the retail trade market. With 2.8 billion francs of turnover and 10,600 jobs, Manor is another major competitor in the industry.

A major change for the retail sector, which has happened worldwide over the past years, is the growth in importance of online retail. The turnover in this sector is still modest if compared to the total market, however, the abovementioned cooperatives had a turnover of 158 and 87 million francs respectively.

If for the food retail sector, the orientation is rather national or even local, for other retail sectors the orientation is more international. This is the case for furniture, where the Swedish company Ikea is the leader, and for fashion with the Spanish chain Zara. A foreign chain dominates also the multimedia sector: Mediamarkt.

Recent data showed that the turnover in the retail sector fell by 1.4% in nominal terms in April 2017 compared with the previous year. Seasonally adjusted, nominal turnover fell by 2.3% compared with the previous month. Real turnover in the retail sector also adjusted for sales days and holidays fell by 1.2% in April 2017 compared with the previous year. Real growth takes inflation into consideration. Compared with the previous month, real seasonally adjusted retail trade turnover registered a decline of 2.4%. Adjusted for sales days and holidays, the retail sector excluding service stations showed a 1.7% decrease in nominal turnover in April 2017 compared with April 2016 (in real terms -1.4%). Retail sales of food, drink and tobacco registered a decline in nominal turnover of 0.6% (in real terms -0.8%), whereas the non-food sector registered a nominal negative of 3.0% (in real terms -1.6%). Excluding service stations, the retail sector showed a seasonally adjusted decline in nominal turnover of 2.4% compared with the previous month (in real terms -2.6%). Retail sales of food, drinks and tobacco registered a nominal minus of 1.0% (in real terms -1.1%). The non-food sector showed a minus of 1.9% (in real terms -2.6%).³⁶

Retail is one of the largest employers in Switzerland, providing about 7% of the jobs in the whole labour market. It is also an important actor regarding vocational training: one in eight Swiss apprentices learn in the retail trade. Although the retail sector varies widely among its different sub-sectors, the overall decline indicates a critical economic situation. This may be worrisome in terms of employment, but the consequences for migrants should not be so big as compared to Swiss citizens, who are the vast majority of the employees of this sector.

³⁶ <https://www.bfs.admin.ch/bfs/it/home/statistiche/industria-servizi.assetdetail.2743629.html>



UNITED KINGDOM: HEALTH AND SERVICES

HEALTH

In the UK WORK-INT background report it describes that recruitment of staff is undertaken at Trust, rather than hospital level. Most vacancies for permanent and fixed contract posts in all sectors and levels are advertised on the Trust website and are open to international applicants although immigration and professional accreditation requirements vary. Historically across the NHS (National Health Service), as well as in this Trust specifically, there have been a variety of recruitment drives to employ international workers for medical and nursing/midwifery jobs at different times and from different parts of the world.

Migrant health professionals form an important and numerically significant component of the UK health sector labour force and have done so since World War II. As described in the UK WORK-INT background report, actual numbers, particularly of migrant doctors and nurses, have fluctuated over time according to national health workforce shortages and concerted government recruitment drives abroad.³⁷ In 2013, while the share of non-UK born people in total employment in the UK was 15.2%, migrants were over-represented among health professionals - 25.2%.³⁸ More specifically around a fifth of nurses and a third of medical practitioners in the UK are born abroad.³⁹

The UK background report highlighted the continuing importance of doctors and nurses from outside the UK for the healthcare sector. It also suggested that there is a qualitative shift away from a reliance on high-skilled “foreign” labour to a “native” workforce educated and trained in the UK, manifested in government rhetoric on health sector workforce planning, and language around increasing immigration restrictions on entry and settlement of high-skilled workers under-pinned by a rationale of achieving better integration of migrants.⁴⁰ At the same time there is evidence of emigration: UK born and qualified doctors and nurses going abroad to work in countries like Australia, New Zealand, Canada, and East Asia.⁴¹ The background report also showed that there is a quantitative shift recently from the prevailing pattern in post-war Britain of recruitment of doctors and nurses from Asia, Africa, and the Caribbean countries – many, but not all, former colonies – to those from European Economic Area (EEA) countries. Some of this has taken the form of active recruitment campaigns, particularly of nurses in the EEA. Some of the factors associated with this shift are the freedom of movement rights and automatic recognition of qualifications of EEA nationals coupled with the enlargement of the EU and the

³⁷ Jayaweera (2015)

³⁸ Rienzo (2014)

³⁹ Sumption and Young (2014)

⁴⁰ Jayaweera and Oliver (2013)

⁴¹ General Medical Council (2014), Royal College of Nursing (2014)



current economic crisis in some countries, and adherence to the WHO Code of Practice on not depriving developing countries outside the EEA of essential healthcare practitioners.⁴²

EU registrants to the Nursing and Midwifery Council (NMC) register made up 7% of new overseas registrations in 2003/04 but reached 87% in 2013/14.⁴³ In the General Medical Council (GMC) register the proportion of EEA graduates has grown by 19% between 2010 and 2013 compared to a growth of 2.8% for (non-EEA) International Medical Graduates (IMGs) in the same period (General Medical Council 2014). Nevertheless, the stock of doctors and nurses originating in countries outside the EEA still exceed that from within the EEA:⁴⁴ for instance, 10% of all doctors in the medical register in 2013 had their primary medical qualifications in an EEA country while just over a quarter (26%) were IMGs.⁴⁵

The term “integration” refers to the relationship between migrants, and people and institutions in the receiving society. As Spencer (2011) states, in the use of the term in UK debates more than in Europe there have been connotations of migrants “becoming like” members of the receiving society – that is, integration as a one-way process towards a desirable outcome only for migrants, and with lesser emphasis on structural and individual barriers constructed in the receiving society.

The integration domains can all be applied specifically to the workplace, for instance structural (e.g. recognition of qualifications, career progression), social (workplace relationships), cultural (e.g. changes in attitudes, work practices, and receiving country work colleagues’ attitudes towards migrant colleagues), civic/political (participation in workers’ organisations) and identification with those in receiving and/or origin countries. Factors that facilitate or impede integration processes are:⁴⁶ those relating to migrants (e.g. qualifications/skills, receiving country language fluency, work motivation); those relating to the receiving society (e.g. opportunities for career progression, institutional discrimination, attitudes of colleagues and managers); and policy levers such as immigration rules and those imposed by the professional regulatory bodies, as well as policies and measures relating to equality and diversity in employment and workplaces.

SERVICES

Services are at the heart of economic growth in the UK. It is the only large sector to have exceeded its pre-recession size. The UK’s economy is more reliant on the service sector than any other G7 country.

⁴² Jayaweera (2014)

⁴³ Royal College of Nursing (2014)

⁴⁴ Sumption and Young (2014)

⁴⁵ General Medical Council (2014)

⁴⁶ Spencer (2011)



This year Britain's services firms have bounced back from a lull to expand at the fastest rate since late 2016. The latest health check of a sector that accounts for more than 75% of the economy's output showed the pace of activity picking up to a three-month high in March. Despite evidence that higher inflation was taking its toll of spending in hotels, restaurants, gyms and hairdressers, exporters of services were boosted by the fall in the value of the pound.

The monthly survey from Markit/CIPS showed business activity rising from a five-month low of 53.3 in February to 55 in March. Any reading above 50 indicates that the sector is expanding. The survey reported that new product launches, strong client demand and the boost from a recovering global economy had all helped the service sector in March. Demand from the US was notably strong. The sector is also evolving. The UK's reliance on financial services has dimmed, and the sector is 10 per cent smaller than it was before the financial crisis. The gap has been filled by IT and professional services — ranging from law to architecture to management consulting — which have grown by 25 per cent.

The UK now has a huge trade surplus on services, in the second half of last year the country exported more services than manufactured items for the first time.



Sectoral labour market needs

AUSTRIA: RETAIL AND TOURISM

RETAIL

As the second largest employer in Austria, the retail market is characterised by strong personnel fluctuations and stable employment prospects. The whole profession is characterised by strong digitalisation tendencies. More than half of the approximately 530,000 employees in the trade sector can be found in retail. A large proportion of retail companies are located in Vienna, Lower Austria and Upper Austria, and in the conurbations. Most companies are focusing on clothing, food, and DIY. Retail employment growth mainly affects part-time jobs, with the greatest demand in urban areas. The dynamic development of online trading has resulted in an increased demand for parcel deliverers. Because of the shift in favour of online commerce the demand for e-business knowledge in retail, sales and distribution is rising. Offers such as "Same Day Delivery" (the delivery of the goods on the order day) as well as international logistics chains require "smart" logistics concepts, good project management and foreign language skills. Computer skills – on the one hand the professional handling of industry-specific and business software, on the other hand basic knowledge for apprentices and assistants – are demanded by the labour market.⁴⁷

People with different training profiles and qualifications work in the trade sector. This also allows lateral entrants access to this area of employment. At the same time, people who are employed are the third largest group among the reported jobseekers due to the high fluctuation. 19% of the employees remain less than one year in the same company. Many of the people who became unemployed in the years 2015 and 2016 due to some companies' bankruptcies have not yet found a new job.

A specific characteristic of the Austrian trade sector is the high part-time rate of 47% (for 2015), which is expected in large retail companies in particular. While around 40% of employees in wholesaler are female, the retail quota is around 70%. 15,055 persons and thus 14% of all apprentices (2016) are trained in the trading professions. Furthermore, the majority of women choose the apprenticeship retail saleswoman. However, an increasing number of trading companies are looking for more apprentices as they are unable to meet their needs.

Online trading is booming. Purchasing via smartphone is already an everyday procedure for many people. Experts emphasise, however, that the stationary trading sector will continue to exist alongside online trading. The creation of atmospheric sales areas is becoming increasingly important, although store space and fixed costs have to be reduced. Many companies combine online and in-house trading. The greatest opportunities for small trading companies are service and specialisation. From autumn 2017 onwards, the apprenticeship "retail

⁴⁷ AMS 2017c



salesman/saleswoman” will be given a new specialisation: "digital sale" will take the support of digital media the sales situation into account. In 2018 a new apprenticeship for e-commerce trading is to be expected, which deals exclusively with the processing of online sales.⁴⁸

TOURISM

In 2016, local tourism continued to expand the positive balance of the last few years: new records were set in 2016 with 41.3 million arrivals and 141.5 million overnight stays. In the hospitality and gastronomy sector, employment growth is expected. In 2015, 202,944 persons were employed in the hospitality and gastronomy sector on average. Compared to 2014, the employment rate in accommodation rose by 1.7%, while in gastronomy it increased by 3.3%. Almost 60% of all employees are women. The figures for the fourth quarter (2016) show: Of 250,400 persons employed, 156,800 were women. The increase in part-time and marginal employment is very high. A rise in job vacancies in the hotel and hospitality industry is to be expected, but the unemployment rate also rose by 7.6% to more than 44,400 unemployed persons in the year 2015, with the increase in gastronomy much higher than in hospitality.

The labour market opportunities in tourism are good for both specialist, management and auxiliary staff as well as for apprentices. Not all job vacancies, especially seasonal and apprenticeships, can be filled. Specially needed are people who work in traditional hotel and hospitality professions, like chef, receptionist, restaurant specialist and hotel assistant.⁴⁹

In general, the sector is characterised by increasing demands and increasing requirements. Whether perfect service in the restaurant, regional organic cuisine, targeted advice in the travel agency or individual support in the hotel and the fitness centre – the fulfilment of guest and customer needs requires an increased degree of service orientation and professional friendliness from employees. German language skills are an important prerequisite for work, English and Eastern European languages are gaining in importance for professionals and managers in tourism as well. In addition, there is a great demand for serving and cooking in the gastronomy sector. Business know-how and accurate price calculations are particularly important for management positions, as not only the needs of the guests, but also economic aspects must be considered. Demanded qualifications in connection with IT range from e-tourism and internet marketing to booking software.⁵⁰

GREECE: HEALTH AND TOURISM

TOURISM

The tourism sector enjoys continuous increase the last years, creating serious demand and challenges for the workforce employed. Data from the Hellenic Statistical Authority indicate that

⁴⁸ AMS 2017d

⁴⁹ AMS 2017a

⁵⁰ AMS 2017b

61% of the employees in the sector have completed secondary and post-secondary technical-vocational education, whereas only 14.8% had completed tertiary education or have a post-graduate qualification. Furthermore, 69% of the total employed population in the tourism sector were service and sales workers. The majority of the touristic job positions require mid-level qualifications. Moreover, 55% of workers are male. The available job vacancies in 2014 in the accommodation and hospitality sector were estimated at 13.781.⁵¹

HEALTH

Besides, data from the Hellenic Statistical Authority indicate that 64.8% of the employees working in the human health and social work activities sector have completed secondary and post-secondary education, whereas only 28.7% of them had completed tertiary education or had a post-graduate qualification. Interestingly, 73% of the personnel working in this sector are either professionals (65%) or technicians and associate professionals (35%). Therefore, most of the job positions in the sector require high-level qualifications. There is a high proportion of women workers in the sector with a share of 67%. The available job vacancies in 2014 in the human health and social work activities sector were estimated at 1,534.⁵²

Concerning migrants (respective data for refugees are not available), people aged 15-64 years old born (or at least one of their parents born) abroad were estimated to 776,027 in 2014. Statistics indicate that the vast majority of them had completed at most secondary education. Taking into account the education level of people already working in the sectors of interest, migrants appear to have more chances to work in the hospitality and gastronomy sector than in human health and social work activities.⁵³

ITALY: AGRICULTURE, CONSTRUCTION AND TEXTILE

In 2015 the number of migrants which could work (aged 15 and older) was about 4 million, out of which 2,359,065 were employed, 456,115 were searching for a job and 1,270,242 were inactive. Comparing the year 2015 to 2014 it can be stated that the employment trend of the Italian population (+0.6%) is lower than the employment level of EU and non-EU migrants (+4.6% EU migrants and +2% non-EU migrants). Furthermore, there has been a reduction of migrants looking for a job from 465,695 in 2014 to 456,115 in 2015, with a relevant decrease of non-EU migrants (-2.8%). The reduction is in line with the Italian population trend which is equal to -7.0%.

Despite the growth in numbers of employed migrants in the year 2015, migrant women are still the most penalised regarding the labour market. The conditions of migrant women represent one of the most problematic aspects of work and social dimensions. The unemployment rate of

⁵¹ Hellenic Statistical Authority (2014b)

⁵² Hellenic Statistical Authority (2014b)

⁵³ Hellenic Statistical Authority (2014c)

women coming from Pakistan (67.3%), Egypt (62.1%), Tunisia (44.1%) and Ghana (37.2%) is very high, but even more complex is the inactivity phenomenon. The inactivity rates for women from Pakistan, Egypt, Bangladesh and India are more than 80% compared to an average national level of 60.2%.⁵⁴

The North-West part of Italy is the area with the highest number of employed non-EU migrants (571,000), followed by the North-East area (less than 400,000). EU migrant workers are present mainly in Central Italy where there is a concentration of 30% of the EU migrant workers in the country. Some migrants belonging to specific non-EU communities work in specific sectors, such as the service and care sector. In this sector, a lot of workers come from the Philippines (68.5% of the total workforce with Filipino nationality work in this sector), the Ukraine (66.8%), Sri Lanka (54.8%), and Moldavia (49.7%). The majority of employed people coming from Ghana (57.9%), India (35.3%), Pakistan (35.2%), China (27.2%), and Morocco (26.9%) work in the industrial sector; less than one third (29.4%) of Indian migrants work in agriculture. Egyptians are working in hotels and restaurants, in the construction sector and real estate activities (respectively 27.0%, 22.3% and 19.7%); Bangladeshi in hotels and restaurants (33.1%), commerce (28.6%) and production (18.9%); Chinese are often employed in production and commercial sectors (40.6%). In the construction sector, there is also a wide presence of Albanians (27%) and Tunisians (14.5%).⁵⁵

Most of the migrants are employed by companies. 80% of these are employed with a qualification of workers. It is evident that migrants are considered to be subordinates, only 0.9% have positions like managers or higher in contrast to 7.6% of Italian employees. An analysis on the level of education of the migrants shows a substantial imbalance between the level of education and the tasks carried out. Migrants are mainly employed in non-qualified manual jobs, not considering their educational level or prior competences.

Furthermore, the data available reveal that migrants perceive a lower economic remuneration compared to Italian citizens. In the case of workers 76.9% of EU workers and 80.8% non-EU workers earn less than 1,200 € per month compared to 56.5% of Italians, while 23.7% of the Italian employees have a payroll of over 1,600 €. The difference in salary is also evident if the educational level is considered. For example, 35.3% non-EU university graduates and 18.3% of EU university graduates receive less than 800 € per month compared to 6.5% of Italians.

Non-EU migrants are being more and more integrated in the artisan sector in the last years. In 2015, 7.1% of artisans in Italy were migrants. The agricultural sector also had a rise in the number of autonomous workers regarding non-EU countries in 2015 (0.4%).

The experts of work guidance have underlined the training needs of migrants in different economic sectors.

⁵⁴ Sesto Rapporto annuale. I migranti nel mercato del lavoro in Italia

⁵⁵ Rapporto Annuale – I migranti nel mercato del lavoro in Italia – Ministero del Lavoro e delle Politiche Sociali 2016



AGRICULTURE

In the agriculture sector, there is a need for more competencies concerning safety laws and working processes (use of machinery and tools) of various agriculture products. It is also necessary to update workers on the use of modern technologies based on practices adopted in each country. The ownership of a driving license for agricultural machinery supports the integration into the labour market of migrant workers. The sector would benefit from information and sensitization actions towards migrants and workers' rights. From a linguistic point of view, knowledge of technical terms is fundamental to increase employment opportunities.

CONSTRUCTION

For this sector, it is fundamental to train people on safety on the job norms and on work rights in general. The knowledge about the sector in general should be associated to the knowledge of different professional qualifications within the sector. Furthermore, the ownership of a specific driving licenses could be considered valuable for employment in this sector. In this sector, it is particularly necessary to verify prior experience declared by the worker.

TEXTILE

The knowledge of the sector and qualifications, together with the practical knowhow of production machines are considered to be important. It is necessary to implement a methodology for the validation of previously owned competencies of migrants in order to enhance employability opportunities and further mobility.

SWITZERLAND: AGRICULTURE AND RETAIL

AGRICULTURE

Many refugees and temporary admitted people successfully work in Swiss agricultural companies. The Swiss Union of Farmers together with the State Secretary of Migration started a pilot project of the duration of three years. The project aim is to investigate the general adequate conditions, and the success factors, which can generate an advantageous and ideal situation for employing and integrating refugees.

Nowadays, only one third of temporary admitted foreigners and refugees access the job market during the first phase of their stay in Switzerland. Reasons for difficulties in finding a job are insufficient language skills, lack of professional training or of recognition of their professional training abroad, administrative barriers, difficulties related to migration and prejudice from the employer side.



The agricultural sector employs every year between 25,000 and 35,000 foreigners, as almost no Swiss citizen is available to work in this sector. The sector with a high work intensity, such as horticulture, fruit growing, and viticulture, occupy many employees during the growing season and during the working peaks, such as the harvesting season. Most of the workers come from Portugal and Poland.

Confederation, Cantons and Communes had intensified their efforts to quickly and durably integrate refugees into the labour market. Refugees involved in the previously mentioned project started their activities in 2016, the project will be constantly monitored and developed, thus to identify the determinant of success for companies, refugees and cantonal authorities. Previous experience shows the feasibility of this integration of refugees into the agricultural job market.

Agriculture is already a very promising sector for the integration of specific kind of migrants, such as refugees and asylum seekers. At this stage, several small initiatives and a pilot study exist, but we are not fully aware of the necessities in terms of recognition of prior learning or experiences.

RETAIL

In retail, migrants are relatively a small number, although 21.6% occupy one fifth of all jobs in the branch, compared to 25% in the entire economy and 23% in the tertiary. Migrant workers in the retail mainly work in non-specialised businesses. This category includes both hypermarkets and small businesses, and comprises approximately 90,000 jobs. In this category, migrants represent about 28% of the employed, a percentage far above their presence in the rest of the retail trade or in the overall economy.

Migrants generally also occupy less qualified positions than Swiss workers. By comparison, considering the entire economy in 2000, 67.2% of migrants occupied a job without directors. Of the Swiss population, this percentage was only 51%. The same phenomenon is also present in the retail trade, although somewhat smaller in size: in this professional branch in 2000 migrants occupying a job without directors were 66.4%.

As the occupation of migrants in the retail sector is quite low, this may seem to be a promising sector for offering opportunities of working integration as well as prior learning recognition. However, it must be considered that this sector is today decreasing; therefore the implementation could be complicated. Preparations for the near future should be considered in order to ameliorate the situation of migrant workers in the retail trade.

UNITED KINGDOM: HEALTH AND SERVICES

HEALTH

Apart from permanent contracts, hospitals, both public and private, also necessarily relies on temporary nursing staff to fill short term service gaps or to cover for illness. These groups are



obtained in two ways: through ‘banks’ of available pools of workers and, more expensively, through agencies supplying temporary workers usually on a daily or shift basis.

There have been significant national changes over the past decade in the immigration and professional regulatory framework surrounding the employment of overseas qualified doctors, and recruitment patterns have changed accordingly. Most doctors recruited internationally enter as individuals in response to job advertisements, although there are instances of larger active recruitment trips for specific programmes. Before the UK points-based system was introduced in the late 2000s, it was possible for non-EEA qualified doctors to enter the UK on a short-term non-work visa and apply for jobs while in the UK.

The requirement more recently for a firm job offer on the basis of the Resident Labour Market Test (RLMT) and a Certificate of Sponsorship (CoS) from the employer has had the effect of a reduction in the employment of non-EEA doctors in the hospital and a focus on very specific modes of entry. The application of the RLMT for doctors qualified in non-EEA countries to progress beyond the initial stages of speciality training schemes sponsored by the postgraduate deaneries has also meant that it is now largely ‘home grown’ doctors who can enter a linear training pathway in the hospital.⁵⁶

Both public and private health (and care) sectors in the UK draw upon the same pool of nursing staff, and nurses often work inter-changeably between the two sectors during their working lives, including in bank and agency working.

The pathways through which doctors enter the UK health sector have significant impact on their opportunities for career progression generally and in the particular hospital. In this the main differences appear to be between a) those from outside the EEA who entered when immigration and qualification recognition rules were less restrictive and those entering more recently; and b) those with medical qualifications obtained in EEA countries and those with qualifications from outside the EEA. Doctors arriving from outside the EEA have to sit the Professional and Linguistic Assessments Board (PLAB) exam as well as an International English Language Testing Systems (IELTS) exam. Doctors from within the EEA, on the other hand, can get previous qualifications recognised automatically, although since 2014 they also need to prove English language competence through the IELTS.

In the UK WORK-INT it reports that some EEA doctors they interviewed suggest that there is a mix of factors that place migrants less or more favourably in hospital career structures and that affect them even beyond initial restrictions around immigration status and recognition of qualifications. Having networks seemed to play a positive role in gaining access to the UK health sector labour market.

⁵⁶ Jayaweera (2015)



As in the case of doctors the differences between those entering from EEA countries and countries outside the EEA, impact on nurses' entry experiences and opportunities to progress. An adaptation period of between 3 and 6 months in a hospital working at a supernumerary⁵⁷ or less than registered nurse level – e.g. unregistered nurse or healthcare assistant (HCA) – has, until more recent times, been a long-standing requirement for nurses coming to the UK from outside the EEA.

For EEA nurses the automatic recognition of qualifications means that it is easier for them than for non-EEA nurses to start work at the level to which they are already qualified. This has impact on the speed at which they can achieve career progress compared to their non-EEA counterparts who experience more de-skilling initially. While EEA nurses benefit from recognition of qualifications, the different system of regulation of competencies in the UK means each skill has to be demonstrated and formally signed off before a nurse is allowed to perform certain procedures by himself or herself. Therefore, the formal requirements do not allow the nurses to undertake procedures that they may already be competent in.

A recurrent theme as found in the in the UK WORK-INT background report among migrant interviewees - both doctors and nurses – was the way family considerations affected their ability to perform in their jobs and progress in their careers. Much of this related to living far away from families of origin and not having flexible support for childcare in employment situations that required long hours, shift work and unpredictable patterns of working.

A non-EEA nurse had struggled to overcome immigration restrictions on family migration as well as her own situation as a single mother, to bring her children to live with her in the UK when she separated from her husband back home. Others spoke of the anguish caused by difficulties in obtaining sufficient leave from work to visit sick family abroad or for family emergencies.

SERVICES

The services sector accounts for over three quarters of the economy in the UK. The percentage of workers in the services sector rose from 33% in 1841 to 80% in 2011:

In 2016, 11% of the UK labour market were non-UK nationals, EU nationals contributed 7% and non-EU nationals 4%.

There are higher proportions of international migrants in some industry sectors than others; particularly in the service sector. 14% of the wholesale and retail trade, hotels and restaurants workforce are international migrants and 12% of the financial and business services sectors workforce are international migrants.

⁵⁷ period in which the nurse is 'extra', an additional person on the rota



Non-UK nationals are more likely to be in jobs they are over-qualified for than UK nationals. Approximately 15% of UK nationals were employed in jobs they were deemed to be over-educated for compared with almost 40% of non-UK nationals.

NATIONAL SCHEMES

CVET

AUSTRIA

In the Austrian educational sector both CVET (Continuing Vocational Education and Training) and APL (Accredited Prior Learning) are not yet legally defined via a national educational policy plan. The Federal Ministry of Education (BMB) is in charge of the CVET in the school sector and the Ministry of Science, Research and Economy (BMWFW) is responsible for CVET in institutions of higher education. Unlike other countries, such as Switzerland, the Netherlands or Great Britain, CVET providers in non-school and non-higher educational CVET institutions operate autonomously according to federal provincial regulations and guidelines. The Austrian quality assurance system (Ö-Cert) ensures the high quality of CVET providers and institutions since 2011.

In Austria, CVET differs from IVET (initial vocational education and training) mainly due to the participants' age and the type of educational programmes previously completed: as soon as someone has completed a VET programme (e.g. in the form of successful completion of an apprenticeship) and as soon as she/he takes up another educational stage afterwards, this is usually termed CVET. In most cases, the participants' age is over 20.

The following forms can be differentiated between:

Continuing vocational education and training

- Enterprise CVET (at own company, parent/associate companies, manufacturers', CVET institutions, or other external providers; informal learning on the job)
- External, institutionalised CVET (at schools, HE institutions, CVET establishments), including obtainment of qualifications later in life
- Qualification and skills training measures as an instrument of active labour market policy: these include courses and employment promotion schemes set up by Public Employment Service (AMS).

General adult education and public education

CVET primarily aims to deepen and extend vocational competences and skills and/or obtain qualifications. Furthermore, skills training and qualification measures as an instrument of active labour market policies can be summarised under this heading. The main reasons for participation in CVET are the following: the employee's preservation of gainful employment, improvement of his/her position at work, and/or re-integration into the labour market.



General adult education mainly focuses on expanding knowledge and enhancing awareness, without primarily professional reasons being behind it. In Austria CVET applies to those who enter the workforce or who are already in work, both young people and adults.

The objectives of CVET include:

- Promotion of professional integration or reintegration
- Maintaining people in employment (adaptation to new technological developments or to new working conditions)
- Development of skills and access to different levels of professional qualification
- Contribution to economic and cultural development and social progress

The CVET sector in Austria is certified and re-certified via the Ö-Cert, which is a quality and quality assurance certificate that is awarded to excellent providers of CVET. Those providers have to meet the required criteria. The Ö-Cert initiative was introduced in 2011 as a quality framework for Austrian adult education institutions with the main aim of transparency and the guarantee that the quality of an adult education institution is following the principle of mutual recognition. The provinces additionally introduced their own quality assurance certifications, the Cert NÖ in Lower Austria, the S-QS in Salzburg and the OÖ-EBQS-System in Upper Austria. All of them are tailored to meet the specific requirements of the Austrian education system and the educational institutions.

The results of the MiGreat survey among representatives of VET providers as well as local stakeholders and experts highlighted potential for improvements regarding CVET and APL. The majority of the representatives opted for a single document, which collects all individual skills, competences and experience of a person – a qualification pass. It would be advisable to extend the concept of competence checks in order to create individual profiles. Further, information on CVET and APL need to be made more available (e.g. information on formal and non-formal learning, etc.). Cooperation with various actors, providers and NGOs is therefore crucial for further development.

GREECE

According to EQAVET (2004), Continuing Vocational Education and Training refers to “the education or training after initial education and training, or after entry into working life. It aims to help individuals to improve or update their knowledge and/or skills, acquire new skills for a career move or retraining, and to continue their personal or professional development”. In this regard, CVET appears to be an adult learning modality oriented to professional development, with profound positive effects on employability and employment, welfare and overall economic and social development.



According to CEDEFOP analysis (2015), Greece has opted for a top-down policy lead on CVET, with the public authorities being responsible⁵⁸ for its strategic design and implementation as part of Life Long Learning, with the implementation frequently outsourced to the market. The participation of adults (25-64 years old) in non-formal education and training in Greece remain with 6.9% quite low (EU: 30.9% in 2011). The employees participating in CVET courses in Greece in 2016 account for 42% of the EU average, with the employees of small firms dropping even to 28%.⁵⁹ The enterprises expenditure on CVT courses as a percentage of total labour costs was estimated to 63% of the EU average.

In general, Greece faces low use of work-based learning, low spread of learning-conducive work organisations, and a moderate level of innovation performance, all of them justifying or supporting partially the decreased competitiveness of the Greek economy (81th position worldwide according to the Global Competitiveness Index presented by the World Economic Forum, 2016). The latest reforms set the route towards the qualitative improvement of CVET, including the development of specialties according to the national and regional economic needs as they are produced by the newly established Labour Market Diagnosis Mechanism⁶⁰, taking the existing Job Profiles certified by the National Organisation for the Certification of Qualifications and Vocational Guidance (EOPPEP)⁶¹ into account, at least in case of the programmes funded by the state. Since 2008, there is a Unified System for Management, Evaluation, Monitoring and Auditing of Vocational Education Activities (ESDEK)⁶², guiding the CVET activities funded mainly by the ESF.

Currently, the design and implementation of public founded CVET programmes follows strict guidelines as far as it concerns the design and methodology of the programmes, the training conditions (training hours, participants, trainers, traineeships), etc. The training providers are typically undertaking mass trainings through public tenders, assignments, or even vouchers allocated directly by the public to eligible beneficiaries.

As far as it concerns refugees and migrants, there are not many CVET activities in place, apart from some addressing language learning. Until now, vouchers or other types of funding are guided towards accommodation and meals, with training lacking quite behind. Thus, there is a serious need to conduct CVET activities, especially as far as it concerns the Tourism and Health sectors where these people could be employed, according to their current skills profiles.

⁵⁸ In other EU countries, social partners and employer and employee organizations to collaborate closely with the public authorities for CVET design and activities.

⁵⁹ CEDEFOP (2017)

⁶⁰ National Institute of Labour and Human Resources (2016)

⁶¹ <http://www.eoppep.gr/index.php/el/>

⁶² http://www.eiead.gr/index.php?option=com_content&view=article&id=248&Itemid=208&lang=el



ITALY

The majority of migrants looking for a job, has contacted a public employment office to find a job (52.6%). 25.9% has contacted an employment office to confirm their unemployment status, 22% to update it, 13.9% to subscribe to the service and 6.7% to fill in a declaration of immediate availability to work. Only a small percentage of migrants looking for a job has used the consultancy and guidance services of the public employment offices. Only 0.4% has received an offer for a job and the same percentage has received an opportunity of training.

Migrants represent a very small part of the overall participants of vocational training courses. In the case of employed migrants only 5.6% participate in training courses, compared to 10.9% of Italian employees. The same applies to migrants searching for a job (5.2% of EU migrants and 6.5% non-EU migrants) and inactive migrants.

During the years 2009 to 2012, the Italian Ministry of Labour funded 170 million € for immigration and integration policies to support active measures for the labour market. The different programmes include requalification and training, work guidance and funding of labour market services for specific groups. The data on the number of participants in European social funded programmes from 2007-2013 indicate that migrants are underrepresented. Only 5% of the participants in the North, 3% in Central Italy and less than 2% in the South were migrants, although the number of unemployed migrants were respectively 27%, 20% and 4%.

There are other programmes where the number of migrants is high, such as initiatives against black-market labour or requalification of workers with low skills. The Ministry of Labour, through its technical agency (Italia Lavoro), is responsible for the organisation of the mentioned courses and for the recognition of informal competences.

Other projects for migrants' inclusion have been carried out in Italy with the support of European Social Funds and Europe Funds. These projects targeted legal and administrative assistance, support services, but also work insertion and guidance services/mediation.

At regional level, other specific programmes have been activated, directly targeted to specific migrant groups. Between 2010 and 2013, 110 programmes have been co-financed by the Ministry of Labour. The content of these programmes and the target groups vary according to the regions. The majority of the interventions addressed language training, incentives for business start-ups and integration into the labour market. Recently, there are programmes for training of employees in specific sectors. The foreseen courses have a duration of 30 hours maximum. Between January 2011 and June 2012, more than 700 courses have been approved and have involved a total of 2.3 million workers. Foreign workers account for 5% of the total number of beneficiaries.⁶³

⁶³ ISFOL (2012)



Even though municipalities are not formally involved in matching demand and offer of the labour market, often these offices are the only reference points for migrants. Some municipalities have activated services and activities to raise employment opportunities for migrants, in particular in the social services sector, health sector and elderly care.

Knowledge of Italian language is the main requirement to improve employment possibilities of migrants. Since 2012, within the framework of the so-called “integration agreement”⁶⁴, newcomers are requested to reach, within two years from their arrival, at least level A1 level in Italian. The Italian government has heavily funded this system and the number of participants has increased from 30,000 in 2011 to 40,000 in 2013. The Provincial Adult Education Centres have a fundamental role for language learning and acquisition of a secondary school diploma of migrants.

In Italy, the Ministry of Education has established in each one of the 93 provinces and 14 Metropolitan Districts a “CPIA - Centro provinciale per l’Istruzione degli Adulti” (Provincial Centre for Adult Education). Such Provincial Centres coordinate and manage more than 5,000 decentralized centres (normally hosted by public schools), active and open to adults over the age of 16. Participation in diverse courses is free of charge or requires a minimum subscription amount. The courses are co-financed by municipalities, regions and provinces. The trainers are often elementary or lower secondary school teachers (with very little training on adult education or language training for foreigners). These centres have a key role for migrants for various reasons: i) certification of language competences to maintain the residence permit according to the “Integration agreement”; ii) certification of language competences as prerequisite for subscription to training courses.

Support for migrants in order to enter the labour market through temporary experiences (internship, community service) is also considered important. Vocational training for migrants should be offered for specific sectors, mainly, metal industry, construction building, electronic industry for men and personal assistance, caring for women.

The results of the online questionnaire show that a special funding should be developed for migrants to meet their training needs. Easily accessible courses and the recognition of previously obtained qualifications so that certain courses need not be started from the beginning would be desirable. In particular, new arrivals must be informed about how the labour market in Italy works. The use of language courses, which can be seen as the basis for all further education activities, has a special significance.

In addition to the special vocational courses, cultural aspects are also important. People must be prepared to be part of the local society and integrate.

⁶⁴ Decree of the President of the Republic 14 September 2011, n. 179



SWEDEN

Sweden is the best in Europe on integration policy, according to the new integration report Migrant Integration Policy Index (MIPEX) released recently. According to the survey, Sweden is at the forefront in almost all statistically comparable areas, including discrimination, labour market and family reunification. Thomas Huddleston, chief researcher for the MIPEX study, emphasised that the reason for the positive results is a high ambition level in Sweden.

The study examines the laws and regulations applicable to immigrants in 38 countries, including all EU members. But Sweden also has shortcomings, among other things, the problem of validation of education. In recent times, there has been a focus on establishment plans and fast track.

The Employment Service is one of the authorities that helps newly arrived refugees and immigrants to enter the community. The persons belonging to the group entitled to an establishment plan may talk to a person, an establishment supervisor, the Employment Service about what is necessary for them to start seeking employment. The establishment plan contains various activities that will support the person in the process of finding a job. What activities the plan contains depends on individual needs, but it must consist of at least Swedish language courses for immigrants, preparatory actions (e.g. internship or validation of education and professional experience) and community orientation aimed at providing basic knowledge of the Swedish culture and society. The starting point is that the activities in the establishment plan will employ person at full time level, which means 40 hours a week. An establishment plan can usually cover 24 months.

During the spring of 2015, the government commissioned the Employment Service to develop, alongside social partners, methods and processes for new arrivals who have education and work experience in the brick industry. Fast tracks are currently available in 12 different industries, which together comprise about 20 professions. This is important because it will not only provide relevant jobs for immigrants, but also because Sweden lacks workforce in a wide range of areas.

Anyone living in one of the Migration Board's residential properties and having a residence permit has the opportunity to do work practice. In order for the practice to be approved, the Employment Service must check the employer and cooperate with the union. The Employment Service cannot arrange a traineeship for everyone, one must have an offer from an employer. The employment service cannot offer other activities than work practice as long as someone lives in the Migration Board's residential premises. During the work practice a grant is paid. It is called activity support.

Generally speaking, good language skills are also required for unqualified workforce. This is a problem because the vast majority of immigrants (apart from Scandinavians) have no language skills when they arrive. This situation is different compared to France or Britain where many immigrants can speak the language.



Our experts point out, among other things, that the new arrivals need more information and study guidance in their mother tongue as well. They also point out that the long average waiting time before migrants enter the labour market lowers hopes and expectations.

In principle, the education pathways start with the knowledge of the Swedish language and the access to compulsory school and high school. There is also vocational education at upper secondary level. Especially important professions are construction workers. There is also other upper secondary vocational education such as restaurant and food program, children and leisure, vehicles and transport, etc. After that, higher or further education can be done at the University or College of Higher Education. Vocational Colleges are available in many places in the country. They require basic qualifications from high school (there are exceptions and special paths for those with professional experience in the field).

The results of the online survey focused on young migrants in particular. These should be provided with more information and study guidance in their mother tongue. Realistic assessments and goals should be set. Furthermore, a great deal of emphasis is placed on language courses and a practical approach which, for example, combines language learning with internships. Among other things, there is a need for trained staff at schools in order to achieve this and to promote rapid integration.

SWITZERLAND

Due to its federalism, Switzerland has different structures and levels of competences on CVET. Among the many actors: the Confederation, the cantons, social partners, CVET providers and professional associations. CVET is very structured and there exist diverse range of programmes, from small schools to large enterprises, and from public providers, associations or trade unions to micro-enterprises. Private providers dominate the picture, they organise about 80% of all course hours.

At the federal level, Switzerland adheres strictly to international conventions, based on which only non-formal measures are counted as part of CVET. In 2014 a law⁶⁵ was enacted for the first time in this specific educational sector and at a National level (Weiterbildungsgesetz or WeBiG). The law encompassed provisions on research and development in CVET as well as on promotion of basic competences of adults, beyond being framework legislations. There are five principles established by this national law: responsibility, quality, transfers of credits for educational achievements to formal education, improvement of equality of opportunity, and competition.

The VPETA (Vocational and Professional Education and Training Act) regulates job-related education and training programmes in the tertiary sector, which lead to officially recognised

⁶⁵ <https://www.admin.ch/opc/de/official-compilation/2016/689.pdf>



qualifications as well as the acquisition of professional qualifications at the upper secondary level later in life. Also, universities act as public-law provider, they set up CVET coordination offices in the '90s. CVET programmes in Switzerland are offered at both universities and at universities of applied science.

The Swiss Federation for Adult Learning (SWAL) is a nationwide umbrella organisation of CVET establishments. Part of the Federation are private and public CVET providers, associations, in-company CVET departments and others. Among its tasks are the representation of interest and the promotion of professionalisation/quality of CVET and the formation of a network of all CVET stakeholders. Other organisms exist which take care of the training of trainers (AdA), the quality of educational institutions (eduQua) and the development of the modular systems (ModuQua), and SWAL is managing them as well.

At the regional level, the cantons have the responsibility for individual CVET areas: further training of teachers and acquisition of the Federal Vocational Baccalaureate (Maturität) by adults. CVET courses are also offered by cantonal upper secondary schools (Mittelschulen) and VET schools (Berufsschulen) to some extent, but with major differences between the cantons.

Other important establishments for the CVET sector are the following:

- Swiss coordination conference on continued education, where the Confederation and cantons work together to coordinate issues related to CVET; and the Swiss Forum for Continuing Education and Training, where Confederation and cantons meet social partners and different educational organisations to exchange ideas.
- the Association of Swiss Adult Education Centres: Its tasks include the promotion of CVET and lifelong learning, the representation of interests at national/international level, etc.

Other National specific establishments:

- Migros club schools: around 400,000 course participants and 600 courses provided a year, the club schools are the largest providers of non-formal CVET in Switzerland. They are represented in all parts of the country and provide a wide range of courses.
- In addition, commercial VET schools count among the largest providers: most often they offer job-related CVET and are very active in the sector of professional education and training.
- Parent education organisations, which aim to support parents in their educational work
- Professional and sectoral associations

Career guidance is a very important aspect in Switzerland. Career guidance centres are organised at cantonal and municipal level and provide support in the career choice process, in IVET and CVET issues as well as in professional reorientation.

In its multifaceted structure, the Swiss educational system also foresees some instruments of active labour market policy, such as the following:

- Promotion of course attendance (such as language courses, IT courses)
- Training subsidies for those who acquire basic qualifications later in life or update their skills to the needs of the labour market.
- Temporary employment scheme: this scheme aims to maintain or improve employability by working in a job-related activity
- Training internship
- Induction allowances: wage subsidy for the employer if a longer induction period is necessary for a potential employee.
- Motivation semester for young people who are unemployed after completing compulsory school or passing the Federal Vocational Baccalaureate examination or who have dropped out from apprenticeship training, a baccalaureate school or another upper secondary school. The motivation semester aims to show young people fixed structures in life and support them in their choice of a VET programme.
- Period of work placement: a period of work placement of up to six months in a private company aims to help participants gain work experience and make contacts with the private economy.

UNITED KINGDOM

When a migrant, refugee or asylum seeker arrives in a new country, providing them with effective learning is key to supporting their integration. It is vital to ensure that they can access labour market opportunities and make an economic contribution to host nations. However, there are a wide range of contexts for migration. Movements could be within the European Union or European Economic Area, often involving highly skilled and linguistically capable workers, or refugees, asylum seekers and other migrants from outside Europe, who may arrive with little or no ability to speak the language of host nations.

The following is a list of support needed for refugees in the UK (some points are also applicable to migrants):

Basic Needs

- Meeting basic needs such as food, housing and healthcare have to be met before the educational needs are addressed.

Integration

- Help to integrate as quickly as possible. Many have been through suffering and displacement and have already spent years at war, away from their homes, in camps, on the streets and

on dangerous and long journeys across Europe. A speedy response is vital. Failure to get support fast heightens the mental health impact of refugees' experiences of conflict and displacement.

- Learning English and having access to basic services on arrival are vital in preventing social exclusion, depression and isolation.
- There is not enough coaching: Refugees do not know where to find information, and even when we they have access coaching is needed to show how to access the information and to understand it and navigate their way through the system.
- Many refugees are eager to integrate and become part of British society but would like support in integrating, especially learning about the laws of the country and the culture.
- It might also be helpful to inform the local host community about the new arrivals, about their culture, their journeys and experiences fleeing war and persecution, and why they are here.
- Information about which immigration rules directly affect them.
- Knowing about available jobs, and how to access the labour market.

Barriers to integration

- Overseas qualifications are not recognised (as quickly/as much) as in, for instance, Germany and Sweden.
- Not allowing asylum seekers to work while waiting for asylum decisions.
- Long waiting times for decisions on asylum claims. Delaying decisions creates mental health and other problems.
- If refugees are made to feel unwelcome, this can affect their mental health.

Immigration policy

- Not understanding why they are sent to live in different cities across the UK.
- Not having enough knowledge about government policies that affect them.
- Family migration is an issue – separating families between countries because of the strict interpretation of the Dublin rules.
- No legal aid is available to people who clearly need legal assistance.

Barriers to education

- The documentation that learning providers request when enrolling students may cause refugees and asylum seekers difficulties. Many providers requested passports which asylum seekers are not likely to have in their possession, and providing proof of address and evidence of previous qualifications can also be difficult for this group.
- A lack of access to appropriate and sufficient funding and financial support
- The experience of going through different stages of the asylum process results in changes in entitlement to study and financial circumstances, sometimes leaving people with no support at all which can have a detrimental impact on their ability to succeed in learning.

- Some statutory funds available to support people to engage in learning are not available for asylum seekers, and entitlements can be confusing.
- Some training providers may signpost refugees and asylum seekers to trusts and organisations that provide financial support for accessing learning, but there is a low level of awareness of these among refugees and asylum seekers.
- Travel can also be a significant problem not only in relation to cost, but also in terms of distance travelled to attend courses.
- Accessing childcare, computer facilities and stationery can cause difficulties, particularly for asylum seekers which impacts on their ability and opportunities to learn.

Some examples of practice

- Language development through empowerment: Reflect ESOL (English for Speakers of Other Languages) was developed in the UK and takes a different approach to language support as part of the process of integration. Based on the work of the Brazilian educationalist, it uses a structured technique to empower learners to be more open and have more input into their own learning.
- Holistic approach to supporting the social, educational and economic integration: The Bridges Programmes agency in Glasgow, Scotland, provides specialist support to help people into work, education and training. The activities include “life-skills” support for refugees, work-focused employability support building on individuals’ previous skills and experience, and work placements to offer develop skills in the UK context.
- New technologies to support learning and integration: The UK’s MoLeNET programme uses handheld digital technologies to support learning. Several of its projects were targeted at migrants, asylum seekers and refugees (particularly in connection with learning English and using peer learning).
- Using a ‘Conversation Club’ to assist integration through language: The Conversation Club in Sheffield, England, combines support to learn and practise language skills with extended activities such as weekend walks, museum visits, football, and cinema visits. The aim is to reduce social isolation and promote integration using language learning as the basis for a range of activities which are planned by the learners.

The results of the questionnaire show that it is important to recognise that there are also significant qualifications in other countries and that other cultures can have added value. Measures for continuing vocational training have to be further developed in order to make full use of this potential.

APL

AUSTRIA



In Austria APL is divided into three different learning categories: formal, non-formal and informal learning.

All three categories are considered by the National legal framework for recognition and validation (NQF). The website *Berufsanerkennung*⁶⁶ was launched and is used to provide information on all areas of recognition and validation.

There are four different procedures for the formal recognition of qualifications and degrees from abroad:

- Professional accreditation (professional recognition) of regulated profession regarding the EU Recognition Directive
- Nostrification (validation) of college and school leaving certificates
- Nostrification of academic degrees and diplomas for professional practice
- Accreditation of apprenticeships and certificates

In 2016, 972 procedures were carried out by the Federal Ministry of Science, Research and Economy. Compared to the previous year this represents an increase of approximately 11%. Foreign vocational qualifications acquired through school and/or work as defined by the Vocational Training Act (FOPH) can be fully equated with an Austrian qualification, or persons concerned can be admitted to a shortened exam.

The policy discussions concerning the measures to validate non-formal and informal learning are linked to the strategy for Lifelong Learning and the National Qualification Framework (NQF). The four responsible Federal Ministries agreed in 2011 on a joint strategy for Lifelong Learning 2020, which includes the following measures:⁶⁷

- Establishment of a national validation strategy
- Development and implementation of competence balanced schemes
- Provision of training programmes for the assessment of learning outcomes gained via non-formal and informal learning
- Development of a cross-sectorial quality assurance system for assessment procedures

The current situation of the de-qualification in Austria highlights the problems of migrant groups:⁶⁸

- Immigrants have difficulties in using high qualifications on the labour market - 34% of the employed high-qualified persons with third-country qualifications are occupied in aid and learning activities.

⁶⁶ <http://www.berufsanerkennung.at/de/berufsanerkennung/verfahren-zur-anerkennung/> (Access June 16, 2017)

⁶⁷ BMB (2011), p. 46

⁶⁸ europaforum wien (2015), p. 25

- Successful nostrification and/or training recognition is not yet a guarantee for professional improvement.
- Survey results show that almost every third migrant works in a professional activity below the formal training levels (compared to only 10% of non-migrants).
- Occupational disadvantage, which usually arises at the beginning of the professional career, can scarcely be compensated for in the further process. In the wake of the strong sociocultural bias of the Austrian education system, the starting position of the children of de-qualified migrants also worsened.
- The poorer job possibilities of migrants are also cemented by less participation in further training measures. While in 2011 about 32% of migrants reported having undergone training during the last five years, the number of non-immigrants was 58%.
- If migrants are registered with the Public Employment Service (AMS), there is generally no unequal access to education measures: in 2015, 68% of the participants had an immigration background (1st and 2nd generation). This proportion is different, however, in the case of measures which aim at a long-term or formal qualification, such as the *specialist funding stipend*, where the share of participants with a migration background is only 24%. An exception is the *supra-company apprenticeship training* of the AMS in Vienna and the City of Vienna, which offers young people an apprenticeship training in companies, where the proportion of young people with a migration background is around 70%.

The AMS offers a special counselling service for migrants in their service centres: the so-called **“Competence Check”** is carried out as a pilot project from late August to December 2015 in order to examine migrant qualifications demanded by the labour market. A total of 898 persons participated in the competence check (447 women and 451 men). 26% of the participants came from Afghanistan, 21% from Syria, 11% from Iran, 4% from Iraq and 38% were other nationalities. Regarding the countries of origin, Syrians, Iranians and Iraqis have the highest education. 67% of the 187 Syrian, 90% of the 100 Iranian and 73% of the 40 Iraqi participants have an education, which goes beyond compulsory education. In comparison, the participants from Afghanistan are the worst qualified. Only 26% of the 230 participants have a compulsory school outgoing education, 20% attended elementary school and 30% cannot demonstrate any formal school education. The education level of women was higher as that of men.

GREECE

Accreditation or recognition of prior learning is critical for professional development of individuals. It is typically separated into the accreditation of prior learning obtained through formal or non-formal learning, and accreditation of prior learning experiences.



In Greece, the Hellenic National Academic Recognition Information Centre – NARIC⁶⁹ is responsible for accreditation of higher education degrees obtained by the individuals outside the country. Moreover, since 2010, by the adoption of the Presidential Decree 38/2010 “Adaptation of Greek legislation to Directive 2005/36/EC of the European Parliament and of the Council of 7 September 2005 on the recognition of professional qualifications”, the procedure of recognition of professional qualification obtained to other EU member states has started, with little progress by now. Additionally, still little progress has been achieved in terms of the accreditation of qualifications of non-formal and informal learning.

Thus, the accreditation of prior learning of refugees and migrants in Greece, at least of those that are not European citizens, is totally non-existent, considering a serious impediment to their employment in job positions that necessitate some type of formal recognitions. In this regard, refugees and migrants in Greece are guided mainly to low skilled jobs.

Online survey responses about the necessities of the job agencies, migrant organisations and/or training providers in assessing the needs of migrants and/or refugees for Continuous training (CVET) and Assessment of prior learning (APL):

Participant stakeholders and experts in the online survey provided a series of interesting responses about their necessities in assessing the needs of migrants and/or refugees for continuous vocational training (CVET) and assessment of prior learning (APL). These are summarised below:

- The necessity in assessing migrants’ needs is immediate for employment agencies, as migrants have difficulty in networking and being aware of the steps to find a job.
- Migrants' educational needs should be examined in relation to: their educational level, reasons for early school leaving, interests, motivation, serious sociocultural problems they face like language learning, education and integration into the Greek society.
- It is important to develop a very good complete educational package, which would help all stakeholders to provide the same guidelines, instructions and information per country study.
- Need for translation services, understanding cultural background, aid to inclusion procedures and adopting new sociocultural conditions and work culture on behalf of employees/migrants.
- Providing information and skills training programmes to refugees.
- Employment agencies intended only for migrants and refugees.
- More employment agencies/organisations/clubs need to be created.
- The most basic need is to be able to identify and define any special skills and competences that the migrant/refugee already has and be able to continue exactly from the point that the previous training sessions have stopped.
- Prior learning should be assessed so as to identify the skills acquired and existing capabilities, in order to be enhanced.

⁶⁹ <http://www.doatap.gr/en/>

- Specialised staff

ITALY

The availability of statistical information on recognition on competencies is very limited. With respect to the certification of informal and non-formal learning, this can be considered as totally inexistent, a fact which is not surprising given the very recent introduction of this opportunity within the Italian context, its scarce utilisation, and its fragmented implementation.

The recognition of prior competences of migrants is divided into:

- recognition of formal education acquired abroad
- recognition of non-formal and informal learning

Recognition of prior learning is requested by a very small percentage of migrants due to different difficulties, the complexity of the procedure as first element. Furthermore, the operators are not well informed on the process, including employees of public administration offices. This generates some difficulties in guiding migrants. Very many migrants give up the recognition process due to long response times and costs which precede an uncertain result.

For the recognition of **formal education** titles obtained abroad, there are different procedures and organisations responsible. There are also different national bodies which offer information and consultancy to citizens for the recognition of foreign titles. **CIMEA** (Information Centre for Mobility and Academic equivalences), member of the **NARIC** (National Academic Recognition Information Centres) international network and **ENIC** (European Network of national Information Centres on academic recognition and mobility) is responsible for academic education. The recognition procedures are complex and require payment of a fee. It is not easy for migrants to receive information due to the fact that there are not very many territorial offices to carry out this procedure.

At regional level, some public administration offices have created specific systems for the recognition of qualification in specific sectors. For example, the Regione Lombardia recognises official titles for the nursing sector. The procedure is based on different steps:

- Pre-guidance on procedures and possible results of the request
- Meeting to verify all documentation
- Analysis of the documentation to be presented to the Ministry of Health together with a request for a final evaluation
- Guidance after the ministerial decree: how to act after the complete, partial or non-recognition?

The validation of **informal and non-formal** competences does not have a standardised process at national level in Italy.



The 2001 reform of the fifth article of the Italian Constitution established that both state and regions are responsible for the field of education and training, and for professions regulation. This implies a very high level of fragmentation in formal learning as well as in non-formal and informal learning. Many different institutions are involved in the regulation of these systems, such as the Ministry for Education, University and Research (MIUR), the Ministry for Labour and Social Policies (MLSP), and all Italian Regions. The division of competences is very complex, and this generates several conflicts and a high heterogeneity in rules and mechanisms adopted.

It is relevant to mention the scarce valorisation of the Citizen Training Booklet (*libretto formativo del cittadino*). This tool was instituted by the national Law 30/2003 and is aimed at recording, synthesising and documenting the competences acquired by individuals in formal, informal and non-formal contexts. This tool could be particularly useful for individuals who, such as migrants, experiment some sort of disadvantage in accessing the labour market. Nevertheless, after more than ten years from its establishment, this tool is hardly known by any citizens and stakeholders, and its utilisation within the vocational and training sector – and, even more, in the labour market – is really uncommon.

During the years, very many projects have been promoted by ISFOL and financed by the European Commission within different programmes (LLP and ERASMUS+) for the recognition and validation of non-formal and informal competences, also especially for migrants. Interestingly, some associations of employers (e.g. gruppo di scuole edili di Cremona e di altre province) or other organisations representing specific employment sectors (e.g. Probest S.P.A.) developed different models for the certification of competences acquired in non-formal and informal contexts. These certifications do not have any public value, but tend to have a relevant social value, linked to the recognition of the certifying body within the sectors. These certifications, in fields such as the construction sector, are often also acquired by migrants. This is because migrants' presence is quite relevant in these sectors. Nevertheless, these models have not been developed, from a methodological standpoint, paying special attention to this target's specific needs.

Considering the fragmented system and processes, it is necessary to promote training for operators and guidance services. It is necessary to reinforce the networking between all stakeholders involved (services, migrant associations, consulates, national authorities) to promote a correct and effective communication.



SWEDEN

The government's "fast track" system for newly arrived people with previous education and training, begins by mapping the experience of the newly arrived with the Employment Services together with the social partners. Their home country certification may suffice but sometimes validation of the University and Higher Education Council (UHR) is needed. This is then matched to the required skills in the labour market. It may also be needed to undergo a professional competence assessment, where an employer assesses the individual's professional competence in a three-week period in the context of an internship.

For example, Karolinska Institute has supplementary education for doctors and nurses which take two terms to complete. The education is in Swedish. In some cases specialist medical language support is offered. There are many other similar examples in other industries, for example, for professions such as pharmacists, architects, midwives, psychologists and engineers. In total, 19 universities in Sweden are offering these supplementary programs.

If you want to work while you are asylum seekers, an AT-UND is required, which means that you are exempt from the requirement of a work permit. The person who has been refused his application for asylum but has an offer for further work may in some cases apply for a work permit and thus stay in Sweden and continue to work. If you have not received asylum and not AT-UND, you will leave the country under the law.

SWITZERLAND

There is one organism in Switzerland, which is responsible for research in VET, but that is also the first contact point at both the national and international levels for all information requests relating to foreign qualifications. This is the State Secretariat for Education Research and Innovation (SERI). It is also "the agency responsible for determining whether foreign qualifications are equivalent to Swiss upper-secondary level vocational qualifications, tertiary-level professional qualifications or higher education qualifications authorising holders to work in a regulated profession."⁷⁰

SERI compares foreign qualifications with Swiss vocational and professional qualifications. If the content of the education and training programme abroad matches that of a similar education and training programme in Switzerland, the foreign qualification will be recognised as equivalent to one of the following:

- Federal VET Certificate

⁷⁰ <http://www.conferenzacfc.ch/Validazione-delle-competenze-64bac400>
<https://orientamento.ch/dyn/show/7246>
<http://www.crocrossaticino.ch/riconoscimento-del-diploma>



- Federal VET Diploma
- Federal Diploma of Higher Education
- Advanced Federal Diploma of Higher Education awarded via federal professional examination
- Advanced Federal Diploma of Higher Education awarded via a formal study programme

Within the framework of the Swiss-EU Bilateral Agreement on the Free Movement of Persons, Switzerland works closely with the European Union and has adopted the EU's system of mutual recognition of professional qualifications issued by EU member states. Nationals from non-EU states are also entitled to apply for recognition of their foreign qualifications in Switzerland.

There are two different procedures:

Recognition procedure on establishment – If you intend to settle in Switzerland permanently and pursue a regulated profession, you must have your qualifications recognised.

Declaration procedure for service provider – If you are an EU/EFTA citizen and want to provide services in a regulated profession in Switzerland for a maximum of 90 days per calendar year, you must first provide a declaration to SERI.

SERI is not the only competent recognition agency for professional qualifications, but is the reference point for procedures of validation of prior learning such as the newly established validacquis.⁷¹

There are also other authorities responsible for recognising foreign qualifications in Switzerland, and these may vary depending on the procedure and the profession. Professions that are not regulated do not require recognition of professional qualification; a person could therefore work without obtaining one. The decision on the importance of this recognition is up to the employer, who may decide to hire somebody who did not pass this process.

However, if comparing diplomas could be “only” a matter of time, still it is challenging. But even more, to account for informal skills and knowledge acquired through informal training and experience is a crucial aspect and sometimes could become a barrier. This is especially true if we consider migrants coming from non-EU/EFTA countries, who are the ones who nowadays are more in need of help in terms of working integration. To take good care of the latter in terms of the introduction to the job market though, we need to introduce them to local language (B2 level) as well as to social and cultural “rules”, which are the priority for starting any kind of professional integration and experience.

The experts, who were involved in the online survey, said that it is mainly about mastering the local language and getting to know social and cultural habits. Of course, it is also important to use existing skills and experience. Organisations could play an important role in using specific tools to assess prior learning.

⁷¹ <http://www.validacquis.ch/index.php?>



UNITED KINGDOM

Increasing attention has been paid over the past few years to how migrant health professionals can be supported in their transition into the British health sector. In particular this work focuses on the need for specific induction packages and extra support in the initial period after entering the UK. Although there has been online advice and information pages available from many organisations for a number of years now, it seems there is increasingly a recognition that more could be done. NHS (National Health Service) Employers has played an active role in this regard, by providing guidance to employers and promoting best practice. They regularly publish case studies of what employers around the country are doing to provide suitable induction to their overseas staff and foresee this will be an area where work is likely to continue and are considering investing in research to establish the link between good induction programmes and care outcomes.

A recent example is a framework produced for educators and managers of internationally educated health professionals produced by the Professional Development Unit of the London Postgraduate Medical and Dental Education working with a number of London Trusts. This framework, first published in November 2014, provides a guide to educators and managers to support overseas health professionals' induction, development and learning, termed "safe transitions" and is supported by two online podcasts, and will be supported by online e-learning modules. The framework has been designed around five domains: communicative and cultural capability; clinical capability; professional culture; developing resilience; and teaching and learning. Importantly the framework also aims to, "raise awareness of managers' and educators' own deeply held cultural values and related assumptions that may lead to misinterpreting the behaviour or reactions of others".⁷²

In addition to these employer lead initiatives in 2013, the General Medical Council (GMC) ran a pilot programme: Welcome to UK Practice⁷³ aimed at supporting overseas doctors to understand the ethical and professional framework in which they operate. The programme consisted of a series of one-day training events as well as an online film and an online self-assessment tool which presents doctors with a range of ethical situations.

In addition to these initiatives and programmes, Trusts or Local Education Training Boards may decide to run programmes targeting specific cohorts. This might include a programme for doctors entering on the Medical Training Initiative or for groups of internationally recruited migrant nurses. Nevertheless, it seems clear that support provided in this area remains patchy. As migrant health professionals enter through many different routes it is not clear how extensive take up of these programmes is. Much comes down to the local employer and there are no clear guidelines on what should be offered. There is also a tension that arises about whose

⁷² Professional Support Unit (2014), p.1

⁷³ <http://www.gmc-uk.org/doctors/WelcomeUK.asp>



responsibility providing this sort of support is, especially in a context in which resources are limited.

NHS hospitals organise an induction for all new staff. Whilst there are core components that are mandatory, such as fire safety, these programmes seem to vary considerably according to each team. Mostly these do not seem to include specific elements for migrant health workers, but are standard for all new staff members. For nurses, this includes a two-week supernumerary period. For doctors, the induction programme seems to vary considerably. Whilst this flexibility may be appropriate in many cases, the feedback from doctors was that induction is not very helpful. An exception is made for recruitment of larger cohorts of migrant workers. Following a large recruitment exercise abroad, a specific programme is organised. Most recently this included a two induction period during which the nurses received training in order to have certain skills recognised and their competencies signed off. This was followed by a four to eight week supernumerary period. These nurses were also offered a ten week English course for free and were provided with more practical pastoral support. For overseas doctors entering on the MTI programme, once again a more specific programme is put in place. This includes a workshop on communication, a specific contact person who can provide practical and pastoral support, and a slower induction period with a few days observing, then a period of buddying before being put on the rota directly.

CVET and APL needs

AUSTRIA: RETAIL AND TOURISM

- Knowledge of the German language is essential for professional work, especially because of the direct contact with customers in the specific sectors. It is therefore necessary to be able to take courses in German. Information on these courses must be easily accessible.
- Information on the situation in Austria must be given. This applies not only to the labour market situation (bottleneck occupations, working hours, salary, etc.) but also to further education, crediting of already completed training, certification, etc.
- In addition to professional skills, it is also necessary to expand social and cultural skills to facilitate integration.
- It would be desirable to establish a system for the assemblage of individual skills and qualifications, which are subsequently recorded in a collection of proofs and documents.

GREECE: HEALTH AND TOURISM

- In general, there is great potential of labour power among migrants. It would therefore be useful to recognise and exploit this potential. Access to further training measures must be facilitated.
- People from abroad need to know about their rights, and the access to the health system must be facilitated for migrants and refugees (basic care).
- Information on training and career advancement must be available.
- Networking is an important factor.
- The national language must be learned in order to be able to participate in society.
- In the tourism sector, a migration background can be quite useful. Especially people from the Balkans or Asia can concentrate on activities that affect tourists from their home countries. Nevertheless, the mentality of tourists coming from Western countries must be considered.

ITALY: AGRICULTURE, CONSTRUCTION AND TEXTILE

- Practical training opportunities with parallel professional coaching would be beneficial, as you can come into contact with sector-specific tools and be accompanied at the same time.



- Necessary prerequisites, such as the driving license for tractors and other machines in agriculture, must be encouraged. Otherwise, the focus must not necessarily be on specific technical competences, but rather on transversal competencies.
- As in the other countries, the language of the country must be learned. To this end, more resources must also be made available for vocational training opportunities.
- Knowledge on safety rules and regulations must be spread as well as knowledge on different professional qualifications regarding the specific sector.
- Training in the use of modern technologies and tools should be offered.

SWEDEN: HEALTH AND SERVICES

- Since the service sector is an increasingly growing area, this development must be perceived in advance to keep the pace. Improvements must be made at an early stage so as not to be confronted with difficulties afterwards.
- It is important that people interested in the work sector can receive sector-specific knowledge and that important technical terms are already taught in language courses.
- There is a need for work-based efforts by people in the health sector with good knowledge of geriatrics and disabilities, the promotion of these disciplines could lead to additional workforce.
- Social skills are becoming more and more important.

SWITZERLAND: AGRICULTURE AND RETAIL

- Experience already made in a specific professional sector should be eligible. For this purpose, information about appropriate associations dealing with this issue must be made public.
- Another element is the practical exercise in vocational training, which should be extended. In this way, an interested person gets an insight into the professional field and can inform himself about necessary measures for entering the labour market.
- Translators or special language courses could help to understand the technical terms in the sectors better.

UNITED KINGDOM: HEALTH AND SERVICES

- In addition to vocational training, ESOL (Skills for Life) should be taught. This is a strategy for improving English skills for people with another mother tongue. Upon completion, a certificate is issued.

CASE STUDIES & USER PERSONAS

AUSTRIA: RETAIL AND TOURISM

Name (fictional)	Novak Horvat
Gender	Male
Country of origin (or parents if 2nd generation)	Serbia
Age	45
Sector of professional experience	Retail
Level of education and IVET experience	Completion of a vocational secondary school (three-year apprenticeship)
Reason for migration	Has met a woman who immigrated to Austria five years ago. After some meetings in Belgrade, their love was already so great that the two decided to build a common future in Vienna.
Career goals	Would like to build a joint future with his girlfriend. A regulated income is therefore indispensable. Novak would like to be active in the retail sector, as he had good experiences during his internship at school.
CVET and APL goals	The recognition of his education and further training are the most important factors for Novak as well as the learning of the German language. His friend tries to teach him a little German, but his progress is limited.
Experience in using mobile apps	Novak never goes outside without his smartphone and is a real professional when it comes to games and apps. He must always have the latest device and regularly monitors the upcoming trends.
Experience in using social networks	Facebook, Xing, LinkedIn, etc... Novak knows social networks like the back of his hand. He spends a lot of time updating his profiles and reading news.
Initial challenges and fears	The language is a delicate topic for Novak. He does not always believe that he is able to learn the German language.
Migration channels used	By the support of his girlfriend, Novak has a great advantage as she has already completed a similar process. He can always ask her if he does not know where to turn.

Name (fictional)	Ajda Demir
Gender	Female
Country of origin (or parents if 2nd generation)	Turkey
Age	29
Sector of professional experience	Tourism
Level of education and IVET experience	Graduation from a hotel management school in Ankara
Reason for migration	Concerns about political developments in her home country
Career goals	To settle in a safe country, to have a secure income and to start a family
CVET and APL goals	Hopes that her education will be recognised and that she will be able to work in the hotel sector as soon as possible. Besides Turkish she speaks English fluently. However, she would like to learn German as quickly as possible in order to simplify the integration into a new country on the one hand, and on the other to generate professional advantages.
Experience in using mobile apps	Ajda does not have a smartphone, but an older model (without internet access). She wants to buy a new phone soon and is already curious how apps work and which offer is waiting for her.
Experience in using social networks	Ajda uses Facebook, but only irregularly. She spends a lot of time in forums related to politics and world affairs.
Initial challenges and fears	The lack of social contacts and the language barrier are factors that make Ajda think. Fear of isolation and helplessness play an important role and could have an adverse effect.
Migration channels used	Until now, she has not yet intensively looked for possible contact points. The only thing she did was to see where the next employment centre is. She wants to go there soon and ask what possibilities are suitable for her.

GREECE: HEALTH AND TOURISM

Name (fictional)	Laura
Gender	Albania
Country of origin (or parents if 2nd generation)	Female
Age	36
Sector of professional experience	Health
Level of education and IVET experience	Bachelor of Nursing Level 6 in EQF
Reason for migration	Economic reasons; to find a job
Career goals	Laura used to work as a nurse in her country. When she moved to Greece (12 years ago), she found a job as a domestic carer providing services to elderly people (this work is very common in Greece, especially for migrant women). Given that she works without any insurance, her main goal is to find a job with insurance; in addition, she wishes to find a job as a nurse in a private hospital or health centre. It has to be noted that she does not have the right to apply for any position in the public sector, given that her Bachelor degree is not recognized by the Greek state.
CVET and APL goals	<ul style="list-style-type: none"> • Training on IT skills • Recognition of her Bachelor Degree obtained in Albania • Recognition of her skills and experience as domestic career
Experience in using mobile apps	Laura is not very familiar in using mobile applications, even though she has a Smart phone.
Experience in using social networks	Laura has a Facebook account.
Initial challenges and fears	The challenges and fear faced by Laura in her migration process include: <ul style="list-style-type: none"> • To get the resident permit • Did not know the Greek language • To find a job • Discrimination due to her origin

Migration channels used	<ul style="list-style-type: none"> • Greek Organisation of Labour Force Employment (OAED) • Economic Immigrants' Office of the Centre for Information for Employed and Unemployed Persons of the General Confederation of Greek Workers (GSEE) • Municipalities which offer integration services to migrants and refugees • NGOs working with migrants • Migrants' associations
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Name (fictional)	Nora
Gender	Romania
Country of origin (or parents if 2nd generation)	Female
Age	32
Sector of professional experience	Tourism
Level of education and IVET experience	Diploma in Tourism and Hospitality Level 4 in EQF
Reason for migration	Economic reasons; to find a job
Career goals	Nora currently works as a cosmetics saleswoman. Her main goal is to find a job relevant to her studies in the Tourism industry.
CVET and APL goals	<ul style="list-style-type: none"> • Training on Greek language • Training on the tourism and hospitality terminology • Training on the Greek Tourism and Hospitality Sectors • Recognition of her Diploma obtained in Romania
Experience in using mobile apps	Nora is very experienced in using mobile applications; she is an active user of apps for Tourism and Travel.
Experience in using social networks	She is also very active in using social media, including Facebook and Twitter.
Initial challenges and fears	<p>Nora faced a number challenges and fears in her migration process:</p> <ul style="list-style-type: none"> • To find accommodation • To get the resident permit • Did not know the Greek language • To find a job (any kind of job) • Difficulties on how to find information and relevant employment

	services
Migration channels used	<ul style="list-style-type: none"> • Greek Organisation of Labour Force Employment (OAED) • Economic Immigrants' Office of the Centre for Information for Employed and Unemployed Persons of the General Confederation of Greek Workers (GSEE) • Municipalities which offer integration services to migrants and refugees • NGOs working with migrants • Migrants' associations

ITALY: AGRICULTURE, CONSTRUCTION AND TEXTILE

Name (fictional)	Amir
Gender	Male
Country of origin (or parents if 2nd generation)	Nigeria
Age	20
Sector of professional experience	Agriculture
Level of education and IVET experience	None
Reason for migration	Economic reasons. Extreme poverty of his country of origin together with the encouragement of his family has pushed him to search for a better future. He did not have a specific destination in mind.
Career goals	Find a job in agriculture, which would allow him to work regularly and send part of his earnings back home to his family in Africa. He does not have specific career goals. He already worked in the sector.
CVET and APL goals	His unique goal is to manage to speak Italian at a minimum level which would allow him to work. At the moment, he does not know Italian or any other foreign language and he has difficulties for this reason. He does not understand the information which is given by organisations or offices which support him.
Experience in using mobile apps	He uses a smart-phone and has medium-high experience in using apps (mainly networking and communication tools)
Experience in using social networks	He uses social networks, mainly for communication with his family
Initial challenges and	Have a house, salary and job. A job is important for a stay permit.

fears	
Migration channels used	Employment office is his main reference point. He is followed by an external agency which will support him for inclusion in the labour market. Before leaving his country he received information through word of mouth.

Name (fictional)	Adan
Gender	Male
Country of origin (or parents if 2nd generation)	Albania
Age	30
Sector of professional experience	Building construction
Level of education and IVET experience	None
Reason for migration	He has come to Italy for economic reasons. Considering that there aren't any conflicts in the country and that it is quite close to home, Italy has been the most advantageous choice.
Career goals	His main goal is to find a job in the building construction sector (he worked in the sector also in his country of origin) and send his earnings home to his family. Furthermore, through family reunification, he would like to bring his children to Italy to allow them to study. In Albania, his children are not in the condition to study due to the extreme poverty and distances to schools on the territory.
CVET and APL goals	No goal. He has a good level of knowledge of the Italian language learnt through television and radio.
Experience in using mobile apps	He has a smartphone which he constantly uses. He has a medium experience in the use of apps. He uses networking and communication apps to communicate with his family.
Experience in using social networks	He does not use social networks very much. The only use is to communicate with family and friends.
Initial challenges and fears	Have accommodation, salary and job. A job is important for a stay permit.
Migration channels used	Public Job centres and word of mouth in his country of origin.

Name (fictional)	Aliona
Gender	Female
Country of origin (or parents if 2nd generation)	Ukraine
Age	47
Sector of professional experience	Textile
Level of education and IVET experience	Higher education level (she has a University degree in Engineering), but in her country she did not have a linear profession corresponding to her studies. She learned to sew on the job.
Reason for migration	She migrated mainly for economic reasons, due to the necessity of allowing her children to study. The economic and work conditions in her country would not have allowed her to improve her living conditions.
Career goals	She does not have specific career goals, but she would like to work in the textile sector. Her main objective is to earn as much as possible to maintain her family and children.
CVET and APL goals	The recognition of her university degree applies a complex and long process, and is quite expensive, therefore useless at this age. She is also conscious that she will never find a job in line with her degree. She is looking for a training course to improve her Italian language knowledge.
Experience in using mobile apps	She uses apps to communicate with her family (skype, WhatsApp, etc.). She has a basic knowledge of the use of mobile apps although she constantly uses a smartphone.
Experience in using social networks	She uses Facebook and WhatsApp.
Initial challenges and fears	Her main obstacles are: <ul style="list-style-type: none"> • Find an accommodation • Find a job with a regular contract She needs a job to obtain a stay permit.
Migration channels used	Public employment office and Municipality.

Name (fictional)	Hermon
Gender	Female
Country of origin (or parents if 2nd generation)	Eritrea
Age	25
Sector of professional experience	Agriculture
Level of education and IVET experience	7 to 13 years of age ESQ level 1
Reason for migration	Refugee
Career goals	Adult education and work in the hotel/restaurant sector
CVET and APL goals	SFI (language) and adult education
Experience in using mobile apps	She has had a smartphone for many years but she is not an advanced user
Experience in using social networks	She has Facebook but mostly African friends
Initial challenges and fears	Civil war, refugee camps in Sudan, Ship on the Mediterranean and fears facing the migration and asylum process, finding accommodation, and contacts outside of the Eritrean community
Migration channels used	Migrationsverkets homepage and Employment Agency local office

Name (fictional)	Mohammad
Gender	Male
Country of origin (or parents if 2nd generation)	Turkey
Age	45
Sector of professional experience	Doctor of medicine
Level of education and IVET experience	High EQF
Reason for migration	Refugee
Career goals	To work as a doctor after completion of a language course and supplementary medical education
CVET and APL goals	To work as a doctor after completion of a language course and supplementary medical education
Experience in using mobile apps	Highly skilled in apps
Experience in using social networks	The social network will be expanded during education
Initial challenges and fears	Traumatic experiences during the war and lack of social networks, relatives and friends, housing, etc.
Migration channels used	Migrationsverkets homepage and Employment Agency local office

SWITZERLAND: AGRICULTURE AND RETAIL

Name (fictional)	Fatima
Gender	Palestine
Country of origin (or parents if 2nd generation)	Female
Age	44
Sector of professional experience	Hairdresser
Level of education and IVET experience	4
Reason for migration	Family reunion
Career goals	Have a stable job that can contribute to the economical sustainment of the family by selling her culinary products
CVET and APL goals	Obtain basic necessary titles and develop the competences to run a small personal business
Experience in using mobile apps	She has a smartphone and regularly uses apps. She rather uses the pre-installed apps or the local apps.
Experience in using social networks	She is an active user of social network. She is using it to keep connections with her home country.
Initial challenges and fears	Fear to be accepted in such a culturally diverse environment. Worried about the integration of her entire family, the job of her husband and her occupation.
Migration channels used	She would look into her community, and then through the associations they know from past courses and non-profit humanitarian institution that supported her during the first years in Switzerland

Name (fictional)	Dalmar
Gender	Eritrea
Country of origin (or parents if 2nd generation)	Male
Age	21
Sector of professional experience	Agriculture
Level of education and IVET experience	None
Reason for migration	Asylum seeker because he refused entering the army
Career goals	Build a stable profession which would allow him to find a job in Switzerland and even to move to neighbouring EU countries in the future
CVET and APL goals	Acquire a B2 level in Italian and afterward get an CFP (bi-annual professional certificate) as “addetto alle attività agricole” or even an AFC if he is managing well
Experience in using mobile apps	Very skilled mobile user. He plays app games and he uses communication apps to stay connected with relatives and peers (WhatsApp, Facebook, Snapchat, Instagram, etc)
Experience in using social networks	Very active social network user, mainly on mobile device
Initial challenges and fears	Arrive safely in a new country. Finding a job and an accommodation after the initial, hopefully short, uncertain period
Migration channels used	He would look into his community, and the association of the Italian language course attended, also non-profit humanitarian institution that supported his first period in Switzerland (SOS)

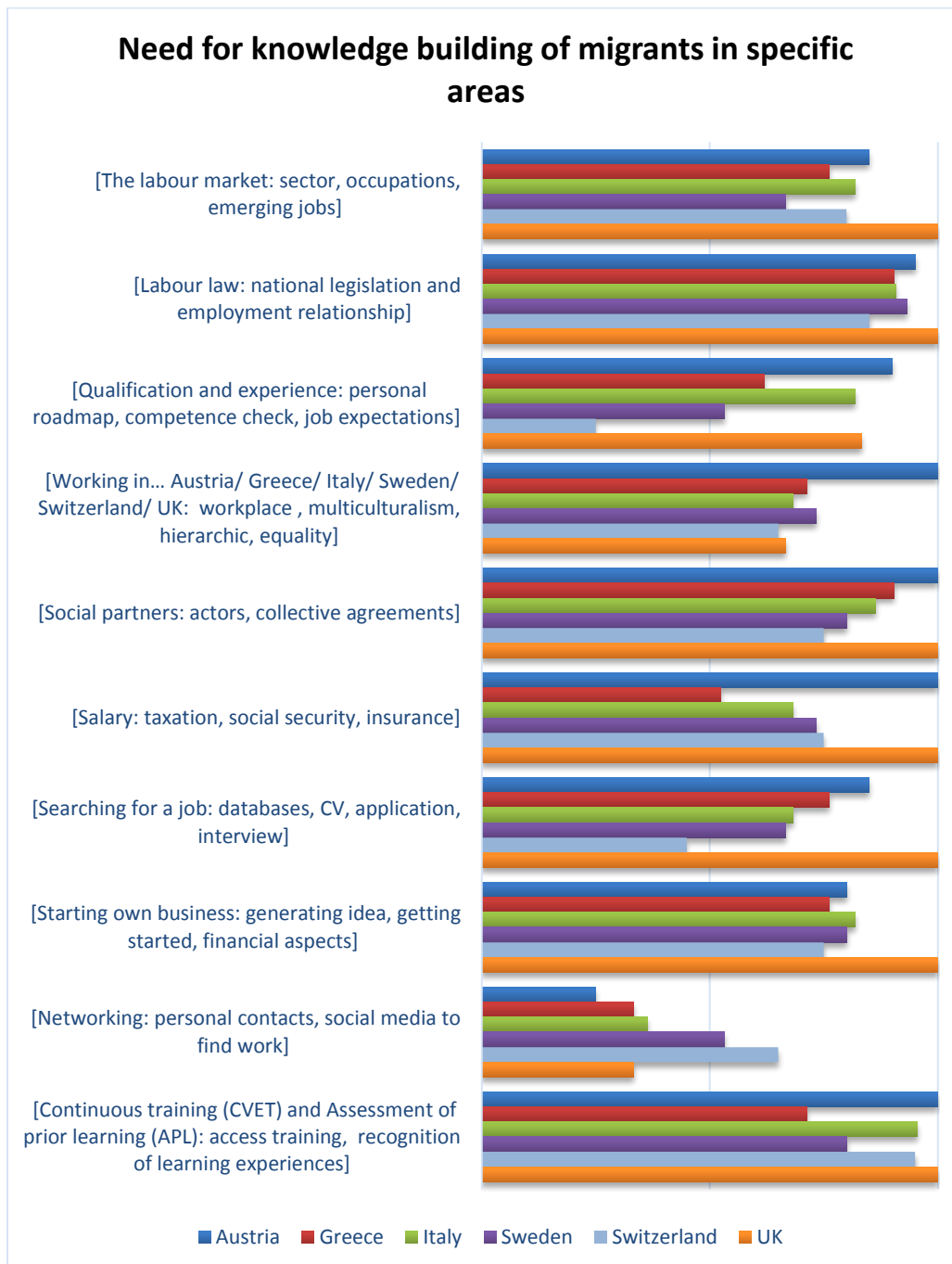
UNITED KINGDOM: HEALTH AND SERVICES

Name (fictional)	Maja Anderson
Gender	Female
Country of origin (or parents if 2nd generation)	Sweden
Age	45
Sector of professional experience	Health
Level of education and IVET experience	Bachelor of Science in Nursing
Reason for migration	Moving from Sweden to be with her British partner
Career goals	To be a midwife
CVET and APL goals	To establish herself in the UK, get a job as a midwife, pursue her interests in arts and crafts, walking and travel and have a family.
Experience in using mobile apps	Maja has an iPhone and has a fairly basic knowledge of using Apps. Her iPhone has shopping apps, travel apps, bank app, Amazon Music, Goggle Maps and Facebook. She has tried out a couple of simple games on her partner's phone but hasn't yet used many gaming apps.
Experience in using social networks	Maja is a regular user of Facebook and has recently joined LinkedIn.
Initial challenges and fears	<ul style="list-style-type: none"> • Getting a resident permit/ gaining residential status. • Financial considerations and being able to work and study at the same time. • Knowing where to get information about Midwife Courses and the required Qualifications. • Knowing where to find jobs. • Integrating into the British Culture and making new friends. • Practical things such as having a bank account, doctor and dentist.
Migration channels used	<ul style="list-style-type: none"> • Expat communities such as InterNations – Uniting Swedes living in the UK • The internet • British Government websites • Swedish Embassy • The British Council

Name (fictional)	Adelina Balaci
Gender	Female
Country of origin (or parents if 2nd generation)	Romania
Age	25
Sector of professional experience	Retail
Level of education and IVET experience	Experience in retail management
Reason for migration	Moving from Romania to join friends in the UK
Career goals	To become a food inspector
CVET and APL goals	To establish herself in the UK, get a job to pay living costs, and to train to become a food inspector. Currently has a job in an Italian restaurant in Coventry.
Experience in using mobile apps	Adelina regularly uses a mobile phone with apps to communicate with friends via social media.
Experience in using social networks	Facebook
Initial challenges and fears	<ul style="list-style-type: none"> • Getting a resident permit/ gaining residential status. • Financial considerations and being able to work and study at the same time. • Knowing where to find jobs. • Integrating into the British Culture and making new friends. • Finding the right people to talk to get the right information about education, jobs, citizenship, banks, health care. • Finding about the education system in the UK and how to get on the right course to become a qualified food inspector.
Migration channels used	<ul style="list-style-type: none"> • Friends from Romania based in the UK • The internet • British Government websites • Cov Refugee and Migrant Centre • Job Centre • Recruitment Agencies

PREVIOUS KNOWLEDGE OF MiGreat! TOPICS

For the implementation of specific learning contents, it is of great interest to investigate which topics are of particular interest to migrants and whether there is a lot of potential for improvement. The following table shows the need for improvements for migrants from the perspective of the experts surveyed. The longer a bar is, the more demand for activities are available. It turns out that most areas would be very useful for the knowledge of migrants. Only the category “networking” achieves a relatively small demand across all partners.



RECOMMENDATIONS

Access for migrants and refugees to CVET and APL

AUSTRIA

- At the moment, the proportion of residents without Austrian citizenship is 15.3%, with about half of them coming from EU countries. Forecasts suggest that by the year 2040 around one in four inhabitants will have a foreign background. Against this background, measures which promote integration into the labour market are of great importance. Not least because a large part of social participation is connected with the professional practice.
- In principle, migrants who are highly qualified have very good chances on the Austrian labour market. The problem, however, is the fact that many migrants do not possess sufficient qualifications or have troubles recognising them. Never the less there is a potential hidden in this phenomenon. If it is possible to promote or train these persons, the lack of specialists can be countered. As has been shown, there are already numerous initiatives aimed at supporting this target group (National Action Plan, ÖIF, etc.). Access to information on these offers could, however, be extended. It may occur that a good proportion of foreign persons do not have sufficient knowledge about support or learning measures. Furthermore, it would be an advantage to promote training which is connected to shortage professions.
- It was shown that the two sectors tourism and retail are of great importance for the Austrian economy, but also for people with a background in migration. Many of these people already work in professions that are related to these sectors, and it is to be assumed that they can benefit from their migration background (language, understanding of non-Austrian cultures, etc.), since these professions mostly have something to do with direct contact with people (with and without migration background). Both tourism and commerce have, however, the difficulty of overcoming a lack of skilled workers. In addition, there is a lack of apprentices, which means that many of the migrants have an opportunity to participate in apprenticeships and actually can learn a profession.

GREECE

- There are not many CVET activities in place for migrants and refugees who work in Greece.
- Thus, it is highly recommended to conduct CVET activities, especially as far as it concerns the Tourism and Health sectors where these people could be employed, according also to their current skills profiles.
- The accreditation of prior learning of refugees and migrants in Greece, at least of those that are not European citizens, is totally non-existent and for this reason, they are guided mainly to low skilled jobs.



- Migrants' and refugees' prior learning and skills should be assessed and recognised, to improve their labour market integration and career progression.

ITALY

- The public employment offices are the main supporting structures for migrants' employment
- Knowledge of Italian language is the main requirement to improve employment possibilities of migrants
- Most migrants perform low skilled manual jobs
- Validation systems for formal learning are complex and are rarely used by migrants
- Validation systems for informal and non-formal learning are not coordinated at national level and are not used by migrants.

SWEDEN

- Need for more places in upper secondary school's language introduction focusing on potential labour market areas.
- Good interpreters and quick internships would improve the situation.
- Building networks outside of their own group, where language is important.
- Evaluating and improving "fast track".
- Adapting education and training materials to young people with insufficient understanding of the Swedish language would be good.
- It is important to understand the Swedish model. It is mainly collective bargaining and not legislation applies to labour market conditions.

SWITZERLAND

- Differentiate between working migrants and the new waves of migrants. The first do not need to have special additional measures as there are organisms already taking care of the equivalence of their degrees, while the second need to be introduced well into the sectors we covered in this report, which are particularly promising for them.
- Make a direct link between the main structures (e.g. SERI) taking care of CVET and APL at the federal and cantonal level and the institutions taking care of migrants.
- First introduce the new waves of migrants to the language and certify this knowledge (up to B2 level) and to the social rules.

UNITED KINGDOM

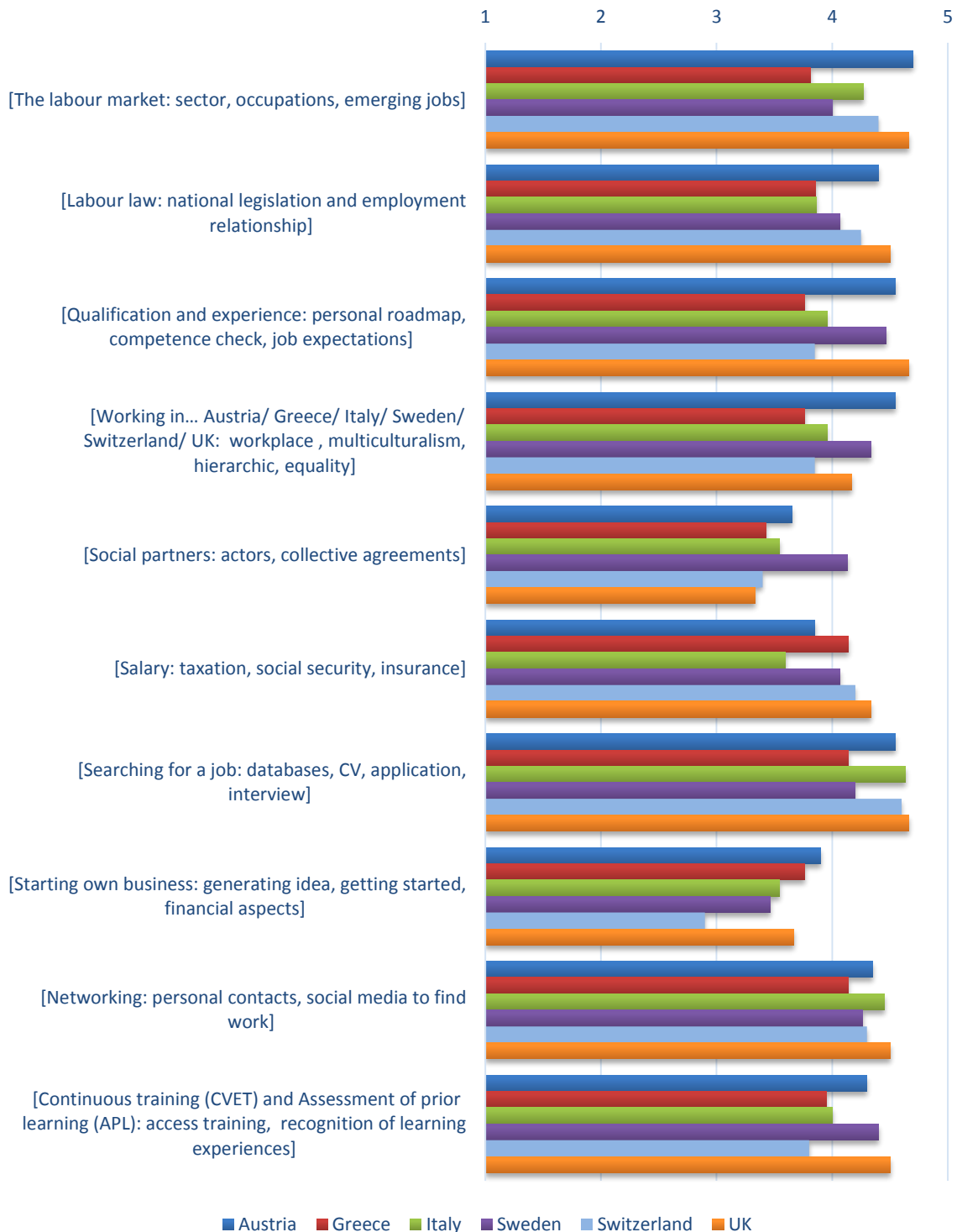


- Meeting basic needs such as food, housing and healthcare have to be met before the educational needs are addressed.
- Learning English and having access to basic services on arrival are vital in preventing social exclusion, depression and isolation.
- There is not enough coaching: Refugees do not know where to find information, and even when we they have access coaching is needed to show how to access the information and to understand it and navigate their way through the system.
- Many refugees are eager to integrate and become part of British society but would like support in integrating, especially learning about the laws of the country and the culture.
- Some training providers may signpost refugees and asylum seekers to trusts and organisations that provide financial support for accessing learning, but there is a low level of awareness of these among refugees and asylum seekers.
- Travel can also be a significant problem not only in relation to cost, but also in terms of distance travelled to attend courses.
- Accessing childcare, computer facilities and stationery can cause difficulties, particularly for asylum seekers which impacts on their ability and opportunities to learn.

MiGreat! Training Structure: relevance

MiGreat! contents must be relevant to the target group in order to achieve an effect and, ultimately, to achieve the objectives defined. In the individual countries, experts were asked about the importance they assigned to the individual subjects (1 = not relevant at all, 5 = absolutely relevant). The graphic shows that all areas have relevance and exceed a value of 3 (the only exception is "Start own business" in Switzerland). The modules "Networking" and "Searching for a job" have the greatest relevance according to the surveys.

Relevance of MiGreat! training topics





MIGREAT! Training Structure: contents

M1: Labour market

- Current trends and developments in the labour market need to be considered (jobs in demand, booming economic sectors, etc.). Realistic ideas and opportunities in the workplace should be conveyed.
- There is a need for detailed information on working conditions, accommodation and opportunities for language acquisition, as this is of the utmost importance for entering the labour market.
- Furthermore, it could be useful to identify existing enterprises in the region and to inform about the competences that are currently being sought. Further, search engines with individual search profiles could be beneficial.

M2: Labour law

- It is important to know the structure of the EU and its institutions, as otherwise options cannot be perceived or understood at all.
- Law and rights must be explained in an understandable way (practical examples, cartoons, etc.).
- Often newcomers know nothing about laws, although these also serve to grant them rights. Here would be a special training requirement or room for legal assistance/counselling.
- Particular attention must be paid to employment law (contracts, holidays, sick leave, etc.)
- Not only is the law important, but also implicit cultural habits.

M3: Qualification and experience

- Identifying ways to improve skills in different areas to cope with and be integrated into the competitive environment in Europe.
- Already gained experience and qualifications can be useful and that must also be mediated.
- A guided online CV might be useful to take account of job-relevant aspects.

M4: Working in...

- The most important facts and rules of the target country have to be understood. These include work culture, procedures, methods, etc.
- It is also important to provide information about necessary documents, but also to mention support services.



M5: Social partners

- Good cooperation with local actors can have a positive influence and lead to the creation of networks.
- An idea would be if the companies use the MiGreat! App to post job vacancies online. For this, however, they would have to be trained in using the app.

M6: Salary

- It is important to know about salary aspects before the start of a job, in order to avoid, for example, wage dumping.
- Information on minimum wage, contracts, payroll accounting, taxes, etc. are indispensable.
- Even voluntary work can help to finally get a paid job. Clarification can arouse interest.

M7: Searching for a job

- Job search is a point where many people need help. It is important to show how a CV or a motivation letter should look, which should be considered in a job vacancy, etc.
- In this respect, an easy-to-understand and easy-to-use implementation must be the goal.
- The MiGreat! App could contain a list of enterprises that want to contribute to the inclusion of refugees regarding a specific job sector.
- Workshops or trainings for active job search as well as dos and don'ts could be effective.

M8: Starting own business

- While it is certainly not easy to build a new business in a foreign country, resources for support and advice must be shown. Perhaps there is hidden potential in self-employment.
- An important factor is to network with local actors, as these people have a lot of experience and can give ideas.
- Special training courses on topics such as financial management, etc. are possible

M9: Networking

- Networks have, as already mentioned, a tremendously positive effect in many respects. They help to find a job, to participate in the company, to get information, etc.
- The MiGreat! App could help localise places where contacts can be made (churches, clubs, institutions, etc.).
- Migrants usually have relatively good networks, which they also use. One aspect that seems interesting is that personal networks can also be transformed into professional networks. In special trainings it could be shown how.



M10: CVET and APL

- Free or low-cost training for migrants would be beneficial because many do not have the financial resources to spend a lot of money on it. Information on support and funding is equally important.
- The MiGreat! App could connect end users to current course offerings or promote courses.
- Opportunities to recognise qualifications already acquired in the home country must be shown.

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