



Mapping of social orientation: the case of Portugal

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List of abbreviations

PPT – Programa Português para Todos

I. Legal and institutional framework

1. Legal framework of social orientation¹

The courses on Portuguese language are not mandatory. However, according of the *Law on Nationality*² and to the Legal Regime on Entry, Residence, Exit and Removal of Foreign Nationals from Portuguese Territory,³ a sufficient knowledge of the Portuguese language is a condition for the acquisition of the Portuguese nationality and for obtaining a residence permit. Article 6 in Section III – Acquisition of nationality by naturalisation – states that one of the requisites is that foreigners should “know the Portuguese language sufficiently” (Portugal, 2015: 5097).⁴ Moreover, whoever proves knowledge of the Portuguese language through the presentation of a certificate will not have to carry a nationality exam, as referred to in the Portuguese Nationality Regulation.⁵

Likewise, any other courses which may be included within the scope of social orientation are not mandatory. The measures listed here do not carry any obligation regarding participation.

The present report looks at three national level initiatives developed by public entities. The first is ‘Programme Portuguese for All’ provided by public schools and by the public employment services. The second is ‘Programme Mentors for Migrants’ and the third is the ‘Welcome Kit for Refugees’ both of which provided by the High Commission for Migrations.

The two remaining initiatives are developed by private providers and are the examples - from a series of more or less similar initiatives - for which it was possible to secure all the necessary information during the project’s timeframe. ‘Integra+’ is carried out by the Jesuit Refugee Service within their wider range of activities towards immigrant and refugees. As for ‘Course Living in a different culture’ it is carried out by an academic research centre with the purpose of promoting and facilitating the integration of non-national people into the Portuguese society.

Programme Portuguese for All (Programa PPT - Português para Todos)

PPT is regulated by Orders 1262/2009⁶ and 216-B/2012.⁷ It derives from the joint initiative of the Presidency of the Council of Ministers, the Ministry for Solidarity, Employment and Social Security and the Ministry of Education. Attending a course within the scope of programme PPT requires that the non-national citizen has his/her legal situation regularised. Thus, PPT has no impact in terms of legal situation/status.

Programme Mentors for Migrants (Programa Mentores para Migrantes)

¹ For the purposes of this report, desk research was conducted, further complemented by information requests and interviews in order to obtain the necessary data. However, not every information request/request for an interview had a response in due time. The measures included in the report do not account for all the initiatives being developed in Portugal.

² Portugal / [Diário da República, 1.ª série, n.º 146/2015, Lei Orgânica n.º 9/2015](#) (29.07.2015).

³ Portugal / [Diário da República, 1.ª série, n.º 165/2017, Lei n.º 102/2017](#) (28.08.2017).

⁴ Portugal / [Diário da República, 1.ª série, n.º 146/2015, Lei Orgânica n.º 9/2015](#) (29.07.2015).

⁵ Portugal / [Diário da República, 1.ª série, n.º 63/2013, Decreto-Lei n.º 43/2013](#) (01.04.2013).

⁶ Portugal / [Diário da República, 1.ª série, N.º 200/2009, Portaria n.º 1262/2009](#) (15/10/2009).

⁷ Portugal / [Diário da República, 1.ª série, N.º 138/2012, Portaria n.º 216-B/2009](#) (18/07/2012).

The Programme is one of the measures included in the Strategic Plan for Migrations 2015-2020, approved by Resolution of the Council of Ministers 12-B/2015.⁸ It was created both as a measure for supporting the welcome of migrants (and, as from 2016, also refugees specifically) and the establishment of fora for interaction and inter-cultural dialogue in the Portuguese society. It operates on a volunteer basis both for mentors and beneficiaries and has no impact in terms of legal status.

Welcome Kit for Refugees (Kit de Acolhimento aos Refugiados)

It is one of the 255 measures of programme SIMPLEX+ 2016. The programme is part of the 21st Constitutional Government⁹ and aims at facilitating procedures for citizens and companies.¹⁰ The programme is under the responsibility of the Deputy Minister and was created as a means to solve problems arising from the dispersion and/or inaccessibility of information. It has no impact in terms of legal situation/status.

Course 'Integra+'

Integra+ is a training project for the employability of refugees and immigrants that intends to develop theoretical-practical training in the areas of Hospitality / Catering and Supermarket, promoting the development of language skills, acquisition of knowledge in citizenship, habits and customs of Portuguese society and know how in a work context. It has no impact on legal situation. Having a residence permit is a pre-requisite.

Course 'Living in a different culture'

It derived from a research experience of 15 years regarding the integration of refugees in Portugal developed by the researcher Cristina Santinho who became the coordinator of the course. Although not formally, the course is considered as a requisite for the refugees to be integrated into a Portuguese higher education institution as it provides inputs regarding the functioning of the Portuguese society. It has no impact on legal situation. Having a residence permit is a pre-requisite.

2. Course/module providers

Both public (national or local) and private entities, including NGOs, may be responsible for providing social orientation as no restrictions to this end are imposed by law. As mentioned above, the examples included in this report are provided by the public employment services, by the national High Commission of Migrations, by a NGO and by a research centre associated to a university.

Different funding frameworks are activated, including the European Social Fund (ESF) in the case of the Programme Portuguese for All, the Asylum, Migration and Integration Fund (AMIF) in the case of the Welcome Kit for Refugees and 'Integra+' and the European Fund for the Integration of Third-Country Nationals in the case of the 'Programme Mentors for Migrants'. Own funds are allocated in the cases of 'Integra+' and 'Course Living in a different culture'. The teachers of this course and the mentors of the 'Programme Mentors for Migrants' are volunteers.

Programme Portuguese for All (Programa PPT - Português para Todos)

The courses are provided by public schools and by the employment and vocational training centres of the **Portugal / Institute for Employment and Vocational Training (IEFP)** – public employment services. They are available throughout the country. The courses provided by the IEFP target adults only. Two types of courses are provided. The first regards courses of Portuguese for foreigners which award the recipients level A2 – Basic User or B2 – Independent

⁸ Portugal / [Diário da República, 1.ª série — N.º 56, Resolução do Conselho de Ministros n.º 12-B/2015](#) (20/03/2015).

⁹ Available at: <https://www.portugal.gov.pt/ficheiros-geral/programa-do-governo-pdf.aspx>.

¹⁰ More information available at: <https://www.simplex.gov.pt/>.

User – of the Common European Framework of Reference for Languages. The second regards courses of Technical Portuguese.

Programme Mentors for Migrants (Programa Mentores para Migrantes)

As this is not a training course, there are no course providers. The “providers” are Portuguese citizens that voluntarily mentor non-nationals in order to foster their welcoming and integration into the Portuguese society. The programme is promoted by the Portugal / High Commission for Migrations and developed by a network of local partners.¹¹

Welcome Kit for Refugees (Kit de Acolhimento aos Refugiados)

This is a resource funded by the Asylum, Migration and Integration Fund (AMIF) and developed by the **Portugal / High Commission for Migrations, Public Institute (ACM, I.P.)**. It was launched in September 2016.

Course ‘Integra+’

The provider is the Jesuit Refugee Service (JRS) in partnership with the Portuguese Association of Professional Cooks (ACPP) for the provision of some modules.

Course ‘Living in a different culture’

This course is developed by the **Portugal / Networking Centre for Research in Anthropology (CRIA)** of ISCTE-IUL, having Cristina Santinho as coordinator. It includes other partners such as the **Portugal / ISCTE - Instituto Universitário de Lisboa (ISCTE-IUL)** and the **Municipality of Lisbon** who runs a welcome centre for refugees and is responsible for the triage of refugees and their referral to the course. 10 of the 22 recipients wanted to continue studying. A total of five recipients whose fields of study were covered by **Portugal / ISCTE - Instituto Universitário de Lisboa (ISCTE-IUL)** were integrated in regular classes. They were not totally exempted from fees but these were reduced. Most trainers were anthropologists but there were also a psychologist, a sociologist and two lawyers from **Portugal / ISCTE - Instituto Universitário de Lisboa (ISCTE-IUL)**.

II. Audience

1. Coverage of social orientation courses, by category of non-nationals

The ‘Welcome Kit for Refugees’ has a focus on a specific category of non-nationals, in this case refugees having recently arrived to Portugal. Although ‘Course Living in a different culture’ does not target recent refugees specifically, it targets refugees who do not speak the Portuguese language. Immigrants and refugees overall are the targets of the remaining social orientation courses depicted in this report.

Programme Portuguese for All (PPT)

All immigrants aged 18 or more are eligible for attending PPT courses provided by the **Portugal / Institute for Employment and Vocational Training (IEFP)**. They can be employed or unemployed but they must hold a valid residence permit. Those who are unemployed and hold a residence permit allowing them to undertake a subordinate

¹¹ Available at: https://mentores.acm.gov.pt/documents/10921/0/Lista+de+Entidades_10_11_2017.pdf/3f04c300-77c9-4b7a-abe6-4e44f266f495.

professional activity may register in employment centres. In the remaining cases, including those employed, registration may be made directly in the vocational training centres.

There are no requisites of access with regards to the gender, age, school qualifications, situation according to job or nationality, however, the regular situation of the student in Portugal must be covered through a valid title of residence (in certain cases the ID Card might be needed, if denizen).

According to the latest data available, in 2015 the number of PPT courses amounted to 72 and involved over two thousand participants. Over 1,500 trainees were granted a certification. The region of Lisbon was the one with the largest number of training actions in 2015. Consequently, the number of trainees involved and certified is also higher in this region. In the Centro and Alentejo regions the number of participants was below 10 people.

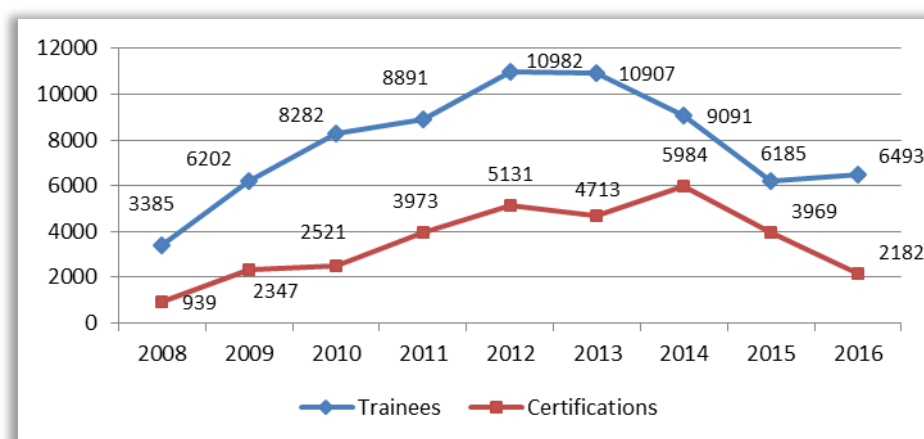
Number of training sessions, trainees involved and trainees certified in 2015

Region	Number of courses	Number of trainees involved	Number of trainees certified
Norte	16	465	356
Centro	6	180	108
Alentejo	8	228	137
Lisboa	30	856	666
Algarve	12	342	274
Total	72	2,071	1,541

Source: *Relatório de Atividades – ACM, 2015.*¹²

The number of participants in PPT courses increased between 2008 and 2013 where it reached a maximum. The decline in more recent years probably results from the change of Community Support Framework. In 2016 there was a slight recovery, with the number of trainees increasing by 5 %.

Evolution of the number of trainees and of the number of certifications under Programme Portuguese for All (PPT), 2008-2016



¹² Alto Comissariado para as Migrações (ACM, I.P.), *Relatório de Atividades 2015*.

Source: Programa Português para Todos, ACM, I.P., in Reis Oliveira (coord.), Catarina, and Gomes, Natália, *Indicadores de Integração de Imigrantes: Relatório Estatístico Anual 2017, Observatório das Migrações, 2017, Alto Comissariado para as Migrações (ACM, I.P.)*.

It is difficult to provide an exact assessment of the take-up of PPT courses. A possible proxy regards the comparison to the number of immigrants arriving in Portugal in 2016: 29,925.¹³ Using this reference, the 6,493 trainees would represent 21.7 % of those arriving in Portugal in the same year. Another possible proxy regards the total number of immigrants living in Portugal in 2016: 397,731.¹⁴ Using this reference, the 70,418 trainees of the programme since its start in 2008 would represent 17.7% of the total number of immigrants residing in Portugal.

Regarding the number of certifications, the years with the highest certification rates were 2014 and 2015: the percentage of certified trainees reached 65.8 % in 2014 and 64.2 % in 2015. Between 2008 and 2010, the certification rate of PPT beneficiaries was always below 40 %, having stabilised between 2011 and 2013 at rates around 45 %. In 2016 the certification rate decreased to 33.6 %.

Using the same proxies, mentioned above, the number of trainees certified in 2016 would represent 7.3 % of those arriving in Portugal and the 31,759 trainees certified between 2008 and 2016 would represent 8 % of the total number of immigrants residing in Portugal.

Men have been predominating as beneficiaries of the PPT in recent years. In 2008, women represented 54.4 % of PPT graduates but gradually declined and 2011 was the last year in which they were over represented among the graduates (51.3 %).

Socio-demographic characteristics of the trainees of the Programme Portuguese for All (PPT), 2011-2016

Socio-demographic characteristics	2011		2014		2015		2016	
	N	%	N	%	N	%	N	%
Gender								
Men	4,334	48.7	5,401	59.4	3,662	59.2	3,921	60.4
Women	4,557	51.3	3,690	40.6	2,523	40.8	2,572	39.6
Region								
Norte	2,358	26.5	1,776	19.5	1,005	16.2	1,560	24.0
Centro	1,007	11.3	1,255	13.8	725	11.7	1,161	17.9
Lisboa	3,054	34.3	3,983	43.8	3,029	49.0	2,190	33.7
Alentejo	194	2.2	551	6.1	400	6.5	410	6.3
Algarve	2,278	25.6	1,526	16.8	1,026	16.6	1,172	18.1
Age groups								
15-19	450	5.1	267	2.9	n.a.	n.a.	n.a.	n.a.
20-24	922	10.4	866	9.5	n.a.	n.a.	n.a.	n.a.

¹³ Reis Oliveira (coord.), Catarina, and Gomes, Natália, *Indicadores de Integração de Imigrantes: Relatório Estatístico Anual 2017, Observatório das Migrações, 2017, Alto Comissariado para as Migrações (ACM, I.P.)*.

¹⁴ Reis Oliveira (coord.), Catarina, and Gomes, Natália, *Indicadores de Integração de Imigrantes: Relatório Estatístico Anual 2017, Observatório das Migrações, 2017, Alto Comissariado para as Migrações (ACM, I.P.)*.

25-34	2,535	28.5	2,924	32.2	n.a.	n.a.	n.a.	n.a.
35-44	2,308	26.0	2,492	27.4	n.a.	n.a.	n.a.	n.a.
45 or more	2,676	30.1	2,542	28.0	n.a.	n.a.	n.a.	n.a.
Education								
Pre-school	147	1.7	425	4.7	n.a.	n.a.	n.a.	n.a.
Primary education (4 years)	691	7.8	773	8.5	n.a.	n.a.	n.a.	n.a.
Primary education (6 years)	494	5.6	658	7.2	n.a.	n.a.	n.a.	n.a.
Lower secondary	1,540	17.3	1,644	18.1	n.a.	n.a.	n.a.	n.a.
Upper Secondary	3,856	43.4	3,562	39.2	n.a.	n.a.	n.a.	n.a.
Higher education	2,163	24.3	2,029	22.3	n.a.	n.a.	n.a.	n.a.
Job situation								
Employed	5,089	57.2	4,972	54.7	n.a.	n.a.	n.a.	n.a.
Unemployed	2,765	31.1	3,424	37.7	n.a.	n.a.	n.a.	n.a.
Inactive	1,037	11.7	695	7.6	n.a.	n.a.	n.a.	n.a.
Total of trainees	8,891	100	9,091	100	6,185	100	6,493	100
Certifications (Number and rate)	3,973	44.7	5,984	65.8	3,969	64.2	2,182	33.6

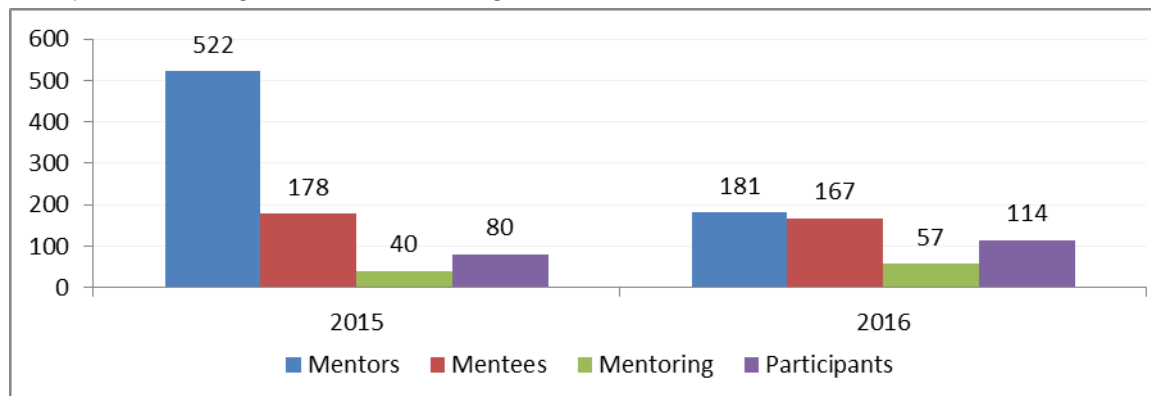
Source: Programa Português para Todos, ACM, I.P., in Reis Oliveira, Catarina, and Gomes, Natália, *Indicadores de Integração de Imigrantes: Relatório Estatístico Anual 2017, Observatório das Migrações, 2017, Alto Comissariado para as Migrações (ACM, I.P.)*.

Note: n.a - Data not available.

In terms of the distribution of PPT trainees by the different regions of the country, the trend of the distribution of the foreign population residing in Portuguese territory is repeated, with the majority of trainees concentrated in the regions of Lisbon (33.7 % in 2016) and in the North of the country (24 % in 2016). They are mainly participants with secondary education and employed.

Programme Mentors for Migrants

Participants in the Programme Mentors for Migrants, 2015 and 2016



Source: *Relatório de Atividades – ACM, 2015 e 2016*.¹⁵

¹⁵ Alto Comissariado para as Migrações (ACM, I.P.), *Relatório de Atividades 2015*,

In 2015 and 2016 there has been a decrease in the number of mentors and beneficiaries registered in **Programme Mentors for Migrants**. However the number of participants and of mentoring increased.

2. Categories of non-nationals having access to/the obligation to attend social orientation courses/modules

Programme Portuguese for All (Programa PPT - Português para Todos)

The courses target all immigrants (third-country nationals, EU citizens, refugees and asylum seekers) aged 18 or more. They can be employed or unemployed but their legal status in Portugal should be regularised.¹⁶ As mentioned above, the courses are not mandatory for any group of non-nationals. However, a sufficient knowledge of the Portuguese language is a condition for the acquisition of the Portuguese nationality and for obtaining a residence permit.¹⁷

Programme Mentors for Migrants (Programa Mentores para Migrantes)

The programme targets all immigrants (third-country nationals, EU citizens, refugees and asylum seekers) who have recently arrived in Portugal and those who, even if not having arrived recently to the country are still not fully integrated in professional and/or social terms.

Those interested in participating in the programme should fill in the registration form available at the **Portugal / High Commission for Migrations, Public Institute (ACM, I.P.)** website. If deemed necessary, an individual interview may take place. The initial assessment of mentors and beneficiaries aims at promoting the best possible matching between the parties.¹⁸

Course 'Integra+'

The course targets refugees and immigrants. It aims at training a total of 30 people divided into two groups of 15 people. The first group had 8 participants, half of which refugees from Eritrea and the other half immigrants from Guinea-Bissau.¹⁹

3. Initiatives targeted at specific non-national groups

Welcome Kit for Refugees (Kit de acolhimento aos Refugiados)

The welcome kit targets refugees recently arrived in Portugal.²⁰

Course 'Integra+'

Besides being open to immigrants, the programme targets refugees specifically. Having a residence permit is a pre-requisite.²¹ All those who integrated during the course already had an interest for this specific field and thought that it would be a good opportunity in terms of integration. Some of them expressed the objective of opening their own business.²²

Alto Comissariado para as Migrações (ACM, I.P.), *Relatório de Atividades 2016*.

¹⁶ Aprendizagem da Língua Portuguesa, ACM, I.P. - [Alto Comissariado para as Migrações](#), I.P. accessed January 24, 2018.

¹⁷ Portugal / [Diário da República](#), 1.ª série, n.º 146/2015, [Lei Orgânica n.º 9/2015](#) (29.07.2015).

¹⁸ ACM, I.P. - [Alto Comissariado para as Migrações I.P.](#) and [GRACE – Grupo de Reflexão e Apoio à Cidadania Empresarial](#), eds. *Guia de implementação do Programa Mentores*, 2014.

¹⁹ Information provided by JRS Portugal.

²⁰ Kit de Acolhimento aos Refugiados, ACM, [I.P. - Alto Comissariado para as Migrações](#), I.P. accessed January 24 2018.

²¹ Information provided by JRS Portugal.

²² Information provided by JRS Portugal.

Course 'Living in a different culture'

This course is designed to support refugees with prior academic path (in course or already concluded) in their integration process. All the 22 students in the first course were relocated refugees. However, it is intended that further editions may include all types of refugees, including those who may be in Portugal for several years. There is also the intention that the initiative may be transferred to other higher education institutions across the country. Exploratory meetings regarding this endeavour have already taken place.²³

III. Courses/modules' characteristics

Social orientation may assume different durations. Course 'Living in a different culture' and the specific module of course 'Integra+' have a duration of 80 hours while the duration of courses within the scope of 'Programme Portuguese for All' is of 150 hours. Programme 'Mentors for Migrants' is more fluid and even if the minimum duration is set at three months, it does not foresee a given number or range of hours.

Only in the case of the 'Course Living in a different culture' the Portuguese language is not used but rather the English language. The other courses depicted, within the scope of 'Programme Portuguese for All' and 'Integra+' are entirely taught in Portuguese even if, at the beginning, English may be used as auxiliary. The 'Welcome Kit for Refugees' is available in different languages.

In all cases where there is interaction, there is a face-to-face format. However, 'Programme Mentors for Migrants' may also assume a remote format. All programmes and courses include a continuous assessment. However, only 'Programme Portuguese for All' includes a formal mandatory exam. Certificates are issued regarding all programmes and courses except for 'Programme Mentors for Migrants'.

Programme Portuguese for All (Programa PPT - Português para Todos)

With regard to the characteristics of the courses, and more properly to the **length**, the courses of Portuguese for foreigners which certify the recipients with level A2 – Basic User or B2 – Independent User have a duration of 150 hours. They are organised into short-term training modules (UFCD). How the hours are organised throughout time depends on each Employment and Training Centre. They can decide how many hours per week will be delivered as well as if the courses will take place during working hours, after working hours or in a flexible schedule. In terms of **format**, the courses are face-to-face and the **language** used is Portuguese.

The courses are **co-funded** by the European Social Fund (ESF) and no **payment** is required from the recipients. The **Portugal / High Commission for Migrations, Public Institute (ACM, I.P.)**, as intermediate body regarding the ESF's Operational Programme Social Inclusion and Employment (PO ISE) is responsible for managing the PPT.

As regards **exams**, the courses run under a basis of continuous assessment. Evaluation occurs in different moments throughout the course, mainly at the end of each UFCD, and aims at assessing learning outcomes. At the end of the course a test of theoretical knowledge takes place on the basis of which a grade is attributed and a qualification **certificate** is issued. Obtaining a level A2 or higher of linguistic proficiency is proof of knowledge of the Portuguese language.

²³ Information provided by the coordinator of the course.

On May 2016, the **Portugal / High Commission for Migrations, Public Institute (ACM, I.P.)** launched the **Online Platform for the Portuguese language** (Plataforma de Português *Online* - pptonline.acm.gov.pt). The platform includes contents regarding the Portuguese language (European Portuguese) for adult native speakers of other languages. The contents allow for the practising of the Portuguese language in terms of oral and reading comprehension and in terms of writing. It also allows the learning of vocabulary and grammar.

Programme Mentors for Migrants (Programa Mentores para Migrantes)

As for the **length**, the programme is based on the establishment of a commitment between the mentor and the beneficiary. It has a minimum duration of three months. During this time, fortnight meetings take place in a location agreed by the participants. Regarding the **format**, the meetings may be face-to-face or assume a remote format (including through email contacts) and should be agreed between the parties. The **content** depends from case to case as the meetings have the objective of addressing one or more integration challenges identified by the non-national citizen. The programme is **co-Funded** by European Fund for the Integration of Third Countries Nationals (FEINPT) and by the companies associated to the project. It has no direct costs to the beneficiary, it is promoted by the **Portugal / High Commission for Migrations, Public Institute (ACM, I.P.)**, and developed in partnership with the **Portugal / Group of Reflection and Support to Corporate Citizenship (GRACE)**. It is implemented throughout the country with the support of a network of local partners.

The programme has no **exams** as such. However, both mentor and beneficiary should elaborate individual assessments and, at the end of the process, they should also elaborate a joint assessment. This process intends to assess the satisfaction with the programme and the impacts that this had on the participants. At the end of the established period and taking account of the fulfilment of the objectives, mentor and beneficiary should decide if they want to extend the process for another period of time or not. No **certification** is issued.

Welcome Kit for Refugees (Kit de Acolhimento aos Refugiados)

In relation to the **language**, all the materials in the kit are available in Portuguese, English, French, Arab and Tigrinya. As for the **content**, it is composed by a welcome guide, by a dictionary and a dictionary of common expressions, by a USB stick with useful documents and a video. This video is narrated in Portuguese, English, French, Arab and Tigrinya and presents Portugal and all the materials included in the welcome kit.

Course 'Integra+'

The course has a total **duration** of five months. The module has a duration of one month. Five hours per day, four days per week. As for the **format**, the module includes Portuguese language classes (10 a.m.–1 p.m.) and Portuguese culture classes (2 p.m.–4 p.m.) from Monday to Thursday. These are delivered in person. Regarding the **language**, the course is taught in Portuguese. However, in the beginning also the English language is used as support.

The first month includes Portuguese language classes (in the morning) and Portuguese culture classes (in the afternoon). The three following months are of on-job training and training classes (waiter and bar staff). As the recipients already have a basic knowledge of the Portuguese language, the module focusses on developing their language skills on the specific professional area for which they would be trained (waiter and bar staff).

The course is **co-funded** by the Asylum, Migration and Integration Fund (AMIF) and by the Jesuit Refugee Service (JRS) through donations or other sources. Recipients could attend free of charge and are entitled to be supported with transportation allowance (payment of the local transportation pass) and meal allowance (4.77€ per day). There is no mandatory **exam**. The recipients are granted a course diploma. Besides that, the partner organisation Portuguese

Association of Professional Cooks (ACPP) issues a **certificate** regarding the specific vocational training modules (not included within the scope of social orientation).

Course 'Living in a different culture'

The course has a **duration** of five weeks, four days per week, four hours per day, in the afternoon (2 p.m to 6 p.m.). As for the **language**, the course is taught in English. There is no **exam** attached to the course. However, those who wish to be integrated into a course at **Portugal / ISCTE - Instituto Universitário de Lisboa (ISCTE-IUL)** have to undertake an interview. At the final of the course the recipients are granted a diploma **certifying** their participation. Additionally, they are granted a certification regarding the learning of the Portuguese language. Regarding the **length**, all modules have the same number of hours. There is no **funding** to the course. All trainers are volunteers. No fee is required from the participants. **Portugal / Networking Centre for Research in Anthropology (CRIA)** and **Portugal / ISCTE - Instituto Universitário de Lisboa (ISCTE-IUL)** fund the background materials distributed.

IV. Content of courses

Contents are based on training references. For A level courses the reference used is 'Portuguese for speakers of other languages – basic user in the welcoming country'.²⁴ For B level courses the reference used is 'Portuguese for speakers of other languages – independent user in the welcoming country'.²⁵ Both levels are organised into short-term training modules (UFCD). The vocational training centres of **Portugal / Institute for Employment and Vocational Training (IEFP)** are responsible for all the procedures regarding the preparation, organisation, development and monitoring of training.

In the case of course 'Integra+' the teaching of the Portuguese language based on book 'Português XXI'.²⁶ The contents focused on hospitality/catering so that a practical component would always be in place.

1. Aims of the courses

Programme Portuguese for All (Programa PPT - Português para Todos)

PPT aims at increasing the knowledge of the Portuguese language, namely the capability of the non-national citizen to understand and to express him/herself. It also aims at providing knowledge on basic citizenship rights deemed needed for integration into the Portuguese society.

Programme Mentors for Migrants (Programa Mentores para Migrantes)

Rather than training this initiative aims at promoting experience exchange and mutual help and support between Portuguese citizens (the mentors) and non-national citizens (the beneficiaries). It has no mandatory character. Mentors work on a voluntary basis.

²⁴ Grosso, Maria José, Tavares, Ana and Tavares, Marina. [O Português para Falantes de Outras Línguas – O utilizador elementar no país de acolhimento](#), Ministério da Educação (ed.), Direção-Geral de Inovação e de Desenvolvimento Curricular, 2008.

²⁵ Grosso, Maria José, Tavares, Ana and Tavares, Marina. [O Português para Falantes de Outras Línguas – O utilizador independente no país de acolhimento](#), Agência Nacional para a Qualificação, I.P., 2009.

²⁶ Tavares, Ana. Português XXI 1 – Livro do Aluno. LIDEL, 2012.

The programme is based on a network of volunteer mentors who are available for establishing a mentoring commitment with the beneficiary. The model fosters experience exchange between people that otherwise would probably not meet, allowing for the creation of synergies between Portuguese and foreign nationals.

The main goals of this programme are: i) to foster the establishment of experiences of meeting and mutual help between Portuguese and foreign nationals aiming at personal, social and organisational development; ii) to promote interculturality, equal opportunities and awareness raising regarding the richness of diversity; iii) to facilitate mutual knowledge and to incentivise the Portuguese citizens for a higher involvement in the immigrants' integration process; iv) to promote voluntary work, civil society participation and corporate and public institutions' social responsibility, contributing for placing this area higher in the agenda.

Welcome Kit for Refugees (Kit de Acolhimento aos Refugiados)

The '*Refugee welcome kit*' aims at supporting the first contact of refugees with Portugal as welcoming country by making a set of tools deemed relevant available.

Course 'Integra+'

It aims at increasing the employability of refugees and immigrants. It consists of theoretical and practical training in the sector of hospitality and supermarket. It aims at promoting the development of linguistic skills, the acquisition of knowledge regarding citizenship and the habits and traditions of the Portuguese society, as well as the acquisition of soft skills favouring employability. Specifically social orientation is tackled most of all in the first module which aggregates classes on Portuguese language and Portuguese culture.

The project aims at: i) developing the linguistic skills regarding the Portuguese language, with a special focus on the labour context; ii) the acquisition and development of skills in citizenship related areas (labour and social rights and duties); iii) the acquisition and development of skills regarding the habits and traditions of the Portuguese society; iv) the acquisition and development of soft skills favouring employability, job placement and the keeping of job.

Course 'Living in a different culture'

It aims at facilitating the integration of refugees with prior academic path (in course or already concluded) in their countries of origin or transit in the Portuguese society through social orientation and the recognising of the skills and equivalences they already have. It has a strong focus on the teaching of the Portuguese language (developed throughout the course) as research from the course's initiator demonstrated that the teaching of the Portuguese language was one of the main flaws in what regards the integration of refugees.

2. Themes covered

Programme Portuguese for All (Programa PPT - Português para Todos)

The A level courses include levels A1 and A2. Each level comprises three short-term training modules (UFCD) of 25 hours each. The themes covered are the following. Detailed curriculum of the module is provided in footnote.

Level A1

- i) 'Me and my daily routine';²⁷
- ii) 'Food, culture and leisure habits';²⁸

²⁷ <http://www.catalogo.anqep.gov.pt/UFCD/Detalhe/6562>.

²⁸ <http://www.catalogo.anqep.gov.pt/UFCD/Detalhe/6563>.

iii) 'The human body, health and services'.²⁹

Level A2

- i) 'Me and the world of work';³⁰
- ii) 'My past and my present';³¹
- iii) 'Communication and life in society'.³²

The latter has a specific focus on citizenship and cultural diversity. It covers issues such as rules of behaviour, rights and duties, description of stereotypes, immigrant support organisations, etc.

The B level courses include levels B1 and B2. There are five short-term training modules (UFCD). Two of these last for 50 hours each and the remaining three last for 25 hours each. The themes covered are the following. Detailed curriculum of the module is provided in footnote.

Level B1

- i) 'Me, society and culture';³³
- ii) 'Me and the others';³⁴
- iii) 'Culture today'.³⁵

Level B2

- i) 'Society and life projects';³⁶
- ii) 'Actualities'.³⁷

Within the scope of UFCD 'Me, society and culture', special focus is placed on the issue of 'Rights, freedoms, attitudes and citizenship'. This includes fundamental human rights, labour rights, cultural habits, attitudes during a meal, respect for the elder, gift offering, respect for one's turn, punctuality, salute and farewell, conversation and behavioural rules.

Programme Mentors for Migrants (Programa Mentores para Migrantes)

This initiative consists of a national network of volunteers – mentors – available to provide guidance, orientation or information to migrants (including refugees) – beneficiaries – according to the needs of the latter, in different areas such as qualification, job search, entrepreneurship, health, parenting, human rights, citizenship and participation.

Welcome Kit for Refugees (Kit de Acolhimento aos Refugiados)

The kit includes information on Portugal, including habits and culture as well as the basic rights of citizens in general and of refugees in particular. It also includes practical information on social protection, useful telephone lines, etc.

Course 'Integra+'

Within the scope of 'Portuguese culture' the aim is explaining the Portuguese traditions ways and customs. Portuguese classes included specific issues such as presentation, daily routine and daily life, personal hygiene and health and safety

²⁹ <http://www.catalogo.anqep.gov.pt/UFCD/Detailhe/6564>.

³⁰ <http://www.catalogo.anqep.gov.pt/UFCD/Detailhe/7288>.

³¹ <http://www.catalogo.anqep.gov.pt/UFCD/Detailhe/7289>.

³² <http://www.catalogo.anqep.gov.pt/UFCD/Detailhe/7290>.

³³ <http://www.catalogo.anqep.gov.pt/UFCD/Detailhe/5734>.

³⁴ <http://www.catalogo.anqep.gov.pt/UFCD/Detailhe/5735>.

³⁵ <http://www.catalogo.anqep.gov.pt/UFCD/Detailhe/5736>.

³⁶ <http://www.catalogo.anqep.gov.pt/UFCD/Detailhe/7291>.

³⁷ <http://www.catalogo.anqep.gov.pt/UFCD/Detailhe/7292>.

at work, as well as job related issues such as the welcoming of clients, the interpretation of recipes and supermarket leaflets, providing information to the clients.

Course 'Living in a different culture'

The course has nine modules:

- i) 'Portuguese as foreign language';
- ii) 'Portuguese Society and Culture';
- iii) 'Cultures, Ethnicities and Nations';
- iv) 'Different families, gender identities and issues';
- v) 'Institutions of the Portuguese society';
- vi) 'Constitutional rights and duties and asylum law';
- vii) 'Compared religions';
- viii) 'Urban living' and
- ix) 'Social groups and practices: practices of integration in Portugal'.

3. Teaching methods

Programme Portuguese for All (Programa PPT - Português para Todos)

Different teaching resources are available. Throughout the different modules the recipients should undertake a set of activities and exercises. To this end the Training Booklet – Proposals of activities and exercises for basic users of the Portuguese language was created.³⁸ The booklet includes twelve fiches. Each fiche includes texts and activities as well as audio files and exercises aiming at promoting oral interactivity and development. All the exercises are provided with the solutions. At the end of each fiche there is a small test. It is intended that the booklet allows the trainer autonomy in his/her work with the trainees.

Programme Mentors for Migrants (Programa Mentores para Migrantes)

The meetings between mentor and beneficiary may be face-to-face or take place by Skype, SMS, email, etc. As the mentorship takes place, the mentor is asked to report on the progress by filling-in online a record on the meetings. Mentors can use their professional / academic knowledge or their personal experiences to help the beneficiaries during the mentoring process in different areas.

Course 'Integra+'

The five months of duration include a first month of intensive learning of the Portuguese language. The three following months are of theoretical and practical training. However, they include the continuing of the learning of the Portuguese language and sessions for the integration into the labour market including job search techniques. The final month focuses on job search. Besides lectures, there are also interactive discussions and the undertaking of practical exercises. The usage of videos and images is constant. The course also includes study visits e.g. to museums and monuments.

Course 'Living in a different culture'

Interaction is fostered. Recipients are called to also take an active role and share their experiences and the themes they deem relevant (e.g. theatre in Syria, the political structure in Eritrea, etc.). The initial idea was that these could take the shape of workshops that could be open to the whole academic community of **Portugal / ISCTE - Instituto Universitário**

³⁸ Bayan, Ana M., and Bayan, Helena J. [Caderno de Formação – Propostas de Atividades e Exercícios](#), Alto Comissariado para as Migrações, ACM, I.P., 2015.

de Lisboa (ISCTE-IUL). This was not possible to concretise in the first edition of the course. However, one of the recipients volunteered to run teaching classes of the Arab language, for free, to the students of Portugal / ISCTE - Instituto Universitário de Lisboa (ISCTE-IUL) which were in place for a period of two months.

Regarding the eighth module, it includes audio-visual methodologies, visits on-site to urban spaces in the city of Lisbon. This module resulted in a video elaborated by the students and in a photographic exhibition. The remainder of the course was provided in classroom context.

4. Participation of host society in the courses

Programme Portuguese for All (Programa PPT - Português para Todos)

Whenever considered relevant, there is the possibility for the courses to be developed in articulation with partners from the local community such as companies, associations, organisations working within the field of social support and/or social integration, etc. This possibility aims at promoting social co-responsibility for the improvement of the beneficiaries' employability as well as making the most out of human, material and physical resources.

Programme Mentors for Migrants (Programa Mentores para Migrantes)

The programme involves the private sector (companies, NGO's, institutes), municipalities and the hosting society (volunteers). The project is designed to become a network of people, where everyone (mentors and beneficiaries) can participate and share their experiences.

Course 'Integra+'

There is no participation of the host society in Portuguese language classes. However, as the classes on Portuguese culture have a strong focus on visits there are many presentations by elements of the host society.