
Integra-Train Project – Training Manual

Part 1

Introduction and Instructions



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Integration Fund of the European Union**

The People for Change Foundation

The People for Change Foundation's vision is of a just, fair and inclusive society where all members may reach their full potential unhindered by factors such as age, race, colour, gender, language, religion, political or other opinion, national origin, property, birth or other status. Since 2007, we have been conducting on-the-ground legal and policy research in Malta in the field of migration, asylum and racism in the European Union. We also work in the areas of children's rights, development and humanitarian aid.

The Foundation operates at the intersection between law, policy and social science, delivering analysis that is practical in input and pragmatic in outcome.

The People for Change Foundation was set up with the aim of contributing to a multilateral process between a range of stakeholders and entities - governmental, non-governmental and academic - to conduct research in areas of direct relevance to the livelihood and quality of life of the populations we work with and for, and to address human rights concerns by working towards the safeguarding of international and national legal obligations and development.



The INTEGRA-TRAIN Project

The INTEGRA-TRAIN (Enhancing the Integration of Women, Beneficiaries of International Protection by Provision of Orientation and Information) is a project funded by the Asylum, Migration and Integration Fund (AMIF) of the European Union. It is led by the Centre for the Study and Democracy in Bulgaria, and includes a number of international partners, including Hellenic Foundation of Europe & Foreign Policy (Greece), MELISSA: Network of Migrant Women in Greece (Greece), Centre for Social Studies and Policies (Italy), Comissio Catalana

d’Ajuda al Refugiat (Spain), The People for Change Foundation (Malta), Cooperation for Voluntary Service (Bulgaria).

The main goal of the INTEGRA-TRAIN project is to foster the integration of women beneficiaries of international protection in the participating countries and the European Union more broadly. In particular it will:

- Foster an information sharing network between Member States with a long history of refugee integration (Italy and Spain) with those who have a less developed integration structure;
- Build capacity for national NGOs as well as governmental organisations to offer integration courses, especially to women;
- Facilitate familiarisation with the social, legal, political, and cultural environment of participating States to foster integration policies for the long term.

The specific objectives are as follows:

- To study the addressed and unaddressed training needs of beneficiaries of international protection and asylum seekers;
- To map reception and integration systems alongside cooperation mechanisms for asylum seekers and beneficiaries of international protection, as well as to identify opportunities for rejected asylum seekers – the most vulnerable population;
- To identify gender gaps in the context of integration;
- To evaluate various information provision and orientation training programmes provided along the process of reception and integration;
- To offer recommendations about how to best address these gaps.

The role of the People for Change Foundation in the project is to undertake research and interviews with various stakeholders, provide opportunities for local stakeholders to participate in study visits in Italy and Spain and undertake national training seminars. It will also engage with project partners throughout the development of the project’s training curricula and materials and adapting them to the Maltese context.

Findings of the National Report

The [report](#) seeks to identify the training needs of beneficiaries of international protection in Malta and to map out the existing mechanisms for training provision, in order to better facilitate the integration of beneficiaries of international protection and asylum seekers

(especially women) in society, by increasing skills and training in cultural, linguistic and other aspects. The report provides recommendations on addressing the existing gaps and constituted an important information source for the design of this training module.

This report provides a mapping of existing projects and initiatives, using existing literature, focus groups and interviews, within the context of a lack of comprehensive data on availability, accessibility and quality of integration-related information and training for migrants in Malta. Information about addressed training needs was gathered primarily from stakeholder focus groups convened by UNHCR, which covered, among other things, training offered by NGOs. Secondly, interviews were conducted with representatives of relevant programmes. A focus group of six participants was also held with the Sudanese community. The community runs courses for its members some of the beneficiaries of those courses participated in the focus group. Finally, the issues were discussed at a stakeholder roundtable organised as part of the INTEGRA-TRAIN project.

With regard to the national system for reception and integration of beneficiaries of international protection the report notes that there are two major pieces of legislation that shape the reception and integration mechanisms in Malta. The Immigration Act and its subsidiary legislation make provision for immigration and undocumented immigration, as well as setting out the framework and legal basis for detention as well as the different immigration statuses and residence permits available under Maltese law. The Refugees Act makes provision for the legal and institutional framework to deal with applicants for international protection in Malta. One legal notice in particular regulates reception conditions. Other important provisions are included across other areas of legislation including the Criminal Code, the Civil Code, the Marriage Act and the Citizenship Act.

Beyond primary and secondary legislation, the national system for the reception of asylum seekers is set out in the Strategy for the Reception of Asylum Seekers and Irregular Migrants, which was published in December 2015. The system is different for people who arrive via irregular channels and seek international protection and for those who arrived in Malta via other channels and then seek international protection. The strategy makes provision for the initial reception centres (moving away from the policy of automatic detention) as well as the network of open centres. It addresses some of the entitlements for asylum seekers and beneficiaries of protection.

The first ‘Migrant Integration Strategy and Action Plan’ in Malta entitled ‘Integration = Belonging’ was launched in December 2017. The strategy includes a series of measures to be implemented as well as the institution responsible for each action and the intended timeline. The strategy presents the key framework on integration governance, as well as outlining the role of various institutions, most notably the Human Rights and Integration Directorate and Integration Unit, the InterMinisterial Committee on Integration and the Forum on Integration Affairs. Moreover, the national integration portal was to be updated, in order to improve and facilitate access to the relevant information

In relevance to the provision of information and orientation training to beneficiaries of international protection the report identifies four areas for the provision of information: i.

General orientation, ii. Language training, iii. Vocational training and employment support, and iv. Community empowerment.

General orientation and training is provided through both online and offline services, through one-to-one sessions as well as group sessions. A booklet distributed by AWAS includes practical advice and information about a range of issues including employment, health and transport. Similarly, a JRS booklet, albeit dated, provides information about services available and the institutions and organisations providing those services. UNHCR Malta offers outreach sessions in cooperation with the local government LEAP centres (who provide support for those at risk of poverty in the community).

The International Association for Refugees (IAFR) has established a mobile phone app called Love Europe, which provides free information on different EU services and organisations and will be available in English, Arabic, Amharic, Tigrinya and Somali. Moreover, in association with PeaceLab, IAFR has set up an information office based in Hal Far (which is also the location of some of the Open Centres) to function as a hub providing information and offering advice to residents, as well as a meeting space available for other organisations. In addition, the 'Blend In' project implemented by the Foundation for Shelter and Support for Migrants aimed at enhancing the social, civic, intercultural competences of young refugees and migrants with the help of an integration toolkit, which is also in the form of a mobile phone application.

Moreover, AWAS caseworkers are trained to guide an individual according to their needs and thus deal with any queries which may arise. UNHCR, NGOs and migrant community organisations also offer one-to-one guidance to individuals seeking assistance in managing the various rights and services to which one might be entitled. The International Association for Refugees, for instance, provides one-to-one support.

Limited elements of cultural orientation are also provided through courses offered by the Local Councils' Association (however, these are targeted at migrants who are not beneficiaries of international protection), in sessions provided by the Jesuit Refugee Service (including to relocated migrants) and by the Foundation for Shelter and Support for Migrants. Basic societal and cultural orientation courses are also offered in the first stage of the 'I Belong' programme, as well as being covered more extensively in the second phase, for those intending to apply for long-term residence status. This second phase covers training in social, economic, cultural and historic elements of Malta as well as legal and constitutional aspects.

Language training has tended to focus on English (primarily beginner and intermediate level), with Maltese being added relatively recently. English at beginner level is provided by a number of organisations including at reception centres, by NGOs, migrant community organisations and local councils. The International Association for Refugees in Malta also holds beginner-level English classes at St Andrew's Scottish Church, providing lessons to 50-60 individuals in several groups. Throughout 2017, courses in English targeting 200 participants and courses in Maltese for 100 participants were offered during the AMIF funded project 'Training Third Country Nationals in Cultural Orientation, Language and

Work-Related Skills for Employment’ run by the Foundation for Shelter and Support to Migrants in partnership with other organisations.

A number of programmes address the language needs of specific groups. The Migrant Learners’ Unit (within the Ministry of Education) provides language courses for children within the mainstream school system, as part of an induction programme for foreign students. The Migrant Women Association Malta organises courses specifically for women, making additional arrangements such as childcare in order to enhance the accessibility of the courses. The Migrant Women Association has also recently launched ‘Empowerment Circles’ which offer a meeting space for migrant women, with a strong focus on improving communication and speaking skills in English. The Jesuit Refugee Service and the Paolo Freire Institute offer specific programmes for relocated migrants. The CCIF project, ‘Improving the Cross-Cultural Competence of Third Country Nationals’, will also offer an English class entitled ‘English for Daily Living’. Moreover, JobsPlus will also be implementing an AMIF-funded project, ‘Employment Services for Migrants’, which will offer courses in basic English and Maltese for employment. The courses are intended to begin in the second quarter of 2019.

Beneficiaries of international protection, like other residents of Malta, can apply for subsidised English and Maltese courses from the Directorate for Lifelong Learning on a first come, first served basis. Subsidised English as a foreign language classes are also offered by various colleges and primary schools against a fee (around 35 euro). Furthermore, JobsPlus offers courses in foreign languages (including English and Maltese) to registrants for work, as well as to other members of the public, including migrants, which are free of charge. Basic language skills (MQF Level 1) in English and Maltese are also offered in the Pre-Integration Certificate stage of the ‘I Belong’ programme (as part of the new integration strategy), should individuals wish to apply.

Vocational training and employment support are also offered by a number of providers. A key example is the Migrant Skills Register, an initiative of the African Media Association, that acts as an employment agency for beneficiaries of protection but also provides support in preparing for employment, applying for jobs and identifying and presenting one’s skills. Integra Foundation offers a drop-in service four evenings per week for CV support and job interview skills. The Jesuit Refugee Service runs employment-orientation courses for their clients, with whom they have long-term engagement. Groups benefit from four hours per day, five days a week training at St Aloysius College. As a result, 45 persons received a certificate, and 483 CVs were filed during the past year.

Migrant Women Association Malta has also offered specialised courses including food handling certificate courses (in cooperation with JobsPlus), training in beekeeping (in the form of the ‘Honey Project’) and pre-labour training (in collaboration with FOPSIM). The Sudanese Community has offered IT training for its members. UNHCR and the Migrant Health Unit provide training for cultural mediators to work in various sectors. Training in entrepreneurial skills has also been provided by The People for Change Foundation through the My Site project.

Other vocational training was provided in the form of creative writing courses for migrants fluent in English offered by the RIMA project and art workshops were offered by The People for Change Foundation as part of the COME IN project during the summer of 2018 (in collaboration with the African Media Association Malta and with the Migrant Women Association Malta).

Beyond training, a number of organisations also offer employment-related advice including the Migrant Skill Registry, the employment advisory services of JobsPlus, organisations offering legal advice (like JRS Malta and Aditus Foundation) and organisations offering advice in situations of discrimination (including PfC's Report Racism Malta and the Department for Employment and Industrial Relations).

Community empowerment through the training of migrant community organizations and leaders was also identified as one of the provided services. The Foundation for Shelter and Support to Migrants ran a project entitled 'Training Migrants as Community Mentors, Trainers and Peacebuilders' which was funded by the Voluntary Organisations Projects Scheme (VOPS) and managed by the Ministry for Social Dialogue, Consumer Affairs and Civil Liberties (2016-2017). The training programme focused on mentoring, communication, education and testing tools for language, IT and literacy skills so that migrant organisations can act as multipliers.⁸⁰ Softer approaches are also available through, for instance, the Communication Sessions organised by the Migrant Women Association Malta, that provide a safe and welcoming space for migrant women to raise their concerns and receive information and support.

The report on the training needs of beneficiaries of international protection also identifies several needs that have not been addressed. For instance, it is noted that whilst language classes are available across various organisations, accessible advanced level Maltese and English classes are less readily available.

Information and training on labour rights (including as regards working hours and conditions of employment) and the value of legal and registered employment also appeared to be lacking. Whilst these issues are covered in some of the general courses, this research found a need for greater engagement with these issues. Awareness of support measures in this regard, including the possibility of joining trade unions, is also limited.

Whilst some mainstream services and courses are also available to beneficiaries of international protection, often at a reduced rate, they are often not accessible to beneficiaries of international protection, either due to language barriers, issues around timing especially in relation to shift work, or because they do not address other possible needs of migrant groups, such as cultural support.

Beyond the linguistic and vocational skills, the research also identified the need to explain local dynamics to migrants including explaining how things work and bottlenecks in the system. This will also help avoid frustrations arising from assumptions that certain unreasonable expectations are required because of one's immigration status, which in reality are sometimes bottlenecks in the administrative structures.

The national report concludes with the following recommendations:

- 1. Ensure greater coordination between the various providers of information and training services to avoid excessive overlap and gaps in the services provided. Support existing efforts in this regard including existing measures such as those coordinated by UNHCR.*
- 2. Continue to develop courses and programmes that address the needs of the communities involved through consultation with those communities.*
- 3. Develop increasingly longer-term and more sustainable funding structures for the provision of information and training.*
- 4. Undertake and publish regular monitoring and evaluation of the courses being provided, ensuring that the standards are being met and that the courses are having the desired impact on participants.*
- 5. Support providers of existing mainstream training services in ensuring that the courses are accessible to beneficiaries of international protection*

How to use this guide

The current Training Guide is created by the People for Change Foundation, as part of the INTEGRA-TRAIN project, and has already been implemented for the training of women beneficiaries of international protection in Malta. It is designed for trainers in the field who work on similar issues or groups and includes all the material and the information necessary for the successful implementation of the training sessions.

1. Colour Coding

The Training Guide is colour coded so that the information is provided in a systematic manner and it is clear to the user which information is addressed to the trainer and which parts are for the trainees. The colour coding is as follows:

Green: Notes for the trainer

Red: Activities

Blue: Information that is women-specific

Grey: Resources needed

2. Themes

The guide includes the following themes

Session	Outputs
General introduction	Get to know each other. Share interests. Teambuilding. Migration context (EU & Malta). Maltese traditions and culture.
Accessing Rights	The aim of the session is to provide a background of the legal framework regarding migration and of the processes related to issues such as residence permits, that the participants could be interested in.
Accessing Social Services	The aim of the session is to provide information about the available welfare services that the participants can make use of in order to improve their living conditions.
Education Services	The aim of the session is to provide an outlook of the educational opportunities offered to children and adults in Malta, as well as the various requirements that have to be met in order for someone to participate.

Health Services	The aim of the session is to explain to the participants how the health system works in Malta, provide information about the different facilities and the type of services they offer, and what kind of services are specifically targeting beneficiaries of international protection.
Employment	The aim of the session is to introduce the participants to the situation of the Maltese labour market as well as to provide information regarding the services available.
Skill Building Workshop	Similarly, to session six, session seven is also dedicated to the labour market, however, it is planned as a workshop session aiming at helping the participants discover their strengths and build skills that are essential for entering the labour market, such as CV development.

3. Duration

The material provided in the current guide is designed for seven sessions of two hours each (14 hours of training material in total). The module also includes indicative timeframes for each subsection, though these can be adapted depending on the interests of the trainers and their participation.

It is always advised to give the participants as much time as needed to express their views and share their experiences.

It should also be stressed that some of the activities may take more time to complete depending on the number of participants.

4. Visual Content

The trainer(s) is encouraged to use a presentation software and other visual aids that will visually enhance the sessions, and will help the participants to understand better the topic of discussion and to take note.