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VRIN

Virtual Reality for Migrants
Social & Cultural Orientation
and Inclusion

VRIN Interactive Guidebook: Building the Professional Capacity of Practitioners in the Field of TCN's Integration

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Innovation



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Chapter 1: About the Guidebook

1.1. Introduction

According to a European survey carried out, more than 60% of Europeans are open to the integration of third-country immigrants. Integration is an important and vital process not just for the newly arrived immigrants but also for the host society. Both parties are responsible and have an important role in the success of the integration of migrants. The VRIN project was therefore designed as a method to therefore enhance the TCN's (Third Country Nationals) integration into the local communities. This Guidebook will provide the necessary information and steps that are not only useful to the TCNs themselves but also to those actors that have interaction or contact with TCNs. A TCN is a person who is applying for a visa, residence or placement in a country that is not their country of origin. In the European Unions a TCN is a non EU foreign National so not a citizen from other European member states. This also includes individuals that are Stateless or have undetermined nationality.

1.2. What is the VRIN project about?

Virtual Reality for Migrants Social and Cultural Orientation and Inclusion (VRIN) is a European project that resides at providing TCNs (Third Country Nationals) and actors involved in the integration of TCNs themselves with innovative targeted training. This two-way method hopes to enhance integration in the local communities. This not only depends on TCNs' willingness to adapt but by attaining them with a new context in which they can acquire new key skills that is vital for smoother integration. These skills comprise mainly of skills in (communication with the local authorities, useful/everyday vocabulary, knowledge of labour access, bureaucratic and financial procedures, housing, and health system hints). This knowledge also aims at the capacity building of key professionals such as interpreters, cultural mediators, and all types of integration assistants working in this field.

VRIN aims to support the effective integration of TCNs within the 7 partner countries and at an EU level through the use of VR scenarios, gamified environments and innovative training sessions.

Within the scope of the VRIN project, the consortium produced;

● **Interactivetraining Curriculum aims to provide communities, authorities, stakeholders and training centres interactive training regarding basic services and integration skills development.**

● **Online Platform aims to be a valuable online tool for TCN's learning and integration.**

● **Interactive Guidebook aims to provide awareness of the needs and situation of the target audience in a format that is easier to disseminate to a wider audience.**

1.3. Who are we?

The consortium of VRIN project is composed of the organizations from different countries within Europe that have different areas of expertise. We have partnered in this project since we all work with TCNs and have the common aim of helping this target group to better integrate.



Hello Youth- Sweden www.helloyouth.se



Solidaridad Sin Fronteras – Spain www.ssf.org.es



CSI Center for Social Innovation Ltd - Cyprus www.csicy.com



Synergasia Energon Politon (Active Citizens) - Greece www.activecitizens.eu



Lai-Momo Societa Cooperativa Sociale – Italy www.laimomo.it



VSI Diversity Development Group – Lithuania www.diversitygroup.lt



Silversky3D VR technologies LTD.-Cyprus www.silversky3d.com



FAAL Derneği- Turkiye www.faal.org.tr

1.4. Definitions used in this Guidebook

· **TCNs or Third Country nationals** are individuals who are generally not refugees and who are stranded in a country that is not their own.

· **Refugee** is a person who has fled their own country because they are at risk of serious human rights violations and persecution there. The risks to their safety and life were so great that they felt they had no choice but to leave and seek safety outside their country because their own government cannot or will not protect them from those dangers.

· **Asylum seeker** is a person who has left their country and is seeking protection from persecution and serious human rights violations in another country, but who hasn't yet been legally recognized as a refugee and is waiting to receive a decision on their asylum claim. Seeking asylum is a human right. This means everyone should be allowed to enter.

· **People Under Subsidiary Protection** are the persons who seek asylum. They do not qualify as refugees but still need international protection and cannot return to their country of origin due to risk of serious harm.

Chapter 2: Comprehensive Analysis of Integration Issues in the Partner Countries

2.1. The Migration Situation



Sweden

Migration has been a huge part of Sweden's history both with emigration and migration and has been often referred to as an example due to its policies in the welcoming of immigrants. Therefore, the Swedish government has placed considerable emphasis on the integration of Migrants and Third-Country nationals. Integration has been focused in the areas of labour market, education, housing, language learning and healthcare. In the approach of integration, social membership in the host country is vital and often results in ethnocentrism and discriminatory practices despite the personal ability of migrants such as language learning or having cultural competency. Sweden's goal in integration policy is to ensure that there are opportunities and equal rights for all regardless of their ethnicity or country of birth.

In 2015, Sweden reached its peak in the receiving of immigrants which caused a change in Sweden's immigration and integration policies. Then, when the Covid-19 pandemic hit in 2020 despite Sweden having minimum restrictions and not going into lockdown many of the systems experienced more delays and problems.

Both the refugee crisis and the Covid-19 pandemic had a significant effect on the entire immigration system, healthcare, housing, education and all other systems in Sweden. Waiting times for applications for permits, citizenships and visas went from 3 months to 3 years. Housing and jobs became even harder to attain. This has caused all authoritative agencies in Sweden to become overwhelmed and waiting times in all aspects to become longer.

There was subsequently even more strain added to the Immigration policies and system when the Ukrainian refugee crisis started. As of February 2022, 55,000 Ukrainian citizens applied for protection in Sweden and currently as of June 2023 over 38,000 are still residing in Sweden.



Turkiye

Turkiye, which straddles Europe and Asia, has historically been a place of origin, transit, and destination for migrants. Turkiye has one of the world's greatest migrant populations due to its geographical placement on the road from the Middle East to Europe and open hostilities in neighbouring Iraq, Iran, and Syria. Until the 1980s, Turkiye faced substantial waves of migration from its neighbouring Muslim and Turkish populations, and since that time, it has become a destination for increasing numbers of foreigners from different regions.

As of 2023 More than 5.2 million foreign nationals are presently present on Turkish territory, with 3.9 million of them looking for international protection, according to the most recent data available from the Turkish Presidency of Migration Management (PMM). The majority are Syrians who have been granted temporary protection status in Turkiye (3,535,898* individuals: 3,488,373* urban caseload and 47,525* live in camps). Compared to last year's numbers, there are 201,471 fewer Syrian citizens living in the country. According to PMM, as of the end of 2022, there were 33,246* candidates for international protection, with Afghan, Iraqi, and Ukrainian nationals making up most of these applicants. Various foreign people requesting Turkish legal and humanitarian protection include those from various European countries.

Because of the vast number and variety of migrants and refugees in Turkiye, comprehensive humanitarian assistance, migrant protection, and migration management techniques are required. Governments, international organizations, and humanitarian organizations are collaborating in Turkiye to develop comprehensive policies and activities to manage migration responsibly and support its potential good results.



Cyprus

Cyprus has become familiar with migration due to its geographical location, historical context, and its status as an EU member state. More specifically, Cyprus has a long history of migration, including both voluntary migration for economic reasons and forced migration due to conflicts and political instability. This historical context has shaped the island's understanding of migration issues. Cyprus is strategically located in the Eastern Mediterranean, making it a natural point of entry for migrants and refugees traveling from the Middle East, Asia, and Africa to Europe. In regards to integration, Cyprus is working on efforts to provide access to education, healthcare and employment opportunities. Such efforts are greatly dependent on the status of the individual (migrant, refugee status, subsidiary protections, asylum seeker), all relying on the legal framework of the country (1951 Refugee Convention) and the Cyprus Refugee Law. The legal framework of the country's development exists to regulate migration, asylum and refugee statuses in accordance with international standards and EU directives.

Cyprus is experiencing a persistent rise in the number of individuals seeking political asylum and refugees, with a significant number of people arriving on the island, often by boat, seeking protection, defining it as a crisis situation. This has garnered recognition from key European Union entities such as the Directorate General for Migration and Home Affairs, the European Asylum Support Office (EASO), FRONTEX, and the EU Med Group, who now acknowledge Cyprus as the leading EU country in terms of political asylum seekers. Additionally, there is a notable occurrence of mass irregular migration in the UN buffer zone, commonly referred to as the 'Green Line,' which separates the occupied northern part of the island (Turkish-Cypriot) from the non-occupied southern part (Greek-Cypriot). The Cypriot government has described this as a matter of national security.

Between January and May 2023, a total of 4,828 individuals submitted asylum applications in the Republic of Cyprus (RoC). As of the end of May 2023, there were approximately 30,357 pending applications awaiting a decision at the Asylum Service. Additionally, there were 4,968 appeals from individuals pending at the International Protection Administrative Court (IPAC) as of the end of March 2023. Until June 2023, there were 16,775 individuals registered as international protection beneficiaries in the RoC. Among them, 2,728 have been granted refugee status, while 14,047 hold subsidiary protection status.

The big numbers resulted in the implementation of border security measures in order to manage migration flows and an overall revision in the migration policies in order to address the increasing numbers of migration flows. This included measures to improve border security, streamline asylum procedures, and enhance cooperation with neighboring countries and the EU. Such border security measures fall under the EU Asylum System; European Union's asylum and migration policies, as Cyprus is an EU member state. Cyprus works in conjunction with agencies such as FRONTEX, to manage the country's borders.

Cyprus has struggled with accommodating and processing the influx of asylum seekers. Reception centers on the island were often overcrowded and faced criticism for inadequate living conditions. Non-governmental organizations (NGOs) and civil society groups in Cyprus play a significant role in supporting migrants and refugees and advocating for their rights. These organisations contribute to raising awareness and addressing migration-related challenges, such as integration challenges (especially NGOs). The integration of refugees, asylum seekers, people with subsidiary protection and migrants into Cypriot society is a significant challenge. Language barriers, education, and employment opportunities are some of the main challenges these people daily face.



Spain

Spain has a rich history of attracting people from various regions, including Latin America, Africa, and other parts of Europe. However, recent events like the COVID-19 pandemic and economic fluctuations have had an impact on migration patterns, leading to temporary declines in immigration. One of the major challenges that Spain faces is irregular migration, especially along its southern coasts and the Canary Islands. Many migrants, often from Sub-Saharan Africa, attempt dangerous journeys to reach Spain in unsafe boats and, on many occasions, through human trafficking mafias, which raise both humanitarian and security concerns. Spanish authorities collaborate with other European nations and African countries to address the root causes of this issue and strengthen border controls.

Efforts have been put forth to promote the integration of migrants into Spanish society. Integration programs primarily focus on language acquisition, job training, and cultural orientation. Nevertheless, successful integration remains complex due to language barriers, varying educational backgrounds, socio-economic disparities and racist attitudes that are increasingly spreading in Spanish society. Spain continues to implement measures aimed at regularizing the status of some undocumented immigrants and facilitating their integration into society. However, migration remains a contentious topic in the country, particularly in the context of economic conditions and employment demands.

Spain also plays a role in providing asylum to seekers and refugees escaping conflict and persecution. The number of asylum applications has risen during global crises, such as the Ukrainian invasion. Effectively managing migratory flows remains a challenge, requiring a delicate balance between

balance between humanitarian responsibilities and border security. Integration and social cohesion present additional challenges, necessitating comprehensive policies that address the needs of migrants while fostering understanding and tolerance among the local population. The reception and processing of asylum applications continue to be challenging due to high demand and system congestion.

In conclusion, Spain remains a significant destination for migrants, and it faces ongoing challenges related to irregular migration, integration, and asylum processes. Addressing these challenges requires a comprehensive and collaborative approach involving the Spanish government and international partners.

Italy

Italy was a nation characterised by high levels of emigration until the early 1970s. It was not until 1972 that the country experienced a change in the number of people entering versus those leaving. However, it was not until the mid-1980s that the number of arrivals began to increase significantly. Since then, the fall of the Berlin Wall and EU enlargement have led to significant migration from Eastern Europe, while the Arab Spring has caused an increase in immigration from North Africa.

Italy's central position in the Mediterranean Sea has made it a primary destination for immigrants seeking to enter Europe. The largest immigration flows to Italy have come from refugees in the Balkans and North Africa, with Albanians and Moroccans representing the second-largest foreign communities. The majority of sea arrivals in Italy occur in South Italian ports, with Lampedusa being a major entry point from North Africa. According to the 2022 statistical dossier on immigration by the IDOS study and research centre, the most common countries of origin for immigrants are from Africa and South Asia, with Tunisia, Bangladesh, Egypt, and Ivory Coast being the most frequent [MP1]. The sea routes taken by migrants to reach Italy are extremely dangerous, with a huge number of dead and missing.

In the past two decades, Italy's management of migratory flows has been a source of conflict and challenging negotiations both within the country and at the European Union level. The approach to migrants arriving in Italy has oscillated between times of closure and times of cooperation with other EU countries and non-EU nations. As a result, the system that regulates the reception of migrants in Italy is still unstable and has not found a consistent and effective management strategy. Despite the challenges, the Italian state places a high priority on making efforts to improve the reception system.

Greece

Greece has always been receiving migrants and refugees from other countries. For some decades people from Albania, Romania, Ukraine and other countries were seeking a better life in Greece. Now, Greece has grappled with the intricate challenges posed by receiving huge numbers of migrants and refugees, primarily from the Middle East, North Africa, and South Asia, seeking asylum and improved opportunities in Europe. Greece has the role of the key entry point in Europe. The Greek government, alongside international organizations and NGOs, has been working to manage the flow of arrivals, offer humanitarian assistance, and ensure proper asylum procedures.

However, persistent issues like overcrowded refugee camps on Aegean islands, inadequate facilities, and protracted asylum processes have led to concerns regarding the living conditions and rights of migrants and refugees. Efforts have been made to relocate individuals to mainland Greece and other European countries, but political disagreements within the European Union have sometimes hindered a unified approach.

Overall, the migrant situation in Greece remains a pressing concern, as the country continues to receive migrants and refugees. Positioned as a gateway to Europe, Greece faces challenges in providing adequate shelter, resources, and timely processing of asylum claims.



Lithuania

Lithuania, like many European countries, has had its fair share of migration challenges, with a history that reflects broader regional and global trends. Over the years, Lithuania has experienced both emigration and immigration, each driven by unique factors.

Historically, Lithuania faced significant emigration during the Soviet era, as many Lithuanians sought political asylum or economic opportunities abroad. After gaining independence in 1990, Lithuania experienced a generally stable or slight declining population trend, with some expatriates returning from abroad. The country still grappled with emigration due to economic disparities within the European Union, leading to a steady outflow of its workforce to Western European countries. In recent years, Lithuania's migration landscape has shifted. After Russia's full-scale invasion of Ukraine, Lithuania has accepted many refugees fleeing the war. The country has also become an increasingly attractive destination for immigrants, particularly from Eastern European countries and beyond. This trend has been partly driven by Lithuania's growing economy, educational opportunities, and improving immigration policies. This has also led to another wave of former residents returning to the country.

Lithuania has also faced unique migration challenges due to geopolitical factors. In 2021, the country witnessed a surge in irregular migration from Belarus, with hundreds of migrants attempting to cross the border. Lithuania responded by reinforcing its border security and working with EU partners to address the situation.

To manage migration effectively, Lithuania has adopted various policies, including integrating immigrants into society, providing support for asylum seekers, and aligning with EU institutions to ensure a unified approach to migration challenges. Overall, the migration situation in Lithuania is still quite unstable since more challenges seem to appear as we dig deeper into the issue. However, the government is working closely with stakeholders, international organizations, and various NGOs to ensure an effective migration policy in Lithuania.

2.2. The Needs of TCNs in EU

This part examines the needs of Third-Country Nationals (TCNs) in Europe, focusing on the challenges and requirements they face upon arrival and during their integration process. It aims to provide an

in-depth understanding of the various dimensions of TCNs' needs, including legal, social, economic, and cultural aspects. By exploring these needs, policymakers, stakeholders, and civil society organizations can develop effective strategies to promote successful integration and ensure the well-being of TCNs in European societies.

Introduction

Europe has witnessed a significant influx of TCNs in recent decades due to globalization, conflict, and economic disparities. As the European Union (EU) and its member states seek to address the needs of these individuals, it is crucial to understand the multifaceted challenges they encounter. This paper sheds light on the essential needs of TCNs in Europe, including legal protections, access to services, employment opportunities, social inclusion, and cultural integration.



- **Legal Needs**

The legal framework plays a fundamental role in addressing the needs of TCNs. Ensuring access to legal information, fair and efficient asylum procedures, and avenues for family reunification are crucial. Additionally, providing clear pathways for regularization, naturalization, and citizenship can enhance TCNs' sense of security, stability, and belonging.



- **Access to Services**

Access to basic services, such as healthcare, education, and housing, is vital for TCNs' integration. It is essential to eliminate administrative barriers and ensure equitable access to these services, regardless of legal status. Language support programs and culturally sensitive services can facilitate their access and help overcome communication and cultural barriers.



- **Employment Opportunities**

Meaningful employment is central to TCNs' integration, economic independence, and social cohesion. Creating inclusive labor markets, combating discrimination, and recognizing foreign qualifications are critical steps. Vocational training, job placement assistance, and entrepreneurship support can empower TCNs to contribute to the European workforce actively.



- **Social Inclusion**

Promoting social inclusion requires efforts to foster positive interactions and mutual understanding between TCNs and host communities. Establishing community centers, intercultural dialogue initiatives, and integration programs can facilitate social cohesion. Anti-discrimination measures and awareness campaigns are also essential to challenge stereotypes, xenophobia, and racism.

- Cultural Integration



Cultural integration involves TCNs embracing the cultural values, norms, and practices of their host societies while retaining their own cultural identities. Providing language courses, intercultural training, and cultural exchange programs can promote mutual respect and understanding. Encouraging participation in cultural and recreational activities fosters a sense of belonging and social integration.

- Family Reunification



Family reunification is a crucial aspect of TCNs' needs, as it affects their emotional well-being and social stability. Facilitating family reunification processes, addressing bureaucratic delays, and ensuring the protection of the rights of family members are essential for promoting successful integration.

- Empowering Civil Society Organizations



Civil society organizations play a significant role in addressing the needs of TCNs. Strengthening their capacity, providing resources, and facilitating their collaboration with public authorities can enhance their ability to support TCNs effectively. These organizations offer invaluable assistance in areas such as legal advice, language training, and psychosocial support.

- Psychological Support



TCNs may experience emotional and psychological challenges due to the stress of migration, separation from family, or traumatic experiences. Access to counseling or mental health support services can be vital.

Temporary or Transitional Caregiver Non-citizens (TCNs) often face significant emotional and psychological challenges as a result of their migration experiences. These challenges can stem from various factors, including the stress of leaving their home country, the difficulties of adapting to a new culture, the separation from family and support networks, and potentially traumatic experiences during the migration process.

Access to counseling or mental health support services is crucial in providing the necessary support for TCNs facing these challenges. Here are some key points to consider regarding psychological support for TCNs:

I. Trauma-Informed Care: Many TCNs may have experienced traumatic events, such as violence, persecution, or human rights abuses, before or during their migration journey. Mental health services should be trauma-informed, meaning that they recognize the potential impact of trauma on individuals and approach their care with sensitivity and understanding.

II. Culturally Sensitive Services: Mental health professionals and support services should be culturally sensitive and aware of the unique needs and experiences of TCNs. This includes understanding cultural backgrounds, beliefs, and practices that may influence mental health and well-being.

III. Language Accessibility: It is essential to provide mental health services in languages that TCNs can understand and communicate in comfortably. Language barriers can be significant obstacles to accessing and receiving effective mental health support.

IV. Outreach and Education: Outreach efforts should be undertaken to raise awareness about the importance of mental health and the availability of support services. Providing information and education about mental health and the resources available can help reduce stigma and encourage TCNs to seek help when needed.

V. Community Support: Creating a sense of community and support for TCNs can be beneficial in addressing their emotional and psychological needs. This can include facilitating connections with other TCNs, support groups, or community organizations that understand their experiences and can provide a supportive environment.

VI. Collaboration and Partnership: Collaboration between mental health professionals, social workers, community organizations, and government agencies is crucial in ensuring comprehensive and coordinated support for TCNs. By working together, these stakeholders can pool their expertise and resources to provide more effective support.

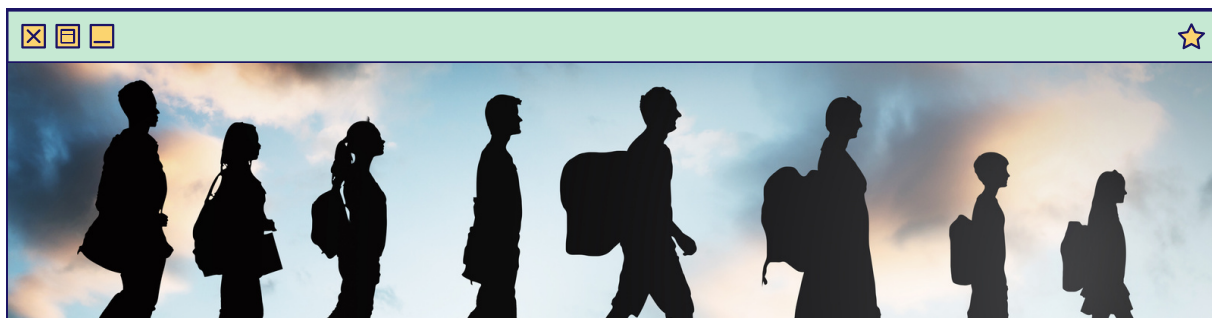
Recognizing and addressing the emotional and psychological well-being of TCNs is vital for their successful integration and overall well-being. By providing access to counseling and mental health support services, we can help TCNs navigate the challenges they face and promote their resilience and recovery.

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- Adequate Funding and Resource Allocation

To address the diverse needs of TCNs effectively, adequate funding and resource allocation are crucial. Governments should allocate sufficient resources to integration policies and programs, including education, employment, housing, and social services. Investments in long-term integration strategies are essential to ensure the successful integration and long-term well-being of TCNs.

Conclusion

Understanding and addressing the needs of TCNs in Europe is vital for promoting their successful integration and social cohesion.



2.3. Current Gaps in Integration of TCNs

Integration plays a crucial role in the successful resettlement and inclusion of Third-Country Nationals (TCNs), refugees, and asylum seekers in their host country. Europe has been a prominent destination for individuals seeking refuge or a better life, and the countries throughout Europe have implemented various integration measures. However, despite these efforts, there are still gaps in the integration process that need to be addressed. This section aims to identify and discuss some of the current gaps in integration for TCNs, refugees, and asylum seekers in the partner countries.



Sweden

- **Language Acquisition**

Language proficiency is key to integration, as it enables individuals to access education, employment, and social networks. One of the challenges faced in language courses in Sweden is long waiting times. Due to the high demand for language training, individuals may have to wait for extended periods before they can access these courses. This delay can hinder their integration process, as they are unable to acquire language skills and begin actively participating in society. On the other hand, limited availability of language courses, particularly in certain regions, is another challenge.



Availability may vary depending on the location, and individuals residing in remote areas or smaller cities may have limited access to language training opportunities. This disparity in availability can create unequal opportunities for integration across different regions of Sweden.

Difficulties in accessing higher-level language training is yet another issue. While basic language courses are often readily available, individuals who wish to further improve their language skills and access higher-level training may face challenges. Advanced language courses, which are essential for obtaining higher-skilled employment or pursuing higher education, may have limited availability or require specific eligibility criteria that can be difficult to fulfill.

The consequences of these challenges in language courses can be significant. Limited language proficiency hampers individuals' ability to communicate effectively, understand complex information, and navigate various aspects of life, including accessing education and employment opportunities. This can create barriers to meaningful integration and hinder individuals' overall well-being and social inclusion.

To address these gaps, it is important for Sweden to allocate adequate resources and prioritize language acquisition programs. This can involve increasing the capacity of language courses to reduce waiting times, expanding the availability of courses to underserved regions, and ensuring access to higher-level language training for those who require it. Additionally, targeted support should be provided to vulnerable groups, such as refugees and asylum seekers, to facilitate their language learning journey and help them overcome specific challenges they may face.

Furthermore, fostering partnerships between governmental organizations, educational institutions, and community-based organizations can enhance the effectiveness and reach of language programs.

Collaboration can lead to the development of innovative approaches, such as online language courses, mobile language learning apps, or community-led language support initiatives, which can address the challenges of limited availability and increase accessibility for a broader range of individuals.

By prioritizing and improving language acquisition programs, Sweden can empower TCNs, refugees, and asylum seekers to develop their language skills, fully engage in society, and secure meaningful employment opportunities, leading to more successful integration outcomes for individuals and the overall society.

• **Employment Opportunities**

Access to the labor market is vital for successful integration. While Sweden has introduced initiatives to promote employment for TCNs, refugees, and asylum seekers, significant barriers persist. One of the barriers faced is discrimination in the job market. TCNs, refugees, and asylum seekers often face prejudice and bias when seeking employment. This discrimination can manifest in various forms, such as employers favoring native candidates over foreign-born individuals or discriminatory hiring practices based on nationality or ethnicity.



Such biases limit the opportunities available to these individuals, hindering their ability to secure employment and fully integrate into the labor market.

Another challenge is the lack of recognition for foreign qualifications and experience. Many TCNs, refugees, and asylum seekers bring valuable skills, qualifications, and work experience from their home countries. However, their credentials may not be recognized or fully understood by Swedish employers or regulatory bodies. This lack of recognition can lead to underemployment, where individuals are forced to accept jobs that do not align with their qualifications or professional experience. It not only prevents them from utilizing their full potential but also hinders their career progression and economic integration.

Limited support for vocational training is another barrier. Vocational training and skill development programs play a crucial role in enhancing individuals' employability and facilitating their integration into the labor market. However, access to such training may be limited for TCNs, refugees, and asylum seekers. This could be due to factors such as language barriers, lack of information about available programs, or difficulties in navigating the complex systems of vocational training in Sweden.

Insufficient support and resources for vocational training hinder individuals' ability to acquire new skills or upgrade their existing ones, limiting their employment prospects.

Moreover, there is a lack of tailored employment programs specifically designed for TCNs, refugees, and asylum seekers. While general employment services exist, these programs often do not adequately address the specific challenges and needs of this population. Tailored employment programs could include language support within job training, cultural orientation, mentorship opportunities, and targeted job placement assistance. The absence of such programs means that individuals may not receive the necessary support to overcome barriers and effectively integrate into the labor market.

To address these barriers, Sweden should adopt comprehensive strategies that tackle discrimination, improve the recognition of foreign qualifications, enhance vocational training opportunities, and develop tailored employment programs. This can be achieved through measures such as:

1. Implementing and enforcing anti-discrimination policies to ensure equal opportunities in the job market for TCNs, refugees, and asylum seekers.
2. Establishing clear and transparent processes for recognizing foreign qualifications and facilitating their integration into the Swedish labor market.
3. Expanding vocational training programs and providing targeted support to help individuals acquire new skills or upgrade their existing ones.
4. Developing tailored employment programs that address the specific needs and challenges faced by TCNs, refugees, and asylum seekers, including language support, cultural orientation, and mentorship opportunities.
5. Encouraging collaboration between employers, educational institutions, and community organizations to bridge the gap between job seekers and employers, providing networking opportunities and facilitating job placement.

By addressing these barriers and implementing targeted measures, Sweden can create a more inclusive and supportive labor market that enables TCNs, refugees, and asylum seekers to fully utilize their skills, secure meaningful employment, and achieve successful economic integration.

• **Housing and Accommodation**

Securing adequate housing is a significant challenge in Sweden even for Swedes but it is even more difficult for TCNs, refugees, and asylum seekers in Sweden. There is often a shortage of affordable housing, especially in urban areas. As a result, many individuals face long waiting times for public

housing or must rely on temporary or overcrowded accommodations. This situation can hinder social integration, increase vulnerability, and limit access to essential services.

The high demand for housing in cities, coupled with a lack of supply, creates a competitive market that disproportionately affects vulnerable populations, including TCNs, refugees, and asylum seekers.



This scarcity often leads to long waiting times for public housing, making it difficult for individuals to secure stable and suitable accommodation.

As a consequence of the housing shortage, many individuals are compelled to rely on temporary or overcrowded accommodations. This situation can have detrimental effects on their overall well-being and integration prospects. Overcrowded living conditions can impact physical and mental health, exacerbate tensions within households, and hinder privacy and personal development.

The inadequate housing situation also poses challenges for social integration. Stable and secure housing is crucial for individuals to establish a sense of belonging and build connections within their communities. Without suitable accommodation, it becomes more difficult for TCNs, refugees, and asylum seekers to engage in social activities, access local services, and form relationships with neighbors and fellow residents.

Moreover, limited access to affordable housing can perpetuate a cycle of vulnerability and marginalization. Without a stable and affordable home, individuals may struggle to find employment or engage in education and training opportunities, further hindering their integration into society. Inadequate housing can also contribute to social inequalities, as disadvantaged individuals face additional barriers in securing housing compared to those with more resources. This also affects the education system as constant need to move means the need to change schools.

In Sweden, asylum seekers have two options for housing: staying at a reception unit or arranging their own accommodation. If they choose to stay at a reception unit or refugee camp (ABO), they should be aware of the following considerations:

1. **Lack of choice:** Asylum seekers do not have the ability to choose their location and may be placed far away from friends and relatives.

2. **Potential relocation:** Due to limited space, asylum seekers may need to move to a different location during the asylum decision period, which can be stressful.

3. **Cost:** If asylum seekers have sufficient funds, they are required to pay for their accommodation at the reception unit. However, if they have no money, they are exempt from payment.

On the other hand, asylum seekers can also arrange their own accommodation (EBO) and stay with relatives or friends. Here are some points to consider:

1. **Responsibility for living costs:** Asylum seekers are responsible for covering their living expenses if they arrange their own accommodation.

2. **Option to return to reception unit:** If the arranged accommodation is not viable, asylum seekers can choose to move back to a reception unit with available space. However, this might mean moving far away from their previous location.

3. **Communication with authorities:** Asylum seekers must inform both the reception unit and the Swedish Migration Agency of their new address if they choose to arrange their own accommodation.

To facilitate the process of finding accommodation, there are websites that aim to match asylum seekers with Swedes who are interested in renting out a room in their homes. These platforms help connect asylum seekers with potential housing options.

By prioritizing affordable housing and implementing targeted measures, Sweden can create a more inclusive society that supports the successful integration of TCNs, refugees, and asylum seekers.

Adequate housing is not only a fundamental right but also a crucial foundation for individuals to fully participate in society and realize their potential.

• Access to Education

Education is vital for the integration and future prospects of TCNs, refugees, and asylum seekers, particularly children and young people. However, challenges exist in providing equal access to education.



Issues may include delayed enrollment due to documentation issues, difficulties in recognizing foreign educational qualifications, and limited support for language learning within schools. These factors can impede educational progress and hinder long-term integration outcomes.

One of the primary challenges is delayed enrollment due to documentation issues. TCNs, refugees, and asylum seekers may face difficulties in providing the necessary documentation required for enrollment in educational institutions. This could be due to factors such as displacement, loss of documents, or lack of access to official records. As a result, children and young people may experience delays in accessing education, which can disrupt their educational progress and social integration.

Recognition of foreign educational qualifications is another significant hurdle. Many TCNs, refugees, and asylum seekers have obtained education in their home countries, but their qualifications may not be readily recognized or understood in Sweden. This lack of recognition can create barriers to accessing appropriate educational opportunities, leading to potential underutilization of skills and knowledge.

Furthermore, limited support for language learning within schools can impede educational progress. Language proficiency is crucial for academic success and social integration. However, schools may face challenges in providing adequate language support to non-native speakers, which can hinder their ability to fully participate in classroom activities and engage with their peers.

To address these challenges and ensure equal access to education, it is crucial to implement measures that prioritize the educational needs of TCNs, refugees, and asylum seekers. Some potential strategies include:

1. Streamlining enrollment procedures: Implementing flexible enrollment processes that take into account the unique circumstances of TCNs, refugees, and asylum seekers, including temporary or incomplete documentation.

2. Recognition of foreign qualifications: Developing procedures to evaluate and recognize foreign educational qualifications, enabling individuals to continue their education at an appropriate level.

3. Language support programs: Providing targeted language support within schools, such as specialized language classes or support teachers, to facilitate language acquisition and integration into the mainstream educational system.

4. Bridging programs and accelerated learning: Establishing bridging programs or accelerated learning initiatives to help TCNs, refugees, and asylum seekers catch up on missed education and bridge any knowledge gaps.

5. Cultural sensitivity and inclusive practices: Promoting a culturally sensitive and inclusive educational environment that values diversity, respects different cultural backgrounds, and fosters social integration among students.

6. Collaboration and partnerships: Facilitating collaboration between educational institutions, government agencies, and community organizations to share resources, expertise, and best practices in supporting the education of TCNs, refugees, and asylum seekers.

By addressing these challenges and implementing targeted measures, Sweden can provide equal access to education for TCNs, refugees, and asylum seekers, enabling them to develop their potential, acquire necessary skills, and enhance their long-term integration outcomes. Education serves as a vital tool in empowering individuals and facilitating their successful integration into society.

- **Social Integration and Support Networks**

Building social connections and support networks is crucial for successful integration. However, TCNs, refugees, and asylum seekers often face challenges in establishing meaningful social interactions and connections with the host community.

Factors contributing to this include language barriers, cultural differences, and a lack of targeted programs or activities that foster social integration and promote interaction between different communities.

The importance of social connections and support networks for the successful integration of TCNs, refugees, and asylum seekers. Building meaningful relationships with the host community is crucial for fostering a sense of belonging and promoting social integration. However, several challenges can hinder the establishment of these connections:



1. Language barriers: Language plays a vital role in communication and social interaction. Language barriers can impede the ability of TCNs, refugees, and asylum seekers to effectively communicate with members of the host community, limiting their opportunities for social engagement and connection.

2. Cultural differences: Cultural differences, including norms, values, and customs, can pose challenges in forming social connections. Misunderstandings or a lack of awareness about cultural practices may create barriers to building relationships and understanding between different communities.

3. Lack of targeted programs and activities: The absence of targeted programs and activities that facilitate social integration and promote interaction between different communities can hinder the process of building social connections. Providing opportunities for structured interactions, cultural exchange, and community events can help bridge the gap and promote understanding between TCNs, refugees, asylum seekers, and the host community.

To address these challenges and promote social integration, it is important to consider the following measures:

1. Language support: Providing language learning opportunities and language support services can help TCNs, refugees, and asylum seekers overcome language barriers and communicate effectively with the host community.

2. Cultural orientation programs: Offering cultural orientation programs that provide information about Swedish culture, values, and social norms can help individuals understand the host community and facilitate smoother social interactions.

3. Community engagement initiatives: Creating platforms and activities that encourage interaction and collaboration between TCNs, refugees, asylum seekers, and the host community can foster social connections and promote cross-cultural understanding. These initiatives can include community events, volunteer programs, sports clubs, and cultural exchange programs.

4. Support groups and mentorship programs: Establishing support groups and mentorship programs that pair TCNs, refugees, and asylum seekers with members of the host community can provide guidance, support, and opportunities for social integration.

5. Collaboration with community organizations: Collaborating with local community organizations, NGOs, and cultural associations can leverage their expertise and resources to facilitate social integration and create inclusive spaces for interaction and connection.

By addressing language barriers, promoting cultural understanding, and implementing targeted programs and activities, Sweden can create an environment that fosters social connections and supports the successful integration of TCNs, refugees, and asylum seekers. Building these relationships not only enhances the well-being and social integration of newcomers but also enriches the host community by promoting diversity, cultural exchange, and mutual understanding.

• Delays in Processing and legal restraints

Delays in the processing of settlement cases are of significant concern. There are now lengthy waiting times for decisions of residence, visa, citizenship, refugee and asylum cases. This can leave



individuals to be uncertain and vulnerable making them unwilling to try to integrate or put down roots in the host country. Prolonged delays can also hinder access to justice as individuals may face challenges in gathering evidence, maintaining legal representation, and having their cases resolved in a timely manner. There are also legal barriers for some that impedes or makes it difficult for refugees and TCN's to gain access to many integral systems such as education and labour market. It also hinders other integration processes.



Turkiye

- **Language barrier**

Language skills are essential for successful integration into society. Many TCNs, refugees and asylum seekers may not be able to speak Turkish when they arrive, preventing them from getting an education, working or accessing essential services. There are many language courses available in Turkey. However, much more training and support is needed to help newcomers. Investing in language training has a positive impact on social and economic integration. Investing in language training improves migrants' ability to function in society.

- **Employment opportunities**

Migrants and refugees face discrimination in social and economic life in Turkey. Their lives are so difficult because of the perceptions against refugees and migrants. They find it difficult to get a job because of their nationality and position in Turkey. If they get a job, their wages are so low compared to Turkish citizens. Many refugees work in jobs that require a driver instead of working in their main fields. Turkey has institutions to find jobs for its citizens, such as İŞKUR. However, these institutions are not successful in finding jobs for refugees and migrants. The participation of refugees in the labour market is essential for their lives. In addition, the government and associations should help them to find jobs. Resources should be increased. The experience of seeing and looking for a job should be accessible to every refugee and migrant. The employment of refugees and migrants will increase economic prosperity. On the other hand, Turkey has many associations with refugees and migrants such as Sığınmacılar ve Göçmenlerle Dayanışma Derneği.

- **Housing and shelter**

Housing and accommodation problems are increasing day by day due to inflation. It is very difficult to find affordable housing in Turkey. In some places there is not enough accommodation for refugees and migrants. These places are not prosperous and there are too many hygiene problems. Every citizen is affected by inflation and high rents. But refugees and migrants are affected much more than others because they are a minority.



Another problem is that landlords do not prefer refugee tenants, which makes integration difficult. This situation makes it very difficult for refugees to integrate. The housing and integration challenges faced by refugees in Turkey are deeply interlinked and require a holistic approach. By implementing policies that promote inclusiveness, affordability and equal treatment, Turkey can create an environment in which refugees have the opportunity to build new lives, contribute to society and foster a sense of belonging.

- **Education**

Education plays an important role in our lives through its integration into everyday life. It is a fundamental right of every individual. Migrants face a number of challenges when it comes to education, in particular language barriers that prevent effective communication between teachers and students. As a result, many migrant pupils struggle to understand their lessons. Economic difficulties also pose a challenge, as some families cannot afford to send their children to school, leading them to abandon formal education and work instead. To prevent this, Turkey should take the necessary economic measures. Special language support programmes can be set up to help refugee students learn Turkish more quickly. Such programmes will significantly improve students' understanding of course content and communication skills. Financial assistance can be provided to families facing economic hardship that prevents their children from attending school. Such funding can encourage children to continue their education.

- **Social integration and support networks**

The process of social integration and access to support networks for refugees in Turkey faces several challenges. Many of the refugees who come to Turkey come from different cultures. Refugees who do not speak Turkish find it difficult to integrate. Language training programmes are therefore very important. Some refugees may face exclusion, discrimination or prejudice from local people. This can have a negative impact on their efforts to integrate into society. Public awareness should be raised in this regard. In order to support the social integration of refugees living in Turkey and to overcome the problems they face, various measures are needed, such as language learning, economic support, awareness raising and accessible support networks. These efforts can help refugees to better integrate into society and build a better life.

- **Delays in Processing and legal restraints:**

One problem faced by refugees in Turkey is the slowness of processing and legal restrictions. Asylum-seekers may face long waiting periods, and they may be challenged by legal provisions on access to work permits and social services. Such factors potentially undermine refugees' integration into society and their security. Remedies include ensuring prompt and impartial processing of asylum claims, reviewing legal constraints and providing legal information to refugees. These measures can help refugees to protect their rights and improve their integration into society.



Cyprus

- **Language barrier**

Language can be a significant barrier to integration. Many TCNs may face difficulties in accessing language classes, especially those who do not speak English or Greek, the two official languages of Cyprus. There is an overall constrained availability of language classes, even if some NGOs do offer

language classes for free. Classes offered by the government are often accompanied with a specific amount of payment that many TCNs cannot facilitate due to limited/ non-existent financial resources. Also, there are TCNs who are unaware of these language classes, resulting in other challenges faced in obtaining information about available language courses and how to enroll in them. Language program information might not be readily accessible. The language barrier extends beyond just learning the language. TCNs who do not speak English or Greek fluently may have difficulties in accessing essential services, communicating with authorities, seeking employment, or participating in community activities. Language is often a key factor in their ability to access education, employment, and social services. This could hinder their overall integration into Cypriot society.

To address these, further expansion of language education programs should be promoted by both NGOs and especially the government, free of charge. Efforts should be made to disseminate information about available language programs to TCNs through community centers, NGOs, and government agencies. Support services, such as interpreters and translation services, can be made available to help TCNs navigate various aspects of life, especially in administrative procedures. Encouraging cultural exchange programs and community initiatives that promote interactions between TCNs and local residents can also help break down language and social barriers.

- **Employment Opportunities**

TCNs in Cyprus face numerous employment challenges, including discrimination based on nationality and ethnic backgrounds. Employers' biases and stereotypes often lead to unequal treatment. Administrative complexities, qualifications recognition, and time-consuming procedures impact their job opportunities. Some TCNs find limited job openings in specific sectors, which worsens the situation. Complex administrative procedures and delayed qualifications recognition add to the difficulties in accessing employment. Low wages, limited networks, and exploitative labor practices further hinder their economic well-being. Additionally, personal connections often play a key role in job placement, which TCNs may lack initially. Furthermore, some TCNs may be subjected to exploitation due to their vulnerable position, often accepting substandard conditions. This situation can be exacerbated by biases and prejudices within the working culture.

To address these, the government can strengthen anti-discrimination laws and regulations to ensure that TCNs have equal access to employment opportunities and are not discriminated against based on their migrant status.

Providing TCNs with opportunities for skill development and language training can enhance their employability. This includes offering language courses and vocational training programs tailored to the needs of TCNs. The government should encourage employers to engage in diversity and inclusion initiatives that

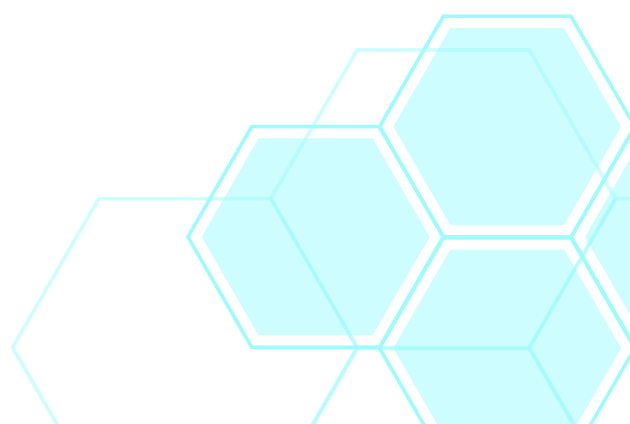


can help combat discrimination and promote a more inclusive job market. Also, providing support services such as job placement assistance, career counseling, and mentorship programs can help TCNs navigate the job market and build professional networks. Also, the government should ensure that labor laws are enforced and that TCNs are not subjected to exploitative labor practices that are essential for their protection and well-being.

• **Housing and Accommodation**

One of the primary challenges for TCNs in Cyprus is the affordability of housing. In many areas, housing costs can be prohibitively high. TCNs, particularly those with limited financial resources, may struggle to find housing that fits within their budget. Adding to the costs of rent, the bills and utilities required to be paid is also an additional challenge to TCNs, especially when earnings are a little. As a result, TCNs may have to settle for substandard or overcrowded housing, as there are not any other options. Discrimination in the housing market is another significant issue. TCNs may face discrimination based on their nationality, ethnicity, or migrant status when trying to rent or purchase housing. Some landlords or property owners may be reluctant to rent to TCNs due to biases or stereotypes. TCNs may have limited access to information about available housing options and their rights as tenants. They may not be aware of organizations or agencies that can provide support or legal assistance in cases of housing discrimination or disputes. Lack of support and information is also evident in the overall search for renting a house as well as the expectations as tenants.

To address these, the government can implement affordable housing programs specifically targeting TCNs as well as strengthen anti-discrimination laws and enforcement mechanisms in the housing sector that can help combat discrimination based on nationality or migrant status. TCNs should be provided with information about their housing rights, rental laws, and tenant support services in multiple languages. Language assistance and translation services to TCNs should be provided during the housing search process to help bridge language barriers and ensure they understand rental agreements and their rights.



- **Access to Education**

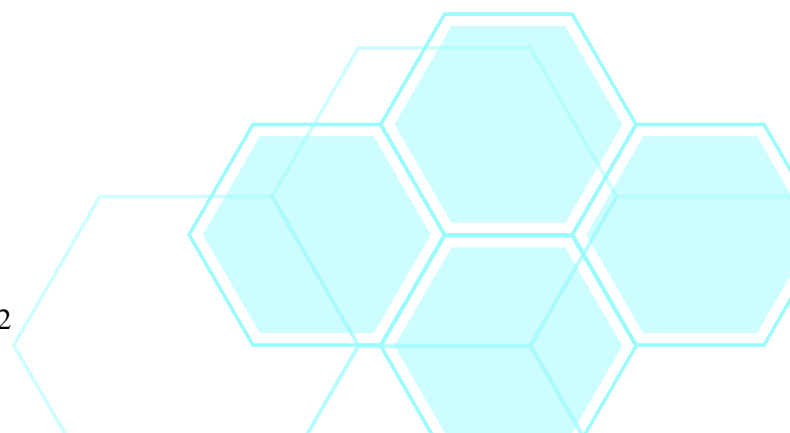
In Cyprus, primary education is compulsory for all children, including TCNs, yet accessing education poses challenges due to language barriers, information gaps, and documentation hurdles. TCN children often struggle with language proficiency, hindering their comprehension of classroom instruction and social interaction. Supportive language classes are not available in public junior schools, worsening language access issues.

TCN families frequently lack knowledge about the Cypriot education system, enrollment procedures, and student rights, leading to confusion and potential non-attendance or early school leaving. Enrolling in schools often requires specific documentation, a challenge for families in complex legal situations or those displaced. Uncertain legal statuses, like pending asylum decisions, further obstruct education access, as legal residency and documentation may be lacking.

Overall, TCN children may experience educational disparities due to language proficiency issues and inadequate support for their unique needs, resulting in lower educational attainment and limited prospects. Discrimination and bullying in schools based on nationality, ethnicity, or migrant status create a hostile learning environment that detrimentally affects their academic and emotional well-being.

To address these, the government should provide mandatory language support programs to both parents and children, as complimentary to school attendance, (English or/and Greek) that will be free of charge, to help individuals bridge the language gap and integrate in the classroom. Ensure that information about the education system and enrollment procedures is accessible to TCN families and

are widely disseminated and well known. Translate important documents into multiple languages to aid understanding. Enforce anti-discrimination laws within schools and implement anti-bullying policies to protect TCN children from harassment and discrimination. Train teachers and school staff in cultural competency to create an inclusive and supportive educational environment. Offer support services, including counseling and mentorship programs, for TCN students and their parents to help them navigate the educational system and overcome obstacles.



- **Social inclusion, integration & support networks**

Language development is not only essential for accessing essential services but also for building social connections. Language plays a crucial role in the ability of TCNs to engage in social interactions. TCNs who do not speak English or Greek fluently may find it difficult to communicate with neighbours, teachers, healthcare providers, and other community members. This can lead to social isolation and hinder their overall integration, which can lead to feelings of loneliness and exclusion. Also, language barriers can create significant obstacles when trying to build social connections. TCNs may struggle to engage in conversations, make friends, or participate in community activities. This can hinder their overall sense of belonging and integration into the local community. TCNs may encounter difficulties when they need to interact with local authorities, healthcare providers, or social services. Inadequate language skills can make it challenging to communicate effectively, access necessary services, or understand important information related to their rights and obligations. Overall, TCNs may also face challenges related to understanding and adapting to the cultural and social norms of Cyprus.

To address these, community-based initiatives should be encouraged, to encourage interaction between TCNs and local residents. (eg. cultural exchange programs, social events and neighbourhood activities) that will enhance social connections. Provide support services, such as interpretation and translation services, to help TCNs communicate effectively with healthcare providers, government agencies, and schools.



- **Access to healthcare and mental health**

TCNs in Cyprus often face healthcare access barriers due to immigration status, language hurdles, and a lack of awareness about the healthcare system. Legal uncertainties, like asylum seekers' statuses, complicate access due to residency requirements and documentation challenges. Language proficiency gaps hinder effective communication with healthcare providers, potentially delaying necessary treatments. Moreover, TCNs might lack information about the healthcare system, their rights, and where to access services, leading to delays in seeking medical care. Mental health support for TCNs, often urgently needed, may not be readily available or culturally appropriate. Cultural insensitivity from healthcare providers further compounds the challenges faced. Additionally, TCNs can experience stigma and discrimination within the healthcare system based on nationality, ethnicity, or migrant status, discouraging them from seeking necessary medical attention. Ensuring comprehensive healthcare information, culturally competent services, and combating discrimination are essential for equitable healthcare access for TCNs.

- **Delays in processing and legal restraints**

Lengthy bureaucratic processes for visa and residence permit applications can cause delays in TCNs' ability to legally reside and work in Cyprus. Furthermore, legal restrictions and changing immigration policies can affect their status and rights. TCNs often face lengthy and complex bureaucratic processes when applying for visas and residence permits in Cyprus. These processes may involve numerous documents, interviews, and administrative difficulties, causing significant delays in obtaining the necessary legal documentation to reside and work in the country. Delays and complications can result in TCNs to remain or become (when in renewal) undocumented, remaining status less or putting their legal status in risk, further impacting their overall rights and access to employment, residency, healthcare, education, etc. In some cases, the legal restraints and delays in processing may make TCNs vulnerable to discrimination, exploitation, or abuse by employers or landlords who may take advantage of their uncertain legal status. This can lead to violations of labor rights and housing rights. Lastly, delays in processing family reunification applications can result in family separation. TCNs waiting for their family members to join them may endure prolonged periods of separation due to complex and time-consuming procedures.

To address these, a further simplification of administrative procedures should be followed to make the process easier in regards to understanding TCNs, processing times and further administrative misclassifications. Provision of clear and transparent information about the system, policies and relevant updates regarding changes in procedures. Clear information of their legal rights, so that TCNs are aware of their protections against discrimination and exploitation. The state should freely offer legal aid and support services to help TCNs navigate the immigration process, understand their rights, and seek assistance if their rights are violated, or the state should further support NGOs offering such procedures.

- **Administrative issues**

Administrative complexities in immigration and integration services can hinder TCNs' access to information and support. Navigating the complex administrative processes can involve numerous regulations and requirements, creating confusion. Access to up-to-date information on rights and resources may be limited. Language barriers and the absence of language assistance can impede effective communication, leading to misunderstandings. Long wait times for appointments and document processing can further exacerbate the challenges faced by TCNs. The administrative procedures for acquiring necessary documents can be difficult, potentially resulting in errors or delays. Overall, streamlining administrative processes, offering clear information, and providing support are essential to facilitate TCNs' successful integration into society.

To address the above: procedures should be simplified in order to improve access to administrative services and in order to be more straightforward and user-friendly and thus clearer to TCNs. This may be also improved through language support providers, such as translation services and interpreters to help TCNs communicate with government agencies and access information effectively. Ensure consistent and standardised guidelines across government agencies to minimise confusion and inefficiencies. Create online resources, such as websites and portals, with information, forms, and appointment scheduling, making it easier for TCNs to access services and information. Such online resources should be clear, easy to navigate, up to date and user friendly. Information centers can be established where TCNs can get accurate and up-to-date information about administrative procedures, rights, and resources.

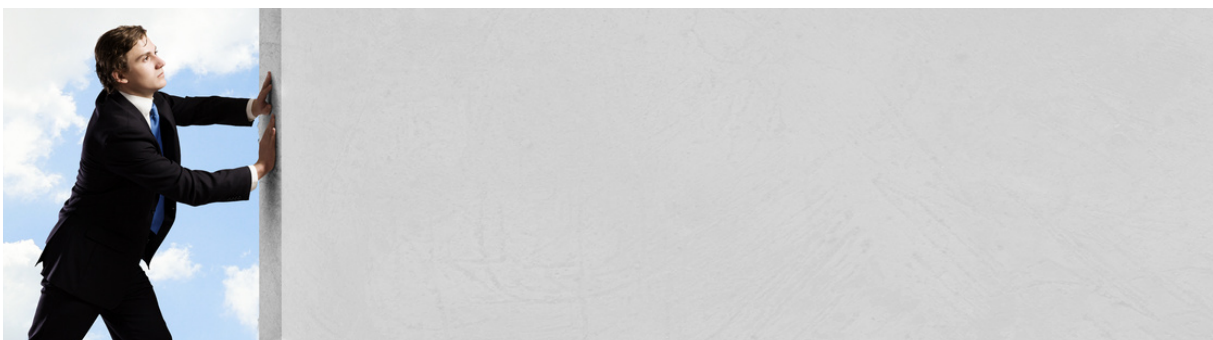


Spain

While Spain has made efforts to promote the integration of Third-Country Nationals (TCNs), refugees, and asylum seekers into society, several gaps in the integration process persist, leading to challenges for these vulnerable groups. Among them, some of the most relevant ones include:

- **Language barrier**

Language barriers represent a significant obstacle to integration. Upon arrival, many TCNs, refugees, and asylum seekers may not speak Spanish, which hinders their opportunities to access education, employment, and essential services. Although there are Spanish courses, the offer is limited and there are great differences in opportunities between Autonomous Communities. In other cases, the urgency of finding employment causes TNCs to overlook this aspect. Investing in language education not only facilitates communication but also empowers migrants to participate fully in society, enhancing their social and economic integration.



• Employment

Employment opportunities are crucial for the successful integration of migrants and refugees. While there are legal protections against discrimination, many migrants still face biases and prejudices in the job market, particularly related to their nationality. Additionally, the lack of recognition of foreign qualifications and work experience often hinders migrants from accessing positions matching their skills and education. Furthermore, the absence of specialized job training programs for migrant populations limits their ability to acquire new skills and improve their employability. On the other hand, the difficulty in many cases to obtain a work permit makes it very challenging for migrants to maintain their economic independence, which leads them to face even greater vulnerability.

• Education



Access to quality education is fundamental for the successful integration of migrant children and young refugees. However, lack of specialized support in schools can hinder their educational progress and social integration. Limited language support and resources for students with migrant backgrounds may lead to educational disparities and impact their overall academic performance. The disparity in the academic curriculum compared to their countries of origin hinders the educational advancement of these children in the case of some nationalities. Additionally, without proper orientation and social integration programs in schools, these students may face challenges in adapting to the new educational environment and forming meaningful relationships with their peers.

To address this gap, Spain must prioritize policies that boost educational adaptation, provide language support, and promote intercultural understanding in schools. Training teachers to work effectively with students with different backgrounds and providing specialized support for the concrete needs of migrant students are essential steps toward ensuring equal educational opportunities and fostering social cohesion among the younger population.

• **Housing and Accommodation**

Access to suitable and affordable housing is a pushing challenge for many TCNs, refugees, and asylum seekers in Spain. The limited availability of housing resources and the increasing demand from both local and migrant populations contribute to the difficulties in securing stable accommodation. As a result, newcomers may face prolonged stays in overcrowded reception centers or temporary shelters, which negatively impact their well-being and hinder their integration prospects. In addition, there is a clear attitude of refusal by landlords to rent to migrants under the misconception of being a problem or simply because of racist behaviour on the part of the landlords.

To address this gap, Spain needs to adopt comprehensive housing policies that prioritize the needs of migrants and refugees, providing timely access to suitable housing options and ensuring equal treatment in the allocation process. Collaborating with local municipalities and NGOs can also enhance support networks and facilitate smoother transitions into permanent housing for these vulnerable groups. It is also important to work with communities to foster a spirit of tolerance and respect for interculturality.

• **Social Inclusion**

Achieving social inclusion is not just about meeting basic needs; it also involves fostering a sense of belonging and acceptance within the host community. Prejudice, stereotypes, and discrimination can create barriers to social integration, leading to isolation and marginalization. Community engagement initiatives, cultural exchange programs, and awareness campaigns can help combat misconceptions and promote empathy and understanding among the native population, thus fostering a more welcoming and inclusive environment for newcomers.

Negative stereotypes, prejudices and discrimination towards migrants can lead to social isolation and complicate their participation in community life. Limited awareness among the native population about the cultural backgrounds and experiences of migrants further perpetuates barriers to integration. To address this gap, Spain must promote social cohesion and intercultural dialogue through awareness campaigns and community engagement initiatives that combat misconceptions and promote empathy and understanding among the native population, thus fostering a more welcoming and inclusive environment for newcomers.

Encouraging interaction through shared social and cultural activities can foster mutual understanding and empathy among diverse communities. Furthermore, promoting diversity education in schools and workplaces can play a crucial role in challenging stereotypes and fostering an inclusive society where all members feel valued and respected.

- **Access to Healthcare and mental health**

Equal access to healthcare is crucial for the well-being of migrants and refugees. However, some face barriers, such as lack of health insurance or knowledge of the healthcare system, preventing them from accessing necessary medical services. Ensuring that healthcare services are accessible and culturally sensitive can contribute to better health outcomes and overall integration. Moreover, addressing mental health needs is equally critical, as many refugees and asylum seekers have experienced traumatic events in their home countries or during their journey to Spain. However, mental health services tailored to address the specific needs of these individuals are often lacking, leading to untreated trauma and psychological distress.

- **Administrative issues**

Moreover, navigating the complex asylum application process and obtaining legal documentation can be overwhelming for refugees and asylum seekers. Delays in processing asylum claims and obtaining legal status can lead to uncertainty and hinder their long-term integration prospects. Streamlining the asylum process, providing legal aid, and ensuring a clear pathway to legal residency are essential steps in supporting their integration journey.

Navigating the complex legal and administrative processes in Spain presents significant challenges for refugees and asylum seekers. The asylum application procedure can be overwhelming, with lengthy processing times leading to prolonged uncertainty. Delays in obtaining legal documentation can hinder refugees' access to essential services, education, and employment opportunities, perpetuating their vulnerability and marginalization. Furthermore, differences in language barriers during asylum interviews can impact the quality of applicants' cases and their chances of obtaining refugee status. Spain must provide legal aid services and interpreters throughout the application process in order to improve their integration prospects.

Additionally, coordination between national and regional authorities is essential for a coherent and effective response to migration and asylum challenges. However, bureaucratic complexities and varying approaches across different regions can lead to inconsistencies in services and support for migrants. Strengthening intergovernmental collaboration and communication can foster better coordination and resource allocation, ensuring that migrants receive consistent and comprehensive support throughout their integration journey.



Italy

- **Language Acquisition**

Following the Ministerial Decree of June 4, 2010, immigrants in Italy are required to achieve level A2 of the Common European Framework of Reference for Languages in order to obtain a long-term residence permit. However, this approach might overly focus on A2 level courses due to permit requirements, risking the perception of A2 competence merely as insurance for living, rather than a pathway toward communicative autonomy.

Foreign citizens migrating to Italy face significant language barriers that hinder successful adaptation and integration. Time constraints due to logistics, work, and bureaucracy pose challenges for attending Italian language courses, particularly for families with children. Numerous migrants have limited literacy in their native language, with specific vulnerabilities or learning disabilities adding to language acquisition difficulties. While school-age children can enhance language skills through education integration, adults face more demanding circumstances, relying on compatriots and encountering limited exposure to Italian.

To address these challenges, the state should implement comprehensive strategies. Providing additional funding for language courses and cultural mediation services is crucial. Offering babysitting services can help families attend language classes regularly. Differentiated language courses tailored to cultural backgrounds prove effective in promoting language acquisition. Local authorities should actively support and coordinate language learning initiatives. Effective communication strategies at the local level can raise awareness about available language programs, emphasizing their importance for daily life and employability.

Investing in further training for language teachers will enhance their abilities to address specific migrant needs during language learning. Comprehensive language learning opportunities in the host country's language, while respecting migrants' languages of origin, are vital for positive integration and social inclusion. By addressing practical obstacles and investing in language education, Italy can foster a cohesive and inclusive society, benefiting individual migrants and society as a whole.



• **Employment Opportunities**

Despite being largely concentrated in the lower-middle class, immigrant workers in Italy play a crucial role in the economy, generating 144 billion in Value Added and contributing approximately 9% to the country's GDP. Their impact on the economy is even more pronounced in certain sectors, such as Agriculture (17.9%), Catering (16.9%), and Construction (16.3%) (Fondazione Moressa, 2022). However, there are still challenges faced by non-EU citizens in the labour market. Although they have access to employment and self-employment opportunities, there is a lack of targeted support to address the specific hurdles encountered by foreign-trained or low-educated workers. As a result, they often face difficulties in securing jobs that align with their qualifications and skills, hindering their full integration into the workforce.

The '13th Report on Foreigners in the Labour Market' by the Ministry of Labour and Social Policy shows increasing activations of employment contracts for non-EU citizens. However, it also reveals challenges such as lower employment rates for women, concentration in low-paid executive roles, and non-EU graduates in low-skilled jobs. To secure the appropriate support, a more tailored approach would be needed to address these specific challenges.

According to the Consolidated Law on Immigration (TUI), foreign workers planning to work in Italy must secure both a work authorization from the Immigration Desk and a work visa from the Italian Embassy in their home country before entering Italy. After arriving, they receive a residence permit that corresponds to the duration of their work contract. This practice ties their stay to their employment, granting employers significant control over foreign workers. In addition, work permits

for TCNs are limited and the government is required to develop a long-term programme on immigration policy every three years. The number of these predetermined entry quotas is lower than the needs of the labour market, even in sectors where there are serious labour shortages.

Italian law allows asylum seekers to start working 60 days after lodging their application, but their permit cannot be converted into a work or residence permit. Although the law mentions the right to employment without limitations, practical difficulties arise in obtaining a work-permit due to delays in asylum application processing and renewal. Employers may also be hesitant to hire asylum seekers who possess only the asylum request receipt or the request for renewal of the six-month permit, as these documents lack an expiry date, despite being legally equivalent to the residence permit.

Furthermore, asylum seekers' employment prospects are influenced by objective factors such as language barriers, prevalent prejudices, remote accommodation locations, the lack of personalized support, and the widespread occurrence of irregular work and exploitation, all of which hinder their access to meaningful employment opportunities.

To tackle these challenges effectively, promoting inclusive policies and providing training opportunities would be essential in creating better and more meaningful employment prospects for foreign workers.

• **Housing and Accommodation**

In Italy, the availability of suitable housing for TCNs, including asylum seekers and those with international protection, has slowly worsened over the years. The housing problems are concentrated in large metropolitan areas, but rural regions also face social exclusion and emergencies. Rent and housing options are limited, and only a small percentage of properties are available for rent on the private market or through public residential housing.

TCNs encounter various challenges in attaining housing autonomy, such as unaffordability, supply/demand mismatch, and lengthy waiting lists for social housing. Integration-related issues, including discrimination, unemployment, and limited access to information services, further complicate their situation. Discrimination by potential landlords, especially of an ethnic nature, hinders TCNs' access to rental properties. The scarcity and high costs of rental accommodation, coupled with job insecurity, exacerbate housing difficulties for TCNs.

These housing obstacles expose migrants to continuous precarity, marginalization, and the risk of living in informal settlements. Undocumented migrants, in particular, face further vulnerability, as they are often excluded from housing programs and emergency systems.

In response to limited public resources, innovative social housing initiatives have emerged, funded by public authorities, the third sector, and private entities. However, these projects remain small in scale and localized, mainly concentrated in specific regions.

To address TCNs' housing needs, future policies should coordinate housing, employment, and services, adopt inclusive housing measures benefiting a broader population, and foster multi-level collaboration involving the EU, member states, cities, universities, and NGOs. By considering these obstacles and implementing effective solutions, access to suitable housing for TCNs in Italy can be improved, promoting integration and inclusivity.

• Access to Education

The Italian school system has experienced a gradual rise in the enrolment of students with non-Italian citizenship, accounting for approximately 10.3% of the total student population, according to recent ministerial data. Foreign minors in Italy have access to compulsory education for ten years and until they turn 18, regardless of legal status. The education system promotes intercultural education, respecting diversity, and limits foreign student distribution in classes to 30% for social inclusion.

However, barriers persist. Linguistic challenges often impede educational progress, contributing to delays and dropout rates among foreign students. Complex administrative procedures create obstacles for families unfamiliar with Italian bureaucracy.

Higher education poses additional challenges, with bureaucratic hurdles and economic constraints impacting access. Immigrant families, especially vulnerable ones, bear the costs associated with university education. Despite these challenges, the number of immigrant students in Italian universities is on the rise. Ensuring quality education and support is crucial to provide equal opportunities for these young migrants, enabling them to contribute positively to Italian society and fostering their integration journey, as well as that of their families.

• Social Integration and Support Networks

In Italy, immigrant integration is not a major political focus, with more attention given to security and legality. Integration policies have mainly focused on economic aspects. Recently, cultural and social integration gained some attention, but sometimes there is a gap between planned actions and actual implementation. Some policies often may have an assimilative approach, emphasizing requirements for immigrants to conform rather than preserving their cultures.

Migrant organizations and NGOs are consulted during policy drafting and can participate in the Coordinating and Monitoring Committee's technical meetings for migration policies. Participation of non-governmental stakeholders in migration decision-making depends on the government's willingness. Regarding refugees, 17 NGOs and UNHCR are part of the Asylum Round Table. Some regions have consultative bodies for integration stakeholders, but participation varies, and Immigration Territorial Councils are rarely involved in public consultations.

In Italy, regions play a crucial role in formulating integration policies as they have legislative and regulatory authority over social policies, education, labour market, vocational training, health, and housing. Regional governments in Italy establish the policy framework, and municipalities bear the primary responsibility for defining specific integration measures and implementing policies. Indeed, integration efforts have been more successful at the local level, where regions have taken the initiative in coordinating social services and allocating integration funding. Language courses and housing projects have been implemented in various regions, and non-state actors have played a significant role in supporting integration initiatives. Despite some successful local practices, the implementation of integration policies remains fragmented across Italy. Efforts are being made to replicate successful practices in all Italian regions.

- **Delays in Processing and legal restraints**

In Italy, application processing times can be very long due to complex bureaucracy. Delays and legal constraints primarily characterize the procedures for applying for international protection. Indeed, the Italian asylum application process is significantly delayed and burdened by legal constraints, primarily due to the absence of a formal timeframe for making applications and various procedural complexities. Asylum seekers are encouraged to apply as soon as possible, but the general rule mandates a deadline of 8 days from arrival for presenting themselves to the authorities. However, in practice, these deadlines are often not met, and applicants in major cities frequently lodge their applications weeks or even months after arrival.

Once registered, the asylum application is sent to the Territorial Commissions for International Protection for an interview and decision. Although the Procedure Decree sets a 30-day time limit for the interview and a 3-day limit for the decision, these limits are frequently exceeded due to the large number of simultaneous applications and other factors. The entire asylum procedure may last up to 18 months.

Additional delays are caused by prioritized and accelerated procedures, border procedures, and the identification of safe countries of origin. Asylum seekers have the right to appeal a negative decision, but even the appeal process before civil courts often surpasses the maximum durations set by rules.

These delays create uncertainty and challenges for asylum seekers seeking protection, as they may be forced to wait for months without knowing the outcome of their applications. The need for timely and efficient asylum processes is crucial to address the humanitarian needs of those seeking refuge in Italy.



Greece

- **Language**

In Greece, even if a lot of people, and especially youths speak English, it is essential to know at least the basics. Learning the Greek language makes you autonomous and everyday life is much easier. Language barriers can be significant challenges for migrants in their integration process, as language is closely connected with the execution of administration processes, work and daily life. The gap is connected with the limited access to language courses provided by the state. Short term programs and classes provided by NGOs are not enough.

Moreover, migrants often face difficulties in accessing formal language courses due to various reasons, including lack of information, financial constraints and resources. Language learning should be culturally sensitive, taking into account the diverse backgrounds of migrants.

- **Healthcare**

TCN's and recognized refugees in Greece have access to primary healthcare and they can visit public hospitals. However, they face challenges and gaps with the Greek citizens like huge queues, not finding a doctor soon etc. Other gaps in healthcare services for migrants and refugees in Greece encompass challenges in accessing care due to bureaucratic hurdles, language barriers, and financial constraints. Healthcare facilities in certain areas might not meet standards, leading to inadequate medical care. Mental health support is often lacking despite significant psychological stress among migrants. Language and cultural barriers hinder effective communication, while specialized care needs, such as maternal, child, and gender-specific healthcare, can be overlooked. Preventive care, vaccinations, health education, and workforce training are inadequate, and legal/administrative barriers further impede access. Integration into the broader healthcare system is challenging, and data collection/monitoring remains insufficient.

- **Access to education**

Migrant children and refugees in Greece often face barriers in accessing formal education due to factors such as language barriers, lack of information about available educational services, and limited school capacity. However, all children are obligated to go to school in Greece. It doesn't matter if they are TCNs, recognized refugees or asylum seekers. They can legally go to school. Another issue that is, however, more general and affects Greek schools is that children with specific educational needs, including those with disabilities or learning difficulties, might not receive the necessary support and accommodations in the education system.

- **Employment opportunities**

Challenges and gaps in employment opportunities for migrants and refugees in Greece encompass various obstacles. Language barriers impede effective communication, while unrecognized qualifications limit job prospects. Access to vocational training and skill development is often lacking, and a dearth of information about available jobs and labor regulations hampers progress. Discrimination and xenophobia can deter employment, potentially pushing individuals into exploitative informal labor. Legal uncertainties and bureaucratic hurdles pose difficulties, and the absence of professional networks and access to financial services further hinder job-seeking efforts. Gender-specific challenges, housing instability, and mismatches between skills and job placements exacerbate the situation.

- **Housing and Accommodation**

Migrants often face difficulties in finding safe, affordable, and suitable housing due to factors such as discrimination, legal uncertainties, and limited financial resources. Overcrowding and inadequate living conditions in some refugee camps and temporary accommodations can have detrimental effects on physical and mental well-being. Access to essential services like clean water, sanitation, and hygiene facilities might be inadequate. Additionally, the lack of integration-focused housing policies can hinder migrants' ability to transition to permanent housing and fully integrate into society.

- **Social integration**

Language barriers hinder effective communication and interaction with the local community, potentially leading to isolation. Discrimination and xenophobia can create an unwelcoming environment, impeding meaningful connections and opportunities. Limited access to education, healthcare, and employment further exacerbates feelings of exclusion. Additionally, cultural differences and lack of awareness about local customs can lead to misunderstandings. The lack of targeted integration programs and policies can hinder the process of migrants becoming active members of their new communities.



Lithuania

- **Language barrier**

One of the primary challenges faced by immigrants in Lithuania is the language barrier. Lithuanian is the official language, and while English and Russian is more widely spoken in urban areas, proficiency in Lithuanian is essential for successful integration, accessing job opportunities, and engaging with local communities. The complexity of the Lithuanian language, with its unique alphabet and grammar, can be particularly daunting for newcomers.

To address this gap, Lithuania has made efforts to provide language education and integration support. Government-funded programs offer Lithuanian language courses for immigrants, but the availability and accessibility of these programs can vary, and they may not always meet the diverse needs of immigrant communities.

Community organizations and NGOs have also played a crucial role in bridging the language gap, offering language classes and cultural orientation programs. However, more comprehensive, and tailored language support is needed to ensure that immigrants can fully participate in all aspects of Lithuanian society.

- **Employment**

Employment search for immigrants in Lithuania presents several challenges, resulting in notable gaps in the labor market integration process. These gaps delay the full utilization of immigrant skills and contributions to the country's economy.

As mentioned above, the most significant barrier to employment for immigrants in Lithuania is the language. Proficiency in Lithuanian is often a prerequisite for many jobs, especially those outside major cities. While some immigrants may have basic language skills, achieving the fluency needed for professional roles can be a daunting task.

Immigrants may struggle to have their foreign qualifications recognized in Lithuania. Differences in education systems and accreditation processes can make it challenging for them to enter professions matching their qualifications, leading to underemployment.

Also, building professional networks is vital for job seekers, but immigrants may face difficulties in this area due to limited connections in a new country. Lack of local contacts and knowledge of the job market can be a disadvantage.

Some immigrants may experience discrimination in the job market, which can decrease their chances of finding employment. Bias-based nationality, ethnicity, or perceived language proficiency can be barriers to fair hiring practices.

To bridge these employment gaps, various organizations try to take serious measures. This includes enhancing language training programs, simplifying the recognition of foreign qualifications, and promoting diversity and inclusion in workplaces.

• **Education**

Even though Lithuania's policies are advancing, education for immigrants still has significant gaps and areas where improvements are very much needed.

The language barrier is a significant hurdle for immigrant students. Lithuanian is the primary language of instruction, and while some schools offer classes in English, it may not be available everywhere. Immigrant children may struggle to adapt to a new linguistic environment, impacting their academic performance and social integration.

Also, immigrant parents may find it challenging to have their children's foreign educational credentials recognized in Lithuania. Differences in curricula and grading systems can lead to delays in placing students in appropriate grade levels, which can disrupt their educational continuity.

Foreign students may also face cultural adjustment issues, such as adapting to a different teaching style, school culture, and social norms. This can affect their overall educational experience and emotional well-being.

To address these gaps, Lithuania should take measures such as expanding language support programs for immigrant students and promoting cultural sensitivity in schools. Additionally, fostering inclusive environments that celebrate diversity can help immigrant students feel more comfortable and welcome in their educational journey, ultimately contributing to their successful integration into Lithuanian society.

• **Healthcare**

Lithuania has a comprehensive social security system that offers a range of benefits and social securities. The types of available social security services include maternity/paternity leave, unemployment benefits, pension/sickness benefits, compulsory health insurance and occupational accident benefits. The availability of these and other benefits may vary depending on your legal status in the country, among other factors.

It is important to note that all foreigners who legally reside in the Republic of Lithuania have a right to emergency medical assistance (phone number 112). In addition to emergency medical assistance, persons who are insured with compulsory health insurance are entitled to primary, secondary, and tertiary healthcare.

As always, there are areas where healthcare needs to be improved. Firstly, healthcare providers may not always be culturally competent, leading to potential misunderstandings and differences in

healthcare expectations and practices. Immigrants may not feel understood or may be hesitant to seek healthcare due to these cultural differences. Second, immigrants, especially newcomers, may encounter challenges in obtaining health insurance, which is mandatory for accessing many healthcare services in Lithuania. This can result in delays in seeking medical attention or avoiding it altogether due to financial concerns.

Also, immigrants may not be aware of their healthcare rights and available services, making it essential to improve information dissemination and accessibility to healthcare resources. In order to lessen these gaps, Lithuania can implement policies that promote language assistance in healthcare settings, cultural competence training for medical professionals, and simplified procedures for obtaining health insurance. Moreover, community outreach and education initiatives can help ensure that immigrants are aware of their healthcare options and rights, ultimately promoting their overall health and well-being in Lithuania.

- **Accommodation and Housing**

Immigrants may find it difficult to secure suitable housing due to factors like language barriers, unfamiliarity with local rental markets, and discrimination from landlords. This can result in overcrowded or inadequate living conditions.

Housing affordability is a concern for many immigrants. Rent prices in major Lithuanian cities, such as Vilnius and Kaunas, have risen in recent years, making it challenging for newcomers, who may have limited financial resources, to find affordable housing.

There is also an important mental challenge for some foreigners. A few of them may face isolation in certain neighborhoods, where they might be living among people from their home country due to shared language and cultural backgrounds. While this can offer a sense of community, it can also limit their exposure to Lithuanian culture and society.

Every resident of Lithuania (including foreigners with residence permits) must declare their place of residence in the county. The declaration of the place of residence is related to social services or other kinds of support both in terms of services and social benefits (in practice, the state pays social benefits only to persons who have declared their place of residence on its territory). Because of the declaration people qualify for certain entitlements such as voting at local self-governance, in some cases, school, kindergarten enrollment, etc.

In case you want to declare your place of residence outside of your own accommodation (such as in a rented apartment, the place of your relatives or friends, etc.), there are several options. You can declare the place of residence on the website [epaslaugos](https://epaslaugos.lt). It and the owner of the accommodation will confirm his/her consent on this website after you submit your declaration. Alternatively, visit the administration of the borough (*seniūnija*) or the municipality (in the absence of a borough) together with the owner of the accommodation. Finally, if you have a lease or a loan agreement or a notarized consent from the owner, contact the administration of the borough you live in (or the municipality in the absence of a borough).

• Social Integration

Social integration of immigrants in Lithuania is a multifaceted process that involves various aspects of life, including language, culture, employment, and community engagement. While Lithuania has made efforts to foster a more inclusive society, there are still challenges that immigrants face in their journey towards full integration.

Language proficiency is often considered the key to social integration. While many immigrants may have a grasp of English, fluency in Lithuanian is crucial for meaningful interaction with locals, securing employment, and accessing services. Language courses and support are essential in bridging this gap.

Adjusting to a new culture can be challenging. Immigrants may encounter differences in social norms, customs, and traditions. Encouraging cultural sensitivity and offering cultural orientation programs can help newcomers adapt more comfortably.

Gaining meaningful employment is a critical factor in social integration. Recognizing foreign qualifications, promoting diversity in the workplace, and providing job placement support are ways to improve immigrants' access to the job market.

Social integration goes beyond individual adaptation; it also involves participating in the broader community. Immigrants may face challenges in building social networks, so creating opportunities for interaction and inclusion is essential. Also, addressing discrimination and xenophobia is crucial for social integration. Strong anti-discrimination policies and public awareness campaigns can help combat bias and prejudice against immigrants.

Lithuania can further enhance the social integration of immigrants by investing in language education, facilitating the recognition of foreign credentials, promoting diversity and inclusion in schools and workplaces, and fostering community engagement programs. By addressing these challenges and creating a more welcoming environment, Lithuania can harness the potential of its immigrant population and build a more inclusive and diverse society.

Conclusion:

While Europe has made progress in integrating third-country nationals, refugees, and asylum seekers, several gaps persist in various areas. Addressing the legal and administrative challenges, improving access to education and employment, enhancing housing and social services, fostering social and cultural integration, and ensuring access to legal rights and social justice are crucial for effective integration. By recognizing and actively working to close these gaps, Europe can create more inclusive societies that benefit both newcomers and host communities.

2.4. The Expectations of TCNs

When a person decides to move to another country and give up what they have come to know, they take a risk. There are many different reasons why one decides to leave behind everything and come to a new country. Whether it be for love, safety, economic or because you have no choice but to leave due to persecution, poverty etc. We naturally have expectations and needs, Sometimes our

needs and expectations can be blurred or overlapped. The contradiction between a migrant's expectations and realizations can be very different based on inaccurate, inflated or unrealistic information and priorities. This paper examines the expectations of Third-Country Nationals (TCNs) in Europe, focusing on the challenges, requirements and needs and the relation to what they expect upon arrival and during their integration process. It aims to provide an in-depth understanding of the various dimensions of TCNs' expectations versus the reality. By exploring these expectations, policymakers, stakeholders, and civil society organizations can develop effective strategies in ensuring the well-being of TCNs within the European societies.

Europe has witnessed a significant influx of TCNs in recent decades due to globalization, conflict, and economic disparities. As the European Union (EU) and its member states seek to address the needs of these individuals, it is crucial to understand the multifaceted challenges and expectations of TCNs.

This paper sheds light on the expectations of TCNs in Europe, and how understanding the expectations can help to make the integration process better and easier.

Expectations

People move for a variety of reasons such as persecution, human rights violation, war, politics and a difference of culture are just a few of the reasons. Political and social reasons such as to escape persecution of ethnicity, race, culture, religion and politics are huge reasons for mass migration. However, when one makes the decision to move the cause is generally due to push and pull factors. Push factors are the reasons why people leave and pull factors are drawn to a new country. If some leave due to a war or oppression these are examples of a push factor. While if someone moves to another country for love or better education these are pull factors. Whatever the reason for one leaving or one moving to another country there are always certain expectations.

Better Social Life

One of the primary reasons TCNs leave their home countries is the pursuit of better socio-economic conditions. These expectations revolve around several key factors:

- 1. Good Job:** TCNs often expect to find fulfilling and well-compensated employment opportunities that align with their skills and expertise. They seek jobs that offer not only financial security but also personal growth and job satisfaction.
- 2. Better Earning Potential:** Higher earning potential is a crucial expectation for TCNs as it allows them to improve their standard of living, support their families back home, and save for the future.
- 3. Medical Care:** Access to quality healthcare is essential for TCNs. They hope to have access to medical facilities and services that ensure their well-being and that of their families.
- 4. Better Education:** Many TCNs move with their families, hoping to provide their children with a better education in a foreign country. They seek schools and educational institutions that offer a high standard of learning and opportunities for academic and personal development.
- 5. Better Employment Opportunities:** TCNs often aspire to work in an environment that appreciates their skills, values diversity, and provides equal opportunities for professional growth.

Political Factors

Apart from economic considerations, TCNs also expect certain political factors to be present in their host countries:

- 1. Treated Fairly:** TCNs hope to be treated fairly and with respect, regardless of their nationality or background. They seek equal treatment in all aspects of life, including employment, education, and daily interactions with the local community.
- 2. Respect:** Mutual respect between TCNs and the local population is crucial for fostering harmonious relationships and creating a sense of belonging.
- 3. Good Working Conditions:** TCNs expect safe and humane working conditions that adhere to local labor laws and international standards.
- 4. Better Environmental Conditions:** Many TCNs come from countries with environmental challenges. They hope to find better environmental conditions in their host countries, where efforts are made to protect and preserve the environment for future generations.
- 5. Good Policies and Laws:** TCNs seek a country with stable and fair policies and laws that protect the rights of all individuals, including migrants.
- 6. No Persecution:** TCNs leave their home countries to escape persecution and discrimination. They expect their host countries to uphold human rights and provide a safe haven from any form of persecution.
- 7. No War or Conflict:** Political stability and peace are crucial expectations for TCNs. They seek a country free from war or conflict to live and work peacefully.

Conclusion

Third Country Nationals (TCNs) leave their homes and families behind, hoping to find a better life in foreign countries. Their expectations center around improved socio-economic conditions, access to essential services, fair treatment, and political stability. By understanding and addressing these expectations, host countries can create a more inclusive and welcoming environment that benefits both TCNs and the local population. Embracing diversity and fostering respect and understanding can lead to a mutually beneficial and prosperous society for all.

2.5. Myths and Realities

Europe often carries various myths and misconceptions regarding the lives of TCNs. These myths can shape public opinion, policies, and attitudes towards migration. This paper aims to explore and debunk these myths, providing a clearer understanding of the realities faced by TCNs in Europe.

Myths and Realities of TCNs

TCNs are a burden on the economy and drain resources in European countries.

TCNs contribute significantly to the economy with labor force participation entrepreneurship, and tax contributions. They often fill labor market gaps, contribute to innovation, and enrich cultural diversity, leading to economic growth and development.

TCNs primarily come to Europe to access welfare benefits and rely on social assistance.

TCNs often migrate to Europe seeking better economic opportunities, not welfare benefits. While some TCNs may require temporary social support the majority are motivated by the desire to work and improve their lives. Access to welfare benefits is typically limited and subject to strict eligibility criteria.

TCNs pose a significant security threat and are disproportionately involved in criminal activities.

Studies consistently show that TCNs have lower crime rates compared to native-born populations. The overwhelming majority of TCNs abide by the law, contribute positively to society, and aspire to lead safe and peaceful lives. Isolated criminal incidents should not be generalized to the entire TCN population.

TCNs do not make efforts to integrate into European societies.

TCNs actively engage in the integration process learning local languages, participating in cultural activities, and building social networks. However integration is a two-way process that requires support and acceptance from the host society. Structural barriers, discrimination and limited opportunities can hinder full integration.

TCNs lack education and skills, hindering their contributions to European economies.

TCNs often possess diverse skills, qualifications, and educational backgrounds. However, their credentials may not be fully recognized or utilized due to language barriers, differences in certification systems, or discrimination. Proper recognition of qualifications and targeted skill development programs can unlock their full potential.

Europe is culturally homogeneous, and TCNs struggle to preserve their cultural identities.

Europe is culturally diverse, comprising various ethnic, linguistic, and religious communities. TCNs bring richness and diversity to European societies, contributing to multiculturalism. While cultural integration is important TCNs also retain their cultural identities and contribute to the cultural fabric of their host countries.

TCNs do not make efforts to learn the local language, hindering their integration.

Language acquisition is a significant challenge for TCNs, but many actively engage in language learning. Limited access to language courses, financial constraints, and time constraints can impede their progress. Providing comprehensive language support programs can facilitate their integration.

TCNs are universally met with discrimination and xenophobia in European societies.

While discrimination and xenophobia exist, they are not representative of the entire European population. Many Europeans welcome TCNs, value diversity, and work towards inclusive societies. Efforts to combat discrimination and promote interculturality.

MYTHS AND REALITIES ABOUT EUROPEANS

Europe is a paradise where everyone is wealthy

While Europe has developed economies and higher living standards in many countries, poverty and income inequality also exist. Some European countries face economic challenges, and not everyone in Europe is wealthy.

All Europeans live in luxurious mansions and have a high standard of living

Europe has a diverse range of living standards. While some Europeans enjoy a high standard of living, there are also people living in modest or lower-income housing, especially in urban areas.

Europeans have access to free unlimited money and resources.

Europe does have social welfare systems and public services, but these are often funded through taxes. Not everyone in Europe has unlimited access to money and resources, and individuals still need to work and contribute to society.

Everyone in Europe is highly educated.

Europe has a strong education system, but educational attainment varies across countries and regions. While many Europeans have access to quality education, there are also individuals with limited educational opportunities.

Europeans have no social or economic problems.

Europe like any other region faces social and economic challenges. These can include unemployment, poverty, discrimination, political tensions, and integration issues. Europe is not free from problems, and its countries work to address these issues.

Europeans are all welcoming and accepting of foreigners.

Europe has diverse attitudes towards foreigners and immigration. While some Europeans are welcoming and open-minded, others may hold xenophobic views or harbor prejudices. It is important to recognize that Europeans, like people in any other region, have varied opinions on these matters.

Europe is a continent without corruption.

Corruption exists to various degrees in different European countries. While some European countries have strong anti-corruption measures and low levels of corruption, others struggle with corruption in government institutions and other sectors.

Europeans have no health or social issues

European countries have well-developed healthcare systems, but they still face healthcare challenges. Issues such as aging populations, rising healthcare costs, mental health concerns, and access to healthcare services are prevalent across the continent.

All Europeans have access to top-notch technology and infrastructure.

Europe generally has advanced technology and infrastructure, but there can be disparities between rural and urban areas and across different countries. Some regions may have limited access to modern technology or outdated infrastructure.

It's important to remember that Europe is a diverse continent with different countries, cultures, and socioeconomic situations. These myths and realities may not apply universally and can vary across regions and countries within Europe.

It's important to remember that these are generalized myths and realities, and individual experiences can vary significantly within Europe.

Chapter 3: Collection of Knowledge Acquired and Lesson Learnt

3.1. Knowledge Acquired



Cyprus

The project's key takeaways and insights reflect its positive impact and participant engagement. Clear titles and well-aligned content in the learning outcomes document were highly appreciated during local consultations. Despite varying scores among participants, there was consensus on the document's quality. The learning outcomes were regarded as excellent, inclusive, and comprehensive. Participants highlighted the potential benefit of tailoring outcomes to specific countries on the platform. Notably, participants actively engaged with the project, demonstrated by their enthusiastic scanning of QR codes to explore project-related social media and websites. The project sparked genuine interest and willingness among participants to engage with its VR scenarios and videos. This engagement underscores the project's success in capturing participant attention and fostering genuine enthusiasm for participation. Overall, the project's well-structured learning outcomes and the positive participant feedback collectively showcase the project's effectiveness and potential for further success.



Greece

The project's key takeaways and insights revolve around several important areas. It became evident that navigating through various aspects demanded a grasp of diverse skills. While the project encompassed multiple domains, language proficiency emerged as a potential hurdle. A fundamental grasp of digital skills was deemed essential for participation.

Task 1.4, involving Excel utilization, was highlighted. The training received praise for its quality, albeit some activities necessitated substantial time investments for implementation. A notable feature was the adaptability of trainers to tailor activities as per their requirements, optimizing the process.

The outcomes yielded positive results, attributed to productive interviews that furnished a wealth of information. Both the results and interviews were impactful, underscoring the extensive information shared. This underlines the project's efficacy in generating valuable insights and outcomes through comprehensive training and adaptable strategies.



The VRIN project's development encompassed curriculum planning, visual identity, online presence, repositories, and impact strategies. While the learning outcomes are comprehensive, adapting to diverse cultures presents significant short-term hurdles. Success hinges on time allocation, effective delivery, and target group engagement. Essential data shapes standardized modules in the training curriculum. Gathering feedback and advice from participants was facilitated in a meeting. The initiative deeply gathered information for third-country nationals (TCNs) and integration actors. A holistic review of project advancement and finances informed management, while dissemination progress, PR2 and PR3 updates, and subsequent activity finalization were discussed.

Notably, the project materials illuminated national migration management approaches, unveiling both regional differences and shared tactics. Content validation occurred through tailored engaging activities and discussions meeting TCNs' needs. Participants gained fresh insights into VR migration, and tested VR activities proved effective for training.

Updates were shared with internal and external stakeholders, soliciting feedback and sharing achievements. Insights on surmounting challenges and adopting integration best practices were collected.



The VRIN project underwent significant development stages, including curriculum planning, visual identity, online presence, repositories, dissemination, and impact planning. While learning outcomes were well-grasped, doubts lingered due to the ambitious nature of desired results, hinging on time availability, effective delivery, and target group responsiveness.

Project progress and finances were reviewed for internal reporting, with emphasis on dissemination advancements, PR2 and PR3 updates, and subsequent activity finalization. Validated content through tailored activities and discussions effectively addressed Third Country Nationals' (TCNs) needs, expanding their knowledge of VR migration. Tested VR activities emerged as valuable training tools. Challenges around TCN integration, encompassing social, informational, and language aspects, surfaced, yielding insights for better integration strategies.



The VRIN project presentation highlighted crucial points:

- Module Enhancement: Identified a necessity for module refinement.
- Resilience to Criticism: Overcoming challenges of handling and adverse judgments.
- Language & Politics: Acknowledged language and political hurdles.
- Unforeseen Societal Challenges: Encountered unexpected obstacles within the host society.

The project underscores the significance of refining modules, managing criticism, tackling language and political barriers, and addressing unforeseen challenges in the pursuit of successful implementation and stakeholder support.



The project covered various profiles and achieved adequate learning outcomes for Third-Country Nationals (TCNs), though changes in laws and language barriers pose risks. Successful presentation of the VRIN project to stakeholders yielded positive feedback and support. Information was gathered from meetings with migrant experts. Improvement needs were identified, including content validation. Challenges in Spain's stability were noted, emphasizing the importance of cultural integration and networking. Openness to opportunities and adapting to new experiences were

highlighted. The project underscores the significance of learning local culture and meeting people. Overall, the project illuminated the difficulties and necessities of TCNs while showcasing successful stakeholder engagement.



Sweden

During the VRIN project in Sweden, participants delved into crucial aspects of integration, emphasizing communication, housing, and the labor market as pivotal categories. The exploration unveiled diverse country-specific classifications, highlighting the unique challenges each nation presents. Valuable insights were gained by collating experiences, challenges, and guidance at the individual level. This immersive initiative not only underscored the significance of tailored integration processes but also shed light on the array of opportunities available. As a collective, the project fostered a deep understanding of the intricate dynamics surrounding integration in Sweden, fostering a platform for informed cross-cultural collaboration .

3.2. Lessons learned



Sweden

During the VRIN project in Sweden, crucial lessons emerged. Our focus on the labor market and housing revealed the significance of targeted information amendments. Addressing migrant concerns, we found that while VR is a valuable tool, its widespread use faces challenges globally. The necessity for language acquisition and networking became evident, emphasizing individualized approaches. Implementing activities streamlined content delivery to migrants, making comprehension more accessible. However, identified difficulties in certain modules underscored the need for additional guidance. Recognizing the uniqueness of each case, we uncovered the impact of authorities' occasional mistakes. These insights underscored the multifaceted nature of integration, guiding us toward more informed and tailored strategies.



Turkiye

“Essential Requirements and Helpful Recommendations: “A Comprehensive Guide” emphasizes the importance of creating engaging VR content with positive feedback received for the project overview. The guide suggests focusing on attractive and interactive content creation. Additionally, the text mentions the relevance of catering to individuals under temporary protection, though the context and specific details about this aspect are unclear due to limited information provided.



Cyprus

The project received favourable feedback for its inclusiveness, meeting deadlines, and encouraging participation. The text emphasizes the need for rephrasing certain terms, especially

regarding sexual harassment. A suggestion is made to add an additional module addressing digital skills, tailored to individual countries. Comprehensive development of actor information is highlighted. Concerns are raised about potential complexities in shared folders, documents, and partner responsibilities within the given timeframe. Positive responses are noted regarding both the project and its virtual reality (VR) component.



Spain

The guide highlights key aspects: deadlines met, integrating a gender perspective, and positive feedback on the project overview. Challenges included complex Excel tasks and information retrieval. Activities enhanced content comprehension for migrants. Virtual Reality (VR) is deemed valuable but logistically challenging in many countries. The guide distinguishes individuals under international protection and refugee status. The project garnered positive feedback, sparking curiosity for further insights.



Italy

The project focused on enhancing collaboration between partners and effectively conducting meetings. To better address the needs of specific target groups of Third-Country Nationals (TCNs), defining technical, literacy, and engagement barriers is crucial. Individualized tutoring could benefit non-autonomous users. Key local priorities include housing, employment, language proficiency, and educational modules covering time management and extracurricular activities. However, measuring competency gains and short-term outcomes might be challenging. While a separate module for women and parents isn't necessary, integrating relevant sections within existing modules is recommended. Valuable feedback from field professionals improved the research approach, aiding in refining it. Despite procedural complexities, clear and simple learning content for TCNs is vital. Collaboration among partners enabled productive discussions and idea exchanges. Virtual Reality (VR) shows promise for training migration actors but presents implementation challenges with TCNs. Modules provided comprehensive content, but diverse topics risked inconsistency. Respondents prioritize host country language and cultural learning for integration, while also facing hurdles in securing employment, housing, and combating prejudice. Social workers' assistance is highly valued.



Greece

"Essential Requirements and Helpful Recommendations: "A Comprehensive Guide" provides practical insights for navigating through a project, acknowledging the variance between theoretical guidelines and real-world application. It highlights the significance of considering local traditions and lifestyles in the project's context. The guide recognizes the existence of abundant information, while emphasizing the need to align with actual conditions, rather than adhering strictly to conventional procedures. The inclusion of realistic comments and adaptable training materials further enhances its usability. By recognizing the importance of on-ground realities and adjusting strategies accordingly, the guide equips individuals with a more pragmatic approach to project implementation.



Lithuania

The collaborative project exhibited effective partnership dynamics with well-timed meetings that fostered productive discussions. There was an inclination towards broadening the scope to encompass subjects like global citizenship, individual ventures in Lithuania, and non-formal knowledge-sharing with the community. The collaborative effort resulted in a fruitful exchange of ideas and the attainment of shared objectives.

The modules offered encompassing and valuable content, although addressing extensive topics raised concerns about consistency across partners. The activities were deemed valuable and aligned with expectations. The VRIN curriculum, methodologies, and activities were well-suited for practical application by end-users, particularly in offering engaging training for migration-related roles. Challenges emerged from the social aspects of the host country, owing to linguistic and cultural barriers as well as social isolation. Respondents reported encountering widespread xenophobia, homophobia, and racism. Limited access to information posed a notable hurdle, underscoring the indispensable role of social workers in providing assistance.

Chapter 4: Findings on the Policies of Countries regarding TCN Integration

4.1. TCN's policies and practices



Sweden

Introduction:

Sweden, known for its progressive policies and commitment to human rights, has been an attractive destination for individuals seeking refuge or better economic opportunities from around the world. As a result, the country has developed a comprehensive set of policies and practices to manage the influx of Third-Country Nationals (TCNs). This article aims to provide an overview of Sweden's TCNs policies and practices, examining key aspects such as immigration, integration, and human rights considerations.

1. Immigration Policies for TCNs:

Sweden's immigration policies are rooted in the principles of fairness, solidarity, and respect for human rights. The primary legislation governing immigration is the Aliens Act, which sets out the criteria for entry, residence, and work permits for TCNs. Sweden offers various pathways for TCNs to enter the country, including asylum, family reunification, employment, marriage and education.

1.1. Asylum and Refugee Protection:

Sweden has long been known for its generous asylum policies. The country provides protection to individuals fleeing persecution, conflict, or other life-threatening situations. The Swedish Migration Agency is responsible for processing asylum applications, ensuring a fair and thorough evaluation of individual cases. Asylum seekers are entitled to legal representation, access to healthcare, and other basic services during the application process.

1.2. Family Reunification:

Recognizing the importance of family unity, Sweden allows TCNs with residence permits to be joined by their family members through the family reunification process. Spouses, children, and elderly parents are eligible for reunification, subject to certain requirements and documentation.

1.3. Employment and Labor Market Access:

Sweden has implemented policies to facilitate the integration of TCNs into the labor market. TCNs can obtain work permits based on job offers from Swedish employers. Additionally, TCNs who possess specific skills or qualifications that are in demand in the Swedish labor market may be eligible for special work permits, allowing them to seek employment without a specific job offer.

2. Integration Policies and Practices:

Integration plays a crucial role in Sweden's approach to TCNs, aiming to ensure their successful social, economic, and cultural inclusion into Swedish society. Sweden's integration policies encompass various dimensions, including labour market, language training, education, housing, healthcare, and civic participation.

2.1. Language Training:

Swedish language proficiency is essential for TCNs to fully participate in society. As such, Sweden offers free language courses to all TCNs, enabling them to learn Swedish and improve their communication skills. Language training is often a prerequisite for employment and further education. The state provide Swedish For Immigrants otherwise called (SFI) for all TCN's.

2.2. Education:

Access to quality education is a fundamental right for all individuals, including TCNs. Sweden has inclusive education policies that aim to provide equal opportunities for TCN children and youth. Schools are encouraged to provide additional support and resources to facilitate the integration and academic success of TCN students.

2.3. Housing and Social Support:

Sweden strives to provide adequate housing options for TCNs, both during the asylum process and after obtaining residence permits. Social support services are also available to assist TCNs with navigating various aspects of life in Sweden, including accessing healthcare, social welfare, and community engagement.

3. Human Rights Considerations:

Sweden's TCNs policies and practices are underpinned by a strong commitment to human rights. The country recognizes the rights of TCNs, irrespective of their migration status, to enjoy basic human rights, such as the right to life, freedom from torture, and non-discrimination. Sweden adheres to international conventions and obligations, including the UN Convention on the Rights of the Child and the European Convention on Human Rights.

3.1. Non-Refoulement and Non-Discrimination:

Sweden upholds the principle of non-refoulement, ensuring that TCNs are not returned to countries where their lives or freedoms would be at risk. Furthermore, Sweden prohibits discrimination based on race, ethnicity, religion, or other grounds, providing legal safeguards to protect TCNs from discrimination and promoting equal treatment.

3.2. Access to Healthcare and Social Welfare:

TCNs in Sweden have access to healthcare services on equal terms with Swedish citizens. The healthcare system provides necessary medical care, including preventive, curative, and rehabilitative services. Social welfare benefits, such as social assistance and child benefits, are also available to TCNs who meet the eligibility criteria. While Health care is not free in Sweden it is Subsidised and capped at approx 250€.

Conclusion:

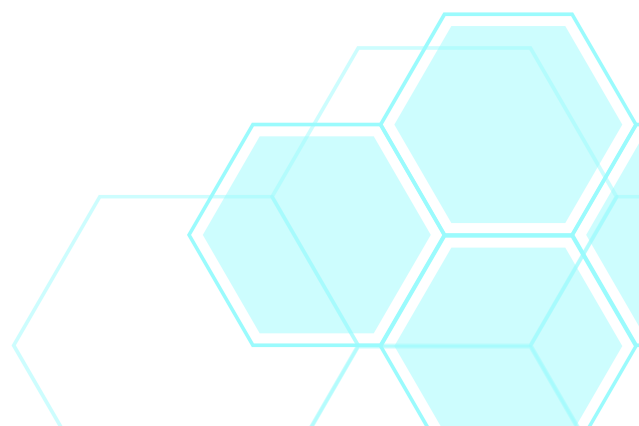
Sweden's policies and practices concerning Third-Country Nationals (TCNs) reflect the country's commitment to human rights, fairness, and social inclusion. The immigration policies provide multiple pathways for TCNs to enter and reside in Sweden, considering factors such as asylum, family reunification, employment, and education. Integration measures encompass language training, education, housing, healthcare, and social support services, aiming to facilitate the successful inclusion of TCNs into Swedish society. Moreover, Sweden's human rights considerations ensure that TCNs enjoy fundamental rights and protections. By maintaining a comprehensive and inclusive approach, Sweden continues to play a significant role in supporting TCNs and fostering a diverse and thriving society.



Turkey

Introduction:

Turkey generally exhibits a welcoming attitude towards TCN's. The country strives to meet the basic needs of TCN's, ensure their access to healthcare services, and provide educational opportunities.



This article aims to provide an overview of Turkey's policies and practices regarding Third-Country Nationals (TCNs), analyzing important aspects such as immigration, integration, and considerations for human rights.

1. Immigration Policies for TCNs:

Turkey has implemented immigration policies for Third-Country Nationals (TCNs) that involve obtaining visas or residence permits based on the purpose and duration of their stay. Work permits are required for TCNs seeking employment, while student visas and residence permits are necessary for those wishing to study in Turkey. Family reunification is allowed for TCNs with legal residence permits.

1.1. Asylum and Refugee Protection:

Turkey adopts a humanitarian policy towards migrants and refugees. The country strives to meet the basic needs of refugees, such as shelter, healthcare, and education. The Republic of Türkiye Ministry of Interior Presidency of Migration Management is responsible for processing asylum applications. Additionally, Turkey implements various programs and policies to support the integration and social cohesion of refugees, aiming to facilitate their adaptation into society.

1.2. Family Reunification:

A family residence permit may be granted to foreign spouses and their children for the TCN's, including minor children. This also applies to dependent children of the foreign spouse. The applications are evaluated, and if approved, family reunification permits are granted, enabling TCN's to reside in Turkey with their families.

1.3. Employment and Labor Market Access:

Turkey implements a series of employment policies aimed at facilitating the access of Third-Country Nationals (TCNs) to the labour market. These policies include work permits, opportunities for vocational training and skill development, entrepreneurship and investment prospects, employment services, and integration programs. Work permits are required for TCNs to work in Turkey, and it involves employer sponsorship and the submission of relevant documents. TCNs are also encouraged to benefit from vocational training and skill development programs. Turkey also offers entrepreneurship and investment opportunities for migrants, along with employment services and counseling centers to assist with job search and career planning. Integration programs are in place to support the social and economic integration of migrants into Turkey. Turkey's employment policies for migrants aim to promote their economic contributions, facilitate their integration into the labor market, and encourage them to establish their own businesses. These policies are supported by regulations and legal measures to protect the employment rights of migrants and ensure a fair working environment.

2. Integration Policies and Practices:

As of 2023, Turkey hosted a significant number of refugees and TCN's, the majority being refugees from several countries due to its geographical location. The country had implemented various policies and practices to address their needs, including granting temporary protection status, providing access to education and healthcare, allowing some refugees to obtain work permits, and offering social assistance. Integration programs run by NGOs and international organizations aimed to help refugees and TCN's adapt to their new environment through language learning and vocational training.

2.1 Language Training:

In terms of the adaptation of TCN's to Turkey, including the Turkish language and culture, state institutions, civil society organizations, municipalities, public education centres, universities, and private institutions have made efforts to fulfil their responsibilities and continue to work within this scope.

2.2 Education:

The Turkish government has taken some initiatives to support the integration of TCN's into the education system, like what is in place for refugees. These initiatives include language support programs and education centres in areas with a significant population of TCNs. NGOs and international organizations have also been involved in contributing to integration programs for TCN's, which often focus on providing education and vocational training to help TCNs adapt to their new environment as well as language courses for TCN children in the state schools and universities.

2.3 Housing and Social Support:

Turkey's approach to housing for Third-Country Nationals (TCNs) has generally been similar to that of refugees. TCNs, like refugees, may be provided with temporary accommodation in reception centers or camps upon arrival in Turkey. The Turkish government, along with NGOs and international organizations, has made efforts to offer urban housing opportunities for TCNs, aiming to provide them with more independence and access to community resources.

In terms of social support, TCNs may receive financial assistance to vulnerable families, similar to what is offered to Syrian refugees. Additionally, Syrian refugees in Turkey have been eligible for access to public healthcare services, but the availability of these services for TCNs may vary based on their specific legal status and circumstances.

3. Human Right Considerations

The rights granted to people in Turkey are based on the 1982 Constitution and international human rights conventions. Among the fundamental rights are the right to life, freedom of expression, equality, freedom of religion and conscience, fair trial, privacy protection, education, and healthcare. Turkey is a party to the UN Universal Declaration of Human Rights and other international treaties, committing to protect human rights.

3.1 Non-Refoulement and Non-Discrimination:

Non-refoulement is a crucial principle in international refugee law, ensuring refugees are not forced back to places where their safety is at risk. Turkey, as a signatory to the Refugee Convention, upholds this principle. Non-discrimination is a core human rights principle, prohibiting bias based on factors like race, religion, or ethnicity. Turkey's Constitution guarantees non-discrimination. Efforts to combat discrimination and uphold non-refoulement are ongoing, with calls for stronger measures to protect the rights of all individuals in Turkey.

3.2. Access to Healthcare and Social Welfare:

For TCNs from countries other than Syria, access to healthcare services may vary based on their specific legal status and residence permits. In some cases, TCNs may need to rely on private healthcare options or international health insurance. Turkey has also provided social welfare support for refugees, including cash assistance programs to vulnerable families. However, the availability and extent of social welfare support for TCNs may vary depending on their legal status and the policies in place at the time.

Conclusion

Turkey has demonstrated a welcoming attitude towards Third-Country Nationals (TCNs), implementing policies and practices to address their needs and uphold human rights. The country's immigration policies cover various aspects, such as asylum and refugee protection, family reunification, and access to the labor market. Integration programs, including language training and education, have been implemented to facilitate TCNs' adaptation to Turkish society. The provision of housing and social support, along with access to healthcare services, plays a significant role in ensuring the well-being of TCNs in Turkey. Furthermore, Turkey's commitment to international human rights conventions, including non-refoulement and non-discrimination principles, emphasizes its dedication to safeguarding the rights and dignity of all individuals within its borders. As the situation may evolve, continued efforts to protect and support TCNs remain essential for fostering an inclusive and compassionate society in Turkey.



Cyprus

Introduction:

Cyprus became an immigration destination in the mid-1980s due to economic growth and the need for foreign labour. After joining the EU in 2004, it began attracting EU nationals and a rising number of third-country nationals (TCNs), including migrants and asylum seekers. Before EU accession, its migration policy mainly focused on managing migrant workers and processing international protection applications. In 2007, a Committee of Experts on Migrant Integration was formed, leading to the introduction of a national plan in 2010 to align with European conventions. Various initiatives aimed to promote coexistence, but economic recession in 2013 hindered progress, resulting in job

losses and increased unemployment. Since that time, amendments have been introduced, as a new plan was drafted and was expected to be officially introduced in 2021.

1. Immigration Policies for TCNs: Cyprus immigration policies for third-country nationals (TCNs) encompass asylum and refugee protection (1.1), family reunification (1.2), and labour market access (1.3). As an EU member state, Cyprus adheres to the Common European Asylum System for asylum seekers. Family reunification is vital for TCNs, requiring specific criteria and thorough documentation. Access to the labour market generally involves securing a job offer from a Cypriot employer, with additional regulations governing migrant labour.

1.1. Asylum and Refugee Protection:

Cyprus' Refugee Law, enacted in 2000 and fully effective from January 1, 2002, entrusts the government with refugee matters, upholding the non-refoulement principle to prevent returning individuals to harm. This protection covers refugees, subsidiary protection beneficiaries, and asylum-seekers, with deportation to risky locations strictly prohibited. Those with international protection rights have defined civil and socio-economic privileges. Cyprus also upholds international human rights agreements, including the 1951 Refugee Convention, managing asylum cases through its Asylum Service. The assessment of international refugee protection applications occurs under the Ministry of the Interior's Asylum Service, and rejected asylum applications are subject to review by the Refugee Reviewing Authority.

Foreigners Law: The Aliens and Immigration Law (Chapter 105) of 1952 governs the presence of Third-Country Nationals (TCNs) in Cyprus. The most recent revisions in 2017 bring this national legislation in line with EU directive 2014/36/EU regarding seasonal workers and EU directive 2014/66/EU concerning intra-corporate transfers.

Refugee Law: The Cypriot Refugee Law of 2000 complements the legislation pertaining to foreigners, offering enhanced protection for refugees. Last amended in 2016, it aligns with the revised EU directive 2013/32/EU on asylum procedures and EU directive 2013/33/EU on reception conditions. In 2017, the Cypriot parliament also ratified the agreement between Cyprus and the United Nations High Commissioner on Refugees (UNHCR) governing UNHCR operations within the country.

Citizenship Legislation: The Civil Registry Law outlines the conditions for Third-Country Nationals (TCNs) to acquire Cypriot citizenship, which includes 7 years of legal residence (or 5 years for parents of Cypriot citizens). Citizenship may also be obtained by migrants who have been married to a Cypriot national for over 3 years, with a minimum of 2 years of residence in the country. Amendments introduced in 2011 and 2013 allow for the naturalization of non-Cypriot investors even if they don't meet the criteria.

1.1. Family Reunification:

As per the Aliens and Immigration Law, third-country nationals who are legally residing in the Republic have the right to family reunification with their family members who are also third-party nationals, subject to the following fundamental conditions:

Residency Period: They must have legally resided in the Republic for a minimum of two (2) years. However, exceptions apply:

- The Director of the Department has the discretion to waive the two-year residence requirement if the sponsor is employed by a company authorized to hire foreign personnel under the Companies Law.
- This condition does not apply to sponsors holding an intra-corporate transfer permit or a long-term mobility permit issued by Cyprus.
- This condition is also waived for sponsors holding a researcher permit or a long-term mobility researcher permit issued by Cyprus.

Valid Residence Permits: They must possess residence permits with a validity of at least one (1) year.

Exceptions are as follows:

- This requirement does not apply to sponsors with an intra-corporate transfer permit or a long-term mobility permit within the context of an intra-corporate transfer issued by Cyprus. In such cases, the family reunification application can be submitted and processed simultaneously with the sponsor's permit application.
- Sponsors with a researcher permit or a long-term mobility researcher permit issued by Cyprus are exempt from this condition, allowing the family reunification application to be filed and reviewed concurrently with the sponsor's permit application.

Prospects for Permanent Residence: They must have a reasonable chance of obtaining the right to permanent residence in the Republic. Nevertheless, exceptions are made for sponsors with an intra-corporate transfer permit or a long-term mobility permit within the context of an intra-corporate transfer issued by Cyprus, as well as for sponsors with a researcher permit or a long-term mobility researcher permit issued by Cyprus. The eligible family members for family reunification include:

- i. The sponsor's spouse, provided that the marriage occurred at least one (1) year before the family reunification application submission. The spouse must be at least 21 years old.
 - ii. The sponsor and his/her spouse's minor children, including children adopted through a decision made by a competent authority in the Republic or via recognition of adoption from another country, or through a decision enforceable under the Republic's international obligations.
 - iii. Minor children, including adopted children as defined in paragraph (ii) above, who are under the sole custody of the sponsor and are financially dependent on him/her.
 - iv. Minor children, including adopted children of the sponsor's spouse as defined in paragraph (ii) above, who are under the sole custody of the spouse and are financially dependent on him/her.
- The minor children referred to in points (ii), (iii), and (iv) above must be under the age of 18 and must not be married.

1.1. Employment and Labour Market Access:

Refugees: Under Cyprus Refugee Law, once you receive refugee or subsidiary protection status, you immediately gain the right to employment. You are entitled to equal treatment with Cypriot citizens in terms of wage-earning employment or independent professional work, as per the respective profession and public administration regulations. You face no restrictions on working in specific sectors or roles, and there's no requirement for the Department of Labour to approve or endorse an employment contract between an employer and an individual with refugee or subsidiary protection

status. You enjoy the same rights as citizens concerning pay, access to social security benefits, and employment conditions.

Asylum seekers: In January 2023, a Ministerial decision announced that, starting from August 1, 2023, asylum-seekers would be eligible to work nine months after submitting their asylum application. It's important to note that this new policy will be implemented beginning on October 1, 2023. Until that date, asylum-seekers are permitted to work in the designated sectors (farming and agriculture sector) one month after submitting their asylum application. However, after October 1, 2023, they will be required to wait nine months from the date of their asylum application before gaining employment eligibility.

2. Integration Policies and Practices:

Integration Policy: Cyprus lacks a self-standing integration policy.

Integration Strategy: In 2021, Cyprus finalized a comprehensive national plan for migrant integration, which serves as a guiding document for state integration policies and outlines the government's key priorities for addressing integration challenges. This plan also establishes the framework for project funding during the new EU programming period (2021-2027). It was developed through an inclusive consultation process involving migration and integration experts, civil society organizations, government agencies, national authorities, and migrants themselves. The plan identifies eight

priority areas for integration:

- Recognition and certification of migrants' knowledge and skills
- Training for migrants and other target groups
- Awareness-raising among migrants, host societies, and integration stakeholders
- Facilitating migrant access to the welfare state
- Protection of the rights of vulnerable migrant and refugee groups
- Supportive counseling for the integration process
- Development of tools to support integration
- Establishment of a management mechanism

2.1. Language Training:

Integration Program: While Cyprus does not have a mandatory, overarching integration program, it has implemented various projects aimed at promoting the integration of third-country nationals (TCNs). These initiatives offer information services, training, education opportunities, and raise awareness among the host population, as well as specific groups such as employers, journalists, public officials, and others regarding migration issues. Since 2007, some projects have provided free or low-cost Greek language classes and civic education to TCNs, along with integration awareness training for different stakeholders. Notable projects funded through the EU's Asylum, Migration, and Integration Fund (AMIF) include:

Migrant Information Centre (MiHub): Operating in four cities in Cyprus, MiHub serves as a one-stop-shop for assisting and supporting migrants with information and services [<https://mihub.eu/en/>]

Mathaino Ellinika: This project offers Greek language lessons and mediation services to migrant students attending schools throughout Cyprus, with a focus on improving language skills and communication between schools and migrant families [<https://mathainwellinika.com/el/about>].

2.2. Education:

Refugees:

Preschool Education: All children in Cyprus, regardless of their origin or nationality, can attend public or certified private nursery schools at the age of four years and eight months. If space is available, three-year-olds can also join. GMI recipients can check with local nursery schools about availability.

Primary and Secondary Education: In Cyprus, primary and secondary education is mandatory and free. It's compulsory for children aged 5 to 15, and they receive diplomas at age 18 after completing secondary school. Education in state schools is in Greek, with language support for non-native speakers. Transitional classes are available for migrant and refugee children in specific schools to help them with Greek language proficiency.

Useful Source: Guide to Education by the Ministry of Education and Culture:

<https://www.moec.gov.cy/odigos-ekpaidefsis/index.html>

Asylum seekers:

Asylum seekers have the right to access public educational institutions. In Cyprus, primary and secondary education is obligatory. Attendance at public schools is cost-free, and it's mandatory until the age of 15. Children are legally required to start attending school from the age of 5, with pre-primary education provided from this age onward.

2.3. Housing and Social Support:

Refugees: The state does not provide any social housing initiatives, government housing programs, or services specifically tailored to refugees to help them secure suitable rental housing. Recognized refugees should access housing on their own.

Asylum seekers: If an asylum-seeker lacks income or financial means, they can apply for social assistance through their local Social Welfare Services office. Two options are available:

- They may be referred to the Kofinou Reception Centre for Asylum-seekers. Families receive private rooms, while single individuals share a room. They receive a monthly allowance, access to social support, and free medical care during their asylum application period.

Refusing the Reception Centre without valid reasons makes them ineligible for further Social Welfare Services support.

- If referral to the Reception Center isn't possible, they can receive support, usually in the form of checks, from the Social Welfare Services. To continue receiving assistance after one month, they must prove they can't work due to health or job availability issues. A medical report, preferably from a government medical institution, certifying the inability to work, its reasons, and the duration, is required if health prevents employment.

3. Human Rights Considerations:

UNHCR's primary focus in Cyprus is to collaborate with the government in enhancing and refining its asylum legislation, procedures, and capabilities to establish a refugee protection system that aligns with international standards. This involves addressing existing gaps and weaknesses in national asylum legislation and practices, integrating protection measures into migration management policies, streamlining refugee status determination procedures to ensure fairness and efficiency, and implementing programs to facilitate the local integration of refugees. To achieve these objectives, UNHCR is engaged in various activities:

- Monitoring and advocating for refugee rights, focusing on access to asylum procedures, reception conditions, and detention.
- Providing expert advice on refugee-related laws to ensure compliance with international and EU standards and offering technical and legal support for status determination procedures.
- Advocating for unaccompanied and separated children's access to child protection, emphasizing accurate identification, registration, guardianship, and family reunification, based on the child's best interests.
- Conducting training for government and civil society stakeholders on refugee rights, asylum-seeker reception, durable solutions, and child protection.
- Promoting integration practices, including naturalization, long-term residence permits, and family reunification.
- Advocating for Cyprus to join UN statelessness conventions.
- Enhancing public information, education, and awareness through media, schools, initiatives, seminars, and community engagement.
- Strengthening partnerships with NGOs and civil society involved in refugee protection.

3.1. Non-Refoulement and Non-Discrimination:

Anti-Discrimination Regulations: Several laws in Cyprus combat discrimination against migrants. The Equal Treatment in Employment and Occupation Law of 2004 addresses discrimination based on race and ethnicity in the areas of social protection, medical care, education, and access to services. The Equal Treatment in Employment and Work Law is also applicable, along with the Law Fighting Racial and Other Discriminations, which addresses all forms of discrimination related to racial or ethnic origin.

3.2. Access to Healthcare and Social Welfare:

Refugees: Once TCNs are granted refugee or subsidiary protection status, they are entitled to healthcare under the same conditions as Cypriot nationals. This healthcare coverage remains applicable regardless of their income level or employment status, ensuring that recognised refugees and beneficiaries of subsidiary protection have access to healthcare through the General Health System of Cyprus.

Asylum seekers: Upon obtaining the Confirmation Letter, TCNs can access material support and public healthcare. To use the public healthcare system, they must request a medical card, with the Confirmation Letter being a mandatory document. Since May 2023, asylum-seekers who can't visit the Ministry of Health in person can apply for a medical card by emailing asylummed@moh.gov.cy. This requires an application form, address details, Confirmation Letter, Alien Registration Certificate (ARC), and appeal documents if applicable. Notably, since 2013, medical card holders must pay fees for public healthcare access, with exemptions available for social assistance recipients who need a confirmation letter from Social Welfare Services. Employed individuals may need to provide proof of income for potential fee exemptions. However, it's essential to note that asylum-seekers are currently not covered by the General Health System.



Spain

Spain has implemented various policies and practices concerning Third-Country Nationals (TCNs), which refer to non-EU citizens residing in the country. These policies aim to regulate and manage the integration, residence, and rights of TCNs within Spanish borders. Here are some key aspects of TCN policies and practices in Spain:

Residence Permits and Visas: Spain offers different types of residence permits and visas to TCNs based on their specific circumstances. These permits may be issued for work, study, family reunification, or humanitarian reasons, such as asylum or refugee status. The duration and conditions of each permit may vary, and TCNs are required to renew or update their permits as necessary to stay legally in the country.

Asylum and International Protection: Spain is a signatory to international conventions on asylum and refugee protection. Asylum seekers are entitled to apply for protection if they fear persecution or danger in their home countries. Upon application, the Spanish authorities conduct interviews and assessments to determine eligibility for refugee status. Successful applicants are granted international protection and may be eligible for residency in Spain.

Integration Programs: Spain has integration programs to facilitate the social and economic inclusion of TCNs. These programs may include language courses, job training, cultural orientation, and access to education and healthcare. The aim is to provide support to TCNs to help them adapt to Spanish society and enhance their opportunities for successful integration.

Family Reunification: Spain allows TCNs with legal residence to apply for family reunification, enabling them to bring their immediate family members to live with them in Spain. This policy aims to strengthen family ties and foster a stable environment for migrants in the country.

Labor Market Access: TCNs who possess the required work permits are allowed to access the Spanish labor market. However, barriers such as discrimination, limited recognition of foreign qualifications, and language proficiency requirements can still hinder their access to employment opportunities.

Collaboration with NGOs and International Organizations: Spain collaborates with non-governmental organizations (NGOs) and international organizations to provide support and assistance to TCNs. These organizations often play a crucial role in delivering integration programs, legal aid services, humanitarian assistance, and advocating for the rights of migrants and refugees.

Detention of irregular migrants: Spain, like other European countries, has faced challenges regarding the detention of irregular migrants. Irregular migrants caught crossing borders or residing without proper documentation may be detained in specific immigration detention facilities. Human rights organizations have raised concerns about the conditions and length of detention in such facilities.

In conclusion, TCN policies and practices in Spain reflect the country's efforts to manage migration and foster integration while complying with international standards and obligations. Spain has implemented various measures to regulate the residence, work, and social inclusion of Third-Country Nationals (TCNs) within its borders. However, challenges persist, such as language barriers, access to employment, and social inclusion, which require ongoing attention and tailored interventions.



Introduction:

Italy's peculiar position as a bridge between Europe and Africa has historically made it a land of migration. In recent decades, the country has experienced significant immigration and has become a major destination especially for migrants and refugees following the 'Central Mediterranean Route'.

Vulnerable groups, such as young people, women and irregular migrants, are exposed to increased risks of poverty, unemployment, exploitation and social exclusion. To address these challenges, Italy has integrated European directives and international conventions into its legislative system. Over the years, the government has implemented various policies to support immigrants and promote their integration into society. This article provides an overview of Italian immigration policies, including asylum, family reunification, employment, education, housing, social support and human rights considerations.

1. Immigration Policies for TCNs:

Italy manages migration from non-EU countries with a combination of reception, integration, and measures against irregular immigration. Entry requires a valid passport, equivalent document, and visa. Quotas for foreign workers are periodically set through the "Decreto-Flussi (Flow Decrees)." Programs promote integration, including rights and reintegration information, language and vocational training, and employment support. Territorial councils for immigration monitor foreigners' presence and integration and collaborate with institutions for targeted local integration policies. These councils act as a bridge between the central government and local authorities, ensuring consistent immigration management across the country.

1.1. Asylum and Refugee Protection:

Asylum and refugee protection in Italy involves a comprehensive legal framework designed to provide safety and support to those fleeing persecution and conflict. The country adheres to international conventions and European directives to ensure the fair treatment of asylum seekers and refugees. Upon arrival, individuals seeking protection can apply for asylum, and their claims undergo thorough examination to determine eligibility. Beneficiaries of international protection are placed on an equal footing with Italian citizens, ensuring their access to fundamental rights such as housing, social assistance, education, and employment.

1.2. Family Reunification:

Beneficiaries of international protection, including refugees and beneficiaries of subsidiary protection, have the right to apply for family reunification with certain family members. These family members include spouses or civil partners, dependent children and dependent parents. Refugees under the age of 18, alone or separated from their parents or family, have the right to be reunited with their parents, regardless of their age or status. Asylum seekers must wait to obtain legal status in Italy before applying for family reunification, but if their family members are already in the EU, they must apply under the Dublin Regulation for joint examination of asylum applications.

1.3. Employment and Labor Market Access:

Italy promotes fairness and equality in the labour market, all legal foreign workers receive the same treatment and enjoy the same rights as Italian workers. Citizens from non-EU countries can access the Italian labour market either by directly applying within Italy, provided they have a regular residence permit and meet additional legal requirements, or from abroad through annual entry quotas outlined in the “Decreto Flussi” (Flow Decrees). The European Directive 2011/98/EU introduced a single application process for a residence and work permit in EU countries. The Italian system was already aligned with the procedural simplification required, and the legislative decree introduced minor changes to the existing regulatory framework. The term "permesso unico lavoro" ("single work permit") is added to some residence permits that allow employment. However, this term is not included in certain permits, such as EU long-term residence, refugee, study, seasonal work, self-employment, and special categories with entry outside quotas.

2. Integration Policies and Practices:

In 2017, Italy adopted the 'National Integration Plan for international protection holders', financed with EU and national resources. It focuses on interreligious dialogue, language training, education, labour inclusion and vocational training. Local authorities, local public services, and civil society organizations are key implementers of the planned measures.

Since 2012, Italy has implemented an integration program requiring new immigrants to sign the 'Integration Agreement' upon obtaining their first residence permit. This commits them to achieve specific integration goals, encompassing language, civic education, and vocational training courses within two years. The achievement of integration goals is crucial for permit renewal, except for exempt categories like victims of trafficking, unaccompanied minors, disabled migrants, and beneficiaries of international protection. This initiative aims to foster orderly integration through mutual commitments.

2.1. Language Training:

In Italy, a wide range of free Italian language courses is accessible to migrants. These courses are offered by public institutions like CPIA (Adult Education Centre) and private associations. Besides language instruction, some courses include civic education information. To further support integration, the Italian government recognizes four Certifying Authorities that issue official Italian language certificates upon completion. Additionally, at the local level, municipalities and voluntary associations play an active role in providing language courses tailored to the needs of migrants, fostering better communication and understanding within Italian society.

2.2. Education:

Article 34 of the Italian Constitution recognizes education as a fundamental right for all, extending this principle equally to foreigners present in the country. According to the law, minors present in Italy have the right to education regardless of legal status. Under 16, they are subject to compulsory education and they are enrolled in Italian schools under the conditions provided for Italian minors. Over 16, they enrol if they prove self-preparation on the desired curriculum. Schools can adapt curricula and provide language support for foreign students. Minors with refugee or subsidiary protection status access education like Italian citizens. Refugees can have their qualifications recognized through the European Qualifications Passport for Refugees (EQPR). Italy, along with other countries, implemented the EQPR to assess refugee qualifications, enabling access to higher education. As of 2020, EQPR holders were eligible for university scholarships, encouraging their integration into Italian higher education.

2.3. Housing and Social Support:

In accordance with international standards, all foreign citizens present on the Italian territory are holders of the right to housing. The Italian Consolidated Law on Immigration (TUI) grants third-country nationals equal access to public housing and mediation services. For asylum seekers and those granted international protection, the State is responsible for providing housing directly or indirectly to address immediate needs. The reception process for migrants includes immediate assistance at hotspots after sea rescue. Asylum seekers are transferred to government accommodation for asylum applications and health assessments. Extraordinary reception may be activated if needed. The System of Reception and Integration (SAI) is primarily dedicated to protection holders, but certain asylum seekers can access it. The “SAI” operates at two levels, providing material, legal, health, and linguistic assistance to asylum seekers and offering integration and employment orientation services to protection holders. Local administrations can initiate further initiatives to promote individual autonomy, language training, employment orientation, access to public services, and awareness of constitutional rights and duties after the SAI period.

3. Human Rights Considerations:

Article 2 of the Italian Constitution recognizes and guarantees the inviolable rights of every human being. This principle firmly establishes that even sovereign power must not infringe upon these fundamental rights of individuals.

Foreigners in Italy, regardless of their immigration status, are granted fundamental human rights protected by domestic laws and international conventions. Regularly residing foreigners enjoy civil rights like Italian citizens, with exceptions based on international agreements. Access to healthcare is mandatory for legally residing foreigners, while those lacking residence permits receive urgent and essential medical care. Equal legal protection is ensured, and official communications are provided in a comprehensible language. Foreign workers and their families have equal rights as Italians. Rights to family reunification, participation in public life, and diplomatic protection are also recognized. Housing and education rights are guaranteed for foreigners in Italy, including irregular migrants.

3.1. Non-Refoulement and Non-Discrimination:

In Italy, the principle of non-refoulement underpins human rights and migration policies. Enshrined in the Italian Constitution and supported by international treaties like the 1951 Geneva Convention and the 1967 Protocol, it prohibits the rejection of asylum seekers at borders if facing persecution.

Italian law further regulates international protection and asylum, ensuring that no one is subjected to inhuman or degrading treatment. Additionally, Italy's commitment to human rights extends to non-discrimination, fostering an environment where migrants are treated fairly and without prejudice.

3.2. Access to Healthcare and Social Welfare:

Health is a human right protected by the Italian Constitution. The National Health Service (SSN) ensures equal access to healthcare for all citizens, guided by principles of universality, equality, and equity. TCNs, Asylum seekers and beneficiaries of international protection in Italy are entitled to register with the National Health Service, receiving equal treatment and rights as Italian citizens. Migrants suffering from mental health problems, including torture survivors, are entitled to the same right to access to health treatment as provided for nationals by Italian legislation. Asylum seekers receive free healthcare by self-declaring destitution to the relevant authority. They are exempt from medical fees as they are treated like unemployed Italian citizens.

The Italian welfare system offers financial aid to individuals and families based on specific criteria. Regular stay permit holders are treated equally with Italian citizens in terms of social security. Those with insufficient resources, children, or disabilities may qualify for income support. Various benefits with distinct requirements are accessible at both national and local levels.

Conclusion:

Over the years, Italy has strived to adopt a comprehensive approach, integrating international conventions and directives into its legal system to support immigrants and foster their social inclusion. The country's immigration policies encompass various areas, such as asylum, family reunification, employment, education, housing, and social support, all designed to uphold human rights and promote non-discrimination. Italy's commitment to safeguarding the rights of all individuals, regardless of their status, is enshrined in the Constitution and is exemplified by equal access to healthcare, education, and social assistance. Through language courses and vocational training, Italy aims to promote integration and create a cohesive society that embraces diversity and mutual respect.



Greece

1. On 1 April 2023, Law 5038/2023 "Migration Code" was published, the purpose of which is "the reform of the Migration Code and the inclusion in it of all residence permits granted by the competent Greek authorities to third country nationals in order to ensure a more complete response of immigration policy to the modern needs of Greek society and the Greek economy, as well as the simplification, transparency, efficiency and speed of procedures".

The object of the law, inter alia, is to define: (a) the conditions of entry and residence for a period exceeding ninety (90) days in the Greek territory of third country citizens for the purposes specified in the draft Law; (b) the rights of third country citizens and, where applicable, their family members; and (c) the procedure for the issuance, granting and review of residence permits issued by Greece to third country citizens.

2. The Greek Ombudsman (<https://www.synigoros.gr/el/?i=stp.en.home>) is the national equality body with a mandate to combat discrimination and promote the principle of equal treatment irrespective of gender, racial or ethnic origin, family or social status, religion or belief, disability or chronic illness, age, sexual orientation and gender identity. An example of its work is that: In July 2022 the Ombudsman asked the Commission how it ensures fundamental rights are being respected in EU-funded migration centres in Greece. The inquiry is in response to concerns raised by civil society organisations, as well as the EU Fundamental Rights Agency, about fundamental rights risks for refugees in the centres. (ex. <https://www.ombudsman.europa.eu/en/news-document/en/158299>)

3. There are non-governmental organizations and NGOs that provide different types of support to TCNs and refugees.

4. Migrants and refugees have created their own forums to support each other. Two of them are (1) the Greek forum of refugees (<https://refugees.gr/>) and (2) the Greek forum of migrants (<https://www.migrant.gr/cgi-bin/pages/index.pl?arlang=English&type=index>).



Lithuania

Introduction

Lithuania, situated at the crossroads of Eastern and Western Europe, has seen an increasing number of third-country nationals (TCNs) seeking to live, work, or seek asylum within its borders in recent years. The country has established various policies and practices to address the needs and challenges associated with this diverse group of individuals.

1. Residence Permits and Visas:

Lithuania offers several types of residence permits to TCNs, depending on their purpose of stay. These permits include temporary residence permits for work, studies, family reunification, and permanent residence permits. The process for obtaining these permits is governed by the Migration Department of the Ministry of the Interior. The official website of the Migration Department provides detailed information on the application procedures, required documents, and processing times. For visa requirements, TCNs can refer to the website of the Lithuanian Ministry of Foreign Affairs, which outlines the visa categories and application procedures. Lithuania is a Schengen Area member, making it an attractive destination for travelers and business professionals.

2. Asylum and International Protection:

Lithuania is committed to international obligations and provides asylum and international protection to those in need. TCNs seeking asylum can do so through the State Border Guard Service, and their applications are processed in accordance with EU and international standards. The website of the State Border Guard Service offers information on asylum procedures and the rights of asylum seekers. Furthermore, within Lithuanian territory, in addition to State Border Guard Service Units, you can apply for asylum at the Migration Department.

3. Integration Programs:

To promote the successful integration of TCNs into Lithuanian society, the country has implemented integration programs and initiatives. The Ministry of the Interior and Ministry of Social Security and Labour oversee certain integration efforts and offer language courses and cultural orientation programs. TCNs can find information on these programs on each of the Ministry's websites, which includes details about eligibility and application procedures.

4. Family Reunification:

Lithuania recognizes the importance of keeping families together and allows TCNs to apply for family reunification. The process ensures that TCNs can be reunited with their loved ones who are already residing in Lithuania legally.

5. Labour Market Access:

TCNs looking to work in Lithuania can find information on labour market access on the website of the Public Employment Service. Lithuania, like many other EU countries, has regulations in place to manage the employment of foreign nationals. Information regarding work permits, job search, and other employment-related matters is readily available on their website. In conclusion, Lithuania has established a comprehensive framework of policies and practices to accommodate and support third-country nationals within its borders. From residence permits and visas to asylum procedures, integration programs, family reunification, and labor market access, the country strives to ensure that TCNs have the necessary tools and resources to build a new life in Lithuania. By providing accessible and transparent information through official government websites, Lithuania aims to create a welcoming environment for TCNs while upholding its legal and humanitarian obligations. For additional information and support, consider reaching out to the following organizations and resources:

- [Lithuanian Migration Department](#): The official government website for TCN information and applications.
- [International Organization for Migration \(IOM\)](#): IOM provides information and support to migrants in Lithuania.
- [Ministry of Social Security and Labour](#) page about the integration of foreigners.
- [PublicEmploymentService](#).
- [NationalHealthInsuranceFund](#).
- [EUBlueCardInformation](#).

4.2. Testimonials from the TCNs



INTEGRATION DEFINITION: "HARMONIOUSLY BLENDING OF SOCIAL OR CULTURE, BY EMBRACING DIVERSITY, AND CONTRIBUTING POSITIVELY TO ONE'S COMMUNITY".



Vidhi



India

I am a TCN, currently residing in Sweden and initially had high expectations of adventure and excitement in this new country, though I encountered challenges such as language barriers and adjusting to the local culture. My most significant challenge was familiarizing myself with society, which I overcame by enrolling in language courses and diversifying social connections. The biggest obstacle was nervousness to interact outside my community, active language learning and joining diverse groups helped the most. To enhance integration, I emphasize diversifying social connections, cultural interactions, and language proficiency. Notable integration practices include Språk Cafe, SF classes, ICHL EOS Cares, and library activities. My advice includes prioritizing language learning, active networking, embracing diversity, and engaging in events. The importance of proactive networking, leveraging platforms like LinkedIn, and seeking new opportunities for personal and professional growth, is key.

INTEGRATION : "LIVING LIKE THE LOCALS, FEELING AND EXCHANGING WITH THE PEOPLE AND THE LAND."



Jess Lee



Taiwan

Before coming to Sweden, I held few expectations due to my limited knowledge of the country. Initially, I perceived the move as natural and easy, assuming minimal differences from France where I lived. However, reality was different, as the transition proved more challenging than anticipated. Unexpectedly, I faced deportation twice within a year due to misunderstandings with immigration and tax authorities, leading to a complicated ordeal. Overcoming language barriers and integrating became my major obstacles. To tackle these, I participated in various activities like a kick-start integration program, choir, International Citizenship Hub and mental health circles. My advice for newcomers includes seeking help from multiple sources, doing research, maintaining positivity, and embracing one's uniqueness. While Sweden's friendliness and predictability are appreciated, a wish for greater open-mindedness and diversity in society persists. Despite hurdles, I'm grateful for the safety and comfort Sweden offers, distinct from my experiences in Paris. The Journey taught me to accept myself and focus on self-awareness while navigating through challenges in a foreign land. For me, navigating through the bureaucracy and going through the deportation process was very stressful. It is very important to take initiative, continuously asking questions, join Facebook groups, focus on the positive and taking the first step.



Turkiye



INTEGRATION DEFINITION: "MEANS LEARNING, CULTURE AND SHOPPING IN MY OPINION."



Sarah A.



Syria

Before arriving in Turkey, I had modest expectations, excited about the beauty of the destination, yet unaware of the forthcoming challenges. The greatest challenge upon arrival was underestimating the hurdles I would face. The primary obstacle to integration was both people and their potential to assist. Interaction through school eased the process, improving integration. Two integration practices in Turkey were compulsory Turkish education and the ban on Arabic-language schools; while initially difficult, studying in Turkish schools enhanced language skills and integration. Advice for fellow newcomers includes constant community involvement, cultural learning, resilience against intolerance. language usage, and adapting without compromising identity

INTEGRATION: "IS ENCOMPASSING AND RESPECTING OF THE CUSTOMS AND TRADITIONS OF THE COUNTRY, WHILE ALSO ADHERING TO ITS LAWS AND REGULATIONS."



Nour H.



Syria

Before coming to Turkey, I expected to find justice, freedom, and a platform to express the injustice in my home country. While I initially found these, I later faced racism and fear of interactions due to divisive sentiments, Learning the language was my biggest challenge, and the support of those who embraced diversity helped me integrate. The main obstacle was political manipulation, and better integration requires addressing those who spread division, punishing wrongdoers, and avoiding generalizations. My integration was aided by completing education, forming bonds with accepting people, and participating in positive exchanges. Advice to fellow newcomers: Respect laws, customs, ignore racism, build accepting relationships, and learn the language. I urge society not to heed divisive voices, understand refugees hardships and refrain from generalizations.



Cyprus



INTEGRATION DEFINITION: "MIXING OF DIFFERENT CULTURES, DIVERSITY AND VARIETY".



Anonymous



Guinea

I expected a new life with many challenges moving to Cyprus. For me the biggest barrier is the language barrier which caused a feelings of confusion, isolation and being lost. one needs to be motivated, patient and determined to get through moving to another country. I faced other problems such as gaining access to school and the society in general. Language is very important. "If I can add something it would be that we're all the same and together the world will be better."

INTEGRATION DEFINITION: "FEELING CLOSE AND THE SHARING OF DIFFERENT CULTURES AND TRADITIONS WITH POSITIVITY IN HOST COUNTRY"



Anonymous



Sri Lanka

I expected a better life and a warm welcoming moving to Cyprus which was not the reality. I was unaware of everyday life, procedures, attitude and behaviour of the locals towards me. My biggest challenge was figuring out how the society works and how to interact. It became easier by asking more questions. The language is also another huge obstacle in the integration process. I learned a lot by watching TV. I also took a mandatory 7 day language course which helped me with the basic language skills. When I migrated to Cyprus I stayed with other persons from my country which was very helpful. Learning the culture is very important especially the food.



INTEGRATION DEFINITION: "INTEGRATION MEANS THAT A CERTAIN GROUP OF PEOPLE COME TOGETHER AND ARE TAKEN INTO ACCOUNT IN A SOCIETY OR IN A CONCRETE SECTOR."



Before coming to Spain, my expectations were centered around finding economic stability, and although I faced challenges with job instability. I've fulfilled my goals regarding a better life and leaving my home country. Renting a place was a significant challenge due to my Venezuelan background, impacting my integration. Two main obstacles were job stability and housing, and a stable job recommendation from an acquaintance helped me the most. To enhance Integration, sports activities are needed. Accessing higher education was difficult, and I believe migrants face unique challenges. Integration practices include NGOs offering food and training support, as well as social services connecting individuals to necessary resources Advice for fellow migrants: Work diligently, embrace new knowledge and opportunities, foster connections, and meet new people.

INTEGRATION DEFINITION INTEGRATION..., PARTICIPATION, "WE ARE ENTITLED TO PAR FREEDOMS AND EVERYTHING..."



Before arriving in Spain, I expected personal self-consciousness and a need to adapt to the new society. While I found a society striving for a better quality of life, integrating and adapting to their ideals was crucial. Challenges included finding accommodation and language differences. The main obstacle to integration was cultural adjustment, which required understanding and adaptation. Faster administrative processes and improved communication are needed for better integration. Integration practices include migrant associations and language lessons. Advice to newcomers: be patient, learn culture, meet people, and know your rights.



INTEGRATION DEFINITION: "MEANS IMMERSING ONESELF IN A NEW COMMUNITY THAT MAY HAVE A DIFFERENT CULTURAL BACKGROUND FROM ONE'S OWN FAMILY AND COLLABORATING FOR THE BETTERMENT OF EVERYONE INVOLVED ALSO MEANS BEING AN ACTIVE PART OF A NEW COMMUNITY FULL INTEGRATION OCCURS WHEN WE FEEL THAT WE FULLY BELONG TO THE NEW COMMUNITY, AS IF WE WERE BORN THERE.



Umar H.



Pakistan

Before coming to Italy, I expected a warm welcome and an easy life, including finding a good job. However, reality was much tougher, requiring immense effort and struggle. The initial obstacle to integration was the challenging reception system, marked by overcrowding and lack of autonomy, but attending the internal school and setting short-term goals with the support of teachers and volunteers helped immensely. To enhance Integration, a broader culture of welcome is needed, and personally, I share Italian customs, engage in art, and prioritize work to build relationships. The second reception system and job orientation services significantly aided my integration. My advice to newcomers includes learning the language, balancing work and study, pursuing passions, and embracing cultural flexibility. Lastly, I emphasize the importance of assistance and opportunities for those seeking a better future.

INTEGRATION: "MEANS SHARING AND APPRECIATING THE CULTURAL DIVERSITY PRESENT IN A COMMUNITY. ALSO FEELING HAPPY TO LIVE A NORMAL LIFE IN A NEW COMMUNITY THAT WE FEEL IS OURS. A FEELING AT HOME. "



Bahar S.



Iran

I envisioned a beautiful country but was surprised by the prevalent racism, especially while seeking employment and housing. Learning Italian was my biggest challenge, overcome through determination and assistance from a supportive social worker. The major obstacles to integration were housing and job availability, yet the support of family, personal willpower, and help from professionals propelled me forward, Integration could improve with clearer solutions from relevant offices and a more equitable treatment of migrants based on nationality. I appreciate the Italian institutions assistance and benefitted from job orientation services, enabling me to undergo training and secure work. To newcomers. I advise prioritizing language learning, engaging in free training courses, mentally preparing for work, and maintaining language studies, I call for equal opportunities, recognition of integration efforts, and balanced rights and duties to foster a welcoming yet accountable environment.



Greece



INTEGRATION DEFINITION: " MEANS ACHIEVING EQUALITY, RIGHTS, AND FREEDOM IN THE HOST COUNTRY WHILE RETAINING ONE'S IDENTITY"



Dimitra



Albania

Before coming to Greece from Albania, I anticipated freedom from a closed-off environment and dreamed of a prosperous life. Reality proved challenging as I had to clean houses despite being a professor in Albania, Papers, ever- changing laws, and language barriers were significant hurdles. The biggest obstacle to integration was limited openness to differences, while solidarity within the community helped. Integration needs individual effort due to lacking government structures. To improve, Greece should provide language programs and voting rights and communities could facilitate housing My advice for newcomers: research, understand challenges, plan your profession, seek support, and recognize the effort required. In Greece, migrants face greater challenges but should be actively included in integration efforts.

INTEGRATION DEFINITION: "ACCEPTANCE OF ALL, THE GOOD & THE BAD OF THE NEW SOCIETY IN TRUE SPIRIT AND LETTERS."



Dr Shafiq Ahmad



Pakistan

There needs to be organized state support in order to triage the skills, abilities and aptitudes of immigrants for better economic, cultural, political and religious Integration. The biggest challenge was the language barrier which took persistent pursuance to overcome. The need to understand the mentality of different cultures and religions is a big problem that needs to be tackled in order for integration and empower the willingness of immigrants to accept the reality of the host country and to respect, appreciate the cultural, ethical, political and religious values of the host society. One of the biggest challenges immigrants face is the ability and unwillingness to get rid of the cultural and religious biases inherited from their home countries. Immigrants need to embrace their new society and learn to blend both their home values with their host countries values so that both values remain important and significant. We should always take any opportunities given to us and we should always promote peace and harmony.



Lithuania



INTEGRATION DEFINITION: "TO BE RECOGNIZED AS A PART OF THE COUNTRY, THIS MIGHT BE DIFFICULT FOR PEOPLE OF COLOUR IN PREDOMINANTLY WHITE COUNTRIES ALSO SOCIAL LIFE - MAKING OR FINDING FRIENDS IS SOMETHING".



Abel J



India

I Before arriving in Lithuania, I had concerns about job opportunities due to my language barrier, but my skepticism was proven wrong as I found a good job. The biggest challenge was the year-long paperwork process for marriage. complicated further by a name change and Covid-related lockdowns. Social life was the main obstacle to integration, as making local friends was challenging To improve integration, more consistent social activities and a dedicated department for expats legal questions would help. I participated in occasional foreigner activities in Kaunas, and the immigration office staff were very helpful with paperwork. My advice for newcomers engage in social activities learn basic local language, adapt to cultural norms, and respect traditions

INTEGRATION DEFINITION: "COMMUNITY INVOLVEMENT INCLUDES MIGRANTS ALSO AS "GIVERS BOTH THE LOCAL AND THE MIGRANT CULTURES GET TO EXPRESS THEMSELVES IN MUTUAL FORMATS/ SPACES OR REPRESENTATIONS, WHICH ALLOWS INTERACTION



Julie L.



Taiwan

Before arriving in Lithuania, my expectations varied based on different countries I'd lived in, but the work-life balance matched my anticipation. Navigating the social systems posed the biggest challenge upon arrival, which I'm still addressing with local assistance. Lack of openness to differences and access to information were significant obstacles to integration. Transparency, community involvement, language support, and citizenship information are crucial for better integration. I found value in agencies like International House Vilnius. Work in Lithuania. and Live in Lithuania. My advice to newcomers includes thorough research, financial planning, and considering long-term goals. I urge the host country to view migrants as contributors and to embrace cultural diversity. Embrace migrants as givers, expand your narrative, and recognize the value they bring. Trust in your country's offerings and create an inclusive environment to ensure migrants stay.

4.3. Best practices in the field of TCN integration

Best Practice 1

Country: Sweden

Title: Praktikprogrammet för nyanlända¹

Target Audience: Migrants and newcomers in Sweden

Organization Name: Swedish Employment Agency (Arbetsförmedlingen)

Main Methodology

Helping newcomers in Sweden to find a job Praktikprogrammet för nyanlända provides migrants with work experience in Sweden. The idea behind the programme is to offer migrants paid work placements in Swedish companies and organisations. The placements are in sectors relevant to their field of study or professional skills. Trainees receive support to help them integrate into Swedish working culture. Trainee progress is monitored throughout their experience.

The aim of this practice is to include migrants in the Swedish job market. This programme has enabled new arrivals to Sweden to acquire new professional experience and personal autonomy. It has increased their chances of long-term integration into Swedish society. The programme has also helped to raise awareness among Swedish employers of the skills and potential of new arrivals. Diversity and inclusion are highlighted, which may encourage the hiring of migrants in the future.

How can this Example be Used by Others?

Finding a job is one of the most important and most difficult things to do when moving to a new city or country even for Swedes. Many people move to a host country without a source of income or even saved money. so in order to support oneself, finding a job is vital. This holds true in every country. This good practice is one method that can help alleviate some of the problems in finding a job. Having more programs and having this kind of programs initiated not only helps the TCN's, refugees but also businesses and the society.



¹ <https://www.arbetsformedlingen.se/>
<https://www.migrationsverket.se/>

Best Practice 2

Country: Sweden

Title: Access to Language Education

Target Audience: Refugees and others immigrate

Organization Name: FLYKTINGARLUND

Main Methodology: Language learning

How can this Example be Used by Others?

The example of Refugee Talent Hub can serve as a valuable model for other European countries seeking to support the integration of refugees into paid employment. Here are some ways in which other countries can adapt and implement similar initiatives:

1. **Partnership Building:** Establish partnerships with relevant organizations, employers, and stakeholders in the local community. This collaboration helps to implement activities tailored to the specific needs and preferences of employers and refugees in each country.
2. **Customized Workshops:** Conduct workshops focused on enhancing refugees' professional skills. Eg. resume writing, job search strategies, interview skills, and cultural adaptation in the workplace.
3. **Meet-and-greet Events:** Organize meet-and-greet events that facilitate personal interactions between job-seeking refugees and potential employers.
4. **Training Programs:** Develop crash courses or training programs that equip refugees with in-demand skills relevant to the local job market.. This approach can increase the chances of successful job placements for refugees.
5. **Internal Training Initiatives:** Encourage employers to develop their own in-house training programs for refugees. This can be done by providing guidance and support to employers, helping them design effective training modules and mentoring programs within their organizations.
6. **Mentorship Programs:** Establish mentorship programs that pair job-seeking refugees with employees or professionals in their respective fields. These mentorship programs can focus on career guidance, skill development, and cultural integration, facilitating knowledge exchange and networking opportunities.
7. **Knowledge Sharing:** Foster collaboration and knowledge sharing through conferences, workshops, and online platforms.

2

<http://flyktingarlund.se/about-us/our-history/>

<https://www.caritas.se/nyhetsarkiv/2015/november/katoliker-i-lund-leder-stort-flyktingprojekt/>

<https://www.katolskakyrkan.se/en>

Best Practice 3

Country: Turkey

Title: "Job Creation and Entrepreneurship Opportunities for Syrians under Temporary Protection and Host Communities in Turkey" Project

Target Audience: Refugees, Asylum Seekers, and People under Temporary Protection who live in the cities of Ankara, İstanbul, Bursa, Konya, Gaziantep, Şanlıurfa, Adana, Mersin and Hatay.

Organization Name: International Labour Organization (ILO)

Main Methodology: Main methodology used in this programme is providing Technical/Vocational Training Courses and SME Training and Supports. The 24-month "Job Creation and Entrepreneurship Opportunities for Syrians under Temporary Protection and Host Communities in Turkey" Project has been implemented since February 2018 in partnership with the ILO Turkey Office and IOM for specific activities. The overall coordination of the Project on the government side has been undertaken by the Ministry of Labour and Social Security. The project is implemented with funding provided by the European Union.

The Project is implemented with the aim to empower and build resilience of Syrians under temporary protection (SuTP) and host communities in Turkey economically and socially. The main objectives of the Project are to increase the supply of skilled, competent and productive labour to facilitate access to decent work for Syrians under temporary protection (SuTP) and Turkish host communities; create an enabling environment for business development and economic growth in identified sectors and geographies to create employment and stimulate entrepreneurship opportunities; and support labour market governance institutions and mechanisms in implementing inclusive development strategies.

How can this Example be Used by Others?

Training opportunities such as Technical / Vocational Training Courses, Local Economic Development and Value Chain Analyses, Thematic Workshops and Trainings, Public Employment Services and Business Development Support enable refugee individuals to take the most important step on the way to start life and integrate into society. This practice can be applied for similar purposes by planning similar competency programme courses and training for specific target groups.



3

https://www.ilo.org/ankara/projects/WCMS_380370/lang--tr /index.htm

Best Practice 4

Country: Turkey

Title: Maternal and Infant Health Programme

Target Audience: Refugee mothers and expectant mothers, supporting the development of their children between 0-3 years of age Refugee Girls World Wide & Mülteciler Organization

Organization Name: International Labour Organization (ILO)

Main Methodology: Mother Baby Support Project, developed by Boğaziçi University, funded by Bernard van Leer Foundation and aimed at the local community, is a study to provide psychosocial support for mothers and expectant mothers who support the development of their children between the ages of 0-3. This study is carried out for asylum seekers with a team of 3 social workers within the scope of the Refugees Association RGW Maternal Newborn Health Programme project.

Mothers with their first pregnancy are prioritised in the project. Women included in the project are started to be followed up from the 7th month of pregnancy. This study for asylum-seeking women is carried out in the form of home visits to pregnant mothers once a month before birth and once every 15 days after birth, until the baby is 12 months old. During the prenatal visits, psychosocial support is provided to the beneficiary and information on nutrition, preparation for birth, support for mother-infant development and prevention of postpartum depression is provided. At each home visit, brochures containing information about the development of the baby according to the month and toys suitable for the month are shared. In the first postnatal visit, a kit is provided to meet the basic needs of the baby. In the following visits in the first 6 months; establishing a secure bond between mother and baby is supported and the importance of infant development and breast milk is emphasised. In the visits after the first 6 months; the transition to supplementary food, information and practices to support the mental and physical development of the baby are carried out.

How can this Example be Used by Others?

Health and newborn care are least as important for refugees as entering the labour market and learning the language of the host country, and where it is difficult to find and access information. This good practice brings information and training to refugees, from sharing information and training on health and newborn care to teaching how to turn simple household materials into toys. This project can set a precedent for other projects in terms of bringing information directly to the target group. The usage of home visiting method is an example of this.



4

<https://mülteciler.org.tr/anne-ve-cocuk-sagliği-projesi/>
<https://www.youtube.com/watch?v=LQD9YY-OJzg>
https://www.youtube.com/watch?v=AT_IFI27RwE

Best Practice 5

Country: Spain

Title: Social orchards

Target Audience: Migrant people in general

Organization Name: Caritas Spain

Main Methodology: The specific project is located on an 8,500 square metre property with communal areas (leisure areas, seedbeds, etc.). The property has different plots for the people who apply for the land. The users have all the necessary elements to start the cultivation, tools, seeds, fertilisers, water container. The users can grow the products they need for their own consumption. Bartering between users is allowed, but the cultivated products are not for sale. The plots are delivered prepared for cultivation and there are professionals who accompany the users during the agricultural activity. They are given an introductory course so that they know the basics of cultivation. Nationals also have land on the farm, which helps to encourage contact between migrants and nationals, so that they can advise, counsel and help each other. The aim is favouring the integration of migrants through the cultivation of the food they need. Moreover, the impact is to favour integration into the local society as they work in a common space and there are also nationals in the neighbouring orchards. Improves family economy and works as a leisure activity.

How can this Example be Used by Others?

This activity can be replicated in different areas, even in urban areas, as it can be adapted to make a communal plot instead of an individual one. The crops can be adapted to the area where the users live. It can be integrated into a larger integration programme and can be easily adapted to work with people of different ages.



5

<https://www.elcorreo.com/bizkaia/costa/caritas-planta-semillas-20220528082129-nt.html>

<https://www.larioja.com/comarcas/calahorra/semillas-inclusion-huerta-20230712085536-nt.html>

<https://www.caritaslarioja.org/los-huertos-sociales-de-caritas-parroquial-de-arnedo-cumplen-su-primer-ano/>

Best Practice 6

Country: Spain

Title: Language learning, Espacio Conecta(r)

Target Audience: Applicants for international protection

Organization Name: CEAR

Main Methodology: From the moment the people who participate in CEAR programmes enter the reception facilities, language acquisition and the necessary related skills are a priority. This service is articulated through the provision of face-to-face classes by professional teachers and volunteer staff, complemented by an online training platform. Similarly, beneficiaries can make use of existing public resources for language learning. In this sense, and in order to reinforce this fundamental and transversal axis during the whole process of inclusion of these people, CEAR has developed specialised manuals. The manuals have been designed from an inclusive perspective and with respect for socio-cultural diversity.

- Aim: To promote the integration of persons seeking international protection through the learning of Spanish.
- Impact: more than 4,000 people participated in language lessons during 2021. More than 70 different nationalities.
- Methods: face to face lessons and online platform.

How can this Example be Used by Others?

The manuals generated can be used as a guide to adapt them to each language. In addition, in the case of Spain, these documents can be used by organisations that want to provide language learning classes as they are available for download.



Best Practice 7

Country: Cyprus

Title: MiHUB-Migrant Information Center

[the project is co-funded by the European Asylum, Migration and Integration Fund (90%) and the Republic of Cyprus (10%).]

Target Audience: Migrants, Recognised Refugees, International Protection Beneficiaries, Third Country Nationals [Domestic Workers, Students], Resettled Refugees

Organization Name: The University of Nicosia in collaboration with the research organisation CARDET and the Cyprus University of Technology



Main Methodology: MIC supports the access to services and resources that meet migrants' needs and gives emphasis on building new skills towards harmonic adjustment to the Cypriot cultural and social environment. MIC helps vulnerable migrants across Cyprus feel protected, safe, informed and supported so that they are able to move forward with their lives. Their experienced teams offer advice on a wide range of issues, while respecting your privacy and confidentiality of any information you provide.

- **Aim:** MIC supports migrants in Cyprus by providing them with access to services and resources that cater to their specific needs. The project focused on helping migrants harmoniously adjust to the Cypriot cultural and social environment, while also emphasising skill-building for their integration.
- **Impact:** Overall, the aim of MIC is to create a supportive and inclusive environment for migrants in Cyprus, helping them overcome obstacles, develop skills, and become active participants in their new communities. The impact of MIC is far-reaching, benefiting both migrants and the broader society in Cyprus. Specifically, the impact is significant and multifaceted; it contributes to meeting basic needs, the integration and social cohesion, empowerment of privacy and confidentiality, greater societal impact and advocacy and awareness.
- **Methods:** Through the use of support, information, advice on a wide range of issues while respecting your privacy and confidentiality of any information provided .



How can this Example be Used by Others?

The topics and information produced around housing, employment, education, learning English/Greek, health, social benefits, rights and responsibilities, travelling, services provision can be further adapted to specific countries and regions by providing information under all the aforementioned topics. It will further enhance their knowledge, experience and interaction with the host organisation to make the integration process an easier process. All these apply in the case of Cyprus, as well as the offer for language classes that play a key role in the integration process.



Best Practice 8

Country: Cyprus

Title: e-Learning for Change

Target Audience: Persons of low socioeconomic status, refugees, asylum seekers, migrants, and any persons facing discrimination

Organization Name: Generation for Change



Main Methodology: Language is crucial to promoting social connections as well as developing an inclusive, coherent, diverse society. To assist and empower non-Greek and non-English speaking refugees and migrants living in Cyprus through language learning, Generation for Change CY has developed an online non-formal programme that includes teaching and learning Greek and English - as a -second -language, “e-Learning for Change”.

- **Aim:** The programme aims to contribute to the economic and social integration of migrants and refugees in order to build an inclusive, intercultural, and cohesive society.
- **Impact:** Since the launch in May 2021, they have delivered four terms, each consisting of 12 weeks of classes, and more than 250 students participate in each term. The courses are offered by the Generation for Change committed team of volunteer teachers, with the support of the Generation for Change CY’s technical team – all under the coordination of our project management team and our language programme head teacher.
- **Methods:** The courses follow a set curriculum and textbook (plus other supplementary materials) which have been specifically designed by the Generation for Change CY team for the purpose of the programme: the aim is for students to make helpful and steady progress each term, on a path towards reaching the standardised A1 functional language level over the course of five terms in total. The language courses are free of charge for our students enabling anyone to participate regardless of their financial situation. Also, the classes take place online, helping overcome other barriers to entry, such as long distances, time constraints or caring duties. All students who complete a term of their chosen language class are awarded certificates of participation and encouraged to continue their language-learning journey.

How can this Example be Used by Others?

This example of a language integration program for migrants and refugees, implemented by Generation for Change CY, holds valuable insights and practices that can be adopted by other organizations or communities seeking to promote the economic and social integration of migrants and refugees. The initiative has developed and follows a structured curriculum and resources, developed and monitored in accordance with the needs of their target groups, there is a clear involvement of volunteers, fosters accessibility and inclusivity and it overall has a clear aim and long-term vision.

8

<https://generationforchange.org/>

<https://generationforchange.org/portfolio/greek-as-a-second-language/>

Best Practice 9

Country: Italy

Title: Il Punto Migranti

Target Audience: TCNs

Organization Name: Lai-momo social cooperative



Main Methodology: Since 2007, Lai-momo social cooperative has been managing 17 "Punto Migranti" offices in several municipalities of the province of Bologna. In collaboration with the

Abantu social cooperative since 2013, these offices offer a comprehensive range of services, including information and specialized consultancy on residency regulations, Italian legislation, and accessing local services. Moreover, the Punto Migranti counters provide language and professional training orientation, mediation and translation services, assistance with documentation, and listening and reception services. These offices also specialize in interventions related to residence permits, citizenship applications, and family reunification requests. In addition, they serve as vital contact points and hubs within the Regional Anti-Discrimination Network, to which Lai-momo is associated. Overall, this service is a crucial resource for migrant citizens, helping to facilitate their successful integration into their communities.

- **Aim:** The main objective of the service is to foster the integration of migrant citizens into the socio-economic and cultural fabric of their place of residence. At the same time, it works towards supporting the relationship between territorial services and foreign users. The service strives to create an inclusive and supportive environment that encourages migrants to become active members of their communities.
- **Impact:** The Punto Migranti counters provide crucial assistance to migrant citizens, conducting approximately 14,000 consultations each year and serving individuals from 76 diverse nationalities. The help desks provide specialised interventions and conduct as many as 6,300 per year, playing a key role in promoting and facilitating the integration of immigrant citizens into their communities.
- **Methods:** Direct access to offices, Comprehensive Approach, Provision of a wide range of support, orientation, mediation and assistance services to meet the different needs of TCNs.

How can this Example be Used by Others?

This example can be used by others as a model for community-based integration programs. The comprehensive approach employed by this service covers various aspects of integration from legal to cultural, language, and professional orientation. Other communities or organizations aiming to help migrants can adopt similar comprehensive services tailored to their context.

"Il Punto Migranti" offers an example of the potential impact of such services. As a case study it can inspire the establishment of comparable services in other regions.

⁹

https://www.laimomo.it/sociale_post/sportelli-punto-migranti/

<https://www.informafamiglie.it/distretto-pianura-est/servizi-alle-famiglie/servizi-informativi-per-famiglie-straniere/punto-migranti>

<https://www.renogalliera.it/aree-tematiche/servizi-alla-persona/guida-ai-servizi-sociali-educativi-e-scolastici/guida-ai-servizi-sociali-educativi-scolastici/mediazione-culturale>

Best Practice 10

Country: Italy

Title: SPAD – Sportello Antidiscriminazioni

Target Audience: TCNs- Actors

Organization Name: Lai-momo social cooperative



Main Methodology: The SPAD - Sportello Antidiscriminazioni (anti-discrimination help desk), is an assistance centre established in 2021, which provides essential support to people who have suffered racial, ethnic or religious discrimination. This service operates under the supervision of the Municipality of Bologna and is responsible for welcoming, listening, guiding and supporting victims of discrimination, offering them useful information and resources to deal with the situation.

The SPAD provides a wide range of services fulfilling five main functions:

1. Listening and orientation
 2. Victim support
 3. Information and awareness-raising aimed at the general public.
 4. Training for SPAD staff and other actors on the territory.
 5. Observatory on discrimination, which includes analysis of collected data, annual reports and specific projects.
- **Aim:** SPAD was set up to offer structured and timely support to victims of discrimination through personalised assistance and the provision of services such as legal counselling, psychological support and advocacy. The SPAD also aims to raise public awareness through information campaigns, events and training initiatives (with special focus on the legal framework), as well as improve collaboration between services in the area. Additionally, through a discrimination observatory, it monitors and analyzes collected data to produce an annual report and promote specific projects to address the most urgent discrimination issues.
 - **Impact:** Under-reporting is a current problem that makes discrimination less visible. The impact of SPAD on the territory has been significant, as it has led to an increase in the number of reports of discrimination compared to previous collection systems.
 - **Methods:** The service is committed to handling cases of discrimination through personalised care. The methodological approach adopted is intersectional, i.e. it considers discrimination as a complex and multifactorial phenomenon. The service organises events and training courses for services and associations on the role of the SPAD and anti-discrimination, with a focus on racial, ethnic and religious discrimination.

How can this Example be Used by Others?

The SPAD in Bologna is an example of effective discrimination management. The SPAD network model can be taken as a basis for creating other networks to support victims of discrimination and promote anti-discrimination, adapting the specific objectives and functions to the local context and needs. The key points of the model proposed are networking, multi-agency cooperation, intersectionality, personalised guidance and victim support, information and training, observation of discriminatory phenomena. These elements can be best adapted to the specific context of each organisation.

¹⁰

<https://www.comune.bologna.it/notizie/sportello-antidiscriminazioni>

<https://www.comune.bologna.it/centrozonarelli/spad-sportello-antidiscriminazioni/>

https://www.comune.bologna.it/myportal/C_A944/api/content/download?id=641b09f34716850099c51827

Best Practice 11

Country: Greece

Title: Project ESTIA

Target Audience: Applicants of asylum and their families

Organization Name: The Reception and Identification Service of the Ministry of Migration and Asylum (& implementation partners)

Main Methodology: The ESTIA 21 Program is funded by the European Commission and it was implemented in 2021-2022 in Greece. It is an accommodation program for applicants of asylum and their families. The implementation partners of the program are bodies that provide accommodation or other services to beneficiaries of the program. The aim of the programme is to provide the basics to the asylum seekers and their families to stand on their feet and cover their everyday life needs.

The program offers accommodation in houses and apartments. The program also includes meals and supportive services. The accommodation facilities of the program are kept and maintained according to required standards of security and health. Facilities include furniture (e.g., beds, tables and electric devices, etc.) Also, the impact of the programme were;

- 1) Information, counselling and support to beneficiaries with regards to daily life processes,
- 2) Psychological counseling services according to their needs.
- 3) Translation and interpretation services in languages beneficiaries can understand.
- 4) Transportation services to the accommodation facilities when required.
- 5) Housing and accommodation
- 6) Food and basic needs covered

How can this Example be Used by Others?

ESTIA programs is a great example of covering basic needs of people in need. A network of local or European organizations could cooperate and cover the basic needs of TCN's and asylum seekers. In this way, the integration process in the local community would be faster and easier and problems and delays will be avoided both for the individuals and the local authorities and community.



Best Practice 12

Country: Greece

Title: Feeling Home Project



Target Audience: Migrant women, educators and people working with migrants and refugees

Organization Name: Feeling home project partnership (Active Citizens Partnership, Iberika Education group gGmbH, SwIdeas AB, Associacio La Xixa Teatre, Centro Per Lo Sviluppo Creativo Danilo Dolci)

Main Methodology: The Feeling Home project is an Erasmus+ KA2 project that is implemented in Berlin-Germany, Athens-Greece, Palermo-Italy, Barcelona-Spain and Malmo-Sweden. The team is composed of trainers & education staff members of 5 bodies with different supportive approaches, which address the need to enhance & improve their informal language learning opportunities for adult migrant women unable to participate in traditional language acquisition programs. This project primarily aims to achieve a reduction in the risk of social exclusion of migrant women in our society. This comes by the promotion of education, enhancing tolerance and motivating of the trainers and the learners for a lifelong learning strategy focusing on the needs of one of the most vulnerable groups: migrant women. Feeling Home project not only focuses at the needs migrant women have, but also aims to improve the competencies of educators for the delivery of informal training including digital skills. The project has different impact to the different target groups and people involved:

1. Migrant women will get to know the city, learn the language and meet others and socialize,
2. Trainers supporting migrant women will be able to use informal methodologies, improving their teaching & digital skills for the language classes regardless of their previous teaching skills,
3. Other Relevant Stakeholders will gain awareness on the importance of opening upskilling opportunities for migrants in general and for migrant women in particular.

How can this Example be Used by Others?

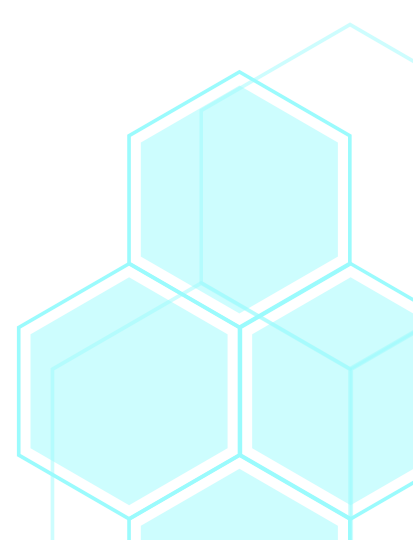
The Feeling Home project is transferable into other sectors and can be used for different migrant target groups, from different organizations and bodies, in different countries.

Also, the material created during the project can be used from migrants who visit these cities and from the trainers who work with migrants in these places.

¹²

<https://www.facebook.com/feelinghomeproject>

<https://feelinghomeproject.eu/about-the-project/>



Best Practice 13

Country: Lithuania

Title: International House Vilnius

Target Audience: TCNs

Organization Name: Go Vilnius, the official tourism and business development agency of Vilnius in cooperation with Work in Lithuania, a talent attraction programme

Main Methodology: International House Vilnius is an initiative offering comprehensive free consultations and services related to relocation to Lithuania and living in Vilnius: from residence permits and social insurance, to employment services, taxes, starting a business, and much more. The initiative is in partnership with most of the institutions relevant for foreigners moving to Lithuania, such as the Migration Department, State Tax Inspectorate, Social Insurance Board, Employment Service and others making their services more easily accessible and understandable for foreigners. International House Vilnius also offers general consultations and a mentorship programme in which newcomers are matched with the locals who can help with questions such as how to navigate the public transport system, how to register with a doctor, what to see in a city.

- **Aim:** Make life in Vilnius easier for foreigners.
- **Impact:** In June 2022 it was reported that International House Vilnius had provided services for more than 10000 foreigners since its opening in November 2021.
- **Methods:** Comprehensive services and consultations for foreigners in Russian, English and other languages.

How can this Example be Used by Others?

This model can be in principle implemented in any city or country. For example, there is a very similar initiative operating in Finland - International House of Helsinki.



Best Practice 14

Country: Lithuania

Title: Integration of foreigners programme

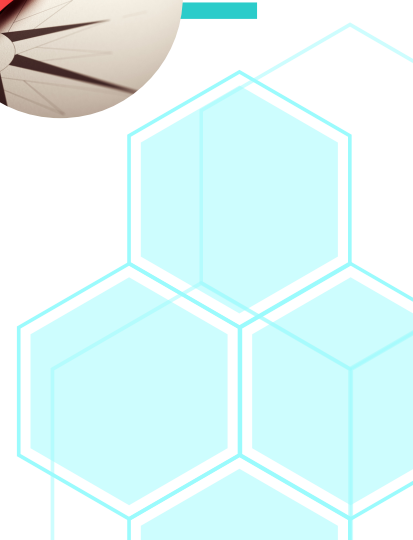
Target Audience: TCNs

Organization Name: Vilnius Archdiocesan Caritas

Main Methodology: The programme provides social, legal, psychological and career counselling for refugees, migrants and third-country nationals. The Vilnius Archdiocesan Caritas takes the role of a mediator with state and public institutions, in finding housing and jobs, or in accessing training and development opportunities. Main focus is on teaching the Lithuanian language as one of the key elements of integration. The programme also takes care of the leisure and socio-cultural integration of TCNs: various community evenings are organised, famous people and the general public are also invited to these events. The aim of the programme is to create a community where everyone experiences a sense of security and acceptance. The aim was throughout the year 2022, the aid was provided to 7182, foreigners/TCNs/refugees.

How can this Example be Used by Others?

The example is essentially universal and can be implemented by any NGO willing to work with TCNs for longer periods of time and offer more comprehensive support than initial reception. The example, however, requires human and financial resources and might have a limited impact when the resources are insufficient.



4.4. Activities

TABLE OF ACTIVITIES

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Story Telling Activity With Dixit

ACTIVITY 1



6-50 persons



Approx. 30 min



**-Dixit Cards
-Facilitator
-Topics or questions**

The participants should introduce themselves briefly, including their home country, age, current occupation, and the country they will be talking about.

Participants are given questions such as:

- Which card best represents your home country?
- Which card shows an event in your home country you had to overcome?
- Which card could represent how to communicate with authorities ?
- Which card represents what you can do and what you cannot do when you communicate with authorities or other people in your country ?
- Which cards (pick 4 cards maximum) could represent the most important cultural aspects from your county ?
- Which card shows how to access help if you have an emergency ?
- Which card represents the level of difficulty of your language ? and another card to describe the new language you have to learn ?
- Which cards show the differences between the cultural aspects from your home country and your host country ?

Story Telling Activity With Dixit

ACTIVITY 1



6-50 persons



Approx. 30 min



**-Dixit Cards
-Facilitator
-Topics or questions**



Once they have made their choice, participants will show their choice of dixit cards to everyone.

It would be ideal to use a whiteboard where participants can directly share their own representations.



It is also important that the facilitator give to each participant the time they need to finish their stories. The facilitator (expert in the work group) is a crucial part of this activity, in order to support all the process.



The activity is assessed through observation, in terms of participation in the activities, and the quality of stories/transcripts produced.



Debriefing is included as an integral part of the activity, so that participants can reflect on the impact of the stories on their individual understanding of Europe, and on the experience of the activity itself.

Truths Or Myths

ACTIVITY 2



3-25 persons



Approx. 90 min



**-Questions
-Facilitator**

Module 1: 1.2 Rules and Regulations

Once you receive your refugee residence permit, it is valid for 5 years.

F



M



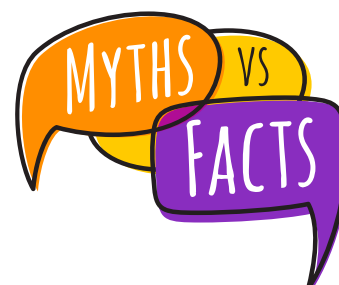
The MIGRIS is the Spanish Migration Information System in which you fill-out the request to obtain the residence permit and upload the documents.



When talking with authorities, the language and the tone can be the same as with your friends.



To enter most countries as a non-EU foreigner we need: a passport, visa, medical insurance, sufficient financial means, among other requirements.



Truths Or Myths

ACTIVITY 2



3-25 persons



Approx. 90 min



**-Questions
-Facilitator**

Module 1: 1.2 Rules and Regulations

Punctuality to an appointment is only relevant in Sweden and Lithuania. In Italy, Spain, Greece and Cyprus is not a big issue.

F



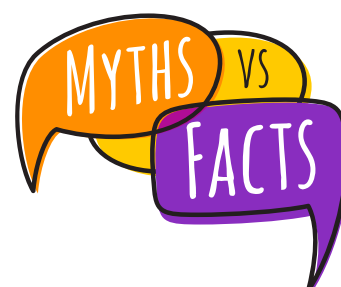
M



In Turkey, you need a road permit from the Provincial Directorate of Migration Management (İGİM) to travel outside of the registered province.



You don't need to learn much of the host country's language as the important thing is to know how to work.



Truths Or Myths

ACTIVITY 2



3-25 persons



Approx. 90 min



-Questions
-Facilitator

Module 1: 1.5 Accessing help in case of emergencies

The international emergency number is free of charge, and it is the same in all countries : 113

F



M



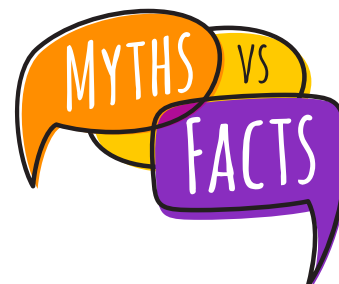
In some countries you may be charged for emergency assistance. (in Spain)



There are different numbers in each country depending on the type of emergency you have. Search the internet for the number to call.



In many countries they have automatic translation when you make an emergency call. This is important as they will ask you for details to help you better.



Truths Or Myths

ACTIVITY 2



3-25 persons



Approx. 90 min



-Questions
-Facilitator

Module 1: 2.0 Daily communication (basic words in local language and English)

In Cyprus and in Greece people speak Greek

F



M



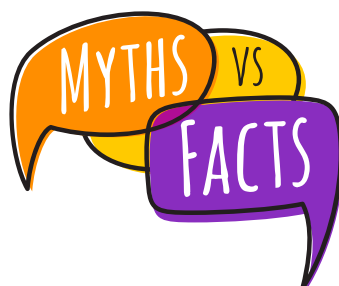
• How do you say hello in different languages?

- a) Hej, Ciao, Gia, Hola, Laba diena, Selam
b) Hej, Ciao, Giao, Hola, Laba dena, Selam
c) Hej, Ciao, Gia, Ola, Laba siena, Selar

• How do you say, "how are you?" in different languages? (Informal language)

Type answer: (different options possible)

- Posi se? (Cypriot)
- Τι κάνεις (Greek)
- ¿Cómo estás? (Spanish)
- Come stai? (Italian)
- Kaip laikotės? (Lithuanian)
- Hur mår du? (Swedish)
- Nasılsın? (Turkish)



Truths Or Myths

ACTIVITY 2



3-25 persons



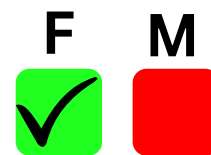
Approx. 90 min



**-Questions
-Facilitator**

Module 1: 2.2 Cultural, situational and interactional awareness and expectations

Lithuanians and Swedish usually are not too keen to start a conversation with a stranger.



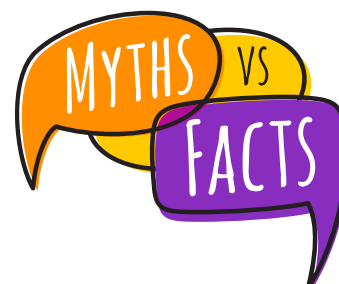
Whether you try to speak some of the language of the host country will not be relevant for your integration as some people are closer than other.



Facebook groups or Telegram are good options to meet new people when you arrive in a foreign country.



Physical distance and avoiding touching people are typical characteristics of Spanish and Italian culture.



Escape Room Scenarios

ACTIVITY 3



5-25 persons



Approx. 120 min



- Scenarios
- Challenges
- Facilitator

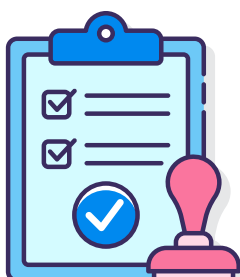
Title: "The Employment Challenge"

Background:

You are a Third-Country National (TCN) who wants to secure employment in a host country. However, procedures and cultural norms are not yet clear; you find that the social insurance system, benefits and the overall access to employment are different from what you are used to, and you struggle to understand and navigate them. To access the benefits, services and understand procedures you are entitled to, you must complete a series of challenges that will test your knowledge and understanding of the host country's social insurance system.

Storyline:

You have received a letter informing you that you need to find employment as soon as possible in order to be able to proceed with your settlement applications. In order to be able to apply for jobs, you now need to be in a position to know the labor market of the host country and the social insurance system in order to claim your social insurance benefits once eligible. In order to understand the labor and social insurance system of the host country, you must complete a series of challenges that will take you through different aspects of the host country's labor and social insurance system. You will need to work together as a team to solve the puzzles and riddles and escape the room in time to claim your benefits.



Escape Room Scenarios

ACTIVITY 3



5-25 persons



Approx. 120 min



- Scenarios
- Challenges
- Facilitator

Title: "The Employment Challenge"

Challenges:

Searching for employment challenge: Okay, let's take things from the beginning. To find a job you need to demonstrate your knowledge of how to search for employment in the host country. Take a piece of paper and write down information on how to search for employment. Remember! You are trying to learn the process, present information as clearly as possible!

Complete the following task: Question: On your piece of paper, write down one important step or strategy for effectively searching for employment in the host country.

Social Insurance System Overview Challenge: You need to demonstrate your knowledge of the host country's social insurance system and its benefits. On the same paper, find key information about the social insurance system. If no exact information is identified, write down something that will further improve your understanding in regards to the Social Insurance System.

Answer the following question: What are some key benefits of the host country's social insurance system that you have identified or written down on your paper?



Escape Room Scenarios

ACTIVITY 3



5-25 persons



Approx. 120 min



- Scenarios
- Challenges
- Facilitator

Title: "The Employment Challenge"

Working culture challenge: You need to understand the working culture of the host country. Once you read and understand the information you have, write key information down on the same paper in order to get an overall idea of the working culture of the country you are searching.



Labour market challenge: You need to demonstrate your knowledge of the host country's labor market and how it works in the host country. Identify key points, write key words on the same piece of paper.

Answer the following question: After reading and understanding the information about the working culture of the host country, what are some key aspects or characteristics that you have written down on your paper to gain an overall idea of the working culture?



Escape Room Scenarios

ACTIVITY 3



5-25 persons



Approx. 120 min



- Scenarios
- Challenges
- Facilitator

Title: "The Employment Challenge"

Conclusion: Once you have completed all the challenges, you will be able to escape the room and secure employment whilst being aware of your social insurance system, the labor system and the cultural norms of the host country.

The escape room activity will help you learn about the host country's social insurance system, the labor market and the working culture of the host country and provide you with the skills and knowledge needed as a TCN. The Module of Employment will help you develop knowledge, skills and attitudes and develop the following learning outcomes: interacting with local authorities, following rules and guidelines, communicating with locals, understanding the system and knowing their rights and eligibility in order to protect themselves.



Human Bingo

ACTIVITY 4



5-10 persons



Approx 30 min

Activity description

Each participant is working individually. They need to find out the answers to the questions of the Bingo table. They can do this in two ways:

- By asking another person in the room
- By searching the information about each country (Cyprus, Greece, Spain, Italy, Lithuania, Sweden, Turkey)

The first person that fills out the table should say “BINGO!” and if all the answers are correct wins. Otherwise the activity continues.

Timetable

Instructions - Provide participants with pens and papers (5 mins)

Bingo round (15-20 mins)

Correct answers - Discussion (5-10 mins)

Human Bingo

ACTIVITY 4



5-10 persons



Approx. 30 min

1. With a temporary work permit you cannot work in Lithuania. You should have a permanent work permit. (True/False)	2. In Italy, moms who are going to have a baby can take a break from work for at least ... months before and after the baby is born. During this time, they get paid ... of their salary.	3. Tradition and cultural values are very important aspects in the workplace for this country.
4. To whom a person can report a sexual harassment incident in Cyprus?	5. In which country the 28th of October is a National holiday?	6. In which countries punctuality and "meeting deadlines" is part of the working culture?
7. In which country can you search for a job through the platform "Help Refugees Work"?	8. In Italy, the residence permit for asylum requests can be converted into a residence permit for work reasons. (True/False)	9. A person working in Turkey typically earns around 7,830 TRY per month.
10. In which country some employment rules differ according to the Autonomous Communities?	11. After how long do you need to renew for the first time your working permit in Spain, if you are a TCN?	12. What do you need to work legally in Sweden?
13. In which country the social security number is called AMKA?	14. In which country the coffee breaks are called "Fika"?	15. In which country an employee should submit a complaint to the Police, within 15 days from the claimed violation by the employer?

Random Wheel

ACTIVITY 5



5-25 persons



Approx. 90 min

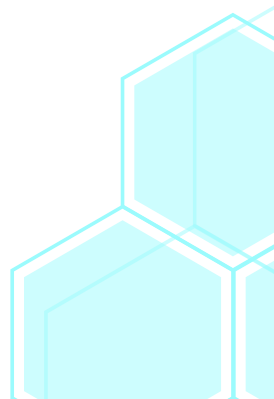


Wheel with random questions
- Topic or statements
- Facilitator

Randomize the questions among participants using this link:

 <https://wordwall.net/it/resource/56258304/vrin-module-3-unit-1housing>

Each participant will address the assigned stimulus question, while others can also respond to the same question, initiating discussions on variations and similarities in partner country contexts. This approach facilitates brainstorming sessions, drawing on personal experiences and practical scenarios. Following each discussion, an evaluation of the training programme's effectiveness in addressing identified needs will be carried out.



Random Wheel

ACTIVITY 5



5-25 persons



Approx. 90 min



Wheel with random questions
- Topic or statements
- Facilitator

MODULE 3 UNIT 1 - Housing

Randomize the questions among participants using this link:



<https://wordwall.net/it/resource/56258826/vrin-module-3-unit-3educational>

Each participant will address the assigned stimulus question, while others can also respond to the same question, initiating discussions on variations and similarities in partner country contexts. This approach facilitates brainstorming sessions, drawing on personal experiences and practical scenarios. Following each discussion, an evaluation of the training programme's effectiveness in addressing identified needs will be carried out.

Answer the questions starting from your experience.

- 1) How many years did you study?
- 2) Which level of education did you complete? (High school, College, University degree)
- 3) Did you study abroad?
- 4) Do you need a specific qualification to do your job?
- 5) Which languages did you study?
- 6) Did you pay to study?
- 7) Have you ever obtained a scholarship?
- 8) Did you attend a private school or a public school?
- 9) Do you have any children or siblings in school at the moment?
- 10) Is it easy to find information about the educational system in your country

Mix Match

ACTIVITY 6



1- 10 persons



Approx. 20 min

Put the following steps into separate boxes in an online task organiser “Trello” (Each participant will address the assigned stimulus question, while others can also respond to the same question, initiating discussions on variations and similarities in partner country contexts. This approach facilitates brainstorming sessions, drawing on personal experiences and practical scenarios. Following each discussion, an evaluation of the training programme's effectiveness in addressing identified needs will be carried out.). Delete the numbers of the steps and arrange them in random order. The person(s) participating in the activity has to arrange the steps in the correct order.

	Opening a bank account
1.	Collect or check the following information: What is my legal status in the country? Do I have a valid identity document? Do I have a valid residence document?
2.	Decide if you want to open an individual or business account. If opening a business account, check if you have: the identity documents of the company's owner, documents attesting the residency in the country (temporary or permanent), information on the financial situation of the applicant (it can be required by some banks), the incorporation documents of the legal entity, personal details of company directors.
3.	Get familiar with banks operating in the receiving country, their websites and applicable rates. Choose the one which suits you best. Beware of online banking services or other entities which provide financial services but are not licensed banks. You can check if an entity you found is an official bank operating in that country.
4.	Go to the official website of the bank you have chosen and set up an appointment. If it is not possible to make an appointment online, call the bank directly. A bank may refuse to provide services for customers without an appointment. Make sure to select English or any other offered language that you speak as the language of the appointment. If selection of languages is not offered, call the bank and ask whether it is possible to have an English-speaking consultant. If none of the languages you speak are available, make sure to have a person with you who could translate during the appointment.
5.	Before coming to an appointment check if you have all requested documents and information with you. In any case, always make sure to bring a valid identity document and a valid residence document to the appointment.
6.	Come to the appointment on time and bring the required documents. Make sure to have a friend or someone who speaks the local language if you don't speak it or other spoken language in that country.
7.	During the appointment listen attentively and collect essential information. In particular, obtain the following information: type of the account that is going to be opened, currency of the account, type of the banking cards offered and the one you will receive, applicable fees and charges.
8.	Clarify how the banking authentication system works. Ask for clear instructions on how to connect to your banking account and authorise transactions.
9.	Receive your banking card and activate it.
10.	Check your bank account regularly, beware of possible frauds and scams, check information and be ready to block your card fast in case you lost it or unauthorised transactions are taking place.

Mix Match

ACTIVITY 6



1- 10 persons



Approx. 20 min

Put the following steps into separate boxes in an online task organiser “Trello” (Each participant will address the assigned stimulus question, while others can also respond to the same question, initiating discussions on variations and similarities in partner country contexts. This approach facilitates brainstorming sessions, drawing on personal experiences and practical scenarios. Following each discussion, an evaluation of the training programme's effectiveness in addressing identified needs will be carried out.). Delete the numbers of the steps and arrange them in random order. The person(s) participating in the activity has to arrange the steps in the correct order.

	Getting a loan
1.	Collect or check the following information: What is my legal status in the country? Do I have a valid identity document? Do I have a valid residence document?
2.	Decide what type of the loan you want to get, there are a few main types of loans in the country (e.g. Lithuania): housing/property loan consumer loan mortgage
3.	Check if you meet the minimum loan requirements in the country (e.g. Lithuania): Do you have a working contract which has been active for at least 6 months? Do you earn your income in Euros? Do you have a good credit history? Is your income at least 500 Eur after taxes? If you are taking a housing loan, do you have enough resources for an at least 15% down payment? If you answered “No” to at least one of these questions, you might be denied a loan in the country (e.g. Lithuania). Banks may apply stricter or more specific requirements for foreigners. For more information (in Lithuania) check here: https://lithuaniatribune.com/5-requirements-to-get-a-loan-in-lithuania-you-must-be-prepared-for/
4.	Get familiar with banks operating in the country, their websites and interest rates. Choose the one which suits you best. Beware of online banking services or other entities which provide financial services but are not licensed banks. Avoid offers of “fast” or “easy” loans as they usually cost more and might have hidden charges. You can check if an entity you found is an official bank operating in that country.
5.	Go to the official website of the bank you have chosen and set up an appointment. If it is not possible to make an appointment online, call the bank directly. A bank may refuse to provide services for customers without an appointment. Make sure to select English or any other offered language that you speak as the language of the appointment. If selection of languages is not offered, call the bank and ask whether it is possible to have an English-speaking consultant. If none of the languages you speak are available, make sure to have a person with you who could translate during the appointment.
6.	Come to the appointment on time and listen attentively to the consultant. Have all the required documents with you and be ready to answer questions related to loan eligibility. It is most likely you won't get your loan approved during the first appointment.
7.	If your loan was approved, make sure to get the loan contract and read it in full. Clarify all the terms you do not understand and make sure to check whether all information is correct and matches what was agreed with the consultant. Mistakes sometimes do happen. It is a good idea to give the contract to read to someone you trust before signing. Do not rush and take your time, think twice if you can afford this loan and whether all the terms and conditions are acceptable.
8.	Sign the loan contract.

Role Playing

ACTIVITY 7



4 persons



Introduction: 5 Min
Roleplay 1: 20 Min
Roleplay 2: 20 Min
Debriefing: 5 Min

Instructions

Tell students that today they are going to watch two roleplays in which people will be arguing about immigration in the EU. Then they will learn some facts about immigration and apply them to the arguments the players made in the roleplays. You might want to give all students a heads up that the opinions represented in the roleplays may be upsetting to some. These opinions are not necessarily those of the people acting in the play. Instead, the roleplay is intended for us all to learn more about immigration and be better prepared to have conversations with people who might differ from us on important issues.

Ask for four volunteers to roleplay the roles of Mike and Alicia in front of the class. One pair will play Mike and Alicia in Roleplay 1(See link below), the other will play Mike and Alicia in Roleplay 2 (See link below).

Give the players the appropriate role play script below and give them time to read it in advance.

Before beginning Roleplay 1, remind the group that these two students are going to be voicing the opinions of characters that they may or may not agree with.

All the tools for this activity are there :

https://docs.google.com/document/d/1Z0E6BjxO_JoepGo_CQLgaPdp4TeDJZmQ/edit?usp=sharing&oid=10473660200620277737&rtpof=true&sd=true

Case Development

ACTIVITY 8



5-25 persons



**Approx Sharing the cases (5 mins)
Group work (15 mins)
Presentations- Discussion (10 mins)**



**- Facilitator
- Paper & Pen**

Steps are:

- 1) You separate the participants in groups according to their country.
- 2) You ask them to choose one of the cases
- 3) Let them find information about this case in their country
- 4) The groups discuss their work with the others.

Case Development

ACTIVITY 8



5-25 persons



Approx Sharing the cases (5 mins)
Group work (15 mins)
Presentations- Discussion (10 mins)



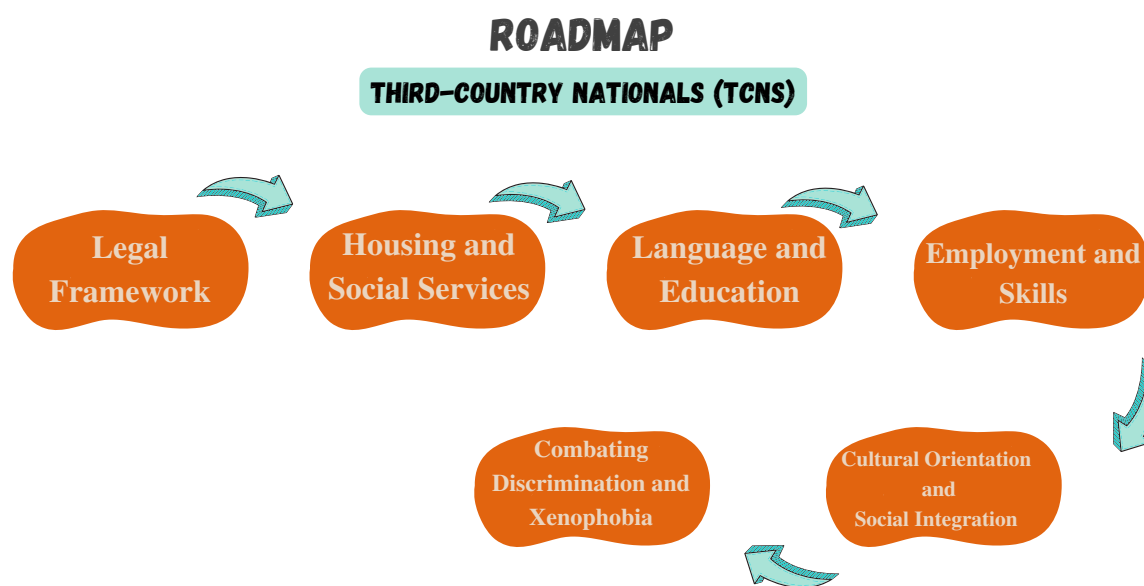
- Facilitator
- Paper & Pen

- You are a TCN in the country. You want to register your child at the local school. Which are the steps you need to follow?
- You are a TCN in the country. You want to register your child at the local school. Which are the steps you need to follow?
- You are a TCN and you need to get a social security number in the country you are living in right now. Which are the steps you need to follow?
- You are a TCN and you need to get a social security number in the country you are living in right now. Which are the steps you need to follow?
- A person with post-war trauma needs your help. You cannot help directly, but you can refer him/her to somebody else. What would you propose him/her to do?
- A person with post-war trauma needs your help. You cannot help directly, but you can refer him/her to somebody else. What would you propose him/her to do?
- A TCN that you know needs to go to the doctor as soon as possible. What do you recommend him/her to do?
- A TCN that you know needs to go to the doctor as soon as possible. What do you recommend him/her to do?

Chapter 5: Adaptation and Multiplication

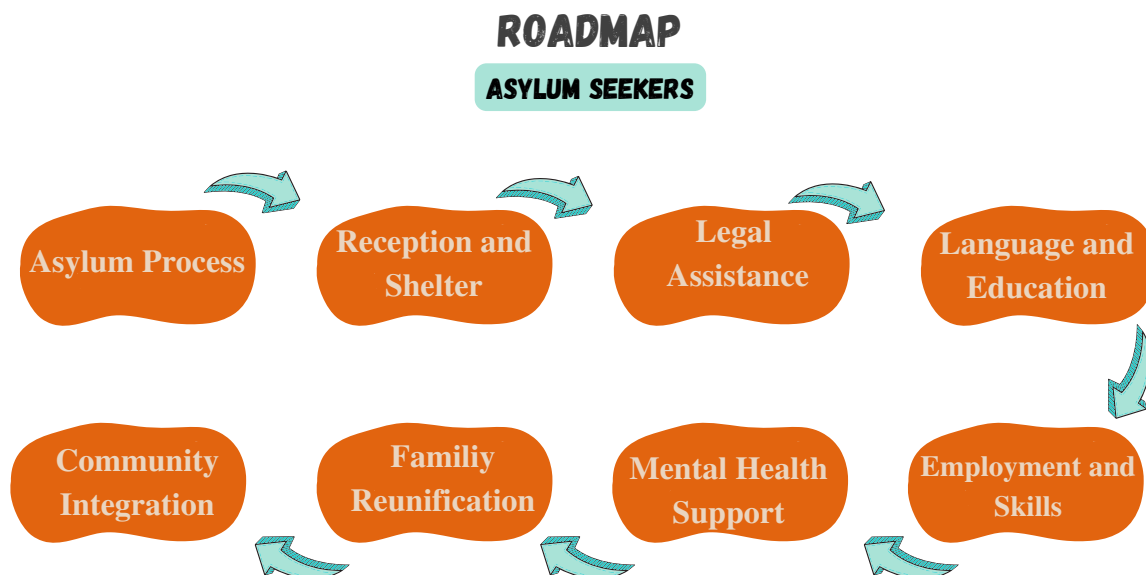
Road Map

5.1. Integration of Third-Country Nationals (TCNs) in Europe



- 1. Legal Framework:** European countries have different laws and policies governing the integration of TCNs. An important aspect is the legal status, which varies depending on whether the TCNs are refugees, family members of EU citizens, or economic migrants.
- 2. Housing and Social Services:** Providing suitable housing and access to social services like healthcare, welfare, and community support is crucial for successful integration.
- 3. Language and Education:** Language is a significant barrier to integration. Integration roadmaps typically include language courses to facilitate communication and access to education and job opportunities.
- 4. Employment and Skills:** Efforts are made to assess the skills of TCNs and match them with available job opportunities. Vocational training and recognition of foreign qualifications are often part of the integration process.
- 5. Cultural Orientation and Social Integration:** Integration involves adapting to the host country's customs, values, and social norms. Cultural orientation programs and community engagement initiatives are employed.
- 6. Combating Discrimination and Xenophobia:** Measures to address discrimination and xenophobia are vital for creating a welcoming environment for TCNs.

5.2. Integration of Asylum Seekers in Europe



- 1. Asylum Process:** Asylum seekers go through a legal process to determine their eligibility for international protection. A clear and efficient asylum process is important for managing the flow of asylum seekers.
- 2. Reception and Shelter:** Adequate reception facilities and shelter are provided to asylum seekers while their claims are processed.
- 3. Legal Assistance:** Access to legal aid and information about the asylum procedure is essential for ensuring that asylum seekers' rights are protected.
- 4. Language and Education:** Similar to TCNs, language courses and educational opportunities are crucial for the integration of asylum seekers, especially children.
- 5. Employment and Skills:** Asylum seekers often have valuable skills that can benefit the host country. Integration roadmaps include provisions for skills assessment, recognition, and employment opportunities.
- 6. Mental Health Support:** Many asylum seekers have experienced trauma in their home countries or during their journey. Mental health support is necessary for their well-being and integration.
- 7. Family Reunification:** Facilitating family reunification is an important aspect of integration for asylum seekers.
- 8. Community Integration:** Encouraging social interactions between asylum seekers and local communities helps break down barriers and promote understanding.

It's important to note that integration processes and roadmaps may vary significantly between European countries due to different national policies and priorities. Additionally, integration efforts are continually evolving in response to changing migration patterns, societal attitudes, and legal frameworks. For the most up-to-date information on specific integration roadmaps in Europe, It is recommended consulting official government sources and relevant international organizations working in the field of migration and asylum.



5.3. Data Coalition on Integration of TCN's in Partner Countries

Introduction:

Integration plays a crucial role in promoting social cohesion and inclusive societies. Third-Country Nationals (TCNs) who migrate to European countries often face unique challenges in terms of language, employment, education, and cultural adaptation. This report aims to explore the needs of TCNs for successful integration, supported by relevant statistics from European countries.

Successful integration of TCNs in European countries requires addressing their diverse needs. This report has highlighted key areas such as language acquisition, employment, education, and social inclusion. By providing relevant statistics from various European countries, it becomes evident that supporting TCNs in these domains is crucial for fostering their integration and promoting inclusive societies.

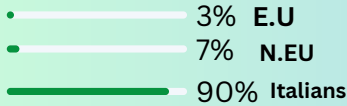


IMMIGRANTS AND LABOUR MARKET 2023

ITALY



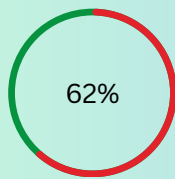
PERCENTAGE OF IMMIGRANTS BY CITIZENSHIP



Employment

Country Employment Rate

Population
59.11 Millions



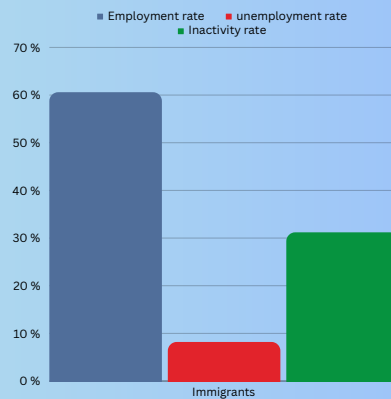
1 in 10 workers is an immigrant



Men



Women



Education

Foreign education level



Non-EU students enrolled

5.9%

University Students



Language & communication

knowledge of the Italian language among foreigners

(46.6% EU, 32.1% Non-EU)

Advance

(6.1% EU, 16.9% Non-EU)

Beginner



Social inclusion & Cultural adaptation

2,995

405 projects support migrant integration

TCNs and refugees have a higher rate of unemployment because they encounter many barriers such as language, education, poor integration, and racism.

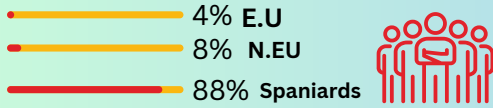
IMMIGRANTS AND LABOUR MARKET 2023

SPAIN



Population
47.42 Millions

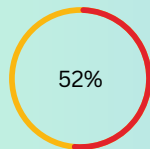
PERCENTAGE OF IMMIGRANTS BY CITIZENSHIP



Employment

Country Employment Rate

Country Employment Rate



1 in 10 workers is an immigrant



Foreigners workers

Domestic employee



Women
43%

Agriculture, livestock and fishing



82%



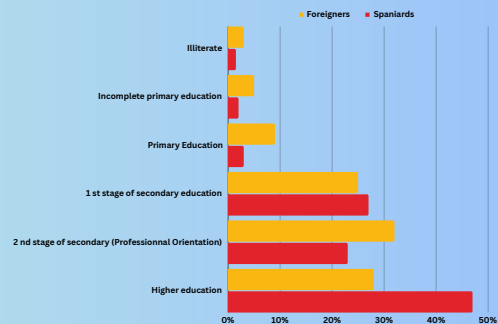
Education

Foreigners are enrolled 20 % more than Spaniards in public schools

78% Foreigners
68% Spaniards

Only 11%

Foreigner student of the total student body



Language & communication

The Impact of Language Proficiency on Immigrants' Earnings in Spain

Point to a substantial earnings return to Spanish proficiency

Only 27%

High-qualified workers earning a premium of almost

50%



Social inclusion & Cultural adaptation

Every year around 20 000

TCNs Participated in Integration courses

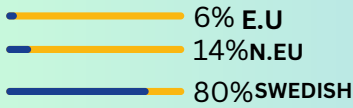
TCNs and refugees have a higher rate of unemployment because they encounter many barriers such as language, education, poor integration, and racism.

IMMIGRANTS AND LABOUR MARKET 2023

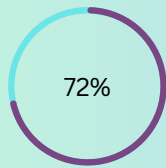
SWEDEN



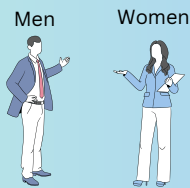
PERCENTAGE OF IMMIGRANTS BY CITIZENSHIP



Employment Country Employment Rate

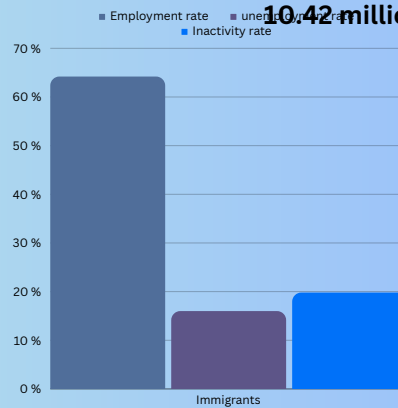


2 in 10 workers are immigrants



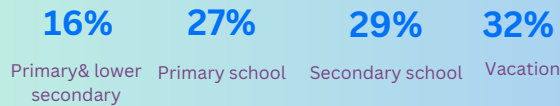
67.1% 51%

Population 10.42 millions



Education

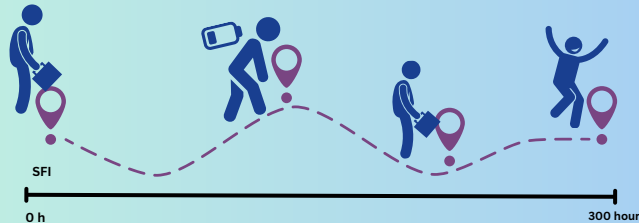
Foreign Born education level



Foreign education level



Language & communication



Social inclusion & Cultural adaptation

Only 55 %

Finish Swedish introduction program

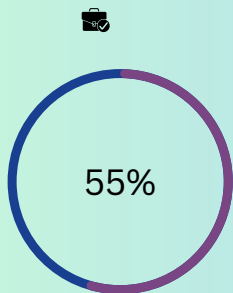
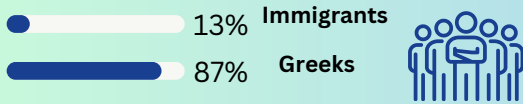
TCNs and refugees have a higher rate of unemployment because they encounter many barriers such as language, education, poor integration, and racism.

IMMIGRANTS AND LABOUR MARKET 2023

GREECE



PERCENTAGE OF IMMIGRANTS BY CITIZENSHIP

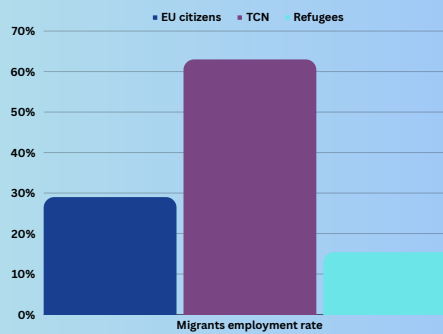


1 in 30 workers are immigrants



Employment Country Employment Rate

Population
10.64 millions



Education

Foreign Born in education leve represent
only 2%



16%

Pre school



10.6%

Primary school



10.17%

Secondary school



5.13%

Hight secondary

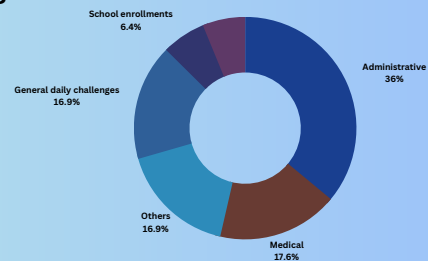


Social inclusion & Cultural adaptation

Integration Monitoring

Number of Sessions
26768

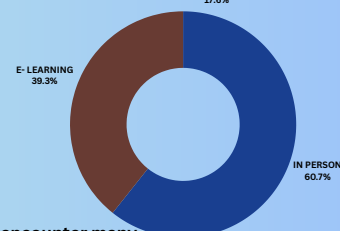
TYPE OF SUPPORT
PROVIDED



Integration Courses

Enrollments
9038

EDUCATION
MODALITY

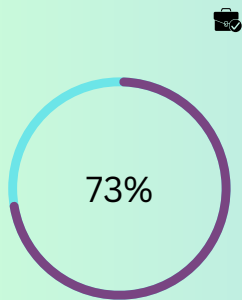
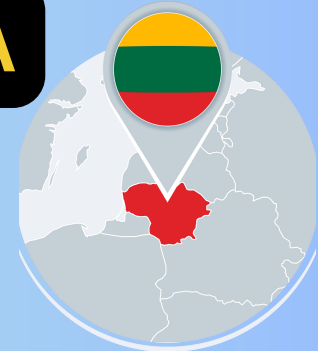
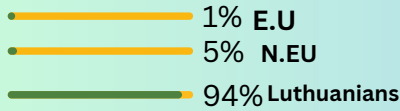


TCNs and refugees have a higher rate of unemployment because they encounter many barriers such as language, education, poor integration, and racism.

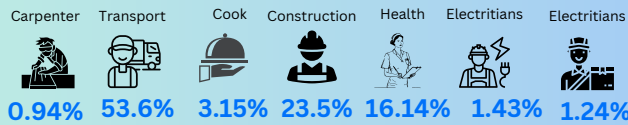
IMMIGRANTS AND LABOUR MARKET 2023

LITHUANIA

PERCENTAGE OF IMMIGRANTS BY CITIZENSHIP

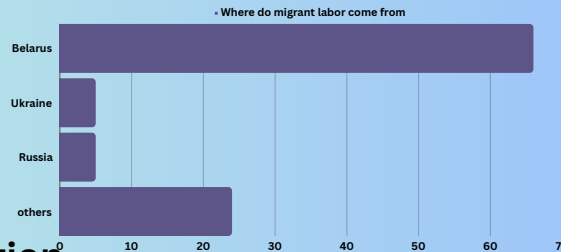


Employment Country Employment Rate



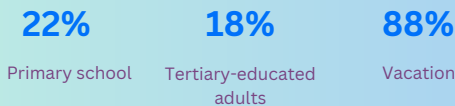
Population
2.8 Millions

1 in 20 workers is an immigrant



Education

Foreign Born education level



foreign university students



Language & communication

24000

Inscription in Lithuanian language classes.



Užimtumo Tarnyba

Only 10 %

of immigrants fulfill the program of Lithuania language classes.



Social inclusion & Cultural adaptation

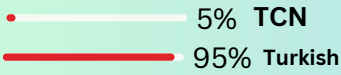
265

foreigners who use the center's services provide the necessary social integration.

TNCs and refugees have a higher rate of unemployment because they encounter many barriers such as language, education, poor integration, and racism.

IMMIGRANTS AND LABOUR MARKET 2023

PERCENTAGE OF IMMIGRANTS BY CITIZENSHIP

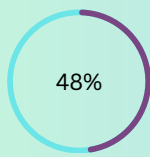


TURKIYE



Employment Country Employment Rate

Population
84.78 Millions



1 in 15 workers is an immigrant

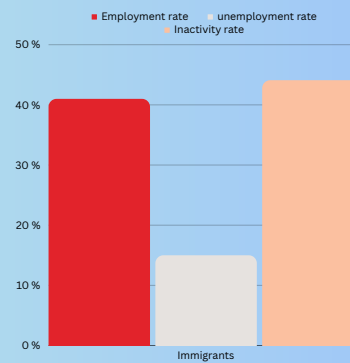


Men Women



79.4%

13.4%



Education

Foreign Children education

Only 19.7%



Language & communication

Only 43%
of Asylum Seekers
Speaking Turkish



Social inclusion & Cultural adaptation

Social integration activities for **3600** refugees children in each year by UNHCR, ORF and the Turkish Ministry of Youth and Sport

TCNs and refugees have a higher rate of unemployment because they encounter many barriers such as language, education, poor integration, and racism.

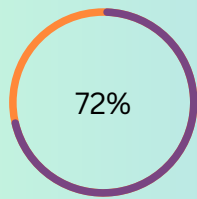
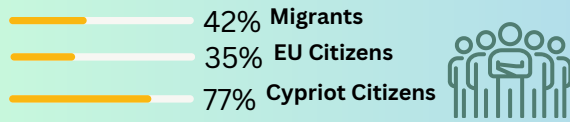
IMMIGRANTS AND LABOUR MARKET 2023

CYPRUS



Population
1.24 Million

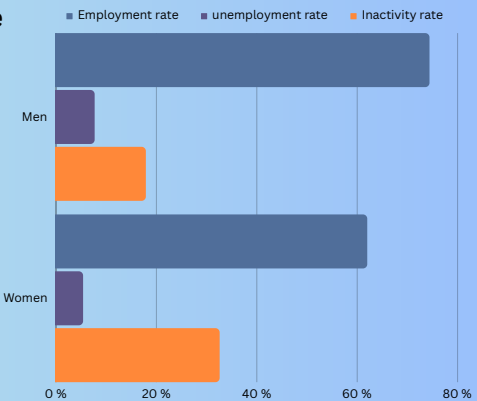
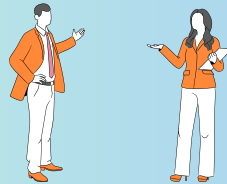
PERCENTAGE OF IMMIGRANTS BY CITIZENSHIP



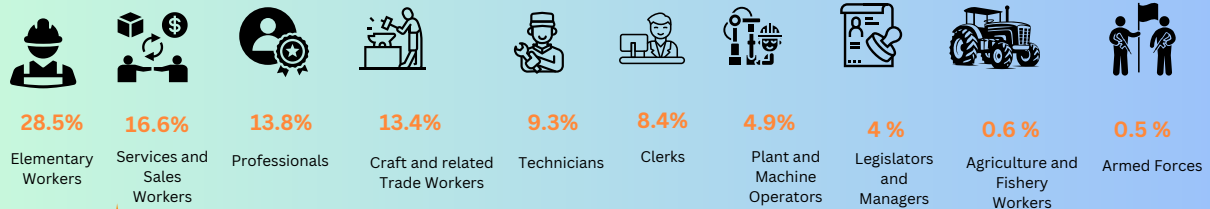
4 in 10 workers are
immigrants



Employment Country Employment Rate



EMPLOYED IMMIGRANTS BY OCCUPATION



Education

Foreign education level



37%

Tertiary educational attainment (age 25-34) non-EU

31%

Early leavers from education and training (age 18-24)



Social inclusion & Cultural adaptation

Migration integration policy index

No other data were available for Cyprus

MIPEX Score (with Health)

Cyprus scores 41 on the 100 points MIPEX Scale (including health), Eight points below the international average (49/100). This scores translate in being halfway favourable

TCNs and refugees have a higher rate of unemployment because they encounter many barriers such as language, education, poor integration, and racism.

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Thank You!



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