

MILE

Migrants Integration in the Labour Market in Europe

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1st STUDY VISIT REPORT

Innsbruck, 27 – 29 March 2019

WP2 Engagement and capacity building of multi-stakeholders networks (Including employers) and
development of the MILE model

ACTIVITY 2.2 Organisation of Study Visits and exchange meetings



REPORT

Day 1 – 27.03.2019

Morning

After a warm welcome, the first morning was organised to introduce the hosting partner activities and the socioeconomic situation in Austria related with migration and labour market in general.

Participants were welcomed by **Verein Multikulturell (VM)** at their central office in Innsbruck. They present the organisation and their main areas/projects and provided a brief overview of migration in Austria, including a comprehensive picture of the conditions and policies related with working migrants, asylum seekers and refugees.



Afterwards, **ZeMiT “Center for Migrants in Tyrol”** (www.zemit.at/en/) presents its organisation and its service **AST**, providing also information on the Austrian system in migration, type of migration into the country (countries of origin, challenges, opportunities, etc.), migrants’ skills assessment, training and job guidance services and methodologies.

ZeMiT offers confidential, independent, free and multilingual consultation for persons with a migration background in legal and social areas (in Innsbruck, and some districts of Tyrol) and is partner of the Austrian Public Employment Service (AMS). **AST** (www.zemit.at/en/ast-en.html) offers free, multi-lingual information and counselling monitoring throughout the recognition or evaluation process, of certifications acquired abroad, to facilitate the integration of skilled migrants into the labour market.



Participants then moved to the premises of **WIFI (Wirtschaftsförderungsinstitut) - Institute for Economic Promotion of the Austrian Economic Chambers**, for a presentation by the **Tyrol Regional Office of the WKO Austrian Economic Chamber (www.wko.at/)**, representing more than 600.000 member companies in the country. WKO Tyrol is also an official associate in the project MILE.

WKO explains how the Austrian system of Chambers is organized and how it reconciles the interests of both workers and companies. They also gave information on the labour demand in Austria (job profiles, etc.) and on how policies for working migrants are settled and how employers and employees are effectively linked.

They subsequently presents the “Mentoring for Migrants” Programme of the Austrian Economic chamber. This is a programme aiming to integrate Third Country Nationals into the labour market - by enhancing their competences and readiness for the job market - and civil society. It is targeted to migrants who have been living in Austria for no more than 10 years, with a knowledge of German and a higher level of education. Since 2009, migrants assisted by WKO can benefit from a 6 months mentoring activity on soft skills, on the general Austrian job system, receiving guidance in CV building, interviews, contracts regulation and linking them with possible employers. Even if employment is not the final goal of this program, the rate of overall success (number of migrants effectively employed at the end of the 6 months) is of 1/3. Mentors provide their services for free. N





Afternoon

Participants go visit the global health company **NOVARTIS** based in Kundl, where it has a consistent production centre. The company offers multiple career possibilities: apprenticeship, second education, teaching with a high school diploma, apprenticeship after graduation – Novartis offers attractive entry, training and development opportunities for apprentices to skilled workers. As an "excellent Tyrolean training company", the Novartis production site in Kundl is one of the largest training companies in the region. In teaching and training, the company focuses on three areas: apprenticeship training, adult education in second-chance education and post-graduate apprenticeship. Diversity is key for the company.

In this programme, but also in the whole company, many participants/employees come from non-EU countries. As a good practice in integration of migrants in the labour market, NOVARTIS supports them via a Diversity and Inclusion Officer and some services like German language classes, cultural exchanges and an international on line platform.

There, participants had the valuable occasion to hear first-hand stories of success from 3 twenty something refugees - coming from Syria, Tibet and Somalia - who had the opportunity to get professional training and working experience in the company, that give value to their aspirations and professional goals.



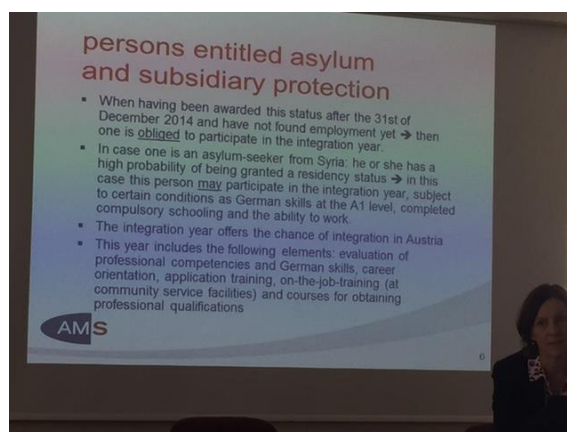
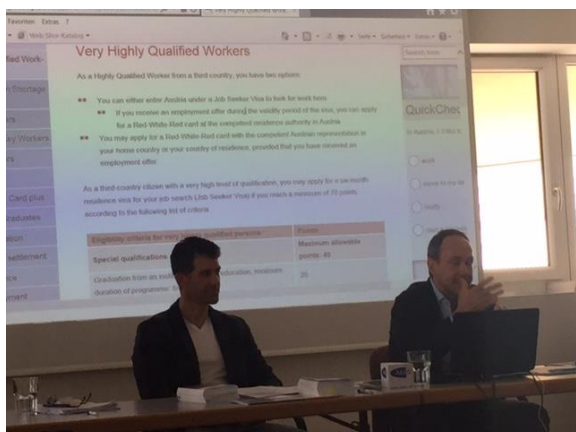
Day 2 – 28.03.2019

Morning

For their second day, participants assisted at the presentation of the **Austrian Public Employment Service AMS** (www.ams.at) at the premises of the Regional Office in Tyrol. Employment services in Austria are divided through specific regional plans. In Tyrol, there are dedicated programs for the inclusion of vulnerable individuals in the labour market, such as women who need guidance to re-access to employment after a period of inactivity. With employers, they work at providing pre-selected categories of workers starting from the ones they assist. They are also present at and organise job fairs, provide scholarships and trainings, vocational guidance and support and unemployment benefits. To be part of AMS is not compulsory, but is confidential and free of charge for receiving help to develop skills matching with the state of the market, identifying obstacles and finding solutions. Regarding migrants in particular, AMS offers a service to check competences and assess skills, evaluating possibilities, explaining the educational system in the country and giving guidance on the working culture in Austria and in the EU in general.

It is the government that provide yearly guidance on the nationwide employment of Third country. For the current year, Syrians origins migrants to have the priority. This system, managed by the National Department of Foreign Employment, is based on a VISA called Red-White-Red card which regulates the right to work in Austria for different groups of qualified workers with specific professional backgrounds. These occupations are divided and listed each year by the government, so that foreign workers with specific skillsets are prioritised (typically those with high level of specific skills and those in current shortage such as for the tourism and third sector). Based on points earning, migrants have to fill a questionnaire to reach the minimum required level and pass the selection to obtain a convertible VISA. AMS also presents its activities and services for asylum seekers, like the “integration year” and the skills assessment process (which unfortunately has come to an end). A discussion also

arise among participants about entrepreneurship as an opportunity for migrants in the different MILE partner countries.



AMS outsource many services, including those specifically for work integration of migrants and vulnerable people in general. **Itworks Social Enterprise** (www.itworks.co.at/) is one of these. They presented their service supporting disadvantaged people of all ages, ethnic groups re-entering the work process. They provide a public service in cooperation with private and public companies, and AMS. Migrants and asylum seekers are the enterprise's main target group. Through their three main offices in the region, they offered up to 1800 counselling actions in 2017-2018 to refugees with specific requirements:

1. Be in possess of international protection status or subsidiary protection VISA
2. A1 level of German
3. 18 y.o. minimum age
4. Registered at AMS

Usually the people they assist come from Russia, Afghanistan, Somalia and Syria; women account for the 20% and man for the 80%. The overall success rate of migrants that actually find a job thanks to their counselling service is of around 80%. The approach they follow is based on Case Management, where every assisted has an individual support regarding training and language classes on technical vocabulary, basic IT skills, guidance to have access to the welfare system, qualification's European equivalence, classes and training sponsorship. The service has a maximum duration of 6 months per individual and it entails

one meeting per week to build and follow a personal tailored plan, also matching and linking them with the employers on the territory. They also support migrants for a while once they are employed by a company.



Afternoon

During the afternoon, the first meeting of the 3 Transnational Multistakeholder Working Groups takes place, within Activity 2.3 of the MILE project, and taking into account each partner country's best practices and the ones visited during study visits.

The Working Groups were:

1. WG1: Approaches and tools in training and integration into labour market

-Sub-topic -WG1: Labour market integration of TCNs – Sharing of knowledge & experiences

Facilitator: VM (Austria)

Participants: VM (Austria), OTC (Greece), AFOLMET (Italy), Municipality of Milan (Italy), Portugal High Commission for Migration (Portugal), Municipality of Athens (Greece), ICEI, (Italy)

2. WG2: Social and personal support tools to reach, involve and accompany migrants into the labour market.

-Sub-topics -WG2: Vulnerable groups: TCN women/ unaccompanied minors & the labour market – challenges and solutions

Facilitator: ACH (Spain)

Participants: ICEI (Italy), EMIT (Italy), OTC, (Greece), Southside Partnership (Ireland), ACEDE (Spain), AGCI (Italy), ALDA (Spain)

3. WG3: Employers organizations' needs (based on research results – activity 2.1) and long-term involvement strategies

-Sub-topics -WG3: Workplace diversity and intercultural issues

Facilitator: HOU (Greece)

Participants: VM (Austria), Region of Tyrol (Austria), Commercial Association of Varda (Greece), ETT Amiga (Spain), FUTUR (Spain), Municipality of Milan (Italy)

The Working Groups, after discussing and sharing practices that can be useful in each country and for the implementation of MILE's future key activities, presented their findings to all in plenary session, individuating suggestions, feedback and useful practical solutions. N.B. For detailed information on the working groups activities, see the specific reports.

Day 3 – 29.03.2019

Morning

Participants engaged in sharing experiences, ideas, etc. on the topic of **migrants' training for employment**, thanks to their significant experience in this area in their organisation and country. For instance, FUTUR presents a Norwegian good practice leadership and empowering programme for youth at risk and migrants, Southside Partnership presents its women programme, High Commission for Migrant its training and mentoring programme for migrants willing to open a business, and the Municipality of Milan the good practices from Germany and Sweden visited in the FAB project they lead (AMIF). Several key issues are highlighted, that will be taken into account in the MILE training programme, such as: importance of the trainer/facilitator, support to migrants attending the training, use of non-formal training methodologies and focus on soft skills – that needs to be considered as “core skills”, etc.)

Final Considerations

During the study visit, participants had the occasion to get to know organizations both from the public sector, institutions, private companies and social-led organizations. They received a highly detailed view on the state of the labour market in Austria and how it is organized, who are the main actors in the field and how they connect\collaborate with each other. They also explored current migration fluxes in the country, where the majority of Third Country Nationals come from and in which sectors they are employed, including regulations and policies for working permits and integration. Some of the programs and systems in use in the region of Tyrol are of particular relevance to think about practical solutions and best practices replicable in the other project's countries. Moreover, the study visit was a great opportunity for partners, associates and external stakeholders to get an in-depth knowledge of their activities, good practices, skills, etc. in the field of work integration of migrants – both at country and European level - and to explore further collaboration and opportunities in and beyond the project.