



**Available Information and Orientation Materials and
Modules for the provision of orientation training to asylum
seekers and beneficiaries of international protection in Italy**

*WP2 Exchange of Experience, Integration Module development and
Train the Trainers*

ITALY Scoping Study



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HOW ORIENTATION IS UNDERSTOOD IN ITALY

As illustrated in the previous Italy Scoping Report the Italian system is affected by a turnover problem which hinders the transfer of asylum seekers from first reception centers to second reception centers organized through the SPRAR.

To overcome this problem and guarantee migrants with appropriate services, first reception centers expanded their services range by offering tutoring and individual job search support.

Such a differentiation needs to be taken into account, since the lack of service quality standards for first reception centers does not ensure equal opportunities for all migrants, differently from what happens in the SPRAR projects where reception services and, in particular, orientation are organized on the basis of a nation-wide shared model. The latter is, anyway, a sort of template differently adopted outside the SPRAR network.

The services which are provided in any territorial SPRAR project can be grouped into the following different areas having all parity of esteem for the reception implementation:

- linguistic and intercultural mediation;
- material reception;
- orientation and access to territorial services;
- vocational training;
- orientation and labor integration;
- orientation to housing integration;
- legal orientation;
- health, psychological and social protection.

The reception services are aimed at overcoming the supportive approach, encouraging beneficiaries to adopt a pro-active attitude. Social workers and social educators - jointly or individually and always in cooperation with all the other operators involved - work alongside with refugees to design their own 'life project' to make them independent on the basis of an empowerment approach. A central role in the development of it is up to the social educator, in charge of accompanying the beneficiary during the project lifespan.

The organization and the timing of the above mentioned services may vary according to the typology of asylum seekers or BIPs, and the related path they are expected to take. Operators' attitude and approach needs to be different whether the asylum seeker/BIs has no knowledge of Italian and of the context where he/she is or he/she has scarce notions of



Italian and some knowledge of the context, or, finally, whether he/she has good knowledge of the Italian language and context.

This segmentation takes place during the entry interview with the social worker, where first orientation is given about: reception center, territory, public services and asylum seekers/BIPs' citizenship rights and how to apply for international protection and "life project" takes shape. On the occasion, some useful orientation tools can be also given (see the annexed "Carta dei Servizi", as an example).

During the stay in the reception centers, laboratories/projects are also organized where civic/citizenship training is provided. During these sessions information materials/guides are also distributed (see as an example the annexed "*Guida pratica per i titolari di protezione internazionale. Istruzioni per l'uso dei servizi sul territorio*" and "*Guida pratica per i beneficiari di protezione internazionale*" or the video tutorials "*Percorso giuridico. Richiedenti asilo*" and "*Percorso autonomia e cittadinanza. Richiedenti asilo*").

Gender oriented materials are not available, the gender dimension is anyway taken into consideration when delivering services and especially with regard to vulnerable refugees' groups like victims of trafficking (see also "*Manuale Operativo....*" edited by SPRAR – Central Service)

Also the language training can include orientation contents, introducing learning to local habits, way of living, country geography etc. Language learning may take place also outside classroom, by visiting cities or daily places like markets or museums.

Within the above mentioned "life project", labor orientation is a step needing a degree of social emancipation. It may take place at the beginning of the project only if the asylum seeker/BIP is aware of the context and able to relate with it, on the contrary later, in the integration process. Individual interview, simulation of job interview can be used to introduce refugees to the local labor market, relevance of the personal CV, job search, and, accordingly, to a further awareness of the context.

These are examples of how orientation can be provided, either as a stand-alone topic or as a part of other integration areas such as language and labor. Standardized resources are difficult to find, because each project has got their own training resources and practices.

Means to provide orientation

A mix of tools, as already illustrated above, is used to provide orientation. The "entry interview" is the first step to introduce asylum seeker/BIP to the host country and to allow operator to draw up the refugee's profile and to design the orientation services within his/her "life project". Laboratories/projects involving groups of refugees are also organized, where written or audiovisual information materials are distributed

All the actions adopted are coherent with the SPRAR model. In order to guarantee such a coherence at national level is available an operational manual targeted on operators,



aimed at the activation and management of the reception services for asylum seekers and BIPs. Inside there are guidelines for: procedures for taking charge, social orientation, housing orientation labor orientation and legal orientation (see the attached “*Manuale Operativo....*” edited by SPRAR – Central Service). These guidelines, in turn, have been adapted by providers involved in the SPRAR projects, in order to create a common operational platform for their operators (see the attached guidelines for first and second reception services carried out by Cooperative “Tre Fontane”)

Recommendations for transferability

- Guida pratica per i titolari di protezione internazionale. Istruzioni per l’uso dei servizi sul territorio”
- Guida pratica per i beneficiari di protezione internazionale
- Video tutorial “Percorso giuridico. Richiedenti asilo
- Video tutorial “ Percorso autonomia e cittadinanza. Richiedenti asilo”.
- “Carta dei servizi” (*attached to material number 7*)

They are all good examples of multilingual operational materials with practical information on the national context inside. They are used nation-wide (guides) and regionally (video tutorials and carta dei servizi) and offer useful frameworks of how to give orientation and on which topics

“Manuale Operativo....” edited by SPRAR – Central Service. It is a comprehensive, propaedeutic tool for operators, in order to allow them to properly organize services. Contents inside could be adapted and transferred to national contexts to provide operators with a methodological background.



Material number: 1	
Title of Information/ Orientation material/s	Manuale operativo per l'attivazione e la gestione di servizi di accoglienza integrata in favore di richiedenti asilo e titolari di protezione internazionale e umanitaria
Name of implementing organization (in original language)	SPRAR – Servizio Centrale
Name of implementing organization (in English)	SPRAR – Central Service
Type of implementing organization <ul style="list-style-type: none"> ▪ National body; ▪ Regional body; ▪ Local body; ▪ NGO; ▪ IO; ▪ Cooperative; ▪ Private company; ▪ Other 	<i>National Body</i>
Material available/ downloadable on the internet	http://www.sprar.it/wp-content/uploads/2016/06/SPRAR_-_Manuale_operativo_2015.pdf
Level of Implementation <ul style="list-style-type: none"> ▪ National level ▪ Regional level ▪ Local level 	<i>National Level</i>
When was the material introduced	2015 (last updating)
Main target group of the material – <i>status</i> <ul style="list-style-type: none"> ▪ Beneficiaries of international protection (BIPs); ▪ Asylum seekers; ▪ BIPs and asylum seekers; ▪ All third country nationals (TCN) ▪ Foreigners of other status 	<ul style="list-style-type: none"> - <i>Beneficiaries of international protection (BIPs)</i> - <i>Asylum seekers</i>
Main target group of the material – <i>age/ gender</i> <ul style="list-style-type: none"> ▪ Adults of both genders; ▪ Children of both genders; ▪ Youth of both genders; ▪ Women; ▪ Girls; ▪ Men; ▪ Boys 	<ul style="list-style-type: none"> - <i>Adult of both genders</i> - <i>Children of both genders</i>
Main target group of the material – <i>vulnerability</i> <ul style="list-style-type: none"> ▪ Elderly ▪ Illiterate ▪ UAMs ▪ Disabled/ or chronic disease 	<i>Victims of trafficking</i>



<p>Aim of the material</p>	<p>The manual provides Ngos and cooperative involved in reception of asylum seekers and beneficiaries of protection with operational guidelines for the organization of the services.</p>
<p>Description of material – <i>type of material</i></p> <ul style="list-style-type: none"> ▪ Brochure, leaflet (N of pages); ▪ Manual, module (N of pages); ▪ Guidelines for trainers (N of pages) ▪ Audio material ▪ Any form of visual material (type and length) 	<p>Manual pp.161</p>
<p>Description of material – <i>topic/s</i></p>	<p>The operational Manual has an all-encompassing approach treating all the services to be provided when receiving asylum seekers or beneficiaries, among which:</p> <ul style="list-style-type: none"> - Procedures for taking charge (p.18) - Social orientation (p.42) - Housing orientation (p.53) - Labor orientation (p.57) - Legal orientation (p.58) <p>In the manual the dimension of vulnerability is also considered with regard to disabled people, UAMS, women victims of trafficking</p>
<p>Please describe the project/ framework within which this information/ training material is provided to the respective target group</p>	<p>The Protection System for Asylum Seekers and Refugees (SPRAR) was created by Law No 189/2002 and is made up of the network of local institutions that implement reception projects for forced migrants by accessing, within the available resources, the National Fund for Asylum Policies and Services, managed by the Ministry of the Interior and provided under the Government finance law. At local level, the local institutions, in cooperation with voluntary sector organizations, undertake ‘integrated reception’ interventions going beyond the simple distribution of food and housing, also providing complementary services such as legal and social guidance and support, and the development of individual programmes to promote socioeconomic inclusion and integration. The Central Service manage and monitor all the network and provide it with operational support.</p>
<p>Provide link to the project/ framework or contact person if available</p>	<p>http://www.sprar.it</p>



Material number: 2	
Title of Information/ Orientation material/s	Guida pratica per i titolari di protezione internazionale. <i>Istruzioni per l'uso dei servizi del territorio</i>
Name of implementing organization (in original language)	SPRAR Servizio Centrale
Name of implementing organization (in English)	SPRAR – Central Service
Type of implementing organization <ul style="list-style-type: none"> ▪ National body; ▪ Regional body; ▪ Local body; ▪ NGO; ▪ IO; ▪ Cooperative; ▪ Private company; ▪ Other 	<i>National Body</i>
Material available/ downloadable on the internet	http://www.sprar.it/wp-content/uploads/2016/06/Guida_pratica_per_titolari_di_protezione.pdf
Level of Implementation <ul style="list-style-type: none"> ▪ National level ▪ Regional level ▪ Local level 	<i>National Level</i>
When was the material introduced?	2009
Main target group of the material – <i>status</i> <ul style="list-style-type: none"> ▪ Beneficiaries of international protection (BIPs); ▪ Asylum seekers; ▪ BIPs and asylum seekers; ▪ All third country nationals (TCN) ▪ Foreigners of other status 	<i>Beneficiaries of international protection (BIPs)</i>
Main target group of the material – <i>age/ gender</i> <ul style="list-style-type: none"> ▪ Adults of both genders; ▪ Children of both genders; ▪ Youth of both genders; ▪ Women; ▪ Girls; ▪ Men; ▪ Boys 	<i>Adults of both genders</i>
Main target group of the material – <i>vulnerability</i> <ul style="list-style-type: none"> ▪ Elderly ▪ Illiterate ▪ UAMs ▪ Disabled/ or chronic disease 	



<p>Aim of the material</p>	<p>The guide aims to provide information on a correct use of the territorial services available across Italy for people who were granted international protection .</p>
<p>Description of material – <i>type of material</i></p> <ul style="list-style-type: none"> ▪ Brochure, leaflet (N of pages); ▪ Manual, module (N of pages); ▪ Guidelines for trainers (N of pages) ▪ Audio material ▪ Any form of visual material (type and length) 	<p><i>Manual, module (pp 228);</i></p>
<p>Description of material – <i>topic/s</i></p>	<p>The guide describes the legal framework regulating the condition and the rights of beneficiaries of protection; the organization of the public administration in Italy and the different competencies includes a list of services; how to access the public services Information are provided in 10 languages: <i>Italian, Amharic, Arab, Persian, French, English, Russian, Somalian, Spanish, Tigrinya, Turkish</i></p>
<p>Please describe the project/ framework within which this information/ training material is provided to the respective target group</p>	<p>The Protection System for Asylum Seekers and Refugees (SPRAR) was created by Law No 189/2002 and is made up of the network of local institutions that implement reception projects for forced migrants by accessing, within the available resources, the National Fund for Asylum Policies and Services, managed by the Ministry of the Interior and provided under the Government finance law. At local level, the local institutions, in cooperation with voluntary sector organizations, undertake ‘integrated reception’ interventions going beyond the simple distribution of food and housing, also providing complementary services such as legal and social guidance and support, and the development of individual programmes to promote socioeconomic inclusion and integration. The Central Service manage and monitor all the network and provide it with operational support.</p>
<p>Provide link to the project/ framework or contact person if available</p>	<p>http://www.sprar.it</p>



Material Number: 3	
Title of Information/ Orientation material/s	Guida pratica per i beneficiari di protezione internazionale
Name of implementing organization (in original language)	SPRAR Servizio Centrale
Name of implementing organization (in English)	SPRAR – Central Service
Type of implementing organization <ul style="list-style-type: none"> ▪ National body; ▪ Regional body; ▪ Local body; ▪ NGO; ▪ IO; ▪ Cooperative; ▪ Private company; ▪ Other 	<i>National Body</i>
Material available/ downloadable on the internet	http://www.sprar.it/wp-content/uploads/2016/06/Documenti/Guide_pratiche/Guida_pratica_per_richiedenti_protezione_internazionale.pdf
Level of Implementation <ul style="list-style-type: none"> ▪ National level ▪ Regional level ▪ Local level 	<i>National Level</i>
When was the material introduced?	2009
Main target group of the material – <i>status</i> <ul style="list-style-type: none"> ▪ Beneficiaries of international protection (BIPs); ▪ Asylum seekers; ▪ BIPs and asylum seekers; ▪ All third country nationals (TCN) ▪ Foreigners of other status 	<i>Asylum seekers</i>
Main target group of the material – <i>age/ gender</i> <ul style="list-style-type: none"> ▪ Adults of both genders; ▪ Children of both genders; ▪ Youth of both genders; ▪ Women; ▪ Girls; ▪ Men; ▪ Boys 	<i>Adults of both genders</i>



<p>Main target group of the material – <i>vulnerability</i></p> <ul style="list-style-type: none"> ▪ Elderly ▪ Illiterate ▪ UAMs ▪ Disabled/ or chronic disease 	
<p>Aim of the material</p>	<p>The guide aims to provide complete about the procedure for the request of international protection</p>
<p>Description of material – <i>type of material</i></p> <ul style="list-style-type: none"> ▪ Brochure, leaflet (N of pages); ▪ Manual, module (N of pages); ▪ Guidelines for trainers (N of pages) ▪ Audio material ▪ Any form of visual material (type and length) 	<p><i>Manual, module (pp 228);</i></p>
<p>Description of material – <i>topic/s</i></p>	<p>The guide is divided into compulsory steps and possible steps, so to make understandable the administrative path the asylum seeker is to take during his/her stay in Italy. Information are provided in 10 languages: <i>Italian, Amharic, Arab, Kurdish, Persian, French, English, Serbian, Somalian, Spanish, Tigrinya,</i></p>
<p>Please describe the project/ framework within which this information/ training material is provided to the respective target group</p>	<p>The Protection System for Asylum Seekers and Refugees (SPRAR) was created by Law No 189/2002 and is made up of the network of local institutions that implement reception projects for forced migrants by accessing, within the available resources, the National Fund for Asylum Policies and Services, managed by the Ministry of the Interior and provided under the Government finance law. At local level, the local institutions, in cooperation with voluntary sector organizations, undertake ‘integrated reception’ interventions going beyond the simple distribution of food and housing, also providing complementary services such as legal and social guidance and support, and the development of individual programmes to promote socioeconomic inclusion and integration. The Central Service manage and monitor all the network and provide it with operational support.</p>
<p>Provide link to the project/ framework or contact person if available</p>	<p>http://www.sprar.</p>



Material Number 4	
Title of Information/ Orientation material/s	Immigrazione. Come, Dove, Quando. Manuale d'uso per l'integrazione
Name of implementing organization (in original language)	Ministero del Lavoro e delle Politiche Sociali Direzione Generale dell'Immigrazione e delle politiche di integrazione
Name of implementing organization (in English)	Ministry of Labor and Social Policies Directorate General of Immigration and integration policies
Type of implementing organization <ul style="list-style-type: none"> ▪ National body; ▪ Regional body; ▪ Local body; ▪ NGO; ▪ IO; ▪ Cooperative; ▪ Private company; ▪ Other 	<i>National body</i>
Material available/ downloadable on the internet	www.integrazione migrant.gov.it
Level of Implementation <ul style="list-style-type: none"> ▪ National level ▪ Regional level ▪ Local level 	<i>National</i>
When was the material introduced?	2014
Main target group of the material – <i>status</i> <ul style="list-style-type: none"> ▪ Beneficiaries of international protection (BIPs); ▪ Asylum seekers; ▪ BIPs and asylum seekers; ▪ All third country nationals (TCN) ▪ Foreigners of other status 	<i>All third country nationals (TCN)</i>
Main target group of the material – <i>age/ gender</i> <ul style="list-style-type: none"> ▪ Adults of both genders; ▪ Children of both genders; ▪ Youth of both genders; ▪ Women; ▪ Girls; ▪ Men; ▪ Boys 	<i>Adults of both genders</i>



<p>Main target group of the material – <i>vulnerability</i></p> <ul style="list-style-type: none"> ▪ Elderly ▪ Illiterate ▪ UAMs ▪ Disabled/ or chronic disease 	
<p>Aim of the material</p>	<p>The guide was meant for migrants not yet in Italy and needing to understand how they may enter and for migrants already living in. Also Italian and foreign employers may find inside useful hints to accompany workers along their integration path.</p>
<p>Description of material – <i>type of material</i></p> <ul style="list-style-type: none"> ▪ Brochure, leaflet (N of pages); ▪ Manual, module (N of pages); ▪ Guidelines for trainers (N of pages) ▪ Audio material ▪ Any form of visual material (type and length) 	<p>Manual (pp.182)</p>
<p>Description of material – <i>topic/s</i></p>	<p>A guide to deal with daily problems such as the employment contract, school enrolment, driving license, banking account and get integrated into the Italian society . Available in multilingual version: Italian, Albanian, Arab, Chinese, French, Punjabi, Russian, Spanish, Tagalog, Ukrainian</p>
<p>Please describe the project/ framework within which this information/ training material is provided to the respective target group</p>	<p>It has been promoted by the Ministry of Labor and Social Policies</p>
<p>Provide link to the project/ framework or contact person if available</p>	<p>www.integrazione migrant.gov.it</p>



Material Number 5	
Title of Information/ Orientation material/s	“Training for Better Integration of Immigrants” International adult training and learning curriculum
Name of implementing organization (in original language)	Transnational Consortium CRM Consulting (TR) – <i>Coordinator</i> and Programma Integra Scs (IT), FH JOANNEUM (AT), INCOMA (ES), People for Change Foundation (Malta), Ankara Provincial Directorate of Family and Social Policies (TR), Zeytinburnu Municipality (TR) - <i>Partners</i>
Name of implementing organization (in English)	Transnational Consortium CRM Consulting (TR) – <i>Coordinator</i> and Programma Integra Scs (IT), FH JOANNEUM (AT), INCOMA (ES), People for Change Foundation (Malta), Ankara Provincial Directorate of Family and Social Policies (TR), Zeytinburnu Municipality (TR) - <i>Partners</i>
Type of implementing organization <ul style="list-style-type: none"> ▪ National body; ▪ Regional body; ▪ Local body; ▪ NGO; ▪ IO; ▪ Cooperative; ▪ Private company; ▪ Other 	<i>Transnational Consortium</i>
Material available/ downloadable on the internet	www.il2ii.eu
Level of Implementation <ul style="list-style-type: none"> ▪ National level ▪ Regional level ▪ Local level 	
When was the material introduced?	2017
Main target group of the material – <i>status</i> <ul style="list-style-type: none"> ▪ Beneficiaries of international protection (BIPs); ▪ Asylum seekers; ▪ BIPs and asylum seekers; ▪ All third country nationals (TCN) ▪ Foreigners of other status 	<i>All third country nationals (TCN)</i>
Main target group of the material – <i>age/ gender</i> <ul style="list-style-type: none"> ▪ Adults of both genders; ▪ Children of both genders; ▪ Youth of both genders; ▪ Women; ▪ Girls; ▪ Men; ▪ Boys 	<i>Adults of both genders</i>



<p>Main target group of the material – <i>vulnerability</i></p> <ul style="list-style-type: none"> ▪ Elderly ▪ Illiterate ▪ UAMs ▪ Disabled/ or chronic disease 	
<p>Aim of the material</p>	<p>Training, empowerment and learning of adult staff of local bodies, NGOs, operators and other field actors working for immigrants’ inclusion in society and the employment sector</p>
<p>Description of material – <i>type of material</i></p> <ul style="list-style-type: none"> ▪ Brochure, leaflet (N of pages); ▪ Manual, module (N of pages); ▪ Guidelines for trainers (N of pages) ▪ Audio material ▪ Any form of visual material (type and length) 	<p><i>Guidelines for trainers</i></p>
<p>Description of material – <i>topic/s</i></p>	<p>The curriculum is a training and learning pathway document for the establishment of a concrete training to support local actors in the field of immigrant services based on law, procedures, inclusion processes, behavior, international and EU principles to provide long lasting impact on immigrant inclusions in society and in employment sector in Europe. This structural international learning curriculum is aimed for adult learners with different perspectives to support their learnings for better immigrant inclusive works and to lessen the gap among EU countries so that enhancing the quality and competent education of migrant staff & operators/NGOs, local authorities in Europe. Hence, The Curriculum was developed to improve knowledge and skills to integrate migrants into society and economic/social sectors with intellectual development works of partner institutes of LL2II Project.</p> <p>Target groups</p> <ul style="list-style-type: none"> • Staff of local authorities, public servants and institutions working with migrants • NGOs • Trainers, counsellors, and managers of service providers for immigrants • Volunteers working for migrants • VET sector <p>The LL2II programme will run around 33 hours in total composed of 24 hours learning and 9 hours exercises sessions. Each module has different learning hours related to module units. The modular structure of the program gives learners the opportunity to learn specific modules and leave others. A self-assessment tool supports the learning process.</p> <p>Training and Learning Modules</p> <ol style="list-style-type: none"> 1. Migration flows - features and development



	<p>2. Migration contest 3. Intercultural competencies 4. Individual situation analysis and problem solving 5. Migrant integration methodologies</p>
<p>Please describe the project/ framework within which this information/ training material is provided to the respective target group</p>	<p>The training course was developed in the framework of the Erasmus+ project “LL2ll - Learning of Local Bodies to Integrate Immigrants” [2015-1-TR01-KA204-0214 Start Date: 01 November 2015 - End Date: 31 October 2017]</p> <p>This Project is aimed for training, empowerment and learning of staff of local bodies, NGOs, operators and other field actors working for migrants inclusion in society, in employment sector and additionally migrant entrepreneurship right will be treated with care as it is important to keep the life balance in all areas of a community.</p> <p>Objectives</p> <ul style="list-style-type: none"> • Collection of EU good practices about integration of migrants • Developing and adapting training and learning materials for migrant operators/NGOs, local bodies to build an international cross-border learning • Enhancing the quality and competency education of migrant operators/NGOs, local authorities • Developing an open learning platform in diverse languages containing guidance, learning resources, training materials, good practices, tools, networks, applications • Facilitation of international roundtables for learning from experiences, best practice exchanges among cross-actors • Guiding of migrant operators/NGOs, local authorities to create better integration results • Increase awareness of IT importance for transnational knowledge • Raise awareness and support of EU authorities for migrant policies
<p>Provide link to the project/ framework or contact person if available</p>	<p>www.ll2ii.eu</p>



Material Number 6	
Title of Information/ Orientation material/s	Servizio Sociale CAS Servizio legale CAS
Name of implementing organization (in original language)	Cooperativa “Tre Fontane”
Name of implementing organization (in English)	Cooperative “Tre Fontane”
Type of implementing organization <ul style="list-style-type: none"> ▪ National body; ▪ Regional body; ▪ Local body; ▪ NGO; ▪ IO; ▪ Cooperative; ▪ Private company; ▪ Other 	<i>Cooperative</i>
Material available/ downloadable on the internet	---
Level of Implementation <ul style="list-style-type: none"> ▪ National level ▪ Regional level ▪ Local level 	<i>Regional level</i>
When was the material introduced?	2016
Main target group of the material – <i>status</i> <ul style="list-style-type: none"> ▪ Beneficiaries of international protection (BIPs); ▪ Asylum seekers; ▪ BIPs and asylum seekers; ▪ All third country nationals (TCN) ▪ Foreigners of other status 	<ul style="list-style-type: none"> - <i>Asylum seekers</i> - <i>Beneficiaries of international protection (BIPs)</i>
Main target group of the material – <i>age/ gender</i> <ul style="list-style-type: none"> ▪ Adults of both genders; ▪ Children of both genders; ▪ Youth of both genders; ▪ Women; ▪ Girls; ▪ Men; ▪ Boys 	<i>Adults of both genders</i>
Main target group of the material – <i>vulnerability</i> <ul style="list-style-type: none"> ▪ Elderly ▪ Illiterate ▪ UAMs ▪ Disabled/ or chronic disease 	



<p>Aim of the material</p>	<p>To draw the operational framework for the organization of social work and legal orientation in the Extraordinary Reception Centers (CAS).</p>
<p>Description of material – <i>type of material</i></p> <ul style="list-style-type: none"> ▪ Brochure, leaflet (N of pages); ▪ Manual, module (N of pages); ▪ Guidelines for trainers (N of pages) ▪ Audio material ▪ Any form of visual material (type and length) 	<p><i>Guidelines for trainers/operators (5 and 7pp)</i></p>
<p>Description of material – <i>topic/s</i></p>	<p>The operational guidelines provide the operators with instructions on how to organize the above mentioned services:</p> <ul style="list-style-type: none"> • <u>Social service</u>: the profile involved is the social worker also called the “resource activator” who is expected to relate asylum seekers, the team of the operators and the external territorial network. Instructions are provided about social interview, monitoring tools, organization of orientation laboratories • <u>Legal orientation</u>: the profile involved Is the legal assistant in charge of supporting asylum seekers along their demanding bureaucratic and human path. Instructions are provided on how to organize interview with asylum seekers and about information to give.
<p>Please describe the project/ framework within which this information/ training material is provided to the respective target group</p>	<p>These guidelines are operational tools developed by the Cooperative “Tre Fontane” to support the operators involved in reception of asylum seekers in the first reception centers</p>
<p>Provide link to the project/ framework or contact person if available</p>	<p>-----</p>



Material Number 7	
Title of Information/ Orientation material/s	Organizzazione Servizi SPRAR
Name of implementing organization (in original language)	Cooperativa “Tre Fontane”
Name of implementing organization (in English)	Cooperative “Tre Fontane”
Type of implementing organization <ul style="list-style-type: none"> ▪ National body; ▪ Regional body; ▪ Local body; ▪ NGO; ▪ IO; ▪ Cooperative; ▪ Private company; ▪ Other 	<i>Cooperative</i>
Material available/ downloadable on the internet	---
Level of Implementation <ul style="list-style-type: none"> ▪ National level ▪ Regional level ▪ Local level 	<i>Regional level</i>
When was the material introduced?	2016
Main target group of the material – <i>status</i> <ul style="list-style-type: none"> ▪ Beneficiaries of international protection (BIPs); ▪ Asylum seekers; ▪ BIPs and asylum seekers; ▪ All third country nationals (TCN) ▪ Foreigners of other status 	<i>Asylum seekers</i>
Main target group of the material – <i>age/ gender</i> <ul style="list-style-type: none"> ▪ Adults of both genders; ▪ Children of both genders; ▪ Youth of both genders; ▪ Women; ▪ Girls; ▪ Men; ▪ Boys 	<i>Adults of both genders</i>
Main target group of the material – <i>vulnerability</i> <ul style="list-style-type: none"> ▪ Elderly ▪ Illiterate ▪ UAMs ▪ Disabled/ or chronic disease 	



<p>Aim of the material</p>	<p>To give a picture of the organization of the reception and orientation service in SPRAR centers managed by Cooperative “Tre Fontane”</p>
<p>Description of material – <i>type of material</i></p> <ul style="list-style-type: none"> ▪ Brochure, leaflet (N of pages); ▪ Manual, module (N of pages); ▪ Guidelines for trainers (N of pages) ▪ Audio material ▪ Any form of visual material (type and length) 	<p><i>Guidelines for trainers/operators (5 pp)</i></p>
<p>Description of material – <i>topic/s</i></p>	<p>The operational guidelines acquaint the operators with how the reception in the SPRAR Centers/projects managed by the Cooperative “Tre Fontane” is organized.</p> <p>The first step is the “user profiling” on the basis of his/her knowledge of the Italian language and context.</p> <p>For each asylum seeker/beneficiary of international protection an individualized project is carried out by the professional team involved; interviews for legal orientation are also organized.</p> <p>The guidelines illustrates also the methodologies to adopt in the training and labor orientation</p> <p>See also the annexes:</p> <ul style="list-style-type: none"> • Map of services (<i>Carta dei servizi</i>) to introduce seekers to the center and the territory (given during the interview), • Individualized Project form • Map of Professional Experience (used for training and job orientation)
<p>Please describe the project/ framework within which this information/ training material is provided to the respective target group</p>	<p>These guideline are operational tools developed by the Cooperative “Tre Fontane” to support the operators involved in reception of asylum seekers in the secondary reception centers (SPRAR Network)</p>
<p>Provide link to the project/ framework or contact person if available</p>	<p>-----</p>



Material Number 8	
Title of Information/ Orientation material/s	Come lavorare con un mediatore culturale? I punti-chiave del colloquio bilingue
Name of implementing organization (in original language)	Cooperativa “Tre Fontane”
Name of implementing organization (in English)	Cooperative “Tre Fontane”
Type of implementing organization <ul style="list-style-type: none"> ▪ National body; ▪ Regional body; ▪ Local body; ▪ NGO; ▪ IO; ▪ Cooperative; ▪ Private company; ▪ Other 	<i>Cooperative</i>
Material available/ downloadable on the internet	---
Level of Implementation <ul style="list-style-type: none"> ▪ National level ▪ Regional level ▪ Local level 	<i>Regional level</i>
When was the material introduced?	2016
Main target group of the material – <i>status</i> <ul style="list-style-type: none"> ▪ Beneficiaries of international protection (BIPs); ▪ Asylum seekers; ▪ BIPs and asylum seekers; ▪ All third country nationals (TCN) ▪ Foreigners of other status 	<i>Asylum seekers</i>
Main target group of the material – <i>age/ gender</i> <ul style="list-style-type: none"> ▪ Adults of both genders; ▪ Children of both genders; ▪ Youth of both genders; ▪ Women; ▪ Girls; ▪ Men; ▪ Boys 	<i>Adults of both genders</i>
Main target group of the material – <i>vulnerability</i> <ul style="list-style-type: none"> ▪ Elderly ▪ Illiterate ▪ UAMs ▪ Disabled/ or chronic disease 	



Aim of the material	To help the operator to optimize the role and the support of the cultural mediator during a bilingual interview
Description of material – <i>type of material</i> <ul style="list-style-type: none"> ▪ Brochure, leaflet (N of pages); ▪ Manual, module (N of pages); ▪ Guidelines for trainers (N of pages) ▪ Audio material ▪ Any form of visual material (type and length) 	<i>Guidelines for /operators (4 pp)</i>
Description of material – <i>topic/s</i>	The operational guidelines acquaint the operators on how to best organize a bilingual interview involving a cultural mediator. Hints are provided with regard to the preliminary phase, the beginning, the execution and the follow-up of an interview where the help of a cultural mediator is requested.
Please describe the project/ framework within which this information/ training material is provided to the respective target group	These guideline are operational tools developed by the Cooperative “Tre Fontane” to support the operators involved in reception of asylum seekers in the secondary reception centers (SPRAR Network)
Provide link to the project/ framework or contact person if available	-----



Material Number 9	
Title of Information/ Orientation material/s	Donne richiedenti asilo. Violenza e salute. Dove chiedere informazioni e cercare aiuto
Name of implementing organization (in original language)	On the road
Name of implementing organization (in English)	On the road
Type of implementing organization <ul style="list-style-type: none"> ▪ National body; ▪ Regional body; ▪ Local body; ▪ NGO; ▪ IO; ▪ Cooperative; ▪ Private company; ▪ Other 	<i>NGO</i>
Material available/ downloadable on the internet	http://www.ontheroadonlus.it/wp-content/uploads/Donne-richiedenti-asilo_-violenza-e-salute.pdf
Level of Implementation <ul style="list-style-type: none"> ▪ National level ▪ Regional level ▪ Local level 	<i>Regional level</i>
When was the material introduced?	2016
Main target group of the material – <i>status</i> <ul style="list-style-type: none"> ▪ Beneficiaries of international protection (BIPs); ▪ Asylum seekers; ▪ BIPs and asylum seekers; ▪ All third country nationals (TCN) ▪ Foreigners of other status 	<i>Asylum seekers</i>
Main target group of the material – <i>age/ gender</i> <ul style="list-style-type: none"> ▪ Adults of both genders; ▪ Children of both genders; ▪ Youth of both genders; ▪ Women; ▪ Girls; ▪ Men; ▪ Boys 	<i>Women</i>



<p>Main target group of the material – <i>vulnerability</i></p> <ul style="list-style-type: none"> ▪ Elderly ▪ Illiterate ▪ UAMs ▪ Disabled/ or chronic disease 	
<p>Aim of the material</p>	<p>The brochure is directly addressed to women asylum seeker to make them aware of their condition and to help them to know places and institutions, where they can get information and support.</p>
<p>Description of material – <i>type of material</i></p> <ul style="list-style-type: none"> ▪ Brochure, leaflet (N of pages); ▪ Manual, module (N of pages); ▪ Guidelines for trainers (N of pages) ▪ Audio material ▪ Any form of visual material (type and length) 	<p><i>Brochure, leaflet (12 pp)</i></p>
<p>Description of material – <i>topic/s</i></p>	<p>The brochure speaks to women asylum seekers taking into account that they may be in a vulnerable condition, being often victims of trafficking, violence or suffering from mental disease, too. Practical information is provided about the request of asylum, health assistance and protection from violence</p>
<p>Please describe the project/ framework within which this information/ training material is provided to the respective target group</p>	<p>The brochure arises from a European research called "Asylum seeking women, violence and health", published in 2009. The research was carried out by the Gender Violence Unit of the London School of Hygiene and Tropical Medicine, the Scottish Refugee Council, in cooperation with Associazione On the Road and with the support of Economic and Social Research Council (ESRC).</p>
<p>Provide link to the project/ framework or contact person if available</p>	<p>http://www.scottishrefugeecouncil.org.uk/pub/Women_health</p>



Material Number 10	
Title of Information/ Orientation material/s	Qualifyme.it
Name of implementing organization (in original language)	Associazione Parsec, Associazione A Pieno Titolo ONLUS
Name of implementing organization (in English)	Parsec Association , A Pieno Titolo ONLUS Association
Type of implementing organization <ul style="list-style-type: none"> ▪ National body; ▪ Regional body; ▪ Local body; ▪ NGO; ▪ IO; ▪ Cooperative; ▪ Private company; ▪ Other 	<i>NGO</i>
Material available/ downloadable on the internet	http://qualifyme.it
Level of Implementation <ul style="list-style-type: none"> ▪ National level ▪ Regional level ▪ Local level 	<i>National level</i>
When was the material introduced?	2014
Main target group of the material – <i>status</i> <ul style="list-style-type: none"> ▪ Beneficiaries of international protection (BIPs); ▪ Asylum seekers; ▪ BIPs and asylum seekers; ▪ All third country nationals (TCN) ▪ Foreigners of other status 	<i>All third country nationals (TCN)</i> <i>Foreigners of other status</i>
Main target group of the material – <i>age/ gender</i> <ul style="list-style-type: none"> ▪ Adults of both genders; ▪ Children of both genders; ▪ Youth of both genders; ▪ Women; ▪ Girls; ▪ Men; ▪ Boys 	
Main target group of the material – <i>vulnerability</i> <ul style="list-style-type: none"> ▪ Elderly ▪ Illiterate ▪ UAMs ▪ Disabled/ or chronic disease 	



<p>Aim of the material</p>	<p>Information on recognition of formal qualifications are fragmented and difficult to find, cooperation among the different stakeholders involved is still underdeveloped and the inattention concerning this matter forces foreigners to a subordinate integration. It is therefore necessary to make accessible all the information, to reinforce networking among different bodies involved in the recognition process, to make easier procedures.</p> <p>The site can be used directly by foreign individuals, but it may be of use for operators for training and labor market orientation.</p>
<p>Description of material – <i>type of material</i></p> <ul style="list-style-type: none"> ▪ Brochure, leaflet (N of pages); ▪ Manual, module (N of pages); ▪ Guidelines for trainers (N of pages) ▪ Audio material ▪ Any form of visual material (type and length) 	<p><i>Website</i></p>
<p>Description of material – <i>topic/s</i></p>	<p>The internet website provides detailed and updated information on the procedures to implement to get recognized in Italy formal qualifications attained abroad. The Website navigation is arranged in a linear and accessible fashion</p>
<p>Please describe the project/ framework within which this information/ training material is provided to the respective target group</p>	<p>The website has been developed in the framework of the “<i>Qualifichiamoci</i>” project promoted by Parsec and A Pieno Titolo Associations. The project promotes also events to share knowledge, debate and exchange opinions. It is funded by the Waldensian Church. Thanks to a new funding the website was renewed and updated. The new version is online since May 2017.</p>
<p>Provide link to the project/ framework or contact person if available</p>	<p>http://qualifyme.it</p>



Material Number 11	
Title of Information/ Orientation material/s	Percorso giuridico. Video tutorial Richiedenti asilo
Name of implementing organization (in original language)	Officina Intercultura (and Centro di Educazione Interculturale della Provincia di Mantova)
Name of implementing organization (in English)	“Officina intercultura” Association and Centre for Intercultural Education of the Province of Mantua
Type of implementing organization <ul style="list-style-type: none"> ▪ National body; ▪ Regional body; ▪ Local body; ▪ NGO; ▪ IO; ▪ Cooperative; ▪ Private company; ▪ Other 	<i>Association</i>
Material available/ downloadable on the internet	https://www.youtube.com/watch?v=d3D6dn6GlfE
Level of Implementation <ul style="list-style-type: none"> ▪ National level ▪ Regional level ▪ Local level 	<i>National level</i>
When was the material introduced?	2014
Main target group of the material – <i>status</i> <ul style="list-style-type: none"> ▪ Beneficiaries of international protection (BIPs); ▪ Asylum seekers; ▪ BIPs and asylum seekers; ▪ All third country nationals (TCN) ▪ Foreigners of other status 	<i>Asylum seekers</i>
Main target group of the material – <i>age/ gender</i> <ul style="list-style-type: none"> ▪ Adults of both genders; ▪ Children of both genders; ▪ Youth of both genders; ▪ Women; ▪ Girls; ▪ Men; ▪ Boys 	<i>Adults of both genders</i>
Main target group of the material – <i>vulnerability</i> <ul style="list-style-type: none"> ▪ Elderly ▪ Illiterate ▪ UAMs ▪ Disabled/ or chronic disease 	



<p>Aim of the material</p>	<p>To provide asylum seekers with simple basic information about the Italy the procedure for the request of international protection and the steps is composed of</p>
<p>Description of material – <i>type of material</i></p> <ul style="list-style-type: none"> ▪ Brochure, leaflet (N of pages); ▪ Manual, module (N of pages); ▪ Guidelines for trainers (N of pages) ▪ Audio material ▪ Any form of visual material (type and length) 	<p><i>Visual material (length 3'.52'')</i></p>
<p>Description of material – <i>topic/s</i></p>	<p>The tutorial explains the meaning of the international protection, the different type of protection, where and how to request international protection, the meaning and the function of the permit do stay, the services any beneficiary can access through it. It explains also what any asylum seeker can do in case his/her request is not accepted.</p>
<p>Please describe the project/ framework within which this information/ training material is provided to the respective target group</p>	<p>The Province of Mantua (Lombardy) and the ENEA SPRAR project since June 2015 have promoted a discussion table among operators involved in refugees' reception, in ordere to improve local networking and share experiences and practices. The ultimate aim is giving a coordinated feedback to asylum seekers 'needs. As a consequence, it was considered very helpful to acquaint them directly with their rights and the ways their socioeconomic integration may take place. Each of them should have the same basic information, irrespective of the phase of reception they might experience. The Province of Mantua with the support of the ENEA SPRAR project has therefore developed two very easy video tutorials (the other is the autonomy and citizenship path). The same video tutorials are available both in Italian and in the other seven languages (Arab, Bambara, Bangli English, French, Maninka, Urdu, which have been those most spoken in the last three years across the local territory.</p>
<p>Provide link to the project/ framework or contact person if available</p>	<p>https://officinaintercultura.blogspot.it/</p>



Material Number 12	
Title of Information/ Orientation material/s	Percorso autonomia e cittadinanza. Video tutorial Richiedenti asilo
Name of implementing organization (in original language)	Officina Intercultura (and Centro di Educazione Interculturale della Provincia di Mantova)
Name of implementing organization (in English)	“Officina intercultura” Association and Centre for Intercultural Education of the Province of Mantua
Type of implementing organization <ul style="list-style-type: none"> ▪ National body; ▪ Regional body; ▪ Local body; ▪ NGO; ▪ IO; ▪ Cooperative; ▪ Private company; ▪ Other 	<i>Association</i>
Material available/ downloadable on the internet	https://youtu.be/NUKxWhiuDT4
Level of Implementation <ul style="list-style-type: none"> ▪ National level ▪ Regional level ▪ Local level 	<i>National level</i>
When was the material introduced?	2014
Main target group of the material – <i>status</i> <ul style="list-style-type: none"> ▪ Beneficiaries of international protection (BIPs); ▪ Asylum seekers; ▪ BIPs and asylum seekers; ▪ All third country nationals (TCN) ▪ Foreigners of other status 	<i>Asylum seekers</i>
Main target group of the material – <i>age/ gender</i> <ul style="list-style-type: none"> ▪ Adults of both genders; ▪ Children of both genders; ▪ Youth of both genders; ▪ Women; ▪ Girls; ▪ Men; ▪ Boys 	<i>Adults of both genders</i>
Main target group of the material – <i>vulnerability</i> <ul style="list-style-type: none"> ▪ Elderly ▪ Illiterate ▪ UAMs ▪ Disabled/ or chronic disease 	



<p>Aim of the material</p>	<p>To provide asylum seekers with simple basic information about their citizenships rights in Italy and how to exercise them</p>
<p>Description of material – <i>type of material</i></p> <ul style="list-style-type: none"> ▪ Brochure, leaflet (N of pages); ▪ Manual, module (N of pages); ▪ Guidelines for trainers (N of pages) ▪ Audio material ▪ Any form of visual material (type and length) 	<p><i>Visual material (length 3'.52'')</i></p>
<p>Description of material – <i>topic/s</i></p>	<p>The tutorial explains:</p> <ul style="list-style-type: none"> • the importance of knowing Italian and why; • how to get health care; • how to find a job; • what a CV is, its importance and use; • how and where to apply for a job; • how to obtain housing
<p>Please describe the project/ framework within which this information/ training material is provided to the respective target group</p>	<p>The Province of Mantua (Lombardy) and the ENEA SPRAR project since June 2015 have promoted a discussion table among operators involved in refugees' reception, in order to improve local networking and share experiences and practices. The ultimate aim is giving a coordinated feedback to asylum seekers' needs. As a consequence, it was considered very helpful to acquaint them directly with their rights and the ways their socioeconomic integration may take place. Each of them should have the same basic information, irrespective of the phase of reception they might experience. The Province of Mantua with the support of the ENEA SPRAR project has therefore developed two very easy video tutorials (the other is on the procedure for the request of international protection). The same video tutorials are available both in Italian and in the other seven languages (Arab, Bambara, Bangli English, French, Maninka, Urdu, which have been those most spoken in the last three years across the local territory.</p>
<p>Provide link to the project/ framework or contact person if available</p>	<p>https://officinaintercultura.blogspot.it/</p>