

EU-PASSWORLD
WIDENING COMPLEMENTARY PATHWAYS LINKED TO
COMMUNITY SPONSORSHIP

EU-PASSWORLD Working Group on Identification, Referral and Matching



Summary Report

Working Group 2: Identification, Referral, and Matching in the Context of Labour and Education Pathways

14 February 2023 (online)

The second meeting of the **EU-PASSWORLD Working Group on Identification, Referral and Matching** took place online on 14 February 2023 (12.30-17.00 CET).

The meeting brought together 50 invited participants working in complementary pathways, notably education and labour, across 17 countries both within and outside of the EU. Participants included technical experts working on implementation and those working in policy and advocacy, and were invited based on their specific expertise and experience in identification, referral, and matching in the context of these pathways.

This report provides an overview of the meeting's objectives in the context of the Working Group's programme of work for 2022-24, and summarises the expert presentations and discussions that took place over the two half-days of the online meeting. Links to presentation slides are provided throughout (where used/available), and the agenda and participant list are included as Annex A and Annex B, respectively.

This report was drafted by Alessia Perricone, consultant contracted by ICMC Europe to coordinate and lead the Working Group in close cooperation with ICMC Europe, the [Share Network](#), Refuge Point and Caritas Italy.

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1. EU-PASSWORLD & THE SECOND WORKING GROUP - WELCOME AND UPDATE

Tuesday 14 February 2023, 12.30

a. Update on the EU-PASSWORLD project in the current EU and global policy context.

[Daniele Albanese, Responsible of Project Area, Caritas Italy](#)

The Working Group is implemented in the framework of the EU-PASSWORLD project. **Daniele Albanese of project lead Caritas Italy** presented an update of the project, its key objectives and activities, and the wider EU policy context for complementary pathways and sponsorship within which it is implemented.

Albanese highlighted that the EU-PASSWORLD project activities focus on Italy, Ireland and Belgium, and it aims at developing student and labour pathways. Partners at the European level (ICMC Europe and Refuge Hub) collaborating with the project (including this Working Group) help to develop tools to facilitate the implementation of these pathways. In these three countries several policy design sessions have been successfully organized.

Albanese highlighted that the Ukrainian situation impacted the implementation of education and labour pathways in 2022. Nevertheless, Italy succeeded to receive 49 students recently arrived within the context of the university corridor program across 30 universities, and a 2023 edition of the program has been launched. Meanwhile a pilot project in the context of labour pathways has been initiated, under the framework of the existing humanitarian corridors already in place in Italy, as well as in collaboration with partners, advocacy efforts are taking place to advocate for the expansion of labour mobility.

In Belgium, the University of Leuven as partner of the project, received 3 student this year, and they are planning the involvement of other universities for the upcoming year. Collaboration with IOM and Talents Beyond Boundaries (TBB) in the context of the AMIF funded DT4E is ongoing in the area of labour pathways.

In Ireland, the University of Galway will start an education pathway for 1 student this year while planning to reach out other universities to expand the program. IOM and TBB continues to expand labour pathways, by adopting a similar policy design of the DT4E program for skilled workers from Uganda.

b. Summary of first meeting of the EU-PASSWORLD Working Group (WG) on Identification, Referral and Matching.

[Petra Hueck, Head of EU Office, ICMC Europe](#)

Petra Hueck (ICMC Europe) presented a summary of the first meeting of the EU-PASSWORLD Working Group.

Petra Hueck highlighted that the aim of this Working Group is to go more in depth on operational practices and frameworks implemented in Europe as well as worldwide. The first Working Group was dedicated to setting the scene, notably clarifying the concepts of identification, referral, and matching



and how processes and partnerships depend on and are tailored to the specific refugee hosting countries contexts. Also the main challenges and successes in the field were discussed.

Hueck also mentioned the upcoming Working Group 3 in Kenya, the Working Group 4 on Family Reunification and Humanitarian Admission in focus (planned for October 2023) and the final meeting in Brussels to take place during the first months of 2024. All these WGs provide for a continuous and incremental learning process and will result in a consolidated research report. The TORs of the Working Group are included as Annex C of the present report.

c. Introduction of the objectives, participants, format and agenda of the second WG meeting.

Alessia Perricone, EU Passworld Consultant

Alessia Perricone (EU-PASSWORLD consultant) presented the Working Group 2 meeting objectives, and agenda.

The second meeting of the Working Group focuses on the practical and technical aspects of identification, referral and matching for education and labour pathways. Although these pathways have their own specific features and implementation modalities, they share several common features that make a hybrid agenda focusing on both pathways of value:

- Both are skill and/or qualification-based pathways, and share common or similar application processes, visa arrangements and entry mechanisms.
- Both engage non-refugee specialist actors (employers and educational institutions) in selection.
- Both pathways encounter common logistical challenges in countries of asylum, experienced both by beneficiaries and organisations implementing identification, referral and matching activities.
- Both, in principle, allow for refugee “self-referrals”, though this possibility is often limited in practice.

- **Meeting objectives:**

The objectives of the meeting are to:

- Highlight challenges in identification, referral, and matching for these pathways, especially in regards to processing in countries of asylum.
- Highlight key approaches, best practice, partnerships, coordination and tools for identification, referral and matching in the context of labour and education pathways.
- Explore how far successful practices and approaches can be adapted across these pathways.
- Assess options to expand and scale up identification, referral and matching activities for labour and education complementary pathways.
- Explore the current and potential future role of community sponsorship in expanding identification, referral and matching for education and labour pathways.

The Concept Note of the Working Group, and the Speaking Notes for panellist are included as Annex D and E of the present report.

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2. PANEL 1: IDENTIFICATION, REFERRAL, AND MATCHING IN PRACTICE ON LABOUR AND EDUCATION PATHWAYS PART 1 – DEVELOPING EDUCATION AND LABOUR PATHWAYS FROM THE FIELD

Tuesday 14 February 2023, 12.50

During the panel, technical experts directly involved on identification, referral and matching, discussed activities, barriers and opportunities to practical access to complementary pathways in countries of asylum, including approaches, partnerships and tools developed in different operational contexts.

Moderator: Alessia Perricone, EU Passworld Consultant

a. Set the scene on Education and Labour Pathways

[Martin Anderson, Director of International Programs, Refuge Point](#)

Martin Anderson (Director of International Programs, Refuge Point), highlighted three overarching points that apply to both education and labour pathways:

1. **Investment in operational activities in the field:** until now a disproportionate emphasis has been given to develop partnerships and policy making in receiving countries as compared to investing in countries of first asylum in terms of operationalization and implementation. The hope for this Working Group is to focus on the work and investment needed in countries of first asylum in order to rebalance this proportion.
2. **Settlement support needed:** although it is often assumed that refugees arriving through education and labour pathways (as skilled-based pathways) can sustain themselves upon arrival, this is most often not the case. Their refugee experience makes they may have suffered from the same traumatic experiences as resettled refugees and need the same support. Such support include psychosocial aid, housing and economic support. This must be extended to family members (when they have the possibility to arrive with them).
3. **Additionality:** complementary pathways must always be additional to resettlement. This principle is not only about numbers but also about funds, human resources, and all other investments to ensure a robust resettlement pipelines while also implementing complementary pathways. Anderson mentioned the new private sponsorship program to be launched in the USA. The programme will, have a naming component and an education and labour mobility sub-component, being embedded in the USA resettlement program. This could imply a risk that private sponsorship linked to education and labour mobility, takes up places that were before reserved for resettlement.

b. Labour Mobility Pathways

[Janet Ouma, Program Coordinator of Third-country Solutions, Refuge Point](#)

Janet Ouma (Program Coordinator of Third-country Solutions, Refuge Point) presented the main takeaways of identification, referral and matching practices of the Refuge Point under the [Economic Mobility Pilot Project](#) (EMPP) in Kenya, which connects refugees in urban settings and camps to job opportunities in Canada.

The programme invites refugees to apply for job opportunities offered by employers and provinces in Canada. Refuge Point supports with the screening and identification of refugees and in supporting them in submitting CVs to employers which are then requested to make a shortlist.

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With regards to the program **statistics**, the EMPP project started in 2018 as a pilot, and has now become an ongoing programme, which is now fully fletched.

Labour Mobility - Identification, Referral and Matching - Key Takeaways from Kenya

Project at a glance:

- 190 candidates interviewed for jobs
- 124 accepted job offers
- 76 immigration applications submitted
- 11 candidates arrived in Canada



Takeaways:

- Labour demand and supply
- Flexibility, contextualization, adaptation and innovation
- Financing
- Supporting families through settlement



The **key learning points and takeaways** with regards to the program are:

- The high percentage of job offers compared to the number of refugees interviewed demonstrates that:
 - Skilled refugees represent an asset from both the employers and governmental perspective. Refugees are not considered from a humanitarian point of view but as persons with technical experience and backgrounds that can really fill the high demand and job positions.
 - Kenya has a vast supply of suitable refugee candidates able to meet the needs of employers, notably in the health care sector.
- The small percentage of persons who can apply for entry visas to Canada and actually arrived to Canada demonstrates that:
 - Refugees are disadvantaged when it comes to acquire documents, including those relating to work experience and education background. Access to documentation is often complex due to logistical or security reasons and should be improved.
 - The Government of Canada and provinces have applied flexible criteria so far when documents were not available, such as granting tax benefits in the absence of documentation with respect to minimum income.
- There are considerable challenges to finance costs before refugees depart. These include financing client support services, including in the application process, in finalizing and completing CVs, in completing the immigration applications, in translating official records. Ouma highlighted that in this regard, more partnerships and governmental financial support to cover for such services are needed. As a good practice, the Canadian Government has been flexible in waiving certain application fees, for instance for accessing loans.
- Settlement supporting to refugees and their families is key to ensure a durable solution for refugees from a protection perspective, including in terms of shelter, integration, language training, and access to employment for family members.

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b. Education Pathways

[Zartasha Bajwa, Complementary Pathways Expert, UNHCR Libya, Refuge Point Deployee](#)

Zartasha Bajwa (UNHCR Complementary Pathways Expert and Refuge Point Deployee), presented the main challenges and opportunities about identification, referral matching practices on education mobility in the Libyan context.

Bajwa pointed out that the little engagement experienced on education pathways is due to the challenges and barriers present in the operational context in the first country of asylum. In this regard, although the policy design behind the programs is well structured, it is important to bear in mind that every context is extremely different.

Challenges

Bajwa highlighted that certain barriers make flexibility a key aspect to ensure identification and actual access to complementary pathways, notably:

- In the Libyan context a little percentage of persons registered with UNHCR had access to secondary education both in their countries of origin and in the country of asylum. In Libya 62% of persons of concern do not have any educational background.
- Language barriers is another main challenge. Although efforts have been made to enhance language trainings (for example by UNICEF), it is extremely difficult to scale them up on the ground.
- With respect to logistical challenges, many persons of concern do not have the required documentation to be able to submit the application.
- Partners on the ground able to support are needed, including those who can support in counselling sessions on scholarships available, or language testing.

Bajwa highlighted that these challenges, make identification of possible candidates and their access to pathways very difficult. Many can never meet the entry requirements. She pointed out to think about ways to logistically overcome these challenges when designing programmes, including by lowering the threshold of certain eligibility criteria.

Program Design

When designing education pathways it is important to keep in mind that they should be designed through a refugee-centred approach, always keeping in mind how complementary pathways can be applied to the refugee context. There is now a lot of excitement but long-term considerations and solutions must be prioritised.

- **Expectation management** is a key aspect.
- Refugees need **support during the course of their studies**.
- In considering education pathways as a **long-term solution**, refugees should be able to seek asylum, and need the required assistance.
- **Family unity** is an additional key element to look at education pathways as a long-term solution for refugees, considering that although many programs allow family reunification, relatives have different types of support; in addition, different cultures can have different conceptions of family.
- Focus group discussions with refugees show that many refugees are hesitant to apply for education pathways.

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- **Information provision and awareness raising must be considered and are** key elements for scalability.

During the Questions and Answers session questions were asked on how to overcome the challenges presented. In this regard, Bajwa highlighted that more engagement with community leaders and refugees is required to enhance information and expectation management. Moreover, many refugees do not apply for education pathways because often they do not lead to long term solutions, therefore they prefer other options. Considering that many refugees do not have secondary education, the identification process through partners, as well as at the registration level, aims at gathering more data with regards to the age and education background. Engagement with partners, including UNICEF is ongoing to provide preparation and language courses. Also, the constant onwards movements of refugees from Libya impacts the identification and subsequent case processing of candidates.

Anderson additionally observed the need to identify which case processing activities can be addressed in the field and which ones could be “delegated” remotely to other partners.

Anderson and Ouma respectively highlighted two main differences between labour and education mobility in the frontline of the case processing:

1. Timelines: these are more strict for education in view of applications that must be finalised before the start of the academic year. On the contrary, employers do not require a precise deadline.
2. The documentation required (Kenyan context): for education pathways Conventional Travel Documents -CTD (and related renewal) are issued to refugees, thus impacting on the freedom of movement of refugees as well as the possibility to stay in the country afterwards (as for renewal the refugee needs an invitation for travel), while in labour mobility, more flexible travel documents are being used.

3. PANEL 2: IDENTIFICATION, REFERRAL, AND MATCHING IN PRACTICE ON LABOUR AND EDUCATION PATHWAYS PART 2 - LINKING MIGRATION PROFILING TO VISA FACILITATION, RECEPTION, AND INTEGRATION IN THE CONTEXT ON EDUCATION AND LABOUR PATHWAYS Tuesday 14 February 2023, 13.30

During this panel, practitioners addressed models, challenges and opportunities related to identification referral and matching processes, aimed at linking refugees to employers and academic institutions both from a country of asylum as well as a third country perspective. For what concerns the post-arrival phase, experts described systems in place aimed at connecting profiling and matching systems, with visa facilitation, and preparation activities that go into building reception and integration for individuals arriving through economic and education mobility programs.

a. Education Pathways

Moderator: Luisa Bianco, Senior Protection Assistant, UNHCR Italy

[Safa Ezzeddine, UNHCR France Complementary Pathways Expert and Annick Suzor-Weiner, Professor Emeritus, Agence Universitaire de la Francophonie \(AUF\)](#)

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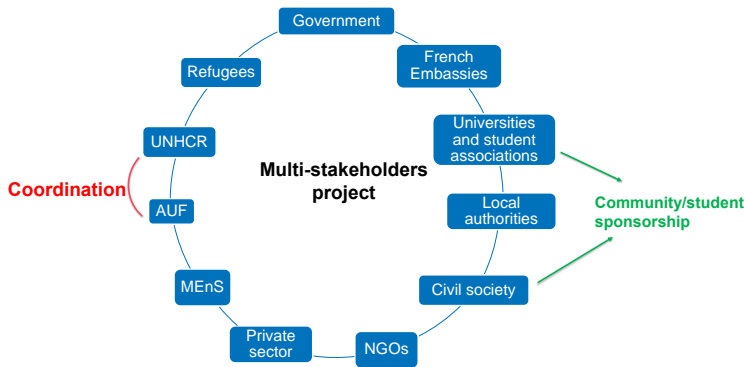
Speakers presented the French UNIV'R project, related challenges, opportunities and tools developed both from a field and third country perspective.

Ezeddine explained that the objectives of the project, carried out by UNHCR in partnership with the AUF, **seeks to engage** 50 French universities in admitting refugees from 7 first countries of asylum, providing these with administrative, academic, financial and psychosocial support; as well as at facilitating refugee integration through community sponsorship.

Multi-stakeholder approach

The UNIV'R project involves multiple stakeholders, having different and complementary roles:

1. universities: responsible of the selection process, scholarships funding, social and administrative support;
2. NGOs assisting refugees on a daily basis, including with housing, social support, and peer-to-peer integration;
3. UNHCR plays an advocacy role in France and in countries of first asylum and provides logistical support (including in the application process) and assists in predeparture activities;
4. AUF plays an important facilitating and coordinating role and provides logistical support for the interviews in local campuses.



Flexibility in assessing eligibility requirements

Although the eligibility criteria are related to strict requirements and candidates are considered on the basis of the merit and motivation, flexibility has been granted with regards to the administrative process and in the provision of supporting documents, taking account of refugee context (for instance if the language certificates cannot be provided, the level will be tested during the interviews).

Community Sponsorship and Settlement Support

UNIV'R supports refugees before and after arrival, both from an economic and social perspective. The tuition fees are covered by universities, as well as all costs related to rent, food, health insurance and transportation which are funded by academic institutions and the Minister of Higher Education with the support of national NGOs. The costs of the visa and the flights are covered by the French authorities and the Ministry of Foreign Affairs respectively.

Referral, Identification and Matching Tools Developed A new application form that gathers all file information per student has been developed by UNHCR through the Kobo Platform (Kobo Form) to streamline the referral, identification and matching processes of the applicants. The form facilitates the process for all the stakeholders involved: refugees who can apply directly, UNHCR offices in countries of asylum who support candidates in the application process, while universities are in the position to easily identify and select suitable applicants.

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The form is divided in two sections, one dedicated to biodata, and the second to education background, motivation and curriculum vitae.

APPLICATIONS: KOBO platform from UNHCR

Objective : Simplify the application process

- Application through the KOBO platform, with the assistance of UNHCR offices in the asylum countries. All the open Masters are listed, with links for details.
- Collection of information and supporting documents
- Each student may apply for up to 3 Masters
- Each university access to one file per student (not 10 e-mails!)

The applications will be forwarded to the UNHCR Data Management Department in Geneva, which will filter all the applications and save them on the Drive database. The applications will then be sent by email to the academic institutions.



Challenges and Actions Taken

Professor Suzor-Weiner of AUF, highlighted some observations and actions being undertaken to improve the process :

While UNHCR local offices reach out young refugees and can help with the application submission, universities pre-select laureates according to merit and motivation, AUF plays a “bridging role” through pre-screening and online interviews in AUF local campuses.

- More efforts are required to counsel and inform refugees about s their situation upon and post arrival so that they can make an informed decision, with respect to their future and life in France, the peer-to-peer support that they will benefit; as well as being aware of the fact that as students it is impossible to obtain family reunification. Family reunion would only be possible in case they would apply for asylum.
- Delays in the visa issuance and travel timelines impact on the refugees’ start of the academic year. More coordination and efforts in this regard with local and national authorities and UNHCR have been undertaken to address this issue. Professor Suzor-Weiner highlighted that the multistakeholder approach is vital for an efficient implementation of the program.

During the plenary discussion Luisa Bianco, observed that motivation and expectation management is a crucial aspect for an meaningful implementation of higher education programmes. . In this regard UNHCR Italy and other organizations including World University Service of Canada (WUSC) and Japan ICU Foundation (JUICF) have prepared a motivational questionnaire, to obtain information on motivation, personal information, and refugees long term intentions.

b. Labour Mobility Pathways

Moderator: Petra Hueck, EU Director, ICMC Europe

[b.1 Becky Cowen, Partnership’s Workforce Development and Immigration Manager, Pictou County Partnership- Nova Scotia, Canada](#)

Becky Cowen presented the role of the Pictou County Partnership within the EMMP. Pictou County Partnership (Nova Scotia) is an economic development organization dedicated to connecting employers with a talent pool of candidates supported by a community-driven model.

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To implement the EMPP in Nova Scotia a holistic approach ensures that labour mobility opportunities be refugee-centred and lead to a long-term solution for them.

A holistic Employers (EMPP is particularly focused on health care).

- Local sponsorship groups who support refugee to settle and integrate.
- Philanthropic organizations helping to map and identify barriers related to the process.
- Referral, identification, and matching partners in the field as Refuge Point and TBB.
- Governmental partners, as policy makers and immigration authorities.
- Settlement service providers. In this regard, although labour mobility in Canada is employer-driven and begins with a job offer (as it is based on the actual supply demand), all the aspects related to the process are refugee-centred.

Identification and Matching Best Practices

Referral, identification and matching activities conducted in the country of first asylum by partners as Refuge Point are key to ensure the identification of talents, which has to take into consideration the needs of both the employers and the candidates. In this regard, Cowen observed that the goal is the attraction and retention of talents in the longer term.

Once Refuge Point identifies potential candidates, the refugees and employers' needs are analysed before making the formal referral and application. Afterwards online interviews are conducted and employers proceed with a regular hiring process.

Refuge Point includes immigration eligibility criteria in the interview questions, including looking at available documents, to increase the chances for success. They are looking at offering videos used to support the interview process. .

Employer's Perspective

Working closely with employers represents another key component. Employers are involved in the matching process and work together with all partners. They are informed about the challenges that refugees face and the extra support they may require. By ensuring close cooperation, employers engaged become the programmes biggest "champions".

The MacLeod Group, for example, create a more welcoming workplace with Diversity Equity and Inclusion(DEI) trainings at all levels, by hiring settlement coordinators to support newcomers, by organizing onboarding programs and trainings, and by being involved in the planning for housing.

Navigating the Immigration Processes and Engage With Authorities

The EMPP is a so called '[provincial nomination program](#)' (PNP), which allows [provinces and regions to create their own immigration program](#) (including visa issuing, permanent residence) [to meet their specific labour needs](#)). As yet, all refugee candidates arriving through the EMPP program are holders of a permanent residence permit and they can apply for family reunification.

Cowen also noted that engaging with policy makers is a key aspect of the EMPP since it mobilises support and makes the programme more flexible. Authorities for example, have demonstrated flexibility in dealing with eligibility criteria, for example, the showing evidence of previous working experiences.

Identify Barriers Beforehand

Identifying barriers and reacting to challenges is key to offering a better support to those arriving to Canada. An example was to advocate for travel loans from the IRCC, and the possibility to have lower thresholds to obtain microloans. The issue of credential assessments is still under discussion. TBB in

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Lebanon and Jordan can offer support in providing education credential assessments, while this is still not possible in Kenya.

Tools Developed

Internal and external tools have been developed to streamline identification, referral, and matching processes and support employers and NGOs working in the field. A “EMPP Candidate Pipeline Tracking” tool has been developed , mapping out every part of the process, challenges and candidates profiles,



PCP Tool Development

| PCP Tool Development | | | | | | | | | |
|--------------------------------|---------------|----------------|-------------|---------------------|--------------------------------|----------------|----------------|----------------------------------|------------------|
| Pending Resolved Investigation | | | | | Pending Resolved Investigation | | | Candidates Examination & Support | |
| Refugee ID | Refugee Name | Refugee Gender | Refugee Age | Refugee Nationality | Refugee Education | Refugee Skills | Refugee Health | Refugee Status | Refugee Location |
| EMPP-001 | John Doe | Male | 35 | Kenya | High School | Construction | Good | Asylum Seeker | Kenya |
| EMPP-002 | Jane Smith | Female | 28 | Kenya | University | IT | Good | Asylum Seeker | Kenya |
| EMPP-003 | Michael Brown | Male | 42 | Kenya | College | Teaching | Good | Asylum Seeker | Kenya |
| EMPP-004 | Sarah Green | Female | 30 | Kenya | High School | Retail | Good | Asylum Seeker | Kenya |
| EMPP-005 | David White | Male | 38 | Kenya | University | Engineering | Good | Asylum Seeker | Kenya |

EMPP Candidate Pipeline Tracking

in order to streamline the matching process, inform employers and to map how to best support refugees upon arrival. An EMPP Employer Document Review has been created to support the employers to submit their documentation as well as an EMPP Candidate Application Review Form , to monitor program eligibility and the

candidates’ details, to support candidate eligibility analysis and follows-up with partners in the first country of asylum.

[b.2 Marina Brizar, UK & Europe Director, Talent Beyond Boundaries \(TBB\) and Noura Ismail, Middle East Director of TBB](#)

Marina Brizar (UK & Europe Director, Talent Beyond Boundaries (TBB)), and Noura Ismail, TBB Middle East Director, presented key practices on identification, referral, and matching practices and tools developed for the different programs implemented by TBB (including UK, Canada, and Australia).

Brizar highlighted that TBB work both in countries of first asylum and in receiving third countries to ensure that skilled refugees can access long term solutions, starting from three main premises:

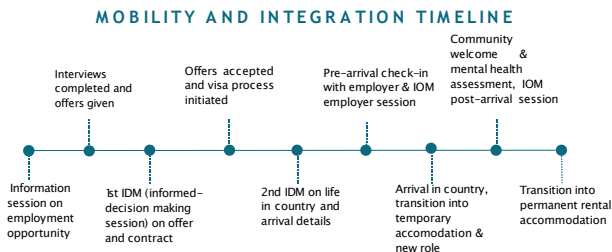
1. Skilled refugees needs job;
2. Employers need talents;
3. It is necessary to connect them through the Talent Catalog.

Holistic Approach – Ensuring Continuity From the Field to the Third Country

- Outreach/shortlisting: employers having skills shortage (in UK the main sector is represented by health care) reach out TBB, and can access the Talent Catalog. Employers select the roles they need to fill, providing TBB with a job description, while TBB provides a shortlist of suitable candidates registered in the Talent Catalog, after an intake interview with the refugee candidate.

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- **Recruitment:** TBB facilitates remote recruitment through video interviews with employers, and provides skills validation, until the employer issues a job offer and the contract is signed.
- **Visa application:** TBB supports the employer and the candidate to submit the visa application. In addition, TBB monitors immigration processes.

For example, when skilled refugees arrive to UK they are able to register within six months. Brizar mentions that the UK has launched a new registration program taking into account the special situation and needs of displaced persons, This shows the needs for flexibility to and adaptation to immigration policy requirements.

- **Settlement:** TBB helps the employer to prepare the arrival of skilled refugees and connect with settlement services organizations to ensure that employers and families are well supported.
- **Post Arrival support:** TBB provides support via regular check-ins with employees and employers for at least 1 year.

Referral, Identification, and Matching Models and Tools Developed on the Ground

Ismail presented on the main identification, referral and matching approaches. In Lebanon and Jordan mostly TBB manages **outreach** to refugees:

- A general outreach, by informing communities to spread awareness of the program and how to find opportunities autonomously (most candidates).
- A targeted outreach conducted through partners in countries of asylum by conducting in person information sessions, and targeted outreach campaigns.
- When the outreach is not possible the main tool developed to streamline referral and identification is the Talent Catalog. It represents the main matching tool as a database where

skilled refugees can register and show who they are, where they are, the skills they have, their experience, qualifications, and language ability.

Referral partners can also refer candidates by accessing individual registration links.

SOURCING CANDIDATES: OUTREACH & REFERRAL PROCESS

- Pilot in the Middle East -> Transition to global approach
- General outreach:
 - Request sign-ups from range of professions, ask community to spread word about program + opportunities for autonomous access
- Targeted Outreach:
 - Discover need after initial sort
 - Share job description and visa requirements
 - Communication with referral partners
 - In-person and digital outreach campaigns and events
- Opportunity Visibility: <https://www.talentbeyondboundaries.org/talentcatalog/tc-opportunities>

Talent Beyond Boundaries

UNLOCKING LABOUR MIGRATION PATHWAYS FOR REFUGEES

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The Talent Catalog has been developed in a way to allow access to candidates also when there is a low internet connectivity. Candidates can upload information gradually while still acquiring requested documents and information.

Following registration, the **matching** phase begins. TBB proceeds with assessing the profiles, through a digital search, where according to the employers' needs, candidates are called for an intake interview, during which eligibility criteria (that can vary) and backgrounds are checked by TBB, including the immigration aspect. TBB also supports with the preparation of the interviews and skills validation with candidates. Nevertheless, the recruitment process itself (interviews and selection) is entirely managed by the employer.

Challenges and Way Forward

Ismail highlighted challenges that have been encountered, in the course of the years, including fraudulent attempts towards candidates, and lack of language capabilities, criteria that unfortunately often overcome the skills and working experience. Moreover, as a small organization, TBB is not often in the position to offer candidates the possibility to build their language capabilities, as it is a quite an expensive process. Visa requirements and language exams can be challenging due to the costs and documentation required: in this regard, partnerships built with entities like the British Council are helping to overcome these barriers.

Lessons Learned and Settlement Support Upon Arrival in the Third Country

For what concerns the processes that follows the identification, referral, and matching on the ground, Brizar pointed out that two are the main points it is important to reflect upon:

| EXAMPLE: SOURCE-COUNTRY CHALLENGES | |
|---|--|
| 1 - Connection problems during interviews with employers | <u>Alternative Approaches (if any):</u> Providing mobile data in advance; communicating with employers about conditions in source country |
| 2 - Inability to register and complete for IELTS and professional exams | Exceptions from administrative bodies, accepting expired IDs and enabling TBB to proctor exams |
| 3 - Proof of work experience | Exceptions from government enabling attestation from co-workers |
| 4 - Mistrust, fear of scamming | Building trust through success cases, sharing information to protect from scams |
| 5 - Challenging language requirements | Possible delay of visa filing until required level achieved |
| 6 - Lack of identification documents | Working with government partners on case by case basis |

- The most suitable visa streams tend to be adaptations of existing skilled or labour pathways (rather than humanitarian or community sponsorship streams). This is because:
 - a. Skilled migration streams have been designed to meet the needs of employers and workers - the primary stakeholders in any labour mobility scheme.
 - b. Humanitarian streams prioritise the most vulnerable refugees (for good reason) and apply strict eligibility and priority criteria which excludes many talented displaced people who also need solutions.
 - c. Humanitarian and community sponsorship visa streams generally have long processing times which are not workable for business.
 - d. Using adaptations of existing labor visas streams, creates a red line in terms of ensuring additionality of complementary pathways and safeguarding that quotas/ spots are dedicated to vulnerability/humanitarian-based schemes.

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- Even highly skilled refugees coming through labour mobility schemes need dedicated support on arrival, given the difficulties they've experienced. TBB has successfully trialed two strategies for this:
 - a. Participating businesses engage refugee settlement organizations or professional relocation companies to provide case managed support, including mental health due to the traumas often experienced in the past.
 - b. Neighbourhood/community sponsor groups are matched to the incoming families once they have secured their visa to assist with welcome and integration (See EU-Passworld project).
 - c. Both strategies can be supported/incentivized through funding from philanthropy and government.

[b.3 Chiara Casadio, Human Resources Expert and Daniele Albanese, Responsible of Project Area, Caritas Italy](#)

Chiara Casadio (Human Resources Expert) and Daniele Albanese (Responsible of Project Area, Caritas Italy), presented new approaches and opportunities to strengthen identification, referral and matching for labor mobility in the context of humanitarian corridors in Italy.

Albanese noted that humanitarian corridors are based on protection and vulnerability criteria. Within such framework a pilot project started for Afghan citizens displaced in Pakistan, which combines a labor component within the admission criteria already existing for those Afghans eligible for humanitarian corridors. The aim is to match employers with candidates who will arrive in Italy with a job contract, benefitting from the Humanitarian Corridors' reception and integration system.

The rationale behind this hybrid experiment is threefold:

- a. The high number of referrals from companies and NGOs that were working with Afghan citizens before the 2021 crisis.
- b. The candidates in need of international protection referred possess high/medium skills that can be used in the Italian job market.
- c. This pilot project offers the opportunity to advocate for labor mobility quotas in the future.

As any labor mobility pathways is employers-led, Caritas has been working with several Human Resources (HR° experts to ensure private sector point of views and needs in order to streamline the identification and matching processes, as well as for scalability purposes.

Casadio highlighted that in her perspective it would be useful for employers being more "educated" in what it means integrating candidates in their companies. Education means, that although there is an element of equity and inclusion, more guidance in the administrative and often bureaucratic processes, is a key element. In this regard, trainings in the hiring of refugees and dealing with visa applications is very important to make sure that employers are more motivated to overcome the barriers, reason that often prevent them to start collaborations in labor mobility.

An additional point Casadio highlighted is that language represents a big barrier for hiring and integration purposes in the working environments as well as in the society. Therefore, Italian language courses and trainings would be fundamental prior to arrival.

The motivational aspect and the consideration of soft skills (together with hard skills) of candidates are key considerations in terms of scalability and access: New generations of citizens, like in Italy, are often reluctant to learn certain technical jobs, and the demand for such skills becomes quite high, to the point that entrepreneurs create internal 'in house' training programs/schools. It would be therefore

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important to link professional training and labor mobility, so as to identify candidates interested in learning those jobs, and create partnerships with such companies looking for specific profiles and skills.

4. PANEL 3: EDUCATION PATHWAYS AND MINORS Tuesday 14 February 2023, 14.30

While most higher education pathways focus on refugees above 18 years old, there are currently also some programmes that focus /secondary education for children. In this panel, practitioners described their experiences of how identification, referral and matching play out in the context of education mobility for minors.

Moderator: Alessia Perricone, EU Passworld Consultant

[Delphie Poschmann, Head of Philanthropy United World Colleges \(UWC\), Diego Angemi, UWC National Committee Vounteer, Hubertus Zander College/Career Counselor and Admissions Officer at UWC Robert Bosch College – Germany/Uqanda](#)

Delphie Poschmann (Head of Partnerships and Philanthropy, United World Colleges (UWC)), Diego Angemi (UWC National Committee Vounteer), and Hubertus Zander (College/Career Counselor and Admissions Officer at UWC Robert Bosch College), presented their experience in identification, referral, and matching practices in the context of education mobility for minors.

Why Children

[United World College](#) providing scholarships to children refugees and IDPs across 16 secondary schools around the world. „Ensuring secondary education is very important to allow minor refugees to later

National Committees: identification, referral and matching.

Case Study:



- Volunteer-run organization. First National Committee to institutionalize a refugee scholarship in 2016
- Selects Ugandan and refugee students for UWC students (~ 10-20 in total each year)
- Promotion/outreach and selection mechanisms
- Eligibility criteria, incl. pre-screening and screening activities
- Partnerships with local partners/NGOs
- Matching students with UWC schools, visa issuance considerations, successes and challenges experienced
- Pre-departure orientation and support through national committees

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access tertiary education. Such an approach is key, considering that probably the majority of children refugee do not have the possibility to study in their country of origin not in the country of first asylum.

Identification, Referral, and Matching Practices

To streamline identification, referral and matching in the field, for instance in Uganda, UWC bases its work on volunteers and UWC national committees (including alumni): the work of the latter covers the community outreach, (including in partnership with local NGOs), the identification of candidates, pre-screening and screening activities (including visa issuance considerations), and matching students with UWC schools. In addition support is provided regarding pre-departure orientation and in case management support.

The presence of field dedicated staff in countries of first asylum during the whole process and the partnerships directly built in the field are a key aspect to ensure that refugees students have practical access to education pathways, not only in terms of case processing, but also to overcome all the logistical barriers that can be present in the field, which are often underestimated (including for instance), a single departure. Angemi highlighted that connections, both institutional and personal ones, make the difference in overcoming barriers related to logistical challenges in the field.

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Settlement Support Upon and After Arrival

Schools provide support in the visa issuance constantly engaging with authorities in the receiving country concerned. Student refugees are provided with social and emotional support, as well as in administrative matters.

In addition, Zander highlighted that a key element of implementing education mobility for children, is to approach secondary education as an entry point for continued higher education. UWC schools offer a bridge between secondary and tertiary education, thus increasing the possibility that education pathways represent a long-term solution for refugee students.

[Elena Rozzi, Coordinator of the Project Pagelle in Tasca, INTERSOS](#)

Elena Rozzi (Coordinator of the Project Pagelle in Tasca, INTERSOS), presented identification, referral, and matching practices developed in the context of education mobility for unaccompanied minors (UAM), both from a country of asylum (Niger) and third country perspective (Italy).

Why Children


Rozzi explained that, although paradoxically UAM are among the most vulnerable categories, they are excluded from complementary pathways and often also from the other durable solutions available such as resettlement (depending on the third country willingness to receive them). Also the legal framework related to children make the transfer and reception very complex, due to the strict procedures in place for children.

Identification, Referral, and Matching Practices

While the community outreach is conducted by INTERSOS field staff, in cooperation with UNHCR

Niger, Rozzi highlighted that the key approach regarding identification is represented by the motivation and commitment of children to study, assessed through several interviews with the child and the attendance record of the educational activities available in the country of first asylum. In this regard, no academic requirements are needed, and the project covers also illiterate children as long as they are very committed and motivated.

The parents' consent is necessary only if they are traced. If not the MoU between INTERSOS, UNHCR, and the authorities allows for the transfer of children once demonstrated that the family tracing process has been unsuccessful, logistically or for protection concerns. A Best Interest Determination (BID) conducted by UNHCR is required, assessing that the transfer to Italy is in their best interest.



IDENTIFICATION & REFERRAL

Criteria & Procedure:

- Unaccompanied minors, aged 16-17, refugees in Niger
- Commitment to study: interviews + data on school attendance (including illiterate children)
- Mental health
- Parents' consent / Declaration of non traceability
- Best Interests of the Child Determination

INTERSOS and UNHCR Niger

Long and complex procedure

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Reception, Integration and Settlement Support

Rozzi explained that, before departure, orientation sessions are provided to children to acquire more information about what they can expect to avoid any cultural shock.

Once children arrive in Italy they are provided with a scholarship, and receive the support of cultural mediators, social workers, groups of other families and children.

Children are placed initially in a first reception center for one month, during which time social services match the child with a foster family, in accordance with the domestic legal framework.

After the middle school (between primary and secondary school), children are offered the possibility to continue with secondary school or vocational training, thus building the bridge for a long-term solution in the third country.



RECEPTION & INTEGRATION IN ITALY

- **Accommodation:**
 - First reception center
 - Foster families identified and trained by INTERSOS, checked by social services
- **Education:** Middle school > Secondary school or vocational training
- **Legal status:** student residence permit / asylum application



Support to children & foster families:

- Scholarship
- Cultural mediators
- Social workers
- Legal & psychologic support
- Mutual help groups of families and children

Foster families:

- Challenges: complex + requires strict cooperation with social services (overworked)
- Pros: emotional support + integration (education, employment, social)

Although children arrive through a student visa, they often apply for asylum, which they are normally granted, thus providing them with a more stable status that can lead to permanent residence. One of the main characteristics of the project is represented by a strong community sponsorship component through several strong local partnerships involving civil society organizations, social services, fosters families, voluntary guardians, municipalities and schools, to provide a wrap-

around support for minor refugees. Rozzi highlighted that the support of foster families is crucial for a full and smooth integration of the child in the society afterwards.

5. PANEL 4: OPTIMIZING RESOURCES, SCALABILITY AND FINANCING EDUCATION AND LABOUR PATHWAYS

Tuesday 14 February 2023, 15.15

Moderator: Irene de Lorenzo-Cáceres Cantero, Senior Policy and Project Officer, Refugee Hub

In the present panel, stakeholders presented challenges and opportunities of strengthening education and labour pathways, in terms of accessibility, support and financing.

Tihomir Sabchev, Post-Doctoral Fellow, Refugee Hub

Tihomir Sabchev (Refugee Hub Post-Doctoral Fellow) presented main reflections related to financing models, to ensure scalability opportunities and sustainability for complementary pathways.

Although the literature is very optimistic and enthusiastic about the scalability and expansion of education and labour pathways, it is important to be realistic in this regard. Looking at a long-term

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perspective, flaws have been detected in the way pathways are financed. In this regard, stable and predictable fundings are a key aspect to ensure their sustainability over time.

The implementation of education pathways in particular entails significant costs, including reception, tuition fees, living costs and accommodation. For the moment covering these costs are a priority for donors, universities and governments, but it cannot be taken for granted that this trend will continue.

Sabchev, detected a gap between the migration framework and the financing model characterizing education pathways, as such pathways match the refugee regime and the regular migration framework. However, while regular migration, for instance regarding the visa system, is well regulated, when it comes to financing the refugee regime models prevails, which is primarily based on charity and donations.

According to Sabchev the mindset needs to change, as there is the need to look at education and labour pathways from an investment perspective for all the stakeholders involved, including universities, employers, beneficiaries, and governments.

In contrast labour pathways are conceived to meet the needs of employers to address labour shortages in determined sectors. Such shortage can expand opportunities, such as the possibility to have access to vocational trainings, or education mobility for vocational training programs, which are cheaper and shorter. At the same time refugees could cover part of the costs through low-interest personal loans (as it is happening in Lithuania or Japan).

Sabchev observed that key is to introduce this new longer-term perspective in education pathways, rather than keep relying on donations and grants.

[Sadiki Bamperineza, Coordinator Tertiary Refugee Student Network \(TRSN\)](#)

Sadiki Bamperineza (Coordinator of the Tertiary Refugee Student Network (TRSN)), presented the work in the field as college counsellor notably from Rwanda, dedicated to provide strategic support to refugees, with the goal of improving practical access to education pathways.

The TRSN is a refugee led network to encourage students' activism, present in 22 counties. It supports refugee students to enrol in universities and provide guidance to academic institutions on integration and future opportunities.

Several are the challenges detected in the field: refugees faced barriers in accessing information about scholarship and employment, they often are unaware of the process and on how to succeed.

In this regard, TRNS connects student together with the end to provide a peer-to-peer support and mentorship activities, to prepare students to acquire information from different sources and provide support throughout the application process in the first country of asylum; such a peer-to-peer support continues once refugees arrive in the third country, so as to foster integration and self-support as well as future employment opportunities.

Bamperineza highlighted that in the context of education pathways, it is crucial to involve refugees themselves. Refugee students have gone through similar experiences and procedures; as such, they are in the best position to know the challenges from the beginning to the end and provide the right peer support and perspective to other arriving refugees..



Offering refugees a leadership role in supporting refugees from different perspectives is a key component for meaningful implementation of education pathways.

[Puot Nyang Both, Member of the EU-Passworld Advisory Board, Student at European University Institute](#)

Puot Nyang Both (Member of the EU Passworld Advisory Board, and a refugee student at the European University Institute), presented challenges experienced, and reflections on how to address them.

Challenges

Speaking about the main challenges and barriers experienced in refugee camps, often impeding access to refugees to education pathways, Nyang Both highlighted three main points:

- a. The impossibility to officially translate documents required for the application.
- b. Poor internet connectivity in rural and isolated areas.
- c. Poor computer literacy: the majority of students they do not have the skills to apply.

Nyang Puot highlighted that before considering to inform refugees on opportunities, it is key to take the challenges they face into consideration, to avoid that the opportunity is only available “on paper”.

Support Needed

Based on his experience and thinking about activities that could facilitate access to refugees to education pathways Nyang Both highlighted three main actions:

- a. Strengthen the dissemination of information before launching the call for applications.
- b. Enhance information about the necessary documents needed to submit as part of the application, as obtaining the necessary documents is often challenging and time-consuming, since they need to organize themselves, including connecting with relatives in the country of asylum to obtain documents
- c. Provide practical support during the application process, so that refugees can apply their soft skills, learn and proceed with the application process (to the point to be autonomous).

6. PANEL 5: SCALING UP COMPLEMENTARY PATHWAYS: OPPORTUNITIES AND CHALLENGES FOR IDENTIFICATION, REFERRAL AND MATCHING (PARALLEL BREAKOUT GROUPS)

Tuesday 14 February 2023, 15.45

During the Working Group meeting delay has been experience due to the comprehensive presentations of panellists in the previous sessions, and the rich discussion that followed during the plenary discussions. Therefore it has the breakout group sessions did not take place.

7. NEXT STEPS & CLOSING

Tuesday 14 February 2023, 16.45

During the closing remarks, the Working Group meeting 3, was announced. It consists in a technical session which will take in Nairobi, Kenya, from the 27th to the 30th of March 2023. As Anderson point

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out the aim of this session is to gather together several stakeholders involved in the implementation of complementary pathways (including UNHCR, other UN Agencies, NGOs, authorities) with the end to analyse first-hand some of the working challenges in the field related to identification, referral, and matching activities, as well as partnerships, planning and logistics, essential to ensure a robust pipelines for the implementation of complementary pathways.

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