



# Good Practice Asylum Seeker – Refugee Journey into Employment relating to their prior skills



Period whilst waiting for decision on asylum case	Grant of status	As Refugee	
	“move-on” transition	Pre-employment	Employment
<p><b>Access to ESOL</b></p> <ol style="list-style-type: none"> <li>From day 1</li> <li>Intensive</li> <li>Flexible</li> <li>Skills sector related</li> <li>Vocational based ESOL</li> <li>In informal and formal settings (VCS &amp; colleges)</li> <li>More opportunities to use English communication</li> <li>Identify organisations that can deliver ESOL as part of their other provisions – mapping of available services</li> <li>Explore more business opportunities that rely on low cost delivery – such as an ESOL advice line with one person manning a phone line. RCOs need support to develop business start up</li> </ol> <p><b>Prior qualifications &amp; skills validation</b></p> <ol style="list-style-type: none"> <li>Free &amp; immediate access to NARIC</li> <li>Fairer equivalence of qualifications</li> <li>Opportunities to test skills</li> <li>Or a skills version of NARIC</li> </ol> <p><b>Access to accurate and effective information, advice and guidance</b></p> <ol style="list-style-type: none"> <li>Right career advice as soon as possible – route map for how to get back on track with career and realistic understanding of time it could take (e.g. how long transferability training and further education would take)</li> <li>On an ongoing basis</li> <li>Correct signposting in the 1<sup>st</sup> instance – from initial contacts such as NERS</li> <li>Quick connection to a ‘friend’ / community for orientation, guidance, where to go for support, how to adapt</li> <li>WELCOME NET’ Project – initiative being developed by a Council. ‘Welcome Points’ in libraries, and a referral system. So that people make the right connection with the right support agency first time, without having to go from pillar to post. Small cost funded by agencies that have business reasons for being in contact with the migrants. Repeatable model across region.</li> <li>Immediate entitlement to the Next Step service</li> <li>Case managed – involving good practice diagnostic tools: assessment of skills and transferability needs, detailed action plan, CV writing, information on North East skills labour market</li> <li>Case worker assigned to asylum seeker early on to support with special needs. Planning using pyramid of needs, and linked to an inter-agency strategy</li> <li>More integrated practice and joined up services, cross referrals</li> <li>RCOs can help bridge access to agencies for support</li> <li>Services need to do more outreach based work – to connect to RAS, rather than rely on RAS to find them</li> <li>Access to Information and resource pack on all local employment support available regionally (translated?)</li> <li>Refugee agency document – standardising information on employment/training, ESOL &amp; volunteering</li> <li>Involve Unions to help with workplace info</li> <li>Creating more links between the local community and asylum seekers, such as in community centres shared by all</li> <li>Setting up community centers which accommodate both asylum seekers</li> </ol>	<p><b>Policy</b></p> <ol style="list-style-type: none"> <li>Need a ‘grace period’ to enable person to complete training or college course before having to take up a job, so that skills can be transferred</li> </ol> <p><b>Employment &amp; Career advice &amp; guidance</b></p> <ol style="list-style-type: none"> <li>First access to Job Centre Plus (JCP) First meeting requires full diagnostics: skills assessment, target career, and further transferability needs before creating Job Seeker Agreement, so that the agreement matches aspirations</li> <li>JCP to be flexible in terms of jobs and careers path advised to refugees. Not just care work or basic skills</li> <li>JCP to be flexible on completion of ESOL (language improvement and skills related) or other training courses before requirement to find employment exercised</li> <li>Dedicated and knowledgeable adviser at JCP to ensure consistent signposting to effective support</li> <li>Need to pick up prior skills early on in diagnosis/assessment rather than miss it</li> <li>Access to specialized training to equip refugees in skills-specific technical language</li> <li>Linking employment training to ESOL</li> <li>Language conversation groups to gain confidence and proficiency with English language and culture</li> <li>ESOL for jobs (e.g. JET) :</li> <li>Employability training on understanding how to market yourself to employers, information on recruitment practices, assistance with constructing CV and making job applications, interview skills and training, creating an online CV</li> <li>Services to signpost or refer refugees to appropriate support,</li> </ol>	<p><b>Employment &amp; Career advice &amp; guidance</b></p> <ol style="list-style-type: none"> <li>Work Clubs could be useful IAG and employability opportunities, if include specific needs of refugees</li> <li>Still need more 1:1 case work focused support for specific needs</li> <li>Work UK (JET) – understanding pay slips, the need for a bank account etc</li> <li>Sector specific support groups</li> <li>Mentor from same skills sector – also a good way of building contacts network</li> <li>A Buddy scheme: - a R with a non R both looking for same skills based job? Could it be via Work Clubs? or from volunteers, or Trades Council members</li> <li>Advice on calculating income needed to at least replace benefit level</li> </ol> <p><b>Work based opportunities</b></p> <ol style="list-style-type: none"> <li>Information on work placement opportunities and volunteering</li> <li>Agency to broker the opportunity</li> <li>Ensures refugee is ‘ready to go’ – they have confidence in themselves and the UK working environment</li> <li>Related to use of skills</li> <li>Needs to be a managed process: engage the private sector but need to make it really easy for them, because their willingness and good intention can collapse if not supported by practical advice and external support to refugee.</li> <li>Produce a good practice info pack for employers</li> <li>Offer the opportunity to employers who have a stated strong sense of corporate social responsibility as this is a route to demonstrating this commitment</li> <li>Create links between organizations who work with refugees and local business</li> </ol> <p><b>Enterprise</b></p> <ol style="list-style-type: none"> <li>More advice on self-employment and business start-up</li> <li>More access to credit facilities for start up, or support for business loan applications</li> </ol> <p><b>Attitudes</b></p> <ol style="list-style-type: none"> <li>Need to alter attitudes of low expectations about educational level, skills and capability of refugees</li> <li>More positive media stories about refugees in employment / value they</li> </ol>	<p><b>In work support</b></p> <ol style="list-style-type: none"> <li>In-work support, careers progression support, language improvements, mentoring</li> <li>Professional support programme continues for people in employment (e.g. Refugees Into Teaching programme)</li> <li>Union support</li> </ol>

<p>and local people</p> <p>17. Mentoring opportunities – formal or informal , includng rmentoring in refugee communities</p> <p><b>Work based opportunities</b> - closing the gap between getting status and actually being 'job ready'</p> <ol style="list-style-type: none"> <li>1. Pre-employment provision, such as volunteering but in skills related area</li> <li>2. Educating asylum seekers about the advantages of volunteering [gaining skills and UK work experience]</li> <li>3. More links with employers to promote volunteering routes and range</li> </ol> <p><b>Attitudes &amp; competency in services</b></p> <ol style="list-style-type: none"> <li>1. In this period the person is focused on 'education'. Need to ensure education establishments are ready with the right knowledge to enable access</li> <li>2. Improve attitudes of service providers –raise awareness that RAS are an asset to the region, so that they are more supportive/deliver better support. I.e: educate the agencies as much as refugees are educating themselves</li> <li>3. Creating awareness of the skills asylum seekers bring to the local community</li> </ol> <p><b>Improve knowledge of asylum seekers</b></p> <ol style="list-style-type: none"> <li>1. Break the mould of asylum seekers relying on info from other asylum seekers within the community. May not be accurate or complete info. Encourage them to seek advice and guidance from expert sources</li> <li>2. Peer learning - engage with successful refugees to be role models where people have overcome barriers with the right support. Help to understand work culture in the UK – taking personal responsibility</li> <li>3. Effective promotion of the services available and links within them</li> <li>4. Mentoring and 'buddying' – building motivation, support as well as confidence of individual</li> <li>5. Be aware that work rules apply to everyone</li> <li>6. Awareness of Civil society, engaging with the society and community cohesion (3)</li> <li>7. UK workforce culture training</li> </ol> <p><b>Policy change</b></p> <ol style="list-style-type: none"> <li>1. Restore the Government policy giving permission to work if waited more than 6 months for case resolution</li> <li>2. Access to higher education if waited more than 6 months – to upgrade or refresh skills to increase likelihood of sustainable employment.</li> <li>3. Transferring Refugee Health Professionals and Refugees into Teaching support programme to other professions</li> </ol> <p><b>Other</b></p> <ol style="list-style-type: none"> <li>1. Voluntary projects help, but can this small scale volunteering be scaled up? Who would co-ordinate and sponsor a scaling up?</li> </ol>	<p>not be competitive and 'hold on' to a refugee. Need joined up services / network</p> <ol style="list-style-type: none"> <li>12. Advice on further education and higher education</li> <li>13. Specialist vs generalist? A sustainable specialist / dedicated service, related to all aspects of integration ? or Specialist workers within generic agencies. But also ensure upskilling of all workers so mainstream is equally accessible. Relies on commitment of service provider to their service being equally accessible, relevant and responsive to all needs</li> </ol>	<p>contribute</p> <ol style="list-style-type: none"> <li>3. Engage with the local business community to promote opportunities and access to work placements and volunteering</li> <li>4. Need to teach empathy and compassion in the community – eg: get Show Racism the Red Card involved / learn from their way of working to change attitudes</li> <li>5. Information circulated to employers about skills of refugees and promote confidence in legality of employing a refugee</li> <li>6. UKBA – advice on legal practices and non-discriminatory practices</li> </ol> <p><b>Improve knowledge of refugees, to adapt</b></p> <ol style="list-style-type: none"> <li>1. Help refugees reach realistic expectations</li> <li>2. Need to make an informed decision on adapting/being flexible in local labour market on basis of understanding options</li> <li>3. More training opportunities that support change in careers if necessary</li> <li>4. More awareness about where and how to find employment advertised – and that Job center is not the only source of employment</li> <li>5. More awareness about the importance of UK employability techniques – such as writing effective application forms</li> <li>6. More awareness about the North East labour and skills market reality, and information about opportunities in other regions</li> <li>7. More awareness of the place of post-graduate degrees in the labour market</li> <li>8. Information about workers right and places to go for advice on rights</li> </ol>	
<b>Support for other things going on in the lives of asylum seekers and refugees</b>			
<p><b>Resolve asylum case</b></p> <ol style="list-style-type: none"> <li>1. Access to good quality legal support</li> <li>2. Solicitors with access to good quality country information</li> <li>3. Access to trained independent translators</li> </ol>	<p><b>Moving house</b></p> <ol style="list-style-type: none"> <li>1. Access to advice and support for finding new accommodation</li> </ol>		