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Tiroler IntegrationsKompass 2.0



Concept TIK 2.0

Further developed by Tiroler Soziale Dienste GmbH as a partner in the LABOUR-INT 2 project, within the scope of the Austrian Pilot.





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About LABOUR-INT

The LABOUR-INT 2 project aims to:

- promote employment as a key part of the integration process of asylum seekers and refugees in society.
- support multi-layered and multi-stakeholder integration paths for recently arrived migrants across the EU, from arrival up to the workplace, through skills assessment and profiling training and job placement.
- enhance the "LABOUR-INT approach", based on the cooperation, dialogue and commitment of economic and social partners as key labour market actors, and to build or foster a fruitful collaboration with other relevant stakeholders both in the public, private and not-for-profit sector.

The project aims at further meeting the objectives of the previous two-years project LABOUR-INT (2016-2018) to identify common solutions to tackle the key challenges faced by migrants in integrating the labour market, with a specific focus on skills and qualifications.

In line with the New Skills Agenda for Europe guidelines, the project will dig into the potential of the existing skills profiling tools that can ultimately ensure that migrants' skills are assessed and matched where needed on the labour market. Therefore, another specific objective of the project will be to test the EU Skills Profile Tool for Third Country Nationals. Evaluation grids will be prepared in the framework of the Expert Group on Skills and Migration (EGSM) through the support of FIERI and will be provided to national pilot actions for testing on the ground. Pilot action will be requested to compare the Skills Profile Tool with existing local tools for skills assessment and find synergies and margins for amelioration.

The Pilot Actions

The action includes the follow up of the three national pilot actions that were initiated in the first edition of LABOUR-INT and will develop three new pilot actions in two additional countries.

The Austrian pilot action **"Stepping up the TIK concept in Tyrol, Austria"** is implemented by the Tiroler Soziale Dienste GmbH (TSD), a non-profit organisation under the ownership of the Province of Tyrol.

This pilot action aims to extend the TIK process to include a follow up phase after the initial interview and to develop additional and tailored guidance to the specific needs and requirements of asylum seekers and refugees to ensure their successful integration in the labour market.





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1. TIROLER INTEGRATIONSKOMPASS - TIK

The **TIK** is a tool that sustainably enables the integration of persons with flight and migration backgrounds into the Tirolean labour and education system. Personalized consultations of the focus group, consideration and promotion of existing knowledge and competences as well as standardized and certified documentation allow for efficient brokerage between the target group and the existing offers in the education sector and labour market.

Since the start of the TIK in 2017, there has been further development and the consultation structure was expanded and better tailored to fit requirements. With that, the qualitative output will be improved and the exchange between the target group, existing offers in the education sector and labour market, and the system partners (district authority, municipal council, labour market service,..) ensured.

2. TARGET GROUP AND INTERFACE MANAGEMENT

The target group consists of two groups of persons:

- Asylum seekers aged 16 years and older
- Persons with a positive asylum decision or subsidiary protective status from 16 years of age

The Tiroler Soziale Dienste carries out all TIK consultations for asylum seekers in the state of Tirol.

In future persons entitled to asylum who make up about 30% of minimum benefits receivers, can also be supported through TIK consultations. They will be prepared for continued interaction with official authorities, especially the district authorities and the municipal council.



COUNSELLINGS IN TIROL

IN TIROL

TIK-COUNSELLORS

ARE AVAILABLE IN ALL REGIONS. THEY CONSULT, COACH AND EXPLORE FUTURE OPPORTUNITIES FOR **ASYLUM SEEKERS**.



THE TIK-COUNSELLING SUPPORTS ALSO THE TARGET GROUP OF **PERSONS ENTITLED TO ASYLUM**, SO THAT THEY CAN WORK EFFECTIVELY WITH RELEVANT AUTHORITIES IN FUTURE.

TARGET GROUP



ASYLUM SEEKERS:

- FROM 15-60 YEARS CAN TAKE ADVANTAGE OF TIK-COUNSELLING



PERSONS ENTITLED TO ASYLUM:

- FROM 15-60 YEARS ARE POTENTIAL CLIENTS FOR TIK-COUNSELLING





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3. IMPACT AND OUTCOME

- Processed and structured **information** about work experience, German classes, ÖIF/ÖSD exams, integration projects (participation in value and orientation class) of clients/participants
- Clear **representation** through document folders and TIK compass
- Reciprocal support in **placement** of TIK clients
- **Better informed clients by contact with official authorities** – district authority and municipal council
- Shorter duration receiving minimum benefits as a result of effective **placement**
- Long-term job orientation und **integration** in the educational system and labour market of Tirol as soon as possible
- **Need-based** offers for especially vulnerable target groups (unaccompanied minor refugees, single female parents)
- Comprehensive **interface management** and **bridging** between regional offers and demand structures in the migration sector (labour market service, itworks,...)
- **Continued** support and assistance in the process to lead a self-determined and independent life (individualized and complete advise and consultation structure)
- Guaranteed **professional** consultation and coaching based on experience, knowledge and **competence** in integration matters
- **Support, complementation and relief** for system partners in the asylum and integration sector (effective allocation of resources)
- Facilitated access to target group with positive asylum status based on **existing contacts with clients** during the asylum process
- Regular **exchange meetings** between TIK advisors, district authority employees and system partners

4. CONSULTATION STRUCTURE AND CONSULTATION RESULTS

A **TIK consultation** provides, as basically all psychosocial counselling, a concrete aid for development and life help with emphasis on self-responsibility. Within the framework of professional support factual information is conveyed and problem-solving processes are encouraged through suggestion and reflexion of individual solution alternatives.

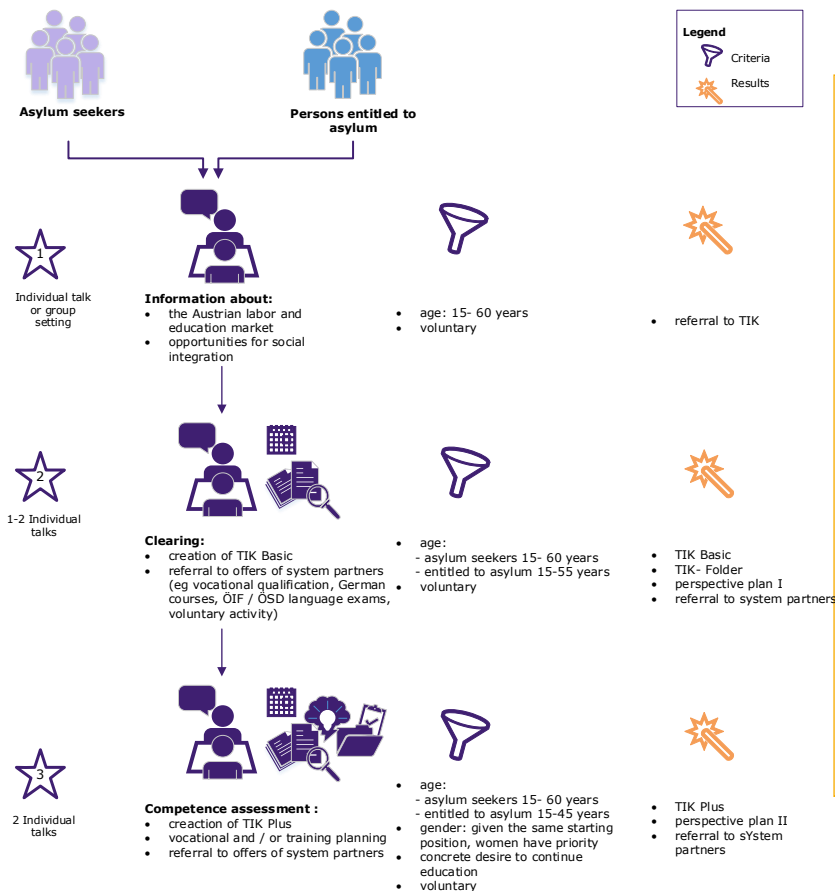
Based on the project's aim to collect both formally acquired competencies (such as education or vocational training) as well as informal and non-formal skills (such as interests or skills of the target group), an analysis of competences in individual and group settings is carried out.





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TIK BASIC [CLEARING PHASE*]

★ 2

- **TIK-Kompass:**
 - Language level according to the reference framework
 - German courses
 - ÖIF / ÖSD language exams
 - School and / or training
 - Work experience
 - Integration projects
 - Voluntary / Charitable activities
 - Association activities
- **TIK DOCUMENTS FOLDER**

TIK PLUS [PHASE OF COMPETENCE ASSESSMENT*]

★ 3

- **COMPETENCE ASSESSMENT:**
 - Through competence-oriented consulting methods
- **TIK-Kompass:**
 - Language level according to the reference framework
 - German courses
 - ÖIF / ÖSD language exams
 - School and / or training
 - Work experience
 - Integration projects
 - Voluntary / Charitable activities
 - Association activities
- **COMPETENCE PROFILE**

The consultation process involves three phases that generate different outputs and that differ by specific criteria.

- 1. Information:** Asylum seekers and persons entitled to asylum between the ages of 15-60 can come to an information talk on the work and education landscape in Austria, whereby voluntary participation is obligatory. In this phase, the participants are being prepared for a further clearing discussion.
- 2. Clearing:** Based on statistical TIK evaluations, an age restriction was defined. For asylum seekers this is 15-60 years and for persons entitled to asylum 15-55 years. The counselled receive the TIK Basic (TIK compass), a booklet for all documents (for example certificates, confirmations for language courses, ...) and a perspective plan I with individual goals and / or measures. In addition, they are referred to system partners (training facilities, labour market service, associations, and counselling centers).
- 3. Assessment of competence:** After step two, one-on-one interviews can be arranged to better determine competences. Here additional access criteria were defined. The age limit for persons entitled to asylum was limited due to the factors of employment and labour market difficulties. Competence-oriented consultations develop (in) formal competencies of the cleared persons. The





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competence profile is added to the TIK compass (TIK Plus). This serves as an orientation aid for further professional and / or educational goals. In addition, a Perspective Plan II is prepared. As a result, the TIK can be used for administrative and follow-up purposes.

The TIK consultants use digital documentation programs for the quantitative and qualitative data collection during the consultation process.

As a tangible product, the advised person receives the perspective plan, the **TIK compass** with the individual educational and professional documentation, as well as the **TIK folder** for organizing the documents (for example, evidence, certificates, language course confirmation, work experience, community service, ...).



5. COMMUNICATION AND ACCESSIBILITY

A planned and efficient communication structure allows to establish the TIK as an accepted tool in the integration process. Since the TIK is represented in all districts, the following groups play a decisive role as multipliers: system partners (labour market service, chamber of commerce, educational institutions, district authorities, social services, asylum platform, volunteers, circles of friends), TSD care, clients and TIK consultants. The TIK consultants can be contacted via the care giver of the basic care facility or via system partners.

In addition to fixed central locations in all districts, the asylum seekers also have the option of mobile counselling as needed. Likewise, office hours at the district headquarters and social services can help to better access the target group of persons entitled to asylum, and to support the activities of the authorities. An increase in awareness is achieved by promotion flyers (jointly designed with the district authorities) and the TIK video.





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6. CONCLUSION AND PROSPECT

It shows that the Tiroler IntegrationsKompass (TIK):

- serves for the target group as a guide and orientation aid in relation to the various offers in Tirol.
- provides the TIK owners and system partners with an immediate overview of existing measures or existing options.
- acts as a curriculum vitae and business card, all courses attended are confirmed and compactly displayed
- represents a personal perspective, competence and participation compass.

By taking advantage of these offers, one's own competencies will be expanded and proven in the IntegrationsKompass, while at the same time knowledge about the host society will be expanded and understanding of the legal norms and basic values will be improved.

In future, after leaving basic care, the compass should also be a means for refugees to document their competences in Tirol and to serve as official proof of integration. For example, it should help with counseling and placement talks with the labor market service or, in the case of job applications, serve as a revealing document for potential employers. The TIK continues to be added to after a positive decision, because the individual counseling and coaching units will also be continued.

The **IntegrationsKompass** is therefore not only a practical tool for determining successes in the area of migration and asylum, but it also gives asylum seekers and persons entitled to asylum the opportunity to take steps towards independent living in the state of Tyrol and to act independently in all areas of life.

For more Information (in German only):

<https://www.tsd.gv.at/tiroler-integrationskompass.html>

