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GO2VET

Foster the **access** to **career opportunities** for **young migrants**

PRACTICAL GUIDELINES FOR TCNS SERVICE WORKERS TO BETTER PROVIDE VET CAREER GUIDANCE SERVICES

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1. Introduction and Project overview

GO2VET sustainability strategy is fully embedded in its activities, to permanently provide TCNs young people living in the PPs countries with effective and quality access opportunities to the vocational training career guidance services. Vocational training and education (VET) play a crucial role in integrating third-country nationals (TCNs) into the workforce.

VET (Vocational Education and Training) has been promoted through the 2030 Agenda for SDGs as an important instrument for any country's social and economic advancement. VET represents an alternative educational path for youths and adults (named in this proposal as TCNs-Third Country Nationals) who wish to grow professionally, and at the same time provides qualified manpower needed across all sectors of the economy.

Specifically, VET programmes will be key to achieve both the 4th SDG on **quality education**, and the 8th one on **good jobs and economic growth**. (Vocational Education and Training for Sustainable Development | Capacity4dev (europa.eu)).

The path to vocational training involves several transitions and challenges: arriving after fleeing, language training, career orientation, preparatory training measures, qualified vocational training and the first phase of subsequent employment. In these phases, we recommend continuous advice and support as well as ensuring well-designed handovers during the transition between accompanying institutions.

On the one hand, the completion of vocational training is important for participation in the labour market. On the other hand, vocational training has a significant influence on taking a step towards a financially independent, self-determined life.

The skills acquired can usually also be used for professional biography in the event of later emigration. Even if the residence status is uncertain, vocational training can open up prospects for legal residence. In addition, there are flight-specific challenges for refugees as well as for training bodies, which must be taken into account before and during vocational training and during the transition to employment as skilled workers.

GO2VET intends to reduce obstacles to access services related to the vocational training career guidance by defining 3 specific objectives:

- To facilitate the information access for TCNs on local VET careers guidance services;
- To improve the quality of the career's guidance services offered;
- To enhance the capacity of service providers to ensure a proper access to VET paths to TCNs.

2. Guideline Preparation Phase - Quantitative & Qualitative analysis of key obstacles that prevent young TCNs from accessing vocational training paths

These guidelines based on various quantitative and qualitative partners research tasks. In the following, the main results of this potential analysis and corresponding recommendations for TCNs service workers are described.

Task2.1 Quantitative analysis:

Mapping existing barriers preventing TCNs to start a successful VET career.

The overall aim of the quantitative analysis (online survey) was to investigate through questionnaire to assess the main barriers preventing young TCNs to access vocational training paths and existing bottlenecks of the VET system in recruiting students to be finally integrated into the labour market.

A survey conducted among VET providers (operators) and TCNs identified key barriers to VET participation. The **first part** of the survey is to understand the current challenges faced by **operators providing VET programs** and to investigate, from their point of view, the Barriers preventing TCNs from joining VET. The **second part** of the survey is for **TCNs** themselves in their host communities to map the experienced Barriers

In most of GO2VET partner countries (SE, IT, Walloon Region, GR, ES, DE, CY), at least 60 surveys were collected containing views of both operators and TCNs. Total responses are about 548 responses from seven EU countries reflecting views of operators and TCNs in those countries.

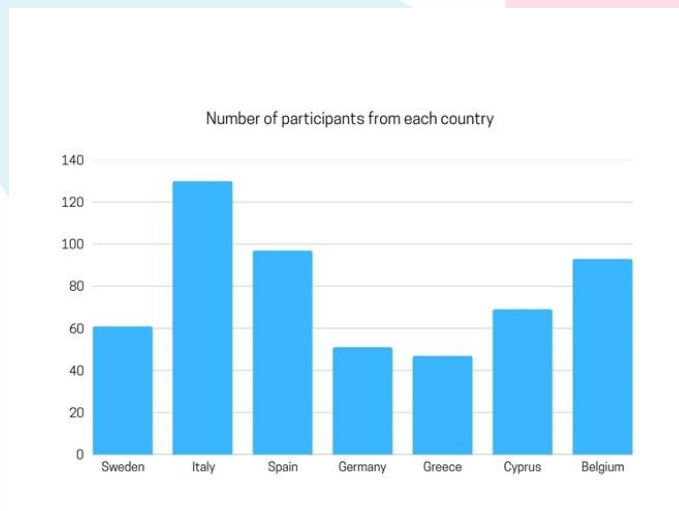


Figure 1. Distribution of survey participants between partner countries

The survey findings highlight several key barriers preventing TCNs from participating in VET programs. These include:

1. **Language barriers**, limiting communication and access to information.
2. **Financial constraints**, such as course fees and transportation costs.
3. **Legal and regulatory challenges**, with complex administrative processes and lack of permits to study or work.
4. **Lack of information** about available VET programs and pathways.
5. **Structural and institutional barriers**, including limited tailored training.
6. **Social and cultural obstacles**, such as limited integration and support networks

After having analysed the results of the surveys from both operators and TCNs, the following best practices have been identified to improve access, participation, and outcomes for TCNs in VET programs.

- **Inclusive Design & Implementation:**
 - o Actively involve TCNs in the design, dissemination, and execution of training programs
- **Employment-Oriented Training Models:**
 - o Establish collaborations between VET and businesses
- **Tailored & Flexible Training:**
 - o Offer flexible learning options by combining online and in-person training to accommodate different learning preferences and schedules.
 - o Establish structured mentorship programs that connect TCNs with experienced professionals to offer guidance, support, and industry insights.
- **Specialized Support Services**
 - o Offer legal assistance, career counselling, and socio-professional integration courses
 - o Implement preparatory programs, buddy systems, psychological support, and mentoring programs to ease the transition into vocational training and the job market.
 - o Provide literacy training and specialized language courses to enhance communication skills and workplace readiness.
- **Innovative Training Initiatives**
 - o Combine vocational training with language support by incorporating workplace apprenticeships where TCNs can develop both professional and language skills in real-life work settings. In these programmes, participants receive language instruction while learning the terminology and practical skills required for specific professions.

- Implement hands-on, interactive training methods, such as virtual simulations, role-playing to enhance skill development and boost confidence in workplace scenarios.
 - Duos for inclusion (experienced native mentor in a sector of activity / TCN job seeker). where an experienced native professional guides a TCN job seeker in a specific sector, fostering networking opportunities and smoother labour market integration.
- **Community Engagement & Networking**
- Organize social initiatives and connect different VET programs and events that can introduce TCN community to locals and local organisations.
 - Interactive roundtable discussions with representatives from the private sector
 - Encourage leaflet-based dissemination of opportunities and word-of-mouth to share vocational training / career opportunities
- **Sector-Specific Training Programs**
- Organization of industries or typical professional training programs, including in-company internships, especially in companies which there is a great need for skilled / unskilled workers, such as in social and health care service, hotel and gastronomy, logistics, etc.

These quantitative indicators from the online survey provide numerous approaches for the TCNs service workers to better provide VET career guidance services.

This online survey was supplemented by internal peer-review consultations with TCN service workers and stakeholders in the partner countries in order to identify further qualitative improvement potentials in the daily work with the TCN's.

Task2.2. Qualitative analysis:

Internal peer-review consultations with local Stakeholder/TCN operators

The primary goal of the peer-to-peer consultations was to identify key challenges and obstacles that third-country nationals (TCNs) face when accessing effective vocational education and training (VET) career guidance services.

The project partners carefully selected stakeholders to ensure a balanced representation of professionals and institutions actively involved in the integration of third-country nationals (TCNs). In total, approximately 15 consultations were conducted, involving 53 participants. These participants included project partners, representatives from various organisations, and stakeholders from diverse backgrounds.

The findings from the peer-review consultations across seven countries underline the need for systemic changes and emphasize the importance of a unified and comprehensive approach to integrate third-country nationals (TCNs) into vocational education and the labour market. These insights provide crucial guidance for future peer-to-peer projects aimed at improving vocational education and training (VET) access for migrants and refugees.

Below are the key recommendations from the quantitative analysis:

1. **Enhanced Coordination Across Institutions:** focus on improving the coordination between different institutions, including educational bodies, government agencies, and employers. Many of the challenges faced by TCNs stem from fragmented systems, where the communication between key actors is not sufficiently streamlined. Establishing clear channels of communication and collaboration will help bridge gaps in service delivery and ensure that TCNs receive the support they need for integration.
2. **Inclusive Language and Digital Training:** Addressing language barriers and enhancing digital skills are two critical areas where peer-to-peer projects can make a significant impact. Language proficiency remains a key requirement for accessing vocational training, and as such, language programs must be expanded, especially in countries where these programs are underfunded or insufficient.

Digital literacy is also crucial in the modern job market. Providing digital training as part of vocational programs will empower TCNs to navigate the increasingly digital labour market effectively. Future projects should incorporate both language and digital skills training as integral components of vocational education programs.

3. **Streamlining Bureaucratic Processes:** Bureaucratic inefficiencies, particularly around the recognition of foreign qualifications, are a common challenge across countries. Peer-to-peer projects should focus on making bureaucratic processes more transparent, simpler, and accessible to TCNs. Developing better frameworks for the recognition and validation of qualifications can reduce delays and facilitate quicker integration into the labour market. Future projects could

consider fostering bilateral agreements or initiatives that allow for the mutual recognition of qualifications between countries.

4. **Tailored Support for Disadvantaged Groups:** It is essential that peer-to-peer projects take into account the specific needs of different groups within the TCN population. For example, refugees with limited education, women, or those with disabilities may face additional barriers to accessing education and integrating into the labour market. Future projects should prioritize tailored support for these groups, providing additional resources, mentorship, and support structures.
5. **Intercultural Awareness and Anti-Discrimination Training:** Another important lesson is the necessity of promoting intercultural awareness and combatting discrimination. Discriminatory attitudes and practices remain significant obstacles to the integration of TCNs into the labour market. Peer-to-peer projects should prioritize the development of intercultural competencies and address biases through training programs for employers, educators, and public service workers. Fostering a more inclusive and welcoming environment will be crucial for the success of TCNs in the workforce.

These Internal peer-review consultations with their own operators provided further important information on the daily challenges of working with the TCN's after the online survey.

If we now summarize quantitative and qualitative results, the following important topics emerge:

<p>Training</p> <ul style="list-style-type: none"> • Employment-Oriented Training Models • Inclusive Language and Digital Training • Intercultural Awareness and Anti-Discrimination Training • Tailored & Flexible Training • Innovative Training Initiatives • Sector-Specific Training Programs • Workplace Etiquette Training • Job training schemes and skills assessments 	<p>Support & Guide</p> <ul style="list-style-type: none"> • Tailored Support / Personalized Guidance • Guidance on national/regional legal frameworks in VET and VET career/pathways • Provide Legal and Administrative Support • Build Trust / Fair Integration • Clear and Accessible Information • Provide support to recognize/assess prior learning/qualification/competences • Provide Mental Health Support
<p>Networking</p> <ul style="list-style-type: none"> • Community Engagement & Networking • Enhanced Coordination Across Institutions • Streamlining Bureaucratic Processes • Organize job fairs, mentorship programs, and industry networking events. 	<p>Inclusive Design & Implementation</p> <ul style="list-style-type: none"> • Actively involve TCNs in the design, dissemination, and execution of training programs • Monitor Progress and Offer Continuous Support • Streamlining Bureaucratic Processes

The results of these quantitative and qualitative partner analyses provide a valuable basis for the Practical Guidelines for TCN Service Workers, described in the following chapter.

3. Practical Guidelines for TCN Service Workers - Providing Vocational Training & Career Guidance Services

Labour migration is expanding rapidly, and with it, the need for skilled workers. Is the world prepared to harness the potential of migrant workers’ skills? One of the biggest issues faced by migrant workers is the underutilization of their skills and qualifications.

The perception of migrants is frequently a stereotypical image of shortcomings. The integration of refugees into the labour market is absolutely crucial. It is not only about providing an easy path into paid work, but also about providing fair working conditions.

Bringing the potential of migrants into sharper focus and eliminating discrimination is important not only for a diverse society, but also for improving labour market integration. Improving the portability of skills through recognition systems that enhance transparency and comparability of qualifications is essential.







Vocational education and training can make an important contribution to the societal participation of individuals by facilitating stable and secure routes into working life. Nevertheless, the pathway to career entry involves various transitions. Each of these encompasses opportunities as well as inherent risks and uncertainties for the person concerned.

TCN Service workers play a crucial role in supporting migrants and refugees in accessing vocational training and career opportunities. To provide effective guidance, they must navigate linguistic, educational, cultural, legal, and economic challenges. TCN Service Workers assist migrants in accessing the resources they need to thrive and helps them navigate the integration process. Individual support, professional advice, group and educational courses as well as effective networking in schools and training organisations are among the important tasks.






In any case, **TCN Service Workers** should be familiar with national vocational education and training law, policies and, if possible, relate to regional vocational education and training stakeholders such as chambers, VET providers, and regional companies.



From the results of the quantitative and qualitative research of the Go2VET partners, we have defined concrete recommendations for action for TCN Service Workers to support a successful and sustainable integration of TCNs with the help of professional vocational training and career guidance services.

	Practical guidelines for TCNs service workers to better provide VET career guidance services
	<p>Guide on Vocational Training and Education Pathways</p> <ul style="list-style-type: none"> • Introduce Local Training Programs: Provide information about vocational courses, apprenticeships, and skill development programs. • Advocate for Bridging Programs: Help migrants find programs that upgrade their skills to meet local job market requirements. • Encourage Lifelong Learning: Promote digital learning platforms, language courses, and certification programs for continuous growth.
	<p>Provide Clear and Accessible Information</p> <ul style="list-style-type: none"> • Simplify Information: Use simple language, visuals, and translated materials to explain career paths, training programs, and employment opportunities. • Multilingual Support: Offer information in multiple languages or use interpreters when necessary. • Explain the Local Job Market: Describe labor market trends, in-demand skills, and potential career opportunities.
	<p>Assess Skills, Qualifications, and Experience</p> <ul style="list-style-type: none"> • Identify Transferable Skills: Help migrants recognize skills from previous jobs that can be applied to new careers. • Evaluate Credentials: Assist in understanding how foreign qualifications can be recognized or converted. • Provide Skills Assessment Tools: Use checklists, self-assessments, and career aptitude tests to help migrants identify strengths.
	<p>Assist with Job Readiness and Soft Skills Development</p> <ul style="list-style-type: none"> • Resume and Cover Letter Assistance: Help migrants tailor their CVs to local standards and highlight relevant experience. • Interview Preparation: Conduct mock interviews and explain common employer expectations. • Workplace Etiquette Training: Teach norms like punctuality, teamwork, and communication in the host country's job market.
	<p>Provide Legal and Administrative Support</p> <ul style="list-style-type: none"> • Clarify Work Rights and Regulations: Explain visa restrictions, work permits, and labor laws. • Assist with Documentation: Help navigate the process of obtaining work permits, tax IDs, and health insurance.

	<ul style="list-style-type: none"> • Connect with Legal Experts: Refer migrants to legal advisors if they face workplace discrimination or visa issues.
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	Practical guidelines for TCNs service workers to better provide VET career guidance services
	<p>Build Trust and Establish Rapport</p> <ul style="list-style-type: none"> • Cultural Sensitivity: Show respect for diverse cultural backgrounds and be aware of different work ethics and professional expectations across cultures. • Active Listening: Encourage migrants to share their skills, experiences, and aspirations without judgment. Use open-ended questions to understand their needs. • Confidentiality Assurance: Ensure migrants that their personal and professional information is protected to build trust.
	<p>Strengthen Industry and Employer Connections</p> <ul style="list-style-type: none"> • Build Employer Partnerships: Establish relationships with local businesses willing to hire and train migrants. • Promote Internships and Work Trials: Encourage employers to provide trial work experiences for migrants. <p>Facilitate Networking: Organize job fairs, mentorship programs, and industry networking events.</p>
	<p>Address Barriers to Employment and Training</p> <ul style="list-style-type: none"> • Support with Transportation and Childcare: Identify resources to help migrants access training and jobs without logistical barriers. • Provide Mental Health Support: Recognize the emotional challenges of migration and refer migrants to counseling if needed. • Advocate for Inclusive Policies: Work with policymakers to promote fair employment practices for migrants.
	<p>Monitor Progress and Offer Continuous Support</p> <ul style="list-style-type: none"> • Follow Up Regularly: Check in with migrants after training or job placements to address any challenges. • Adapt Services Based on Feedback: Improve guidance services based on migrant experiences and evolving needs. • Celebrate Success Stories: Share positive outcomes to motivate and inspire others



How can I find work? Where can I learn the host country language? Where can I find childcare facilities for my children? What about my vocational career? Many things will perhaps seem strange to TCN's in the first weeks and months in EU Country. Things that TCN's could completely take for granted and found simple in their country of origin may work by different rules here.

GO2VET general objective is to improve the effective access to vocational training career guidance services by operators working with TCNs living in the partners' countries by defining a common approach to address them laying on the real baseline situation of the main existing barriers.

TCNs' access to the labour market can bring in a positive impact on the local demography and economy, as they cover labour shortages in some economic sectors and support local consumption. The project will also raise awareness among public and private service providers on the ways in which TCNs can benefit the community by contributing to GDP, the sustainability of small-medium businesses and the revitalization of the labour markets.

GO2VET will have a direct impact on TCNs young people being the direct users of the one-stop-shops for Vocational Education and Training (VET) career guidance services that will be piloted in the partners' territories. They will benefit of a full and direct access to a qualified orientation training service and will guide throughout all the required steps starting from the skills/qualification's assessment/validation to the involvement in the work-based learning experiences till the final possible integration into the labour market.

Furthermore, by investing in the human capital development of operators working with migrants at large GO2VET will improve the capacity of service providers to deal with TCNs, it will raise the quality of the orientation services to be delivered, and it will contribute to spread the availability of information on accessing them.

The multiple factors that hinder TCNs' access to information and career guidance are not only interconnected but also very diverse in nature and thus require a more tailored approach to TCN needs. They need special support in targeted counselling for access to the labour market, search of appropriate education or training opportunities (ways of access and necessary procedures, Institutes for Vocational Training etc.) and recognition/validation of existing knowledge and skills.

By implementing these **practical guidelines**, TCN Service Workers can effectively empower TCN's to build successful vocational careers and to offer effective orientation to VET pathways and integrate into the workforce with confidence.