



MigrEntrepreneur

Project Documentation

[February 2022]

Project Partners:



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Introduction

During the Erasmus+ project *MigrEntrepreneur* our partnership exchanged experience and best practices regarding entrepreneurial training opportunities especially for migrants. Studies prove there is high entrepreneurial potential among migrants, which is why our project aims to highlight those methods that seem to function quite well and can also be adopted in other countries.

Mainly there are two reasons why migrants are often more willing to start their own business than local residents. On the one hand, their life path often requires them to adapt flexibly to new and challenging circumstances, which enhances a lot of innovative and creative potential in individuals. On the other hand, the European labour market presents migrants with quite a few legal, cultural and other obstacles. Self-employment is often a good start into a career, also because migrants are highly motivated to work hard in order to start a new life and make the migration worth it.

Our project therefore aims to compare different national approaches and to present them in one document that also collects recommendations about additional points we consider necessary for a successful integration into work and society.

In the beginning of our project in 2019, we conducted an in-depth desk research about the topic per partner country. We collected facts and figures about migrant entrepreneurship, we looked for funding programmes and training opportunities that address migrants in particular. Based on this, we produced six individual reports containing all the detailed data. In addition to these reports, we prepared one conclusive report that summarises the results and draws some conclusions and comparisons concerning the different national starting positions. As a result, it is clear that a common European collection of data is needed. We discovered quite a few national differences regarding the statistical evaluation of migrant entrepreneurship. Furthermore, we deem it necessary to determine a common European definition of the term "migrant".

You can find all the detailed results in one separate document. The six reports can be found in the annex.

The present document describes the implementation of our *MigrEntrepreneur* project and draws conclusions from the results achieved.

The project has foreseen five transnational project meetings during which best practices were presented in the different countries. Furthermore, we conducted one Teaching Activity: during one week, teachers and trainers



received the possibility to get to know new teaching methods and compare training programmes. We collected the results of the Teaching Activity in a separate document. Interested readers are invited to read it .

At this point, we will now present the different best practices from each partner country in the project. You will find a practical overview of the content of each project such as further information and contact details, in case you would like nire in-depth information about a specific program or would like to start a new **cooperation**.

Although our research revealed national differences regarding the collection of data and definition of terms, when focussing on training methods instead, we could find overlapping and well adaptable approaches that we will present at this point.

Finally, we formulated recommendations for institutions (public or private) dealing with entrepreneurship training for migrants. We consider it as important to see a successful integration as a holistic process aligned with the individual needs of our training participants.

Present Best Practice

Best practices from Spain:

Impuls@ Project	 Cruz Roja
Project Lead:	Cruz Roja
Contact Details:	Marta Gilabert Rico Business Advisory Technique Impuls @ Project - Employment Services
Description:	It is the Project through which the Spanish Red Cross supports the start-up of business projects by people in a socially disadvantaged situation, through guidance, advice in the preparation of the business plan, support in the application and microcredit management, dissemination and promotion of the businesses undertaken and an assisted management service and individualised monitoring of the

entrepreneur from the birth of the idea to the achievement of full social and labour integration.

The Impuls@ Project is part of the Integrated Employment Services (SIE) of the Red Cross and works primarily with immigrants, but also with other people who have difficulty accessing and staying in the labour market.

What is the objective of the Impuls@ Project?

Supporting the processes of socio-labour integration of people with greater difficulties of insertion through their incorporation into the labour market on their own. Therefore, from the Impuls@ Project, we work to:

- Discover and strengthen the skills and attitudes necessary to undertake a business activity among the participants of the SIE.
- Promote the creation of self-employment projects and business initiatives among those belonging to vulnerable groups with an entrepreneurial profile and a business idea.
- Provide information, advice and guidance services on the different aspects involved in the creation, financing, management and development of self-employment and microenterprise initiatives.
- Provide entrepreneurs with access to the microfinance necessary for the implementation of their business idea.
- Promote the creation of networks of entrepreneurs who offer complementary services to the market and promote both the launch of their products or services and their maintenance in the market.
- Offer an assisted management service during the first years of business projects to ensure that these projects are consolidated in the market.
- Promote not only maintenance but also the improvement, expansion and growth of business projects launched through the programming of business training modules and entrepreneur workshops.

Data.



1.- SUPPORTED PEOPLE

DONE IN 2018		
WOMEN	MEN	Total
174	162	336

80% are migrants. Main countries: Venezuela and Colombia.

DONE 2019 (October)		
WOMEN	MEN	Total
193	138	331

75% are migrants. Main countries: Venezuela, Colombia, Bolivia and Ukraine.

2.- NEW BUSINESSES IMPLEMENTED

BUSINESSES 2018		
WOMEN	MEN	Total
17	21	38

BUSINESSES 2019 (October)		
WOMEN	MEN	Total
19	16	35

3.- MICROCREDITS MANAGED

MICROCREDITS 2018		
WOMEN	MEN	Total
2	9	11

MICROCREDITS 2019 (October)		
WOMEN	MEN	Total
11	3	14

4.- TRAINED PEOPLE

P TRAINED 2018		
WOMEN	MEN	Total
24	14	38


P. TRAINED 2019 (October)		
WOMEN	MEN	Total
51	29	80

Further Information:	http://www.cruzroja.es/pls/portal30/docs/PAGE/2006_3_IS/BIBLIOTECA/TU%20DECIDES.PDF
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Entrepreneurship and integration	
Project Lead:	Tomillo Foundation
Contact Details:	C/ Albuñuelas, 15 28041 Madrid
Description:	Tomillo Foundation offers free support services to migrant entrepreneurs, including support to access funding. Their support programs for immigrants include entrepreneurial skills, as a way to obtain their own, stable and continuous employment that allows integration into society as the ultimate goal. These programs offer motivational activities, training, advice and business-assisted management to facilitate their consolidation.
Further Information:	https://tomillo.org/que-hacemos/emprendimiento/



WINKOMUN	 <p>winkomun tools to build your self-funded groups</p>
Project Lead:	ACAF
Contact Details:	http://www.winkomun.org/es/content/equipo-acaf
Description:	The Association of Self-Financed Communities (ACAF) promotes a group savings model to empower low-income people (often migrants) to access credit, without outside help. In 2013 ACAF launched an online platform to help spread the methodology for self-financing communities around the world.
Further Information:	http://www.winkomun.org/en (in English)



Best practices from Germany:

ActNow!	Entrepreneurship training for refugees and asylum seekers
Project Lead:	CHANCENGLEICH in Europa e.V.



Contact Details:	<p>Hörder Bahnhofstraße 6 44263 Dortmund, Germany Tel. +49 231 28676640 Email: info@ch-e.eu Website: www.ch-e.eu</p>
Description:	<p><i>Module-based training for refugees and asylum seekers that is not necessarily aimed at starting a business, but at empowering the target group, helping them to elaborate the competences, goals and strategies for their integration into (work)-life. The training is described in a brochure with workshop procedures and methods that can be used by others easily.</i></p> <p><i>The different modules are:</i></p> <ul style="list-style-type: none"> · <i>Strengths, chances and ideas</i> · <i>Formulating goals and strategies</i> · <i>Development of business models</i> · <i>The founding process</i> · <i>Market analysis</i> · <i>Marketing</i> · <i>The business plan</i> · <i>Finance planning</i>
Further Information:	<p>https://ch-e.eu/de/projekt-act-now.html https://www.facebook.com/Actnow.Entrepreneur/?fref=ts https://www.netzwerk-iq.de/foerderprogramm-iq/fachstellen/fachstelle-migrantenoeconomie</p>

XeneX	
Project Lead:	AAU e.V., International Rescue Committee gGmbH
Contact Details:	AAU e.V. Kleestraße 21-23 90461 Nürnberg www.auev.de Ms Anastasiia Gasanova Junior Consultant Tel.: +49 911 23 98 66 98 E-Mail: anastasiia.gasanova@auev.de



Description:	<p><i>Xenex is also a subproject of the IQ network (see above) in Bavaria.</i></p> <p><i>It offers complete support before, during and after starting a business in:</i></p> <ul style="list-style-type: none"> · <i>Formulating a business idea</i> · <i>Creating a business plan</i> · <i>Choice of legal form</i> · <i>Development of marketing strategies</i> · <i>Applying for public funding or private credits</i> <p><i>Further, XeneX offers a special consulting programme for female migrants with a university degree.</i></p> <p><i>Due to sector specifics, many female migrants find themselves in a self-employment situation after their degree and are confronted with many challenges.</i></p> <p><i>Next to the consulting, the programme also conducts also special information events at universities.</i></p>
Further Information:	<p>https://www.aaeuv.de/projekte/xenex/</p> <p>https://www.aaeuv.de/wp-content/uploads/2013/06/Folder-english.pdf</p> <p>https://www.wir-gruenden-in-deutschland.de/</p> <p>https://www.migranet.org/images/Publikationen/Gruendungsfibel.pdf</p>

	IQ Fachstelle für Migrantenökonomie
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Project Lead:	ISM e.V.
Contact Details:	IQ Fachstelle Migrantenökonomie im Institut für Sozialpädagogischer Forschung Mainz e.V. Augustiner Str. 64-66 55116 Mainz fachstelle@migrantenoeconomie-iq.de
Description:	<i>Expertise office for migrant entrepreneurship within the IQ network (Integration through qualification). They publish literature, studies and data about the topic and offer consulting regarding all levels of expertise. In addition, they cooperate with a wide range of institutions and work on research and special projects.</i>
Further Information:	https://www.netzwerk-iq.de/foerderprogramm-iq/fachstellen/fachstelle-migrantenoeconomie https://www.netzwerk-iq.de/fileadmin/Redaktion/Downloads/Fachstelle_Migrantenoeconomie/Businessplan_Workbook/IQ-BPB_en_web.pdf https://www.netzwerk-iq.de/fileadmin/Redaktion/Downloads/Fachstelle_Migrantenoeconomie/Brosch%C3%BCren/IQ_Brosch%C3%BCre_A5_Gr%C3%BCndungsunterst%C3%BCtzung_Zugewanderter_Einzelseiten.pdf

Best practices from italy:

FUTURAE: programma imprese migranti	Entrepreneurship of migrants: Futurae project
Project Lead:	UNIONCAMERE - t2i scarl
Contact Details:	Servizio Nuova Impresa: +390458766940 sni@t2i.it



<p>Description:</p>	<p>The FUTURAE project provides that the Chambers of Commerce, with the support of Unioncamere, take care of information activities at the local level, the selection of future entrepreneurs, the provision of training services aimed at improving operational and managerial knowledge and skills for the implementation of entrepreneurial projects (including knowledge of the financial products available), assistance in the preparation of business plans and the credit support phase.</p> <p>The project is conceived as an integrated initiative aimed at supporting the development of migrant entrepreneurship through actions that also favour generational turnover.</p> <p>The direct recipients are people with a migratory background, including the second generations, without age limits, even if they are employed, who are regularly present in Italy and motivated to undertake an entrepreneurial and self-employment path.</p> <p>Addressing a wide audience of aspiring entrepreneurs made up of migrants, second generations and citizens of the European Union, the Chambers of Commerce will insert them in paths of orientation and evaluation of entrepreneurial propensity, at the end of which some of them will access initiatives for the growth of technical, organisational, commercial and regulatory skills with respect to the Italian economic-entrepreneurial context.</p> <p>After being trained in this way, aspiring entrepreneurs will be supported in the development of business plans, in identifying financing channels and in</p>
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	<p>accessing credit. Finally, the most sustainable projects will be selected and accompanied to the start-up, to create new companies with migrant or mixed ownership.</p> <p>In addition to these actions in the territories, at a national level the Futurae project will support the study of the characteristics and potential of migrant entrepreneurship, also in its relations with the rest of the production system, in order to better orient policies and interventions.</p>
<p>Further Information:</p>	<p>https://www.unioncamere.gov.it/V1P42A0C4344S2689/imprenditoria-di-migranti--progetto-futurae.htm</p> <p>https://www.t2i.it/innovazione-ricerca-finanziamento/networking-ricerca-trasferimento-tecnologico/progett-i-innovativi/futurae/</p>

Best practices from Austria:

Project 1:	Migrant Enterprises Vienna Business Agency (Wirtschaftsagentur)
Project Lead:	<p>Migrant Enterprises is a service of the Vienna Business Agency (Wirtschaftsagentur) that aims to increase the support measures offered by the City of Vienna for immigrant and ethnic minority communities with tailor-made support. The Vienna Business Agency was founded in 1982 as the Vienna Economic Development Fund by the City of Vienna, the Vienna Chamber of Commerce (WKO Wien), the UniCredit Bank Austria AG and the Erste Bank AG.</p>
Contact Details:	
Description:	<p>The objective of Migrant Enterprises is to unlock the economic potential of migrants, increase their welfare and contribute to the positive economic development of Vienna. Migrant Enterprises set its fundamentals already in 2008 under the name Mingo, and from 2013 it has been integrated in the overall business support scheme of the municipality. The target group includes start-ups, company founders and young entrepreneurs, as well as, one-person businesses and micro-enterprises in the early foundation phase up to a maximum of three years after the founding.</p> <p>The services of Migrant Enterprises include:</p> <ul style="list-style-type: none"> ○ Free of charge founding, financing and expansion coaching ○ Free of charge bilingual workshops ○ Information on funding from the Vienna Business Agency



	<ul style="list-style-type: none"> o Contact point for our flexible and special hired office spaces o Information about services provided by the City of Vienna o Help and advice when dealing with official authorities and departments
Further Information:	https://wirtschaftsagentur.at/beratungen/migrant-enterprises-6/

All workshops and written information are available in 17 different languages (English, Bosnian, Croatian, Serbian, Polish, Turkish, Russian, Slovakian, Hungarian, Czech, Spanish, Bulgarian, Romanian, French, Arabic, Farsi and German). Some languages are covered internally by the Vienna Business Agency advisors; otherwise, external experts are hired to ensure the language coverage. The advisors in the team have a migrant background themselves and are hence capable of understanding specific cultural/socio-economic barriers and can provide support in the native languages of the migrant entrepreneurs.¹ As the coordinator Tülay Tuncel said in our interview on 20.5.2020, it is not that the people wouldn't necessarily understand German, it is that when it comes to such an existential topic such as starting your own company, people need to be able to communicate and reflect in their mother language. This strong cultural understanding is the strongest asset of Migrant Enterprises.

The entrepreneurial support offered by Migrant Enterprises is organised in 3 steps that function like a funnel, filtering the aspiring entrepreneurs, while also strengthening their vision.

A. Taster Course (Schnupperkurs)

A study conducted 2013 in the name of the Vienna Business Agency has manifested that the migrant companies show a low urban mobility. Migrants tend to establish companies where they live. This geographical conclusion was translated into a seemingly simple, but clever idea to organise the start-up workshops directly in the districts where the most migrants live. In order to gain a broad spectrum and achieve high participation, the Vienna Business Agency cultivated a

¹ Evaluation and Analysis of Good Practices in Promoting and Supporting Migrant Entrepreneurship Guide book, Publications Office of the European Union, 2016



partnership with the Adult Education Centers (Volkshochschulen, VHS) in these districts. These taster courses, like all other Academy workshops, are free of charge and are organised as one-day workshops with maximum 15 participants. They are held in 17 different languages and are open to anyone whether they have a business idea or not.

B. Orientation Conversation 1 to 1

Around 500 talks annually

In the next step, the ones who have a business idea and are eager to proceed further are invited to an orientation conversation in the facilities of the Vienna Business Agency. This step is more of an individual business support and needs' assessment. The advisors don't follow a directory or specific guideline, they rather do a reality-check of business goals and personal ambitions versus life conditions and restraints. In this scheme they also review topics, such trade law, legal forms, social insurance, taxes and location factors, depending on the idea and the needs of the aspiring founder.

C. Coaching Sessions

1/3 of the orientation talks move on to the next and final step of the support program. The coaching sessions are further offered in the mother language of the aspiring entrepreneur. In total there can be 4 meetings with an external consulting agency. This step is about the substantiation of the business: from the legal part, the starting capital, financing plan, etc. These consulting coaching sessions are paid by the Vienna Business Agency (150€/hour) and are offered as the final support package to the entrepreneurs.

The Vienna Business Agency is focused on supporting sustainable business foundations. Migrant Enterprises rely on their integration in the overall Viennese business promotion ecosystem and the variety of tailor-made services in different languages. One important factor is that it's free of charge, as this is very important for beneficiaries since many of them have limited resources and would rather spend them on their business than training/consultation.²

² Evaluation and Analysis of Good Practices in Promoting and Supporting Migrant Entrepreneurship Guide book, Publications Office of the European Union, 2016



Project 2:	Mentoring for Migrants Austrian Integration Fund (ÖIF)
Project Lead:	<p>Mentoring for Migrants is a joint initiative of the ÖIF, the Austrian Federal Economic Chamber and the Public Employment Service Austria (AMS). The goal is to bring together experienced individuals from the business world – mentors – and people from a migrant background – mentees – and help them become integrated into the Austrian labour market.</p> <p>Mentoring is a professional relationship, in which an experienced entrepreneur assists another, often less experienced, entrepreneur, and can therefore provide valuable support based on practical experience. The mentorship includes skills and knowledge development, as well as helping to access a network that might enhance the mentee's professional and personal growth. ³</p>
Contact Details:	
Description:	<p>The program was launched in 2008 on the initiative of the WKO in cooperation with the ÖIF and the AMS. The aim is to support labour market integration and/or start up a business for qualified people with a migrant background.</p> <p>More than 2,200 mentoring pairs have been formed all over Austria as part of the Mentoring for Migrants program. Mentors and mentees spend about six months working through activities together to enter the labour market. As experienced business people, mentors can give their partners valuable assistance and advice, and put them in touch with the right people. In 2020, 96 mentoring pairs have been already formed with mentees from 32 countries. 20% of the mentees are founders. ⁴</p>

³ Evaluation and Analysis of Good Practices in Promoting and Supporting Migrant Entrepreneurship Guide book, Publications Office of the European Union, 2016

⁴ <https://www.integrationsfonds.at/weiterbildung/mentoring-fuer-migrantinnen>



Further Information:	https://www.integrationsfonds.at/weiterbildung/mentoring-fuer-migrantinnen
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Best practices from Portugal:

<u>Project 1</u>	<u>City of Professions/ Cité des Métiers</u>
<u>Project Lead:</u>	Municipality of Cascais
<u>Contact Details:</u>	Francisco Carreiro R. Manuel Joaquim de Avelar 118, 2750-421 Cascais - Portugal Contact: 21 481 5945
<u>Description:</u>	<p>The City of Professions in Cascais is part of the “<i>Cités des Métiers</i>” International Network with around 30 centers in several countries. It is a project that has the participation of several partners, public and private, who contribute to the provision of services to the public by sharing their experience and skills.</p> <p>In their space they are dedicated to professional development and lifelong learning.</p> <p>You can find several different services like:</p> <ul style="list-style-type: none"> - GENERAL SERVICE: Service about: training, demand employment, guidance and dissemination of existing local resources. - INFORMATION SPACE: A place where people can find event information and initiatives in the field of professional development, with



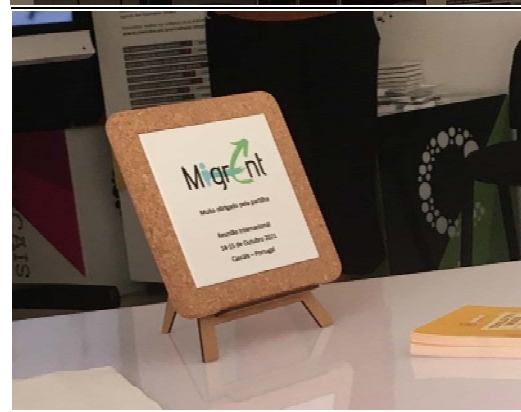
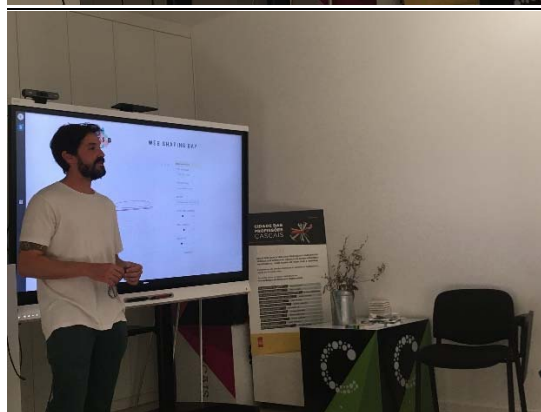
	<p>workspaces/reading and computers for information consultation or professional activities.</p> <ul style="list-style-type: none"> - WELL-BEING WORKSHOPS: various proposals to begin the week with positive energy in the city of professions - COMPUTER TUTORING: space to ask and improve digital skills. - LANGUAGE COFFEE: English translation French Portuguese. This is the opportunity to practice foreign languages in a relaxed way. An expert introduces the topic and then an informal conversation takes place between the participants. - RECRUITMENT: regularly, companies will be in the city of professions to present job offers and conduct interviews <p>In this space people can also find personalised service according to their needs. The workers on the city of professions also do coaching on the curriculum and promote several workshops on topics suggested by the people.</p>
<p>Further Information:</p>	<p>https://www.cascais.pt/cidadedasprofissoes</p> <p>https://www.facebook.com/emprego.cascais/</p>



<u>Project 2</u>	<p style="text-align: center;">- <u>EMPLOYABILITY</u> <u>AND</u> <u>TALENT PROMOTION Department</u></p> <p style="text-align: center;">-</p>
<u>Project Lead:</u>	<u>Municipality of Cascais</u>
<u>Contact Details:</u>	<u>Claudia Fernando and Claudia Meireles</u> <u>R. Manuel Joaquim de Avelar 118, 2750-421 Cascais - Portugal</u> <u>Contact: 21 481 5945</u>
<u>Description:</u>	<p>_Context: "Employability is a combination of factors that enable individuals to progress towards or get into work (whether working for others, as an independent worker or entrepreneur), to stay in the labour market and to progress during their careers. It includes being able to change employment, profession or situation, if wanted or needed."</p> <p>Objectives of city department:</p> <p>To foster employability in Cascais, through:</p> <ul style="list-style-type: none"> •the empowerment and competencies development of Cascais citizens; •enhancing the intervention of local organisations working in the area of employment and training; •the promotion of mechanisms that facilitate job creation. <p>Approach & Services:</p> <p>DNA MATCH: Internship program focused on reaching effective collaboration and a working contract in the end, job creation, consistent and tested model for Cascais residents in the municipality. No age limit.</p>

	<p>Support and mediation throughout the process.</p> <p>SelectionPitch</p> <p>Training on entrepreneurial competencies + consultancy and support for employability development.</p> <p>+EMPREGABILIDADE: Resources for active job search, professional (re)activation and development of professional projects, integration in the labour market, competence development/ autonomy/ experimentation. For residents in the municipality who are unemployed/facing economic difficulties and people already in employability programs/services.</p> <p>Granting of 4 different subsidies depending on need up to max. € 2,500:</p> <p>QUALIFICATION (max. € 750)</p> <p>MICRO INITIATIVES EXPERIMENTATION (max. € 1,500)</p> <p>JOB SEARCH (max. € 250)</p> <p>WORK SPACE (max. € 900)</p> <p>CONSULTANCY ON PROFESSIONAL PATHS: Personalised service aiming at integration in the labour market, definition of life and employability projects.</p> <p>ACTIVITIES</p> <ul style="list-style-type: none"> • Balance of competencies • Self-awareness • Emotions management in job searching • Development of a curriculum vitae, motivation letter, etc. • Job interview training • Researching new opportunities for personal development and training • Development of attitudes/skills that facilitate entry into the labour market • Action plans for employability
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Further Information:	https://www.cascais.pt/maisempregabilidade https://www.dnacascais.pt/ecossistema-emprededor/ideias-negocios-e-internacionalizacao/dna-match/



Best practices from Greece:

<u>Project 1:</u>	<u>REWIP- Refugee Empowerment and Work Integration Programme</u>
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<p><u>Project Lead:</u></p>	<p>REWIP's partnership consists of a variety of skilful partners: University of Piraeus, acting as the academic and pedagogical partner and the coordinator of the project; Stimmuli for Social Change, bringing expertise in social empowerment and mentoring training practices; Solidarity Now, offering intercultural and pre-employment guidance; ethelon, the designer of the REWIP online platform for volunteering opportunities; NewBees, the inspiration behind the REWIP model of work integration; CESIE, the well-experienced partner in Erasmus+ programmes, designing and maintaining the Open Educational Resources of REWIP</p>
<p><u>Contact Details:</u></p>	<p>https://www.rewip.eu/?page_id=14</p>
<p><u>Description:</u></p>	<p>REWIP is an EU-funded project aiming at supporting young migrants, refugees and asylum seekers (aged 18 – 30) that arrive in a new country of residence in the EU and wish to make their first steps towards achieving work integration and as an extension, social integration. REWIP aims at achieving this goal by initiating and facilitating volunteering and mentoring opportunities for young migrants, refugees and asylum seekers who wish to work voluntarily in a local business for a limited amount of time, learn a new profession or further develop an already familiar one, as well as liaise meaningfully with a professional mentor who can guide them in their professional endeavours. REWIP draws upon and further advances existing methodologies of work integration, scouting for best practices and attending to its target groups' needs and preferences. The logic behind REWIP is that if newly arrived young people are supported to receive all the information, resources and networks they need to begin their professional journey in a new unknown country, they will eventually be able to stand on their own two feet and prosper. As such, REWIP has planned to offer</p>



	<p>young migrants, refugees and asylum seekers training resources focusing on social empowerment, intercultural knowledge and pre-employment preparation. These training resources are meant to help young migrants, refugees and asylum seekers feel empowered, get to know the culture of their host country and familiarise themselves with its labour market system.</p>
<p><u>Further Information:</u></p>	<p>http://www.rewip.eu/?page_id=659&lang=el</p>

<p><u>Project 2:</u></p>	<p><u>GCR - Cosmos Employment Hub – STEP Greece</u></p>
<p><u>Project Lead:</u></p>	<p>The Greek Council for Refugees (GCR) is a Non-Governmental Organisation, which has been active since 1989 in the field of asylum and human rights in Greece. It was founded by Hari Brissimi* and 20 other people aiming to defend the rights of refugees in Greece. GCR is an association recognised as a special charity. It is included in the Registers of Competent Ministries, has Consultative Status in the</p>



Economic and Social Council (ECOSOC) of the UN since 2001 and is an operative partner of the UN High Commissioner for Refugees (UNHCR). In addition to the above, GCR is a member of the Executive Committee of the European Council on Refugees and Exiles (ECRE) since 1991, a member of the Separated Children in Europe Program (SCEP) and also participates in the National Committee for Human Rights (EEDA) since 1999. In 2005, GCR was offered an award by the President of the Hellenic Republic, Mr. Karolos Papoulias, as a “Quality Islet of Collective Action” for its contribution in the creation of volunteer and innovative, quality social work in our country. On a daily basis, GCR welcomes and offers free legal and social advice and services to refugees and people coming from third countries who are entitled to international protection in our country, while special emphasis is put on vulnerable cases, such as unaccompanied minors, victims of trafficking etc. The ultimate goal is their protection and their smooth integration in our country. GCR's services are offered in Athens, Thessaloniki and in the region of Evros (Orestiada, Alexandroupoli, Rodopi) as well as in every entry point in Greece, such as the Aegean islands, where people in need of international protection enter in great numbers. The main sources of GCR stem from European and co-financed programmes, the UN High Commissioner for Refugees and grant making trusts, as well as companies and individuals.

Contact Details:

Athens

Address: 25, Solomou str., 10682

Phone: +30 210 3800990-1

Fax: +30 210 3803774



Description:

The Greek Council for Refugees (GCR) has been operating an employment office since 2000, helping hundreds of newly arrived and recognised refugees to make the transition to the job market and find paid employment. This service has been upgraded since August 2018 and was renamed to “Cosmos Employment Hub – STEP Greece”, a project supported by World Jewish Relief.

Our primary goal is to support refugees who search for employment in order for them to be adequately prepared to find their first job in Greece.

The Greek Council for Refugees has been addressing the issue of refugee unemployment by creating collaborations with a significant number of Greek employers and local businesses and by focusing on matching employees with a refugee profile to specific professional fields, such as: cleaning services, tourism and hospitality, construction and technical companies, interpretation services, agriculture and IT.

The Greek Council for Refugees' productive collaboration with a network of Greek companies and employers allows the organisation to make referrals to our employers-partners and guide and offer educational support to refugee job-seekers while helping them to overcome the obstacles they face due to lack of networking opportunities.

The actions of Cosmos Employment Hub – STEP Greece include:



Investigating the profiles of unemployed refugees, their needs as well as the obstacles they face in entering the job market and motivating them to define their professional targets.

Providing counselling services (counselling on professional orientation, job seeking counselling and business initiative counselling) for the integration/reintegration of refugees into the job market.

Supporting refugees in creating a CV & cover letter as well as a LinkedIn profile.

Registering unemployed refugees in a specially developed platform.

Connecting unemployed refugees with job vacancies.

Following our beneficiaries' course both during the job-seeking process as well as during their job placement.

Referring them for free Greek and English language courses in GCR's Intercultural Center PYXIDA.

Organising a week-long intensive seminar entitled "Working in Greece" for selected beneficiaries in order to boost their job seeking with tutorials by experts on crucial topics regarding employment

Collaborating with private sector institutions and organisations, aiming at effectively connecting GCR with the job market and the local community.

Making referrals to offered job positions and escorting refugees to interviews while supporting them in their job placement.

Further Information:

<https://www.accmr.gr/en/services/service/3103.html>

Project 3:

PRAXIS BCC – PRAXIS BUSINESS COACHING CENTER

Project Lead:

PRAKSIS BCC is aimed at people from socially vulnerable groups with viable business ideas, existing businesses in difficulty and family businesses that are in the process of succession by the next generation.

To all these entrepreneurs we offer, the knowledge, the strategic planning and the skills they need to succeed in business, all completely free of charge.

Through a recognised and award-winning methodology, we offer entrepreneurs in-person meetings with business consultants and business coaches, while giving them access to business skills development seminars implemented by leading market players.

PRAKSIS BCC stands out because it gives equal weight to figures and people, to strategic planning and the development of personal skills. The methodology of PRAKSIS BCC is based on two main pillars: business consulting where the focus is on the development of the business idea and business coaching that focuses on the person, the entrepreneur and his skills. It also unique, because the work done at PRAKSIS BCC is purely personalised and concerns the needs of each entrepreneur and each project separately.

Our vision is to support those facing the risk of economic and social exclusion in building a better



	<p>tomorrow for themselves and their families. Our goal is to help creative people who need a little push to put their idea into action. Our aim is also to support small and medium-sized enterprises, the backbone of the Greek economy, in their struggle to survive, to modernise, to meet technological challenges, to address customers across the country and to establish and implement a sustainable development plan.</p>
<p><u>Contact Details:</u></p>	<p><u>Stournari 57, 10432 Athens, Greece</u></p> <p><u>T 210 520 5200</u></p> <p><u>F 210 520 5201</u></p> <p><u>bccinfo@praksis.gr</u></p>
<p><u>Description:</u></p>	<p>The PRAKSIS Business Coaching Center follows an award-winning methodology that stands out, on the one hand, because it is holistic and provides entrepreneurs with all the skills and knowledge they need in order to proceed, and on the other hand, because it is personalised and responds to the needs and goals of each new entrepreneur. The program works in the logic of cycles. Each cycle lasts 4 months and includes 30 business projects. We use three tools that are offered in parallel to young entrepreneurs during the cycle.</p> <p>Business Coaching</p> <p>In coaching, the work is not about the business project but the entrepreneur themselves. Accredited coaches participating in the program help the new entrepreneur find an alternative way to manage challenges, work on issues requiring targeting, discover strengths and weaknesses, and develop the social/personal skills [soft skills] required for success in the business scene. In the case of team projects, the</p>



influence of coaching is extremely useful in terms of role assignment and dynamics in the team. The new entrepreneur holds 5 to 7 personalised meetings with the coach.

Business Counselling

Recognised and distinguished business consultants hold weekly meetings with young entrepreneurs. The work done is personalised and responds to the needs of each business project. Once the maturity phase of the business idea is determined, the two sides, a consultant and a new entrepreneur, co-decide on the work goal during the cycle. The new entrepreneur makes 5 to 7 personalised meetings with their business consultant, whose role is advisory.

Seminars in Business Skills

Knowledge acquisition and skills development are fundamental to the success of the aspiring entrepreneur. Thus, within each cycle, at least 6 individual group seminars are carried out to train new businesses in areas that are critical to the survival of a small business. Seminar speakers are recognised market leaders from distinguished institutions (such as Deloitte, Citi Greece, Oriflame, HAEC, KEMEL and others) whom we warmly thank for generously offering their knowledge free of charge.

Further Information:

<https://praksisbcc.gr/?lang=en>



Recommendations

In the following paragraphs we provide some recommendations for those who are in charge of organising coaching and training for the migrant target groups.

The specificity of the target groups should be considered since it has some consequences in the delivery of the courses themselves.

From the partners' experienced point of view, the following improvements should also be considered in the project design:

- o Add cultural mediation

As we have been observing, the cultural question has a great impact. We all look at the world and its systems according to our "lenses", which in some cases can lead to different interpretations of situations or confuse a purely cultural issue with a lack of interest.

Job coaches/entrepreneurial trainers are often not prepared for cultural clashes, e.g. why someone switch the camera off during an online consulting session, topics usually not talked about in certain cultures, etc. that are also combined with language barriers.

In our opinion, the staff designing and developing activities/projects could be much more effective if they also included a mediator to cope with these 'intangible' barriers and help create 'bridges'. This mediator could be a professional, or even an ex-trainee or member of the trainee's community who volunteers.

- o State of mind

When you leave your country of origin, your "home", behind in search of better living conditions, be it better work, money, access to health or education, strength and resilience or the lack thereof them, should be taken into account.

The personal situation of the migrant should always be taken into consideration. The person takes along with them their psychological state and experiences.

Of course, coordinators could intervene by suggesting they visit a specialist (multidisciplinary approach), because the boundaries between the consultant and the client should be always taken into account.

Well-being workshops and individual intervention should be taken into the overall approach to the client. We recommend taking a very holistic approach.



Training should be tailored, as each individual has different circumstances.

- o Hidden competencies

How to discover the potential and how to find entrepreneurial possibilities based on a person's competencies? – > platform/tool by the Greek partners → screenshot/picture as an example
Group sessions are also helpful for migrants.

- o Visibility

We recommend preparing an adequate communication strategy so as to reach the target groups. It should be organic and, of course, prepared in different languages.

The first meetings might be held in the target group's mother tongue so as to quickly break the ice and enter into a relationship. Leaflets, banners and other traditional means should be considered. In addition, social media communication strategies should also be considered: e.g. targeted campaigns, structured broadcasts of SMSs etc.

A sounder statistical means or at least a study/survey about the ethnic composition of the population targeted by the service could be strategically useful to determine an approach for the communication strategy in order to better reach the target groups.

We also saw that during the election in Portugal, some parties started using different languages in order to reach as many people as possible in all the different communities, e.g. in addition to Portuguese, the parties have info in English and Creole.

- o Location/accessibility

Location is not only a challenge for migrant entrepreneurs, but also very visible in other areas like culture, social intervention and even access to health care. Therefore, we also have to recommend that it is taken into consideration as one of the factors that influence the participation, or lack thereof, of these groups.

The informational workshops and the training should take the issue of proper location into account. In our opinion, it would be a great help to locate activities next to the communities participating in them.

The issue of travel costs should also be considered.

Accessibility is connected with the opportunities offered by the internet, zoom and other online tools that permit some people to fruitfully take part in the activities regardless of distance.

- o Funding

A lot of the funding is very often dedicated to the general public. Very little specific funding can be found for the migrant target group.

Offering public and private funds for migrants would be helpful, e.g. micro-credits with low interest rates for migrant entrepreneurs.

We also recommend to adapt funding measures to the fact that migrants loan money regarding the familiar 3F: “family, friends and fools”.

- o Sustainability

It could be strategic to have a mentor (or tutor) not only at the beginning to help the migrants prepare to start a business, but also later on once the business has started. This service or opportunity could help migrants keep their business operating in the long term. The goal is to help keep it sustainable over time.



Individual Implementation Plans

Partner	Goal	Milestones	Newly learned method
QBS Werkstatt gGmbH	Implement new methods into existing training courses, especially in our qualification centre for migrants (Quaz), adapting the training courses for participants (general goal, long-term perspective)	August 2023	E-mentoring / questionnaires for finding competencies can be applied in the centre by Greek partners
	Train staff members: sensitise trainers and staff members, to see the possibility in entrepreneurship for their learners	July 2022	Teach them tools like the mentoring tool, but also methods for entrepreneurial workshops like the "Empathy Tool" by T2i.
	Entrepreneurial project: Develop with the learners a project work in the Quaz centre.	December 2022	Use new methods from the entrepreneurial training like idea development, market research, defining clients and market niches, the

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			“Empathy Tool” should also be used here
	Visiting local best practice examples and support programmes, building a regular meeting group among the participants to support business ideas	February 2023	
T2i technology transfer and innovation	Learn a lot more from best practices from a local, national and international level	February 2023	Visiting local best practice examples and support programs
	Favour the peer support while developing and supporting the business ideas	February 2023	Building a regular meeting group among the participant groups.
	Broaden the perspective of networking and sharing of best practice and funding opportunities	September 2022	Participate and develop network relationships with other local training providers, particularly keeping in mind the migrant target group.
	Implement new methods into existing training course, especially in our FUTURAE	June 2022	Testing gamification as a tool as shown by the PP Producoes Fixes (PL) during



	project for migrant entrepreneurship		the training activities.
EKPA	Implement new methods into existing training courses for migrant and refugee employees and entrepreneurs adapting the training methods for participants	January 2022-December 2022	Use new methods from the entrepreneurial training like idea development, market research, defining clients and market niches, the “Empathy Tool” should also be used here
	Train staff members and new trainers	March 2022	Disseminate results and program tools for trainers in order to use them in future courses
Produções Fixe	By being a partner in the city of professions, keep these conclusions in mind in the work that we do as partners.	Share the conclusion with the City of Professions spread in Europe	The common challenges in different countries.
	Include the conclusions reports as part of the research in different projects that we are involved in related to employability ex: JoyFull	That this conclusion will be part of these new tools that are being developed	Share the good practices that we had the opportunity to learn about during the project



	Share this result with the Business and Innovation Center in Rio Maior (our county)		
IFA	Disseminate the exchange results to organisations active in counselling and training of future self-employed people and young entrepreneurs: non-profit organisations, Economic Chambers ("Gründerservice", "Junge Wirtschaft"), Public Employment Service.		Different national/regional/local situations and backgrounds, but common challenges => exchange and development of common tools required for entrepreneurial training, especially for people with a migrant background whose qualifications are not recognised.
MEUS	To disseminate the material to organisations working with migrants that are part of our network of contacts.		New tools for entrepreneurial training
	Implementing these new methods in other courses we have already developed		



	Train the trainers of VET schools we used to work with		
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