



Breaking down barriers - creating access

Six practical guidelines for labour administration employees to assist in the removal of hurdles during counselling



iQ | GOOD PRACTICE to the point

Addressees for transfer:

Labour administrations employees, migration counsellors as well as intercultural trainers.

Practical guidelines:

Linguistic obstacles in counselling are burdensome for labour administration employees and for job seekers with a migration background. The materials support the employees of job centres and employment agencies to expand their skills and provide specific ideas and inspiration to make counselling sessions as efficient as possible. The six practical guidelines, that were developed as part of the migration.works project, close this gap. For example, the "recommendations for communication for labour administration employees" translate terms from the German Code of Social Law (SGB) I and II into an easily comprehensible language. Other products, such as visual aids in eight languages, facilitate communication with clients.

Project:

migration.works – recognize discrimination and act!

Implementing organisation:

basis & woge e.V.

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Offer:

The practical guidelines are available for download under: <http://bit.ly/2cXsf23>. Printed copies can be ordered at vertrieb@basisundwoge.de.

Starting position/challenge

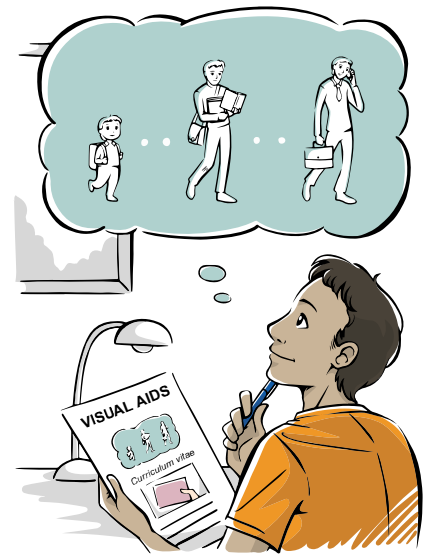
In their endeavours to act in a modern, effective and customer-oriented manner, labour administrators face a major challenge with respect to a multilingual population. It is important to ensure successful communication with clients and, in particular, to reduce language access barriers. Linguistic communication by both, clients with a migration background as well as employment agency and job centre employees, are recognized as a decisive factor for non-discriminatory, ideal work placement.

In order to reduce barriers and to promote migration-specific counselling skills of the labour administration employees, six practical guidelines were developed. These were developed as part of the "migration.works - recognize discrimination and act!" project, which has been conducting intercultural trainings for employees of employment agencies and job centres in the Network IQ Hamburg - NOBI since 2011.

Implementation

The development of the work materials was based on the insights into the operational practice within various departments of the labour administration and was of great importance to the project managers. Conceptually, it was particularly important that the products were practical, accurate and transferable. This is mainly a result of the close coordination with the employment services. They supported the project managers in precise retrieval of the requirements, participate in the labour administration work routine and to set up a quality assurance advisory group.

The six developed practical guidelines centring around communication, simple language and visual aids were tested during the course of training sessions, applied in counselling, and completed after



professional review by executives and employees from the labour administration. The work tools are designed for use in the daily work processes of the employees and thus directly contribute to the reduction of access barriers.

The two practical guidelines on the topic of "interpreting" and the "visual aid for employment-oriented counselling" are specifically related to the purpose of counselling refugees.

Summary

The practical guidelines for employees of the labour administration reduce access barriers and are the result of work shadowing observations and the response to the requirements formulated by employees of the employment agencies and job centres.

The practical guidelines and work tools support the communication processes in migration-specific counselling requirements very specifically, for example, by translating terms from SGB II into a more easily comprehensible language or demonstrate them visually.

Six guidelines for better understanding!

Dictionaries for SGB II and SGB III – Simple language

Dictionary for recognition counselling – Simple language

These three communication recommendations translate terms from SGB II and SGB III as well as terms from recognition counselling into an easily comprehensible language, and are intended as translation and formulation suggestions for the conversations between labour administration employees and clients with a migration background or in the context of counselling on skills recognition.

SGB II – Visual aids

The visual aid in eight native languages is suitable for communication with clients of the labour administration who have little or no German language skills. Using visual aids and translating keywords into the native language is very helpful.



Customer conversation with interpreters

These action recommendations provide communication strategies and practical help for counsellors who need to work with an interpreter.

Visual aids for employment-oriented counselling

The visual aid in ten native languages is a tool which is suitable for communication in employment-oriented counselling for customers with poor German language skills. Using visual aids and translating keywords into the native language is very helpful.

Three questions to Cristina Torres Mendes, project representative for “migration.works”

“Almost 75,000 publications have already been distributed”



What is the innovative aspect of the practical guidelines?

The development process of the publications is particularly interesting. For this purpose, close cooperation with management and staff at the labour administration was an important prerequisite. This was the first time that an intricate field observation could be carried out in order to adapt the practical guidelines accurately to the daily needs for counselling. The publications are used in migration.works training courses on migration-specific counselling skills and support sensitisation and reflection processes by providing counsellors with concrete work tools for counselling and mediation in form of those guidelines.

Are the tools easily transferable?

In addition to the labour administration institutions, the publication

is requested by different actors working on integration, e.g. recognition counselling centres, immigration counselling centres, volunteers and others. As of September 2016, nearly 75,000 publications have been sent since 2013 by migration.works nationwide. Thus, the generally valid practical guidelines are applicable nationwide in the counselling practice of labour administration as well as the counselling and qualification centres for people with a migration background.

How applicable will the publications be long-term?

Based on positive experiences, the practical guidelines were designed to be long-lasting and can be further developed. For example, the “visual aid SGB II” has been expanded with additional terms, resulting in the “visual aid for employment-oriented counselling”. It covers issues related to professional orientation, application and recognition of certificates, while taking the current counselling needs into account, by translating them into the native languages of the main countries with forced and voluntary migration.

Imprint

The project is funded as part of the Network IQ. It is a subproject of the Network IQ Hamburg - NOBI

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Layout: Gereon Nolte, ZWH

Version: 2016

www.netzwerk-iq.de

Network IQ

The Network “Integration through Qualification (IQ)” aims at sustainable improvements in the labour market integration of adults with a migration background. The programme is funded by the Federal Ministry of Labour and Social Affairs (BMAS) and the European Social Fund (ESF). Strategic partners in implementing the programme are the Federal Ministry of Education and Research (BMBF) and the Federal Employment Agency (BA).

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