Network “Integration through Qualification (IQ)”

Workshop “Fastening inter-cultural competence and diversity within the public sector: a key to more inclusive economies and societies”

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Agenda

- IQ Network
- IQ Competence Center for Intercultural Opening and Anti-Discrimination
  - Development of Intercultural Opening in Germany
  - Intercultural opening as an organisational development process
- Practical example: visualization aid
IQ Network – basic data

- Integration through qualification (IQ)
- Central labour market integration program
- established in 2005
- funded by the Federal Ministry for Labour and Social Affairs (BMAS) and the European Social Fund (ESF)
- Target groups:
  1. Persons who have acquired professional credentials abroad
  2. Labour market and economic stakeholders
IQ Network – basic data

16 regional networks
- With approx. 380 subprojects
- Responsible for implementing the programme on a state level
- Each is managed by a regional coordinator

5 Competence Centres
- Work on migration-specific topics on a nationwide level
- Develop quality standards and recommended actions
- Provide specialist support to the regional networks
## Core tasks of activities

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<th>Counselling on Recognition and Job training</th>
<th>Qualification measures in the context of the Recognition Act</th>
<th>Intercultural competence development and further services</th>
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<td>- Counselling on the recognition of foreign professional qualifications</td>
<td>- Job training within the context of the Recognition Act</td>
<td>- Expansion and enshrinement of intercultural competence in the structures of:</td>
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<td>- Counselling on bridge training programmes</td>
<td>- Facilitating the full recognition of foreign qualifications and labour market integration appropriate to one’s qualifications</td>
<td>- Municipalities</td>
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<td>- Compensatory measures for the attainment of full acclaim and employment appropriate to one’s level of education</td>
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<td>- Labour market service providers</td>
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<td>- Small and medium-sized enterprises (SME)</td>
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<td>- Services for Refugees</td>
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<td>- Fair Integration (since 2018)</td>
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100 projects
Intercultural competence development and other services

12,661 employees of the labour administration, especially job centres, have participated in training.
IQ Competence Center
for Intercultural Opening & Anti-Discrimination
IQ Competence Centre for Intercultural Opening and Anti-Discrimination, VIA Bayern e. V.

<table>
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<th>Themes</th>
<th>Task</th>
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| Intercultural competence development | **Training and education courses**  
Conception, implementation; train the trainer; process control and quality development |
| Anti-Discrimination             | **Information offers**  
Publications, specialist events and workshops |
| Diversity management            | **Transfer**  
Promoting the exchange of expertise, transfer to IQ, advice and support for the subprojects |
An intercultural opening process …

- … is an organisational development process
- … recognizes diversity in living and working together
- … takes the needs of diverse customers and employees into account
- … considers all the processes and structures of an institution:
  Inclusion ↔ Exclusion
- … reduces the barriers to access
- … increases the opportunities for participation
- … is an improvement of quality
Four levels of intercultural opening

Structure

Personnel

Services and offers

Networking
Four levels of intercultural opening

- Diversity as a guiding principle
- Integration concept
- Diversity officer …

- Increasing the proportion of staff with a migration background
- Personnel selection that is non-discriminatory
- Intercultural training courses …
Four levels of intercultural opening

- Specific counselling services
- Support measures
- Interpreting services …

- Cooperation with stakeholders in the fields of migration and diversity
- Events …
Let’s do it …

- Process monitoring by IQ
  - Consulting and moderation
  - Regular in-house workshops
- Formation of a “steering committee” within the institution
- Needs analysis
- Selection of between one and three objectives (e.g. in the field of services)
- Developing the objectives
- Controlling

Practical example Hamburg …
Practice example

Visualization aid
IQ Network Hamburg – NOBI

- Hamburg: population of 1.8 million
- IQ Coordinator: Chamber of Crafts
- Actually 14 IQ partners and 21 IQ subprojects
- Qualifications for
  → Manufacturer
  → Teacher
  → Engineer
  → Doctor
  → Medicine & Care
  → Economist
IQ subproject „migration.works“

- Part of the IQ Network in Hamburg
- Association: basis & woge e. V.
- Intercultural trainings & concepts for labour market and economic stakeholders
- 2,200 participants
- 8 “work aids”: brochures for counsellors
  → 100,000 copies since 2010
  → Free of cost for users
  → Awarded as „IQ Best Practice“ in 2016
- Distribution
  » In Hamburg
  » all over Germany
Example

- A nurse from cameroon immigrates to Germany
- She is obligated to go to an official authority of the labour market
- Her language skills are adequate, but she doesn’t know the special terminologies of german bureaucracy
- Her counsellor does not speak french

How to fill the communication gap?
Example

Ich benötige Ihren Sozialversicherungs­ausweis
The "visualization aid" helps!
Contact

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Thank you for your attention

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