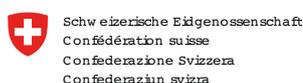


Checklist for Organisation of Orientation Sessions via Video Link

EU-FRANK Tool 8

The EU-FRANK project is co-financed by the Asylum, Migration and Integration Fund (AMIF)

Led by Sweden. In partnership and consultation with:



Introduction to this tool

This tool has been developed within the framework of the EU-FRANK project in 2018-2019 with funding from the European Asylum Migration and Integration Fund. Information presented in this tool is by no means exhaustive, but represents a compilation of guidance and practical tips. The objective has been to support EU Member States in their operational work with resettlement. For more information about this project, visit www.eu-frank.eu.

What is the purpose of this tool?

This checklist can be used to prepare and conduct a cultural orientation (CO) session via video conference with a selected refugee or a group of selected refugees.

Why was it created?

When it is not possible to travel to the country of first asylum, when outsourcing is not a preferred option to provide pre-departure CO training on site, or when a refugee is unable to attend the provided CO training due, for instance, to serious medical conditions, a video conference can be a practical alternative. Organizing a CO session via video conference can help refugees to receive most of the information they need to know before they travel to the resettlement country.

What is in this tool?

This checklist highlights some key aspects to be taken

into consideration when planning and conducting a CO session via video conference. It provides suggestions for officers who are directly involved in the video conference on how to carefully plan and conduct the CO session.

Who should use this tool?

This checklist is meant to be used by resettlement officers who will provide a CO session through video conference.

Which other training tools and sources to use?

For more information and inspiration on topics that can be addressed within a CO session and how to plan a live session, please refer to the [*EU-FRANK Tools Guiding Note around Pre-departure Orientation Topics and Tool 10 Template for Preparing Orientation Training in Partnership with the IOM*](#)

Checklist for Organisation of Orientation Sessions via Video Link

Prior to a video conference session		
Checklist	What to do	Step by step
Local support	Find a local contact person in the country of first asylum who can facilitate the video conference call (UNHCR, IOM, ICMC, other).	<ul style="list-style-type: none"> • Support should include a contact person, an interpreter, facilities, and necessary IT equipment in the country of first asylum (computer, video conference account, high-speed internet connection). • Share your account details with your contact person from the country of first asylum.
A video conference account	Create a video conference account using your professional e-mail address or with the support of your IT team.	<ul style="list-style-type: none"> • Download video conferencing software that is compatible with the software and internet connection used by the contact person or interpreter (for instance: FaceTime, Google Hangouts, Gotomeeting, or Skype). • Activate the software with your professional e-mail address. • Request account details from the person in charge of the video conference (the contact person or interpreter). • Test the account, microphone, speakers, and camera at least once before the day of the session, preferably 2–3 days before the actual session in case the test fails and you need to schedule a second test.
Facility	Liaise with the contact person to verify the availability of their premises or book a location (within their office or a hotel room) with Internet and video conference access.	<ul style="list-style-type: none"> • Share the required date and time (taking the time difference into consideration) for the video conference and the test calls prior to the session. • Ask the contact person for the availability of rooms (classroom, waiting room, or a hotel if necessary). • Book a location with a reliable and secured Internet connection/ video conference access. • Do the same on your side. • If your contact person works with an operational partner such as the IOM or ICMC, make sure to discuss the involved costs in advance. This applies for all services.
Interpreter	Use your contact person to establish/arrange for an interpreter in the country of first asylum.	<ul style="list-style-type: none"> • Ask your contact person to arrange for an interpreter who speaks the refugee's mother tongue for the set date and time. • Ask for the interpreter's contact details in case you wish to brief her/him about the session and the use of the materials. You can consult the EU-FRANK Tool 9 Guiding Note for Communication via Interpreters. • Prepare and discuss some briefing points with the interpreter concerning the session.

Prior to a video conference session		
Checklist	What to do	Step by step
Invitations and transportation	Send out invitations to the refugee(s) and, if required, organize their transfer from their place of residence to the selected facility (through your contact person).	<ul style="list-style-type: none"> • Inform through the invitation about the details such as: date, time, and place, attendance rules, and travel modalities (if applicable) • Ask your local contact point to inform the refugees about: <ul style="list-style-type: none"> • The date, time, and place of the meeting, • The transportation modalities, • The purpose of the meeting and its mandatory character, and • The family members you want to be present.
Inform about the location	Inform contact persons and the facilities about the composition of the group that has been invited (highlighting special needs).	<ul style="list-style-type: none"> • Provide the contact person with details of the location and vice versa. • Clarify the number of participants and the composition of the group (size, age, mother tongue, special needs, additional services). • Make sure to give and receive feedback about withdrawals and any other relevant updates.
Additional services	Verify the needs for additional services and send necessary requests.	<ul style="list-style-type: none"> • Lunch and/or coffee breaks (for the number of attendees). • Possible child care and/or security staff. • Handouts (number of copies). • Interpreter (requested language and profile). • The local contact point should prepare the group/individual in advance to make sure they know what to expect and will not be hesitant to participate and ask questions.
Confirmation e-mail	Make sure your contact person confirms the provision of the requested services.	<ul style="list-style-type: none"> • Request a confirmation e-mail including: <ul style="list-style-type: none"> – the date and local time of the meeting, – logistics (facilities, computer and related items, transportation), – video conference contact details, – phone number of the local contact person, and – phone number of the interpreter (if required).
Prepare the CO session	Define the content of the CO session and prepare the necessary supporting material.	<ul style="list-style-type: none"> • The session can focus on the following: <ul style="list-style-type: none"> – Location of the resettlement country/municipality/ reception center. – Travel and reception upon arrival and important related elements. – Refugee status and the most important related rights and obligations. – Expectations regarding family reunification, return to the country of origin/first asylum, future living conditions (incl. financial aspects), etc. For further ideas, consult the EU-FRANK Tool 9 Guiding Note around Pre-departure Orientation Topics. • If you want to use pictures or maps, collect these in a folder that will be accessible during the session. • Pictures that may be considered: <ul style="list-style-type: none"> – A country map – A map of the location of resettlement – Future accommodations and facilities – Contact person in the country of resettlement • If available, provide links to websites/applications/videos to use as country information or to enable language learning. • Ideally, the training material should be shared with the contact person and printed beforehand so that the refugees can look at it during the session.

During the video conference		
Checklist	What to do	Step by step
Check language	Confirm the language and that the person understands you/the interpreter.	
Check details	Check if you have the right person in front of you.	<ul style="list-style-type: none"> • Name, date of birth, picture, etc.
Explain content	Give a short introduction and go through the content of the briefing.	<ul style="list-style-type: none"> • Subjects to be mentioned during an introduction: <ul style="list-style-type: none"> – the goal of the session, – the available time, – the role of the interpreter, – the possibility to ask questions. • Go over the topics you have prepared and show the pictures.
Questions	Encourage the refugees to ask questions and share their concerns at any stages, especially if few questions are asked.	<ul style="list-style-type: none"> • Before starting a topic, ask if the refugees already have questions on the subject. • When summing up each topic, ask for further questions.
Summing up	Check if everything is well understood	<ul style="list-style-type: none"> • Ask specific questions to verify the level of understanding of the information provided. • Ask the refugees to give a summary concerning the topics you consider most important.