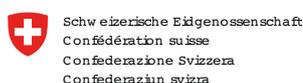


Template for Preparing Orientation Training in Partnership with the IOM

EU-FRANK Tool 10

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 document seeks to support resettlement countries that are planning a pre-departure cultural orientation training (commonly called PDO) mission in a country of asylum and who rely on the International Organization for Migration (the IOM) for logistical and operational support in connection to this. It provides a framework for communication between the State entity in charge of this mission and the IOM. Using this tool should help both sides coordinate so that most aspects of the mission are discussed in advance and possible issues can be anticipated.

Why was it created?

This tool was created to help resettlement countries that want to provide their own PDO training abroad to plan their mission and coordinate with the IOM for assistance. This tool will help heads of PDO missions to plan their mission in advance.

What is in the tool?

This tool contains a list of items that summarizes the most important information to be exchanged between the resettlement country and the IOM when planning a PDO mission. It also highlights important needs of the team that may need to be attended to in partnership with the IOM. It should be adapted and completed according to the specific needs and constraints of each resettlement country. The tool assumes that a specific budget has been dedicated to the IOM to provide support to such a mission, including specific services for the refugees and conditions thereof. All of these issues should have been addressed prior to any mission and are ideally reflected in a Grant Agreement.

Who should use this tool?

This tool is foreseen to be of use for heads or coordinators of PDO missions.

As soon as the country of resettlement has sufficient information on the mission and can start sharing requests with the IOM, a first version of the checklist suggested by the tool should be sent to the IOM. This should be done as early as possible to allow the IOM to start the planning well in advance and to secure accommodation, transport, and internal travel permissions where necessary for the refugees. It will also give sufficient time to find solutions if issues arise. Additional information or requests can be added later.

Which other training tools and sources to use?

Other EU-FRANK tools relating to cultural orientation, such as an overview of topics that can be addressed and guidance on how to provide orientation by use of video conferencing systems, are available on www.eu-frank.eu.

In relation to this tool, it may be important to note that the logistical and operational support extended by the IOM should be framed by a Resettlement Agreement concluded between the resettlement country and the IOM. The IOM's Standard Resettlement Project Form (SRPF) will describe the operational and logistical support to be provided by the IOM for PDO according to what was agreed between the organization and the Member State. These elements are then also reflected in a budget as part of the overall Resettlement Agreement. Please refer to www.iom.int for more information about the IOM.

Template for Preparing Orientation Training in Partnership with the IOM

Sub-topics	Suggested activities
Context	<p>Write a brief explanation about the context (including, for example, your national resettlement program, how you cooperate with the IOM, etc.).</p> <p>Refer clearly to the Grant Agreement, the specific budget, and the description of services ('SRPF') agreed on with the IOM and emphasize that all requests for support should fall within the scope of the overall agreement and budget.</p> <p>.....</p>
Objective of these guidelines	<p>Describe the purpose of your collaboration with the IOM. For instance:</p> <p>.....</p> <p>(Name of country/organization) would like to provide cultural orientation training to those refugees who have been selected to be resettled to (name of country) before their departure.</p> <p>The objective of these guidelines is to frame the organization of the cultural orientation missions organized by</p> <p>.....</p> <p>(Name of country/organization)</p>
Terms of the cooperation	<p>Explain here how you intend to use this form and what you expect from the IOM in this regard. For instance:</p> <p>This form will be sent in due time to the IOM before each mission in accordance with the general framework of agreement signed between</p> <p>.....</p> <p>(Name of country/organization) and the IOM.</p> <p>The IOM focal point in your country will familiarize themselves with the content of the form and provide responses to each of the various elements outlined.</p> <p>At the latest days/weeks before the mission takes place,</p> <p>.....</p> <p>(name of organization) will communicate to the IOM:</p> <ul style="list-style-type: none"> • The requested mission dates (see below) • The program content (attached as an annex to this document) • The updated checklist of all human resources and material needs (see below) <p>.....</p> <p>[Name of your organization] would like to be informed within 10 calendar days after sending the operational guidelines if some of the below requirements cannot be met for the required dates.</p>

General information about the CO mission			
Item	Information from (name of your organization)	Requirements from (name of your organization)	Response (including comments or suggestions) from the IOM
Timing	Indicate here when you would like the mission to take place	Ask the IOM to confirm whether the support from the IOM can be provided on the required dates and to pay attention to possible issues (public holidays...)	Confirmation Questions or remarks:
Location	Indicate where you would like the mission to take place (e.g. which city, town, refugee camp, etc.).		Acknowledgement Comments on feasibility of organizing it in that location/ alternative suggestions Questions or remarks:
CO Team	Provide a full list of all team members and their contact information (full names as on passport, phone number, email address). Highlight the head of mission.		Acknowledgement Questions or remarks:
The IOM contact person in country of mission		Contact details of the local IOM staff who will be supporting the mission	Name: Email: Phone number: Questions or remarks:
Number of refugees to receive CO training	Clarify here how many people will participate in the training		• Acknowledgement Questions or remarks:
Special needs	Mention here if some participants have specific needs	Clarify which measures should be taken to guarantee participation (ensure accessibility for PRM, require sign language interpreter...)	• Confirmation that specific measures will be taken to ensure participation of persons with special needs Questions or remarks:
Number of children	Specify here the number of children for whom childcare should be foreseen Indicate their age and related needs. Take this into account when requesting childcare (dedicated section below)		• Acknowledgement Questions or remarks:

General information about the CO mission			
<p>Structure and composition</p>	<p>Clarify here whether you would like the participants to be divided into groups and the size of each group.</p> <p>To compose CO groups, the following should be considered:</p> <ul style="list-style-type: none"> • Ideal size of group • Family composition and whether you want family members together in one group • Language • Place of residence of the participants (it can be easier to group people from one region if they need transportation or escort) • Age and gender (for some specific activities for instance) <p>If the IOM is required to help with planning the training, indicate if there is a risk of overlap with other planned activities (e.g. visa application appointment, medical checks, etc.).</p> <p>Providing a schedule of the mission to the IOM is always useful (please see the example provided below).</p>	<ul style="list-style-type: none"> • Clarify whether you would like assistance from the IOM to determine the groups' composition (taking into account the place of residence and need for escorted transportation, for instance). 	<ul style="list-style-type: none"> • Acknowledgement • A proposal of groups for the CO is placed in an attachment (if relevant) <p>Questions or remarks:</p> <p>.....</p>
<p>Daily Schedule</p>	<p>Confirm the time at which you intend to start and finish on each day so that the IOM can inform the participants and plan accordingly (the IOM will sometimes provide transportation, escorts, etc., depending on the country situation).</p> <p>Inform the IOM if you would like the participants to arrive at the premises a bit earlier than the schedule starting time (and how long).</p>	<p>In some countries, the movements of refugees are restricted, and travel at night/evening is advised against.</p> <p>You can ask the IOM to provide any relevant information in this regard so you can adapt your schedule accordingly.</p>	<ul style="list-style-type: none"> • Acknowledgement • Relevant information regarding movements of refugees: <p>.....</p> <p>Questions or remarks:</p> <p>.....</p>
<p>Attendance of participants</p>	<p>Attendance should be mandatory. Clarify here your rules and possible exceptions (e.g.):</p> <ul style="list-style-type: none"> • Mandatory for those years old, optional for those between and years old • How to proceed if someone is sick • Whether parents have to bring their children or if they can leave them with someone "at home". 		<ul style="list-style-type: none"> • Acknowledgement <p>Questions or remarks:</p> <p>.....</p>

General information about the CO mission			
Invitation of participants		<p>Explain here when you would like the participants to be invited by the IOM to attend the training. Make sure that only selected refugees are invited and that the IOM is informed of rejected/withdrawn cases.</p> <p>The contact details of the refugees should be shared with the list of participants in the attachment.</p> <p>Request the IOM to inform you if any of the participants could not be reached or raised issues about attending, as well as any other relevant updates that could impact upon an individual's participation.</p>	<p>Participants have been contacted on (dates):</p> <p>Encountered issues:</p> <p>Questions or remarks:</p>
Information to be provided to the participants in advance		<p>Provide a list of the information items you want the IOM to communicate to the participants when inviting them:</p> <ul style="list-style-type: none"> • Date(s) and place of the CO • Schedule • Attendance rules (see above) • Childcare provided during the training • Reimbursement of travel expenses • When applicable, travel modalities (escort from a specific city, etc.) • When applicable, accommodation provided 	<ul style="list-style-type: none"> • Confirmation that all information has been shared with all the cases <p>Questions or remarks:</p>

Logistics for the CO mission			
Item	Information from (name of your organization)	Requirement from (name of your organization)	Response from the IOM

Logistics for the CO mission			
<p>Premises</p>		<p>Ask the IOM to reserve premises for the CO training.</p> <p>Clarify :</p> <ul style="list-style-type: none"> • Criteria you would like the premises to meet (how many rooms, size, etc.) • If you have specific requests regarding the location • When the premises should be available (from until) • What furniture you will need • If you need to hang things on walls (e.g. flags, maps, pictures, etc.) • <p>You can also ask the IOM to inform you about available or recommended premises in the given location.</p>	<ul style="list-style-type: none"> • Confirmation that premises that meet the criteria have been reserved for the required dates • Confirmation that the requested furniture will be provided • Confirmation that material can be hung on the walls <p>Questions or remarks:</p> <p>.....</p>
<p>Transportation</p>		<p>Ask the IOM to facilitate transportation for the participants.</p> <p>Clarify which form of support you would like to be provided (reimbursement of costs, direct provision of transportation, presence of an the IOM escort, etc.)</p> <p>Ask the IOM if they have any SOPs or advice on how to proceed regarding this issue.</p> <p>Also ask the IOM to share with you all relevant information regarding local transportation (this is linked to the above remark on possible restrictions of movements).</p>	<ul style="list-style-type: none"> • Confirmation that the requested assistance will be provided • Relevant information regarding local transportation: <p>.....</p> <p>Questions or remarks:</p> <p>.....</p>
<p>Accommodation</p>		<p>Ask the IOM to organize accommodation for the refugees.</p> <p>Clarify:</p> <ul style="list-style-type: none"> • Under which conditions (for instance, all participants living at a certain distance) • Length of stay (if participants should already be accommodated the night before the training starts). <p>Ask the IOM if they have any SOPs or advice on how to proceed regarding this issue.</p>	<ul style="list-style-type: none"> • Confirmation that accommodation will be provided according to the mentioned conditions • Relevant information regarding accommodation: <p>.....</p> <p>Questions or remarks:</p> <p>.....</p>

Logistics for the CO mission			
Food and coffee breaks		<p>Ask the IOM to organize food and beverages.</p> <p>Clarify your requirements regarding the meals you would like to be provided:</p> <ul style="list-style-type: none"> • Lunch and/or coffee breaks • For whom (the participants, the team, interpreters, baby- sitters, etc.) • Any other specific request related to this (e.g. dietary requirements) 	<ul style="list-style-type: none"> • Confirmation that food and beverages will be provided <p>Questions or remarks:</p> <p>.....</p>
Office supplies		<p>Ask the IOM to provide office supplies.</p> <p>List here the supplies the CO team needs and</p> <p>when the team would like to receive the required material.</p> <p>For instance and depending on availability:</p> <ul style="list-style-type: none"> • Flipchart with sufficient paper • Permanent markers (black, red, blue, and green; two of each) • Projector • White screen / white wall • Loudspeakers • Adaptor for European plugs (if needed) • Large duct tape • Regular duct tape • Pins • Two pairs of scissors • Notebooks (one per refugee taking part in the training) • Pens (one per refugee taking part in the training) • Coloring pencils and sharpeners (one for every five children) 	<ul style="list-style-type: none"> • Confirmation that the supplies will be provided <p>Questions or remarks:</p> <p>.....</p>
Internet connection		<p>Specify here what you would need regarding Internet access.</p> <p>For instance: a well- functioning high speed Internet connection, logins and passwords if needed (for all team members), etc.</p>	<ul style="list-style-type: none"> • Confirmation that the required items are available and will be provided <p>Questions or remarks:</p> <p>.....</p>

Logistics for the CO mission			
Printouts		<p>Ask the IOM to print written material, brochures, etc.</p> <p>Clarify:</p> <ul style="list-style-type: none"> • If you would like material to be printed • How many copies • How it should be printed (color, double-sided, etc.) • When (i.e. on what days) the team will need the material • <p>Place the documents to be printed in an attachment or confirm when they will be sent to the IOM for printing. Make sure to ask for an estimation of the costs involved.</p>	<ul style="list-style-type: none"> • Confirmation that the sent material will be printed as required and shared with the CO team in due time <p>Estimation of the costs: (often provided in USD)</p> <p>Questions or remarks:</p>

Human resources			
Item	Information from (name of your organization)	Requirement from (name of your organization)	Response from the IOM
Interpreters		<p>Clarify here:</p> <ul style="list-style-type: none"> • The number of professional interpreters you need • The requested language(s) • The working hours • Any other requests <p>Specify any information you would like to receive from the IOM in this regard (e.g. name, gender, educational background, relevant previous experience, any other relevant details, etc.).</p>	<ul style="list-style-type: none"> • Confirmation that the interpreters have been identified and all information has been shared with them • Required additional information about interpreter n°1: • Required additional information about interpreter n°2: <p>Questions or remarks:</p>
Child minders		<p>Mention here the number of child minders you would like to hire and any other related request. Specify your expectations towards them.</p> <p>Raise attention to possible specific needs and related measures to take.</p> <p>Specify the working hours.</p>	<ul style="list-style-type: none"> • Confirmation that the child minders have been identified and all information has been shared with them • Confirmation that specific measures will be taken in case of specific needs of some children <p>Questions or remarks:</p>

Human resources			
Escort		<p>Insert here the number of standby escorts you would like to hire and any other related requests.</p> <p>Specify what you would like the escort to do (e.g. take attendance, make sure the participants are on time, deal with specific issues, etc.).</p> <p>Specify the working hours.</p>	<ul style="list-style-type: none"> • Confirmation that the escort(s) have been identified and all information has been shared <p>Questions or remarks:</p>
Security staff		<p>Insert here the number of security staff you would like to hire and any other related requests.</p> <p>If necessary, UNHCR and the IOM can provide recommendations in this regard.</p> <p>Specify the working hours.</p>	<ul style="list-style-type: none"> • Confirmation that the security staff has been identified and all information has been shared <p>Questions or remarks:</p>
Additional comments or requests from MS planning the mission			
Additional comments or recommendations from the IOM			

[Place here or in an attachment a standard list of material needed for one CO classroom and specify, depending on how many groups you will give CO training to, how many packages are needed]:

.....

Example: This standard package should be provided times:

Standard list of material needed for one CO classroom		
Item	Number	Check
Flipchart + paper		
Projector		
White screen / wall		
Loudspeakers (1 pair)		
Microphone		
Chairs		
Desk / Tables		
Notepads		
Pens		
Duct tape (large)		
Duct tape (regular)		

Standard list of material needed for one CO classroom		
Permanent markers black		
Permanent markers blue		
Permanent markers red		
Permanent markers green		
Pins (1 box)		
Sticky notes (1 pad)		
Scissors		
Paper A4 (25 sheets)		
Paper A3 (25 sheets)		
Other :		
Other :		
Other :		

[Place here below or in attachment your (draft) planning for the mission]

.....

Example

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 October	2 October	3 October	4 October	5 October	6 October	7 October
Group 1	Travel of delegation	Briefing with the embassy, the UNCHR, and the IOM + preparation of premises, check of material etc.	CO Training day 1	CO Training day 2	CO Training day 3	Debriefing with the embassy, the UNCHR, and the IOM	Departure of delegation
Group 2			CO Training day 1	CO Training day 2	CO Training day 3		

Annex

Indicative list of items relating to the implementation of CO missions in countries of asylum that can be included in the budget attached to the Grant Agreement concluded between your organization and the IOM.

- Rental of rooms where the CO training will take place
- Technical equipment (projector, flipchart, notebooks, etc.)
- Transportation of refugees to the CO location and back
- Where relevant, escort of refugees to the CO location
- Accommodation during the CO training for

refugees living far from the CO location

- Catering for the refugees during the CO training
- Catering for the interpreters and child minders
- Catering for the CO trainers
- Childcare services
- Security guards
- Interpreters
- Printing/copying of material

The scope of these services (what they cover exactly and if they should be provided automatically for each mission) should be accurately described in the Grant Agreement, for instance in the IOM's Standard Resettlement Project Form ("SRPF").