

# ANALYSIS OF SKILLS PROFILING DATA COLLECTED WITHIN THE EU RELOCATION PROGRAMME

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## INTRODUCTION

This report maps and analyses data obtained from the EU Skills Profile Tool for Third Country Nationals<sup>1</sup>. The tool has been piloted by IOM between September 2017 and February 2018 under the EU funded projects: 'Relocation program from Greece to other EU Member States and Associated States for beneficiaries in clear need of international protection' and 'Complementary measures in light of the relocation programme from Italy to Member and Associated States of Relocation'.

The tool has captured skills, qualifications and work experiences of around 450 beneficiaries of the EU Relocation programme with the support from the IOM Focal Points in Italy and Greece (pre-departure stage) and upon arrival in countries of relocation (post-arrival stage), namely the IOM Focal Points in Spain, Romania and Slovenia. Other countries of relocation opted for information and orientation sessions getting an overall impression of the skills profiles without capturing them in the tool, namely IOM focal points in Finland, Estonia, Portugal and Luxembourg.

Out of the total number, this report analyses a sample of 277 skills sets of beneficiaries coming from Eritrea, Syria and Iraq. It complements the analysis of the data with information gathered from several interviews and/or narrative reports with the IOM Focal Points.

The report structures the data and additional information analysis in three main parts. The first part outlines the skills profile of the beneficiaries. The second part provides an analysis of the skills profile. The third part includes recommendations. These are targeted at policy and operational action with the aim to make beneficiaries of the EU relocation programme more employable on EU labour markets.

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<sup>1</sup> The tool was developed by DG Employment, Social Affairs and Inclusion as part of the New Skills Agenda for Europe: <http://ec.europa.eu/social/main.jsp?catId=1223&intPagId=5019&langId> and is available for consultation at <https://ec.europa.eu/migrantskills/#/>

## 1. BENEFICIARIES PROFILE

### 1. Demography

Of the selected sample of 277 beneficiaries, 123 came from Eritrea, 93 from Syria, 61 from Iraq. 213 beneficiaries (or 77 per cent) were male, while 64 were female (33 per cent). The following graph shows the distribution of the beneficiaries in terms of nationality, age groups and gender:

Figure 1: Nationalities

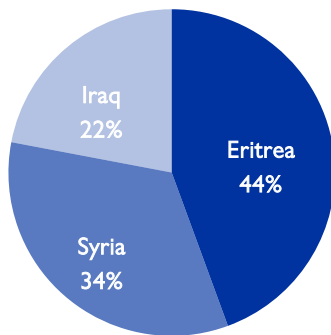
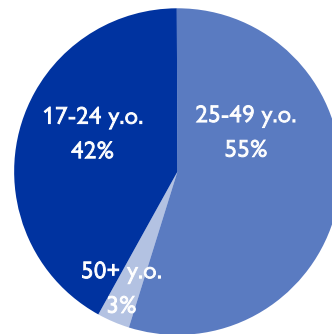
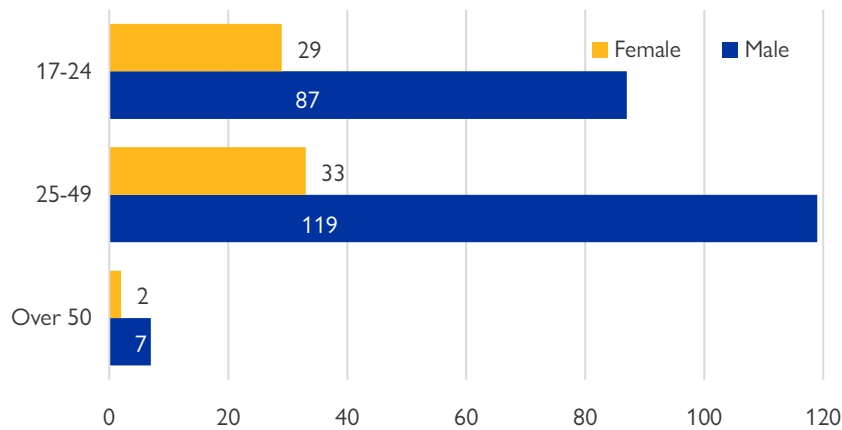


Figure 2: Age Groups



Source: Skills Profile Data documented in Greece, Italy, Romania and Spain, 2017/2018.

Figure 3: Age Groups and Gender



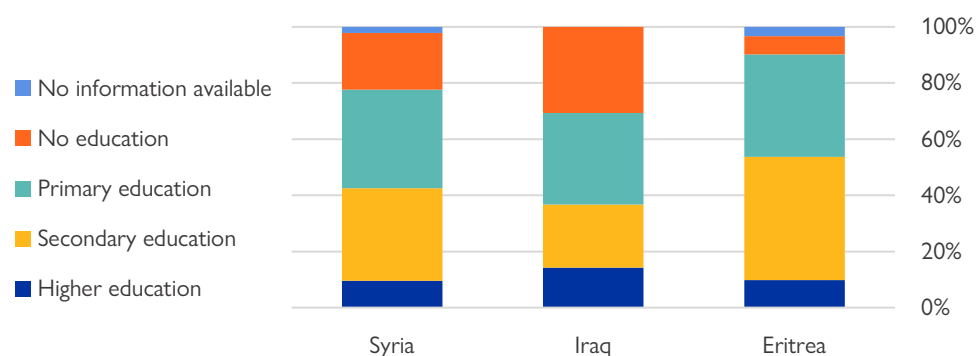
Source: Skills Profile Data documented in Greece, Italy, Romania and Spain, 2017/2018.

### 2. Education

In terms of education, 10 per cent of the beneficiaries indicated having attained higher education, whereas 35 per cent secondary education, and 34 per cent primary education. 21 per cent of the beneficiaries indicated that they did not have any schooling, or did not answer this question.

The following graph shows how the education levels present throughout the countries of origin:

Figure 4: Education and Origin



Source: Skills Profile Data documented in Greece, Italy, Romania and Spain, 2017/2018.

Only 7 per cent of the beneficiaries answered the question whether they hold a certificate or diploma affirmatively. It is not clear from the data whether the certification is still in their possession or not. The other beneficiaries that answered this question, mainly from Syria, indicated that they did not obtain a certification or do not have it anymore.

### 3. Skills and experiences

Beyond the certified qualifications, around 190 beneficiaries (68 per cent) also gave information on their (non-formalized) experiences and skills resulting in the following clusters:

Table 1: Skills

Skills cluster	Beneficiaries	% of the respondents
Agriculture, including livestock	42	22%
Driving, including taxi and bus	31	16%
Construction (incl. carpentry, bricklaying, electrician work, plumbing)	28	15%
Selling Skills	22	12%
Child Care	15	8%
Hotel Catering	13	7%
Elderly Care	11	6%
Cooking, including managing kitchen	10	5%
Food processing, including butchery	7	4%
Entrepreneurial Skills	5	3%
Teaching	4	2%
Hairdressing and barbering	2	1%
<b>Total</b>	<b>190</b>	<b>100%</b>

Source: Skills Profile Data documented in Greece, Italy, Romania and Spain, 2017/2018.

Apart from the 190 respondents providing information about their professional skills and experience, around 80 beneficiaries (28 per cent) indicated that they do not have any professional experience or skills. Basic skills like literacy and numeracy as well as digital skills were captured in too few cases and without a palpable indication at which level the skills are to draw a representative picture.

#### **4. Languages**

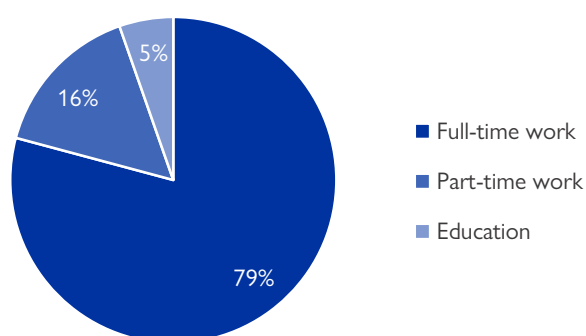
The primary languages spoken by the beneficiaries are Tigrinya and Arabic. The majority of Arabic speakers also master Kurdish, around 15 per cent have knowledge in second and third languages like English, Spanish or Greek, almost in all cases at beginner or intermediate level. Almost 50 per cent of Eritreans are monolingual. Around 10 per cent of them speak English at different levels. Fewer than 10 per cent speak Arabic too and a couple speak multiple languages including Amharic and Hebrew.

#### **5. Expectations**

89 per cent of the beneficiaries (247 people) provided information about their expectations after relocation to a EU country. The majority of them (85 per cent) indicated that they want to work either full or part-time. Only very few (5 per cent) said they would like to study.

In the section regarding beneficiaries' expectations where other interests could be expressed, however, some beneficiaries indicated that they would like to undergo training, but either did not specify what type of training they were referring to or the statement seemed to be related to improving the language skills and/or attending integration courses.

Figure 5: Expectations



Source: Skills Profile Data documented in Greece, Italy, Romania and Spain, 2017/2018.

## 2. ANALYSIS OF SKILLS PROFILE

The majority of beneficiaries are in the **working age** between 25 and 49 years, which has the highest employability rates on EU labour markets due to the balance between working experience and adaptability. This is a good starting point for labour market inclusion.

The **schooling and education level** as job entry point is poorly developed or insufficiently documented and will likely pose an obstacle to inclusion rather than facilitate it. The Arab beneficiaries who are high skilled indicated more often not having a certificate or diploma than Eritrean high skilled beneficiaries.

EU-based employers who struggle with skills shortages and do not have experience with employing refugees would in this sample be confronted with beneficiaries that either do not have a qualification that can be matched with the skills demand or cannot prove their skills with an acceptable certification. Those few that have a diploma will probably not be able to produce it in the language and vocational framing of the country of relocation, thus posing additional obstacles of translation and recognition.

The wider profiling of **skills, experience and expectations** as well as languages does show the potential for further skills assessment and skills development.

The captured skills and experiences include skills sets that are in short supply in the EU, like hotel catering and elderly care. Also, the wide fields of construction and agriculture are undergoing constant change on the labour market and would profit from experienced workers, especially if they count, like many in this sample, with over 10 years of relevant work practice. Arab beneficiaries, especially from Iraq, indicated to be experienced/skilled in construction, while Eritreans in agriculture.

Some skills sets showing a patchwork career including different work experiences suggest that these workers would be flexible in using and developing their skills in several fields.

The fact that many beneficiaries did not declare any experience or skills points at a development **potential to recognize their own transversal skills and capacity**. Skills acquired at home through childcare, elderly care or housekeeping work can be a source for further assessment. A more decided tapping into further transversal skills sets like ability for problem solving, entrepreneurial skills, organizational skills, communication talent etc. is likely to show additional potential for skills matching.

Furthermore, the expectations show that the majority of beneficiaries are **looking for labour market inclusion** and are ready to use their skills, certified or transversal, for it. Expectations were expressed more often by Eritreans than by Arab beneficiaries, possibly because they are further in their decision process on how to tackle their working life after relocation.

Finally, the variety of **language skills**, even if basic and/or bilingual background of some beneficiaries indicates that there is a readiness to learn the language of the country of relocation and a capability to work in a global environment. Arabic is an official UN language, which might increase its utility also in the new world of work for Europe.

### 3. RECOMMENDATIONS TO STAKEHOLDERS OF THE INTEGRATION PROCESS

The following recommendations are targeted at stakeholders that support beneficiaries in their integration process and help increase their employability based on the conclusions drawn from the skills profile analysis. These stakeholders include policymakers, NGO's, public employment services, vocational training institutes, and other actors along the relocation journey including the beneficiaries themselves.

#### ***1. Assuming labour market inclusion as crucial part of societal integration***

Stakeholders should place and advocate employment as a crosscutting asset of the overall integration process of beneficiaries. Activities that increase the employability from an early stage, such as skills profiling, job interviews and work testing could be explained and understood as a multistep approach towards work, even if concrete employment is not visible or possible yet. The path of the beneficiaries to becoming employable can start in the pre-departure phase by thinking about relevant skills, areas of interest and development needs, to increase the chance to enter a job later on. Labour market information is better presented in the context of the country of relocation than in a EU-wide comparison, especially when it comes to salaries and working conditions. Stakeholders are encouraged to implement this employability-centred view in their relocation work in order to make it an integral component of their overall inclusion support of beneficiaries.

#### ***2. Case managing labour market inclusion from the beginning***

To make sure that the notion of labour market inclusion being crucial for the overall integration does not overpower or neglect the more basic existential and psychological issues that forced migrants are confronted with, case management is recommended as an overarching principle. A number of employment services in the EU rely on case managers to ensure a crosscutting employability focus while addressing all systemic factors that influence the integration continuum. Case managers are trained mediators who support clients' individual needs including psychological, cultural and social ones, beyond administrative silos and fragmented networks. Stakeholders are encouraged to rely more on a case manager structure to focus on the (employment) inclusion potential, the necessary steps to tackle challenges and on reaching out to the relevant stakeholders while avoiding information gaps and doublets as a single point of contact for the beneficiary. The crosscutting character of an employability-centred approach is likely to also devote more time to assessing skills. The topic of employability and skills development could be introduced from the beginning of the relocation process as an integral part of overall inclusion without isolating it as mere labour market access, which is more likely to appear as relevant only when all other issues are solved. Expectations raised by the assessment of skills would be



fulfilled with an empowering dialogue on future steps towards employment as a goal, rather than as far-away point, which is difficult to reach.

### ***3. Supporting beneficiaries in valuing and presenting their skills and experience***

In order to convince employers to hire skills, those skills need to be well presented and matched. Beneficiaries should be supported to practice identifying and presenting their hard and transversal skills, even if they are not certified or did not undergo institutional education. Offering advisory and coaching services to recognize own skills and gain the self-confidence and professionalism to present them in a marketable way is key to employability. Employment services in countries of relocation have online and onsite trainings and counselling at disposal to help profile and match skills as well as composing meaningful CVs to reach out to employers or vocational training institutes.

### ***4. Incentivizing alternative ways of working***

The changing world of work requires transversal skills to navigate in global and digital environments. Instead of solely focusing on complicated re-education and recognition procedures of qualifications, beneficiaries could be supported in capitalizing on their transversal skills like entrepreneurial spirit, networking capacity, selling skills and adaptability to change. Helping them develop their digital skills can be another door opener to participate in new, less regulated ways of work like platform tasks (gigs) such as online translations or Internet sales. This lower threshold employment can be used to empower and work-test beneficiaries, if the countries of relocation support this option.

The fact that most beneficiaries use a smartphone is a way of supporting them in creating common groups and self-moderated gateways for mutual learning and training options.

On the other side, the involvement of stakeholders who hold jobs, either employers themselves or multipliers like temp agencies and employment services, adds gravitas to skills profiling activities and creates credibility and perspective for jobseekers. In order to involve employers more, countries of relocation can help to find and incentivize ways of offering work before the residence status is clarified. Work-testing schemes can help bridge times and check-up how the profiled skills perform in practice. Employers and their multipliers can support the identification, matching and training of skills while beneficiaries are still in the process of being granted international protection. The earlier potential employers get to know and work with the skills of the beneficiaries, the higher the chance they will be placed into a job when it is possible. In relocation countries where SME's compose a significant share of the domestic labour market, it makes sense to reach out to chambers or trade bodies they use as a source for different types of communication.

## ***5. Formulating realistic language requirements***

Language can be the biggest barrier for labour market inclusion. The fact that international work and the gig economy might not be as bound to the domestic language as traditional job settings can offer a chance. While it seems crucial to learn the language of the host country in the mid- to long term, several types of jobs, for example in the hotel catering industry, international logistics centres or seasonal agriculture might be available with speaking lower levels than B1 or with a good command of English. Furthermore, the short-term assignments that are a typical contracting method for these three branches – as well as other ones – could offer alternative ways of working, like internships and work testing.

## ***6. Creating social space for exchange and follow up***

In spite of the opportunities digitization offers, face-to-face contact between beneficiaries and all stakeholders helping in the relocation and integration process is indispensable. One of the main experiences of this pilot is that beneficiaries appreciated the opportunity to express their fears and needs in a space that many perceived as safe to share and feedback also among themselves. The additional possibility to ask questions in their mother tongue through the presence of interpreters created additional social value. This asset should be put at the heart of future skills assessments and case management approaches in the member states.

## ***7. Complementing skills assessment and recognition***

The EU Skills Profile Tool serves to give a first glance at skills potential of beneficiaries. It is important to follow up on profiling by further assessing the skills in the country of relocation and to relate them to the domestic labour market needs. Many countries of the EU have their own profiling and assessment systems, which could be adjusted to accommodate beneficiaries' profiles like MYSKILLS does in Germany. Member States are recommended to explore which systems would work for this accommodation, how they need to be customized (e.g. with language versions and cultural wording) and how they can be linked with the national skilling and employment service.



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