

## **Assignment I: Workshops – website portal**

Facilitator: Cathy  
Webmaster: Ondrej  
Needed: internet connection

The website of ENARO/the HUB is a portal for sharing information.

a) Consider which type of information would be useful to share:

- \* For yourself in your work
- \* For your organisation
- \* Other actors

Think of access to handbooks and reports, background information on various topics

b) How should this be set up and what will be the consequences for

- \* the structure of the website
- \* the accessibility
- \* the confidentiality and reliability of information
- \* technical issues

**c) Make a presentation of your suggestions and recommendations to the Steering Committee**

### **Outcome:**

- TARGET GROUP:
  - EXCHANGE PARTICIPANTS
  - EXTERNALS
- OBJECTIVES:
  - INFORMATION
    - clear
    - structured
    - usefull
    - interactive
    - up to date
  - TO ATTRACT
    - to promote

**STRUCTURE**

HOME: GENERAL INFORMATION ABOUT ENARO/HUB

MEMBERS: COUNTRIES/ORGANISATIONS

EXCHANGE PROGRAMS:

SCHEDULE:PAST-PRESENT-FUTURE

COUNTRIES

LINKS TO THE DOCUMENTS

DOCUMENTAL-LIBRARY:

TO "STORE" FOR SHARE THE DOCUMENTS

LINKS:

RECEPTION

ASYLUM PROCEDURE

GOUVERNAMENTAL

NGOS

ACADEMIC: TRAINNING/RESEARCH

OTHER EU-NETWORKS

STATISTICS

INTERNATIONAL ORGANISATIONS: UNCHR-ACNUR CONTACTS

WEBDIRECTORY

SEARCH

DOCUMENT LIBRARY  
TWO WAYS TO ACCESS  
TWO WAYS TO CATEGORIZE

**COUNTRIES**

MAP

**THEMES**

EU LEGISLATION  
GENERAL RECEPTION CONDITIONS  
BEST PRACTICES  
UAM  
VULNERABLE GROUPS  
ACCESS LABOUR MARKET  
VOCATIONAL TRAINING  
ETC-

**European Network of Asylum Reception  
Organisations**  
Staff Exchange Program  
Reception Standards

## **Assignment II: Workshop Interview guide and reporting**

Facilitator: Rosa

Use of the interview guide and reporting.

- a) Discuss the use of the interview guide and format for reporting: how did this work out in practice? Is it possible to collect enough information during the exchange programme?
- b) Define your own *minimum standards for reporting*, include recommendations for reporting and the format for reporting
- c) Facts versus contemplation or rather *the art of criticism*.  
How to remain objective in reporting?  
How to report on 'bad' practice?  
What are the advantages and disadvantages of working in couples?
- d) Make a presentation of your suggestions and recommendations for the Steering Committee**

### **Outcome:**

1. minimize topics > go more in depth
2. writing reports:
  - a. extra time
  - b. importance mentioning 'good practice' specifically
  - c. objective vs subjective
  - d. access to computer
3. Point of attention: feedback with host at the end of the program
4. Country profiles, general info should be up dated and available on the website
5. Each exchange, add to existing info
6. Look at functionality of briefing and debriefing
7. working in couples, worked very well
8. Add European directives on minimum standards to the guide

## **Assignment III: Workshop Structure of exchange**

Facilitator: Mariska

The duration of the ENARO-exchange programme is 14 days.

- a) What are your views regarding the duration of the exchange? Was it perfect, too long or too short? (10 days exchange, 2 days briefing and 2 days debriefing, including travelling hours)  
Is there a different form that is more effective?
- b) What are your ideas on the programme of the briefing and debriefing?  
To what extent were you satisfied with the programme offered by your host country?
- c) Define your own ideal ENARO-exchange and research programme
- d) Make a presentation of your suggestions and recommendations for the Steering Committee**

### **Outcome:**

#### **I. Structure of exchange**

**Duration:** good preparation (know where you are going in time to prepare)  
Approx. 10 days is ok (not less)

#### **(De) briefing**

Briefing : Dense information  
Use of toolkit interview guide  
Language (interpreters, slow down the discussions)

Debriefing: workshops on good practice  
Less factual feedback

#### **Ideal ENARO exchange programme**

- Make the program the same for each participating country
- Report
- well prepared host / guests
- basic programme for visit to host country
- 2 or more to each country (teams matching country & language)

- Debriefing could be done at final conference
- Define and come to an agreement what to do when back home



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## **Assignment IV: Workshop Training possibilities**

Facilitator: Charles

The ENARO-network and the exchange programme is used for professional development of asylum/reception workers.

- a) Which training possibilities have you already seen during your exchange programme?  
Which trainings offered by your organisations would be applicable to other organisations?  
How can these trainings be shared?
  
- b) Mention at least 10 topics for staff training that could and/or should be developed for ENARO-members
  
- c) **Make a presentation with your suggestions and recommendations for the Steering Committee**

### **Outcome:**

#### **Existing Positive Practices**

- Basic Training of Staff (Introduction)  
Topics: Law, Human Rights, Cultural Differences, working for the government
  
- Specialised Training related to the function of the organisation (Social Workers, Case/Handling Officers)  
Topics: Communication and Support Methods, Law of Reception of Asylum Seekers
  
- Expert Training is targeted for Decision Makers  
Topics: Further Law and Policy Training
  
- Program of 3 Days where the new workers meet the General Director, Visit Head Office and the Centre and make contact with all the partners to get view of structure.

- On the Job mentoring to help new employee to settle and understand the role, duties and responsibilities.
- Constant Supervision and Mentoring throughout the work for different workers. This includes regular meetings to discuss work related issues and personal issues arising from work situations. These are held every 2-3 weeks. This can be given both by another person in the organisation or an external partner.

### **Challenges**

Develop an introduction program for new workers and another program for regular maintenance.

Recruiting persons with a Balance between 'Knowledge' and 'Good Will'

Create the possibility to outplace different persons into different countries where there is the need of workers or the need of professional training.

### **Continuous Training and Support for Workers**

- **Challenges**
- To Create a Knowledge Bank which can be easily accessed by different workers '*Enarowide*' with the view of evolving to a Database.
- Train the Trainer Schemes (Pass your knowledge to your colleague who then can pass it on to other colleagues)
- Learning on the Job (Visiting different centres or countries where one can work there for a period of time and learn about different working methods)

### **Suggestions for Enaro**

- 1) Both Host and Visitor are informed of the aims, goals, structures, expectations and desired outcomes to obtain the best results
- 2) Basic Material and Conditions (Such as computer, internet, translator) have to be available to help the visitor fulfill his/her task.
- 3) Need for Feedback about work done
- 4) To be involved in the choice of Topics to be researched to improve the practical relevance.
- 5) Participants are sent to countries who have relevant information and experience on the subject of interest of the participant.
- 6) Sharing of Job Opportunities (possibly via website)