



Digi-Path

Promoting the integration of migrants at local level through digital skills

IO 1 Identification of online local public (and private) TCN friendly services

Activity 1.3: Transnational Report about findings per country

CYPRUS, GERMANY, GREECE

Developed by Theresa Kahle, Bernd Kruczek

BK Consult GbR, July 2021

<https://bk-con.eu>

Project acronym	Digi-Path
Project title	Promoting the integration of migrants at local level through digital skills'
IO Title	IO 1 Identification of online local public (and private) TCN friendly services
Task	Task 1.3: Transnational Report about findings per country/Cyprus, Germany, Greece
Lead partner	BK Consult GbR
Output type	Research study / report
Media	Text file
Languages	English
Output Start Date	01/11/2020
Output End Date	30/07/2021
Partner organisation	BK Consult GbR
License	

Table of Contents

Inhalt

1. Introduction – Structure of the deliverable	5
1.1 Rationale of the Digi-Path Project	5
1.2 Purpose of the Study.....	5
1.3 Third Country Nationals – Legal Basis at National Levels – Short Overview per Country	6
1.3.1 Cyprus.....	6
1.3.2 Germany	6
1.3.3 Greece	7
1.4 Facts, Numbers and Actual trends in Migration per Country	7
1.4.1 Cyprus.....	7
1.4.2 Germany.....	7
1.4.3 Greece	8
2. Available local online services for the social inclusion of TCN and evaluation of their accessibility level	9
2.1 List of Online Public Services for the support of TCNs	9
2.1.1 Service 1 (Cyprus) - HelpRefugeesWork	9
2.1.2 Service 2 (Cyprus) - Migrant Info-Centre	9
2.1.3 Service 3 (Germany) - Navigation System.....	9
2.1.4 Service 4 (Germany) - Integration through Qualification.....	10
2.1.5 Service 5 (Greece) - Curing the Limbo Refugee Toolkit	10
2.1.6 Service 6 (Greece) - Greek Council for Refugees Online help desk	10
3. Qualitative and Quantitative Research Analysis	11
3.1 The country specific challenges and problems faced during the survey.....	11
3.2 Summary of the On-line Survey	11
3.2.1 Cyprus.....	11
3.2.2 Germany	12
3.2.3 Greece	12
3.3 Summary of Focus Groups and Interviews	14
3.3.1 Interviews with TCNs.....	14
3.3.2 Interviews with professionals working with TCNs.....	20
3.4 Results from analysis of the Quantitative and Qualitative Analysis	26
3.4.1 Germany.....	26
3.4.2 Greece	27
4. Suggestions on the discovered skills gaps/needs of TCNs to be covered in the Digi-Path-Game..	28
4.1 Skills gap analysis	28

4.1.1	Cyprus.....	28
4.1.2	Germany.....	28
4.1.3	Greece.....	28
4.2	Needs Analyses.....	29
4.2.1	Cyprus.....	29
4.2.2	Germany.....	29
4.2.3	Greece.....	29
5.	Skills and inclusion services to be covered within the Digi-Path Game.....	30
5.1	Civic Competences and other skills to be included in the Digi-Path Game.....	30
5.1.1	Cyprus.....	30
5.1.2	Germany.....	30
5.1.3	Greece.....	30
5.2	Services to be covered including use case scenarios.....	31
5.2.1	Cyprus.....	31
5.2.2	Germany.....	31
5.2.3	Greece.....	31
6.	Annexes.....	31

1. Introduction – Structure of the deliverable

1.1 Rationale of the Digi-Path Project

Digi-Path has a primary objective to foster the successful inclusion and participation of TCNs and their family members in the host EU country's civic and social life providing equal access to information and services that will increase their well-being in the hosting societies.

This is going to be achieved through supplementary objectives that include:

- Increase of capacity of the Public Administration Authorities & Experts in local level in the participating countries to enable and facilitate the access of TCNs to several civic and other services (access to the labour market and relevant rights, professional guidance, family planning, available benefits, social insurance, registry etc) in the host countries.
- Improve of the availability, awareness, and participation of TCNs in civic activities in their host communities.

TARGET GROUPS

- National, Regional and Local Public Administration Authorities
- Third Country Nationals (TCNs)
- Public Administration Professionals
- Hosting Societies

They will be involved during the first project activity, when surveys and focus groups will be organized for identifying the current situation of their prior learning background.

1.2 Purpose of the Study

Despite the strong link between informal learning and TCNs, the characteristics, and dynamics of such learning process remain widely under-researched and the usability of the available services by TCNs is questioned. Indeed, there is evidence that existing online Content, targeting the social inclusion of TCNs is either not reachable, or lacks in user friendliness. Insufficient attention has been given to TCNs user experience and whether the online information / services are reachable and of positive use by the target groups. Our focus will therefore be on this specific aspect of the available (if any) information, giving particular importance to existing (?) online educational platforms, given that Young TCNs are more likely than the rest of the population to learn informally using a computer/mobile.

A **desk-based and online review** will therefore first identify common areas and services / information available and eventually accessible by TCNs with respect to the actual supply and once the results are filtered and coded, focus groups at partner level will come enrich the initial findings. As a basis for the research, we will draw from any relevant data and resources such as:

- Local Administrations.
- Training centres, NGOs, international organisations, and networks active in the TCN social inclusion field.
- Web-based research using advance search engines.

- Any other available data on the current services available and the inclusion in a learning experience potential.

Focus groups of professionals directly involved in the field are going to be coupled with professionals from our Consortium partners will come enrich the research by adding to the initial findings' valuable insight and information from their own experience and perspective.

1.3 Third Country Nationals – Legal Basis at National Levels – Short Overview per Country

1.3.1 Cyprus

Relevant laws, regulations, and decrees to TCNs, asylum procedures, reception conditions, detention and content of protection:

- Refugee Law 2000 (6(I)/2000)
- Aliens and Immigration Law (Cap.105)
- Rights of Persons who are Arrested and Detained Law 2005 (163(I)/2005)
- Legal Aid Law 2002 (165(I)/2002)
- Civil Registry Law 2002 (141(I)/2002)
- Ministerial Decision 140/2019 pursuant to Article 12Btris of the Refugee Law
- Ministerial Decision 228/2019 pursuant to Article 9Θ(2)(α) of the Refugee Law
- Ministerial Decree 297/2019 pursuant to Article 13A(1A) of the Refugee Law
- Ministerial Decree K.Δ.Π. 308/2018 pursuant to Article 9Θ(1)(b) of the Refugee Law

According to the Aliens and Immigration Law [Cap.105], a third country national is a person who is not a European citizen. The employment of TCNs is regulated by the same law.

1.3.2 Germany

The Residence Act (AufenthG) regulates the entry, residence, gainful employment, and termination of residence of foreigners from third countries. It thus serves to control and limit the influx of foreigners into the Federal Republic of Germany.

The Residence Act provides for the following residence permits: Visa, Residence permit, Blue card EU, ICT card, Mobile ICT card, Permanent residence permit and Permanent residence permit – EU.

The German legal system to get purposes of residence for TCNs is very detailed and knows the following reasons:

- Education,
- Employment,
- International law, humanitarian, or political reasons,
- Family reunification and
- Special residence rights.

On March 1, 2020, the Skilled Workers Immigration Act came into force. Through this Act, the regulations for the residence and immigration of skilled workers from third countries - especially for those with non-academic but qualified professional training - are specifically opened and re-systematized in accordance with economic needs.

1.3.3 Greece

The entry and residence of foreigners in Greece for migration reasons are determined by Law 3386/2005 “on the entry, residence and social integration of third-country nationals in Greece” (GOVERNMENT GAZETTE OF THE HELLENIC REPUBLIC, ISSUE A/23.08.2005, pg. 3329), and the amendments determined by the following Laws: 3448/2006, 3536/2007, 3613/2007, 3731/2008, 3801/2009, 3838/2010, 3846/2010, 3807/2010, 3875/2010, 3879/2010, 3900/2010, 3907/2011 and 4018/2011.

Third-country citizens entering Greece are required to have a valid passport or other travel documents recognized by international treaties. In the event that applicable international treaties, Community law, or national regulations require, these documents must include a visa. The visa is granted by the Greek consular authority in the residence of the third-country citizen, after taking into consideration criteria such as public order, security and public health.

1.4 Facts, Numbers and Actual trends in Migration per Country

1.4.1 Cyprus

As per information taken by the Migration Data Portal, in mid-2019, Cyprus documented 191,900 international migrants, 16 percent of the overall population, with a net migration (estimated between 2014-2019) of 25,000 immigrants, of which 55.6 percent were females and 44.4 percent males.

In 2020, the Unemployment rate among males between 15 to 24 years old was 23 percent, according to data from Eurostat-Cyprus 2020. For the age group 25-49, the unemployment rate was 9 percent and for the females of the same age group 6 percent.

The EU-Turkey Agreements of 2016 on migration have converted Cyprus into an ideal destination on the migratory route, thanks also to its closeness to Syria. Nowadays, the island is the European state that accommodates the prime number of refugees proportionally. Numbers are continuously growing, with a year-over-year 50 percent rise in the migratory flow in 2017 compared to 2016 and 69 percent in 2018.

In 2018, Cyprus, with a 70 percent rise in political asylum applications compared to 2017, classified first among the European countries for the greatest number of applicants per capita. These numbers almost doubled in 2019, with 13,259 applications for political asylum. Of these, 61.3 percent received a negative response, 34.31 percent were granted subsidiary protection and 4.39 percent were granted definitive refugee status. Most applicants came from Syria, followed by Georgia, India, Bangladesh, Pakistan and Cameroon.

1.4.2 Germany

At the end of 2020, around 11.4 million foreigners were registered in the Central Register of Foreigners. The main countries of origin of migrants are Turkey, Poland, Syria, Romania, Italy and Croatia.

A breakdown of third-country nationals subject to social insurance contributions by gender for March 2020 shows that 24.1 percent of men had a residence status in the context of refugee migration, while women only 6.1 percent.

After immigration reached a new high in 2015, particularly due to the high influx of asylum seekers with around 2.1 million immigrants and a net migration of 1.1 million people, overall migration to Germany declined again in the four following years. In 2019, around 1.6 million new arrivals and 1.2 million departures were recorded.

Among the newly arrived refugees, 13 percent have a university degree and 6 percent have a vocational qualification. The differences to the total population in Germany exist, among other things, because there is no comparable training system in the countries of origin and many professions are carried out without formal training.

There are no clear statistics on the unemployment of people with a migration background because they are not recorded separately in the unemployment statistics. However, there are indications that they are more likely to be unemployed. People with a migrant background are also at higher risk of living in poverty.

1.4.3 Greece

In recent years, due to a mounting humanitarian crisis, Greece – as well as the EU – had to face unprecedented levels of migration flows. In 2019, according to Eurostat (2021), there were an estimated 2.7 million immigrants to the EU from non-EU countries. Moreover, the number of international migrants in Greece in 2019 reached as high as 1.211.382, whilst as a percentage of the population the international migrants were 8,9% in 2013, 11,3% in 2015 and 10,9% in 2017 (Global Immigration Detention Observatory, 2020). The majority comes from Low Developed Non-EU Countries (LDC, e.g., Afghanistan, Uganda, Somalia, Sudan, Bangladesh).

According to the most recent data from Eurostat, Greece has one of the highest proportions of foreign-born persons with low educational attainment across the EU (41.0 %). The share of TCNs with at most a lower secondary level of educational attainment in Greece was also considerably higher.

According to the most recent data from Eurostat on the integration of migrants and TCNs, the employment rates in Greece among non-EU born TCNs, are considerably lower (53.3) compared to the employment rates of the native population (61.8).

This is further expanded when looking into the unemployment rate statistics. In Greece, TCNs' unemployment rates are 12.2% higher than that of the native population.

2. Available local online services for the social inclusion of TCN and evaluation of their accessibility level

2.1 List of Online Public Services for the support of TCNs

The project partners have identified in total 177 local online accessible services for the social inclusion of TCN. Most of them, i.e., 137 services are provided both in English and German or Greek. 40 services are available only in German or Greek.

These figures show, that in each project partner's country exist a high number of institutions, organisations network etc. that can provide TCNs with the important information they need to be integrated. There are some general offers and some that are more for specific different needs, e.g., improving language skills, housing and basic needs, employability etc.

The problem behind is to find out the right information needed in an easy, probably virtual way, and this especially for low-skilled TCNs.

The full list of services you will find in Annex 1. Some examples of different services of the countries are:

2.1.1 Service 1 (Cyprus) - HelpRefugeesWork

HelpRefugeesWork is an innovative and free web service that brings motivated refugee job-seekers in contact with employers and training providers in Cyprus in an easy and efficient manner. HelpRefugeesWork is an initiative of the United Nations High Commissioner for Refugees (UNHCR) Office in Cyprus, in collaboration with its NGO partner, the Cyprus Refugee Council.

2.1.2 Service 2 (Cyprus) - Migrant Info-Centre

The University of Nicosia in collaboration with the research organisation CARDET and the Cyprus University of Technology implements the Action entitled: Migrant Info-Centre (CY/2019/AMIF/SO2.NO2.1.3/3). The Action is co-funded by the European Asylum, Migration and Integration Fund (90%) and the Republic of Cyprus (10%).

MIC fills a huge 'gap' on the integration services available and makes a positive impact on the lives of thousands of foreign people who live in Cyprus. MIC supports the access to services and resources that meet migrants' needs and gives emphasis on building new skills towards harmonically adjustment to the Cypriot cultural and social environment. (<https://mihub.eu/en>)

2.1.3 Service 3 (Germany) - Navigation System

Federal Office for Migration and Refugees, Bonn, Navigation System, "Navigation on asylum procedures and integration" i.e., about Integration courses, migration advice, German course locations, authorities, etc. (<https://bamf-navi.bamf.de/de/Themen/Migrationsberatung/>)

2.1.4 Service 4 (Germany) - Integration through Qualification

NGO Network “Integration through Qualification” (IQ), Mainz, On-line library, https://www.netzwerk-iq.de/fileadmin/Redaktion/Downloads/IQ_Publikationen/, with documents about specific themes like “Visa for the purpose of recognition of foreign qualifications”, “Vocational recognition for engineers – becoming a skilled worker”, “IQ advisory services for people with foreign qualifications in Germany”, “Credential recognition for female migrants”, “Further information portals for immigrants”, “Start a business in Germany”.

2.1.5 Service 5 (Greece) - Curing the Limbo Refugee Toolkit

“Curing the Limbo” is an EU funded program of the city of Athens aiming to implement a dynamic and innovative model for integration that allows refugees to become socially active. As part of the programme a refugee toolkit was created in multiple languages that display useful information about accessing services, human rights, inclusive activities, accommodation and others. (<https://curingthelimbo.gr/refugees-rights>)

2.1.6 Service 6 (Greece) - Greek Council for Refugees Online help desk

For asylum seekers and recognized refugees who do not have an open case with GCR. GCR has launched a Help Desk on FB to which individuals can send their queries through messenger, in their language. GCR will assess the nature and the urgency of the query and refer it either to Legal or Social Services Unit. If case is undertaken, individuals will be in contact with the professional that follows up their case through email. GCR kindly asks individuals who wish to address their question to the organization to provide in their initial message the below information: 1) Which is your location in Greece? 2) What do you need (what is your request)?, 3) Which is your speaking language? (Greek Council for Refugees- Helpdesk)

3. Qualitative and Quantitative Research Analysis

3.1 The country specific challenges and problems faced during the survey

The one of the main challenges faced during the work on IO1 were the coronavirus (COVID-19) circumstances, which differs from month to month in partner countries. This way Face-to-Face contacts to stakeholders were very restricted. The contacts by Zoom etc. gave not the same results as personal contacts.

3.2 Summary of the On-line Survey

3.2.1 Cyprus

The total number of TCNs in Cyprus who answered the questionnaire were 59:

- The highest number of TCNs come from Cameroon, followed by Philippines and Nigeria
- The majority of the respondents were in the age group of 30-44 followed by 18-29
- Most of the respondents (64.4 percent) were males, and the rest (35.6 percent) were females
- Concerning the level of their education, the majority have completed Upper Secondary Education (28.8 percent) or have a university degree (28.8 percent)
- The majority of the respondents (81 percent) have been living in Cyprus between 1-3 years and 12.1 percent between 3-10 years
- Regarding their family status, 70.2 percent were single, and 24.6 percent married
- The main reason for residing to Cyprus was forced relocation (53.4) followed by seeking a better future for my family (17.2 percent)
- 70.7 percent of the TCNs replied that they have a child. Of those whose children are living in the island, 27.8 percent said that their child speaks the Greek language. About the difficulties their children are facing, nine of the respondents said that they face difficulties in learning the language, six difficulties in receiving adequate education and one making local friends. Most of their children attend a public Greek speaking school (66.7 percent) and 25 percent a multicultural school.
- The vast majority of the TCNs (76.8 percent) replied that they are unemployed. Of those working, 35.3 percent work in a small local enterprise or are self-employed. 11.8 percent is working for a large international company. Regarding their job satisfaction, 65.2 percent are not satisfied. As far as their income is concerned, more than half of the respondents (54.8 percent) have an annual income below 5,000 euros.
- About the social inclusion information provided, 33.9 percent received information after request whereas 28.6 percent did not receive any information at all. In the cases that received information on social inclusion, 69.2 percent it was in another language than theirs. The information received covered mainly healthcare, language courses and training opportunities.
- When it comes to their participation in local social life, NGOs have a significant role as well as migrant organisations
- More than half of the TCNs responded that they have negative experiences during their stay in Cyprus. Xenophobia and racism were the most common answers followed by exclusion from local events and cultural differences that prevent local from understanding the way that TCNs think.
- When asked about the difficulties they faced upon their arrival, difficulties to access employment was the most common issue faced, followed by difficulties in the settlement period such as hous-

ing, difficulties in issuing a diverse license which is particularly important in Cyprus due to the lack of public transportation

3.2.2 Germany

During the on-line survey by Google forms 39 persons have answered:

- Most of them has their permanent residence in North-Rhin Westphalia, Bavaria, and Berlin
- The distribution of the mentioned answers on sex is quasi equal between female (19) and male (20)
- As countries the TCNs come from were mentioned Syria (21), Iraq (10) and Somalia (4) and Palestine, Afghanistan, Guinea, and Ivory Coast by one each country as well
- The age structure is focussed on the groups 18 to 29 (15) and 30 to 44 (18) years
- The level of education is remarkably high. The majority has clicked on the topics "High School" (17) and "University Degree" (14)
- On the question about the period living in Germany the 18 respondents answer, "Between 1 to 3years", 19 respondents answer "Between 3 to 10 years". 2 respondents were living in Germany over 10 years
- 19 interviewees were single, 19 married and 1 divorced
- Most of the respondents, i.e., 24, have children and 15 have not children. The age range of these children goes from 8 month up to 35 years. Half of the children speaks German the other part not.

3.2.3 Greece

There were 31 responses to the online survey in Greece:

- The majority of TCNs that responded are from Albania (8) and Pakistan (5), while 4 were from Georgia
- The most represented age group was 30-44 years old with 15 responses, closely followed by the 18-29 with 12 responses
- Less than 1/3 (10 respondents) were female, while the rest were male (21 respondents)
- 13 respondents have attended High school while 10 have attended higher education (3 Master's level and 7 graduate level)
- The majority of respondents (13) have been living in Greece for more than 10 years. Only 1 respondent has been living in Athens for less than a year
- 17 respondents are single, one is divorced and the rests are married
- 15 respondents declared that they relocated to seek a better quality of life, or a better future for their families., while 6 for reasons related to forced relocation.
- 17 respondents do not have children while 14 do have children of various ages. Of those children, only 2 cannot speak Greek, but this is due to their very young age (less than 3 years old). All of them attend public Greek schools and the most common challenge that they face is making friends
- 21 out of 31 respondents are currently employed, however they do have a low-income level and are only moderately satisfied with their current position
- In total respondents are moderately satisfied (average 3.3) with the level of social inclusion related information provided (from a scale of 1 to 5)

- Only five respondents mentioned that they received information in their native language
- The most common response to the question of what kind of information on available services they received was for the language courses
- 21 respondents mentioned that they faced problems related to xenophobia and racism in the host country

When it comes to administration barriers, all of those that were mentioned in the survey were selected with the following rank:

- Difficulties in understanding the social protection system;
- Difficulties during the settlement period (housing etc);
- Difficulties during the access to employment;
- Difficulties in opening of a bank account;
- Difficulties in the hospital;
- Difficulties understanding the National (or local) taxation system

3.3 Summary of Focus Groups and Interviews

The Greek and German partners conducted Interviews instead of Focus Groups due to the social distancing and safety measures and restrictions imposed for the covid-19 pandemic.

3.3.1 Interviews with TCNs

3.3.1.1 Cyprus

Topic 1: Arrival Conditions

One participant reported that her journey to Cyprus was not easy and that she had trouble having access to information and services. Another participant mentioned that he stayed in a shelter for six months, where he suffered a lot as he did not have access to anything (cannot attend Greek lessons, due to the lack of efficient timetable of the buses; not get a good-paying job). Another participant faced difficulties in the education system.

The other participants mentioned that on their arrival they had many challenges, especially with the Asylum Services as they say they did not give them jobs and were late with granting them their status in Cyprus. Another issue they faced during their first arrival days was the communication with people because of the barrier of language. Others believe that it is exceedingly difficult for asylum seekers to have access to the services in Cyprus and the only way to get information is to ask friends or people who have been here before or even locals.

Overall, it can be said that for most the arrival conditions were difficult, confusing and frustrating.

Topic 2: Employment Conditions

Regarding Employment in Cyprus, challenges emerged before and after TCNs are granted their status. Due to the law, asylum seekers do not have a work permit, so they must wait for the interview to happen and after they are recognized refugees or have their subsidiary protection then they can apply for work. Unfortunately, the process is awfully long and because the funding they get from the government is truly little they are forced to search for a job. But they either get rejected or offered to work in outrageous environments.

The participants also think that the Coronavirus increased the difficulties for asylum seekers, and it delayed the interview process by almost a year.

Concerning the salary, the participants commented that the refugee's salaries are less than what locals get.

Topic 3: Social Inclusion

About the social inclusion of TCNs, we had mixed opinions. Some participants actively participate in the local activities and they benefit from the available services to them and have good communication with local authorities' officers and the public administration. Others face difficulties finding courses or activities that can work for them.

The participants mentioned that to fully integrate into society, they need to have access to Greek courses. The universities in Nicosia offer excellent Greek courses, but in other cities in Cyprus, refugees do not have much chance to learn Greek, and it is exceedingly difficult for them to travel to Nicosia to get these courses.

Moreover, anyone who is 18 and above faces the most difficulties in attending public schools.

One participant also added that the health care system in Cyprus is constantly changing, and the asylum seekers do not have access to the GESY system as the recognized refugees and the subsidiary protection holders. This is an exceedingly difficult process for them as they end up seeking private doctors and pay a lot of money.

The participants also mentioned that there is suspicion around them in the local communities.

Topic 4: Political participation

Most TCNs are unable to engage in Cyprus' political issues. The participant then continued by saying that if she does not get an education how can she integrate into the country and participate in politics? One participant mentioned that she experienced prejudice and xenophobia when she first arrived, after two years of living in the country she developed friendships that helped her engage in politics. There was a strong opinion on NGOs and the involvement with them automatically grants access to TCNs in social and political issues.

In Nicosia, the TCNs that participated in the focus group, do not have political participation.

Topic 5: Difficulties staying in the country

Refugees have limited chances for a good life and dignified life. They have many difficulties such as difficulty finding a training course to develop their skills, issues regarding their paperwork and finding a job. Those difficulties start from their first arrival and to their transportation to the camp up until the time they get their papers. The integration process is an ongoing procedure and unfortunately sometimes lacks basic human rights. TCNs cannot leave the camp unless they prove their place of residence and have a lease agreement. It is an ongoing struggle to survive on top of that they have various constraints regarding the type of work they can offer/have, and they get paid an extremely low salary.

Some participants met lovely and kind people who tried to help them but others experienced racism and xenophobia. Locals expressed their concerns about refugees taking their jobs and blaming them for crimes and troubles happening in the country. Refugees that wear the hijab experienced racism and marginalization. Moreover, some refugees from Africa experienced racism due to their skin colour.

Another TCN mentioned that they feel excluded from local events many times, as they are mostly conducted in Greek. Another participant said that the bureaucracy is making it more difficult to stay in the country. Sometimes, there are long delays in the asylum applications, there is limited employment and it is also difficult to find housing.

Recommendations

Topic 1: Description of characteristic personal experiences

- with determination and insistence on progress, success, and the will to live a decent life, and the desire to an active citizen helped break some barriers
- another participant developed a plan to go forward and arranged her priorities by realizing that learning the local language will benefit her and her family
- to overcome all challenges, TCNs try to attend as many Greek lessons as possible
- TCNs are aware that to be socially included in everything and to foster their integration they need to participate in projects that provide activities and training for the TCNs → they volunteer to be able to gain work experience understand the labour market in Cyprus, despite the everyday challenges
- one participant proposed that communication for TCNs should get better and access to essential services, languages liaison workers, dedicated services, points of information should be established in Cyprus

Topic 2: Ideas and proposals that could result in the higher social integration of Third Country Nationals

- one participant suggested adjusting the asylum system, so it does not take two years to get their status
- transportation benefits to be able to attend Greek lessons and not worry about wasting money on buses and taxis
- universities to change the time of the lessons to better suit the refugees
- more vocational training programs which will help the TCNs to explored ideas for a possible career
- eliminate the degrees to work in other areas than cleaning (Not-EU citizen are allowed to work only as a cleaner
- having more events that will lead to new friendships with both locals and other refugees will help them to understand the culture of the hosting country and raise awareness around the migrant issues

3.3.1.2 Germany

Topic 1: Arrival Conditions

Analysing the answers about arrival difficulties were identified 3 groups of importance:

Group 1 with remarkable high importance

- Difficulties during the access to employment
- Difficulties in understanding the social protection system – welfare services
- Difficulties during the settlement period (housing, etc.)

Group 2 with medium importance:

- Difficulties in registering at the Local Authorities (place of residence, etc.)
- Difficulties understanding the National (or local) taxation system
- Difficulties in issuing a driver licence
- Difficulties in opening of a bank account

Group 3 with little importance

- Difficulties using public transport
- Difficulties in sending kids to school
- Difficulties to find legal advice
- Difficulties in access to professional / social networks / expat associations
- Difficulties in finding others to talk to
- Difficulties in acknowledgement of qualifications
- Difficulties in using ICT enabled services
- Difficulties in language support / interpretation
- Difficulties in finding someone to ask
- Difficulties in civic inclusion – participation
- Difficulties in access to health care services
- Difficulties how to deal with hate crime, discrimination

Topic 2: Employment Conditions

Two thirds of the respondents answered that they are working. 10 of the survey respondents worked as employees, 7 were owners of their own businesses. Also positions as project manager, warehouse logistics and interpreter were nominated.

The most TCNs are satisfied with current employment position. On the other side there are also a lot of which are dissatisfied. The most TCNs have a very low income. There are also some with a good income. Therefore, putting together the findings of these two points, the conclusion is that the satisfaction with current employment position is in direct correlation to the level of income.

Topic 3: Social Inclusion

The most TCNs decided for relocation because they seeking of a better quality of live. The second most common reason is the forced relocation.

The satisfaction of TCNs relative the social inclusion related information provided in the area they are living is balanced. The most TCNs said that they have received information in a detailed way with the help of a mentor or counsellor.

The TCNs are overall satisfied within the interaction with the local hosting Municipality of residence. Mostly, the TCNs participate in local cultural events and also in municipal events.

On the other side 20 of the 39 respondents experienced situations of exclusion. Mostly it is Xenophobia or Racism as well as they experiencing cultural differences that prevent local societies to understand the way of thinking of TCNs.

3.3.1.3 Greece

Topic 1: Arrival Conditions

Most of the interviewed TCNs (8) have been living in Greece for more than 10 years, including some that are second generation migrants. They all agreed that the situation regarding the arrival conditions back then was easier than what it is right now, due to the sheer number of newly arrived TCNs in the recent years. However, problems regarding language and accessing basic information about services and rights were mentioned as was the major delays of the administrative procedures of the authorities. Learning the host language is an important point for all of them.

One of the TCNs describes a very difficult situation regarding the arrival conditions, including not being able to access information, not knowing the language and culture, experiencing xenophobia both socially and institutionally, but in his case, the situation got better with time. This is an indicative case of newly arrived migrants from 2015 onwards in Greece.

Topic 2: Employment Conditions

Four out of ten interviewees are working in the NGO sector, either as interpreters, or as mediators, working and supporting other TCNs. All four mention that they are satisfied with their job because they can support others, but in terms of their salaries they feel that there could be room for improvement. Only one interviewee is not currently working, and the reason is covid-19 as she mentioned. Most of the rest have attended tertiary education (in contrast with the national data on TCNs in general) and are satisfied with their jobs.

Topic 3: Social Inclusion

Almost all of the interviewees mention that they are indeed participating in local activities and do feel that their social inclusion is smooth. It must be taken into account that the vast majority of them have been living in Greece for more than 10 years as mentioned before. One interviewee said that she only participates in community events of her natives due to language skills gap. In general language was again mentioned as a very important aspect of social inclusion. Last but not least, a couple of interviewees mentioned that they had negative experiences with accessing the public healthcare system due to administrative burden and discrimination.

Topic 4: Political participation

Five out of ten interviewees mentioned that they consider themselves active citizens; they have been involved in movements regarding TCNs' rights and due to the fact that most of them are second generation migrants, they have gained the Greek citizenship and the right to vote, something that they do exercise. Two interviewees mentioned that they only moderately monitor developments since they do not have voting rights. And lastly, three, (it is noteworthy that all three were women) said that they are not interested in political participation.

Topic 5: Difficulties during staying in the country

Almost all interviewees mentioned xenophobia and racism, both social and institutional (in terms of access to services and administrative procedures) as a major difficulty during their stay. Being accepted in public schools or healthcare were highlighted as challenges. Also, the visa procedures with their administrative burden and delays were also mentioned.

Recommendations

Topic 1: Description of characteristic Personal experiences

Indicative negative personal experiences included not being accepted in public school, having difficulties accessing the public healthcare system either due to discrimination or due to the fact that some doctors asked additional stipends, having difficulties renting a flat due to discrimination from the owners and last but not least, difficulties during the visa application related to huge delays and unwillingness to support them. On the other hand, 4 interviewees mentioned only positive experiences of living in Greece, two of which were related to the University environment where they studied (it seems that this environment is more inclusive and supportive).

Topic 2: Ideas and proposals that could result to higher social integration of Third Country Nationals

- engage TCNs themselves in discussions, decision making and in the inclusion procedure
- free Greek language courses easily accessible
- improve visa procedures
- tackle institutional corruption
- promote diversity (in schools for example) and combat xenophobia

3.3.2 Interviews with professionals working with TCNs

3.3.2.1 Cyprus

Topic 1: Awareness about TCNs

Regarding examples of TCNs categories in Cyprus, the participants mentioned the following:

- Domestic workers who reside in Cyprus after obtaining a seasonal worker visa
- Seasonal workers with a specific period of employment visa
- Caregivers from countries outside the EU who reside as qualified personnel to offer health care services to vulnerable groups, such as people with intellectual disabilities and the elderly
- Athletes who obtain a residence permit with a professional visa

Overall, the participants understand that a person who is a TCN is any person who is not a citizen of the European Union. Limassol has a plethora of “economic migrants” in comparison to other Cypriot cities. Paphos also has “economic migrants” from Russia and China, that are residing on the island for a long-term stay. Nicosia deals with “single parents”, TCNs that work in the field of “informal employment” and refugees. The participants mentioned that in Cyprus there is many asylum seekers and TCNs with subsidiary protection.

In the last 10 years there has been a sharp demographic change around Nicosia concerning the TCNs. The high concentration of refugees in specific areas, has led to their ghettoization.

Topic 2: Transactions with Third Country Nationals

The participants said that as Municipalities they do not have a “responsibility” as such to cover existing “needs”. The things they do are not derived exclusively from something that they are responsible for; they offer what they offer because of their own good intentions and their social contribution as Municipalities. In essence, they do not have clear responsibilities under the law. They try throughout various projects to serve TCNs.

One participant mentioned that the most frequent requests they receive from asylum seekers include food and learning the Greek language, with their priority being the latter. The Municipality offers cooking lessons, trips to Cyprus and cultural events through various projects.

Another participant mentioned that they offer childcare services, creative employment of TCN children and support of pupils in schoolwork. Their parents request for the participant’s Municipality to help their kids integrate into the Cypriot society and help them to learn the Greek Language. A participant mentioned that depending on the country of arrival, TCNs have different needs, for example, Russians and Chinese nationals are in a better economic situation than others, so their integration process is completely different. The approach therefore is also different.

In the Question about applications filed in the Municipality by TCNs, an interviewee responded that TCNs apply to the Municipality for payments (taxes, fines, and garbage collection) and for wedding ceremonies. They run inclusion programmes and stepped up with consultations for TCNs during the Covid-19-pandemic.

Regarding the readiness to respond to the needs of TCNs, a participant said that there is no common “response model” for the Municipalities. Everyone has a different “policy” as there is no common model of services offered by Municipalities. Nevertheless, its services could be upgraded, for example, by translating brochures and information material into English or Migrants’ languages. Most TCNs speak English or are living with their employers who are supporting them when visiting the Municipality or other services such as banks.

Some Municipalities do not have multifunctional centres but have social services, others have social services and multifunctional centres. Moreover, because “TCNs” is a disparate group, we cannot compare the needs of migrants and refugees with those of TCNs from countries that enable them to have a wealthy lifestyle. The “group” that needs support is the one that includes refugees, migrants and persons seeking subsidiary protection.

Topic 3: Social Inclusion

Concerning the number and type of initiatives for the social integration of TCNs in the local context, the participants have years of experience working in this field. One participant in particular stated that the first project on the integration of Migrants dates back to 13 years ago. The participant continued by saying that these projects can make a significant difference. One area that needs to be emphasized if we really want to integrate TCNs and fight inequalities to prevent social problems from developing along the way, is access; access means that TCNs can afford to join such programs. These services need to have a focus so that they can be accessible both in terms of the area and the cost. The Municipality offers training programs, child custody programs aimed at providing support to parents and children, offers cultural identity preservation programs, online discussion group meeting regarding health issues and psychosocial support programs, all of which are interconnected and represent a holistic approach. Furthermore, actions include “street work”, counselling services, excursions with locals, first aid classes to housekeepers, Greek lessons, educational trips or Internet security, sports/handicrafts/dancing etc. for children.

In the area of **healthcare provision** for TCNs, refugees can benefit from the General Health System in Cyprus (GESY) as they have the same rights with the Cypriot citizens. Asylum seekers can obtain a medical card and are entitled to basic healthcare services. TCNs that wish to work in Cyprus they are covered by private insurance schemes paid by their employer.

About **language courses** for TCNs, there are several options offered both from governmental institutions such as the University of Cyprus (levels A1, B1, C1) and NGOs. There are also courses offered by AMIF programmes for adults and children. However, learning the Greek language is not mandatory for TCNs. In the Municipality of Nicosia, no languages courses are offered at the time being.

Concerning support to **enrol children to schools**, there is no formal support mechanism. Nevertheless, there is close cooperation between the schools and the Municipalities to address any obstacles in the enrolment process. The Municipality of Nicosia mentioned that they offer pick up for children from their schools and provide food, educational assistance, creative employment and care.

Topic 4: Political participation

The networking of migrants with the local community and NGOs is an ongoing process; it is revived according to the needs each sector has. In order to implement various projects, the Municipalities cooperate with various NGOs and exchange “services”. Another participant claimed that at the level of networking and at the level of meetings, they take place once or twice a year and usually have specific themes. In terms of the cooperation between migrants and the local government and local authorities, several good steps have been taken.

The participant proceeded by saying that it is not that they do not listen to migrants and include their needs, as this is something that is already happening; the problem lies in the institutionalization. Rarely the suggestions pass, and if they do, the institution rarely takes them into account. There are usually short procedures as there is no time for consultation. When there is a consultation planned, it is not done in a way that is constructive. That is where the actions of the central state begin, which is the only one that has an institutionalized role, and where the role of the local authorities end.

The Municipality of Limassol has operated “the intercultural council” for the last two years, where representatives of migrants meet once a month to discuss various issues. The Municipality of Agios Dometios has a close cooperation with various TNCs associations. The Municipality of Nicosia mentioned that they meet with their networks once or twice a year, but there is also daily contact with TCN organisations and other NGOs.

Topic 5: Consultation with Third Country Nationals

Concerning the awareness of consultation as an instrument for policy making under “better regulation”, the Municipalities records the needs and ideas of TCNs. In a sense, they are politically involved as they are taken into consideration for future reference. A participant added that all the services under the central state suffer from a lack of coordination between them. The natural flow of how a migrant will go from one service to another and end up where he should end up is how the services should work together, but there’s a gap. The other participants agreed with this statement and proceeded with explaining that migrant service centres have recently been set up to try to fill this gap. Whilst the migrant centre does a very good job by covering many needs, unfortunately, there are bureaucratic issues.

Recommendations

Topic 1: Description of characteristic personal experiences

- in the first phase of the lockdown, several migrants were trapped within the city walls and were unable to work and get help from anyone else → “Emergency meals” were served for about a month, during an intense period of cooperation, with volunteers from NGOs coming to distribute the food
- the participants have collaborated multiple times together to help TCNs

Topic 2: Ideas and proposals that could result to higher social integration of Third Country Nationals

- projects that aim for the development of social skills and the development of horizontal skills
- access to childcare services should be made available from infancy, to provide families with further help
- updating the content of the app were made (What will happen when the project finishes?)
- it would be best if a questionnaire could be sent to various organizations, asking them about the services they provide so we can add the ones that are currently running
- need to upgrade and update information provided about services offered by Municipalities e.g., digital services
- TCNs need to be trained on how to use the Municipalities' websites and be aware of the services they offer
- information and support hubs must be created on a more stable basis and independent of funding programmes
- establishment of a Council for Immigrant with the to integrate TCNs in local communities

3.3.2.2 Greece

Topic 1: Awareness about TCN

One of the main findings regarding awareness about TCNs was that 4 interviewees doubted the official statistical data that are being published by the Greek state and EU authorities on the total number of TCNs currently living in Greece. They mentioned that the number must be higher as there are many undocumented TCNs especially in large urban areas (Athens and Thessaloniki) and in the countryside. They hope that the scheduled 2021 official population census will provide more accurate numbers.

Another finding is related to the actual term "Third Country National". Some of the interviewees mentioned that they are not 100% familiar with the term, as in their daily practice they use the terms migrants, refugees or asylum seekers. However, most of the professionals interviewed were indeed familiar with the term. Based on their experience the largest and most successful in terms of their inclusion group of TCNs in Greece come from Albania, and the rest are from the Middle East, Afghanistan and African countries. In general, in the Greek context when we talk about TCN we refer to migrants (legal or irregular), refugees and asylum seekers, mostly men, around 18-35.

Topic 2: Transactions with Third Country Nationals

All of the interviews consider the transactions with TCNs beneficial and very important. They consider their responsibility to hear them and to decode what they say/need. As the interviewees come from different organisations and levels some responses were focused on their role to be TCNs' voice towards the Greek authorities, to provide educational activities or legal consultations. However, all agreed that since the TCNs' needs cover a very broad spectrum, no one professional or organisation can address them efficiently; synergies with authorities and different stakeholders are needed, so the knowledge on who to refer them to is also mentioned as an important aspect in their transactions.

Another interesting aspect is that most interviewees agreed that both personally and their organisations now have way deeper and more thorough experience in empowering, supporting and communicating with TCNs, especially compared with the period of 2015-2016, when the refugee crisis took them off guard.

Some interviewees mentioned that there are two completely different cases: The one concerns the refugees/migrants that recently came and the other case is the TCNs that are here for years. The latter case receives the mainstream services from the local administrations – the ones that all residents and citizens receive. The only additional service they require sometimes, esp. if they have recently come to Greece, is language learning lessons. Refugees on the other hand they don't 'know exactly what they need from the local administrations. Taking into consideration that most of them have no intention or have not resolved the fact that they will stay in Thessaloniki and in Greece generally.

Regarding migrants that have long now lived in the city, local administrations have the necessary readiness to support them. Regarding TCNs that have lived in the city for years the services are mainstream and there is no specific activity for them, meaning that they are still considered to be a vulnerable social group that need further support and which the municipalities provide.

One last aspect that was mentioned by nearly all interviewees is the fact that the covid-19 pandemic and the subsequent measures have negatively affected the quality of transactions on the one hand, and on the other, they have also increased the needs of TCNs, thus making the provision of services more challenging.

Regarding refugees and new arrivals: Municipality of Thessaloniki in cooperation with the Ministry of Migration Policy and Asylum and under EU funding implements REACT 2021: The Programme involves housing, benefits, access to healthcare, school enrolment, monitoring of participation in education, translation services, transport, etc. Additionally, the Programme involves integration activities.

Furthermore, municipalities provide wider support (e.g., social grocery, social pharmacy and social medical Centre, Migrants' Integration Centre) to asylum seekers. It is the one-stop-shop that connects them and makes sure that they are directed to the necessary facilities/services to meet all necessary needs from housing to access to healthcare and education and to social integration activities.

Municipalities have ensured that refugees will be considered a group that have equal access to the local social medical centres of primary care.

Access to school: access to school is guaranteed and compulsory as well. Through their social workers there is an effort to raise awareness among refugees to send their children to the public schools.

Additionally, the Municipalities run working groups and initiatives to support the access to schools or run centres for creative leisure activities, where refugee children also participate, and where they have support both in language and in inclusion.

Topic 3: Social Inclusion

Most of the interviewees mentioned the important role educational activities play in the empowerment of TCNs and their subsequent social inclusion. As they are professionals working in organisation providing those services and activities, some common services were mentioned such as

language courses, digital skills, vocational courses as well as the organisation of sports activities, which, as mentioned by three interviewees are beneficial towards TCNs' inclusion. Other services offered by the organisations of the interviewees, that they consider important for TCNs' inclusion, include domestic health care provision, support in housing finding/shelters, employment counselling and legal consultations.

Topic 4: Political participation

Almost all of the interviewees mentioned that there is a lot of room for improvement regarding TCNs' political participation in Greece. Most of the organisations don't work directly on their political participation, but indirectly towards making their voice heard during their contact with public authorities and other CSOs as well as through their active involvement in activities at the local, community level.

TCNs' participation in events, projects and activities together with members of the local community is mentioned, as the most efficient way of political participation, as TCNs' do not have the right to vote.

However, the Migrant and Refugee Integration Councils across Greece have been mentioned as the most important tool for fostering TCNs' political participation

In general, all individual actions that the Municipalities implement within programmes and actions and they concern the drafting of action plans and formation of networks, the programmes themselves involve participatory methods in their methodologies. But the cases are fragmented with no follow-up after project-cycle.

Topic 5: Consultation with Third Country Nationals

At the national, institutional level, consultation with TCNs is considered very low by the majority of interviewees. They believe that apart from the Migrant and Refugee Integration Councils, there are no efforts or tools to include TCNs' in the policy developments. This is a gap that is identified by the vast majority of interviewed professionals. They also state that this gap is partly filled by NGOs that try to engage and consult TCNs themselves during the development of their activities and services.

Recommendations

Topic 1: Personal experiences that are worth mentioning

- strong will and capacities of TCNs to work towards their integration to local communities
- many TCNs have high education levels and due to the fact that this is not recognised, combined with incidents of xenophobia and discrimination from local society, their integration is hindered as is the opportunities in the labour market
- more interaction with TCNs the more the public understands them → learn what services they needed to integrate them in Greece and Europe

- at EU, national and sometimes at local level there is “a hostile attitude towards integration processes for TCNs” → some organisations (e.g., development agencies and NGOs) are more flexible in implementing actions for TCNs and use more bottom-up approaches towards participation
- these organisations must struggle for political support if they are going to make these actions more sustainable

Topic 2: Ideas and public administration / institutional initiatives that could result to higher social integration of Third Country Nationals

- importance of focusing on education → accessible educational activities targeted at TCNs is the most frequent recommendation
- increasing the level of consultation → social inclusion-integration is not only to have a visa and to speak the language but to get fully involved in the community's issues/topics
- social inclusion of TCN both through the legislative framework and through the strengthening of organizations that support the integration and inclusion of the TCN
- establish organized local plans for employment that will be accompanied by concrete actions of social integration
- establishing employment counsellors from the CSO can support them and increase their chances of finding a job → work plays a big role in social inclusion
- local government and each municipality should draft a needs analysis for jobs or subsidised employment
- training, soft-skills, subsidised employment with the prerequisite of learning the Greek language in order for them to have access to housing, benefits, jobs trainings, etc.
- more focus on children so they can have a smoother transition from one socio-cultural context to another
- more collaboration and mixed activities between municipalities and local associations, groups, etc
- faster procedures regarding reallocation papers for those who want to leave

3.4 Results from analysis of the Quantitative and Qualitative Analysis

3.4.1 Germany

In Germany, due to the Federal system exist a lot of different on-line services for TCNs. More than 49 on-line services, mostly in German and English, provided by different public institutions at national and regional administrative level as well as by NGOs were identified.

The most preferred regions for TCNs to take residence are North-Rhine Westphalia, Bavaria, Württemberg, Berlin, and other big cities. This way, to get access to TCNs and especially to low qualified ones, it is easier where national communities, associations exist and work actively. Following the need of TCNs in training and qualification create a demand in respective VET offers, which could be better identified.

The age structure of the survey shows the groups 18 to 44 years. The level of education is remarkably high, i.e., “High School” and “University Degree”. The first reason of relocation is to find a better quali-

ty of live. the satisfaction with current employment position is in direct correlation to the level of income.

The satisfaction of TCNs relative the social inclusion related information provided in the area they are living is on a low and medium level. The rate of satisfaction of TCNs within the interaction with the local hosting Municipality of residence is remarkably high. The participation of the TCNs in the regional social life is relatively high. But nevertheless, most respondents have experienced situations of exclusion.

3.4.2 Greece

As Greece is one of the main entrance points to the EU area, it has been greatly affected by the refugee crisis of 2015-2016. From 2015 onwards the number of TCNs has been increasing and the official statistics more probably underestimate it. Regarding TCNs' integration, the second-generation migrants (mostly coming from Albania, the Balkans and Georgia) can be considered in general as success stories. However, the lack of TCNS consultation, the large number of TCNs (including migrants, refugees, and asylum seekers with different needs and of various backgrounds) together with the frequent instances of demonstrated institutional and local xenophobia and discrimination pose important challenges towards TCNs integration. NGOs and other organisations play an important role towards filling the gap of national authorities, specifically in terms of education and empowerment activities as well as fostering participation in local communities. The main groups of TCNs that need their needs addressed are mostly male, of relevantly low education attainment levels and coming from Afghanistan, the Middle East, Pakistan and some African counties such as Nigeria and Kongo.

The general feeling by public administration is that there is -at EU, national and at local level -a hostile attitude towards integration processes for TCNs. Some organisations, such as development agencies and NGOs, are more flexible in implementing actions for TCNs and use more bottom-up approaches towards participation. However, these organisations must struggle for political support if they are going to make these actions more sustainable. Without political commitment they can only implement small scale projects with certain life-cycle which are not part of a strategic framework.

Local government has the necessary institutional tools and structures to perform an integration process (Migrants' Integration Centre, Migrants' Integration Councils, Language schools and programmes, Action Plan, Task Force, Urban Working Group, etc) but these tools are not yet fully operational or they are just inactive.

The main issue from public administration perspective is a more concrete integration planning that will involve employment and independent living, access to schools and cultural mediation with the prerequisite of learning the Greek language.

4. Suggestions on the discovered skills gaps/needs of TCNs to be covered in the Digi-Path-Game

4.1 Skills gap analysis

4.1.1 Cyprus

TCNs with a low-income background face much more difficulties in their social inclusion and orientation in Cyprus. These people lack the digital skills to search for the right information and services on the internet. In addition, they are not aware of the European policies enforced in all EU Member States and this creates a misconception for the Cypriot society as treating the TCNs in an injustice way. The focus group with the TCNs revealed a lack of resilience skills in many cases. These skills can make a difference between those succeeding in their social inclusion efforts and those failing.

4.1.2 Germany

TCNs need a better understanding what is/are soft skills, self-reflection, self-confidence, time management, problem solving and teamwork to be better integrated in the national civic society and labour market as well.

TCNs which are only integrated in their own communities' lack in understanding to learn the Germany language. This fact correlates with the finding mentioned above.

TCNs with a low-income background face like the same German population group much more difficulties in their social inclusion and orientation. These people lack the digital skills to search for the right information and services on the internet. Sometimes they have not the opportunity to procure the right technical equipment due to financial constraints.

4.1.3 Greece

TCNs with a low-income and low education attainment levels face more difficulties in their social inclusion and labour market integration in Greece. In particular, they lack the digital skills in order to: a) access the right information online regarding services that would be beneficial to them (ex. Language courses, administrative procedures for housing etc) and b) to find job opportunities that are not very low paid. They also lack the knowledge on the administrative procedures and national and EU legislation. Even though the interviews revealed high level of determination on behalf of TCNs towards being integrated in local societies, this skills gap does hinder it.

Language skills gap were also mentioned as very important. Even though most interviewed TCNs did not showcase lack in those skills, the survey revealed that there are still many TCNs that need upskilling regarding local language use and understanding.

On the other hand, host societies seem to hinder TCNs' inclusion through repeated incidents of discrimination and xenophobia. The skills gap there can be identified as lack of emotional intelligence (empathy, etc) as well as the lack of knowledge on the legislative context and on human rights.

4.2 Needs Analyses

4.2.1 Cyprus

Based on the survey results, there is a need for a database where TCNs can access information about their rights, language learning and training opportunities, support programmes from NGOs and Municipalities. Special focus should be placed on services offered online, as Cyprus does not offer a good public transportation system and low-income TCNs cannot afford having a car.

Another useful database would be one with mentors, locals or migrants, which TCNs could use to ask for support.

4.2.2 Germany

Based on the survey results, there is a need for an easy way to make most of all low-skilled TCNs aware where and how they can get access to information about their rights, language learning and training opportunities, support programmes from German Federal Institutions, Labour Agency, NGOs, Municipalities, etc.

4.2.3 Greece

There is a clear need for provision of accessible information targeted at TCNs regarding the available services and the relevant procedures that are necessary to benefit from them. Even though there are some platforms developed mainly by NGOs, TCNs still face difficulties accessing services about their rights, language learning and training opportunities, as well as accessing public services such as education or healthcare. Online provision of information is necessary. Also, fostering the digital skills, in addition to enriching their knowledge on the admin procedures and services, is necessary not only to boost their confidence, but also to support them in the overall social integration.

Last but not least, another need that was revealed through the field research is combatting xenophobia and discrimination on behalf of the host society which can be done through participatory awareness raising activities and through fostering an environment of

From the perspective of public administration there is the need to more focused approach regarding their needs especially regarding employment and training. The main issue from public administration perspective is a more concrete integration planning that will involve employment and independent living, access to schools and cultural mediation with the perquisite of learning the Greek language.

5. Skills and inclusion services to be covered within the Digi-Path Game

5.1 Civic Competences and other skills to be included in the Digi-Path Game

5.1.1 Cyprus

- Working rights
- Consultation methods
- Database with training opportunities
- Information about the migrant policies in European and local level

5.1.2 Germany

- Understand the basic concepts of cultural diversity and interculturalism.
- Recognize the intercultural competences and to apply them on real situation in the workplace.
- Be familiar and understand the aspects and characteristics of cultural shock.
- Understand that there may be different cultural codes and codes of conduct dependent on the context.
- Know the rights as an employee and approach situations with awareness of and respect for basic rights of diverse groups and individuals.

5.1.3 Greece

- Understanding local context
- Participatory mentality
- Analytical thinking

5.2 Services to be covered including use case scenarios

5.2.1 Cyprus

- TCNs rights
- Employment options according to a status
- Database with mentors available to support TCNs
- Database with Municipalities and organisations supporting migrants

5.2.2 Germany

- How to get recognized the professional qualifications?
- How to find a local organization, which supports TCNs on-site?
- How to get a drivers' license or how to get recognized the own national drivers' license?
- How to get a language course?
- How to tackle with the respective Labour Agency to get work, subsidence for life, family, and children, etc.?

5.2.3 Greece

- Accessing health care
- Accessing public schools
- Opening a bank account
- Employment services
- Language courses
- Vocational courses
- Local events (sports, cultural, etc)

6. Annexes

(In separate data files)

Annex 1 Catalogue of accessible services for the social inclusion of TCN - Cyprus, Germany, Greece