LABOUR INTEGRATION OF BENEFICIARIES OF INTERNATIONAL PROTECTION IN SLOVENIA

Research document
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1. INTRODUCTION

The successful and long-term integration of the beneficiaries of international protection into host societies represents a major challenge for the destination countries. At the same time expert practitioners broadly agree that the most significant factor for the successful and long-term integration into a society is the active inclusion and participation in the labour market. The European Union (EU) Common Basic Principles of Immigrant Integration also state that “employment is a key part of the integration process and is central to the participation of immigrants, to the contributions immigrants make to the host society, and to making such contributions visible”.¹

Available information and data on labour market outcomes of persons with international protection on the European level is limited. In the past, few comprehensive researches have been done in this field due to the lack of data. In Slovenia, Association Odnos, a key non-governmental organization in the field of migrant integration, has published a research² for the European Migration Network (EMN) in 2015. Since the research was published, Slovenia has experienced a significant increase in the number of asylum seekers due to the fact that the country was part of the Eastern Mediterranean migration route during the period October 2015 to March 2016. While the activities of both the governmental and non-governmental organizations focused on an immediate field response during the autumn and winter months of 2015/2016, the increase in the number of persons who will stay in the country as beneficiaries of international protection in the long-term calls for a successful integration policy with a specific focus on economic integration to enable independent livelihoods and sustainable incomes.

Asylum seekers and the beneficiaries of international protection currently residing in Europe are more diverse than in the past. According to the European Asylum Support Office,³ in 2015, a record number of more than 1,392,155 applications for international protection were made in the EU+, which represented a 110 per cent increase compared to 2014 and the highest number of applications since the beginning of the EU-level data collection in 2008. The highest numbers of applicants for international protection recorded were citizens of Syria, Western Balkan countries and Afghanistan. Data from various Member States demonstrate that many asylum seekers arriving to Europe are low-skilled

workers, however, they might be highly motivated to enter the labour market and generally to integrate into society quickly. They might also have educational backgrounds and previous work experience which do not match the requirements of the labour market of the host country. Not being able to communicate in the local language poses major challenges for job seekers, which is especially true for labour markets characterized by high unemployment rates for nationals of the country. Frequently, beneficiaries of international protection are also unable to demonstrate their educational and professional qualifications due to a lack of the required documentation from their countries of origin. In addition, due to the forced nature of their migration, they might experience trauma and psychological distress for which assistance is not readily available within the framework of the asylum procedure or during the integration process. Furthermore, women encounter additional obstacles when entering the job market, particularly when different support services (such as free of charge childcare) are not available. Additional challenges are also encountered by young persons with no formal work experience, the elderly and persons with disabilities.

While they are not a uniform group, generally asylum seekers and beneficiaries of international protection can therefore experience particular vulnerabilities and as such require targeted, coordinated and comprehensive policy responses. Some of the policies recommended by several actors to support labour market participation of this target group include the early provision of language courses and skills assessment, quick qualification recognition (including alternative methods of assessment which take into consideration prior informal learning and work experience), quality individual counselling to develop integration and employment plans, job search assistance, provision of subsidies and quality mentoring and tutoring.\(^4\)

The following research examines the extent to which persons with international protection are able to integrate into the labour market in Slovenia, analyses the barriers to integration and discusses promising practices and programmes which are currently being developed by stakeholders to improve labour integration prospects for the target group.

The methodologies used were desk research, questionnaires and semi-structured interviews. The desk research involved a review of scientific literature, secondary data as well as legislation and policies in the European Union, Slovenia and other EU Member States in order to examine the promising practices which could be adapted to the local context. In order to build on the existing information, several organizations working in the field of integration of persons with international protection were contacted. Questionnaires were sent to Slovenian ministries and governmental bodies assisting and supporting integration of the beneficiaries of international protection. Inputs were provided by the Asylum Home of the Ministry of the Interior. The Ministry of Labour, Family, Social Affairs and Equal Opportunities responded to the request for inputs by providing answers from two of its bodies, the Labour Market and Employment Directorate and the Employment Service of Slovenia.

An inquiry in the form of a questionnaire was made in writing to the Employment Service of Slovenia. It primarily sought to establish how the Employment Service of Slovenia assists persons with international protection to integrate into the labour market and what type of additional support programmes for the target group are foreseen in the near future. The Asylum Home was contacted to inquire about what kind of activities, paid and unpaid, asylum seekers may engage in while they await the decision on their claim for international protection. The Migrant Counselling Office, several banks as well as institutions that offer assistance in starting company/businesses were also contacted. The Ministry of Labour, Family, Social Affairs and Equal Opportunities was contacted to inquire about governmental programmes including the beneficiaries of international protection eligibility to participate in active policies of employment and other programmes supporting access to the labour market. Expert advice was sought from non-governmental organizations operating in the area of integration in the country.

Semi-structured interviews were carried out with the beneficiaries of international protection in order to identify the practical challenges they face while accessing the labour market in Slovenia. The interviews were conducted in the two largest cities in Slovenia – Ljubljana and Maribor, where the majority of the target population resides. The aim of the interviews was also to gather inputs as to what type of support would be needed and which key information would need to be made available to the target group. Data from the respondents was collected using the interview protocol attached as Annex I. The sample was drawn from both cities to ensure a fair representation of the opinions, as most families live in Maribor while generally single persons reside in Ljubljana. The interviews were carried out anonymously to ensure confidentiality and protect the identities of the interviewees.

The data presented in this research document was collected from June to August 2016. For up-to-date data, it is recommended you contact relevant organizations and authorities as mentioned in this document.

The data for this research was primarily gathered for the purpose of publishing an informational toolkit for asylum seekers and beneficiaries of international protection entering the job market in Slovenia. Should you wish to receive the informational material, please contact the IOM office in Slovenia.
2. **DEFINITION OF KEY TERMS**

**Asylum:** A form of protection given by a State on its territory based on the principle of non-refoulement and internationally or nationally recognized refugee rights. It is granted to a person who is unable to seek protection in his or her country of origin and/or residence in particular for fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion (IOM, 2011).[^5]

**Asylum seeker:** A person who seeks safety from persecution or serious harm in a country other than his or her own and awaits a decision on the application for refugee status under the relevant international and national instruments. In case of a negative decision, the person must leave the country and may be expelled, as may any non-national in an irregular or unlawful situation, unless permission to stay is provided on humanitarian or other related grounds (IOM, 2011).[^6]

**Beneficiary of international protection:** Means a person who has been granted refugee status or subsidiary protection status (Cap. 1, Art. 2 (b)).[^7]

**Complementary / subsidiary protection:** Formal permission, under national law or practice, to reside in a country, extended by that country to persons who are in need of international protection even though they do not qualify for the 1951 Convention refugee status (IOM, 2011).[^8]

**Integration:** the process by which migrants become accepted into society, both as individuals and as groups. Integration generally refers to a two-way process of adaptation by migrants and the host societies, while the particular requirements for acceptance by a host society vary from country to country. Integration does not necessarily imply permanent settlement. It does, however, imply consideration of the rights and obligations of migrants and host societies, of access to different kinds of services and the labour market, and of identification and respect for a core set of values that bind migrants and host communities in a common purpose (IOM, 2011).[^9]


**International protection:** “The concept of protection encompasses all activities aimed at ensuring full respect for the rights of the individual in accordance with the letter and the spirit of the relevant bodies of law, namely human rights law, international humanitarian law and refugee law. Human rights and humanitarian organizations must conduct these activities in an impartial manner (not on the basis of race, national or ethnic origin, language or gender)” (Inter-Agency Standing Committee). Protection given to a person or a group by an organization, in keeping with a mandate conferred either by international instruments in the application of customary international law, or by the activities of the organization. Such protection has as its aim to ensure respect for the rights identified in such instruments as: The 1951 Refugee Convention, 1949 Geneva Conventions, and 1977 Protocols, right of initiative of the International Committee of the Red Cross, de facto protection by the International Organization for Migration, International Labour Organization Conventions, human rights instruments (IOM, 2011).

**Migrant:** Any person who is moving or has moved across an international border or within a State away from his/her habitual place of residence, regardless of (1) the person’s legal status; (2) whether the movement is voluntary or involuntary; (3) what the causes for the movement are; or (4) what the length of the stay is (IOM, 2011).

**Refugee:** A person who, “owing to a well-founded fear of persecution for reasons of race, religion, nationality, membership of a particular social group or political opinions, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country. (Art. 1(A) (2), Convention relating to the Status of Refugees, 80 International Migration Law Art. 1A(2), 1951 as modified by the 1967 Protocol). In addition to the refugee definition in the 1951 Refugee Convention, Art. 1(2), the 1969 Organization of African Unity (OAU) Convention defines a refugee as any person compelled to leave his or her country “owing to external aggression, occupation, foreign domination or events seriously disturbing public order in either part or the whole of his country or origin or nationality.” Similarly, the 1984 Cartagena Declaration states that refugees also include persons who flee their country “because their lives, security or freedom have been threatened by generalized violence, foreign aggression, internal conflicts, massive violations of human rights or other circumstances which have seriously disturbed public order” (IOM, 2011).

**Refugee status:** Means the recognition by a Member State of a third-country national or a stateless person as a refugee. The status is granted to a person who reasonably and credibly proves that they, in their home country are threatened on account of race, religion, nationality, political opinion or membership of a particular social group (2011/95/EU Cap. 1, Art. 2 (e)).

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3. REVIEW OF POLICIES AND EXISTING PRACTICES

3.1 Statistical overview

The majority of applications for international protection filed in Slovenia in the past were from nationals of the former Yugoslav republics: Bosnia and Herzegovina, Serbia, The Former Yugoslav Republic of Macedonia, Croatia and the UNSC Resolution 1244-administered Kosovo. Official data shows that between 1995 and 2010, Slovenia had granted international protection to 209 persons, with the top 5 nationalities being Serbia and Montenegro (49), Former Federal Republic of Yugoslavia (26), Bosnia and Herzegovina (19), Iran (13) and Kazakhstan (13) (MNZ, 2011).

Since 2012, Slovenia has recorded an increasing number of persons applying for international protection with changing and increasingly diverse countries of origin of asylum seekers. Within the framework of the Eastern Mediterranean migration route, according to the official data of the Slovenian Police during October 2015 and March 2016, 477,791 persons transited Slovenia on their way to Northern and Western European countries. Since the closure of the route in the beginning of March 2016, 364 persons have sought international protection in Slovenia. In total, from October 2015 to July 2016 there have been 757 requests for international protection filed in the country. In comparison, 277 requests for international protection were filed in 2015 and 385 in 2014 respectively.

Similarly to other European countries, in 2016 Slovenia received most applications from nationals of Afghanistan, Syria, Iraq and Iran.

The graph below shows data for asylum seekers and the beneficiaries of international protection (276 in total) between 2010 and July 2016.

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14 Hereinafter referred to as Kosovo/UNSC 1244.
Chart 1: The number of beneficiaries of international protection in Slovenia, 2010 – 2016 (July)\(^ {17} \)

The top 5 nationalities of the beneficiaries for the period 2012 – 2015 were as follows:

Table 1: Top 5 nationalities of the beneficiaries of international protection in Slovenia, 2012-2015\(^ {18} \)

<table>
<thead>
<tr>
<th>Year</th>
<th>Country</th>
<th>Number</th>
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</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>Afghanistan</td>
<td>10</td>
<td>2013</td>
<td>Syria</td>
<td>7</td>
<td>2014</td>
<td>Somalia</td>
<td>18</td>
<td>2015</td>
<td>Iran</td>
<td>19</td>
</tr>
<tr>
<td></td>
<td>Somalia</td>
<td>8</td>
<td></td>
<td>Afghanistan</td>
<td>5</td>
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<td>Syria</td>
<td>11</td>
<td></td>
<td>Syria</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Iran</td>
<td>5</td>
<td></td>
<td>Eritrea</td>
<td>4</td>
<td></td>
<td>Iran</td>
<td>7</td>
<td></td>
<td>Somalia</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Kosovo/UNSC 1244</td>
<td>2</td>
<td></td>
<td>Russia</td>
<td>4</td>
<td></td>
<td>Palestine</td>
<td>1</td>
<td></td>
<td>Democratic Republic of the Congo</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Russia</td>
<td>2</td>
<td></td>
<td>Iran</td>
<td>3</td>
<td></td>
<td>Nigeria</td>
<td>1</td>
<td></td>
<td>Kazakhstan</td>
<td>2</td>
</tr>
</tbody>
</table>

As a response to the unprecedented number of requests for international protection in 2015, a relocation programme was agreed at the European Union level. After a proposal made by the Commission in May 2015, the Council adopted two decisions – (EU)


2015/1523\textsuperscript{19} and (EU) 2015/1601\textsuperscript{20} respectively – establishing a temporary and exceptional relocation mechanism for 160,000 applicants in clear need of international protection from Greece and Italy, which will be implemented during 2016 and 2017.\textsuperscript{21} Under the EU scheme, Slovenia agreed to relocate 567\textsuperscript{22} asylum seekers from Greece and Italy, of whom 61 had already arrived in Slovenia with the IOM’s assistance by 17 August 2016. Additionally, by the end of 2017 Slovenia has also committed to resettle 60 Syrian nationals from Turkey as part of the EU resettlement scheme.

Between September 2015 and April 2016, 15 new registrations of beneficiaries of international protection were made with the Employment Service. In terms of employment, according to the data provided by the Employment Service of Slovenia, approximately 100 beneficiaries of international protection were registered as unemployed during the past 10 years. According to the latest available data, 50 beneficiaries of international protection were registered as unemployed as of 16 June 2016. On 15 August 2016 the number of beneficiaries of international protection registered with the Employment Service increased to 78. It is estimated that the number of registrations will continue to increase, specifically due to the implementation of relocation and resettlement schemes to Slovenia.

Data from the EMN study shows that in 2014, 18 beneficiaries of international protection were employed. Usually this was in jobs for limited periods of time in sectors such as catering, construction, manufacturing, food processing, transportation and wood processing where they worked as ancillary staff (EMN, 2015). During the past 10 years, 22 beneficiaries of international protection were employed in sectors such as manufacturing, hospitality and cleaning according to the data of the Employment Service of Slovenia.

Studies have shown that beneficiaries of international protection in general face particular challenges in accessing the labour market. A study carried out by the International Organization for Migration and LINET titled “Labour Market Inclusion of the Less Skilled Migrants in the European Union” (2012)\textsuperscript{23} showed that over 80 per cent of all non-EU nationals between 15 and 64 years of age residing in the EU are either working as or are profiled as low skilled or unskilled. According to the data of the European Commission, non-EU migrants residing in the EU have a lower than average level of skills and qualifications. At the same time two thirds of highly educated third country migrants work in


low or medium skilled occupations or are unemployed.\textsuperscript{24} Similarly, this is observed in the case of non-EU nationals residing in Slovenia, with construction, manufacturing, transportation, gastronomy, employment in the entertainment sector, domestic work and care work being the main sector of migrants’ employment in Slovenia.\textsuperscript{25} Part of the reason is that migrants, depending on their country of origin, are generally perceived as less well educated than the native population, which is especially true for beneficiaries of international protection. For instance, 21 per cent of Russian migrants in Finland have their tertiary education recognized, while fewer than 10 per cent of Somali migrants, mostly beneficiaries of international protection, have managed to do so. As a result of different factors, among which the lack of qualifications and discrimination are prominent, beneficiaries of international protection are often in a position of needing to accept precarious employments with poor working conditions as ancillary staff.

The available data demonstrates that in the past, refugees found it particularly difficult to enter the local labour market and their outcomes generally lagged well behind those of other migrant groups. On the EU average, it took between five and six years to integrate more than 50 per cent of the beneficiaries of international protection into the workplace and as much as 15 years to reach a 70 per cent employment rate which would be comparable to the outcomes for persons who migrate for labour purposes.\textsuperscript{26}

### 3.2 The right to work during the asylum procedure

Once an individual has requested international protection in Slovenia, they are accommodated in the asylum centre in Ljubljana – Vič or one of its two departments which were established in 2016 as a result of the increased number of asylum seekers in the country (the new departments were opened in Ljubljana – Kotnikova for single men and in near-by Logatec for families). The Asylum Homes are managed by the Ministry of the Interior – Directorate for Internal Administrative Affairs, Migration and Naturalization Directorate, of which the Status Affairs Division is charged with processing the requests for international protection.

In accordance with the International Protection Act,\textsuperscript{27} asylum seekers have the right to:

- Basic care when accommodated in the asylum centre or in one of its departments
- Private accommodation and financial assistance
- Urgent health care


\textsuperscript{27} Republic of Slovenia. *International Protection Act.* Available at: http://www.pisrs.si/Pis.web/pregledPredpisa?id=ZAKO4911 . Last accessed on 18 August 2016.
• Education
• Work and employment
• Humanitarian aid
• Pocket money

In addition to free of charge accommodation in the asylum centres, asylum seekers are also entitled to food, clothing, footwear, basic hygiene necessities and a monthly pocket money allowance in the amount of 18 euros. Under certain circumstances specified by law and if conditions allow, the asylum seeker can be housed in another suitable institution or private accommodation, in which case they are granted financial assistance (currently EUR 144.40 per month per individual which represents 50 per cent of the basic minimum income; additional financial support is provided in the case of families).

The employment of foreign nationals including persons with international protection is governed by the Employment, Self-employment and Work of Aliens Act (2015). Article 6 (6) of the Act stipulates the free access to the Slovenian labour market to the beneficiaries of international protection (both refugees and holders of subsidiary protection). However, the right to work is granted to asylum seekers only nine months after filing their application for international protection, provided that no decision was served in that period through no fault of the applicant (Art. 6(8)). This is in line with the Directive 2013/33/EU from 26 June 2013 on standards for the reception of applicants for international protection. However, it should be noted that Slovenia follows the longest period in which Member States have to ensure the access to labour market, that is 9 months.

After nine months, the Ministry of the Interior issues a certificate based on which the asylum seekers can access the labour market without needing an additional work permit.

Therefore, during the first nine months of the asylum procedure the options for gainful activity of asylum seekers are limited. According to Article 82 of the International Protection Act and the Rules on the Rights of Applicants for International Protection, asylum seekers may assist with different activities relating to maintenance, accommodation and translation services in the Asylum Homes for which they receive remuneration in accordance with the hourly rate of the Ministry of the Interior, which is as follows:

**Type of work:**
- Light physical work
- Heavy physical work
- Professional-technical work
- Assistance in communication

**Hourly rate:**
- EUR 2.5
- EUR 3.5
- EUR 3
- EUR 4

The above rates for different works are displayed on the bulletin board at the Asylum Home. Different paid activities are performed in agreement with the responsible social worker and are paid in accordance with the submitted timesheets demonstrating the

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number of hours performed. Both men and women perform light physical work (cleaning, landscaping, and assistance in the maintenance of the donation warehouse), professional – technical work (such as wall painting) and assistance in communication with other asylum seekers (translation services). Men can also perform physical work of a more demanding nature, such as moving furniture items and larger donated items.

According to the inputs provided by the Asylum Home, the right to work, including the information regarding the right to access the labour market only after nine months from the date the asylum procedure was commenced, is explained to the asylum seekers by the social worker at the first psychosocial support meeting. In addition to the role of the social workers, assistance with labour market integration and job seeking is also provided by the Institute for African Studies and other civil society organizations present at the Asylum Home.

Data of the Asylum Home which covers the past five years shows that only one male asylum seeker held a short-term period of employment in a warehouse. According to the responses received from the Asylum Home for the purpose of this research, the most notable obstacles asylum seekers encounter while searching for employment are the language barrier and not being able to meet the educational requirements due to the difficulties with qualification recognition without the required certification. As a potential solution to the latter challenge, the Asylum Home suggests that short educational programmes should be organized in the framework of the Employment Service of Slovenia which would enable asylum seekers to be better prepared and trained for a particular job. A measure further recommended by the Asylum Home is also the development of on-the-job training programmes. It will be explained in the following chapter that some of these measures are being currently developed by the Ministry of Labour, Family, Social Affairs and Equal Opportunities.

3.3 Access to the labour market of beneficiaries of international protection

Once granted international protection, beneficiaries leave the Asylum Home and are accommodated either in the integration houses in Ljubljana and Maribor which are managed by the Ministry of the Interior, where they usually stay for one year or in justifiable circumstances for 18 months, or in private accommodation. In case of private accommodation, the Ministry contributes a financial subsidy for a maximum duration of three years. The amount of the subsidy is determined by the Decree on the Methods and Conditions for Ensuring the Rights of Persons with International Protection and currently amounts to EUR 288.81 for a single adult).

The Ministry of the Interior employs integration counsellors who monitor the individual progress of the beneficiaries of international protection, inform, and assist in facilitating their integration into the new society. They provide information and assist with accommodation, personal planning, employment and education. This type of assistance
is available during the first three years after the international protection is granted. The counsellors also offer psycho-social support (EMN, 2015: 19).

Through a public tender, the Ministry of the Interior also selects a non-governmental organization for the implementation of orientation courses and integration activities for the beneficiaries of international protection. Since 2013, the Association Odnos has been selected as the implementing organization for integration activities. The scope of assistance provided entails a broad range of support, including the implementation of orientation courses and assistance with the job search, the opening of bank accounts, search for suitable private housing and communication with landlords, escort to hospitals and other institutions, study help and counselling regarding different life situations.

In addition, the Ministry of the Interior, through a public tender, selects the schools that offer language courses to foreign nationals as well as to beneficiaries of international protection. Beneficiaries of international protection have the right to attend a free of charge Slovenian language course in the duration of 300 hours and an additional 100 hours which are approved upon submitting a request to the Ministry of the Interior. Practitioners as well as beneficiaries broadly agree that language skills represent the most crucial element for the successful integration into the host society and they are especially key when entering the labour market. As will be demonstrated in the following chapter, both the interviewees as well as the governmental institutions which were consulted for the purpose of this research consider a solid knowledge of the Slovenian language to be fundamental for enabling successful integration and accessing the labour market.

The beneficiaries of international protection are also entitled to financial social assistance, child benefits, social welfare, and the exercise of rights from public funds, as well as common integration activities. The Ministry of Labour, Family, Social Affairs and Equal Opportunities is in charge of guaranteeing minimum resources to the beneficiaries of international protection. The Ministry also publishes public tenders for civil society organizations and other eligible stakeholders to implement social projects or programmes providing support and assistance to the beneficiaries of international protection. Among them are counselling, advocacy and psychosocial assistance to the beneficiaries of international protection. The Ministry’s role is important in facilitating access of the beneficiaries of international protection to the labour market.29

The responsible authority for the recognition and validation of educational diplomas and certificates is the ENIC-NARIC30 office of the Ministry of Education, Science and Sport. The procedure is free of charge for the beneficiaries of international protection as the costs are borne by the Ministry of the Interior which also assists with the process through the integration counsellors. It must be noted, however, that a significant number of asylum seekers do not possess any documentation or proof of their previously completed

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30 European Commission, the Council of Europe and UNESCO. ENIC NARIC. Available at: www.enic-naric.net. Last accessed on 19 August 2016.
education. Alternative methods of testing and recognizing qualifications, including those acquired through non-formal learning, are not yet adequately developed.

In Slovenia, job seekers register with the Employment Services of Slovenia. The Employment Service has established offices in all larger towns in Slovenia. Its main activities are employment advice and job brokering, management of unemployment benefits and unemployment insurance. The users of the Employment Service include amongst others unemployed persons, employers, jobseekers, pupils and students who need professional help in the fields of employment and career guidance. The Employment Service acts as a bridge between the employers and job seekers. Unemployed persons, including the unemployed beneficiaries of international protection, can register as job seekers and are allocated an employment adviser with whom they develop their individual employment plan during which they discuss their skills, qualifications and previous job experiences. The adviser then checks for suitable and relevant sectors that match the job seekers’ profiles and whenever a job vacancy is advertised, the job seekers receive this information through e-mail and can apply for the vacancy. In case of available funding, the adviser checks for suitable training programmes that can increase job competitiveness for example, language courses or vocational qualification trainings.

Under the Employment Service there is the Vocational Information and Counselling Centre that holds group/individual sessions during which advice as to how to prepare a good curriculum vitae as well as how to prepare and successfully conduct a job interview is given. The centre also provides the following information: description of vocations, information on (upper) secondary and higher education institutions, information on possibilities for vocational training and study abroad, information on available financial aids for education and training, postings of educational programmes, information on student residences, postings of jobs, directions and tools for more effective job seeking, computer programs for independent planning of educational or vocational paths.

The Employment Service of Slovenia also hosts the European Employment Service (EURES). The EURES is a network of public employment services from European Union/European Economic Area (EU/EEA), guided, coordinated and co-financed by the European Commission’s Directorate General for Employment, Social Affairs and Inclusion. The EURES manages a portal with a database of job vacancies in EU/EEA Member States and Switzerland. The EURES provides advice, information and job placement services on the European labour market, and information regarding life and work abroad. It also holds employment job days, job fairs and such events where it prepares and presents information regarding national opportunities for work and life. When searching for a job, the beneficiaries of international protection may look for work in other countries of the EU, also by accessing the services of the EURES. Beneficiaries of international protection do not automatically have free access to the European labour market. They also have to meet certain conditions including language competency and in some cases they must possess a work permit. In certain and rare cases however, if appointed by a Slovenian employer, a person with an international protection can work abroad as an appointed worker without the need of a work permit.
All persons registered in the Employment Service enjoy the same rights, such as participation in active employment policy measures, Slovene language courses, and adult learning programmes, Vocational Education and Training and National Vocational Qualifications. This right also extends to beneficiaries of international protection registered with the office. Participation in these measures is based on the specific expert assessment for each candidate. It is also, however, dependent on the availability of funding. Beneficiaries of international protection might also experience a language barrier when trying to access vocational trainings and other services. The Employment Service does not possess data on the number of beneficiaries of international protection who were included in the Active Employment Policy (AEP) in the past.

Data from the 2015 EMN study shows that the following numbers of beneficiaries of international protection participated in different support measures between 2010 and 2014 in Slovenia.

**Chart 2:** Number of beneficiaries of international protection in Slovenia participating in different support measures, 2010 - 2015

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4. PLANNED MEASURES TO SUPPORT LABOUR INTEGRATION

As mentioned in the introductory chapter, 2016 saw an increase in the number of asylum seekers in Slovenia. While the response of stakeholders during the first months of the year focused on the immediate field assistance, with a specific focus on providing adequate accommodation facilities, the focus has recently shifted to enabling and ensuring a successful long-term integration in the country. Labour integration has been recognized as a key component by all stakeholders with several governmental bodies adjusting existing programmes to better adjust the services to the needs of the target group as well as developing new programmes to address the increased number of users of the services, including the hiring of new staff.

As of 23 June 2016, the Government of the Republic of Slovenia adopted a decision for the Ministry of Labour, Family, Social Affairs and Equal Opportunities to prepare and for Employment Service of Slovenia to implement a special Public Works programme committed to enforcing assistance with continuous care and accommodation provision for asylum seekers and the beneficiaries of international protection. The Public Works programme should ensure the provision of a sufficient number of staff for a continuous and holistic care for asylum seekers and intensive assistance with the integration of the beneficiaries of international protection. The government noted that the current available staff and current standards of provision of care and help for integration, are not sufficient to provide quality assistance with the integration process and to enable a swift adjustment to life in Slovenia.

According to the input received from the Employment Service of Slovenia for the purpose of this research, their existing and available employment support programmes have been found not to be suitable for persons with international protection when taking into consideration their competencies, language skills and other specific job-related skills. For this reason the Employment Service, together with the Ministry of Labour, Family, Social Affairs and Equal Opportunities has prepared a work plan, which is based on good practices from Western European countries and especially Scandinavian countries who have long-term experience with the integration of foreign nationals. Under this new work plan, the beneficiaries of international protection registered as unemployed at the Employment Service will attend an orientation programme, followed by a Slovene language course in the duration of 300 hours. The costs for these two activities will be covered by the Ministry of the Interior. Following the completion of the language course, a workshop will be conducted with the aim of providing information on the specifics of the labour market in Slovenia and the different requirements of employers in order to enable the attendees to acquire job-seeking competencies. The workshop will be held in a language understandable to the participants.
In addition, two specific programmes will be provided in the framework of the Active Employment Policy. The first programme will focus on the access to trainings within the framework of the National Vocational Qualifications as well as other informal knowledge and skills identified according to the needs in the Slovenian labour market. This programme will first identify individual interests and competencies before inclusion in the training for vocational qualifications and other informal competencies. The focus of the second programme will be on-the-job trainings. The programme intends to train the beneficiaries of international protection directly at the employers’ workplaces for a maximum duration of six months. In addition to gaining skills and competencies required for the job, the programme also intends to assist the participants in learning Slovene language intensively.

In addition, the Employment Service intends to employ two advisers for the beneficiaries of international protection who will have the role of cultural mediators. The advisers will connect activities within the ESS. They will also have the role of establishing contacts with potential employers. The office plans to provide additional services with planned measures for the beneficiaries of international protection to ensure equalization with other unemployed persons and to make them more attractive and interesting for employers. The Employment Service also plans to strengthen the intercultural competencies of its employees through capacity building. It will also continue to cooperate with nongovernmental organizations active in the field of integration such as Slovene Philanthropy, Association Odnos and with IOM Slovenia to contribute towards integration into the labour market for persons with international protection.

The Employment Service noted that though the options for self-employment and different forms of entrepreneurship such as social entrepreneurship are currently not in use by the majority of the target group, they may be a suitable solution for a certain number of beneficiaries of international protection in Slovenia. As a proposed measure, group and individual counselling sessions at One Stop Shops for entrepreneurs could be organized where participants could learn more about the legislative background as well as practicalities, such as developing a business plan and accounting, to be better informed of this increasingly important type of employment. Data from the interviews shows that 14 out of 20 respondents were interested in self-employment and entrepreneurship, however, they lacked the necessary information or the start-up capital. Out of 20 respondents, 18 were also not familiar with the concept of social entrepreneurship. Expanding and adjusting the options for social entrepreneurship to be more accessible to the target group as well as enabling financial incentives for start-up companies, including the availability of small grants, could address the problem of the lack of funds needed to engage in self-employment.

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32 One-Stop Shops/Vse na Enem Mestu (VEM) offices in Slovenia enable entrepreneurs to carry out company registration in Slovenia free of charge and at the same time perform all the formalities required with starting a business. They also provide advice and counselling to persons interested in entrepreneurship.
The questionnaire submitted to the Labour Market and Employment Directorate of the Ministry of Labour, Family, Social Affairs and Equal Opportunities inquired about the active politics of employment and of whether migrants and beneficiaries of international protection will be/ and in what way included in the programme. Active politics of employment is a programme which focuses on increasing the employability of vulnerable groups and supporting long-term unemployed persons’ access to the labour market. The questionnaire also inquired about other policies, programmes or measures taken by these institutions in order to integrate the beneficiaries of international protection in the labour market.

The beneficiaries of international protection who are registered as unemployed with the Employment Service of Slovenia are eligible to participate in all Active Employment Policy measures. The participation in all measures under the mentioned policy, must be part of the individual employment plan. In addition conditions set up by the employers in the framework of each measure must be met. Beneficiaries of international protection will be able to be included in the Active Employment Policy after concluding the 300-hours of Slovenian language course organized by the Ministry of the Interior.

When the beneficiaries of international protection registered as unemployed will partake in the introductory programme and the Slovenian language course they will, in line with the Regulations on the implementation of active employment policy measures, be entitled to a financial contribution and reimbursement of travel costs (when the programme exceeds 100 hours).

Due to the expected increase in the number of beneficiaries of international protection registering as unemployed, the Employment Service will in the first phase additionally train three people, two employment advisers for the beneficiaries of international protection and one coordinator of the activities. In the case of the increased number of registrations with the Employment Service, it is estimated that an additional employment adviser per 100 clients will be needed.

The coordinator and personal employment advisers will also implement visits to the asylum homes with the purpose of introducing the Slovenian labour market to asylum seekers. The Employment Service will also continue their close cooperation with non-governmental organizations working with the target group (mainly Slovene Philanthropy and Association Odnos).
5. ANALYSIS OF SEMI-STRUCTURED INTERVIEWS

The semi-structured interviews with the beneficiaries of international protection were conducted in June and July 2016 in Ljubljana and in Maribor. Contacts with the interviewees were established with the assistance of two non-governmental organizations (Slovene Philanthropy and Association Odnos) and the Ministry of the Interior. The total number of persons interviewed was 20. All interviews were conducted anonymously to protect personal data of the respondents.

The interviews focused on the following areas:

- Educational background and interest to pursue further education / courses
- Recognition of educational qualifications
- Work experience and professionals interests
- Obstacles encountered as job seekers and type of assistance needed
- (Social) Entrepreneurship
- Access to information
- Familiarity with labour legislation.

In addition to providing input for this research, the findings of the interviews were also used for the development of a printed informational toolkit which was published by the IOM in August 2016 and will be distributed to all main stakeholders in order to be accessible to asylum seekers and persons with international protection. The toolkit, which gives an overview of the identified key areas, enables the target group to consult different sources and find answers for the most common questions regarding labour legislation and the processes relevant to job seekers. Above all the toolkit addresses specifically recognized needs for an increased level of information, including more awareness of workers’ rights and basic guidance regarding the preparation of job applications, which have been identified as missing or not readily available during the interviews.

While the limited number of conducted interviews does not allow for the generalization of the results to the entire population of the target group, the research was able to involve the beneficiaries of international protection of varied profiles, as will be demonstrated below, which have nevertheless pointed out challenges encountered during the job seeking process which were very similar.
5.1 Profile of interviewees

The total number of persons interviewed was 20, five of whom were female. While significant efforts were made to include a representative pattern of both genders, it was only possible to engage five female respondents due to unavailability or personal objections to being interviewed.

Of all respondents, 18 had refugee status, while two had subsidiary protection. The respondents were from 11 different nationalities as shown in the pie chart below: Five originated from Iran, three from Afghanistan, two from Iraq, two from Somalia, two from Syria, one from the Democratic Republic of Congo, one from India, one from Bosnia and Herzegovina, one from Kazakhstan, one from Sudan and one from Pakistan.

Sixteen respondents were aged between 18 and 35 years. Two were aged between 35 and 50 and two persons were above 50 years of age. Data from the age group of the respondents corresponded to that of the EU demonstrating that among the asylum seekers who arrived to the EU in 2015, half were between 18 and 34 years old.33

Seven respondents were married, three were separated, two were divorced and eight were single.

Fourteen of the interviewed persons have been living in Slovenia for three years or above. None had yet acquired Slovene citizenship.

Of the respondents interviewed, 17 could speak English and 15 spoke basic Slovene language as well. An analysis of their educational background showed that three had not completed any prior formal education, one had completed primary school, eight had completed high school and eight had post-secondary education.

5.2 Key findings

Six of the 20 persons interviewed were currently enrolled in an educational institution in Slovenia. Half of them (three persons) were enrolled in primary school while three persons attended a master’s programme. The respondents who came to Slovenia with no prior formal education were currently enrolled in primary school while three of those who came with post-secondary education were enrolled in master’s programmes.

The ease of enrolment into various primary and postgraduate programmes was as a result of various factors. In 17 cases, persons who had completed one of the levels of education in their home countries were able to provide the documentation required for the recognition of qualifications in Slovenia. Seven of them brought their educational documents or diplomas with them in order to have their qualifications recognized in Slovenia. Another factor was that the process of the recognition of qualifications, including the translation of diplomas and certificates, is free of charge for beneficiaries of international protection (the costs are borne by the Ministry of the Interior). Six of the persons who brought certificates and diplomas from their home countries with them were able to successfully translate and recognize them in Slovenia, at no charge. Four respondents also mentioned that the process of enrolment in different educational institutions was facilitated in entirety by the integration counsellor. Twelve out of 17 persons who responded to this question also felt that they had sufficient information regarding the different types of educational opportunities in Slovenia.

The respondents shared the view of other stakeholders which were consulted that additional language instruction is needed. Sixteen respondents felt they needed more either language courses (either Slovene or English), computer literacy classes, orientation courses or a different combination of these courses. At the time of conducting the research, several of the respondents were engaged in various volunteering activities with NGOs such as Association Odnos and Slovene Philanthropy, which enables them to learn Slovene language in practice. The organizations offer different training opportunities, for example community interpreting and translation.

In terms of previous professional experience, 15 of the respondents were engaged in some form of employment in their countries of origin and or in other countries, including during transit. They worked across different sectors and in varying professions, including translation services, mechanics, education, healthcare, dentistry, childcare, manufacturing industries, agriculture, sports, sales and transportation.

At the time of conducting the research, 8 of the 20 respondents were employed in Slovenia. Two were self-employed while six were working in the private sector as employees in supermarkets, restaurants, cleaning services and as translators/interpreters. All the respondents showed an interest in finding employment in Slovenia and none reported any health issues or other personal obstacles that might prevent them from working.

Seven respondents cited language barriers as the main obstacle to finding employment in Slovenia. Two felt that there are simply no employment opportunities currently in the country while the other five respondents cited other obstacles including: the lack of
knowledge on where to obtain information regarding employment and self-employment, lack of relevant education, employers not being willing to employ foreigners, and discrimination during the hiring process. Six of the respondents chose not to answer the question.

Six of the respondents had experience of running a business in their home countries. Fourteen respondents would be interested in starting their own businesses in Slovenia but would require funding and additional information on the requirements and legalities required to run a business in Slovenia.

The majority of respondents were not aware where and how to obtain the information needed. Only eight answered that they knew where to look for information regarding the labour market in Slovenia, however, some added it had taken three years or more to learn where and how to access the required information. Others had an idea where the information might be accessed but had not taken the initiative to explore further. Eighteen of the respondents were also not aware of the concept of social entrepreneurship. Overall, 16 out of 20 respondents felt that they lacked the basic information regarding employment opportunities, legislation and the labour market in Slovenia.

As mentioned previously, unemployed persons in Slovenia should register with the Employment Service of Slovenia in order to benefit from support measures and social welfare assistance. Twelve of the respondents were currently registered as unemployed. There was a general consensus though that the Employment Service should endeavour to provide more information about the labour market in Slovenia, available vacancies and as well as on opportunities for self-employment. From the lack of knowledge on what a job application should consist of, including the contents of a curriculum vitae and the covering letter, it was also notable that more assistance should be provided with the preparation of job applications and job seeking in general.

The respondents considered the following factors to be most advantageous and helpful in finding employment in Slovenia. They have been listed in order of importance:

- Slovene language courses
- Having a good social network
- Previous work experience
- Assistance provided by NGOs
- Educational background
- Assistance received from the integration counsellor at the Ministry of the Interior
- Assistance provided by the Employment Service of Slovenia
- Swift recognition of educational qualifications

Again, fluency in the Slovene language was deemed to be the most important factor for labour market integration. In addition, a good social network in the local community was prioritised as often the beneficiaries of international protection learn of existing job opportunities through friends and acquaintances, who also informing them of the labour market conditions in the country.
Notably 15 of the respondents were not familiar with the labour legislation in the country, including basic information such as the amount of the minimum pay and standard maximum weekly working hours as determined by local legislation, overtime compensation and health and pension insurance. The respondents were also not aware where they could report violations and discrimination encountered at the workplace.
6. CONCLUSIONS AND THE WAY FORWARD

The research investigated the extent to which asylum seekers and persons with international protection are able to integrate into the labour market in Slovenia through a review of the existing policies and practices. Furthermore, it discussed the barriers to integration identified through the implementation of semi-structured interviews and listed some of the practices which are currently being developed by relevant institutions in order to improve the integration process in the context of an increased number of asylum seekers in the country.

The most frequently expressed need identified both in the framework of the interviews conducted as well as during discussions with stakeholders was the increase of the scope of language instruction, as the lack of knowledge of Slovene was cited as a major barrier to accessing employment. In addition, even though the target group has according to the legislation equal access to educational and training opportunities in the country, the courses are mostly available only in Slovene and are therefore only accessible for foreign language speakers after an adequate knowledge of the local language was reached. It was noted that even when the qualifications of the job applicant matched the labour market requirements, the inability to communicate in the local language can represent a key consideration for employers in deciding not to hire a foreign national. In addition to enabling the access to longer-term free of charge language courses, language instruction focusing on professional terminology for persons with an advanced level of Slovene could be coupled with workshops that provide information on self-employment, social entrepreneurship and employment in general in Slovenia. It was also noted that learning the language in practice, for example through volunteering, is quicker and more effective than through courses.

Slovenian language courses should therefore start as early as possible, with classes already available at the asylum centres. Beneficiaries of international protection should have the possibility of additional language courses after the completion of the 300 + 100 hours courses free of charge, including through the availability of online courses which enable participants to follow at their own pace and during suitable timeframes. Language training with a focus on the common terminology relevant for specific professional areas supports easier access to employment which might be limited due to the lack of the means of communication with the local population. Language training/supplementary courses could be combined with a work placement or a job, taking into consideration there are many occupations and jobs which do not require immediate fluency in Slovene.

The findings of the semi-structured interviews demonstrated a need for increased access to information as the respondents were largely unaware where they could access general information regarding employment, self-employment and labour legislation. The majority were also not aware of the options offered by social entrepreneurship. Most government
websites in Slovenia usually contain very comprehensive information, however, often it is available only in the Slovene language with some key information translated into English. The Ministry of the Interior manages a web portal called information for foreigners, with a wide range of information relevant for foreign nationals. The extension of its contents to include more detailed information on specifics regarding the labour market could be useful as the website is an established source of information for foreign nationals in Slovenia.

Furthermore, a “one-stop shop” for beneficiaries of international protection could be established. It could be based on the example of the Info Point for Foreigners which functioned as part of the Employment Service of Slovenia between 2008 and 2015 with the aim of strengthening workers’ rights and facilitating entry to the Slovenian labour market to non-EU nationals. Such services can provide a wide range of individual and tailored support, such as legal assistance, language instruction, identification of employment and training opportunities, family reunification etc., available in person, via e-mail and over the telephone.

A number of respondents cited civil society organizations as the most important source of different information. Telephone info-lines or other means of accessing information related to employment managed by a dedicated NGO or governmental institutions should be strengthened, including through the availability of designated focal points in various institutions, as is being developed by the Employment Service which is hiring new advisors in order to provide tailored assistance which would be better suited to the needs of their clients. The Ministry of the Interior in 2014 published a publication “Integration in the Slovenian Society: Information for Aliens” that answers a number of the questions which non-EU nationals commonly have while living and working in Slovenia. Similar info packs could be developed for beneficiaries of international protection and translated to their most common languages.

In relation to the newly developing programmes of various institutions, it must be taken into consideration that the counselling of asylum seekers and the beneficiaries of international protection requires additional qualifications of the service providers. Most notably this includes language skills, intercultural competencies, specific legal knowledge as well as networking skills. This non-exhaustive list of skills needs to be considered in the recruitment process of new staff and in their induction to the workplace. In addition to the intercultural competencies of the local staff, the introduction of a model of cultural mediation would enable overcoming language barriers, which are consistently pointed out by all actors as a key challenge. In general, participatory approaches which involve the target group in the development, implementation, monitoring and evaluation of programmes are advantageous as their help in addressing the actual practical barriers experienced by the target group in their day to day life.

In order to facilitate entry into the labour market, the assessment of experience, skills and motivation of newly arrived asylum seekers should take place early in the asylum procedure.

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in line with the findings of the European Commission’s proposed “Skills Profile Tool” as part of the upcoming New Skills Agenda for Europe.\footnote{European Commission. New Skills Agenda for Europe. Available at: http://ec.europa.eu/social/main.jsp?catId=1223&langId=en. Last accessed on 19 August 2016.} In Slovenia, asylum seekers currently obtain the right to work nine months after the submission of the asylum application. Several respondents and stakeholders pointed out that it is important that asylum seekers would have an immediate right to work.

In this respect, **sectors with labour shortages should be identified with accompanying vocational trainings made available** to interested beneficiaries in coordination with the line ministries for labour and education.

An increased scope of **vocational and study guidance should be made available, including mentorship programmes and/or activities with the participation of cultural mediators** who share a similar background to the beneficiaries and can assist both in communication and in cross-cultural understanding. Provision of personalized support, including **tutoring, counselling, career guidance, internships** and similar could be developed.

**The promotion of entrepreneurial initiatives should be strengthened through the provision of training, individual tutoring and mentoring, and financial incentives**, which would support the self-employment of persons with varied skills and competencies.

The development of measures which support **the creation of social networks**, such as youth clubs and joint trainings in different topics, would be beneficial.

**With the aim of increasing employment opportunities, cooperation with employers should be strengthened.** While the introduction of mentors and cultural mediators in the workplace in cooperation with the employers would contribute to addressing the linguistic and cultural differences, efforts should also be invested to inform employers of the legal status of the beneficiaries of international protection as unfamiliarity with the target group’s status, distrust and stereotyping represent hindering factors in their hiring. Practical guides and informational tools for employers with information on the legal status of the beneficiaries of international protection and other relevant legislation in the area of employment should be made available.

Given that the target group is increasingly diverse, as was also demonstrated by the interviews conducted, **the programmes should be developed to address the specific vulnerabilities related to long-term unemployment of certain individuals and groups** whose access to employment might be limited, such as young persons with no previous work experience, women and the elderly. Overall, the interviews have demonstrated a very high level of motivation for employment, volunteering and assisting other persons who face similar challenges as themselves. Nevertheless, the target group is diverse and individual approaches, which would address interests for additional trainings and educational courses as well as enable support such as with entrepreneurship and business set-ups, are needed.
Notwithstanding the differences in individuals’ competencies, skills and interest, the target group requires an increased level of access to information. Considering the precarious nature of work that is mostly available to the beneficiaries of international protection, there should be more focus on familiarizing the target group with the national labour legislation, including the protection of workers’ rights and the awareness of where to seek help in the case of discrimination and violations in the workplace.

Lastly, while this was not the scope of the research, it must be noted that from the perspective of host countries, the economic integration of refugees may help in addressing the demographic and labour supply gaps in the context of an ageing society. While integration measures can be costly, the contribution of refugees to the economic development, including through paying income tax and social security contributions, should not be overlooked. This was emphasized by several of the interviewees stating they would like to be able to contribute to the economy of the country which has given them protection. The contribution is related to the speed of the labour market integration process, which must be a long-term commitment by various actors. In the countries of Eastern and Central Europe, such as Slovenia, the challenge of labour integration of the beneficiaries of international protection is relatively new and will demand a coordinated approach in the long run.
ANNEX I

INTERVIEW GUIDE

LABOUR MARKET INTEGRATION OF THE BENEFICIARIES OF INTERNATIONAL PROTECTION

Date and place of the interview:

Interviewer(s):

To be explained to the respondent:

Objectives of the interview: To gather and analyse the experiences of the beneficiaries of international protection in the labour market integration in Slovenia for the purposes of a research conducted by the IOM and funded by the Migrant and Refugee Fund of the Council of Europe Development Bank.

The participation in the interview is voluntary and anonymous.

You may end the interview at any time and you do not have to answer all the questions.

Your consent to the participation can be withdrawn at any time, without giving any reasons.

PROFILE

1. Age
2. Sex/Gender (female/male/other)
3. Country of birth
4. Citizenship
5. Marital status (married/separated/divorced/single/widowed)
6. How long have you been living in Slovenia?
7. What is your legal status (asylum seeker/ international protection/ subsidiary protection)?
8. Which languages do you speak / understand?

EDUCATION

9. What is your educational background/ academic level?
10. Are you currently enrolled in a school / university / other educational institution?
   If yes, what is the course/ programme of your study?
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>Did you receive any kind of assistance in the enrolment process (scholarship, help with paperwork etc.)?</td>
<td></td>
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<tr>
<td>11 What is the official education you obtained in your home country?</td>
<td></td>
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<tr>
<td>12 Are you able to provide documentation proving your qualifications? Did you bring your educational certificate(s)/diploma(s) with you?</td>
<td></td>
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<tr>
<td>If yes, did you have your diploma(s) translated and assessed/recognized? If yes, where?</td>
<td></td>
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<tr>
<td>Did you have to pay for the procedure of your qualifications recognition? If yes, how much?</td>
<td></td>
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<tr>
<td>Did you encounter any difficulties in the process of recognizing your certificates/diploma(s)/qualifications? What would you suggest to others to avoid these obstacles?</td>
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<tr>
<td>13 Would you say you have sufficient information regarding different types of educational opportunities in Slovenia? If not, what type of information would help you?</td>
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<tr>
<td>14 Would you require additional language courses, orientation courses or computer literacy courses?</td>
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<tr>
<td>15 If you could choose any training/educational programme for yourself, what would it be? Why?</td>
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<tr>
<td>16 Do you or did you participate in any informal education (for example, courses organized by NGOs)?</td>
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<tr>
<td>If yes, which?</td>
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</table>

**EMPLOYMENT**

<table>
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<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>17 Before coming to Slovenia, were you working in your country of origin or in another country?</td>
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<tr>
<td>If yes, what was your occupation?</td>
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<tr>
<td>18 Were you employed by the public/private sector or did you have your own company (self-employed etc.)?</td>
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<td>19 Do you currently have a job?</td>
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<td>If yes, in which field?</td>
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<tr>
<td>Are you employed by the public/private sector or do you have your own company (self-employed etc.)?</td>
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<tr>
<td>21 If no, in your opinion, what are the main obstacles of finding a job in Slovenia?</td>
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<tr>
<td>22 Do you wish to find employment in Slovenia?</td>
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<td>If no, can you explain why?</td>
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<tr>
<td>23 If you have had worked in your home (or another) country, would you like to continue working in the same field?</td>
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<tr>
<td>What kind of occupation do you wish to have/get?</td>
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<td>24 Are there any health obstacles that may prevent you from getting a job in the future?</td>
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<tr>
<td>25 Are you currently registered as unemployed at the Employment Service of Slovenia?</td>
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<tr>
<td>If no, were you (ever) registered before?</td>
<td></td>
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<tr>
<td>ask only if answered yes to the above</td>
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<tr>
<td>26 Did someone assist you with registration at the Employment Service of Slovenia?</td>
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<tr>
<td>During the interview with the Employment Counsellor, were you accompanied by someone or were you alone?</td>
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</table>
LA BOUR INTEGRATION OF BENEFICIARIES OF INTERNATIONAL PROTECTION IN SLOVENIA

What language was used during the interview with the Employment Counsellor?

What type of assistance did you receive?

Did you receive any assistance with the development of your CV and cover letter to apply for jobs?

Are you satisfied with the services of the Employment Service of Slovenia? Can you explain why yes / no?

What would be your suggestions to improve the services?

In your opinion, which factors are most important or helpful in finding a job? (Give each a point from zero to ten, 0 being the least important and 10 the most important)

- Assistance given by the counsellor at the Employment Service of Slovenia
- Language courses
- Education
- Recognition of qualifications
- Work experience
- Assistance from the counsellor of the Ministry of Interior
- Having a good social network
- Help provided by NGOs
- Other factors you consider important:

ENTREPRENEURSHIP

Do you have experience running your own business in your country of origin (or in another country)? Yes/No.

If yes, what type of business was it?

Do you have experience running your own business in Slovenia?

If no, would you be interested in starting your own business in Slovenia?

If yes, what would you need in order to start it?

Are you familiar with the concept of social entrepreneurship?

If yes, would you be interested in it?

ACCESS TO INFORMATION

Do you think you have sufficient information regarding employment and the job market in Slovenia?

What kind of additional information regarding the labour market (or any other information) in Slovenia would be useful to you?

Do you know where you can obtain this information?

Is it easy to get the information you need?

If no, what are the obstacles you are faced with and what should be done in order to overcome the obstacles?

Are you familiar with the labour legislation in Slovenia? For example, maximum working hours, minimum pay, health and pension insurance, where to report any abuse or violations?

Would you like to tell us or suggest something else?
LABOUR INTEGRATION OF BENEFICIARIES OF INTERNATIONAL PROTECTION IN SLOVENIA

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