



## *National Report*

# Ouput 1: Study on policies and good practices addressed to migrants and refugees' social and labour integration

Partner: CARDET (Cyprus)

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## Part 1: Introduction

Cyprus is an island of the southeastern part of Europe, which has been influenced through the years by Europe, Asia and Africa. Great Britain ceded independence to Cyprus in 1960 and following this, Cyprus has experienced a large flow of emigration, due to the fact that people sought to have better lives in other countries, such as Australia, United Kingdom and the USA. Especially after the Turkish invasion on the island in 1974, which resulted in the occupation of the north part of Cyprus, 200.000 Greek Cypriot refugees were forced to move to the south, while a lot of them considered emigration to another country as a solution to build a better life. However, from early 1980, there was a vast change in this trend and the “net migration” flows are steadily increasing for Cyprus, since there was a new wave of “inward migration” on the island (Gregoriou, Kontolemis and Matsi, 2010). Important financial and political developments, such as the labour market liberalization and Cyprus entering the EU in 2004, have had a significant impact on Cyprus’ policies regarding the intake of migrants, resulting in Cyprus start receiving an increasing number of immigrants and Cyprus’ demographic profile to change significantly (Vrasidas, Themistokleous and Zembylas, 2009).

The population of the Republic of Cyprus, as estimated at the end of 2016, is 947.000 people. This number does not include the illegal Turkish settlers, who reside in the occupied part of Cyprus. According to the Demographic Report of the Republic of Cyprus (Statistical Service, 2017, p.11), the two main ethnic groups in Cyprus are Greek-Cypriots (74,6%) and Turkish-Cypriots (9,8%), the latter residing in the occupied area of Cyprus. They are followed by the Armenians (0,4%), Maronites (0,7%) and Latins (0,1%), who form a part of the Greek-Cypriot community. The foreign residents (around 148000 people) constitute 15,6% of the overall population of Cyprus. The figures are illustrated in the chart below.

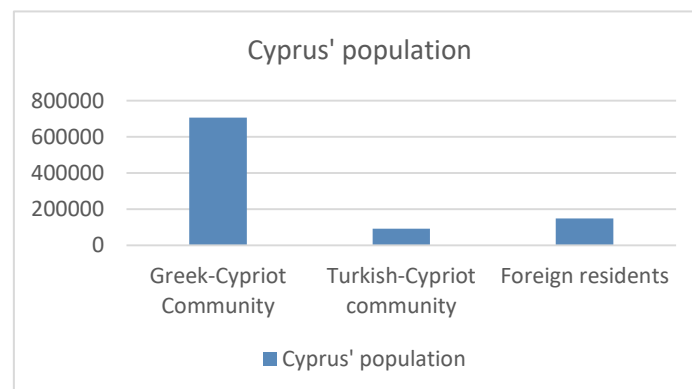


Chart 1: Cyprus’ Population (Statistical Service, 2017)

The population controlled by the Cyprus’ government reached 854800 people at the end of 2016, not including the Turkish-Cypriot community and the illegal Turkish settlers. It is worthwhile mentioning that the population of Cyprus has rocketed, since in 1976, Cyprus’ population was around 482.000 people and this figure doubled by 2016. As the table below indicates, the population’s growth is strongly connected with the positive migration flow in Cyprus to settle for employment, which has been positive from 1983 until 2011 (Statistical



Service, 2017). As shown in the table below, there is a vast rise in the figures of Non-Cypriot residents from 1992 until 2016. A noteworthy fact is that the rise of migrants between 2001 and 2011 is calculated as 162,9%. The following table includes the precise numbers of immigrants, who have reached 148000 in 2016 and 170,383 people in 2011, from merely 25,200 in 1992.

Table for Cyprus' population (1992 – 2016)								
	1992		2001		2011		2016	
		%		%		%		%
Total	602000	100	689565	100	840407	100	854800	100
Cypriots	575000	95,8	624754	90,6	667398	79,4	706800	83,7
Non Cypriots	25200	4,2	64811	9,4	170383	20,3	148000	17,3
Non stated	-	-	-	-	2626	0,3	-	-

Table 1 (Source: Statistical Service of the Republic of Cyprus, 2016)

For the period of 2004 – 2016, the migration flow to Cyprus fluctuated. As illustrated on the Table 2 below, during the period of 2004 – 2011, the net migration escalated by more than two times its rate, partly due to the reason of the high financial progress of Cyprus and its entrance in the EU. However, between the years 2012 – 2015, the net migration flow was considerably reduced and was negative due to the financial crisis in Cyprus. The following year (2016), the net migration flow became positive again, reaching an estimation of 17391 people immigrating in Cyprus comparing to 15183 in 2015. The Table 2, shows the total number of immigrants and the Net Migration indicator for the years 2004 – 2016, including the sex of immigrants.

Migration Movements in Cyprus (2004 – 2016)				
Year	Immigrants			Net Migration
	Men	Women	Total	
2004	4188	4815	9003	7090
2005	4878	5442	10320	8128
2006	6306	6771	13077	10299
2007	9221	10107	19328	15222
2008	9462	11598	21060	16586
2009	9555	13026	22581	17784
2010	8712	11494	20206	15913
2011	10330	12707	23037	18142
2012	5795	11681	17476	-629
2013	6474	6675	13149	-12078
2014	2764	6448	9212	-14826
2015	6495	8688	15183	-2000
2016	8562	8829	17391	2499

Table 2: Migration Movements in Cyprus (2004 – 2016) – Source: Statistical Service of the Republic of Cyprus, 2017

The total number of immigrants who currently reside in Cyprus represents around 17,3% of the population controlled by the Cyprus' government (Statistical Service of the Republic of Cyprus, 2017). The latest data recorded for the origin of Non-Cypriot residents in Cyprus was updated in 2013 by the Statistical Service, as depicted in Table 3. Out of the overall population

of Cyprus, 20,2% were non-Cypriot residents and specifically, 12,6% had an EU origin and 7,6% arrived from Non-EU countries.

Population according to Citizenship								
Total	Cypriots		EU Citizens		Non-EU citizens		Not stated	
		%		%		%		%
<b>840407</b>	667398	79,4	106270	12,6	64113	7,6	2626	0.3

Table 3: Population of Cyprus according to Citizenship (Source: Statistical Service of Cyprus, updated in 2013, CYSTAT 2011)

The six main countries of origin for immigrants in Cyprus are the following: Greece, United Kingdom, Romania, Bulgaria, Philippines and Russia. The foreign residents by country citizenship, when the main countries are concerned, are presented in the Table 4 below.

Foreign residents by country citizenship						
Total	170383	100%		Sri Lanka	7.269	4.3%
Greece	29.321	17.2%		Vietnam	7.028	4.1%
United Kingdom	24.046	14.1%		Syria	3.054	1.8%
Romania	23.706	13.9%		India	2.933	1.7%
Bulgaria	18.536	10.9%		Poland	2.859	1.7%
Philippines	9.413	5.5%		Ukraine	2.742	1.6%
Russia	8.164	4.8%		Other countries	31.312	18.4%

Table 4: Foreign residents by country citizenship (Source: Statistical Service of Cyprus, updated in 2013, CYSTAT 2011)

The number of immigrants, who acquired a Cypriot citizenship has also fluctuated from 2009 to 2015. According to EuroStat (2015), around 4100 people acquired the Cypriot citizenship in 2009 and this number dropped by 2.2 thousands in 2010, to rise again in 2016 and reach 3.3 thousands of people to get a Cypriot citizenship. The table below includes all the figures for the period of 2009 – 2015.

Number of citizenship acquisitions in Cyprus							
Year	2009	2010	2011	2012	2013	2014	2015
Thousands	4.1	1.9	2.2	2.3	1.6	2.3	3.3

Table 5: Number of citizenship acquisitions in Cyprus (Source: [EuroStat 2015](#))

### Refugees and Asylum Seekers

During the period of the last 10 years (2008 – 2017), the number of first asylum applicants reached its maximum in 2008, when the state received 3920 first time asylum applications. Following that year, the number of applications was decreasing significantly until reaching 1150 applications in 2013. The number of applications increased again to reach 2840 in 2016 and rocketed in 2017, reaching 4180 applications by the third trimester of 2017. Table 6 demonstrates the precise numbers of applications submitted every year to the Republic of Cyprus.

First time asylum applications for the Republic of Cyprus										
Year	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017*
Number	3920	3200	2835	1745	1590	1150	1480	2105	2840	4180

Table 6: First time asylum application for the Republic of Cyprus (Source: [EuroStat 2017](#) and [EuroStat 2018](#))

\* data is currently available up to the third trimester of 2017

In 2016, the recorded data of the asylum applicants indicated that their 5 main Citizenships were Syrian (1165 applicants), Somalian (225), Pakistani (205), Indian (200) and Vietnamese (150). The rest of the applications are described as “Other citizenships” and overall, 895 such applications were filed. The chart below, illustrates the data according to the main citizenships. The latest information posted by the Ministry of Interior (Asylum Service) of the Republic of Cyprus for the first half of 2017, recorded that the highest percentage of applicants for asylum in Cyprus comes from Syria (37%). These were followed by applicants, whose country of origin was India (11%), Vietnam (8%), Bangladesh (7%), Somalia (4%), Pakistan (4%), Egypt (4%), Cameroon (3%), Sri Lanka (3%), Nigeria (2%) and Other (17%).

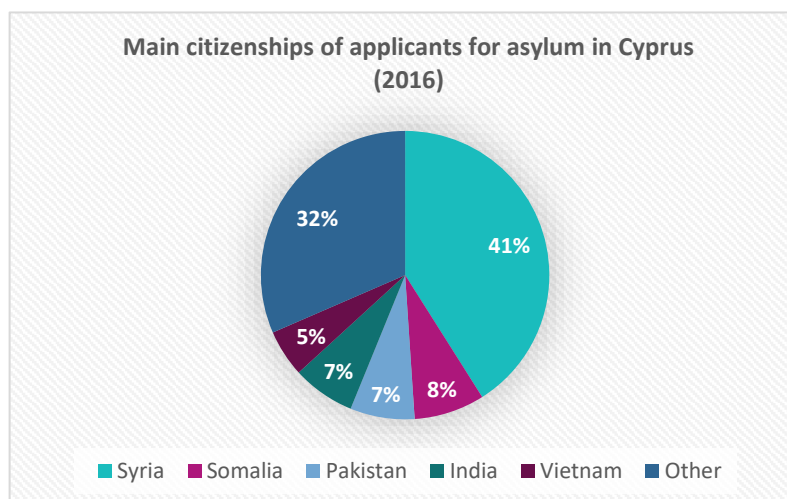


Chart 2: Main citizenships of non EU-countries' asylum applicants in Cyprus (2016)

Source: [EuroStat 2017](#) (Five main citizenships of non-EU countries' asylum applicants)

A department of the Cyprus Ministry of Interior, the Asylum Service, is in charge of collecting all the relevant statistics for asylum seekers in Cyprus. The Table 7 below includes all the latest statistics, which have been recorded for the year 2016. These statistics indicate that in total, there were 3055 applicants to seek for asylum in Cyprus in 2016. Merely 129 cases were granted a Refugee status and 740 received subsidiary protection. It is also noteworthy that the rejection rate reached 46,2%, while the majority of the applicants were citizens of Syria, Somalia, Pakistan, India and Vietnam. In addition, 221 cases of unaccompanied minors were recorded among the below. Statistics, which are related to decisions made by the Administrative Court of Cyprus, are not available.

	Applicants in 2016	Pending applications in 2016	Refugee status	Subsidiary protection	Rejection	Refugee rate	Subs. Prot. Rate	Rejection rate
<b>Total</b>	3055	2293	129	740	748	8%	45,8%	46,2%
Syria	1248	:	29	694	6	4%	95,2%	0,8%
Somalia	224	:	25	2	28	45,4%	3,6%	51%
Pakistan	217	:	0	0	133	0%	0%	100%
India	205	:	0	0	121	0%	0%	100%
Vietnam	155	:	0	0	165	0%	0%	100%
Bangladesh	137	:	0	0	51	0%	0%	100%
Egypt	109	:	1	0	71	0%	0%	98,6%
Iraq	92	:	12	27	9	56,2%	56,2%	18,8%
Sri Lanka	75	:	0	0	40	0%	0%	100%
Cameroon	72	:	3	1	7	9,1%	9,1%	63,6%

Table 7: Application and granting of protection statues for Cyprus 2016

Source: [Applications and granting of protection status \(2016\), page 7](#)

The present research will focus on the legal and social framework of the category of migrants, which will be analysed in Part 3. The reason is because migrants constitute a group, which is very accessible in comparison to the aforementioned groups within the context of Cyprus. Furthermore, migrants form a considerably larger part of the Cyprus' population than the other groups, also due to the fact that Cyprus is not a state of the Schengen area, and this will serve the purposes of the MigrEmpower project's implementation in Cyprus better.

## Part 2: Good Practices

In this section, 10 national good practices will be identified through desk research and will be analysed, employing the information available online, combined with the information acquired from the questionnaires or interviews held for that purpose. All the good practices were carefully selected according to the quality of their actions in the local context of Cyprus. Specifically, all good practices are appropriate for integrating migrants and/or refugees and asylum seekers in the local community or workplace. In addition, the best practices adopted an innovative approach of working with the target groups and the sustainability and transferability of the results were maintained. All the good practices and stakeholders were identified in December 2017 and they were all contacted in early January 2018 for a brief presentation of the MigrEmpower project. Following this, all questionnaires were completed by the relevant stakeholders for each practice at the end of January 2018 and were returned to CARDET by email. All the good practices are described below.

### Best Practice 1: “Us and Them” project

#### Analytic Description

<u>Title of the Good Practice :</u>  “Us and Them” project <a href="http://www.us-and-them.eu">www.us-and-them.eu</a>	<u>Contact :</u> Ourania Miliou <u>Entity :</u> CARDET <u>Profile (NGO, SME, Public administration, etc):</u> NGO <u>Address :</u> Lykavitou 29, Nicosia, Cyprus <u>Phone :</u> +35722002104 <u>e-mail :</u> ourania.miliou@cardet.org
<u>Field:</u> The field can be categorised as having both labour and social aspects, as the aim of the project was to train people, who work with adults, to become more tolerant and understanding towards people coming from another background.	
<u>Funding:</u> The KA2 project was financed by ERASMUS+.	
<u>Description of the Good Practice :</u> The “Us and Them” project had the aim of training educators, who in turn work with adults in order to support the understanding of other cultures in a multidimensional world. Adult educators and adult learners had the opportunity to gain a lot during the training provided under the framework of this project. More precisely, the participants of these trainings (educators) were carefully selected among the eight participating organisations. The organisations selected to participate in the project are all very appreciated and recognised within their field for their long experience and results. The people who benefited from the course in Cyprus, namely “One day in the shoes of the Others”, were migrants, who were residents of Cyprus. The project coordinator of this project was GIE (from Romania), along with organisations from Cyprus, Ireland, United Kingdom, Turkey, Italy, Portugal and Spain.	



The project lasted for 2 years (01/11/2015 – 01/11/2017) and the main activities were the following: the conduction of a literature review to assess the needs of each participating country, a common staff training, the production of a curriculum for Adult educators, the development of an Adult Educator's Handbook and a Handbook II for learners "One day in the shoes of "The Other", the development and delivery of an intensive course for adult learners, the creation of case studies per each country participating in the project and the organisation of multiplier events.

The total number of people engaged were 8 educators in Cyprus, who were taught about "Managing multicultural and multi-ethnic groups for tolerance and good coexistence" and 30 adult learners participated in the Intensive Course "One day in the shoes of the "Other". A methodology of initiation, planning & design, implementation, monitoring and closing was followed.

The main results of the project, which concerned Cyprus, were the Transnational report on the variety of different cultures (and also sub-cultures) that co-exist in the context of Cyprus, the curriculum of educators to help them manage the multicultural environment, in which they work, and the multi-cultural groups in order to achieve peace and tolerance among people, the Handbooks I and II ("Managing multicultural and multi-ethnic groups of adult learners for tolerance and good coexistence" and "One day in the shoes of the Other"), the development of a case study and the conduction of two dissemination seminar, a staff training that took place in Italy and a blended training, which took place in Portugal.

This project is very inclusive, as it refers to all people and can definitely offer something to anyone that he/she was not aware before for other cultures. The migrants' integration is therefore strongly supported and promoted, as it has an impact on both nationals and migrant people of a country. The hands-on experiences provided to adult educators are of high importance, as people had the chance to have multiple experiences and learn by doing. The fact that the trainings touched issues that participants are facing every day was something that captivated their attention and also, participants could draw on their personal experiences bring useful examples in the training. Furthermore, the fact that guidelines and other tools are provided easily and free of charge to all people who might need them, is something that facilitates the integration of migrants in all interested countries. Last but not least, migrants had the change to have a voice and express their views, and that is something that received very positive comments from all participants.

Target group :

Adult Educators, Adult Learners and people coming from other cultural backgrounds

Web page :

[www.us-and-them.eu](http://www.us-and-them.eu)

Additional comments :

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### Description of Dimensions

<i>Template for dimensions</i>	<i>DESCRIPTION</i>
<i>Relevance</i>	This project is very relevant to the MigrEmpower project due to the fact that it provides educators of adults with numerous skills of managing audiences, which may be consisted of people coming from a variety of cultures and have very diverse backgrounds. This will in turn help migrants to deal better with many situations of their work life and to feel more comfortable being a part of the new society within the hosting country. In addition, adult learners who are nationals of the country they work in, learn how to accept the new coming cultures and how to live in peace, recognising and appreciating all the special characteristics and different traditions.
<i>Innovativeness</i>	The project is innovative, since new training tools were developed during the project, which brought together professionals from different countries.
<i>Effectiveness</i>	The “Us and Them” project has been very effective with regards to migrants’ social and labour inclusion. The project’s activities focused on training adults from different regions of Cyprus on issues of understanding the different cultures and behaviours. For example, the project managed to identify and explain behavioural patterns that could not be understood in other contexts, such as for example, some attitudes of men in Cyprus were explained to migrant women due to the fact that they perceived them in a different way. This happened for some traditions of migrant women as well, and this mutual understanding resulted in adjusting their behavior following a deep reflection on someone’s attitude.
<i>Efficiency</i>	The resources employed were ideal to meet the objectives of the project.
<i>Impact</i>	The impact reported in Cyprus was great, since the feedback acquired from the participants was very encouraging. For example, migrants began to realise the culture of the hosting country, the Cypriot traditions and started explaining some behaviours, that would be difficult to be understood before. In addition, Cypriots started discussing with migrants on a mutual understanding basis and trying to “wear their shoes” in order to get an idea of how they think and act.
<i>Sustainability</i>	The project’s results (handbooks, seminars, workshops etc.) continue to be used by CARDET in Cyprus to all relevant settings in order to have the maximum impact to the target audiences.
<i>Gender approach</i>	The project emphasised on including all migrants, regardless of gender.

## Best Practice 2: LIGHTHOUSE project

### Analytic Description

<p><u>Title of the Good Practice :</u> The LIGHTHOUSE project (Supporting lifelong learning and career paths for migrants by tailored counselling and recognition of prior learning to improve skills, employability and mobility) <a href="http://lighthouse-project.eu/">http://lighthouse-project.eu/</a></p>	<p><u>Contact :</u> Eria Makridou <u>Entity :</u> CARDET <u>Profile (NGO, SME, Public administration, etc):</u> NGO <u>Address :</u> Lykavitou 29, Nicosia <u>Phone :</u> +35722002108 <u>e-mail :</u> eria.makridou@cardet.org</p>
<p><u>Field:</u> The field of the best practice can be described as financial and employability empowerment of migrants to be integrated in the hosting country.</p>	
<p><u>Funding:</u> The project was funded by ERASMUS+ (Project number: 2014-1-ES01-KA204-004980).</p>	
<p><u>Description of the Good Practice :</u> Due to the increased migration flow, there is an urgent need to improve the labour market across Europe and specifically, in European countries that constitute hosting countries for migrants. Migrants must receive training in order to acquire the skills to get a job position in the hosting country. However, not all the European countries have established formal programmes yet to enable migrants to be integrated in their labour market.</p> <p>The aim of the project was the creation of an innovative model and different tools to support migrants in lifelong learning and in building a career through a tailored counselling programme, which recognises the existing skills of migrants and improve them for employability and mobility purposes. The frameworks employed for this project are the following: the French system to recognise informal learning and the Austrian model, namely LOT-House (corresponds to learning, trying-doing and orienting).</p> <p>The project had a duration of 3 years (September 2014 – August 2017) and it was implemented by 7 partners from Norway, France, Greece, Austria, Spain and Cyprus. On behalf of Cyprus, CARDET implemented the project and the outputs produced were the following: <a href="#">state of the art report</a>, the <a href="#">interactive model</a> of LIGHTHOUSE, <a href="#">training curriculum</a>, <a href="#">guidebook</a>, <a href="#">guidelines</a>, a <a href="#">toolbox</a> and a didactic film.</p> <p>Based on the LIGHTHOUSE guidelines, the model can be adapted at an organizational level (organisations that collaborate with migrants or employ them, adult education providers, employment and job placement services, training centres, social services, charity organization, centres for guidance and counselling etc.), at a professional level (counsellors, teachers and trainers, social workers, psychologists, career education professionals, career counsellors etc.), at an institutional level (government, public authorities, public bodies, European Institutions etc.) and the target groups of the project.</p>	

Target groups :

Migrants, Refugees and Asylum Seekers, Adult Educators, Counsellors, Trainers, Managers, people working in the field of counselling and career guidance for migrants, people who work in relevant organisations and deal with labour and social inclusion of migrants.

Web page :

www.lighthouse-project.eu

Additional comments :

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**Description of Dimensions**

<b>Template for dimensions</b>	<b>DESCRIPTION</b>
<i>Relevance</i>	Within the framework of the LIGHTHOUSE project, seven outputs were produced, which aimed at supporting migrants to improve their skills in order to have better chances of being employed and included in the local community. The MigrEmpower project's aims are in line with the outputs of the LIGHTHOUSE project. In addition, the LIGHTHOUSE project focused on training the professionals working with migrants first in order to provide them with all the skills of supporting migrants to develop. Professionals in Cyprus were benefited, since the LIGHTHOUSE project provided them with skills that helped them have a more effective working relationship with migrants; and professionals working in career guidance gained a useful training on the most innovative methods and effective tools regarding their collaboration with migrants.
<i>Innovativeness</i>	The LIGHTHOUSE project developed new resources, such as the toolbox, which includes a lot of templates, methods and strategies. The toolbox was used widely by the professionals, while working with migrants. In addition, the LIGHTHOUSE project responds to the challenge of the migrant flow in the hosting countries and their challenges in dealing with their integration in the society and labour market. Moreover, the migrants trained in Cyprus had the opportunity to develop their soft skills and personal competences; and therefore a greater opportunity to become employed.
<i>Effectiveness</i>	The LIGHTHOUSE project has been very effective in including migrants in the labour market, as many migrants have reported that they had more opportunities to attend an interview in Cyprus following their training. In addition, they mentioned that through the workshops they attended, organised by CARDET, they gained higher confidence. The development of an APP was discussed and there was a consensus that it would boost the effectiveness of the project. Overall, a rich material was produced, which engaged all the professionals to participate in the project.

<i>Efficiency</i>	The project could not be carried out with fewer resources, as they were all equally important for its successful implementation, however the project was considered efficient enough.
<i>Impact</i>	A significant number of migrants have stated that they now have more opportunities of getting a job in Cyprus. Professionals working with migrants also stated that they still make use of all the materials produced within the framework of the project (such as workshops, trainings, counselling etc.). Therefore, the project will continue to have a great impact on the lives of migrants in Cyprus.
<i>Sustainability</i>	<p>The results of the project are currently being used by all the target groups of the project. The project shows a great potential in being adapted to other contexts in the future, and specifically, it is currently being used in the below:</p> <p><u>At an organisational level:</u></p> <ul style="list-style-type: none"> <li>❖ Organisations who work with migrants/ethnic minorities or employ migrants</li> <li>❖ Adult Education Providers</li> <li>❖ Training Centres</li> <li>❖ Social Services</li> <li>❖ Charity Organisations</li> <li>❖ Employment and job placement services</li> <li>❖ Centres for counselling and guidance.</li> </ul> <p><u>At a professional level:</u></p> <ul style="list-style-type: none"> <li>❖ Teachers and educators</li> <li>❖ Employment counsellors</li> <li>❖ Youth counsellors</li> <li>❖ Social workers</li> <li>❖ Psychologists</li> <li>❖ Career officers</li> </ul> <p><u>At an institutional level:</u></p> <ul style="list-style-type: none"> <li>❖ Government</li> <li>❖ Public Bodies</li> <li>❖ Regional authorities that work to facilitate the labour and social inclusion of migrant people</li> <li>❖ European Institutions</li> </ul> <p>In addition, the project will continue to be disseminated to all relevant stakeholders (eg. career counsellors, teachers, educators, social workers, career officers etc.), with whom a great collaboration has been established for the purposes of the project.</p>
<i>Gender approach</i>	The project has been designed and was implemented taking into consideration all migrants, regardless of gender.



## Best Practice 3: Digital Inclusion of Refugees, Asylum Seekers and Migrants

### Analytic Description

<p><u>Title of the Good Practice :</u>  <b>Digital Inclusion</b> (Digital Tools for Inclusion of Refugees, Asylum Seekers and Migrants)</p>	<p><u>Contact</u> : Stefanos Spaneas (Associate Professor of Social Work)  <u>Entity</u> : University of Nicosia  <u>Profile (NGO, SME, Public administration, etc):</u>  University  <u>Address</u> : 6 Makedonitissas Avenue, CY-2417  <u>Phone</u> : +35722842251  <u>e-mail</u> : <a href="mailto:spaneas.s@unic.ac.cy">spaneas.s@unic.ac.cy</a></p>
<p><u>Field:</u> The project's field can be described as e-learning for migrants and/or refugees.</p>	
<p><u>Funding:</u> The project was funded by ERASMUS+ (Project number: 2016-1-ES01-KA204-025026).</p>	
<p><u>Description of the Good Practice:</u></p> <p>Europe is experiencing one of the most significant influxes of migrants and refugees in its history. In this regard, the role of the hosting countries becomes crucial, especially when it comes to finding lasting solutions for migrants and refugees in terms of their resettlement and integration to the host society. Adult Education Providers, research centres and public authorities formed a partnership to analyse the current situation and detect the needs of a new form of training for inclusion of the big number of newly arrivals. Living in a digital era, digital tools could be used for developing social, civic, intercultural competences and media literacy, combating discrimination and segregation, reducing disparities in learning outcomes affecting learners with disadvantaged backgrounds as refugees, asylum seekers and migrants.</p> <p>The “Digital Inclusion” project (September 2016 – October 2018) concentrates on the development of digital tools for education and training of newly arrived migrants, with the overall intention to improve their basic skills and key competences for better inclusion to the EU society on the basis of transnational cooperation. More specifically, the project aims to:</p> <ul style="list-style-type: none"> <li>• Promote inclusive education, training and youth, addressing diversity in (formal and non-formal) education and training, reducing disparities in learning outcomes affecting learners with disadvantaged backgrounds through innovative integrated approach</li> <li>• Enhance Digitisation of quality learning content, promoting the use of ICT as a driver for systemic change to increase the quality and relevance of education and training of specific target groups</li> </ul>	

- Contribute to disseminating learning outcomes of formal and non-formal learning activities as well as to mainstreaming and spreading the utilisation of open and innovative education and training work methods and resources for educators and learners in a disadvantaged situation.

**The project's specific objectives are to:**

- Prepare and deploy the education and training of professionals for equity, diversity and inclusion challenges in the learning environment
- Promote the integration of refugees, asylum seekers and newly arrived migrants and raise awareness about the refugee crisis in Europe
- Test and implement innovative practices in the field of education and training of specific target groups
- Promote and use the potential of the Open Educational Resources (OER) to give access to education and digital training tools to migrants, refugees and asylum seekers
- Strengthen the cooperation and networking between AEPs, research centres and public bodies from countries most affected by the refugee crisis

Target groups :

Newly arrived migrants, refugees or asylum seekers who will receive any legal status in EU partner country, adult education providers, social workers, trainers, mediators, coaches and career counselors, teachers, career counselors, social workers, adult educators, policy makers, general public.

Web page :

<http://digitalinclusiontools.com/>

Additional comments :

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**Description of Dimensions**

<b>Template for dimensions</b>	<b>DESCRIPTION</b>
<i>Relevance</i>	The "Digital Inclusion" project is relevant to the MigrEmpower project, since both projects' objectives are related to social and labour inclusion of migrants and/or refugees. Specifically, the online courses that were prepared for the purposes of the "Digital Inclusion" project could be considered as part of a wider civic education training. These online courses attempt to assist the beneficiaries (migrants, refugees, asylum seekers etc.) to understand both the culture and legislation of the hosting countries, as well as to prepare them to enter the labour market and become employed, by equipping them with additional soft skills and improve the newly arrived migrants' competences in order to have better chances of being included in the society in general.
<i>Innovativeness</i>	The project's partners produced new products, since the course development came as a result to national needs analysis and

	<p>interpretation of labour market required skills. A process is currently taking place for the course to become accredited from a higher education institution based on the Bologna process criteria. The consortium of partners is currently testing the materials with 25 migrants in Cyprus, as they request for support regarding employment opportunities and the development of soft skills. In addition, the partners in Cyprus help migrants to consider the possibility of setting up startup business, as long as they do not wish to become employed or they were unable to find a job relevant to their previous expertise.</p>
<i>Effectiveness</i>	<p>The testing of the materials is ongoing, however the feedback acquired so far from migrants and refugees is encouraging, as they mention that the training is understandable and they believe that it is going to enhance their skills in finding a job in Cyprus.</p>
<i>Efficiency</i>	<p>The project is considered as efficient enough, since the level of impact is in accordance with the resources allocated. The project partners expressed the need of investing more resources in order to reach the maximum impact possible.</p>
<i>Impact</i>	<p>The impact from the piloting session so far, indicates that migrants are benefiting from the course.</p>
<i>Sustainability</i>	<p>This project can have a sustainable social impact, since the projects in Cyprus are planning to introduce this in the activities of the <a href="#">Migrant Information Centres</a> and other centres that work with migrants and/or refugees in Cyprus. In addition, when the final deliverables are ready, a promotional campaign will be implemented in Cyprus in order to inform all relevant stakeholders (such as NGOs, local authorities and volunteers) to start using those free tools for the benefit of their beneficiaries.</p>
<i>Gender approach</i>	<p>The gender approach has been taken into account for the design and implementation of the course, as follows:</p> <ul style="list-style-type: none"> <li>a) The selected modules consider the needs of beneficiaries regardless of gender</li> <li>b) During the graphic implementation, the gender issue perspective was employed and influenced the entire course's development. For example, there were figures of both male and female characters.</li> <li>c) The language used is gender appropriate.</li> <li>d) All actions were carefully reviewed to prevent gender discrimination.</li> </ul> <p>In addition, partners in Cyprus noticed that almost half of newly arrived migrants are women and children. As a result, the course attempts to fulfil mostly the needs of women (and children) for education and labour market inclusion.</p>

## Best Practice 4: Migrant Information Center

### Analytic Description

<p><u>Title of the Good Practice :</u>  <b>miHub (Migrant Information Center)</b></p>	<p><u>Contact :</u> Chryso Frangoudi  <u>Entity :</u> miHub (Larnaca)  <u>Profile (NGO, SME, Public administration, etc):</u>  Centre  <u>Address :</u> 8 Apollonos Str., Christodoulides Court, 6016  <u>Phone :</u> 22 080 350  <u>e-mail :</u> <a href="mailto:chrysof@hotmail.com">chrysof@hotmail.com</a></p>
<p><u>Field:</u> Migration</p>	
<p><u>Funding:</u> The project Migrant Information Centre (MIC), is co-funded by the European Commission from the Asylum, Migration and Integration Fund (90%) and the Republic of Cyprus (10%). (Project Number: CY/2016/AMIF/SO2.NO2.1.3)</p>	
<p><u>Description of the Good Practice:</u></p> <p>The MiHub project has been established through the collaboration of the University of Nicosia with CARDET, the Cyprus University of Technology and Neapolis University Paphos. These 4 entities from Cyprus worked together in order to fill in the existing gap of the availability of services to migrants in Cyprus. MIC (Migrant Info-Centre) provides migrants with information on access services and resources, which meet the needs of migrants and help them to develop new skills in order to adjust to the wider environment of Cyprus.</p> <p>The centres use advanced systems and communication technologies to enhance their collaboration with other NGOs and voluntary services. The services provided to migrants by the centres are the following: social support, employment assistance, advocacy, mobile psycho-social support and psychological support. The ultimate aim of the provision of these services is to enable migrants to access the labour market of Cyprus; and help them to fulfil their needs with regards to accommodation, health and education. This practice has achieved to minimize the social isolation and social exclusion of the vulnerable groups.</p> <p>The services, as described on the <a href="#">MiHub website</a>, are explained below:</p> <ul style="list-style-type: none"> <li>- <b>Social Support:</b> “We provide information regarding procedures, support in completing necessary forms and key information to increase the access and speed up procedures. We also provide support to our service users to gain a better understanding of the situation in Cyprus and assist them in making informed decisions about their own future”.</li> <li>- <b>Job Finding Assistance:</b> “We empower our service users to become able to register to the responsible authorities to look for a job, to prepare them for an employment interview, to inform them about procedures to certify Academic Professional Qualifications, to advise them about preparing Presentation Skills, to assist them to</li> </ul>	

prepare their Curriculum Vitae and to enhance communication skills for being employed”.

- **Advocacy:** “We make an effort to ensure that all individuals have equal access to resources and opportunities offered. Through advocacy we ensure that our service users will be able to have access to information and services, express their concerns and explore alternative choices and options”.
- **Mobile Psycho-social support:** “The mobile unit is equipped to provide psychosocial support and informational services, at an individual and/or family level, to reduce as well as to eliminate social problems resulting from the transition to a new country and from the need for active inclusion in the local community. The mobile unit will operate in all districts in Cyprus intended to alleviate social and psychological difficulties”.
- **Psychological Support:** “We provide assistance to vulnerable service users through psychological assessment and design an intervention plan which will be adapted solely for each individual assisting their transition in the local community. All individuals are treated with dignity and respect. In cases that specialized psychological services are needed individuals will be referred accordingly”.

The four MiHub centers of Cyprus can be found at the following locations:

- 1) Nicosia (20 Aischylou & Platonos Str., PC.1503)
- 2) Limassol (230 Agiou Andrea and Katsounotou Str., 3036)
- 3) Larnaca (8 Apollonos Str., Christodoulides Court, 6016)
- 4) Paphos (39 Eleftheriou Venizelou Ave., Cronos Center, sh. 1, 8021)

Target groups :

Asylum seekers, refugees, international protection beneficiaries, third country nationals (domestic workers, students) and resettled refugees)

Web page :

<http://www.mihub.eu/en/>

Additional comments :

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### Description of Dimensions

Template for dimensions	DESCRIPTION
Relevance	MiHub gives emphasis to the social and labour inclusion, providing the tools and skills to the beneficiaries to access the labour market. Specifically, we empower them to become able to register to the responsible authorities to look for a job, to prepare them for an employment interview, to inform them about procedures to certify Academic Professional Qualifications, to assist them to prepare their Curriculum Vitae and to enhance communication skills for being employed. Additionally, we support them to access services and



	resources that meet their needs and build new skills to adjust to the local community.
<i>Innovativeness</i>	<p>The project produced new tools and resources. For example, an important element of the project is the mobile unit, which travels to rural or remote areas to offer information and psychosocial services. Through this practice, we are initiating an effort to diminish social isolation and exclusion of vulnerable individuals. Most importantly, migrants and refugees can address their problems and find solutions in a safe and trust-worthy environment.</p> <p>This practice responds to the new challenge of the last year that the Cypriot society has to deal with, as an increase on the numbers of refugees that are coming in Cyprus has been observed. The need to create an info-center was born, which can provide general and specialized information by experts that can direct refugees and migrants correctly.</p> <p>The centres can initiate a social and/or labour change within Cyprus, since through the experience gained so far, most of the employers are not aware of the legal procedures regarding labour and refugees. They prefer to hire migrants with working visa, as it appears easier to them. By informing them about the procedures, they become aware and more open in giving opportunities to asylum seekers and refugees. At the same time, access to labour market helps refugees to integrate faster in a society.</p>
<i>Effectiveness</i>	This project has achieved an effective inclusion of migrants, by providing them with access to information regarding asylum procedures in Cyprus, but also for the Cypriot cultural and thus; migrants were empowered and took initiatives in life. Many of the beneficiaries of the centers have successfully found jobs. We also provide support to gain a better understanding of the situation in Cyprus and assist them in making informed decisions about their own future.
<i>Efficiency</i>	The project performed at its maximum potential with the resources given.
<i>Impact</i>	The project had an impact on social inclusion of target groups, as people became empowered to speak up and deal with everyday difficulties by themselves, always having the safety net of the center. They steadily became independent and gained control over their lives.
<i>Sustainability</i>	This project has the potential being adapted to other contexts and help migrants adjust to the wider environment. In addition, the project is also suitable to enable migrants to find a job. The centers in Cyprus have established a collaboration with local stakeholders (such as public services, NGOs and volunteering organisations) in all cities.

<i>Gender approach</i>	The centers have supported all migrants regardless of gender. In the case a migrant woman felt uncomfortable, she always had the chance of choosing another advisor.
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## Best Practice 5: BLEND-IN

### *Analytic Description*

<u>Title of the Good Practice :</u>  <b>BLEND-IN</b> (Language, Cultural and Social Orientation for Young Refugees)	<u>Contact :</u> Elena Xeni <u>Entity :</u> CARDET <u>Profile (NGO, SME, Public administration, etc):</u> NGO <u>Address :</u> Lykavitou 29, Engomi, Nicosia <u>Phone :</u> +35799333249 <u>e-mail :</u> <a href="mailto:elena.xeni@cardet.org">elena.xeni@cardet.org</a>
<u>Field:</u> Migration, social and financial empowerment, integration	
<u>Funding:</u> The Project is funded by the European Commission and will run for 24 months ( <b>14 November 2016 – 13 November 2018</b> ). [Project number: 2016-2-IT03-KA205-008838]	
<u>Description of the Good Practice:</u> <p>BLEND-IN addresses young migrants, refugees and asylum seekers, who are in need of smooth integration in the host/receiving country, as well as social workers and adult educators who work towards social inclusion.</p> <p>The project aims at developing a language and culture orientation toolkit in the form of a mobile application, which will address the early days' needs of young migrants, refugees and asylum seekers, such as language and communication, finding a house and a job, medical services etc. It also aims at developing a handbook for operators that will be useful to social workers working with young migrants, refugees and asylum seekers.</p> <p>The BLEND-IN partners are currently finalising the two main <a href="#">resources</a> of the project, which are the following: a mobile APP to address the needs of young refugees and migrants during their early days in the hosting country and a handbook, which can be used by the operators, including a variety of good practices for an effective integration of refugees and migrants in the labour market, and in society in general, of the hosting country. These two outputs were developed based on a <a href="#">report</a> that summarises all the needs of migrants arriving to Cyprus, including all other participating countries. Migrants, refugees, asylum seekers and professionals working with these groups, were interviewed and useful suggestions were collected from them.</p> <p>Within the framework of the BLEND-IN project, the field research indicated that young migrants prioritise the following needs during their early days in Cyprus:</p> <ol style="list-style-type: none"> <li>1. Services (eg. hospital, police)</li> <li>2. Housing</li> </ol>	

3. Money
4. Food
5. Language and Translation Services
6. Education/schools
7. Safety
8. Job/Work

When the participants were asked what is more important for them for a mobile application to contain in order to help them adapt to Cyprus, they mentioned the following:

1. Information about how to secure a home to live (housing)
2. Provision of Language services and translations
3. Information on the way of acquiring a job
4. Education and Training Opportunities
5. Information on emergency numbers/services (eg. hospital, police, other services)
6. Shopping information
7. Ways of being informed of the news

Target groups :

Asylum seekers, refugees, international protection beneficiaries, third country nationals (domestic workers, students) and resettled refugees)

Web page :

<http://blend-in.eu/en/>

Additional comments :

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### Description of Dimensions

Template for dimensions	DESCRIPTION
Relevance	The BLEND-IN project is relevant to the MigrEmpower project, since it strives to achieve social and labour inclusion of migrants. Specifically, the mobile application designed and developed in the course of this project can be conceived as good practice as it fills in a gap in migration integration. It addresses the early days' needs of young migrants, refugees and asylum seekers, thus showing high level relevance to achieve social and labour inclusion. Additionally, it is translated in English, French, Arabic, Pashto, Urdu, Somali, Tigrinya, and Russian, covering the main languages spoken by a large population of migrants, refugees and asylum seekers in Cyprus.
Innovativeness	The project is innovative, as it produced new tools and products, following a certain methodology for the social and labour inclusion of migrants, refugees and asylum seekers in Cyprus. The BLEND-IN project created an innovative mobile APP that is useful for the early days' needs of young migrants, refugees and asylum seekers in Cyprus

	<p>other host/receiving societies. The target groups and interested parties may have access to a number of units with information that concern their early days' needs (e.g. language, housing, job seeking, food, leisure, etc.) in a new country in an attempt to achieve smooth integration. In addition, the project responds to the challenge that Cyprus faces in the last years and sees migration integration as a real problem to address to in the framework of existing and innovative good practices and not a theoretical problem. Moreover, the project indicates a possibility to start a social change, as it has an added value in the sense that the mobile APP covers early days' needs in a hosting country, putting emphasis to the aspect of leisure that is important in young ages and research has not put an emphasis on so far.</p>
<i>Effectiveness</i>	<p>The BLEND-IN project has achieved effective migrants/ refugees' social and labour inclusion, as it has been developing a mobile application that contains information on the most vital needs – identified through needs analysis that run in all the partner countries – such as language and communication, housing, staying safe, education and getting a job. The application will be translated into English, French, Arabic, Pashto, Urdu, Somali, Tigrinya, and Russian, covering the main languages spoken by a large population of migrants, refugees and asylum seekers in Cyprus.</p>
<i>Efficiency</i>	<p>All partners believe that the project's resources allocation was fair. Less resources would not have been a good idea for the desired impact of the project.</p>
<i>Impact</i>	<p>Being at the piloting phase, the participants' comments on the BLEND-IN mobile application were that it is an extremely innovative and useful orientation tool for the target groups' early days' needs in Cyprus.</p>
<i>Sustainability</i>	<p>In terms of sustainability, the consortium of partners anticipates that the mobile application will be an innovatively useful orientation tool for interested parties, inside and outside the borders of BLEND IN borders. In addition, there is a strong possibility of enriching the APP and translate it in additional languages in the near future, so that greater populations of migrants/asylum seekers/refugees can be reached. The project can also be suitable in other contexts, target groups and fields. It may refer to older refugees, migrants and asylum seekers, adult educators and other education and migration stakeholders as well as tourism stakeholders. The project has so far been distributed in a number of events at a local, national, EU and international level but, for the moment, it is only implemented within the context of BLEND-IN partner countries, i.e., Italy, Greece, Malta, Cyprus and UK.</p>
<i>Gender approach</i>	<p>The implementation of the good practice suggested in not gender-specific.</p>

## Best Practice 6: URBAGRI4WOMEN

### Analytic Description

<p><u>Title of the Good Practice :</u></p> <p>URBAGRI4WOMEN</p>	<p><u>Contact :</u> Elena Xeni</p> <p><u>Entity :</u> CARDET</p> <p><u>Profile (NGO, SME, Public administration, etc):</u> NGO</p> <p><u>Address :</u> Lykavitou 29, Engomi, Nicosia</p> <p><u>Phone :</u> +35799333249</p> <p><u>e-mail :</u> <a href="mailto:elena.xeni@cardet.org">elena.xeni@cardet.org</a></p>
<p><u>Field:</u> Migration, social and civic Empowerment, entrepreneurship</p>	
<p><u>Funding:</u> The project is funded by ERASMUS+.</p>	
<p><u>Description of the Good Practice:</u></p> <p>Urbagri4Women is a European project, which aims to foster the integration of migrant women, including asylum seekers and beneficiaries of international protection, in the receiving society, enabling them to develop innovative and self-sufficient agricultural initiatives that contributes to urban rehabilitation.</p> <p>The project has marked its initiation in Cyprus in December 2016 and is expected to reach its completion in 2018. Co-funded by the Asylum, Migration and Integration Fund of the European Union, the Urbagri4Women project implements several initiatives, promoting the integration of migrant women in Cyprus and 6 other European countries. The project promotes social inclusion and female empowerment, through the rehabilitation of urban outskirts, currently in a situation of abandonment or decay, where the practice of urban agriculture is applied through practical laboratories that aim to foster intercultural dialogue and more sustainable cities and communities.</p> <p>The main activities of the project are the following:</p> <ul style="list-style-type: none"> <li>• Creation of 7 Urban Agriculture Labs</li> <li>• 21 Focus Groups with regional communities with specific know-how methodology</li> <li>• Transnational Workshop of Good Practices in Strasbourg, France</li> <li>• Transnational Gardening Contest</li> <li>• Green Paper and Manifesto on the integration of migrant women</li> </ul>	
<p><u>Target groups :</u></p> <p>Third country nationals, asylum seeker and refugee women.</p>	
<p><u>Web page :</u></p> <p><a href="http://www.urbagri4women.com/">http://www.urbagri4women.com/</a></p>	
<p><u>Additional comments :</u></p> <p>-</p>	



### Description of Dimensions

<b>Template for dimensions</b>	<b>DESCRIPTION</b>
<i>Relevance</i>	<p>The project is linked to social and labour inclusion, since it is conceived as good practice on its whole, due to its innovative topic, practices and impact in the context of migration and integration, especially for women. The increasing migratory flows in EU, make the need for organised refugee/migrant integration mechanisms more urgent than ever. Thus, this good practice is to a high extent relevant to the objectives of the EU policies in the field of social and labour inclusion. On the other hand, in the absence of an effective EU migration integration policy In the Urbagri4Women project implements several initiatives promoting the integration of migrant women in Cyprus and 6 other countries.</p>
<i>Innovativeness</i>	<p>In the context of this project, new initiatives are introduced: e.g., Urban agriculture labs, the Vocational training, Urban agriculture and migration integration photo contest, a Green Paper, a Manifesto, etc.</p> <p>Good practices deriving from Urbagri4women project that is seen as a good practice in migration integration as a whole itself, address a number of challenges that EU societies face, from the revival of the empty and potentially green spaces in the cities to migration integration.</p> <p>Since Cyprus has identified a number of empty or potentially green places in some schools/ school yards, where migrant women along with local women may get together and thrive, we may declare that change is being introduced in our local context. This change is initiated in the context of the Urbagri4women context.</p>
<i>Effectiveness</i>	<p>The project's partners are in the process of inviting migrant women through schools as they are mothers of children with migration biographies. The first results of the initiatives will be out by May 2018, however the first reactions are very encouraging and they consider that this project will be a success based on the level of preparation and resources produced.</p> <p>In general, this is an innovative initiative that was well received as a project in Cypriot schools and all partner-institutions involved (e.g. municipalities, public institutions, private institutions, NGOs, etc.). Stakeholders involved, welcomed the planned initiatives and signed a partnership form with CARDET to support the smooth flow of the project's implementation in Cyprus.</p>
<i>Efficiency</i>	<p>The general consensus is that actually more resources should have been approved so as to further support facilities, partner-institutions</p>

	and practices (e.g. gardening and cultivating land, the training, the contest, etc.).
<i>Impact</i>	Cyprus is in the process of inviting migrant women through schools as they are mothers of children with migration biographies. The first results are very encouraging so far.
<i>Sustainability</i>	It would have been a great idea to get migrant men involved, even migrant children, in order to exploit the results of the project at the maximum possible. At the same time, urban agriculture as a topic at its own right could stand on its own or in joint initiatives in future proposals for EU funding or other initiatives/ contexts. A number of stakeholders from the public and private sector in Cyprus have been approached in order to bring into expertise, experience and good practices (e.g. municipalities, public institutions, private institutions, NGOs, etc.).
<i>Gender approach</i>	The project is tailored to the needs of migrant women.

## Best Practice 7: Mothers and Children in L2 (L2M)

### Analytic Description

<u>Title of the Good Practice :</u>  L2M (Mothers and children in L2)	<u>Contact :</u> Katerina Theodoridou <u>Entity :</u> CARDET <u>Profile (NGO, SME, Public administration, etc):</u> NGO <u>Address :</u> Lykavitou 29, Engomi, Nicosia <u>Phone :</u> +35722002103 <u>e-mail :</u> <a href="mailto:katerina.theodoridou@cardet.org">katerina.theodoridou@cardet.org</a>
<u>Field:</u> Social empowerment, civic empowerment, migration, language empowerment, educational empowerment	
<u>Funding:</u> The project was funded by ERASMUS+. (Project Number 540030-LLP-1-2013-1-IT-GRUNDTVIG-GMP “Mothers and Children in L2”)	
<u>Description of the Good Practice:</u> <p>The project “Mothers and Children in L2” (2014 – 2016) was addressed to migrant mothers with a limited knowledge of the language of the country in which they lived, and to all those institutions and organisations involved in the assistance and education of migrants.</p> <p>The project had ambitious aims: the partners wanted to facilitate the inclusion of the migrant mothers in the society (among those, Cyprus), give them new opportunities to learn the language of the host country (among those, Greek), enable them to communicate in everyday situations, such as a doctor’s appointment or a conversation with their child’s teacher, teach them how to use ICT devices (tablet or PC) for practical purposes.</p>	

To realise those aims, the partners created a new way of teaching the second language, that could be more attractive and interesting for the participants. Therefore, Cypriot partners prepared and tested a training course that the mothers attended together with their children, and where they could learn the language and other contents with activities, games, songs that are suitable for the children and at the same time for the mothers. Moreover, they also had the chance to reflect upon important topics, such as food education and active citizenship, using simple words and a practical approach, appropriated for their language level.

Cyprus, in collaboration with all the other partners from the consortium, developed specific teaching materials and carried out a course, consisted of 5 different modules: food education, health education, family and citizenship, recreational activities for children, ICT. During the development of the course the participants improved the language competence and deepened these contents, with an increasing level of difficulty. The course was held in Cyprus (also in Austria, Italy, Spain and Sweden) by a qualified L2 teacher and an educator with a degree in pedagogy, so the positive and effective involvement of the children was ensured.

The consortium that implemented the project is consisted of organisations with different background and expertise, but with a common commitment to migrants inclusion, adult and language education, innovation in the field of training and education.

In the preliminary phase, Cyprus carried out research by distributing questionnaires to 50 migrant mothers, in order to better understand their needs in terms of language and social competences. Based on the results, Cyprus along with other partners, designed the course modules and created specific materials, such as videos and flashcards.

In Cyprus, the Blended Course for Mothers (in total, 50 mothers attended the course) was implemented by CARDET, in collaboration with the Parents' Association of the Agios Spyridonas' Kindergarten and an Elementary School in Strovolos, Nicosia. The Course, which ran from mid-March to mid-June 2015, was attended by 12 migrant mothers of children aged 2-6 residing in Cyprus.

The scope of the Course was to provide these mothers with basic language training in Greek on topics that relate to their every-day needs, and more specifically in regards to their children's life, so as to reinforce their integration in the society. The topics covered included: Basic grammar (alphabet, articles, verb conjugation), Basic ICT skills, Food, Supermarket and shopping, Health and Leisure activities for children. The children were also encouraged to participate in the training, as part of the significance of the Course was the mothers' interaction with their children in the L2 (Greek) during their language learning experience. The mothers completed work both in class and at home, mostly online activities on tablets that were provided to mothers and which the mothers kept upon completion of the course.

(The free learning materials can accessed through this [link](#) and the videos by visiting the YouTube channel of the project [here](#)). Then Cyprus, along with the other participating

partners, recruited teachers and educators with suitable experience, and we created an e-learning course to prepare them for the course. The course was attended by 10 mothers in Cyprus, who had one or more children.

Target groups :

Third country nationals, asylum seeker and refugee women.

Web page :

<http://www.mothersandchildren.eu/>

Additional comments :

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### **Description of Dimensions**

<b>Template for dimensions</b>	<b>DESCRIPTION</b>
<i>Relevance</i>	The main objective of the project was in accordance with the social inclusion of migrants and was to promote the second language learning of migrant mothers; and thus their integration in the host society, also providing them with a sense of belonging with the host country. Furthermore, our purpose was also to help migrant mothers coming from different countries to share their experience and their adjustment processes in the host country and to support each other and keep each other motivated in their efforts to belong to the new culture and society.
<i>Innovativeness</i>	The partners in this consortium created an innovative methodology to teach migrant mothers the language of the host country relating it to useful contents for everyday life, such as health and food education, basic ICT, and citizenship. At the same time, it sought to increase their participation in the school community and encourage their access to institutions. The innovative aspect of the methodology consists of the fact that the children are present during the training course and the interaction between mother and child contributes to the learning process.
<i>Effectiveness</i>	The feedback collected from the implementations was extremely positive: all participants expressed their high appreciation for the training path and their wish that they could be involved in a similar initiative in the future. The trainers, who carried out the course, were also very satisfied about the learners' achievements and the creation of a very positive and supportive class climate. Another particularly positive aspect of this project was the high degree of involvement of local and regional governments and organisations, since during the first activities Cyprus had a great support from migrant organisations, local authorities, municipalities, universities, kindergartens and schools, parents associations. This allowed CARDET to obtain a great participation not only to the training course, but also to all the events we organised in order to make our work known and reusable by others.

	<p>In addition, the overall project implementation was successful with many positive outcomes. The main results may be divided in 4 categories:</p> <p>a) <u>Relevant documents</u></p> <p>The partners produced interesting research in the field of second language acquisition and migrant inclusion, that are freely available and might be useful for other organisations wishing to activate similar initiatives.</p> <p>The relevant documents produced are: National and Overall Report on L2 learning National and Overall Report on piloting course</p> <p>b) <u>Learning material and training paths</u></p> <p>One of the main focus of the partnership was to create useful learning materials and a flexible course structure that could be adapted to different training initiatives and different languages. The Handbook of the Course “Mothers and Children in L2” contains the theoretical principles of the methodology and many different activities that could be easily implemented and adapted to different levels.</p> <p>c) <u>Training for trainers</u></p> <p>The e-course for trainers consists of 4 learning modules and a final assessment and includes example of activities and a discussion forum. It is an extremely appreciated tool that is easy to attend but at the same time very complete. More than 500 teachers subscribed to the platform.</p> <p>d) <u>Networks</u></p> <p>The project favored the creation of positive networks first of all among the participants to the course in all the different countries. The positive climate established during the lessons and the attention to the social dimension of learning, allowed the creation of relations of friendships and solidarity among the mothers that reduced the risk of drop out and continued after the end of the course.</p>
<i>Efficiency</i>	The project was carried out using the minimum resources possible.
<i>Impact</i>	<p>Overall, the mothers evaluated the course positively, indicating that it helped them feel more confident in communicating in Greek and having an active role in their kids’ everyday needs, and also provided valuable feedback for improving the course for future implementations.</p> <p>Indicatively, some comments from mothers, who attended the course, are the following:</p> <ul style="list-style-type: none"> <li>- “I feel more confident now, when speaking with employees at the supermarket, or when taking my boy to the doctor, or</li> </ul>

	<p>when I need to speak with employees at a governmental office”.</p> <ul style="list-style-type: none"> <li>- “I appreciate the help from our teachers, especially that they answered our questions and tried to help us with everything we asked. With the lessons on the alphabet and basic grammar, now feel more prepared to help my daughter during the first grade of primary school.”</li> <li>- “I will miss the friends that made here; we did not just learn so much in Greek, but we also shared experiences with the other mothers and realized how many struggles we have in common. I found a group of friends and supporters here.”</li> </ul>
<i>Sustainability</i>	<p>The success of the project activities gives us the hope of a good sustainability and good chances to embed our methodology and learning materials into many other training paths. In Italy and Austria the course “Mother and Children in L2” has already been replicated (by the charity organisation Le Rondini in Italy and by the Austrian partners Kindervilla in Innsbruck), thanks to the high appreciation of the first testing course realised.</p> <p>In addition, the training course for trainers saw a huge participation of L2 teachers, that are very likely to replicate the methodology in Cyprus and use our materials in their everyday work.</p> <p>Furthermore, the website will continue to be managed for at least a period of 3 years after the end of the project, so to make all the materials created available to all those who may be interested.</p> <p>The E-learning platform, managed by CARDET, will also remain available at least for three years after the end of the project.</p>
<i>Gender approach</i>	<p>The project is tailored to the needs of migrant women, taking into consideration their individual needs and their needs as mothers in the hosting country.</p>

## Best Practice 8: Upgrade of the Cyprus Information Guide

### *Analytic Description*

<p><u>Title of the Good Practice :</u></p> <p>The Cyprus Guide (2011 – today)</p>	<p><u>Contact :</u> Andreas Georgiou</p> <p><u>Entity :</u> INNOVADE</p> <p><u>Profile (NGO, SME, Public administration, etc):</u> NGO</p> <p><u>Address :</u> Lykavitou 29, Engomi, Nicosia</p> <p><u>Phone :</u> +35722080981</p> <p><u>e-mail :</u> <a href="mailto:andreas.georgiou@innovade.eu">andreas.georgiou@innovade.eu</a></p>
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Field: Social empowerment, financial empowerment, educational empowerment, civic empowerment, migration

Funding: The action “Upgrade of the Cyprus Information Guide” (Action A1 – CY/2016/AMIF/SO2.NO1.1.1) is co-funded by the Asylum, Migration and Integration Fund (90%) and the Republic of Cyprus (10%).

Description of the Good Practice:

Migration is a global phenomenon affecting all times and communities in terms of social, economic and political context. Cyprus, as well as other EU Member States, has shown an increased migration stream where almost 10% of its total population are Third Country Nationals (TCNs). Although many efforts have been made for the integration of TCNs in the Cypriot context, individuals still find it difficult to access information relevant to employment, education, economy and health care services.

Within this framework, the consulting firm INNOVADE, in collaboration with the international research centre CARDET, received support for the action “Upgrade of the guide with general information about Cyprus” (A1, – CY/2016/AMIF/SO2.NO1.1.1). The Guide includes information about Cyprus, in an effort to help to the TCNs integration process, as well as to facilitate their integration, their employment and their social integration, while benefiting the local community and economy.

The expected outcomes of this project were to acquire the necessary data in order to upgrade the content of the guide, update the design of the guide, to translate the guide in 6 languages (English, Russian, Sri Lankans [Sinhala and Tamil], Arabic and Filipino) by specialised translators, develop a mobile APP for the guide, distribute the printed guide to the relevant services and authorities (eg. Civil Registry and Migration Services, NGOs, Aliens and Immigration Unit, Local authorities etc.), inform all the relevant stakeholders of the island and facilitate the integration of Third Country Nationals in the local community.

The Cyprus Information Guide, the first version of it being developed in 2011, is consisted of 11 thematic units, which provide all the essential information that a Third Country National will need for his/her everyday life needs. In addition, these units aim at supporting TCNs with their integration in Cyprus with regards to the cultural, economic and social life. The 11 thematic units are the following:

1. Introduction: general information on the guide and some important information on Cyprus
2. Geography: main cities, demographic information and climate of Cyprus
3. History: history of Cyprus from the Prehistoric Period up until the contemporary era
4. Culture: information can be found here on museums, religious monuments, historical monuments, theatre, music, dance, events, Cyprus customs and traditional Cypriot flavours
5. Political system: readers can find information on the island’s political system, the official languages, processes for civic participation, the process on becoming Cypriot citizen, the position of Cyprus in the EU and information on human rights and protection for Third Country Nationals (TCNs)

6. Economy: information is included on the currency of Cyprus, taxation, banking information for Third Country Nationals (TCNs) and banking system
7. Employment and labour: the procedures for residence and work permit are explained, as well as the obligations and working rights of TCNs in Cyprus
8. Education: information is included on the rights of students, the structure of the education system and the options that TCNs have on levels of education
9. Health Care Services: a chapter on the health insurance coverage, public health services and pharmacies can be found
10. Access to Utilities: all the necessary information for setting up accounts for electricity, internet, water and phone at a new house is included, as well as information on transportation, citizen service centres and post.
11. Useful Contacts: all the contacts to facilitate the TCNs' everyday lives are included, among those all the private and public organisations in Cyprus.

The updated version of the Guide is currently being printed and 13000 copies and will be available in the 6 following native languages: English, Sri Lankans (Sinhala and Tamil), Russian, Arabic and Filipino. The complete guide can be accessed [here](#).

Target groups :

Third Country Nationals, social workers.

Web page :

<http://cyprus-guide.org/en/>

Additional comments :

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### **Description of Dimensions**

<b>Template for dimensions</b>	<b>DESCRIPTION</b>
<b>Relevance</b>	The Upgrade of the Cyprus Information Guide is relevant to the social and labour inclusion of Third Country Nationals (TCNs), as it constitutes a complete handbook for a TCN to be integrated effectively in the Cypriot context with regards to the social, economic and cultural life on the island. Specifically, the Cyprus Information Guide includes thematic units to provide information covering all aspects of life in Cyprus in order to support TCNs' social and labour inclusion; and also their participation in the economic, social and cultural life of the island.
<b>Innovativeness</b>	This guide is an essential tool for a migrant to have in order to be integrated in Cyprus and have access to all the information they might need, which is gathered and categorised for their own convenience. The biggest improvement of the previous version of the "Guide with general information about Cyprus" lies in the fact that the information is now available in 6 native languages of the TCNs: English, Sri Lankans (Sinhala and Tamil), Russian, Arabic and Filipino. Also, the "Upgrade of the Cyprus Information Guide" provides new general information in order to help migrants to understand their rights and responsibilities;

	<p>as well as to identify opportunities for employment, access to education, health care, social security and increase their civic engagement.</p> <p>In addition, the guide responds to the new challenge of the last years that Cyprus has to face, which is migration. Cyprus, as well as other EU Member States, has shown an increased migration stream where almost 17% of its total population are Third Country Nationals (TCNs). Although many efforts have been made for their integration in Cyprus, many individuals found a difficulty in doing so.</p> <p>Furthermore, this initiative shows a possibility to initiate a social and labour change in Cyprus, as the main aim of the Cyprus Information Guide is to provide general information on Cyprus and addresses new migrants coming in Cyprus. Within this framework, INNOVADE and CARDET have identified some issues related to the integration of migrants, such as: problems with learning the language, bureaucracy etc. Also, Cyprus should review the existing EU immigration and asylum measures, which provide migrants with a secure legal status, rights and responsibilities. For this reason, the Information Guide was upgraded in 2011, 2013, 2014 and 2015.</p>
<i>Effectiveness</i>	<p>The Cyprus Information Guide has contributed at a great extent in the achievement of social and labour inclusion of migrants in the Cypriot context. More than 10000 guides were distributed to relevant stakeholders during the last year and the mobile APP, which was developed for the purposes of the project, was downloaded over 1000 times by users in Cyprus. In addition, the overall feedback acquired from migrants, was excellent. Specifically, many migrants have stated that this guide is essential for them due to the fact that they can get the information they need in a timely manner and easily.</p> <p>The factors that affected the project's effectiveness in the beginning of the project were the following: the difficulty in reaching migrants and convincing them to use the toolkit, as well as to gather all the information that they might need and present them in a user-friendly manner to them. However, the willingness of embassies, universities, municipalities and other public authorities to distribute the Information Guide to beneficiaries and their cooperation with the public authorities in order to collect the relevant information, has contributed positively in maximising the effectiveness of the project.</p>
<i>Efficiency</i>	<p>The Cypriot partners used the minimum resources possible to develop and disseminate the Information Guide.</p>
<i>Impact</i>	<p>The Information Guide was disseminated widely among the beneficiaries, offering them a high quality product. Since 2011, the Cypriot partners have distributed more than 50,000 guides all over</p>

	Cyprus. In addition, the Information Guide was circulated among migrants through the website, where users can find the guide as a PDF form, and also download it as a mobile application. The APP has so far been downloaded more than 1000 times in Cyprus, which indicates that more than 1000 migrants have used or are currently using the APP to get information related to their stay in Cyprus. Taking into consideration that approximately 13000 copies of the Information Guide will be distributed again soon, more than 60000 stakeholders have been informed about or have access to the Information Guide.
<i>Sustainability</i>	The sustainability of the project is guaranteed due to the fact that a variety of relevant stakeholders has been contacted and engaged that they will incorporate the Guide's content in the work of their organisation and will continue to promote the Guide. In addition, many stakeholders are being informed about the latest progress of the Guide through emails every 6 months. Furthermore, CARDET and INNOVADE have developed strong alliances and collaboration with public authorities, embassies and other relevant stakeholders, which will continue to disseminate the Guide.
<i>Gender approach</i>	The guide provides information for all migrants, regardless of gender. All gender aspects have been taken into account to meet the needs of everyone.

## Best Practice 9: Mediterranean Migration Network (MMN)

### Analytic Description

<u>Title of the Good Practice :</u>  Mediterranean Migration Network MMN I (2012 – 2016) MMN II (2016 – 2017)	<u>Contact :</u> Kyriaki Yiakoupi <u>Entity :</u> CARDET <u>Profile (NGO, SME, Public administration, etc):</u> NGO <u>Address :</u> Lykavitou 29, Engomi, Nicosia <u>Phone :</u> +35722002109 <u>e-mail :</u> <a href="mailto:kyriaki.yiakoupi@cardet.org">kyriaki.yiakoupi@cardet.org</a>
<u>Field:</u> Social empowerment, financial empowerment, educational empowerment, civic empowerment, migration	
<u>Funding:</u> The MMN was developed within the framework of "Integration Network" (Action 2/3 – CY/2016/AMIF/SO2.NO3.3.1), which is co-funded by the Asylum, Migration and Integration Fund (90%) and the Republic of Cyprus (10%).	
<u>Description of the Good Practice:</u>  The aim of the Mediterranean Migration Network (MMN) is to support the exchange of ideas, good practices and collaboration among the relevant stakeholders, policy makers, general public, public and private organisations, who work with migrants in the fields of diversity and integration. The MMN strives to develop and sustain a collaborative framework between private organisations and national/European public. In addition, the	

MMN is working towards the effective management and expansion of a database of resources related to integration and migration, the development of the professional capacity of members by providing them with relevant activities and educational resources; as well as the promotion of a wider collaboration with members of the network.

Within the framework of the project, the following modules have been developed online and offered to stakeholders:

- ❖ Module 1: Introduction to the concept of Migration, TCNs and Diversity (offered in the Greek language)
- ❖ Module 2: Migration & European integration policy: Practices of Integration in Europe (offered in the Greek language)
- ❖ Module 3: Organisational Structure of Stakeholders: Basic Design & Service / Program Operation (offered in the Greek language)
- ❖ Module 4: The effects of the economic crisis on migrants in Cyprus: could Microcredits and social entrepreneurship help? (offered in the English language)
- ❖ Module 5: Design and Development of Community Programs (offered in the Greek language)
- ❖ Module 6: Collaboration and Coordination of Stakeholders and Services on Migrant Integration

The results of the project are the following:

- ❖ A needs assessment report was developed for the latest development on the integration and migrations policies in the EU and the Mediterranean
- ❖ A Literature Review on issues of migration was conducted
- ❖ There was a wider development of the E-Platform to supports APPs, communication and social networking
- ❖ Development of the MMN application
- ❖ Conduction of 6 workshops
- ❖ Teleconferences with members of the MMN
- ❖ Development of educational units
- ❖ Development of an E-Library, where relevant resources are stored and a print database
- ❖ Organisation and conduction of an international conference, based on Migration and Integration
- ❖ Completion of a report, including suggestions and best practices.

The MMN offered many benefits to the 2500 stakeholders, who form a part of the network, as follows:

- ❖ They had the opportunity to exchange good practices and useful information
- ❖ A hub was created among members, which contributed in the effective transfer of knowledge
- ❖ The MMN contributed in improving the migration policies of its members and the integration policies they employ

Target groups :

Local authorities, public bodies, teachers of unaccompanied migrant children, other stakeholders.

Web page :

<http://www.migrationnetwork.org/en/>

Additional comments :

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**Description of Dimensions**

<b>Template for dimensions</b>	<b>DESCRIPTION</b>
<b>Relevance</b>	<p>The project is directly linked to social and labour integration of migrants in the Cypriot context, as it focuses on supporting the Labour Market and vocational training of migrants, their access to basic services and their active participation and social inclusion. Specifically, the project promotes the good practices and supports the migrant entrepreneurship, provides help in member states to face the challenges of the refugee crisis and promotes an intercultural dialogue and the migrants' participation in cultural life.</p> <p>During the Cyprus Stakeholders Focus Group Meeting, the participants expressed their thoughts on their organisations' challenges and needs in the areas of integration and migration, paying special emphasis on information sharing, networking and capacity building. In addition, the majority of stakeholders were content to access resources, which will support their organisational development and had fruitful discussions with other stakeholders on future projects for migration.</p>
<b>Innovativeness</b>	<p>The project has created a new product, which is a network that allows organisations and individuals from all over the world to communicate in order to discuss about Migration and Integration. The members can discuss about the migration related issues and exchange useful ideas and practices. In addition, the members have also collaborated in order to create opportunities and further collaborate on funded projects and proposals on migration.</p> <p>What is more, the social and labour inclusion of migrants is promoted by the different sections of the website: the "capacity building" section (where users can access all the modules), the "funding schemes and partnering" section (where they can collaborate on future projects), the "join the community" section, "Join the forums", "access our e-library" and "check out useful links" sections, where fruitful discussions on migration have taken place and a rich material has been uploaded.</p>



	<p>In addition, the project is in accordance to the new challenge that Cyprus has to face in the last years, that of the social and labour inclusion of migrants.</p>
<i>Effectiveness</i>	<p>The MMN has so far attracted more than 300 members globally from a wide spectrum of stakeholders, employed in the fields of migration and integration, including public services, NGOs, networks, academia and international organisations.</p> <p>The project also achieved effective migrants' social and labour inclusion. Specifically, CARDET and IINOVADE have built a rich curriculum of programs and initiatives (more than 75) through the MMN and has produced a steady stream of Educational Seminars and Workshops on migrants for local and EU stakeholders. Over the past 5 years of its operation, the MMN hosted successfully 10 International meetings and supported small scale programs focused on migrant training at the local community. The MMN has been also organising study visits to different EU countries (Malta, Portugal, Italy, Germany and Madrid) in order to support the exchange of information and best practices among organisations active in the fields of migration, integration and diversity, as well as to promote a collaborative framework among national and European public and private organizations.</p> <p>The network today can provide newcomers with expertise in EU funding applications, online resources capacities and finding relevant and knowledgeable counterparts for collaboration. Below are some of the results targeting to sustain the MMN, upon the official completion of this Action that is currently funded by the Asylum, Migration and Integration Fund and the Republic of Cyprus:</p> <ul style="list-style-type: none"> <li>❖ Identify opportunities for further collaboration among its members</li> <li>❖ Intervene in progresses of migration policies at EU and Mediterranean level</li> <li>❖ Organise periodical meetings with members</li> <li>❖ Maintain and constant updates of the online platform and organize online activities</li> <li>❖ Expand its membership especially in the Mediterranean region and the migrants' countries of origin</li> <li>❖ Enriched recourses database</li> <li>❖ Establish advocacy and lobbying mechanisms</li> <li>❖ Publish Annual Journals in collaboration with stakeholders and MMN members</li> <li>❖ Secure financial sustainability through encouraging program ideas from participants and fostering synergies for successful application and implementation.</li> </ul>

<i>Efficiency</i>	The project was implemented using the least resources possible.
<i>Impact</i>	The project has had an impact on more than 300 organisations, which might employ migrants.
<i>Sustainability</i>	<p>The target audience involves, among others public and private stakeholders, public authorities, researchers, e-learning, academics, policy makers and NGOs. Partners, involved stakeholders and focal point organizations will employ all available means to reach the aforementioned target groups. To achieve the exploitation components, partners will use the following means:</p> <ul style="list-style-type: none"> <li>❖ Use the program outputs for training stakeholders and authorities who work directly with migrants during and after the completion of the program;</li> <li>❖ Provide examples and demonstrators that convince stakeholders, academics, NGOs, policy makers about the value and relevance of the program and its products;</li> <li>❖ Engage users actively and find ways of generating a feeling of ownership amongst those people and groups to whom we wish to disseminate and make an impact;</li> <li>❖ Promote the expansion of the MMN online resources on migration and integration.</li> </ul>
<i>Gender approach</i>	The project provides information for all migrants, regardless of gender. All gender aspects have been taken into account to meet the needs of everyone.

## Best Practice 10: Greek Language Courses for Third Country Nationals (iLearn Greek)

### Analytic Description

<u>Title of the Good Practice :</u>  Greek Language Courses for Third Country Nationals (iLearn Greek) (1 <sup>st</sup> cycle: December 2015 - 2017 2 <sup>nd</sup> cycle: September 2017 – December 2018)	<u>Contact :</u> Andri Agathocleous <u>Entity :</u> Agios Athanasios Municipality <u>Profile (NGO, SME, Public administration, etc):</u> Public Administration <u>Address :</u> Stavraetou tou Machaira 42, 4104, Agios Athanasios, Limassol <u>Phone :</u> +357 25 864111 <u>e-mail :</u> <a href="mailto:mayor@agiosathanasios.org.cy">mayor@agiosathanasios.org.cy</a>
<u>Field:</u> Empowering people to learn the local language	
<u>Funding:</u> The project “Greek Language Courses for Third Country Nationals” is co-funded by the Asylum, Migration and Integration Fund (90%) and the Republic of Cyprus (10%). Project Number: CY/2015/AMIF/SO2.NO2.1.1	

#### Description of the Good Practice:

The KES College collaborates with organisations from Cyprus (CARDET and INNOVADE) and the Municipalities of Deryneia, Paphos and Agios Athanasios to develop the and implement the iLearn Greek project, which offers free lessons of Greek Language to Third Country Nationals, who reside in Cyprus.

The overall aim of the project is the provision of support to Third Country Nationals in order to be integrated in the Cypriot context and offer them the opportunity of learning the Greek language to improve their language skills to be included in the social context of Cyprus. The courses are divided in two levels: basic and intermediate. The project is currently being implemented in Limassol, Paphos, Nicosia, Larnaca and Deryneia, hence a very large part of the free part of Cyprus is reached by the project. In the beginning of the project, the initial estimation was that 200 TCNs will attend the Greek languages courses and over 160 TCNs will successfully complete them.

The benefits of learning Greek were explained to the participants of the project and it was clarified that their communication skills will be enhanced, along with their ability of socialising with other people in Cyprus. In addition, it was stated to them that their ability of finding a job in Cyprus will be improved, accompanied by their skills in participating in the social, civic and cultural life of Cyprus. A tablet was also offered to the participants of the courses, who attended more than 60% of the course (this corresponds to 100 teaching hours of 45 minutes each) and passed the final exams they undertook at the end of each course. Following the participants' choice on the level they think will best serve their needs, a placement test takes place in order to confirm the level of each participant. After having the results, the participants are allocated in classes, where they learn Grammar, Syntax, vocabulary and more.

During the first one and a half year (December 2015 – 2017) the project reached 378 TCNs, while 232 of them have successfully completed their course.

The course materials are located in the Teachers' space in the website of the project, however a log in credentials are required to access them.

#### Target groups :

Persons over 18 years of age, with a nationality of a Third Country (non-European Union country nationality) with one of following statuses:

- ❖ Third Country National with a student's or worker's or visitor's or Cypriot spouse's residence permit
- ❖ Recognised Refugee
- ❖ Subsidiary Protection Status
- ❖ Asylum Seeker

#### Web page :

<http://www.ilearngreek.eu/en/>

#### Additional comments :

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### Description of Dimensions

<b>Template for dimensions</b>	<b>DESCRIPTION</b>
<i>Relevance</i>	The project is highly relevant to the social and labour inclusion of TCNs, since the participants of the project have already acquired the basic language skills for Greek: written and oral communication. These skills are crucial for their inclusion in the Cypriot society, since they allow them to develop other skills through their communication with other people in Cyprus and they facilitate their everyday activities. The most important thing is that their opportunities of finding a job in Cyprus are increased after learning the Greek language. In this way, the social marginalisation of TCNs is prevented.
<i>Innovativeness</i>	The project is innovative due to the fact that new elements were produced to address the migrants and refugees' social and labour inclusion. These are the Greek courses, which were developed exclusively for the iLearn Greek project and its purposes. In total, 12 units have been developed for each level. In addition, this project answers to the new challenges of the last years for Cyprus and that is the social and labour inclusion of TCNs in the Cypriot context. The participants of the projects now have enhanced opportunities of finding a job in Cyprus by learning how to communicate in the local language (Greek). This could be the start of a social and labour change in Cyprus, since a lot of the participants mentioned that they successfully found a job in Cyprus after completing the course.
<i>Effectiveness</i>	<p>The initial objective was to reach 200 target group members to participate in the courses and the project managed to reach 378 beneficiaries, among those 246 having completed more than 60% of the course and 232 having completed successfully the courses. Therefore, the project has exceeded its initial expectations and doubled the audience.</p> <p>Furthermore, the project received a further funding to continue with its action directly by the Asylum, Migration and Integration Fund (90%) without having to submit a proposal. This indicates the high success of the project and the willingness of funders to initiate a second cycle of courses.</p>
<i>Efficiency</i>	The project was implement using the fewer resources possible.
<i>Impact</i>	During the first one year and a half, the expected outcome from the final evaluation of the participants' satisfaction regarding the provision of the project's services was at least 75%. By the end of the project, all the 264 people, who were offered the Greek language courses, expressed that they are very satisfied with the project and rated it with

	<p>84%. In addition, all the participants scored high marks in their exams and some of them commented that this project might be the best project that was organised in Cyprus so far related to learning Greek as a second language.</p> <p>The participants also had the opportunity of taking part into other activities, such as walks in the city of Nicosia and be educated on its history and culture. A noteworthy fact was that all the participants communicated in Greek to order drinks, food and talk with locals.</p> <p>Some significant factors that contributed in maximising the impact of the project was the frequency of the courses delivered (2 or 3 times a week), the duration of each class (3 hours) and the constant monitoring and evaluation of students' performance.</p>
<i>Sustainability</i>	<p>The project will continue to be disseminated after the completion of the second cycle through the network and alliances developed by the Cypriot partners. In addition, the project was widely disseminated by putting adverts on billboards and local buses, which are still available and disseminate the objectives of the project.</p>
<i>Gender approach</i>	<p>The project provides its services for all TCNs, regardless of gender. All gender aspects have been taken into account to meet the needs of everyone.</p>

## Part 3: Policy, Legislative and Institutional Framework in Cyprus

Cyprus has only become a destination of immigration during the last twenty years, mainly due to employment reasons. Cyprus had not developed any related Action Plan to integrate migrants in the society until 2004, when the island joined the European Union. The policies follow the EU directives at a great extent, attempting to address the new situation for Cyprus, the one of migration. Almost two thirds of people immigrating to Cyprus, who are non-EU citizens, are labour migrants coming from middle-income countries. Despite the establishment of the Refugee Law (2000), according to which all TCNs have equal rights with Cypriot citizens, there are concerns over the actual implementation of such laws and policies in Cyprus to reach immigrants' integration. In addition, many attempts have been made to combat discrimination, however Cypriot citizens hold anti-immigrant attitudes and notably, the percentage of these attitudes is higher than the average of all Member States of the European Union. In 2012, only 39% of Cypriot citizens expressed the view that migrants should have equal rights with them and merely 23% sustained the view that immigrants may support the financial and cultural state of Cyprus (MIPEx, 2015).

According to the Annual Report of the Migrant Integration Policy Index (2015) on Cyprus, the policies of Cyprus implemented for migrants are in fact discouraging their long-term integration and remarkably, Cyprus holds the second place before the last one. Non-EU citizens, who are mainly international students or migrant workers, are very likely to have the skills necessary to enter the labour market of Cyprus, but their rights are limited. Specifically, they stay in Cyprus under a "temporary migration" status and are expected to leave the country after they have fulfilled their purpose. In addition, not enough support is being organised to be provided to non-EU citizens regarding their vocational training, healthcare, employment and civic participation. UNHCR has reported that the Cypriot policies are preventing the access of TCNs to the labour market and therefore, a long-term integration of migrants is still not achieved. Moreover, non-EU citizens who have not been granted a citizenship cannot apply for any job position in the public sector. They are also not provided with political participation rights, such as voting. Consequently, a great number of temporary non-EU citizens, who will remain "temporary" for a long period of time, are deprived many socio-economic rights and may become marginalised (MIPEx, 2015).

An analysis of the policy, legislative and institutional framework for the integration and employment of migrants in Cyprus is provided below. The most important milestones are described, as well as the programmes on migrants' integration, the legislation and policies that refer to the integration and employment of migrants in Cyprus.



## EU Migrants

The European citizens, who migrate in Cyprus, have roughly the same rights as every other Cypriot citizen. Their entry to the country is free and they can freely be employed or become self-employed. In addition, they can study in Cyprus under the same conditions as a Cypriot would. In the case of remaining to Cyprus for a period longer than four months, an EU citizen must submit an application to the Civil Registry and Migration Department of Cyprus to acquire the Registration Certificate as an EU National. The governmental Health Providers in Cyprus also provide the same services to EU nationals free of charge, as in the case of providing them to Cypriot citizens. All EU migrants have to be registered and get a Social Security Number to be legally insured in Cyprus. Insured migrants are eligible to receive multiple benefits, such as the ones related to maternity, marriage, sick leave, unemployment, single parent and more.

## National Strategy on Integration

The government of Cyprus had restrictive policies in relation to immigration, which had to abandon, when Cyprus became a destination for large numbers of migrants in the decade of 1990, due to the island's financial growth. In 2010, Cyprus established the very first Action Plan, namely "Action Plan for Integration of Immigrants Legally residing in Cyprus: 2010 – 2012", which aimed at defining the actions that had to be taken in order to address immigration in Cyprus by guiding them to acquire the Cypriot Citizenship through a long-term residence status and immigration permit. The Action Plan addressed Third Country Nationals (TCNs) that resided legally in Cyprus, recognised refugees and people under international protection. The National Action Plan had also set 8 priorities, accompanied by targets and actions, to be implemented using a specific timeline. The priorities were the following:

- First Priority: Information – Service – Transparency
- Second Priority: Employment, Training, Unions
- Third Priority: Education and Learning of Language
- Fourth Priority: Health
- Fifth Priority: Housing – Improving quality of life, social protection and interaction
- Sixth Priority: Culture Civics, basic elements of political and social reality
- Seventh Priority: Inclusion
- Eighth Priority: Evaluation – Annual and Total (Council of Ministers, 2010)

The National Action Plan also addressed employers in order to raise their awareness on the equal treatment and integration of the aforementioned groups to prevent their labour exploitation; and to inform the public of Cyprus on international protection. Following this, the Cypriot Department of Labour officially stated that Cyprus wishes to guarantee an equal treatment among foreign workers and the local personnel (Cypriot workers). The official website of the Ministry of Labour (Department of Labour) clarifies that "...the main policy of the Labour Department is to safeguard the smooth operation of the labour market and the

equal treatment between local and foreign workers according to Cyprus international obligations” (Ministry of Labour – Department of Labour, 2010).

In the beginning of 2013, the preparation of the updated policy on the National Action Plan was announced by the Council of Ministers in Cyprus. The key objectives of the Plan would be the redefinition of the labour market’s needs in order to fit the rights of legal migrants better and also, to support an even smoother process of legal migrants’ integration in Cyprus. Unfortunately, no such Plan has been developed so far and therefore, the only Action Plan that has been developed for the integrating immigrants in the context of Cyprus is the Action Plan developed for the period 2010 – 2012, which has not been evaluated to realise its actual impact on Cyprus’ immigrants.

Before the implementation of the National Action Plan, in 2007, Cyprus adopted the “Strategy on the Employment of Foreign Workers” (Third Country Nationals). The strategy provided a framework, within which all regulations on the employment of TCNs were established. Specifically, the eligibility criteria for a TCN to be employed were defined as the absence of the local labour force’s capability to take the certain job position. In addition, following the implementation of that strategy, the Special Committee of Experts was formed in order to Integrate Immigrants in Cyprus.

The healthcare of migrants is not currently defined by any plan and no strategy has been developed so far in order to monitor their integration to healthcare in Cyprus. In the case an immigrant patient is not capable of communicating in English or Greek, the Government of Cyprus provides them an interpreter for this purpose, for whom the expenses are covered by the government. In addition, the revised National Health Legislation, which has been proposed by the parliament of Cyprus in 2017, provides the Third Country Nationals, for whom Cyprus is their permanent residence, and refugees with equal to the New National Health System (CYLaw, 2017). In addition, the strategy established for the rights of the Child in Health for Cyprus, make it explicit that all children will have a free access to healthcare in Cyprus (Ministry of Health, 2017).

## Programmes on Integration

The Cypriot Ministry of Education and Culture has provided Third Country Nationals (TCNs) with free classes of Greek for the period 2010 – 2015. The specific programme addressed migrants, who were over the age of 15. That programme did not continue to be implemented, however two other projects replaced it in 2016. Both projects will run until the end of 2018 and they address pupils of primary education and adults. The “Geia Xara” project is provided by the Pedagogical Institute of Cyprus, in collaboration with CARDET and INNOVADE, to offer Greek language lessons to primary school pupils, who come from Third Countries. In addition, the “iLearn Greek” project is offered to adult Third Country Nationals for free and aims at improving the language skills of the participants in four months by offering them intensive courses. This project is implemented by KES College, in collaboration with CARDET, INNOVADE and the Municipalities of Deryneia, Paphos, Agios Athanasios and Agios Dometios. Both the

projects cover all the area of the free part of Cyprus and they are co-funded by the Republic of Cyprus (10%) and the Asylum, Migration and Integration Fund (90%). Following the evaluation of the projects after their first year of implementation (2016 – 2017), the majority of pupils and adults succeeded in completing the courses and acquired a certificate, while their feedback was excellent, reaching almost 84% of satisfaction.

Another programme that is pivotal for the integration of migrants is the “Integration programmes for TCNs by Local Authorities”, for which a Grant Agreement was signed between the Municipality of Nicosia and the European Funds Unit (Ministry of Interior) in the beginning of 2016. The aim of the project is to coordinate the local authorities in order to provide TCNs with opportunities to interact with locals and to offer them services that might improve their daily lives and address the barriers towards their integration in the social life of the island. Moreover, the project aims to support the process of adaptation between the hosting community and the TCNs; and make it as smooth as possible to respect all the special characteristics and human rights of both parties. The project is co-funded by the Asylum, Migration and Integration Fund (90%) and the Republic of Cyprus (10%). The implementation is carried out by the Municipalities of Nicosia, Engomi, Ayios Dometios and Lakatamia, the NVK Advent Consulting Ltd and Losadeal LTD.

Under the framework of the “Integration programmes for TCNs by Local Authorities”, the following social support programmes are offered to Third Country Nationals:

- 1) Services to meet the daily needs of children of Third Country Nationals (such as the transfer of children to school, guide and support them with homework, keep them busy with creative activities)
- 2) Cultural Identity preservation programmes (for example, the provision of lessons in their native language)
- 3) Psychological services and social support for Third Country Nationals (such as counseling and support services)
- 4) Services by the Information and Support Centre for Third Country Nationals (KEPLYM) – Provision of guidance, information and networking services
- 5) Orientation and information programmes (eg. offer of seminars on Cyprus)
- 6) Cultural Exchange Events – Festivals and Games
- 7) Sport Activities
- 8) Networking and cooperation between associations of TCNs, NGOs and Local Authorities (Municipality of Nicosia, 2016)

## Policy and Institutional Framework for Integration

The Ministry of Interior Cyprus is the authority in charge to establish the national policy on integration. For the purposes of writing the related documents, a Committee of Experts was established in 2007. The Committee, accompanied by a member of the Ministry of Interior, engaged representatives from other the Ombudsman’s Office and Ministries (such as the Ministries of Health, Education and Culture, Labour and Social Insurance). In addition, an

Advisory Committee was also established for this purpose and consists of members of Trade Unions in Cyprus, the Chamber of Industry and Commerce, relevant NGOs and the Employers and Industrialists' Federation.

The Local Authorities in Cyprus have also played a crucial role in the attempts to integrate migrants in the Cypriot context. In 2017, the “New Channels for the integration of Third Country Nationals” project received its funding for a sixth year by the European Union's Integration Funds. This is an attempt to empower the local authorities in integrating Third Country Nationals by offering them the services they need. Furthermore, four municipalities of Cyprus (Nicosia, Limassol, Larnaca and Paphos) are running [Migrant Information Centres](#) to support migrants with settling in and the new context. Moreover, the Municipality of Nicosia established a network of Immigrant Organisations, Local Authorities and NGOs, to collaborate and support migrants with their integration process.

In addition, a fundamental addition in the education system of Cyprus upgraded the approach towards combatting discrimination and supporting integration. Specifically, the curriculum of Cyprus was revised and a new version of it was introduced to teachers in 2011. The new curriculum paid special attention to multiculturalism and the diversity in the classroom. The Intercultural Education was officially established in Cypriot primary schools and also, in 2014, the Code of Conduct Against Racism was introduced to schools. Furthermore, teaching the native language of migrant pupils was considered as essential and was implemented to the Zones of Educational Priority in Cyprus (Trimikliniotis, 2011).

## Legal and Institutional Framework for Integration and Employment

Following the changes in policies in 1990, the criteria for migrants' permits to stay in Cyprus were not very limited anymore and a specific process was explained and provided to the Cypriot employers to hire people from abroad. In an attempt to meet the needs of the labour market, the Cypriot Government used to issue migrants an individual visa to work for a short period of time and to certain sectors (Trimikliniotis, 2011). Following the policy changes, a Third Country National, who wishes to stay in Cyprus for a long period, must obtain the “Pink Slip”. That document can be issued for one to four years, or one to two years in the case of a first application, with the term of being absent for a maximum of four months from Cyprus. The “Employment Visa” applications, which serve the purposes of being granted with an Employment Permit and Temporary Residence, must be submitted by the employer to the Civil Registry and Migration Department or the Aliens and Immigration Unit. All applications must be filed with the a certified employment contract, which must be approved by the Department of Labour, to ensure that there are no Cypriots or other residents of an EU Member State that meet the requirements for the specific job position prior to process the application of a Third Country National. Following this process, the TCN must register to the Aliens and Immigration Unit (S&A, 2018).

With regards to the Cypriot legislation on immigration, there is currently no law established for the integration itself. Multiple other laws, which relate to the integration of migrants in Cyprus, have been proposed and are implemented. These are summarised below:

- [Aliens and Immigration Law](#)

The law was first adopted back in 1952 during the British Colonial Era and refers to all the regulations for Third Country Nationals to remain legally in Cyprus. Relevant modifications have been made since 1960 and the latest amendment took place in 2017. The law is now in accordance with the EU Directive 2014/36/EU, which is related to the conditions for the TCNs' entry and stay. In addition, the law refers to the employment of migrant seasonal workers and their residence in Cyprus as part of an intra-corporate transfer. Migrants' work permit allows them to switch jobs after a year, in comparison with the previous policy of 5 years, however the new job must fall within the same sector. In addition, migrants must have a certain level of knowledge of the Greek language, as decided in 2009 and formed a part of the law.

- [Nationality Law](#)

This law defines the conditions under which a Third Country National can acquire the Cypriot citizenship. According to the Civil Registry Law, a TCN can apply for the Cypriot Citizenship in the case he/she has completed a minimum of seven years of legal stay in Cyprus or if he/she becomes a parent of a Cypriot citizen. Furthermore, if a TCN marries a Cypriot citizen, the TCN can apply for a Cypriot citizenship after three years of the marriage, if he has been a resident of Cyprus for a minimum of two years.

- [Cyprus Refugee Law](#)

This law was firstly adopted by Cyprus in 2000 and after that, an amendment was made in 2016 to be in accordance with the Directive of the EU (2013/32/EU) and complements the Aliens and Immigration Law. Based on this, all Third Country Nationals coming to Cyprus, included those with an International Protection Status, must have the same rights as Cypriot citizens.

- [Anti-discrimination](#)

There are many laws, which have been established in Cyprus, with the ultimate aim of combatting any form of discrimination of migrants, who reside in Cyprus. In 2004, the law on "[Equal Treatment in Employment and Occupation](#)" was established in order to eliminate any form of discrimination and especially in the fields of education, medical care, access to services and social protection. In addition, another law was adopted, namely the "[Equal Treatment in Employment and Work](#)", which addresses exclusively the workplace and the incidents of racism that may exist. In this framework, the "[Fighting Racial and Other Discriminations](#)" Law was put into action to prevent and/or combat all possible forms of discrimination in relation to race and ethnicity.

## Civil Society Organisations

The Civil Society Organisations constitute a pivotal part of the integration of Third Country Nationals to Cyprus. Their role is to support TCNs by providing them with relevant services and advice on legal and social issues, as well as to raise awareness of the public in relation to the latest research that is related to migrants. In Cyprus, the [MiHub](#) centre (Migrant Information Centre) that operates in four municipalities, provides significant supporting services to migrants all over Cyprus. In addition, [KISA](#) is a Non-Government Organisation, which is active in promoting a multicultural society and in combatting racism and discrimination. KISA is also focused in advocating for the rights of migrants and asylum seekers. Moreover, the [Cyprus Refugee Council](#) provides support and assistance to the vulnerable and marginalised groups in Cyprus in social and legal issues, as well as advocacy to protect their rights. Last but not least, [CARDET](#) is a research organisation that develops and implements numerous projects on capacity building and integration.

## Other Stakeholders

Other stakeholders are the following:

- [Ombudsman](#)

The Ombudsman (Commissioner for Administration and Human Rights) is in charge of handling all the complaints that address the violation of human rights or are against the law of Cyprus. In addition, the Ombudsman is also responsible of the conduction of recommendations and reports related to the policies that combat discrimination. Services of the following institutions are also provided: the Equality Body, the Anti-Discrimination Body, the Prevention of Torture, the Independent Mechanism and the National Human Rights Institution.

- [CARITAS Cyprus](#)

CARITAS' aim is to offer migrants and refugees assistance with their needs in Cyprus and the effective run of the shelters in Cyprus. CARITAS provides food, transportation, health services and clothes to those in need.

- [Cyprus Red Cross](#)

Humanitarian assistance is provided to those in need, vulnerable migrants, and helps them with their healthcare and psychosocial needs.

- [“Hope for Children” CRC Policy Centre](#)

This international institution works in Cyprus in order to develop policies and provide support and policy recommendations to protect children and their rights. Unaccompanied minors are also provided with support from the institution and accommodation, which could be the shelter or a foster family. “Hope for Children” also provides relevant trainings for capacity development and advocates for the rights of the children.



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