



Mapping of social orientation: the case of Lithuania

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I. Legal and institutional framework

1. Legal framework of social orientation

The first “Immigration Law” (*Imigracijos įstatymas*),¹ regulating immigration to Lithuania, came into force in 1991. It receded into the background in 1999, when the Law “On the Legal Status of Aliens” (*Įstatymas dėl užsieniečių teisinės padėties*)² was adopted. Since 1999, this law is the main document, regulating the legal status of foreigners in Lithuania and main areas of immigration to Lithuania. Eventually, this law is a starting point in the analysis of Lithuanian immigration and integration policies. Asylum system is operating in Lithuania since 1997 using common principles of the EU asylum policies, consolidated in the conventions of Geneva (1949), Dublin (1990), the Law “On the Legal Status of Aliens” and other related documents.

In Lithuania, the implementation of immigrant and refugee³ integration policy was and still is based on the project-based activities, related to European Union (EU) funding. It means that, contrary to many EU Member States (where integration is organised by municipal institutions), nongovernmental organisations (NGOs) are key stakeholders implementing immigrant and refugee integration policies and providing integration measures, including social orientation courses and other relevant services. Research (MEDBALT 2015⁴, LSRC 2017⁵) shows that NGOs and, in few cases, governmental institutions, provide a variety of education-related integration measures that could be considered as social orientation courses with the focus on language courses and vocational training, followed by the cultural orientation and entrepreneurship, legal and social counselling. However, these measures are provided without such important background as aims and objectives of integration policies. In addition, these measures (courses) are being provided without any framework of education programmes and methodologies, recognised at the governmental or municipal level. Moreover, such activities are fragmented and not stable over time as they are being funded by EU funds (in most cases it is Asylum, Migration and Integration Fund).

In this report, the analysis of social orientation courses has two different perspectives or target groups: beneficiaries of international protection on one hand, and other immigrants, coming to Lithuania through different legal immigration channels, on the other hand. Different legal and institutional frameworks stipulate legal status and integration of these groups (see below).

Beneficiaries of international protection

There are two stages of reception and integration in Lithuania: 1) before refugee status or subsidiary protection is granted (reception procedure) and 2) after particular status is granted (integration). Asylum seekers who are waiting for their applications to be assessed are accommodated in the Foreigners Registration Centre in Pabrade (*Užsieniečių registracijos centras*) under the supervision of the State Border Guard Service (*Valstybės sienos apsaugos tarnyba*) at the Ministry of the Interior (*Vidaus reikalų ministerija*) (see the scheme of reception and integration below). The Centre

¹ The Republic of Lithuania, “Immigration Law”, No. I-1755, 04 September 1992, Official Gazette, 1991, No. 27-730.

² Law of the Republic of Lithuania, “On the Legal Status of Aliens”, No. VIII-978, 17 December 1998, Official Gazette, 1998, No. 115-3236.

³ In this report, refugees are considered as beneficiaries of international protection (in the Lithuanian case, foreigners that have been granted the refugee status or subsidiary protection).

⁴ Diversity Development Group. [“Strategic Partnership in Adult Migrant Education: Perspectives from Mediterranean and Baltic Sea Regions” \(MEDBALT\)](#). Project funded by the Erasmus+ Grundtvig 2014–2016, Vilnius, 2016.

⁵ Lithuanian Social Research Centre. “Evaluation of implementation of refugee integration policies and monitoring of integration processes”. Project funded by the Lithuanian Science Council. Institute for Ethnic Studies at the Lithuanian Social Research Centre. Vilnius, 2017.

also provides asylum seekers with legal and social counselling service as well as psychological support. At the same time, when services are provided in the Foreigners Registration Centre, Vilnius archdiocese Caritas (*Vilniaus arkivyskupijos Caritas*) is running the project “Cultural Uphill” (Kultūrų įkalnė), an inclusive and social day centre, where asylum seekers (during the application process) and the local community can come and have such joint activities as computer literacy classes, board game tournaments, social, legal and psychological counselling (see *the scheme of reception and integration below*). The day Centre is directly linked to the Foreigners Registration Centre, where asylum seekers and undocumented immigrants are accommodated.⁶

After refugee status or subsidiary protection is granted, refugees are moving to the Refugee Reception Centre (*Pabėgėlių priėmimo centras*) (PPC – governmental institution under the supervision of the Ministry of Social Security and Labour (*Socialinės apsaugos ir darbo ministerija*)) in Rukla, where the first integration stage is organised and support is provided up to 3 months.⁷ Support continues later on the municipal level, where the second integration stage is organised by NGOs with the support of the Asylum, Migration and Integration Fund (*Prieglobsčio, migracijos ir integracijos fondas*). If for objective reasons a beneficiary of international protection fails to prepare for integration in the municipality within 3 months (in PPC), this period may be extended. In the case of unforeseeable circumstances, subject to a decision of the Director of PPC and consent by the special commission, support at PPC may continue further. However, if the person concerned wishes so and a commission created by the Ministry of Social Security and Labour takes a relevant decision, integration may start in the municipality from the very beginning, excluding the first integration stage at PPC (see *the scheme of reception and integration below*).

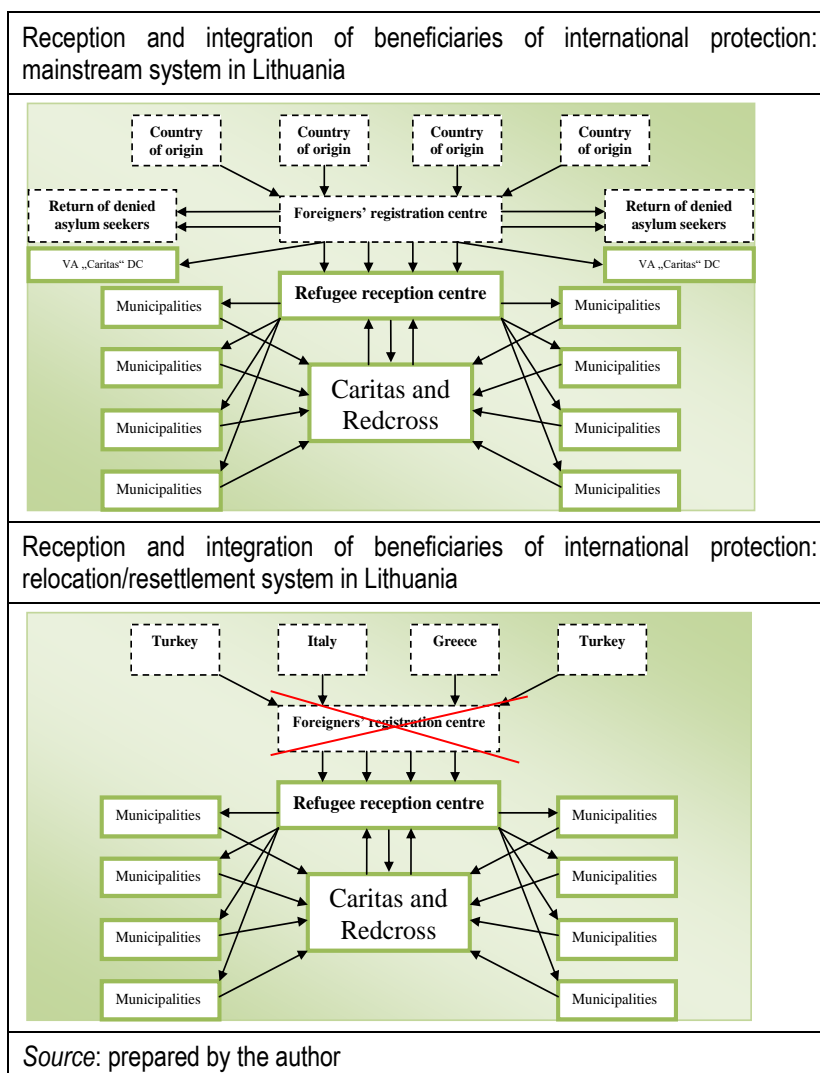
PPC is organising refugee integration programme and has the overall responsibility for refugee integration policies in Lithuania. PPC accommodates temporarily beneficiaries of international protection and provides relevant social services. During the integration period at the Centre, Lithuanian language and culture courses of overall duration of 96 hours are available. The institution has also committed to organise professional training classes, secure access to the library, internet, television and radio. The representatives of labour exchange can be found there and consult about employment, organise meetings with potential employers as well as assess professional profiles of beneficiaries of international protection. There are opportunities to participate in cultural events, held at PPC and to engage with activities, organised by PPC, NGOs and local community. All refugees, accommodated at PPC, are entitled to participate in all the above mentioned activities.⁸ At the same time, when the Governmental integration programme is implemented at PPC, the Centre is also participating in project based activities, funded by the Asylum, Migration and Integration Fund.

After the period of integration at PPC is completed, support for integration continues in the municipal territory for a period of up to 12 months counting from the day of departure from PPC. Integration in municipalities continues mainly through NGOs with which contracts on refugee integration are concluded by the PPC and which receive funding for performing integration activities. The current total period for support for integration is 15 months (3 months at PPC and 12 months in the municipality) with the above mentioned possibilities to prolong integration programme for specific reasons (for example, if different forms of vulnerabilities occur). NGOs – Lithuanian Red Cross (*Lietuvos Raudonasis Kryžius*), Vilnius archdiocese Caritas and Association of Social Educational Initiatives Centre PLUS (*Socialinių-educacinių iniciatyvų centras PLIUS*) – are running so called one stop shops, where all necessary integration services, including social orientation courses, are provided both for beneficiaries of international protection and other immigrants.

⁶ More about [“Cultural Uphill”](#).

⁷ Resettled/relocated beneficiaries of international protection are accommodated in PPC, excluding accommodation in the Foreigners Registration Centre.

⁸ More about [integration measures](#) at PPC.



Immigrants⁹

In 2014, the Government adopted “Lithuanian Migration Policy Guidelines” (*Lietuvos migracijos politikos gairės*),¹⁰ where migrant integration issues were emphasised and, for the first time since restoration of Lithuanian Independence, received special status as prioritised policy area. According to the Guidelines, migrant integration policies should ensure benefits offered by immigration, while migrants should actively contribute to strengthening the state by participating in its economic, social and cultural life. In parallel to that, the fight against xenophobia, discrimination and racism was emphasised, with the development of tolerant society and multicultural attitudes. The most important principles of migrant integration are following: ensuring human rights and equal opportunities in all areas of life, provision of the status of a permanent resident and/or citizenship, reduction of social inequality, vulnerability and exploitation, observation of work and living conditions, improving representation. In 2014, “Action Plan for Implementation of the Policy for the Integration of Foreigners” (*Dėl užsieniečių integracijos politikos įgyvendinimo 2015–2017 metų veiksmų plano patvirtinimo*) (2015–

⁹ Coming through different immigration channels: work, family reunion, studies and legal activities (entrepreneurship).

¹⁰ Government of the Republic of Lithuania. “Resolution on Approval of the Lithuanian Migration Policy Guidelines”, 22 January 2014 No. 79.

2017) has been adopted.¹¹ Detailed integration measures, indicators to achieve integration outcomes and funding schemes have been foreseen. However, the majority of integration measures have been linked to the activities of NGOs (see below),¹² while funding schemes – to Asylum, Migration and Integration Fund.

As it was indicated above, integration services, including social orientation courses, are available in one stop shops for immigrants and refugees in three biggest Lithuanian cities: Vilnius, Kaunas and Klaipeda. Though, one stop shops are providing integration services for immigrants and refugees, different methodologies, approaches and legal frameworks are applied for these target groups (see below).

At the same time, when NGOs are providing integration services and social orientation courses, other organisations are creating methodologies which could be considered as guidelines to provide social orientation courses for immigrants and refugees. There are different guidelines, toolkits, collections of good practices and methodologies, developed by NGOs and think tanks.¹³ However, such project-based production is not approved by the state/municipality and does not have legal power. Eventually, different NGOs are applying different methodologies and techniques, or providing different courses and trainings without common methodological framework.

Moreover, the emphasis should be given to the fact, that while organising integration services at one stop shops, NGOs are not always providing services by internal staff. For example, social counselling and mentoring is provided by internal staff (sometimes – with the assistance of volunteers), while language training, courses of Lithuanian culture and Constitution, legal and psychological counselling are provided by external experts/organisations, meaning that these services are outsourced. Eventually, the methodologies and approaches applied are related to the institution that wins public procurement. Therefore, detailed overview of such methods and approaches is not available.

2. Obligations to attend courses and impact on legal situation/status

Formally, beneficiaries of international protection are obliged to participate in the integration programme, if they want to receive integration benefits/allowances. It means that they are obliged to attend all the courses, linked to the integration programme. However, there is possibility not to take part in the integration programme, but in such case beneficiaries of international protection would be excluded from integration benefits/allowances. In addition, integration support is terminated, if a refugee skips more than 40% of courses of Lithuanian language and/or culture.

Certain distinction with relation to refugees, fleeing from war on one hand, and refugees, fleeing from political persecution on the other hand, could be drawn as, according to representatives of NGOs, some of the political refugees are not attending integration programme on their own decision. However, such people comprise a very small share of the total number of beneficiaries of international protection. Usually, they receive support in Lithuania from their own communities and have well developed networks with Lithuanian institutions.

As in the case of immigrants (see below), refugees have same requirements to pass examinations of language and fundamentals of the Constitution, if they are willing to obtain Lithuanian citizenship.

¹¹ Decree of the Minister of Social Security and Labour on “Approval of the 2015–2017 Action Plan for Implementation of the Policy for the Integration of Foreigners”, 31 December 2014 No. A1-683.

¹² Activities, already implemented by NGOs under the framework of Asylum, Migration and Integration Fund.

¹³ For detailed overview of different guidelines, toolkits, collections of good practices and methodologies for adult migrant education, see: Diversity Development Group. [“Strategic Partnership in Adult Migrant Education: Perspectives from Mediterranean and Baltic Sea Regions” \(MEDBALT\)](#). Project funded by the Erasmus+ Grundtvig 2014–2016.

Immigrants

Immigrants, coming through different immigration channels (work, family reunion, studies and entrepreneurship) are not obliged to attend any of the courses, organised by NGOs. At the same time, no language or other social orientation courses are provided free of charge by the state authorities. Though, the “Law on the Legal Status of Aliens” stipulates that a permanent residence permit is issued if a foreigner has passed an examination in the state language and the basic principles of the Constitution, such courses are available only in so called one stop shops (Vilnius, Klaipeda and Kaunas), where NGOs are running projects under the Asylum, Migration and Integration Fund. Other than that, only paid language courses are available, where different organisations (both NGOs and private) are providing different courses with different methodologies.

The same conditions are applied for naturalisation process: citizenship is granted when foreigner has passed an examination in the state language and in the fundamentals of the Constitution. In this case, one important flexible condition is foreseen: according to the Migration Department under the Ministry of the Interior, persons who have reached 65 years of age, persons whose capacity for work has been rated at 0-55 percent, and persons who have reached pensionable age and been assessed as having high or moderate special needs, as well as persons with serious chronic mental disorders are not affected by this provision (for more, see Migration Department (Migracijos departamentas): www.migracija.lt).

3. Course/module providers

Mandate

As the follow up of institutional and legislative developments in the area of immigration and migrant integration policies as well as relocation and resettlement processes (where Lithuania signed an agreement to relocate/resettle 1,105 asylum seekers), since 2017, almost every municipality has appointed a person, responsible for coordination of refugee integration policies and processes at the city level. However, due to the specific regulations of migrant/refugee integration, low immigration rates and, eventually, lack of experience, the recourses at the local level are being used only partly, excluding municipalities from their direct duty.

As a result, integration measures are provided by NGOs; mainly by Lithuanian Red Cross, Vilnius archdiocese Caritas and Association of Social Educational Initiatives Centre PLUS. These NGOs are running so called one stop shop centres in three biggest Lithuanian cities: Vilnius, Kaunas and Klaipeda, where different integration measures, including social orientation courses, are available for beneficiaries of international protection and immigrants. Above mentioned one stop shops are funded by Asylum, Migration and Integration Fund.

With one exception, when NGOs are signing contracts on refugee integration with PPC and receive funding for providing integration measures (in such case the mandate is given by the state institution), other activities are project based, meaning that NGOs have to go through regular procedures of call for proposals to get the funding and continue activities, related to one stop shops. Therefore, the only case, when a state institution is providing social orientation courses, is the first stage of integration of beneficiaries of international protection in PPC. Usually, staff of PPC is providing courses, according to the “Decree on the Approval of Conditions and Procedure for the Accommodation of Foreigners in the Refugee Reception Centre” (*Dėl užsieniečių apgyvendinimo pabėgėlių priėmimo centre sąlygų ir tvarkos ... patvirtinimo*)¹⁴ and the “Resolution on Approval of the Description of the Procedure for Granting State Support for the

¹⁴ Republic of Lithuania, the Minister for Social Security and Labour. “Decree on the Approval of Conditions and Procedure for the Accommodation of Foreigners in the Refugee Reception centre”, 20 July 2016 No. A1-369.

Integration of Beneficiaries of International Protection” (*Dėl valstybės paramos prieglobsčio gavėjų integracijai teikimo tvarkos aprašo patvirtinimo*).¹⁵

Requirements towards the professional qualification of service providers

Requirements for the service providers at one stop shops are related to internal or external services. As NGOs have to go through regular procedures of call for proposals to get the funding from the Asylum, Migration and Integration Fund and organise public procurement to provide language training, courses of Lithuanian culture and Constitution, legal and psychological counselling, requirements for service providers are included in public procurement documents. At the same time, when other services/courses (such as social counselling and mentoring) are provided by internal staff, special requirements for social workers are foreseen. According to the Order “On the qualification requirements for social workers and their assistants, the procedure for the improvement of qualification of social workers and their assistants and the approval of descriptions of the procedures for the certification of social workers” (*Isakymas Dėl socialinių darbuotojų ir socialinių darbuotojų padėjėjų kvalifikacinių reikalavimų, socialinių darbuotojų ir socialinių darbuotojų padėjėjų profesinės kvalifikacijos kėlimo tvarkos bei socialinių darbuotojų atestacijos tvarkos aprašų patvirtinimo*),¹⁶ social workers have to have education of /graduate from Social Work to perform direct duties. However, no additional formal requirements are needed to work specifically with refugees and immigrants. Such requirements are/could be applied by NGOs for recruitment of social workers for one stop shops. However, formally, such requirements are not obligatory. Usually, NGOs are providing trainings for newly recruited staff, working with immigrants and, especially beneficiaries of international protection (for example, intercultural competences, asylum and migration law, etc.).

Requirements for the service providers at PPC are the same as in one stop shops. Therefore, social workers have to have official graduation documents, while other experts (such as language trainers) are outsourced. Eventually, qualification requirements are indicated in public procurement documents (experience, documents, proving official education, other).

II. Audience

Immigrants

According to the data from Migration Department (*Migracijos departamentas*), on 1 January 2017, 38,500 third country nationals were living in Lithuania, representing a little more than 1% from the total population. 19,811 of them had a valid temporary resident permits and 18,048 were permanent residents. In 2016, out of the 15,137 valid permits, 6,618 have been issued on the grounds of for work permits, 2,958 – family reunification and 2,439 – studies.¹⁷

Beneficiaries of international protection

In 2015, 291 asylum applications were submitted in Lithuania; 17 asylum seekers were granted refugee status and 69 – subsidiary protection. In 2016, due to more intense relocation/resettlement processes, the situation changed significantly as the number of asylum seekers increased up to 425. In 2016, 181 asylum seekers received refugee status and only

¹⁵ Government of the Republic of Lithuania. Resolution “On Approval of the Description of the Procedure for Granting State Support for the Integration of Beneficiaries of International Protection”, 05 October 2016 No. 998.

¹⁶ The Minister of Social Security and Labour. Order “On the qualification requirements for social workers and their assistants, the procedure for the improvement of qualification of social workers and their assistants and the approval of descriptions of the procedures for the certification of social workers”, 05 April 2006 No. A1-92.

¹⁷ Migration department under the Ministry of the Interior. “[Migration Yearbooks](#)”, Vilnius, 2015, 2016.

14 – subsidiary protection. During the first half of 2017, 279 asylum applications were submitted; 189 foreigners received refugee status whereas only 1 received subsidiary protection.¹⁸

When it comes to relocation/resettlement, Lithuania is still in the phase of implementation of commitments towards the EU. According to the data from the Ministry of the Interior,¹⁹ until now, out of 1,077 asylum seekers accommodated in Greece, Italy and Turkey, Lithuania has already relocated 414 (38%). However, it has to be emphasised that 256 from those relocated to Lithuania have already left the country. According to the unofficial estimations and communication with NGOs in Baltic-Nordic region, the majority of those who left Lithuania have moved to Germany, while some – to Sweden.

1. Coverage of social orientation courses by different target groups

As immigrant/refugee integration measures are provided by NGOs and funded by the Asylum, Migration and Integration Fund, target groups of activities are specified in the Order “On the National Programme of the Asylum, Migration and Integration Fund 2014–2020” (*Isakymas dėl prieglobsčio, migracijos ir integracijos fondo 2014–2020 metų nacionalinės programos ... sąlygų aprašo nr. PMIF-2.1.2-K-01 patvirtinimo*). Therefore, target groups of integration measures at one stop shops are:

- Third country nationals or stateless persons who have a valid temporary or permanent residence permit issued and/or amended in Lithuania in accordance with the grounds, set out in Articles 40 and 53 of the Law “On legal Status of Aliens”;
- Third country nationals or stateless persons who have been granted refugee status under Article 86 or subsidiary protection under Article 87 of the Law “On legal Status of Aliens” and who hold a valid residence permit;
- Third country nationals or stateless persons who are family members of a citizen of the European Union and who hold a valid card granting temporary or permanent residence permit in Lithuania.

2. Obligations to attend social orientation course/modules

Only beneficiaries of international protection are obliged to attend social orientation courses/modules (*see 2. Obligations to attend courses and impact on legal situation/status*). Persons, seeking international protection, and immigrants, coming through different legal immigration channels (work, family reunion, studies and legal activities) are not obliged to take any courses, as well as other groups, which are considered as vulnerable or in special need: unaccompanied minors, Muslims, religious leaders, women, etc.

¹⁸ Migration Department under the Ministry of the Interior. “[Annual Reports on Asylum in Lithuania](#)”, Vilnius, 2015, 2016, 2017.

¹⁹ Data received according to a special query.

III. Courses/modules' characteristics

According to the Resolution on Approval of the Description of the Procedure for Granting State Support for the Integration of Beneficiaries of International Protection²⁰ (05 October 2016 No. 998), education services (language courses and cognitive courses of culture) for beneficiaries of international protection are provided during the first integration stage at PPC and the second integration stage in municipalities. During the first integration stage, PPC provides Lithuanian language courses, both at PPC and in other facilities, provided by PPC. Therefore, the following language courses are organised:

- Intensive 96-hour Lithuanian language training and cognitive courses of Lithuanian culture. Lithuanian language training courses have to be in line with the level A1 of the Council of Europe Language Proficiency Tests (in some cases according to the learners' preferences – A1-A2 levels). The duration of the A1 training is one month;
- Additionally, up to 96 hours of Lithuanian language courses are available, if, for certain (justified) reasons (for instance, vulnerability, mental health challenges, other), beneficiaries of international protection failed to reach the A1 level within a month;
- 190 hours of Lithuanian language courses, corresponding to the level A2 of the Council of Europe language proficiency and the requirements for the category I of the state language for adults (in some cases according to the learners' preferences – B1 and II language category for adults), when beneficiary of international protection with language proficiency of A1 level remains accommodated at PPC or other place provided by PPC for more than one month. According to the Resolution "On Approval and Implementation of the State Language Classes" (*Dėl valstybinės kalbos mokėjimo kategorijų patvirtinimo ir įgyvendinimo*)²¹, at the end of the course, beneficiaries of international protection (in the course of integration support, provided by the state) are taking state language proficiency examination of category I (in some cases according to the learners' preferences – the state language proficiency examination of category II);
- There are other type of courses and services (such as professional training and psychological consultations), provided at PPC. However, such courses and services are not related to social orientation and are not specified.

During the second integration stage in municipalities, NGOs are providing integration measures, where following courses are available:

- Intensive language courses of at least 96 hours, corresponding to the level A1 of the Council of Europe language proficiency indicators (in some cases, according to learners' preferences – A1-A2 levels), and cognitive courses of Lithuanian culture for adults in cases, when beneficiaries of international protection move to the municipality's territory earlier than one month after the period of support for the integration at PPC or other facilities, provided by PPC;
- Continuation of Lithuanian language courses and cognitive courses of Lithuanian culture for adults who have not been able to attend 96 hours of courses organised at PPC or in other facilities, provided by PPC;
- Additional language courses up to 96 hours are organised, if, for certain (justified) reasons, beneficiaries of international protection do not reach the A1 level of Lithuanian language proficiency and certain (not specified) knowledge of Lithuanian culture;

²⁰ Government of the Republic of Lithuania. Resolution "On Approval of the Description of the Procedure for Granting State Support for the Integration of Beneficiaries of International Protection", 05 October 2016 No. 998.

²¹ Government of the Republic of Lithuania. Resolution "On Approval and Implementation of the State Language Classes", 24 December 2003 No. 1688.

- 190 hours of Lithuanian language A2 level courses and state language examination of the category I are organised. Considering some specific consequences and, according to learners' preferences – the B1 level courses and state language examination of the category II is organised;
- Beneficiaries of international protection, who have failed to complete the examination of the state language proficiency test of the category I for justified reasons, may, in addition, be given the course up to 100 hours. After additional course, examinations are taking place repeatedly.

Unfortunately, the content, concept and methodology of cognitive courses of Lithuanian culture at PPC and municipalities are not specified in details, while the content and methodologies of Lithuanian language courses depends individually on service providers and other circumstances. For example, the service could be provided either by language teachers, working individually (as independent professionals), or companies, that provide professional teachers to provide language courses under the procedures of public procurement.

Usually, Characteristics of courses/modules are specified during the process of preparing project application by NGOs for the national calls of proposals of Asylum, Migration and Integration Fund. Therefore, length, format, language, content and other relevant aspects of courses/modules are project-specific. Therefore, an overview of one stop shops in Lithuania is provided below (see Content of courses).

However, when it comes to **characteristics of courses/modules** provided, few common trends could be identified. **The length of the courses** is related to the funding available from the Asylum, Migration and Integration Fund. Usually, NGOs are specifying certain amount of hours for particular number of beneficiaries. **The format** is related to the target group. For example, some of the courses are provided during the day time (for unemployed immigrants/refugees), some – during evenings (for employed people). In addition, online courses are available. Usually, **the language of trainings** is Russian or English (for advanced users it might be Lithuanian). Eventually, there are some challenges with resettled/relocated people, when, for example, beneficiaries of international protection from Syria, Eritrea, Iraq or other countries speak only in their own language. The **content, approaches and methodologies of courses** are related to service providers as there are many different ways of organising trainings. All the courses are **free of charge** as one stop shops are funded by the EU funds. However, there are many companies and NGOs that provide **paid courses** (usually language training). Finally, **exams** in Lithuania are organised in centralised way. There is a list of schools, where examinations are organised and agenda is set up.

IV. Content of courses

1. Aims of the courses and activities

As immigrant/refugee integration measures are provided by NGOs and funded by the Asylum, Migration and Integration Fund, aims and objectives, content and activities funded as well as social orientation courses are described in the Order “On the National Programme of the Asylum, Migration and Integration Fund 2014–2020”.²² According to the above mentioned Order, **the main aim** of the action is to provide the necessary services to immigrants and refugees in the integration centres (one stop shop) to improve integration conditions. Eventually, the following **activities** are supported:

²² The Minister of Social Security and Labour. Order “On the National Programme of the Asylum, Migration and Integration Fund 2014–2020, the 2nd specific objective ‘Integration of third country nationals and legal migration’, the 1st national objective ‘Integration measures’, Action No. 2 ‘Providing services to third-country nationals’, description of financing conditions No. PMIF-2.1.2-K-01”, 17 September 2015 No. A1-530.

- Either establishment of an integration centre, providing services to immigrants and refugees, or maintaining the existing integration centre with the same purposes. Such integration centres provide services in one of the selected cities, listed in the Order (Vilnius Kaunas and Klaipeda);
- Organising support by providing information, counselling, mediation, representation (except representation in court) and, according to the needs, other relevant social assistance;
- Lithuanian language training and/or courses with duration of at least 190 hours (there are specific requirements, related to attendance of these courses, set out in the Order);
- Civic orientation trainings and/or courses, covering, for example, introduction to the culture of the society and history as well as different sectors of society: legal system, social security, health care, education. Training and/or courses of the Constitution of the Republic of Lithuania is also available;
- Other measures, aimed for education and training to facilitate access to the labour market: vocational training and guidance, personal skills, such as motivation, communication and self-representation;
- Legal and psychological counselling;
- Dissemination of information about the services provided by integration centres with the purpose to inform society in general and local communities in particular;
- Integration centres host joint events with local communities to raise awareness among local population about international migration and migrant/refugee integration.

2. Themes covered, teaching methods and participation of host society in the courses

As all NGOs are receiving support from the Asylum, Migration and Integration Fund according to same guidelines,²³ activities provided (integration measures and social orientation courses) are similar in all centres, which have been established in different cities: Klaipeda, Kaunas and Vilnius (see below).

One stop shop in Klaipeda

'Infocentre for Migrants' in Klaipeda is a project, run by the Lithuanian Red Cross. This is a 4th project in Klaipeda, funded by the Asylum, Migration and Integration Fund. This Project provides free social services to immigrants and refugees, residing in Lithuania. There are 3 social workers, permanently working in the centre and one assistant who is a non EU national. If needed, social workers are advising the visitors and assisting them/leading/mediating in other organisations/institutions.

In the centre, immigrants and beneficiaries of international protection can learn about Lithuania's and Klaipeda's cultural and social life, meet other visitors at the centre, receive the required information and join various courses to gain necessary knowledge and skills. For example, *social consultations* (completing necessary documents, using online public services, choosing a suitable study programme or profession, finding housing, solving daily issues/challenges, accompanying to the required institutions or organisations), *legal counselling* (lawyer is providing consultations on various legal issues: from establishing enterprise to prolonging integration programme and dealing with documents, necessary for changing or prolonging residence permits, etc.), *professional orientation services* (information on qualifications recognition system in Lithuania and assistance in job search), *psychological assistance* (professional

²³ The Minister of Social Security and Labour. Order "On the National Programme of the Asylum, Migration and Integration Fund 2014–2020, the 2nd specific objective 'Integration of third country nationals and legal migration', the 1st national objective 'Integration measures', Action No. 2 'Providing services to third-country nationals', description of financing conditions No. PMIF-2.1.2-K-01", 17 September 2015 No. A1-530.

assistance dealing with different social and psychological challenges to make adaptation period easier), *education meetings and workshops* (representing the situation on migration and integration in Lithuania), *Lithuanian language course* (foreigners can choose a group according to their proficiency level). The courses are intended for preparing for category I, II and III state language exams. Currently, there are 6 groups (10 participants in each group) who are learning language twice a week (one course takes 200 hours), *civic orientation courses* (professionals are developing civic competences, providing information about the history, culture, traditions and basics of the legal system, etc.), *information events* (meetings with specialists from educational, public, business and other fields); *joint events for immigrants, refugees and local community* to foster intercultural dialogue and deal with ethnic stereotypes as well as prejudices. The content of joint events depends on different situation (needs of immigrants and refugees, initiatives coming from grass roots societies, other).

The project started in July 2016 and will be finished in November 2019. Since July 2016, there are approximately 400 foreigners that have registered to participate in different project activities. Most of the visitors are women with Belarusian, Ukrainian or Russian origin. When refugee relocation/resettlement has started, very few beneficiaries of international protection have been sent from PPC to Klaipeda, where staff of the centre started to provide necessary services according to the rules, stipulated in the “Resolution on Approval of the Description of the Procedure for Granting State Support for the Integration of Beneficiaries of International Protection”

One stop shop in Kaunas

There are 3 projects, coordinated by the Red Cross Lithuania: 1) State supported integration programme, 2) relocation/resettlement programme (funded by the Asylum, migration and Integration Fund) and 3) Integration Centre (or one stop shop) “InLT”, funded by Asylum, Migration and Integration Fund.

1) In the state supported integration programme, mentoring and counselling services are provided by request of the beneficiaries of international protection. At the same time, Lithuanian language courses are organised (190 hours per person).

2) In the relocation/resettlement programme, services for 671 beneficiaries of international protection are foreseen (the number of target group is set for two years and for two NGOs: Red Cross Lithuania and Caritas). Within the framework of the programme, Lithuanian language courses for adults in municipalities are organised (90 hours per person). In addition, courses of fundamentals of the Constitution are provided (80 hours per person). Additional services are also foreseen: translation (oral and writing) and 200 hours of legal counselling for 200 beneficiaries. Social counselling and mentoring is provided upon the request.

3) Integration centre “InLT” provides different services. During the period of three years, 350 beneficiaries will receive support and assistance, where following services are and will be provided: *11,160 direct hours for social consultations for 350 beneficiaries*: access to medical services, social support, search for housing, consultations on education, information on taxes, etc. During consultations, the staff of the Centre is accompanying refugees to various institutions and mediating in different situations (municipality, social support, migration service, health and educational institutions, banks, etc.), help to fill in the necessary documents, draw up an individual integration/support plan, provide information about the activities carried out in the centre; *600 hours for 150 beneficiaries of social assistance* with the focus on increasing the motivation and solving everyday-based integration challenges; *4000 hours for 150 beneficiaries for individual legal counselling* on social security, health, education, business, start-ups, family reunification and other important legal issues; *450 hours for 100 beneficiaries of career guidance and counselling*. Individual career counselling and consultations provide information on opportunities for studying, internships, retraining, system of job search, assessment of personal qualifications. A specialist in the Centre is assisting to create a CV, write a cover letter, use online job search systems. Specialist is also mediating during the recruitment procedures, if needed; *psychological counselling* help immigrants and refugees to form a positive attitude towards themselves and the outside world, reduce

emotional tension, anxiety, overcome the feeling of hopelessness and helplessness, help to discover strengths and take advantage of them in various areas of life, addressing everyday challenges, etc.; *100 persons per 200 hours in groups of 10 people for Lithuanian language courses*. The training is based on a blended learning model and covers all types of linguistic activities: speaking, listening, reading and writing. The training is organised in accordance with the level of proficiency (informal assessment of knowledge is being carried out in the Centre); *60 people, 4 groups (15 people each/20 hours each) for civic orientation courses* in English and Russian are organised for the development of civic competences, including the knowledge of the Lithuanian society (culture and traditions), history, geography, familiarisation with the main Lithuanian laws (the Constitution of the Republic of Lithuania, labour law, etc.), social security, health care, education systems, other; *personal competency development events* on such topics as gender equality, emotional intelligence, conflict management, self-presentation to the employer, communication skills and internal motivation.

Finally, *events with local community* are organised, where specialists are preparing material on such topics as migration and human rights, providing and moderating joint events/discussions about social and cultural identity, human rights and respect for human dignity, migration and equal opportunities. In addition, educational-cognitive afternoons, cultural evenings and intercultural events are organised. During the whole project, 20 educational events are foreseen. Such events have a purpose to deal with stereotypes, prejudices, intercultural obstacles and fears. It is expected that such events will create an open space for dialogue between immigrants/refugees and local communities.

One stop shop in Vilnius

Community Integration Centre in Vilnius is run by Social Educational Initiatives Centre PLUS and funded by the Asylum, Migration and Integration Fund. The aim of the project is to provide general and specialised services to third-country nationals, to improve integration and satisfy immigrants' physical, spiritual, social and educational needs. The Centre offers Lithuanian language courses for beginners and advanced users. All of the courses, provided by the centre, are taught by communicative methods, involving active learning. The courses are open to adults, teenagers and children. House of culture is run by Vilnius archdiocese Caritas and funded by the Asylum, Migration and Integration Fund. In the Centre, following activities are provided: *780 hours for 80 people of professional guidance and support* for integration in the labour market; *Lithuanian language courses*, where 18 small groups of 4-6 people are formed. Lithuanian language courses are organised at levels A1/2 and B1/2 to provide opportunities for continuation of language learning. The A1/2 and B1/2 level Lithuanian language courses consist of formal (classroom) (144 hours), individual learning, based on specific learning needs (30 hours) and non-formal practical learning (46 hours). One course consists of 220 hours. All learners have to be involved and attend at least 50% from the total number of hours, dedicated to one person; *Civic orientation course* with six different training cycles. One cycle covers following topics: peculiarities of Lithuanian social and cultural systems (social, legal, cultural and other aspects of the society), culture and leisure opportunities (calendar holidays: Christmas, Easter, etc.), education system and opportunities, health and social support system, legal system and migration law (rights and obligations of foreigners), etc.; *fundamentals of the Constitution*, where six cycles of trainings are foreseen. 25 immigrants/refugees will take part in each cycle. The duration of one training cycle is 15 hours of group learning and 10 hours of individual learning, taking into account the individual needs of immigrants and refugees; *leadership and entrepreneurship training*. Specialists of vocational guidance, professional identity, leadership and entrepreneurship organise trainings, where immigrants and refugees are able to share their personal/professional experience, identify and design their careers based on artistic therapies, participate in simulation games, discussions, movie reviews about good business practices, etc. 12 experimental training sessions are foreseen (duration – 2 hours each). It is estimated that from 5 to 10 beneficiaries will attend one training session; *educational events*, promoting intercultural dialogue between the host community and immigrants/refugees, are organised (12 events and 100 beneficiaries in total).

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