

Estonia

Welcoming Programme

Country of implementation/locations	Tallinn, Tartu and Narva
Level of implementation	Local
Name(s) of implementing institutions Partners/Supporters	Ministry of the Interior of Estonia (main institution). Provision of activities is outsourced to a company, which implements it nationwide. International Organization for Migration is responsible for the module for beneficiaries of international protection. Local municipalities, universities, NGO-s and entrepreneurs are considered consulting partners.
Main idea behind it, initial situation (why?)	In 2014, Estonia did not yet have holistic system of measures for adaption and integration of various migrant groups - while there was some support for non-citizens, most newcomers had almost no support available (except for some pilot projects). As the need for labour force and number of newcomers was starting to increase in the country, the programme was developed to close this gap.
Objective (what for?)	The objective of the programme is to support foreign nationals who have migrated to Estonia to settle in and to acquire primary knowledge and skills.
Description of practice (what?)	Launched in 2015, the programme offers various informative and interactive training modules for foreign nationals. It includes a basic module that gives an overview of the Estonian society and covers the main legal aspects of residency, as well as four additional thematic modules about (1) working and entrepreneurship, (2) family life, (3) studying and (4) research. In addition, there are two separate training modules for children and young people and beneficiaries of international protection, as well as language training course (A1). Each module of the programme lasts approximately 8 hours and is conducted on the same day, aside from the international protection module, which is 3 days long. The language course is 80 hours long. All modules take place on the weekend.
Managed/driven by	Government, Ministry of the Interior of Estonia

Time-frame (start/end/ongoing)	<p>Start: 2015</p> <p>End: 2022 (likely to be extended either as a project or with permanent funding)</p>
Stand-alone initiative or incorporated into other initiatives?	<p>Incorporated into other initiatives, namely: as part of the three main measures all partially funded by the ESF – 1) platform to settle in Estonia with all the necessary information for newcomers; 2) the Welcoming Programme; 3) Activities to modify public services to make them more accessible to foreigners.</p>
Main target group (nationals, non-nationals - types)	<p>EU nationals, third country nationals and international protection status holders.</p>
Promotion	<p>Printed promotion is done primarily when members of the target group receive their residence permit and are then invited to take part in the program and its various modules.</p> <p>In addition, the program has an active online promotion campaign on its website and social media, and in cooperation with its promotion partners - universities and private companies who invite foreigners to Estonia.</p> <p>Promotion activities are done in English, Russian and Estonian.</p>
Information provided on legal, practical and procedural aspects of protection against racism/hatred and discrimination	<p>Yes, separate chapter in basic module about hate speech and how to recognise it, as well as legal recourses that are available.</p>
Methods of language/content teaching	<p>Regular classroom elements with focus on creating discussion platform with people, such as facilitating interaction among the group, engaging in activities outside the classroom (e.g. visiting city). Language test at the end.</p>
Accessibility:	<p>Costs: Free of charge</p> <p>Obligatory: no</p> <p>Eligibility criteria: all foreign nationals who have legally resided in Estonia for less than 5 years, and meet one of the following criteria:</p> <ol style="list-style-type: none"> 1) foreign nationals who have been granted temporary residence permit in Estonia; 2) citizens of the EU who have acquired the temporary right of residence in Estonia. 3) family members of citizens of the EU who have been granted the temporary right of residence in Estonia; 4) international protection status holders

Budget, sources of financing	European Social Fund (85%), and stage budget (15%). International protection module: the Asylum, Migration and Integration Fund (75%) and state budget (25%).
Sources and references (hyperlink(s))	https://www.settleinestonia.ee/ Ms. Kerli Zirk, Chief Specialist at the Citizenship and Migration Policy Department, Ministry of the Interior

Impact assessment foreseen?	Yes
How often? By whom?	Since the programme is funded by the ESF and the AMIF, reporting and assessment is conducted as a part of general project monitoring through the Ministry of Financial Affairs. Additional external auditing can be conducted in the context of the EU project management.
Is the target group involved into the evaluation/impact assessment? If yes: how	Target group is included in this assessment of the program primarily through evaluation of the project activities - participants are invited to participate in voluntary evaluation of the modules that they took part in.
Methods of impact assessment Indicator based? If yes: name some indicators	Several indicators are also used for assessment, which include (1) the number of people taking part in the specific modules, (2) the extent to which they found a specific module to be useful for integration and others.
Which actors of host communities are included?	Overall, there is no host community involvement in the modules. Since the programme activities are outsourced, the service provider is responsible for the provision of all the services and does not choose to actively engage host community. There is some interaction with the host community in evaluation of the contents of the course. For example, there is engagement with local municipalities regarding services provided to the target group in order to better facilitate this process. Additionally, some host community involvement can occur through the social orientation module during visits and activities outside the classroom.
Degree of inclusion:	as such, all inclusion is voluntary .
How can racism and xenophobia be countered through this activity?	The program provides some basis for tackling discrimination and hate speech. It already has a chapter in the basic module about hate speech and ways to recognise it, as well as legal recourse that is available in case when target group encounters hate speech or discrimination. However, general experience in dealing with issues related to hate speech of discrimination indicates that reports often do not result in effective responses by local law enforcement who might lack tools of enforcement themselves. As a result, the

	<p>extent to which this knowledge is effective is still unclear. In general, the program provides a strong framework for inclusion of this topic, and its presence could potentially be expanded to cover either a larger part of a module or be taught in a separate module.</p>
<p>How can the impact of this practice be measured/made measurable?</p>	<p>While the primary impact of modules taught is to some extent measured, there is a lack of measurement and evaluation for the long-term effectiveness of its activities. The programme does not track people who have used specific modules to assess the long-term impact that the module might have had, which would allow for a more effective evaluation and improvement of the program. The programme could use the successful relationships it has established with universities or employers for more effective tracking of the participants to conduct this kind of evaluation, as well as better assess the contents provided by the program.</p>
<p>Elements of sustainability</p>	<p>The main element of sustainability is currently provided by EU project funding and active government involvement in the programme management. While the funding is only available until 2022, the programme is likely to be extended either as a project or by receiving permanent government funding. Additionally, since the modules are outsourced, the service provider is able to continue the services regardless of who provides the funding. Additional elements of sustainability include activities conducted alongside to the programme - both, the online platform for moving to Estonia, as well as more accessible service provision allows the general ecosystem for welcoming newcomers to improve permanently.</p>
<p>Elements of transferability</p>	<p>The main elements of transferability include structure of the social orientation programme and flexibility of the service provider. Structure of the social orientation course includes modules designed for specific target groups that are free, accessible and only one day long, with active promotion done through specific partners who can often organize members of the target group. This structure can be used by partners to organize their own social orientation practices, potentially improving their efficiency. An additional element includes providing the course to specific employers at their workplace if they have a certain number of employees who qualify for participation. This can also be used for various other target groups, such as students, and it also likely increases the number of people taking part and benefiting from the program.</p>