Labour Market Integration for Refugees

Digital Skills for Newcomers Speed Up Finding a Job –

The Cisco Networking Academy Approach

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Topics

• What can a technology company do for integration?
• Starting point - integration as a process
• Integration on a labour market that requires digital skills
• IT competence assessment
• Competence development
• Course examples
Refugee First Response Center
Ahmadullah Sediqi, Praktikant aus Afghanistan
Refugees become Networking Academy Instructors
make teaching a job and start supporting others...
Integration as a Process
Networking Academy for Refugees – The Potential

Problem

• During the decision on the asylum request the asylum seeker is neither allowed to work nor receives systematic skills development. This demotivates many people

• Profiling of skills is specifically difficult due to the language barrier – skills tests use local language

• Sequenciality of the integration process on the labour market: Asylum decision – language course – skills development – internships / first job = a lot of time and high integration costs

• Basic skills in IT are essential for all types of jobs in a modern economy. Investment in the skills development in this field will be never useless

Solution

• Profiling of IT skills with an online skills assessment. Multi-language approach: (DE, EN, Arabisch, Farsi)

• Early intervention e-Learning courses free of charge. Developing basic digital skills already during the asylum process

• Online Learning platform with content in a large variety of languages

• Time periods of language learning can be combined with (IT-) skills development

• Creating social groups to support the individual learning process through partnerships with local initiatives, NGOs and adult education institutions
Achievements and Best Practice

• NetAcads at ca. 20 NGOs and local initiatives in Germany have started to give refugees access to the online courses on the Cisco Networking Academy learning platform

• 1,250 class registrants from dedicated refugee support institutions since April 2016 until today

• Basic IT courses for women only (in collaboration with ReDi School and AsylPlus)

• Refugee instructors teach courses since December 2016 (AsylPlus)

• Internet of Things Hackathon for refugees and others in Berlin
IT Skills Assessment Tool – at a Glance
Basic Data

• IT skills assessment test with a duration of 20 min. to max. 30 min. - free of charge

• Development partner: Fastlane

• 5 Languages
  • German
  • English
  • Arabic
  • Farsi
  • French (later)

• Cisco Systems CSR investment

• Release planned for June/July 2017 (self-test version)

• Joint communication with Federal Labor Agency planned after release
Scope and Sequence - Functionality

• Self assessment mode and controlled mode

• Dynamic test four skill levels:
  1. Interest but almost no competences
  2. Basic competences
  3. Advanced basic competences
  4. IT competences + may be work experience

• Bilingual skills assessment result (German and language of choice of the test taker)

• Communication and skills information improved between refugees and Labour Agency consultants or potential employers
After the Test and Replicability

• After the test: Invitation to take further courses on the NetAcad platform
• Direct link to campaign pages with access to NetAcad courses in the language the test was taken (if available)
  • Get connected (English, French, German, Spanish)
  • I2CyberSec (English, French, German, Spanish)
  • I2IoE (English, French, German, Arabic, Spanish)
  • Cybersecurity Essentials (English, French, Spanish, German)
  • Linux Essentials (English)
• Is the tool useful for refugees only? NO – everybody interested in testing his IT skills could use it!
• Would it be possible to add further languages? Yes indeed, if budget can be made available...
By the Numbers: 35,000 Refugees Will be Reached in 3 Years

- Cisco commitment: We will improve individual employability of 35,000 refugees within three years (start in May 2016)

- We are expecting that at least 30% continue learning with the NetAcad online courses (class registrants)

- Cisco and Cisco partners will extend internship programs and provide additional internship slots. Cisco Germany alone: 20 internships funded by the country manager

- Until today (June 2017) the German NetAcad team has onboarded 6 refugee interns

IT COMPETENCE LEVELS OF REFUGEES

Basic competence: 25,000
Advanced basic competence: 7,500
Certification ready: 2,500
Further Activities
One of the Interns

Thank you.