

ANNEX 1- MAPPING TEMPLATE

Theme 1: Employment and Induction programmes

PLEASE FILL IN THE FOLLOWING FORM AND SEND IT BY **THURSDAY 30 JANUARY 2008**.

A. Integration situation and major migrants groups

1. Summarise the migration situation (supported by figures and breakdown by gender, age and ethnicity/nationality of the migrant population, particularly new comers)

Hungary became a target country of immigrants after the transition. In the 1990s mostly ethnic Hungarians from the neighbouring countries (Romania, Ukraine, former-Yugoslavia) arrived. At the time of the wars in former-Yugoslavia, great amount of migrants and asylum seekers arrived from there.

The number of immigrants is calculated as a sum of foreigners based on various administrative registers. For immigrant statistics the main data source is the register of foreigners based on the data of the Ministry of Foreign Affairs, published by the Central Statistical Office (CSO)¹. As a consequence, published statistics on immigration only include foreigners staying in Hungary for more than a year. Additional statistics are published on refugees and labor migrants (based on refugee and work permit registers).²

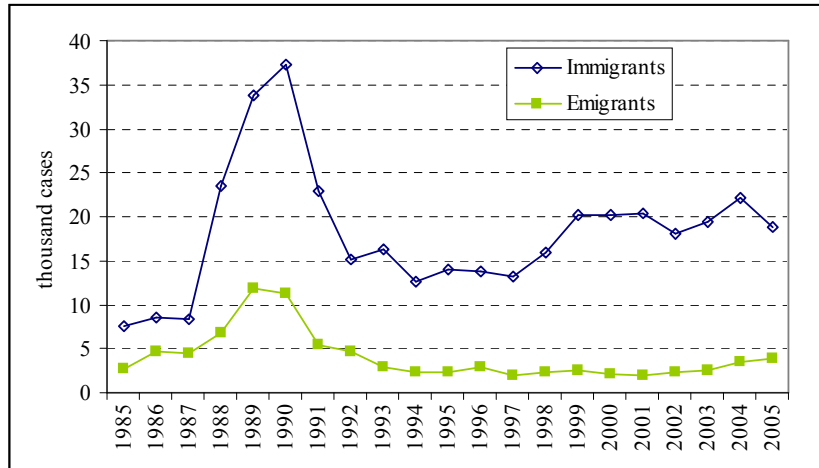
Over the last 15 years the number of foreigners staying permanently in the country has been stable, around 1.1-1.3 per cent of the population. Overwhelming majority of migrants is coming from European countries. As mentioned above, most of them are of Hungarian origin, from neighbouring countries. About 10 per cent of immigrants in Hungary are coming from China. Third country nationals consisted of Romanian, Ukrainian, Asian (mostly Chinese) and people from various African countries. Accession of Romania to the European Union in 2007 has changed the picture, since it cannot be considered a third country any more. In the following the most important figures are shown in a few tables.

¹ www.ksh.hu

² Hárs, Ágnes – Kováts, András : Immigration as a labour market strategy - Hungary. European and North American perspectives. Migration Policy Group. 2005.

Annual distribution of immigrants and emigrants is shown in Figure 1 below.

Figure 1 The annual number of immigrants and emigrants, 1985-2005, (thousand cases)³



³ Source: Time series (2003) p 14, HCSO Demographic yearbook 2006

Table 1. shows the proportion of immigrants by sending countries.

Table 1. The proportion of immigrants in Hungary by sending country/region and by gender - 1 January 2004, (%)⁴

	Share of immigrants by sending region	Share of immigrants by sending countries and region	Percentage of females
Europe	85		53
Of which:			
European Union		23	57
Romania		50	51
Yugoslavia		11	47
Ukraine		12	54
Asia	11	100	44
Of which: China		46	45
All others	4		38
Total	100		51

On Table 2. share of foreign citizens and foreign born is shown. Data is based on the national Census in 2001.

Table 2. Share of foreign citizens and foreign born population in 2000, %⁵

	Total	Men	Women
Share of foreign citizens, %	0.91	0.94	0.89
Share of dual citizens, %	0,17	0,19	0,16
Share foreign & dual citizens, %	1.09	1.12	1.05
Share of foreign born population %	2.7	2.5	2.9
Number of the total (native + foreign) population	10 198.3	4 850.6	5 347.6

The socio-demographic characteristics of the immigrant population (those with foreign citizenship), compared to the native population is less female, more in the working age (20-59 years old) and more educated. Within the immigrant population among those with dual citizenship there are even less female, more teenager and elderly, and significantly more educated person. Data is shown on Table 3. below.

Table 2. The socio-demographic characteristics of native and immigrant population in 2000, %⁶

		Natives	Immigrants	Within immigrants	
				Foreign citizens	Dual citizens
Gender:	female	52.4	50.8	51.3	48.4
	male	47.6	49.2	48.7	51.6
Age:	below 19	23.2	21.2	20.0	27.6
	20-29 years	15.6	24.0	26.0	13.1
	30-59 years	40.7	43.0	43.6	39.9
	above 60	20.5	11.8	10.4	19.4
Education	below secondary	49.5	17.4	19.8	3.5
	secondary	38.0	57.3	56.0	65.1
	higher	12.5	25.3	24.2	31.4

⁴ Hárs, Ágnes – Sík, Endre :European Cooperation in Labour Migration – Best Practices. Hungary.

⁵ Source : Census 2001

⁶ Source : Census 2001

Since 1998 when the Asylum Law came into force, number of asylum seekers varied according to the following:

Table 4. Number of asylum seekers and recognized refugees (1998-2007)⁷

Year	No. of applications	Recognized refugees
1998	7.118	362
1999	11.499	313
2000	7.801	197
2001	9.554	174
2002	6.412	104
2003	2.401	178
2004	1.600	149
2005	1.609	97
2006	2.117	99
2007*	1.205	54

* Data from the first six months of 2007

As shown on the table recognition rate is extremely low, however number of people authorized to stay are not included in the table.

Distribution of asylum seekers by main groups of nationality between 1990 and 2007 is shown on table 2.

Table 5. Asylum seekers by main groups of nationality (1990-2007)⁸

Year	Nationality (no.)	Nationality (no.)	Nationality (no.)	Nationality (no.)	Nationality (no.)
1990	Romanian (3.432)	Soviet (60)	Albanian (18)		
1991	Yugoslav (485)	Romanian (359)	Soviet (60)		
1992	Yugoslav (309)	Romanian (113)			
1993	Yugoslav (391)	Romanian (36)	Croat (17)		
1994	Yugoslav (151)	Romanian (32)			
1995	Yugoslav (79)	Romanian (25)			
1996	Yugoslav (73)	Turkish (24)	Romanian (21)		
1997	Turkish (79)	Yugoslav (40)			
1998	Yugoslav (3.306)	Afghan (1.077)	Iraqi (542)	Bangladeshi (337)	Algerian (314)
1999	Yugoslav (4.783)	Afghan (2.238)	Bangladeshi (1.314)	Iraqi (543)	
2000	Afghan (2.185)	Bangladeshi (1.656)	Iraqi (889)	Yugoslav (692)	
2001	Afghan (4.311)	Bangladeshi (1.514)	Iraqi (1.014)	Indian (241)	
2002	Afghan (2.348)	Iraqi (1.994)	Bangladeshi (352)	Somali (213)	
2003	Afghan (469)	Iraqi (348)	Georgian (205)	Iranian (170)	
2004	Georgian (288)	Turkish (125)	Vietnamese (105)	Nigerian (73)	

⁷ Source: Office of Nationality and Immigration

⁸ Source: Office of Nationality and Immigration

2005	Vietnamese (319)	Chinese (165)	Georgian (114)	Bangladeshi (90)	
2006	Vietnamese (406)	Serbian-Montenegro (384)	Chinese (275)	Georgian (175)	
2007*	Serbian-Montenegro (300)	Vietnamese (290)	Chinese (151)	<u>Georgian (56)</u>	

* data from the first six months of 2007

Research shows⁹ that most of the refugees arriving to Hungary originally planned to go to Western-Europe. From their perspective it can be concluded that Hungary is rather a transit country. For migrants of Hungarian origin arriving from the neighbouring states obviously Hungary is a target country.

The National Reform Programme for Growth and Employment 2005-2008 emphasizes that the proportion of immigrants of the total population with its approximate 2% is very low. The low activity rate of active age Hungarian population is rather low, so there is a significant "labour reserve". "Improving the employability of the inactive population is a priority of the Hungarian employment policy. However, the labour shortage is already present in certain regions and sectors (e.g. health), and the demographic situation might increase the role of economic migration in maintaining the competitiveness of the Hungarian economy" Economic migration refers first of all to ethnic Hungarians from the neighbouring countries (e.g. who are employed in the health care sector - and accept the low wages - in quite a large number. Hungarian nurses and doctors tend to look for a job in Western European countries, so the gap has to be filled.).

The National Action Plan for Employment 2004 mentions in a half-page-long article about immigrants, here we can read the following: "Currently there are no regular, organized integration programmes for migrants, and the legal and institutional framework of such programmes does not exist yet. This is explained by the fact that overwhelming majority of foreign citizens residing in Hungary come to work or study and is ethnic Hungarian." This implies that according to the creators of the National Action Plan for Employment the small proportion of non-Hungarian immigrants justifies the lack of an integration policy or strategy.

2. What is the situation of labour integration of migrants, particularly new comers and women, in your area/city?

The capital, Budapest offers the most employment opportunities for Hungarian citizens and foreigners alike. The major characteristic of the Hungarian labour market is the low labour market participation of active population. Low labour market participation is accompanied by a relatively low unemployment rate and a high rate of inactivity. Amongst unemployed, people with low education (elementary education at the most) are over-represented (about one-third), while people with higher education (with college or university degree) are significantly under-represented.

The fact, that the average period the unemployed have been trying to find a job is 16 months, shows that long-term unemployment is an unsolved problem in the Hungarian labour market. Most Hungarians find a job through their personal networks; only an estimated 10-20% of the vacancies are advertised. Obviously migrants do not have wide networks in a new country, especially refugees and asylum seekers who are forced to live in isolated reception centres.

⁹ Final Study on the Findings of the 'Empirical Research on the Social Inegration of Refugees'. ICCR-Budapest Foundation, 2005.

Illegal employment is the most significant in the construction and agricultural sector, where workers are employed seasonally or temporary. Of course there is no official data on the size illegal employment; estimations can only be made based on the figures of the Hungarian Labour Inspectorate¹⁰.

Third country nationals are not entitled to receive social benefits and it is difficult for them to register as unemployed or persons looking for a job. Therefore they rather choose to leave the country or work in the illegal sector. According to the census in 2001, those staying in Hungary permanently have a high labour market activity.

3. What are the migrants groups and the main migrants languages present in your area?

The main groups of third country nationals are the following in the Budapest area:

- Migrants from Ukraine and Serbia-Montenegro, mostly ethnic Hungarians;
- Chinese (mostly entrepreneurs);
- Migrants from the Middle-East and Turkey;
- A few hundred refugees from various African and Asian countries.

According to this, the main languages are Hungarian, Chinese, Arabic, Turkish, English, French and several small languages. There is no statistics available on the number of people belonging to these groups.

B. Employment and Labour market integration

For migrants:

1. Training opportunities

1.a. What kinds of training services exist for migrants and in particular new comers?

In general we can state that official courses and non-governmental support and training programs focus on the most disadvantaged group of migrants, namely refugees and asylum seekers.

360-hour-long basic Hungarian language courses for recognized refugees only are provided by the Office of Immigration and Nationality (OIN)¹¹ for recognised refugees free of charge. The OIN does not offer any other courses such as labour market orientation, vocational training, etc.

Menedék – Hungarian Association for Migrants¹² has had two significant labour market integration projects recently for recognised refugees and asylum seekers. In the 18-month-long HEFOP (Human Resources

¹⁰ www.ommf.gov.hu

¹¹ www.bmbah.hu

¹² www.menedek.hu

Development Operative Program) project called 'Alternative Labour-market training and employment of refugees living in Hungary' 22 refugees participated in two vocational courses: one for painters and one for social assistants. Besides, in the course of the project participants received psycho-social mentoring, Hungarian course and assistance in finding a job. Most of them are legally and permanently employed by now.

In the course of an EQUAL partnership, 80 asylum seekers could take part in language courses, labour market orientation, skills assessment and psycho-social aid. This was an innovative project since asylum-seekers are not entitled to attend Hungarian language courses organized by OIN.

Previously Menedék organized basic computer-user trainings for refugees and asylum seekers.

Artemisszió Foundation¹³ also used to have vocational trainings for refugees (hairdresser, basket-weaver).

1.b. Are there specific services/actions for women migrants?

The European Social Fund treat women as a disadvantaged target group with special needs. Based on this NGOs carrying out social development or human resources development projects has a special focus on women.

The HEFOP project of Menedék Association was launched with the aim of serving the special needs of refugee women as well. The vocational course for social assistants was attended by mostly women. The schedule of the classes was developed according to their needs. They could attend the program part-time, in flexible hours, since most of them are have children and traditional roles in their families.

1.c. How are these services disseminated for migrants in general, new comers and migrant women? What kinds of tools exist to disseminate these services for migrants, new comers and women migrants: websites, leaflets, posters...?

Since all the training programs mentioned above target refugees and asylum seeker, recruitment is done mostly in reception centres, and through social workers who are in contact with the target group. Hungarian language courses organized by the OIN take place in the three reception centres and in Budapest.

All programs included leaflets, posters and manuals or publications. Manuals are for the target group, while publications usually summarize the results of each program. In the past few years these manual and publications can be also downloaded from the websites of the organizations.

1.d. Do these dissemination mechanisms work? Are they reaching the target groups? Are the target groups using these services?

The official language course reaches all refugees. The course is five times a week, therefore those who work cannot attend it and this causes a great difficulty for them. For participants attendance and taking an exam is obligatory.

¹³ www.artemisszio.hu

According to the experiences of non-governmental programs described above, ways of dissemination worked quite well, reaching a great proportion of the target group. In all cases there were more applicants than places in the programs.

1.e. What are the real needs of migrants and particularly new comers and women in terms of training information that are not available?

According to interviews with social workers who are in contact with refugees and migrants, services reflecting the following needs of migrants have to be developed:

- Summarized information on vocational training opportunities;
- Longer and more effective Hungarian language courses with flexible schedule;
- Integrated courses (vocational, language and country-information);
- Available information on Hungary, institutions, regulations, recognition of certificates and diplomas, etc.

1.f. How to incorporate the services that respond to the **real needs** of migrants in the portal?

Besides collecting general background information on available vocational training courses, language courses, educational institutions, and recognition of foreign diplomas and certificates, etc., the portal could also function as an on-line learning centre. Materials could be downloaded on information on Hungary as well as exercises, test and chapters (vocabulary, grammar, etc.) for on-line Hungarian language learning. This would enable those who work or cannot attend courses for other reasons continue to learn Hungarian. Later other type of on-line courses could be developed. The website should be available in several languages.

In the framework of a recent INTI project of the International Organization for Migration (IOM) in Central-European countries a website called www.migransinfo.hu (migrant information) was launched. The website included all the legal information on immigration issues, health care, education and housing. Presently the website is not available.

2. Recognition of new comers' qualifications/ professional experience

2.a. What kinds of services exist?

The Hungarian Equivalence and Information Centre (HEIC) of the Ministry of Culture and Education¹⁴ is responsible for recognition of diplomas and certificates. Besides, HEIC is responsible for providing information on the education system in Hungary. Recognition is a long (within 60 or 90 days, depending on the type of the certificate) and difficult bureaucratic process. The recognition process is rather expensive: recognition of the level of education costs 60 EUR, while recognition of vocational certificates costs about 160 EUR.

¹⁴ www.okm.gov.hu

Hungary has bilateral agreements on the equivalence of elementary school diplomas with the following countries: Bulgaria, Czech Republic, Croatia, Laos, Poland, Romania, Slovakia and Slovenia. There is also equivalence with elementary diplomas from Czechoslovakia, the former-Yugoslavia, and the Soviet Union.

Cases of diplomas and certificates of different level or from other countries are examined by the HEIC. Several officially translated documents and copies of them have to be handed in. If the HEIC does not accept a certificate, the applicant has to make an exam in the same educational level in Hungarian language. According to social workers in contact with migrants and refugees, equivalence of documents from Asian and African countries is extremely difficult, because the HEIC often cannot get in touch with educational institutions of some countries; therefore there is no proof of the curricula there.

Migrants, first of all refugees often do not have their educational documents with them. In the case of recognized refugees the HEIC accepts a written statement that the applicant attended elementary school. Finding a job without the supporting documents of relevant educational and professional experience is really difficult.

2.b. Are there specific services for women migrants?

No, the same rules and services apply for men and women.

2.c. How are these services disseminated for migrants and for new comers and women in particular?

The rules of recognition of diplomas and certificates are available in Hungarian and English at the website of the Ministry of Culture and Education. Social workers and officers of the Office of Immigration and Nationality are updated in issues related to the recognition of foreign diplomas and certificates. Employers are not aware of the rules of recognition.

2.d. Are they reaching the target groups? Are the target groups using these services?

Services reach the target group only through the website of HEIC, social workers of NGOs and governmental officials they may encounter. Since HEIC is the only official authority to recognize diplomas and certificates, migrants have to use its services.

2.e. What are the priority needs of migrants and particularly new comers and women in terms of information on these services?

Information should be more widely available and composed in a more simple way and in more languages. Recognition procedures should be shorter, less bureaucratic, and less expensive.

2.f. How to incorporate the services that respond to the **real needs** of migrants in the portal?

Information on recognition should be easily understandable (e.g.: in Frequently Asked Questions form) and available in more languages.

3. Financial and non-Financial support for migrants entrepreneurship

3.a. What kinds of financial and non-financial support services exist?

A few years ago the UNHCR provided micro-loans for recognized refugees. The project was carried out by the Menedék Association and the Autonomia – Hungarian Foundation for Self-Reliance. Regular, personal counselling sessions and development of an enterprise plan was provided by experts. According to the organizations the project was successful. Unfortunately without further UNHCR fund, it could not be sustained.

Presently “Mikrohitel” (Micro-credit) Shareholder Company¹⁵ that was established by the Hungarian Foundation for Self-Reliance provides small loans for those small enterprises that do not meet the requirements of bank loans. One of their target groups is foreigners and refugees; and they offer credit more advantageous interests. The Company takes into consideration the feasibility of the business design, regardless the status of the applicant.

3.b. Are there specific services for women migrants?

No, the same services and rules apply for women as well.

3.c. How are these services disseminated for migrants in general, new comers and migrant women?

The projects were advertised through the network of the organizations, their social worker, websites and through leaflets.

3.d. Are they reaching the target groups? Are the target groups using these services?

The projects have reached the target groups properly; they were and are using the services.

3.e. What are the priority needs of migrants and particularly new comers and women in terms of information on financial and non-financial support for enterprise creation and development?

Dissemination could be wider: for example migrants should get information on additional micro loans from financial institutions where they get rejected.

3.f. How to incorporate the services **needed** by migrants in the portal?

¹⁵ www.mikrohitelrt.hu

The followings should be incorporated in the portal:

- List of opportunities of micro loans;
- List of contacts of organizations providing such services;
- Requirements and eligibility for applying for micro loans.

For employers :

4. economic incentives and other measures to encourage hiring migrants

4.a. What kinds of economic incentives and other measures exist?

Generally it can be stated that employers do not prefer employing foreign citizens, because they only see extra administrative obligations in it. According to social workers, employers are not aware of the regulations referring to the employment of foreign citizens. Employers are obliged to report to the Labour Centre when employing foreign citizens and the position can be taken by the foreigner only if in 60 days there was no suitable Hungarian applicant for the position.

Labour Centres provide support only if employing registered unemployed refugees or migrants, who have been unemployed for more than 6 months. However this is not a specific regulation referring to recognized refugees, but a rule that applies to every unemployed person.

There are no official measures encouraging employers to hire foreign citizens.

In 2001, the Hungarian Foundation for Self-Reliance launched a three-year-long labour market programme for asylum seekers, people authorized to stay and recognized refugees. The programme was supported by the UNHCR, and consisted of two main parts: providing micro-loan for starting small enterprises of the target group, and supporting employers who employed refugees or people authorized to stay. The Foundation covered the wage costs instead of the employers. Throughout the programme, the employment of 30 people, and 50 new small enterprises were supported. One experience of the programme is that intensive flow of information made the support work very effectively. First the target group was informed and then they passed on the information to potential employers. The leader of the programme evaluated it to be successful: the situation and integration of the participants significantly improved, they did not look for a job in the informal labour market; while their employers were "happy" as well. Lobbying was also an aim of the programme, but unfortunately it still has not had significant effect on Labour Centres and policy makers.

The experience of this programme shows that any kind of support and proper information from the state, through Labour Centre would enhance the capacity and willingness of employers to employ refugees and asylum seekers. Since this program finished, there has not been any similar initiatives.

4.b. Are there specific incentives/actions to promote employing migrant women?

Unfortunately there are no specific actions promoting the employment of migrant women.

4.c. How are these services disseminated for employers?

The program was advertised by leaflets, posters and through the network of UNHCR and Autonomia. Social workers in contact with refugees were informed about the program, when they helped refugees in finding a job, they could also tell employers about this opportunity.

4.d. Are they reaching employers? Are employers using them?

The program of the UNHCR and Autonomia was successful and employers were glad to take part in it.

4.e. What are the real needs of employers in terms of information that are not being well disseminated?

The greatest problem is that employers are not aware of the regulation regarding employment of migrants. They prefer to hire Hungarian citizens because of the easier administration process. Employers should be properly informed about the regulations and the advantages of employing migrants.

4.f. How to incorporate the information needed by employers in the portal?

There should be a section for employers where they can easily find general information and legal background on employing migrants. Case studies or positive testimonials of other employers hiring migrants could be even more convincing.

5. Training capacities of companies to manage a diverse workforce (diversity management)

5.a. What kinds of training services for companies to manage diversity are available?

The notion of diversity management is quite new in Hungary. There are several NGOs that recently launched training for companies on diversity management.

We have to highlight the recent project of the Hungarian Helsinki Committee¹⁶ (HHC) entitled “Equal opportunities at the workplaces”. HHC organizes two-day-long trainings for human resources experts and colleagues of middle-sized enterprises and large companies. Many participants have never heard of diversity management, but larger multinational companies like IBM have a department responsible for diversity trainings within the company. In the course of training, participants receive a manual translated to Hungarian that is already in use in other European countries. The manual helps them to evaluate their company and establish a diversity management plan.

Artemisszió Foundation, which was established with the aim of strengthening inter-cultural communication and dialogue, also offers diversity management trainings upon request.

¹⁶ www.helsinki.hu

Other projects of NGOs also included manuals or information on diverse workforce targeting employers. Here manuals published by Menedék Association within the above described HEFOP and EQUAL project have to be mentioned. The manuals target employers and Labour Market Offices and Centres.

5.b. How are these services disseminated for employers?

Participants of the trainings of the Hungarian Helsinki Committee are recruited via the internet. Application forms can be downloaded from HHC website and organizers send a great amount of emails to larger companies that have human resources departments and to smaller companies that might be interested in attending the training. Participants of the trainings receive a manual on workplace diversity management.

5.c. Are they reaching employers? Are employers using them?

Advertisements of training opportunities, manuals and materials on diversity management reach a narrow section of employers. Larger, especially multinational companies are already aware of and practice diversity management. Smaller companies would be interested as well, but information may not reach them.

5.d. What are the real needs of employers in terms of information concerning diversity management training that is not available currently?

It is difficult to inform every single employer on the diversity training opportunities. Also, most of them lack basic knowledge on diversity management.

5.e. How to incorporate the information needed by employers in the portal?

As mentioned above, the portal could include a section for employers. Here they could also find information and materials on the need and advantages (e.g. in Frequently Asked Questions form) of diversity management and future training opportunities. A short evaluation test could be filled in that would tell whether the company has a proper diversity management strategy presently. Successful diversity management cases and strategies could be motivating as well.

C. Basic knowledge of the host society

1. Introduction programmes for newly arrived about language, history, institutions, socio-economic features, cultural life AND for family members, particularly children

1.a. What kinds of induction programmes exist for migrants and in particular new comers?

As mentioned above, the only official training that a small section of migrants, refugees receive is the Hungarian Language course provided by the Office of Immigration and Nationality.

Within a program supported by the European Refugee Fund, the reception centre in Bicske developed and published an information manual for refugees and asylum seekers in several languages on general information about Hungary, the institutions and different legal statuses.

NGOs provide further and more complex induction programs for migrants, such as the already mentioned HEFOP and EQUAL projects of Menedék Association.

Menedék Association also provides manuals for refugees and migrants in several languages (Hungarian, English, French, Arabic, Russian, Serbian) on several topics: Here you are, Welcome to Hungary (general information on Hungary); How to find a job?; Women's topics; Who is who in the Hungarian immigration system?, on statuses, etc.

Artemisszió Foundation has just launched an experimental project within the European Generation Link. In the course of the project young Hungarian people make narrative interviews with elder migrants about the story of their lives. The project aims to integrate migrants in this innovative way.

1.b. What kinds of induction programmes exist for family members of migrants and new comers?

There are no specific programs for family member.

1.c. What kind of programmes exist for young people with specific cultural and social problems?

Artemisszió Foundation has programs for foreign youth, but mainly for students and volunteers.

There is an elementary school in downtown Budapest (Dob street) that especially aims to integrate migrant students. In each class there are some migrant and refugee children. The program is run by the Refugee Mission of the Reformed Church.

1.d. Are there specific services for women migrants?

The programs mentioned above focus on women as well, some with a special emphasis (Menedék Association's training courses - HEFOP). The Association used to run a community programs at reception centres called "Women's club" that was held by volunteers from Nane Women's Rights Association¹⁷ and Menedék.

Menedék Association also published a manual in several languages entitled Women's topics. The manual can also be downloaded from the Association's website.

1.e. Are these programmes customised to the different backgrounds and experiences of migrants?

¹⁷ www.nane.hu

Yes, these programs are developed by social workers and experts who have experience in working with migrants and are in regular contact with the target group.

1.f. Are the courses offered within these induction programmes flexible: part-time, evening courses, distance and e-learning systems, so that migrants can work and study at the same time?

The official Hungarian language course is not flexible, therefore causing great difficulties to those who work. The integrated training and employment program of Menedék Association offered a course for women in part time and flexible hours.

There are no on-line or e-learning courses available.

1.g. What kinds of language courses (of the host country) are available?

Only the Hungarian language course for recognized refugees organized by the Office of Immigration and Nationality is available free of charge.

1.h. How are these services disseminated for migrants in general, new comers and migrant women? What kinds of tools exist to disseminate these services for migrants, new comers and women migrants: NGOs offices, public offices, websites, leaflets, posters...?

Courses, training programs and other projects of NGOs are advertised on their websites, on leaflets, posters, through their networks and social workers who are in regular contact with the target group.

1.i. Do these dissemination mechanisms work? Are they reaching the target groups? Are the target groups using these services?

These dissemination mechanisms work well in reaching a specific target group, like refugees, because they are easier to find (e.g. reception centres). It is more challenging to address wider groups of migrants. Those who have information on the services, use them frequently.

1.j. What are the real needs of migrants and particularly new comers and women in terms of information on induction programmes that are not met by the available services?

The main need is to have the information spread even wider. Also, to have information available for those who do not use the internet.

1.k. How to incorporate the services that respond to the **real needs** of migrants in the portal?



All information should appear on the portal in more languages, according to the needs of the main migrant groups. Information should be easily understood, for everyone, regardless their education.

There should be materials that can be downloaded with country information, language learning, information on employment, education, cultural differences, etc.