

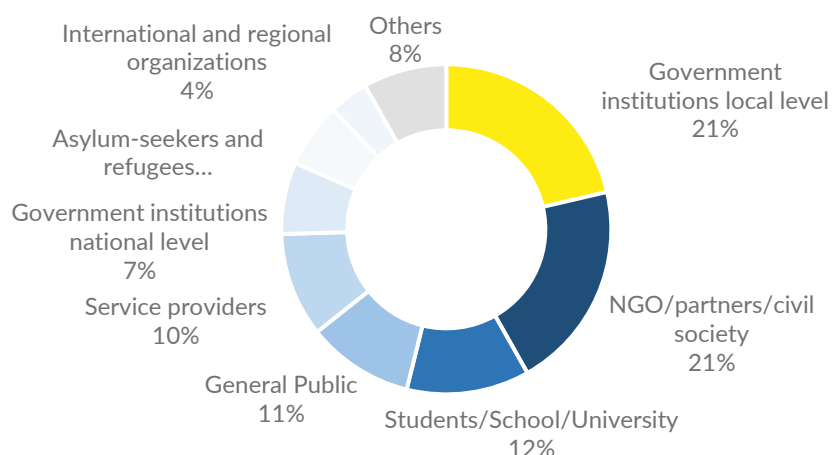
ITALY Training Lab and Awareness Raising Activities

+340 Capacity development and awareness raising activities

+25,000 persons reached*
*including online viewers




Audience profile

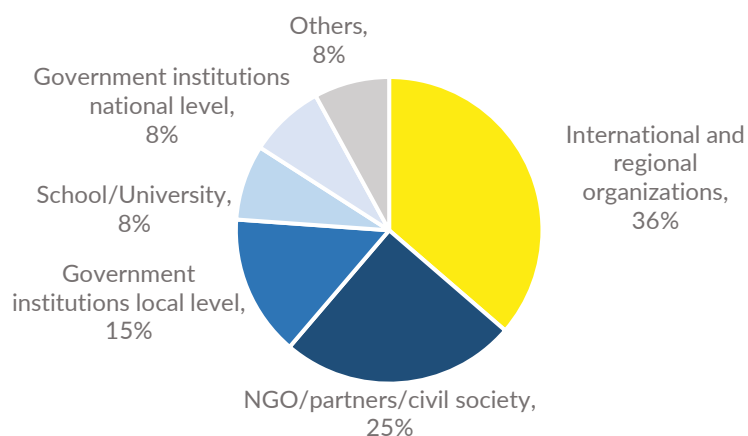


In 2020, the COVID-19 pandemic resulted in UNHCR's capacity development and awareness raising activities shifting from in-person delivery to online modalities. What was initially seen as a constraint offered the opportunity to reach out to a wider audience, totaling more than **25,000** persons. Capacity development and training activities were mostly directed towards **refugees**, representatives of local and national authorities, and civil society groups, while awareness raising initiatives were intended to benefit the general public.

In 2020, UNHCR staff delivered sessions at **225** training events. Some of these events were organized by UNHCR, while others stemmed from the collaboration with Schools/Universities, NGOs and partner organizations, local and national authorities, public service providers, private sector partners, and professional associations, including the media.

Throughout the year, UNHCR organized or co-sponsored **115** events in which it raised awareness on refugee issues and on UNHCR's mandate. Consistent with COVID-19 prevention measures in effect for most of 2020, the vast majority of these initiatives took place online.

Training organizers



ONLINE ACTIVITIES & VIRTUAL PLATFORMS

UNHCR worked to minimize the negative impact COVID-19 prevention measures had on its dialogue with refugees and its communication on refugee issues. Recourse to virtual platforms facilitated the continued delivery of trainings to build capacity of institutions, partner organizations and community-based organizations. It also enabled direct involvement of refugees in outreach to the general public, including on World Refugee Day.

HIGHLIGHTS

Trainings, Advocacy & Refugee Participation

Capacity development and trainings

In 2020, UNHCR offered numerous trainings aimed at further developing the capacity of a wide array of stakeholders, including frontline staff working with refugees, with a view to improving services and institutional response to the specific needs of refugees arriving in Italy. Areas of engagement included asylum procedures, prevention and response to gender-based violence (GBV), identification of specific needs and child protection. In the context of UNHCR's collaboration with the Italian asylum authorities, UNHCR staff held regular online sessions for caseworkers, service providers, university students, NGOs and judges, delivering training to over 9,000 persons on interviewing techniques, case assessment, country of origin information, asylum claims based on sexual orientation and gender identity and expression, trafficking, child-specific forms of persecution, and case-law research, family reunification, refugees' access to health services and to specific support for GBV survivors. Other significant initiatives focused on:

- **Participation of Children.** UNHCR prioritizes training of authorities on Best Interests Procedures and child-centred approaches, which enables unaccompanied children to be heard and to be fully engaged in decisions which affect them. UNHCR designed and delivered two three-week-long Training of Trainers online child protection courses for **27 frontline staff** working in 15 second-line reception facilities for unaccompanied children in ten Italian regions: **100% of participants** reported acquiring skills they will use in their daily work. Adequately trained staff can support refugee children to identify the most suitable options for their future and can extend their knowledge to co-workers, thereby benefiting the child protection system as a whole. The Training of Trainers methodology has a multiplier potential, as each trained individual can share knowledge with some 25 additional persons. In 2020, an additional **50 reception staff** were trained by those who attended UNHCR's Training of Trainers child protection programme.
- **Teaching About Refugees Toolkit.** Approximately **140 teachers** attending training sessions organized by NGO Dokita and the Ministry of Education's Institute for Innovation (INDIRE) were introduced to the Italian version of UNHCR's [teachers' toolkit](#), which aims (i) to assist educators to explain the situation of refugees and migrants to primary and secondary school children and (ii) to provide guidance to primary and secondary school teachers on including refugee children in their classes. In 2020, UNHCR contributed to reviewing the Guidelines on School Integration, and recommended the inclusion of forced migration in citizenship education curricula.
- **Labour inclusion.** The [Design Thinking Talent for Refugees](#) project, run by [Fondazione Adecco per le Pari Opportunità](#) with support from UNHCR and in collaboration with the network of second-line reception facilities (SIPROIMI), saw **17 reception staff** trained as expert coaches on refugee labour inclusion, and almost **1,000 reception staff** using webinars to support refugees in accessing employment opportunities. In 2020, Guidelines and an employability tool to assess refugee competencies were disseminated to support reception staff and private companies foster the labour inclusion of refugees. Thanks to this project, over **2,300 refugees** will benefit from improved support to access the labour market.
- **Media training.** During 2020, UNHCR trained journalists and journalism students in principled and accurate reporting on migration and asylum during four sessions organized under the partnership with Carta di Roma.

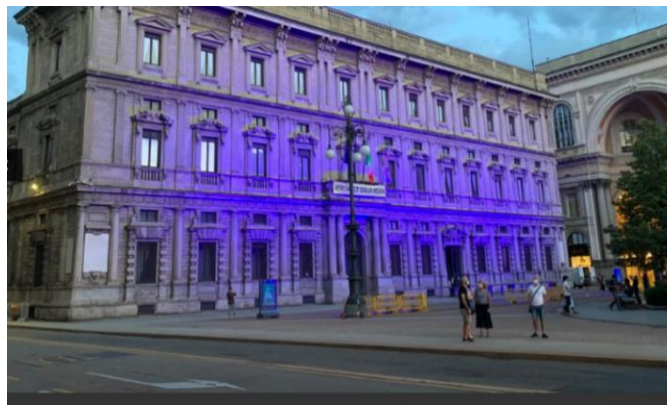


Animations are part of UNHCR's teachers' toolkit

The activities leveraged the role of the media as a key platform for public debate to contribute to the advocacy objective of improving public perception of refugees in the service of a more favourable protection environment. Other significant activities targeting students included participation by the High Commissioner and MCO Italy spokesperson in a citizenship education project in Verona, participation in the Model UN Refugee Challenge and workshops led by UNHCR in the context of the 3 October commemorations on Lampedusa.

Awareness raising and advocacy

- **GBV response.** During a 15 December public online conference, UNHCR's Representative, Chiara Cardoletti, and [D.i.RE.'s](#) president, Antonella Veltri, presented [strategic proposals](#) to improve Italy's response to the specific needs of refugee and migrant women who have survived violence, focusing not only on the adequacy of support for survivors, but also on their individual autonomy, including access to employment. The proposals stemmed from the three-year "Leaving violence. Living safe" project, implemented by D.i.RE. with support from UNHCR. The project provided inclusive access to safe shelters for more than **300 women**, individual counseling for **440 women** and specialized training for over **240 staff and cultural mediators**.
- **Complementary pathways.** UNHCR and the Embassy of Canada organized three workshops on community sponsorships that enable individuals or organizations to sponsor refugees entering a third country with a view to supporting them to integrate upon their arrival. During the sessions, facilitated by the University of Ottawa Refugee Hub in close cooperation with Canada's Department for Immigration, Refugees and Citizenship, civil society organizations in Italy and Canada exchanged experiences and good practices. Sessions were attended by a wide audience, including representatives from the Italian Ministries of the Interior and Foreign Affairs. UNHCR continues to expand opportunities for refugees to safely reach Italy, without having to risk their lives in perilous and irregular journeys by sea or land, for instance through University Corridors for Refugees (UNI.CO.RE). This [programme](#) enabled **26 refugee students** to pursue higher education through a scholarship at an Italian university over the last two years and will be expanded further in 2021.
- **World Refugee Day.** On 20 June, the strength and courage of refugees is celebrated worldwide. In 2020, UNHCR organized a number of online awareness-raising and advocacy events, including the live streaming presentation of the annual Global Trends report and a Facebook Live with Goodwill Ambassador Alessandro Gassmann. Refugees and celebrity supporters were actively engaged in explaining the plight of refugees, reaching out to a wide audience, including more than **900,000 persons** through the joint [UNHCR-Spotify campaign](#).



Palazzo Marino in Milan was lit in blue on the occasion of World Refugee Day, on 20 June 2020. Photo ©UNHCR

Refugee and community participation

- **Powercoders.** In January, UNHCR held a press conference followed by the launch of IT coding academy Powercoders in Turin. Powercoders offers refugees and migrants intensive free training followed by employment opportunities in the IT sector, promoting refugee talent and access to the labour market while contributing to digital innovation in the host country. In Turin, **19 students** joined the programme: 12 of them were offered fully funded internships and 10 found a job afterwards. Click [here](#) to read the Powercoders 2020 Impact Report.

- **PartecipAzione.** In September, UNHCR and partner Intersos ran a three-day workshop on media and communications for **17 refugee-led organizations** identified through the [PartecipAzione](#) programme. The workshop focused on relationships with the media, communication strategies and public speaking, particularly on asylum and migration issues. The workshop contributed to greater empowerment for refugee-led groups, with all attending organizations subsequently increasing their presence in the media, **80%** of them broadening **their networks**, **76%** increasing access to **funding**, and **66%** participating in decision making fora.



Refugees attending the PartecipAzione workshop in September 2020. Photo ©UNHCR

- **Welcome.** During a public event in November, UNHCR awarded **121 companies** with the [Welcome - Working for refugee integration](#) logo acknowledging their efforts to promote employment opportunities, and thus integration prospects, for refugees in Italy in 2019. An additional **52 associations**, public bodies and other entities including NGOs, foundations, unions, and local institutions, were awarded the logo in recognition of their efforts to facilitate the labour inclusion of refugees. Since the launch of the project in 2017, over **4,500 refugees** have been employed by companies awarded the logo, including more than 3,300 in 2019.
- **Sabir Festival.** The sixth edition of the annual Sabir Festival took place online, organized by partner ARCI in collaboration with UNHCR and civil society organizations. UNHCR, together with representatives from refugee-led organizations, facilitated a round table on the role of refugees in responding to the COVID-19 pandemic, which gained **5,500 views**, and engaged in a workshop on digital tools to empower refugees. Finally, it co-organized three artistic events performed by refugees, each receiving between **1,000** and **3,000 views**.



The Sabir Festival took place in June 2020