



Qualitative Services at local level for Emigrants and Refugees

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Deliverable IO3

The Impact Circular Model: Step 1

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Q-SER Consortium

The Q-SER Consortium consists of:

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Version History

Rev. N	Description	Author	Date
1.0	D.IO3 - Peer review	All partners	1/09/2018
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3.0	D.IO3 – Minor modifications	Drosostalida	28/02/2020

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1. SELECTION OF THE DEPARTMENT TO TEST THE IO3 RESULTS

Selecting the Department is a key step for an organisation since it signifies the application phase and area of application. The organisation needs to follow certain sub-steps in order to complete this phase. Primarily, it will have identified the strategic goals it needs to comply to, to subsequently, allow for selection and implementation. Selecting a department or group of people who will participate in the Impact Circular Model application requires the following:

1. **Criteria for selection** (check list design). A check list needs to have been properly prepared, which will be of a generic composition. The generic criteria selection should have been prepared by a person or a group of people aware of the department's characteristics, training needs, daily activities, reporting formats and HR issues. In addition, the check list for selection of the implementation area should include questions / topics such as: need for change, transferability potential, impact quotas and levels, number of people to be targeted, target groups of implementation and application as well as department goals and aims. Cooperation with a respective team member from the target department should be envisaged.
2. **Internal procedures to consider** (report form). Moving to the next point, the responsible person for the selection should consider any internal procedures that might apply. These procedures can be legal, procedural, departmental or else. When drafting the selection report and guidelines / checklist, a short introduction on processes needs to be included. Each organisation collects this type of information and data thus, retrieving and documenting it is imperative.
3. **Design and development of selection process templates** (report, checklist, profile sheet, application form, etc.). Following the collection of point 1 and 2 data, the responsible person / department is now able to draft the actual selection process templates. Having collected information on target groups, target aims and objectives, but also internal process information, the templates that can be created, are the following:
 - Introduction to the selection process (text) stating aims and objectives
 - Step by step process for selection (text)
 - Checklist for selection of a department (Checklist)
 - Reporting form for internal procedures – checklist and report text format
 - Forms for the actual selection process
 1. Profile department form
 2. Personal profile form
 3. Personal application form
 4. Evaluation form
 5. Impact form
 6. Report template

2. SUGGESTED USEFUL TOOLS

2.1. Criteria for selection (check list design)

Each organization needs to take into account some criteria for selecting the Department where the Circular Model will be applied. For this reason, the following list of criteria is proposed:

Criteria:

- Number of staff
- Special / selected professional groups
- Work subject
- Stability of employee positions (long term vs. short term)
- Interconnection / collaboration with other departments of the organization
- Management of cases concerning immigrants / contact with the target group
- Desire / willingness of the staff to participate
- Previous experience in mentoring

2.2. Internal procedures to consider (report form)

Here, consideration should be given to possible restrictions on the participation of the department, for example:

- Special permits
- Legal Restrictions
- Free official time
- Bureaucratic Obstacles
- Trade union reactions
- Data protection issues (GDPR, etc.)

These possible limitations should be taken into account when creating the selection criteria of the department and be clearly recorded in a relevant report. Design and development of selection process templates (report, checklist, profile sheet, application form, etc.)

2.3. Design and development of selection process templates (report, checklist, profile sheet, application form, etc.)

Taking into account the possible restrictions on the participation of a department and the selection criteria being defined, specific forms should be created regarding the request - the willingness of the department's staff to be involved in the implementation of the Model (application form), its consent to the use of the data and the terms of the cooperation.