



# Qualitative Services at local level for Emigrants and Refugees



Q-SER project focuses on the intercultural training of 200 municipality employees in various public sectors in order to build up the necessary skills and knowledge, to rise to the challenges and to serve immigrants and refugees equally and effectively, according to their needs.

The training is implemented through an online educational platform, involving two models, namely, the Circular Cycles of Mentoring Model (CCMM) and the Circular Impact Model (CIM). The two models integrate inclusive educational methods and tools, targeting public servants to support newcomers. The project comprehends seminars, workshops, webinars, a learning activity, dissemination events and actions.

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## Partners:



International Organization for Migration (IOM)  
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