



Qualitative Services at local level for Emigrants and Refugees

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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.



This project has been funded with support from the European Commission. The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein. Project reference number: 2017-1-EL01-KA204-036335.

Collaborators:



International Organization for Migration (IOM)
The UN Migration Agency



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