

For employers:

***Ten great tips for following up on trade course participants***

1. **Trade course and attendance**

The participant is part of the Refugee Introduction Programme. He or she will bring an attendance sheet to work, which must be signed every day. Please notify the teacher/programme advisor about any absence. The participant will come to work practice three days a week and take classes at school two days a week to learn Norwegian for working life. The purpose of this course is to shorten the path to paid employment.

1. **Training**

The participant needs a mentor and training. We would like you to find a mentor/ training supervisor for our participant at work. We would also like to see a training plan. The participant is encouraged to take pictures at work and write down new words and expressions during working hours.

1. **Security**

The participant should feel secure and included among personnel, e.g. by participating in lunch breaks and meetings. A sense of security also involves learning work tasks properly. Many participants need a lot of repetition before they dare to take initiative. Set aside time and resources. Talk slowly using few words. Help the participant understand unwritten rules.

1. **Accessibility**

Have a low threshold for contacting the teacher or programme advisor if a problem occurs before the problem gets worse. We want to be accessible and available for each other.

1. **Visiting the work experience practice**

The teacher and/or programme advisor will visit the participant during work once a week, especially if there are any misunderstandings and a need for linguistic support.

1. **Feedback**

We want work practice to lead to paid work by the time the course contract expires, or earlier if the participant is ready and employable before that. This means we need feedback on what the participant still needs to learn to be employable. For example, are there any tasks that need learning, or something about personal behaviour? We can also talk to the participant about personal hygiene. It is important for the participant to have at least two uniforms so they can wash one every day.

1. **Cultural differences**

This is probably the participant's first meeting with Norwegian working life, which can differ much from the participant's home country. Making a mistake or taking the initiative can cost an employee his or her job in some cultures. This can lead to misunderstandings. The employer needs to give clear and friendly signals.

1. **Work instructions and written materials**

We need real texts, documents from the store like checklists, fire safety instructions, rule books and job descriptions. We want to take pictures during our visit, and we encourage the participants to do the same.

1. **Course certificate**

We want to collaborate on making a course certificate for the participant that describes the training the participant received at the work experience practice.

1. **Cooperation**

In summary, the purpose of the trade course is for the NAV programme advisor, the employer and the teacher to be available for each other and to collaborate on training and to follow-up on the participant.

Disclaimer:

*The TALENTS project has been funded with support of the European Commission through the Erasmus+ programme and the German Ministry “Bundesministerium für Bildung und Forschung”. This publication reflects the views only of the author, and the European Commission cannot be held responsible for any use which may be made of the information contained therein.*



