

Integration of refugees in the hospitality sector: the Italian experience

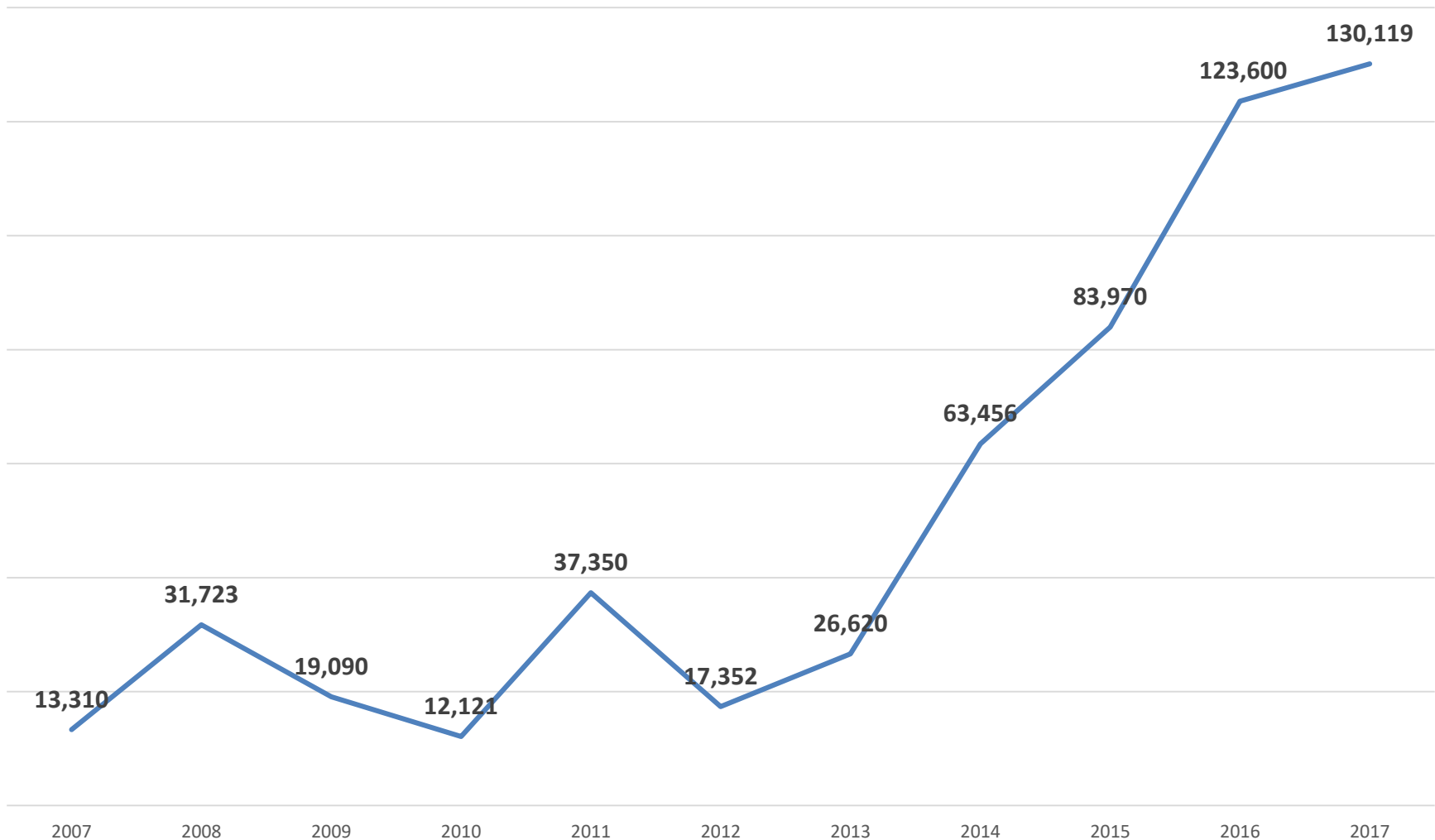
Angelo Giuseppe Candido

SECTORAL SOCIAL DIALOGUE COMMITTEE HORECA
PLENARY

Brussels, 30 November 2018

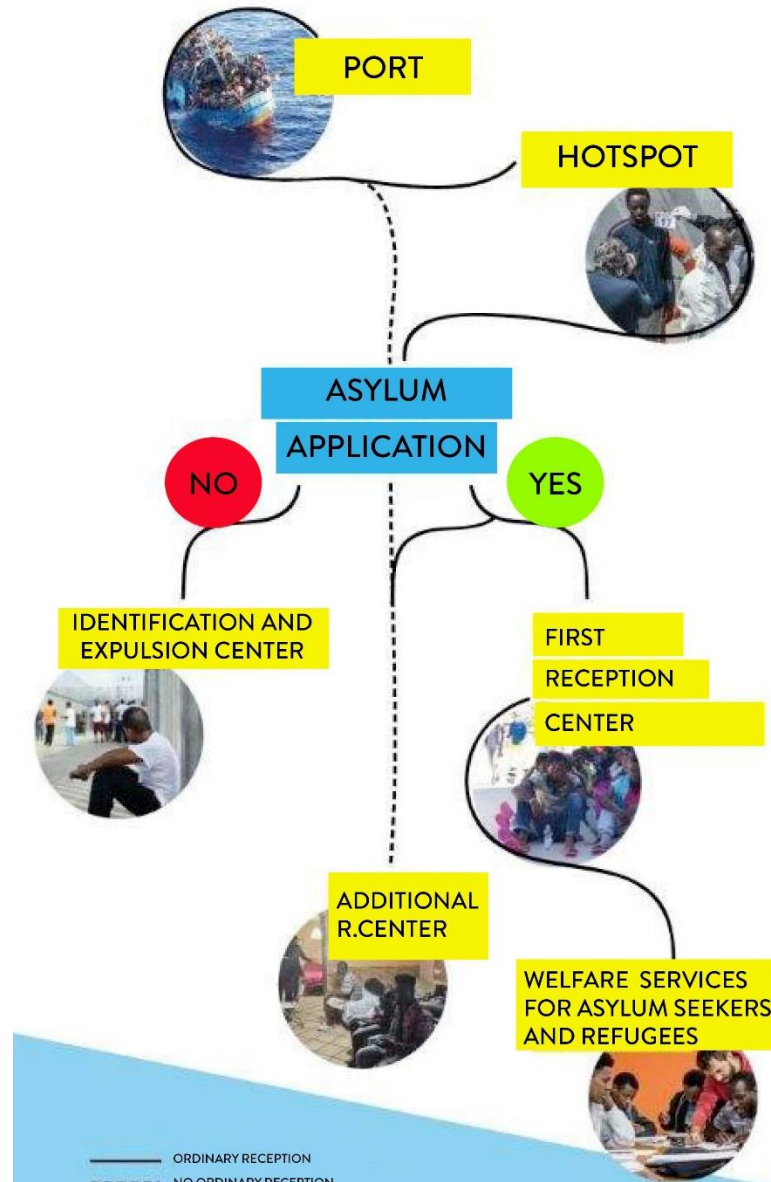
Asylum applications (2007-2017)

(Source: Italian Ministry of the Interior)



The Italian reception system

(Source: LeNius.it)



Vocational training and internship for asylum seekers (2017)

(Source: SPRAR Annual Report)



- **7.589** people attended a training course to acquire/improve working skills and competences
 - **96,2%** of the vocational training set up refers to hospitality skills and competences
- **6.962** people did an internship
 - **87,6%** of them in the hospitality sector
- **4.124** got a job
 - **77,4%** in the hospitality sector

The INTEGRA Project (2007-2017)



Municipality of Rome



Ente bilaterale turismo Lazio
(Tourism Joint Committee)



INTEGRA

Multi-disciplinary orientation and training projects in the hospitality sector



The INTEGRA Project

GOALS

Creating work opportunities for refugees/migrants

Diffusing skills and competences needed in the sector

TOOLS

Orientation

Individual interviews

Vocational training

JOBS

Chambermaids,
porters

Waiters,
bartenders

Kitchen
assistants/porters

Handymen

Training and internship

Step 1

Basic training
Communication
skills
General integration

Step 2

Professional training

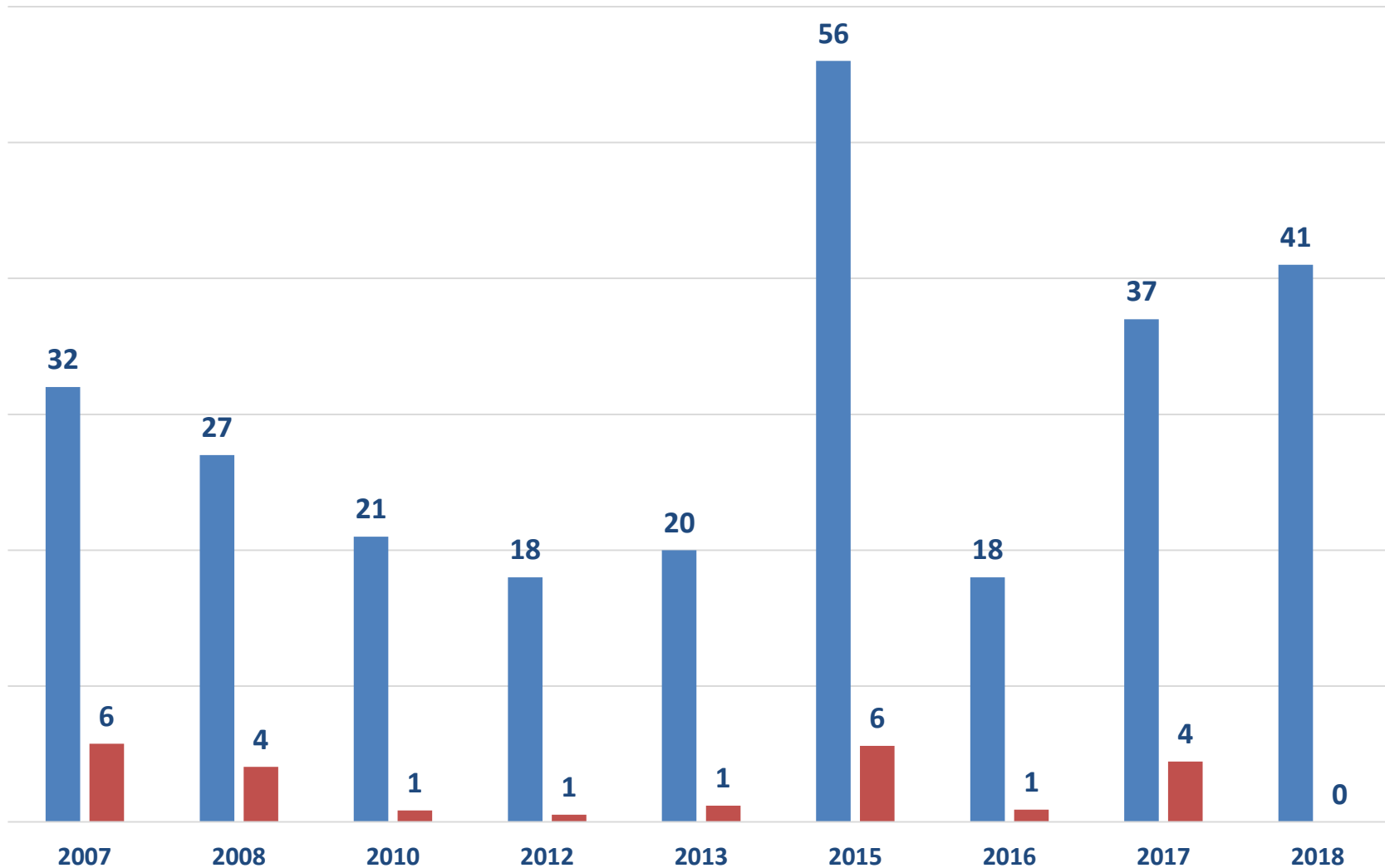
Step 3

Internships
(3/6 months)

Main results



FEDERALBERGHI
Federazione delle Associazioni
Italiane Alberghi e Turismo



Credits

- EBT Lazio (*Tourism Join Committee of Lazio*)
 - www.ebtl.it
- Programma Integra
 - www.programmaintegra.it
- Comune di Roma (*Municipality of Rome*)
 - www.comune.roma.it
- SPRAR (*Welfare services for asylum seekers and refugees*)
 - www.sprar.it