
RESOURCE Project

Refugees' contribution to Europe

Country Report: **Luxembourg**

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ProAsyl (Germany) – www.proasyl.de

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ASTI (Luxembourg) – www.asti.lu

Portuguese Refugee Council (Portugal) – www.cpr.pt

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I Introduction to RESOURCE

This report will illustrate the positive contribution that refugees can make to current and projected labour market needs. Most refugees come from urban settings and have a good level of education. Many hold academic or professional qualifications and have considerable work experience. They are highly motivated and employers who recruited refugees report being very satisfied with their work performance.

The report is part of a European wide research project called RESOURCE (Refugees' Contribution to Europe), carried out by a partnership of fourteen agencies¹ and funded by the European Refugee Fund. The project analysed elements, practices and policies, which have contributed to refugees' participation in the European labour market from refugees' point of view. It focussed on how refugees' prior skills, qualifications and working experience are being utilised in sectors of the labour market that are currently experiencing skills shortages.

Through desk research and in-depth interviews with employed refugees in EU member states², the project gives insight into the various factors that have contributed to (or obstructed) refugees' integration in Europe. Considering the high levels of unemployment and under-employment among refugees, it is clear that refugees' potential is at present under-utilised by employers. To tackle this waste of human resources the project will describe successful pathways to employment and show how the many barriers refugees encounter can be overcome.

The results are presented in fourteen country reports and one overall publication. We hope that our findings will be an inspiration for:

- Employers to recruit refugees and to take into account the skills, qualifications and work experience they brought with them in exile.
- Refugees to take initiative, build their confidence, and find suitable employment.
- Educational institutes to improve refugees' access to their programmes and develop tailor-made programmes that take into account refugees prior learning.
- Registering bodies to adopt more flexible rules for recognition of refugees' qualifications.
- NGOs and mainstream organisations to provide better support for refugees.
- Policy makers at national and European level to implement more successful integration policies that will create real opportunities for refugees to become self-sufficient.

Because of demographic developments Europe will increasingly be in need of foreign labour to sustain economic growth. Across Europe employers are experiencing difficulties recruiting staff at both skilled and unskilled levels. At the same time the European Union receives over 350,000 asylum applications per annum. It makes good economic and social sense to better utilise this huge potential.

¹ RETAS (UK), UAF (the Netherlands), OCIV (Belgium), ETC (Austria), Finnish League for Human Rights (Finland), France Terre d'Asile (France), ProAsyl (Germany), Social Work Foundation (Greece), SPIRASI (Ireland), ICS (Italy), ASTI (Luxembourg), Portuguese Refugee Council (Portugal), CEAR (Spain), CARITAS (Sweden).

² The RESOURCE project is funded by the European Refugee Fund. Denmark does not participate in this programme.

2 The Luxembourgish context

To promote a positive image of refugees and examine their contribution to the Luxembourgish society, eight interviews were conducted with highly qualified and professionally skilled refugees and desk research was carried out on employment policies for refugees and skill shortages in the Grand Duchy of Luxembourg.

The refugees who participated in the research had been through a process of getting recognition for qualifications and experience from Luxembourg. These are mainly 'success' stories, as, after a hard journey, the majority found employment in their own field, these being health, social and education, and engineering.

Also, there is the case of a person with a law background who was working in the social sector and another of a trained engineer who and is now unemployed.

Through refugees' personal experiences it is possible to get a better understanding of the various factors that have helped or hindered their integration in Luxembourg. Specifically in Luxembourg, in order for refugees or any citizens to find posts requiring high qualifications (mainly in the health and social sector), there is the need to be fluent in three spoken languages, which are Luxembourgish, German and French. Also, the waiting period to obtain refugee status and recognised qualifications is considerable. It is also important to understand that the lack of a fully integrated higher education system exacerbates the incapacity to find an equivalent for a specific qualification in the country.

Moreover, due to the low unemployment rate in Luxembourg (3%)³, it remains hard for non-EU citizens to find employment that reflects their educational qualifications and professional skill and abilities.

The main difficulty encountered in conducting the present research was the reluctance of refugees to be interviewed and one faced a very low response rate. Moreover, no official statistical data specific to the employment of the refugee population could be found. An important aspect that also needs to be exposed was the difficulty on finding precise and official information about the refugees' employment opportunities and their social integration.

³ STATEC (September 2003) 'Note de Conjoncture n. 2-2003'

3 Overview of employment policies and schemes for refugees

3.1 Employment rates for refugees

STATEC stated that there are no employment statistics for refugees up to the present date.

Table 1: Employment rates in Luxembourg from January 2002 to June 2003

- 1 = non-satisfied employment applications
- 2 = last waged employment
- 3 = independents
- 4 = last total employment rate $[=(2)+(3)]$
- 5 = cross-borders arriving
- 6 = cross borders leaving
- 7 = foreign public workers
- 8 = national employment $[=(4)-(5) +(6)+(7)]$
- 9 = active population $[=(8)+(1)]$
- 10 = unemployment rate $[=(1) / (9)]$

	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
January-02		5,934	264,903	16,752	281,655	100,435	700	7,703	189,623	195,557 3.0%
February-02		5,762	266,089	16,765	282,854	101,129	700	7,703	190,128	195,890 2.9%
March-02		5,405	266,803	16,824	283,627	101,319	700	7,703	190,711	196,116 2.8%
April-02		5,378	268,052	16,838	284,890	102,053	700	7,703	191,240	196,618 2.7%
May-02		5,372	268,811	16,877	285,688	102,685	700	7,703	191,406	196,778 2.7%
June-02		5,177	269,170	16,906	286,076	103,015	700	7,703	191,464	196,641 2.6%
July-02		5,485	268,763	16,929	285,692	103,670	700	7,703	190,425	195,910 2.8%
August-02		5,584	267,843	16,928	284,771	103,360	700	7,703	189,814	195,398 2.9%
September-02		5,922	271,138	16,972	288,110	104,571	700	7,703	191,942	197,864 3.0%
October-02		6,455	272,502	17,033	289,535	105,057	700	7,703	192,881	199,336 3.2%
November-02		6,625	272,179	17,073	289,252	105,013	700	7,703	192,642	199,267 3.3%
December-02		6,773	268,913	17,077	285,990	103,112	700	7,703	191,281	198,054 3.4%
January-03		7,537	270,639	17,029	287,668	104,446	700	7,703	191,625	199,162 3.8%
February-03		7,545	271,397	17,033	288,430	104,888	700	7,703	191,945	199,490 3.8%
March-03		7,300	272,431	17,052	289,483	105,308	700	7,703	192,578	199,878 3.7%
April-03		7,208	273,764	16,912	290,676	106,002	700	7,703	193,077	200,285 3.6%
May-03		7,169	274,366	16,927	291,293	106,602	700	7,703	193,094	200,263 3.6%
June-03		7,049	275,172	16,927	292,099	107,172	700	7,703	193,330	200,379 3.5%

Source: STATEC (March 2003) 'Portrait économique et social du Luxembourg'

According to Table 1, one can observe that between January 2002 and June 2003 the unemployment rate has increased (from 3.0% to 3.5)⁴, however mildly. It should be noted that the proportion of incomers in the working population has increased.

⁴ STATEC (March 2003) 'Portrait économique et social du Luxembourg'

Table 2: Unemployment rates in Luxembourg from 1996 to 1997

Unemployment in Luxembourg	1996	1997
Overall unemployment rate	3.8	3.0
<i>By nationality:</i>		
Luxembourgish	2.6	2.2
Foreigners	5.5	4.1
<i>By sex and nationality:</i>		
Male Luxembourgish	1.8	1.7
Female Luxembourgish	4.1	3.1
Male foreigners	4.6	3.2
Female foreigners	6.9	4.1
<i>By main nationalities:</i>		
Luxembourgish	2.6	2.2
Portuguese	5.5	4.8
Italian	3.9	3.9
German, Belgium, French	5.7	2.6

SOURCE: STATEC (March 2003) 'Portrait économique et social du Luxembourg'

There was a considerable decrease in unemployment between 1996 and 1997 and this was the most important reduction in recent years.

3.2 Data on the number of refugees per status

STATEC informed us that there is no data available on the number of refugees per status. The NGOs were also unable to come up with an estimate.

3.3 Refugees' entitlement to work

Firstly, to analyse refugees' entitlement to work it is important to understand the asylum process.

In Luxembourg, the Ministry of Justice is responsible for dealing with asylum applications. The Commissariat of the Government for the Foreigners (CGE), Ministry of the Family, Social Solidarity and Youth are responsible for the reception of asylum seekers. The processing of the asylum request may take from a few months to years. During the whole time, the asylum seeker is in care of the CGE, which is part of the Family Ministry.

Once the request is registered, the asylum seeker will be called to the Ministry of Justice for a hearing that can take place anything from two days to a few months after the request is received. This interview will involve questions regarding the candidate's history, the risks run in his or her country and the reasons for his or her flight. The recorded hearing and its report are sent to the Ministry, who will take a decision.

If the decision on the asylum application is accepted, the Minister grants refugee status according to the Geneva Convention. Those refugees have the right to a residence permit, with the right to work and to a subsidised employment and social assistance (RMG). Only after the status has been granted can the refugee arrange family reunification.

If the request is found inadmissible (for instance, if the candidate went through 'safe third countries') or unfounded (if, for example, no fear of persecution on account of his or her religion, race, nationality, membership of a particular social group or political opinions was expressed), the asylum seeker may appeal against the decision. The appeal is introduced through his or her lawyer before the Administrative Tribunal (*Tribunal Administrative*) and has a suspensive effect, which means that the candidate may not be sent back to his or her country until the Tribunal takes a decision.

If the Tribunal confirms the negative decision, the asylum seeker may appeal before the Administrative Court (*Cour Administrative*). If the Court overrules the Minister's decision, the file is sent back to the Minister of Justice, who must decide on the content's of the case.

In cases where the Ministry believes that is impossible for the asylum seeker to return to his or her country, the administration may grant a residence permit on humanitarian grounds.

The asylum seeker does not have the right to work in the Luxembourg during the whole proceeding, including any appeals. As soon as refugee status is granted, all restrictions are removed and the refugee has the same working rights as any non-EU citizen. They need to get permission to work though. The 24 to 36 months that the asylum procedure takes is quite a long interruption in professional activity, and certainly affects the quality of their skills and fitness as a job applicant.⁵

In Luxembourg, the employment of foreigners coming into the country is regulated by the employment administration (ADEM). Workers from non-EU countries require a work permit. Different types are available for immigrants:

- A – for one profession and a specific employer, for one year.
- B – for one profession and any employer, for four years.
- C – for any profession and any employer, of unlimited duration.
- D – for apprenticeships and training.

3.4 Government schemes to tackle unemployment among refugees

The population of Luxembourg is characterised by a high proportion of non-Luxembourgish nationals. On 1 January 2003, 448,300⁶ residents were registered according to Luxembourgish Central Office for Statistics and Economics (STATEC), of whom 170,700 had a foreign passport. This corresponds to 38.07% of the resident population.

No specific policy to tackle unemployment among refugees was proposed. However, important and significant policies and social measures for the integration of foreigners into Luxembourgish society have been set, and the most important issues are based on the Law of the 27 July 1993.

A state commission for foreigners under the Ministry for the Family coordinates and supports the policy measures towards integration:

- Housing.
- Support for social, economic and cultural living conditions (especially training and education).
- Information on labour market issues.
- Assistance for families and family members.
- Encouragement of social and political participation by foreigners.
- Efforts to increase the exchange between foreign communities and Luxembourgish citizens.

The main objective of this national commission is to provide solutions to labour market problems and problems in the social security system. The commission works in close cooperation with employer and employee organisations.

An inter-ministerial committee coordinates state administration of integration policies (including professional issues). The main function is to advise the government on questions concerning foreigners who live and work in Luxembourg. In addition to the state commission, a national board for foreigners has been established. This consultative assembly consists of the state commissioner and delegates from the ministerial committee, the municipalities, employers' organisations, the trade unions, the foreign population and refugee bodies. Municipalities with more than 20% foreign inhabitants must have a local consultative board for foreigners.

⁵ Figures from ASTI – Guide for Asylum Seekers

⁶ STATEC (March 2003) 'Portrait économique et social du Luxembourg'

In the latest years, Luxembourg has tried to take important and significant measures against racism, setting up a national legal instrument to punish racist or xenophobic phenomenon and creating a Human Rights consultative commission.

It is necessary to mention the ratification of ILO Convention No. 111 concerning discrimination in respect of employment and occupation, in accordance with United Nations' Economic and Social Council previous recommendations.

3.5 The role of NGOs

It is important to mention that Non-Governmental Organisations (NGOs) are also involved and are trying, thanks to some European projects, to build better professional integration for foreigners. An example of this is the EQUAL Project, funded by the European Social Fund (ESF). The Project 'tests new ways of tackling discrimination and inequality experienced by those in work and those looking for a job'. In Luxembourg there are two thematic groups from the five that EQUAL represents:

- **Employability:** The *Forum pour l'Emploi, Proactif and Caritas Accueil et Solidarité* offer employment possibilities for individuals with problems of social and professional (re)insertion. With a view to preparing them to enter the classic job market in the right state ('fit for a job'), the demands are relatively high, particularly as regards punctuality, speed and the quality of their work.
- **Asylum seekers:** The general objective of the Project is to increase the employability of asylum seekers, either in the framework of their return or in their final integration into Luxembourg. This project is an opportunity for asylum seekers to develop their skills and acquire necessary skills in order to rapidly access the labour market.

Although the Government has an organised structure to propose specific services for the social and professional integration of refugees who have completed their asylum procedure, the NGOs in Luxembourg frequently replace the national agencies when practical information or firm action needs to be given or taken.

Politically, an association called *Collectif Réfugiés*, which is composed of the 15 most influential NGOs in Luxembourg, aims:

- To exchange information and initiatives among the organisations.
- To increase awareness in the population about the barriers imposed on refugees and the difficulties they face.
- To suggest significant proposals to the Government, the political parties, the politicians and the international organisations, about the most important aspects which obstruct the perfect integration of the refugees.

It is worth mentioning that the NGOs are autonomous and are independent to act on behalf of refugees whenever necessary. Therefore, each organisation displays its internal activities to attend the necessities of the community.

ASTI (*Association de Soutien aux Travailleurs Immigrés*), one of the most influent associations in the Grand Duchy, has arranged its structures to respond to refugees' requests to which the public services were either incapable or unprepared to reply. This NGO offers free computer and languages courses (that are usually expensive for those who cannot afford extra costs while unemployed) and also gives free individual social assistance to refugees who are interested to find a job (for instance, giving all kind of information, helping to prepare résumés, employment letters, etc.). ASTI is also present during the asylum procedure, providing any legal help the candidate may ask.

Others associations, such as the Caritas Foundation, the Red Cross Foundation, the CLAE (*Comité de liaison et d'action des étrangers*), have also internally developed services and programmes in their to ease the social and the professional integration of refugees.

The Caritas Foundation also manages private lodgings all over the country, which can be offered to refugees in financial difficulty.

Objectif Plein Emploi is coordinating and developing a network of small local NGOs all over the country. These NGOs are to promote social cohesion and services to the local population in the following fields: recycling, gardening, administrative support, home support, services to the disabled, kindergartens and help to reduce social exclusion through employment for long-term unemployed, low-skilled people.

3.6 Recognition of qualifications for the purpose of work

The recognition of diplomas is essential for all foreigners who intend to have a professional career in Luxembourg. The nature of the procedure depends on the educational background and on the where the qualification was granted.

For European Union (EU) citizens, the recognition of qualifications is accepted due to different bilateral agreements signed between Luxembourg and those countries, or due to the European Convention for the equivalence of diplomas. For other Europeans and for non-European nationals, this procedure is conditioned by the cultural or bilateral agreements signed between Luxembourg and their origin country.

It is also important to mention that in Luxembourg, there is a dissimilarity among: *métiers réglementés*⁷ (regulated professions) in which a diploma, a degree, a certificate or professional experience is required; *métiers non réglementés* (non-regulated professions) in which the recognition of a diploma or any other kind of educational background certificate is not available but a registration of merits at the Ministry of Education is required; and *emplois du service publique* (public function professions) in which non-European foreigners are only accepted in exceptional cases and with permission from the responsible authorities.

Nowadays, there are two different kinds of recognition of qualifications that certified in a non-European country:

3.6.1 Ratification of university degree

Ratification of university degrees⁸ is required for some activities and professions (including law, medicine, dentistry, veterinary practise, pharmacy). For each field, there is a range of legislation to regulate how the procedure will be done, what kind of documents the candidate must present and what kind of supplementary education must be done in order to obtain the total recognition of the first diploma.

3.6.2 Registration of university or higher education degrees

Registration of university or higher education degrees is requested to protect professions that are not yet authorised or accepted by the Ministry of Education. The registration is indispensable for professional entitlements and is often obligatory in fields such as accountant expert, financial counsellor, industrial property counsellor, architect and engineering counsellor.

As mentioned above, the nature of the procedure will be defined by the kind of educational background that a person has chosen to practice his or her profession. For this reason, the exemplification of the procedure in two professional fields that are analysed by this project is of significant importance.

3.6.3 Health and Social Care

Considering that the majority of interviewees were nurses, this profession will be taken as an example to analyse the recognition of qualifications. The law of 26 March 1992 covers the practise of some Health Care professions and the grand-ducal provision of 11 December 1973 specifies the requirements for the authorisation for the nursery profession. According to these two bits of legislation, de-

⁷ Law of 18 July 1969.

⁸ Respecting the law of the 18th.

degrees are recognised when the 'ratification of an university degree' is examined by the Minister of Education and by a commission composed by a member of the Ministry of Health and a member of one of the Councils for the health care professions. The recognition of a non-European degree is accepted if the candidate has accomplished the skills demanded by a Luxembourgish or an official European degree of the same level. The candidate will be also asked about his or her previous experience (of at least one year) and besides that a year of complementary training may be required. The right to practice these professions is dependent on ministerial authorisation. All nurses must register in a database (professional register) maintained by the Minister of Health. Only then is the candidate authorised to practice his or her profession in Luxembourg.

3.6.4 **Engineering**

The national authority in charge of recognising qualifications depends on the type of engineering the candidate wants to practise (civil engineering, production engineering, etc.). A considerable number of legal instruments rule the matter.⁹ Documents attesting the candidate's nationality, qualification certificates, diplomas or degrees, a study scheme, a *résumé* and a certificate from the candidate's country that attests previous professional experience can be requested. The Ministry of Education through the 'ratification of an university degree' will examine the engineering skills. A commission composed of a member of the *Institut Supérieur de Technologie* (the University of Luxembourg department of Technology), a member of the Council of Engineers and a member of the Comity of Engineers (Engineers' association), among others, will also evaluate the procedure. The recognition of a non-European degree is accepted if the candidate has accomplished the studies required for a Luxembourgish degree and if previous experience can be proved.

3.7 **Main barriers**

The knowledge of the three official languages (French, German and Luxembourgish) is the first barrier mentioned by the interviewers during the first phase of this project. Although the government pays fully for language courses or any educational language instruction, perfect proficiency in three languages is a great obstacle in accessing the employment market. Some of the first sector companies requests that a candidate can only apply if he or she is fluent in these 3 languages.

The lack of information from the refugee's country of origin can also postpone the integration of refugees in the labour market. Once refugee status is granted, the Luxembourgish authorities will issue a new identity card in which no nationality will be mentioned. The lack of this information has led to misunderstandings in the social and in the professional field while facing interviews for jobs.

In Luxembourg, refugees have access to the mainstream provisions and are taken care of by the social medical centres in the local councils (under the responsibility of the Family Ministry). The administration applies on their behalf for a subsidised employment and social assistance (RMG), and registers them with the National Employment Office (ADEM). After registration at the Employment Office, the Employment Officer is supposed to inform and advise them on the possibilities of training and job vacancies. However, many NGOs criticise the lack of dialogue and awareness of refugees' situation, and the fact that previous qualifications and professional skills are not always taken into account.

A further limitation is that refugees will be issued with a Type A work permit. This is very restrictive, as it is the employer who requests it from the administration and it is renewable only twice (up to three years). The restriction is mentioned in the Geneva Convention, where it is stipulated in the 'restriction section' that Luxembourg is not obliged to apply the best possible rule available for foreigners resident on its territory to refugees.

⁹ Including the following: the Law of 28 December 1988, the Law of 15 September 1989, the Law of 13 December 1989, the Law of 11 August 1996 and the Law of 28 December 1988.

Recognition of qualifications is also a barrier. Due to the lack of an integrated university system inside the country, a lot of 'third countries' diplomas (non-EU) are recognised under certain conditions based on bilateral agreements between Luxembourg and the countries of origin.

4 Labour needs in specific sectors

4.1 The skills shortages and labour needs in one or more of the sectors

The decline of industry and the development of the services sector have similar effects on the figures of employment. The increase in the number of people in the tertiary sector (+3.5% per year)¹⁰ exemplifies a favourable evolution of the productivity of this sector. Since the middle of the 1980s, 68,200¹¹ new jobs were created, meaning an average increase of 5,000 jobs per year.

In numerous cases, the available workforce in Luxembourg was not enough to fill these new jobs, be it in terms of absolute numbers or skill levels. This is why the non-resident employees in Luxembourg, the cross-borderers, working in the Grand Duchy, had an increasingly important role in the economy of the country.

The Luxembourgish labour market is thus marked by a high number of foreign nationals in the workforce, currently more than 50%.¹² The increase in available positions led to a six-fold increase in the number of cross-borderers between 1980 and 1998.¹³ Civil servants and employees of international institutions established in Luxembourg are not included in these figures.

Among the three economy sectors, it is possible to note that the industrial workforce is increasing again and approaches the level of 1980. In construction, in particular the increase is perceptible, although the processing industry is still in decline. Due to the increasing importance of services, the share of industry, as a whole, still decreases. The workforce in the services sector expanded from 89,000 in 1985 to more than 162,000 in 1997 (82% growth).¹⁴

A turning point came in 2001. A majority of the monthly juncture indicators in Luxembourg foresaw the slowing down of the economy, even though at the beginning of the year, they were at a high level. This slowing down of the economy has not stopped the process of net job creation, but it has nevertheless affected, with some delay, the expansive evolution of employment. As a semester average, the growth rate has dropped to 4%¹⁵ for the first semester.

Luxembourg's situation is exceptional. In a context of strong and persistent employment growth, unemployment has been very low compared to the European average for a long time. Nevertheless, the present downturn signals an increase in unemployment rates, from an average level of 2.6% in 2000 and 2001 to 3.3% in 2002.¹⁶ In order to combat structural unemployment, measures to restore the labour market and training measures are being put into practice.

4.2 Unemployment benefits

Although the unemployment rate in Luxembourg is one of the lowest in Europe, it is necessary to say that no private or public policy was taken to increase job offers. In order to help those who are still seeking for a job, the Luxembourgish government presented more benefits and social assistance to respond, alternatively, to these labours needs.

Unemployment is a risk covered by the social security system, even if unemployment insurance proper does not exist, given that the system is financed by taxation and not by social security contributions. Its financing has three sources: a 'solidarity' tax based on the income (2.5%), a contribution by the municipalities (4%), and a social contribution (additional excise duty taken on oils and fuels).

¹⁰ STATEC (Table 3 – Page 14)

¹¹ European Employment Observatory (2000)

¹² Actually 61% in 1999, according to the European Employment Observatory (2000)

¹³ European Employment Observatory (2000)

¹⁴ European Employment Observatory (2000)

¹⁵ STATEC (May 2002) 'Luxembourg Economy in 2001 and recent economic developments – Note de Conjoncture n.1-2002'

¹⁶ STATEC (September 2003) 'Note de Conjoncture n. 2-2003'

4.2.1 *Full unemployment benefits*

The right to receive full unemployment benefits is subject to several conditions, one of which is relative to the time spent working, which affects the qualifying period. It is subdivided between three categories:

- For employees occupied full-time or part-time at least 20 hours per week, the qualifying condition to receive full unemployment benefits is an occupation period of at least 26 weeks during a reference period of 12 months preceding the day of registration as unemployed.
- For employees occupied part-time between 16 and 19 hours per week, the qualifying condition is an occupation period of at least 52 weeks during a reference period of 12 months.
- For employees occupied part-time with less than 16 hours by week, no full unemployment benefits are due in the event of a job loss.

The maximum duration for unemployment benefits is fixed at 365 days for a reference period of 24 months. It is prolonged by six to 12 months for unemployed aged 50 years or older.

Training periods or community work are treated the same as qualifying periods. They enable applicants to prolong the period of unemployment benefits.

After twelve months of unemployment, the work applicant is placed in a redeployment scheme for another twelve months. This period is taken into account as qualifying period entitling the applicant to receive full unemployment benefits. This scheme is meant to reduce long-term unemployment and to avoid the unemployed becoming marginalised when the right to unemployment benefits expires.

The amount of the unemployment allowance is 80% of the gross salary and 85% for unemployed with one or more dependant children.

4.2.2 *Short-time working*

Short-time working benefits pay compensatory allowances to employees whose working time has been reduced. The allowance amounts to 80% of the gross hourly wage but may not exceed 2.5 times the minimum wage. The first 8 hours fraction of each month is not compensated. Short-time working benefits may be allocated in three cases:

4.2.2.1 *Involuntary unemployment due to bad weather*

Involuntary unemployment due to bad weather concerns the employees and apprentices of the construction and civil engineering sectors and related small business sectors whose normal activity takes place on construction sites. The remuneration lost due to bad weather is compensated by the granting of a compensatory allowance.

4.2.2.2 *Accidental or technical involuntary unemployment*

Accidental or technical involuntary unemployment relates to situations of partial or total interruption of a company's activities due to disasters or unexpected circumstances. A subsidy is allocated to the employer who maintains the work contracts and pays a compensatory allowance to the employees for the undergone losses of remuneration due to the reduced normal working time.

4.2.2.3 *Short-time working due to changing economic circumstances*

Short-time working under this heading concerns the companies of economic activity sectors, which undergo a recession due to economic fluctuations.

4.2.3 *Part-time work for persons aged 50 years+*

In the framework of measures introduced to combat unemployment, the National Action Plan for employment supports the transition to part-time of employees aged 50 years or more. For a maximum duration of seven years, the National Employment Fund takes over the payment of the employer's part

of social security contributions for the employees of 50 or over who, in agreement with their employer, change from full-time to part-time work. In return, the employer must hire an unemployed person, registered at the Office for Unemployment Benefits, on a short-time work contract of at least 18 months. The Employment Fund also takes over the employer's part of the social security contributions for the latter.

When this job seeker is employed on either indeterminate or full-time contract or if the person is of a gender under-represented in the concerned sector or profession, the Employment Fund also takes over the employee's part of social security contributions.

4.3 Shortages and skills

4.3.1 IT skills

Information technology (IT) indicates the techniques of data processing. Professionals can find job opportunities in the IT field at several levels:

- *Exploitation* – Operation and maintenance of the computer's electronic sets, which are usually assumed by operators.
- *Application* – Concerning programming.
- *Design* – This can be done by analysts, engineers and IT professionals.
- *Research* – The search for new systems of application.
- *Technical-commercial* – Sale and after-sales carried out exclusively by specialists in IT field.

Employers expect particular qualities from these specialists, such as a thorough training in mathematics and in electronics (for researchers); a spirit of methodical and logical analysis; mathematical and technical training and special knowledge in the field that it must analyse. Companies also expect candidates be dynamic, logical, precise and to have the spirit of synthesis.

The labour market for IT in Luxembourg offers possibilities in the public (ministries, public administrations) and private (banks, insurances, commercial and industrial companies) sectors. However, it should be noted that candidates in the public field must be fluent in Luxembourgish and sometimes must also have Luxembourgish nationality.

4.3.2 Engineering skills

Engineering professionals must have acquired the knowledge to conceive, prepare, organise or direct, according to their function and speciality all or part of a company's work. Although they will always specialise, engineers must have the general knowledge to quickly engage with current manufacturing issues, to keep up with research and to know how their discipline fits with market shifts. Engineering is characterised by its extreme variety. Specialists in Luxembourg must have the knowledge of the diversity of sciences used (mathematics, physics, mechanics, chemistry, etc.) and master the diversity of the exerted functions.

Engineers can find job offers in Luxembourg at the industrial research laboratories; in the preparation and management of services; in research services, where projects are executed and where the prototypes of manufacture are constructed; in the manufacturing service; in the supervision of manufactured products; in the maintenance of materials; and in the running of a company.

Engineers are expected to have a solid scientific background but also the capacity to establish a bond between scientific knowledge and the technical applications. Professionals must also be able to insert their action in the complex wheels of the modern economy and to locate the technical applications compared to the needs of the market. Finally, it is also desirable that experts put their skills at the service of humanity and become conscious of the repercussions of their decisions and their technical acts in the social and ecological aspects.

The labour market for engineering in Luxembourg offers possibilities in the public sector (for example, engineering departments or inspection, public administration or academic), the private sector (for

example, industrial companies) and the independent sector (as a consulting engineer). Additional knowledge in company economics and IT can increase recruitment possibilities. However, as mentioned in the IT career, it is necessary to notify that candidates who are interested in the public field must be fluent in Luxembourgish and sometimes must also have the Luxembourgish nationality, which reduces this field to the national citizens.

4.3.3 *Nursing skills*

In Luxembourg 97% of inhabitants¹⁷ are covered by mandatory health insurance to which the state contributes. Most nurses work in the hospital sector. The reimbursement rates for self-employed nurses are low, discouraging this sector of the profession.

The fields of activities of nurses are set out in grand-ducal regulations. However the only specialised nurses with very exclusive reserved fields of activity are midwives and anaesthetists (*infirmier en anesthésie et reanimation*). Essentially in the latter case the law allows a doctor to oversee multiple anaesthetic applications, which are surveyed by these nurse specialists. Other nurses cannot substitute in this situation. Equally only a midwife can oversee a birth. All nurses can work with children or in psychiatric cases, with only certain very specific acts reserved.

Other nursing specialists do not have such specific and exclusive reserved areas of activity, but the employment market favours them in appropriate situations.

Nurses with a university degree (*infirmier gradués*) have no reserved areas of activity. An earlier regulation had reserved them some areas of activity,¹⁸ but their specific functions relate to teaching and management roles.

Nurses can especially find work offered in the various departments of the Ministry for Health, the Red Cross, the medical services at in schools, at Luxembourgish hospitals, in old peoples' homes (geriatrics) and in municipality administration.

¹⁷ Figures from the Ministry of Health Register, 1999.

¹⁸ Law of 11 January 1995

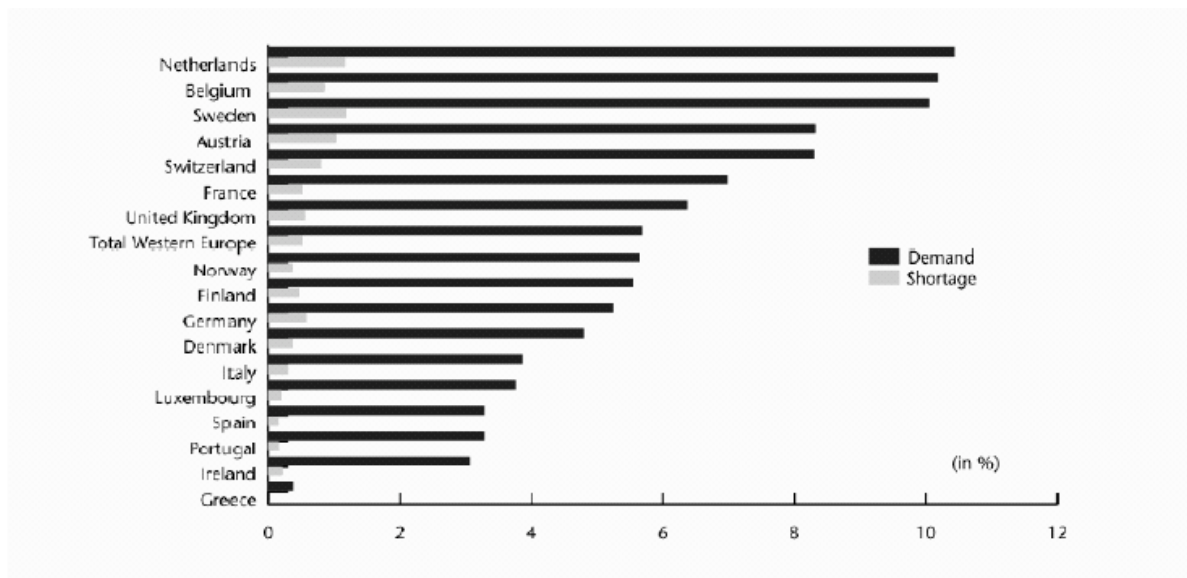
Table 3: Trends in salaried job creation

Sector	Data drawn from the national accounts ¹				Data drawn from Social Security records				
	Nace	Perspective			Trend during year			Inter-annual trend	
		1985-2002	1985-2002	2002	Jan. 03	Feb. 03	Variation	Feb. 01 - Feb. 02	Feb. 02 - Feb. 03
		Average annual variations			Number of people				
		in %	Persons						
Unclassified	Undefined	860	957	97	-995	568
Agriculture, viticulture, forestry, fishing	01-05	0.4	4	1 046	1 204	1 220	16	3	-1
Mining Et quarrying	10-14	-1.1	-4	291	322	322	0	4	7
Manufacturing industries	15-37	-0.3	-119	33 526	34 368	34 403	35	132	-328
Electricity, gas and water supply	40-41	1.1	16	1 572	1 002	1 004	2	17	23
Construction	45	4.4	831	27 100	29 152	29 106	-46	1 291	680
Trade, repair	50-52	2.7	753	35 412	35 900	35 911	11	1 356	404
Hotels and restaurants	55	3.7	291	10 763	11 315	11 352	37	608	335
Transport and communications	60-64	4.6	722	23 086	23 739	23 884	145	1 021	722
Financial brokerage and insurance	65-67	6.6	1 285	33 056	33 722	33 618	-104	1 699	-310
Real estate, leasing and services to business	70-74	10.8	2 081	42 810	36 794	37 085	291	2 661	1 044
Public administration	75	1.8	226	14 809	33 170	33 235	65	1 616	433
Education	80	3.1	299	12 655	1 405	1 428	23	66	154
Health and social work	85	5.5	579	16 480	16 215	16 295	80	1 059	1 070
Community, social and personal service activities	90-93	4.7	304	9 523	7 584	7 595	11	529	445
Domestic services	95	2.9	147	6 567	3 517	3 607	90	114	150
Extra-territorial activities	99	370	375	5	-105	21
Whole economy	01-99	3.8	7 415	268 756	270 639	271 397	758	11 076	5 417

Source: Inspection Générale de la Sécurité Sociale (IGSS), STATEC (national accounts).

One can see in Table 3 job creation by sector. Note that last year there was an increase of 5.5% in health and social work, and of 4.4% in construction (where engineers can also develop a successful career).

Figure 1: Demand for and shortages of IT skills as a percentage of total employment (1999)



Source: WFO calculations using IDC (2000); European Commission (2001).

In relative terms, the IT skill shortages are highest in those countries where IT also has the highest weight in total employment. In the Netherlands, the shortage of skilled IT personnel amounts to 1.2%

of total employment; it is followed by Sweden, Austria and Belgium. At the opposite end of the range is Greece, where supply and demand is balanced.

5 Results of the interviews conducted in Luxembourg

5.1 Qualitative analysis

See Appendix for quantitative data about the interviews.

5.1.1 *Pathways to employment*

5.1.1.1 **Refugees' own perception of the match between their current job and the skills and abilities acquired in their country of origin**

According to the interviews, refugees' current jobs in Luxembourg generally matched with skills and abilities acquired in their countries of origin. All the participants were highly educated and had some kind of work experience or training from their home country.

The interviewees use their skills and abilities in the health and social, and engineering sectors. Those who found jobs in their own fields, had also undertaken practical training or done voluntary work in Luxembourg. They argued that this was important in order to overcome cultural differences and practices in the working environment. It was also relevant for them due to the waiting period for their legal status and recognition procedures.

The interviewees expressed their difficulties in adapting into the working environment in Luxembourg even if they had similar work experiences in the country of origin. One said: *'...No real problem concerning the social adaptation. However, it was difficult to follow technological developments after such a long time without being able to work.'*

5.1.1.2 **The overall relation between refugees' educational and work background and their current employment**

There is a relationship between refugees' work background and their current job. Only two participants are not doing work that relates to their educational background, because of the non-recognition of their degrees. Potential employers generally considered work experience acquired in the country of origin as well as that in Luxembourg, according to the refugees. However, this cannot be taken for granted, as one refugee stated: *'It is hard to work out whether the difficulty finding a job after obtaining the status is due to work experience or the lack of it, because it is not expressed during the job interviews'*. Moreover, whether their educational background was recognised by the government had an impact on current employment. That is, the refugees obtained a working contract in Luxembourg through voluntary or training work related to their education or additional studies after their degrees or certificates recognition.

5.1.1.3 **The impact of recognition procedures on finding employment**

Due to differences in educational systems, additional studies were required in some cases. One refugee had none of his diplomas in law recognised and cannot practise as a lawyer as he was not educated in Europe. In another case, a woman's degree wasn't recognised as the profession wasn't listed in the book of titles.

The waiting period for recognition (including the supplementary training and courses required for full recognition of a qualification) was considered to have an impact on finding employment. It was felt that it increased anxiety and decreased self-motivation. Also the long time the recognition procedure takes means that refugees' knowledge can become outdated, especially in rapidly changing fields, like engineering.

Problems obtaining original certificates from their countries of origin resulted in the non-recognition of some refugees' qualifications. Another interviewee did not have all his certificates recognised as he was said to be overqualified due to the non-European basis of his specific course.

5.1.1.4 Pathways to employment and identification of the three most common factors that helped refugees find suitable employment

The main factors in success were said to be additional studies (namely language courses offered) and practical training. In order to find employment, particularly in the health and social sector, a candidate needs to be fluent in the three official languages and therefore, free classes are funded by the government.

Personal motivation and determination were important to overcome all kinds of barriers to integration in the social and working environment for all the interviewees. Those who did voluntary work had the possibility of obtaining a contract with the respective institutions. The employment administration was not seen as helpful in finding a job or in informing about the labour market or opportunities, it did include the refugees in their system and for some cases NGOs completed the governmental administrations.

5.1.1.5 Barriers and steps that refugees have taken to overcome them

It was assumed by all interviewees that the main barrier was the need to be fluent in the three main spoken languages, which are compulsory in order to find employment in their sectors. As mentioned above, free classes were offered and one can now observe that all the interviewees are fluent in at least four languages.

Due to lack of help in finding information about the labour market and the requirements of applying for a job, the refugees stated that personal motivation and determination were needed in order to apply for jobs and mainly to prove their abilities and skills, which were not always recognised by the potential employers.

Moreover, NGOs were said to be helpful in order to obtain all kinds of information needed and also for their integration.

5.1.1.6 The impact of independent variables on the job seeking procedure

Independent variables such as age, gender and legal status had an impact on the job seeking procedure.

For some refugees, difficulties in finding a job were also related to the long waiting period for their refugee status and recognition of their diplomas. This delay itself increased the impact of age.

Especially in sectors such as engineering, highly qualified female refugees argued that their gender could make it more difficult to find employment.

It was also felt that difficulties in finding a job in Luxembourg, or Europe in general, come mainly from employers not trusting non-EU citizens to do jobs. This tendency is easily observed with economic immigrants who have chosen Luxembourg as a new host country.

Moreover, due to family responsibilities some refugees did not have the opportunity to follow additional courses or do voluntary work. In order to overcome financial barriers, some refugees had to simply find a job, whether it matched their qualifications or not.

5.1.2 Case studies (success stories)

5.1.2.1 Engineering sector

Ms A was born in 1962 in Bosnia-Herzegovina and has the Bosnian nationality. She arrived in Luxembourg in 1992 and obtained the humanitarian status. She already spoke Bosnian, English, Russian, but added German, Luxembourgish and French due to courses she took at the Luxembourgish Language Centre for eleven years (with certificates). In her country of origin, after the general high school in 1981, she started a Civil Engineering course at Sarajevo University and achieved her degree in 1987. Meanwhile, she also followed piano school for ten years.

She worked as an engineering inspector in the Ministry of Housing for three years until the Bosnian war forced her to stop. She always had a second job as a singer while studying and working.

The Ministry of Education in Luxembourg accepted the equivalence of the diploma. However, she only managed to find an internship training as an engineer for a couple of months in 2002, that is, *after 10 years of residence*. The training employer offered her a position and since then she has been working in a research office as an engineer.

She kept up her involvement with the music sector, while looking for a job and today still sings at national festivals. She is quite known in Luxembourg for her talent and for presenting the music of her country with another artist.

For Ms A, the difficulties experienced were certainly the need to learn three languages, difficulty getting work experience and lack of knowledge of the labour market and its opportunities. She explained that, apart from difficulty learning the languages, previous and recent experience were always required for a post. She complained how difficult it was to convince employers that, due to the asylum procedure, she had not been able to work and therefore she had no recent experience to present.

Also, she was not well informed about how to proceed or how to apply for a job and in the other hand she had financial difficulties.

The main initiatives to overcome the barriers were said to be the free language courses and the additional studies or practical training offered by the government. She states that job opportunities became more evident after she had language skills and her internship experience. As important were personal motivation and determination to look for jobs.

5.1.2.2 Education and Social Sector

Mr B was born in 1965 in Rwanda, central Africa. Arriving in Luxembourg in 1994, he obtained refugee status in 1998. His knowledge of languages is considerable as he is fluent in Rwandan, Swahili, French, English, Luxembourgish and German.

He is highly educated with a three-year Bachelor's degree and two year's post-graduate work in educational sciences pursued in Rwanda (1985-90). His qualifications were partly recognised although he was seen as an overqualified professional (as his long experience did not meet Luxembourgish standards). This was due to the *non-European basis of his specific course*. He did another three years of a non-academic course in Systemic Family Therapy (Psychology) in Luxembourg while following the Luxembourgish and German languages courses required.

He worked for three years as a counsellor in youth professional integration in Rwanda and had to leave the country due to the genocide. Within three years he had done practical training in Luxembourg and also worked voluntarily in the education sector (including work in schools or in youth career centres). Since 1998, he has been working as a counsellor and teacher in a youth training centre where he started as a volunteer. He states that he feels lucky now because he likes his work and the social environment and does not feel prejudice from his workmates.

The necessity of fluency in the three languages (French, German and Luxembourgish) was the biggest barrier for him. Also, he had financial difficulties before finding a job and was lacked information from the official employment service concerning the labour market in general. Cultural differences in his working and social environment were also a barrier for him at first.

Again, language courses and additional studies were the best initiatives to overcome the barriers. Followed by the voluntary work due to personal interest and determination.

5.1.2.3 Nursing and Health section

Ms C was born in 1953 in Rwanda and arrived to Luxembourg in 1996. She received refugee status a year later and has now the Luxembourgish citizenship. She is fluent in Rwandan, French and English but also speaks Luxembourgish and German, languages learned in Luxembourg. She completed high school in 1969 and went for a non-academic course in first aid (leading to a certificate). She obtained in 1973 an academic degree in nursing from the University of Butare (Rwanda). Both the certificate and diploma were recognised by the Luxembourg government, which is quite exceptional.

In Luxembourg she did computer and language courses (German and Luxembourgish) for three years from 1997 to 2000.

In terms of employment, she followed practical training in nursing for two years in Rwanda in the early seventies. She worked five years as a nurse at the university clinic of Butare. Then, in 1978, she moved to another hospital in Kigali, for family reasons, and worked there for seven years as a nurse. In 1985 she moved to working in the social security department, still as a nurse, where she stayed for nine years. She had to quit this post due to the war in Rwanda and from 1994 till 1996 she worked as a nurse in a refugee camp in Zaire. It was from here she fled to seek asylum in Luxembourg.

In Luxembourg, after obtaining refugee status she found a training opportunity of a year (1998-1999) as a paediatrics nurse in a Luxembourgish hospital. Since April 1999, she has been working in an old people's home in her profession.

According to her, she encountered many difficulties firstly related to diploma recognition and lack of knowledge of both the required languages and the labour market. She had no documents before the final decision of her asylum demand and she could only apply for her diploma recognition after getting refugee status and therefore had to wait 18 months to receive her documents. She needed to be fluent in the three languages to be able to work in a Luxembourgish hospital.

The national employment service enrolled her in its system but the most important offers were due to her personal initiative. She emphasises that most of the enterprises in Luxembourg do not accept foreigners with a non-European degree. Social integration was also said to be an important barrier.

The most important initiatives to overcome the difficulties, according to Ms C, were language courses, additional training and specially her personal motivation and determination because she had no help in finding job proposals.

5.1.2.4 Law

Mr D was born in Ethiopia in 1962. He asked for political asylum in Luxembourg in 1999 and obtained refugee status in 2001.

He is fluent in Amharic (his mother tongue), English and Russian but also speaks and is still following courses in French and Luxembourgish.

He has a long education history, which started in Ethiopia with his general high school diploma and then two years (1981-83) of higher education to become a high school teacher. He started working as a teacher then, but after three years decided to continue his higher education.

Therefore, in 1986 he went to the USSR to study and took a degree, masters and PhD in law within ten years. While he was doing his last degree (1994) he also did internship training in a Russian prison for six months.

The same year he finished his degree (1996), he went back to Ethiopia and found a job as a lawyer there, but had to leave the country for political reasons.

The Luxembourgish government did not give equivalence to any of his degrees, (bachelor, masters and PhD) to be able to work as a lawyer. Therefore, he started an IT and law course in 2001 in the Chamber of Commerce in Luxembourg and has already obtained four certificates in different subjects. Moreover, he has been taking intensive language courses since 1999.

Since 2002, he has worked in an association where he started as an intern, having changed to the social sector. He is now helping to co-ordinate a project called EQUAL that deals with asylum seekers' integration in the country and also deals with their legal issues.

It is obvious that the main barrier in finding a job according to his education was the non-recognition of his qualifications. However, for any other jobs, not knowing the three languages was still a barrier for him. The cultural differences and mentalities were also an important barrier. He says he cannot call discrimination and prejudice barriers, since they are expressed in so many different forms, not always evident, that it is impossible to tell when they are a factor.

According to him, personal initiative is the most important factor in successfully finding a job. The language classes are still very important for his current and any future career moves. He feels he can face any future barriers because of the presence of his family, that he managed to bring to Luxembourg after three years of loneliness.

5.2 Summary of the analysis of the interviews

It was extremely difficult to find refugees who were suitable for the project, regarding their present occupation. Although we had a lot of information sources (even from governmental and public institutions), it has not been easy to select candidates whose qualifications fit in the profile. It was also hard to convince the candidates to give us an interview. A significant number of candidates gave up in the end because they were afraid of the 'possible' consequences of a recorded interview. Others decided not to rely on the certainty of the confidentiality.

Some potential candidates who refused to give us an interview excused themselves by saying that a lot of other research has been already done in the last years but no practical consequence or aim has been applied.

This attitude reflects the 'traits' of the Luxembourgish society, which usually tends to respect a citizen's claim to privacy. Moreover, due to the small size of the country, 'control and balance' are much more easily applied by the public authorities. In fact, the potential candidates who have chosen not to contribute to the project are very frightened to receive any kind of 'repression' from the government.

To recap, one can observe that the majority of the refugees interviewed do use their skills and abilities acquired in their home country professionally. However, their paths were full of hard-to-face barriers and fundamentally time and determination made them achieve their professional and social goals.

Due to the low rate of unemployment in Luxembourg (3%), refugees have considerable difficulty in obtaining jobs reflecting their qualifications.

Moreover, 38% of the population is foreign and a high percentage of the economically active population is composed of the 'cross-borders'.¹⁹ Therefore, one can argue that refugees are third in the queue for employment behind Luxembourgish applicants, foreign applicants with European qualifications and non-resident foreign applicants with European qualifications.

¹⁹ STATEC, 2003

6 Conclusions and Recommendations

6.1 Conclusions

The present report shows the extensive educational and professional background that refugees have built up before their exile. It also highlights the long and difficult pathway that they have to go down in order to achieve their lives' goals in Luxembourg.

Based on the analysis of the interviews, most refugees are partly or almost fully satisfied with how their skills, knowledge and abilities are reflected in their current jobs. They showed difficulties in adapting to job tasks and updating technology related to their professions, due to the long waiting period to obtain their status and recognition of qualifications. The waiting period lead to a considerable increase in anxiety and decrease in self-motivation.

The main barriers to focus on are the languages required in order to find a suitable job and the non-existence of integration policies specifically for refugees.

Additional studies, free language classes or practical training were perceived as good methods of overcoming difficulties. However, the main successful factors to overcome the barriers in order to find a 'good' job was said to be personal motivation (for instance, in doing voluntary work) and determination, both of which were present in all interviewed refugees.

As mention above in the report, there is a governmental structure for social and professional services in seeking employment. However, it is not specifically for refugees, though these should be considered as equally important. It should be mentioned that refugees see NGOs as being very useful and helpful, as they offer orientation, information and legal assistance.

Another considerable barrier for refugees who want to further their academic development, specific to Luxembourg, is the fact that there is no university where they could complete their courses. Also, no free mobility is applied and access to other European Universities is particularly hard for a refugees.

One can suggest that, there is preference for European diplomas in Luxembourg as it is in Europe. According to the mixed population in Luxembourg, which is composed by national citizens, foreign residents and 'cross-borders', refugees are far behind in the queue for employment.

Finally, one needs to take into consideration the difficulties in recruiting participants while conducting the research. A low response rate was observed and this might have biased the better understanding of the general refugee perception of factors that contributed to their integration in Luxembourg. Also worth considering is the fact that only two men were interviewed for this study and, as was mentioned, gender can also be seen as a barrier in the participants' point of view.

6.2 Recommendations

6.2.1 *Refugees' recommendations*

According to the refugees, the most important recommendations were:

- *Labour market assistance* – During the asylum procedure they had all the support they needed. However, after their status recognition they lacked assistance and aid. They suggested more individual help from the governmental institutions and clearer information about the labour market.
- *Fewer language requirements* – Languages were the main issue and they suggested that employment application requirements should be less strict with the need of the fluency in the three official languages.
- *Challenge discrimination* – Finally, they were also concerned about indirect racism experienced and they recommended efforts to increase awareness among employers of refugees' skills and experiences and so create more job opportunities.

6.2.2 *Research Recommendations*

Firstly, the most significant point is the necessity of the fluency in three languages. As mentioned before, the three official languages usually make the fast integration of refugees more difficult. We recommend that the language requirements in applying for jobs are reduced. French is the accepted administrative language and it is said to be easier to learn than other, German based, languages.

Furthermore, ADEM policies should be directed at providing better explanations to the refugees and a better overview of the labour market to those who are not used to the Luxembourgish system. It should try to focus on previous qualifications to redirect candidates to proper job possibilities.

A specific refugee office would help solve to social and employment issues. The *Comité des Réfugiés* is not a governmental administration, only an advisory group for those who are in need.

The Ministry of Labour should conduct a campaign to make employers more sensitive to refugees needs and abilities, in order to integrate non-European candidates by enhancing a positive image and a multi-cultural professional experience and exchange. Future studies in Luxembourgish to prevent possible misunderstandings and to develop measures on the acceptability of non-European degrees should be extended.

In addition, the Ministry of Education should increase bilateral educational agreements with other non-European countries in order to facilitate the recognition of qualifications. The public authorities should also develop a more flexible analysis of diplomas and better adaptation of previous degrees into the national system.

The University of Luxembourg needs to be fully implemented. The legal basis and administrative structure are already conceived; offers should be put out to professors and other institutional professionals and to refresh the willing of a new scientific group in this mixed society. An increase in the training possibilities for refugees would be also a practical solution to the fast professional insertion.

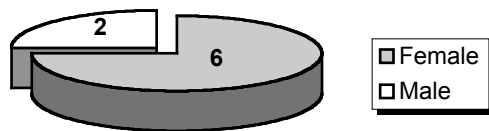
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- Service Central de Legislation – Luxembourg (2002)*, 'Les Recueils de Legislation – Place Financière de Luxembourg'
- STATEC (May 2002)*, 'Luxembourg Economy in 2001 and recent economic developments – Note de Conjoncture n.1-2002'
- STATEC (March 2003)*, 'Portrait économique et social du Luxembourg'
- STATEC (June 2003)*, 'Note de Conjoncture n.2-2003 – La situation économique au Luxembourg – Evolution récente et prévisions'

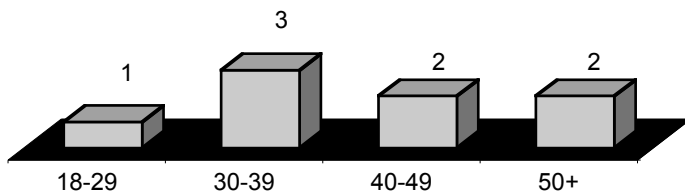
8 Appendix: quantitative data

The eight interviewees had the following characteristics:

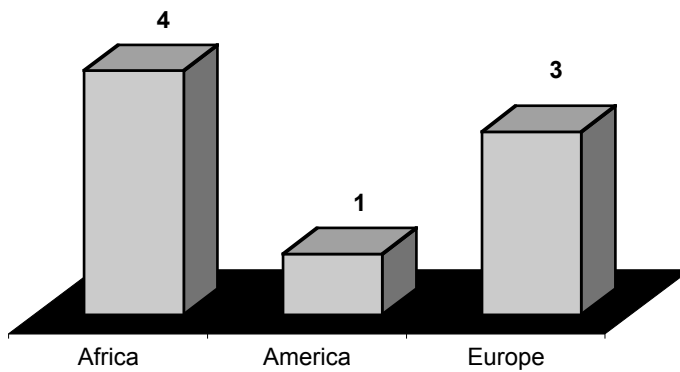
1a Gender



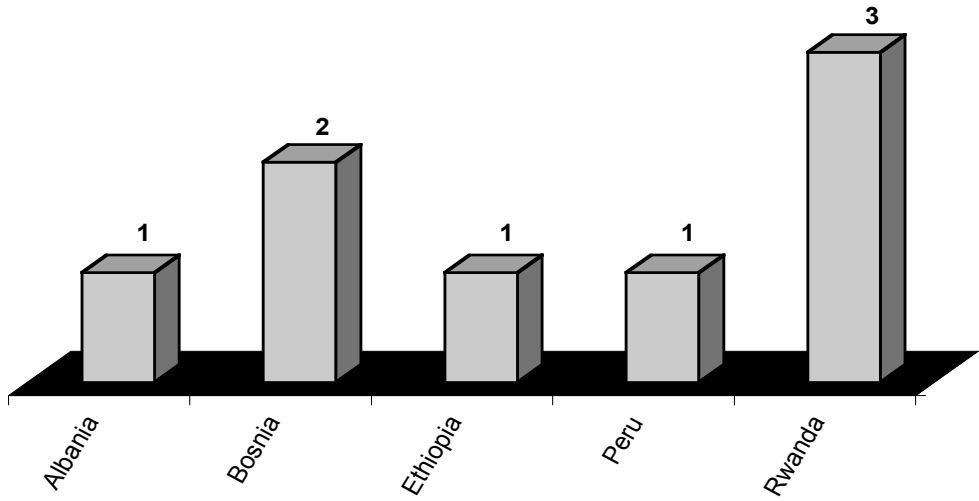
1b Age



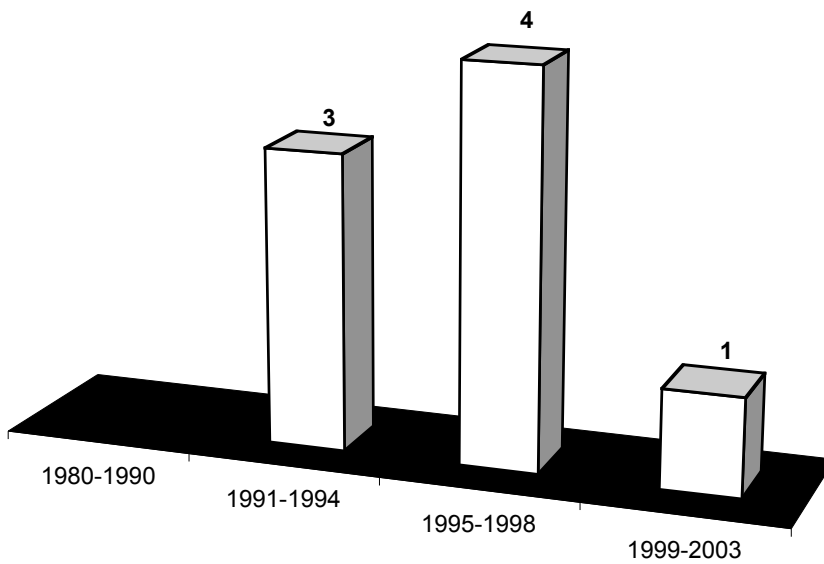
1c Region of origin



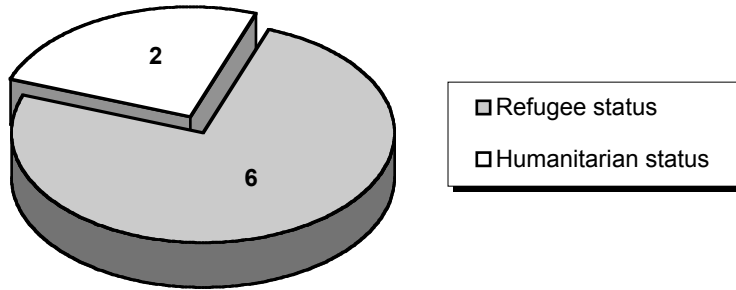
ld **Country of origin**



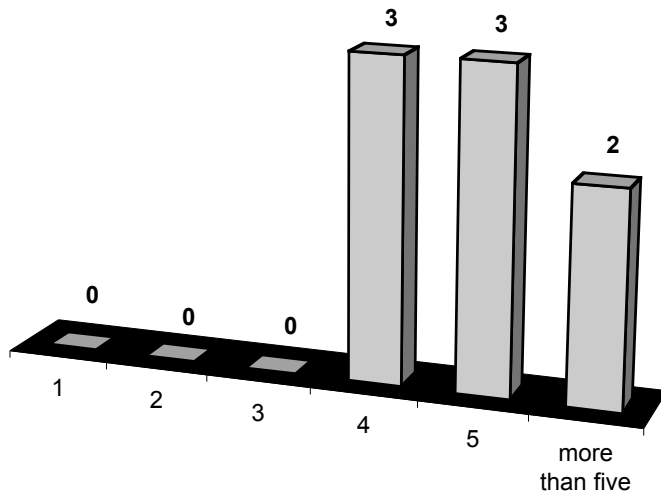
le **Date of arrival in Luxembourg**



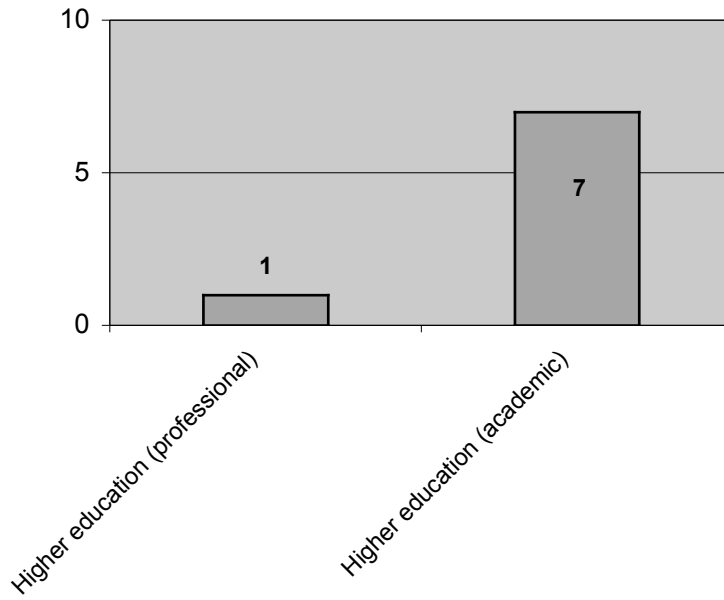
If **Status**



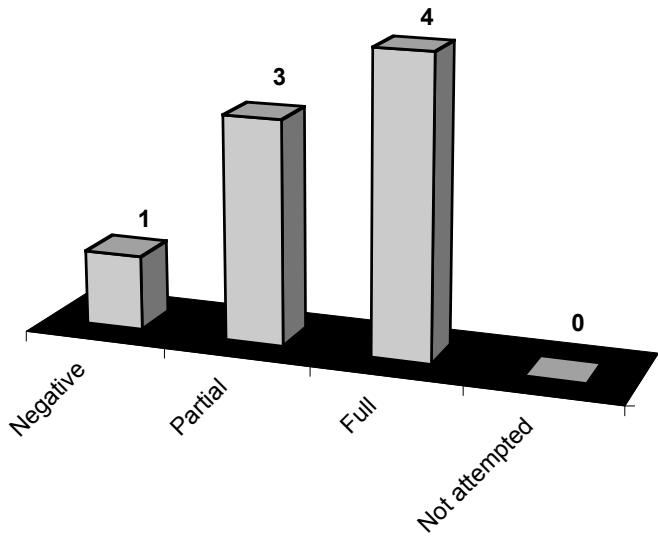
2 **Knowledge of languages (including mother tongue)**



3a Highest level of education before arrival in Luxembourg



3b Diploma/equivalence recognition in EU country



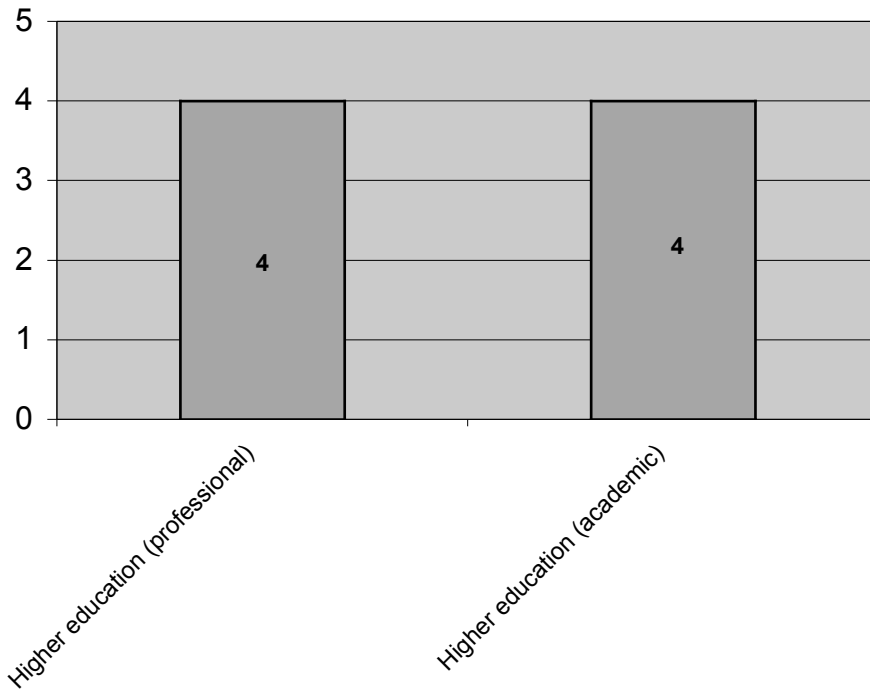
3c **Average length of recognition procedure per sector**

Health & Social care: 3-6 months

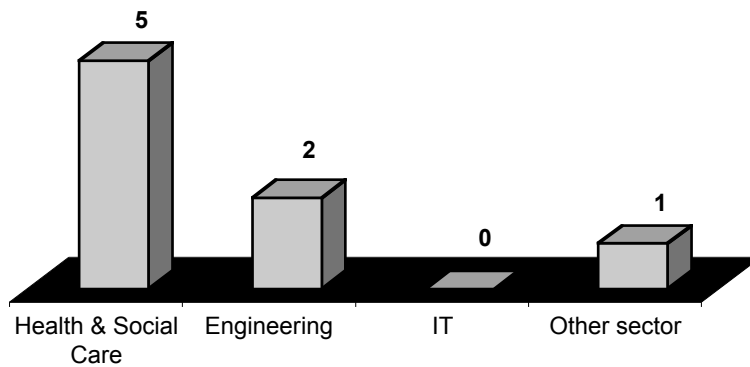
Engineering 3-6 months

IT –

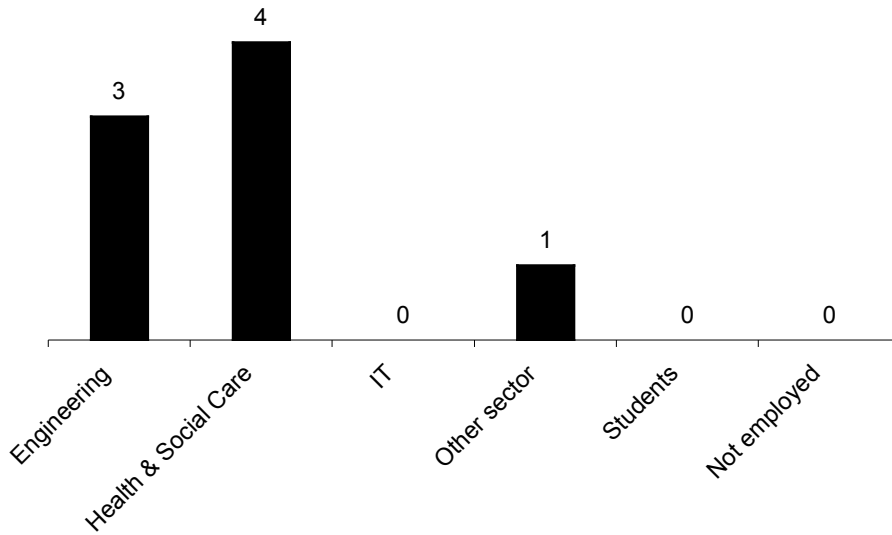
3d **Highest level of education in Luxembourg**



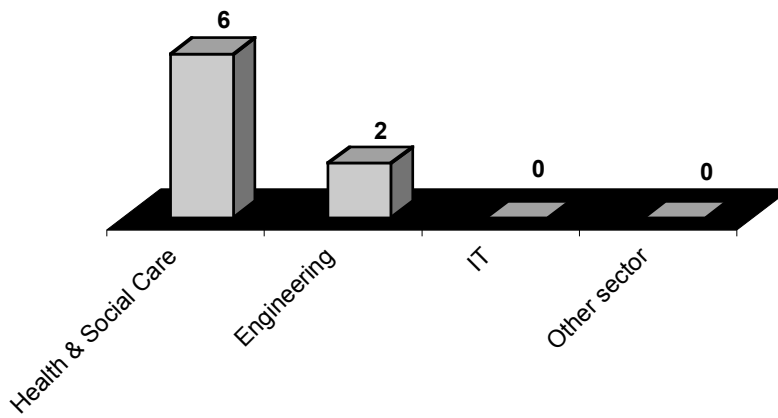
4a **Number of refugees who followed practical training before arrival in EU (per sector)**



4b Number of refugees employed before arrival in Luxembourg (per sector)

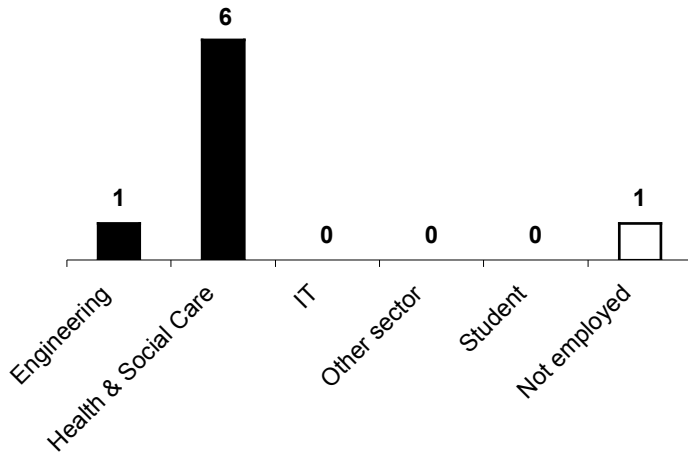


4c Number of refugees who followed practical training in Luxembourg (per sector)



(Total people: 8)

4d Number of refugees employed in Luxembourg (per sector)



5 To what extent do refugees' current jobs reflect the level of their skills, abilities and knowledge acquired before arrival in Luxembourg (per sector)

