

## CAPACITY BUILDING FOR MIGRATION MANAGEMENT

# Support for the Moldovan Call Centre for Migrants

 Project completed

## About the Project

This project aimed at enhancing the Call Centre for Migrants under the Moldova Bureau of Migration and Asylum by assessing its functioning and providing recommendations in order to improve and consolidate the operational capacities of the Call Centre's staff, tools and infrastructure overall.



### Partners

This MPF project was implemented by the University of Minho – Uminho, in coordination with SEF — Serviço de Estrangeiros e Fronteiras of Portugal in collaboration with the Bureau for Migration and Asylum (BMA) of the Republic of Moldova.



### Countries

Portugal and Republic of Moldova



### Time frame

**April 2018 - January 2019** (9 months)



### Budget

**EUR 180,293.33** (94.95% from AMIF)

## Activities



### Assessment of the Call Centre for Migrants

An extensive mapping exercise of the existing Call Center for Migrants under the BMA was conducted by the University of Minho (Portugal) to map the institutional/procedural framework and operational needs, including IT, human resources, and communication techniques. This was done in order to frame the Call Centre in terms that are consistent with its role as a communication channel for the public and to facilitate access to information on various migration and asylum related matters.



*Project closure event in Moldova (November 2018)*



### Training of Bureau of Migration and Asylum officials

Through an e-learning platform comprising modules on four topics (International Legal Standards on Migration; Moldovan Legal Framework on Migration, Citizenship and Fundamental Rights; Conflict Management and Counselling Skill; Stress, Burnout and Coping Skills) fifteen BMA staff members were trained and acquired new skills relevant to their work at the Centre. Moreover, BMA staff members were introduced to distance learning tools and to the benefits of such tools for future in-house training activities.



## Improvement of the Call Centre's operational capacities

Under this component, the BMA was provided with a bespoke software system which incorporates a Content Management System (CMS), modelled after a Frequently Asked Questions (FAQ) template with the option of search by category or word. The new system was designed to make the daily tasks easier and the performance of BMA staff more efficient. Additionally, the BMA was provided with recommendations and support in order to improve BMA overall IT system and the website in particular.



Project closure event in Moldova (November 2018)

Implemented by



Universidade do Minho

## The Migration Partnership Facility



This project was awarded and contracted in the framework of the Migration Partnership Facility (MPF), an EU-funded initiative implemented by ICMPD to support the external dimension of the EU migration policy. Through its grants, the MPF facilitates the execution of projects to strengthen dialogue and cooperation on migration and mobility between Member States and partner countries outside the EU.

Funded by the European Union



Contracted by ICMPD

