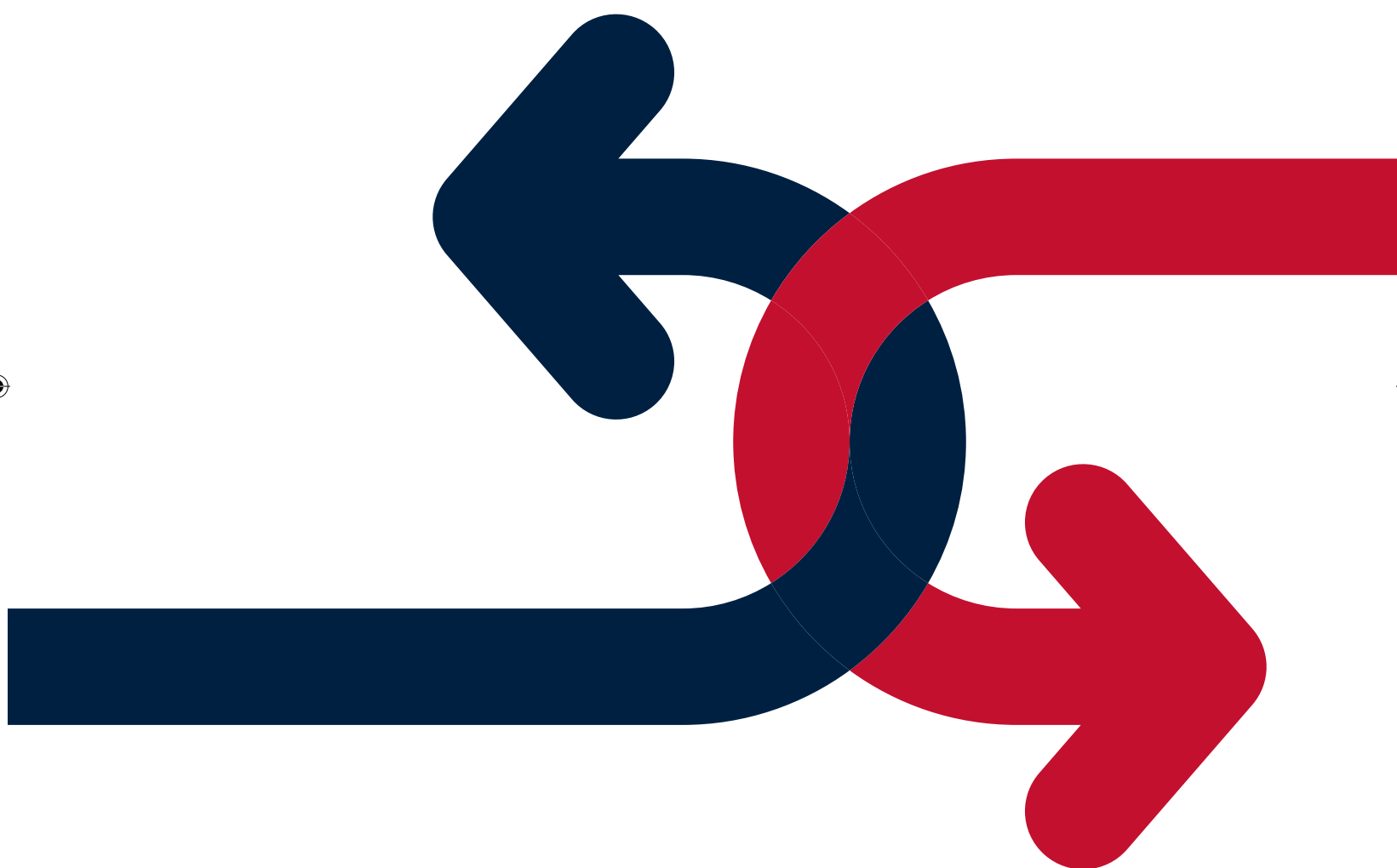


TRAINING IN CONDUCTING

Dignified and sustainable return operations, with
a focus on voluntary returns



The objectives of the course:

KNOWLEDGE OF	QUALIFICATIONS	ATTITUDE
<ul style="list-style-type: none">- Relevant national and international law concerning return and detention- International recommendations/guidelines concerning return and detention- Legal and human aspects of the refusal of asylum- Stakeholders in the asylum and return process- Emotional strain related to former torture and to prolonged stays in detention/ asylum centres- Post Traumatic Stress Disorder (PTSD)- Practical, monetary and human advantages of voluntary return	<ul style="list-style-type: none">- Simple coaching techniques- Identification of relevant organisations offering guidance, information, and other support to returnees- Improved communication with the returnee- Preparation and implementation of the return procedure with a focus on voluntary, dignified and sustainable return	<ul style="list-style-type: none">- Increased acknowledgment of the advantages of voluntary return- Priority given to the dignity of the returnee- Increased understanding of the difficult situation of the returnee

Course content:

Voluntary or forced return	45 minutes
Stakeholders in the asylum and return process	45 minutes
Refusal of asylum – the legal explanation and the human aspects	60 minutes
The legislative framework	60 minutes
Emotional strain and PTSD	60 minutes
Coaching – to achieve better communication	90 minutes
Return counselling	45 minutes
Inter-cultural communication	45 minutes
Detention	60 minutes
Return management – best practice	90 minutes
Group exercise – the best possible return process	90 minutes

IN ALL – 11.5 HOURS OF TEACHING

Lesson summary:

Title: Voluntary or forced return

Objectives:

- Contribute to greater awareness of voluntary return, and dignity and sustainability issues related to return operations
- Bring about greater understanding of the advantages of voluntary return versus forced return

Content:

- Definitions of voluntary and forced return. Different definitions are presented; a common definition is agreed on in relation to the course.
- Group/joint discussion on the concept of dignity and sustainability.
- Linking dignity and sustainability to voluntary return
- What can be gained by voluntary return (financial, practical and human)

Instructors: National authority responsible for return and a national NGO

Training method: Lecture and discussion

Duration: 45 minutes

Title: Stakeholders in the asylum and return process**Objectives:**

- Increase knowledge of organisations engaged in the asylum and return process
- increase awareness of which options exist for guidance and support

Content:

- Presentation of the relevant organisations, their role and mandate
- Information about relevant reintegration projects
- Information about other available aid schemes

Instructor: National NGO**Training method:** Lecture**Duration:** 45 minutes

Title: Refusal of asylum – legal explanation and human aspects**Objectives:**

- Increased knowledge of asylum law
- Increased understanding that people, despite the refusal of asylum, may have good reasons to fear return/not wish to return

Content:

- International law; presenting the Refugee Convention.
- National law on asylum, focusing on situations in which asylum is not granted
- National law regarding relevant alternative forms of residence permits, again focusing on situations when the application is being refused
- Brief introduction to the national rules of revocation and expulsion

Instructors: Lawyer with knowledge and experience of asylum legislation

Training method: Lecture with case studies

Duration: 60 minutes

Title: The legislative framework**Objectives:**

- Increase knowledge of international obligations regarding return
- Increase understanding of the interaction between national and international law on return

Content:

- Presentation of international obligations on the different parts of the return procedure
- Presentation of international recommendations on return
- Brief introduction of international law on return of children
- If required: An introduction to the national rules for return

Instructors: Lawyer with experience of return and human rights

Training method: Lecture

Duration: 45 - 60 minutes

Title: Emotional strain and PTSD**Objectives:**

- Knowledge and understanding of PTSD and other relevant mental disorders
- Understanding of the mentally difficult situation of the returnee
- Knowledge of reactions deriving from emotional strain and torture

Content:

- A short summary of the historic development of PTSD
- Introduction to the Istanbul Protocol (a method for determining previous torture by analysing physical and mental signs)
- Diagnostic criteria for PTSD
- Presentation of relevant studies and statistics concerning PTSD
- Correlation between prolonged stay and poor health (studies and theory)
- Dilemmas in police work relating to vulnerable groups

Instructors: National psychiatrist

Training method: Lecture followed by case studies

Duration: 60 minutes

Title: Coaching – to achieve better communication**Objectives:**

- Knowledge of relevant coaching techniques
- Knowledge of tools that may encourage a dialogue in which the returnee is invited to take responsibility of his/her own situation

Content:

- What is coaching?
- A good communication strategy
- Conflicts
- Types of questions
- Problems in coaching

Instruction: Professional coach**Training method:** Lecture with case studies and discussion**Duration:** 90 minutes

Title: Return counselling**Object:**

- Knowledge of simple techniques that may improve dialogue concerning return

Content:

- The importance of listening to the anxieties of the returnee
- The importance of trust and patience
- Concentrating on opportunities
- The importance of the physical conditions and setting of the counselling session
- Encouraging the returnee to take responsibility for his/her own return
- Realistic expectations and ambitions for the course of the counselling

Instructor: A person with extensive experience in (voluntary) return counselling

Training method: Lecture with case studies and discussion

Duration: 45 minutes

Title: Inter-cultural communication**Objectives:**

- Understanding other ways of communicating
- Different cultural traditions for communication and social conventions.
- The object is not to become experts in all cultures and traditions of communicating.

Content:

- Examples of typical pitfalls in the communication between different cultures.
- The crucial importance of general openness and mutual respect
- Focusing on the individual human being and being ready to look behind the facade.

Instructor: A person with relevant knowledge and background).

Training method: Lecture with case studies and discussion

Duration: 45 minutes

Title: Detention**Objective:**

- Knowledge of international law and guidelines as well as national rules concerning detention as a part of the return procedure

Content:

- Presenting relevant international law
- Presenting relevant international recommendations
- The national/local strategy for detention as a part of the return
- Going through the national rules and practice concerning detention

Instruction: National law enforcement agency and an independent legal expert on international law and detention

Training method: Lecture with case studies

Duration: 60 minutes

Title: Return management – best practice**Objective:**

- A more constructive process which emphasises dignity and sustainability. The purpose being to increase the number of voluntary returns and avoiding unnecessary use of force

Content:

- How involved should the alien be in the preparation?
- Experiences from earlier return operations
- Is escort really necessary? Security assessments
- Should the escorts know the case and the returnee?
- Should former case officers hand over information?
- Time to pack up and say goodbye. Food and beverages
- The chance to turn up voluntarily the first time?
- Handling conflicts – coaching – the difficult conversation
- Coercive measures
- Communication and procedures in relation to receiving countries
- Collecting and sharing experiences/ supervision
- Are the relevant international guidelines being used?
- How to handle children and other vulnerable groups
- Planning/logistics

Instructor: National authority responsible for return

Training method: Exchanging experiences and discussion

Duration: 90 minutes

Title: Group exercise – the best possible return process**Objective:**

- Make the participants actively use the knowledge they have acquired during the course.

Content:

- A case is formulated. The questions for the different groups will be aimed at the different parts of the return process

Instructors: Two or three of the instructors from different sessions of the course

Training method: Group work followed by debate

Duration: 90 minutes



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