This toolkit is designed to assist organisations that provide language support for refugees, and especially the volunteers working for them.

The practical resources in its three main sections offer:

► Important information on cultural and language awareness and language learning
► Guidance on finding out about refugees’ language needs and planning language support
► Learning activities that range from breaking the ice, learning vocabulary and thinking about language and learning, to a series of scenarios that focus on real-life communication and suggestions for interacting with the local community.

A website in 7 languages:
Deutsch, Ελληνικά, English, Français, Italiano, Nederlands, Türkçe
INTRODUCTION

The Council of Europe and language policy for migrants/refugees

Refugees: some essential background

1. The geopolitical context of migration
2. The rights and legal status of refugees: some basic facts and terms
3. Ethical and intercultural issues to be aware of when working with refugees

Cultural and language awareness

4. Responding appropriately to cultural difference and managing intercultural communication
5. Arabic: some information
6. Kurdish: some information
7. Persian: some information
8. Somali: some information

Language learning

9. Thinking about language learning and providing language support
10. What is involved in providing language support for refugees?
11. Refugees as language users and learners
12. Engaging adult refugees as language learners
13. Acquiring a very elementary ability to use a new language

PREPARATION & PLANNING

Some points to think about

14. Diversity in working groups
15. Supporting refugees with low literacy
16. Plurilingual portrait: a reflective task for volunteers
17. Challenges in learning to read and write in a new language
18. Preparing an environment for offering language support

ACTIVITIES

Getting started

34. Handling initial meetings with refugees: some guidelines

Learning vocabulary

35. Ideas for learning basic vocabulary: everyday life
36. Basic vocabulary to express opinions and emotions
37. Techniques for learning vocabulary

Thinking about language learning

38. Plurilingual portrait: a reflective task for refugees
39. Helping refugees to think about their learning

Scenarios for language support

40. Starting to socialise
41. Using a mobile phone

RESOURCES

List of all tools
Glossary
Web directories
Selection of links

ABOUT THE TOOLKIT

Piloting
How the toolkit was developed
Toolkit contributors
As part of the Council of Europe’s project on Linguistic Integration of Adult Migrants (LIAM) a toolkit has been developed to support member states in their efforts to respond to the challenges posed by unprecedented migration flows.

The Council of Europe aims to create a common democratic and legal area throughout the continent where respect for human rights, democracy and the rule of law are ensured. All the Council of Europe’s actions are shaped by these values and by an enduring concern to promote social inclusion, social cohesion and respect for diversity.

For the past five decades one of the Council’s major education programmes has focused on language policy; more recently it has also addressed the linguistic integration of adult migrants (LIAM). Migrants’ acquisition of competence in the language(s) of the host country is a focus for political debate and policy initiatives in a growing number of Council of Europe member states.

The LIAM project (www.coe.int/lang-migrants) offers support to policy makers and practitioners who are working to facilitate migrants’ integration into civil society

Contact:
- Language Policy Programme / LIAM Project
  Education Policy Division / Education Department
  Council of Europe, Strasbourg
- language.policy@coe.int
- www.coe.int/lang-migrants
The Council of Europe is the continent’s leading human rights organisation. It comprises 47 member states, 28 of which are members of the European Union. All Council of Europe member states have signed up to the European Convention on Human Rights, a treaty designed to protect human rights, democracy and the rule of law. The European Court of Human Rights oversees the implementation of the Convention in the member states.