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Introduction to this tool

Information presented in this tool is by no means exhaustive but represents a compilation of guidance and practical tips on ways to organise and implement pre-departure and cultural orientation via video link (¹). The objective is to support Member States of the European Union and Associated Countries (EU+) in their operational work with resettlement.

What is the purpose of this tool?

This checklist can be used to prepare and conduct pre-departure (PDO) and cultural orientation (CO) sessions via video conference for refugees in the resettlement process.

What is in this tool?

This checklist highlights some key aspects to be taken into consideration when planning and conducting a PDO and/or CO session via video conference. It provides suggestions to officers who are directly involved in PDO and/or CO delivery on how to plan and implement the session.

Why was it created?

A video conference can be a practical alternative for a number of reasons. These include when it is not possible to travel to the country of first asylum, when outsourcing is not a preferred option for onsite PDO and/or CO, or when a refugee is unable to attend the session, for instance, due to serious medical conditions. Organising a PDO and/or CO session via video conference can help refugees to receive most of the information they need to know before they travel to the resettlement country. The tool can also be used to support organising PDO and/or CO sessions when physical presence in the same room and personal contacts should be avoided (for example in case of pandemic or other health-related emergencies).

Who should use this tool?

This checklist can be used by resettlement officers and PDO / CO practitioners when organising and delivering sessions through video link.

Which other training tools and sources can be used?

For more information and inspiration on topics that can be addressed within a PDO and/or CO session, and on how to plan a live session, please refer to the resettlement operational tools: [Guiding Note around Pre-departure Orientation Topics](#)

(¹) This tool was originally developed within the framework of the *Facilitating Resettlement and Refugee Admission through New Knowledge* (EU-FRANK) project. The project was funded by the European Asylum Migration and Integration Fund lead by the Swedish Migration Agency. As part of the handover process from EU-FRANK, the European Union Agency for Asylum has conducted a quality assurance exercise of the resettlement operational tools developed in this project.



Checklist for organisation of pre-departure and cultural orientation sessions via video link

Prior to a video conference session			
Checklist		What to do	Step by step
<input type="checkbox"/>	Local support	Identify a focal point in the country of first asylum who can facilitate the video conference call (Embassy staff, EUAA, UNHCR, IOM, ICMC, other).	<ul style="list-style-type: none"> • Support should include a contact person, an interpreter, facilities, and necessary IT equipment in the country of first asylum (computer, video conference account, high-speed internet connection). • Share your account details with your contact person from the country of first asylum.
<input type="checkbox"/>	A video conference account	Create a video conference account using your professional email address with the support of your IT team if needed.	<ul style="list-style-type: none"> • Download video conferencing software that is compatible with the software and internet connection used by the contact person or interpreter (for instance: FaceTime, GoToMeeting, or Skype). • Activate the software with your professional email address. • Request account details from the person in charge of the video conference (the contact person or interpreter). • Test the account, microphone, speakers, and camera at least once before the day of the session, preferably 2–3 days before the actual session in case the test fails and you need to schedule a second test.
<input type="checkbox"/>	Facility	Liaise with the contact person to verify the availability of suitable premises or book a location (within their office or a hotel room) with internet and video conference access.	<ul style="list-style-type: none"> • Share the required date and time (taking any time differences into consideration) for the video conference and the test calls prior to the session. • Ask the contact person for the availability of rooms (classroom, waiting room, or a hotel if necessary). • Book a location with a reliable and secure internet connection / video conference access. • Do the same on your end. • If your focal point works with an operational partner, ensure to discuss the costs in advance. This applies for all services.



Prior to a video conference session		
Checklist	What to do	Step by step
<input type="checkbox"/> Interpreter	Ensure the presence of an interpreter either on site in the country of first asylum, or on site in the country of resettlement.	<ul style="list-style-type: none"> • Ask your contact person to arrange for an interpreter who speaks the refugee's mother tongue for the set date and time. • Ask for the interpreter's contact details in case you wish to brief them about the session and the use of the materials. You can consult the Guiding Note for Communication via Interpreters. • Prepare and discuss some briefing points with the interpreter concerning the session.

Prior to a video conference session		
Checklist	What to do	Step by step
<input type="checkbox"/> Invitations and transportation	Send out invitations to the refugee(s) and, if required, organise their transfer from their place of residence to the selected facility (through your contact person).	<ul style="list-style-type: none"> • Inform through the invitation about the details such as: date, time, and place, attendance rules, and travel modalities (if applicable) • Ask your local contact point to inform the refugees about: <ul style="list-style-type: none"> ▪ the date, time, and place of the meeting; ▪ the transportation modalities; ▪ the purpose of the meeting and its mandatory character; ▪ the family members to be present.
<input type="checkbox"/> Inform about the location	Inform focal points at the facilities about the composition of the group that has been invited (highlighting special needs).	<ul style="list-style-type: none"> • Provide the focal point with details of the location and vice versa. • Clarify the number of participants and the composition of the group (size, age, mother tongue, special needs, additional services). • Make sure to give and receive feedback about withdrawals and any other relevant updates.
<input type="checkbox"/> Additional services	Verify the needs for additional services and send necessary requests.	<ul style="list-style-type: none"> • Lunch and/or coffee breaks (for the number of attendees). • Possible childcare and/or security staff. • Handouts (number of copies). • Interpreter (requested language and profile). • The local contact point should prepare the group/individual in advance to make sure they know what to expect and will not be hesitant to participate and ask questions.





Prior to a video conference session		
Checklist	What to do	Step by step
<input type="checkbox"/> Confirmation email	Make sure your contact person confirms the provision of the requested services.	<ul style="list-style-type: none">• Request a confirmation email including:<ul style="list-style-type: none">▪ the date and local time of the meeting;▪ logistics (facilities, computer and related items, transportation);▪ video conference contact details;▪ phone number of the local contact person;▪ phone number of the interpreter (if required).
<input type="checkbox"/> Prepare the CO session	Define the content of the CO session and prepare the necessary supporting material.	<ul style="list-style-type: none">• The session can focus on the following:<ul style="list-style-type: none">▪ Location of the resettlement country/ municipality/ reception centre.▪ Travel and reception upon arrival and important related elements.▪ Refugee status and the most important related rights and obligations.▪ Expectations regarding family reunification, return to the country of origin / first asylum, future living conditions (including financial aspects), etc. For further ideas, consult the Guiding Note around Pre-departure Orientation Topics.• If you want to use pictures or maps, collect these in a folder that will be accessible during the session.• Pictures that may be considered:<ul style="list-style-type: none">▪ a country map;▪ a map of the location of resettlement;▪ future accommodations and facilities;▪ contact person in the country of resettlement.• If available, provide links to websites/ applications/videos to use as country information or to enable language learning.• Ideally, the training material should be shared with the contact person and printed beforehand so that the refugees can look at it during the session.





During the video conference			
Checklist		What to do	Step by step
<input type="checkbox"/>	Check language	Confirm the language and that the person understands you / the interpreter.	
<input type="checkbox"/>	Check details	Check you have the right person or persons in front of you.	<ul style="list-style-type: none"> • Name, date of birth, picture, etc.
<input type="checkbox"/>	Explain content	Give a short introduction and go through the content of the briefing.	<ul style="list-style-type: none"> • Subjects to be mentioned during an introduction: <ul style="list-style-type: none"> ▪ the goal of the session; ▪ the available time; ▪ the role of the interpreter; ▪ the possibility to ask questions. • Go over the topics you have prepared and show the pictures.
<input type="checkbox"/>	Questions	Encourage the refugees to ask questions and share their concerns at any stage, especially if few questions are asked.	<ul style="list-style-type: none"> • Before starting a topic, ask if the refugees already have questions on the subject. • When summing up each topic, ask for further questions.
<input type="checkbox"/>	Summing up	Check everything is well understood.	<ul style="list-style-type: none"> • Ask specific questions to verify the level of understanding of the information provided. • Ask the refugees to give a summary concerning the topics you consider most important.



