

# New Routes Integration

## **New Routes Training Opportunities:**

We offer the following external training opportunities to organisations working with ethnic minorities, who would like clarification of immigration definitions and entitlements and an understanding of the experience of resettlement.

### **1. New Communities Awareness training**

This is a half day course aimed at providing an understanding of the issues facing newly resettled people, including refugees and asylum seekers.

A video, group discussions and partner working will be used.

Course times: 4 hours with refreshment break.

It will include the following:

- Defining immigration status and entitlements
- Who are the new communities?
- Breaking the myths surrounding immigration
- Cultural differences

Participants will receive training information booklets.

### **2. Working with New Communities**

This is a one-day course aimed at providing an understanding of the issues facing newly resettled people, including refugees and asylum seekers, and an exploration of ways to break down barriers to engagement.

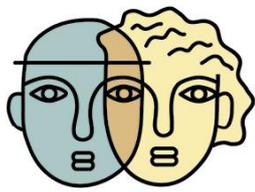
A video, group discussions and partner working will be used.

Course times: 10am to 5pm with morning and afternoon refreshment break and a half hour lunch break.

It will include the following:

- Immigration status and entitlements
- Who are the new communities?
- Breaking the myths surrounding immigration
- Cultural differences
- Understanding barriers facing new communities and individuals
- Ways to break down barriers
- Workplace and community benefits of diversity

Participants will receive training information booklets. .



# New Routes Integration

## **3. Mentoring & Befriending: 2-day intensive training programme**

2-day interactive training for volunteer mentors and befrienders adapted to address the needs of target participant groups.

This course meets NCVO approved provider standards. Videos, group discussions, partner working and individual workbooks will be used.

Course times: 10.00 am - 4.30pm, with morning and afternoon refreshment breaks, and lunch break.

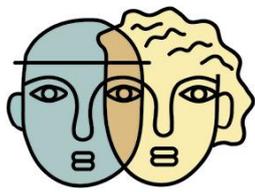
### **DAY 1**

- Defining the role of the mentor/befriender
- Identifying the skills needed
- Communication skills
- Question styles
- Values
- Achievement

### **DAY 2**

- Identifying and overcoming barriers
- SMART target setting
- Active listening
- Confidentiality guidelines
- Positive scaling techniques
- Stages of a mentoring relationship
- Monitoring the relationship
- Accountability and reporting
- Monitoring & Evaluation

Participants will receive training workbooks.



# New Routes Integration

## **4. Mentor Coordinator training,**

This additional half day course is aimed at coordinators of a mentoring or befriending programme: '1/2-day intensive training programme', ensuring that the coordinator understands fully the training that their mentors receive and is able to provide on-going support to the mentoring partnerships.

Course times: 10 -1pm or 1pm – 4pm with a refreshment break.

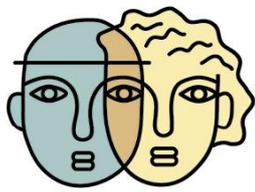
### **To include:**

- Partnership matching
- Supervision and support
- Identifying further training needs
- Stages of the relationship
- Monitoring and evaluation

## **5. Mentoring & Befriending support package**

This is designed to support new mentoring coordinators to ensure that their programme is running smoothly and effectively throughout its first year. It is an annual package including the following:

- Quarterly Training reviews – half day sessions, organised and agreed in partnership with the mentoring coordinator. This will ensure that they meet the needs of the programme and mentors.
  
- One to one and telephone support – we will provide a trainer for:
  - monthly half hour support meetings,
  - telephone support as required such as information, guidance and signposting.



# New Routes Integration

## New Routes: Training Options

1. **Mentoring/Befriending newly resettled people:**

**Option A:** 2-day intensive training programme (15 participants)

£950

**Option B:** 2 day intensive training programme provided alongside New Routes volunteers (limited places available):

£75 per person

2. **Generic Mentor Training:**

2-day intensive training designed to meet specific organisation's needs (15 participants)

£950

3. **Individual mentor Coordinator training**, (to be added on to 'Mentor/Befriender training): half day one-to-one training.

£100.00 per person

4. **Mentoring support package:** Quarterly training reviews and telephone support.

£200 per annum

5. **New Communities Awareness training:** Half day course providing an understanding of the issues facing refugees/asylum seekers and newly resettled people (up to 30 participants)

£ 450

6. **Working with new communities:** Day course for organisations and agencies to improve their engagement with individuals and families from new communities (up to 30 participants)

£650.00

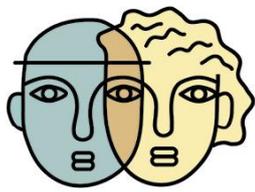
### Additional options:

7. Training Venue: New Routes Social Centre Hire (up to 30 people)

Half day: £75

Full day: £100

8. International Lunch: Cuisines from around the world £8.00 per person



# New Routes Integration

## Mentor & Befriender Training Background

New Routes has been delivering mentoring and befriending programmes since 2007, working with newly resettled ethnic minorities. Many programme participants have faced multiple barriers to engagement with their local community and/or school, such as language skills, different cultural backgrounds, lack of confidence, limited or no family support etc.. This programme has enabled improved language skills, encouraged engagement in school subjects and activities, supported participants into employment, higher education and apprenticeships, built confidence and created positive social links.

Refugee Council cites peer mentoring as

*“a one-to-one, non-judgemental relationship where the age of participants are similar, who are able to share their experiences and build on the relationship to support transition, develop new skills and improve self-belief.”*

New Routes has developed criteria for mentoring partnerships to support the identification of individual routes to integration and the fulfilment of potential.

### Quality

New Routes is accredited by NCVO as an Approved Provider of training and services, and is the only accredited organisation in the Eastern region that works exclusively with ethnic minorities. The trainer is also the NCVO External Evaluator for the Eastern Region.

Mentor training is designed to reflect participants' profiles and the New Routes approach.

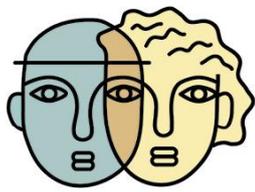
### Trainer

Dee Robinson - has been working with newly resettled communities, including refugees and asylum seekers, since 2003.

She is supported in the training by experienced colleagues, some of whom have a background of mentoring and/or being a refugee/asylum seeker themselves.

Qualifications/trainings:

- NCVO accredited trainer
- NCVO Approved Provider Standard External Evaluator for the Eastern Region
- Information & Guidance Training
- Volunteer Support & Supervision training
- Refugee Council training in refugee and asylum support
- Save the Children training in working with survivors of extreme experiences



# New Routes Integration

## Examples of the comments received from past training participants

*"Thought it was great and enjoyed all the practical parts. Very useful to look at mentoring from different angles"*

*"Really useful; helpful forms of questioning"*

*"Excellent eye opener to refugees and asylum seekers. It has dispelled myths and helped me see the 'real' life of refugees. Good advice for my job – I will pass on whatever I can".*

*"I liked the imagination exercise and being able to observe what other more experienced volunteers/people had to say".*

*"Very exciting, very clear"*

*"It opened my eyes a lot more than when I have done training before. I can't wait to be more involved with this project"*

*"Good to break the myths. Group size and layout good to enable networking"*

*"The activities made me empathise with the asylum seekers and refugees in a way in which I had not done previously. It is helpful to explore one's own values, knowledge and even prejudices in this particularly emotive issue"*

*"This was the most effective training I have ever attended."*