

Trainer's Report

Looking Beneath Project

Refresher Training for National Referral System (NRM) Stakeholders (Day 1 and 2)

Training for Community Outreach Centres (Day 1)

Diplomatic and Consular Staff Training of the Ministry of Foreign Affairs of Malta (Day 3)

7-9 July 2015

Valletta, Malta

Trainers: Irina Todorova – IOM Regional Counter-Trafficking Specialist, Belgium
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Number of Trainees: Refresher Training for NRM
Stakeholders – 35; Community Outreach Centres - 31
Diplomatic and Consular staff of the Ministry of Foreign Affairs of Malta -
150

Represented Organizations:

- Stakeholders: representatives from law enforcement, public services, social workers, Refugee commission, AWAS, Jesuit Refugee Service, Caritas, the office of the Attorney General, ETC, DIER, Migrant health Liaison Office, DCEA.
- Social workers from the Community Outreach Centres
- Acting Ambassadors and Consular staff, newly appointed/future Ambassadors and Consular staff from Maltese representations abroad

Training Language: English

Background and Purpose of the Training:

The training was held in the framework of the “Looking Beneath” project which aims at supporting the Maltese Government and relevant national actors in their ongoing efforts to counteract trafficking in persons. “Looking Beneath” project intends to build upon and enhance the outcomes of the previously implemented LIMES project by addressing the needs identified during its implementation. The training activity is one of the priority actions in the Malta National Action Plan on Combating Trafficking in Human Beings for 2015 – 2016.

The main objective of the 3- day training sessions was to strengthen the capacity of a broad range of stakeholders, who make part of the Maltese National Referral Mechanism, to better identify and refer for assistance cases of human trafficking in general, as well as trafficking for labour exploitation as a new growing trend. Furthermore, the training’s purpose was to increase knowledge on the scale and nature of trafficking in persons and to facilitate information sharing and cooperation at the national and transnational level.

Methodology and Organization:

Training methods applied were a combination of theoretical presentations and introduction of good practices and concrete examples; group work; brain storming sessions; case studies, as well as moderated discussion and presentations by participants on issues and challenges faced in Malta. Thereby, the active participation of trainees was required and achieved throughout.

The training lasted three days and combined 2 half days refresher sessions for NRM Stakeholders, half a day session for the Community Outreach Centres and half a day Diplomatic and Consular Staff. Considering differences in target audiences, their role in identification and protection of victims of trafficking, as well as their previous knowledge and understanding of the human trafficking issues, three different training agendas and materials were put together to respond the participants' specific mandates, roles and needs. (See Annex 1 for full agendas).

Attendance of trainees was good throughout the whole training. Some representatives of the national authorities could not attend the morning session on day 2 due to internal meetings and at the same time other counterparts brought in their colleagues. This is another positive development.

1) Refresher for Stakeholders:**Sessions and Topics:**

The training was performed in two half day sessions and contained the following topics:

Day 1:

- 1) Human Trafficking Trends and Anti-Trafficking Policy: Global and EU Perspectives
- 2) Maltese context presented by IOM Malta
- 3) Identification of victims of trafficking: key indicators and interviewing techniques
- 4) Referral mechanism: Multi –Disciplinary approach and Role of the stakeholders
- 5) Case studies, and identifying challenges and solution within Maltese context

The first day was primarily aimed as a refresher based on information received during trainings within LIMES project. The main objective was to revise the material, but also to update with new developments and trends on global, European, but also national levels. In addition to that it was important to ensure that all the stakeholders who attended the training had the same level of knowledge for the future work. The day started with welcoming addresses from the Ministry for Home Affairs and National Security and IOM. Then introduction of the aims and objectives of the training and an exercise on participants' expectations, which reiterated the aims, followed and it helped to keep focus. The first presentation of the day set the scene as to the definition of human trafficking, legal international and European framework, main push and pull factors, new trends and approaches to preventing and fighting human trafficking. Then presentation by IOM Malta followed setting the national context and transposing information from the first presentation into Maltese context. Both trainers found such introduction most helpful and essential, as any theoretical knowledge and international experience has to be underpinned by the local context to be relevant and coherent with the needs.

The second session focused on victim identification, introducing direct and indirect indicators on various types of exploitation. It also included information about interviewing and communication techniques, both verbal and non-verbal. This part of the training was especially appreciated by police, front-line social and health workers who may encounter victims in their daily work. Then a

presentation on referral mechanism and multi-disciplinary approach, including practical advice and to how victims should be assisted and protected, followed.

The third session was purely practical to give the participants an opportunity to apply received knowledge whilst discussing case studies and identifying main challenges and solutions based on each individual case. The case studies selected were in line with the THB trends of Malta.

Day 2:

The second day was purely focused on trafficking for labour exploitation and contained the following topics:

- 1) Human Trafficking For Labour Exploitation: Definition and Legal Framework
- 2) Human Trafficking For Labour Exploitation: Types and Trends (including domestic servitude)
- 3) Maltese Context
- 4) Identification of victims of trafficking: key indicators for Labour Exploitation
- 5) Case studies

It is important to mention that the trainers had to adapt to the needs and requests of the participants who were willing to spend more time on practical exercises, case – studies and discussions. Hence not all of the planned presentations were made, due to insufficient timing. Some materials, such as reports, will be sent for information and useful reading as a part of the training package. For example, results of the FRA study “Zero tolerance for severe forms of Labour Exploitation needed” and “Trafficking Survivor Care Standards”. Another important subject that came very prominently during the training was the issue of child trafficking and different types of exploitation as well as responses both on prevention and combating of THB. These are subject for eventual follow up trainings for NRM stakeholders by professional group (police, health professionals) and multi-disciplinary (NRM stakeholders).

During the second day, two short films about labour exploitation and child trafficking for criminal activity were shown to the participants. These also served as a basis for further work in groups and identification of the referral path of such potential victims in Malta. This session was the concluding session of the training and was highly appreciated by all the participants.

Training Evaluation (32 questionnaires) and Results:

Overall, the training content, organization and quality received very high marks, with all participants stating that the training topics were of significance to them. The overwhelming majority rated the usefulness as very high or high planning to implement the content in their future line of work. 80% of the participants rated the overall training as excellent, and 90% were greatly satisfied with the work of the trainers and their presentation skills.

Expectations of the vast majority of participants were fully met. Only some indicated ‘partially’, however still giving a high rate of about 80%. The content was rated as having been presented in an understandable and applicable manner. About 25% of participants indicated that understanding the material was fairly easy, but most of them had come to such training for the first time. Majority of participants felt that the material presented was very practical, but less so innovative. 75% of participants felt that the training contained enough theoretical material, and only about 65% felt that enough time was dedicated to practical activities. However, vast majority indicated that during the training they liked most groups discussions, facts, case studies, video, and wanted to have activities of such sort in future trainings.

Other things that participants liked most during the training were: multi-agency networking and building new partnerships, information about trafficking for labour exploitation, along with other

types of exploitation; push and pull factors, legal framework. The last but not the least, focus on Maltese context was highly appreciated.

Many participants have indicated that the training sessions were too short and more time was needed to go into the detail. Thus many have requested additional training sessions, in particular for such audiences as health workers, judiciary personnel and police. A number of participants have indicated that they would like to learn more about prevention and awareness raising, including for health workers and university students. Child trafficking has also been identified as a topic of high interest.

The main result for most of the participants was improving and refreshing their knowledge on trafficking of human beings, feeling better equipped to identify cases and work with victims. Many have indicated that they would share the information with their fellow colleagues and apply acquired knowledge in practice to most possible extent.

2) Community Outreach Centres:

Sessions and Topics:

The training session for Community Outreach Centres was planned for half a day and included the following topics:

- 1) Human Trafficking Trends and Anti-Trafficking Policy: Global and EU Perspectives
- 2) Maltese context
- 3) Identification of victims of trafficking - key element of access to protection
- 4) Interviewing skills – key principles and best practices
- 5) Referral and Assistance to victims of trafficking: Multi –Disciplinary approach
- 6) Trafficking Survivor Care Standards: experience in the UK/ UK Approach to CT (<http://www.humantraffickingfoundation.org/sites/default/files/Trafficking%20Survivor%20Care%20Standards%202015.pdf>)

The training session was open by welcoming words from the Ministry for Home Affairs and National Security together with IOM. Then the trainers presented the main objectives and asked participants to voice their expectations, which fully coincided with proposed programme. However, it is important to mention that there was not enough time to go into much detail, and the trainers had to swiftly adapt to the main needs of the target audience being front-line social workers. Special attention was paid to the presentation on main direct and indirect indicators, as well as interviewing techniques, which proven to be very successful.

A questionnaire “Myths about human trafficking” was given out at the beginning of the session. It has shown that the participants have good general knowledge about human trafficking. However, during the presentations and discussions, it became evident that the knowledge is very basic and the trainers had to pay more attention to detail and explaining material in simpler manner. A video was shown and served as a basis for a group discussion. Many participants were touched and surprised by the reality that victims of trafficking go through, in particular children. This exercise had been particularly appreciated by the audience. This group has a lot of potential for further targeted professional development on identification and assistance to VoTs as well as key role in NRM. A logical follow up would be a detailed training on VoT profiles, needs, interviewing techniques and victim centred approach in assistance, including an extended format at the end of the training with other NRM stakeholders.

Training Evaluation (19 questionnaires) and Results:

The result of the final questionnaires from the participants of the Community Outreach Centres resonates very much with the result from the stakeholders training sessions. Vast majority of the participants felt that overall it was an excellent training, with a few exceptions of average. Majority of expectations were fully met, and some partially. The main explanation was that there was not enough time to absorb all information, as well as for case studies and group discussion. However all of the participants highly appreciated trainers' expertise and knowledge. 30% of the participants found it fairly easy to understand the material, and indicated that are willing to have more similar trainings. More than half of the participants acknowledged that they will be able to use received knowledge in practice, in particular interview tools. Presentations received on average high marks (4 and 5 out of 5).

Most appreciated part during the training was: information about indicators, statistical facts and interviewing tools. Participants appreciated that the trainers were bringing live examples to show case how things happen in practice.

Suggested changes for the future were: more time for training sessions, more case studies and group discussions, including practical tips. New topics were suggested as follows: International best practice on combating human trafficking, legal aspects of migration, multi-disciplinary work, as well as more public awareness.

The main results for participants were: useful information that can be applied in daily work, new knowledge and greater awareness about human trafficking. However, some indicated that would like to attend future training with other professions involved to develop new partnerships.

3) Diplomatic and Consular Staff

The training session for Diplomatic and Consular Staff took place in the framework of the Annual Ambassadors' and Biennial Honorary Consuls' Meeting organised by the Ministry of Foreign Affairs of Malta. This meeting brought together Maltese Ambassadors and Honorary Consuls from different countries where they are currently operating to discuss a number of issues and to promote an exchange of information and ideas to empower Maltese Missions and Honorary Consuls to represent Malta overseas. This year it was a targeted initiative and opportunity promoted by the Ministry for Home Affairs and IOM to provide the Diplomatic and Consular personnel with information on their unique role in identifying, protecting and assisting victims of trafficking, as well as on general global and regional trends, Maltese legal framework and context.

The training session lasted for three hours and included the following topics:

- 1) Human Trafficking Trends and Anti-Trafficking Policy: Global and EU Perspectives, including difference between human trafficking and smuggling
- 2) Maltese context with a specific focus on legal framework and employment legislation
- 3) Role of Diplomatic and Consular Personnel in Identification and Assistance of Victims of trafficking, including interviewing techniques and data confidentiality.

The training session started with welcoming words from the Minister of Foreign Affairs, followed by Mr. Joseph St. John, a Senior Official from the Ministry of Home Affairs and IOM Malta Officer-in-Charge. Due to the format of the event – a conference for over 200 people – the training session was based on the presentations from the IOM expert and IOM Malta Officer-in-Charge. Nevertheless, a number of practical examples and live stories were introduced in order to provide practical examples of how important the role of diplomatic and consular personnel is. After the presentations, a Q&A session followed giving the participants an opportunity to ask questions, give feed-back and provide comments based on their personal experience.

The discussions and remarks made during the Q&A part proved the training session had been very informative, useful and successful. A number of participants asked to receive electronic version of the presentations, as well as any relevant materials, including the CBSS-IOM “Handbook for Diplomatic and Consular Personnel”. https://ec.europa.eu/anti-trafficking/publications/handbook-consular-and-diplomatic-staff-how-assist-and-protect-victims-human-trafficking_en

Observations and Recommendations

The main observations from three groups were:

- High interest in the issue of trafficking in human beings
- Good basic understanding, but not detailed knowledge
- Willingness to learn more and have further trainings in the field
- Multi-agency work was very much appreciated as something that had not happened before
- High interest in case studies and group-discussions
- Very active participation and commitment
- Diplomatic and Consular personnel expressed interest in the topic, good knowledge of the legislation, particular interest in specific cases and examples of how Embassies and Consulate can be of help.

The main recommendations for three groups are:

- To establish regular multi-agency meetings, potentially in a form of a quarterly forum. This would give a great opportunity to strengthen partnerships and exchange knowledge, as well as to discuss challenges and identify opportunities forward;
- To develop and perform specialised training for such professions as police, judiciary personnel, health workers, social workers etc.
- To provide social workers in the field with more training on multi-agency work, roles and responsibilities of other authorities and paths of referrals. Practical tools further detailing the NRM resource book and guidance has to be elaborated to support the work of Maltese stakeholders.
- To organize a follow up training for NRM stakeholders on trafficking for labour exploitation – with special focus on addressing demand, role of private sector, recruitment agencies and consumers.
- To organize a training for NRM stakeholders on child trafficking and different types of exploitation.
- To carry out more raising awareness campaigns for general public, but also targeted for specific audience, i.e. students, health worker, police, migrant social workers, etc.
- To establish a single point of contact at the MFA Malta for Diplomatic and Consular personnel to address issues that may be potentially connected to human trafficking, including identification of fraudulent identity documents or employment papers.

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