



ASSISTING NATIONALS AFFECTED BY CRISES ABROAD

AN E-LEARNING COURSE FOR FOREIGN SERVICE STAFF

WHY THIS COURSE

In today's increasingly interconnected and mobile world, more people are moving abroad than ever before in history. Migrant workers and their families, international students, business travelers, and tourists from all countries in the world live and work in, and travel to, increasingly distant and diverse destinations.

As a consequence of this trend, the role of home countries' foreign services in providing nationals abroad with travel advice, documentation and assistance is becoming increasingly important. Growing international mobility and presence of nationals abroad, however, increases demand for such services and can overstress these institutions' capacity to work effectively.

This may be especially the case when the country in which nationals are staying is affected by a crisis such as a natural disaster or a conflict. Support and assistance by foreign services and other relevant home country institutions is essential to guaranteeing the safety of nationals in crisis areas. Improving these institutions' preparedness to crises is essential to ensure that they can cope with the intense demand of assistance by their nationals.

In order to enhance the ability of relevant personnel to manage crises that may affect nationals living, working or travelling abroad, IOM, in collaboration with foreign services of various of its Member States, has developed an e-learning course on "Improving assistance to nationals affected by crises abroad".

THE MICIC GUIDELINES

The Migrants in Countries in Crisis (MICIC) Initiative was launched in 2014 as a government-led effort with the aim to improve the protection of migrants when the countries in which they live, work, study, transit, or travel experience a conflict or natural disaster. Through a consultative process that included governments and non-governmental actors in all regions of the world, the Initiative developed a set of Guidelines to Protect Migrants in Countries Experiencing Conflict or Natural Disaster.

The Guidelines are a non-binding document aiming to inform and guide actions by State institutions, civil society entities, International Organizations and private sector actors, both in migrants' countries of origin and destination. They provide practical guidance and recommendations on how to prepare for and respond to crises in ways that protect and empower migrants, leverage their capacities, and help migrants and communities recover from crises.

The Guidelines are complemented by an online repository of practices, which collects relevant experiences, examples of work, tools and lessons learned by a variety of actors all over the world.

THE MICIC E-LEARNING COURSE

Who is the course for?

The course targets consular staff, labour attaches and other personnel of institutions mandated to serve and assist nationals abroad.

What is this course for?

The course provides basic information to improve the capacity of relevant personnel to: communicate with nationals abroad before and during crises; directly provide key services and assistance to nationals in the affected area; and facilitate the evacuation of nationals from crisis affected area, if needed.

How can this course be used?

The course is available as a non-country specific curriculum, in English and Spanish. Both versions can be accessed and used at no cost. Since it is an exclusively virtual course, it can easily be used to train personnel in an unlimited number of locations.

Can this course be adapted?

IOM encourages the further translation and adaptation of the course to reflect the operational reality and priorities of its partners. To this end, IOM shares the source materials with governmental counterparts, free of charge, and supports their adaptation through targeted research and technical assistance, upon request. Adaptations may include, for instance, complementing existing information to reflect each country's relevant institutions, capacities and systems, including case studies that are more relevant to the contexts in which the country's nationals concentrate, modifying its graphic identity.

FEATURES

- 14 modules, 5 hours of content
- Case studies and best practices
- Check your understanding exercises, final assessment and certification
- Background materials and practical tools (e.g. templates, infographics)
- Available online and on USB/CD

CONTENT

- Vulnerability and capacities of nationals abroad
- Crisis situations
- Relevant actors and frameworks
- Gathering information on nationals abroad
- Improving the awareness of nationals abroad
- Planning for emergencies in foreign posts
- Communicating with nationals abroad in crises
- Supporting the evacuation of nationals from crisis areas
- Providing relief assistance
- Supporting recovery

Who owns the course?

IOM hosts the global versions of the course. Adapted courses are fully owned by the adopting government, and can be hosted on a Learning Management System of their choice. IOM does not retain control on the content of the course or its use.

**For more information
on the e-learning course,
the MICIC Guidelines,
the repository of practices,
and other MICIC capacity building tools:**

**micicsecretariat@iom.int
<http://micicinitiative.iom.int>**



International Organization for Migration (IOM)

The UN Migration Agency

MICIC Save Lives
Increase Protection
Decrease Vulnerability
Improve Response
MIGRANTS IN COUNTRIES IN CRISIS INITIATIVE