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Match, Attach and Sustain:

New methods for Europe's Job Brokers

supporting Tourism businesses, Ukrainian refugees and job seekers

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# Directorate of Labour/Vinnumálastofnun:

## Reception, career counselling and other resources for refugees in Iceland with focus on Ukrainians





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# Agenda

- First steps for Ukrainians
- Asylum seekers and refugees – other nationalities
- Statistics
- Career counselling and other services
- Challenges





# Ukrainian Refugees in Iceland

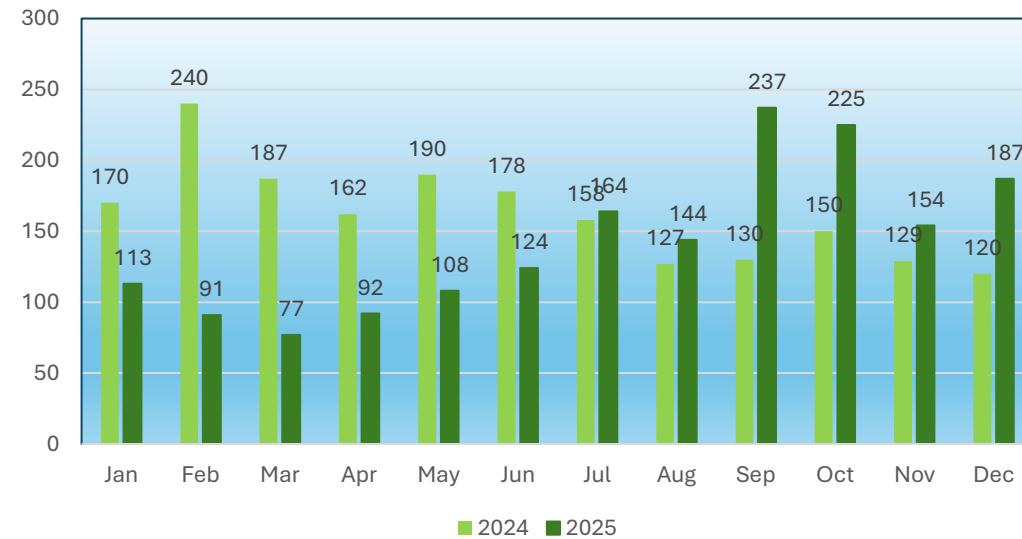
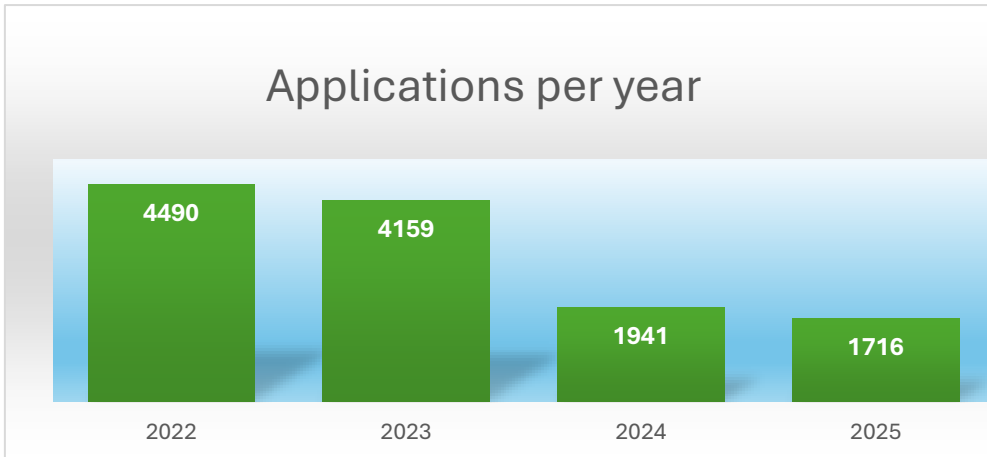
- Humanitarian permit on the basis of collective protection
- Icelandic ID number within days
- Work permit
- Career counselling and free courses
- Icelandic language courses, work related courses, Community Education
- Walk-in counselling in Reykjavík's office Monday to Thursday:  
Ukrainian representative from 13:00 to 15:00





# Statistics - Asylum seekers 2022 - 2025

Applications for international protection



Year	2022	2023	2024	2025
Ukraine	2345	1618	1234	1090
Venezuela	1182	1554	198	156
Palestine	230	218	97	179
Iraq	75	48	41	23
Syria	96	80	39	3
Nigeria	66	127	54	20





# Asylum Seekers other than Ukrainians

- Typical processing time from 6-12 months, sometimes longer
- Current target is 90 days due to new policy
- From 2019, most Venezuelans got automatic subsidiary protection in Iceland
- Policy change, subsidiary protection withdrawn in 2023
- Now - Individual assessment, high deny rate
- Once approved, same services offered to all refugees as to Ukrainians





# Individualized counselling

- One on one interview with a job counsellor
- Services based on individual needs - different backgrounds and experiences
- Help with creating a resume / cover letter
- Course registration – Language, community education, work related courses
- Registration with recruitment services and assistance with applying for jobs
- Job interview training & (occasionally) support and interpreting services
- Communication with employers and job training contracts
- Assistance with the evaluation of studies
- Education regarding rights, obligation and wages
- Follow-up after entering the job market (Rules and regulations in the Icelandic Job Market)
- IPS – Individual placement and support (18 – 29 years old)





# Integration and inclusion into Icelandic society -Ukrainians

- Team of job counsellors working only with individuals with international protection or humanitarian status
- Four Russian/Ukrainian speaking counsellors in the Reykjavik office
- Total of 997 Ukrainians received career counselling in 2025

## **2025 statistics in Iceland:**

- 568 registered first-time job seekers
- 379 in the unemployment system
- 60/40 female to male ratio
- Approximately 50% 40 years old or younger
- High participation in the labour market
- From January 2024 to mid 2025 over 1300 Ukrainians have taken 2318 Icelandic courses
- Approximately 320 have finished a 50-hour Community Education in the same period





# Courses offered to refugees:

- Courses in different languages, such as Ukranian, Arabic, Spanish, English and more
- Icelandic for foreigners. Taught in several languages
- Technical literacy and computer skills – in different languages/Stronger with computers
- Food processing course (HACCP1) in different languages
- Sign Language courses (Ukrainians)
- Empower women
- New Beginning/Strengths analysis and self-image, and Career development
- Tourism 1 & 2/On-line course in English





# Courses offered to refugees – cont.

- Job related courses:
  - Kindergarten workshop and Icelandic level 3
  - Care Assistant Workshop and Icelandic level 3
  - Tourism workshop and Icelandic level 2
  - All workshops are 128 hours/Every day from 9-15. Duration is 6 Weeks with 3 day job mirroring

Each course includes job mirroring in an actual workplace which gives participants an opportunity to acquire hands-on experience and prove themselves.

Each workshop focuses on related vocabulary, insight into work practices and participation in daily work during job mirroring (Job training)





# Challenges & Opportunities

## Main obstacles

- Language barriers
- Regulated professions
- Network (prof/social)
- Cultural distinctions
- Health issues, mental & physical
- Employers expectations & attitude
- Limited housing and high cost of living





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Takk fyrir - Thank you

