

Decision No. PROP/2024/7326

Date: 19.12.2024



**REGULATION OF THE TRAINING AND INTEGRATION PROGRAMME FOR MIGRANTS AND  
BENEFICIARIES OF INTERNATIONAL PROTECTION IN THE TOURISM SECTOR  
“INTEGRATE FOR TOURISM”**

Seeking to reinforce the role of companies in the integration of migrants and beneficiaries of international protection, while also ensuring compliance with Clause 3 of the Collaboration Protocol entered into by the Agency for Integration, Migration and Asylum (AIMA) and the Portuguese Tourism Confederation (CTP) dated 12 December 2024, it is important that Turismo de Portugal creates and regulates a programme aimed at welcoming professionals, or non-professionals, for a training/integration project, helping to improve conditions for the integration of migrants and beneficiaries of international protection in the tourism sector in Portugal.

Active partners of the programme include business associations operating in the tourism, hospitality and catering subsectors, which will strive to keep their members and companies from the identified subsectors informed. They, in turn, will provide the opportunity for on-the-job training (internships) and the subsequent professional integration of the trainees.

The programme aims to train 1,000 migrants and beneficiaries of international protection by the end of 2025.

In order to develop the programme and, specifically, to support the respective management costs, as well as, in particular, the costs referred to in Clause 6(1), paragraphs a) to c) of the Cooperation Protocol entered into by Turismo de Portugal, the AIMA and the CTP on 12 December 2024, a sum of 2.5 million euros is expected to be provided from Turismo de Portugal’s budget.

In view of the foregoing and pursuant to the combined provisions of Article 3(2), paragraphs e) and h), of Decree-Law no. 129/2012, of 22 June, in its current wording, and in the context of the qualification and training measures included in the Accelerate the Economy Programme, the Board of Directors has decided to:

1. Create and regulate the Training and Integration Programme for Migrants and Beneficiaries of International Protection in the Tourism Sector, abbreviated as “Integrate for Tourism”, which aims to provide participants with personal, social and professional skills that will qualify them to work for tourism, hospitality and catering companies.
2. Develop an intensive technical training programme in the area of tourism, hospitality and catering, aimed at migrants and beneficiaries of international protection, who will receive financial support for this purpose while attending training.

3. The programme will be developed in partnership with the AIMA, which will cooperate, in particular, in the promotion and dissemination of the programme to migrants and in their referral to join it.
4. The first edition of the programme will start in December 2024 and run until the end of 2025. Depending on its results, there may be new editions in the following years.
5. The programme will be governed by the regulations that constitute a single annex to this decision.

The Board of Directors

19.12.2024

## **ANNEX**

### **REGULATIONS OF THE TRAINING AND INTEGRATION PROGRAMME FOR MIGRANTS AND BENEFICIARIES OF INTERNATIONAL PROTECTION IN THE TOURISM SECTOR “INTEGRATE FOR TOURISM”**

The INTEGRATE FOR TOURISM Programme is an intensive training programme comprising two components. One is classroom-based and will be taught at Turismo de Portugal’s network of schools, while the other involves on-the-job training at participating companies. The programme aims to:

1. Help improve conditions for the integration of migrants and beneficiaries of international protection and prepare them for integration into the tourism, hospitality and catering subsectors, positioning Portugal as an international benchmark in welcoming people in these circumstances;
2. Develop the professional skills of migrants and beneficiaries of international protection, so that they become qualified to work in tourism, hospitality and catering companies. This would involve practical training methodologies (“learning by doing”), including technical training in operational areas and sociocultural training, as well as learning the Portuguese language and culture, and the acquisition of soft skills adapted to the national context;
3. Work in cooperation with business associations and companies to develop a programme that will help migrants and beneficiaries of international protection enter the job market and ensure their professional integration;
4. Contribute to the social responsibility of tourism companies and the development of the multicultural workforce, reinforcing the sector's contribution to building a fairer and more inclusive society.

#### **Article 1 (Object)**

1. These regulations set out the provisions of the regime governing the INTEGRATE FOR TOURISM Programme.

2. The purpose of these regulations is to establish the rules and procedures governing the application for and awarding of financial support measures to programme participants, namely training grants, internship grants, meals or meal allowances, transport or travel allowances, school insurance and support for uniforms.
3. In duly justified cases, housing support measures may be allocated.
4. The financial support measures described in the previous number will be awarded by Turismo de Portugal during the classroom-based phase of the programme and by the participating companies during the on-the-job phase, commonly referred to as an internship.
5. The structure, content and organisation of the training programme to be developed provide for the qualification of participants in the fields of tourism, hospitality and catering, with a view to the development of basic skills for access to professional activity in these subsectors.
6. The programme also includes an integrated internship (on-the-job training component) providing practical learning in the workplace to be carried out at tourism, hospitality and catering companies.

## **Article 2**

### **(Structure and duration of the programme)**

1. Under the programme, training courses will take place in the areas of tourism, hospitality and catering. Courses will consist of two components which, when combined, aim to contribute to the reception, qualification and professional integration of participants in the tourism, hospitality and catering subsectors, namely:
  - a) A classroom-based component that will be taught at facilities belonging to the network of hospitality and tourism schools. This component will provide 360 hours of technical training and should take three months to complete;
  - b) An on-the-job component, commonly referred to as an internship, to be carried out at tourism, hospitality and catering companies. This component will provide 160 hours of practical training and should take one month to complete.
2. The programme also includes initiatives to train tutors and mentors for participating companies, in order to contribute to the success and to the professional and personal fulfilment of the participants during their internship period.

## **Article 3**

### **(Eligibility)**

1. People who are migrants and/or beneficiaries of international protection may apply for the programme.
2. For the purposes of eligibility, people who fall into one of the following categories are considered migrants and beneficiaries of international protection:
  - a) Migrants - citizens holding a residence permit issued by national authorities; or
  - b) Beneficiaries of international protection - people who have been granted refugee status or subsidiary protection status under Law No. 27/2008, of 30 June.

3. Turismo de Portugal and the AIMA may, by mutual agreement, apply these regulations to beneficiaries of temporary protection.

#### **Article 4** **(Eligibility conditions)**

1. People who fall into one of the categories described in Article 3 and who cumulatively meet the following conditions are eligible for the programme:
  - a) Hold a residence permit or Temporary Protection Certificate issued by Portugal;
  - b) Be of legal age;
  - c) Have no outstanding debts to Social Security and the Tax Authorities;
  - d) Have some knowledge of Portuguese and/or English.
2. Programme participants are not allowed to accumulate other types of public support/subsidies for the same purpose, except in cases where the beneficiaries are covered by international protection, temporary protection, or relocation/resettlement or humanitarian aid programmes.

#### **Article 5** **(Formalities required to join the programme)**

1. The identification of the participants eligible to participate in the programme is the responsibility of the AIMA, or of the intermediary entities to which said responsibility has been delegated.
2. In order to formalise participation in the programme, applicants must fill in a registration form, to be made available to the AIMA by Turismo de Portugal, and submit it along with the following documents:
  - a) A copy of their personal identity document;
  - b) Their tax payer number;
  - c) Their social security number;
  - d) Their IBAN;
  - e) A copy of their residence permit or Temporary Protection Certificate issued in Portugal.
3. For the purpose of setting up training groups and providing guidance for the subsequent professional integration of participants, individual interviews may be conducted to identify their language skills, their experience and their preferences in terms of professional area.
4. The nature and content of the formalities required for the practical on-the-job training component, namely a tripartite training agreement to be entered into by Turismo de Portugal, the trainee and the companies, will be decided upon by the Board of Directors of Turismo de Portugal, based on the proposal of the respective Directorate of Skills Management and Training (DGCC).

#### **Article 6** **(Support to be given to participants - types and amounts)**

1. The programme covers the following types of support:

- a) Support to be provided by Turismo de Portugal during the classroom-based training;
    - i) A monthly training grant for each of the three months of classroom-based training and in the amount equivalent to one IAS (Social Support Reference Rate) per month;
    - ii) Meals to be provide during training days at school;
    - iii) Travel allowance, to be awarded when necessary, through reimbursement of the amount paid by the participant, up to a maximum amount of 30% of the IAS;
    - iv) Support for the purchase of uniforms, to be determined in accordance with the type of technical training area to be attended, up to a maximum amount of €75 per participant;
    - v) Personal accident insurance, for the full duration of the programme (classroom-based and on-the-job).
  
  - b) Financial support to be provided by the participating companies during the on-the-job training period:
    - i) Internship grant, to be awarded during the month of on-the-job training, in the minimum amount equivalent to one IAS per month;
    - ii) Meals, during the period of practical on-the-job training;
    - iii) Meal allowance, during the period of practical on-the-job training, in cases where the company in question is unable to provide actual meals;
    - iv) Accommodation or accommodation grant in duly justified cases;
    - v) Transport or a travel allowance, to be awarded during the training period at the company, if the internship location is not served by public transport compatible with the location and/or times of the internship.
2. The granting of the support mentioned in the previous paragraphs must comply with the provisions of Article 4(2) of these regulations.

### **Article 7** **(Scope and duration of the programme)**

1. The first phase of the programme will take place across the whole of mainland Portugal, with the content being taught by Turismo de Portugal's network of hospitality and tourism schools.
2. Partnerships with local schools in the autonomous regions of Madeira and the Azores may be set up to allow the programme to be extended to those areas, should specific needs be identified there.
3. Seeking to ensure nationwide coverage by the programme and to contribute to the integration of people in companies from all regions of the country, efforts will be made to organise training groups in the intervention regions of the 12 hospitality and tourism schools. A geographical distribution system may be established, depending on the origin of the participants and the needs identified by the companies.

4. If the number of applications exceeds the number of places and, provided that all the requirements for access to the INTEGRATE FOR TOURISM programme are met, a selection will be made by ranking the applicants, combining the date and order of the application submitted.
5. The programme will run during 2025, without prejudice to the possibility of a decision being made to hold other editions.

### **Article 8 (Participants' obligations and duties)**

1. Participants undertake to comply with both components of the programme, i.e. the classroom-based training at a school and the practical on-the-job training.
2. Participants undertake to comply with the rules of behaviour and hygiene and safety set out in the regulations in force at the network of tourism schools in Portugal and in the companies where they will carry out their on-the-job training.
3. Participants may not suspend their participation in the programme, except for duly justified reasons of force majeure, in which case they must give advance notice to the hospitality and tourism school that they are attending.
4. Interrupting the programme implies the automatic suspension of the subsequent financial support.
5. In order to receive final certification for the programme, participants must have an attendance figure of at least 90% in the two components, i.e. the classroom-based training at a school and the practical on-the-job training.

### **Article 9 (On-the-job training - Duties of the participating companies)**

1. Considering the purpose of the professional integration of participants in companies in the sector and, in order to ensure that their on-the-job training is successful, host companies must provide the following conditions:
  - a) Financial support for participants pursuant to Article 6(1), paragraph b);
  - b) Accommodation for participants whenever necessary;
  - c) An internship tutor/manager whose mission is to contribute to the integration and monitoring of the participants;
  - d) Internship proposals that, preferably, contemplate the possibility of the participant's future integration into the company.
2. In cases where companies identify specific needs that allow the formation of groups of 25 or more participants, the classroom-based training programme may be adjusted in line with the specific needs of those companies.
3. A maximum limit may be placed on the number of participants per company in cases where the number and conditions of on-the-job places available exceeds the number of participants.
4. The conditions set out above are to be agreed between the company, the participant and the school, through the establishment of a tripartite agreement for practical on-the-job training (internship).

## **Article 10** **(Partners and responsibilities)**

The following paragraphs identify the entities that are programme partners and set out their responsibilities:

- a) The AIMA:
  - i) Selection and subsequent referral of participants to the programme, in accordance with the types and conditions of eligibility and formalisation defined in Articles 3 and 4 and of formalisation provided for in paragraphs 1 and 2 of Article 5;
  - ii) Monitoring of the various stages of the programme, contributing to the fulfilment of the objectives and to the maximisation of the defined results both with regard to the achievement of the defined goals and to the successful complete integration of the participants.
- b) Business Associations:
  - i) Actively contribute to the promotion and dissemination of the programme to its members;
  - ii) Contribute to the fulfilment of the objectives and to the maximisation of the defined results, especially with regard to the successful complete integration of the participants, through regular interactions with members of the programme;
  - iii) Contribute to the evaluation of the programme and to the definition of continuous improvement efforts to maximise its results.
- c) Participating tourism, hospitality and catering companies:
  - i) Ensure on-the-job training (Internship).
- d) Other local actors or representatives of migrant communities:
  - i) Support and enlighten migrants regarding their rights and duties, as well as other actions that promote their integration both in the country and in the territory where they are located;
  - ii) Mediate relations with project partners, especially hospitality and tourism schools, in situations where this appears to be necessary, without preventing contact with the AIMA in cases where such contact would be justified.

## **Article 11** **(Termination of agreements)**

Turismo de Portugal may terminate the training agreements entered into with programme participants based on non-compliance with the duties to which they are bound, either resulting from their participation in the training components provided for in Article 2(1) of these regulations, or also as beneficiaries of support provided for in Article 6.