



BOSNA I HERCEGOVINA  
BOSNIA AND HERZEGOVINA  
MINISTARSTVO SIGURNOSTI  
MINISTRY OF SECURITY

# IMMIGRATION AND ASYLUM TRAINING PROGRAM (2009 - 2011)

SARAJEVO, JUNE 2009



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**BOSNIA AND HERZEGOVINA  
MINISTRY OF SECURITY**

**IMMIGRATION AND ASYLUM  
TRAINING PROGRAM  
(2009 – 2011)**

**Sarajevo, June 2009**



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## Introduction

The fulfillment of the obligations stated in the Action Plan for implementation of the priorities listed in the document titled “European Partnership with Bosnia and Herzegovina”, as well as of the obligations stated in the Roadmap on visa-free regime, and the obligations listed in the “Immigration and Asylum Strategy & Action Plan For 2008-2011” relating to education in the fields of visas, borders, immigrations, and asylum in the course of implementation of the Law on Movement and Stay of Aliens and Asylum and its relevant bylaws, requires, among other things, systematic approach to training of civil servants, police officers and public sector employees in the field of migrations.

The systematic approach required that the “Immigration and Asylum Training Program (2009-2011)” was defined, in the form of a document created on the basis of the needs of: the Ministry of Security – Sector for Immigration and Sector for Asylum; Bosnia and Herzegovina Border Police; Service for Foreigners’ Affairs; and Ministry of Foreign Affairs of Bosnia and Herzegovina, with the aim of their successful performance of duties (competences) in the field of migrations. Up until now, the approach to training was mostly such that donors and partners, in line with their missions, defined the topics for training programs in the field of migrations and they were sometimes not concurrent with the priority needs for training of civil servants, police officers and public sector employees.

While thanking their present and potential donors, the Sector for Immigration of the Ministry of Security wanted to change its approach to the training of civil servants, police officers and public sector employees in the field of immigration. With the support received from the International Organization for Migration in Bosnia and Herzegovina, representatives of: the Ministry of Security – Sector for Immigration and Sector for Asylum, Bosnia and Herzegovina Border Police, Service for Foreigners’ Affairs, and Ministry of Foreign Affairs of Bosnia and Herzegovina, compiled this document after holding several consultations in their institutions.

This document provides an insight into the need for the training of civil servants, police officers and public sector employees in the field of immigrations and also enables potential donors and partners in the implementation of the “Immigration and Asylum Training Program (2009-2011)” to obtain the necessary information such as:

- priority training topics,
- training content,
- lists of documents included in the training,
- training goals,
- expected outcomes of the training,

- training indicators,
- type, length and methods of training,
- structure of the participants in the training program - number and level,
- training implementers,
- budget (cost estimates for each individual training),
- success criteria,

which will help them provide the training to public sector employees of: the Ministry of Security – Sector for Immigration and Sector for Asylum, Bosnia and Herzegovina Border Police, Service for Foreigners’ Affairs, and Ministry of Foreign Affairs of Bosnia and Herzegovina, thus enabling the employees to acquire the necessary skills and knowledge that are required for efficient performance of duties in the field of migrations.

We believe that such an approach to the training of employees in the field of migrations will contribute to the improvement of the principles of work of civil servants, police officers and public sector employees, such as: efficiency, efficacy, economics, transparency, publicity, professional conduct, legality accountability.

## From the “Immigration and Asylum Strategy” (2008-2011 Action Plan)

Migration is considered to be one of the key global issues at the beginning of the 21st century because there is now more people on the move than ever in human history. Today, 175 million people live outside their country of birth, which accounts for about three percent of the world’s population. This means that approximately one out of thirty-five persons in the world is a **migrant**. When it comes to migrations, Europe used to be an area of emigration in the first half of the 20th century. Its inhabitants migrated to countries in North and South America, Australia and the countries of Asia and Africa which used to be European countries’ colonies. In the second half of the previous century and now, Europe is an area of immigration.

All migration flows have been mostly influenced by economic needs. High demand for workforce in developed countries and availability of the workforce in non-developed countries initiated the global workforce migration.

When it comes to its stages, migration in the beginning related to non-qualified and semi-qualified workforce and then reached its full development with the flows of highly skilled workforce. At first, migrations related to individuals (during 1960s and 1970s) and then to family reunions (1980s). In 1990s and in the first decade of the 21st century, there has been a new trend – the one of refugees and asylum (international protections) seekers.

Migration flows are also very much influenced by demographic changes. The global population growth differs between developed countries and developing ones. In developed countries, the current population growth rate is less than 0.3%, while population in the rest of the world has increased almost sixfold. The quick population increase, together with economic difficulties, puts people on the move, while ageing population forces its countries to accept migrants. According to some estimates, the decreasing and ageing population in developed countries will bring about ever greater mobility of people in the next 50 years.

The practice shows that regardless of certain crises that developed countries are occasionally faced with, migrants remain in the countries of destination without wanting to return to their countries of origin.

Bosnia and Herzegovina found itself in migration paths too. During 1970s, it was an emigration country; in late 1990s, it was mostly a transit country, while in the past several years it has been increasingly turning into a country of final destination. Unstable political,

security, economic and social environment in the countries that emerged from the breakup of Yugoslavia and in the wider region has resulted, in the past several years, in big migration flows of citizens of neighboring countries into Bosnia and Herzegovina. Even today, when the reasons for such migration flows are (almost) non-existent, there are many persons residing in Bosnia and Herzegovina who were afforded international protection or have legal residence in the country; with some of them being in the country illegally.

Regardless of the way in which migrations happen (be it legal or illegal), they have to be regulated. The regulation of migrations can be achieved through:

- well-defined migration policy,
- planned, reasonable and organized management of migration flows,
- full contribution to regulation of migrations at the regional and wider levels.

The migration policy has to be based on the four fundamental principles:

- **legality principles** – there has to be a system of measures and activities for efficient management of migrations, so that possibilities are increased for the well-being of both the migrants and the given country, with the simultaneous reduction of illegal migrations and trafficking of humans;
- **integration principle** – create an environment which will contribute to integration of aliens into society through raising aware of the public and more active role of governmental and non-governmental sectors;
- **principle of the security of the country and its citizens** – provide protection and possibility for quick response of services responsible for security in the cases of illegal migrations or massive migration flows;
- **international cooperation principle** – organize dialogue and cooperation with the countries of origin, as well as third countries, so that the migration-related foreign policy can be harmonized and linked with the goals of migration policy.

Planned, deliberate and organized migration management entails supervision of migration flows through measures aimed at supporting legal migrations and undertaking of activities on preventing illegal migrations, trafficking of humans and smuggling, through:

- visa policy,
- integrated border management,
- legal regulation of residence,
- the right to exercising international protection and
- return (readmission).

The contribution of regulating migration at the regional level and further comprises cooperation with the countries in the region and beyond, supervision of efficiency, consistent application of accepted measures, harmonization of goals, mechanisms and outcomes of the migration policy with the aim of constant adjusting to new circumstances and processes.

The immigration and asylum strategy contains an overview of the prior, present and future situation in the field of visa regime management, border, immigration and asylum management; present the results achieved so far; identifies the current problems and limiting factors; defines goals that need to be achieved, as well as the activity plan for realization of goals set in the mentioned areas.

Each of the areas was developed separately, with clearly defined goals and tasks, schedule of activities related to implementation, implementers of activities, possible sources of finances.

The goal is to develop a quality system for the management of borders, visa regime, immigration and asylum system in Bosnia and Herzegovina, pursuant to EU standards, that will enable integration of Bosnia and Herzegovina into the European Union.

## Importance of Training

One of the priority tasks in the implementation of the policy, principles and activities of the “Immigration and Asylum Strategy” (2008-2011 Action Plan) is setting up an adequate system of functional training and of civil servants, police officers and public sector employees. Training of staff (the Ministry of Security – Sector for Immigration and Sector for Asylum, Bosnia and Herzegovina Border Police, Service for Foreigners’ Affairs, and Ministry of Foreign Affairs of Bosnia and Herzegovina) in the field of migrations is of special importance having in mind that the country’s independence and process of European integrations create the need for Bosnia and Herzegovina to strengthen its capacities in this sector.

Training is the key instrument of state bodies for education of their personnel and is also an important step for the fulfillment of the obligations stated in the Action Plan for implementation of the priorities listed in the document titled “European Partnership with Bosnia and Herzegovina”, as well as of the obligations stated in the Roadmap on visa-free regime, and the obligations listed in the “Immigration and Asylum Strategy & Action Plan For 2008-2011” relating to education in the fields of visas, borders, immigrations, and asylum in the course of implementation of the Law on Movement and Stay of Aliens and Asylum and its relevant bylaws. That is why it is important and indispensable that civil servants, police officers and public sector employees, who are employed in state bodies dealing with immigrations (the Ministry of Security – Sector for Immigration and Sector for Asylum, Bosnia and Herzegovina Border Police, Service for Foreigners’ Affairs, and Ministry of Foreign Affairs of Bosnia and Herzegovina), are provided an opportunity for training and enhancing their knowledge and skills.

The implementation of the “Immigration and Asylum Training Program (2009-2011)” will include all participants of training in the field of migrations.

## Analysis of Current Situation

The Law on Movement and Stay of Aliens and Asylum<sup>1</sup> that entered into force on 14 May 2008 (when compared to the previous 2003 Law on Movement and Stay of Aliens and Asylum) either prescribed new procedures and new mechanisms or introduced certain regulatory changes, and also introduced the obligation of adopting certain number of bylaws. The Law on Movement and Stay of Aliens and Asylum has its prominent place in the field of migrations and it is indispensable that civil servants, police officers and public sector employees are timely and adequately acquainted with the provisions of the aforementioned Law and relevant bylaws.

The training content was determined on the basis of existing and expected needs for education of civil servants, police officers and public sector employees in the field of migrations.

Ministry of Security – Sector for Immigration, serving as a coordinator in the process of creating the “Immigration and Asylum Training Program (2009-2011)”, enabled that the Sector for Asylum, Bosnia and Herzegovina Border Police, Service for Foreigners’ Affairs, and Ministry of Foreign Affairs of Bosnia and Herzegovina state their needs for training in the field of the implementation of the Law on Movement and Stay of Aliens and Asylum and immigration in general.

The training needs assessment encompassed:

- reports on completed activities in connection with expert training of civil servants, police officers and public sector employees in the field of migrations;
- analysis of needs for functional training of civil servants, police officers and public sector employees in the field of migrations;

1 Published in the “Official Gazette of Bosnia and Herzegovina” No 36/08

- analysis of the content of the existing laws which regulate activities of state bodies in the field of migrations.

The training includes studying and application of international documents, laws and bylaws, which either regulate the field of migrations or are a prerequisite for implementation of the mentioned documents.

## **Training Principles and Goals**

The key aspect in the “Immigration and Asylum Training Program (2009-2011)” is the use of modern mechanisms so as to enable those who are employed in the field of migrations to receive adequate and timely training.

### **Guiding Principles**

The civil servants, police officers and public sector employees in state bodies (the Ministry of Security – Sector for Immigration and Sector for Asylum, Bosnia and Herzegovina Border Police, Service for Foreigners’ Affairs, and Ministry of Foreign Affairs of Bosnia and Herzegovina) will be guided by the principles that training is:

1. the right and duty of each civil servant, police officer and public sector employee,
2. a comprising part of the human resources policy and that it serves the interests of both individuals and state bodies,
3. the need to achieve and maintain high standards of the work of employees and state bodies.

### **Goal**

The basic goal of the training of civil servants, police officers and public sector employees is to expand their knowledge of and enhance their personal competence in the implementation of the Law on Movement and Stay of Aliens and Asylum in a way that all civil servants, police officers and public sector employees can give their optimal contribution to achieving the goals of state bodies in the field of immigration; and of professional development and education.

All the topics contained within the “Immigration and Asylum Training Program (2009-2011)” will be elaborated in the Training Curriculum, which will include key legislative issues that have to do with the training, as well as the skills that can be used for enhancement of the training topics. Also, in the course of the implementation of the “Immigration and Asylum Training Program (2009-2011)” the topics can be grouped following: priorities, donors’ recommendations, funds available, and the logical legislative connectedness.

The training implementer has the onus of determining the trainers’ minimum qualifications for the given topic.

The training will include representatives of: the Ministry of Security – Sector for Immigration and Sector for Asylum, Service for Foreigners’ Affairs, Bosnia and Herzegovina Border Police, and Ministry of Foreign Affairs of Bosnia and Herzegovina. The number of participants from individual bodies will depend on the scope of competences and application of regulations for each of the topics, i.e. different institutions will have various numbers of participants in the training.

## Financial Funds

The funds for the “Immigration and Asylum Training Program (2009-2011)” will be provided from the budgets of the institutions of Bosnia and Herzegovina and of international institutions and organizations.<sup>2</sup>

## Participants In The Implementation Of The Training Program

The implementation of the Training Program will include:

- state bodies’ administrators,
- organizational units’ managers,
- persons in charge of human resources development (training officers),
- civil servants, police officers and public sector employees.

## Supervision and Evaluation

Constant communication among all participants in the “Immigration and Asylum Training Program (2009-2011)” is necessary; it relates to assessment of needs for the training of civil servants, police officers and public sector employees. The reports on professional development of all civil servants, police officers and public sector employees, which will include the opinion on training success, will be monitored and discussed by the Coordinating body responsible for supervising the implementation of the “Immigration and Asylum Strategy” and 2008-2011 Action Plan.

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<sup>2</sup> During the making of the “Immigration and Asylum Training Program (2009-2011)” it was not possible to define the budget for each individual training because the following information were not available: venue of the training – Bosnia and Herzegovina (which city or town) or abroad (study trips), renting of premises or usage of existing spaces, participants’ travel costs, accommodation and food costs, the necessary material etc. The necessary amounts will be determined at the moment of the preparations for training depending on the aforementioned parameters.



**Immigration and Asylum Training Courses - 2009**

<b>No.</b>	<b>Training Topic</b>	<b>Training Participants</b>	<b>Training Implementers</b>
1.	<b>Law on Movement and Stay of Aliens and Asylum and other laws and bylaws in the field of immigrations</b> (Topic 1)	Civil servants, police officers and public sector employees of: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnian-Herzegovinian Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Service for Foreigners' Affairs / Ministry of Security's Sector for Immigration
2.	<b>Visas and submission of residence application in diplomatic-consular representation offices</b> (Topic 10)	Civil servants and public sector employees of the Ministry of Foreign Affairs of Bosnia and Herzegovina	Ministry of Foreign Affairs of Bosnia and Herzegovina
3.	<b>Training of the Immigration Centre's security guards</b> (Topic 16)	Civil servants, police officers and employees of the Service for Foreigners' Affairs.	Service for Foreigners' Affairs
4.	<b>Statistical data on migrations and data protection</b> (Topic 18)	Civil servants and public sector employees of: Ministry of Security – Sector for Immigration Statistics Agency	Ministry of Security – Sector for Immigration
5.	<b>Training of the Analytics Team of the Sector for Immigration – best practice of EU countries (study visit)</b> (Topic 19)	Civil servants and public sector employees of: Ministry of Security – Sector for Immigration	Ministry of Security – Sector for Immigration
6.	<b>Training of analytics teams of agencies dealing with migrations (study visit to the Czech Republic)</b> (Topic 20)	Civil servants, police officers and public sector employees of: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Ministry of Security – Sector for Immigration

No.	Training Topic	Training Participants	Training Implementers
7.	<p>Law on personal data protection</p> <p>Law on confidential data protection</p> <p>Law on free access to information (Topic 6)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration</p> <p>Ministry of Security – Sector for Asylum</p> <p>Bosnia and Herzegovina Border Police</p> <p>Service for Foreigners' Affairs</p> <p>of the Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Service for Foreigners' Affairs</p> <p>Ministry of Security – Sector for Immigration</p>
8.	<p>Various experiences related to accommodation and admission of illegal immigrants – best practice of EU countries (study visit) (Topic 17)</p>	<p>Civil servants, police officers and employees of the Service for Foreigners' Affairs.</p>	<p>Service for Foreigners' Affairs</p>
9.	<p>Acceptance of the intent for submission of the request for international protection (Topic 29)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration</p> <p>Ministry of Security – Sector for Asylum</p> <p>Bosnia and Herzegovina Border Police</p> <p>Service for Foreigners' Affairs</p> <p>Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Ministry of Security – Sector for Immigration</p>
10.	<p>Acceptance of requests and registration of international protection seekers (Topic 30)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration</p> <p>Ministry of Security – Sector for Asylum</p> <p>Bosnia and Herzegovina Border Police</p> <p>Service for Foreigners' Affairs</p> <p>Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Ministry of Security – Sector for Asylum</p>
11.	<p>Safe country of origin and safe third country (Topic 31)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration</p> <p>Ministry of Security – Sector for Asylum</p> <p>Bosnia and Herzegovina Border Police</p> <p>Service for Foreigners' Affairs</p> <p>Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Ministry of Security – Sector for Asylum</p>

No.	Training Topic	Training Participants	Training Implementers
12.	Training in the field of international protection (Topic 39)	Civil servants: Ministry of Security – Sector for Asylum	Ministry of Security – Sector for Asylum
13.	Establishing the grounds of requests for international protection (Topic 32)	Civil servants and public sector employees of: Ministry of Security – Sector for Asylum	Ministry of Security – Sector for Asylum
14.	Limitation of the freedom of movement (Topic 35)	Civil servants and public sector employees of: Ministry of Security – Sector for Asylum	Ministry of Security – Sector for Asylum
15.	Activities of the Coordinating body for monitoring implementation of the Immigration and Asylum Strategy & Action Plan For 2008-2011 - study visit (Topic 21)	Members of the Coordinating body: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina Ministry for Human Rights and Refugees of Bosnia and Herzegovina State Investigation and Protection Agency – SIPA	The Coordinating body for monitoring implementation of the "Immigration and Asylum Strategy & Action Plan For 2008-2011" Ministry of Security – Sector for Immigration

## Immigration and Asylum Training Courses - 2010

No.	Training Topic	Training Participants	Training Implementers
1.	Readmission (Topic 2)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Ministry of Security – Sector for Immigration Service for Foreigners' Affairs
2.	Privileges and immunities of foreign citizens in Bosnia and Herzegovina (Topic 3)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Ministry of Foreign Affairs of Bosnia and Herzegovina
3.	Mutual cooperation of the institutions of Bosnia and Herzegovina and exchange of information in the field of migrations (Topic 4)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Ministry of Security – Sector for Immigration
4.	Law on Administrative Procedure of Bosnia and Herzegovina Law on Administrative Disputes of Bosnia and Herzegovina (Topic 5)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Ministry of Security – Sector for Immigration Service for Foreigners' Affairs

No.	Training Topic	Training Participants	Training Implementers
5.	<p><b>Entry of aliens into Bosnia and Herzegovina and denial of entry</b> (Topic 7)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Bosnia and Herzegovina Border Police</p>
6.	<p><b>Book of regulations on obligations of carriers and organizers of tourist or similar travel</b> (Topic 8)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Bosnia and Herzegovina Border Police</p>
7.	<p><b>Residence of aliens in Bosnia and Herzegovina</b> (Topic 9)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Service for Foreigners' Affairs</p>
8.	<p><b>Specialist training for inspectors for aliens</b> (Topic 11)</p>	<p>Inspectors for aliens Service for Foreigners' Affairs</p>	<p>Service for Foreigners' Affairs</p>
9.	<p><b>Various experiences related to accommodation and admission of illegal migrants – best practice of EU countries (study visit)</b> (Topic 17)</p>	<p>Civil servants, police officers and employees of the Service for Foreigners' Affairs.</p>	<p>Service for Foreigners' Affairs</p>

No.	Training Topic	Training Participants	Training Implementers
10.	Voluntary and forcible leaving of Bosnia and Herzegovina (Topic 12)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Service for Foreigners' Affairs
11.	Minors (Topic 13)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Service for Foreigners' Affairs Ministry of Security – Sector for Immigration
12.	Foreign victims of trafficking in humans (Topic 14)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina Representatives of NGOs	Service for Foreigners' Affairs Ministry of Security – Sector for Immigration
13.	Activities of the Immigration Centre (Topic 15)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Service for Foreigners' Affairs

No.	Training Topic	Training Participants	Training Implementers
14.	Training of the Analytics Team of the Sector for Immigration – best practice of EU countries (study visit) (Topic 19)	Civil servants and public sector employees of: Ministry of Security – Sector for Immigration	Ministry of Security – Sector for Immigration
15.	Training of analytics teams of agencies dealing with migrations (study visit) (Topic 20)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Ministry of Security – Sector for Immigration
16.	"Exercise of rights of aliens in the area of administrative and legal protection (appeals, suits) and EU regulations and standards with a view to family reunion, education and work – employment" (Topic 22)	Civil servants Ministry of Security – Sector for Immigration Service for Foreigners' Affairs	Ministry of Security – Sector for Immigration
17.	Expulsion and readmission (standards and procedures) (Topic 23)	Civil servants Ministry of Security – Sector for Immigration Service for Foreigners' Affairs	Ministry of Security – Sector for Immigration
18.	Interviewing Techniques (Topic 24)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Bosnia and Herzegovina Border Police Service for Foreigners' Affairs	Service for Foreigners' Affairs Bosnia and Herzegovina Border Police
19.	Integrated border management (Topic 25)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Ministry of Security State commission for integrated border management

No.	Training Topic	Training Participants	Training Implementers
20.	<p><b>Competent bodies and procedures in the course of seeking international protection</b> (Topic 26)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Ministry of Security – Sector for Asylum</p>
21.	<p><b>Connection between immigration and asylum / principle of non-refoulement</b> (Topic 27)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Ministry of Security – Sector for Asylum</p>
22.	<p><b>Identification of asylum seekers and treatment of vulnerable groups</b> (Topic 28)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Ministry of Security – Sector for Asylum</p>
23.	<p><b>Collecting of information from the countries of origin, systematization and availability of information</b> (Topic 33)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Ministry of Security – Sector for Asylum</p>
24.	<p><b>Training in the field of international protection</b> (Topic 39)</p>	<p>Civil servants Ministry of Security – Sector for Asylum</p>	<p>Ministry of Security – Sector for Asylum</p>

No.	Training Topic	Training Participants	Training Implementers
25.	<b>Cessation and cancellation of international protection</b> (Topic 34)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Ministry of Security – Sector for Asylum
26.	<b>Temporary protection</b> (Topic 36)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Ministry of Security – Sector for Asylum
27.	<b>Databases, types and reasons for delivery of data in the field of international protection</b> (Topic 37)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Ministry of Security – Sector for Asylum
28.	<b>Activities of the asylum center</b> (Topic 38)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Ministry of Security – Sector for Asylum

No.	Training Topic	Training Participants	Training Implementers
29.	IT training (Topic 40)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
30.	Training – English language (Topic 41)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
31.	Activities of the Coordinating body for monitoring implementation of the Immigration and Asylum Strategy & Action Plan For 2008-2011 - study visit (Topic 21)	Members of the Coordinating body: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina Ministry for Human Rights and Refugees of Bosnia and Herzegovina State Investigation and Protection Agency - SIPA	The Coordinating body for monitoring implementation of the “Immigration and Asylum Strategy & Action Plan For 2008-2011” Ministry of Security – Sector for Immigration

No.	Training Topic	Training Participants	Training Implementers
32.	<p><b>Law on Movement and Stay of Aliens and Asylum and other laws and bylaws in the field of immigrations</b> (Topic 1)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Service for Foreigners' Affairs / Ministry of Security's Sector for Immigration</p>
33.	<p><b>Visas and submission of residence application in diplomatic-consular representation office</b> (Topic 10)</p>	<p>Civil servants and public sector employees of the Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Ministry of Foreign Affairs of Bosnia and Herzegovina</p>
34.	<p><b>Law on personal data protection</b> <b>Law on confidential data protection</b> <b>Law on free access to information</b> (Topic 6)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Service for Foreigners' Affairs Ministry of Security – Sector for Immigration</p>

## Immigration and Asylum Training Courses - 2011

No.	Training Topic	Training Participants	Training Implementers
1.	<p><b>Law on Movement and Stay of Aliens and Asylum and other laws and bylaws in the field of immigrations</b> (Topic 1)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Service for Foreigners' Affairs / Ministry of Security's Sector for Immigration</p>
2.	<p><b>Privileges and immunities of foreign citizens in Bosnia and Herzegovina</b> (Topic 3)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Ministry of Foreign Affairs of Bosnia and Herzegovina</p>
3.	<p><b>Mutual cooperation of the institutions of Bosnia and Herzegovina and exchange of information in the field of migrations</b> (Topic 4)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Ministry of Security – Sector for Immigration</p>
4.	<p><b>Law on Administrative Procedure of Bosnia and Herzegovina</b> <b>Law on Administrative Disputes of Bosnia and Herzegovina</b> (Topic 5)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Ministry of Security – Sector for Immigration Service for Foreigners' Affairs</p>

No	Training Topic	Training Participants	Training Implementers
5.	<p><b>Entry of aliens into Bosnia and Herzegovina and denial of entry</b> (Topic 7)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Bosnia and Herzegovina Border Police</p>
6.	<p><b>Book of regulations on obligations of carriers and organizers of tourist or similar travel</b> (Topic 8)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Bosnia and Herzegovina Border Police</p>
7.	<p><b>Residence of aliens in Bosnia and Herzegovina</b> (Topic 9)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Service for Foreigners' Affairs</p>
8.	<p><b>Law on personal data protection</b> <b>Law on confidential data protection</b> <b>Law on free access to information</b> (Topic 6)</p>	<p>Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</p>	<p>Service for Foreigners' Affairs Ministry of Security – Sector for Immigration</p>
9.	<p><b>Specialist training for inspectors for aliens</b> (Topic 11)</p>	<p>Inspectors for aliens Service for Foreigners' Affairs</p>	<p>Service for Foreigners' Affairs</p>

No	Training Topic	Training Participants	Training Implementers
10.	<b>Voluntary and forcible leaving of Bosnia and Herzegovina</b> (Topic 12)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Service for Foreigners' Affairs
11.	<b>Minors</b> (Topic 13)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Service for Foreigners' Affairs Ministry of Security – Sector for Immigration
12.	<b>Foreign victims of trafficking in humans</b> (Topic 14)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Service for Foreigners' Affairs Ministry of Security – Sector for Immigration
13.	<b>Training of the Analytics Team of the Sector for Immigration – best practice of EU countries (study visit)</b> (Topic 19)	Civil servants and public sector employees of: Ministry of Security – Sector for Immigration  Representatives of NGOs	Ministry of Security – Sector for Immigration
14.	<b>“Exercise of rights of aliens in the area of administrative and legal protection (appeals, suits) and EU regulations and standards with a view to family reunion, education and work – employment”</b> (Topic 22)	Civil servants Ministry of Security – Sector for Immigration Service for Foreigners' Affairs	Ministry of Security – Sector for Immigration

No	Training Topic	Training Participants	Training Implementers
15.	<b>Expulsion and readmission (standards and procedures)</b> (Topic 23)	Civil servants Ministry of Security – Sector for Immigration Service for Foreigners' Affairs	Ministry of Security – Sector for Immigration
16.	<b>Interviewing Techniques</b> (Topic 24)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Bosnia and Herzegovina Border Police Service for Foreigners' Affairs	Service for Foreigners' Affairs Bosnia and Herzegovina Border Police
17.	<b>Temporary protection</b> (Topic 36)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Ministry of Security – Sector for Asylum
18.	<b>IT training</b> (Topic 40)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
19.	<b>Training – English language</b> (Topic 41)	Civil servants, police officers and public sector employees: Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina

No	Training Topic	Training Participants	Training Implementers
20.	<p><b>Activities of the Coordinating body for monitoring implementation of the Immigration and Asylum Strategy &amp; Action Plan For 2008-2011</b></p> <p><b>- study visit</b> (Topic 21)</p>	<p>Members of the Coordinating body:  Ministry of Security – Sector for Immigration  Ministry of Security – Sector for Asylum  Bosnia and Herzegovina Border Police  Service for Foreigners’ Affairs  Ministry of Foreign Affairs of Bosnia and Herzegovina  Ministry for Human Rights and Refugees of Bosnia and Herzegovina  State Investigation and Protection Agency - SIPA</p>	<p>The Coordinating body for monitoring implementation of the “Immigration and Asylum Strategy &amp; Action Plan For 2008-2011”  Ministry of Security – Sector for Immigration</p>



# Training Curriculum

**Topic 1**

**Law on Movement and Stay of Aliens and Asylum and other laws and bylaws in the field of immigrations**

Training Goal	Acquaint participants with the regulations of the Law on Movement and Stay of aliens and other laws and bylaws related to the field of immigrations		
Expected Outcome	Enhanced understanding of regulations and their application Enhanced efficiency, effectiveness, accountability and legality in work Identification of regulations' strengths and weaknesses		
Indicators	Number of appeals Number of illegal immigrations		
Type and length of training	Specialist – 2 days		
Training methods	Seminar – lecture; group work; discussion		
Structure and number of participants	Number of participants 20 - 25	Participants' level Civil servants, police officers, public sector employees	<ul style="list-style-type: none"> <li>- Ministry of Security – Sector for Immigration</li> <li>- Ministry of Security – Sector for Asylum</li> <li>- Bosnia and Herzegovina Border Police</li> <li>- Service for Foreigners' Affairs</li> <li>- Ministry of Foreign Affairs of Bosnia and Herzegovina</li> </ul>
Training success criteria	Participants' evaluation of the training (questionnaire)		

**1. Entry of aliens into Bosnia and Herzegovina**

(crossing of the state border; illegal entry into Bosnia and Herzegovina, joint travel documents and special care for minors; obligations of carriers and organizers of tours or similar travel; general entry conditions; entry under special circumstances; specific guidelines related to entry for the reason of employment; specific circumstances for exemption from the obligation of obtaining a visa; exceptions from the obligation of having a visa; evidence on possessing means of subsistence; equalization of holders of residence permits with Bosnian-Herzegovinian citizens when entering the country)

**2. Denial of entry into Bosnia and Herzegovina**

(reasons for the denial of entry; procedure and consequences of the denial of entry; assumption of legal requirements of Article 5 of the Schengen Convention; specific guidelines related to the denial of entry; protective mechanisms for persons who are denied entry; complaints against the denial of entry; transparency of regulations related to the denial of entry)

**3. Visas**

(general regulations on visas; types of visas; Visa A, Visa B, Visa C, and Visa D; conditions for issuing a visa; letter of invitation; issuance of visa for a collective travel document; issuance of visa at the border; issuing authority and place of issuing a visa; deadline for obtaining consent from the central government; visa extension; reasons for not issuing a visa and for issuing of a visa exceptionally for humanitarian purposes; shortening of the visa validity; visa cancellation at the border; visa cancellation in the country; visa cancellation procedure)

**4. Travel documents for aliens**

(types of travel documents for aliens; issuing of the travel documents to aliens; alien travel permits; non-issuance of alien travel documents; obligations of an alien in connection with the travel documents for aliens; detection of false travel documents)

**5. Residence of aliens in Bosnia and Herzegovina**

(forms of residence; grounds for issuing a temporary residence permit; general conditions for granting temporary residence; temporary residence on humanitarian grounds; recommendation of a competent authority; protection of victims of human trafficking; temporary residence on the grounds of family reunification; residence in event of cessation of marriage and of common law marriage; permanent residence, conditions for issuing a permanent residence permit; procedure of issuing a residence permit and the ID card to an alien; application for the first temporary residence permit, request for extension of the residence permit and competency; children of aliens with granted residence; refusal and rejection of applications for a residence permit; appeal against the decision rejecting the application for residence permit; residence permit sticker;

amendments to the decision granting the residence permit; identification card for aliens; obligation to carry an identification card for alien or passport with residence permit; reasons for cancellation of residence; special reasons for cancellation of permanent residence; procedures for cancellation of residence; execution of the decision on cancellation of residence; obligation to register temporary and permanent residence of an alien; temporary and permanent residence; deadlines for registration and de-registration of temporary and permanent residence of an alien; other persons obligated to register a temporary residence of an alien) expenses for repatriation and placement of an alien under supervision);

Training content

**6. Entry and stay of aliens in Bosnia and Herzegovina for the purpose of work**

issuance of the work permit; work permit quota; work permits outside the quota; data necessary for issuance of work permit; conclusion of an Employment Contract or another relevant contract; link between temporary residence and work permit; termination of work permit; exceptions from the requirement to hold a work permit; equal status of aliens with permanent residence permits in Bosnia and Herzegovina or aliens with international protection status in Bosnia and Herzegovina and Bosnian and Herzegovinian citizens with regard to work; courts competent for registration of business enterprises)

**7. Removal of an alien from the country**

**Expulsion**

(expulsion measures; reasons for imposing the expulsion measures; decision on expulsion/expulsion order; regional cooperation; transit for the purpose of expulsion; collective alien expulsions by air; compensation; provision of the necessary documents; minimum standards about placing under supervision before expulsion; principles of proportionality and human rights related to the expulsion procedures; return of unattended minors; supervision of forced return; exchange of statistical data; voluntary execution of the decision on expulsion; special cases of expulsion);

Protection of aliens: "non-refoulement"

(principle of non-refoulement; procedure in case of invoking protection);

**Forcible removal of and alien from the country**

conclusion on authorization of enforcement of the decision on expulsion; non-enforcement of forcible removal; repatriation country; payment of expenses for repatriation and placement of an alien under supervision);

**Readmission Agreements**

(aspects which are important for implementing readmission agreements; ways of identification of citizenship, residence/transit; simplified and regular procedures;

capacities for admission; reintegration support; regional cooperation);

**Admission of aliens and supervision**

(institutions specialized for the reception of aliens; structure of institutions;

placing an alien under supervision; decision on placing an alien under supervision; legal remedy against the decision on placing alien under supervision; execution of the decision placing an alien under supervision and extending supervision; obligation to register the alien's characteristics)

**8. International and temporary protection (asylum)**

(requirements for obtaining international protection; reasons for exclusion of application of international protection; intention and request for international protection; exclusion of the application of the sanctions for illegal entry into Bosnia and Herzegovina; procedure and competence for issuing decisions on international protection; rejection of requests for international protection;

safe country of origin and safe third country; terminating of the procedure;

(filing of a new application for international protection; movement restrictions of applicant for international protection; protection of data; decisions upon the application for international protection; expulsion in case of rejection of the application for international protection; protection in case of the rejection of the application for international protection; rights of persons who were granted international protection; documents for refugees and persons who are granted subsidiary protection; obligations of the applicants and persons with approved request for international protection);

**Cessation of international protection**

(reasons for cessation of refugee status and status of subsidiary protection; cancellation of the refugee status or status of subsidiary protection; competency and complaint in the case of cessation, i.e. cancellation of the international protection);

**Mass influx and international protection**

(temporary protection in case of mass influx; granting temporary protection;

competence for granting and the period of the temporary protection; reasons for not granting the temporary protection; expiry of the temporary protection;

rights and obligations of aliens under temporary protection; right to reunification of family of aliens under temporary protection; accommodation of aliens under temporary protection;

identification document of aliens under temporary protection; restricting the exercise of rights; temporary protection after the proceedings for international protection);

**9. Protection of rights of minor and other aliens**

(privileges and immunities under international law; exemption from application of provisions on work of aliens; movement while wearing foreign uniform; official records;

central database on aliens; database on forms; supervision of the implementation of the Law)

## Training content

**10. Penalty (misdemeanor) provisions**

Law on Administrative Procedure of Bosnia and Herzegovina

Law on Administrative Disputes of Bosnia and Herzegovina

Law on Misdemeanors of Bosnia and Herzegovina

Law on Criminal Procedure

Employment and Work of Aliens Act

(Federation of Bosnia and Herzegovina)

Law on Work and Employment of Foreign Citizens and Stateless Persons (Republika Srpska)

Employment of Aliens Act (Brcko District of Bosnia and Herzegovina)

Law on personal data protection

Law on confidential data protection

Law on free access to information

**Bylaws**

Book of regulations on entry and residence of Aliens

Book of regulations on protection of aliens victims of trafficking in humans

Book of regulations on supervision and removal of aliens from Bosnia and Herzegovina

Book of regulations on paying for the costs of repatriation and placement of aliens under supervision

Book of regulations on standards of functioning and other issues of importance to the work of the Immigration center

Book of regulations on obligations of carriers and organizers of tourist or similar travel

Book of regulations on the procedures for issuing of visas in diplomatic-consular representation offices of Bosnia and Herzegovina and technical issues related to conditions for issuing airport transit visas (Visa A) and transit visas (Visa B).

Book of regulations on the central database

Book of regulations on the way of exercising the authority of inspectors for aliens

Book of regulations on issuing of long-term stay visas for (Visa D) and procedures when issuing such visas

Book of regulations on the manner of keeping records of misdemeanors

Book of regulations on international protection (asylum)

**Experiences gained in the process of implementing the regulations**

Recommendations for changes and amendments to regulations

## Topic 2

Training Topic	Readmission			
Training Goal	Acquaint the participants with readmission procedures			
Expected Outcome	Enhancement of efficiency and legality of the work of representatives of all institutions			
Indicators	Number of completed cases within the given deadlines			
Type and length of training	Specialist – 1 day			
Training methods	Round table – lecture; group work; case studies; discussion			
Structure and number of participants	<table border="1"> <tr> <td data-bbox="507 1197 539 1419">Number of participants 20-25</td> <td data-bbox="507 860 577 1197">Participants' level Civil servants, police officers, public sector employees</td> <td data-bbox="507 111 577 860">Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</td> </tr> </table>	Number of participants 20-25	Participants' level Civil servants, police officers, public sector employees	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
Number of participants 20-25	Participants' level Civil servants, police officers, public sector employees	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina		
Training success criteria	Participants' evaluation of the training (questionnaire)			
Training content	<p>Agreement between the European Community and Bosnia and Herzegovina on the readmission of persons residing without authorization</p> <p>Bilateral protocols on implementation of the Agreement between the European Community and Bosnia and Herzegovina on the readmission of persons residing without authorization</p> <p>Bilateral agreements with third countries that are not EU members</p> <p>Agreements on police cooperation</p> <p>Experiences gained in the process of implementing the regulations</p> <p>Recommendations for changes and amendments to regulations</p> <p>Exchange of experiences with the countries of the region (round table)</p>			

**Topic 3**

	<b>Privileges and immunities of foreign citizens in Bosnia and Herzegovina</b>		
Training Goal	Acquaint the participants with regulations related to entry, movement and residence of aliens who enjoy privileges and immunities in Bosnia and Herzegovina		
Expected Outcome	Enhanced control of aliens' crossing of the border and residence		
Indicators	Number of registered aliens who cross the border of Bosnia and Herzegovina and reside in Bosnia and Herzegovina		
Type and length of training	Specialist – 1 day		
Training methods	Seminar – lecture; discussion; group work		
Structure and number of participants	Number of participants 20 - 25	Participants' level Civil servants, police officers, public sector employees	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
Training success criteria	Participants' evaluation of the training (questionnaire)		
Training content	Vienna Convention on Diplomatic Relations Vienna Convention on Consular Relations Convention on the Privileges and Immunities of the United Nations Agreements with international organization in Bosnia and Herzegovina General Framework Agreement for Peace in Bosnia and Herzegovina (Dayton Agreement)		

#### Topic 4

<b>Mutual cooperation of the institutions of Bosnia and Herzegovina and exchange of information in the field of migrations</b>	
Training Topic	Acquaint the participants with the competences of institutions of Bosnia and Herzegovina in the fields of immigrations and mutual cooperation of institutions of Bosnia and Herzegovina in the fields of immigrations
Training Goal	Enhanced cooperation among the institutions
Expected Outcome	Number of illegal immigrations
Indicators	Specialist – 1 day
Type and length of training	Seminar – group work; discussion
Structure and number of participants	Participants' level Civil servants, police officers, public sector employees
Training methods	Number of participants 20 - 25
Training success criteria	Participants' evaluation of the training (questionnaire)
Training content	<ul style="list-style-type: none"> <li>– Competences of the institutions of Bosnia and Herzegovina in the field of immigrations</li> <li>Ministry of Security – Sector for Immigration</li> <li>Ministry of Security – Sector for Asylum</li> <li>Bosnia and Herzegovina Border Police</li> <li>Service for Foreigners' Affairs</li> <li>Ministry of Foreign Affairs of Bosnia and Herzegovina</li> <li>– Mutual cooperation of the institutions of Bosnia and Herzegovina in the field of migrations</li> <li>(SKILL – Team work and leadership in implementing the procedures in the field of immigrations)</li> </ul>

**Topic 5**

<b>Training Topic</b>		<b>Law on Administrative Procedure of Bosnia and Herzegovina Law on Administrative Disputes of Bosnia and Herzegovina</b>	
Training Goal	Educate the participants about the provisions and implementation of the Law on administrative procedure and Law on administrative procedures in the field of immigrations		
Expected Outcome	<p>Enhancement of extant skills and knowledge about the application of regulations</p> <p>Reduction in the number of cancelled first-instance decisions</p> <p>Reduction in the number of court decisions on cancelling the decisions of the bodies of first or second instance</p>		
Indicators	<p>Number of cancelled first-instance decisions</p> <p>Number of court decisions on cancelling the decisions of the bodies of first or second instance</p>		
Type and length of training	Specialist – 1.5		
Training methods	Seminar – lecture; individual work; case studies		
Structure and number of participants	Number of participants 15 – 20	Participants' level Civil servants, police officers, public sector employees	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
Training success criteria	Participants' evaluation of the training (questionnaire)		
Training content	<b>Law on Administrative Procedure</b> General principles and their application Application of the principles of administrative procedure Minutes of debate Creation and delivery of solutions Finality, executability and validity of decisions	<b>Law on Administrative Disputes</b> General principles and procedures Competence Deadlines Request for postponement of the execution of decisions Administrative dispute and the issue of supervision of aliens in the Immigration center	

## Topic 6

Training Topic	<b>Law on personal data protection</b> <b>Law on confidential data protection</b> <b>Law on free access to information</b>		
Training Goal	Education of participants about provisions and implementation of the Law on personal data protection, Law on confidential data protection and Law on free access to information		
Expected Outcome	More efficient and effective management of secret and personal data and their exchange		
Indicators	Number of abuses of personal and secret data		
Type and length of training	Specialist – 1 day		
Training methods	Seminar – lecture; individual work; group work; case studies		
Structure and number of participants	Number of participants 20 - 25	Participants' level Civil servants, police officers, public sector employees	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
Training success criteria	Participants' evaluation of the training (questionnaire)		
Training content	<ol style="list-style-type: none"> <li>1. General principles and procedures</li> <li>2. Provision from all three Laws that relate to immigration</li> <li>3. State Security Body</li> <li>4. Personal Security</li> <li>5. Competence for issuing security licenses and execution of security checks</li> <li>6. Validity and renewal of licenses</li> <li>7. Security of secret data</li> <li>8. IT security</li> </ol>		

**Topic 7**

<b>Training Topic</b>		<b>Entry of aliens into Bosnia and Herzegovina and denial of entry</b>	
Training Goal	Educate participants about the provisions and application of international documents, law and bylaws in the field of entry of aliens into Bosnia and Herzegovina and denial of entry.		
Expected Outcome	Increased quality of the control of entry of aliens Reduction in the number of illegal entries		
Indicators	Number of illegal entries		
Type and length of training	Specialist – 2 days		
Training methods	Seminar – lecture; individual work; group work; case studies; role play; discussion		
Structure and number of participants	Number of participants	Participants' level	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
	20 - 25	Civil servants, police officers, public sector employees	
Training success criteria	Participants' evaluation of the training (questionnaire)		

Training content	<p><b>1. technical issues and procedures for entry of aliens into Bosnia and Herzegovina</b> (general and specific guidelines related to entry and conditions of admission; specific situations; procedures; abuse; specific guidelines related to entry for the reason of employment; specific circumstances for exemption from the obligation of obtaining a visa; exemptions from the obligation to obtain a visa; evidence of possessing the means of subsistence; equal status of holders of residence permits and citizens of Bosnia and Herzegovina when entering the country)</p> <p><b>2. travel documents</b> (list of accepted travel documents; detection of forged documents; exchange of information/reporting and keeping of forged documents; technical equipment/training for detection of forged documents; specific requirements related to validity of travel documents)</p> <p><b>3. procedure at the border crossing</b></p> <p><b>4. issuing of visas at border crossings</b></p> <p><b>5. entry of aliens and minors</b></p> <p><b>6. procedure related to group entry of aliens from countries having visa-less regime</b></p> <p><b>7. conditions for approval of entry</b></p> <p><b>8. means of subsistence</b></p> <p><b>9. letter of invitation</b> (request and evidence for stamping; letter of invitation form; stamp)</p> <p><b>10. conditions for granting residence to aliens in Bosnia and Herzegovina</b> (types of residence; application for granting residence; forms of application for granting residence)</p> <p><b>11. entry under special circumstances</b></p> <p><b>12. denial of entry</b> (assumption of legal requirements of Article 5 of the Schengen Convention; specific guidelines related to the denial of entry; protective mechanisms for persons who are denied entry; complaints against the denial of entry; transparency of regulations related to the denial of entry) Provisions of the Law on Misdemeanors which is applicable in this field Provisions of the Law on Criminal Procedure which is applicable in this field SKILL: Interpersonal skills (communication, presentation, team work, cooperation, active listening, decision-making, management) Experience gained in the course of applying the regulations Recommendations for changes and amendments to regulations</p>
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**Topic 8**

<b>Training Topic</b>		<b>Book of regulations on obligations of carriers and organizers of tourist or similar travel</b>	
Training Goal	Educate participants about the provisions and application of international documents, law and bylaws in the field of obligations of carriers in the cases of denial of entry.		
Expected Outcome	Increased quality of the control of entry of aliens Reduction in the number of illegal entries		
Indicators	Number of illegal entries		
Type and length of training	Specialist – 1 day		
Training methods	Seminar – lecture; individual work; group work; case studies; role play; discussion		
Structure and number of participants	Number of participants 20 - 25	Participants' level Civil servants, police officers, public sector employees	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
Training success criteria	Participants' evaluation of the training (questionnaire)		
Training content	Duties and responsibilities of carriers (duties and responsibilities of carriers in cases of denial of entry; duties and responsibilities of carriers in: air, water, railway and road traffic; the order on the obligation of returning of an alien; duties and obligations of organizers of tourist or similar travel; Form- the order on the obligation of returning of an alien) Provisions of the Law on Misdemeanors which is applicable in this field Experience gained in the course of applying the regulations Recommendations for changes and amendments to regulations		

## Topic 9

Residence of aliens in Bosnia and Herzegovina																
Training Goal	Educate participants about the provisions and application of international documents, law and bylaws in the field of residence of aliens in Bosnia and Herzegovina.															
Expected Outcome	More efficient solving on aliens' status															
Indicators	Number of complaints and decisions about denial of applications for granting residence															
Type and length of training	Specialist – 2 days															
Training methods	Seminar – lecture; individual work; group work; case studies; role play; discussion															
Structure and number of participants	<table border="1"> <tr> <td>Number of participants</td> <td>Participants' level</td> <td>Ministry of Security – Sector for Immigration</td> </tr> <tr> <td>20 - 25</td> <td>Civil servants, police officers, public sector employees</td> <td>Ministry of Security – Sector for Asylum</td> </tr> <tr> <td></td> <td></td> <td>Bosnia and Herzegovina Border Police</td> </tr> <tr> <td></td> <td></td> <td>Service for Foreigners' Affairs</td> </tr> <tr> <td></td> <td></td> <td>Ministry of Foreign Affairs of Bosnia and Herzegovina</td> </tr> </table>	Number of participants	Participants' level	Ministry of Security – Sector for Immigration	20 - 25	Civil servants, police officers, public sector employees	Ministry of Security – Sector for Asylum			Bosnia and Herzegovina Border Police			Service for Foreigners' Affairs			Ministry of Foreign Affairs of Bosnia and Herzegovina
Number of participants	Participants' level	Ministry of Security – Sector for Immigration														
20 - 25	Civil servants, police officers, public sector employees	Ministry of Security – Sector for Asylum														
		Bosnia and Herzegovina Border Police														
		Service for Foreigners' Affairs														
		Ministry of Foreign Affairs of Bosnia and Herzegovina														
Training success criteria	Participants' evaluation of the training (questionnaire)															

## Training content

**1. registration of residence of an alien**

(domicile and residence;

obligatory registration and de-registration of residence;

obligation of registration of residence)

**2. conditions for granting and extending residence to aliens in Bosnia and Herzegovina**

(types of residence; application for granting residence; application forms for granting residence; status of aliens having temporary residence);

**3. temporary residence**

(conditions for granting temporary residence; types of temporary residence: marriage with a citizen of Bosnia and Herzegovina PB/1 and violations;

common law marriage with a citizen of Bosnia and Herzegovina PB/2 and violations;

family reunions PB/3; family reunion as a right;

conditions for allowing family reunions; sponsors' status and conditions;

definition of family members; inclusion of adopted children; second degree of kingship; recognition of other types of family members; direct line of kinship; adult unmarried children; unmarried and registered partners; attitude towards polygamy marriages; rights of family members/autonomous residence permits)

work on the basis of issued permit PB/4;

Employment and Work of Aliens Act

(Federation of Bosnia and Herzegovina)

Law on Work and Employment of Foreign Citizens and Stateless Persons (Republika Srpska)

Employment of Aliens Act (Brcko District of Bosnia and Herzegovina)

1. General principles and procedures
2. General principles of residence on the basis of employment and competent bodies
3. Work permits
4. Manner of adopting the decision on annual quotas  
private entrepreneurship PB/5;  
employment of key personnel in a company PB/6;  
science and research activities PB/7;  
artistic activities PB/8;  
sport activities PB/9;  
consultant activities PB/10;  
education PB/11;

Training content

medical treatment PB/12;  
volunteer work PB/13;  
work in religious organizations PB/14;  
ownership of real estate in Bosnia and Herzegovina PB/15;  
implementation of a project important for Bosnia and Herzegovina PB/16;  
implementation of an international agreement of which Bosnia and Herzegovina is a part PB/17; humanitarian reasons PB/18;  
other justified reasons PB/19;  
abuse of other grounds for granting residence)

**4. permanent residence**  
(status of aliens who were granted long-term residence;  
conditions for granting permanent residence)

**5. form and content of the certificate on identity for a stateless person**

**6. form and content of a residence permit sticker**

**7. form, content and procedure for issuing ID cards for aliens; registration of ID cards**

**8. reasons for issuing a travel certificate for aliens**  
(justified reasons; application for issuing a travel certificate for aliens;  
evidence)

**9. reporting the loss or inadvertent destruction or some other inability of the usage of a travel document**  
(reporting the loss or inadvertent destruction or some other inability of the usage of a travel document; cancellation of the procedure; form of the travel certificate for aliens)

**10. residence cancellation**

**11. book of aliens**  
(records of books of aliens; obligations of accommodation provider and control of records)

**12. forms 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16 and 17**  
SKILL: Communication

Council of Europe Convention on the rights of all migrant workers and their families  
EU Directives and decisions in the field of migrations (family reunion, education, employment, removal of aliens)  
(2008/115/EC; 2005/71/EC; 2004/114/EC; 2003/86/EC; 2003/109/EC)  
Provisions of the Law on Misdeemeanors which is applicable in this field  
Experience gained in the course of applying the regulations  
Recommendations for changes and amendments to regulations



**1. database on travel documents of foreign citizens**

**2. form and content of a visa sticker**

**3. procedure for issuing visa in diplomatic—consular representation offices**

(submission of application for issuing of visas type A, B, and D, for minors and other persons who are unable to have employment; general conditions for issuing a visa; admission stamp;

**short-term visa:**

(Visa C – purpose of stay; means of subsistence; means of transport and return; letter of invitation, court order or some other invitation; authenticity of documents, translation; checking of data stated in the application; travel document; interview with visa applicants; additional documents; decision on the application; incomplete application; consent; deadline; refusal of application for a visa; information on visa refusal; issuance of a visa in case of special reasons;

issuance of a visa to a holder of diplomatic or official travel document;

issuance of a visa to an alien coming to assume an appointment in Bosnia and Herzegovina;

entry of data into the visa form and its validity; placing of the visa into the travel document;

cancellation of the filled-in visa form; subjects of applications for visa issuance; conclusion of the procedure)

**4. technical issues of issuing airport transit visas (Visa A) and transit visas (Visa B)**

the body competent for issuing Visas A and Visas B and the procedure of issuing visas;

validity of airport transit visas and transit visas

(shortening of the validity of visas, cancellation of visas, information on shortening of the validity or of extension of visas);

**5. validity of type D visas, deadline for giving consent; denial of the Service's response; purpose of stay; means of subsistence; means of travel and return; letter of invitation; authenticity of documents; translation;**

checking of data stated in the application; travel document; interview;

additional documents; decision on the application; incomplete application;

Consent; deadline; refusal of application for a visa; information on visa refusal;

entry of data into the visa D form and its validity; placing of visa D into the travel document; cancellation of the filled-in visa form; subjects of applications for visa issuance; conclusion of the procedure;

**6. central database on aliens**

(Visa A, Visa B, Visa C and Visa D)

**7. best practice of EU and Schengen countries**

Provisions of the Law on Misdeemeanors which is applicable in this field

Provisions of the Law on Criminal Procedure which is applicable in this field

Experience gained in the course of applying the regulations

Recommendations for changes and amendments to regulations

**Topic 11**

	<b>Specialist training for inspectors for aliens</b>						
Training Goal	Educate participants about the provisions and application of international documents, law and bylaws in the fields of identity determining, use of means of coercion and other activities of inspectors for aliens						
Expected Outcome	Quality and efficient performance of duties						
Indicators	Number of complaints against abuses of authority of inspectors for aliens						
Type and length of training	Specialist – 6.5 weeks						
Training methods	Training – lecture; individual work; group work; case studies; role play; discussion; practicing of skills						
Structure and number of participants	<table border="1"> <tr> <td data-bbox="496 1190 534 1417">Number of participants</td> <td data-bbox="496 771 534 1190">Participants' level</td> <td data-bbox="496 129 534 771">Service for Foreigners' Affairs</td> </tr> <tr> <td data-bbox="534 1190 572 1417">2 x 10</td> <td data-bbox="534 771 572 1190">Inspectors for aliens</td> <td></td> </tr> </table>	Number of participants	Participants' level	Service for Foreigners' Affairs	2 x 10	Inspectors for aliens	
Number of participants	Participants' level	Service for Foreigners' Affairs					
2 x 10	Inspectors for aliens						
Training success criteria	Participants' evaluation of the training (questionnaire)						

Training content		
1. Migration: concept of migrations		26. Technical equipment: Practical use
2. Migration: Organized crime		27. Use of force: batons, handcuffs, protective gear
3. Links and cooperation with other bodies		28. Visits: theory and legislation
4. Bodies of Bosnia and Herzegovina The role of the Ministry of Security		29. Intelligence activities: theory and procedures
The Role of the Ministry of Foreign Affairs		30. Visits: risk estimates/interviewing/placing under arrest
The Role of SIPA		31. Visits: checking of documents/identity, searches and confiscation
The role of the Border police		32. Visit: searches of persons, vehicles and luggage
5. Control of documents types of documents		33. Visits: practical exercises
6. Laws		34. Control of documents: practical exercise
7. Physical education		35. Crime scene: detection and procedures/forensic evidence
8. Interviewing: Theory and methods		36. Role play: preparation
9. Role play: credibility		37. Role play: final
10. Computers: basics		38. Foreign language
11. Control of documents: making of, protection		39. First Aid
12. Report writing: types and procedures		40. Use of weapons
13. Computers: ISM		41. Use of means of coercion
14. Use of force: theory and legislation		14. SKILLS: Conflict management Negotiation
15. Use of force: practice without weapons		
16. Control of documents: Methods of forging and detection		
17. Trafficking in humans: theory and procedures		
18. Trafficking in humans: Interviewing / practical		
19. Custody: theory, laws and procedures		
20. Supervision: admission center		
21. Removal: theory, laws and procedures		
22. Asylum: theory		
23. Asylum: procedures		
24. Control of documents: frauds		
25. Prosecution: procedures/presentation of evidence/interviewing		

**Topic 12**

<b>Training Topic</b>	<b>Voluntary and forcible leaving of Bosnia and Herzegovina</b>		
Training Goal	Educate participants about the provisions and application of international documents, law and bylaws in the field of voluntary and forcible leaving of Bosnia and Herzegovina		
Expected Outcome	More efficient completion of the procedure of removal of aliens from Bosnia and Herzegovina		
Indicators	Number of trained officials	Number of illegal residences	Specialist – 15 days
Type and length of training	Seminar – lecture; individual work; group work; case studies; role play; discussion		
Training methods	Seminar – lecture; individual work; group work; case studies; role play; discussion	Participants' level Civil servants, police officers, public sector employees	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
Structure and number of participants	Number of participants 20 - 25	Participants' evaluation of the training (questionnaire)	
Training success criteria	Participants' evaluation of the training (questionnaire)		

**1. Voluntary return**

(definition of voluntary return; cooperation; voluntary return in practice; giving preference to voluntary returns; cooperation and exchange of information on voluntary returns; consultations and distributions of information about programs of voluntary return ; stimuli for voluntary return (assisted); sustainability of voluntary return (assisted); legal consequence of voluntary or forcible return when deciding on the application for re-entry; exchange of information)

**2. administrative act ordering an alien to leave Bosnia and Herzegovina**

Cooperation of an alien in the course of leaving Bosnia and Herzegovina; obligations of competent bodies  
 procedure for independent voluntary return

**3. measure of supervision of aliens**

(reasons for placing of an alien under supervision; decision on extension and decision on extraordinary extension of supervision; amendment of the decision on supervision in the sense of its execution)

**4. forcible removal of an alien**

(competence for forcible removal and exemption; conditions for forcible removal)  
 measures and activities for creation of conditions for forcible removal; the principle of non-refoulement; procedure of adopting the conclusion in execution and complaint;

plan of execution of decisions; non-execution and postponement of forcible removal;

stamp of forbidden entry into Bosnia and Herzegovina; certificate on handing over of an alien and the report on execution of the plan; escort of aliens; special security measures)

**5. removal of an alien – minor**

(removal of an alien – unattended minor; procedure of removal of an alien – unattended minor)

**6. treatment standards**

(informing of an alien who is forcibly removed from Bosnia and Herzegovina; enabling contact with the country in which an alien is returned; return of personal belongings;

fitness for travel and medical examination; forcible removal of aliens with special needs; respect for dignity of person and use of force);

**7. determining of an obliged person and payment of costs for removal of an alien and placement of an alien under supervision**

(prior procedures; structure of costs of removing and alien and placement of an alien under supervision; the procedure of payment of costs of removing and alien and placement of an alien under supervision; the procedure on adopting the decision on the body obliged to pay for the costs and complaints; payment of costs of placing under supervision and removal by the budget of the institutions of Bosnia and Herzegovina)

**8. records in alien removal**

**9. cooperation with agencies in Bosnia and Herzegovina that are competent for removal of aliens**

**10. forms 1, 2, 3, 4**

**11. Protocol on cooperation with the International Organization for Migration (IOM)**

**12. SKILLS: Stress management**

Provision of the Law on Misdemeanors which is applicable in this field

**Topic 13**

	<b>Minors</b>			
Training Goal	Educate participants about the provisions and application of international documents, law and bylaws in the field of immigration and asylum of minors.			
Expected Outcome	More efficient performance of tasks in the field of immigration of minors			
Indicators	Number of aliens minors returned Number of minors placed in specialized institutions			
Type and length of training	Specialist – 1 day			
Training methods	Workshop – lecture; individual work; group work; case studies; role play; discussion			
Structure and number of participants	<table border="1"> <tr> <td data-bbox="548 1192 598 1410">Number of participants 20 - 25</td> <td data-bbox="548 864 711 1183">Participants' level Civil servants, police officers, public sector employees.</td> <td data-bbox="548 112 711 855">Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</td> </tr> </table>	Number of participants 20 - 25	Participants' level Civil servants, police officers, public sector employees.	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
Number of participants 20 - 25	Participants' level Civil servants, police officers, public sector employees.	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina		
Training success criteria	Participants' evaluation of the training (questionnaire)			
Training content	<ol style="list-style-type: none"> <li>1. Procedures for issuing of visas A, B, C and D in diplomatic-consular representation offices of Bosnia and Herzegovina for minors</li> <li>2. Entry of minors into Bosnia and Herzegovina</li> <li>3. a child of an alien with granted residence</li> <li>4. removal of an alien – minor (removal of an alien – unattended minor; procedure of removal of an alien – unattended minor)</li> <li>5. protection of children victims if trafficking in humans (special protection of children; placement of children in shelters; return of a child)</li> <li>6. Placement of minors into an immigration center</li> </ol> <p>Convention of the rights of a child Provisions of the Law on Misdemeanors which is applicable in this field Experience gained in the course of applying the regulations Recommendations for changes and amendments to regulations</p>			

## Topic 14

Foreign victims of trafficking in humans	
<b>Training Topic</b>	Educate participants about the provisions and application of international documents, law and bylaws in the field of victims of trafficking in humans
<b>Training Goal</b>	Enhanced quality of the method of treating victims of trafficking in humans
<b>Expected Outcome</b>	Number of returns to the countries of origin or third countries
<b>Indicators</b>	Specialist – 2 days
<b>Type and length of training</b>	Workshop – lecture; individual work; group work; case studies; role play; discussion
<b>Training methods</b>	Participants' level Civil servants, police officers and public sector employees.
<b>Structure and number of participants</b>	Number of participants 20 - 25
<b>Training success criteria</b>	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina Representatives of NGOs
	Participants' evaluation of the training (questionnaire)

## Training content

1. operational work in discovering trafficking in humans
  2. recognition of victims of trafficking in humans
  3. protection of privacy and identity of victims of trafficking; protection of victims of trafficking; prohibition of discrimination; temporary residence on humanitarian grounds; special protection of children)
  4. admission and accommodation of victims of trafficking (conditions for admission and accommodation of victims of trafficking; obligations of authorities during the procedure; interviewing; treatment and competence for accommodation of victims of trafficking in humans; submission of an application for temporary residence; decision on the application for temporary residence)
  5. support to victim of trafficking (rights of victims of trafficking; adequate and safe accommodation; health care; informing and counseling)
  6. repatriation (procedure)
  7. protection of children (special protection of children; placement of children in shelters; return of a child)
  8. principles of work of safe houses
  9. Directives
    - 2001/748/EC
    - 2004/579/EC
    - 2006/19/EC
    - 2006/616/EC
    - 2006/618/EC
  10. European Convention on protection of victims if trafficking in humans
  11. Convention on transnational organized crime (Protocols on illegal immigration and victims of trafficking in humans)
  12. compensation to victims of trafficking in humans
- SKILLS: Communication
- Provision of the Law on Misdemeanors which is applicable in this field
- Provisions of the Law on Criminal Procedure which is applicable in this field

## Topic 15

Work of the Immigration Centre				
<b>Training Topic</b>	Work of the Immigration Centre			
Training goal	Educate participants about the provisions and application of international documents, law and bylaws in the field of work of the immigration centre			
Expected Outcome	More efficient functioning and management of the centre and enabling the beneficiaries of the centre's services to exercise all their afforded rights			
Indicators	Number of trained officials			
Type and length of training	Specialist – 2 days			
Training methods	Seminar – lecture; individual work; group work; case studies; role play; discussion			
Structure and number of participants	<table border="1"> <tr> <td>Number of participants 20 - 25</td> <td>Participants' level Civil servants, police officers and public sector employees.</td> <td>                     Ministry of Security – Sector for Immigration                      Ministry of Security – Sector for Asylum                      Bosnia and Herzegovina Border Police                      Service for Foreigners' Affairs                      Ministry of Foreign Affairs of Bosnia and Herzegovina                 </td> </tr> </table>	Number of participants 20 - 25	Participants' level Civil servants, police officers and public sector employees.	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
Number of participants 20 - 25	Participants' level Civil servants, police officers and public sector employees.	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina		
Training success criteria	Participants' evaluation of the training (questionnaire)			

## Training content

1. The Centre and its beneficiaries; rights of asylum seekers; dignity of the Centre's beneficiaries and prohibition of discrimination; legal assistance and the right on interpreter; complaints against the conditions of staying in the Centre
  2. manner of managing the Centre (management of the Centre and duties of official persons; contacts of official persons and beneficiaries of the Centre; inspections of rooms and searches by official persons; communication with the media; entry of third persons into the Centre; use of means of coercion with the aim of establishing order in the Immigration centre; manner of performing security services in the Centre; processing and protection of data and records kept in the Centre)
  3. admission and accommodation of the Centre's beneficiaries (admission of Centre's beneficiaries; medical treatment; certificate on admission; informing on the rights and duties; procedures followed when admitting a beneficiary of the Center; identity checking; possession of personal belongings and money; safety searches; submission or removal of identification and forbidden documents; keeping and listing of personal belonging taken; medical examination, washing and disinfection; records of Centre's beneficiaries; records of written and medical documentation; plan of accommodation of Centre's beneficiaries; accommodation of minors)
  4. sanitary, hygiene and other conditions of accommodation (room standards; water closet and potable water; airing and smoking; placement into rooms; bed and sheets; clothes and shoes; hygiene of the living space; personal hygiene; inspection of hygiene in rooms; deratization, disinsectization, disinfection and painting of walls; use of TV set and other electronic equipment)
  5. feeding of Centre's beneficiaries (eating one's own food; keeping foodstuffs in rooms; daily meals; inspection of food; menu; special food on medical grounds; inspections of the kitchen; procedures in cases of refusal of food)
  6. medical support to Centre's beneficiaries (medical help; needs for additional treatment; visit by a second doctor; services in the local health care centre; forwarding to outpost medical institution; purchase of medicines and medical aids outside the centre; forwarding and keeping of medical documentation; supervision because of suicidal tendencies; reporting in cases of diseases and heavy injuries)
  7. spending time in the open (spending time in the open; rules for joint walks; walks by the doctor's recommendation)
  8. communicating with persons outside the Centre and legal representative (visits; visits by diplomatic-consular representatives, international and non-governmental organizations; freedom of correspondence; purchase of means for correspondence; prohibition of the use of mobile phones; regular phone calls to family members; communication with legal representatives; reception of money and parcels)
  9. fulfillment of religious needs (visits by religious officials; expression of religious needs)
  10. maintaining of the order and discipline (compliance with the rules; lighting; measures of increased supervision; defense and complaint; rights of Centre's beneficiaries placed in a separate room; responsibility for damages; commission of a criminal act while being in the Centre)
  12. work of Centre's beneficiaries (following the request by a beneficiary; issues related to the work of Centre's beneficiaries)
  13. taking out of Centre's beneficiaries and their release (taking out Centre's beneficiaries for the sake of a legal proceedings; release of the Centre's beneficiaries; release before passage of time and leaving upon the passage of time related to a problem; death of a beneficiary of the Centre; procedure followed during the release and leaving of the Centre)
  14. functioning of the Immigration centre in emergencies
- The European Convention for the Prevention of Torture and Inhuman or Degrading Treatment or Punishment (Article 1)

## Topic 16

Training Topic	Training of the Immigration Centre's security guards						
Training goal	Educate participants about the provisions and application of international documents, law and bylaws in the field of work of the immigration centre						
Expected Outcome	More efficient work of the Immigration centre's employees						
Indicators	Number of complaints against the work of the Immigration centre's employees						
Type and length of training	Specialist – 5 weeks						
Training methods	Seminar – lecture; individual work; group work; case studies; role play; discussion						
Structure and number of participants	<table border="1"> <tr> <td data-bbox="531 1184 597 1417">Number of participants</td> <td data-bbox="531 862 597 1184">Participants' level</td> <td data-bbox="531 111 597 862">Service for Foreigners' Affairs</td> </tr> <tr> <td data-bbox="597 1184 640 1417">40</td> <td data-bbox="597 862 640 1184">Civil servants, police officers and public sector employees.</td> <td></td> </tr> </table>	Number of participants	Participants' level	Service for Foreigners' Affairs	40	Civil servants, police officers and public sector employees.	
Number of participants	Participants' level	Service for Foreigners' Affairs					
40	Civil servants, police officers and public sector employees.						
Training success criteria	Participants' evaluation of the training (questionnaire)						
Training content	<p>According to the Training plan of the Service for Foreigners' Affairs:</p> <ol style="list-style-type: none"> <li>1. Law on Movement and Stay of Aliens and Asylum</li> <li>2. Law on the Service for Foreigners' Affairs</li> <li>3. International standards and European prison rules</li> <li>4. International conventions</li> <li>5. Physical checks</li> </ol> <p>Legal provisions on the work of the Immigration centre</p> <p>Use of means of coercion</p> <p>Use of force</p> <p>Training in firearm use</p> <p>Practical work in shifts in the Immigration centre</p>						

## Topic 17

Training Topic	Various experiences related to accommodation and admission of illegal migrants – best practice of EU countries (study visit)	
Training goal	Educate participants, using examples of best practice from EU member countries, about the provisions and application of international documents, law and bylaws in the field of admission and accommodation of aliens	
Expected Outcome	Enhancement of work of employees of the Immigratuoin centre	
Indicators	Number of trained officials New skills – enhanced and adopted	
Type and length of training	Specialist – 3 days	
Training methods	Study visit	
Structure and number of participants	Number of participants 6	Participants' level Civil servants, public sector employees
Training success criteria	Participants' evaluation of the training (questionnaire)	
Training content	1. Best practice	
	Service for Foreigners' Affairs	

**Topic 18**

<b>Statistical data on migrations and data protection</b>	
<b>Training Topic</b>	Educate participants about the provisions and application of international documents, law and bylaws in the fields of collecting, processing, using and protecting data on migrations
<b>Training goal</b>	Provide optimum practical use of the European Parliament and Council's regulation on community statistics about migrations and international protection
<b>Expected Outcome</b>	Quality of data on migrations that are delivered
<b>Indicators</b>	Specialist – 3 days
<b>Type and length of training</b>	Seminar – lecture; individual work; group work; case studies; discussion
<b>Training methods</b>	Participants' level Civil servants, police officers and public sector employees.
<b>Structure and number of participants</b>	Number of participants 20 - 25 Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina Statistics Agency
<b>Training success criteria</b>	Participants' evaluation of the training (questionnaire)
<b>Training content</b>	<ol style="list-style-type: none"> <li>1. seminar on data analysis</li> <li>2. manner of collecting data for Eurostat</li> <li>3. best practices</li> </ol> Regulation (EC) No 862/2007 of the European Parliament and of the Council of 11 July 2007 on Community statistics on migration and international protection <b>Central database on aliens</b> <ol style="list-style-type: none"> <li>1. central database on aliens</li> <li>2. residence and movement of aliens</li> <li>3. international and temporary protection (asylum)</li> <li>4. data processing</li> <li>5. data-based follow-up activities</li> <li>6. ownership of the Central database</li> <li>7. entering, exchanging and using of the data</li> </ol>

**Topic 19**

<b>Training Topic</b>	<b>Training of the Analytics Team of the Sector for Immigration – best practice of EU countries (study visit)</b>		
Training goal	Educate participants about the provisions and application of international documents, law and bylaws in the fields of collecting, processing, using and protecting data on migrations		
Expected Outcome	Trained Analytics team		
Indicators	Quality of data on migrations that are delivered		
Type and length of training	Specialist – 5 days		
Training methods	Study visit to an EU country		
Structure and number of participants	Number of participants 6 - 8	Participants' level Civil servants; public sector employees	Ministry of Security – Sector for Immigration
Training success criteria	Participants' evaluation of the training (questionnaire)		
Training content	<ol style="list-style-type: none"> <li>1. collecting and processing of data on migrations (making of a migration profile)</li> <li>2. best practices</li> <li>3. use of the central database on aliens</li> </ol>		

## Topic 20

Training Topic	Training of analytics teams of agencies dealing with migrations		
Training goal	Educate participants about the provisions and application of international documents, law and bylaws in the fields of collecting, processing, using and protecting statistical data on migrations		
Expected Outcome	Trained Analytics teams in all agencies		
Indicators	Data quality		
Type and length of training	Specialist – 5 days		
Training methods	Study visit in 2009, the Czech Republic and another EU country		
Structure and number of participants	Number of participants 12 - 14	Participants' level Civil servants, police officers and public sector employees.	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
Training success criteria	Participants' evaluation of the training (questionnaire)		
Training content	<ol style="list-style-type: none"> <li>1. collecting and processing of data on migrations (making of a migration profile)</li> <li>2. best practices</li> <li>3. use of the central database on aliens</li> </ol>		

**Topic 21**

<b>Training Topic</b>	<b>Activities of the Coordinating body for monitoring implementation of the Immigration and Asylum Strategy &amp; Action Plan For 2008-2011 - study visit</b>		
Training goal	Gaining new experience in the manner of migration management, i.e. defining of immigration policy		
Expected Outcome	More functional work of the Coordinating body		
Indicators	Number and quality of decisions made by the Coordinating body		
Type and length of training	Specialist – 5 days		
Training methods	Study visit to an EU country		
Structure and number of participants	Number of participants 7 - 10	Participants' level Senior civil servants	Members of the Coordinating body
Training success criteria	Participants' evaluation of the training (questionnaire)		
Training content	<ul style="list-style-type: none"> <li>- a visit to institutions dealing with migration issues, i.e. defining of immigration policy</li> <li>- best practice of an EU country in migration management</li> <li>- learning about the decision-making process</li> </ul>		

**Topic 22**

<b>Training Topic</b>	<b>“Exercise of rights of aliens in the area of administrative and legal protection (appeals, suits) and EU regulations and standards with a view to family reunion, education and work – employment”</b>		
Training goal	Education of participants using examples of EU countries’ practice about provision and application of EU regulations and standards, with the focus on family reunions, education and employment		
Expected Outcome	Advanced knowledge in these fields		
Indicators	Number of complaints		
Type and length of training	Specialist -		
Training methods	Study visit to an EU country		
Structure and number of participants	Number of participants 5 - 10	Participants’ level Civil servants	Ministry of Security – Sector for Immigration Service for Foreigners’ Affairs
Training success criteria	Participants’ evaluation of the training (questionnaire)		
Training content			

**Topic 23**

<b>Expulsion and readmission (standards and procedures)</b>	
<b>Training Topic</b>	<b>Expulsion and readmission (standards and procedures)</b>
Training goal	Advance and enhance knowledge in these areas
Expected Outcome	More efficient implementation of the procedures
Indicators	Number of completed cases within the given deadlines
Type and length of training	Specialist -
Training methods	Study visit to an EU country
Structure and number of participants	Number of participants 5 - 10
	Participants' level Civil servants
	Ministry of Security – Sector for Immigration Service for Foreigners' Affairs
Training success criteria	Participants' evaluation of the training (questionnaire)
Training content	– best practice of an EU country

## Topic 24

Training Topic	Interviewing Techniques
Training goal	Educate participants about interviewing techniques
Expected Outcome	More efficient detection of possible violation of regulation relating to the grounds for granting residence and approving of letters of invitation
Indicators	<p>Number of decisions issued to persons who meet the real criteria for granting residence and the grounds for submitting application for approval of letters of invitation</p> <p>Number of illegal migrants</p> <p>Number of organizers of illegal migrations</p>
Type and length of training	Specialist – 1 day
Training methods	Workshop – lecture; individual work; group work; case studies; role play; discussion
Structure and number of participants	<p>Participants' level</p> <p>Civil servants, police officers and public sector employees.</p> <p>Ministry of Security – Sector for Immigration</p> <p>Ministry of Security – Sector for Asylum</p> <p>Bosnia and Herzegovina Border Police</p> <p>Service for Foreigners' Affairs</p> <p>Ministry of Foreign Affairs of Bosnia and Herzegovina</p>
Training success criteria	Participants' evaluation of the training (questionnaire)
Training content	<p>Interview</p> <p>Interviewing techniques</p> <p>Interviews with</p> <ul style="list-style-type: none"> <li>- victims of trafficking in humans</li> <li>- aliens</li> <li>- minors</li> <li>- persons with disabilities for employment</li> </ul> <p>Provisions of the Law on Criminal Procedure which is applicable in this field</p> <p>Experience gained in the course of applying the regulations</p> <p>Recommendations for changes and amendments to regulations</p>

**Topic 25**

<b>Integrated border management</b>				
<b>Training goal</b>	Educate participants about the Strategy for integrated border management. Action plan for implementation of the Strategy and bilateral agreements with neighboring countries			
<b>Expected Outcome</b>	Advanced cooperation among institutions in the fields of management, control of crossing of the border, prevention of illegal migrations, international cooperation			
<b>Indicators</b>	The level of harmonization of the border management system with the EU regulations and recommendations			
<b>Type and length of training</b>	Specialist – 1 day			
<b>Training methods</b>	Seminar – lecture; discussion			
<b>Structure and number of participants</b>	<table border="1"> <tr> <td>Number of participants 20 - 25</td> <td>Participants' level Civil servants, police officers and public sector employees.</td> <td>Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</td> </tr> </table>	Number of participants 20 - 25	Participants' level Civil servants, police officers and public sector employees.	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
Number of participants 20 - 25	Participants' level Civil servants, police officers and public sector employees.	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina		
<b>Training success criteria</b>	Participants' evaluation of the training (questionnaire)			
<b>Training content</b>	<ul style="list-style-type: none"> <li>- Strategy of integrated border management and competences of institutions active in the Strategy</li> <li>- Action plan for implementation of the Strategy with deadlines for completion</li> <li>- Establishing of the Center for risk analysis</li> <li>- Bilateral agreements with neighboring countries about and delineating border crossing and cross border cooperation</li> </ul>			

## Topic 26

Competent bodies and procedures in the course of seeking international protection.							
<b>Training Topic</b>	Competent bodies and procedures in the course of seeking international protection.						
Training goal	Enhance the knowledge of the overall system of international protection						
Expected Outcome	Wider and clearer understanding of the mechanism of international protection and the structures of institutions that are active in this field						
Indicators	Faster, more efficient and more legal implementation of regulations in this field						
Type and length of training	Specialist – 1 day						
Training methods	Seminar – lecture; individual work; group work; case studies; role play; discussion						
Structure and number of participants	<table border="1"> <tr> <td>Number of participants</td> <td>Participants' level</td> <td>Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</td> </tr> <tr> <td>20</td> <td>Civil servants, police officers and public sector employees.</td> <td></td> </tr> </table>	Number of participants	Participants' level	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	20	Civil servants, police officers and public sector employees.	
Number of participants	Participants' level	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina					
20	Civil servants, police officers and public sector employees.						
Training success criteria	Participants' evaluation of the training (questionnaire)						
Training content	Basic principles of the 1951 Refugee Convention and the 1967 Protocol Relating to the Status of Refugees Competent bodies and procedures in the course of seeking international protection pursuant to provision of the Law on Movement and Stay of Aliens and Asylum and the Book of rules on international protection (asylum) of Bosnia and Herzegovina.						

**Topic 27**

<b>Training Topic</b>	<b>Connection between immigration and asylum / principle of non-refoulement</b>		
Training goal	Emphasizes the importance of the principle of non-refoulement in the part of immigration		
Expected Outcome	Better understanding of the principle of non-refoulement		
Indicators	More quality decisions in the field of international protection and expulsion		
Type and length of training	Specialist – 1 day		
Training methods	Seminar – lecture; individual work; group work; case studies; role play; discussion		
Structure and number of participants	Number of participants 20 - 25	Participants' level Civil servants, police officers, public sector employees.	Ministry of Security - Sector for Immigration Ministry of Security Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
Training success criteria	Participants' evaluation of the training (questionnaire)		
Training content	Connection between immigration and asylum / principle of non-refoulement		

## Topic 28

<b>Identification of asylum seekers and treatment of vulnerable groups</b>	
<b>Training Topic</b>	<b>Identify persons who are in need of international protection.</b>
<b>Training goal</b>	Better and faster identification of persons who are in need of international protection.
<b>Expected Outcome</b>	Eliminating of possible wrong estimates related to identification of persons who are in need of international protection.
<b>Indicators</b>	Specialist – 1 day (possible linkage to the next topic)
<b>Type and length of training</b>	Seminar – lecture; individual work; group work; case studies; role play; discussion
<b>Training methods</b>	Participants’ level Civil servants, police officers, public sector employees.
<b>Structure and number of participants</b>	Number of participants 20 Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners’ Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
<b>Training success criteria</b>	Participants’ evaluation of the training (questionnaire)
<b>Training content</b>	<ul style="list-style-type: none"> <li>– Non-application of sanctions for illegal entry and stay in Bosnia and Herzegovina</li> <li>– Treatment of vulnerable groups</li> </ul>

**Topic 29**

<b>Training Topic</b>	<b>Acceptance of the intent for submitting a request for international protection</b>		
Training goal	Educate employees of the Border police and Service for Foreigners' Affairs about the acceptance of the intent for submitting a request for international protection in Bosnia and Herzegovina.		
Expected Outcome	Enhance the knowledge in these areas		
Indicators	More efficient acceptance of the intent for submission of the request for international protection in Bosnia and Herzegovina		
Type and length of training	Specialist – 1 day (possible linkage to the previous topic)		
Training methods	Seminar – lecture; individual work; group work; case studies; role play; discussion		
Structure and number of participants	Number of participants 20 - 25	Participants' level Civil servants, police officers, public sector employees.	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
Training success criteria	Participants' evaluation of the training (questionnaire)		
Training content	<ul style="list-style-type: none"> <li>– Manner of accepting the intent and the linkage between the Border police and Service for Foreigners' Affairs</li> <li>– Linkage between the Service for Foreigners' Affairs and Sector for Asylum</li> </ul>		

**Topic 30**

<b>Training Topic</b>		<b>Acceptance of requests and registration of seekers of international protection in Bosnia and Herzegovina Directive on minimum standards for admission of asylum seekers</b>	
Training goal	Advance and enhance knowledge in these areas		
Expected Outcome	More efficient performance of duties during the procedure		
Indicators	Better and faster access to the procedure of affording international protection and rights in this field		
Type and length of training	Specialist – 2 days		
Training methods	Seminar – lecture; individual work; group work; case studies; role play; discussion		
Structure and number of participants	Number of participants 20	Participants' level Civil servants, police officers, public sector employees.	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
Training success criteria	Participants' evaluation of the training (questionnaire)		
Training content	<ul style="list-style-type: none"> <li>- dactyloscopic procedure</li> <li>- taking a photo of an international protection seeker</li> <li>- techniques of interviewing international protection seekers</li> <li>- filling in of the registration form</li> <li>- issuing of identification documents</li> <li>- methods of work in a country that supports Euroduck</li> <li>- right and duties of international protection seekers</li> </ul>		

**Topic 31**

<b>Training Topic</b>	<b>Safe country of origin and safe third country</b>		
Training goal	Gain knowledge in the mentioned areas (having in mind that these are new legal mechanisms)		
Expected Outcome	Understanding of the aforementioned terms		
Indicators	Completed draft of the Decision on safe countries of origin and safe third countries, which is to be proposed by the Ministry of Security of Bosnia and Herzegovina and adopted by the Council of Ministers of Bosnia and Herzegovina		
Type and length of training	Specialist – 1 day		
Training methods	Seminar – lecture; individual work; group work; case studies; role play; discussion	Participants’ level	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners’ Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
Structure and number of participants	Number of participants 20	Civil servants, police officers, public sector employees.	
Training success criteria	Participants’ evaluation of the training (questionnaire)		
Training content	Safe country of origin and safe third country		

**Topic 32**

<b>Establishing the grounds of requests for international protection</b>				
<b>Training Topic</b>				
<b>Training goal</b>	Advance the existing knowledge			
<b>Expected Outcome</b>	Making of more quality decisions following requests for international protection			
<b>Indicators</b>	Smaller number of court decisions on cancelling the first-instance decisions related to the international protection in Bosnia and Herzegovina			
<b>Type and length of training</b>	Specialist – 2 to 3 days			
<b>Training methods</b>	Seminar – lecture; individual work; group work; case studies; role play; discussion			
<b>Structure and number of participants</b>	<table border="1"> <tr> <td>Number of participants 10 - 15</td> <td>Officials' level Civil servants, police officers, public sector employees.</td> <td>Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</td> </tr> </table>	Number of participants 10 - 15	Officials' level Civil servants, police officers, public sector employees.	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
Number of participants 10 - 15	Officials' level Civil servants, police officers, public sector employees.	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina		
<b>Training success criteria</b>	Participants' evaluation of the training (questionnaire)			
<b>Training content</b>	<p>Conditions for granting the refugee status (definition of expulsion; discrimination and persecution; evaluation of credibility; evaluation of evidence)</p> <p>Conditions for granting subsidiary protection</p> <p>Protection of persons who were not afforded international protection and can not go back to their countries of origin on the basis of the principle of non-refoulement (Article 118 of the Law - temporary residence on humanitarian grounds)</p> <p>Human rights in emergency procedure and establishing of the grounds for application in emergency procedure (procedure upon receiving the application for international protection of persons who are in the process of extradition or expulsion; persons who are waiting to be extradited into the third country – connection with subsidiary protection)</p> <p>Exclusion clauses</p> <p>Council's Directive on minimum standards in the course of recognizing and revoking of the refugee status in member countries</p> <p>European Convention for the Protection of Human Rights and Fundamental Freedoms (Article 3)</p>			

**Topic 33**

<b>Training Topic</b>	<b>Collecting of information from the countries of origin, systematization and availability of information</b>		
Training goal	Advancement of techniques of searching and the choice of sources from which data about countries of origin are collected		
Expected Outcome	More efficient collecting of information necessary for making decisions about requests for international protection		
Indicators	Faster and better quality making of decisions about requests for international protection		
Type and length of training	Specialist – 1 day		
Training methods	Seminar – lecture; individual work; group work; case studies; role play; discussion		
Structure and number of participants	Number of participants 20	Officials' level Civil servants, police officers, public sector employees.	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
Training success criteria	Participants' evaluation of the training (questionnaire)		
Training content	<ul style="list-style-type: none"> <li>– Information searching techniques</li> <li>– Relevant sources and choice of information</li> <li>– Information selection</li> </ul>		

**Topic 34**

	<b>Cessation and cancellation of international protection</b>		
Training goal	Advancement of existing knowledge in the fields of cessation and cancellation of international protection		
Expected Outcome	Trained personnel in this field		
Indicators	Smaller number of court decisions about cancellation of the decisions of the Sector for Asylum on cessation or cancellation of international protection		
Type and length of training	Specialist – 1 day		
Training methods	Seminar – lecture; individual work; group work; case studies; role play; discussion		
Structure and number of participants	Number of participants 20	Officials' level Civil servants, police officers, public sector employees.	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
Training success criteria	Participants' evaluation of the training (questionnaire)		
Training content	Cessation and cancellation of international protection (reasons, procedure)		

**Topic 35**

	<b>Limitation of the freedom of movement</b>		
Training goal	Getting acquainted with this mechanism and advancement of knowledge in this field		
Expected Outcome	Knowledge gained in this field		
Indicators	Smaller number of court decisions about cancellation of the decisions of the Sector for Asylum on temporary limits of the movement of seekers of international protection.		
Type and length of training	Specialist – 1 day		
Training methods	Seminar – lecture; individual work; group work; case studies; role play; discussion		
Structure and number of participants	<table border="1"> <tr> <td data-bbox="441 112 472 546">Number of participants 20</td> <td data-bbox="441 546 472 1419">Officials' level Civil servants, police officers, public sector employees.</td> </tr> </table>	Number of participants 20	Officials' level Civil servants, police officers, public sector employees.
Number of participants 20	Officials' level Civil servants, police officers, public sector employees.		
Training success criteria	Participants' evaluation of the training (questionnaire)		
Training content	<ul style="list-style-type: none"> <li>- Reasons for limitation of movement</li> <li>- Manners of limitation of movement</li> </ul>		
	<table border="1"> <tr> <td data-bbox="573 112 604 546">Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</td> <td data-bbox="573 546 604 1670"></td> </tr> </table>	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	
Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina			

## Topic 36

Temporary protection							
Training Topic							
Training goal	Advance the existing knowledge						
Expected Outcome	Wider understanding if this form of international protection						
Indicators	Readiness for timely action in the case of mass influx of aliens						
Type and length of training	Specialist – 1 day						
Training methods	Seminar – lecture; individual work; group work; case studies; role play; discussion						
Structure and number of participants	<table border="1"> <tr> <td>Number of participants</td> <td>Officials' level</td> <td>Ministry of Security – Sector for Immigration</td> </tr> <tr> <td>20</td> <td>Civil servants, police officers, public sector employees.</td> <td>Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina</td> </tr> </table>	Number of participants	Officials' level	Ministry of Security – Sector for Immigration	20	Civil servants, police officers, public sector employees.	Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
Number of participants	Officials' level	Ministry of Security – Sector for Immigration					
20	Civil servants, police officers, public sector employees.	Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina					
Training success criteria	Participants' evaluation of the training (questionnaire)						
Training content	<ul style="list-style-type: none"> <li>- Notion of temporary protection</li> <li>- Manner of affording</li> <li>- Competent bodies and procedures</li> </ul>						

**Topic 37**

<b>Training Topic</b>	<b>Databases, types and reasons for delivery of data in the field of international protection</b>			
Training goal	Presentation of existing databases and acquainting with obligations and techniques of maintaining databases of persons who are in the course of waiting for the decision on being afforded international protection			
Expected Outcome	Improvement and harmonization of databases with EU standards in this field.			
Indicators	Various data about seekers of international protection in Bosnia and Herzegovina (disaggregated by different parameters)			
Type and length of training	Specialist – 1 day			
Training methods	Seminar, lecture, discussion			
Structure and number of participants	Number of participants 20	Officials' level Civil servants, police officers, public sector employees.	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina	
Training success criteria	Participants' evaluation of the training (questionnaire)			
Training content	<ul style="list-style-type: none"> <li>– Manner of collecting data</li> <li>– Manner of data exchange</li> <li>– Identification of facts about which data need to be recorded</li> <li>– Exchange and forwarding of data with the emphasis on the principle of confidentiality</li> </ul>			

## Topic 38

Training Topic	Activities of the asylum center		
Training goal	Train new personnel of the asylum center – those who are already employed in the centre and those who are to be employed there.		
Expected Outcome	More efficient functioning and management of the centre and enabling the beneficiaries of the centre's services to exercise all their afforded rights		
Indicators	Better conditions of stay in the centre for seekers of international protection.		
Type and length of training	Specialist – 1 day		
Training methods	Seminar – lecture; individual work; group work; case studies; role play; discussion		
Structure and number of participants	Number of participants 20	Officials' level Civil servants, police officers, public sector employees.	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
Training success criteria	Participants' evaluation of the training (questionnaire)		
Training content	<p>Procedure during admission of persons in the centre</p> <ul style="list-style-type: none"> <li>– organization of stay with the provision of all services and support during the stay</li> <li>– procedures during emergencies (epidemics, violation of discipline etc.)</li> <li>– house rules</li> <li>– provision of health care services</li> <li>– freedom of movement within the centre's premises</li> <li>– obligatory activities of centre's beneficiaries</li> <li>– identification, among centre's beneficiaries, of victims of trafficking in humans</li> <li>– manner of acting in such situations</li> <li>– protection of the centre</li> <li>– presence of third persons, representatives of NGOs, conversations, taking photos</li> <li>– cooperation with NGOs</li> </ul>		

**Topic 39**

<b>Training Topic</b>	<b>Training in the field of international protection</b>		
Training goal	Train the personnel of the Sector for Asylum about provisions and procedures related to the field of international protection.		
Expected Outcome	The personnel of the Sector for Asylum is completely trained for implementation of international standards and principles in this field.		
Indicators	More quality performance of procedures in the field of international protection		
Type and length of training	Specialist – 5 days		
Training methods	Study to an EU country – 2009, 2010		
Structure and number of participants	Number of participants 5 - 7	Officials' level Civil servants	Ministry of Security – Sector for Asylum
Training success criteria	Participants' evaluation of the training (questionnaire)		
Training content	<ul style="list-style-type: none"> <li>– Competent bodies and procedures in the course of seeking international protection</li> <li>– Acceptance of the intent for submitting the request</li> <li>– Acceptance of requests and registration of seekers of international protection</li> <li>– Identification of seekers of international protection and treatment of vulnerable groups</li> <li>– Establishing the grounds for international protection</li> <li>– Databases, types and parameters for exchange and delivery of data</li> </ul> <p>Basic principles of the 1951 Refugee Convention and the 1967 Protocol Relating to the Status of Refugees</p> <p>Directive on minimum standards for admission of asylum seekers</p> <p>Council's Directive on minimum standards in the course of recognizing and revoking of the refugee status in member countries</p>		

**Topic 40**

<b>IT training – regular education in the field of usage of modern technologies</b>					
Training goal	Enhance IT skills of personnel				
Expected Outcome	Enhancement of the IT skills of relevant personnel				
Indicators	Number of officials trained				
Type and length of training	Specialist				
Training methods	Lecture; practical work				
Structure and number of participants	<table border="1"> <tr> <td>Number of participants</td> <td>Officials' level</td> </tr> <tr> <td>100</td> <td>Civil servants, police officers, public sector employees.</td> </tr> </table>	Number of participants	Officials' level	100	Civil servants, police officers, public sector employees.
Number of participants	Officials' level				
100	Civil servants, police officers, public sector employees.				
Training success criteria	Participants' evaluation of the training (questionnaire)				
Training content	Computer program that are most frequently used by officials in the field of migrations				

Ministry of Security – Sector for Immigration  
 Ministry of Security – Sector for Asylum  
 Bosnia and Herzegovina Border Police  
 Service for Foreigners' Affairs  
 Ministry of Foreign Affairs of Bosnia and Herzegovina

**Topic 41**

<b>Training Topic</b>	<b>Training – English language</b>		
Training goal	Enhance the level of knowledge and usage of English language in the course of performing specialist duties		
Expected Outcome	Understanding of international documents Participation in meetings, negotiations, seminars, drafting of documents		
Indicators	Number of participants in meetings, negotiations, seminars Number of documents prepared in English		
Type and length of training	Specialist		
Training methods	Lecture; practical work		
Structure and number of participants	Number of participants 50	Officials' level Civil servants, police officers, public sector employees.	Ministry of Security – Sector for Immigration Ministry of Security – Sector for Asylum Bosnia and Herzegovina Border Police Service for Foreigners' Affairs Ministry of Foreign Affairs of Bosnia and Herzegovina
Training content	Attendance of specialist language courses for officials dealing with immigrations		

### An overview of international documents included in training

1. European Convention for the Protection of Human Rights and Fundamental Freedoms
2. Convention on the Rights of the Child
3. Council of Europe Convention on the rights of all migrant workers and their families
4. Convention on transnational organized crime (Protocols on illegal immigration and victims of trafficking in humans)
5. EU Directives and decisions in the field of migrations (family reunion, education, employment, removal of aliens) (2008/115/EC; 2005/71/EC; 2004/114/EC; 2003/86/EC; 2003/109/EC)
6. Regulation of the European Parliament and of the Council on Community statistics on migration and international protection (EC) No 862/2007
7. Agreement between the European Community and Bosnia and Herzegovina on the readmission of persons residing without authorization
8. Agreement on police cooperation
9. EU ACQUIS in the field of asylum (Council Directive on minimum standards for the qualification and status of third country nationals or stateless persons as refugees; Directive laying down minimum standards for the reception of asylum seekers (Directives: 2008/02/44/EC; 2004/83/EC, 2005/85/EC)
10. 1951 Refugee Convention and the 1967 Protocol Relating to the Status of Refugees
11. European convention against trafficking in human beings (Directives - 2001/748/EC; 2004/579/EC; 2006/19/EC; 2006/616/EC; 2006/618/EC)
12. European Convention for the Prevention of Torture and Inhuman or Degrading Treatment or Punishment

	<b>An overview of laws included in the training</b>	<b>Published</b>
1.	Law on Movement and Stay of Aliens and Asylum	„BH Official Gazette“ No. 36/08
2.	Law on Administrative Procedure of Bosnia and Herzegovina	„BH Official Gazette“ No. 29/08
3.	Law on Administrative Disputes of Bosnia and Herzegovina	„BH Official Gazette“ No. 19/02
4.	Law on Misdemeanors of Bosnia and Herzegovina	„BH Official Gazette“ No. 20/04
5.	Employment and Work of Aliens Act	“Official Gazette of the Federation of Bosnia and Herzegovina” No. 8/99
6.	Law on Work and Employment of Foreign Citizens and Stateless Persons	„Official Gazette of the Republika Srpska“ No. /04
7.	Employment of Aliens Act (Brcko District of Bosnia and Herzegovina)	„Official Gazette of the Brcko District of Bosnia and Herzegovina” No. 17/02
8.	Law on personal data protection	„Official Gazette of Bosnia and Herzegovina“ No. 49/06
9.	Law on confidential data protection	„Official Gazette of Bosnia and Herzegovina“ No. 54/05
10.	Law on free access to information in Bosnia and Herzegovina	„Official Gazette of Bosnia and Herzegovina“ No. 28/00

No.	An overview of bylaws included in the training	Published
1.	Book of regulations on entry and residence of Aliens	„Official Gazette of Bosnia and Herzegovina“ No. 81/08
2.	Book of regulations on protection of aliens victims of trafficking in humans	„Official Gazette of Bosnia and Herzegovina“ No. 6/08
3.	Book of regulations on supervision and removal of aliens from Bosnia and Herzegovina	„Official Gazette of Bosnia and Herzegovina“ No. 81/08
4.	Book of regulations on paying for the costs of repatriation and placement of aliens under supervision	„Official Gazette of Bosnia and Herzegovina“ No. 2/09
5.	Book of regulations on standards of functioning and other issues of importance to the work of the Immigration center	„Official Gazette of Bosnia and Herzegovina“ No. 105/08
6.	Book of regulations on obligations of carriers and organizers of tourist or similar travel	„Official Gazette of Bosnia and Herzegovina“ No. 17/09
7.	Book of regulations on the procedures for issuing of visas in diplomatic-consular representation offices of Bosnia and Herzegovina and technical issues related to conditions for issuing airport transit visas (Visa A) and transit visas (Visa B).	„Official Gazette of Bosnia and Herzegovina“ No. 26/09
8.	Book of regulations on the central database	„Official Gazette of Bosnia and Herzegovina“ No. 25/09
9.	Book of regulations on international protection (asylum)	„Official Gazette of Bosnia and Herzegovina“ No. 37/09

The comprising part of the “Immigration and Asylum Training Program (2009-2011)” is the set of topics from the Plan of training of the Agency for state service of Bosnia and Herzegovina, whose task is to perform specialist training and the training of newly employed officials in the Ministry of Security – Sector for Immigration and Sector for Asylum, Bosnia and Herzegovina Border Police, Service for Foreigners’ Affairs and Ministry of foreign affairs of Bosnia and Herzegovina in the following fields:

- Leadership
- Team work
- Estimation and supervision
- Code of conduct and work of state officials
- Decision making
- Stress management
- Time management
- Human resources management
- Office management
- Interpersonal skills
- Communication
- Conflict management
- Law on state service in the institutions of Bosnia and Herzegovina
- European integrations
- Law on the conflict of interests in Bosnia and Herzegovina
- Law on administration
- Ethics in public administration

The following persons participated in drafting of the proposal of the “Immigration and Asylum Training Program (2009-2011)”:

1. Janja Kozul (Ministry of Security – Sector for Immigration)
2. Adisa Opijac (Ministry of Security – Sector for Immigration)
3. Nihada Tankovic (Ministry of Security – Sector for Immigration)
4. Aida Sakovic (Ministry of Security – Sector for Asylum)
5. Miljana Vujadin (Ministry of Security – Sector for Asylum)
6. Robertina Jozic (Service for Foreigners’ Affairs)
7. Mirsad Buzar (Service for Foreigners’ Affairs)
8. Nedžad Muratspahić (Bosnia and Herzegovina Border Police)
9. Enes Ahmetović (Bosnia and Herzegovina Border Police)
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