



UNIVERSITY OF  
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## Arrupe Academic Global Immersion (AAGI)

Master in Migration Studies, College of Arts and Science  
(MIMS-CAS) and Master of Nonprofit Administration,  
School of Management (MNA-SOM)

### Syllabus

## MIMS 690 / NPA 663: REFUGEE SERVICE MANAGEMENT

Instructor: Dr. Marco Tavanti, Ph.D.

### Course Information

The Arrupe Academic Global Immersion Program in Rome is designed around an extended course with pre and post immersion sessions and activities. The experiential learning of the immersion is prepared by intense training sessions on essential elements in relation to forced migrations and Italian-European realities. The post-immersion sessions are designed to go deeper in the learning process by localizing the global experience and preparing a USF4freedom Conference on climate refugees. Additionally, students who need an extra-credit to fulfill their degree requirements can work with the instructor on an additional research project through a directed - independent study.

## Course Registrations

### For CAS students:

MIMS 690-01 Refugee Service Management 1 (Winter Intersession - 3 SCH)  
+ MIMS 690-02: Special Topic: Climate Refugee Research (Spring 2022 - 1-3 SCH)  
USF4freedom 2022

### For SOM students:

NPA 663: Refugee Service Management (Winter Intersession - 3 SCH)  
+ NPA 698: Directed Study: Climate Refugees Research (Spring 2022 - 1 SCH - USF4freedom 2022).

Please contact the instructor to arrange your variable credit registration and agree on the associated research work in the post-immersion activities for the program.

## Course Modality

HyFlex training and course sessions + Academic Global Immersion + PBL project based learning for conference preparation and coordination.

## Course Access

Only admitted students into the AAGI-Rome will be able to register for the courses.  
All pre and post immersion sessions will be held as Hybrid-Flexible with this dedicated Zoom Room: <https://usfca.zoom.us/j/86235156205>

## Instructor Information

Name:	Dr. Marco Tavanti, Ph.D.
Pronouns:	He, him, his
Title:	Full Professor of Management, Director Nonprofit Administration MNA Program President, SCI-Institute / SDG.Services Founder and Director AGI-Rome Program
Profile:	<a href="https://www.usfca.edu/management/faculty/marco-tavanti">https://www.usfca.edu/management/faculty/marco-tavanti</a>
LinkedIn:	<a href="https://www.linkedin.com/in/marcotavanti">https://www.linkedin.com/in/marcotavanti</a> (connect)
Web:	<a href="http://www.marcotavanti.com/">http://www.marcotavanti.com/</a>
Email:	<a href="mailto:mtavanti@usfca.edu">mtavanti@usfca.edu</a>   <a href="mailto:mtavanti@gmail.com">mtavanti@gmail.com</a>
Phone:	Office +1.415.422.4288   W/app/Mobile: +1.708.203-4490

## Course Description

Grounded in a rights framework, this course examines the organizational managerial practices and national / international policies related to forced migration, refugees and people seeking refuge and anti-human trafficking. It exposes students to real world situations and solutions for the global refugee and forced migrations while offering understanding about the cross-sector collaborations for humanitarian emergency management. The course focuses on the innovative values of accompaniment of Jesuit Refugee Services and other NGOs and IGOs.

## Course Components

The participation of students into the Arrupe Academic Global Immersion program in Rome (AAGI-Rome) requires the registration and completion of the assignments and activities organized as following:

- ☐ **Immersion Preparation:** Sessions devoted to the understanding of forced migration in the Italian and European context and in relation to the values and practices of international agencies and global / local organizations. The participation in these Fall sessions offered in hybrid-flexible (HyFlex) format is a pre-requirement for participation in the Winter Intersession immersion. These sessions follow an intense training design with essential teaching and learning online components and activities. See Course Calendar for details.
- ☐ **Global Immersion:** Sessions designed to experience and understand the challenges, values and approaches of refugee / forced migrations organizational and institutional practices. The intense week includes cultural activities specifically designed to understand historical and systemic elements of refugees, migrations, slavery and human trafficking. See course calendar for details.
- ☐ **Local Project:** Sessions and activities devoted to bring “home” the global learning through the preparation and coordination of an academic conference on specific and hot topics relation to forced migrants, refugees and anti-human trafficking in the San Francisco Bay Area. See USF4freedom conference and course calendar for details. .

## Course Evolution

This course was first developed by Dr. Marco Tavanti, Program Director of the Master of Nonprofit Administration (MNA) program and Professor of the University of San Francisco's School of Management, in collaboration with Jesuit Refugee Service, the United Nations Refugee Agency and other international organizations to enhance the global experiential learning opportunities for nonprofit, public administrators and managers at University of San Francisco. It was first offered as an Academic Global Immersion program in 2014 and referred to as AGI-Rome (#agirome). Adapted yearly to reflect the local situations and aspects of humanitarian emergencies, the program gives an opportunity to USF students to learn directly from the management, leadership and administrative policies of European and international

NGOs and IGOs engaged in services and advocacy for refugee rights, forced migration and anti-human trafficking. In 2019, the primarily MNA AGI-Rome program established stronger ties to the the MIMS and became in 2021 the Arrupe Global Immersion Program in Rome (#AAGIrome). Read more at <https://www.usf4freedom.org/> and <http://agirome.blogspot.com/>

## Program Focus

The course and its experiential learning components focus on understanding managerial and policy issues related to refugee service. The work of refugees and forced migration in general engages many nongovernmental organizations and civil society organizations worldwide. The work of international organizations such as the United Nations Refugee Agency is often done in partnership with NGOs. Understanding the nature of such cross-sector partnerships, along with the exploration of the humanitarian, legal and administrative complexities of refugee work are central to this AGI and important to the study of NGOs. In addition, the partnership and examples of international works of Jesuits Refugee Services (JRS) allows students to immerse themselves in some of the most central values and inspiring practices of the Jesuit community. Students experience how the human dignity, accompaniment values, and social justice paradigms play a role in the leadership and management of worldwide projects for humanitarian assistance. Specifically, students witness the central role that NGOs play in service delivery, international coordination, global policy and advocacy. They learn directly from Pope Francis and his Dicastery Section for Migrants and Refugees in their priorities and strategies for welcoming, protecting, promoting and integrating migrants and refugees to enrich local communities worldwide. They learn from JRS's organizational priorities for accompanying, serving, and advocating the cause of refugees and other forcibly displaced people, that they may heal, learn and determine their own future. They learn from other international organizations committed to the Global Compact for Safe, Orderly and Regular Migration. They learn about current challenges such as climate displaced people and engage in supporting collective action, organizational responses and systemic solutions. They reflect on their own assumptions and revise their own priorities and career related responses to migrants, refugees and victims of human trafficking.

## Learning Outcomes

By the end of this program, courses and at the completion of the assignments, the student should be able to demonstrate adequate (meets expectations) or superior (exceeds expectations) on the following learning outcomes:

Code	Title	Description	Mapping
LO1	Humanitarian & Forced Migration Mindsets	Demonstrate understanding of the international field of forced migrations in its main humanitarian emergency and human rights elements.	Literature Review

LO2	Value Refugee Service Practices	Demonstrate progress in the value leadership development for social justice and refugee services	Arrupe Journal
LO3	Comparative Organizational Practices	Demonstrate capacity to identify, compare and engage with local and international organizations for migrants and refugees.	Organizational Engagement

## Course Competencies

This course reflects the following coverage of competencies / skills and topics:

Comprehensive coverage (3)	Moderate coverage (2)	Introductory coverage (1)
Refugee services Forced migrants Human trafficking	Organizational practices Value leadership International advocacy	Comparative analysis Leadership development Program management

## Instructor's Bio

**Dr. Marco Tavanti, Ph.D.** is a migrant himself who has worked in international projects for displaced populations worldwide since the early 1990s. He is Director of the Master of Nonprofit Administration and Professor at University of San Francisco's School of Management. With his extensive international experience for indigenous rights, poverty reduction and sustainable development, he brings global, interdisciplinary and values-driven perspectives to his teaching. He is a leading member of engagement groups of the Group of 20 (G20), and serves as President and CEO of the Sustainable Capacity International Institute (SCII) and SDG.services. He is Co-founder and President Emeritus of the World Engagement Institute (WEI), and international NGO dedicated to anti-human trafficking and human security trainings. In collaboration with the United Nations Global Compact (UNGC) and specialized international agencies (ILO, FAO, UNDP) he contributed to the development of the Sustainable Development Goals (SDGs) and the Principles of Responsible Management Education (PRME). Read more about his publications, activities and connect with him at <http://www.marcotavanti.com/>

## Lecturer and Coordinator's Bio

**Dr. Chiara Peri, Ph.D.** is Senior Researcher at IPRS and worked for almost 20 years at Centro Astalli in Rome, the Italian branch of the Jesuit Refugee Service (JRS), where she was Coordinator of project office, International relations and interfaith programs and Policy and Advocacy officer. She is an expert in European funds relevant to immigration (RES, EIF and ESF), participated in several research projects related to international law and social policies,

and published several studies on forced migration. She is a recognized lecturer on asylum, migration and strategy of social work for various academic and training centers, including the University of San Francisco, Loyola University Chicago and Pontifical University Lateranense. Read more and connect at <https://www.linkedin.com/in/chiara-peri-6921298/>

## Course Readings

No textbook is required for this course. However, a number of book chapters, articles, professional publications and cases are required for each session as indicated in the course calendar. As you will not be able to do the readings during the intense immersion and daily activities, the required readings should be completed before and/or after the immersion to assist the completion of the assignments and activities. See Course Calendar for details and links to the readings. For readings necessary or helpful to complete your assignments and for additional knowledge into the subjects of this course see the Refugee Service Library at the end of the syllabus.

## Course Requirements

### REQUIREMENTS OVERVIEW

Code	Title	Weight	Map
1	Literature review (Group)	30	LO1
2	Arrupe Journal (Individual + Teams)	40	LO2
3	Organization engagement (Group 2)	30	LO3

### ASSIGNMENT GROUPS

The assignments and activities for this course and program combine individual with group and team activities. See Canvas / People for the randomly pre-selected groups and teams.

- ☐ **LITERATURE GROUPS:** These are groups of 4-5 students who will work in the literature review assignment to be completed prior to the immersion trip.
- ☐ **IMMERSION TEAMS:** These are teams of students who are responsible for each other's safety and well-being during the immersion trip. This includes organizing the logistics for lunches, dinner and other activities outside those already planned for the whole class. The immersion team is responsible for finding the time and creating a space to collectively share about the progress of each person's reflections in the Arrupe Journal.
- ☐ **ORGANIZATION GROUPS:** These are groups of 4-5 people in charge of organizing components of the USF4freedom conference and connecting with pertinent organizations and individuals.

## REQUIREMENTS DESCRIPTION

### 1. LITERATURE REVIEW

Each student in each group must complete a review of a book and a review of an organizational report. Each review should be about 1 page single space and include a descriptive paragraph, an analytical paragraph and a critical paragraph. It should also include a full reference using the [Chicago Note-Bibliography Style](#) and be organized under a coherent theme as a group review paper and submitted under Canvas / Assignments. Students can select their own book and report as related to their topics. They should consult with the instructor and consider the books and reports in the Refugee Service Library included at the end of this syllabus.

### 2. ARRUPE JOURNAL

Students must complete a daily critical reflection about each day of the immersion trip using the [Arrupe Journal](#). The Arrupe Journal is designed to accompany your personal/professional reflections about social justice values relevant to the experiences during your week in Rome. The reflections should preferably be completed after each day and shared with your assigned team. The complete journal is due after the immersion as indicated in the Course Calendar.

### 3. ORGANIZATION ENGAGEMENT

Each student will work in groups to bring their global immersion experience home with a conference at USF. The annual USF4freedom conference will be held during the Spring Semester (April, TBA) and focus on the environmental aspects of migrants and refugees. Students will work with the instructor to select the organizations, speakers and to market, communicate and report on the conference. Students will share a part of their Rome immersion experience either with a special panel or with posters. Read more about past [USF4freedom](#) conferences.

## Course Calendar

Please note, the calendar of activities may need to change to fit the availability of organizations and speakers invited to the program. Students will be informed if changes occur.

SESSIONS	TOPICS-ACTIVITIES	READINGS-ASSIGNMENTS
PREPARATORY SESSIONS		
Session 1 TBA - Fall 2021	Global & International Contexts of Forced Migration	Read: Inter Parliamentary and UNHCR. 2002. Ch. 1-3 of <a href="#">Refugee Protection: A Guide To International Refugee Law</a>



	<i>What are the subjects of the course and the purposes of its program?</i>	
<b>Session 2</b> TBA - Fall 2021	<b>European &amp; Policy Contexts of Forced Migration</b> <i>What is the context of migration of refugees in Europe and Italy?</i>	<b>Read:</b> EuroMed Rights. 2021. <a href="#">The new Pact on Migration and Asylum - The Global Impact</a>  <b>Optional:</b> Communication From The Commission To The European Parliament, The Council, The European Economic And Social Committee And The Committee Of The Regions on a <a href="#">New Pact on Migration and Asylum</a>
<b>Session 3</b> TBA - Fall 2021	<b>Organizational &amp; Management Contexts of Forced Migration</b> <i>Who are the main organizational players in the field of migration and refugee services?</i>	<b>Read:</b> UNHCR. 2018. <a href="#">Global Compact on Refugees</a>  <b>Assignment:</b> Completion and Submission of the Literature Review Assignment
IMMERSION SESSIONS		
<b>Arrival in Rome</b> Sunday PM 01/09/22	Welcome Dinner Meeting in the Lobby of Hotel Mediterraneo with <b>Dr. Chiara Peri</b> : Perspective and updates on the program	<b>Optional:</b> <a href="#">Lonely Planet Italy - Rome Guide</a> .
<b>Session 4</b> Monday AM 01/10/22	Presentation and meeting with the Leadership and Management team of <b>Jesuit Refugee Service International</b> (JRS-Int). TBD	<b>Read:</b> JRS International <a href="#">2020 Annual Report</a>  <b>Web:</b> <a href="https://jrs.net/en/home/">https://jrs.net/en/home/</a>
<b>Session 5</b> Monday PM 01/10/22	Visit and presentation at <b>Centro Astalli</b> (JRS-Italy) and testimony of a refugee.	<b>Assignment:</b> Arrupe Journal #1  <b>Web:</b> <a href="https://www.centroastalli.it/">https://www.centroastalli.it/</a>



<b>Session 6</b> Tuesday AM 01/11/22	Visit and presentation to the Colosseum and Roman Forum. Focus on migration, slavery and prostitution during the Roman Empire. <b>Dr. Georgea Colella</b>	<b>Read:</b> <a href="#">Guidelines for the application of the Rome Charter: A working tool for accurate media coverage on migration and asylum</a>  <b>Web:</b> <a href="https://www.rome.info/colosseum/">https://www.rome.info/colosseum/</a>
<b>Session 7</b> Tuesday PM 01/11/22	Visit and Presentation with the <b>Community of Sant'Egidio</b> . Possibly also meeting with <b>Caritas</b> and with <b>The National Institute for Health, Migration and Poverty (NIHMP)</b> in Trastevere	<b>Assignment:</b> Arrupe Journal #2  <b>Web:</b> <a href="https://www.santegidio.org/pagelID/30100/langID/en/Migrants.html">https://www.santegidio.org/pagelID/30100/langID/en/Migrants.html</a> <a href="https://www.inmp.it/eng">https://www.inmp.it/eng</a> <a href="https://www.caritas.org/">https://www.caritas.org/</a> ;
<b>Session 8</b> Wednesday AM 01/12/22	Participation in the General <b>Audience with Pope Francis</b> at the Vatican. Optional entrance to the Vatican Museums. Paul VI Audience Hall	<b>Read:</b> <a href="#">Responding To Refugees And Migrants: Twenty Action Points For The Global Compacts</a>  <b>Web:</b> <a href="https://www.vaticannews.va/en.html">https://www.vaticannews.va/en.html</a>
<b>Session 9</b> Wednesday PM 01/12/22	Meeting with the Vatican Dicastery Section for <b>Migrants and Refugees</b> .	<b>Assignment:</b> Arrupe Journal #3  <b>Web:</b> <a href="https://migrants-refugees.va/">https://migrants-refugees.va/</a>
<b>Session 10</b> Thursday AM 01/13/22	Visit to <b>Doctors without Borders</b> (MSF) Office in Rome (TBC).	<b>Read:</b> MSF - <a href="#">Out of Sight: Asylum seekers and refugees in Italy: informal settlements and social marginalization</a>  <b>Web:</b> <a href="https://www.msf.org/italy;">https://www.msf.org/italy;</a>

<b>Session 11</b> Thursday PM 01/13/22	Visit with <b>Save the Children</b> Office in Rome (TBC).	<b>Assignment:</b> Arrupe Journal #4  <b>Web:</b> <a href="https://www.savethechildren.org/">https://www.savethechildren.org/</a> ;
<b>Session 12</b> Friday AM 01/14/22	Meeting with representatives of <b>UNHCR, IOM, European Commission</b> in Rome and other possible organizations in a mini-conference at JFC of LUC (TBC).	<b>Read:</b> EC-The European Union Explained: <a href="#">Migration and asylum: Building an open and safe Europe</a>  <b>Optional:</b> Caritas Italiana. <a href="#">Common Home: Migration and Development in Italy</a>  <b>Optional:</b> IOM. 2020. <a href="#">Migration in West and North Africa and across the Mediterranean: Trends, risks, development and governance</a>  <b>Web:</b> <a href="https://www.iom.int/">https://www.iom.int/</a> ; <a href="https://www.unhcr.org/">https://www.unhcr.org/</a> ; <a href="https://www.luc.edu/rome/">https://www.luc.edu/rome/</a>
<b>Session 13</b> Friday PM 01/14/22	Visit and meeting with leaders and managers of the Center <b>PRiSMA</b> (Prevention and Health for Migrants) at the Gemelli Hospital.	<b>Assignment:</b> Arrupe Journal #5
<b>Departure Rome</b> Saturday AM 01/15/22	Departure breakfast	<b>Optional:</b> <a href="#">Real People, True Stories: Refugees For More Inclusive Societies</a>
<b>POST-IMMERSION SESSIONS</b>		
<b>Session 14</b> Friday PM 01/14/22	<b>About resettlement</b> Debriefing on the Immersion experience and planning the local USF4freedom conference. <i>What have we experienced?</i> <i>What have we learned?</i>	<b>Read:</b> Preface and Ch. 1 of <a href="#">UNHCR Resettlement Handbook</a>  <b>Assignment:</b> Complete and submit the Arrupe Journal 1-5

	<i>What can we do?</i>	
<b>Session 15</b> Friday PM 01/14/22	<b>About human rights</b> Rights based approaches to migrants and refugee service. Management. <i>How can the human rights based approach help us to deliver better services and responses to forced migrations?</i>	<b>Read:</b> Susan Gzesh. <a href="#">Redefining Forced Migration Using Human Rights</a>
<b>Session 16</b> Friday PM 01/14/22	<b>About integration</b> Organizational practices and challenges in the San Francisco Bay Area. <i>Who are the organizations and what values, practices and innovative solutions they provide to forced migration?</i>	<b>Read:</b> Ch. 2 of OECD. 2020. <a href="#">G20 International Migration and Forced Displacement Trends and Policies Report 2019</a>
<b>USF4freedom</b> Conference April 2022 - TBA	<b>About climate refugees</b> Speaker, panels and student presentations for the conference. <i>How can we share our global immersion learning with the USF community and San Francisco Bay Area community?</i>	<b>Web:</b> <a href="https://www.usf4freedom.org/">https://www.usf4freedom.org/</a>

## Additional Information

[Evaluation Criteria](#) (Must Read)

[Course Policies](#) (Must Read)

[University Policies](#) (Must Read)

## Be Green / Be Sustainable

To save trees and diminish our carbon footprint please refrain from printing the syllabus and other resources of this course. The use of the e-books and other electronic resources for this course should give you access to them also on mobile versions and avoid unnecessary printing.



The “Angels Unawares” statue in St. Peter’s Square emerged as an initiative of H.Em. Card. Michael Czerny SJ, undersecretary of Migrants & Refugees Section. It has become the symbol of this Arrupe Academic Global Immersion program in Rome.

Read more at <https://angelsunawares.org/> and <https://migrants-refugees.va/>

**“In a word, it is not only the cause of migrants that is at stake; it is not just about them, but about all of us, and about the present and future of the human family. Migrants, especially those who are most vulnerable, help us to read the ‘signs of the times.’”**

**- POPE FRANCIS, Message for the WDMR – 2019**

# Refugee Service Library

## A collection of relevant and recent publications

### PREFERRED BOOKS

- ☐ Ahmad, Nafees., Jolly, Stellina. [Climate Refugees in South Asia: Protection Under International Legal Standards and State Practices in South Asia](#). Germany: Springer Singapore, 2018.
- ☐ [Forced Migration: Current Issues and Debates](#). United Kingdom: Taylor & Francis, 2018.
- ☐ Ghoshal, Anindita. [Refugees, Borders and Identities: Rights and Habitat in East and Northeast India](#). India: Taylor & Francis, 2020.
- ☐ Gratz, Alan. [Refugee](#). United States: Scholastic Incorporated, 2017.
- ☐ Haines, David W.. [Safe Haven?: A History of Refugees in America](#). United States: Lynne Rienner Publishers, 2012.
- ☐ Heighton, Steven. [Reaching Mithymna: Among the Volunteers and Refugees on Lesbos](#). Canada: Biblioasis, 2020.
- ☐ Marier, Majok., Ford-Williamson, Estelle. [Seed of South Sudan: Memoir of a "Lost Boy" Refugee](#). United States: McFarland, Incorporated, Publishers, 2014.
- ☐ Miliband, David. [Rescue: Refugees and the Political Crisis of Our Time](#). N.p.: Simon & Schuster/ TED, 2017.
- ☐ [Refugees in Higher Education: Questioning the Notion of Integration](#). Germany: SPRINGER VS, 2021.
- ☐ Saul, Ben., Smith-Khan, Laura., McCallum, Ronald Clive., Crock, Mary. [The Legal Protection of Refugees with Disabilities: Forgotten and Invisible?](#). United Kingdom: Edward Elgar Pub., 2017.
- ☐ [The Oxford Handbook of International Refugee Law](#). United Kingdom: Oxford University Press, 2021.
- ☐ [The Oxford Handbook of Refugee and Forced Migration Studies](#). United Kingdom: Oxford University Press, 2014.
- ☐ [The Psychiatric Evaluation and Treatment of Refugees](#). United States: American Psychiatric Association Publishing, 2020.
- ☐ Vella, Danielle. [Dying to Live: Stories from Refugees on the Road to Freedom](#). United States: Rowman & Littlefield Publishers, 2020.
- ☐ Volkan, Vamik D.. [Immigrants and Refugees: Trauma, Perennial Mourning, Prejudice, and Border Psychology](#). N.p.: Taylor & Francis, 2018.
- ☐ Yousafzai, Malala. [We Are Displaced: My Journey and Stories from Refugee Girls Around the World - from Nobel Peace Prize Winner Malala Yousafzai](#). United Kingdom: Orion Publishing Group, Limited, 2021.

## PREFERRED REPORTS

- ☐ A Democratic Staff Report Prepared for the Use of the Committee on Foreign Relations United States Senate. 2020. [Global Forced Migration: The Political Crisis of Our Time.](#)
- ☐ American Psychological Association. 2010. [Resilience & Recovery After War: Refugee children and families in the United states.](#) Report of the APA task force on the Psychosocial effects of War on children and families Who Are Refugees from Armed conflict Residing in the United states.
- ☐ Amnesty International. 2016. [Tackling The Global Refugee Crisis: From Shirking To Sharing Responsibility.](#)
- ☐ CSIS Task Force on the Global Forced Migration Crisis and The CSIS Project on Prosperity and Development. 2018. [Confronting The Global Forced Migration Crisis.](#)
- ☐ DHS. 2020. [Refugees and Asylees: 2019](#)
- ☐ EUROSTAT. 2018. [Expert Group on Refugee and Internally Displaced Persons Statistics: International Recommendations on Refugee Statistics](#)
- ☐ Federal Commission on Migration FCM. 2014. [Protecting Forced Migrants: A State of the Art Report of Concepts, Challenges and Ways Forward](#)
- ☐ Haas Institute 2017. [Moving Targets: An Analysis of Global Forced Migration.](#)
- ☐ Inter Parliamentary Union and UNHCR. 2017. [A guide to international refugee protection and building state asylum systems.](#)
- ☐ Inter Parliamentary Union and UNHCR. 2013. [Internal Displacement: Responsibility and Action](#)
- ☐ Inter Parliamentary Union and UNODC. 2009. [Combating Trafficking In Persons: A Handbook For Parliamentarians.](#)
- ☐ IOM. 2021. [World Migration Report 2020.](#)
- ☐ OCP Policy Center. 2016. [The Economic Impact of Forced Migration.](#)
- ☐ OECD, IOM, UNHCR. 2021. [2020 Annual International Migration and Forced Displacement Trends and Policies Report to the G20.](#)
- ☐ OHCHR. [Fact Sheet No.20, Human Rights and Refugees](#)
- ☐ PWC, Global Crises Centre. 2017. [Managing the refugee and migrant crisis: The role of governments, private sector and technology.](#)
- ☐ Transatlantic Council on Migration and Migration Policy Institute. 2015. [Protection in Crisis: Forced Migrations and Protection in a Global Era.](#)
- ☐ UNHCR. 2021. [Global Trends Forced Displacement in 2020.](#)
- ☐ University of Oxford, Refugee Center Study. 2020. [Annual Report: 2019–2020](#)
- ☐ World Bank. 2017. [Forcibly Displaced : Toward a Development Approach Supporting Refugees, the Internally Displaced, and Their Hosts.](#) Washington, DC: World Bank.



# Refugee Service Glossary

## Words Matter - Essential Terms and Definitions

- ☐ **Asylum Seeker:** Individual seeking international protection but whose claims for refugee status has not yet been determined.
- ☐ **Climate Refugee:** Individual forcibly displaced people by natural disasters, such as typhoons, hurricanes, and tsunamis, as well as long-term environmental changes triggered by rising temperatures, rising sea levels, water shortages, deforestation, and desertification.
- ☐ **Dublin Regulations:** A European Union (EU) law that determines which EU Member State is responsible for the examination of an application for asylum, submitted by persons seeking international protection under the Geneva Convention and the EU Qualification Directive, within the European Union.
- ☐ **Forced Migration:** The movement of people from their lands or places of origin due to conflict, natural or environmental disasters, famine, or development projects. Conflict-induced displacement occurs when people are forced to flee their homes as a result of armed conflict, generalized violence, and persecution on the grounds of nationality, race, religion, political affiliation, or social group. Development-induced displacement occurs when people are compelled to move as a result of projects implemented to advance development efforts, such as the building of a large-scale infrastructure project. Disaster induced displacement occurs when people are displaced due to natural disasters, environmental change, and human-made disasters
- ☐ **Global Refugee Regime:** The set of norms that define who is a refugee, the rights to which that person is entitled, and the norms that define who is expected to support that person. Within this global refugee regime, refugees officially include individuals recognized under the 1951 Convention relating to the Status of Refugees and its 1967 Protocol, persons recognized under the 1969 Organization of African Unity (OAU) Convention Governing the Specific aspects of Refugee Problems in Africa, those recognized in accordance with the UNHCR Statute, individuals granted complementary forms of protection, and individuals granted temporary protection, and individuals in refugee-like situations.
- ☐ **Human trafficking:** Involves the recruitment, movement or harbouring of people for the purpose of exploitation - such as sexual exploitation, forced labour, slavery or organ removal. Victims can be children or adults, boys, girls, men or women, and are trafficked by the use of improper means such as the threat or use of force, fraudulent schemes, deception, or abuse of power. It can occur within a country or across borders. Human trafficking is therefore characterized by an act (recruitment, transportation, transfer, harbouring, or receipt of people), specific means (threats or use of force, deception, fraud, abuse of power, or abusing someone's vulnerable condition) for the purpose of exploitation (for example sexual exploitation, forced labour, slavery or organ removal).
- ☐ **Internally Displaced Persons (IDPs):** Persons or groups forced to leave their home or place of habitual residence as a result of, or in order to avoid, the effects of armed conflict, situations of violence, violations of human rights, or natural or human-made disasters, yet who have not crossed an international border.



- ☐ **Migrant:** UNESCO defines the term migrant as “any person who lives temporarily or permanently in a country where he or she was not born, and has acquired some significant social ties to this country.” The term migrant should be understood as “covering all cases where the decision to migrate is taken freely by the individual concerned, for reasons of ‘personal convenience’ and without intervention of an external compelling factor.” In general, the term migrant differs from refugees in that it does not refer to those forced or compelled to leave their homes.
- ☐ **Migrant Smuggling:** In contrast to human trafficking which can take place both domestically and internationally, migrant smuggling is a crime that takes place only across borders. It consists in assisting migrants to enter or stay in a country illegally, for financial or material gain. Smugglers make a profitable business out of migrants' need and/or desire to enter a country and the lack of legal documents to do so. International law requires governments to criminalize migrant smuggling, but not those who are smuggled. Since migrants give their consent to the smuggling venture, mostly due to the lack of regular ways to migrate, they are not considered victims in absolute terms. However, smuggled migrants are often put in dangerous situations by smugglers (such as hazardous sea crossings), and might therefore become victims of other crimes during the smuggling process, including severe human rights violations.
- ☐ **Non-refoulement:** A refugee's right to be protected against forcible return, or refoulement, is set out in the 1951 Convention relating to the Status of Refugees: “No Contracting State shall expel or return (‘refouler’) a refugee in any manner whatsoever to the frontiers of territories where his life or freedom would be threatened on account of his race, religion, nationality, membership of a particular social group or political opinion.” Article 33(1)
- ☐ **Palestinian Refugees:** Individuals and their descendants whose residence was Palestine between June 1946 and May 1948, who lost their homes and means of livelihood as a result of the 1948 Arab-Israeli conflict. Following that war, the United Nations Relief and Works Agency for Palestine Refugees (UNRWA) was established by United Nations in 1949, and began operations in 1950, to carry out direct relief and work programs for Palestinian refugees. UNRWA is unique in terms of its long-standing commitment to one group of refugees, and in the absence of any international solution for Palestinian refugees,
- ☐ **Refugee:** According to the UN High Commission for Refugees (UNHCR), a refugee is someone who has been forced to flee his or her country because of persecution, war, or violence. A refugee has a well-founded fear of persecution for reasons of race, religion, nationality, political opinion or membership in a particular social group. Most likely, they cannot return home or are afraid to do so.
- ☐ **Refugee Status Determination (RSD):** Legal and administrative procedures undertaken by States and/or UNHCR to determine whether an individual should be recognized as a refugee in accordance with national and international law.
- ☐ **Repatriation, Reintegration, Rehabilitation and Reconstruction (4Rs):** In post-conflict situations in countries of origin, UNHCR's High Commissioner proposes the 4Rs concept, bringing together humanitarian and development actors and funds. It aims to ensure linkages between all four processes so as to prevent the recurrence of mass outflows, facilitate sustainable repatriation, and help create good local governance.
- ☐ **Resettlement:** It is the transfer of refugees from an asylum country to another State that has agreed to admit them and ultimately grant them permanent residence. UNHCR is mandated by its Statute and the UN General Assembly Resolutions to undertake resettlement as one of the three durable solutions.

- ☐ **Returnee:** A returnee, also called voluntary repatriate, is a refugee who returns home. This can only happen when the factors that caused someone to flee are no longer an issue in the country of origin. Returning may take place over a period of time beginning with visits to the home country. Assistance may be needed for legal issues and for reunited returnees and family members.
- ☐ **Schengen Area:** Comprises 26 European countries that have officially abolished all passports and all other types of border control at their mutual borders. The area mostly functions as a single jurisdiction for international travel purposes, with a common visa policy. The area is named after the 1985 Schengen Agreement signed in Schengen, Luxembourg.
- ☐ **Transnational Child Protection:** Refers to the protection of children from violence, exploitation, abuse and neglect in an international setting. A child may become party to a transnational child protection case because of a need for protection, including: due to international adoption, being born to parents with different or multiple nationalities, being born in a different country than either parent's nationality, and migrating or being trafficked. Being an unaccompanied or separated minor comes with particular challenges.