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Professional competencies



The PUENTE course aims to enhance and fortify the professional skills of educators and social workers engaged with Ukrainian war refugees. This training methodology is grounded in the European Qualifications Framework (EQF), which delineates learning outcomes across three interconnected dimensions: knowledge, skills, and competencies.

The training modules foster action-oriented learning by integrating conceptual understanding with practical application and ethical contemplation.

The competencies outlined below delineate the benchmark professional profile anticipated to be developed among participants: professionals adept at comprehending the social, cultural, and psychological factors influencing refugees; skilled in designing and executing inclusive and diversity-oriented educational strategies; and committed to acting with sensitivity, responsibility, and adherence to human rights and European values.

These competencies form the foundational framework for the training and assessment process, ensuring the course aligns with European quality standards in adult education, social intervention, and inclusion training.



Sociocultural and historical framework

GENERAL COMPETENCE

Examine the sociocultural and historical factors that impact the circumstances of refugees and the integration processes within host nations.

KNOWLEDGE

Comprehend the factors and societal implications of forced displacement.
Comprehending the cultural, religious, and linguistic diversity of refugees.

SKILLS

Analyze the impact of sociocultural contexts on educational and employment opportunities.
Employ contextual comprehension in the formulation of inclusive support strategies.

COMPETENCES

Cultivate a discerning and compassionate perspective on cultural differences.
Foster intercultural unity and respect within educational practices.



Legal considerations and inclusion strategies

GENERAL COMPETENCE

Comprehend the legal frameworks and inclusion policies that ensure refugees' rights to education, employment, and social participation.

KNOWLEDGE

Comprehend the legislation regarding asylum and international protection.
Familiarize yourself with European and national policies regarding inclusion and adult education.

SKILLS

Utilize legal expertise to provide guidance and support to refugees.
Identify accessible institutional and community resources.

COMPETENCES

Act in alignment with the principles of equity, social justice, and human rights.
Foster inclusive educational environments that honor legal and cultural diversity.



**Health, psychological,
and social dimensions**

GENERAL COMPETENCE

Acknowledge the physical, mental, and social health determinants that influence the well-being of refugees and implement a holistic approach to care and support.

KNOWLEDGE

Comprehend the impact of trauma, grief, and loss on mental well-being.
Comprehending the social determinants of health and their connection to inclusion

SKILLS

Identify indicators of vulnerability or psychological distress.
Coordinate efforts with healthcare professionals, social services, and community organizations.

COMPETENCES

Embrace an empathetic and culturally attuned approach.
Foster individual and community well-being and resilience.



Promoting awareness of inclusion and empathy

GENERAL COMPETENCE

Cultivate inclusive, empathetic, and reflective attitudes that enhance coexistence and respect within diverse educational and social contexts.

KNOWLEDGE

Comprehend the principles of empathy, inclusion, and emotional education.
Acquire techniques for awareness-raising and group dynamics.

SKILLS

Facilitate reflective processes and dialogues regarding diversity and inclusion.
Implement participatory strategies that foster mutual understanding.

COMPETENCES

Foster an inclusive and respectful educational environment.
Exemplify empathic behavior within multicultural contexts.



Language and intercultural communication.

GENERAL COMPETENCE

Cultivate intercultural communication and mediation skills that promote effective interactions among individuals from diverse cultures and languages.

KNOWLEDGE

Understand the primary linguistic and cultural barriers in intercultural communication.

Comprehend the function of language in the processes of integration and identity formation.

SKILLS

Employ clear, empathetic, and culturally attuned communication strategies.

Utilize fundamental linguistic and gestural mediation instruments.

COMPETENCES

Foster mutual understanding and intercultural dialogue.

Foster an open, adaptable, and respectful approach to communicative diversity.



Inclusive pedagogical practices: resources and tools

GENERAL COMPETENCE

Implement inclusive educational methodologies and resources that promote the learning and engagement of refugee adults with varied needs.

KNOWLEDGE

Understand the principles of inclusive education and universal design for learning (UDL).

Identify available technological tools and resources.

SKILLS

Design training activities tailored to various levels and abilities.

Incorporate digital resources and inclusive materials into educational practices.

COMPETENCES

Promote equitable, accessible, and participatory educational environments.

Critically assess the appropriateness and accessibility of the materials employed.



Trauma-Informed Framework

GENERAL COMPETENCE

Implement a trauma-informed educational framework that fosters safety, confidence, and empowerment among refugees.

KNOWLEDGE

Comprehending the impact of trauma on learning and behavior.
Study evidence-based intervention models and methodologies.

SKILLS

Recognize indicators of trauma and adjust instructional strategies to meet emotional needs.

Incorporate principles of safety, trust, and collaboration within the educational environment.

COMPETENCES

Act with empathy, respect, and support when addressing traumatic experiences.
Establish secure, rejuvenating, and empowering educational environments.



Transversal Competencies of the Puente Program

GENERAL COMPETENCE

To cultivate a comprehensive, ethical, and inclusive professional practice that effectively addresses the cultural, social, and emotional diversity of adult refugees, thereby enhancing their integration and well-being in host countries.

KNOWLEDGE

Principles of human rights, European citizenship, and inclusive education.
Fundamentals of adult education and lifelong learning.

SKILLS

Engage in collaborative and intercultural settings.
Manage information and digital resources with integrity and security.
Communicate with clarity and effectiveness in multicultural contexts.
Adapt educational strategies to evolving environments and varied needs.

COMPETENCES

Ethical and social responsibility in professional practice.
Willingness to engage in ongoing learning and educational innovation.
Capacity to foster equity, empathy, and inclusion within any educational or social setting.