



TANDEM

TANDEM PROJECT OVERVIEW

TANDEM stands for talent and extended mobility in the European innovation union.

The 2 year project (October 2012 - 2014) combines Dual Career (DC) and Recruiting Offices with the Euraxess Service Centres (ESC). The team members from different academic institutions in Europe will strengthen ESC activities by adding a complimentary focus on DC and integration solutions.

TANDEM will:

- Analyse basic requirements for the successful implementation of DC and integration initiatives.
- Develop a systematic and modular approach to DC services.
- Provide insight on brain circulation by determining if DC and integration initiatives can influence this aspect positively.

TANDEM Team:

- CERTH (Greece)
- ETH Zürich (Switzerland)
- SAIA (Slovak Republic)
- University of Copenhagen (Denmark)
- University of Tartu (Estonia)

www.euraxess-tandem.eu

IDENTIFIED COUNTRY ISSUES DENMARK

In 2013, more than 200 international employees and their partners from eight Danish Universities participated in a survey. The focus of the survey was to explore obstacles and strengths international researchers and their families face, while living and working in Denmark.

* Points below are a summary of key responses from the survey

- **Language and Culture** issues rank as a major obstacle faced by 36% of internationals. More than 1/3 of them highlight that aside from language and culture, social aspects is their second biggest challenge.
- **Social Networks** are identified as an area where 39% of survey respondents feel is most difficult for them to establish in Denmark.
- **Administrative Issues** is the next big obstacle that 17% face. Particularly, many have issues in completing non-English documents, as they are not able to understand the information and are unsure of which supporting documents to provide for the application.
- **Housing** is another obstacle; many find it complicated to understand Danish housing abbreviations and terms. In addition, they are not able to find suitable housing for the price range or location that they require.



Recommendations

- Based on the results of the survey, the TANDEM project developed a modular system which allows Universities and research institutions to introduce new measures (or adapt existing measures) to reduce obstacles and create an easier transition for internationals and their families in each specific country.
- The strength of the modular system is that it is adaptable to each institution's mobility situation. Each institution will have to make a self-evaluation of its current needs and services so that, the offered modules can be used in an efficient and useful way.
- The TANDEM project defined a set of modules (BRICKS) that includes both DC and integration measures which institutions can work with. The BRICKS are further defined by adding several criteria. (e.g. resources, target group, importance).
- Each institution will be able to introduce and use these BRICKS based on the measures which fit their specific country situation.
- Example of BRICKS: Welcome Package, CV check, Information in English, Support with Visa, Buddy System, Promotion of Euraxess Job Portal, Language Training, Volunteering, Newsletter etc...

Implementation in

The survey shows that in Denmark, the main issues international researchers and their families face, can be divided into two parts:

1. *Practical issues (administration, housing) just upon arrival*
2. *Social issues (language, network) a few months after arrival*

To tackle these issues the following BRICKS will require focus and special attention to ensure improvements:

1.
 - Support with administration
 - Database temporary/permanent housing and relocation support
 - Websites (how to...) and forms in English
 - Support with Visa/Permit/Contract
 - ...
2.
 - Welcome event
 - Social/Spouse programme
 - Language training
 - Social media groups/networking
 - Buddy system
 - Mentor system
 - Cultural awareness training
 - ...

Denmark Resources

- HR department at Universities and companies
- Municipalities (*Borger Service, International House*)
- Job Centres
- International Citizen Service
- Workindenmark
- Public Library
- Language schools

TANDEM — Next

- Comparing concrete modules and sharing experiences with other stakeholders in Europe.
- Involving private companies dealing with the same issues to participate and apply specific BRICKS.
- Evaluating the implementation of the BRICKS and evaluating the results through a survey.