



## VOLUME Training Platform: Glossary of Key Terms

We suggest opening the PDF with the glossary separately while you are working in the training modules. Please note that the glossary does reflect the opinions of the authors only; it does not claim completeness or accuracy of the information contained therein.

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### **Acculturation**

In the specific context of migration, acculturation is a series of change in an individual's cultural customs and practices (ideas, words, values, norms, behaviour) because of direct and ongoing contact and interaction with other groups of people from various culture.

### **Acculturative stress**

Acculturative stress is a term specific to migration. It is used to qualify the stress experienced because of one's difficulties to adjust to the lifestyle of the host country.

### **Anxiety disorders**

Anxiety is the body's physical response to a threat or perceived threat. It causes a pounding heart, rapid breathing, butterflies in the stomach and a burst of energy as well as mental responses such as excessive fears, worries or obsessive thinking. Everyone experiences anxiety from time to time. It helps us to avoid danger by giving us energy and alertness to escape. But for some people, anxious feelings don't go away. They can see situations as much worse than they really are, and their anxiety affects their ability to concentrate, sleep and carry out ordinary tasks. These feelings can be caused by anxiety disorders.

Anxiety disorders include generalized anxiety disorder (GAD), obsessive-compulsive disorder (OCD), panic disorder, post-traumatic stress disorder (PTSD), social anxiety disorder, phobias, separation anxiety disorder, and agoraphobia.

### **Asylum application**

An application for asylum is an application made by a non-national or a stateless person which can be understood as a request for protection under the Geneva Refugee Convention and Protocol or national refugee law.

## **Depression**

Depression is a mood disorder that causes a persistent feeling of sadness and loss of interest. Also called major depressive disorder or clinical depression, it affects how you feel, think, and behave and can lead to a variety of emotional and physical problems.

## **Empowerment**

The term "empowerment" represents an approach in psycho-social work, according to which people should be supported in (re)acquiring self-determination and autonomy. The strengths of the individuals should be highlighted and made applicable in processes of self-empowerment.

## **Female Genital Mutilation (FGM)**

Female genital mutilation (FGM) comprises all procedures that involve partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons. The practice is mostly carried out by traditional practitioners.

## **Guardian**

A guardian or adviser is a person who has the necessary expertise in the field of childcaring, to ensure that the interests of the child are safeguarded, and that his/her needs are appropriately met. A guardian or adviser should be appointed as soon as the unaccompanied child is identified. (cf. UNHCR). Depending on the country, guardians must be appointed by law as legal representatives of an unaccompanied person for the duration of childhood.

## **Hard skills**

Hard skills are learned abilities acquired and enhanced through practice, repetition, and education. They allow an individual to apply knowledge and use know-how to complete tasks and solve problems. Hard skills can either be cognitive (use of logical, intuitive, and creative thinking), or practical (manual work and use of specific methods, material, tools and instruments).

## **Health**

A relative state in which one can function well physically, mentally, socially, and spiritually in order to express the full range of one's unique potentialities within the environment in which one is living. In the words of René Dubos, "health is primarily a measure of each person's ability to do and become what he wants to become."

## **Holistic approach to mental health**

Resorting to a holistic approach to mental health means to provide support that looks at the whole person and their specific experience as an individual, not just their mental health needs. The support provided should therefore consider the individual's physical, emotional, social, and spiritual wellbeing.

**Host society**

Residents (both nationals and non-nationals) of a national / regional / local community within a State.

**Inclusion**

As shown under the term "integration", there is a danger that the common understanding of integration is based on an outdated image of society and is also associated with a discriminatory attitude towards the group of migrants. It may be preferable to use the term "inclusion". The concept of inclusion encompasses the participation of individuals in different areas, it assumes a diverse society. The individual is valuable and is part of the society from the very beginning - regardless of his\*her economic benefit.

**Inclusive sex education**

Inclusive sex education teaches about biological processes like periods, puberty, body hair and odour, and mood swings – but it should also teach about sexuality, gender, mental health, being confident in yourself, and how to both manage and communicate in relationships (both romantic & platonic).

**Informal learning**

Informal learning corresponds to the life-long learning process whereby everyone acquires a set of attitudes, values, skills and knowledge from the educational influences and resources in their own specific environment and stemming from daily life experience. This learning occurs from individuals such as family and neighbours but also any other encounters, it can happen at a variety of places such as the market, the library, art exhibitions or at work, and while doing a variety of leisure activities such as playing, reading, or doing a sport. Mass media constitute a considerable medium for informal education, notably through plays, films, music, songs, television debates, documentaries etc. informal learning is unplanned and do not have any structure.

**Integration**

In the EU context, integration is defined as a dynamic, two-way process of mutual accommodation by all immigrants and residents of EU Member States. Though it is stressed by this definition that integration is a two-way process there are problems connected with the term "integration". That is why it is often suggested to use the term "inclusion" instead.

**Legal aid for asylum seekers**

Legal aid for asylum seekers refers to legal assistance provided by lawyers to asylum seekers so that they can exercise their rights to access justice effectively during the process of application for international protection.

## **Mental health**

A state of well-being in which every individual realises his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to contribute to her\*his community.

## **Non-formal learning**

Non formal learning corresponds to planned, structured programs and processes of personal and social learning for young people with the goal of improving a variety of skills and competencies, outside of the conventional educational curriculum. Non formal learning occurs in settings such as youth organizations, sports club, drama, and community groups, where young people come together to do things like work on projects, play games, discuss, make music and drama etc.

## **Peer Learning**

is an expression to emphasize that the learners have an equal position in the process of learning. At the same time, the concept implies that the learners learn from each other and contribute on equal terms to a common solution of given tasks. Thus, peer learning, in a sense, abolishes the classical learning situation, where one party - as a rule the teacher - is hierarchically placed over the other party - as a rule the student. In peer learning, on the contrary, the roles will constantly change. In one situation, some peers can contribute more than others. In other situations, it is the other way around. The starting point is that all peers are recognized as active and valuable contributors. A peer is someone who shares one or more specific characteristics with someone else, like age, social status or background, interests, or skills. Learning from peers can have a similar positive effect as learning from role models.

## **Psycho-social support**

Psycho-social support is the process of facilitating and strengthening resilience within individuals, families, and communities to recover from and adapt to critical adversities with potentially damaging long-term impacts.

## **Physical wellness**

Physical wellness is prioritizing one's general physical health, promoting a better body, functionality, efficiency, and endurance, thus gaining the ability to maintain a certain quality of life.

## **Post-traumatic stress disorder (PTSD)**

It can develop after exposure to a potentially traumatic event that is beyond a typical stressor. Events that may lead to PTSD include, but are not limited to, violent personal assaults, natural or human-caused disasters, accidents, combat, and other forms of violence. Exposure to events like these is common. People who experience PTSD may have persistent, frightening thoughts and memories of the event(s), experience sleep problems, feel detached or numb, or may be easily startled. In severe forms, PTSD can significantly impair a person's ability to function at work, at home, and socially.

**Role model**

Albert Bandura stated the importance of observing, modelling, and imitating the behaviours, attitudes, and emotional reactions of others in his social learning theory (1971). The term “role model” refers to a person who, through certain behaviour, serves others as a figure of identification or as a role model in a specific social function or role.

**Reception facilities**

All forms of premises used for the housing of applicants for international protection and other categories of migrants and refugees.

**Resilience**

Resilience is the ability of an individual to withstand, to adapt, and to quickly recover from stresses and shocks.

**Sexual health**

A concept defined in 1975 by the World Health Organization as “the integration of the somatic, emotional, intellectual, and social aspects of sexual being, in ways that are positively enriching and enhance personality, communication, and love.”

**Sexual abuse**

Sexual abuse includes any sexual or sexually motivated behaviour that is done to someone without that person’s consent. This includes a continuum of intrusive behaviours ranging from hands-off offending, such as voyeurism and verbal comments, up to and including sexual penetration with or without violence. The key is that there is no consent.

**Sexually Transmitted Infections (STIs)**

STIs are infections that are spread primarily by sexual activity, especially vaginal intercourse, anal sex, and oral sex. The bacteria, viruses or parasites that cause sexually transmitted diseases may pass from person to person in blood, semen, or vaginal and other bodily fluids. Sometimes these infections can be transmitted non-sexually, such as from mothers to their infants during pregnancy or childbirth, or through blood transfusions or shared needles. STIs often do not initially cause symptoms, which results in a risk of passing the infection on to others

**Social Capital**

According to French sociologist P. Bourdieu social capital is one key factor in society as well as financial and cultural capital. So, it should be considered in the work of inclusion to foster the minors to increase the social capital.

## **Social health**

Social health can be defined as our ability to interact and form meaningful relationships with others. It also relates to how comfortably we can adapt in social situations. Social relationships have an impact on our mental health, physical health, and mortality risk.

## **Social inclusion**

As defined by the Council of Europe, social inclusion is, from a youth perspective “the process of individual's self-realisation within a society, acceptance and recognition of one's potential by social institutions, integration (through study, employment, volunteer work or other forms of participation) in the web of social relations in a community.”

The notion is applicable to all young people in modern European societies since youth is the stage of life when young people shift from family dependency to autonomy within a larger society under quickly changing conditions. It has a special relevance for young people who originate from disadvantaged backgrounds and live in vulnerable situations. For them, social inclusion entails overcoming obstacles before gaining full social rights as full members of society.

## **Soft skills**

Soft skills are transversal knowledge, skills, and competences relevant to a broad range of occupations. Also known as core skills or basic skills, they are the cornerstone for the personal development of a person. They are the building blocks for the development of the “hard” skills required to succeed on the labour market. The five pillars of soft skills are thinking, language, application of knowledge, social interaction, and attitudes and values.

## **Substance abuse**

A pattern of using a substance (drug) that causes significant problems or distress. This may be missing work or school, using the substance in dangerous situations, such as driving a car. It may lead to substance-related legal problems, or continued substance use that interferes with friendships, family relationships, or both. Substance abuse, as a recognized medical brain disorder, refers to the abuse of illegal substances, such as marijuana, heroin, cocaine, or methamphetamine. Or it may be the abuse of legal substances, such as alcohol, nicotine, or prescription medicines. The most common legal drug of abuse is drinking alcohol.

## **Trauma-informed approach**

A trauma-informed approach is an approach based on the assumption that an individual is more likely than not to have experienced trauma. It recognizes that trauma symptoms exist in an individual and acknowledge that trauma may play a role in the latter's life. The intention is to provide appropriate service or support in a way that consider the potential trauma experienced by the individual. Resorting to that approach avoids triggering trauma symptoms in an individual or/and re-traumatizing them.

## **Unaccompanied minors / children**

An unaccompanied minor or child is a person who is under the age of eighteen, unless, under the law applicable to the child, majority is, attained earlier and who is “separated from both parents and is not being cared for by an adult who by law or custom has responsibility to do so. (cf. UNHCR)

Depending on national childcare regulations, unaccompanied individuals age 18+ may also fall into similar categories as unaccompanied minors, depending i.e., on their personal state of development, or until completion of their education.

### **Volunteer**

A volunteer is a person who does some act or enters a transaction by choice and without request or obligation, without being under any legal obligation to do so, and without being promised any remuneration for his or her services.

### **Volunteer coordination / management**

Volunteer coordination or volunteer management includes the activities that an organization (i.e., non-profit organisation, NGO, or local authority) is undertaking to recruit, engage, and retain volunteers.

### **Wellness**

A dynamic process in which the individual is actively engaged in moving toward fulfilment of his or her potential.



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