







Foreword

The office of the United Nations High Commissioner for Refugees is first and foremost a protection agency. Quality protection for persons of its concern, including through realising solutions which end the displacement experience by restoring a durable national protection, is the main goal of UNHCR's work. Each staff member is, in varying ways, an agent of protection.



To do justice to this responsibility, it is essential that the basic underlying protection concepts which frame our work are understood by all staff, regardless of actual job descriptions. Ever improving protection performance is partly conditional on all of us being aware of the principles of international protection, as well as understanding how our tasks practically link to improving the quality of protection available to women, men, boys and girls, individually and collectively, of concern to us. I have long advocated that protection training that serves this purpose is undertaken by all staff, including senior management. Similarly, as our partners enhance their own protection activities, I believe it is equally important that they too have access to, at least, the basic protection training being advocated for all UNHCR staff.

Against this background I am very pleased to present this first edition of *UNHCR* and *International Protection:* A *Protection Induction Programme*. Its purpose is to make an accessible and user-friendly introduction to the basics of international protection, in an interactive e-learning form and in different languages, available to all staff and UNHCR partners.

We trust that the programme will contribute to reinforcing a shared vision of international protection among staff and partners and, through informing, will help to strengthen and professionalise protection delivery.

Erika Feller

Assistant High Commissioner for Protection

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UNHCR and International Protection A Protection Induction Programme

The *Protection Induction Programme* has been developed to support the work of UNHCR staff as well as colleagues associated with NGOs, other UN agencies and governments who are working with refugees and other uprooted people.

This programme is about people who have been forcibly uprooted and how the *Office of the United Nations High Commissioner for Refugees* (UNHCR) works with them. It outlines some basic principles of international protection that have been developed to protect these uprooted people.

The *Protection Induction Programme* consists of this Handbook and an interactive computer-based learning programme. To attract as wide an audience as possible, the programme has been written in easy-to-understand, accessible language and legal terminology has been avoided whenever possible. It is available in Arabic, English, French, Russian and Spanish.

The learning modules that are included in this Handbook as well as the interactive computer-based learning programme include:

- 1. UNHCR and International Protection
- 2. Persons of Concern to UNHCR
- 3. The Legal Framework
- 4. Access to Asylum, Registration and Quality Protection
- 5. Partnership with Uprooted Women, Men, Girls and Boys
- 6. SGBV; Unaccompanied and Separated Children
- 7. Timely and Durable Solutions

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United Nations High Commissioner for Refugees 94, Rue de Montbrillant 1202 Geneva, Switzerland

> Fax: +41 22 739 7354 e-mail: HQPR10@unhcr.org website: www.unhcr.org