BACK TO SCHOOL CAMPAIGN 2020-2021

At school - At home!

Education Anytime, Anywhere...

GUIDE FOR ORGANIZATIONS PLANNING TO PARTICIPATE IN BACK TO SCHOOL OUTREACH AND SUPPORT ACTIVITIES IN TURKEY

Version 2_September 2020
Every year since 2014, the Back to School Campaign has been implemented by UNICEF in close partnership with education sector members with a particular focus on scaling up access to quality education for all children and youth including Syrian children Under Temporary Protection. This year, as part of the BTS campaign, UNICEF plans to support the government’s nation-wide efforts to safely reopen schools, focusing on children’s return to learning and safe hygiene practices.

This guide is also part of UNICEF’s national BTS national communication campaign “–At SCHOOL – AT HOME!, Education Anytime, Anywhere...”, implemented in partnership with the Ministry of National Education (MoNE). The guide was updated by the Continue Learning and Back to School Taskforce Education Sector Working Group members from the South East, Istanbul and Izmir during the summer of 2020.

Materials contained in this guide may be freely used, printed or copied by organizations working in Turkey, acknowledging the source as the ‘Continue Learning and Back to School Taskforce’.

IMPORTANT NOTICE: Information included in this guide is subject to further revision based on guidelines from the Ministry of National Education, particularly on the reopening of schools. ESWG members will be sharing an updated version of this package should any changes occur. Organizations are encouraged to learn more about the practices in their own localities and advise beneficiaries accordingly.

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Executive Summary

This guide has been prepared by the Education Working Group (EWG) with the purpose of:

- Supporting organisations to conduct effective Back to School activities ahead of the start of the new school year.
- Suggesting tools for partners to use to collect information on the challenges faced by Syrian families during school enrolment processes and accessing distance learning in order to collectively agree on advocacy efforts to address these challenges.
- Supporting children affected by the closure of Temporary Education Centers (in Hatay, İstanbul and Adıyaman) to smoothly transfer into Turkish Public Schools.

Four main components of this guide are of relevance to organisations:

A) Key Information to be disseminated to Syrian families and children (Messages to Rights Holders)

B) Suggested Activities to be implemented by education and other sectoral working groups (Child Protection, Basic Needs, Livelihoods, etc.) in Turkey.

C) Data Collection forms to identify and support the analysis of challenges in accessing education in order to inform potential advocacy work with relevant duty bearers and to inform program interventions.

D) Frequently Asked Questions (FAQs) to provide organizations with potential answers to the most frequently asked questions/concerns raised by Syrian families.
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<th>Description</th>
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<td>ALP</td>
<td>Accelerated Learning Program</td>
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<tr>
<td>BTS</td>
<td>Back to School</td>
</tr>
<tr>
<td>CCTE</td>
<td>Conditional Cash Transfer for Education</td>
</tr>
<tr>
<td>CL</td>
<td>Continue Learning</td>
</tr>
<tr>
<td>DDoNE</td>
<td>District Directorate of National Education</td>
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<tr>
<td>ESSN</td>
<td>Emergency Social Safety Net</td>
</tr>
<tr>
<td>MoNE</td>
<td>Ministry of National Education</td>
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<td>PDMM</td>
<td>Provincial Directorate of Migration Management</td>
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<td>PDoNE</td>
<td>Provincial Directorate of National Education</td>
</tr>
<tr>
<td>PEC</td>
<td>Public Education Center</td>
</tr>
<tr>
<td>TEC</td>
<td>Temporary Education Center</td>
</tr>
<tr>
<td>TPID</td>
<td>Temporary Protection Identity Card</td>
</tr>
<tr>
<td>TPS</td>
<td>Turkish Public School</td>
</tr>
<tr>
<td>YOBIS</td>
<td>Foreign Student Information System (Yabancı Öğrenci Bilgi Sistemi)</td>
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Key messages are divided into four areas:

1. General advocacy **(SENSITIZE)**
2. Reopening schools in COVID-19 context **(SENSITIZE)**
3. Concrete information about school enrolment processes and available services **(INFORM)**
4. Information about the support and incentives children will/might receive in schools **(INCENTIVIZE)**

Organizations will need to rely on their own outreach and information dissemination mechanisms to communicate these messages to refugees, host communities and relevant stakeholders.

**DISCLAIMER:** Practices and procedures may vary across provinces. Organizations are therefore encouraged to obtain more information from specific provincial authorities.

### General Advocacy and Key Messages **(SENSITIZE)**

#### The Importance of Education

- **Education is a right**: The right to free and compulsory schooling for everyone (regardless of gender, nationality, refugee status, economic status, physical ability, etc.) is enshrined in international and national laws.
- It is important that education **continues under any condition**. (At school, at home, education everywhere).
- Education is essential for all children (girls and boys) regardless of the duration a family thinks it may stay in Turkey, or family members’ physical, intellectual or language abilities.
- Education plays a critical role in supporting the **developmental needs** of children. Schools provide important opportunities for children to learn, socialize, make friends, play and lead normal lives.
- The daily routine of going to school has been shown to have important **emotional and psychosocial benefits** for children.
- **Enrolling in and remaining in education** supports individuals’ and families’ **future prosperity**. Research shows that higher levels of education are linked to accessing better jobs, potentially leading to higher earnings as well as greater opportunities.
- Being out of school will have **negative effects on a child’s future**.

#### Precautions that need to be taken/implemented at school

- Children should implement rules such as physical distancing, wearing masks, washing hands with care.
- They should not share glasses or eating utensils with friends.
- Going to school is safe, but students must take care to protect themselves and their loved ones from the Coronavirus. It is possible for everyone to be safe if we all follow the rules.
Being kind

- Research confirms that there a correlation between education and social cohesion. Schools help create a sense of belonging by fostering respect and equal treatment, thus contributing to a more cohesive society which embraces diverse groups.
- Parents play a critical role in encouraging and supporting their children’s education.
- Anyone can contract the Coronavirus regardless of where one comes from, how they look, or which language they speak.
- Do not make fun of your friends for being sick. We have to be compassionate with people who are sick or whose relatives are sick.

General information on the education system in Turkey

- In Turkey, education is compulsory for 12 years (primary school: grades 1, 2, 3 and 4; lower secondary school: grades 5, 6, 7 and 8; and upper secondary school: grades 9, 10, 11 and 12) for school aged children.
- Children must be enrolled in formal education in Turkish Public Schools. Although informal and non-formal education are not alternatives to formal education, they can play a key role in supporting children’s learning or preparation for/transition to formal education.
- Parents are encouraged to contact school principals if they have concerns about the performance or well-being of their children. MoNE has provided many schools with training on inclusive education and continues to take measures to facilitate the smooth inclusion of Syrians UTP and other refugee children in the formal education system. In addition, MoNE has the responsibility and systems in place to ensure every child’s well-being in school.
- Pre-primary education is accessible for all children aged between 36 and 69 months. Starting to learn early supports the cognitive and emotional development of children and their readiness for primary education. Pre-primary learning is the foundation towards a child’s successful completion of a full cycle of education.
- Closure of Temporary Education Centers in Istanbul, Adıyaman and Hatay should not interrupt children’s education. Education is free and accessible in TPSs too.
- Refugees with different nationalities other than Syrians UTP can also benefit from free education services in Turkey.
As per MoNE’s latest decision, face-to-face learning will resume on 21st of September to pre-school and grade 1 students only with parental consent. All remaining grades will continue to learn online through EBA.

See a summary of the 2020-2021 school year calendar below:

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>31 August 2020</td>
<td>School opens (remote catch-up classes)</td>
</tr>
<tr>
<td>21 September 2020</td>
<td>Face-to-face education starting for pre-school and grade 1 with parental consent</td>
</tr>
<tr>
<td>16-20 November 2020</td>
<td>The first interim break</td>
</tr>
<tr>
<td>22 January 2021</td>
<td>The end of 1st Semester</td>
</tr>
<tr>
<td>25 January – 5 February 2021</td>
<td>Semester break</td>
</tr>
<tr>
<td>8 February 2021</td>
<td>The start of the 2nd semester</td>
</tr>
<tr>
<td>12 – 16 April 2021</td>
<td>The second interim break</td>
</tr>
<tr>
<td>18 June 2021</td>
<td>The end of 2nd semester</td>
</tr>
</tbody>
</table>

Enrolment in schools can take place any time during the summer. Even if children are automatically assigned to schools, parents need to visit the school before the start of the school year to complete final enrolment procedures.

Children can be enrolled in school regardless of their ability to speak Turkish. TPSs have programs to support Syrian children with the Turkish language and with homework.

Syrian children who do not have a Temporary Protection Identity Documents (TPIDs) can still be enrolled in schools until they receive their IDs. School managers can generate automatic school numbers through YOBIS. Once students receive TPIDs, official registration is made to TPSs through e-school (E-OKUL). Issuing of TPIDs might be accelerated if an official letter is sent from PDoNEs to PDMMs. Special provincial cases such as Istanbul have further measures for registration and are working closely with PDMM.

Arabic speaking staff are now available in many schools and DDoNE/PDoNE offices to assist parents with translation and other registration related issues.

NGOs operating in your area may also provide support during the registration process upon request.

Children who will be applying for their equivalency certification should follow the below steps:

1. Go to the e-equivalency web page [https://edenklik.meb.gov.tr/?culture=en-US](https://edenklik.meb.gov.tr/?culture=en-US), which is available in Turkish, Arabic and English.
2. Follow the instructions on the web page and enter the required information.
3. At the end of the application the system will give the applicant an appointment (date and time) in a P/DDoNE that is closest to the given address.

4. Applicant then should be present for the given appointment time in order to receive his/her equivalency certificate. His/her documents will be evaluated until the appointment day and time and the applicant will be able to directly receive a certificate.  

5. If the documents and/or the information was found to be insufficient by the equivalency commission, the commission may request further documents and/or information.

Preschool and Grade 1:

- Children can attend preschool starting from the age of **36 months**.
- At the age of **69 months** (5.5 years old) children can be enrolled in **Grade 1**.
- When children reach compulsory school age, they should be automatically assigned to the nearest school by the Ministry of National Education (MoNE) if their family’s address is recorded in the “Nüfus” database – District Population Directorate (İlçe Nüfus Müdürlüğü).
  
  ➔ To learn about the school to which your child has been assigned, use the e-Okul link: [https://e-akul.meb.gov.tr/IlkOgretim/](https://e-akul.meb.gov.tr/IlkOgretim/MEM/IOM00009.aspx)

  ➔ You can also find out which school your child has been assigned to by enquiring at a local public school. Speak to the assistant principal in charge of registrations.

  ➔ If your child is between **69 to 72 months** and his/her information is **not recorded in the e-Okul system**, please approach the District Population Directorate (İlçe Nüfus Müdürlüğü) (or in some provinces it is now handled by Migration Management Offices - please find out as per your province) to ensure that your **address information** is up to date.

Grade 5 (Lower Secondary School):

- If your child attended Grade 4 in a **Turkish Public School** in 2019/2020 school year, he/she should be assigned to the nearest lower secondary school (Ortaokul) for Grade 5 unless you requested for him/her to be moved to an Imam Hatip school, in which case the child will be assigned to the nearest Imam Hatip school.

  ➔ You may find the name of the Ortaokul to which your child was assigned from the school administration or via the e-Okul link.

- If your child attended a **Temporary Education Center (TEC)** in 2019/2020 school year (only for Adıyaman, Hatay and İstanbul), your child will NOT automatically be assigned to a lower secondary school. Instead, you need to visit the nearest lower secondary school to your house to enroll your child.

  ➔ Some schools request the child’s **Grade 4 report card**, while others may ask for an equivalency certificate to enroll the child into Grade 5.

  ➔ Equivalency Certificates are issued by the Equivalency Commissions (denklik komisyonu) at Provincial or 1 District Department of Education Directorates (PDoNEs). Many TECs are

1 In metropolitan provinces DDoNEs and in regular small provinces PDoNEs issue equivalency certificates through the Equivalency Commissions. Please consult with education authorities in your localities.
carrying out equivalency certificate processes on behalf of their students and delivering their certificates in TECs. Check if your TEC is providing the certificate (only for Adıyaman, Hatay and İstanbul). If not, you need to approach the Equivalency Commission for the certificate (please refer to the application process stated above).

Grade 9 (Upper Secondary School):

- **High school placement** is determined by both students’ results in the High School Entrance Exam (Liselere Gecis Sinavi) and students’ home addresses as they appear in the Nüfus database if the families prefer to send their children to high schools which accept students through the exam. However, as it is not mandatory for everyone to take the High School Entrance Exam, students can be placed without having these exam results.

- For **students who completed Grade 8 in a Turkish public school**, their parents should indicate their preferred high school. (guidebook is available through the link in Turkish)
  
  ➔ [https://www.meb.gov.tr/meb_iys_dosyalar/2020_07/16114210_OrtaoYretime_GeciY_Terci

  School choices can be made on the following dates (Students can select Anatolian High Schools, Imam Hatip High Schools, or Vocational and Technical High Schools):

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>20-29 August</td>
<td>The application for student placement process (This is only for those who entered the High School Entrance Exam)</td>
</tr>
<tr>
<td>10-14 August</td>
<td>First round of applying for transfer to another school</td>
</tr>
<tr>
<td>17-21 August</td>
<td>Second round of applying for transfer to another school</td>
</tr>
<tr>
<td>24-26 August</td>
<td>The District/Province Student Placement and Transfer Commissions will receive applications for those students who were not able to be registered in a school in the first and second round</td>
</tr>
</tbody>
</table>

- For **students who completed Grade 8 in TECs (only for Adıyaman, Hatay and İstanbul)**, an equivalency certificate should have already been issued and the placement will be done by District/Province Student Placement and Transfer Commissions between **on the given dates above**.

- In case that **distance learning** measures are in place, children can benefit from the **EBA system** to continue their learning.

**What is EBA (Eğitim Bilişim Ağı) – (Education Information Network)**

EBA is an online education platform for students, teachers, and parents with specific features for each group. The system is designed to appeal to all students with different teaching methods such as verbal, numerical and visual. Educational content and materials produced by teachers can be shared with students. It also offers an interactive and social class/lesson environment with active participation.

- **For students**: there are services like customized learning environments and interfaces according to the student, student-specific calendars, additional publications and resources, controlled games, access to all course content, repetition of lessons learned, question and exam banks, access to teacher support outside school.
For parents: the system provides an academic follow-up of the student, the opportunity to follow the exam dates and studies of the child, following the development of the child with the reports generated by the system and monitoring the performance of the child in school subjects.

For teachers: access to all course content, content and question pools compatible with MoNE curriculum, special course content for interactive whiteboards, monitoring and supporting students, detailed development reports on the basis of a class and by student, directing students to specific needs. EBA provides services such as courses, programs, and a distance learning environment to develop professional knowledge and skills, as well as the ability to send assignments, activities, discussions and projects.

Access to EBA System

MoNE has a two-fold strategy for distance learning: broadcasting lessons on television channels and, as a complimentary catch-up measure, utilizing digital learning and teaching resources to deliver curriculum on an online platform called the Education Information Network (EBA).

MoNE is delivering distance education by broadcasting lessons on 3 TV channels for all students from grades 1 to 12 including students in adaptation classes, special education, religious education, and technical and vocational education. TRT EBA TV has 3 channels; 1st channel is for primary school, 2nd channel is for lower-secondary school and the 3rd channel is for upper-secondary school. To access the TRT EBA TV television broadcasting; the Turkish cable/satellite TV or a private TV subscription is necessary. Every week, a weekly lesson schedule of courses published through the public TV, EBA website and on social media for grades 1 to 12.

Each course is 30-minute and covers the general Turkish Public School curriculum such as: Turkish, life sciences, social sciences, English, mathematics, science, history and physical education.

TRT EBA TV lessons are broadcasted 5 days a week, on weekdays from 9 am to 1.30 pm, with repetitions of lessons and additional programs for parents until 9 pm each day.

Access to EBA Online is only possible with an internet connection from the http://www.eba.gov.tr/#/anasayfa link. All students who are registered in the MoNE system have access to EBA Online. Students can enter the EBA system with their ID number and a password. All students have their own personalized page where they can track their lessons, homework and other activities.

PLEASE NOTE: This guide refers to the formal procedures for enrolling in Turkish Public Schools and practices are assumed to be implemented similarly in all provinces. However, organizations are advised to also confirm the procedures followed in their province / area of operation and advise accordingly.
Syrians and other refugee children who are attending school can benefit from the Conditional Cash Transfer for Education (CCTE) program which offers cash assistance every two months to eligible families if their children attend school regularly. In addition to the conditional transfer, an additional and motivational payment, the amount of which is identified based on grade, is given to each child enrolled in the program at the start of each semester (e.g. September and January). See the summary of the CCTE program in the below table:

<table>
<thead>
<tr>
<th>Grade: From Kindergarten to 8</th>
<th>Amount</th>
<th>Conditionality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Girls</td>
<td>50 TRY</td>
<td>Conditional on attendance</td>
</tr>
<tr>
<td>Boys</td>
<td>45 TRY</td>
<td></td>
</tr>
<tr>
<td>Grade: From 9 to 12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Girls</td>
<td>75 TRY</td>
<td></td>
</tr>
<tr>
<td>Boys</td>
<td>55 TRY</td>
<td></td>
</tr>
<tr>
<td>ALP Students</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Girls and Boys</td>
<td>75 TRY</td>
<td></td>
</tr>
<tr>
<td>Additional + Motivational Payment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grade: From Kindergarten to 4</td>
<td>100 TRY</td>
<td>Not conditional on attendance</td>
</tr>
<tr>
<td>Grade: From 5 to 8</td>
<td>200 TRY</td>
<td></td>
</tr>
<tr>
<td>Grade: From 9 to 12</td>
<td>250 TRY</td>
<td></td>
</tr>
<tr>
<td>ALP Students</td>
<td>250 TRY</td>
<td></td>
</tr>
</tbody>
</table>

Application for the CCTE Program

- Applications for the CCTE Program can be made through the Turkish Red Crescent (Kizilay) Service Centers or Social Assistance and Solidarity Foundations (SASF) in the area where your child is registered.
- More information on the pre-application conditions, eligibility criteria and application process for this assistance, as well as assistance amounts, can be found in the CCTE brochures or by calling the TRC 168 Call Center.
- Children (54-69 months old) attending to pre-primary education can also benefit from the CCTE program
- Children attending the Accelerated Learning Program (ALP) can also benefit from the CCTE program based on their regular attendance.
- For the eligibility criteria, application process of the CCTE program and further details, see the CCTE brochure²

School books will be distributed through schools at the beginning of the school year.

² More information about the CCTE program is available at the following links:
http://unicef.org.tr/files/editorfiles/ccte_brosur_EN_010817_printer(4).pdf (English)
http://unicef.org.tr/files/editorfiles/ccte_brosur_TR_010817_printer(1).pdf (Turkish)
Transportation to and from school is also provided for Syrian children in some provinces. School managers and DDoNEs can provide information about schools with transportation services.

Syrian students can benefit from catch-up lessons organized by many schools during weekends.

Many Turkish Public Schools organize additional homework support after school hours.

Public Education Centers (PECs) are providing Turkish Language Classes upon request.

Syrian children may join apprenticeship programs through Vocational Training Centers (VTCs) where they can study and learn a profession, while also earning some income (around one third of the minimum wage). District Vocational Training Center Directorates receive applications throughout the year.

Children with special educational needs can also be enrolled in schools and receive the guidance required to enable them to benefit from available education opportunities. Applications to the Guidance and Research Centers (RAM) in their district can be made by schools or parents.

Children who have missed years of schooling and are older than the normal age for their grade have several options that can assist them to return to formal education:

- Assessment by an Equivalency Commission in order to determine the grade into which s/he should be placed in Turkish public schools.

- Enrolment in MoNE’s Open High School program. Approach the nearest Public Education Center (PEC) to receive more information and to enroll.

- Participation in MoNE’s Accelerated Learning Program (ALP) for children aged 10 to 18 and who have missed more than 3 years of schooling:
  - ALP aims to provide children who have been out of school for more than 3 years with the opportunity to be reintegrated into formal education.
  - Registration to the ALP program is done in PECs.
  - ALP program starts with intensive A1 and A2 Turkish language classes to help improve children’s reading, writing and speaking skills.
  - ALP program is ongoing in Gaziantep, Hatay, Şanlıurfa, Mersin, Adana, Kayseri, Kilis, Bursa, İzmir, Ankara, İstanbul and Konya.
  - More information about ALP can be found in the brochure below or through contacting the nearest PEC.

More information about ALP available in the brochures: [https://www.dropbox.com/s/08ctxlm8thk9rq/ALP%20brochure.pdf?dl=1](https://www.dropbox.com/s/08ctxlm8thk9rq/ALP%20brochure.pdf?dl=1)
RECOMMENDED OUTREACH AND “BACK TO SCHOOL” SUPPORT ACTIVITIES

This section of the “Back to School” kit offers suggestions on the kinds of activities which organizations may wish to include as part of their “Back to School” advocacy. These activities can be adapted in accordance with local context and organizations’ capacity.

Planning a “Back to School” activity can include the following elements:

- Learn more about the local contexts in their respective locations (Districts, Sub-districts, Neighborhoods)
- Disseminate information to the families of Syrian children
- Support families and children enroll in schools or benefit from other forms of education

DISCLAIMER: These activities are based on discussions with organizations regularly attending the Education and Child Protection Working Groups. They do not constitute a comprehensive list of all possible activities.

Visit the Provincial or District Directorate of National Education in your city of operation and obtain up-to-date information on the enrolment procedures that refugees must follow to enroll their children.

- Check the documentation needed by refugees when enrolling their children in schools. In particular, check whether refugees need documents showing their place of residence (e.g. documents issued by mukhtars) in addition to their TP ID documents when enrolling their children in schools.
- Find out what procedures should be followed for children who have never been to school or who do not have documentation showing previous school attendance and/or learning achieved.
- Ensure that you are familiar with the enrolment procedures followed for both Turkish public schools. Provincial procedures may vary, so make sure you are up to date!
- Learn about other available education programs, such as apprenticeship in Vocational Training Centers and the Accelerated Learning Program (ALP).
- Obtain (if relevant and feasible) copies of forms that parents will have to fill in and translate them into the languages spoken by refugees so that parents understand what information they are providing.
- Identify (and meet, if possible) focal points in PDoNE or DDoNE to be contacted regarding possible issues with enrolment.
- (If feasible) Establish connections with Turkish Public Schools in your area of operation to learn about their particular concerns, such as space limitations, any unique requirements, etc. to be able to refer children to these schools.

Host “Back to School - BTS” information days in your offices/ centers

- Organize ‘information/awareness-raising’ sessions in which you emphasize the children’s right to education and provide concrete information about the procedures for enrolling children in schools.
Provide information about available services, like ALP, PECs, Youth Centers or any programs provided by NGOs in your area. For this, familiarize your staff with the available services.

Display materials (posters, brochures, announcements) about available services or support programs such as ALP, CCTE, ESSN and others in your centers.

Make the day fun for all by providing activities for children who may be with their parents – examples include coloring competitions, awarding prizes every hour, etc.

If possible, print simple information sheets about the school registration procedures and provide these to parents, inviting them to further information sessions if needed.

While implementing the abovementioned activities please give the utmost importance to health precautions and in cases where you cannot, please reach out to families with telecommunication platforms.

☐ Work with your protection and other relevant teams to ensure that BTS activities are mainstreamed in your whole organization

Hold a meeting with your colleagues and raise awareness on the importance of collaboration across different sectors/actors to support school enrolment.

Provide information on schooling opportunities for Syrian children and common challenges/barriers to access to education as well as recent figures.4

Ensure that BTS messages are incorporated into ongoing activities such as community outreach and general information sessions and refugee counselling provided by your organization.

☐ Provide Practical Support to families during the registration period

If provincial authorities require documents stating the residential address of refugees in order to enroll children in schools, you may work with local Mukhtars or District Population Directorate (or in some provinces it is now handled by Migration Management Offices–please find out as per your province) authorities to facilitate the issuing of these documents to refugees.

It has been a practice among some NGOs to have staff or volunteers to accompany families to provincial education directorates or schools to assist them by offering translation and explaining enrolment procedures and administrative requirements.

If possible, transportation could be arranged for families from your centers to places where parents need to go to enroll their children or obtain necessary documentation.

Support the National BTS Communication Campaign

Disseminate the social media materials to a wide range of communities as much as possible and share it through your own social media accounts. Below images can be reached through UNICEF’s social media accounts.5

5 Important disclaimer: UNICEF and the Ministry of National Education (MoNE) reserve their copyrights of the “Back to School” campaign products including: content, designs, layouts, visual identity, messages, audiovisual material and any other product affiliated directly or indirectly with the campaign to be used on any public platform. Any entity which wishes to re-use, alter, edit, or manipulate all or some or any of the campaign products, covering all the formats listed above, needs a written confirmation from an official representative of MoNE and the Representative of UNICEF Turkey, or from a person each institution officially delegates for this purpose.

Translation of these materials is also possible only after written confirmation from UNICEF specialist / ESWG national coordinator: Mais Zuhaika (mzuhaika@unicef.org) or UNICEF Communication Chief: Sema Hosta (shosta@unicef.org)
DATA COLLECTION TOOLS

- **School Registration Challenges Survey** – This survey aims at collecting information about the challenges/difficulties that refugees face during the registration in schools and the challenges they face to access to the distance learning platforms, such as EBA. Its purpose is to support the development of corrective measures and/or advocacy with the relevant government authorities.

The survey (please see annex:3) is to be conducted with parents or caregivers in community centers or through household visits (if possible in the COVID-19 context), through phone as deemed feasible and appropriate by partners. Organizations willing to collect data and support data analysis are requested to contact:

- btangacmorel@unicef.org, Education Officer, UNICEF Ankara TCO
- olcay@unhcr.org - Fırat Olcay, Information Management Associate, UNHCR Ankara

For the EWG Back to School/Continuous Learning 2020-21 Survey, please use the following KoBo link:

https://enketo.unhcr.org/yUq2uOlz

- **Problem Log** – The template below is to be used to collect specific information about cases when children were not admitted in schools or families experienced difficulty in enrolling their children in schools.

Information on cases will be recorded and shared with the Education Sector Lead Agency, UNICEF, for it to approach MoNE in order to request their assistance in resolving the issues.

To report a problem using the problem log, please use the following KoBo link:

https://enketo.unhcr.org/yU8eAbVj
## FREQUENTLY ASKED QUESTIONS

<table>
<thead>
<tr>
<th>Questions/inquires</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 School refused registration due to lack of physical capacity</td>
<td>Approach the DDoNE in your district. If it cannot be resolved, then approach the PDoNE.</td>
</tr>
<tr>
<td>2 I was told that they could not register now and to come later (e.g. in two months)</td>
<td>Approach the DDoNE in your district. If it cannot be resolved, then approach the PDoNE.</td>
</tr>
<tr>
<td>3 TEC closure: My child was going to a TEC. I don’t know how to enroll my child?</td>
<td>Children can benefit from free education in Turkish Public Schools too. Once address registration is completed approach to the nearest school and DDoNE in your district. If it cannot be resolved, then approach the PDoNE. MoNE will transfer the children in TECs directly to TPSs</td>
</tr>
<tr>
<td>4 My child did not take the final exams (because of seasonal work/camp closure)</td>
<td>Each school can access to school registration database (e-okul and YOBIS) and students’ scores and previous education background in Turkey. First figure out the school that the child should be registered. Then you may be referred to equivalency commission to determine the child’s grade. Approach the DDoNE in your district for further assistance. If it cannot be resolved, then approach the PDoNE.</td>
</tr>
<tr>
<td>5 Can I register my child to another school rather than the automatically assigned one?</td>
<td>Children are assigned to schools based on their home address registered in the system. To change the school approach DDoNE to discuss the possibilities. Please note that changing school might be difficult for several reasons including limited capacity.</td>
</tr>
<tr>
<td>6 I was asked to pay donation/fee, what can I do?</td>
<td>The donation/fee is not mandatory*, and this cannot be a pre-requisition for registration. If this happens, approach the DDoNE in your district. If it cannot be resolved, then approach the PDoNE.</td>
</tr>
<tr>
<td></td>
<td>*This does not apply to pre-primary; registration fee may be requested for pre-primary.</td>
</tr>
<tr>
<td>7 How can I benefit from free transportation?</td>
<td>There are free transportation services in some provinces. Please contact the school management and DDoNE office.</td>
</tr>
<tr>
<td>8 My child can’t speak Turkish; therefore, I am concerned whether my child can keep up with the Turkish curriculum in a TPS.</td>
<td>Turkish language support activities/courses are provided in most of the TPSs for Syrian students. Please communicate your concern openly with the school management. There may be some other available courses in your area provided by other agencies such as Public Education and Youth Centers.</td>
</tr>
<tr>
<td></td>
<td>Question</td>
</tr>
<tr>
<td>---</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>9</td>
<td>I am worried that my child will be excluded/bullied in TPSs?</td>
</tr>
<tr>
<td>10</td>
<td>What documentation I need to register my child (if the child studied in Syrian before but not in Turkey)</td>
</tr>
<tr>
<td>11</td>
<td>My child has a physical/intellectual disability and needs special education. What can I do?</td>
</tr>
<tr>
<td>12</td>
<td>I don’t speak Turkish; I am worried about if I could communicate with the DDoNEs and schools.</td>
</tr>
<tr>
<td>13</td>
<td>Are there any financial or in-kind support?</td>
</tr>
<tr>
<td>14</td>
<td>I am concerning about the COVID-19. What measures have been taken in schools?</td>
</tr>
</tbody>
</table>