

# [object Object]

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<http://vmkrmar21.informatik.tu-muenchen.de/wordpress/lkwunsiedel/de>

# First steps

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## Welcome

### Welcome to the Landkreis Wunsiedel im Fichtelgebirge!

Dear new citizens, a warm welcome to the Landkreis Wunsiedel im Fichtelgebirge.

You must have a lot of questions about life in Germany and in the Landkreis Wunsiedel im Fichtelgebirge. This App was designed as a small guidebook and advice book to make it easy for you to find helpful information. This App will give you useful and helpful tips about daily life in our region in different languages.

Volunteers and help centres can also use this App to learn about the services available and to find information.

We hope this App makes your life in the Landkreis Wunsiedel im Fichtelgebirge a little bit easier. We are happy to welcome you and hope that you will find your way quickly and will feel at home in our region.

District Chief Executive (Landrat)

Dr. Karl Döhler

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# Overview of contact persons

**Netzwerk Asyl & Integration**  
 im Landkreis Wunsiedel i. Fichtelgebirge

<b>Asylsozialberatung</b> für Asylbewerber	<b>Migrationsberatung</b> für Anerkannte	<b>Landratsamt</b>		<b>Bildungseinrichtungen</b> Auswahl
<p><b>Diakonie</b>                  WUN, Nagel, Röslau, Tröstau,                  Weißenstadt, B. Alexandersb.  <b>Jitka Reindl</b>                  0176 19942601</p> <p>Selb, Kirchenlamitz, Marktleuth.,                  Schönw., Höchstadt, Thiersheim  <b>Michaela Küster</b>                  0157 81858583</p> <p>MAK, Selb (nur Parkhotel)  <b>Doris Strötz</b>                  0157 81858590</p> <p><b>AWO</b>                  Arzberg, Hohenberg,                  Schirmding, Thiersheim  <b>Merisa Sikorsky</b>                  09233 7145608</p>	<p><b>Caritas (JMD)</b>                  bis 27 Jahre, landkreisweit  <b>Ina Adler</b>                  09232 2288</p> <p><b>Diakonie (MBE)</b>                  über 27 Jahre, landkreisweit                  außer Arzberg, Hohenberg,                  Schirmding, Thiersheim  <b>Antje Völksch</b>                  0157 81858580</p> <p><b>AWO (MBE)</b>                  über 27 Jahre                  Arzberg, Hohenberg,                  Schirmding, Thiersheim  <b>Ozge Kanat</b>                  09233 2049825</p>	<p><b>Integrationslotsin</b>                  für ehrenamtl. Helfer  <b>Elisabeth Golly</b>                  09232 80449</p>	<p><b>Bildungskordinator</b>                  für Neuzugewanderte  <b>Andreas Prell</b>                  09232 80447</p>	<p><b>Grund- und Mittelschulen</b>                  Staatliches Schulamt  <b>Günter Tauber</b>                  09232 80382</p> <p><b>Realschulen</b>  <b>MAK / WUN / Selb</b>                  09231 662040 / 09232 2771                  / 09287 6151</p> <p><b>Gymnasien</b>  <b>MAK / WUN / Selb</b>                  09231 96240 / 09232 99040                  / 09287 6425</p> <p><b>Berufliche Schulzentren</b>  <b>Marktredwitz-Wunsiedel</b>                  09231 509100 / 09232 4280  <b>Selb</b>                  09287 8827700</p>
<b>Agentur für Arbeit</b> für Asylbewerber	<b>Jobcenter</b> für Anerkannte	<b>Lokale Ehrenamts-</b> <b>koordination</b>	<b>Lokale Integrations-</b> <b>beauftragte</b>	<p><b>Kursträger</b>                  Marktredwitz  <b>Berufliches Fortbildungs-</b>  <b>zentrum (bfz)</b>                  09231 96560  <b>Bildungsinstitut Pscherer</b>                  09231 702570  <b>Volkshochschule (vhs)</b>                  09231 5115                  Selb  <b>Volkshochschule (vhs)</b>                  09287 8005120</p>
<p><b>Arbeitsvermittlerin</b>  <b>Janina Velme</b>                  09281 785259</p> <p><b>Berufsberater</b>  <b>Johannes Püttner</b>                  09281 785253</p>	<p><b>Markt und Integration</b>  <b>Viktoria Fröhlich</b>  <b>Udo Purucker</b>                  09231 506111</p>	<p><b>AWO Arzberg</b>  <b>Hanna Keding</b>                  09233 7709179</p> <p><b>Stadt Marktredwitz</b>  <b>Anita Berek</b>                  09231 501172</p>	<p><b>AWO Arzberg</b>  <b>Martina Fürst</b>                  09233 7709180</p> <p><b>Stadt Marktredwitz</b>  <b>Walied Youssef</b>                  09231 501268</p>	
<b>Ehrenamtliche Helferkreise</b> Marktredwitz, Selb, Arzberg, Wunsiedel, Röslau, Nagel, Kirchenlamitz, Weißenstadt, Marktleuthen, Schönwald, Hohenberg, Höchstadt				

## Landratsamt Wunsiedel im Fichtelgebirge

### Landratsamt Wunsiedel im Fichtelgebirge

[Jean-Paul-Straße 9](#)

95632 Wunsiedel

Phone number: +49 (0) 9232 80-0 (Switchboard)

E-Mail: [poststelle@landkreis-wunsiedel.de](mailto:poststelle@landkreis-wunsiedel.de)

[www.landkreis-wunsiedel.de](http://www.landkreis-wunsiedel.de)

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## Integration Pilot

*Integration pilot / Honorary coordination*

### **Mrs. Elisabeth Golly**

Room number: 2.20

Phone number: +49 (0) 9232 80-449

Fax number: +49 (0) 9232 809-449

E-Mail: [elisabeth.golly@landkreis-wunsiedel.de](mailto:elisabeth.golly@landkreis-wunsiedel.de)

### **Opening hours:**

Monday to Friday 8.00 a.m. till 12.00 noon

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## Education coordinator

*Education coordinator for immigrants*

**Mr. Andreas Prell**

[Jean-Paul-Straße 9](#)

95632 Wunsiedel

Room number: 2.20

Phone number: +49 (0) 9232 80-447

Fax number: +49 (0) 9232 809-447

E-Mail: [andreas.prell@landkreis-wunsiedel.de](mailto:andreas.prell@landkreis-wunsiedel.de)

**Opening hours:**

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## Immigration Office

**What does the Immigration Office do?** It grants things like residence permits and regulates visa applications (for instance for family reunions). The Immigration Office does not assess asylum applications. That is done by the [Federal Office for Migration and Refugees \(BAMF\)](#).

### Your contact persons

*Invitations third states – Nationality – Naturalization – Stay terminated activities – Administrative offence proceeding*

**Mrs. Monika Bachmann**

Room number: E.23

Phone number: +49 (0) 9232 80-290

Fax number: +49 (0) 9232 809-290

**Mrs. Gabriele Fischer**

Room number: E.20

Phone number: +49 (0) 9232 80-298

Fax number: +49 (0) 9232 809-298

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*Identity papers – Visa procedures – EU-National*

**Mrs. Marina Wein**

Room number: E.22

Phone number: +49 (0) 9232 80-297

Fax number: +49 (0) 9232 809-297

**Mrs. Alexandra Sturm**

Room number: E.22

Phone number: +49 (0) 9232 80-295

Fax number: +49 (0) 9232 809-295

**Mrs. Helga Soltani**

Room number: E.22

Phone number: +49 (0) 9232 80-296

Fax number: +49 (0) 9232 809-296

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*Asylum and Legal tolerance*

**Mr. Andreas Reinl**

Room number: E.24

Phone number: +49 (0) 9232 80-293

Fax number: +49 (0) 9232 809-293

**Mr. Michael Plietsch**

Room number: E.24

Phone number: +49 (0) 9232 80-294

Fax number: +49 (0) 9232 809-294

**Opening hours:**

Monday to Friday 8.00 a.m. till 12.00 noon

Thursday 2.00 p.m. till 4.30 p.m.

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## Social Welfare Office

**What do Social Welfare Office do?** They help with social matters such as asylum seeker benefits. Even if you **have fallen ill** and have to see a doctor, as an asylum seeker, you will be given a **sick leave notice** from Social Welfare Office employees

### Your contact persons

#### *Benefits*

##### **Mrs. Elisabeth Weiß**

Room number: 1.77

Phone number: +49 (0) 9232 80-342

Fax number: +49 (0) 9232 809-342

##### **Mr. Felix Riedelbauch**

Room number: 1.77

Phone number: +49 (0) 9232 80-343

Fax number: +49 (0) 9232 809-343

##### **Mr. Michael Hille**

Room number: 1.77

Phone number: +49 (0) 9232 80-338

Fax number: +49 (0) 9232 809-338

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#### *Sickness certificate*

##### **Mr. Marco Hollmann**

Room number: 1.24

Phone number: +49 (0) 9232 80-306

Fax number: +49 (0) 9232 809-306

##### **Mr. Helmut Baier**

Room number: 1.24

Phone number: +49 (0) 9232 80-341

Fax number: +49 (0) 9232 809-341

#### **Opening hours:**

Monday to Thursday 8.00 a.m. till 12.00 noon

Friday 8.00 a.m. till 11.00 a.m.

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## Youth Welfare Office

**What do Youth Welfare Office do?** The Youth Welfare Office advise parents, youths and children on educational issues and are responsible for all youth care benefits. Youth Welfare Office are responsible for immigration matters for [unaccompanied foreign minors](#).

### Your contact persons

#### *Unaccompanied foreign minors*

**Mrs. Sabine Kleier**

Room number: E.56

Phone number: +49 (0) 9232 80-568

Fax number: +49 (0) 9232 809-568

E-Mail: [sabine.kleier@landkreis-wunsiedel.de](mailto:sabine.kleier@landkreis-wunsiedel.de)

**Mrs. Katleen Rödel**

Room number: E.56

Phone number: +49 (0) 9232 80-569

Fax number: +49 (0) 9232 809-569

E-Mail: [katleen.roedel@landkreis-wunsiedel.de](mailto:katleen.roedel@landkreis-wunsiedel.de)

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#### *Technical supervision of child care centers*

**Mrs. Rita Kleier**

Room number: E.53

Phone number: +49 (0) 9232 80-273

Fax number: +49 (0) 9232 809-273

E-Mail: [rita.kleier@landkreis-wunsiedel.de](mailto:rita.kleier@landkreis-wunsiedel.de)

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#### *Help with family problems*

**Mr. Jörg Schöffel**

Room number: E.77

Phone number: +49 (0) 9232 80-319

Fax number: +49 (0) 9232 809-319

E-Mail: [joerg.schoeffel@landkreis-wunsiedel.de](mailto:joerg.schoeffel@landkreis-wunsiedel.de)

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#### *Netzwerk Frühe Kindheit (KoKi)*

**Mrs. Johanna Heider**

Room number: 2.53

Phone number: +49 (0) 9232 80-268

Fax number: +49 (0) 9232 809-268

E-Mail: [johanna.heider@landkreis-wunsiedel.de](mailto:johanna.heider@landkreis-wunsiedel.de)

**Mrs. Birgit Planner**

Room number: 2.53

Phone number: +49 (0) 9232 80-286

Fax number: +49 (0) 9232 809-268

E-Mail: [birgit.planner@landkreis-wunsiedel.de](mailto:birgit.planner@landkreis-wunsiedel.de)

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**Opening hours:**

Monday to Friday 8.00 a.m. till 12.00 noon

Thursday 2.00 p.m. till 4.30 p.m.

and on appointment

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## Asylum Social Counseling

### Diakonie

*Scope of responsibility: Wunsiedel, Nagel, Tröstau, Weißenstadt and Bad Alexandersbad*

#### **Mrs. Jitka Reindl**

Phone number: +49 (0) 9232 994918

Mobil: +49 (0) 176 19942601

E-Mail: reindl@diakonie-wun.de

#### **Opening hours:**

*in Wunsiedel, [Bezirksamtsstraße 8](#)*

Monday 10.00 a.m. till 12.00 noon

Wednesday 2.00 p.m. till 4.00 p.m.

Thursday 2.00 p.m. till 4.00 p.m.

*in Nagel, [Gemeinschaftsunterkunft](#)*

Tuesday 1.00 p.m. till 3.00 p.m.

*in Röslau, Rathaus*

Wednesday 11.00 a.m. till 12.00 noon

and on appointment

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*Scope of responsibility: Selb, Kirchenlamitz, Marktleuthen, Schönwald, Höchstädt and Thierstein*

#### **Mrs. Michaela Küster**

Phone number: +49 (0) 9287 5009125

Mobil: +49 (0) 157 81858583

E-Mail: kuester@diakonie-wun.de

#### **Opening hours:**

*in Selb, [Pfarrstraße 7](#)*

Monday 11.00 a.m. till 1.00 p.m.

Wednesday 2.00 p.m. till 4.00 p.m.

*in Selb/Erkersreuth, [Gemeinschaftsunterkunft](#)*

Thursday 4.30 p.m. till 6.00 p.m.

*in Kirchenlamitz*

Tuesday 4.00 a.m. till 5.00 p.m.

*in Marktleuthen, Rathaus*  
Tuesday 2.30 p.m. till 3.30 pm.

and on appointment

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*Scope of responsibility: Marktredwitz and Selb (only Parkhotel)*

**Mrs. Doris Strötz**

Phone number: +49 (0) 9287 2486

Mobil: +49 (0) 157 81858590

E-Mail: [stroetz@diakonie-wun.de](mailto:stroetz@diakonie-wun.de)

**Opening hours:**

*in Selb, [Pfarrstraße 7](#)*

Tuesday 11.00 a.m. till 1.00 p.m.

*in Selb/Parkhotel, Gemeinschaftsunterkunft*

Monday 12.00 noon till 1.00 p.m.

Thursday 3.00 p.m. till 5.00 p.m.

*in Marktredwitz (Bürgerbüro), [Egerstraße 2](#)*

Monday 5.00 p.m. till 6.30 p.m.

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**AWO Arzberg/Schirnding**

Scope of responsibility: Arzberg, Hohenberg, Schirnding and Thiersheim

**Mrs. Merisa Sikorsky**

Phone number: +49 (0) 9233 7145608

Fax number: +49 (0) 9233 7145609

Mobil: +49 (0) 152 01797621

E-Mail: [gu.arzberg@awo-arzberg.de](mailto:gu.arzberg@awo-arzberg.de)

**Opening hours:**

*in Arzberg, [Marktredwitzer Straße 52a](#)*

Monday to Thursday 8.00 a.m. till 4.30 p.m.

Friday 8.00 a.m. till 12.30 p.m.

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## Migration Advice

### Caritas (JMD)

*Scope of responsibility: until 27 years, county far*

#### **Mrs. Ina Adler**

E-Mail: [i.adler@caritas-hof.de](mailto:i.adler@caritas-hof.de)

#### **Opening hours:**

*in Marktredwitz (MAKmit), [Egerstraße 2](#)*

Phone number: +49 (0) 9231 501120

Monday 12.00 noon till 2.00 p.m.

*in Hof (Caritas), [Marienstraße 56](#)*

Phone number: +49 (0) 9281 1401745

Tuesday 1.00 p.m. till 4.00 p.m.

Thursday 1.00 p.m. till 4.00 p.m.

*in Wunsiedel, [Kemnather Straße 3](#)*

Phone number: +49 (0) 9232 2288

Wednesday 1.30 p.m. till 4.00 p.m.

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### Diakonie (MBE)

Scope of responsibility: over 27 years, county far; but for Arzberg, Hohenberg, Schirnding and Thiersheim

#### **Mrs. Antje Völksch**

Mobil: +49 (0) 157 81858580

E-Mail: [meb@diakonie-wun.de](mailto:meb@diakonie-wun.de)

#### **Opening hours:**

*in Wunsiedel, [Bezirksamtsstraße 8](#)*

Thursday 11.00 a.m. till 1.00 p.m. and 1.30 p.m. till 3.00 p.m.

*in Selb, [Pfarrstraße 7](#)*

Wednesday 09.00 a.m. till 10.00 a.m. and 2.00 p.m. till 3.00 p.m.

*in Marktredwitz, [Egerstraße 2 \(Bürgerbüro\)](#)*

Friday 12.00 noon till 2.00 p.m.

and on appointment

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### AWO Arzberg/Schirnding (MBE)

*Scope of responsibility: over 27 years, Arzberg, Hohenberg, Schirnding and Thiersheim*

**Mrs. Özge Kanat**

Phone number: +49 (0) 9233 2049825

Fax number: +49 (0) 9233 7709181

E-Mail: [o.kanat@awo-arzberg.de](mailto:o.kanat@awo-arzberg.de)

**Opening hours:**

*in Arzberg, [Thiersheimer Straße 1](#)*

Monday to Thursday 8.00 a.m. till 4.30 p.m.

Friday 8.00 a.m. till 12:30 p.m.

Open consultation-hour: Tuesday and Thursday 09.00 a.m. till 3.00 p.m.

and on appointment

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## Federal Employment Agency

Responsible for unrecognised asylum seekers (i.e. asylum procedures are still in progress (permit) or request for asylum was rejected (legal tolerance))

**What does the Federal Employment Agency (Agentur für Arbeit) do?** The Federal Employment Agency is your point of contact regarding the transition from school into the labour market (career counselling), job placement, and professional development advice as well as employer advice (employer services).

### Agentur für Arbeit

**Opening hours:**  
on appointment

#### in Marktredwitz

[Oskar-Loew-Straße 9](#)

95615 Marktredwitz

#### in Selb

[Poststraße 7](#)

95100 Selb

### Employer Service

#### **Mrs. Andrea Bachmann-Jung**

Phone number: +49 (0) 9287 991123

Fax number: +49 (0) 9287 991165

E-Mail: [bayreuth-hof.fluechtlinge@arbeitsagentur.de](mailto:bayreuth-hof.fluechtlinge@arbeitsagentur.de)

### Team integration Consulting

Fax number: +49 (0) 9287 991165

E-Mail: [bayreuth-hof.fluechtlinge@arbeitsagentur.de](mailto:bayreuth-hof.fluechtlinge@arbeitsagentur.de)

*Career consultant*

#### **Mr. Johannes Püttner**

Phone number: +49 (0) 9281 785253

*Placement officer*

**Mrs. Janina Velme**

Phone number: +49 (0) 9281 785259

You can find translated documents right here: [translations \(Bundesagentur für Arbeit\)](#)

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## Job centres

responsible for recognised asylum seekers (i.e. asylum application was approved)

**What do the Job Centres (Jobcenter) do?** The Job Centre is your point of contact if you are unemployed or need financial help. It pays financial benefits but will also help you to reintegrate into the labour market, if necessary. It also helps you find a language course, gives career advice, and helps you get your diplomas recognised. The entrance area (reception) will place you to your agent or clearing house. For telephone enquiry our service centres will help you.

### Jobcenter Fichtelgebirge

*Team Market and Integration*

**Mrs. Viktoria Fröhlich**

**Mr. Udo Purucker**

**in Marktredwitz**

[Oskar-Loew-Straße 9](#)

95615 Marktredwitz

Phone number: +49 (0) 9231 506111 (Service centres/Clearing house)

**Opening hours:**

Monday to Friday 07.30 a.m. till 12.00 noon

Tuesday 1.30 p.m. till 5.00 p.m.

**in Selb**

[Poststraße 7](#)

95100 Selb

Phone number: +49 (0) 9287 991176 (Service centres/Clearing house)

**Opening hours:**

Monday to Friday 8.00 a.m. till 12.00 noon

Thursday 1.30 p.m. till 5.00 p.m.

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# Jobbegleiter

## vhs Fichtelgebirge

Wir unterstützen Sie bei der Such nach einer Arbeitsstelle, organisieren ein Praktikum und vermitteln zwischen Ihnen und dem Arbeitgeber .

Zuständigkeitsbereiche: Für alle mit einer Aufenthaltserlaubnis oder guter Bleibeperspektive ab 25 Jahre

### **Öffnungszeiten:**

nach Vereinbarung

Tel.-Nr.: +49 (0) 9287 8005128

E-Mail: [jobbegleiter@vhs-selb.de](mailto:jobbegleiter@vhs-selb.de)

### **Ansprechpartner:**

#### **Frau Ursula Schweers**

Mobil: +49 (0) 157 88243711

#### **Frau Nadine Löffler**

Mobil: +49 (0) 157 88243704

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## Local Honorary Coordination

### AWO Arzberg/Schirnding

**Mrs. Hanna Keding**

[Thiersheimer Straße 1](#)

95659 Arzberg

Phone number: +49 (0) 9233 7709179

Fax number: +49 (0) 9233 7709181

E-Mail: [h.keding@awo-arzberg.de](mailto:h.keding@awo-arzberg.de)

**Opening hours:**

Monday to Thursday 8.30 a.m. till 3.30 p.m.

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### Stadt Marktredwitz

**Mrs. Anita Berek**

[Egerstraße 2](#)

95615 Marktredwitz

Phone number: +49 (0) 9231 501-172

Fax number: +49 (0) 9231 501-333172

E-Mail: [makmit@marktredwitz.de](mailto:makmit@marktredwitz.de)

**Opening hours:**

Monday to Friday 8.00 till 12.00 noon

Thursday 2.00 p.m. till 6.00 p.m.

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## Local Integration Commissioned

### AWO Arzberg/Schirnding

**Mrs. Martina Fürst**

[Thiersheimer Straße 1](#)

95659 Arzberg

Phone number: +49 (0) 9233 7709180

Fax number: +49 (0) 9233 7709181

E-Mail: [m.fuerst@awo-arzberg.de](mailto:m.fuerst@awo-arzberg.de)

**Opening hours:**

Monday to Friday 9.00 a.m. till 1.00 p.m.  
and on appointment

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### Stadt Marktredwitz

**Mr. Walied Youssef**

[Egerstraße 2](#)

95615 Marktredwitz

Phone number: +49 (0) 9231 501-268

Fax number: +49 (0) 9231 501-333268

E-Mail: [walied.youssef@marktredwitz.de](mailto:walied.youssef@marktredwitz.de)

**Opening hours:**

Monday to Friday 8.00 a.m. till 12.00 noon  
Thursday 2.00 p.m. till 6.00 p.m.

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## Educational Establishment

### [Primary School](#)

#### Staatliches Schulamt

#### Mr. Günter Tauber

##### [Jean-Paul-Straße 9](#)

95632 Wunsiedel

Phone number: +49 (0) 9232 80382

Fax number: +49 (0) 9232 809383

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### [Realschulen](#)

#### Fichtelgebirgsrealschule Marktredwitz

##### [Schulstraße 3](#)

95615 Marktredwitz

Phone number: +49 (0) 9231 662040

Fax number: +49 (0) 9231 6620410

E-Mail: sekretariat@realschule-mak.de

<http://www.realschule-mak.de/>

#### Sigmund-Wann-Realschule Wunsiedel

##### [Nordendstraße 8](#)

95632 Wunsiedel

Phone number: +49 (0) 9232 2771

Fax number: +49 (0) 9232 70616

E-Mail: verwaltung@rswun.de

<http://swrs.de/>

#### Realschule Selb

##### [Jahnstraße 61](#)

95100 Selb

Phone number: +49 (0) 9287 6151

Fax number: +49 (0) 9287 964176

E-Mail: rs.selb@t-online.de

[www.rs-selb.de](http://www.rs-selb.de)

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### [Gymnasien](#)

## **Otto-Hahn-Gymnasium Marktredwitz**

### [Schulstraße 10](#)

95615 Marktredwitz

Phone number: +49 (0) 9231 96240

Fax number: +49 (0) 9231 962499

E-Mail: [direktorat@ohg-Marktredwitz.de](mailto:direktorat@ohg-Marktredwitz.de)

<http://www.ohg-marktredwitz.de/>

## **Luisenburg-Gymnasium Wunsiedel**

### [Burggraf-Friedrich-Straße 9](#)

95632 Wunsiedel

Phone number: +49 (0) 9232 99040

Fax number: +49 (0) 9232 9904150

E-Mail: [leitung@lugy.de](mailto:leitung@lugy.de)

<http://www.lugy-online.de/>

## **Walter-Gropius-Gymnasium Selb**

### [Hohenberger Straße 90](#)

95100 Selb

Phone number: +49 (0) 9287 6425

Fax number: +49 (0) 9287 67638

E-Mail: [sl@wggself.de](mailto:sl@wggself.de)

[www.wggself.de](http://www.wggself.de)

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## [Vocational Schools](#)

### **Staatliche Berufsschule Marktredwitz-Wunsiedel**

#### **Schulort Marktredwitz**

##### [Schulstraße 12](#)

95615 Marktredwitz

Phone number: +49 (0) 9231 509100

Fax number: +49 (0) 9231 50910110

E-Mail: [info.mak@bs-mak-wun.de](mailto:info.mak@bs-mak-wun.de)

<http://www.bs-mak-wun.de/start.html>

#### **Schulort Wunsiedel**

##### [Hofer Straße 3](#)

95632 Wunsiedel

Phone number: +49 (0) 9232 4280

Fax number: +49 (0) 9232 7824

E-Mail: [info.wun@bs-mak-wund.de](mailto:info.wun@bs-mak-wund.de)

<http://www.bs-mak-wun.de/start.html>

## **Staatliches Berufliches Schulzentrum für Produktdesign und Prüftechnik**

[Weißbächer Straße 60](#)

95100 Selb

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E-Mail: [info@bsz-selb.de](mailto:info@bsz-selb.de)

<http://www.bsz-selb.de/>

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## **[Course Bearer](#)**

### **[Berufliche Fortbildungszentren der Bayerischen Wirtschaft \(bfz\)](#)**

*in Marktredwitz*

[Wölsauer Straße 20](#)

95615 Marktredwitz

Phone number: +49 (0) 9231 9656-0

Fax number: +49 (0) 9231 9656-56

E-Mail: [info@mak.bfz.de](mailto:info@mak.bfz.de)

[www.bfz.de](http://www.bfz.de)

### **[Bildungsinstitut PSCHERER](#)**

*in Marktredwitz*

Fax number: +49 (0) 9231 70257-0

E-Mail: [marktredwitz@pscherer-online.de](mailto:marktredwitz@pscherer-online.de)

[Heinrich-Rockstroh-Straße 10](#)

95615 Marktredwitz

[Markt 54](#)

95615 Marktredwitz

Phone number: +49 (0) 9231 50391-93

### **[Volkshochschule Fichtelgebirge \(vhs\)](#)**

*in Marktredwitz*

[Fikentscherstraße 19](#)

95615 Marktredwitz

Phone number: +49 (0) 9231 5115

Fax number: +49 (0) 9231 2444

E-Mail: [vhs@Marktredwitz.de](mailto:vhs@Marktredwitz.de)

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*in Selb*

[Lessingstraße 8](#)

95100 Selb

Phone number: +49 (0) 9287 8005120

Fax number: +49 (0) 9287 80051-10

E-Mail: [volkshochschule@vhs-selb.de](mailto:volkshochschule@vhs-selb.de)

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## Asylum seekers: Your accommodation

After arriving in the district Wunsiedel in the Fichtelgebirge, accommodation will be provided for you.

You can **not** choose this place of accommodation by yourself. This place of accommodation is your home for the duration of the asylum process.

A set of rules you will have to follow will be available at your place of accommodation.

### Your contact persons

Every place of accommodation is managed by a „director“. Decentralised Accommodation is overseen by employees of the [Social Welfare Office](#). Shared Accommodation („GU's“) is overseen by the authorities of Upper Franconia.

You will be informed when the competent authorities are on-site in your accommodation.

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## Asylum seekers: What do you need to do first?

You have arrived in the district Wunsiedel in the Fichtelgebirge and have moved into your assigned accommodation. As an asylum seeker you will have to keep a number of appointments with the authorities in the near future.

### The process is as follows

#### 1. In consultation with your accommodation's director an appointment will soon be made with the responsible municipal administration so you can:

- register with the registration office
- apply for benefits under the Asylum Seekers Benefits Act (AsylbLG)

#### 2. Make an appointment with the Landratsamt Wunsiedel im Fichtelgebirge:

- with Social Services, regarding benefit receipt under the Asylum Seekers Benefits Act (AsylbLG)
- with the Immigration Office to present your „[identification card](#)“, e.g. proof of arrival or residence permit. as well as all available proof of identify, e.g. passports, certificates from your home country

If you have not applied for asylum with the Federal Office for Migration and Refugees ([BAMF](#)) yet, do not cancel your asylum application appointment.

#### 3. Start learning German and get information on life in Germany:

- you can find more information on how to learn German in the „[German Language](#)“ (Deutsche Sprache) chapter
- make use of the helpful App „[Ankommen](#)“ (Arrival) during your first weeks in Germany [available in: [???????](#) | [??????](#) | [English](#) | [Français](#)]
- If you are no longer in [compulsory education](#) you can immediately start a „work opportunity“ (Arbeitsgelegenheit) (in accordance with § 5 AsylbLG). This needs to be checked and approved by the district administration. A work opportunity is not a job, but an additional, charitable activity, e.g. within an accommodation facility or a communal institution. You will not receive a salary, but you will receive a small allowance. As a recipient of benefits, doing a „work opportunity“ may be compulsory.

#### 4. The BAMF decides on your asylum application:

The Federal Office for Migration and Refugees ([BAMF](#)) considers your application for asylum in Germany. You will be informed of its decision by letter.

The BAMF can make different kinds of decision:

- if the decision is positive your application will be [granted](#)
- if the decision is negative your application will be [rejected](#)

## **Your contact persons**

- [Federal Employment Agency](#)
- [Immigration Office](#)
- [Social Welfare Office](#)

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## Asylum application approved: What should I do?

You have received a letter from the Federal Office for Migration and Refugees (BAMF). This letter states that your application for asylum has been approved. Many things will work differently now that you can live in Germany as a recognised refugee.

Firstly you have to make an appointment with the Immigration Office. Once there you can apply for a residence permit and, if necessary, a Refugee Travel Document (Reiseausweis für Flüchtlinge). Until you receive your residence permit, you will be given a [probationary permit \(Fiktionsbescheinigung\)](#).

If you do not have a job yet and you cannot pay your living costs by yourself, e.g. paying rent for your own flat, you can apply for financial aid. To do this you have to visit a **Job Centre**.

### Your contact persons

- [Immigration Office](#)
- [Job Centres](#)

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## Asylum application refused: What should I do?

You have received a letter from the Federal Office for Migration and Refugees (BAMF). This letter states that your application for asylum has been rejected. This means that you are no longer permitted to stay in Germany.

Now you have to make an appointment with the Immigration Office. They will organise all the documents needed for your return journey. You will also be given information about possible financial aid for returning, as part of the voluntary return programme. If you do not leave voluntarily, you will be repatriated back into your home country by force.

Legal tolerance is only granted if you cannot be extradited for legal, factual, humanitarian, or personal reasons. Legal tolerance is a suspension of repatriation and is NOT legal residence. Your contact for access to work will continue to be the Federal Employment Agency (Agentur für Arbeit).

### Your contact persons

- [Immigration Office](#)
- [Federal Employment Agency](#)

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## Important documents

### Foreword

All foreigners have an „identification card“. [The Federal Ministry of the Interior \(Bundesministerium des Inneren\)](#) provides detailed information on laws concerning foreigners.

Your identification card provides details on your status and whether restrictions apply for any potential employment ([When am I allowed to work?](#)).

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### Was meint was?

Flüchtling, Asylbewerber, Neuzugewanderte: die Begriffe geraten schnell durcheinander. Doch es gibt wichtige (juristische) Unterschiede, die wir Ihnen auf dieser Seite erklären möchten.

„**Neuzugewanderte**“ sind alle Menschen, die gegenwärtig und in den vergangenen 3 Jahren aus einem anderen Land zu uns in den Landkreis ziehen. Auch Österreicher oder Australier.

Der Begriff „**Flüchtling**“ ist im eigentlichen Sinne ein Schutzstatus: „anerkannter Flüchtling“, wenn das Asylverfahren positiv abgeschlossen wird. Nähere Informationen zu den 4 Schutzformen finden Sie hier:

<http://www.bamf.de/DE/Fluechtlingsschutz/AblaufAsylv/Schutzformen/schutzformen-node.html>

Vom „**Asylbewerber**“ oder „**Asylsuchenden**“ spricht man, wenn eine Person im laufenden Asylverfahren ist. Wenn also ein Antrag auf Asyl gestellt wurde und das Bundesamt für Migration und Flüchtlinge (BAMF) prüft, ob der Bewerber asylberechtigt ist.

Dann gibt es den Fall, dass das Asylverfahren negativ beendet wird. Die Person ist also nicht asylberechtigt. Sie müssen normalerweise Deutschland wieder verlassen. Sie sind ausreisepflichtig. Unter bestimmten Gegebenheiten kann diese Ausreisepflicht aufgehoben werden: die Person wird geduldet. Man bezeichnet diese Gruppe als „**Geduldete**“ (siehe „5. Duldung“).

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### There are 5 types of documents:

#### 1. Proof of arrival

Status: Requested asylum

Background: Issued to foreigners who have requested asylum. Valid from the time of

request for asylum and the official application for asylum at the Federal Office for Migration and Refugees (BAMF).



## 2. Temporary Residence Permit (Aufenthaltsgestattung)

Status: Applied for asylum

Background: Issued to foreigners who have officially applied for asylum at the Federal Office for Migration and Refugees (BAMF), until their application has been considered.

Note: This identification card contains conditions regarding employment, housing situation and initial territorial limitations.

- If you require a special permit to take on employment, apply for this permit at the Immigration Office (employer or employee)
- Responsible for the mediation of work: [Federal Employment Agency](#)



## 3. Probationary permit (Fiktionsbescheinigung)

Status: Recognised asylum seekers

Background: Transition document valid after your application for asylum has been granted, until you receive your permit of residence.



## 4. Residence permit

Status: Recognised asylum seekers

Background: Asylum granted

Note: Residence permits grant temporary residency. It is issued in accordance with the Residence Act (e.g. residence for humanitarian reasons).

- Basis for a permanent residence permit
- This opens up possibilities for a future indefinite residence permit (settlement permit)
- It offers unrestricted access to the labour market without the need for a work permit
- Responsible for work mediation or financial aid: [Job Centres](#)



## 5. Legal tolerance

Status: Tolerated foreigner

Background: Rejected asylum application

Note: Legal tolerance is a suspension of repatriation and is NOT considered legal residence. Legal tolerance is only granted if extradition is impossible due to legal, factual, humanitarian, or personal reasons.

- General regulation for legal tolerance for certain groups by order of the highest state authority for a maximum duration of 3 months („suspension of repatriation“)

- A work permit is always necessary and can be requested from the Immigration Office (employer or employee)
- Responsible for work mediation: [Federal Employment Agency](#)



(As of January 2017)

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## Notes

### Letters/mail

Important documents and appointments in Germany are often sent by letter. If you cannot understand forms and letters, please seek help from persons with a good command of German.

### Appointments and deadlines

Should you have to take care of a specific matter with the help of the authorities, please arrange an appointment first. This appointment is obligatory: make sure to arrive on time at the place indicated. Cancel your appointment if you know you won't be able to make it.

Deadlines are also obligatory and should be adhered to, especially if you have to hand in documents or similar.

### Interpreter

For many visits to authorities, such as the Immigration Office or Social Services, we recommend you have a person with a good command of German accompany you. Ask a roommate or another person in your circle of acquaintance, who speaks German well. This is especially important if you don't speak English.

### Which language speaks a person?

This list will help you: [List](#)

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# German Language

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## First steps

If you cannot (yet) participate in an integration course, there are other ways to learn German:

### 1) other courses

A range of courses and projects teaching German are available, which changes on an ongoing basis. Sometime they go hand-in-hand with vocational training. Some of these courses can be followed while a request for asylum is still pending. Ask you contact person at the [Federal Employment Agency](#) or [Job Centres](#) which courses are worth considering.

#### „Orientation courses german“

**Asylum seekers** who are not still in compulsory education and have not been offered places on other courses can participate in an orientation course. Participation is voluntary and free of charge. This course focuses mainly on oral skills and daily life in Germany. Everyone can participate, even if you cannot read and write. Contact the [Federal Employment Agency](#) if you would like to participate in this course. The courses are offering from the [„Beruflichen Fortbildungszentrum“ \(bzf\)](#) and [Volkshochschule \(vhs\)](#).

#### „Alpha+“

The Bavarian Ministry of Labour and Social Affairs, Family and Integration (Bayerische Staatsministerium für Arbeit und Soziales, Familie und Integration) is offering financial support to promote literacy for asylum seekers. The „Alpha Asyl“ courses are aimed at **asylum seekers and tolerated foreigners over 15 years of age** who do not have access to other literacy courses. All educational institutions can apply for financial aid. The courses are offering from the [„Volkshochschule“ \(VHS\)](#).

### 2) learning by yourself (online courses)

You can find many free online German courses. Simply search for „kostenlos deutsch lernen“ (learn German for free).

#### Bücherei-Zentrale Niedersachsen: [Link](#)

Bietet einen thematischen Überblick über verschiedene Sachbücher, Bilderbücher, Jugendbücher uvm.

„Lernox – Ankommen durch Sprache“: [Link](#)

Eine Sammlung kostenloser online-Materialien für Deutsch als Fremd- und Zweitsprache für Kinder und Erwachsene.

Andere hilfreiche Seiten im Internet:

[„Dafür“ \(German course and vocabulary trainer\)](#)

[„Deutsche Welle“ \(German course with audio content\)](#)

[„Ich will Deutsch lernen“ \(„I want to learn German“\) \(German course similar to the integration course\)](#)

[Online courses from the Goethe-Institut \(not free\)](#)

### 3) Volunteers

There are many volunteers to help you learn German. Some places offer German courses given by volunteers, or they might organise a meeting simply to practice talking. **These are always volunteer-run.** Volunteers are not paid, and help during their free time. Contact your [Integration Pilot](#) or your [Education coordinator](#) for more information.

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## Overview

The official language in Germany is German.

German includes the standard language High German („Hochdeutsch“) and various regional spoken dialects. The Franconia dialect is commonly spoken in the district Wunsiedel in the Fichtelgebirge.

## Das „Gesamtprogramm Sprache“ des Bundesamts für Migrations und Flüchtlinge

Das Bundesamt für Migration und Flüchtlinge (BAMF) ist zuständig für das Angebot an Sprachkursen für Migranten.

Das „[Gesamtprogramm Sprache](#)“, von Erstorientierung über den Integrationskurs bis zur beruflichen Sprachförderung ist noch im Aufbau.

## A1, B1, C2 – What do the language levels mean?

In Europe there is a framework used to describe the [achievements of learners of foreign languages](#), the Common European Framework of Reference for Languages. It offers a universal assessment of [language skills](#). It has 6 different levels, from A1 (beginner) to C2 (expert). It includes different types of language skills: Listening, reading, writing and speaking.

„A“ wie „Anfänger“: A1 und A2 bedeuten, eine Person ist Anfänger in einer Sprache. Die Person hat Grundkenntnisse und versteht/ spricht einfache Sätze.

„B“ wie „Besser“: B1 und B2 bedeuten, eine Person hat fortgeschrittene Sprachkenntnisse. Wer eine Ausbildung oder Arbeit beginnen will, soll mindestens B1 (noch besser: B2) haben.

„C“ wie „Champion“: C1 und C2 bedeuten, eine Person hat „verhandlungssichere“ Sprachkenntnisse. C2 ist annähernd mit muttersprachlichen Kenntnissen vergleichbar.

## Wie gut ist Ihr Deutsch?

Testen Sie Ihr Deutsch, um eine Orientierung zu haben. Der Test ist vom Goethe-Institut und kostenlos. (Sie erhalten kein Zertifikat. Er ersetzt nicht die Einstufung durch eine Sprach-Schule!)

## [Test](#)

### **„Deutsch-Test für Zuwanderer“ (DTZ): externe Prüfung**

Sie brauchen ein Zertifikat für Ihre Deutsch-Kenntnisse? Sie können als „externer Teilnehmer“ eine Prüfung machen. Fragen Sie eine Sprach-Schule nach dem „Deutsch-Test für Zuwanderer“. Fragen Sie nach einem Termin und den Kosten. Der Test und die Ziele sind hier beschrieben: Informationen BAMF

Der „Deutsch Test für Zuwanderer“ ist eine Prüfung. (Die Prüfung machen auch alle Personen, die einen Integrationskurs beenden.) Sie melden sich für die Prüfung an. Sie machen den Test. Sie erhalten ein Zertifikat (B1). Der Test kostet etwa 160 €. Die Prüfung dauert 1 Tag (mit Pausen).

Sie können den Test vorbereiten und üben. Material ist hier:

- [Arbeitsblätter und Hörbeispiele](#)
- [Wortliste](#)
- [Beispiel-Test](#)

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## The integration course

### What is the integration course?

In an [integration course](#) immigrants learn the German language.

The course lasts several months. It usually takes place Monday to Friday, either in the morning or in the afternoon. It will last 4 to 5 hours per day.

An integration course consists of two parts: German course (language) and orientation course (How does Germany work?).

At the end there will be exams for both parts. If you pass the exams you will receive an „integration course“ certificate.

There are special integration courses, e.g. **for illiterates or zweitschriftlerner**, for people who have to start by learning the Latin alphabet.

It is also important for parents with small children to participate in these courses. Your child can be looked after at, for example, a [creche](#) while you are at the course. Special courses, offered only for women or teenager, are also available.

### Can I participate in an integration course?

There are different rules that are governed by the Residence Act. Immigrants who are residing in Germany permanently can participate in an integration course.

**Asylum seekers** have to wait for the Federal Office for Migration and Refugees to decide on their asylum application. You will receive a letter when the BAMF has decided on your application and wants you to participate in a course („obligation“).

There is an exemption for **asylum seekers from states with “good prospects of remaining”** in the country permanently. In 2016 these were: Iran, Iraq, Somalia, Eritrea and Syria. In 2017 Palestinians (who are listed as stateless) also have „good prospects of remaining“. If there are enough places available, people from these countries are allowed to participate in an integration course before a decision has been made on their asylum application. You will receive a letter if you are allowed to participate in an integration course („eligibility“).

**EU immigrants or immigrants from other countries** may also be eligible for or obliged to participate in an integration course. Ask the course provider whether you can participate.

### How can I find a course?

In the district Wunsiedel im Fichtelgebirge there are 3 course providers offering integration courses. You have to find out by yourself when new courses will begin.

If you are a recognised asylum seeker and need help finding a course, please ask your personal contact person at the Job Centre.

Apply for **one** of the upcoming courses available in your area. The course provider will help you to apply.

Here you will find an overview of all current courses: [Link](#)

### **Your contact Person**

- [bfz Marktredwitz](#)
- [Bildungsinstitut PSCHERER gGmbH](#)
- [VHS Fichtelgebirge](#)

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## Professional language courses

Passing the integration course exam normally not enough to help find a job or to acquire a professional qualification.

Zur Verbesserung Ihrer Chancen auf dem Arbeitsmarkt können Sie verschiedene berufsfeldübergreifende Deutschkurse mit Praktika besuchen.

## Vocational language promotion

Since 2016 the Federal Office for Migration and Refugees (BAMF) has been promoting and supporting courses in vocational language promotion.

People who have passed the integration course exam and need an language qualification can do a "German for the workplace" course (BAMF). The [Federal Employment Agency \(Agentur für Arbeit\)](#) and [Job Centres](#) will decide on whether you can do one of these courses. If you are interested in these courses, please make an appointment with your contact person.

This course takes your German to level B2 or higher.

These courses are offered by the [„Berufliches Fortbildungszentrum“ \(bfz\)](#).

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## German and Work

Nach Abschluss des Integrationskurses können Sie an dem Kurs „German and Work“ teilnehmen. Inhalte des Kurses sind berufsbezogene Sprache und Praktika. Um kostenlos teilnehmen zu können, fragen Sie bitte bei der [Agentur für Arbeit](#) oder dem [Jobcenter](#) nach. These courses are offered by [„Volkshochschule \(vhs\)“](#).

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# Education and Work

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## School

After [nursery](#) children above the age of 6 will go to school. **Compulsory education** lasts 12 years and is compulsory for all children, including asylum seekers'.

Parents or legal guardians have to make sure that their children attend school. If your child is sick or unable to attend school for other reasons, you must inform the school.

### What do I have to do so my child can go to school?

Register your child at a local school.

Falls vorhanden, bringen Sie folgende Dokumente mit: Geburtsurkunde, Pass, Dokumente der Erstaufnahmeeinrichtungen, Meldebestätigung des Einwohneramtes, Zeugnisse, Schulbesuchsbestätigungen von vorher besuchten Schulen.

Firstly, your child will attend a [primary school](#) for 4 years.

At the age of 10 your child will attend [middle school](#) or another [secondary school](#).

You can find an overview of the different school types in Bavaria [here](#) (also available in: [Education in Bavaria](#), [Le système scolaire bavarois](#), [????????????? ? ????????](#), [Baviera Eyaleti`nde e?itim](#), [La educación en Baviera](#), [????? ??? ?? ????? ?????? ??????? ??????? ??????? ??????? ???????](#), [Bavorský školský systém](#))

## Fahrtkosten

Der Weg von und zur Schule wird auch bei den schulpflichtigen Asylbewerbern und Flüchtlingen von den Aufgabenträgern der Schülerbeförderung organisiert und finanziert (nach den weiteren Maßgaben des Gesetzes über die Kostenfreiheit des Schulweges).

Die örtliche und sachliche Zuständigkeit ergibt sich hier aus den „gewohnten“ Zuordnungen. In Abhängigkeit von den besuchten Schularten und -orten.

Rechtsgrundlage: Art. 3 Abs. 4 BaySchFG, § 4 AVBaySchFG und SchBefV, Gesetz über die Kostenfreiheit des Schulweges

### How will my child learn German?

If necessary, the school will give your child a language test and take other steps so you child will learn German quickly.

There are many different ways to help pupils learn German at primary and middle schools. Please ask a local school.

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## **Job integration classes (Berufsintegrationsklassen (BIK))**

**Young adults between the Ages 16 and 21 are still obliged to attend School!  
Register at the „Professional School Centre“**

Bavaria offers a special programme allowing young adults between the ages of 16 and 21 – who are still obliged to attend school – vocational training.

An den Beruflichen Schulzentren findet diese zweijährige Maßnahme für Neuzugewanderte, die kaum Deutsch können, in Zusammenarbeit mit einem Bildungsträger statt. The programme is partially set up in cooperation with educational institutions.

A „German as a foreign language“ specialist class teaches German skills. In addition a professional orientation is provided to all students and the second year focuses on integration into the labour market, particularly through internships. After the two-year programme students can take an exam graduating with a secondary school degree. Furthermore all participants can take an external language test at level B1.

### **Your contact persons**

- [Berufliches Schulzentrum Marktredwitz-Wunsiedel](#)
- [Berufliches Schulzentrum Selb](#)

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## Vocational training

### General information on vocational training

After 9 year of compulsory education there are 3 more years of **compulsory vocational training**, as vocational training usually takes 3 years.

There are different ways to qualify for a profession. You can find an overview of the different vocational school types in Bavaria [here](#).

**Vocational training in Germany always also comprises classroom learning:** it is not possible to qualify otherwise. For that reason it is important that you speak German before starting a vocational training: Level B1 is the minimum though level B2 is better. Take every opportunity you can to prepare yourself for vocational training by improving your German. Talk to your contact person at the [Federal Employment Agency](#) or a [Job Centre](#) and ask what options you have. Sie können zum Beispiel im Kurs „Step by Step“ der [Volkshochschule \(vhs\)](#) innerhalb eines Jahres ihren Mittelschulabschluss nachholen.

### Vocational Schools

[Berufliche Schulzentren Marktredwitz-Wunsiedel and Selb](#) are important contacts within the district Wunsiedel in the Fichtelgebirge.

### Am I allowed to start vocational training?

Unfortunately, there is no easy answer. Depending on your country of origin and your current residence permit status different [rules](#) apply.

You must ask the [Immigration Office](#) as early as possible.

### How can I find vocational training?

Find out about job opportunities in the district Wunsiedel in the Fichtelgebirge.

We also recommend you start by visiting our vocational training fairs.

You are unsure about what profession you want to take up or the workplace that suits you best? The [Federal Employment Agency](#) will help you with career orientation and offers advice for youths and young adults:

The online portal [„Planet Career“ \(Planet Beruf\)](#) offers helpful information for young immigrants in a number of languages.

You know that you aspire to become a tradesman? Ihr Betrieb möchte gern einen Flüchtling ausbilden und benötigt Unterstützung? If you are interested, please contact the Willkommenslotse at the [Chamber of Trades \(Handwerkskammer Oberfranken\)](#):

### **Handwerkskammer Oberfranken**

*Willkommenslotse*

**Mr. Erwin Ott**

[Mühlstraße 19](#)

95028 Hof

Phone number: +49 (0) 9281 7263-247

Fax number: +49 (0) 9281 7263-249

E-Mail: [erwin.ott@hwk-oberfranken.de](mailto:erwin.ott@hwk-oberfranken.de)

You can look for apprenticeship vacancies online, using the [Chamber of Trades's \(HWK\) Apprenticeship exchange \(Lehrstellenbörse\)](#).

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You're interested in training for a job in industry or commerce? Ihr Betrieb möchte gern einen Flüchtling ausbilden und benötigt Unterstützung? If you are interested, please contact the Qualifizierungsberaterin at the [Chamber of Industry and Commerce \(IHK Oberfranken\)](#).

### **Integration Advice Team – Chamber of Industry and Commerce (Industrie- und Handelskammer Oberfranken)**

*Qualifizierungsberaterin*

**Mrs. Ingrid Krauß**

[Bahnhofstraße 25](#)

95444 Bayreuth

Phone number: +49 (0) 921 886-241

Fax number: +49 (0) 921 886-9241

E-Mail: [i.krauss@bayreuth.ihk.de](mailto:i.krauss@bayreuth.ihk.de)

You can look for apprenticeship vacancies online, using the [Apprenticeship exchange \(Lehrstellenbörse\) of the Chamber of Industry and Commerce](#).

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## Internships

Are you unsure about what profession you want to take up or the workplace that suits you best? An internship can help a lot in making a decision. With an internship you can figure out whether a profession suits you in practice. Additionally an internship allows you to improve your German skills or to prepare for potential vocational training.

### What do you need to know?

Your residence permit determines whether you are allowed to pursue an internship or whether you need to get permission from the authorities first. It is imperative that you talk to your contact person at the [Federal Employment Agency](#) or a [Job Centre](#) and enquire with the [Immigration Office](#) **before** starting an internship.

### How can I find an internship?

In principle you can start an internship at any company or institution. Find information on what companies exist and what type of job you would like to gain experience in. Personal enquiries usually go a long way.

You can also use the online [Federal Employment Agency job board](#) to find an internship. Or consult your contact person at the [Federal Employment Agency](#) or a [Job Centre](#). Their staff are happy to help you find an internship.

But you can also find an internship using the [Vocational Training Exchange of the Chamber of Commerce \(Industrie- und Handelskammer – IHK\)](#) or the [Vocational Training of the Chamber of Trade \(Handwerkskammer – HWK\)](#).

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## When I am allowed to work?

Foreigners who to start working in Germany have to follow certain rules. The rules that apply to you are written on your identity card (see [important documents](#)).

If you have any questions regarding legal regulations, please contact the [Immigration Office](#).

## Asylum seekers: Waiting period of 3 months

After registering as an asylum seeker you have to wait for 3 months. After this waiting period you can usually take on a job. You may be allowed to begin working if it says so on your temporary residence permit. If so, it will say: "Permitted to work by the Immigration Office" („Beschäftigung mit Zustimmung der Ausländerbehörde gestattet“.)

This allows asylum seekers [to look for work](#).

Note: This does not apply for asylum seekers from „safe countries of origin“ (sichere Herkunftsstaaten) (currently, Albania, Bosnia-Herzegovina, Ghana, Kosovo, Macedonia, Montenegro, Senegal, and Serbia) and if an asylum application has already been rejected as „manifestly unfounded“.

## Personen mit einer Aufenthaltserlaubnis

Das Bundesamt für Migration und Flüchtlinge (BAMF) entscheidet im Asylverfahren über [vier Schutzarten](#): Asylberechtigung, Flüchtlingsschutz, subsidiärer Schutz und Abschiebungsverbot. Je nach Schutzart erhalten diese Personen einen Aufenthaltstitel mit einer Dauer von einem bis drei Jahren mit der Möglichkeit der Verlängerung bzw. dem Übergang in einen Daueraufenthalt.

Anerkannte Asylbewerberinnen und -bewerber, die vom Bundesamt einen positiven Bescheid erhalten haben, dürfen grundsätzlich uneingeschränkt arbeiten.

Eine Ausnahme sind Abschiebungsverbote: Liegt ein Abschiebungsverbot im Bescheid vor, erteilen die Ausländerbehörden ihre Arbeitserlaubnis gesondert.

## Personen mit einer Aufenthaltsgestattung

Das Bundesamt erteilt Asylantragstellenden, die sich noch im Asylverfahren befinden, eine Aufenthaltsgestattung. Diese berechtigt sie bis zum Abschluss des Asylverfahrens, das

heißt bis zur Entscheidung über den Asylantrag, in Deutschland zu leben und unter bestimmten Bedingungen zu arbeiten.

## **Personen mit einem Duldungsstatus**

Personen, die sich nicht (mehr) im Asylverfahren befinden bzw. einen negativen Bescheid erhalten haben, bei denen aber die Abschiebung ausgesetzt wurde, erhalten von der Ausländerbehörde eine „Bescheinigung für die Aussetzung einer Abschiebung“, die Duldung genannt wird.

Personen mit einer Aufenthaltsgestattung und Personen mit einem Duldungsstatus haben bestimmte Zugangsbedingungen zum Arbeitsmarkt.

[Quelle und weitere Informationen: BAMF](#)

## **Conditions which may apply to your employment**

### **1) Employment not allowed**

Not allowed to work.

### **2) Employment is only allowed with prior permission of the Immigration Office**

Work permit applications must be addressed to the Immigration Office.

Note: If employment is allowed in principle, the asylum seeker, the potential employer or an Immigration Office representative can fill out a form describing the company and the work activity. This form must then be filled out and signed by the asylum seeker and the employer and returned to the Immigration Office. The Immigration Office must forward this form in most instances to the ZAV (Central employment service of the Federal Employment Agency – Zentrale Arbeitsvermittlungsstelle der Agentur für Arbeit) and request that this particular job is approved.

If the ZAV decides that the job is not approved, the asylum seeker will be informed of this and may not start the job. He/she may continue looking for work and apply again.

### **3) Employment as ... for company ... allowed**

If the ZAV approves the job, the asylum seeker will be informed and asked to come to the Immigration Office for an interview. Employment approval will be included on your Temporary Residence Permit. You are only allowed to start working after this has happened.

#### **4) Employment allowed**

Permitted to begin any job without prior approval of the Immigration Office. This does not include self-employment.

#### **5) Work allowed**

Permitted to begin any job including self-employment without prior approval of the Immigration Office.

### **Asylum seekers: Registering with Social Welfare Office**

Asylum seekers are eligible for benefits under the Asylum Seekers Benefits Act.

Therefore, asylum seekers beginning work have to present their employment contract and payslip to the [Social Welfare Office](#).

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## How can I find work?

You have to look for work by yourself.

Companies looking for new employees will post „job advertisements“. You can find these in local papers or online.

Important sources of information are:

- [Frankenpost](#)
- [Blickpunkt](#)
- [Job board of the Federal Employment Agency \(Agentur für Arbeit\)](#)

## Your contact persons

The [Federal Employment Agency](#) and [Job Centres](#) are your most important points of contact regarding employment and for consulting of employers (Employer Service).

1. [Career Consultant \(Mr. Johannes Püttner\)](#): career orientation and counselling for youths and young adults
2. [Job placement and advice](#): registration of unemployment, job placement, professional development, financial aid
3. [Employer services \(Mrs. Andrea Bachmann-Jung\)](#): Support for employers trying to fill vacancies and apprenticeships, for questions about employment, employee training and support

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## Recognition of foreign qualifications

Many professions are regulated differently in Germany than abroad. If you have received a school certificate or a professional qualification abroad, you have the option of having these officially recognised.

First you need to speak to your contact person in the [Federal Employment Agency \(Agentur für Arbeit\)](#) or a [Job Centre](#). Ask for advice on having your foreign qualifications recognised to find out whether or not you may work in your field of expertise.

**Three large information portals are available on the Internet that provide information on the recognition of foreign qualifications:**

„[Anabin](#)“ offers information on evaluating foreign educational qualifications and supports authorities, employers and employees, as well as private individuals, on how to classify a foreign degree within the German educational system.

„Recognition in Germany“ ([Anerkennung in Deutschland](#)) helps to answer the question, whether or not persons with foreign professional qualifications require an official notification of recognition („Anerkennungsbescheid“) to be able to work in their field of expertise.

The „[BQ-Portal](#)“ offers chambers and companies exhaustive information and a working platform online. Here, chambers and companies can search for a frame of reference in Germany to better assess and evaluate whether there is a German dual education or training degree similar to the foreign professional qualification.

Having qualifications recognised costs money. If you have a low income, you can apply for **financial aid** of up to €600. You can find further information in this [leaflet](#) of the Bundesministeriums für Bildung und Forschung (BMBF).

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# University Studies

## Getting to know the higher education system

There are different types of universities in Germany. Overall there are more than 14,000 different courses of study. All of them have different pre-requisites, focuses, lead to different degrees and open up a variety of career opportunities. Making yourself familiar with the higher education system and the different study options is a good start.

You can find many helpful sites online:

- [Study in Germany](#) (Informationen für Flüchtlinge | Information for Refugees | ??????? ??????? | ??????? ????? ??????? | ??????? ????? ??????? | ????? ??????? ??????? ??????? )
- [Federal Employment Agency \(Agentur für Arbeit\) Study programme orientation](#) (DE, ENG, FR)
- [Hochschulkompass \(Higher Education Compass\)](#)
- [DAAD \(German Academic Exchange Service\)](#)

## Checking pre-requisites

If you have a foreign university entrance qualification then, in general, you are allowed to study at a German university. You can check whether or not your foreign university entrance qualification is recognised in Germany: [anabin.kmk.org](http://anabin.kmk.org)

It is up to universities whether they recognise qualifications and certificates. You can find further detailed information [here](#). Your first point of contact for each university is the international students' registry (Akademisches Auslandsamt „AAA“) or the „International Office“. You can find contact information [here](#).

## Foundation courses

In order to study in Germany you will need to speak German very well.

Many universities offer special courses to prepare you for studying with them. Intensive language courses are offered alongside initial subject-related content.

Die nächstgelegenen Hochschulen sind im Norden die Hochschule Hof, im Westen die Universität Bayreuth und im Süden das Studienzentrum Wiesau.

- [Hochschule Hof](#)
- [Universität Bayreuth](#)
- [Studienzentrum Wiesau](#)

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# Family

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## Advice and help

Children and families are under special protection in Germany.

This protection starts during pregnancy and continues until a child has reached 18 years of age (age of majority). In Germany, for example, it is prohibited to beat or smack children.

All children must also attend school. Special authorities **such as the [Youth Welfare Office \(Jugendamt\)](#)** make sure children are not harmed in society (or by their family). They will help you when you are in trouble, or in case of an emergency. Advice is free of charge and confidential.

Additionally there are welfare and charity organisations such as [AWO Arzberg/Schirnding](#), [Caritasverband](#) or [Diakonisches Werk](#) that provide advice and guidance, assistance, and support. Support is offered regardless of your religion or background.

### Educational and participation package

Children and youths who come from families with limited income can request financial aid for

- excursions and holiday trips
- sports and musical programmes
- private tutoring
- lunch at schools, day care centres and nurseries

[more information](#)

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## Pregnancy

Expecting mothers are eligible for consultations and medical care.

You can find detailed information in the multilingual „[maternal health guide](#)“ (Attention – large document, approx. 1MB). Available in other languages: [English](#) [Kurdish](#) [Russian](#) [turkish](#) [Arabic](#) [Serbo-croatic](#)

When your doctor finds out you are pregnant, you will be given a „**maternity log**„. Keep this document in a safe place, as it contains important information.

If you have questions regarding pregnancy or financial aid, you can contact the pregnancy advice service. You can apply for financial aid at both the [Job Centre](#) and [Social Welfare Office](#).

For expecting parents with children under 3 there is additional counselling and support available via the „[Early childhood network \(Netzwerk Frühe Kindheit\) \(KoKi\)](#)“ promoted by the Jugendamt. There you will also find information on meeting places for parents (mother-child groups, parent meetings) so that you can meet other parents.

If you only speak a little German, we advise you to bring someone with you who speaks better German.

### **Was tun bei ungewollter Schwangerschaft?**

Eine Schwangerschaft ist nicht in jedem Fall gewünscht. Die Bayerische Staatsregierung beantwortet in einem Informationsblatt häufige Fragen. z.B. Was regelt das Gesetz? Was passiert beim Beratungsgespräch? Wie geht es danach weiter? Wer übernimmt Kosten?

Nähere Informationen finden Sie hier: [Link](#)

Informationen für Haupt- und Ehrenamtliche: [Informationsblatt „ungewollte Schwangerschaft“](#)

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## Childcare

In Germany you are legally entitled to childcare from age 1 until you child starts [school](#). This legal entitlement also applies for refugees seeking asylum.

What are the advantages of sending you child to childcare? You can find further information in the [multilingual leaflet „Children in childcare \(Kinder in Kindertageseinrichtungen\)“](#)

## How does childcare in Germany work?

What different childcare options are available? What do children do in childcare? How and by whom are they supervised?

A film project offers immigrant parents childcare information:

- [Childcare in Germany](#)
- [Accueil de jour des enfants en Allemagne](#)
- [???????? ?????????? ????????? ?? ????????? \(Arab\)](#)
- [Child day care in Germany](#)
- [???????? ?? ????????? ?? ??? ??? ?? ?????? \(Farsi\)](#)

## Language development

Your child will learn German while playing with other children and with the help of qualified staff. If you send your child to daycare at an early age (generally at the age of 3), this will have a tremendous positive effect on language learning. Before starting school, your child will take a language test to determine whether or not they require further support in order to follow the lessons in [school](#). This language support starts at daycare and continues throughout primary school („[Preschool German \(Vorkurs Deutsch\)](#),“).

## Contact person

If you would like to sign your child up, you can contact an organisation near you directly. They can also answer any questions you might have, e.g. daycare times or how children are introduced to daycare.

**Note:** occasionally there are only a limited number of places available. If this is the case, your child will be put on a waiting list. Ask your local daycare facilities when you should register your child, as soon as possible.

A [directory of the district wunsiedel in the fichtelgebirge](#) will provide you with information on daycare facilities in your Region.

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## Parent's responsibility to supervise children

Children and youths are under special protection until they reach 18 years of age (age of majority).

This means parents or other legal guardians must supervise their children: They have to make sure that the child stays out of harms way and does not harm anyone.

This means, for example, that you have to agree with your [nursery](#) in writing who is allowed to pick up your child.

This also means, for example, that you have to inform the [school](#), if you child is sick and cannot attend school.

Certain legal regulations apply for youths, e.g. people under 18 cannot consume tobacco or strong alcohol.

Age and time restrictions also apply for public events such as discos.

If you have any questions on this topic you can contact the [Youth Welfare Office](#).

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## Unaccompanied Foreign Minors (UFM)

Asylum seekers under the age of 18 coming to Germany without their parents are protected by the Child and Youth Welfare Law. In these cases the responsible authority is the Youth Welfare Office. In district Wunsiedel in the Fichtelgebirge this is the [Youth Welfare Office \(Jugendamt\)](#).

If unaccompanied foreign minors are hosted in the district Wunsiedel in the Fichtelgebirge, they will be temporarily taken into custody. The Youth and Family Office (Jugendamt) will use an initial screening process to see whether or not the minor can be registered for Germany-wide relocation. They will also check whether it is possible to place the child in the care of relatives already in Germany.

If an UFM is not relocated or if he/she is sent to the district via the nationwide relocation programme, he/she will be placed in a home. The unaccompanied foreign minors are placed in special housing groups managed by recognised youth welfare institutions or in foster care.

Additionally any unaccompanied minor is provided with a guardian, who legally represents and supports the minor e.g. with his/her asylum application.

Depending on their age the minor may be placed in transition or integration courses, complete internships, or might even start vocational training.

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# Health

## General Information

**Asylum-seekers** in Germany are entitled to primary medical healthcare in cases of acute illnesses and pain. [Social Welfare Office](#) will inform you how this procedure works.

After 15 months asylum-seekers get a health insurance card. A health insurance card means full access to all medical services provided by the German public healthcare system.

All legally established foreigners residing permanently in Germany must take out health insurance and will receive a health insurance card.

The doctor will ask questions and will examine you so you can be diagnosed. If you speak little or no German, ask someone you know or a roommate who already speaks German to help you. This is especially important if you don't speak English. You are not entitled to an interpreter at the expense of the service provider.

**Helpful translation aids** for a doctor's visit:

Sie wissen nicht, welche Sprache eine Person spricht? Diese Liste vom Setzer-Verlag kann helfen: [Link „Which language“](#)

[„Tip Doc“](#) das Gesundheitsheft des Setzer-Verlages. Für Helfer\*innen. Hilft zum Beispiel bei der Verständigung: wann und wie müssen Medikamente eingenommen werden?

[„Anamnese-Bogen“](#) zweisprachiger Fragebogen für das Arzt-Gespräch (Anamnese-Bogen). Vom Setzer-Verlag aus der Reihe „Tip Doc“.

Direkt zum Download folgender Sprachen: [Albanisch](#), [Amharisch](#), [Arabisch](#), [Bulgarisch](#), [Chinesisch](#), [Englisch](#), [Farsi](#), [Französisch](#), [Griechisch](#), [Italienisch](#), [Kurdisch](#), [Paschtu](#), [Persisch](#), [Polnisch](#), [Portugiesisch](#), [Rumänisch](#), [Russisch](#), [Serbisch](#), [Somali](#), [Spanisch](#), [Tigrinya](#), [Türkisch](#), [Urdu](#), [Vietnamesisch](#)

[„Bilderwörterbuch Gesundheit“](#) der Apotheken-Umschau zur Beschreibung von Schmerzen/Krankheiten mit Übersetzungen auf Englisch, Arabisch und Französisch

## General practitioners / Paediatricians

In Germany a general practitioner is the first person you visit for all physical and psychological illnesses. He/she will provide primary care and is the first point of contact for all health problems. He/she will examine you and will then decide on further treatment.

If your **child** gets sick, you need to go to a specialised **paediatrician**. In addition [medical](#)

[check-ups](#) are offered for children and youths. These check-ups are for all children. The doctor will examine whether or not the child has developed typically for their age.

## Specialists

A specialist has extensive knowledge in a certain medical field. If necessary, your general practitioner will arrange further treatment by a specialist.

## Medication

If you need medication, your doctor will give you a prescription. Take this prescription to a pharmacy. There you will receive your medication. Even with a prescription, not all medication is free of charge („additional charge“). Without a prescription you have to pay for all medicines from a pharmacy.

## In case of emergency:

In life threatening situations, immediately call the emergency number (Phone: 112).

## Telephone numbers from all landlines or mobile networks (no area code required):

Police	110
Fire brigade, rescue services, emergency response doctor	112

## Important information when calling the emergency services (110/112):

Who is calling?

Where did it happen?

What happened?

How many people are injured? Are they children or adults?

What kind of injuries?

## The „Seele-Fon“ – your number of mental support

The “SeeleFon” is a nationwide telephone and electronic self-help service. It supports

refugees and migrants in mental distress and their families.

You will find partners who have experience in dealing with exceptional mental situations, e.g. Your child sits sadly on the side and ponders all the time. Your wife or husband talks about nightmares in the morning. It is worthwhile to accept the help.

Your number of mental support: +49 (0) 228 71002425

### Opening hours:

Mo – Wed 10:00 a.m. to 12:00 p.m. and 02:00 p.m. to 03:00 p.m.



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# Everyday Life

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## Welcome to the district Wunsiedel in the Fichtelgebirge

The [district Wunsiedel in the Fichtelgebirge](#) is situated in southern Germany, in the federal state of Bavaria and belongs to the administrative district of Upper Franconia.

In the district Wunsiedel in the Fichtelgebirge there are [17 municipalities](#). This includes three cities [Marktredwitz](#), [Selb](#) and [Wunsiedel](#).



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## About Germany

The Federal Republic of Germany is a federal parliamentary republic and comprises [16 constituent states](#). More than 80 million people live in Germany. Germany is part of the [European Union](#).

Germany is a free and democratic constitutional state.

## Constitutional State

Germany is a [constitutional state](#). The decisions of the state – the government – become laws. The state's actions are monitored by the courts.

[Video Arabic](#), [English](#), [Urdu](#), [Pashto](#), [Dari](#)

Our most important values and basic rules are democracy, [gender equality](#), (read in other languages: [English](#), [Arabic](#), [Urdu](#), [Pashto](#), [Dari](#)), tolerance, and freedom of opinion and belief. Everyone in Germany must follow these rules as well as other rules. The main legal basis of life in Germany is the [Basic Law](#). This is the constitution of the Federal Republic of Germany.

Information on the German Parliament (Bundestag) in [English](#), [Français](#), [????????](#) .

## Social State

Germany is a [Social State](#). This means that all citizens pay taxes and contributions into social security funds. The more you earn, the more you pay. The scheme is based on a redistributive model, where funds paid by the contributors are not saved but are used to pay pensions, fund the health care system or cover benefits for dependants so that everyone has at least the minimum amount of money they need to live.

## Criminal law

Theft, fraud, bodily harm- all this is regulated by [criminal law](#) (read in other languages: [English](#), [Arabic](#), [Urdu](#), [Pashto](#), [Dari](#)). Physical violence against individuals is prohibited – including within marriage and families. Trying to buy something, knowing you can't pay for it, or riding the bus without a valid ticket, is also forbidden. Possession even of small amounts of drugs and dealing drugs is punishable by law. This also applies to things like for hashish and marijuana.

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## Rechtskundeunterricht für Flüchtlinge

Bildungsangebot des Bayerischen Justizministeriums

Ergänzend zu den [Erklär-Filmen](#) besteht die Möglichkeit, durch das Amtsgericht Wunsiedel ein 2- 3 stündiges Seminar für Flüchtlinge anzubieten.

Die Themen variieren je nach Vorkenntnissen der Gruppe. Der Einsatz von Dolmetschern ist möglich. Teilnehmer erhalten ein Zertifikat.

Bei Interesse melden Sie sich bitte bei [Frau Elisabeth Golly](#).

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## Public Holidays and Information

In Germany, people do not normally work on Sundays.

In addition there are public holidays that usually are dedicated to a special occasion: e.g. Good Friday or the German Unification Day (national holiday). These days are also public holidays. Shops and public offices are closed. Some holidays nationwide (e.g. the German Unification Day), while others are only observed in certain areas or states (e.g. Assumption Day).

### Feiertage 2017 im Bundesland Bayern:

Neujahr:	01.01.2017, Sonntag
Heilige Drei Könige:	06.01.2017, Freitag
Karfreitag:	14.04.2017, Freitag
Ostermontag:	17.04.2017, Montag
Tag der Arbeit:	01.05.2017, Montag
Christi Himmelfahrt:	25.05.2017, Donnerstag
Pfingstmontag:	05.06.2017, Montag
Fronleichnam:	15.06.2017, Donnerstag
Mariä Himmelfahrt:	15.08.2017, Dienstag
Tag der Deutschen Einheit:	03.10.2017, Dienstag
Reformationstag:	31.10.2017, Dienstag
Allerheiligen:	01.11.2017, Mittwoch
1. Weihnachtsfeiertag:	25.12.2017, Montag
2. Weihnachtsfeiertag:	26.12.2017, Dienstag

**Please note:** [Buses and trains](#) have different schedules on Sundays, public holidays and on other holidays!

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## Bus, train, bicycle

### Getting around the district

To find out how to get from A to B, you can use the free App „[Wohin du willst](#)“ (Where you want to go). The App is available in 9 different languages and explains how the public transport system (ÖPNV) in Germany works.

Trains and buses are important means of public transport in the district Wunsiedel in the Fichtelgebirge.

For short journeys you can also purchase a bicycle. You must obey traffic regulations. If you don't obey traffic regulations, the police may order a penalty or fine (Bußgeld), because you have endangered yourself or others.

Important traffic rules for cyclists (not exhaustive): [Road safety](#) (ADAC)

- Always cycle on the right side of the road
- Do not cycle side by side, cycle one behind the other
- Cycle paths must be used if available (on the right side of the road in the direction of travel)
- Only children aged 11 and under are allowed to cycle on footpaths
- Always cycle with a bicycle light at dusk or in the dark. Switch on the light at the latest when the road lighting is on.

### Getting around Bavaria

We recommend using [Bavaria's travel planner \(Bayern Fahrplan\)](#) to find transport routes in Bavaria.

In some instances the „[Bavaria Ticket \(Bayernticket\)](#)“ can be a very cheap way of travelling.

### Getting around Germany

For travelling long distances you can travel by [train](#). If you book well in advance, tickets may be cheaper.

An alternative for train are coaches, for example „[Flixbus](#)“. Larger cities, such as Munich or Passau, can also be reached by coach.

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# Contracts, Telephone and Internet

## Contracts in Germany

In Germany we have what is known as [freedom of contract](#). If you want to use a smartphone, rent a flat, or join a gym, you will have to enter into a contract (either verbal or written). **Pay close attention to what the contract says.** How is the total price calculated? Are there additional monthly fees besides a one-off payment?

Contracts are binding and have to be followed. You can only terminate a contract within the notice period stated. If you are not sure if you can pay the ongoing costs or whether you have understood everything correctly, do not enter into the contract. Otherwise you are liable to prosecution.

How-to videos in other languages: [English](#), [Arabic](#), [Urdu](#), [Pashto](#), [Dari](#).

## Mobile phones

a) You can enter into a **fixed contract** with a minimum contract term. This contract will renew automatically if it is not terminated. If you do not want this contract to be renewed automatically you have to make this known in writing. Make sure to observe the notice period.

b) You may enter into a **pre-paid contract** for your mobile phone. This contract offers more flexibility, as there is no minimum contract term. There are no monthly fees to be paid, because you decide when you need credit for your mobile phone.

Ask someone to help you find a good contract that suits your needs.

10 important questions about taking out a contract:

- What is the monthly fee? Does the fee increase after a certain period?
- Is there a minimum monthly fee?
- How long is the contract period (e.g. 12 or 24 months)?
- If I don't terminate the contract, it will automatically renew. When do I have to terminate the contract if I do not want it to be renewed?
- Are there fees for setting up, changing or deactivating the service?
- What is the charging period (60/1, 10/10)?
- How much does a minute cost (different/own network)?
- What are the costs for buying a mobile phone with and without a contract?
- What does Internet access cost?
- How much does it cost to call abroad?

## Internet

Asylum-seekers in Germany have **no legal right** to Internet access in their accommodation. There is therefore usually no Internet access in the accommodation facilities.

If there is a physical telephone land-line connection residents are able to enter into a WiFi contract. These have to be paid by the residents themselves. Talk to your accommodation's director **first** and ask **before** entering into a contract, whether or not WiFi is technically possible and how you can give the technician access to the infrastructure.

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## Second-hand furniture and clothes

If you do not have much money, you can buy second-hand furniture or clothing.

### **Stadt Marktredwitz**

#### **Marktredwitzer Tafel**

**Mrs. Elsa Richter**

[Franz-Schubert Straße 18](#)

95615 Marktredwitz

Phone number: +49 (0) 9231 82597

#### **Opening hours:**

Thursday 1.30 p.m. till 4.30 p.m.

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#### **Henry Second-Hand-Kaufhaus**

[Ludwig-Thoma-Straße 33](#)

95615 Marktredwitz

Phone number: +49 (0) 9231 9626-99

#### **Opening hours:**

Monday to Friday 2.00 p.m. till 6.00 p.m.

Saturday 10.00 a.m. till 2.00 p.m.

[Internet](#)

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#### **Lucas Second-Hand-Kaufhaus**

[Schulze-Delitzsch-Straße 2](#)

95615 Marktredwitz

Phone number: +49 (0) 9231 509903

#### **Opening hours:**

Monday to Friday 10.00 a.m. till 6.00 p.m.

Saturday 10.00 a.m. till 4.00 p.m.

[Internet](#)

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#### **Gebrauchtwarenhaus der Marktredwitzer Dienste**

[Martin-Luther-Straße 7](#)

95615 Marktredwitz

Phone number: +49 (0) 9231 87992-25

#### **Opening hours:**

Monday to Friday 8.00 a.m. till 6.00 p.m.

Saturday 10.00 a.m. till 4.00 p.m.

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### **Gebrauchtwarenhaus Taimur Sultan**

[Leopoldstraße 10](#)

95615 Marktredwitz

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## **Stadt Wunsiedel**

### **Wunsiedler Tafel**

**Mr. Peter Finsel**

[Katharinenstraße 15](#)

95632 Wunsiedel

Phone number: +49 (0) 9232 3839

### **Opening hours:**

Saturday

Information 1.00 p.m. till 3.00 p.m.

Output 3.00 p.m.

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### **Caritas Wunsiedel**

**Kleiderkammer**

**Mrs. Busch**

[Kemnather Straße 3](#)

95632 Wunsiedel

Phone number: +49 (0) 9232 2288

### **Opening hours:**

Thursday 2.00 p.m. till 4.30 p.m.

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### **Diakonie Selb-Wunsiedel**

**Kleiderkammer**

[Bezirksamtsstraße 8](#)

95632 Wunsiedel

Phone number: +49 (0) 9232 9949-0

### **Opening hours:**

Thursday 2.00 p.m. till 4.30 p.m.

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### **Wunsiedler Kleiderkammer im Deutschen Haus**

[Koppetentorstraße 13](#)

95632 Wunsiedel

### **Opening hours:**

Thursday 3.00 p.m. till 6.00 p.m.

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### **Gebrauchtwarenhandel Rusan Viurel-Virgil**

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## [Hofer Straße 4](#)

95632 Wunsiedel

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## **Stadt Arzberg**

### **Arzberger Tafel**

**Mrs. Christine Bauer**

[Thiersheimer Str.1](#)

95659 Arzberg

Phone number: +49 (0) 9233 3239

### **Opening hours:**

Saturday 1.00 p.m. till 3.15 p.m.

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### **Martinslädchen**

[Rathausstraße 5/5a](#)

95659 Arzberg

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## **Stadt Selb**

### **Selber Tafel**

[Längenauer Straße 71a](#)

95100 Selb

Phone number: +49 (0) 9287 4489

### **Opening hours:**

Saturday 2.30 p.m. till 4.15 p.m.

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### **Gebrauchtwarenhaus der Selber Dienste**

[Friedrich-Ebert-Straße 36](#)

95100 Selb

### **Opening hours:**

Monday to Friday 8.00 a.m. till 6.00 p.m.

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### **Andreas-Laden**

[Schmiedberg 1](#) / [Ludwigstraße 2](#)

95100 Selb

### **Opening hours:**

Monday to Friday 10.00 a.m. till 6.00 p.m.

Saturday 10.00 a.m. till 1.00 p.m.

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## Banks and Insurance

### Banks

There are many banks available in Germany. Everyone can choose which bank to use. We recommend choosing a bank close to where you live. Not all bank accounts are free of charge, some banks will charge „bank charges (Kontoführungsgebühren)“. If you withdraw money from cash machines which belong to other banks, they will often also charge a fee. Before setting up a bank account, ask which fees might apply. If you don't speak enough German to do this alone, bring someone to help you.

Contact a bank of your choice and arrange a meeting to set up a bank account.

Having a bank account is important. It helps you to:

- transfer money,
- receive cashless payments,
- set up standing orders,
- use direct debiting,
- cash a cheque,
- pay cashless with an EC/Maestro card,
- withdraw money at the bank counter or an ATM, and
- print your bank statements.

### Notes

Once your bank account has been opened, you will receive an EC debit card and a four-digit PIN code. Sign the back of the EC card and memorise your PIN code. You will need the PIN code for cashless payments and to withdraw money from ATMs. **Make sure you keep your card and your PIN code separate, to prevent fraud.**

Make sure that you always have money in your bank account. If there is no money in your bank account and payments are debited from your account you will have to pay a fee.

If you lose your EC card or it is stolen, have it blocked immediately. Call this number: 116 116.

### Insurance

We recommend taking out personal liability insurance for you and your family. It is easy to accidentally break something which belongs to someone else. You are legally required to pay for this damage. If you have taken out liability insurance, the insurance company will pay for the damage.

There are many insurance companies that offer liability insurance policies (and other types of insurance). It is a good idea to ask people who speak German well and who have lived here for longer for help.

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# Volunteering

## General Information

Volunteering has a long-standing tradition in Germany: almost one in three German citizens volunteer.

Volunteering is diverse and offers a good opportunity to follow your interests and strengths. You will meet new people, actively help a good cause and learn new things „on the side“.

## How can volunteers help newly immigrated citizens?

Everyone who joins our district can benefit from all sorts of assistance. Here, volunteers can help...

- ... understand how our authorities work by accompanying a person/family to their appointments and by explaining procedures or helping to complete forms.
- ... learn German by providing private tutoring to school children, by supporting trainees with learning difficulties or by becoming a „language sponsor“ and actively helping you apply what you have learnt in your German class in conversation.
- ... understand daily life. How does public transport work? | Where can I shop cheaply? | What should I do when someone falls ill? | How can I as a recognised asylum seeker find a flat, an apprenticeship, or a job? | and much more.
- ... build cultural bridges by talking, dancing, singing, or enjoying a meal together | inviting you to join their sports clubs, music schools, choirs, church community, or youth groups | visiting cultural facilities with you (library, museum, theatre) | and much more.

Volunteering should always be „**helping others to help themselves**„. A new citizen is given basic knowledge and the „tools“ they need to cope with future challenges and problems on their own.

## Further training opportunities for volunteers

- The Landesarbeitsgemeinschaft der Freiwilligenorganisationen (lagfa) Bayern e. V. (State working group for volunteer organisation) offers an extensive conference and training programme, as part of the „**Language offers opportunities (Sprachschafft Chancen)**“ programme in particular, and organises regular Bavaria-wide exchange meetings.

### [lagfa Bayern e. V.](#) (news)

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- Das Landesnetzwerk für Bürgerschaftliches Engagement Bayern (LBE) hat ein eigenes Portal und umfangreiches Seminarangebot zum Thema „Fortbildungen für Ehrenamtliche“ in Bayern

### [aktuelle Fortbildungsangebote](#)

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- **Senior volunteers** can complete the „SeniorTrainer“ training course offered by the State working group (Landesarbeitsgemeinschaft).

### [EFI Bayern e. V.](#) (news)

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## „Sprache schafft Chancen: voluntary German classes“

Voluntary German teachers are work in some asylum seeker accommodation centres. They provide basic German skills and asylum seekers with their day-to-day life. These volunteer-run German courses are sponsored by lagfa Bayern e. V. who provide teaching materials etc.

Information on:

#### **lagfa Bayern e. V.**

[Philipine-Welser-Straße 5a](#)

86150 Augsburg

Phone number: +49 (0) 821 450 422 20

Fax number: +49 (0) 821 450 422 15

E-Mail: [sprachfoerderung@lagfa-bayern.de](mailto:sprachfoerderung@lagfa-bayern.de)

[Internet](#)

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## **Your Contact Persons**

As an honorary volunteer in the field of „Integration“, you are supported by a full-time employee, [Mrs. Elisabeth Golly](#), of the Landratsamt.

Das Projekt wird gefördert durch das Bayerische Staatsministerium für Arbeit und Soziales, Familie und Frauen.

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