

# First Reception Service

The Government of Catalonia establishes a reception service in collaboration with Municipalities, social agents, and some specialized entities.

The objective is to foster personal autonomy among foreigners, and equal opportunities for all citizens.

## WHO CAN APPLY?

It is aimed at immigrant people, asylum seekers, refugees, stateless people, and returned immigrants.

You can consult the First Reception Service website:

[http://benestar.gencat.cat/ca/ambits\\_tematicos/immigracio/servei-de-primera-acollida](http://benestar.gencat.cat/ca/ambits_tematicos/immigracio/servei-de-primera-acollida)

### Further information:

At your municipality:



012 Immigration phone

**012**  
**gencat.cat**

Call cost: depends on your operator

# Servei de Primera Acollida

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The **First Reception Service** consists of a number of initial training and information activities especially designed for its potential users. It includes counselling, initial adult training, and certification of basic skills and competences to make easier **living and working in Catalonia**.

The contents are divided in three modules:

- **Language:** a 90-hour course on both Catalan and Spanish.
- **Labour market knowledge:** a 15-hour course on labour market and employment.
- **Catalan Society:** a 15-hour course on Catalan society, specifically on your municipality and the services you can apply for.

## How can you have access to the service?



You can get in touch with the municipal First Reception Service through the local register of inhabitants office or the information services of your city council.


The First Reception Service staff will proceed with your application.



## Why should you apply?

By becoming a first reception service user, you will have access to a set of basic tools that will help you become part of the Catalan society. The certificate can also be useful for job search as an added value to your skills and experience

Furthermore, the Reception Certificate could be used in legal immigration requirements like social ties, modification and/or renewal of residence authorizations, among others.



## What should you consider?

- All foreigners registered in Catalonia, regardless of their arrival date can request access to the first reception service.
- You have **two years** to complete your training.
- A **minimum of 75% attendance** is required for each course.
- If you can speak and understand Catalan and Spanish or you can show a valid certificate related with the other two courses, ask the First Reception Service staff. **Your skills and knowledge always count!**