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IEKŠĒJĀS DROŠĪBAS UN CIVILĀS AIZSARDZĪBAS ZINĀTNISKAIS ŽURNĀLS

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Foreword

The State Border Guard College in collaboration with Rezekne Academy of Technologies has established a good and long-standing tradition of organising scientific and practical conferences with the aim to provide a platform for researchers to share their knowledge and ideas on recent trends in the area of border security and management.

This year VII International scientific and practical conference BORDER SECURITY AND MANAGEMENT takes place within the framework of the Latvian centenary events. A special attention to the role of the State Border Guard as well as its development and problems today is paid both at Latvian and European level.

Scientists and researchers are those who have to identify the causes, to project potential consequences and to find rational solutions to the problems, persistently apply new methods and technologies in their research which allows conducting the research in a qualitative way and achieving results. Latvian and foreign scientists, academic staff, as well as the State Border Guard officials participate in the conference and present their research.

Border security and management is an important research subject. Papers that are submitted for publication in the journal are problem-oriented and contain elements of scientific research or scientific creativity. They address problematic issues in the area of internal security and civil defence sciences. The authors of the papers focus on the problems related to such topical issues as future challenges and opportunities of immigration, integrated border management, cooperation in the field of border security and management, information technologies in border security and management, shaping border guard education, ethical issues and psychological aspects in border management.

The editorial board believes that the „Scientific Journal of Internal Security and Civil Defence: Border security and management" will be useful for professionals interested in the field of internal security, civil defence and border security and management. The research papers can be used by those with particular interest in exploring border guarding related problems and proposing innovative solutions, including university teaching staff, master and doctoral students, and researchers.

The editorial board wants to thank the authors of the papers, reviewers, members of the organisational board and the cooperation partners for their contribution to the journal.

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Dr.oec. Iluta Arbidāne
Chief Editor of the Journal

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ASYLUM PROCEDURE IN LATVIA - A PART OF COMMON EUROPEAN ASYLUM SYSTEM

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Abstract. *The Common European Asylum System (CEAS) conditions apply to Latvia. Development of the Common European Asylum System impacts Latvian legislation and has an effect on the work of judicial institutions. Any European Union scale change affects Latvia. Common European Asylum System conditions in Latvia are being met by direct implementation of the EU instructions. Well-considered position and evaluation of CEAS conditions according to Latvian interests is necessary. Goal of this article is to review demands of the Common European Asylum System towards the member states as well as concordance of the Latvian asylum procedure with conditions of the Common European Asylum System. Objectives of this research is to examine development of legislation in the EU and Latvia, to analyse and compare current legislation of the asylum procedure in the EU member states as well as to analyse impact of CEAS towards the asylum procedure in Latvia. In order to achieve objectives, following research methods were used: monographic research of theoretical and empirical sources in order to analyse and evaluate various asylum domain information, analytical method in order to acquire legislative content and verities, comparative method in order to discover differences in legislation of asylum procedure in the EU countries, systemic method in order to disclose interconnections in legislation, descriptive statistics method and correlation analysis in order to analyse process of the asylum procedure and determine interconnections in the asylum procedure time frame between legislation and practical instances in EU countries.*

Keywords: *asylum system, asylum procedure, Latvia, legislation, migration.*

Introduction

Current globalisation tendencies originates various reasons for movement of people, thus, increasing migration. People travel across borders for work, education, family as well as a result of circumstance when they have to flee their country of origin to save own life. Travel and crossing of borders can be legal and illegal. Regarding persons, who arrive from other countries in order to seek protection, it must be understood that actions taken have to be precise and immediate. It is essential, that all member state institutions involved in protection from persecution, are coordinated. Persons seeking protection must be sure that they will be treated the same in every EU country and that chance to receive protection will be provided equally in every state. This is what Common European Asylum System (CEAS) ensures since the end of the 20th century. It is achieved by the EU developing purposeful legislation.

The goal of this article is to review demands of Common European Asylum System towards member states as well as concordance of Latvian

asylum procedure to conditions of Common European Asylum System. Objectives of this research is to examine development of legislation in EU and Latvia, to analyse and compare current legislation of asylum procedure in EU member states as well as to analyse impact of CEAS towards asylum procedure in Latvia.

In order to achieve objectives, following research methods were used: monographic research of theoretical and empirical sources in order to analyse and evaluate various asylum domain information, analytical method in order to acquire legislative content and verities, comparative method in order to discover differences in legislation of asylum procedure in EU countries, systemic method in order to disclose interconnections in legislation, descriptive statistics method and correlation analysis in order to analyse process of asylum procedure and determine interconnections in asylum procedure time frame between legislation and practical instances in EU countries.

Common European Asylum System

European asylum system was created anticipating that number of refugees would not be large (18). Flow of migration from regions affected by military conflicts and revolutions grew rapidly and it became clear that current asylum system does not provide equal admission and procedure requirements in all states. In spring 2016, the European Parliament (EP) decisions were made regarding changes in CEAS, especially focusing on the Dublin regulation (15).

The proposed changes to the Dublin regulation aimed to remedy weaknesses in the current system and ensure that all EU countries accept their fair share of responsibility for hosting asylum seekers in the EU.

Under the reform, the country where an asylum seeker first arrives would no longer be automatically responsible for processing his or her asylum application. Instead, asylum seekers should be shared among all EU countries, by being swiftly and automatically relocated to another EU country (12).

In 2014, the EU Commissioner for Home Affairs Cecilia Malmström stated that CEAS would provide better access to asylum procedure to people seeking protection. She maintained that CEAS would provide equitable, more rapid decision-making process regarding granting the asylum to people who fear persecution and that they would not be returned to where they are endangered. System would ensure dignified conditions to those, who hand in asylum application and to those, who are granted international protection.

The cornerstone of CEAS is the non-refoulement principle. It means that, in fact, refugees must not be returned to a country where they have a reason to fear persecution. The non-refoulement principle applies both to returns to the country of origin and to returns to any country where the refugee would face persecution. All member states of the EU and the Council of Europe are parties to the 1951 Geneva Convention, but Turkey applies the Convention only in relation to the refugees from Europe (10).

Despite all the EU efforts to set asylum an illegal migration issues, the number of asylum seekers remains high. With 198 thousand applicants registered in 2017, Germany has accounted for 31 % of all first-time applicants in the EU-28. It has been followed by Italy (127 thousand, or 20 %), France (91 thousand, or 14 %), Greece (57 thousand, or 9 %), the United Kingdom (33 thousand, or 5 %) and Spain (30 thousand, or 5%) (20).

Alignment of Latvia with Common European Asylum System

Initially there has been very strict asylum policy in Latvia granting protection only under particular circumstances. By joining CEAS, Latvia has made a lot of political and judicial changes. Pressure comming from the EU has resulted in changes of the legislation as well as new legislation in regard to asylum procedure and asylum seekers arriving in Latvia. The EU has always had strict rules on observing human rights and that extends to all member states. In 2016, the following suit of CEAS development, new Law of Asylum came into force in Latvia (8). Firstly, changes were made in delegation of functions among institutions involved. Personal interviewing of asylum seekers was handed over from the Office of Citizenship and Migration Affairs to the State Border Guard. According to the directive 2013/32/ES (6), interviews are carried out to evaluate compliance to the criteria of granting the protection and oral interviews are conducted by the institution that makes decision whether to grant protection on not.

Currently, the main cause of the migration of asylum seekers are armed conflicts and violence. The 1951 Convention of Refugees (2) and the 1967 Protocol (3) to the convention directly applies to the persons escaping circumstances, where they are persecuted, because of their political convictions, religion, nationality, social status, or gender. The UN Refugee Agency (UNHCR) gives an explanation of this document in form of various recommendations and suggestions. This is done to advance unitary interpretation and implementation of norms. Since CEAS is based on the 1951 Convention of Refugees, all countries can benefit from UN recommendations. At times, it is difficult to understand what is persecution, how does it manifest, what are human rights violations. The UNHCR

viewpoint is that discrimination will amount to persecution where the effect leads to a situation that is intolerable or substantially prejudicial to the person concerned (11). Many of the aforementioned human rights violations and other serious harm may also constitute the war crimes when committed in the context of and associated with an armed conflict within the meaning of IHL, and/or crimes against humanity when part of a widespread or systematic attack against a civilian population (11). The new Latvian Law of Asylum in detail elucidates these notions according to CEAS.

Taking their chances on fishing boats, dinghies, and canoes, every year thousands of men, women and children drown in a desperate bid to reach Europe from Africa. They cross from the West Africa to the Spanish Canary Islands, from Morocco to southern Spain, from Libya to Malta, and the Italian islands of Sicily and Lampedusa, and from Turkey to the islands of Greece. Many more enter the European Union by land, via Turkey, and the Balkans or from Ukraine and Belarus. People entering Europe irregularly – without passports or visas – do so for a variety of reasons. In some cases, they flee persecution, human rights violations and armed conflict and can, therefore, be considered as refugees who need special protection. More often, they are migrants trying to escape poverty and unemployment.

In order to help the governments to respond to some of the challenges posed by mixed movements of the refugees and migrants in a coherent and practical way, the UNHCR has started implementing 10-steps plan which sets out key areas where action is required in countries of origin, transit, and destination (21). The strategic goals for the nearest future according to the UNHCR are to support reunification of families and to decrease number of stateless persons (17).

In 2018, the UNHCR will continue expanding its joint network with the local actors, including the training package "Strengthening preparedness and response capacity of local partners" which aims to ensure the local actors can prepare and mobilize an effective, immediate emergency response (21). Thus, the UNHCR and the EU work on eliminating mistakes of the previous years and ensuring that all the instances involved in the procedure are ready for a rapid and effective joint action throughout the EU. An effective implementation of the Dublin Regulation has the potential to foster solidarity between the EU states and the applicants, including reuniting family members (21).

When implementing the CEAS in Latvia, officials of the State Border Guard and the Office of Citizenship and Migration Affairs have taken part in the European Asylum Support Office (EASO) support measures that took place in Italy and Greece. Officials of the Office of Citizenship and Migration Affairs have taken part in the EASO trainings and have studied several

modules, such as "Interviewing vulnerable persons", "Reception", "Evidence assessment", "Interviewing children", and "Fundamental rights and International Protection in the EU". One official of the Office of Citizenship and Migration Affairs has participated in the practical training on "Country of origin portal" by EASO (14).

Situation in Latvia

Many studies by the EU and the Latvian institutions (1) as well as the statistics (19) leads to the conclusion that most asylum seekers currently residing in Latvia has not chosen Latvia because of its asylum system or other reasons. Mostly they have handed in their application in Latvia because of circumstances – Latvia is the nearest safe EU country and this was the first border they had crossed. The situation, when countries position themselves as transit countries, badly affects the integration process (21). Among declined asylum requests most are the ones that are ill-founded.

However Latvia is ahead of other EU countries in implementing directives and regulations developed by the CEAS. For instance, the conditions on how regular the registration in the State Border Guard should be done by asylum seeker is foreseen in the Latvian Law of Asylum, but, in Belgium, alternative method to detention has not been established, and the reasons for detention leave a lot more space for interpretation. In Belgium, malicious use of asylum procedure corresponds to wider range of criteria than it does in Latvia. Similarly, is the situation with qualification of possible escape.

Latvia strictly observes the principle of non-refoulment and accepts asylum application at any time, regardless of the fact if person has entered country legaly or illegaly, and hands it in on the state border or inside the country. Person not having any identification documents is not an obstacle. Whereas in Italy, there are known cases when persons without documents or registered place of residence are being denied access to handing in application. Other EU countries are also known for not having equal implementation of the CEAS norms. Sweden's methods of determining persons' age as well as problems with reunion of families have been internationally criticized. Italy has been condemned for unlawful mass expulsion of asylum seekers, and it still struggles to meet minimal reception requirements. Germany, on the other hand, has speeded up the asylum procedure by performing initial checks more rapidly, but also implementing stricter rules. For instance, asylum seeker must reside in the asylum seekers centre for up to 24 months. Reunion of families is still an issue (9).

Latvia, in order to implement the directives 2013/32/ES and 2013/33/ES (7) and to set certain questions regarding implementing regulations Nr.603/2013 (4) and Nr.604/2013 (4) has developed new Law of Asylum. The new law explains the notion of group of vulnerable persons in more detail, gives options to hand in asylum application in other institutions, not only to the State Border Guard, changes detention period of asylum seeker from 7 to 6 days, and changes distribution on functions between involved institutions. Interviewing of asylum seeker is a duty of the Office of Citizenship and Migration Affairs, because it is the responsible institution in making a decision whether to grant or deny asylum or other kind of international protection. Thus the Office of Citizenship and Migration Affairs is responsible for obtaining information needed for making a decision, but the State Border Guard is responsible for an initial interview with asylum seeker in order to apply the Regulation No. 604/2013 and make a decision whether to review an application or leave it without reviewing, as well as gaining basic information about motives of applying for international protection. In regard to asylum procedure, the law states that every official dealing with procedure should have knowledge about the procedure and about needs of vulnerable persons.

Other questions, such as benefits and accommodations are changed to correspond with newest EU requirements.

Conclusions and suggestions

The CEAS sets certain minimal standards that should be met for all asylum seekers and applications. Analysing situation in the member states, it becomes clear that attitude towards asylum seekers still differs greatly, both in legislation and in practise. Unequal conditions originate movement of migrants between countries in order to find themselves the best conditions for asylum.

Latvia has implemented main CEAS and EU directives and requirements in its new Law of Asylum and related regulations of the Cabinet of Ministers.

The competent institutions in Latvia should follow all changes in the CEAS and take part in the discussion about planned changes by expressing opinions about implementing those changes in Latvia and accordance of said changes to Latvian situation. Accepting of new legislation must be based on the previous research and analysis if legislation concerned corresponds to the actual situation and is implementable, otherwise great problems that are difficult to solve afterwards might appear.

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RANGE OF PROBLEMS OF THE SERVICE ORGANIZATION AND POSSIBLE SOLUTIONS FOR THE BORDER CONTROL UNITS

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Abstract. *The authors of this paper describe the current situation in the Border Control Units of the State Border Guard of the Republic of Latvia and, based on the study of regulatory enactments, summarize the service information on the development of the concept of border control in the international law, the essence of its implementation, the principles and mechanisms of the establishment of the infrastructure and engineering equipment that is necessary for the state border control, as well as the role of the border control in the framework of the cooperation.*

Keywords: *border control, technical support, state borderland, cooperation.*

Introduction

Under the conditions of the dynamic development of the modern society, the goals for the promotion of the state internal and external security are implemented together with the provision of the state border security and control. Border control is one of the key cornerstones of IBM, and the Republic of Latvia as a member of the European Union has a responsibility and a need to strengthen its national border and contribute to its internal security. In turn, the security of the state border is an integral part of national security which imposes certain obligations on the state security and, accordingly, on the EU security, so the special attention should be paid to the continuous improvement of the service organization of the Border Control Units. According to the Integrated Border Management Guidelines, the border control should be carried out in accordance with the requirements of the Schengen *acquis,* and the best border management practices should be implemented wherever possible. (*Integrated Management Concept of the State Border of the Republic of Latvia for 2013-2018*)

As a member state of the European Union, the Republic of Latvia has the obligation and the need to strengthen its state border and to contribute to the internal security. It implies also the significant contribution to the internal security of the European Union, in particular by combating serious and organized crime in such forms as drug smuggling and human

trafficking, economic crimes (including smuggling of goods) and arms smuggling, as well as other cross-border crimes.

The purpose of this article is to investigate the legal regulation and practical aspects of the service organization at the Border Control Department of the State Border Guard, as well as to identify its problems and measures for their improvement. Hypothesis – the current state of the state borderland and technical systems as well as the deficiencies of the interinstitutional cooperation affect the effective service organization in the Border Control Department.

The scientific literature in the field of international law and international treaties, the law of the Republic of Latvia, the internal regulations of the State Border Guard and the unpublished materials were used to develop the paper.

The Border Control Departments of the Territorial Administrations of the State Border Guard are responsible for the organization and implementation of the land border control. By controlling the external borders on a daily basis, Latvia takes care not only for its internal security but also for the internal security of all other Member States of the Schengen Area, as the border control at the internal borders is cancelled throughout the Schengen area, therefore, the special attention should be paid to the continuous improvement of the service organization of the Border Control Units.

Organization of the Border Control in the Structural Units

The Head of the State Border Guard, when determining the priority directions of the State Border Guard's activity for the few years, draws attention to the importance of the arrangement of the state borderland, as well as to the development of the technical systems and the promotion of the interinstitutional cooperation. Taking into account the above-mentioned considerations, the legal regulation that is governing the service organizations of the Border Control Department of the State Border Guard, its practical organization in the territory of the Republic of Latvia, when implementing the control measures of the EU external border, and based on the certain priorities of the activities of the State Border Guard, was studied.

The Schengen Borders Code, as one of the cornerstones of the Schengen *acquis* in the area of the border control, defines the border control as the border control between the border crossing points and the monitoring of the border crossing points after the end of the fixed working hours in order to prevent the persons from escaping the border control. (Schengen Borders Code, 2017)

Article 13 of the Schengen Borders Code also defines the main objective of the border control - to prevent unauthorized border crossings, to combat cross-border crime and to take measures against persons who have illegally crossed the border. The second part of this article laconically states that the border guards use stationary or mobile units for border control.

It should be noted that regarding the tactics and methods used in border control activities, the international legal framework ensures fairly unlimited freedom of action for the competent authorities of the Member States, since it determines only the fact that the control should be carried so that to prevent persons from escaping the border control at the border crossing points and from making such attempts.

The border control of the state border of the Republic of Latvia with various tactical methods is carried out by mobile patrols which are equipped with quadricycles, motorcycles, snow sledges, based on the risk analysis carried out. The service dogs are widely involved in border control, and their involvement is being constantly expanded. In order to obtain information on the situation at the state border, daytime and night observation cameras are used within the bounds of possibility on the observation towers, as well as the different types of sensor systems.

Presence detection system – a set of components (sensors, transmitters, detectors, relays) that determine the presence of objects and the direction of movement in all weather conditions. The system eliminates the need for the continuous physical presence of border guards in the border control area, ensures continuous monitoring of the border guard facility or the specified border control point.

It is important to note that the security of any country begins directly with the state border - it is an important statehood attribute, the first barrier of national interests. The state border is not only a geographical formation, but also a political phenomenon - certain territories that are subject to state power, its independence and restrictions. (Echin, 2016)

According to the information in the Schengen Catalogue regarding the Integrated Border Management, the cooperation between the agencies is required at all levels for all authorities that are competent to prevent and combat illegal immigration and cross-border crime. The cooperation policy between the agencies should be defined at the meetings of the heads of the agencies involved in border management and prevention of the cross-border crime. Planning of the cooperation of the agencies can take place at all levels, at national, regional and local level. Cooperation should be planned on the basis of a common understanding of the situation and on the basis of the common threat analysis. In addition, the cooperation should cover operational issues, such as the use of compatible communication

equipment, organization of the joint operations and participation in joint trainings (EU Schengen Catalogue, 2009)

It is important to note that the EU basic principles for guaranteeing the security of the state border are included and widely reflected in the national legislation – in the Border Guard Law, State Border Law and the Regulations of the Cabinet of Ministers. However, it is worth mentioning that different legal terminology is being used in different legal acts, by defining, in essence, the same process - external border control: border control (Schengen Borders Code, 2017), surveillance (EU Schengen Catalogue, 2009), Border Guard System (Regulations regarding the Border Guard Law, 2014), while the basic structural units of the State Border Guards which carry out border control activities, are called the Border Guard Departments (Regulations regarding the Border Guard Law, 2014)

In the authors' view, the introduction of uniform terminology in the national and State Border Guard internal legislation according to the principle of the Schengen *acquis* should be evaluated positively from a legal point of view, by translating the application of different legal provisions in the framework of the daily practical activities, as well as in the course of the training of newly engaged cadets. In addition, it should be noted that the use of the common terminology excludes the translation inaccuracies in cooperation with the foreign colleagues, for example, in the Schengen evaluation process and in the course of the joint international operations.

The situation in the context of the border security is constantly changing, especially in view of the seasonality factors. The authors suggest drawing more attention to the flexibility of the service organization – to the ability to adapt and react in a timely manner to all the changes in the situation. Such flexibility can be achieved by reviewing the frequency of the orders on the border control organization, and by determining tactics at least twice a year for a certain season - autumn/winter and spring/summer.

It is positively assessed that by defining the priority character of the development of the border control technical means and by continuing the commenced work for the acquisition of sensor chips, the State Border Guard announced on February 24, 2017 an open competition "Delivery of Sensor Kits". The procurement was divided into two parts: delivery of motion sensor kits and seismic sensor kits. The state border control requires optical devices that ensure the unambiguous classification of the object for adoption of the quick decision, while the automatic classification increases the quality of the adopted decision and reduces the number of the required resources. For example, the responsible officials of the Border Control Units, when receiving a signal from a sensor, are trying to determine the reason for its activation. If the sensor system includes a surveillance camera that allows identification of the object (man or animal),

the duty officer does not need to send the instruction for the identification of the reason to the location of the event. Having highly evaluated the positive features of the technical means, the weakest link in the use of the sensors should be mentioned - the use of radio communications for the alarm transmission to the control centre. Disturbances in the mobile network, as well as the use of special devices for the radio signal suppression by the offenders drastically reduce the efficiency of their operation, and even make such operation impossible. In order to exclude the dependence of the radio communication instability on the use of sensors, it is necessary to consider the possibility of supplementing the existing and planned state borderland infrastructure by installing an optical cable along the entire state border. The multi-feature practical aspect of this proposal is positively evaluated as the optical cable connection can be used not only for the provision of the continuous operation of sensors, but also for the connection of the video surveillance cameras for the covert surveillance.

When planning the use of the presence detection system in a specific Border Control Unit, the border guard official should assess the following issues before adopting a decision on the location of the presence detection systems and the types of sensors to be used:

1) the results of the risk analysis and the features of the implementation of the state border control task;
2) the routes of the state border violators, illegal immigrants or persons and vehicles under supervision;
3) ongoing activities in the vicinity of the location of the presence detection systems;
4) local peculiarities;
5) seasonal, meteorological conditions;
6) possibilities of using other means of border and immigration control in the implementation of the state border control task;
7) opportunities for cooperation with nearby border guards;
8) possible animal migration (movement) paths (directions);
9) signal reception stability.

It should be concluded that the Head of the Border Control Unit, when performing the sensor system installation, needs to combine system components in different ways and on several lines in order to reduce the possible false alarms. It is positively evaluated that the technical parameters of these systems and their application methods correspond to the modern requirements of the EU "green" border control.

Due to the fact that the operation of the acquired sensor systems is based on the modern advanced technologies, the specific knowledge is required for the work with this technique. In order to ensure the effective

and sustainable operation of the sensors, the State Border Guard should evaluate the possibility of introduction of the position of the Technical System Specialist in the Border Guard Department with the direct subordination to the Head of the Border Control Unit. The employee in this position would be responsible for the support of the technical means, timely repairs, effective use of these means and operation in accordance with the manufacturer's recommendation.

According to the Regulations of the Cabinet of Ministers "The Procedures by Which the National Guard shall Provide Support to State and Local Government Institutions in Crime Prevention and Guaranteeing of Public Order and Security", the National Guard may provide support to the State Border Guard:

1) temporary restoration of the border control at the state internal borders in order to prevent the persons and vehicles from crossing the state border outside the places designated for this purpose or in another unlawful manner;
2) provision of the integrity of the state external border in case of national danger in accordance with the procedure specified in the National Defence Operational Plan;
3) search for a person suspected of illegal crossing of the state external border.

The Member States shall use the appropriate resources and staff to the appropriate extent in order to carry out the control at the external borders, by ensuring effective and integrated control. (Schengen Borders Code, 2017)

Based on the above-mentioned considerations, the cooperation between the State Border Guard and the National Guard in the implementation of the border control activities is defined as a potential problem in the organization of the border guard department service.

The conceptual report "On Control and Protection of the State Eastern Border" developed by the Ministry of the Interior states that by following the changes in the international security situation and taking into account the increasing risks related to national security and protection, the material and technical resources and personnel resources of the border guard are not sufficient to ensure the uninterrupted border control throughout the length of the Latvian external border.

The Border Guard does not have the necessary resources to protect the state external border in the event of a threat to the national security and to carry out the large-scale search for a person who has illegally crossed the state external border.

In view of this, there is a need to establish the procedure by which the National Guard may provide support to the border guard not only in the temporary restoration of border control at the state border, but also in the provision of the integrity of the state external border in the event of a threat to the national security and in the search of a person suspected of illegal crossing of the state external border. Involvement of the National Guard in the strengthening of the integrity of the state external border will only take place in the event of a threat to the national security, while the involvement in the search for a person who illegally crossed the border will only take place if there is a reasonable suspicion that a person has illegally crossed the state external border. (The Procedures by Which the National Guard shall Provide Support to State and Local Government Institutions in Crime Prevention and Guaranteeing of Public Order and Security 2010)

The legislative initiative approved by the Saeima on the broadening of powers of the National Guard by providing assistance to the State Border Guard is positively evaluated. When researching the practical aspects of this problem, the proposal to promote and develop the interinstitutional cooperation was made: the State Border Guard, in cooperation with the National Guard, should develop a cooperation plan for the involvement of the National Guard in the provision of the daily activity of the Border Control Units, by way of example of the implementation of good practice in cooperation between the officials of the Border Control Units and the officials of the territorial structural units of the State Police.

Conclusions and Suggestions

1. In general, it can be concluded that there are several possibilities for the improvement and development of the border control service organization:
2. In order to exclude translation inaccuracies in cooperation with the foreign colleagues and to reach a common understanding of the terminology used in the operation of the Border Control Units, it is necessary to prepare proposals for the introduction of changes in the national legislation that is regulating the activities of the State Border Guard, with the aim of replacing the term "border guarding" with the term "border control" on the basis of the terminology used by the Schengen *acquis*.
3. To amend the regulation of the State Border Guard by replacing the definition of "Border Guard Unit" with the "Border Control Unit".
4. To review the frequency of the orders on the border control organization and to determine the tactics at least twice a year for a certain season - autumn/winter and spring/summer.

5. In order to exclude the dependence of the radio-communication instability on the use of sensors, it is necessary to consider the possibility of supplementing the existing and planned state borderland infrastructure by installing an optical cable along the entire state border. The multi-feature practical aspect of this proposal is positively evaluated as the optical cable connection can be used not only for the provision of the continuous operation of sensors, but also for the connection of the video surveillance cameras for the covert surveillance.

6. In order to ensure the effective and sustainable operation of the sensors, it is necessary to evaluate the possibility of introduction of the position of the Technical System Specialist in the Border Guard Department.

7. In order to promote the interinstitutional cooperation and development, the State Border Guard, in cooperation with the National Guard, should develop a cooperation plan for the involvement of the National Guard in the provision of the daily activity of the Border Control Units, by way of example of the implementation of good practice in cooperation between the officials of the Border Control Units and the officials of the territorial structural units of the State Police.

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POSSIBILITIES OF ENSURING PERSONAL FREEDOM AND PUBLIC SECURITY IN CONTEMPORARY MIGRATION CONTEXT: THEORETICAL ASPECT

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Abstract. *The article deals with compatibility of personal freedom and public security. The aim of the research is to analyse theoretical aspects of the correlation between personal freedom and public security and evaluate their assurance possibilities in the context of contemporary global migration. The article emphasizes value of freedom and security, their interconnection as well as demand and possibilities of their compatibility. Aspects of freedom as personal decision-making and freedom as realizing that decision are analyzed by revealing that extension of freedom boundaries common to contemporary society can turn into self-will with regard to other individuals or society. Such concept of freedom subsequently raises the issue of public security. The following research methods were employed: text interpretation, rational reconstructions, historical explications. On the basis of the methods, the essential ideas of the issue under discussion, its arguments and meanings within historical context were revealed. The conducted analysis allows one to make a conclusion that an individual is free in the society as much as he acknowledges others' right for freedom whereas the society is secure if certain individual's self-will is limited for the sake of all society members' right to freedom. Assurance of personal freedom and public security is the goal of contemporary democratic society and different state institutions including the State Border Guard Service, and has become extremely relevant in the context of modern global migration.*

Keywords: *personal freedom, migration, public security.*

Introduction

In a context of modern globalization, when the borders between states disappear, society is becoming more open. Human rights and possibilities to choose their place of residence determine processes of migration and, thus, the problem of compatibility of individual freedom and public security is becoming more and more urgent. Today's world is turning into one unit. On one hand, it promotes standardization of people's lifestyles, their social behaviour and relations whereas on the other hand, it provides conditions for the emergence of cultural, value differences and contradictions. In recent years, the European Union, its declared values, institutions and citizens have encountered the phenomenon of the unexperienced scale, where processes within one region affect a wider segment of the society outside. Due to the military conflicts in Syria and in some African countries, the massive wave of war refugees and those who

are struggling to find better lives are a major challenge for the Western Europe's key cultural values, i.e. freedom and security.

Migration is the natural and inevitable outcome of the contemporary globalisation. However, the occurring processes encourage one to rethink the ratio between personal freedom and public security. What are the boundaries for open individual's expression without violating freedom of other people and how secure is the society by ensuring the right of freedom for its members? These issues call for new solutions.

Therefore, the object of the research is interdependence between freedom of an individual as a person and public security.

The aim of the research is to evaluate the relationship between freedom of an individual and public security as well as the possibilities to ensure it in the context of contemporary global migration.

The following methods of literary source analysis are used: text interpretation, rational reconstruction and historic explications. On this basis, the article seeks to reveal the main ideas of the issue under discussion, the arguments and meanings as well as their change within the historical context.

Theoretical Aspects of Freedom and Security Concepts

A human being lives in the society. He/she coexists with others. Thus, it is important for him/her to adjust not only to natural environment, but also to the public system. Public life and its structure – customs, forms and ways of activities as well as regulating institutions – relate people by tight connections and determine biological survival even more than natural phenomena. Public life and the ability to manage it efficiently should ensure security of an individual in the world. However, is it really the case? What are the ways and measures used? On the other hand, don't public security needs violate individual person's freedom? These issues have become especially relevant within global migration context of the recent years.

While searching for the answers, one should analyse theoretical aspects of freedom and security concepts. In general, freedom is perceived as the possibility of a human to make a decision or a choice which is one of the crucial conditions for individual's existence. It is no doubt true that a person always has the potential to manage his/her activity by his/her will. Freedom is unquestioned value and right with regard to a person and the society. When making a decision, a person feels (or at least is supposed to feel) the importance of his/her decision and moral responsibility for its consequences because when realizing his freedom, he/she can limit that of the other person(s). John Stuart Mill has described this aspect very accurately by stating that „if the mankind except one person had a

unanimous opinion and only that person had a different opinion, by overwhelming him/her the mankind would not be right either; likewise that person, if, having such power he would force the mankind to agree" (Mill 1990, 114).

In the world of his mind and will, a human being cannot be *not* free. However, this freedom cannot be transformed into the sphere of action following the principle "I do what I want and in the way I want". Therefore, it is worth considering what the boundaries for individual's expression of freedom without violating that of other people and without being violated himself/herself are. In order to be free, a human being has to understand that his/her freedom depends on others' freedom whereas that of others depends on freedom of that individual. In other words, expression of freedom is always related not only to an individual but also to the society and is a crucial condition for their interaction. Realizing his/her freedom, a human being is affected by factors which he/she cannot use at his/her discretion, every single moment in every single step, because he exists in the field of natural, social and cultural powers that limit him/her. However, he/she still seeks freedom.

Being a member of the society, a human being is as free as he/she respects other individual's right to personal decision-making and how much he/she appreciates other individual's right to freedom by limiting his/her own. Only respect to the other person, responsibility for one's decisions and subsequent behaviour turns a human being into a free personality which does not overwhelm freedom of the other person. Such a conception of freedom which is implemented in the common space by combining it with others' right to be free (i.e. to be able to make decisions themselves) is crucial for free and secure society.

A need for security for a human being is no less important. Since Renaissance philosophy has treated an individual with his/her private interests, initiatives and especially mind which is acknowledged by the condition of using his/her different capacities, as the basis on which stable and secure society is built. By co-living and seeking security people established institutions and ways of activity enabling to relate individuals, facts and items on the common basis of consumption or interests. Thus, the state and law were born which represent public side of individual's life while personal decisions form a private space of a human being.

In people's consciousness a huge step from Antiquity's attitude towards the individual as a member of an organized community to the idea developed by Kant's ethics which states that a man is the aim, not the measure, was taken. It in turn established individual's priority with regard to the state. If Plato, by designing the model of the ideal state employed the person to conduct certain functions which had to serve common welfare

(namely, the state), in recent times it is declared that the state is created for a man, but not vice versa.

Seeking to define the pattern of human behaviour and to establish conditions under which stable and secure society is possible, Thom Hobbes based human behaviour on self-preservation principle. The desire for security is fundamental to human nature. However, ways to establish it can lead to "war against everyone". How to avoid it? While trying to answer the question, more than one social political theory was developed which is not going to be analysed here for obvious reasons. They all have in common the fact that peace and cooperation are considered as more assuring personal and public security than overall competition and fight for one's welfare. It needs interpersonal confidence, certain agreements and their observation to establish common welfare, i.e. enabling all members of the community to feel safe and ensuring self-realization possibilities.

One can reasonably expect that agreements will be observed if there is efficient power that can punish for one's failure to fulfil them. According to Hobbes, agreements without swords are just words and they have no power to protect a person while verbal connections are too weak to manage human ambitions, greediness, anger and other passions without any fear (Hobbes, 1999). Security of a human being and society depends on the fact if there is power which can maintain peace and apply sanctions against antisocial behaviour and tendencies. All insights of philosophers have not lost their significance until today and have even become more relevant.

Problematics of Freedom and Security Compatibility

Certain dilemma has been formed: so that peace in the society as well as personal and public security could flourish, certain power and compulsion mechanism is needed. However, one cannot forget that a human being as a person is primarily perceived as a free entity, i.e. making decisions on his/her own: he/she can choose occupation, friends, way of life, observe (or not) standards, public opinion, customs, etc. accepted in the society. Only being free, a person can dispose of his/her abilities, talents, work outcomes, i.e. he/she creates and realizes himself/herself. In the opposite case, if a human being has no possibility to control his/her body and activity, he/she cannot seek his/her aims and realize values. He/she experiences the threat of becoming the property of another individual or society, scarifying his/her aims for other people, etc. (Gray 1992).

In the society the problem of compatibility of different types of freedom frequently arises, the decisions of which are supposed to ensure public security, without allowing other individuals to overstep fragile boundaries separating freedom from self-will. Are these aspects revealed within the context of contemporary migration? Current flows of illegal

migrants and war refugees flooding the European Union pose significant challenges in western culture for the accepted world pattern. By arriving, migrants bring their own culture, moral values, political and religious beliefs which they tend to impose on the society, where they are, in fact, supposed to integrate. On the other hand, occurring processes clearly demonstrate that the model of the western world is not the only one. The world is varied and one has to accept cultural, religious and value-related differences as well as a distinct way of life.

Citizens of numerous countries are afraid of huge flows of immigrants because they envisage the threat to their personal interests. Rivalry concerning workplaces, the increasing number of individuals receiving social benefits and allowances as well as impact of unfamiliar traditions and customs are listed as a source of anxiety. Meanwhile a huge wave of migrants has formed not only due to the real threat to their life or personal safety but rather to consumer incentives which implies a desire to have better economic possibilities, to use social benefits of other countries, etc. Keeping in mind that these individuals are often separated by religious beliefs, traditions and customs, the opposition between residents as *hosts* of the country and newcomers as *intruders* starts which does not help solve the issues of personal freedom and public security.

In contemporary society rapid technological advance, development of the consumer tendency, and intrusion of different media into the area of personal decision-making create an illusion of unlimited human possibilities. According to Arvydas Šliogeris, the world for a human being emerges as the space of infinite, countless opportunities and he/she starts playing with them, though they in fact are not real but only projected (Šliogeris 1996, 492). In such a way, real individual's freedom "here and now" is replaced by abstract, virtual world of unlimited opportunities. Being the owner of his/her feelings and thoughts a human being starts identifying freedom with total infinity and unbinding by any norms, rules and requirements. Such conception of freedom starts dangerous balancing on the edge of self-will. It is clearly demonstrated by the situation in the contemporary school, where teachers have no rights and students have no duties. It emerges in the work of police officers or state border guard officials and finally everyone of us can experience it in our life, when, starting from trivialities and finishing with serious issues, someone starts to suppress us.

Perceiving freedom as an opportunity to behave in the way one wants, it approaches self-will. The demand to extend the boundaries of one's own freedom on behalf of others is especially seen in today's consumer society when a human being tends to emphasize his/her rights in a relationship with others to a certain extent. Most probably he/she even

without realizing is trying to express his/her aim to extend personal boundaries by intruding into other individual's private decision-making space. (Fromm, 1990). Such concept depersonalizes human relationship and makes it possessive. However, freedom cannot become compulsion to others.

Declaration of personal freedom and absolutism of independence increases the separation between a person and the society which in turn prevents from understanding that society is the most important condition of personal freedom. It protects freedom of its members by limiting self-will of certain individuals. Each human being has principal possibility of freedom but implements it in different ways. "Human being is not *absolutum* like a crystal ball floating in empty space. In every moment and every step, it is limited by factors which it cannot dispose at its discretion..." (Šliogeris 1996, 517). According to Sartre, a well-known representative of existential philosophy, despite different circumstances, we want freedom for freedom itself. Then we perceive that it entirely depends on freedom of others whereas their freedom depends on our freedom (Sartres 2016).

Human being of the western world seeks to preserve crucial value priorities – democracy, freedom, human rights, public security – as unquestioned good. However, it is becoming more difficult to preserve typical world model. Flow of migrants in recent years forces politicians, public institutions and specialists of different areas to seek new solutions in order to preserve basic values of the western culture. Among some migrants, there are those who are reluctant to observe standards and rules accepted in the society in which they are seeking asylum, raises new objectives for officials of different state institutions, including State border guard, that are supposed to be ready to ensure public security without violating freedom of every individual.

Conclusions

The conducted analysis allows one to make a conclusion that a human being in the society can be free as much as he/she can accept the right of freedom of other individuals whereas the society is secure if self-will of separate individuals for the sake of all society members is limited. Thus, personal freedom treated as a possibility to behave "as I wish" is not acceptable and cases of such behaviour clearly demonstrate how fragile the boundary between freedom and self-will is; overstepping can be dangerous with regard to public security.

Assurance of personal freedom and public security is the goal of contemporary democratic society, various state institutions including State

Border Guard Service, and is especially relevant in conditions of contemporary global migration.

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INFORMATION SYSTEMS USED IN IMMIGRATION CONTROL STRUCTURAL UNITS, ANALYSIS OF THEIR OPERATIONAL EFFECTIVENESS AND CAPABILITIES IN LATVIA

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Abstract. *Research problem - during the implementation of various immigration control activities, the Immigration control structural units use the range of information systems that need to be improved. The aim of the research is to explore the information systems used in Immigration control structural units, their operational efficiency and capabilities as well as bring forward several suggestions in order to improve the use of information systems. Research tasks: 1) to analyse regulations related to information systems, their classification and legal framework; 2) to analyse the competence of using information systems in Immigration control structural units; 3) to explore the possibilities of using the information systems in Immigration control structural units for the purposes of planning duties; 4) to carry out SWOT analysis and make comparison of mobile information systems. Research methods: analysis of documents, monographic, logical – constructive, questionnaire, SWOT analysis. During the research, the legal and practical aspects in the use of information systems were clarified. Based on the aim and tasks set out for the research, the authors brings forward several possible solutions and suggestions on ways how to improve the information systems used by Immigration control structural units.*

Keywords: *information system, Immigration control, capacity of information systems, mobile information systems.*

Introduction

Combat of illegal immigration is one of the priorities of the State border security. Significant differences in living standards and incomes, armed conflicts, instability of national facilities remain a decisive factor in attempts of illegal immigrants to reach the European Union across Russia and Belarus, choosing also Latvia as a transit country (direct pressure). Crossing the external borders of Latvia's neighbouring countries and other parts of the European Union, illegal immigrants move in the Schengen area and cross the territory of Latvia in the direction of the Scandinavia (indirect pressure). Since 2010, the growing direct pressure of regional illegal immigration has been observed in the Republic of Latvia. Organized crime-supported illegal immigrants, as well as individual or group-based illegal immigrants try to use Latvia as a transit country to reach Western Europe

or the Scandinavian countries. The challenge of immigration policy is to reduce the risks of illegal immigration. Studies show that they will increase significantly if the opportunities for legal migration are too limited and there is a high proportion of the underground economy and illegal employment in the country (8).

The use of information systems in Immigration control structural units is considered one of the most important immigration control mechanisms determining the topicality of the paper. Research problem – during the implementation of various immigration control activities, the Immigration control structural units use the range of information systems that need to be improved. The aim of the research is to explore the information systems used in the Immigration control structural units, their operational efficiency and capabilities as well as bring forward several suggestions in order to improve use of the information systems. Research tasks: 1) to analyse the legal regulations related to the information systems, their classification and legal framework; 2) to analyse the competence of using information systems in the Immigration control structural units; 3) to explore the possibilities of using the information systems in Immigration control structural units for the purposes of planning duties; 4) to carry out SWOT analysis and make comparison of mobile information systems. Research methods: analysis of documents, monographic, logical – constructive, questionnaire, SWOT analysis. Research novelty: the information systems used in Immigration control structural units, their operational efficiency have been explored; SWOT analyses of these systems, analysis of the effectiveness of information search capabilities, as well as their impact on immigration control have been carried out.

Nature and classification of information systems

According to the Law on Border Guard, the function of the State Border Guard is to "guarantee the inviolability of the State border and prevent illegal migration" (13). The State Border Guard has made a long-term and extensive work to improve the legal system in order to ensure the implementation of the migration policy in accordance with the European Union and the international standards (2). In order to ensure successful fulfilment of the functions and tasks entrusted to the State Border Guard to control compliance with the rules regarding entry, residence, departure and transit of foreigners in the territory of the Republic of Latvia as well as to carry out activities provided for in the Asylum Law within the scope of its competence the officials of the Immigration control structural units use the information systems specified in the regulatory enactments – one of the most important instruments for immigration control and detection of

violations. The border guards use various Latvian, European Union (EU), Schengen, and other international information systems for inspection of persons, documents and vehicles, as well as for obtaining and processing the information.

An information system is an integrated set of components for collecting, storing and processing data in order to provide information, knowledge, and a digital product. Companies and institutions rely on the information systems to manage their businesses (5). According to Kenneth C. Laudon and Jane Price Laudon, the information system is a set of procedures used to collect or obtain, process, store, and disseminate information to support decision-making and control. In most cases, the information systems are formal, computerized systems that have essential role in organizations. Although the information systems are computer based, it is important to note that any program based on old computer or old software is not an information system. Computers and related software are the technical basis, tools, and materials of modern information systems. The management information systems mainly assist to plan, control, and make decisions at the management level (11).

Aspects describing the information systems are the following: quality of information system, quality of information, use, user's responsibility, individual influence, and organizational impact (1). The information systems can be designed with various purpose: to perform state functions (state information systems); to ensure management processes (management information systems); to exchange information between the law enforcement authorities of the Member States at the moment of the detection of a person or object included in the Schengen Information System (SIRENE information system); to ensure operation of enterprise (institution) and preparation of reports (statistical information systems). The organizations increasingly rely on the information systems to promote development, information processing and to facilitate the management decision-making process (3). As use of the information systems is closely related to users, it is stipulated that user of the state information system may be a legal or natural person who has entered into an agreement with the state information system manager about data usage or who receives data on request from the state information system manager or in accordance with the procedures specified in regulatory enactments (14). On the other hand, the regulations of the Ministry of the Interior specify that the user is an official with a special service status or an employee who has received the user details (9).

Using the information systems, the officials of the Immigration control structural unit cooperate and contact the other institutions – the Office of Citizenship and Migration Affairs, the Information Centre, the Road

Traffic Safety Directorate, the Register of Enterprises, etc. – and process the necessary information about a foreigner. Appropriate computer hardware with relevant software and good Internet coverage are required to use the information systems. In order to create the information systems, collect, store, process, maintain, and use the necessary information, human resources qualified in the particular field are required. To check data on persons, documents, and vehicles, as well as to obtain and process information, the border guards use various state information systems administrated by the Information Centre of the Ministry of the Interior, the Office of Citizenship and Migration Affairs, the State Border Guard, and other state institutions. Administrator and holder of the information systems used by the Immigration control structural units is the same institution.

The management information systems can be classified according technological and organizational aspects. Classification according technological aspect includes the following:

1) development technologies – management information system solutions developed by using web-based or local technologies;
2) development peculiarities – ready-made solution is tailored to the needs of company; ready-made solution is implemented without any customization; a new solution that is completely developed according to company requirements (4).

Classification according the organizational aspect is determined by the following characteristics:

1) purpose of use – the management information systems are used to manage company's business operations and resources;
2) enterprise size – management information system solutions that are developed taking into account the size of organization, where the size is determined by the number of workplaces;
3) content management – specialized management information system solutions describing a specific business process, and complex management information system solutions that support a set of business processes (4).

In Latvia, the State Information System Register is created for recording of the state information systems, in which data on the state information systems, their use, technical resources, managers, etc. are stored. At the moment, 171 information systems are registered in the state information system registry. Information systems of the following ministries make the Top 4: Ministry of the Interior (29), Ministry of Finance (27), Ministry of Justice (21), and Ministry of Health (20). (15)

The information systems are closely linked to the terms "personal data" and "personal data processing". *Personal data* is any information related to an identified or identifiable natural person ("data subject"); an identifiable natural person is a person that can be directly or indirectly identified, in particular by referring to an identifier, such as the name, surname, identification number, location data, online identifier of that person, one or more physical, physiological, genetic, mental, economic, cultural or social identity factors. *Personal data processing* is any action or set of actions carried out with or without automated means performed on personal data or personal data sets, such as collecting, registering, organizing, structuring, storing, adapting or modifying, recovering, viewing, using, disclosing by sending, distributing or otherwise making them available, matching or combining, limiting, erasing or destroying. (14) In the Directive 95/46 /EC, the term "*controller*" is used meaning a natural or legal person, a public authority, an agency or any other institution which, alone or jointly with others, determines the purposes and means of the processing of personal data (12).

On April 27, 2016, the Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of individuals with regard to the processing of personal data and on the free movement of such data, repealing Directive 95/46/EC (General Data Protection Regulation), was adopted. Currently, the European Union's regulation on personal data protection is not uniform and is regulated differently in each Member State; therefore, the General Data Protection Regulation provides for the establishment of uniform rules on the protection of personal data that are valid throughout the European Union. At present, the scope of personal data protection is regulated by the Personal Data Protection Law that will become invalid at the moment the Regulation will come in the force. In order to prevent illegal migration, the immigration control officers undertake immigration control and, in accordance with their competence, use the information systems in accordance with the principle of legality and legal grounds. The information systems are used to carry out the processing of the subject's personal data (profiling) in accordance with the safety rules developed by the information system administrator and, if necessary, inform the information system holder about the problems and deficiencies identified.

There is a legal basis for the establishment and operation of each information system used by the officials of the Immigration control structural units:

1. For National Visa Information System – the Immigration Law, the Cabinet Regulations No. 676 "Visa Regulations" of 30 August 2011, the

Cabinet Regulations No. 159 "Local Border Traffic Permit Regulations" of 01 March 2011.

2. For the Invitation Register – the Immigration Law, the Cabinet Regulations No. 564 "Regulations Regarding Residence Permit" of 21 June 2010, the Cabinet Regulations No. 522 "Procedures for Approval of Invitations and Regularisation of Requests" of 21 June 2010.

3. For Register of Returned Foreigners and Entry Bans – the Cabinet Regulations No. 122 "Regulations on the Register of Returned Foreigners and Entry Bans" of 5 March 2013.

4. For the Automated Fingerprint Identification System – Article 3, Paragraph 3 of the Immigration Law.

5. For *EURODAC* – the Cabinet Regulations No. 296"Regarding Information System of Fingerprints of Asylum Seekers" of 17 May 2016.

6. For Register of Asylum Seekers – the European Parliament and of the Council Regulations No. 862/2007 on the Community statistics on migration and international protection; the Asylum Law; the Cabinet Regulations No. 456 "Regulations Regarding the Register of Asylum Seekers " of 12 July 2016.

7. For Register of Residence Permit – the Cabinet Regulations No. 564 "Regulations Regarding Residence Permit " of 21 June 2010.

8. For work permits – the Immigration Law, the Cabinet Regulations No. 55 "Regulations Regarding Employment of Foreigners" of 28 January 2014;

9. For Population Register – the Law on Residents' Register.

10. For Integrated Information System – the Cabinet Regulations No. 429 "Regulations on Information to be Included in the Integrated Internal Information System for the Identification of the Location of a Person, Property or Document or for Identification of a Person or Unrecognized Human Body" of 07 June 2011, and others.

11. For the State Border Guard Electronic Information System (REIS) – Article 3, Paragraph 3 of the Immigration Law, the Cabinet Regulations No. 692 "Amount and Terms of Use of Information to be Included in the State Border Guard Electronic Information System".

12. For the Border Protection Information System (RAIS) – Section 9.1, Paragraph 1 of the Law on the State Border of the Republic of Latvia, the Cabinet Regulations No. 301 "Regulations on the Amount of Information, Storage Periods and Access Rights to be Included in the Border Protection Information System" of 4 June 2013.

Competence of the immigration control units using the information systems

The immigration control in a certain area of responsibility is performed by separate units of the Immigration Control and joint control units – the State Border Guard Territorial Administration unit that ensures border control at a certain border crossing point, as well as control of immigration in the defined area of immigration responsibility (6). This means that immigration control measures are also performed in the units where border checks are carried out. Each territorial administration of the State Border Guard has its own rules of procedure which also define the tasks and structure of the Immigration control units. When analysing the rules of procedure of territorial administrations, it can be concluded that the Immigration control structural units have the following main tasks: to control the observance of the conditions for entry, residence, transit and departure of foreigners, control of employment, inspections of fictitious marriages, detection of violations and detention of offenders in the designated area of responsibility; to carry out identification of foreigners and provision of the relevant expulsion procedures; to draft decisions on the compulsory expulsion of foreigners and their inclusion in the list of entry ban; to issue departure orders, organize and control their execution; to accept submissions from asylum seekers, to carry out initial activities related to the identification of asylum seekers, interviewing and other measures to ensure asylum, to control borderland and border zone (the Immigration control structural units of Vilaka, Ludza, and Daugavpils Boards), conduct tactical risk assessment and measures to prevent illegal migration within the designated area of responsibility; to keep records in administrative violation cases and make decisions in the cases of administrative violations, enter information into the information systems; to cancel and annul visas. The Immigration control structural units located on the internal border of Lithuania or Estonia (the Immigration control units of Daugavpils and Vilaka Boards) carry out additional tasks. The organization of services in the State Border Guard is determined by the internal laws and regulations of the Head of the State Border Guard. The Immigration control structural units organize service in compliance with the requirements of the laws and regulations and orders of the State Border Guard:

- In accordance with the schedule of execution of the official duties of the structural unit's border guards and according to the planned immigration control measures;
- In assignments if it is intended to carry out immigration control in the territory of the country outside the structural unit's placement.

Taking into account the number of officials in the immigration structural units, any official may carry out the assignment type "Senior official of immigration assignment" or remain in the structural unit, therefore the official of the State Border Guard, who performs immigration control, must have the following information systems that are essential in order to fully carry out checking of foreigners, vehicles and documents: IIIS - Profile 5, NVIS, PDP, VMIS subsystems: Residential Register, Invitation Register, Register of Work Permit, Register of Residence Permit, Register of Asylum Seekers, IĀIAR and Case Subsystem, REIS for Testing Mode, RAIS, CSDD. In addition to the designated national information systems, the Head of the relevant Immigration control unit may request the user's rights also to other state information systems if they are necessary for the performance of their official duties of the respective structural unit's border guard.

The information systems are used for the performance of various immigration control measures:

1) visa control - NVIS, Central Visa Information System (hereinafter - CVIS), Invitation Register, Common Migration Information System (hereinafter - CMIS), Invitation Register (hereinafter - IelR);
2) data control of persons crossing the border - REIS "Reports", REIS "e-Mustangs";
3) control of risk persons' border crossing and stay - REIS Report section "The Control System for the Stay of Foreigners";
4) control of the illegal entry and stay of foreigners: IĀIAR, AFIS.
5) asylum seekers - Asylum Seeker Fingerprint Information System (EURODAC), Register of Asylum Seekers
6) personal search verification - IIIS Person Search, REIS "Test Mode", Schengen Information System (hereinafter - SIS), Interpol database (hereinafter Interpol DB);
7) verification of penalties (administrative violations) - IIIS Persons who committed administrative violations (Penal Register), Accounting Categories; Ban control - IIIS (Schengen), IĀIAR (national and Schengen), REIS "Test Mode";
8) control of foreigners and vehicles in immigration assignment (on the road, etc.) - REIS "Test Mode", IIIS, European Vehicle and Driver Information Exchange System (EUCARIS), SIS, Interpol DB, NVIS, CVIS, VMIS, CSDD, IIIS Mobile Application (hereinafter – Mob APP);
9) control of the residence permit of foreigners (with residence permits) - VMIS Register of Residence Permit (hereinafter - UAR), IelR, VMIS Residential Register (hereinafter - IeR), Personal Data Browser (hereinafter - the PDP), RAIS Foreigners Control;

10)   employment control - VMIS Register of Work Permit (DAR), UAR (information on the Right to Employment), NVIS (if a foreigner to whom the visa has been granted receives employment rights), the Company Register Information System (hereinafter URIS), Company Register Information Database (hereinafter - <u>Crediweb</u>);

11) control of documents, their samples, counterfeits, invalid documents - Register of Document Samples, IIIS Register of Invalid Documents (hereinafter - NDR), iFADO;

12) evaluation of minors' rights to cross the border - Information system for the support of minors.

13) search of goods - IIIS Search of Goods;

14) check on information about arms - Arms Register;

15) investigation of criminal offenses - Persons who committed criminal offenses (hereinafter - NNIP), Description of Person (hereinafter - Contingent), Photographic Library, European Vehicle and Driver Information Exchange System (hereinafter referred to as EUCARIS).

It can be concluded that immigration control measures are very diverse and that an immigration control officer must focus on a large number of different information systems.

Importance of information systems in immigration placement planning

Taking into account the importance of immigration control as a compensatory measure, the activities of the State Border Guard within the Schengen area focus on preventive measures to detect and prevent illegal immigration. The immigration control measures also hinder organized crime activities, thus strengthening domestic security. The understanding and support of the public, state and local government institutions as well as non-governmental organizations should be further developed by the State Border Guard under the control of immigration. By improving the efficiency of immigration control, the State Border Guard needs to improve the use of the European Union-level and national information systems for immigration control activities within the country (10).

In order to ensure the effectiveness of immigration control, it is important to decide on the need for the type of control concerned (control in the information systems or immigration assignment) and make appropriate action planning, based on the information about the alleged violation (the information system or other information). Through the use of the information systems, the control of foreigners (the fact of a foreigner's departure/arrival, the validity of a document, the fulfilment of residence

conditions, etc.) shall be carried out, the analyse the results should be made and a decision on the improvement of control should be made.

In Latvia, the laws and regulations regulate immigration control after the arrival of a foreigner in Latvia. It must be admitted that it is not always possible to obtain complete information about the alleged offense of a foreigner in the information systems. The information systems can also provide information before entering (for example, an invitation, visa), but it does not guarantee that a foreigner will entry. The table shows the most important information about available information in the information systems before/after the entry of a foreigner, so that officials of the immigration control departments can purposefully plan assignments.

Table 1. Information available in the information systems before/after the entry of a foreigner in Latvia
(Compiled by the authors)

No.	Type of information	Information available in the information systems before the entry of a foreigner in Latvia					Information available in the information systems after the entry of a foreigner in Latvia						
		NVIS	CVIS	IelR	DAR	REIS**	NVIS	CVIS	IelR	DAR	REIS	UAR	IeR
		1	2	3	4	5	6	7	8	9	10	11	12
1.	Data on a foreigner (name, surname, nationality, date of birth, gender)	X	X	X	X	X	X	X	X	X	X	X	X
2.	Place of birth	X	X	X	X		X	X	X	X		X	X
3.	Personal code (if assigned)				X	X					X	X	X
4.	Information on marital status, marriage, children under the age of 18, father and mother, death of a person (data on the person who received the residence permit)												X
5.	Address	X	X	X			X	X	X				X
6.	Photography	X	X	X*			X	X	X			X	X
7.	E-mail address											X	
8.	Travel document of a foreigner (type; number; issuing country; date of issue; period of validity)	X	X			X	X	X			X	X	X
9.	Visa applications and visas issued, refused, extended, annulled and cancelled	X	X				X	X					
10.	Information on the application (No., status, institution where submitted)	X	X				X	X					
11.	Purpose of the foreigner's entry and stay		X	X		X	X	X	X		X		

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		X										
12.	Place of residence foreseen by a foreigner	X	X	X		X	X	X	X		X	
13.	About the decision made	X	X				X	X				
14.	Information on the visa (status, No., category, type, duration of stay, validity period, territorial validity, notes (employment), etc.	X	X			X	X	X			X	
15.	Estimated duration of stay		X					X				
16.	Estimated arrival and departure date		X					X				
17.	Planned first entry border or transit route		X					X				
18.	Current occupation and employer; for students and pupils: the name of the education institution		X					X				
19.	Fingerprints		X					X				
20.	Details of the person issuing the invitation:		X	X				X	X			
21.	Name, surname, address or business name, address, contact person		X	X				X	X			
22.	Personal code/reg. No.; nationality, occupation, phone number; e-mail address (if any)			X				X	X			
23.	Invitation's reg. No., details of the decision, status			X					X			
24.	Type, duration, country of residence permit, registration certificate or permanent residence certificate			X		X			X		X	X	X
25.	Reason for stay; number; date of issue; duration of the rights of residence; expiry date of the document certifying the rights of residence; annulations' date and reason; format; registration deadline; decision and date of its adoption											X	X
26.	Type of employment; profession or position; field; amount of wages per month; number of working hours per week; place of work; education				X					X		
27.	About the employer - the employer's name and registration number or the employer's name (s), surname and personal code				X					X		
28.	Employment agency, date				X					X		X	
29.	Data on the State border crossing location; date; time; direction (entering or leaving)					X				X		

* Only for visas
** Only data from previous border crossing times

SWOT analysis of the information systems

In order to evaluate the information systems, the most important Latvian information systems used for immigration control are selected. Performing the SWOT analysis of the information systems, one can

conclude that the main problems in using the information systems are the following:

1. In the IIS Subsystems of the Information Centre of the Ministry of the Interior:
   1.1. Persons who committed administrative violations (Penal Register):
      1.1.1. Inaccurate data about a person;
      1.1.2. Insufficient use of a percentage mark in the search criteria of a person (foreigner) that contributes to obtaining inaccurate data, and hence an entry;
      1.1.3. Unsuitability of search criteria for foreigners' search (there is no possibility to "Search the name in the surname's field and vice versa" and "Search also similar names").
   1.2. AFIS, EURODAC – difficulties in taking a photo because many criteria (centring, contrast, exposure, face recognition, texture, resolution) should be taken into account.
2. In the OCMA information systems (NVIS, CVIS, PDP, VMIS):
   2.1. Inaccurate data about a person;
   2.2. No Classification "Address Book" (NVIS, CVIS) for the exact presentation of the place of residence;
   2.3. Insufficient information for quality control of foreigners;
   2.4. Inadequate search criteria for control of foreigners (PDP).
3. In the SBG information systems (REIS, RAIS):
   3.1. Inaccurate data about a person;
   3.2. Insufficient data synchronization, technical failure;
   3.3. No classification "Address Book" for the exact presentation of the place of residence;
   3.4. Incomplete information on cancelled residence rights, validity of residence permits, cancelled work permits (not specified precise name of an employer) (IeR).

In order to detect an offense by the officials of the immigration control structural units, it is necessary to obtain and verify information in various information systems. Each information system requires appropriate access (Internet address, user name, password). Connecting to each information system takes time. It would be useful to continue the merger of the state information systems, as stipulated in Article 6 (1) of the State Information Systems Law (Operating Principles of the State Information Systems) "Merging State Information Systems into an Integrated State Information System" as IIS, MobApp, REIS "Test Mode", VMIS, providing one user name and password for the necessary information systems or, for example, inserting a chip into a service card that would replace the existence of many passwords, improve the control of

immigration and provide more effective protection of information in the information systems.

The Concept of Integrated Management of the State Border of the Republic of Latvia for 2013-2018 discusses one of the challenges for integrated management of the State border of the Republic of Latvia: to achieve higher interoperability of the information systems and better management of information institutions. It must be admitted that this aspect is very important in improving the performance of the information systems. The information systems and their management should ensure the functioning of Integrated Border Management in an ever-increasing degree. Promoting the functionality of the information systems means the need to consider in a timely manner their common architecture, protection and non-interference with law-protected privacy at the same time. In order to improve the effectiveness of immigration control, the State Border Guard needs to improve the use of EU-level and national information systems for immigration control measures within the country. It is emphasized in the European Union's Internal Security Strategy, endorsed by the European Council on 25 March 2010 that, as with the fight against illegal immigration, the integrated border management also has a vital role in maintaining security and its mechanisms must be strengthened (7).

Conclusions and suggestions

The State information system is a structured set of information technologies and databases that provide the initiation, creation, compilation, accumulation, processing, use and destruction of information necessary for the performance of the state functions. The hypothesis of the research is confirmed. Theoretical and practical research of the information systems used in Immigration control structural units clearly show that, in order to increase the effectiveness of immigration control, the information systems require definite improvements.

The main problems in the use of the information systems that affect the effectiveness of immigration control are the following: there is no classification "Address Book" for the exact address of the person's place of residence in some systems; Register of Residence Permit and Register of Work Permit do not have a search criterion for residence permits/work permits issued in the region's territory; there are cases in REIS TSCS where an inaccurate or non-existent address is indicated at the time of crossing the border by a person in the risk group; REIS section "Reports" - insufficient data synchronization, technical failures; RAIS Foreigners Control - incomplete information on the cancellation of residence rights and validity of residence permits, on cancelled work permits (the exact name of

an employer is not specified); Persons who committed administrative violations (Penal Register) - the search criteria do not have the option "Search the name also in the surname's field and vice versa" and "Search for similar names".

During the research, the legal and practical aspects in the use of the information systems were clarified. Based on the aim and tasks set out for the research, the author brings forward several possible solutions and suggestions on ways how to improve the information systems used by Immigration control structural units.

In order to enhance the efficiency of immigration control and ensure the inclusion of an accurate foreigner's residence address in information systems, the State Border Guard must submit proposals to OCMA to amend the Cabinet Regulations No. 676 "Visa Regulations" of 30 August 2011, the Cabinet Regulations No. 552"Procedures for the Approval of Invitations and Drawing up of Written Requests" of 21 June 2010, and to the State Border Guard to ensure that in REIS in "the Risk Persons Questionnaire" the classification "Risk persons declared residence area/region at the time of border crossing" has to be added the list/catalogue of addresses.

In order to improve the control of foreigners having residence and work permits The State Border Guard must inform the OCMA about the gathering of incomplete information from the Population Register regarding the annulled rights of residence, residence permits` validity period, annulled work permits (indicating the exact name of the employer).

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POLICE INTERACTION WITH MUSLIMS – LEGAL AND PRACTICAL ASPECTS

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Abstract. *Due to the geopolitical changes in the world, police officers have to understand culture and religion of Muslims which will promote a more secure environment and self-confidence about the legal and practical aspects of interaction with Muslims in Latvia. However, the most police officers have insufficient knowledge of Islam regarding law enforcement in dealing with Muslims. Muslims, who have arrived in the last decade, have had a negative experience with police in their country of origin, so, in some cases, immigrants may be afraid of police officers and refuse to cooperate with them.*

Keywords: *Islam, Muslims, human rights, police, crimes.*

Introduction

The first decade of the 21st century is characterized by the concept of "globalization". Humanity has never experienced such a great diversity of cultures in the history of the world and at the same time such a strong awareness that we all share a single world. As a result of globalization, the world has faced the worst consequences of this inevitable process, that is, terrorism. Terrorism, considered ten years ago as a problem for individual countries or regions, has become an extremely serious threat to international security and has become one of the main objectives of international politics. Terrorism, often described as the whole war against everybody, is most often associated with representatives of Islamic believers. Islamic fundamentalists, jihad, or war against nonbelievers, and the countless names of radical Islamic groups are routinely mentioned in the media, even the concept of "Islamophobia" which denotes the fear of Islam and Islamic believers, has emerged.

The aim of the article is to characterize police interactions with Muslims by exploring the legal and practical goals.

Tasks of the article:

1) to find out the peculiarities of communication with Muslims;

2) to describe the regulatory framework;

3) to identify key issues and offer solutions to these problems.

Methods used: descriptive, comparative, and analytical.

In the context of increased tensions caused by the terrorist threat in the EU, the national courts tried to determine when it was acceptable to ban the wearing of certain types of clothing. These cases revealed that the introduction of such prohibitions would risk disproportionately affecting and discriminating against Muslim women who choose to wear certain clothing as a manifestation of their religious affiliation or belief. When considering the possibility of introducing such prohibitions, the fundamental rights and the principle of proportionality must be respected from the outset.

Each country, in the course of its historical development, develops its own cultural environment, customs and community-based behavioural norms in the public space. There is a pronounced influence of Christianity in Latvia that does not cover the face, as well as folklore, beliefs and life-stories do not cover faces in the entire person's everyday life. By covering the face, some of the information received in the communication disappears, thus communication between the members of the society may deteriorate and the integration of immigrants in the Latvian society will not be facilitated. A person whose face is completely covered up can be perceived as having something to hide, i.e., can be perceived as a threat because it hides its identity from the public. At the meeting of August 22, 2017, the Cabinet of Ministers supported the further progress of the draft law "The Restrictions of Face Covering up" in the Parliament (Saeima) (1). Latvia is not the first country in which it intends to introduce a restriction on face covering in public places. The ban on wearing face clothing at the national level has been introduced in France, Belgium, Bulgaria, Egypt, the Netherlands, as well as in separate regions of Switzerland, Spain and Italy (Lombardy, Barcelona, and Novara) (8). Currently, several countries in Europe are considering introducing such a restriction.

In assessing the prohibition on the admissibility of the restriction of human rights, its compliance with the norms of the Constitution (Satversme) of the Republic of Latvia and generally accepted human rights norms, including the European Convention for the Protection of Human Rights and Fundamental Freedoms, must be assessed, taking into account the case-law of the European Court of Human Rights. From the point of view of human rights, the constraint of the draft law, the most violates the right of Islamic women to freedom of religion. Face covering (niqab or burka) is by its very nature a religious symbol, and its wearing is foreseen in the dogmas of the religion. Such clothing indicates the woman's religious beliefs and affiliation with the religion which is a part of a set of traditions and ceremonies.

Article 99 of the Constitution provides that everyone has the right to freedom of thought, conscience, and religion. However, the right to religious freedom is not absolute and may be restricted (1).

Article 116 of the Constitution provides for the possibility of restricting the expression of religious beliefs in order to protect the rights of other people, the democratic state system, public security, prosperity and morals. "The Constitution does not provide an explanation for the notion of "expression of religious beliefs ", while Article 9 of the Human Rights Convention and Section 18 of the Covenant (2) state that the expression of religious beliefs includes the pursuit of cults, the fulfilment of religious and ritual ceremonies and the preaching of dogmas." (4)

Taking into account Article 116 of the Constitution, wearing of a religious symbol - burka or niqab - in public places may be limited based on the grounds set out in the article and in compliance with the principle of proportionality.

The mentioned laws directly or indirectly lay down conditions that prevent face covering up. The fulfilment of the conditions is guaranteed by the influence of the punishment imposed by the law, as well as the influence of the person's interest (that is, without fulfilling the relevant requirement, a person cannot expect the desired consequences), or, because of the extreme necessity, guaranteeing the relevant conditions can be achieved by power, for example, law "On Police " Section 13, Paragraph one, Clause 6 grants police officers the power to use force to stop intentionally wrongful resistance to their lawful requests.

The Ministry of Foreign Affairs (hereinafter - the MFA) has raised objections to the draft law of the Ministry of Justice (MoJ) which stipulates limitation of face covering. The MFA sees the annotation of the draft law "The Restrictions of Face Covering up" not provided with an explanation as to why no more lenient restriction has been chosen. Therefore, the MFA states that the absence of such an assessment in the annotation raises serious doubts as to whether the three-level proportionality test set out in the case-law of the European Court of Human Rights (ECtHR) has been taken into account in the drafting of the law. Similarly, in the text of the annotation for similar restrictions elsewhere in the world, MFA asks the MoJ to clarify that a ban on a narrower scope has been introduced in Bulgaria, Egypt and the Netherlands, namely the prohibition on wearing face-covering in the state institutions. In Estonia, it is not a matter of discussing the introduction of clothing that covers the full face, but the prohibition of narrower scope.

At the same time, according to the MFA, no convincing consideration has been given as to why the objectives of the draft law cannot be achieved

with narrower scope restrictions, such as the prohibition of wearing face-covering in the state and municipal institutions.

The Ministry of the Interior (hereinafter – the MoI) also objected, in its opinion it is necessary to supplement the regulation included in the draft law with new legal provisions on extending the scope of the limitation of the covering to places other than public places.

According to the MoI, it is necessary to broaden the scope of the legislation envisaged in the draft law, providing in the draft law a specific prohibition on the person to cover her face also when placed in the institutions restricting freedom of movement of different persons, including in the draft law a direct reference to the fact that such a prohibition should be included in other relevant field regulatory enactments.

In 2016, Latvia like other European countries sheltered asylum seekers from Asian and African countries. The roots of contemporary Islamic terrorism are sought out in Islamic history. The Holy War – Jihad is the duty of every Muslim.

In order to understand the essence of Jihad, it must be known that in the teachings of Islam there is the so-called House of Peace, or Dar al-Islam (the Muslim world), governed by divine laws, and the House of War or Dar al-harb (the rest of the world) where human laws rule. The mission of the Muslims is to implement jihad, until the whole world becomes Dar al-Islam. True peace will only be achieved when the Islamic Caliphate world will rule over the World. Thus, at present, Dar al-Islam (Islam) is in constant war with dar al-harb (the rest of the world). The aim of this fight is to slowly conquer the dar al-harb area and introduce Sharia law there. Therefore, it is in vain to hope for a peaceful coexistence of Islam with the Western world – the Qur'an forwards the jihad to the ultimate victory of Islam. (10)

In this context, the security authorities should take a serious look at the findings made publicly by Ahmed Robert Klimovich and Hamza Janis Lucins, the leaders of the Islamic Cultural Centre. Although they represent the part of the Muslims who do not terrorize and in isolation distort themselves from the ideology of radicals, the talk of the new Medina (transliterated as the Enlightened City), Caliphate and Latvia as Muslim land raises a legitimate concern that they are not only naive believers' fantasies, but rather concrete the goals that these Islamic converts would gladly see fit. It is not for nothing that the European security services believe that among the Muslims who have adopted Islam, extremism is even greater than among secularized, formal Muslims. Currently, most of Latvia's Muslims come from the former USSR – Tatarstan, Bashkortostan, Azerbaijan. Their religious understanding is peaceful – Islam is more of an honourable tradition for ancestors. These Muslims do not pose a threat to

society. The radical Muslims from North Africa, Afghanistan and the Middle East are completely different.

Islamic religion states that the believer has a duty to obey the law, so people should cooperate with police officers. Police officers need knowledge and understanding of Muslim traditions and lifestyle to use them when there is violence in the family.

The European Code of Police Ethics states that the general principles of action of the police officer in dealing with foreigners, incl. Muslims are to appreciate the situation, be responsive, fair, ready to use communication, and leadership skills. Be able to understand the social, cultural and social issues of society, to fulfil their tasks in a fair manner, based on the principles of impartiality and non-discrimination; respect for the fundamental rights of everyone to freedom, i.e. belief, conscience, religion, etc. act honestly and with respect for the community, especially against persons from vulnerable groups.

State Police Internal Regulations No. 36 "The Code of Ethics of the State Police" of September 19, 2014 stipulates that an official of the State Police (an employee), while performing their service (official) duties, ensures respect for the human rights of each person regardless of their nationality, race, gender, language, religion, sexual orientation, political or any other belief, age, education and social status. (6)

The third part of Section 3 of the Law on the Procedures for Holding the Detained Persons stipulates that the detained person must be introduced in the language which they understand (if necessary by inviting an interpreter), with the internal procedure of the Temporary Detention Place (hereinafter – TDP) and the list of permitted items in the cell.

A person shall be detained and placed in the TDP in accordance with the following statutory regulations and within the following time limits:

In accordance with the procedures specified in the Criminal Procedure Law (hereinafter – CPL) for a commitment of a criminal offense for a period of up to 48 hours.

In accordance with the procedure established by the Latvian Administrative Violations Code (hereinafter – LAVC):
- administrative detainees for up to four hours;
- administratively arrested persons from 24 hours to 15 days and nights.

The person arrested and convicted in accordance with the procedure set out in the Law on the Procedures for Holding the Detained Persons (hereinafter - LPHDP) for performing procedural actions.

In accordance with the procedure prescribed by the Immigration Law, the State Police may detain persons for a maximum of three hours, and the State Border Guard for a maximum of 10 days and nights. To detain a

foreigner for more than 10 days and nights an official of the State Border Guard has the right only with the decision of the judge of the district (city) court (according to the actual place of the arrested third-country national).

Persons who are detained in accordance with the procedure provided for in the Immigration Law shall be accommodated separately from persons detained, arrested and convicted in a criminal procedure. (Article 4 part 5.1 of the LPHDP)

The persons (aliens) must additionally be provided with support and information in order to understand why they are being placed in TDP and decisions that are appropriate to the situation are taken.

To inform the person (alien) about their rights and to ascertain whether to inform the embassy or consulate about the location of the person (the alien) and the grounds for detention. (7)

TDP staff should do not speak offensively or roughly, offend the honour and dignity of a person, be arrogant, should be tolerant of other opinions and beliefs (Paragraph 9 of the State Police Internal Regulations No. 36 "State Police Ethics Code" of 19 September 2014).

In the context of the needs of Muslim culture or religion, to fulfil, as far as possible, reasonable requests for persons, to provide the requisite information with prayers, and to explain if religious needs cannot be realized because of the security requirements, resources or the investigation process. (7)

The TDP officer should provide the person (female) with the opportunity to meet immediately with a female TDP employee or another employee of the State Police Department who is responsible for controlling the living conditions in the TDP.

The TDP officer should observe welfare issues, especially for single mothers and foreigners (females). Realize and understand the potential negative consequences that a person (female) may have in the case of separation from a child, in particular, differentiating from the infant and other conditions. (7)

Temporary detention place may be visited by representatives of the diplomatic or consular mission.

Those foreigners, who are detained, arrested or convicted in a place of temporary detention according to the procedures of criminal proceedings, shall have the right to privately meet, without any restrictions, a representative of their diplomatic or consular mission. A representative of a diplomatic mission or consular post regarding the visit of a temporary detention place shall inform the relevant police department in advance. (3)

No correspondence with the correspondent of a person – a detained foreign citizen with his diplomatic or consular representation who is authorized to represent his or her interests – is not subject to control

(Section 15, Paragraph three of the Law on the Procedures for Holding under Arrest).

If there is violence in the family, the small children should not be separated from the family. The responsible person of the family (male) will talk to a police officer (male). Speaking with children should be in the presence of parents. When comforting a Muslim woman, do not touch her, do it verbally. If there is a language barrier, it is necessary to act in accordance with the procedure laid down in the regulatory enactments regarding the appointment of an interpreter to interview a suspect, victim or witness.

If the police officer will consult with Imam, he will work together and give explanations in answering questions about the reasons why violence in a particular family has occurred. This way you can avoid having problems separating family.

It should be made clear that violent customs are not supported by the authorities, but, given their place in society, they are being practised. This is not typical in Latvia. Generally, by doing so, individuals can integrate into society. While rejecting the customs, they are excluded from the society. Thus, the individual protecting his fundamental rights is punished not by the state but by the public.

An example is female genital mutilation (FGM): statistics show that in the world on average, 100 to 140 million women and girls are circumcised (9). This activity is most often banned in the country, but citizens ignore the ban and continue to use this cruel custom.

Conclusions and suggestions

Understanding the concept and content of Sharia law plays an important role in the interpretation and application of international human rights instruments in Muslim countries. The explanation of the Sharia concept in sources results in a wide discrepancy which has not been highlighted by the elements of a particular concept, but a fundamental understanding of it.

Typically, most Muslim countries have added stipulations to articles regulating female status, religious freedom and criminal justice by joining internationally recognized human rights instruments.

Sharia states that a full-fledged right holder is only Muslim, and therefore police officers must know Sharia law in dealing with Muslims.

It is necessary from the public authorities and religious leaders to explain society the incompatibility of these customs with Islamic and secular norms. Society needs to promote the common goal of Islam and human rights.

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PRINCIPLES OF LEGAL RIGHTS IN OPERATIONAL POWERS OF THE STATE BORDER GUARD

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Abstract. *The current Border Guard Law which came into force in 1998, from jurisdictional perspective and in terms of content, is out-dated since it only reflects some of the legal principles the State Border Guard as a national regulatory authority must apply in its activities. The novelty of the article is that the author proposes the development of the Border Guard Law in a new version which would include specific principles of the Border Guard, in close conjunction with the authority's powers, rights and responsibilities.*

The aim of the study is to develop and propose a number of special Border Guard operational principles to be included into the regulatory framework of the Border Guard. The research tasks are to investigate the current normative regulations, legal practices, the conclusions of Latvian and foreign law researchers by using analytical, historical and comparative methods.

The principles of the law are reflected in many regulatory enactments and they must be observed and applied to each state administration institution, including the State Border Guard, and their repetition is not required by the special laws binding on the State Border Guard. The application of the principles of law is closely related to the fulfilment of the tasks, rights and obligations assigned to the State Border Guard, therefore the author seeks to investigate their development in historical dynamics.

The main achievement of the research is that the author has tried to define the main special principles of the State Border Guard.

Keywords: *Border Guard Law, legal principles, regulatory framework, powers, state administration institution.*

Introduction

The principles of the State Border Guard's activities, powers, rights and responsibilities and other competences are determined by the Border Guard Law that has been in force for more than 20 years. During this period Latvia has joined the European Union and the Schengen area. The normative basis of border guards' activities has developed considerably and has changed dramatically. The Border Guard Law sets out only a few principles of law which in its current wording cannot meet the high requirements arising from the international, European Union and Latvian regulatory enactments. The topicality of the research arises from the necessity to establish such (perhaps special) principles of operation of the State Border Guard that would be in line with the implementation of the powers, rights, and responsibilities established by the State Border Guard, both in national and international aspects.

The research period mainly covers the period from 2004, when Latvia joined the European Union and undertook the application of European Union legislation in Latvia.

The following methods were used during the research:

1) historical method – studying the development of the regulatory framework in the historical context, within the framework of the evolution of the European Union and the national regulatory framework;

2) analytical method – analysing the international, European Union, Schengen and national regulatory enactments, legal practices, knowledge of Latvian and foreign law scholars;

3) comparative method – comparing different national laws, as well as relevant European Union and international regulatory framework.

The purpose and tasks of the research are to study the current normative regulation, legal practices, the findings and conclusions of Latvian and foreign law scholars in the aspect of the principles and powers of the State Border Guard, to develop and provide suggestions for the improvement of the current Law on Border Guard or developing a new version of law including several special principles of Border Guard's operations.

Hypothesis: the current Border Guard Law does not comply with modern requirements and does not contribute to the efficiency of the State Border Guard. A new Border Guard law that would harmoniously be included in the legal basis for the State Border Guard has to be adopted.

The evolution and relation of the State Border Guard's operation principles and powers

By April 24, 2014, there had been 19 amendments to the Border Guard Law made. From 1999 to 2004, the amendments to the law were made regarding the Border Guard cooperation with other institutions, including the Border Guard tasks, the Border Guard resources for carrying out tasks at the sea, the use of physical force, special means and service dogs, use of firearms, border guards' assistants, and border guards' rights to accommodation and prohibitions to border guards.

In amendments of April 22, 2004, in relation to the accession of Latvia to the EU, in Article 4 *Cooperation of the Border Guard with Other Institutions,* the scope of cooperation issues related to the control of compliance with the rules of entry, residence, departure and transit of aliens and stateless persons, and the cooperation with other state and municipal institutions, merchants and international organizations, unions or communities was expanded (Border Guard Law, 1997). Thus, the

principle of the unity of the operation system of the structural units of the State Border Guard which is impossible without close cooperation within the State Border Guard, as well as the principle of national and international cooperation and non-interference in the internal affairs of neighbouring countries were emphasized.

During the period from September 20, 2001 to May 16, 2005, amendments to the law supplemented the rights of border guards with the right to guard, escort, and hold under guarding detained persons; the right to be present on the technical means of the National Armed Forces, watercraft and aircraft; rights related to the control of compliance with the regulations on entry, residence, exit and transit of aliens and stateless persons and prevention of violations; the right to operate outside the border area, border control and border crossing points. The implementation of such competences is not possible without the principle of non-discrimination and the principle of justice, the promotion and observance of human rights and fundamental rights principle (Kēnigs, 2010), and respect for the principle of humanity.

The amendments of May 16, 2005 clarified and expanded the definition and functions of the Border Guard to ensure the inviolability of the State Border and the prevention of illegal migration which have been preserved in this version until now. Thus, the principles that are essential for national sovereignty, which derive from the international law, were emphasized: the principle of the inviolability of the state border, national sovereignty, territorial inviolability and integrity principle.

By the amendments of May 16, 2005, in Article 6.[1], a border guard is defined as an official of specialised civil service. However, as of 2001 this definition is excluded from the law (Border Guard Law, 1997). By the fifth part of Article 15, in the exceptional case, if a person cannot comply with the state border crossing regulations, but the identity of this person has been clarified, the Border Guard chief had acquired the right to authorize the said person to cross the state border if he/she complies with the international law, interests of the State of Latvia or is related with force majeure or humanitarian considerations. Such amendments has highlighted the principle of promoting and respecting human rights and fundamental freedoms, the principles of humanity (Kēnigs, 2010), good faith and goodwill (*pacta sunt servanda*) principle (Bojārs, 2004).

Further amendments were introduced on November 10 supplementing Chapter I, Article 5.[1] of the Border Guard Law – „Participation of border guards in international missions and operations", where the legal basis for the participation of border guards in international missions and operations was determined, the decision on the sending and sending of the order, as well as the conditions for the participation of

border guards in these missions and operations were determined (Border Guard Law, 1997).

The amendments of year 2005 supplemented the tasks of the border guard to control compliance with the rules on entry, residence, departure and transit of aliens and stateless persons in the territory of Latvia, to carry out pre-trial investigations within the scope of their competence. To bring the Law on Border Guards closer to the requirements of the European Union and the Schengen acquis respectively, amendments to the *Saeima* (Parliament) were submitted on 4 July 2007 which clarified the terminology by replacing the terms *alien* and *stateless person* with the term *foreigner* as defined in Immigration Law since 2002. Section 17 on the use of physical force, special means, and use of service dogs in accordance with the requirements of the EU and the Schengen acquis (Anderson et. al., 2002), the officials of the State Border Guard have the expanded right to use special means and use service dogs to restrain detainees if they do not obey or resist border guards during the escorting procedures, accommodation and removal procedures or there is reason to believe that they can escape or harm others or themselves. The rights of border guards in the area of combating illegal immigration and controlling the residence of foreigners (Border Guard Law, 1997) have significantly improved. The mentioned amendments emphasized the necessity of the principle of international cooperation and the professionalism of the State Border Guard, and the need for efficiency and unity.

With the amendments to the Border Guard Law of April 28, 2014, the Border Guard Law abolished the prohibition on border guards to unite in trade unions (Border Guard Law, 1997). Although border guards are forbidden to participate in political parties and movements, the defence of border guards' rights can be implemented in public organizations as trade unions by observing border guard's choice of free will. Thus, the principle of the independence of political parties and public organizations can be implemented.

With the amendments to Border Guard Law of November 13, 2008, the number of mandates (tasks, rights and obligations) stipulated in the Border Guard Law on has increased from 29 to 60 (Gaveika, 2011) since 1999 which indicates a sharp increase in the competence of the State Border Guard and the importance of the regulatory framework in the operation of the institution. Article 15 of the Border Guard Law "*Border Guards' Rights*" defines not less than 27 rights, in Article 15 (Gaveika, 2010). "*Rights of Border Guards to place detainees in a temporary custody room*" - eight rights. The use of the word *right* in the aforementioned articles of the law does not confer sufficient legal force on many legal norms, because the word *right* in this case gives a certain freedom of choice to perform or not

to perform certain activities. For example, a number of rights in terms of content and meaning are mandatory and should be defined as obligations in the law.

Furthermore, the general duties of officials of the institutions of the Ministry of the Interior system are set out in the Law On the Career Course of Service of Officials with Special Service Ranks Working in Institutions of the System of the Ministry of the Interior and the Prisons Administration (hereinafter – the Law On the Career Course) which, in essence, partly repeats the obligations set out in the special laws of the Ministry of the Interior. For example, Section 14, Paragraph 2 of the Border Guard Law actually reproduces the norms of Section 6, Paragraphs 1 and 2 of the Law On the Career Course; Section 14, Paragraph 3 of the Border Guard Law repeats the norm of Section 6, first and second paragraphs of the Law On the Career Course, and the Fire Safety and Fire-fighting Law (Fire Safety and Fire-fighting Law, 2002) Article 37 all four duties of officials actually duplicate the general duties (Law on officials of the Ministry of the Interior System and the Prison Administration, with special service levels, pay monthly salaries and special allowances, 2006)   of the officials specified in Section 6, Paragraphs 1, 2, 3, 4 and 6 of the Law On the Career Course. The analysis of the aforementioned normative acts shows the necessity to systematically arrange the general obligations of law enforcement officers on the basis of the UN Convention on the Rights of the Child of 1979. December 17 Resolution No.34 / 169 "Code of Conduct for Law Enforcement Officials" (Code of Conduct for Law Enforcement Officials, 1979), Declaration on Police (Declaration on the Police, 1979), Committee of Ministers of the Council of Europe, 1982. Notes of June 3 on Resolution 690 "Declaration on the Police" and September 19, 2001, Recommendation 10 on the European Police Code of Ethics (Indrikovs, 2007). The significant extension of the powers of the State Border Guard officials and the requirements of the abovementioned international regulatory enactments to the officials of internal affairs authorities determined the necessity of the State Border Guard units' systems (Matvejevs, 2005) operations efficiency, unity, co-operation, transparency (Matvejevs, 2006) of activities and public assistance (Gabor, 2010).

Principles of law in the regulatory framework of activity of the State Border Guard

In addition to the functions, tasks, competences, and powers of the institution and officials, the Border Guard Law determines the institution's operating principles:

1) The operation of the border guard is organized in accordance with legality, humanity, human rights, openness, unity and on the basis of citizens' assistance;

2) the Border Guard protects the rights and legitimate interests of persons irrespective of their nationality, social, property and other status, race and nationality, gender and age, education and language, attitude to religion, political and other beliefs;

3) border guard ensures that the rights of persons to move from one country to another country are respected;

4) the Border Guard enables the detained persons to exercise their rights to legal protection (Border Guard Law, 1997).

Analysing the content of these principles, one can conclude that out of the 11 general principles (Law on Administrative process, 2001) of law established by the Administrative Procedure Law, only four principles are similar or directly laid down in the Law on Border Guard: the principle of respect for the rights of individuals, the principle of equality, the principle of the rule of law and law disclaimer principle. Moreover, unlike the Border Guard Law and other regulatory enactments in which the legal principles are only named, the Law on Administrative Procedure defines the essence and purpose of the legal principles.

Consequently, it is doubtful whether the Law on Border Guard is to duplicate the principles of law established in the Administrative Procedure Law which, in addition, partly overlap with the principles of state administration (State Administration structure law, 2002) established by the Law on State Administration, partly repeats itself also in the draft of Law on Administrative Violations process (principle of equality, principle of legality, principle of innocence, principle of procedural justice) (Letter of Ministry of Justice of Latvia, 2012).

It is also necessary to agree with the opinion of Prof. V. Eglitis that the beginning stage of understanding and exploration of the principles of rights has passed, the criteria for the application of the principles must be developed and a hierarchical system of principles must be developed, in which there would be a horizontal and vertical structure. If the system is based on the formal activity of the legislator, then it is possible to distinguish between the principles included in the law and the principles not included in the law (Eglītis, 2002).

From the author's point of view, auditing the essential part of the rights of law enforcement authorities by defining them as obligations follows also from professor K. Dislers believes that the post is not only lawful, but also duties: what an official has the right to do within the limits of his competence in the exercise of his service rights, this very often he needs to do as his official duty (Dišlers, 2002). Moreover, the application of

the legal principles in the activities of officials is mandatory (Letter from the Ministry of the Interior, 2012), which also defines the imperative nature of a number of currently defined rights and the need to define rights as obligations because "public law of a democratic state overcomes the principles of ensuring public protection against the state (in particular human rights), public control over the state, in particular the principle of priority of the law, the principle of lar disclaimer, the principle of separation of powers, including the control of judicial power over executive power and the rationality and efficiency of state activity (special internal organization principles)" (Briede, 2003). In addition, performance of service duties and responsibilities is emphasized in the Law on Remuneration of Officials and Employees of State and Local Government Institutions and on the basis of this law was developed the Law on officials of the Ministry of the Interior System and the Prison Administration, with special service levels, pay monthly salaries and special allowances.

Taking into account the analogy with customs law which contains 8 special customs law principles (Gulbis, 2007) and the specifics of the competence of the State Border Guard in applying international and European regulations (HUDOC, 2011), as well as the necessity of the legal competence of officials in applying the principles of law and public administration, some general and several special legal principles should be emphasized which should be included in the new Border Guard Law.

Conclusions and suggestions

The author believes that the hypothesis that the current Border Guard Law does not comply with modern requirements and does not promote the efficiency of the State Border Guard has been approved. A new Border Guard Law is required to be adopted that would harmoniously be included in the legal basis of State Border Guard activities. The new Border Guard Law does not need to repeat those principles of law that are binding on any state administration institution, any law enforcement authority and are already determined both in national and international regulatory enactments. However, having in mind the specifics of the State Border Guard's activities both nationally and internationally, in order to ensure the systemic exercising of the powers, rights and obligations of the State Border Guard, the author proposes to develop a new Border Guard Law and include the following principles of law:

General principles of public administration:
- the principle of non-discrimination and fairness;
- the principle of promotion and respect of human rights and fundamental freedoms;

- the principle of humanism.

Special principles of governance (specific only to the State Border Guard) arising from the principles of international law, including the application of the Schengen acquis and the experience operation of principles of border control institutions in other countries:
- the principle of the inviolability of the state border;
- the principle of national sovereignty, territorial integrity and inviolability;
- the principle of peace preservation, peaceful coexistence and peaceful settlement of border incidents;
- the principle of equality of the neighbours, respect for the right of self-determination and equality of nations;
- the principle of international cooperation and non-interference in the internal affairs of neighbouring countries;
- the principle of good faith and goodwill (*pacta sunt servanda*);
- the principle of the independence from political parties and public organizations;
- the principle of the unity of the operation of the structural units of the State Border Guard;
- the principle of centralized autocracy;
- the principle of openness of the State Border Guard and public assistance;
- the principle of rational use and efficiency of the methods and resources of the State Border Guard.

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IMPACT OF TERRORISM ON CIVIC SOCIETY: EUROPEAN UNION'S CASE STUDY

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Abstract. *Only countries possess effective tools – instruments of politics – that can counteract impact of terrorism on European Union's civic society. The aim of the study is to develop patterns of thinking and cognition of reality in context of an individual assessment and collective action with violence as a source of change. Analysis indicated in the article show that the ease of radicalization combined with the view of reality forms the basis of the described phenomenon, giving it a specific, individual character in each European Union's country. The outcome and as well as the outline of this study can be foundation for future studies on security policy of every individual European Union state, connected with other under the umbrella of European Commission and other common structures. An open question is, In which direction is the phenomenon of international terrorism in European Union's states evolving and what does it encompass while changing the character of social reality? The clearly drawn criteria of change allows to present a selective approach. They show the complexity of problems connected with contemporary terrorism, particularly in fighting the phenomenon. Article concludes that without comprehensive actions to combat terrorism, conducted individually and in common European Union's security policy this phenomenon may intensify and result in consequences that are easy to foresee*.

Keywords: *civic society, European Union, responsibility, terrorism, transformation.*

INTRODUCTION

Contemporary international terrorism in the European Union's countries takes place within societies, against societies and for specific communities. This triad defines its cultural identity linked to particular symbols, sometimes beliefs or ordinary prejudices. Therefore, the following elements of contemporary international terrorism should be pointed out as they constitute the final form in open, democratic societies of the European Union (EU).

Terrorism in the EU is confirmed by patterns of thinking and knowledge of reality. It is manifested through individual assessment and collective actions with the use of violence as a source of change. Easy radicalization combined with a perception of reality creates the foundations of the phenomenon and gives it a specific, individual character in each European country (according to authors calculations in year 2016, 36 terrorist attacks took place in Europe: In Germany – 9, France – 13, Belgium - 6, Russia – 2, Denmark – 1, Great Britain - England and Scotland, – 4, Sweden – 1. In total: 145 people were killed, 538 wounded).

In context of terrorism phenomenon two sources of inspiration remain unchangeable, i.e. people and the Internet. In the case of the first source, the scale of impact is related to the social structure, its character and the possibility to affect it. In the case of the latter source, it relates to the forms of communication which strengthen the radicalization. The social networks are a radicalization tool of behaviour leading to terrorism, used as a social placebo, easily controlled by terrorists and their supporters. This refers both to terrorist acts and intimidation as means of violence. It that context about European societies, the fear syndrome can be observed both in France and Belgium after the attacks that took place in 2015. (1)

Counteracting terrorism, ability to limit it, methods applied and related assets become as complex as terrorism itself. (2) This creates premises to take actions which are to eliminate or reduce the phenomenon of terrorism within the European Union. Firstly, within societies exposed to terrorist activities. Secondly, in an international environment where terrorism is more and more commonplace. (3)

The form of contemporary international terrorism which takes place in the European Union and its implications, are the bases of the considerations taken. There are questions related to them, i.e. *In which direction is the phenomenon of international terrorism in Europe evolving and what does it encompass while changing the character of social reality?* The main thesis of the article is that in the 21st century, international terrorism will lead to new forms of social organizations within the framework of open, democratic societies, acting as a response to a constant, unpredictable, in terms of time and place, threat.

In network societies in which communication takes place outsider the state, beyond the state and within the state (4), the phenomenon of terrorism gains a new character. It is primarily connected with control over formal and informal rules of political game and principles of social exchange. At present, this is the fundamental purpose of terrorist activities. Any other actions accompanying the first ones mentioned have a derivative character. Hence, the multidimensional character of contemporary terrorism occurring in the European Union's countries.

Terrorists' efforts still aim at gaining power, both the informal one, leading to fundamental political change and the formal one which is really held. (5) Two issues remain unchanged: *How terrorists in a practical way affect political behaviour in network societies? Which social institutions create them and use them for their purposes?* They relate to generating and then taking advantage of terrorists' influence on social reality with the use of violence as a means of achieving their intended political goals.

The first of these questions refers to the stability of social structures and their selective elements. Their character in network societies is created

through direct information stimuli, the communication space which enhances certain social attitudes. Psychological aspect is crucial. There is a significant issue related to it, i.e. the government's ability to create and implement policy and to manage the society. Hence, the degree of control that the government can exercise over social activities remains limited in a network-organized society. Independent networks and the ones which are subordinated to terrorist organizations or possibly under their influence, might block the implementation of political premises. (6) Moreover, they may affect negatively the ability to manage and implement the state national policy, especially in the area of individual and collective affiliation. In this aspect, in open societies, terrorist organizations' activities focus primarily on transmission, the message, undermining trust in the responsibility of the authorities' representatives, and their transparency, impartiality and the use of legitimate power. An example has been indicated in new papers release, *"On 11 March, 2004 ten bombs exploded in four commuter trains in Madrid and its suburbs. 191 people were killed, (...), and 1,900 people injured. It was the deadliest attack on the Spanish soil. Shortly after the attack, the then centre-right government stated that separatists from the Basque organization ETA, not Islamic terrorists are responsible for the massacre. The opposition accused the government of intentionally misleading the public to hide the fact that attacks are the retaliation for deploying Spanish troops to Iraq. As a result of these accusations, the conservatives suffered electoral defeat, and the Socialist government of Jose Luis Rodriguez Zapatero took over, who quickly withdrew troops from Iraq and changed the country's policy from a pro-American to "more pro-European." There was a moment that the whole world thought that the attacks were carried out by the Basque organization ETA, because it was terrorists which we suffered from in Spain for a long time. Jihad terrorism was distant from us, but it turned out that we were not right "- recalled the head of the Spanish Interior Ministry. A year later Al-Qaeda claimed responsibility for the attacks".* (7)

Another essentials aspect of the terrorism impact should be stressed here. Namely, it is the tendency to the arbitrariness of power, particularly in counteracting terrorist incidents. This arbitrariness, in fact its negative consequences could decide and provide the basis for omission of joint activities by citizens. As a result, reducing their reciprocity can and will lead to isolation, reduction or elimination of social ties. If this happens, terrorists will accomplish their primary goal – they will lead to the disintegration of social micro and macro structure, in which they will try to selectively destroy its consecutive elements. (8) In this respect, another alternative for terrorist scenario can be pointed out which complements the one mentioned above. It concerns activities within excluded or marginalized

communities, sometimes on purpose in media coverage. The synergy of the two discussed above phenomena, i.e. limiting the reciprocity and limiting relations, leads to identify a comprehensive strategic approach in terrorist activities, focused on the society disintegration. Violence treated by terrorists instrumentally in such a situation strengthens particular ideological form of communication achieving its fundamental goal – initiating favourable for them political change. (9)

The second question posed above refers to political institutions' ability to provide goods, intangible assets including which are demanded by citizens of a given country and, on their behalf, by their society representatives. In case of European Union's democratic societies, the terrorists' intended target is to strike the EU model based on freedom, and most of all, the freedom of expression. The freedom of thought, its expression and creative constructive political criticism is an axis of political discourse that terrorists would like to destroy. It also determines the quality of democracy, as negotiations, reaching an agreement, creating a platform of joint activities, are what terrorism fights against in the public sphere.

As far as terrorist activities are concerned, we deal with the fall or blight of trust in the institution of the state as terrorists undermine established political and civil rights and their guarantees. Thus, identity and social roles constructed in political processes are subject to revision. In the European Union, they are expressed in support and creation of civic institutions. A breakdown of liberal democracy institution, its idea of freedom in individual and collective expressions is a basic objective of terrorist's activities, especially those based on intimidation. (10) This leads to fundamental questions in liberal democracies. *How to manage a social structure? How to share responsibility for this management? How to counteract terrorists and do it effectively?* Against this background, it is worth pointing out issues crucial for the safety of community.

The first of these issues relates to the disintegration of social structure and relationships of its elements. A strong correlation between violence and its effectiveness creates a fundamental mechanism of intimidation, terror and terrorism as methods of action. Basically, it relates to the way of undermining legitimacy of power exercised in a given community or influence that it exerts.

The second of these issues concerns terrorists' aspirations to create dysfunction of particular society elements. In this perspective, terrorism gains two mutually complementing dimensions, internal and external ones. They are connected with the formula of impact on civic society. (11) In the case of the internal dimension, terrorist activities concentrate on disorder and then destruction of social relations leading to, inter alia, active self-

organization. This situational context shows one of the basic methods to reach goals by entities by using terrorism in network communities. It is the destruction of public confidence, both among members of society but also in relations – society vs. institutions of power. (12) This context of terrorist attacks can be observed after terrorist attacks in Madrid in 2004, in London in 2005, in France in 2015, and in Belgium in 2016 which should be taken into consideration as leading and long-term in terrorist activities' strategy. (14) In the case of external activities, the phenomenon of terrorism is correlated with the rise of negative for the European Union social phenomena (15). They include, inter alia, mass migration to Europe in 2010 – 2014 and 2015-2016 of people of different culture and civilization backgrounds. The element of uncertainty of indigenous European communities connected with effective external terrorist activities leads to the emergence and then deepening of the described above phenomenon.

The third issue refers to terrorists' questioning of European values which are shared and lead to social consensus. Terrorism, regardless the object which is using it, as a social phenomenon, appeals to axiology. In this respect, its ability of effective impact is worth mentioning. First of all, in the aspect of relations of power – reciprocity – trust – responsibility. The main goal of terrorists' activity is to exert influence on institutional constraints of individual and group behaviour which can take various forms, but they are always linked with violence (17).

Undermining social trust and reciprocity leads directly to the destruction of social capital based on determining, applying and following rules. Undermining social legitimization towards the governance in the public sphere accompanies this phenomenon (18). Moreover, so does social radicalisation contesting the existing form of governance. This state of affairs may lead to very dangerous situations in which there is place for activities of formal and informal entities establishing the rules of political game (19). Outside support for destabilisation activities resulting in social radicalisation is its direct consequence (20). This support may relate to a particular European community or a community (of Brussels' district Molenbeek) which becomes the target of terrorist organization's efforts and operations.

Counteracting contemporary terrorism in Europe relates to new institutional structures which do not have to result from process of governance. They are the consequence of societies' organization and their self-organization. Governing – conscious management of political structures – equip those who hold power with a tool in which *status quo, status quo ante* and *status nascendi* can unite in one creative whole. However, this requires a vision of proactive activities, complementary to reactive ones in relation to the phenomenon of terrorism in Europe. Each type of these

activities refers to both, mutually complementary domains, individual and collective safety and security, of both single countries and the European Union.

Conclusions

Considering a form of governance specific for the European Union, groups of activities embracing the interpretation of combating and restricting the phenomenon should be pointed out. Basically, these activities should focus on social conditions in which terrorism occurs, as well as on these social structures which define methods and manifestations of terrorist activities and generate support of their followers in their extremism, support for terror and violence.

The first of them is the strengthening of behaviour based on obeying rules. Gaining "hearts and minds" of potential terrorists may and should be the first step to counterterrorism in Europe. The identification of its sources for the destabilisation of internal form of governance is the initial phase of this phenomenon's diagnosis (23). As a result, a principle of individual and collective *responsibility* is possible to arise. In the individual case, it means *empowerment* of a person, their significance in a democratic society. This form of action may be treated as a strategy to prevent social exclusion and marginalisation which constitute one of the sources of terrorism (especially in the context of the so-called lone wolves). *Responsibility* and *empowermen*t requires creating adequate de-radicalisation programmes and change of behaviour leading to terrorism. These two types should be accompanied by strengthening of not having appeared and marginalised earlier forms of civic society values (23). There should be pointed out political values resulting from conscious participation of the individual in a political community, political decision making both in local and general social dimensions.

The consequence of *responsibility* and *empowerment* is the *transformation* of social environments identifying with extremists, through granting them *co-responsibility* together with other persons basing on set principles of individual freedom, freedom of expression, the rule of law and legality of actions taken in a civic society. Several parallel processes should provide the basis of this transformation:
- *awareness* that violence, terror and consequently terrorism are expensive; showing the mechanisms which increase individual costs of accessing organized violence should be a complementary element;
- *strengthening the credibility and commitments* appearing in social relations and between the rulers and the ruled; it is essential to

consolidate them in time basing on principles *do ut des* - I give [you] that you may give [me.], in other words "nothing for nothing";
- maintaining the transparency of social relations and accompanying them motivation through the exchange of information and their complementarity.

It is essential that the processes under consideration would not lead to restricting individual freedoms to create a vision presented by George Orwell in "Nineteen Eighty-Four" and "Animal Farm". Such a vision, in the name of ideals of freedom could be very easy to realize due to available technology, knowledge about how totalitarian societies are organized and, most importantly, the so-called "good intentions". The example of the rise of Nazi Germany in the 1930s, and then the Third Reich should be always the right direction indicator and reference point for the institution of the state's activities against terrorism.

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SYSTEMATIC BORDER CONTROL ON ROAD BCP – CHALLENGES OF SERVICE ORGANIZATION

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Abstract. *The authors of this article describe the current situation in the service organization of the road border crossing points of the State Border Guard (SBG) of the Republic of Latvia. There are summarized the information based about the legal acts regulating the systematic border control in the international and national legislation and the essence of their execution. There are analysed the use of human resources and possible solutions at the border crossing points and are provided comparative description of the border control points, emphasizing positive and negative features, and also the need for different approaches to service organization by organizing effective systematic border control.*

Keywords: *border control, service organization, human resources, border control technology, effectiveness.*

Introduction

Schengen countries follow a set of common rules for implementation of the control of people at the external borders. Through these common rules, the EU can effectively control its external borders, prevent threats to its security, as well as deal with trafficking in human beings, and better manage immigration. (EU Publication Office, 2014)

Reinforcement of the external border control is an important tool for fighting the terrorist threat in Europe and improving the security of citizens. Systematic control at the external borders provides with a means to address potential risks to internal security, including that posed by foreign terrorist fighter returnees. (Schengen borders code, 2017)

The aim of this article is to highlight the peculiarities of the service organization of the road border crossing points (BCP) in the field of human resource planning and border control technologies in the context of the implementation of the systematic border control. Hypothesis – the improvement of the service organization activities of the BCP ensures the more efficient use of the resources being used in the improvement of the state safety level.

The research design involves the scientific literature in the field of international law, the law of the Republic of Latvia, the internal regulations and unpublished materials of the SBG.

It is essential to recognize that the insufficiently effective border control may result in a situation where the Republic of Latvia can be used as a transit country on route for illegal immigrants and extremists. (Ķekberis, 2014). This is an extremely significant problem which generates a need for the study of the opportunities for the border control improvement by seeking the solutions to the potential development of the service organization of the BCP. The systematic border control requires from the officials of the BCP to involve the highest possible human resource potential and points to the need to review the previously used control technologies in order to increase human potential at the expense of internal reserve.

Organization of the Border Control Activities

The Schengen Borders Code as one of the cornerstones of the Schengen acquis stipulates that border control is the control implemented by the BCP in order to ensure that the persons, their vehicles and belongings can be allowed to enter or leave the territory of the Schengen States. Border control includes not only the verification of travel documents and the other conditions governing entry, residence, work and exit but also the control to detect and prevent threats to the national security and public policy of the Schengen States. (EU Schengen Catalogue, 2009)

Despite the existence of the uniform common standards and the common regulatory framework and recommendations for its practical application, there are differences in the service organization of the border control at the BCP of different countries.

When organizing service of the border control officials at the BCP, the main objective is to ensure that every person who is crossing the border complies with the conditions specified in the Schengen Borders Code, and this practical process includes identification, verification of the authenticity of the travel document, interview on the purpose of the journey and the conditions of the stay, verification of the required financial funds, comparison of the presented identification documents with the person's statements, necessary verifications in databases, making marks in the person's travel document, control of the vehicles in the person's possession. In respect of the biometric visa applicants, this process is complemented by fingerprint scanning.

It is essential to emphasize the significance of the databases in the framework of the compliance with the Schengen acquis – according to the provisions of the updated Schengen Borders Code, from April 7, 2017, the data of all persons crossing the border should be searched in all national databases when implementing the border control within the framework of the first line control. The purpose of such control is to ensure that the

relevant persons do not create any real, specific and sufficiently serious threats to the internal security of the Member States, public order, international relations or public health, the so-called systematic control.

This condition was an innovation in the aspect of the service organization by the officials of the BCPs, since the qualitative execution of the above described requirements requires longer period for the control of each person who is crossing the border than during the previous 10 years from the date of entry into the Schengen Area when the verification in databases of the persons who were enjoying the right of free movement was non-systematic or purposeful. (Lauth Bacas, J., Kavanagh, W., 2013) Therefore, the additional resources are required for the completion of this task.

The provision of the effective organization of the services of the BCPs requires the evaluation of such aspects as the use of human resources, as well as the procedures for the practical implementation of border control procedures for the persons and vehicles (technology).

Researching the concept of "service organization", it is important to draw attention to the fact that no explanation of the term "service organization" is provided in the regulatory documents. Consequently, in the authors' view, a negative situation arises when the officials of different structural units may develop different ideas about the scope of this term. The term "service" is not used in either the Border Guard Law or the State Border Law. When analysing the regulatory framework of the field of internal affairs, it can be concluded that the term "service" is used in the national regulatory documents in relation to the service degree of the official or by specifying the institution's structural unit, for example, the Border Control and Immigration Control Service. The internal regulations of the SBG which determine the procedure of the service organization, also do not provide a definition of this term.

The internal regulations regarding the SBG (2014) determine the factors to be taken into account, when organizing the service of the border control structural unit:
1) technology of the border crossing point's control;
2) results of risk analysis;
3) border control regime;
4) flow of the persons and vehicles crossing the border.

The operation of the border crossing point is carried out in accordance with the Regulations regarding the SBG of 2012 which determine the predicted flow of persons and vehicles on the basis of the risk analysis, and based on the situation in the territory of the border crossing point and border area, in order to implement the border control activities at any time of the day.

Based on practical experience of the service and having evaluated the contents of the internal regulations of the SBG, it is concluded that the **service organization** within the scope of the SBG implies a *set of measures that include the recording and volume of the resources (personnel and technical), planning of assignments, preparation for the effective performance, determination and implementation of the border control procedure (technology), monitoring of the results of the assignments, risk analysis which are necessary for the implementation of the border control.* The officials of the SBG at the central level should assess the possibility to provide the definition of the service organization in the internal Regulations of the SBG.

Foreign specialists note that it is essential to analyse the flow and the use of human resources for the effective border control by recognizing their interdependence. (Predd, J., Willis, H., Setodji, C., Stelzner, C., 2012) The essential elements of the service organization of the BCPs were analysed in the paper: the scope of human resources in relation to the flow of border traffic and the technology for implementation of the border control as a tool for efficiency improvement.

Based on the comparative analysis of the data of two road BCPs (Terehova and Grebneva), it should be concluded that the total number of employees at Grebņeva and Terehova BCPs is practically the same (93/94 in total), regardless of the flow of the persons crossing the border and the specifics of the duties to be performed (the employees of Terehova BCP are not participating in the border control, the main function of this position is the administration of the trucks, while the officials of Grebņeva BCP implement the border control at the railway border crossing point). In turn, the actual staff completing is 85 and 93 correspondingly. The planned absence (annual leave, additional leave) is **11**% on average per month which complies with the requirements of the regulatory documents of the SBG on the planning of the annual leave (Regulations regarding the State Border Guard, 2014), while the unplanned absence is **15.5%** on average of the total employees involved in border control (incapacity for work - 9.6% on average per month; parental leave, qualification upgrading, including the studies, monthly trainings, official journeys, participation in international operations - 5.9% on average per month). Thus, it can be concluded that the absence of employees constitutes **26.5%** on average per month of the number of officials possibly being involved in border control which adversely affects the efficiency of the service organization. It is logical to assume that it is necessary to increase the total number of the positions at the BCPs, by determining the required number when calculating the percentage of the absent officials, for example, to increase the number of employees at Grebņeva border crossing point.

By analysing the available data on the persons crossing the border and making calculations, it can be concluded that **686** persons cross Grebņeva BCP on average per day during the examined period and **1586** persons cross Terehova BCP on average per day, thus exceeding the number of border crossing persons at Grebņeva border crossing point more than twofold.

The number of border guards being involved in border control should be dependent on the intensity of flow during the year. By analysing the trends regarding flow during the year at both BCPs, it is obvious that, regardless of the number of persons crossing the state border, they are analogous (it should be noted that at Grebņeva BCP - less pronounced) - most people cross the state borders in December-January and the passenger flow is increasing during the summer months, besides, the growth at the Terehova BCP is more pronounced which incontrovertibly points at the need to involve the largest number of employees in the implementation of border control activities.

According to the requirements of the SBG, the number of the officials of the structural units may be on annual leave at the same time which does not allow ensuring the more flexible planning of the resources. The calculations show that it is necessary to evaluate the possibility of abandoning the application of this standard and to be guided by the amount of work when planning the service, that is, to take into account the number of people crossing the border during the year, thus increasing the effectiveness of the border control.

Overall unstable situation in the world concerning the illegal migration, cross-border crime and terrorism and the amendments in the Schengen Borders Code, as well as the strengthening control at the EU external borders have a direct impact on the border crossing point service organization – by increasing the scope of control in respect of the persons who enjoy the right of free movement, there is the need to analyse the distribution of the flows of persons crossing the border by categories and the time of control that is necessary for these categories of border control which, in turn, affects the quantity of the involved resources.

By analysing the distribution of flows of persons crossing border in 2017, it can be concluded that the comparable border crossing points have a different proportion of the citizens of the third countries, who have to pass a border control according to the maximum control aspects – the persons who belong to this category make up **52.4**% of the total number of people crossing the border at Grebneva BCP, while at Terehova BCP - **40.8**%. Consequently, it can be concluded that the majority of persons who are crossing the border at Terehova BCP are the nationals of the Republic of Latvia and EU countries, who are crossing the border for the purpose of the

international freight traffic and the so-called "economic tourists", who travel to a neighbouring country for the purpose of the purchase of the cheaper excise goods.

This fact indicates a lower overall illegal migration risk ratio at Terehova BCP compared to Grebneva BCP, where the relatively largest ratio of border crossings is among EU citizens who are subject to systematic control.

It should be noted that the trends in the vehicle traffic during the year are identical with the trends of flows of people, however, not so pronounced which confirms the fact that the flow is rising during the summer season at the expense of tourists when more people are travelling in one vehicle (for example, family or tourist coaches). 572 vehicle units cross Grebņeva BCP on average per day and 1328 vehicle units cross Terehova BCP, by exceeding Grebņeva BCP by **132**%.

In 2017, along with the amendments to the Schengen Borders Code, the requirements for systematic border control of EU citizens increased. However, the statistical data show that the quantitative indicators of the border control have remained at the level of previous periods. It should be noted that by implementing the border control of another scope with the same human resources and in the same period, the quality of the control of the purpose and grounds of entry is being decreased. In order to exclude such a negative impact on the quality of the border control, the improvements to the technical support of the road BCPs were made – the work stations were replaced with the most powerful, the passport readers and fingerprint scanners were installed which minimizes the time of verification in the databases.

It is important to mention that with the increase in flows of the persons and vehicles which are crossing the border, the number of incidents increases (Regulations regarding the State Border Guard, 2017) which requires a longer time for the processing of the incident, and mostly affects the officials who are performing the duties of shift leader/sector leader. (Figure 1)

In accordance with the national documents and the documents of the State Border Guard, the processing of the incident is carried out by the official who fulfils the duties of the senior official or the senior of the sector. This fact is negatively assessed from the point of view of operation management - taking into account the time devoted to the processing of the incident, the main function which includes the organization, coordination and control, cannot be carried out. However, the processing of the incident cannot be considered completed with the drafting of procedural documents - incident data is entered into several registers; fixed in the several assignment reporting documents - both electronically and in paper form;

transmitted by telephone and electronically to other State Border Guard units which are responsible for collecting and summarizing data.
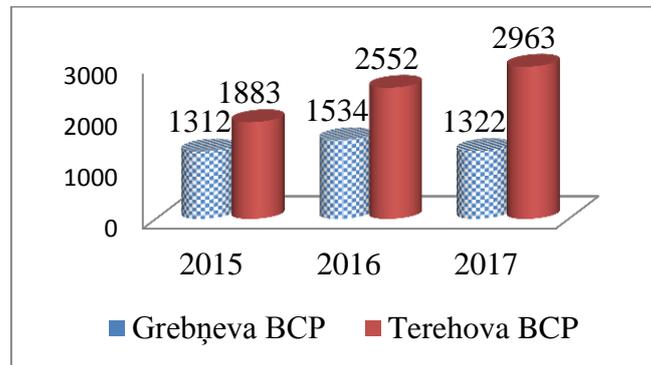

Figure 1. Number of Incidents on Grebneva and Terehova BCP in 2015-2017 (Source: compiled by the authors)

However, the formation of an incident cannot be regarded as complete by the preparation of procedural documents – incident information is entered in several registers; are fixed in several posting reference documents – both electronically and in paper form; are transmitted by telephone and electronically to other SBG departments which are responsible for collecting data.

In order to ensure the more flexible use of human resources, it would be necessary to consider the possibility of introduction of an additional type of assignment of the "Executor of the Administrative Procedures" at the BCPs, thereby reducing the load of shift leader/ sector leader and directing their potential to direct assignment management and effective border control. In this context, it is important to mention the best practice described in the Schengen Catalogue which states that the shifts at border crossing points consist of the shift leader, first line border guards, second line border guards, **crime investigator** and other specialized staff.

By integrating the Executor of the Administrative Procedures, this expert may be attracted according to the principle of the operation of forensic experts: forensic experts are specially trained and certified border guards who hold positions in the Expertise Department of the Central Administration of the SBG, but are assigned to carry out the duties of document check at the particular BCP.

By highlighting the problem of human resource insufficiency, it would be necessary to study the possibility of installation of automatic entry and exit systems at the border control points, similar to the neighbouring countries (Lithuania, Estonia, Finland). Thus, in the framework of the existing structural units, it will be possible to abandon the assignment of

the "Transit Point Operator", thus directing two additional border guards to the direct border control in each assignment.

In order to control borders effectively, each Member State ensures close, continuous cooperation between the services responsible for border control (Schengen Border Code, 2017). Foreign specialist in the field of border management emphasize that the operational effectiveness is based on coordinated border management through active involvement of all services (McLinden, G., Fanta, E., Widdowson, D., Doyle, T., 2011). The cooperation of the Customs and the State Border Guard on the issues of the land border control and customs control is required in order to contribute to more qualitative and effective execution of the tasks by both services. The basic documents for the organization and implementation of the cooperation are the following:

1. Instruction No. 5 adopted 5 May 2010 of the Cabinet of Ministers "Procedures by Which State Administrative Institutions Shall Co-operate in Matters of State Border Security" which determines the procedure of cooperation, organization, implementation, provision of state border security issues.
2. The interinstitutional agreement No. 60 "On the Organization of Operation and Cooperation of Institutions at Border Crossing Points" of April 17, 2012 stipulates:
    1) interinstitutional cooperation to ensure coordinated activities at the border crossing points;
    2) procedure for the development and approval of the control technologies;
    3) exchange of information between the officials of the institutions at the border crossing-points.

The coordinated operation of the officials of the SBG and Customs in the practical control of the persons and vehicles at all road BCPs was always based on the so-called "Four-Eye Principle". The Corruption Prevention and Combating Bureau explain the "Four-Eye Principle" as an opportunity to anticipate that two different people perform the same activity. The principle ensures that it is possible not only to prevent the accidental mistakes, but also to prevent the responsible person from fraud and devastating consequences. (Corruption Surveillance and Combat Bureau, 2009). Thus, the border guards and customs officials implement the control of each vehicle together by fulfilling the requirements in the framework of their own competence.

From 2015, taking into account the good practice of other EU Member States regarding the sequence of control activities carried out by the border control services, the Customs Office examined the possibility of the Grebneva BCP to abandon 100% physical checks by customs officials for

passenger cars entering the Republic of Latvia via the green channel – the physical control of passenger cars is carried out only by the State Border Guard, but physical control of the trucks – by customs officials.

The possibility of reallocation of human resources is positively assessed - the officials of the SBG who previously fulfilled the duties on the check of cargo vehicles together with the Customs officials were assigned to fulfil the duties on the check of passenger cars. The main goal has been achieved - the time for the border crossing of vehicles and persons was accelerated, the border guards were released from the physical control of trucks, with the emphasis on the control of the personal and vehicle documents. It would be necessary to assess the flows of other vehicles at the border crossing points, and to introduce analogous border control testing technology at other road BCPs.

Conclusions and suggestions

In is concluded that there are several opportunities for the improvement of the service organization efficiency in carrying out the systematic border control:

1. To provide border crossing points with the number of human resources corresponding to the situation, should be assessed the possibility of conduction of the appropriate research and increase the total number of the positions at the border crossing points, by determining the required number when calculating the percentage of the absent officials, for example, to increase the number of employees at Grebņeva BCP from 93 to 117 border guards.

2. To involve the number of border guards appropriate for the situation (for the calendar month) in the border control, thus increasing the efficiency of the border control, should be considered the possibility of abandoning the uniform annual leave planning mechanism.

3. To exclude the negative impact of the incident execution on the performance of the duties of shift leader/ sector leader, should be considered the possibility of introduction of an additional type of assignment of the "Executor of the Administrative Procedures" at the border crossing points, by attracting this expert according to the principle of forensic experts.

4. To exclude the negative impact of the execution of the incidents on the performance of the duties of the shift leader/ sector leader, should be determined the procedures according to which the territorial administrations are able to involve immigration control officials in the border control as one of the possible solutions by assessing the implementation of this proposal in the context with the proposal of the

assignment of the "Executor of the Administrative Procedures" at the border crossing points and involving the immigration control officials in the performance of this task.

5. To abandon the assignment of the "Transit Point Operator" within the framework of the resources of the existing border control units, thus directing two additional border guards to the direct border control in each assignment, should be established a working group in order to investigate the practical and financial feasibility of the installation of the automatic entry and exit system at the road border crossing points.

6. To accelerate the border crossing time for vehicles and persons, to relieve border guard officials from the physical control of trucks, should be initiated the assessment of the traffic flows at other border crossing points and carry out testing by contributing to the introduction of the analogous border control technologies in other road control points.

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ASYLUM SEEKER OR SEEKER OF A BETTER LIFE? WHAT MAKES A DIFFERENCE WITHIN CATEGORIZATION?

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Abstract. *Migrants are often classified based on the reasons of emigration and way of travel. In this paper our aim is to focus on the stories and discourses of humanitarian migration from different perspectives offering first; the new category of classification of the migrants, second; the new way to face asylum seekers and third; to make a questionable necessity of classification over all: what kind of added value the classification gives and to whom in the end of the day? We are focusing on this phenomenon in the context of border security.*

We will identify how the consequences of natural forces (e.g. earthquake) impacts emigration. In this paper, we argue that the individual life situations, cultural discourses and societal factors all are important for understanding the phenomenon of migration. Thus, suggest of a new category of migration, is "seeking better life". However, at the same time we recognize that often the categories overlap and depend on the perspective.

Keywords: *asylum seekers, migration, humanitarian migration, categorization, border security, narrative research*

Introduction

This manuscript is a part of a wider research conducted in a GLASE (Multilayered Borders of Global Security) project funded by the Strategic Research Council (SRC) at the Academy of Finland. Our research is on progress with the aim to provide new knowledge on migration and migrants for enhancing border security. We focus mainly on humanitarian migration and parts of migration that are connected to border security, following that student, retirement, skilled workers, tourism or corresponding migration are not in our main focus.

Migrants are often divided to different categories based on the reasons of emigration and way of travel. Humanitarian migration is one broad categorization itself covering wide range of reasons for travel, individual stories and life situations. Researchers of migration tend to criticize categorization. With this manuscript we take part to the conversation of categories and dichotomies of migration from different

perspectives. On the one hand, we want to highlight the objectives and added value of categorization on the other hand we problematize the value of categorization by offering new way to face "asylum seekers" and their migration.

We analyse the stories of migrants who have arrived to Finland during last previous years to seek asylum. Our aim is to focus on the individual stories behind the "mass" of asylum seekers and discourses of migration; following two interests of research. First: how asylum seekers talk about their reasons for seeking asylum and their journey? Second: do these stories correspond to the common discourses and categories of migration? To widen the perspective, we also use our notes from seminars and interviews of experts who work with the migration issues. In addition, we take a look behind of categorization of migrants in the light of border security.

We begin with an overview to the categorization of migration addressing both the objectives and benefits of categorization and critics towards it. Then the data and method of this study is described followed by empirical findings on reasons of asylum seekers to emigrate. Research findings from previous studies are referred to along this paper. The paper ends with a discussion between our empirical findings and categories of migration. In conclusion, chapter we highlight why individual stories are important and present a new category of migration, seeking of a better life.

Categories of migration

Migration and migrants are categorized for several purposes. One important aim is to support decision-makers on national and international level by providing evidence-based data for policy makers or for decision-makers of different organizations. For example, European Commission divides migration to legal migration (work, family reunification, study and research), irregular migration and asylum. This distinction serves policy development and implementation that differ depending on the category. The first category is related mostly to economic development, migrant smuggling is the key concern related to the second and for asylum seekers common system within EU is the basis. (European Commission, 2018a).

Not only policy but legislation as well is often based on different categories. In criminal investigation and prosecution processes, the key objective is to find out whether crime has been committed and which crime is in question by focusing on the essential elements of a crime. For example trafficking in human beings and facilitation of illegal entry are separate crimes even though these categories overlap to some extent (Korpi, 2012). Categorization is relevant also for allocation of resources. The analysis of

risks levels of different risk categories such as human, socio-economical and natural made for example by Knowledge Centre on Migration and Demography (KCMD), may support the decision making with regards to what kind of aid is possibly needed in different countries.

Categorization is one, but not the only, way to structure and process information on migration. KCMD provides migration profiles focusing on demography, volume and reasons of the migration and risk assessment (KCMD, 2018). United Nations analyses migration levels and trend based on statistical data (UN Department of Economic and Social Affairs, 2018). European Border and Coast Guard Agency (Frontex) provides migration trend maps to plan and carry out rescue and border control operations effectively (Frontex, 2018).

The common reasons for leaving one´s country of origin are persecution, violence and the desperation toward future in the home country (Juntunen, 2016), youth unemployment, poverty, population growth, environmental issues like climate change and lack of water, and civil unrest (Jauhiainen, 2017; Laitinen, Jukarainen & Boberg, 2016; Himanen & Könönen, 2016), just a mention few. These are regarded as reasons for humanitarian migration, to distinguish it from reasons behind other type of migration, such as labour, skilled workers or student migration. Humanitarian migration refers to migration resulting from bad security situation at the country of origin/habitual residence, for example because of environmental catastrophe, armed conflict or lack of human rights. Residence permit may be issued on the basis of humanitarian protection (e.g. Laitinen et al. 2016).

Rarely there is only one reason for migration and the reasons may also change during the time of travel (RMMS East Africa and Yemen, 2017). There are also country specific reasons for emigration/exile, e.g. some of Eritreans emigrate to avoid forced conscription which duration is indefinite (RMMS East Africa and Yemen, 2017). According to the estimation of United Nations, by the end of 2016 there were approximately 65 million people exiling due to persecution, violence, conflict or assault of human rights (United Nations High Commissioner for Refugees UNHCR, 2016).

As we can see, there is a tendency to categorize migration and migrants to different kind of groups and categories in research, everyday talk and media. The typical dichotomies of migration are illegal-legal, voluntary-forced, international-internal and temporary-permanent (King, 2002). There is also tendency to see trafficking and smuggling as dichotomy, trafficking as forced and smuggling as voluntary migration (e.g. Davidson, 2013). However, these dichotomies and categories do not correspond to the reality that is more blurred than one might expect. For example, the phenomenon of debt and debt-financed migration questions

these dyads (Davidson, 2013). As Davidson (2013) argues, financing migration through debt may be actively chosen by the individual, without this choice being voluntary or autonomous. It might be that debt is the only option to secure one´s life and future freedom by emigrating and financing emigration through debt (Davidson, 2013).

Correspondingly, several studies have shown that smuggling is not a victimless crime; smuggled migrants are vulnerable for trafficking both during the travel and when arriving the destination (US Department of State, 2017). The distinction between smugglers and traffickers is more complicated than the concepts imply. Smugglers may restrict freedom of the migrants they are smuggling against their will, extort more money or abuse physically the persons they are smuggling (RMMS Horn of Africa and Yemen, 2017). Smuggling may also turn into trafficking along the journey (RMMS East Africa and Yemen, 2017). Very often victims or customers of smugglers are not aware that they are perpetrated into border crime/crimes on their journey to "better life". Those are categorized as "better life seekers"; they are not willing to recognized as smugglers or victims of human trafficking- they don't want anybody disturbs their path toward "better life". (Migration officers´ interview, 2017) It is possible, that they actually are not aware of crime.

The category of illegal migration especially attracts opposite interpretations. According to King (2002), for other illegal migration represent "mass" migration that should be controlled and managed. For others, illegal migration represents "natural force" reflecting that migration cannot be controlled (King, 2002). The categories of "illegal immigration" and "failed asylum" seekers are dominating the categories of migration and migrants in the British press 2010-2012, constructing the common picture of migration (Blinder and Allen, 2016). Blinder and Allen (2016, p. 34) argue, that using metaphors of "flood", "wave" or equivalent, when talking about migration are acts themselves because they may trigger policy solutions that are considered to be suitable for stopping the "flood". The categories of migration, such as refugee and migrant, may serve administrative purposes when deciding who has right to international protection and who not, but for individuals themselves these distinctions hardly corresponds to the reality they are experiencing (e.g. Long 2013). We are interested to find out the stories, meanings and experienced realities behind the "mass" of asylum seekers who arrived to Finland 2015-2016. By looking more closely to the individual stories, our aim is to enlarge the knowledge of asylum seeking and humanitarian migration as phenomenon.

Research methodology

We approached the phenomenon of migration by analysing different narratives. Narratives that we used in our study were asylum seekers´ stories and interviews of officers working with migration issues. In addition to that, notes from seminars related to our research subject enriched the narratives. Thus, most of the narratives were written or spoken without influence of this study or the researchers. Interviews were conducted as unstructured thematic interviews. We analysed the narratives with qualitative content analysis method. Furthermore, from the individual stories of asylum seekers core stories were developed by combining the key contents and storylines together. We approached the data also with discourse analytical framework: along with the content analysis the framework of social constructionism was used to study how the migrants tell their stories.

Empirical findings behind individual stories

As King (2002) argued, natural force is one association related to migrants and migration. Natural force rhetoric is popular in the media as well. We wanted to find out the stories behind the "mass" discourse and common dichotomies of migration.

Previous research has found that unexpected shocks, such as flood damages or job loss, are connected to emigration, especially in families with few social networks (Cattaneo, 2016). In the case of sudden natural catastrophe, the most vulnerable ones are the poor families and individuals, as Cattaneo (2016) suggests. For example, a natural disaster may destroy one´s home or the way to earn one´s living by destroying the farmed land or the buildings of one´s company or workplace. Depending on the life situation, natural disasters have different impacts and meaning. Others are forced to take loan to rebuild their house or company while others are already indebted and the natural force destroys the possibilities to have income and pay the debt, following that the reason for emigration is finding better job opportunities and living conditions elsewhere.

Even though natural force is sometimes contributing to the emigration, there are other reasons impacting as well. There may be following reasons behind the decision to emigrate: fear of violence, political conflicts and threat, lack of human rights, food and other goods, unemployment, poverty and social problems resulting from the culture. Social inequality is for others the primary reason for emigration and for other one contributor. Contrast to welfare states, in which the authorities often represent source of help, this is not necessarily the case in the experienced reality of asylum seekers: state is not necessarily able to

support victims of natural force or protect their citizens from violent groups, creditors or family members.

Furthermore, the categories of economic migrant and migrants fleeing political/ethical violence are not as distinct as it might seem. Unemployment may be connected to and resulting from the political or ethnical conflicts in that area or country. The political unrests and conflicts may limit the possibilities of earning one´s living; running a business presumes joining political parties against one´s will. It is also possible that for supporters of specific party it is impossible to find a job or they are threatened because of their work. If there is no social security in the country, work is the only way to survive and lack of it forces to find opportunities elsewhere.

On the other hand, studying or working abroad is seen as possibility for rebuilding one´s life, both by those who flee persecution/violence and who seek better life. Some of the migrants are not even aware that they could seek asylum. Legal migration routes to EU are limited (European Commission, 2018b) and student, business and short-term (tourist) visas are commonly used for travelling abroad, even though the objective is not tourist trip but asylum seeking or work. The help of relatives, friends, acquaintances, and smugglers are needed for visa applications; without invitations or other proof visa is not granted. Some of the better life seekers are cheated by the smugglers; the promised job turns out to be something else such as forced labour, or the visa they are granted is not for work following that their residence abroad become illegal. Some finance their migration through debt, a phenomenon recognized by Davidson (2013).

Images of possibilities play a role in choosing one country or destination over other possibilities. Migrants may think that there is better situation outside the country, for example with regards to labour markets. Travel agencies, smugglers, acquaintances or friends recommend countries or choose it as a destination. Previous research suggests that the information for international emigration is distributed in social networks being important resource for those considering emigration (Cattaneo, 2016). It may be that these recommendations and information within social networks have important role for the decisions made by those considering migration.

Discussion

To which categories we could place asylum seekers? First, some could be seen as victims of natural force. For example, an earthquake can make life situation more complicated and worse, following that the key reason for emigration is aim to secure the basic needs (food, water, medicine, house) and also feelings of insecurity. It depends on individual life situation and

the seriousness of the lack of basic resources, whether migrants emigrating for securing their basic needs could be seen as forced migrants who have to migrate for security reasons, or voluntary migrants who seek better life. Fear may also contribute to the emigration: fear of the lenders, relatives or recruiters/members of political parties meaning that the threat of physical violence is real.

Many migrants seek asylum but the motive for travelling abroad is more blurred ranging from general aim of seeking help to finding a job. This contributes to the notion made by Long (2013) that the categories of 'refugee' and 'migrant' are not two clearly defined categories. Ten years ago, King (2002) already concluded that migration and migrants have become more diverse following that our old concepts and interpretations are not appropriate anymore. We have ended up with the same conclusion: trying to categorize migrants and migration to opposite categories of legal-illegal, voluntary-forced, smuggled-trafficked is difficult and far from the experienced reality of migrants. For example, even though we might see humanitarian migration mostly as security and social problem, it is very much connected to financial and economics, as Davidson (2013) emphasize.

Asylum seekers´ journey is often based on visa applied by facilitators or equivalent, false information is used for visa application, resulting that the migration is illegal in that sense. However, if it is illegal by deliberately is another question: not all are aware if their entry is legal or illegal. In this case, the categorization matters; intentionality and aim to obtain financial or material benefit belong to the definition of smuggling. Crucial question in criminal procedures is also whether migrant is seen object or subject of smuggling (United Nations Protocol against the Smuggling of Migrants, article 6). Experiences of some migrants raise a question whether some of them were actually victims of trafficking for forced labour or labour exploitation before seeking asylum in Finland. The phenomenon of smuggling turning into trafficking along the journey is already recognised in Africa (RMMS East Africa and Yemen, 2017) and it seems that the same risk exists for those travelling to Europe as well. In this case, categorization is also relevant: victims of trafficking have special legal status for example with regards to help (Council Directive 2004/81/EC; United Nations Protocol to Prevent, Suppress and Punish Trafficking in Persons) and criminal liability. EU Member States shall take the necessary measures to ensure that competent national authorities are entitled not to prosecute or impose penalties on victims of trafficking in human beings for their involvement in criminal activities which they have been compelled to commit as a direct consequence of trafficking (Directive 2011/36/EU, article 8).

The discourses of migration often include the statement of "crisis" or major change in the security environment. However, from the stories told by asylum seekers we can notice that the phenomenon and factors related to and threatening security are quite the same than before. Natural phenomenon, poverty, political conflicts, incapability of states to provide basic rights and future for their citizens, corruption and social inequality are factors that infringe human rights and security, and are also connected to the humanitarian migration.

The social, global media makes these dichotomy-discourses of migration even more blurred. Mobile technology enlarges the number of people having access to the media and when on the move. As Zijlstra and Van Liempt (2017) have found out, smartphones impact migrants´ journeys, the routes and destinations they choose. Who is responsible of the "idea" to emigrate? Is responsible the one who displays the content in the media by creating a pull factor for migration? Or does the responsibility lie on the migrant who believes the news and makes the decision to leave? Do we regard migration as voluntary, forced or something between when the decision to emigrate is based on false image on destination country or possibilities to work?

Conclusions

Based on the narratives behind the "mass", there is an individual story and the unique life situation for the reason of leaving home. The natural forces or "mass" rhetoric and the dichotomies of migration leave the individual stories invisible. These kinds of discourses and rhetoric create images of continuous journey that moves on like a wave. However, other studies indicate that this is not the case (e.g. Schapendonk, 2017): migration is not so linear and well planned as it might seem. We should not forget that sociocultural factors such as institutions and cultural norms, and legislation as well, create "space of possibilities" that in turn have effect on the choices that individuals make (e.g. Salmela-Aro, 2009). Even in political, ethical or religious conflicts the ways they affect people's lives are different and depending on individual life situations and individual itself.

The common reason for categorization is political purposes. However, we argue that the individual approach is required to make the societal, psychological and political structures and circumstances that contributed to the emigration visible, by contributing to more effective decision-making and measures. By focusing on individual stories, we better understand how the feelings of insecurity arise and what kind of meanings same events have for different individuals.

We also see that categorization as a way to analyse and structure data has its own value for research, administration, operative purposes and

decision-making. Therefore as a conclusion of this paper, we introduce a new category of migration: seeking of a better life. Seeking better life does not necessary mean that migrants belonging to that category would be looking for luxury or after welfare benefits. For many better life means possibility to secure the basic needs (food, water, medicine, house), it depends on individual life situation and the seriousness of the lack of basic resources what "better" life means. Not only political unrests and armed conflicts raise feelings of insecurity; also, the lack of house, medicine or social inequality may be a reason for seeking help.

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THE ROLE OF FOREIGN TERRORIST FIGHTERS PROFILING METHODOLOGY

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Abstract. *The terrorist attacks have highlighted the importance of threats in the cross border dimension in regards to the identification of terrorists, the monitoring of 'subjects of interest' and other terrorism-related actors. The essence of research is determined by the dramatic increase of number of terrorists who perpetrated terrorist attacks and had used all available modes of transport, including legal and irregular options for crossing borders. The aim of the paper is to provide assistance in establishing/strengthening identification and profiling mechanisms in order to better distinguish among different categories of persons.*

The task of the paper is to analyse risk indicators provided by General Secretariat and compare them with European Border and Coast Guard Agency's developed risk indicators in order to provide a support instrument (methodology for the profiling and identification of the foreign terrorist fighters (hereinafter – FTF) (hereinafter – the Methodology) for risk assessment performed at national level. In order to provide additional support for law enforcement agencies (especially for border guards) the author of the paper will come up with a range of recommendations.

Main conclusion: At the national level, it is necessary to develop the Methodology of the FTF. Taking into account Methodology, it is possible to develop a system of risk indicators and apply them in practice to prevent irregular migration, trafficking in human beings etc.

Primary methods: content analysis, multidimensional measurement and factor analysis. Achieved results: recommendations made by the author of the paper will improve the border check procedures regarding identification of FTF.

Keywords: *border crossing point, foreign terrorist fighters, indicators, methodology, profiling.*

Introduction

The terrorist attacks which struck Europe over the last years, have reinforced on determination to address comprehensively and collectively the unprecedented threat posed by FTF. The detection and disruption of terrorist travel, both before departure and upon return, has been widely recognised as a key priority. With a view to support the country border authorities in their coordinated implementation of the targeted checks the European Commission (General Secretariat of the Council) has facilitated a process to define common risk indicators. The definition of these common risk indicators is to provide a jointly agreed set of particular travel patterns and risk criteria.

The object of paper: FTF identification methodology. Research period: 2016 – 2018. Research methods: content analysis, multidimensional measurement and factor analysis.

Theoretical overview

Terrorist attacks in Belgium, Germany, the Russian Federation, the United Kingdom, Northern Ireland, as well as in Turkey, France, Sweden, and other countries, have underscored the importance of a transboundary dimension with regard to the identification of terrorists, monitoring of possible faces of the FTF and other actors related to terrorism. Some of the terrorist attacks are committed by persons who has returned from conflict zones, and some – by the persons who has never been there.

If in 2017 terrorist attacks by the Islamic State of Iraq and the Levant (ISIL) were committed mainly against national and international armed forces and security agencies, now their targets are mainly local residents. In addition, weak targets, such as the metro station in St. Petersburg, the Russian Federation (April 3, 2017), the concert hall in Manchester, the United Kingdom of Great Britain and Northern Ireland (May 22, 2017). These attacks, as a rule, have been simple in execution, but led to numerous victims. In some of these acts of terrorism, different means were simultaneously used, as in London on March 22 and June 3, when terrorists used cars and knives. Terrorists had used the simplest means, following the instructions of the late *Abu Mohamed Al-Adnani*, who began recommending such methods as early as in 2014. At the same time in some terrorist attacks, for example, in St. Petersburg, Manchester, and Brussels, homemade explosive devices were also used. Such devices were used in Paris and Brussels in 2015 and 2016; they were also supposed to be used in a number of prevented terrorist attacks that were planned in some European countries.

In Iraq and the Syrian Arab Republic, ISIL has lost control over all remaining urban areas. The group continues to transform into a terror organization with a flat hierarchy, with cells and affiliates increasingly acting autonomously. The global fight against ISIL will have to focus on the threat posed by less visible international networks. The combination of "frustrated travellers", ISIL sympathizers, returnees and relocators poses an increased security risk for all states. Attempts by ISIL to infuse money into the licit economy in combination with a greater inflow of funds for reconstruction of recaptured areas will necessitate adjusted counter measures. The flow of FTF has continued to slow, with only individual cases being reported. However, the marked reduction of territorial control by ISIL in Iraq and the Syrian Arab Republic will force many FTF to make a choice

either to join other groups or to leave the region (return home) (Source: UN, 2017).

Returnees present a different challenge. Returnees generally fall into three broad categories (Source: UN, 2015):

– Returnees, who are disenchanted by ISIL as a group and terrorism as an ideology and therefore can potentially be de-radicalized and reintegrated;

– the second, much smaller category includes individuals, who return with the specific aim of conducting terror attacks and therefore present a high risk to United Nations Organization Member States;

– the third category is the most difficult to identify as it includes individuals who have clearly cut ties with ISIL after being disillusioned by ISIL as an organization. However, those individuals remain radicalized and are ready to join another terrorist group should the opportunity arise. Those individuals present a particular challenge as they pose a threat without concrete indications of current connections to terrorist groups.

Who are FTFs? UN Security Council resolution 2178 (September 2014) states that all UN 'Member States shall, consistent with international human rights law, international refugee law, and international humanitarian law, prevent and suppress the recruiting, organizing, transporting or equipping of individuals who travel to a State other than their   States   of residence or nationality for the purpose of the perpetration, planning, or preparation of, or participation in, terrorist acts or the providing or receiving of terrorist training, and the financing of their travel and of their activities'.

Identifying plus monitoring the travel of known FTFs or 'subjects of interest' is a challenging task, but these risks can be mitigated by making full use of the existing tools, e.g. SIS II, Interpol's databases, etc. Potentially identifying the unknown FTFs or 'subjects of interest' is even more challenging, both at Border Crossing Points (hereinafter – BCP) and between BCPs. Nonetheless, many common risk indicators are relevant for both realities.

BCPs offer authorities with a structured environment for the potential identification of FTFs or 'subjects of interest'. However, the green and blue borders pose many additional challenges, particularly given large and sustained irregular migration movements. The different administrative and/or judicial measures taken by EU Member States and Schengen Associated Countries could mean that EU-based prospective returnees might change their planning/travelling *modi operandi*. These could include illegal border-crossing, document fraud, impostors, nationality swapping or

possibly a combination of legal and illegal travel options. The challenges are not only on exit or entry, but also transit movements to other 'theatres of jihad'. Border-control authorities' activities offer the legal, administrative and geographical spread to better enhance border and internal security, especially in the common challenge of countering terrorism (Source: FRONTEX, 2018).

Following several terrorist attacks in Europe where the perpetrators intentionally exploited irregular migratory movements, one cannot fail to take the opportunity to see how Member States and Schengen Associated Countries can do better to deter, disrupt detect and detain those who want to indiscriminately inflict harm to innocent communities and undermine Europe's fundamental values.

In order to improve the capacity of law enforcement agencies to deter, disrupt, detect and detain, it is necessary to elaborate FTF' identification methodology. The purpose of this Methodology is to serve as an aide memoire to the Country border authorities in other words to complement the detailed and classified common risk indicators for FTFs. The persons falling under this risk assessment shall be systematically checked against the databases by border guards at the BCP "first and second line check". The quick reference material provided in this Methodology is meant to raise awareness amongst first-line officers and increase the probability to identify potential 'subjects of interest' and send them for detailed second-line checks.

FRONTEX Agency based on European Commission (General Secretariat of the Council) provided Common risk indicators for checks at external borders preparing a booklet "Operationalisation of Common Risk Indicators". As a best practice from booklet for national methodology development provided by FRONTEX Agency, suggestions on how to better spot possible FTFs during border checks should be taken. This booklet is structured in accordance with three main stages of border check: before person arrives at a BCP, during the first-line check and when a person is referred to the second-line checks.

The indicators and their tentative risk marking are described under the separate headings for each of the three stages and are focused on the table. When relevant, the direction of the travel is referred to separately as is also the type of the border. Each described indicator is also given a tentative risk marking (scale from 1–3) with 1 marked yellow and indicating (Figure 1):
- RED – Indication of possible active involvement of the checked person in the current 'theatres of jihad'. If only this indicator is present – second-line checks are strongly advised;

- ORANGE – Indication of possible active involvement of the checked person in the current 'theatres of jihad'. If this indicator is present cumulatively with others – second-line checks are advised
- YELLOW – Indication of possible deception efforts by the checked person. If this indicator is present – the second-line check is advisable if a number of these indicators are present.

Figure 1. Table of Risk Indicators by FRONTEX Agency

An interesting approach to develop methodology is used by FRONTEX, the "Ask Yourself" text boxes are intended to assist the user in framing and asking the right questions, while the "Caveat" frames aim to warn about certain aspects or practices. The "Inform yourself" and "Check it" text boxes are meant to provide the further contextual or detailed reading on the relative topic.

The author of the paper, after summarizing the best practices, has understood that, in order to create a methodology, it is necessary to group indicators in the following way:
  – First line:
    • route of travel to/from the "country of jihad";
    • the purpose of the trip to/from the "country of jihad". It is necessary to distinguish women (Sex Jihad, "Brides of Allah", "Black widows" approach) and minor border crossing. Separately also Terrorist suicide bombers and Couriers should be described more detailed;
    • specific characteristics of the traveller crossing the border (or group of persons). A number of characteristic features for the suicide bomber man and separately for woman;
    • behavior of the person crossing the border (non-verbal indicators). Specially could be described a battle weary persons and external physical injuries;
    • behavior of the person crossing the border (verbal indicators);

- the appearance of a person, visible signs which indicate that the person is a radicalised;
- travel documents used for border crossing;
- traveller's luggage;
- known or suspicious methods of movement and vehicles.

– Second line:
- details of the purchase of the ticket and payment method;
- availability of electronic or other storage media and fixation devices (machines) and theirs accessories;
- items in personal belongings that cause a certain interest;
- documents, causing some interest (suspicions).

To collect such kind of the indicators, it would be necessary to strengthen international, regional, and sub-regional cooperation, if appropriate, through multilateral and bilateral agreements. The aims of this cooperation are:

– to facilitate the identification of the threat posed by FTF and prevent them from planning, organizing and committing terrorist acts, or recruiting and inciting other persons to commit such acts;

– to prevent the undetected travel of FTF from or through their territories, especially returning and relocating FTF, expanding the exchange of information in informal (through appropriate channels) and official order for the purposes of identifying FTF, sharing best practices and adopting such practices as well as exploring the routes of travel of the FTF and their family members.

In the opinion of the author, today it is necessary not only to establish and improve cooperation between law enforcement authorities, but also to strengthen the dialogue and cooperation in fighting against terrorism with the private sector, regional organizations, structures, companies and educational institutions. It is necessary to explore the possibility, where appropriate, of applying advanced practical methods in combatting terrorism, taking into account specific conditions, in particular in the collection of digital data and evidence in cases related to terrorism and FTF.

Taking into account the specifics and peculiarities of specialized groups (persons) crossing the border, at the national level, it is necessary to create the working groups that will develop the methodology relevant to a particular country, by adding description of possible profiles and the list of forbidden organisations, groups and etc.

One of the main problems that working groups may face: national level of secrecy regarding the official use of intelligence data concerning threats posed by FTF and individual terrorists as well as their travel routes and travel related details and in the defined order provide such information

domestically to front – line screeners, such as immigration, customs and border security agencies and to share good practices in this regard.

Taking the methodology as fundamentals will allow developing a system of risk indicators and applying them in practice to prevent irregular migration, drug, tobacco, weapons smuggling, human trafficking, etc. The system of risk indicators according to the methodology in comparison to the ability to prevent irregular migration and smuggling attached at paper's (Table 1).

FRONTEX Agency available assessments confirm that there is "no clear profile" of the European FTF. The common risk indicators do not aim to define such a profile, but to establish a list of patterns and criteria on the basis of the best available information with a view to support relevant authorities performing border checks. Furthermore, the list of indicators shall be revised and tailored to the evolution of the threat posed by the FTF phenomenon.

Table 1. The risk indicator system comparison table
(Source: compiled by the author)

	Indicators	FTF	Irregular migration	Smuggling
Border checks at the BCP "First line"				
1	Route of travel	✓	✓	✓
2	The purpose of the trip	✓	✓	✓
3	Specific characteristics of the traveller	✓	✓	✓
4	Behaviour of the person (non-verbal indicators)	✓	✓	✓
5	Behaviour of the person (verbal indicators)	✓	✓	✓
6	The appearance of a person, visible signs	✓	✓	✓
7	Travel documents	✓	✓	✓
8	Traveller's luggage	✓	✓	✓
9	Known or suspicious methods of movement and vehicles	✓	✓	✓
Border checks at the BCP "Second line"				
1	Details of the purchase of the ticket and payment method	✓	✓	✓
2	Availability of electronic or other storage media and fixation devices (machines) and	✓	✓	✓

	theirs accessories			
3	Items in personal things that cause a certain interest	✓	✓	✓
4	Documents, causing some interest	✓	✓	✓

With the help of risk indicators, it is possible to improve risk analysis system. It is necessary to ensure structural units which are involved in border control with established methodology. In a case new indicators will be identified, it is necessary with early warning *(rapid alert)* systems; deliver it in time to all involved structures including to/from neighbouring countries.

In order to improve officials` skills, knowledge and competences in the field of FTF identification and profiling techniques, it is necessary to organize training *(workshops)* using Methodology's risk indicators as well as to include these topics in education programmes of training institutions. Especially, subjects related to the work with victims of terrorism, suspects, accused or convicted of violating the law and especially children deprived of their liberty, as well as with children who are victims or witnesses of crimes. To improve officials` skills, knowledge and competences in the field of profiling, it is necessary:

- to create methodology on human psychology *(i.e. facial mimicry and body language (signs of lies)* and to ensure its application within border checks;
- to foster the implementation of "5W" interviewing methodology as well as to elaborate the questionnaires *(use the prepared forms of questions)* for travellers in cases when:
  - border guard doesn't speak the necessary language (to find out whether the traveller knows general facts related to his country of origin);
  - the traveller shows misappropriated documents (traveller is prepared in advance for questioning) and to ensure its application within border checks;
- to improve the level of professional competences and the general understanding of border guards` activities and procedures carried out during border checks of documents, vehicles, items, the paper author recommends to organize the planned joint exercises (trainings) and competitions on professional preparation which could include not only the test on knowledge in the checking of travellers and their documents and detention of trespassers, but also tasks related to identification, forged documents and interviewing travellers (also in a foreign language);

− at BCP it would be necessary to work out the most common types of travellers with the aim to detect the violators.

Conclusions and suggestions

The author of the paper recommends the implementation of profiling techniques which envisage the establishment of effective system that does not require investment of significant financial resources which in turn is an absolute advantage facing the system which is based only on the use of expensive equipment instead of human resources.

The development of methodology, its constant updating and appropriate training of personnel on how to use and interpret it correctly can increase the chance to prevent the possible terrorist acts in the future.

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PRACTICAL ASPECTS OF USING THE PRESENCE DETECTION SYSTEMS IN THE STATE BORDER GUARD

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Abstract. *The authors of the article analyse data on the effectiveness of presence detection systems in state's border guarding and characterize presence detection systems used by the State Border Guard, as well as summarize international experience of presence detection system usage. Aim of the research is to explore practical aspects, problems and development facilities of all presence detection systems used by the State Border Guard of Latvia.*

Keywords: *presence detection systems, the State Border Guard, effectiveness of presence detection systems.*

Introduction

New technologies (2) are used to ensure and promote the security of the state border as well as the internal security of society. The EU conducts "technology upgrade" (1) to ensure the security of the EU's border. Since 2016, the State Border Guard (SBG) has acquired new presence detection systems to increase capacity of the state border surveillance, thus contributing to assurance of the state's integrity and internal security.

Any state must take care of the national border security systems (3). When guarding the eastern border of Latvia, the State Border Guard staff would be the first exposed to certain manifestations of external threats (6). The SBG must be equipped with the primary reporting systems for illegal operations at the state border, that is, by the presence detection systems.

Aim of the research: to explore practical aspects, problems and development facilities of all presence detection systems used by the State Border Guard of Latvia.

The following methods are used within the framework of the research: general economical and statistical analysis, logically constructive method; qualitative research methods – descriptive method, analysis and synthesis method; quantitative research methods – graphic data display methods (MS Excel).

Role of the presence detection systems in surveillance of the external border

The task and function of the State Border Guard is to ensure national security. The national security measures are determined by the Law on the

State Border of the Republic of Latvia, the National Security Law of the Republic of Latvia, and the Law on National Security Authorities of the Republic of Latvia. Safeguarding of the national security is a set of measures to guarantee the integrity of the State border and to prevent the national threat (5). Border surveillance is one of the tasks carried out by the SBG for the provision of the security of the State border.

As defined in Article 13 of Regulation 2016/399 of the European Parliament and of the Council of 9 March 2016 on the Union Code on the rules governing the movement of persons across borders (Schengen Borders Code), to fulfil the objective of the border surveillance (to prevent unauthorized border crossings, to combat cross-border crime and to take measures against persons, who cross the border illegally) the presence detection systems are used by the SBG for border surveillance. Surveillance may also be carried out by using technical means (7). The Cabinet of Ministers determines the technical means necessary for border checks and border surveillance (5). The use of the technical means for the border surveillance is determined by Regulations No. 268 "On the Establishment and Maintenance of the State Border of the Republic of Latvia" of the Cabinet of Ministers dated May 3, 2016. In order to use the technical means efficiently, it is necessary to carry out work for the establishment and maintenance of the border of the Republic of Latvia.

The establishment and maintenance of the State border of the Republic of Latvia on the external border of the European Union is specified by Regulations No. 268 "On the Establishment and Maintenance of the State Border of the Republic of Latvia" of the Cabinet of Ministers dated May 3, 2016.

Aim of the use of the presence detection systems for border surveillance includes the following:
3.1. Detection of the presence of objects (people, vehicles, etc.), transmission of information and determination of the movement direction of an object;
3.2. Control of the State border and border area regime;
3.3. Providing the security of the State border guard objects;
3.4. Providing tactical training;
3.5. Providing other State border control measures. (8)

The presence detection systems are designed for the control of the State border, border zone and borderland regime. The State border zone regime is in force at the State border zone along the external border. (5) Consequently, the State border regime requires that the stay of unauthorized persons at the State border is prohibited except in the cases of border surveillance, maintenance and renewal of the State border, repair of communications, cartographic or disaster recovery works as consistent

with the SBG. In order to ensure uninterrupted surveillance of the State border security, the SBG is provided with human resources and technical means of border control. The technical means of border surveillance for detecting violations of the State border regime are of great importance in ensuring the security of the State border.

The technical means of border surveillance to control the State borders, border areas and border area regime, and surveillance of territorial sea and inland waters (9) are the presence detection systems.

The European Border and Coast Guard Agency (FRONTEX) defines the presence detection systems as objects for identification and monitoring the borders supported by other means to validate, track, and identify the object of interest. (4)

The SBG uses area surveillance and motion detection systems. The presence detection systems allow a large part of the border lanes to be covered by minimal human resource and detect an offense without the presence of a border guard at the State border. The presence detection systems are one of the most effective means of border surveillance that detects offenders.
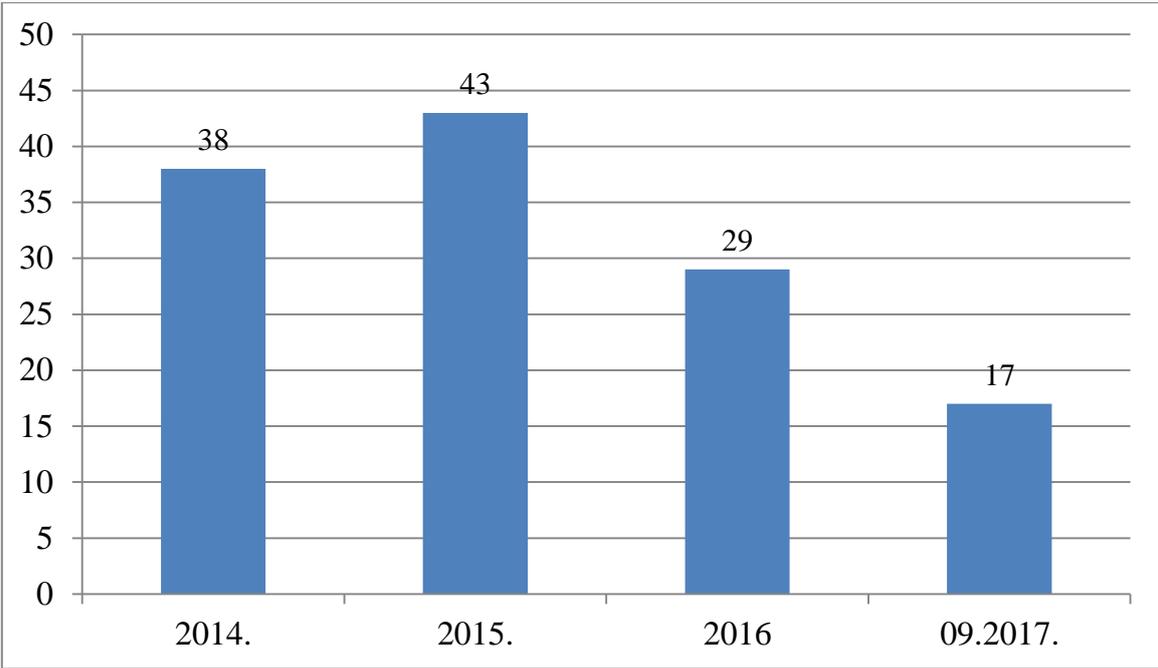

Figure 1. Number of persons detained on the LV-RU and LV-BY borders by the presence detection systems in the period from 2014 until September 30, 2017 (11)

Summing up data, 127 (12%) of 1095 persons detained on the border were detained by the means of presence detection systems from 2014 to September 30, 2017.

Characteristics of the presence detection systems used by the state border guard

In order to improve the security of the State border, the four types of the presence detection systems are widely used in the SBG:

- QUAL TRON;
- SMARTDEC GSM;
- SMARTDEC 869MHz;
- DEFENDGUARD.

Until 2017, the SBG used *Qual-Tron* and *Racall Classic 2000* presence detection systems. Currently, only *Qual Tron* is used; the system is outdated and no longer produced, its repair is expensive. The SBG has acquired *SmartDec GSM*, *SmartDec 869MHz*, and *DefendGuard* presence detection systems following the modern technologies.

The number of available presence detection systems allows covering about 7.8 km of 445 km of the State border of Latvia, i.e. only 1.7%. On the other hand, more presence detection system resources to ensure security of the borders are used in Lithuania and Estonia.

In order to ensure the integrity of the State border and internal state security, to prevent possible threats to national security and the risks of illegal migration, the SBG deploys the presence detection systems not only on the State border, but also in the border zone and borderland, where the private property of individuals is located. Since the specificity of the existing presence detection systems allows the placement of the masts and the State border is not set up for this purpose, the SBG deploys the presence detection systems in the adjacent territory - in the border zone and the borderland.

Border guards throughout the border zone (...) have the right to perform their duties, move freely, check personal documents, and control vehicles and their cargoes (12) Consequently, border guards can move throughout the border zone while performing their duties, including performing their official duties in private property, but there is no regulatory framework for ensuring the security of the State border through technical means in the border zone and the borderland.

In order to implement the provision of the State border and national internal security, amendments to the third part of Article 13 of the Border Guard Law should be amended. At present, the third part of Article 13 "Border Guard Tasks" of the Border Guard Law instructs "to observe the land area, waters and airspace adjacent to the State border" (12). The word "observation" is not followed by the specification of the means to be used for the observation of the territory adjacent to the State border. Therefore, the authors of the paper proposes to amend the third part of Article 13 of

the Border Guard Law using the following wording: "to carry out border checks on land, waters and airspace observation with the technical means of border surveillance". The use of technical means of border control is determined in accordance with the procedures specified by the Cabinet of Ministers.

Table 1. Advantages and disadvantages of the existing presence detection systems in the SBG

	Advantages	Disadvantages
Qual Tron	- Simple to set up - No special technical support is required for installation - The operation is not affected by the area - Easy to disguise - Battery life - Mobile	- Outdated - False alarms - No moisture resistant - No longer manufactured - Performance of each sensor or sensor circuit has to be checked
Smart Dec GSM	- Takes pictures when an object enters the sensor's operation field - Simple application - Installation - No limited deployment distance from border guard unit (BGU) - Not effected by weather - No false alarms - Detector captures objects when there is no connection at the radio-communication; after the connection is restored, photos are sent - Mobile	- Location of the deployment depends on the Internet signal - Discreet installation cannot be performed - Battery life - Flash element is in bright, shimmering colour - Can cover a small part of the State border
Smart Dec 869MHz	- Takes pictures when an object enters the sensor's operation field - Simple application - Not effected by weather - No false alarms - Detector captures objects when there is no connection at the radio-communication bridge; after the connection is restored, photos are sent	- Limited deployment distance from BGU - Detection of the presence detection system components (antenna) in the area - Influenced by the area - Can cover a small part of the State border - Limited mobility

Defend Guard	• Multifunctional (performs video recording and captures earth-generated vibrations) • Operating time of the seismic sensor's battery • Can cover long distances of the State border • Long-term dislocation site • Easy to disguise	• Limited deployment distance from BGU • Detection of the presence detection system components (antenna) in the area • Influenced by the area • Long-term dislocation site

In addition, the SBG needs to develop an agreement with landowners regarding the installation of the presence detection systems in their property, if the property is located near the State border zone. At present, the birder guard unit (BGU) installing the presence detection systems in the border zone and the borderland with an aim to prevent violations of border, borderland and border zone regime is responsible for the installation.

While carrying out economic activities at his/her property, landowner could damage the presence detection systems. Amendments to the law and an agreement with the landowner would allow the legal use of the presence detection systems in the border zone and borderland. Cooperation with landowners would be established to ensure the security of the State border and prevent illegal migration, while preserving the discretion of the locations of the presence detection systems.

The SBG has purchased new and up-to-date presence detection systems operating in the radio frequency range and GSM network. Each of the operating principles of the presence detection systems has problems that are faced by the SBG in performing border surveillance tasks. One of the problems is the coverage of the GSM signal on the State border and the border zone. The SBG uses *SmartDec GSM* presence detection systems and uses the Internet services of two mobile operators – *LMT* and *TELE2*. The Internet signal from mobile operators in the immediate vicinity of the State border is weak or there is no signal at all.
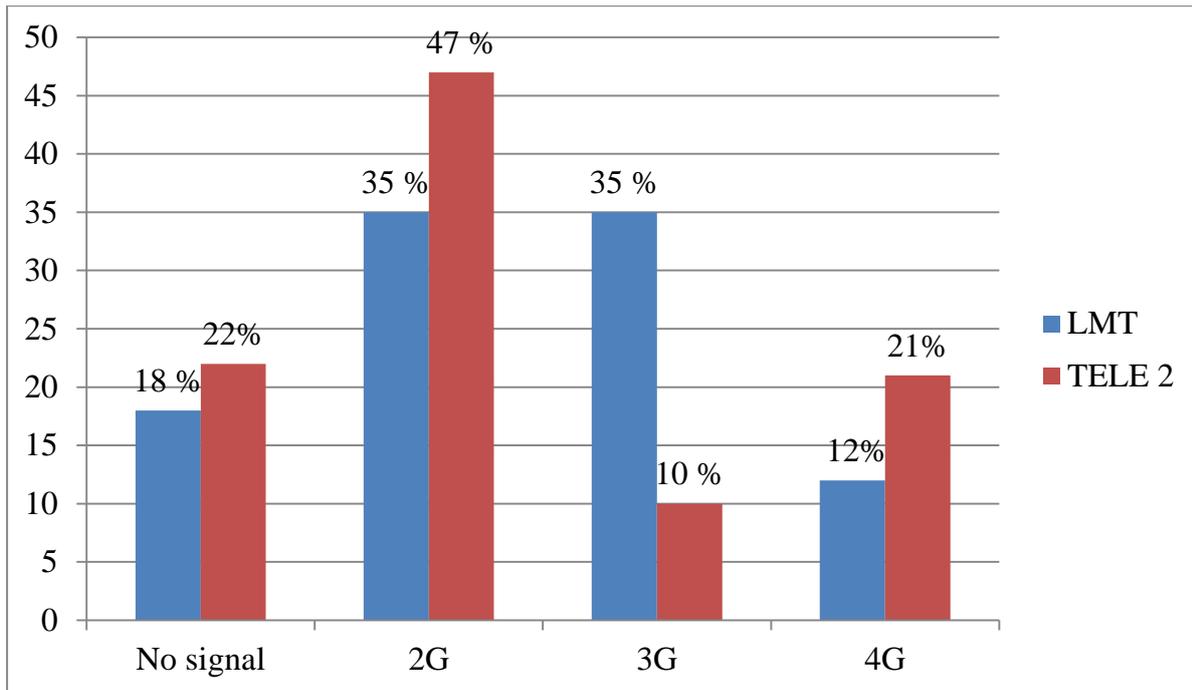
Figure 2. The GSM coverage of the mobile operators *LMT* and *TELE2* at the SBG Daugavpils Board on the State border (13)

The main problem of the *SmartDec GSM* presence detection system is related with transfer of incident photos from radio-communication bridge to workstation using mobile Internet connection. Accordingly, there are problems with loading incident photos; moreover, use of *SmartDec* application on a tablet on the State border is not possible.

Considering the total length of the State border with no Internet coverage and with only 2G signal, it leads to number of 105 km of the State border where it is, in fact, impossible to install the *SmartDec GSM* presence detection systems. Consequently, the *SmartDec GSM* presence detection systems cannot be used in section of 105km of the state border, practically, that is length of all Latvian-Belorussian border. There are only 67 km (of 172 km) of the State border with 3G or 4G Internet signal where *SmartDec* presence detection system operates without any technical interruption during information transfer and loading.

According to the figure above, the SBG Daugavpils Board mostly uses *LMT* Internet coverage for *SmartDec GSM* presence detection systems. Comparing *LMT* and *TELE2* 3G and 4G Internet coverage, it has to be concluded that *LMT* Internet coverage on the state border is better than coverage of *TELE2* Internet.
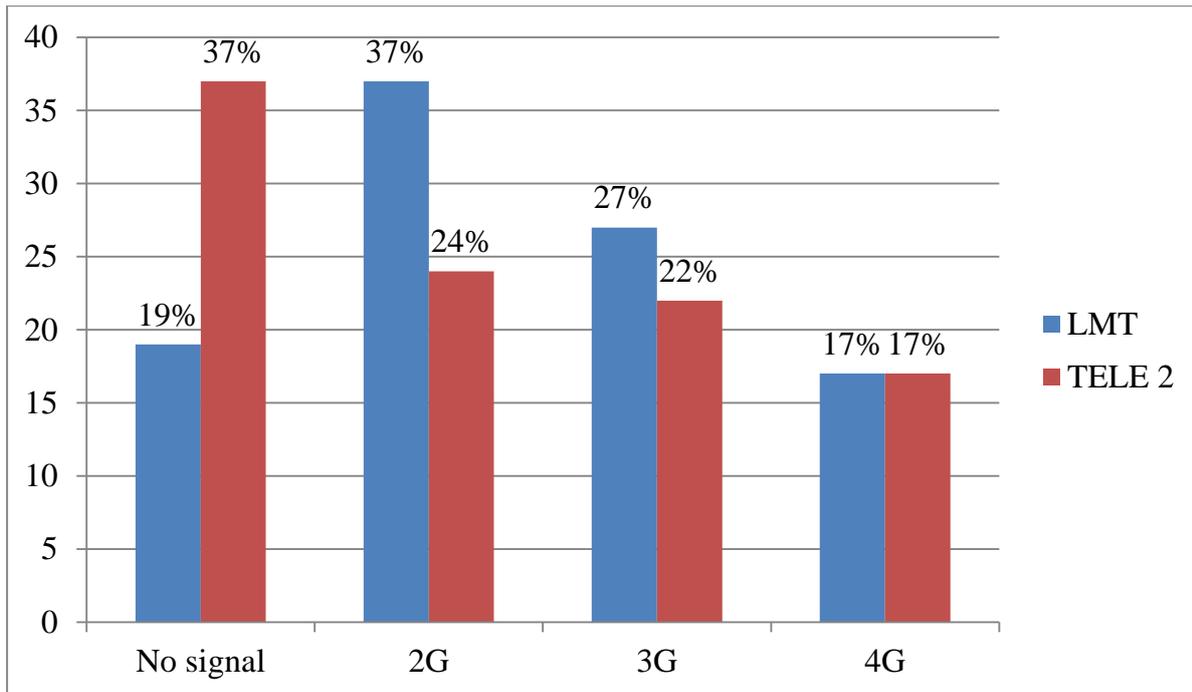
Figure 3. The GSM coverage by the mobile operators *LMT* and *TELE2* at the SBG Ludza Board on the state border (10)

2G Internet coverage is irregular. Thus, there is 81 km of 138 km long section of the state border guarded by the SBG Ludza Board with no Internet coverage at all. There are only 57 km of 138 km of the state border covered with 3G or 4G Internet signal where *SmartDec* presence detection system operates without any technical interruption during information transfer and loading.

Analyses of data on Internet coverage at the SBG Ludza Board shows that both *LMT* and *TELE* 2 provide equivalent Internet coverage that can be used.

The authors of the paper suggest that the SBG shall provide the *SmartDec GSM* presence detection systems with Internet signal amplifier antennas. As one of the ergonomic antennas *ATK-8/2.4 GHz GSM* antenna manufactured by the Polish company *Navi-Netpl* could be proposed.

Figure 4. ATK-8/2.4 GHz GSM antenna (14)

The *ATK-8/2.4 GHz* antenna is designed for data transmission in the 2.4 GHz frequency band (14). The *SmartDec GSM* presence detection systems transmit data in the 2.4 GHz frequency band. The antenna amplifies GSM signal from the base station to distance of 10 km (15), and its operation is minimally affected by external obstacles in area.

One of the most essential problems is type of the vehicle that is used to implement the preventive measures for the presence detection systems – installation, inspection, change of the system's location, and other tasks necessary for operation of the presence detection systems.

At present, the SBG quad bikes and off-road vehicles are used to ensure the preventive measures for the presence detection systems. Due to the construction of the state border, access to the presence detection systems is difficult. The service experience of the authors shows that it is not possible to ensure the prevention work of the presence detection systems by using the SBG vehicles.

For example, in order to implement the preventive measures for *SmartDec GSM*, *SmartDec 869 MHz*, and *DefendGuard* presence detection systems, the necessary equipment should be the following: aluminium folding stairs (4 m, weight ~15 kg); nuts; repair keys; security equipment; cordless screwdriver; other necessary accessories.

It can be moved to the maximum close location of the presence detection systems in the car, but the necessary equipment and accessories has to be taken further on foot where distances may vary from a few hundred meters up to a kilometre or more. Walking with such equipment makes the prevention of the presence detection systems no longer discreet. Thus, the location of the presence detection systems could be detected by offenders or their supporters.

It is not safe to move this amount of equipment with a quad bike because it is not fitted with a cargo box, where the necessary equipment can be safely placed and fastened without danger to health of a border guard while driving.

In order to avoid traumatizing border guards, to ensure safe and ergonomic prevention of the presence detection systems, the authors suggest the SBG should acquire a *John Deere XUV855M* vehicle of *John Deere Gator* for each BGU unit.

The use of such techniques would increase the capacity of the State border surveillance, because the vehicle is multifunctional; it can be used for the examination and surveillance of the State border, as well as for the tasks of the border guard task force and performance of other duties at the State border.

Conclusions and suggestions

1. In Latvia, there is no individual legal regulation on the installation of the presence detection systems in the borderland and border, when it affects private property of a physical person. There is no appropriate technical support for a team of two border guards with necessary equipment to get to the presence detection system dislocation places safely and effectively. There is not enough of the presence detection systems on the State border. Border guards are not trained to work in altitude; it influences the placing and prevention of the presence detection systems. The State borderland with engineering support in order to put up *SmartDec* and *DefendGuard* presence detection systems is not established.
2. The Central Board of the State Border Guard should amend the Law on the State Border Guard particularly on the installation of the presence detection systems in the borderland and border zone concerning private-ownership territories. Amendments to the law will make it possible to ensure the security of the presence detection systems and the free surveillance of the borderland and border zone.
3. The Central Board of the State Border Guard should purchase *John Deere XUV 855M* vehicle for border surveillance. This vehicle is multifunctional; it can be used for working groups, State border inspection and other border surveillance tasks.
4. The Central Board of the State Border Guard should purchase additional *SmartDec GSM* presence detection systems in each Border Surveillance Unit in order to increase the capacity of the State border surveillance and security of the State border.
5. The Central Board of the State Border Guard should update the issues of occupational safety at facilities and provide border guards with the opportunity to attend practical training regarding the work at height which would be organized by companies that have specific work at heights and related environment.
6. In order to ensure the use of the presence detection systems on the State borderland, the Central Board of the State Border Guard should provide the State border with masts at the sections of a high risk of illegal migration. Providing the State border with masts would allow the effective use of the presence detection system and ensure prevention of illegal migration.

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DEVELOPMENT AND PERSPECTIVES OF THE STATE BORDER GUARD E-LEARNING SYSTEM

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Abstract. *In this article, the author focuses on the development of e-learning in the State Border Guard of the Republic of Latvia. The author gives an idea of the world trends in the development of e-learning, the features and possibilities of using it in the State Border Guard of the Republic of Latvia. Author indicates possible options for the development of e-learning, as well as difficulties and possible solutions. This research is lengthy and implies further research of the use of e-learning in the State Border Guard of the Republic of Latvia.*

Introduction

The State Border Guard College of the Republic of Latvia (hereinafter – College) is an educational institution providing education and professional training of border guards for the State Border Guard of the Republic of Latvia (hereinafter – SBG). In the college, various methods and forms of training, including e-learning are used.

The aim of this paper is to research and evaluate implementation of e-learning in the College and SBG, as well as giving suggestions for improving the use of e-learning. In order to improve the quality of the use of e-learning, in the paper, e-learning development trends are considered.

This research is lengthy and implies further research of the use of e-learning in the SBG and College. Research period: 2011 – 2018. Research methods: meta-analysis, graphical and descriptive-quantitative methods have been used during research period.

Development of the SBG e-learning system

In order to systemize the collection of existing study materials and supplementing it with new study materials in electronic form, the College Distance Education System (in Latvian language – *Tālmācības Informācijas Sistēma*, hereinafter – TIS) was introduced in 2008.

The College's TIS is based on Modular Object-Oriented Dynamic Learning Environment (hereinafter - MOODLE) learning management system (hereinafter - LMS).

The active development of e-learning in the College using TIS began in 2014 and continues to this day. During this time, TIS has evolved from a

library with educational materials for students' needs to a full-fledged e-learning system, on the basis of which various training courses for border guards has been provided.

After delivering the course, an anonymous survey is conducted among the trainees with the aim, among other things, to identify the shortcomings of e-learning. The survey results then are further taken into account in the process of improving e-learning courses (Spridzāns, Pavlovičs, 2016).

SBG e-learning system is divided in two parts:
- first one is intended for the College students, where they have the opportunity to use TIS resources on both the SBG intranet, and to connect to the resources of public networks. It contains range of teaching materials, including electronic text documents, presentations, etc., as well as electronic tests which the lecturers themselves prepare and place in certain sections;
- second one is full-fledged e-learning system, which is used as the base to provide various training courses for the border guards.

Both divisions' materials are located on a TIS server that is connected to the Internet. Indeed, the system users have the opportunity to view or download the necessary information on their computer and to conduct tests electronically using an Internet browser.

In 2014, the College developed a plan for developing an e-learning system (approved on 08.04.2014. with the College's order No.176 „On e-learning"). Within the framework of the measures stipulated in the plan, the College renovated the hardware, a new server was purchased and configured to maintain the e-learning system, and the speed of the public Internet connection increased. During the year, a training was provided to the lecturers of the College on the possibilities of using the e-learning system. The teachers actively participated in preparation of methodological materials, test papers, and for conducting lessons in the e-learning system. At the beginning of 2015, the TIS server was connected to the public Internet network. During period 2011-2014, an training course for qualification improvement "Professional English language terminology e-studies" was implemented in the e-learning system.

In 2015, implementation of the measures for the development of e-studies at the College and the SBG continued. In result, three e-qualification improvement programs were developed and implemented (Figure 1). The placement of methodological materials in the e-learning system within the framework of the first level professional higher education program and training of teachers and students e –environment has been provided.
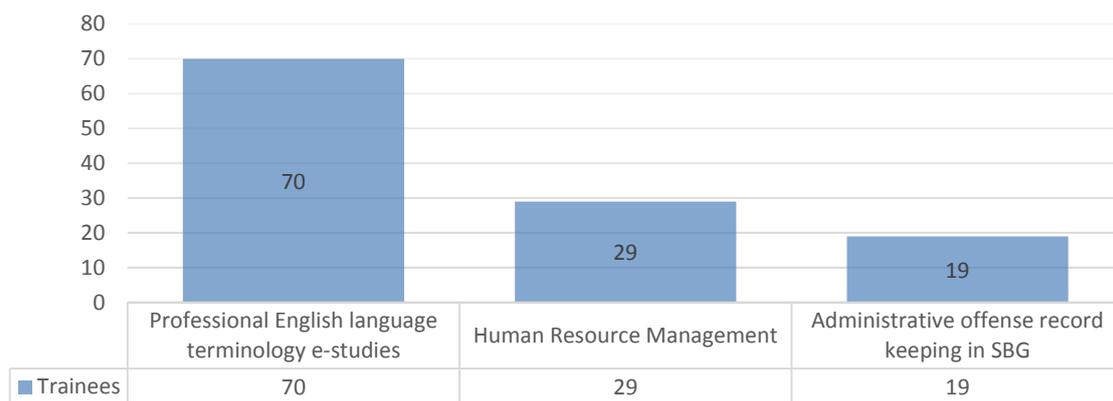
Figure 1. Qualification improvement programs implemented in College in year 2015 (Source: compiled by the author)

By continuing to work on the development of the College's e-learning system in 2015, the College order was issued (the college order No.48 „On e-learning in 2015" approved on 28.01.2015.; amended on 27.02.2015. by the College order No.99). According to the order, the main task in 2015 was defined: to prepare methodological materials and place those in the College e-learning system for students of the first level professional higher education study program "Border Guarding". In addition, in accordance with the order, the following measures were implemented:

- the server was connected to the public Internet;
- the user's requisites for the 1st and 2nd year students of the College as well as for the trainees of the qualification improvement program "Professional English language terminology e-studies" were created;
- lessons on the possibilities of using the e-learning system for College teachers and students were conducted;
- the materials of the "Professional English language terminology e-studies" qualification improvement program were partially transferred to the College's e-learning server, and the implementation of the program was initiated through the College e-learning server.

In 2016, the College issued the order (the college order No.52 „On e-learning in 2016" approved on 29.01.2016.) According to the order, the following measures were implemented:

- the college teachers were provided with new laptops with access to the public Internet;
- the IP address of the college e-learning system was included in the list of authorized Internet resources of the Ministry of the Interior's proxy server;
- computer equipment was purchased and replaced at the College computer class;

- the structure of study courses and qualification improvement courses/ programs in the College e-learning system were updated/supplemented;
- several qualification improvement programs in the form of e-learning were developed/ implemented, including "National Guards obligations and action at the time of the temporary restoration of border control at the internal borders" (hereinafter – National Guards obligations and action) (Figure 2).

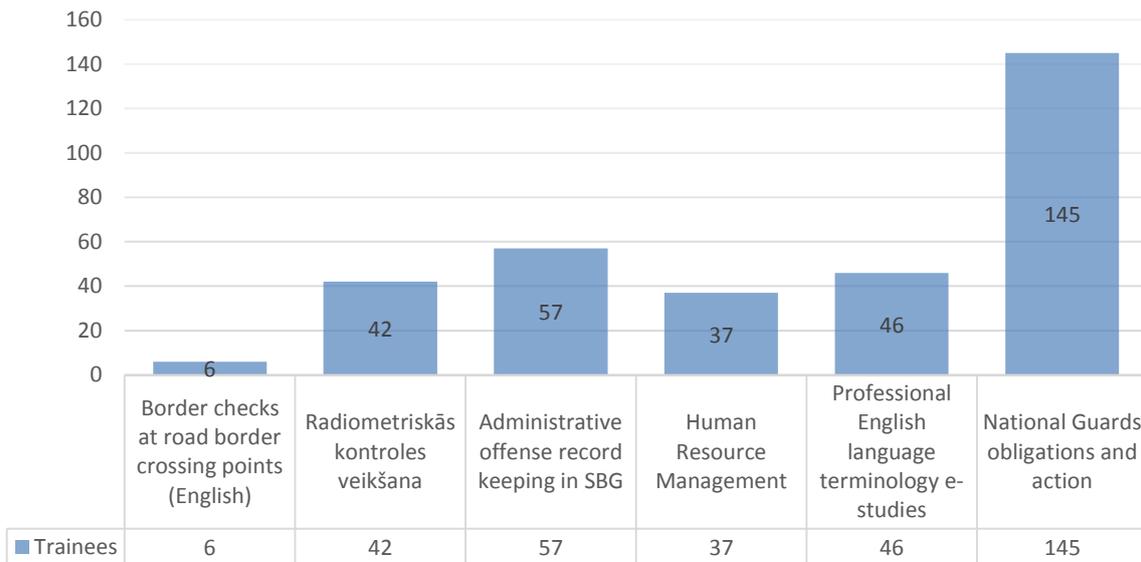**Figure 2. Qualification improvement programs implemented in the College in 2016** (Source: compiled by the author)

In 2017, the following measures were implemented:
- the structure of study courses and qualification improvement courses / programs in the College e-learning system updated/ supplemented;
- several qualification improvement programs in the form of e-learning developed/ implemented (Figure 3.1 and 3.2).
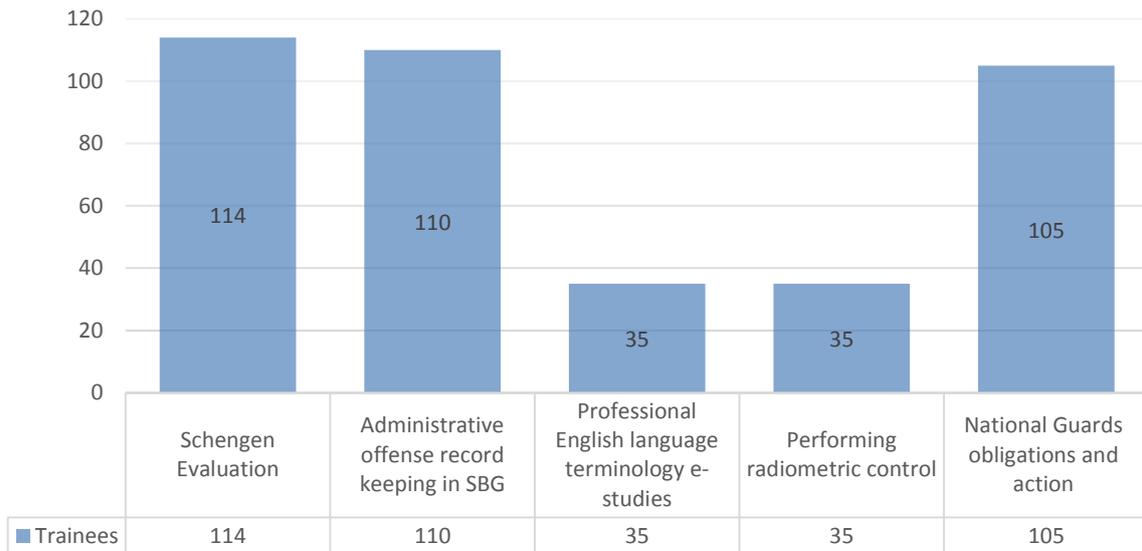
Figure 3.1. Qualification improvement programs implemented in the College in 2017 (continued in Fig. 3.2)
(Source: compiled by the author)
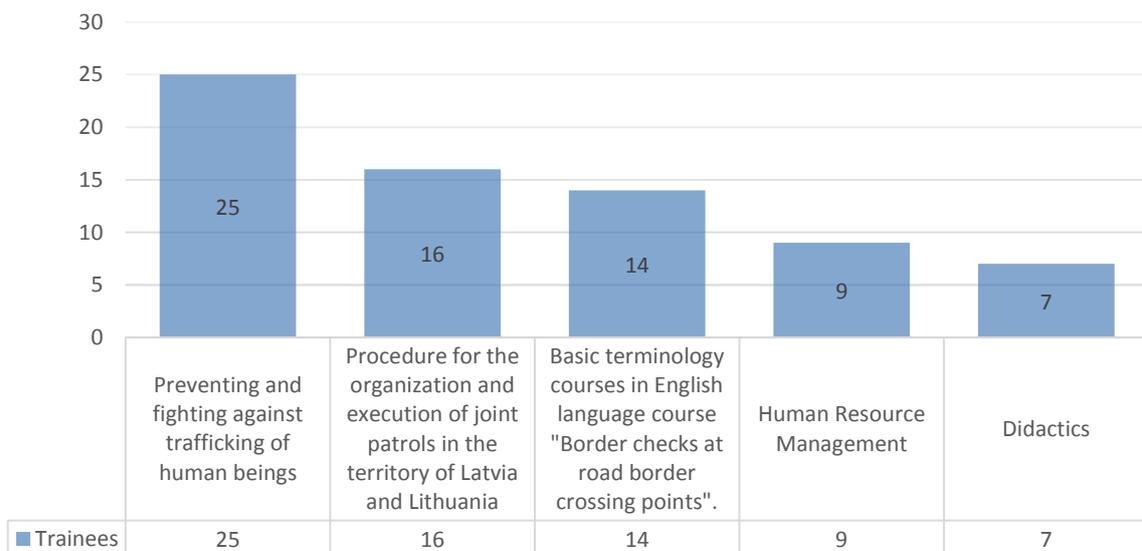
Figure 3.2. Qualification improvement programs implemented in College in 2017 (continued from Fig. 3.1)
(Source: compiled by the author)

In 2018, some qualification improvement programs in the form of e-learning are developed/ implemented already (Figure 4), still the implementation will be continued. It should be noted that the work plan of the College for 2018 (approved on 08.01.2018. by the College order No. 73) includes paragraph "Development of e-learning and interactive methodological teaching materials".

	120						

	Schengen Evaluation	Administrative offense record keeping in SBG	Performing radiometric control	Basic terminology courses in English language course "Border checks at road border crossing points"	Procedure for the organization and execution of joint patrols in the territory of Latvia and Lithuania	National Guards obligations and action
■ Trainees	99	13	26	19	15	24

Figure 4. Qualification improvement programs implemented in the College in 2018 (January to March)
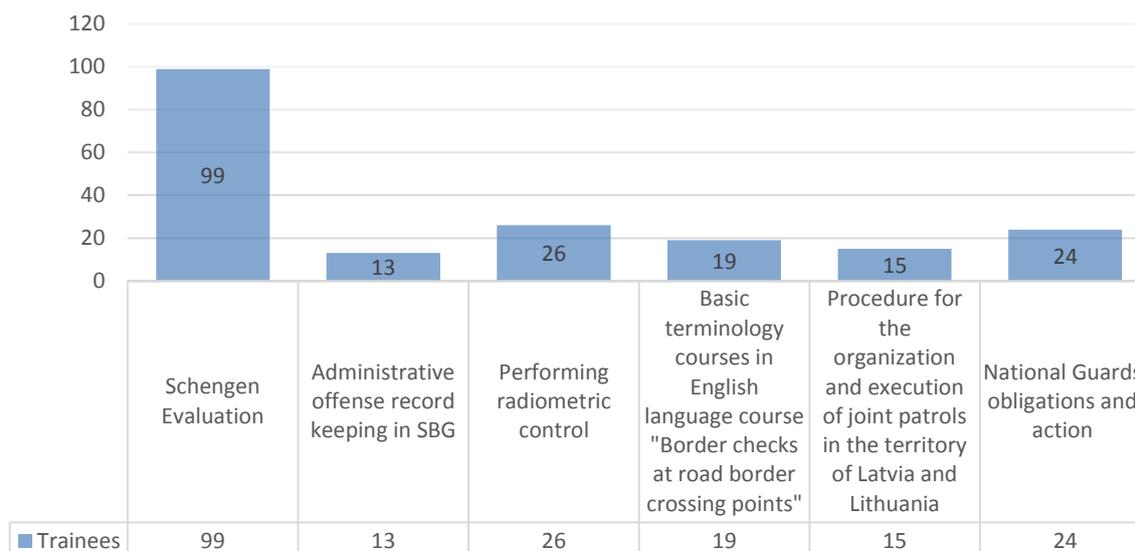(Source: compiled by the author)

Based on data on the number of qualification improvement programs, as well as on the number of people trained, it can be concluded that since 2014 the number has increased. In 2015, share of the students studying in e-learning mode among all trainees of the qualification improvement programs in the SBG was 6% (118 to 1969), in 2016 – 16% (333 to 2079), in 2017 – 28% (470 to 1656) (State Border Guard College, 2018).

Trends in development of e-learning

In order to expand the possibilities of using e-learning in SBG, the author has studied the latest world trends in the development of e-learning. It should be noted that various sources in general note several common areas of development of e-learning which are:

1. Mobile training

Mobile training is experiencing an unprecedented rise. Now, thanks to the fact that most educational portals have adapted their sites to the multi-platform mode or have created corresponding applications for smartphones, the mobile training has acquired considerable flexibility. This trend is increasing, and we can expect a wider application of mobile training in all areas. Students will be able to access online testing of knowledge, listen to audio lectures and watch educational short videos or presentations where they are comfortable (Pandey, 2017).

2. **Microlearning**

Microlearning is defined as providing students with small pieces of teaching material instead of a longer form of modules or courses. It can be

interactive videos, podcasts, quizzes and much more. Their length is the key factor. Breaking a big topic into several short videos explaining one of the components helps to ease up the complex learning process for an individual in a very effective manner.

This makes sense, since the maximum attention concentration level of a person falls for the first five minutes. With a large volume of material, there is a risk of "drowning" in the content (Howe, 2017; Jill, 2018; Pandey, 2017; Senapati, 2018).

3. Gamification (Jill, 2018) (Pandey, 2017) (Senapati, 2018)

Instead of writing something, reading something or listening, most people rather would like to play, so teachers often resort to the use of game mechanics to train their students.

Gamification of education today is a powerful tool for increasing the index of involvement in the educational process. The fact is that all these people perfectly represent what levels are, pumping, quests, rewards, achievements.

There is a tendency in the transition from simple badges, ratings, experience points to more thoughtful integrations of game mechanics into educational processes - sociality, real bonuses for achievements, short milestones, etc. (Jill, 2018; Pandey, 2017; Senapati, 2018).

4. Cooperation and social learning

Social education – learning from others. The main element of this method is interaction of students. Teacher can stimulate this process by creating virtual communities that will serve as a forum where people in an informal setting share their experience, understanding of the problem and ideas for their solution.

Discussions of the material contribute to its better assimilation, and allows teacher to quickly collect feedback and form meaningful connections within the team (Howe, 2017; Jill, 2018; Pandey, 2017; Senapati, 2018).

5. Virtual Reality and Augmented Reality

The use of virtual reality opens up many new opportunities in education and training which are too complex, time-consuming or expensive with traditional approaches, or all at the same time.

There are several main advantages of using Virtual Reality and Augmented Reality technologies in education: visibility, security, involvement, focus and virtual lessons (Howe, 2017; Jill, 2018; Senapati, 2018).

6. Video Learning and Webinars

Video lectures give the teacher a wide range of tools for managing the cognitive activity of trainees and rich opportunities for implementing the content of training.

Especially useful is the use of video lectures in e-learning and for the activation of independent work of students in full-time education. However, this effect is achieved only when the most qualified and active teachers participate in creating video lectures.

In addition to video learning, students can take advantage of webinars to ask questions, engage in different activities and even solve problems (Howe, 2017; Pandey, 2017).

All of the above tendencies have their own peculiarities, advantages and disadvantages. Nevertheless, the author believes that in order to develop e-learning in the SBG, the latest trends in this field should be considered in more detail. It should be noted that, already now, there is a tendency to more actively develop the use of video learning in the SBG. One of the examples is the training video, recently created in the SBG and College, to work with the information system of the State Border Guard and associated information systems.

Conclusions and suggestions

1. In the course of development and in the result of using of e-learning system in the SBG since 2014, the number of qualification improvement programs and personnel trained in the e-learning format has increased.
2. In the period from 2011 to March 2018, 10% of the trainees of SBG completed qualification improvement programs in the format of e-learning.
3. Due to the fact that the materials for the first and the second year students of the College were placed in e-learning system of the SBG in 2015 and 2016 respectively, it is necessary to update these materials, as well as to develop a mechanism to ensure regular updating of the content in the e-learning system of the SBG.
4. To expand the possibilities of using the e-learning system of the SBG, explore the possibility of applying the latest trends in e-learning, including the use of video learning and webinars.
5. Taking into account the tendency of more intensive use of the e-learning system in the SBG, it is necessary to take prompt care of the relevant technical (including computer and video equipment) and organizational (including staff training) resources.

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THE USE OF «VIRTUAL TOURS» TECHNOLOGY IN THE TRAINING OF LAW ENFORCEMENT OFFICERS

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Abstract. *The aim of the study is to analyse the process of using «Virtual tours» technology in the educational process. This technology allows you to transfer the lesson from the passive into the interactive forms, to activate the cadets' cognitive activity and to involve them into the educational process. The use of visualization techniques develops broad-minded thinking and enhances a better learning of the curricular material.*

The main tasks of the research are to analyse the process of using «Virtual tours» technology in the educational process of law enforcement officers; to estimate the functional practice of «Virtual tours» technology. The study is fundamentally based on the dialectical-philosophical method alongside with the general scientific and specific scientific methods.

Keywords: *distance learning, education, training information technologies, virtual tours.*

Introduction

The use of «Virtual tours» technology in the learning process is becoming more popular in recent times. There is wide support for the use of this technology in the training of law enforcement officers. This technology is increasingly being applied in the Border Service and at the Institute of Border Service of the Republic of Belarus.

The study was conducted over the period of 2016-2018.

The subject of the research is to analyse «Virtual tours» technology in the educational process. This technology allows you to transfer the lesson from the passive to the interactive form, to activate the cadets' cognitive activity and to involve them into the educational process. The use of visualization techniques develops broad-minded thinking and promotes a better learning of the curricular material.

The main tasks of the study are as follows:
1) to analyse the process of using «Virtual tours» technology in the training process of law enforcement officers;
2) to estimate the functional practice of «Virtual tours» technology.

The research is fundamentally based on the dialectical-philosophical method alongside with general scientific and specific scientific methods.

The hypothesis of the research under consideration is in the assumption that the analysis of the practical results of implementing the «Virtual tours» technology in the educational process of law enforcement

officers must give a clear idea about the expediency and forthcoming perspectives.

Background and Purposes of Implementing the Technology of «Virtual tours» in Higher Education

«Virtual tour» is a method of realistic mapping of three-dimensional multi-element space on a screen. As a rule, the main elements of the virtual tour are spherical panoramas, interconnected by interactive transition-links (hotspots). Quite often, a cylindrical panorama, virtual 3D objects and ordinary photography are used in virtual tour. In other words, a virtual tour is a general designation for several spherical panoramas that are joined together, and can be virtually moved while watching. Virtual tours also include other interactive elements: pop-up windows, explanatory notes, hot keys, control keys, etc.

Currently, the following areas are specified for the use of «Virtual tours»:
- for advertising purposes, for the presentation of a place or a product;
- for tourist purposes, to show the place of visit, hotel and other tourist attractions;
- in the educational sphere while conducting classes;
- to assist people with disabilities;
- to assist people with a shortage of funds.

Conditions that are necessary for publishing a «Virtual tour»:
- at least two rooms, so that the user could move from one place to another – felt on an excursion;
- pop-up textual explanations or photos, detailed video;
- bright graphics and up-to-date effects;
- action elements – users perceive a virtual walk as an on-line game.
- Pros of «Virtual tours»:
- availability;
- possibility of viewing at any time;
- possibility of multiple participation in the excursion and viewing the information attached;
- a personal presence effect.

Cons of «Virtual tours»:
- impossibility to ask a question in real time;
- dependence on the creators – it is impossible to see what is not included in the tour;
- limited impressions.

This technology has been quite widespread in the educational environment. Virtual tours are often used during the presentation and acquaintance with the university, for detailed visualization of various objects, buildings, etc.

In the process of learning, «Virtual tours» are effective means of training sessions. They create «an effect of presence» for a student – bright, memorable visual images, and allow students to plunge into the environment, to visit any building, structure, land area or object virtually.

The Use of «Virtual tours» in the Institute of Border Service of the Republic of Belarus

It should be noted that the use of «Virtual tours» technology at the Institute of Border Service of the Republic of Belarus is closely related to the introduction of distance learning systems in the training of officers.

In military education, to ensure border security in modern conditions, it is required to upgrade the qualifications of servicemen constantly. This implies the steadiness of the formation of military personnel and can be ensured by the active introduction of distance learning technologies.

Distance learning is a purposeful process of interaction between teachers and cadets with each other, and means of training, regardless their location in space and time which is implemented in a specific didactic system.

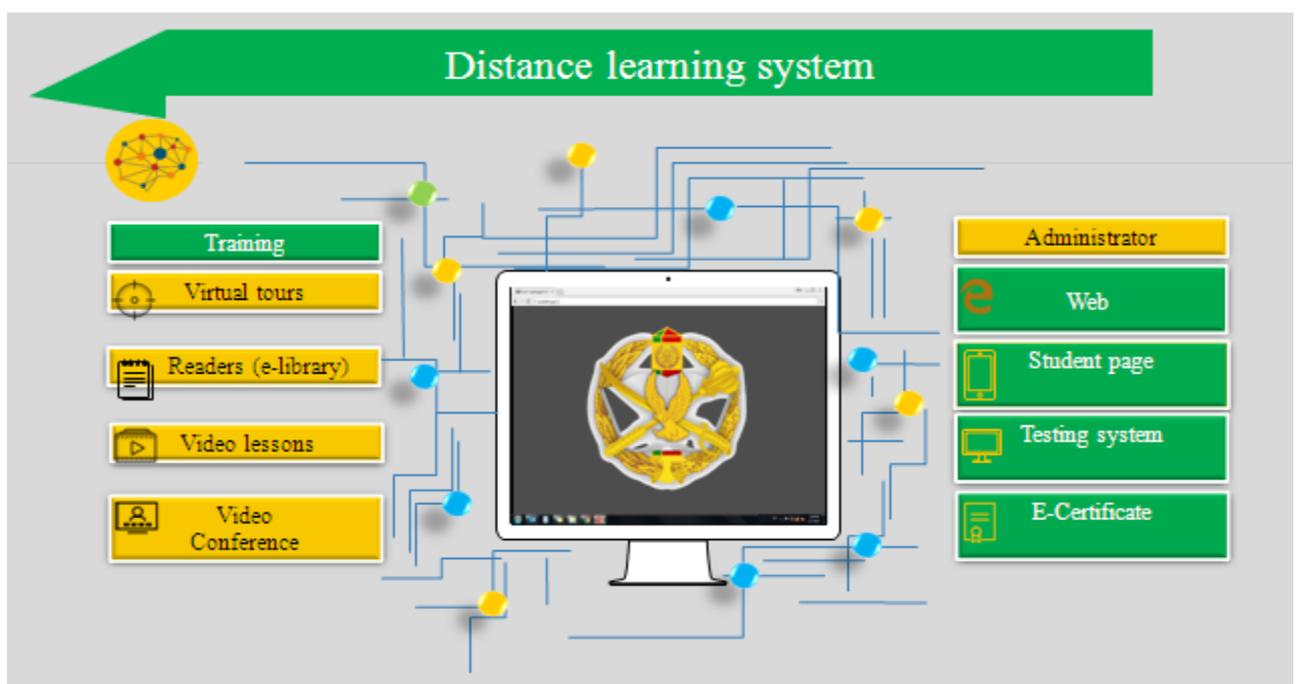The structure of the distance learning system is shown in Figure 1.

Figure 1. Structure of distance learning system

The use of educational technologies in the context of a computer informational and educational environment allows fulfilling the pedagogical support of cadets with different levels of education, those cadets who undergo advanced training and retraining.

The technology of «Virtual tours» starts to be introduced actively into the educational process in the Institute of Border Service of the Republic of Belarus during last two years. The most successful use of this technology in training sessions was shown by the example of the use of virtual tours by the state border units and the checkpoints. The use of such virtual tours in the learning process allows:

- to transfer the training session from passive into active forms;
- to activate cognitive activity of cadets;
- to increase the interest and motivation of students in the classroom;
- to improve the level of learning material;
- to reduce the cost of transporting students to training grounds.

The introduction of virtual tour technology in the Border Service began with the creation of a virtual tour in the Institute of Border Service of the Republic of Belarus. When creating a tour at the Institute of Border Service of the Republic of Belarus the following equipment was used:

- Canon EOS 6D Camera;
- Samyang 14mm f / 2.8 ED AS IF UMC Lens;
- Canon EF 24-105mm f / 4L IS USM Lens;
- Canon EF 8-15mm f / 4L Fisheye USM Lens;
- Manfrotto 055XPROB Tripod;
- Nodal Ninja 5 R-D16 Rotator + EZ-Leveler Panoramic head;
- Manfrotto 804RC2 Head;
- Canon Speedlite 580EX Flash.

Currently, the «Virtual tour» is publicly available and widely used in order to demonstrate the housing and living conditions and the training base in the Institute of Border Service of the Republic of Belarus to future applicants. It gives us an opportunity to show in detail the conditions in which the cadets live and study without physical presence. According to the conducted polls, the applicants estimate the created virtual tour very positively because it gives a very detailed idea of the Institute of Border Service of the Republic of Belarus and allows not to visit it. The parents of the cadets evaluate this tour positively as well highlighting its modernity.

Taking into consideration the positive experience of creating the «Virtual tour» of the Institute and its high evaluation, it was decided to create training virtual tours for the territorial border guard units. Therefore, the Institute decided to buy special equipment and create virtual

tours for educational purposes on its own. Thus, the following equipment was purchased:

– Canon EOS 6D Camera
– Canon EF 24-105mm f / 4L IS USM Lens
– Canon EF 8-15mm f / 4L Fisheye USM Lens
– Manfrotto 055XPROB Tripod
– Manfrotto 804RC2 Head

This equipment could provide the creation of «Virtual tours» in the Institute. By now, virtual tours have already been created for such units as: the frontier post «Losha» and the border checkpoint «Novaya Guta» and the process of creating new tours continues. It is possible to create «Virtual tours» for a specific division of the border units at the request of the departments of the Institute.

In the training sessions, «Virtual tours» are often used in studying the situation and conditions in a particular unit, working places, etc. The practice of planning the service and arranging staff using a virtual tour of the unit has proved to be well established. If at the first lessons the teacher only introduces the situation with the help of a virtual tour, shows the plan of the building, service rooms, territory, a certain segment, so the next sessions the cadets use simple navigation independently or under teacher's control carry out practical assignments in accordance with the location of the unit. The experiment on conducting classes using virtual tours showed an interesting result. After conducting theoretical classes in the classroom using a virtual tour for a particular unit and arriving for practical training in the same unit, the cadets did not become confused with the situation, and did not spend much time studying the location, but immediately joined the work. The plan of the building and the surrounding area were already known to them in advance and thoroughly learned during the classroom! Cadets' testing based on the results of conducting classes using virtual tours showed that the perception and subsequent mastering of the material improved by more than 70% compared to showing cadets conventional photos of the unit.

The application of this technology is also approved by teachers. Its use in class does not require additional skills and greatly facilitates the visualization of the material being taught.

Thus, we can state that the use of «Virtual tour» technology in the course of conducting various types of training is justified. Moreover, it requires its further development.

Conclusions and suggestions

1. The use of «Virtual tour» technology is now becoming more and more justified. The application of this technology in the educational process shows high efficiency, including the Institute of Border Service of the Republic of Belarus.
2. The use of such «Virtual tours » in the learning process allows:
   – to transfer the training session from passive into active forms;
   – to activate cognitive activity of students;
   – to increase the interest and motivation of students in the classroom;
   – to improve the level of learning material;
   – to reduce the cost of transporting students to training grounds.
3. The use of «Virtual tour» technology in the process of training cadets of the Institute of Border Service of the Republic of Belarus shows its high efficiency, the quality of the training and the level of mastering the training material by the cadets have been improved.
4. In order to develop distance-learning technologies, it is necessary to introduce «Virtual tour» technology into the educational process of the Institute of Border Service of the Republic of Belarus, to expand it and to create these tours for different territorial units.

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INTRODUCTION OF BIOMETRIC DATA PROCESSING SYSTEM IN THE STATE BORDER GUARD

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Abstract: *Biometric data authentication systems are used widely nowadays. Biometric technologies are based on person's biometric data, compared with data of a specific person. In 2017, a new functionality was introduced at the State Border Guard on the technological platform of the Biometric Data Processing System for data input on foreigners detained under the Immigration Law. The fingerprint information system of asylum seekers was modernised. New workstations were installed in several State Border Guard units.*

Keywords: *State Border Guard, biometric, data processing system, asylum, workstations.*

The aim of the paper is to study the implementation of the Biometric Data Processing System at the State Border Guard, to analyse the shortcomings and problems in the implementation of the system and the possibilities of the system's development and improvement.

Biometric data authentication systems are widely used nowadays. Biometric technologies are based on person's biometric data by comparing data of a particular person.

The word *biometrics* originates from the Greek *bios* – life, and *metron* – measure. Using such systems, it is possible to identify a person based on data acquired at birth (DNA, fingerprints, iris of an eye), over time or changes according to age (handwriting, voice, gait). Biometrics is a set of methods used for the processing of biological data, while biometric data is a set of physiological characteristics and indications that are personally identifiable to a person. Biometric data are as following:

1) fingerprints;
2) hand geometry, palm prints;
3) facial biometrics;
4) ear and voice geometry;
5) iris of an eye, the retina;
6) vein structure;
7) DNS;
8) signature of a person (10).

In order to identify a particular person, biometrics uses not what a person owns, but the inherent and unrepeatable characteristics of a person. Thus, this person identification method is the most reliable, and it practically eliminates the possibility of using a false identity. As a result,

biometrics is increasingly used in a wide range of everyday life. Biometric identification is used by the Public Administration (passports, identification cards, driving licenses), public order and security (identification and verification of persons, access rights), health care, finances (payment and credit cards), trade (loyalty cards), education (student cards), etc.

The so-called 3A principle (Authentication, Authorization and Administration) is being respected when developing biometric authentication systems and protecting information from unauthorized access.

The issue of security is topical in the European Union and in Latvia with the increase in the threat of terrorism in the world. One of the security measures is the inclusion of biometric data (facial digital image, fingerprints, etc.) in identity documents, travel documents, visas and residence permits, and the use of further processing of these data.

The Council of Europe defines the term "data" as "any fact, information or concept for processing in a computer system in an appropriate form" in the Convention on Cybercrime on November 23, 2001. Regardless of the form and place where the information is stored, it must always be protected adequately. Security of information is characterized by its confidentiality: information should be available only to those, who are authorized to receive it. The unlawful use of data may pose a threat to national security, public order and negatively affect the economy of a country, and may cause moral or material damage to a natural person.

As a result of the rapid development of information technology, a large amount of information to be processed relates directly to individuals. This information is called personal data, and it is used in various state and municipal institutions, including the State Border Guard. When processing personal data, the human rights to private life or privacy are being compromised. They are guaranteed in the UN Universal Declaration of Human Rights of 1948 (Article 12), the International Covenant on Civil and Political Rights of 1966 (Article 17), the European Convention for the Protection of Human Rights and Fundamental Freedoms of 1950 (Article 8), and Article 96 of the Constitution of the Republic of Latvia - "Everyone has the right to inviolability of private life, housing and correspondence".

In Latvia, many international documents have been adopted in the field of biometric data protection, national laws and regulations have been adopted, as well as the legislation has been improved in order to respect both the rights and freedoms of an individual and the interests of the state and public security.

The Regulation (EU) 2016/679 of the European Parliament and the Council (April 27, 2016) on the protection of natural persons with regard to the processing of personal data and on the free movement of such data

repeals Directive 95/46/EC (General Data Protection Regulation) that contains precisely defined rules of personal data protection. In accordance with this Directive, each piece of information that identifies a natural person should be protected. Further processing of data without the permission of an identified person is permitted only in certain cases provided for in regulatory acts.

The Member States use Article 1 of this Regulation to protect the fundamental rights and freedoms of natural persons and, in particular, their right to respect for private life, regarding the processing of personal data.

The Regulation states the following:
- *personal data* is any information relating to an identified or identifiable natural person ("data subject"); an identifiable person is one, who can be identified directly or indirectly by indicating the registration number or one or more factors of that person's physical, physiological, mental, economic, cultural or social identity;
- *processing of personal data* (*processing*) is any action or set of operations performed with personal data with or without automated means, such as collecting, registering, organizing, storing, applying or modifying, correcting, consulting, using, disclosing, transmitting, distribution or otherwise making available, grouping or joining, closing, deleting or destroying access;
- *the controller* is a natural or legal person, a public authority, an agency or any other entity that determines, individually or jointly with others, the purposes and means of personal data processing (6).

The Member States have a duty to protect the fundamental rights and freedoms of natural persons, and, in particular, their right to the protection of personal data. They also have to ensure that the exchange of personal data between competent authorities in the Union, when such exchanges are required by Union or the laws of the Member States, is not restricted or prohibited for reasons connected with the protection of natural persons with regard to the processing of personal data (7). There are strict requirements for the processing and storage of personal data and the procedures by which this information is transmitted to other organizations, institutions or foreign countries with reliable and adequate protection.

There is the Law on the Biometric Data Processing System in Latvia that aims to ensure the development of a unified biometric data processing system in order to determine the identity of natural persons, as well as to prevent the use of a false identity. The Biometric Data Processing System is a state information system, the manager and holder of which is the Information Centre of the Ministry of Interior. The conceptual issues related to biometric data are viewed by the Ministry of Interior which is

responsible for the Concept on the use of biometric data of natural persons in Latvia.

Biometric data processing systems collect, process and store biometric data of natural persons - a digital image of face, images of finger (palm) prints/footprints. In addition, basic biographical data of a person (name, surname, personal identity number, date of birth, gender, nationality and its type), as well as separate attribute data, such as the date of receipt of biometric data, the acquiring institution, the grounds for obtaining, are included.

One of the most important tasks of the State Border Guard in the field of control of the state border guard and immigration is the compliance with the rules on entry, residence, departure and transit of foreigners in the territory of the Republic of Latvia as well as to carry out activities provided for in the Asylum Law within the framework of its competence (9).

Since 2009, the State Border Guard units have started using of the Automated Fingerprint Identification System (hereinafter AFIS), in which the fingerprints obtained from border inspection posts and immigration departments are inspected, added and stored. The system improved and accelerated the identification of offenders and data verification, thus improving the effectiveness of the fight against State border violations and ensuring compliance with the requirements of the Schengen Agreement.

In 2017, a new functionality was introduced on the Biometric Data Processing System's technological platform within the framework of the project No IC/PMIF/2016/4 "Integration of Automatic Fingerprint Identification System of the State Border Guard with Biometric Data Processing System (hereinafter BDPS) maintained by the Information Centre" by the Asylum, Migration and Integration Fund. It was developed for entering data on foreigners detained under the Immigration Law, Sections 51 and 60. A new Automated Fingerprint Identification System was created; the work of the previous Automated Fingerprint Identification System was stopped and all data was transferred to the new system. The Asylum Seekers Fingerprint Information System (hereinafter - *Eurodac*) was modernized as well as new workstations were installed in several State Border Guard units.

Data of the Automated Fingerprint Identification System are available to the State Border Guard for conducting inspections related to the control of compliance with the rules of entry, residence, departure and transit of a person. In addition, when carrying out processing of personal data, the State Border Guard officials ensure that all data is collected only for specific purposes and processed legally, accurately and not disproportionately. The State Border Guard ensures that all biometric data acquired is not stored

for longer than is necessary to achieve a specific purpose and is stored in a safe way, preventing the access of third party.

The Order No 1474 "On the use of AFIS and *Eurodac* systems" "Temporary Provisions on the Use of the Automated Fingerprint Identification System (AFIS) and the Asylum Seekers Fingerprint Information System (*Eurodac*) in the State Border Guard Units" entered into force on October 3, 2017. The Provisions determine the procedures by which officials of the State Border Guard Units carry out processing of personal data in the Automated Fingerprint Identification System and the Asylum Seeker Fingerprint Information System.

In the data entry procedure, the AFIS introduces data on foreigners detained in accordance with Article 51 or Article 60 of the Immigration Law. Depending on the reason for the detention of a foreigner, data may be entered into different categories depending on the nature of the violation, place, and other conditions.

During the data input procedure in the *Eurodac* system, data is entered in accordance with the *Eurodac* Regulations on asylum seekers.

Prior to entering data into the particular system, a person's identification has to be carried out with the aim of obtaining information about the previous registrations (if there were any). The BDPS user's obligation is to provide the following information to a person before entering data into the system:

- name, surname and position of the user who carries out the data processing;
- the reason and justification for the data processing, delivering a person upon signature the informational sheet in the case of the AFIS data check and input, or a common leaflet developed by the European Commission with relevant information in the case of entering data in the *Eurodac* system, depending on the reason for the data input;
- on the right of a person to access the data entered and the right to propose the editing of the entered data if the data is entered incorrectly or the deletion of the entered data if data is entered unlawfully.

Data in the Biometric Data Processing System can be obtained in the following ways:

- in paper form - a natural person about himself/herself and his/her children under the age of 18 or his/her authorized representative, as well as a legal representative for a person under his/her custody or guardianship;
- using the online data transmission - the State Police, the Office of Citizenship and Migration Affairs, the State security authorities and the public prosecutor's office if the data of the system is necessary for

the fulfilment of the functions prescribed by regulatory enactments regulating the activities of the institution concerned.

The person's identification in the Biometric Data Processing System of the State Border Guard is carried out using a frontal face picture or fingerprints of a person.

The most effective method for the person identification is the comparison of the fingerprint images. Fingerprints are one of the most convenient and useful biometric parameters in different access systems. The uniqueness and originality of fingerprints is determined by the fact that their formation is influenced by genetics and environmental conditions of development. At the same time, changes in fingerprints are immaterial over time, as even after severe physical damage, the skin returns to its previous appearance.

Processing of data in the Biometric Data Processing System is provided by:

– data entry workstation "*LivesScan*" with the application "CAPS" - for data entry into systems with "live" four-finger scanners and photo equipment supplied with the workstation;
– data entry workstation "*Cardscan*" with application "CAPS" - for data entry in the systems with flatbed scanners for obtaining the fingerprints from dactyloscopic cards for data entry into systems and photo equipment supplied by the workstation.

Qualitative photo equipment is used to obtain a face photo in the State Border Guard, nevertheless, in order to obtain an image of appropriate quality, lighting and background play an important role. Therefore, the placement of workstations in well-designed premises is essential for the qualitative acquisition of a face image.

Conclusions and suggestions

1. The inclusion of biometric data (facial digital image and fingerprints) in identity documents, travel documents, visas and residence permits as well as the further use and processing of these data is a topical issue with the increase in the threat of terrorism.
2. Nowadays, none of the state administration institutions, including the State Border Guard, can function properly without the help of biometric data processing systems.
3. The legal framework of the Republic of Latvia is wide. It resolves a number of cooperation and procedural issues that are of great importance in the use of the Biometric Data Processing System.

4. To improve the technical equipment and placement of the Biometric Data Processing Systems in premises with the necessary lighting, ensuring the quality of obtaining and processing of biometric data.

5. In the regulatory enactments, to define precisely whether and which biometric data is considered as sensitive data and to which processing more strict protection and control requirements are attributed to.

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TEACHING FOREIGN LANGUAGES FOR SPECIFIC PURPOSES: CHALLENGES, PROBLEMS AND SOLUTIONS

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Abstract. *Teaching a foreign language for specific purposes concentrates on the specific needs of the learners, focusing more on language in context and on the course participants` need to acquire a set of professional skills and particular job-related functions. The process of teaching foreign languages in a professional higher education institution is a unique and differs in many aspects, it is directed and addresses immediate and very specific needs, moreover the trend of educational paradigm nowadays is the competency building approach which in turn involves the development of learners` ability to apply existing knowledge and skills in order to solve specific practical work –related problems.*

The paper is the result of personal professional teaching experience as well as it contains theoretical analysis of teaching foreign language for specific purposes as well as authors reveal the current challenges that teachers encounter in the process of teaching language for specific purposes in the State Border Guard College of the Republic of Latvia.

Key words: *foreign language, specific purposes, teacher, methodology, challenges.*

Introduction

Professional and qualified personnel builds up the system and the reputation of any institution at local, national and even international levels. Professional development of personnel is considered to be one of the most important and the most significant investments in the organization`s long-term perspective. Work for institutions under the supervision of the Ministry of the Interior envisages a long-term professional development, where educational institutions which provide an opportunity to receive professional education as well as necessary professional qualification plays a crucial role.

Globalization of the world`s economy demands specialists and professionals in various areas to communicate effectively in foreign languages. The success is conditional of their abilities to manage language and cultural barriers, i.e. on the language skills and competences with respect to their professional areas, however the education policy of contemporary higher education institution aims at accommodating the needs of state, society and personality bringing forward highly esteemed and sought-after personal qualities such as independence, individuality, erudition, as well as the ability to take the initiative.

The process of teaching a foreign languages at a professional institution of higher education can be perceived in terms of its educational opportunities. Professional experience in teaching foreign languages allows us to conclude that the content and the methods of teaching are changing.

The teaching of foreign languages for specific purposes (FLSP) has been seen as a separate activity within foreign language teaching. It is believed that developed methodology with needs analysis and preparing learners to communicate effectively in the tasks prescribed by their field of study or work situation is the key distinguishing characteristic of FLSP. The emphasis of foreign language teaching is always on practical outcomes.

Considering the importance and peculiarities of border guard profession as well as the requirements set for training and education of specialists, authors would like to draw attention to the necessity of foreign languages for border guards which is emphasized in one of the fundamental documents -the Schengen Borders Code. It stipulates that Member States, with the support of the European Border and Coast Guard Agency (Frontex), *shall encourage border guards to learn the languages necessary for carrying out their tasks* (Regulation (EU) 2016/399).

Professionally-oriented communication with travellers, work with asylum seekers, detainees, completion of service documentation, taking part and being a member of escort, patrol teams as well as work in joint operations are only a few duties involving the necessity of knowing the foreign languages. Foreign languages more and more become an instrument that enables considerably improving also the career prospects.

A border and coast guard will frequently cooperate with colleagues from other European Union states. These cooperative activities, presume that harmonised procedures and common understanding exist. Language skills are essential due to the specific nature of border and coast guards' duties (Frontex Agency, 2017, p.48).

Foreign language desired expertise of border and coast guards is described in the reference to the Common European Framework of Reference for Languages (CEFR). Language training in the Common Core Curriculum for Border and Coast Guard Basic Training in the EU (CCC) focuses on the professional English language and is described by CEFR. Based on their own needs, national border guard organisations are encouraged to teach other additional languages as well (Frontex Agency, 2017, p.48).

In this paper the authors provide an overview of FLSP theory and practice of teaching, describe the list of challenges in FLP from the foreign language teachers point of view and come up with a range of suggestions how to develop the process of foreign language acquisition in the State Border Guard College of the Republic of Latvia.

Foreign language for specific purposes

Several decades ago, speaking a foreign language was a prerequisite for just a limited range of professions, like managers or diplomats, nowadays it has become of fundamental importance in all professional circles. This means that there can be two main objectives for teaching and learning foreign languages: personal growth and professional growth.

"Tell me what you need English for and I will tell you the English that you need" this quote can be applied also to teaching LSP which also integrates the concept of professionally-oriented foreign language teaching with professional disciplines in order to obtain additional professional knowledge and develop professionally significant qualities of a person (Susilowati, 2008).

Having explored and analysed several sources of information (based on theories of Dudley-Evans and St. John on English for specific purposes), the authors came to the conclusion that definition of FLSP contains three absolute and four variable characteristics the same as English for specific purposes:

1. Absolute characteristics (language teaching is designed to meet specified needs of the learner; related in content to particular disciplines, occupation and activities; centred on the language appropriate to those activities in syntax, text, discourse, etc., and analysis of the discourse; designed in contrast with General foreign language).

Absolute characteristics:
a) FLSP is designed to meet specific needs of the learner;
b) FLSP makes use of the underlying methodology and activities of the disciplines it serves;
c) FLSP is centred on the language (grammar, lexis…), skills, discourse and genres appropriate to these activities.

2. Variable characteristics (FLSP may be restricted to the language skills to be learned, e.g. reading; and not taught according to any pre-ordained methodology).

Variable characteristics:
a) FLSP may be related or designed for specific disciplines;
b) FLSP may use, in specific teaching situations, a different methodology from that of general English;
c) FLSP is likely to be designed for adult learners, either at a tertiary level institution or in a professional work situation; it could be used for learners at secondary school level;

d) FLSP is generally designed for intermediate or advanced learners;

e) most FLSP courses assume basic knowledge of the language system, but it can be used with beginners. (Nation I. S. P., 1990)

Considering the variable characteristics, FLSP may be related or designed for specific disciplines. In specific teaching situations, it may use a different methodology. It is generally designed for intermediate or advanced learners, as well as for adult learners. Sometimes, it could be used for learners at secondary school level, depending on the need and expedience of the situation. Most FLSP courses assume basic knowledge of the language system (Grynyuk, 2016).

Foreign language for specific purposes is an approach to language teaching as a second or foreign language, whose aim is to empower a group of people with specific needs, no matter whether it is in academic, professional or personal issues. The whole course is tailor-made, so that the focus of the teaching content and method varies according to each field of interest. Two major types of foreign language for specific purposes have been recognized: foreign language for academic purposes and foreign language for occupational purposes. I. Kubrak in his survey on teaching English for specific purposes compiled the theories and underlined the differences between Language for Academic Purposes and Language for Occupational Purposes. He points out that Language for Academic Purposes entails training students, usually in a higher education setting, to use language appropriately for study. Such programs focus instruction on skills required to perform in foreign language-speaking academic context across core subject areas generally encountered in a university setting. The emphasis is largely on a general course content to cover common problems rather than specific courses according to the student's field (e.g. English for Engineers).

Language for Occupational Purposes covers situations in which Learners are studying languages for work-related reasons. Such courses are based on an analysis of their specific communicative needs in their work. Fields: industry sectors, government etc. (Kubrak, 2012).

Helen Basturkmen (2005) distinguishes five broad objectives in FLSP teaching:

- revealing subject-specific language use;
- developing target performance competencies;
- teaching underlying knowledge;
- developing strategic competence and
- fostering critical awareness. (Basturkmen, *2010)*

Taking into account theories regarding the FLSP, Carver states that there are three characteristics common to all FLSP courses:

1) **authentic materials** – the use of authentic learning materials is possible if we accept the claim that FLSP courses should be offered at an intermediate or advanced level. The use of such materials, modified by teachers or unmodified, is common in FLSP, especially in self-directed studies or research tasks. The students are usually encouraged to conduct research using a variety of different resources including the Internet;

2) **purpose-related orientation** – refers to the simulation of communicative tasks required by the target situation;

3) **self-direction** – means that FLSP is concerned with turning learners into users. For self –direction, it is necessary that teacher encourage students to have a certain degree of autonomy – freedom to decide when, what, and how they will study.

Based on the research of the theoretical basis, the authors made the conclusions that foreign language for specific purposes is:

– Learner-centred, second/foreign language training;
– Needs-based, involving all stakeholders;
– Characterized by collaboration with workplace/content experts;
– Characterized by the use of appropriate, authentic tasks & materials (specificity and relevance).
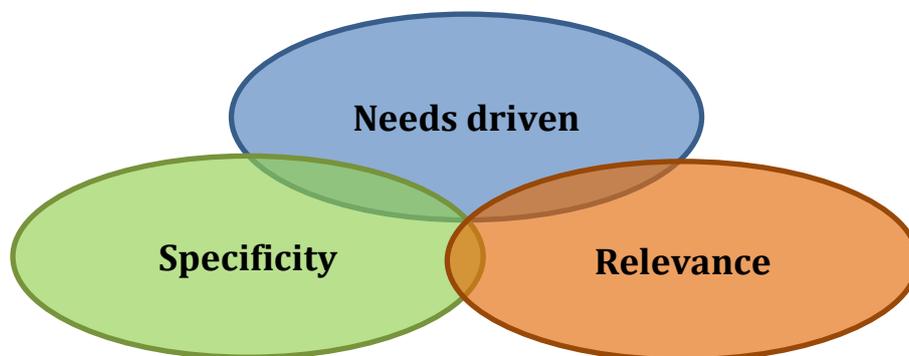
Figure 1. Core principles of foreign language for specific purposes
(Source: compiled by the authors)

Teaching of foreign languages in the State Border Guard College of the Republic of Latvia

The quality of the State Border Guard (SBG) work reflects in its implemented functions that also results from the proficiency and professionalism of its teacher. Professional training of border guards in the SBG comprises the following stages:

1) the course of professional training (complementary course) – gives insight into the structure of the SBG, service management and fundamental principles of professional activities;
2) professional education – provides border guards with theoretical knowledge and practical skills to perform their duties in certain positions as well as to plan and manage own work and the work of subordinated personnel;
3) specialization – ensures the training of border guards in the SBG required profiles e.g. dog handling, immigration, document examination, aviation etc.;
4) qualification improvement/ professional development courses – provide an opportunity to improve appropriate and systematic professional knowledge and practical skills required in service.

Three out of four Professional training stages include or may include the acquisition of foreign languages. The State Border Guard College (SBGC) implements the Professional further education study programme „Border Guarding" (Subjects: Professional English language terminology – 86 hours, and Professional Russian language terminology – 26 hours. After receiving the professional secondary education, where the length of studies is one year, border guards obtain the qualification – SBG inspectors (the 3rd level professional qualification) and can join the service in the SBG structural units or the SBGC.

According to the Basic concepts, the SBG officials after the definite period (service experience) may apply for studies in the SBGC in the programme -1st level professional higher education study programme "Border Guarding" (2 years full time studies or 2,5 years part-time studies) (Courses: Foreign language(English)-74hrs and Second Foreign language(Russian) - 26hrs. Students who successfully have acquired the abovementioned programme obtain the qualification -"State Border Guard junior officer".

In the fourth stage – qualification improvement– the SBG officials focus on the development of their knowledge, skills and competences in a specific area. The border guards may sign up for various qualification improvement courses such as Professional English language terminology (14 weeks) e-learning course, Basic English professional terminology course "Border checks at road border crossing point" (blended learning course), English language is a part of Air Border Module, Russian and English languages are included in the qualification improvement course for Escort.

Authors of the paper would like to describe the major challenges they as the foreign language teachers come up with during the years of work in the SBGC.

1.   Not a teacher of subject. One of the characteristics or even a critical feature of FLSP teaching is that a course should involve specialist language (terminology) and content. In the majority of cases, language teachers are not specialists in the students' professional fields. That is why the primary issue in FLSP teaching is the struggle to master language and subject matter, in addition, the FLSP teacher is the syllabus designer and is responsible for the teaching material and evaluation. Foreign languages in the SBGC are not taught as a subject separated from the students` job related needs instead these are integrated into a subject matter area important to the learners which means that foreign language teachers have to be competent and need to have knowledge in many aspects directly not related to language issues- issue of visas, asylum procedures, refusal of entry, document check, vehicle examination etc. The professional in teaching FLSP has to go beyond the regular skills of a classroom teacher, but act as a collaborative, researcher, evaluator, course designer, consultant and material's provider.

2. Issues related to training materials. It is a considerable challenge foreign language teachers` face in order to provide essential content-based materials for students with specific needs. These usually are teacher –developed materials which help to foster the acquisition of the syllabus content. In this respect, Gairns R. maintains that "for some teachers the lack of materials is a challenge, but for others – the opportunity". It is necessary to be cautious in using a word 'best' and 'perfect' related to teaching sources because according to Gairns R. "the perfect English textbook does not exist, but the best book available for you and your students certainly does". The authors of the paper believe that it is not possible to buy one Language book that completely satisfies the needs of FLSP teachers, especially if we talk about teaching professional terminology in Russian and English languages. In order to enhance and develop learners' professional vocabulary, their speaking, writing and listening skills, foreign language teachers must make the major part of methodical materials by themselves.

3. Different level of knowledge. In the FLSP course, the students are expected to have at least an intermediate level of general English. In practice, we have to deal with mixed-ability groups in terms of level of language competence, in Russian language some of them do not have even basic knowledge, they are not writing, nor speaking in Russian.

Conclusions and Suggestions

1. Teachers/trainers of specific subjects the same as language teachers working in the field of professional education are affected by a constant changes in existing legislation which in turn affect not only the core vocabulary, but arise the necessity to adapt or implement new specific terms and even whole topics in the syllabus of the subject. There is a need to update subject/ course programmes as well as methodological tools, the authors of the paper bring forward the suggestion to organize the regular meetings (once in three months) with professional subject teachers in order to get familiar with the latest tendencies, changes in national or international normative acts.

2. Taking into consideration the beneficial infrastructure and training tools offered by the SBGC as well as the fact that the professionalism of border guard is build up from the combination of theory and practical skills. Authors suggest within the certain topics of border checks, immigration control or document technical examination organize the range of lessons based on CLIL method (integration of foreign languages in field subject). In order to avoid misunderstandings, the goals of the lesson as well as the practical interference of English/Russian languages into specific subject must be well planned. Such lessons could be potentially successful and bring the added value to the training programmes, strengthening the cooperation and coordination between subject teachers as well.

3. Authors suggest to make the changes in the training plans in order to harmonize the professional subjects with topics in subjects of foreign languages. (At first, learners get the fundamental knowledge in specific topic and only then topic related to professional terminology in English or Russian languages).

4. Various student exchange programmes have become a cultural phenomenon and are very popular among European students. A modern training institution in order to foster the cooperation and exchange of best practices among the educational bodies activate, promote and facilitate students' exchange programmes/mobility. To raise students' motivation, broaden professional experience, gain necessary social skills as well as to put into effect the gained knowledge, authors of the paper suggest to consider the possibility of students mobility, other students' exchange visits in frames of cooperation agreements with foreign border guarding educational institutions.

5. Teaching and learning foreign language is a complicated task, both for teachers and students. The number of contact hours allocated to mastering Professional Russian language terminology (Professional

further education study programme „Border Guarding") seems to be extremely insufficient to develop and reach all the learning outcomes set for this subject, thus the authors of the paper suggest to increase the number of contact hours in the abovementioned subject as well as divide students into groups according to the level of knowledge in Russian language.

6. Border guards need precise command of a range of language specific to border guarding. They need to use language accurately to avoid ambiguity, thus in order to improve the current situation in foreign language proficiency among border guards and taking into consideration the results of several questionnaires (given to students at the end of the course), authors of the paper suggest to make the needs analyses regarding the development of general English/Russian language course. Such course can be offered as a separate course or it can be integrated in the 1st level professional higher education study programme "Border Guarding".

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PECULIARITIES OF TEACHER- STUDENT INTERACTION IN E-LEARNING ENVIRONMENT

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Abstract. *While implementing e-learning courses at the State Border Guard College of the Republic of Latvia, the author of this article has discovered several differences in communication between students compared to traditional learning. Since the e-learning is going to expand in the future it is essential to explore theoretical and practical concepts on teacher student interaction peculiarities in e-environment. The author has gathered suggestions and proposals on best practices of teacher student interaction in order to improve e-learning outcomes. The goal of the article is to explore the peculiarities of the interaction between teachers and students in e-learning environment and provide suggestions on improving the efficiency of teacher-student interaction in e-learning.*

Keywords: *e-learning, facilitation, interaction, outcomes, peculiarities.*

Introduction

The development of e-learning in the State Border Guard College (hereinafter – the College) has been one of the key priorities in order to facilitate learning opportunities. Furthermore, the development of e-learning is going to be one of the main topics of discussion in the nearest future since the Ministry of the Interior plans to analyse the ways on e-learning development by finding common solutions and possibilities to unify the e-learning platforms among subordinated law enforcement training institutions. The variations of using e-environment and the phenomenon of introducing e-learning as an innovative approach to the border guards' learning have developed very rapidly. Consequently, it is important to analyse and share the best practices of e-learning approaches and models currently implemented at the College. In order to find research based solutions on the ways for improving teacher-student interaction in e-learning system for border guards, the author has explored several scientific researches and summarised suggestions in order to facilitate the development teacher-student interaction during e-learning process. Research period: 2016 – 2018

Aim and tasks of the paper: To analyse theoretical and practical findings on peculiarities of teacher-student interaction in e-learning process and provide suggestions for improvement of teacher-student interaction to enhance the learning outcomes.

Research methods: Meta-analysis, experimental and descriptive-quantitative methods have been used during research period.

Hypothesis: Peculiarities of teacher-student interaction should be considered and observed during e-learning process in order to reach the best learning outcomes in order to substitute physical teachers-student interaction as in traditional learning model.

Taking into account the experience accumulated over time both in system development, administration and implementation of e-courses, the author of this report shall reflect on theoretical and practical aspects of e-learning as well as share the best practices and suggestions on the ways to improve e-learning system for law enforcement agencies.

Peculiarities of teacher-student interaction during e-learning courses at the State Border Guard College

To promote access and facilitate the learning process in College since 2008, e-learning system for training purposes of the border guards is being used. It is based on the course management system MOODLE (Modular Object-Oriented Dynamic Learning Environment) which is intended for management and implementation of e-learning courses. Currently there are eleven supplementary training courses in e-learning mode implemented, and there is a continuous tendency to increase the number of traditional course transfer/adoption to e-learning component. Hence, one must agree with Wright noting: "As face-to-face interaction between student and instructor is not present in online learning environments, it is increasingly important to understand how to establish and maintain social presence in online learning". (Wright, 2015).

Research shows that online learning is most effective when delivered by teachers experienced in their subject matter. According to Feenberg, the best way to maintain the connection between online education and the values of traditional education is through ensuring that online learning is "delivered" by teachers, fully qualified and interested in teaching online in a web-based environment (Feenberg 1998).

According to handbook of teaching and learning online (hereinafter in the article – the handbook), in considering how you communicate with students about course goals and your expectations, it is important to remember that the students experience your course on their own and will come to the course with varying levels of technical expertise. Place important information in a variety of places, and repeat it often, in order to enhance the chances that students will pay attention to it. Give students a clear overall understanding of the course structure Students need a clear message of the "vision" of the course so provide them a sense of the overall

landscape of the course. (Zucker, Feldman). The authors of the handbook note that e-courses' teachers will most likely not be available to respond immediately, when students would email questions regarding assignments or due dates, hence, posting the programme on the course homepage would eliminate confusion, as students can access the course homepage at any time of the day or night. The author strongly agrees with the handbook developers that teachers cannot always be online to answer questions and, to cut down on the number of individual questions, it is necessary to set up *a housekeeping clearinghouse* section "Frequently Asked Questions", where students can post a question and get the answers about the general course information. Although the e-learning platform of the College does not include FAQ section, the teachers provide the course program, specific instructions and important dates in printed version during the face-to-face introduction session at the College. Proof of the efficiency of providing printed materials is the recent statistical analysis by the author on students' "interest" to view the syllabus of the course: it is rather low, since only 15% of 69 users during the last nine months have viewed the file. On the other hand, it is very useful in case there is no face-to-face sessions. Furthermore, to avoid questions overload, teachers must encourage students to go to FAQs section of the course before asking the instructor.

The authors of the handbook conclude that students of online course must feel that teachers are approachable. Often, the demands on teachers are greater in online courses, so it is important to explore the variety of ways the teacher can send a message of availability. One way to bridge the distance between faculty and student is to address students by name. Praise student-initiated contact. To make teachers seem approachable to students, the handbook suggests to try using a more informal tone. The author agrees that it is important, whenever possible, to schedule an in-person meeting of the entire class, if possible, meet with students in person for one session at the beginning of the semester. Meeting in person, helps students associate names with faces and can be an effective, timely way to accomplish many of the administrative tasks essential to the course.

The authors of the handbook suggest **to generate frequent communication**. Students need to have a sense the instructor is really "there," not "missing in action." This means responding in a timely manner to individual questions or issues that are raised in discussion groups. It also means making your presence known by participating in online discussions, giving students regular feedback on their work and their comments, and being flexible enough to make changes to the course mid-stream based on student feedback.

A good method for group collaboration is to assign discussion group leaders or project team leaders to facilitate group work. Assigning team

leaders is one way to ensure that students receive ample feedback. Make sure that the team leader disseminates information to every member of the team. Part of the responsibility of the team leader should be to report to you frequently on the progress of the team.

It is important to remember that, in the virtual classroom, neither the instructor nor the student has the visual cues of face-to-face communication. This also means the students have fewer methods for determining whether their efforts are comparable to those of their peers and for assessing how they are doing in the class. Students will use the cues that are available (virtually, all of them in writing) to help them to understand the classroom climate. Therefore, the way the instructor shapes the course climate through written comments and the tone of communications to students is particularly important.

- Consider the tone of your own responses to students Attitude comes through in writing. Are you sounding impatient? Supportive? Praise and model appropriate tone.

- Use private email for sensitive communications. Use threaded discussions for group conversations. Use private emails to comment on individual student contributions and criticism (Zucker, Feldman).

While implementing e-learning course "Professional English language terminology" (14 weeks), the author has discovered that, without teacher participation, online communication has the tendency to decrease and eventually fade out. Teachers should engage students in their learning and develop a sense of community to encourage student discussion online; hence according to handbook while discussions can be a useful tool, they need careful thought and organization. Among the things teachers have to consider when facilitating online discussions is how to do the following:

- motivate students to participate;
- encourage substantive and relevant responses;
- determine the role of the instructor in guiding, moderating, and evaluating the quality of student participation.

The handbook suggests to **structure discussions so that they are meaningful to students**. Discussions, in which students are simply asked to repeat course material, do not engage students' response. Consequently, students come to see repetitive discussions as unimportant to the learning experience. Engaging topics for online discussions include:

- reacting to a controversial reading;
- feedback on an exercise performed at home;
- debate;
- case study.

The author strongly agrees with the suggestion of the handbook to **make discussion participation "count" in grading policies.** By assigning a portion of the final class grade for "discussion," you can provide students an incentive to actively participate in online discussions. Use controversial topics to facilitate discussion. Controversial topics encourage greater student participation. The controversial topic elicits divergent opinions and promotes critical thinking. Divide students into discussion groups and change the discussion groups during the semester. By dividing students into small discussion groups, the class will feel more intimate. Students do not need to read all postings in order to participate effectively in online discussions. By changing the composition of the groups over the semester, students will get to know many members of the class overtime, get varied perspectives, and learn how to navigate varied online conversation styles. Make opportunities for interaction exciting. Invite guests (experts and other professionals) to participate in threaded discussions or chat rooms. Adding new insights will stimulate more discussion. Ask students to facilitate online discussions. If a student asks a question, ask other students to respond. By assigning students as discussion facilitators, more students will be involved in the discussion (Zucker, Feldman, p. 34).

Whilst performing information analysis, the author has discovered a practical guide on the ways to improve teacher-student interaction within the Hanover research centre report "Best Practices in Online Teaching Strategies". According to the report, a survey on types of discussion questions used by online instructors revealed that the questions could be grouped into the following categories:

- Interest-getting and attention-getting questions. Example: "If you awakened in the year 2399, what is the first thing you would notice?"
- Diagnosing and checking questions. Example: "Does anyone know Senge's five principles of a learning organization?"
- Recall of specific facts or information questions. Example: "Who can name the main characters in Moby Dick?"
- Managerial questions. Example: "Did you request an extension on the assignment due date?"
- Structure and redirect learning questions. Example: "Now that we have discussed the advantages of, and limitations to, formative evaluation, who can do the same for summative evaluation?"
- Allow expression of affect questions. Example: "How did you feel about our online guest's list of ten things trainers do to shoot themselves in the foot?"
- Encourage higher-level thought processes questions. Example: "Considering what you have read, and what was discussed in the

posts this past week, can you summarize all the ways there are to overcome obstacles to effective teamwork?"

During the discussion process, it is important that instructors continuously manage students' ideas and further facilitate interactions. However, if the online discussion is going well without instructor feedback, it is often best for teachers to wait to jump into the discussion until the students' responses are waning. At that point, it is recommended that instructors summarize key points or ask prompting questions to recharge the discussion. The second strategy to facilitate interactivity – to encourage student collaboration – relies on the use of educational technologies to simulate face-to-face meetings, when students work together on assignments (Hanover Research Council, 2009).

Model Effective Online Interaction

According to the report, Hanover Research Council instructors can model effective interaction through frequent interactions with students that:

1. Respond to the students' comments and questions within time frames set at the beginning of the course. Instructors make sure to notify students if these time frames change, or if they will be unavailable for some period during the semester.
2. Provide general feedback to the entire class on specific assignments or discussions, while at the same time providing individual encouragement and comments to the students. Feedback on graded assignments should recognize good work and make suggestions for improvement.
3. Provide a weekly wrap-up before the next lesson and introduce each new week with an overview of the lesson plan and deadlines.
4. Monitor Student Progress and Encourage Lagging Students, because students have different learning styles. The instructors should monitor students and identify those who are lagging. Important points to aid the monitoring process include:
   4.1. Instructors' awareness that students who fall behind are in jeopardy of not completing the course which may endanger their financial aid.
   4.2. Use of available educational technology tools, such as course management systems, to track student progress in course activities.
   4.3. Contact students who have not logged in for over a week to inquire whether they are experiencing technical difficulties or problems with course content/activities. If students can't

participate due to technical problems, connect them immediately to technical help.

4.4. Contact students who have not completed assignments by email or phone. Include flexibility in grading if possible (i.e. allow students to drop lowest grade, give choices for assignments, etc.) (Hanover Research Council, 2009).

During the research, the author has identified strategies that can increase interaction in online learning environments. These strategies are organized by the three types of interaction defined by Moore (1989):

1.   Learner-Instructor Interaction

Interaction between the instructor and learners has been found to be the most important type of interaction in online environments. Frequent interaction with the instructor helps learners feel a greater sense of community and leads to higher levels of student engagement (Brinthaupt, Fisher, Gardner, Raffo, & Woodard, 2011; Mayes et al., 2011).

Shackelford and Maxwell (2012) identified seven types of learner-instructor interaction:

- **Providing information on expectations**
  Online instructors need to communicate their expectations for online participation as well as course procedures. One easy way to do this is by creating a weekly screencast or podcast to model and explain expectations for online learners.

- **Participating in discussions**
  When instructors are absent from online discussions, learning and engagement are low (Journell, 2008). Just as in face-to-face discussions, online instructors need to provide guidance and feedback to help shape the conversation and keep it connected to key learning outcomes.

- **Providing support and encouragement**
  Providing encouraging feedback does not necessarily need to take extra time, as it can be woven into content-related feedback. Online instructors can use text, audio, or video to provide encouragement to students.

- **Providing timely feedback**
  Learners in traditional classrooms get ongoing feedback through verbal and nonverbal cues which are missing in online settings. Synchronous class meetings provide a good opportunity for online instructors to give general feedback to the class, while emails, podcasts, blog comments, and discussion board replies allow for individual feedback.

- **Using multiple modes of communication**
  Using a variety of communication types increases the likelihood that learner preferences will be met. Online communication can happen via synchronous class meetings, one-on-one virtual meetings, emails, blogs, asynchronous discussion boards, podcasts, wikis, and screencasts
- **Instructor modelling**
  Of these seven types of learner-instructor interaction, instructor modelling was found to have the largest impact on students' sense of community. Again, instructors model frequently for learners in face-to-face classrooms, but this modelling must be more explicit online. Instructors can use tools like screencasts and podcasts to model skills and concepts for online learners.
- **Required participation**
  Requiring students to participate in online discussions and other learning activities ensures that all students will have access to interaction with the instructor.

2.   Learner-Content Interaction

In online learning environments, instructors must balance the desire to provide students with a wealth of content with the need to avoid overloading students with excess content (Garrison & Anderson, 2003). Effective online instructors carefully consider each piece of content that is provided for students and design opportunities for students to engage with content. Collaborative project-based learning (PBL) can be an effective way to get students interacting with meaningful content.

3. Learner-Learner Interaction

Numerous studies have shown that the quality of learner-learner interactions matter more than the quantity of interactions (*Garrison & Cleveland-Innes, 2005; Journell, 2008*). While online learners need multiple opportunities to interact with one another, it is more important that the instructor design quality interactions than numerous interactions.

One way to facilitate learner-learner interaction is allowing students to facilitate class discussions, either synchronously or asynchronously. Prior to having students facilitate discussions, the instructor should teach and model how to lead an online discussion, gradually releasing responsibility for facilitating discussions to students. Researchers recommend using a variety of groupings for interaction, such as whole class and small group discussions, partner assignments, and individual responses (Mayes et al., 2011). During both synchronous and asynchronous discussions, students can break out into smaller groups to engage in deeper conversations about the topic of discussion before coming back together with the whole class to share and reflect on small group conversations.

Beyond the asynchronous discussion board and synchronous class meeting, there are endless possibilities for using web tools for learner-learner interaction online.

Conclusions and suggestions

1. The teachers and the students are still used to traditional face-to-face interaction and, in order to reach better learning outcomes, the teachers must conduct an in-depth research related to best practices on interaction in e-environment.
2. Teachers need to generate frequent communication and motivate students to participate.
3. Structure discussions so that they are meaningful to students, input must be graded, questions must be attention and interest getting.
4. Instructors continuously manage students' ideas and further facilitate interactions.
5. Encourage student collaboration, relies on the use of educational technologies to simulate face-to-face meetings when students work together on assignments.
6. Respond to student comments and questions within time frames set at the beginning of the course.
7. Provide general feedback to the entire class on specific assignments or discussions, while at the same time providing individual encouragement and comments to students.
8. Provide a weekly —wrap up before the next lesson, and introduce each new week with an overview of the lesson plan and deadlines.
9. Monitor Student Progress and Encourage Lagging Students (SPEL) because students have different learning styles, instructors should monitor students and identify those who are lagging.
10. It is crucial to analyse progress and feedback after each e-course i.e. teachers must investigate feedback from graduates, to inquire positive and negative aspects of interaction and eventually improve the e-course for future users.

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PROCEDURAL DOCUMENTS DESIGN PROBLEMS IN ADMINISTRATIVE CASE TO OFFICIALS OF THE STATE BORDER GUARD

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Abstract. *In the paper, the main problems and conflicts that arise and could arise in the administrative cases are reflected, including various procedural documents. The authors describe the main problems in the work of State Border Guard employees in drafting administrative protocols of offenses, administrative detention protocols, inspection protocols, accepting explanatory persons, explaining human rights. The paper also identifies the main factors, why the State Border Guard has a relatively high percentage of appealed procedural documents. The article compares some of the norms of the Latvian Code of Administrative Offenses and some provisions of the Constitution which, in the opinion of the authors, are contradictory. These norms relate directly to the administrative detention of persons and the free movement of persons. The work is mainly based on the problems related to the completion of procedural documents that are ascertained by interviewing employees of the State Border Guard, who are directly involved in the review of administrative cases.*

Keywords: *decoding, record keeping, border control, police function, education, imigration, the State Border Guard of the Republic of Latvia.*

Introduction

"The basic elements of the Latvian administrative penal system were based on the concepts of the socialist state law. The original wording of the Code reflected the views of the Soviet lawyers on the nature of administrative punishment and procedure for its application. As a result of the amendments to the Code of Administrative Offenses, the Latvian administrative penalty system is obsolete; the amendments made are fragmented, unsystematic." (www.politika.lv, 2012)

The Code is one of the few legal acts inherited by the Soviet legal system which is applied even today. However, when sorting out certain issues, abolishing old ones and introducing new law institutes, the law of administrative penalties was not always perceived as a legal system.

"As a result, several norms of administrative penalties, both dogmatically and practically, are contradictory and logically unfounded. Consequently, due to numerous amendments, the Code has become difficult to use. "(www.providus.lv, 2012)

"Latvia is still wary of discussions on which way to choose the system of administrative penalties. Continue to develop the codification path when

all administrative violations are included in the same law, or to abandon such a uniform set of rules and to provide for sanctions for the violations in question in the specific legislation governing the matter?" (Litvins, Aperāne, 2010)

Problems in drawing up processual documents and handling an administrative violation case

There is a concern that, if administrative law is subject to certain sectoral laws, but the processing of administrative violation cases would be regulated by a special law, then the substantive norms of administrative liability would be included in sectoral laws (decoded), while procedural norms of administrative liability would be one single law. Then, such a system would not promote the rights of the person and legal protection of interests which is the cornerstone of the administrative process, as sectoral laws tend to protect the interests of the sector in general.

One of the problems is translation of the text in language that is understandable to a person. In the process of globalization, when more and more people use the opportunity to travel, they often have to find themselves into miserable situations. As well, our own people try to be "smart" in the case of committing an offense, when they are introduced to their rights. The first part of Section 260 of the Administrative Offense Code of the Republic of Latvia provides that a person receiving administrative liability has the right, both personally and with the assistance of a lawyer, to get acquainted with all the file, provide explanations, submit requests, and make requests. That means the applicant had the right to submit both explanatory notes to the protocol and to post them later. The Regional Administrative Court has pointed out that later explanations give rise to greater doubts as to their reliability than if they were delivered immediately at the time of the event. The Senate supports this interpretation, because it meets the observations in life. The person, who receives administrative liability, has the right to take part in the proceedings, use the lawyer's assistance, submit additions and make requests, and appeal against the decision made in the case. A case without a person's presence can only be considered, if it is known that it is timely informed about the place and time of the trial and if no request for postponement of the case has been received from it. A person, who is called to an administrative liability or an offense case, is examined, if he or she understands the language, in which the record keeping is performed. It is the granted right to use the mother tongue and to use the services of an interpreter in accordance with the procedure established by law "(LAPK, 2006). If so far he/she has easily communicated with the employee of the

institution concerned, but from the moment, he/she became aware that he/she was entitled to use the interpreter's services, he/she no longer understood the words spoken or written by the official. Often, a person as an argument for the termination of office-work indicates the fact that he/she has not understood what the official wants and what document to sign. For example, the applicant was in a state of shock, it was at night when he/she was asleep, and he/she did not accurately translate the content of the administrative offense report, namely, the police officer explained that he/she was in alcohol, but had not indicated that she had been driving the vehicle under the influence of alcohol. As provided for in the regulatory enactments, the drafting of an administrative offense protocol is the procedural activity of the institution. The report, as any of the evidence in the administrative offense case, should be drawn up precisely in order to be able to be used later in the case. If the drafting of the administrative violation protocol results in its presentation errors, they are considered to be procedural errors in the case of an administrative offense. Consequently, these errors are assessed on the basis of general criteria for the assessment of procedural errors. The effect of a procedural violation on the outcome of the case is assessed. The main issue is whether this violation is significant or not, as only the material procedural irregularities can be affected by the outcome of the case. A procedural violation of a private individual becomes legally significant only if it affects or could affect the content of the administrative act. Consequently, it can be concluded that not every shortcoming in an administrative offense report is to be recognized as affecting the legal validity of this document. If a minor mistake is made in the preparation of procedural documents, then this could not be the reason for the invalidation of this document. However, a number of inaccuracies in the pleadings may serve as a reason for questioning the evidence of the State Border Guard. An example is the case in which the court indicated that the report of the administrative offense did not indicate the part of the code section on the basis of which the institution intended to bring the person to administrative liability. The court pointed out that the purpose of the inclusion of a normative justification in the protocol is to ensure that the addressee of this act is informed of the fixed legal basis of the violation. Consequently, the reference to a normative act must, in essence, be such as to enable the addressee to find the norm, on which the said document was drawn up, and to familiarize with its contents. However, the court at the same time found that in the initial decision, officials of the State Border Guard indicated certain articles and part of the Code of Administrative Offenses. This has, as a result, remedied the shortcoming in the report of administrative violation. At the same time, the court acknowledged that this deficiency had not been regarded as likely to lead to the annulment of the

decision, since, by eliminating the aforementioned shortage, the person was informed of the administrative act adopted on the basis of a regulatory act.

In another case, according to the court, the minutes were drawn up nicely. The court found a set of circumstances that called into question the evidence of the State Border Guard. A gauge certificate was not filed and the minutes incorrectly indicate that the applicant acknowledged his guilt, although in the same protocol the applicant explained that he disagreed. In this case, however, it should be said that the institution had committed a procedural irregularity in the absence of such a certificate at all. However, if that is the case, in the particular case, the failure to execute the court and infringement of the principle of objective investigation may also be established, since the court does not impose an obligation to monitor that the case has all the necessary evidence. The fact that a certificate has not been filed means that the court requires it, and not that the institution has committed a procedural violation.

Such and similar violations and failures in administrative offenses are often encountered in the record keeping, as with the newly adopted amendments, border crossing procedures often encounter conflict situations precisely as regards the certification of different measuring devices and checking instruments and compliance with the requirements of Latvian law. One of the problems encountered regarding the commencement of administrative offenses concerning the drawing up of administrative offenses protocols by the State Border Guard is the mistakes in the drafting of the protocol which are related to the presentation of the essence of the administrative violation. Frequently they are faced with erroneously indicating the offense or the information is insufficiently comprehensible, causing problems in keeping records. In 2011, 65% of all administrative violation protocols were challenged or appealed to the State Border Guard. One of the main problems is directly in the human factor, very often unnecessary and unconstrained abbreviations are used which is the basis for challenging an administrative violation report or appealing against a decision.

I would also like to mention the problems with the administrative detention of a person. According to the norms of the Code of Administrative Offenses, a person is considered to be arrested administratively from the moment when it is taken for the purpose of drawing up an administrative detention protocol, that is, the time of administrative detention begins to run from the moment when the person has been taken to a protocol that, in my opinion, is a violation of universal human rights and freedoms . In the eighth chapter of the Satversme of the Republic of Latvia which defines fundamental human rights, Article 94 stipulates that "everyone has the right to liberty and the inviolability of a person" (Satversme, 2008). No one

shall deprive or restrict freedom except in accordance with the law. Consequently, it can be concluded that in that time, while a person is being transferred to an administrative detention protocol, that person is unlawfully restricted by freedom, since the person is given an order to follow the State officials without any procedural sanctions. Another important problem in the process of processing procedural documents is the fact that the date of the administrative violation case is often not announced, thus denying the persons called to the responsibility to provide explanations on the particular circumstances of the case.

Another problem with the completion of procedural documents is that one official is indicated in the minutes as a drafter, but in fact, this procedural document and the original decision have been taken by another official. Consequently, if the administrative violation protocol is challenged or appealed, then the person who only signed the specified protocol will be difficult to provide any explanation about the concrete facts in the administrative violation case, since the compiler and the detective of the violation have been another official.

Article 21 of the Code of Administrative Offenses stipulates that if the administrative violation committed is insignificant, the institution (official) authorized to rule the case might release the offender from administrative liability and limit himself to an oral remark.

An administrative offense committed in road traffic, if the fine imposed for it does not exceed 40 euros, and if this violation has not caused a threat to other road users or their property, may be considered insignificant.

As the judge of the European Court of Justice, E.Levits, emphasized, in a democratic state of law, public administration must strive to ensure fairness and the formal application of legal norms cannot be allowed, ignoring factual circumstances, if they differ in a particular case from other cases in which the legislator has foreseen a certain mode of utilization of state power. Therefore, in an atypical case, the institution has the right to derogate from the implementation of legal consequences prescribed by law, justifying such a derogation by specific, reportable and convincing arguments. We believe that such a restrictive provision should be repealed as discriminatory. If there is a suspicion that an official is abusing his position, then the state has many other means of influence to prevent such corrupt transactions. It should also be possible for an official to assess the severity of a particular violation in road traffic, and to assess the whole set of circumstances, decide on the utility of naming or exempting an official from liability. (Levits, 2007)

Often officials dealing with administrative offenses have encountered problems such as:

1. The official has not indicated the specific place where the administrative violation report has been drawn up. For example, if the State Border Guard official draws up an administrative report on a particular road section, then the report should indicate the direction (from where the offender was moving) and also the approximate kilometre of the road segment where an administrative violation has been detected. Often, officers are faced with the fact that officials do not indicate the direction and approximate location of the administrative offense when drawing up an administrative offense report.

2. When stopping a vehicle or carrying out border control on persons, the State Border Guard official must always stand ahead, often encounters instances when officials forget about it, thus it could serve as a reason for the administrative violation report to be challenged or appealed.

3. Frequently incorrect registration or verification (if any) of the devices or test devices is indicated. Along with the introduction of such mistakes, the processing of administrative offenses is complicated and difficult, as the incorrect numbering in the administrative violation report may lead to the termination of the administrative office and the cancellation of the decision (penalty).

4. A very common problem is the fact that officials use the so-called "templates" to draw up an administrative offense report which, according to experts, is incorrect, since it is believed that each administrative offense is individual and each has its own individual characteristics and drawing up administrative offense reports after "Templates" encounter errors in drawing up reports both in terms of design and in terms of applicable laws and regulations. The main problems in filling in the administrative violation reports thus arise from fixing the essence of the violation, as, as already mentioned, each violation is individual and the fixing of the essence of the same violation can lead to the appeal and appeal of the administrative violation reports.

5. Another problem with the commencement of administrative offenses record is that after the drawing up of an administrative offense reports, the offender is often not given the opportunity to provide explanations or attach the appendix to the minutes to individual pages.

6. A significant problem directly attributable to the reports on administrative offenses to be drawn up by the State Border Guard is

the fact that in the State Border Guard the administrative violation reports must be drawn up in 2 (two) identically identical copies, and not as is the case in the State Police, that the forms of the administrative offense report are drawn up for simpler ones forms and do not need to spend additional materials and time to fill in the forms of the administrative violation reports. Regarding the presentation and filling in, in our view, the forms of the State Police administrative violation reports are much simpler to complete than the forms of the State Border Guard administrative violation reports.

It is evident from Articles 248, 249 and 270 of the Latvian Administrative Violations Code that the drawing up of an administrative offense reports and the adoption of a decision are two different acts that may vary in time: first, an administrative offense report is sent to the competent authority and after the receipt of the report; and the review body shall take a decision.

Compared with fewer problems, officials of the State Border Guard encountered the preparation of inspection reports and explanations. The main problem in drawing up these procedural documents which could be mentioned are various negligence errors, or the lack of influence of the used accessories in procedural documents (ruler, tape measure, camera and other consumables).

Conclusions and suggestions

When studying the peculiarities of filling in various procedural documents, the State Border Guard faces several problems, thus the following conclusions can be drawn and solutions offered:
1. To initiate the State Border Guard to consider the possibility of simplifying the technical presentation of the form without changing the content and meaning of the existing form of the administrative violation report (fill in the sections of the report form for an official by choosing from the variants already offered - similar to the State Police and Municipal Police administrative violation protocol forms), without violating the Cabinet of Ministers requirements of the regulations;
2. It would be useful for the State Border Guard to develop a uniform procedure for filling in procedural documents and the procedure for the application of administrative penalties, similar to those of the State Police, the State Revenue Service and other competent state institutions;
3. In order to prevent officials from making mistakes in completing the procedural forms, it would be necessary to pay more attention to the training of officials. To organize special courses for officials of the State Border Guard, related directly to the completion of procedural

documents. In my opinion, the courses should not only be theoretical, but it would be necessary to pay more attention to practical work, to evaluate different situations, to start office work and to bring a person to administrative responsibility;

4. It would be useful to issue and formally approve forms in foreign languages (even in an official foreign language, in English), since this would greatly facilitate the processing of administrative records and procedural documents, but also officials involved in initiating administrative investigations, investigating and taking decisions in a case, must be sufficiently competent and knowledgeable in the foreign language concerned.

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THE PECULIARITIES OF THE WORK INTEGRATION OF IMMIGRANTS IN SOCIAL ENTERPRISES

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Abstract. *This article analyses the problem of immigration. In the process of globalization, the countries are forced to solve the issues of emigration, declining birth rates, and populating ageing. Therefore, immigration may be beneficial as the immigrating people help to create economic potential by filling vacancies. However, the acceptance of immigrants and their integration often leads to debates and confronts the members of society. The methods of research: analysis of scientific literature and documents, expert interview, analysis and interpretation of the research results. The review of scientific literature and the research data, presented in this article, may be adapted for improvement of the social integration factors, while considering the way the needs of immigrants are met and the integration measures that are provided. The research has revealed the key factors, influencing the social integration of immigrants in social enterprises.*

Keywords: *immigration, social enterprises, integration, work integration.*

Introduction

For a long time, migration issues had been dealt with by the EU countries according to the position adopted by the country itself, but the Treaty of Amsterdam (1997) helped to define the common agreements in the area of migration policy. The Treaty of Lisbon (2009) stipulates that, in accordance with the principles of solidarity and fair sharing of responsibilities, including funding in the EU countries, migration policies shall be pursued and aligned with the principles and legal norms of the EU common policy.

According to Ruhs (2008), while developing immigration policies, national states have to make the key decisions that define: the number of migrants admitted, the selection of migrants, and the rights of migrants who have been admitted, however, in order these decisions are made properly, it is necessary to solve legal, economic, political as well as social aspects of the country's migration. When discussing the situation in Lithuania, the Guidelines on Migration Policy (22.01.2014, No. 79) state that implementation of the policy of integration of foreigners requires the following principles: to ensure human rights and equal opportunities in all areas of life; to grant permanent resident status and/or nationality; to reduce social inequalities, vulnerability and exploitation; to monitor work and living conditions; to strengthen representation.

It should be noted that integration is understood as a process taking place in a society, where individuals are involved in the system, creating their relationships and a position in society. It is the result of intentional and motivated cooperation and the interaction between individuals and groups. The report of the European Foundation for the Improvement of Living and Working Conditions "Integration of third-country nationals" (2007) emphasizes that integration should be understood as a mutual adaptation process between the migrant and the host society. It consists of four stages: 1) structural integration into the labour market, education and accommodation sectors; 2) socialization through knowledge, cultural standards and individual competence; 3) social integration through social interaction, communication and migrants' social relations with the host society, and 4) identification of migrants with the host society (Žibas, 2008). Thus, it might be stated that involvement in the labour market during the integration period and later is one of the most important goals in implementing the integration strategy. Participation in the labour market helps those arriving to survive, take care of the family, fosters confidence in a new country, and establishes social relationships through which the social capital is created.

Violations of labour migrants' rights by country of origin, gender, or employment sector have been researched by: Preibisch and Binford (2007); Hennebry and Preibisch (2010); Martin and Teitelbaum (2010); Jokinen et al. (2013). The models for selecting the labour migrants have been analyzed by Papademetriou and O'Neil (2004), Niessen and Schibel (2007). The issues of immigration and the factors of integration in Lithuania have been examined by Žibas (2009, 2012); Bartkevičienė and Raudeliūnaitė (2012). Meanwhile, Blažytė (2017) analyzed the problems of the family-based immigrants, and Platačiūtė (2015) examined theoretical models of labour force immigration. Social enterprises have been examined by several researchers, such as Urmanavičienė, Cizikiene, Raisiene (2015), Greblikaite, Sroka, Grants (2015), Urmanaviciene, Cizikiene (2017). Social business models have been analysed by Vveinhardt, Kuklytė (2016, 2017).

The aim of the article is to review the factors of reception and integration of immigrants, to analyse the aspects of social integration in social enterprises. The following objectives are set to reach the aim: to describe the theoretical aspects of labour immigration models; to identify the factors of social integration and to make suggestions and recommendations that will allow for more successful integration of foreigners. Research methods applied: analysis of scientific literature and documents, expert interviews, analysis and interpretation of research results.

The aspects of immigrants' involvement in the labour market in Lithuania

In Lithuania, the total number of immigrants is increasing, and the majority of immigrants are labour migrants, who come to work and seek for better living conditions. Their number became significantly higher when emigration of the Lithuanian population increased, and a shortage of the skilled workers emerged. In 2017, 10.5 thousand foreigners immigrated to the country, and they made up 35.8 percent of the total migrants. In comparison with 2016, the number of foreign immigrants increased by 4.5 thousand (1.8 times). Almost all (4.4 thousand or 42.2 percent) of the total number of immigrant foreigners were Ukrainian citizens, 2.8 thousand (26.6%) – Belarusian, 673 (6.4%) – Russian citizens (Statistics Lithuania). The fact that the majority of immigrants were from Ukraine was caused by the EU visa-free regime with Ukraine.

Papademetriou and O'Neil (2004), Niessen and Schibel (2007) identify the following models for selection of labour migrants: *employers' interest* – where the current rather than the future situation in employment field is more important; the migrants with specific job position in a registered company are employed; *shortage of workers* – the workers with relevant qualifications to work in specific sector of the labour market are employed; *human capital* – where the future immigrants are assessed, according to their personal traits, and selected. According to the above models, the programmes for reception of labour migrants are developed, where the selection methods and criteria are provided. It is observed that the model of employers' interest emphasizes the current rather that future situation in the field of employment, the migrants with specific job position in a registered company are employed, the migrants work in specific position, and this allows the government to control and protect the labour market. However, this model increases the risk of failure to notice the exploitation of migrant workers, since, upon termination of an employment contract, a migrant must leave the country and often lacks the legal and financial capabilities to defend his rights. Application of the selection model involves the implementation of consistent programmes, and the economic interests of the state determine the criteria and factors of selection. Migrants are selected on the basis of government-defined sectors of the labour market that lack labour force. Although migrants have the opportunity to find a job and become self-employed, their admission is usually only linked to temporary work which is associated with the risk that, after the termination of the contract, migrant workers can stay in the country illegally. The human capital model is focused towards the selection of labour migrants according to various criteria for specific sector of the

labour market, depending on the personal characteristics of the migrant. Furthermore, in this case labour migrants can work independently and, if requirements are met, the possibility of long-term residence is provided (Platačiūtė, 2015).

It should be noted that the model of employers' interest, based on the work permit issuance system, dominates in Lithuania, while the selection methods include employment contracts and labour market tests. Employment contracts are one of the most important methods for controlling the arrival of labour migrants. Upon arriving to Lithuania, a labour migrant must obtain a work permit and a temporary residence permit on the grounds of employment (LLG) which require employment contracts (therefore, an independent search for work is impossible upon arrival to the country) (Seimas of the Republic of Lithuania, 2014) The next control method is a labour market test that is used to protect the Lithuanian labour market: employment is possible only after announcing the vacancy in a territorial labour exchange and upon failure to employ a citizen of the Republic of Lithuania or another EU country during the period of a month. At least 3 months before submitting the application, an employer must inform the territorial labour exchange about the anticipated need for employment of foreigners (Ministry of Social Security and Labour of the Republic of Lithuania, 2015). As it has already been mentioned, due to the increased shortage of skilled workers, the Government of Lithuania was forced to make certain changes in employment of foreigners. In order to facilitate the recruitment of skilled workers, the government made a decision to approve the list of professions whose specialists are in short supply in Lithuania, and the employers no longer need the decision of the Lithuanian labour exchange that the work of a foreigner is in line with labour market needs.

Thus, the model applied in Lithuania, is aimed at the needs of the labour market and the fact that the government would be able to control and protect the labour market. While analysing the models, Ruhs (2005, 2008) observes that it is precisely the referral of a worker to specific workplace by issuing a work permit is the greatest risk of exploitation of labour migrants, as the models of employers' interest and selection of workers usually do not provide for the possibility to change workplaces and for the long-term employment. Furthermore, they limit the access to public services, thus, restricting the rights of migrants and making them extremely vulnerable. These individuals are often discriminated, equal opportunities are not guaranteed for them, they lack capabilities to defend their rights, and upon termination of an employment contract or expiry of a residence permit, a person must leave the country regardless of the personal situation.

Other migrants – those, who come on the basis family reunification and studies, experience different problems than labour migrants in Lithuania. According to Beresnevičiūtė et al. (2009), Žibo (2012), Blažytė (2017), the immigrants, who come on the basis of family reunification and studies, face difficulties in getting employed due to differences in appearance, religion and inability to speak Lithuanian. Yakushko (2006) states that immigrants face not only unemployment but also low-skilled work problems or disqualification issues, when their professional qualifications are not recognized. Immigrants have fewer opportunities to work in line with their professional qualifications, therefore, they are forced to perform low-skilled works or start individual business. The research show that immigrant women, who came on the basis of family reunification, encounter work problems more often than men in the host country (Yakushko, (2006), Logan and Drew, (2011). The results of the research, carried out by Logan and Drew (2011), revealed that women, who do not speak or hardly speak the language of a host country, face more difficulties in getting employed than men immigrants.

It should be noted that the students, residing in Lithuania, face the problems of restricted working hours, greater potential for illegal employment, and difficult employment procedures. Although the issuance of a residence permit is often a challenge for foreigners, the laws provide one circumstance, facilitating the adaptation of the immigrants, arriving due to family reunification. This is provided for in Article 58 of the Law on the Legal Status of Aliens of the Republic of Lithuania, whereby the aliens, who come to the country on the basis of family reunification are exempted from the obligation to obtain a work permit. In her research, Blažytė (2017) revealed that while family immigrants have easier employment possibilities, the path to the labour market is often prevented by other factors of social context. According to Blažytė (2017), discriminatory cases on the labour market are primarily related to the negative attitude of employers towards foreigners and, consequently, the difficulties encountered by foreigners in getting employed. Employers do not tend to rely on non-EU citizens, and the priority in the country's labour market is given to the citizens of the Republic of Lithuania, later – to the citizens of other EU countries, and only if they fail to find a skilled worker for certain position from these countries, the chance to be employed goes to a non-EU citizen. In addition, it should be noted that employers often say that the main problem of low-skilled work is the lack of knowledge of the host language. However, they do not encourage and do not provide immigrants with conditions to learn the language of the host country.

According to Bartkevičienė and Raudeliūnaitė (2012), the integration measures aimed at participation of newly arrived immigrants in the labour

market are shown by the fact that new immigrants in Lithuania associate the need for integration measures with counselling and ensuring equal opportunities in the labour market. Thus, targeted programmes for new immigrants would be a useful political instrument for integration in order to guarantee the immigrants' rights. Yakushuko et al., (2008) revealed that complex interventions are important for immigrants, i.e., the integration measures that promote integration of immigrants into the labour market: provision of individual counselling; organization of discussions; simulation activities to familiarize the immigrants with peculiarities of the work environment of a host country.

It should be noted that the number of governmental programmes for integration of immigrants is not sufficient, and the state does not allocate funding for programmes for the integration of non-EU citizens (Blažytė, 2017.) Implementation of integration of immigrants is left to non-governmental organizations (NGOs) which offer separate integration programmes, however, due to unstable funding, the support projects are not continuous. Therefore, the provided integration measures are single and short-term; there is a lack of systematic support which would combine the complex assistance for the process of integration of immigrants.

The role of social enterprises in the context of social integration

It is important to emphasize that respect for the rights of migrants is the basis for their successful integration. If human rights are not respected, the barriers for integration are created and there is a danger of marginalization of alien groups, while the public, instead of benefits from work, business potential, taxes, will be burdened by social benefits, the risk of crime and manifestation of marginal culture. The state must act responsibly in integration of vulnerable groups of society; otherwise it may face increased societal problems and higher social tensions in the future. Entry into the labour market is one of the main goals of the integration of immigrants. Participation in the labour market helps those arriving to survive, take care of the family, foster confidence in a new country, and establish social relationships through which social capital is created. Social business is one of the ways where immigrants can effectively become involved in the Lithuanian labour market; however, the actual support provided in this field is a rare exception. It is noted that the immigrants usually come from the countries with completely different language, traditions and culture, and because of cultural differences often do not meet the expectations of Lithuanian employers. However, different cultural experience can be an advantage in creating business, innovative products and offering our society services that have not been developed yet in

Lithuania. Therefore, employment of immigrants as well as involvement into social business in any other form, for example, volunteering, would help to solve the issues, related with integration of immigrants in Lithuania.

Thus, successful development of integration is possible when support is provided for employment of the immigrating persons, and special measures for the labour integration are applied. Work integration social enterprises (WISE) have been established in Europe since 1990. The main objective of this social enterprise is to help to integrate the marginalized target groups into work through manufacturing or service provision activities (Nyssens, 2007). The politics of the European countries have actively supported the creation of work integration social enterprises by providing certain subsidies for employment of the targeted groups. The experience of the European Union countries shows that social enterprises mainly work with the people with disabilities, long-term unemployed and low-skilled people, refugees and immigrants and other groups of the population, i.e., with those whose employment opportunities are extremely low for various reasons. According to Neverauskienė and Moskvina (2011), work integration social enterprises take care of employment (usually temporary) of the target groups, experiencing difficulties in the labour market and public life, help them to try entrepreneurship and to become engaged in other productive activities. In should be mentioned that the socialization processes, taking place through work, are important precondition for social integration. Therefore, some social enterprises are engaged in social integration of specific vulnerable groups (for example, the disabled, the long-term unemployed, immigrants, etc.), but a significant proportion of social enterprises are concerned with the integration of several target groups or vulnerable individuals in general. An organization may decide to work with only one target group of people or with a combination of different target groups. Some researchers state that focusing on one group helps an organization to succeed because it is possible to better focus on the needs and capabilities of one group. According to Smith et al. (2008), the inclusion of several target groups could have even greater positive impact on reintegration of the disadvantaged individuals. In other countries, this has already achieved positive results. Thus, inclusion of several groups can improve the adaptation of disadvantaged groups to a "natural, regular" working environment (Smith et al. 2008) without causing exclusion.

In Europe, due to the political and historical context of different countries, there are different types of work integration social enterprises: for example, in some countries, the work integration social enterprises take care of employment of the target groups, experiencing difficulties in the labour market and public life; while WISEs in other countries propose long-

term work places for these unemployed persons, in order they would acquire social and professional skills, would become independent. In addition, there are some WISEs with the main purpose to socialize people through certain activities, where re-socialization of the target groups is important for restoring social relations, respect for rules, forming a "structured" way of life, etc. This activity is "semi-official" work, not regulated by labour laws and employment contracts (Cooney, Nyssens, Mary O'Shaughnessy, Defourny, 2016). It should also be mentioned that some of the work integration social enterprises cannot be strictly assigned to any of these categories, since they work with several different integration models and several target groups (Neverauskienė and Moskvina (2011)).

In Lithuania, the work integration social enterprises can be divided into several types, i.e., those which are recognized by laws, and those that exist "de facto" (Greblikaitė, Gerulaitienė, Žiukaitė, Garcia-Machado, 2017). Legally (by law) recognized social enterprises offer permanent long-term jobs for the most vulnerable groups of society: the disabled, long-term unemployed, unemployed people over the age of 50; ex-prisoners; the persons addicted on narcotic, psychotropic and other psychoactive substances after completing psychological social and/or vocational rehabilitation programs; a mother (adoptive mother) or a father (adoptive father), a guardian or a carer, who alone takes care of and raises a child under eight years of age, or a disabled child under 18 years of age, or another person who cares for a sick or disabled family member with special need of permanent nursing or continuous care (support)). However, the migrants are not included in the target groups, whose employment is supported under the Law on Social Enterprises. It should be noted that the majority of these companies employ disabled people. There has been some practice that some of these companies operate as traditional business organizations: they employ the target groups, but fail to fully implement their social mission, i.e., fail to develop their social skills, are not interested in social integration of these people. There is no known data on how many of these employees get employed in the open labour market later.

Social business work integration enterprises de facto are work integration social enterprises which are not legally recognized, they are not provided with state support. Their primary and the most important objective is a social mission – to develop self-sufficiency, work and social skills of people so that they can use them to find job in an open labour market. These enterprises usually engage in temporal employment of these individuals by providing them with the opportunity to improve their social and professional competences, or theoretical training, the practice tailored to their individual needs, all of which are focused towards the individual

and the improvement of their competences or acquisition of additional skills rather than seeking profit for their shareholders or founders.

As the number of migrants is growing in Lithuania, social enterprises could be a perfect solution for the problems of unemployment and integration of migrants. The article will further analyse the view of heads of social enterprises towards involvement of emigrants into their business activities.

The features of employment of the arrivals (expert opinion)

The qualitative research method – survey of experts' opinion in the form of semi-structured interviews – was selected for empirical research. This form of interview was selected to find out the experts' opinion on the current situation and, by comparing the responses, to reveal the experts' attitude towards the process of integration and opportunities for successful integration of migrants by getting employed in social enterprises.

The problem of the research is to identify problems and limitations for integration of the arrivals into activities of social enterprises, thus, increasing the social value created by these enterprises. The objectives of empirical research are: 1) to conduct a survey of the opinion of the heads of social enterprises that would help to identify the problems of social integration; 2) to identify the opportunities for more successful integration of foreigners.

Interview is one of the effective methods of qualitative research. This method was also selected because of the fact that the necessary information is obtained through direct targeted interview with the respondent. The direction and content of the interview is determined by the research problem. Five heads of social enterprises were interviewed in an unstructured interview. The informants were introduced to the purpose and use of the research, and the issues of confidentiality were discussed. The data obtained during the interview were analysed using qualitative content analysis. The interrelated questions to be answered by respondents were prepared in advance. The survey was conducted during the period of February – March, 2018. It included the following stages: preparation of research instrument, interviewing, analysis of research data, and reflection.

It should be noted that while assessing the process of immigration, the respondents point out the following aspects: "*integration involves preparation of both the hosting society and the integrating people*", "*it is a complex process, it is necessary to understand the arrivals and find appropriate measures or their integration*", "*the arrivals are very different, unique, therefore, the measures of social integration should be applied for each individually*", "*I think that it is essential to make a complex assessment of*

each individual case, to consider the circumstances that may promote a proper social integration". In summary, it might be stated that the respondents agree that in order to help for the arrivals to successfully integrate in Lithuania, a complex support, cooperation and involvement of all parties concerned in integration processes is necessary. The informants emphasized that is essential to consider each case individually, to take into account individual possibilities, and to prepare a proper action plan for integration by offering a complex assistance and support.

It was found out that *"migration is associated with the risk to face mental and psychosocial experiences", "risk to experience psychological trauma, and emotional difficulties", "there are no social relationships, one needs to discover himself in a new environment, it is difficult for a person", "psychological difficulties in a new environment because one needs to socialize and cope with his emotions", "we noticed that they are not ready to seek for future plans here, it is necessary to give people the prospects for the future".* The respondents point out that the arrivals may be assigned to the groups of vulnerable persons, since they face mental and psychosocial disturbances in a new environment, they need to create new personal and social relationships, to understand and discover themselves in a foreign country.

While considering the opportunities of the arrivals to enter the labour market, it was determined that: *"upon arriving to Lithuania, people do not work for a while, they need to arrange documents", "the working activity usually starts from the lowest step", "the benefit received during social integration is low", "there is a language barrier, there are negative attitudes about the arrivals in society", "there are few opportunities to succeed in the labour market", "the social, cultural and professional experience of each arrival is different; "there are differences in abilities to adapt, according to age, education, etc., therefore, it is impossible to apply general rules and the same measures to all", "the process of employment is not easy, various difficulties are faced".* All respondents do agree that in order to integrate the arrivals successfully, first, it is necessary to find out their personal experience, available capabilities, social and professional skills, and motivation to enter the labour market, and only then to employ them.

While analysing the information, obtained during interviews, it was found out that according to the informants, *"interinstitutional cooperation is the key for integration in the labour market", "it is necessary to offer the best opportunities to work and learn as people have language barriers", "social enterprises would help to prepare a person for work in an open labour market", "when employing the arrivals in our enterprise, we would like to have more knowledge about the situation", "there should be possibilities to explain special needs, e.g., cultural ones, for the employer", "an employee must*

understand the national traditions and organization culture as this would help to avoid possible conflicts", "possibility to join the community may develop a social network and dispel negative attitudes of the society". All respondents could help the arrivals on the employment issues, however, they lack specific knowledge about peculiarities of the people being integrated and their current situation. The informants agree that it would be advisable to organize training for employers, familiarizing them with the opportunities and challenges of integration.

The informants pointed out the following opportunities for the arrivals to get employed in social enterprises: *"in order to help for successful integration, it is necessary to create conditions for combining learning, especially language, with work", "we have to cooperate with various institutions", "in order to get the arrivals involved into social life, we need to look for the best opportunities, e.g., we have volunteers in our enterprise", "it is essential to understand that there also are family members, who also need support, we could be more flexible with working schedules".* The respondents agree that employment of the arrivals in social enterprises would provide the immigrants with more opportunities for successful integration in society, and the enterprises could thus increase their social value by helping the vulnerable persons, involving them and their family members in the social life.

Conclusions

Integration should be understood as a mutual adaptation process between the migrant and the host society. Involvement in the labour market is one of the most important goals, while implementing the integration of immigrants. Participation in the labour market helps those arriving to survive, take care of their families, fosters confidence in a new country, and establishes social relationships through which the social capital is created. Social business is one of the ways where immigrants can effectively become involved in the Lithuanian labour market, however, the actual support provided in this field is a rare exception. It is observed that immigrants usually come from the countries with completely different language, traditions and culture, and because of cultural differences often do not meet the expectations of Lithuanian employers. However, different cultural experience can be an advantage in creating business, innovative products and offering our society services that have not been developed yet in Lithuania. Therefore, employment of immigrants as well as involvement into social business in any other form, for example, volunteering, would help to solve the issues, related with integration of immigrants in Lithuania.

The results, obtained during research, confirmed that the process of employment of immigrants is not easy, thus, the heads of social enterprises face different difficulties: there are still certain preconceptions in society about the arrivals, it is necessary to organize language learning, the arrivals often face psychological difficulties due to adaptation in a new environment, handling of documentation takes a long time. The research also revealed that despite of the challenges, the heads of social business could help the arrivals on the issues of employment, however, specific knowledge about peculiarities of the people being integrated and their current situation. The respondents emphasized that while employing the arrivals, it is necessary to find out their personal experience, available capabilities, social and professional skills, and motivation to enter the labour market, and only then to employ them. Finally, the informants did agree that it would be reasonable to organize training for both employers, familiarizing them with the opportunities and challenges of integration, and for employees, who would be able to better understand the national traditions, culture, thus, avoiding possible future conflicts.

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"VOCATIONALLY ORIENTATED CULTURE AND LANGUAGE IN NEED": THE OPPORTUNITY TO EDUCATE STATE BORDER GUARDS IN CULTURE AND LANGUAGE

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Abstract. *The article introduces the project "Vocationally Orientated Culture and Language in Need" (financed by the European Commission) which aims to help law-enforcement officers to develop competencies in linguistic and cultural diversity that is facing (or will be facing) them in the communities they serve. This is a vivid illustration of the prognostic modelling.*

Keywords: *intercultural competences, linguistic issues, migrants, state border guard education, linguistic education.*

Introduction

This article aims to introduce a project "Vocationally Orientated Culture and Language in Need " (further "VOCAL in Need"), aimed at the development of intercultural and linguistic skills of persons having to deal first-hand with migrants coming from various parts of the world by developing an online teaching platform leading the learner through five different scenarios related to intercultural issues faced, when dealing with migrants, and an App for smartphones having readily usable first phrases in different languages: English, German, Russian, Turkish, Bulgarian, Lithuanian, Italian, Arabian. The aim of the article is to present the idea of the project, its implementation stages and present situation. Quantitative analysis was used in the course of the project in order to reveal the needs of border guards for specific scenarios in the online teaching modules, and the answers are presented in the article. The project is being implemented from October 2017 to September 2019.

In 2015, the migration flows to the European Union have tested „the concept of the management of the external borders of the European Union and demonstrated its failure in the field of common policy, common approach, and solidarity between the Member States." (Pūraitė, Greičius, Seniutienė, 2017, p. 32). In 2016, despite the decrease of detections of illegal border-crossing at the external borders, it still remains a very pressing issue both at the European level and for separate states. „A total of 511 371 detections were reported by the EU Member States in 2016, representing 72% decrease compared with 1.8 million detections in 2015." (Frontex, 2017). Therefore, the need to properly address persons coming

from such different backgrounds and cultures is extra pressing. It can be illustrated by several examples.

In the Saxon University of Applied Police Sciences, the main method of teaching is class instruction and the usage of different visuals. The task of providing ICC training for more than 12 000 personnel of the Saxon Police Force put a strain on the staff of the Saxon University of Applied Police Sciences as at the moment there are only two qualified IC trainers. The short-term solution for this problem is employment of additional staff/ freelance teachers. That requires extensive financial resources that are limited. The long-term solution is the usage of modern teaching methods such as e-learning. "Vocal in Need" can provide part of this solution.

Germany has seen an influx of over a million refugees in the last year. Integration of such a large number of people from a plethora of diverse cultures and nations represents a significant challenge for Germany as a nation. Furthermore, the brunt of this change is carried by those serving in the police and security services in close collaboration with those representing non-governmental organizations.

Furthermore, Italy is also facing huge number of immigrants and asylum seekers. The Italian partner of the project has, over the years, worked closely with local public administrations and has gained experience with the training of the Local Police officers, especially on intercultural issues. The Local Police have often to face intercultural issues when dealing with migrants and foreign people in the course of their service. Intercultural training and awareness is extremely important for them to be effective and culturally aware in the performance of their duties.

Finally, there are almost 4 million refugees from Syria living in Turkey now. In the VET school which is partner to the project, there are some Syrian students who have studied there since 2012. The teachers have experienced their requests, needs and expectations. So final beneficiaries are not only security staff, but also refugees and migrants.

"Vocationally Orientated Culture and Language in Need": main aims of the project

The project is funded through Erasmus+ programme, Action KA2 – Cooperation for Innovation and the Exchange of Good Practices, sub-action KA202 – Strategic Partnerships for vocational education and training.

Erasmus+ is the EU Programme in the field of education, training, youth, and sports for the period 2014-2020 (European Parliament and the Council, 2013). Education, training, youth, and sports are able to make an essential contribution to help tackle socio-economic changes, the key issues and questions that Europe will be facing until the end of the decade and to

support the implementation of the European policy agenda for growth, jobs, equity, and social inclusion (European Commission, 2017). This program is funding more than 25 000 partnerships across 125 000 education, training, and youth organisations and enterprises. (European Commission, 2017a).

The current refugee crisis and the recent terror attacks in Europe demands innovative training for staff dealing with migrants, especially security staff. The events at the New Year's Eve in Cologne (Germany), for example, have highlighted the difficult role of German police: how to deal with the migrant community in an appropriate way. German police stepping down from their position was a direct effect of the criticism of the police's behaviour. The current crisis is a global phenomenon which requires a transnational response.

Focus of the project and key competences targeted

The focus of the project VOCAL in Need is the training for security staff and agencies who are dealing with refugees/migrants. Transnational mobility is growing both between EU member states and from other parts of the world. Security services are therefore increasingly confronted with people with another cultural background and an inadequate command of the national language. The goal of the project is relevant and high-quality skills and competences as well as creation of a greater understanding and responsiveness to social, ethnic, linguistic, and cultural diversity as well as increasing their competence in foreign languages. Using specific real-life scenarios as training modules is a work-based approach and will ensure relevant skill sets. During the project, the partners are in the process of developing 2 online training modules for security staff (for example, police), 2 online training modules for agencies, who deal with refugees/migrants, and one module which touches upon intercultural issues arising in contact with migrants. The partners' task is to involve the target group in each partner country right from the beginning, performing the needs analysis, as this approach proved already to be successful in the previous project "Overcoming language and communication barriers in the healthcare sector" (www.vocal-medical.eu). A range of different languages are included – German, Lithuanian, Italian, Bulgarian, Turkish – as we have partners in these countries. Due to the linguistic background of many refugees, we have included Arabic and Russian as well.

The Bruges Communiqué on Supporting Vocational Education and Training in Europe sets out a vision for vocational education and training in 2020. Central to this vision, is a vocational training system that is modern and attractive to learners. It also argues that learners need to be able to acquire skills and knowledge which can be used immediately in role of an

employed or self-employed person. (European Commission, 2010). This project will contribute to the vision by providing appropriate training modules

The following key **competences** are addressed during the activities of the project:

‒ Communication in foreign languages. Eight languages are included.

‒ Social and civic competences. These include personal, interpersonal, and intercultural competence and cover all forms of behaviour that equip individuals to participate in an effective and constructive way in social and working life, and particularly in increasingly diverse societies, and to resolve conflict, where necessary. The project partners would like to support staff that deal with refugees/migrant in appropriate behaviour, when interacting with people from a diverse cultural background.

‒ Cultural awareness and expression. It is essential to understand the cultural diversity of refugees/migrants in order to have successful encounters.

Objectives of *VOCAL in Need*

The objectives of VOCAL in Need are to produce five multi-lingual and intercultural on-line training modules and an application. Possible themes were foreseen:

1) application for asylum (public order authority);
2) reporting an incident (police station);
3) interview/ interrogation (crime investigation);
4) problems in a refugee camp (NGOs, administration and security services).

The partners also intend to create a more detailed Inter-Cultural Communication module than previous projects and finish it with an awareness test so that it could be used it as an e-learning module for students at third level.

The target groups of the project are mainly security forces, but also personnel working in non-governmental organisations assisting migrants and refugees. The training modules and app for security staff will support appropriate behaviour when dealing with refugees. The target group is involved right from the beginning of the project with the needs analysis and will continue to be involved until the testing/piloting phase at the end of the project.

This project is also complementary to the *www.vocalproject.eu LdV ToI* project as it will follow the same methodology and structure.

The results will be five on-line training modules and one software application. It is innovative as it addresses a new target group in the current proposal; while applying a tried and tested successful methodology.

The application will follow the scheme designed in the transferred project *VOCAL-Medical* and each of the training on-line modules will have the following sections:

- vocabulary;
- useful phrases;
- scenarios/virtual tours;
- exercises;
- cultural information.

The original VOCAL project has developed the use of scenarios/virtual tours (3 per each module) in order to allow learners to go beyond the study of text-based materials and engage in real-life situations using the target language, therefore achieving better results.

Former partners of the VOCAL project provide their assistance in transferring the idea and structure of www.vocalproject.eu and www.vocal-medical.eu to the security staff sector. One of the strengths of the VOCAL project was the localization/contextualisation provided by each partner's knowledge of the relevant vocational sector within their country, and this feature will now be transferred to the security sector, where partners have already established stakeholder contacts.

The intercultural aspect has been an important feature of the linguistic modules created in the original project, and this will be extended further in the new project through the creation of a dedicated intercultural module. The intercultural aspect is seen as fundamental to the development of practical language skills in this context. The original project has been innovative in its use of on-line technology. The new project will extend this further in developing an application that is focused on mobile phones.

The partnership for this project includes representation from a wider range of countries, allowing geographic transfer of innovation to a wider range of member states.

The partners of the project are:
1) The applicant institution – Partner 1 (P1) – the Institute of Technology, Tralee (ITT);
2) Partner 2 (P2) – the University of Applied Police Sciences in Saxony, Germany;
3) Partner 3 (P3) – *Danmar Computers*, Poland;
4) Partner 4 (P4) – assist International HR, a medium-sized Human Resource Development organisation, based in Paderborn, Germany;
5) Partner 5 (P5) – Mykolas Romeris University, Lithuania;

6) Partner 6 (P6) – *FormAzione Co & So Network* (FCN) is a consortium of 11 cooperatives working at the regional level to provide vocational, education and training services;
7) Partner 7 (P7) – the University of Plovdiv "Paisii Hilendarski", Bulgaria;
8) Partner 8 (P8) – the Esenler Vocational School,Turkey;
9) Partner 9 (P9) – Die Berater Unternehmensberatungs GmbH from Austria focuses on adult education vocational training and human resources development.

P1 as the coordinator is responsible for the overall management of the project and the needs analysis stage. P2 is responsible for the prototype of three modules for security officers, also responsible for transfer into German and Russian. P3 as IT partner will look after the development of online training modules and the App for smartphones. P4 will be responsible for the ICC prototype and the proofreading of the English content. P5, P6, P7, P8 will do the transfer of the prototype. P8 will be responsible for Arabic. P9 will design one further prototype in testing and evaluation phase of the modules. P4 and P6 are responsible for Quality Management (P4) and for dissemination (P6).

Expected project results and impact

The expected project results include:
– five online training modules and one app;
– focus on the design of a prototype training course with five online modules and the transfer of the prototype by partners;
– various reports about the needs analysis and the testing phase;
– dissemination records by each partner;
– detailed reports on the evaluation of the partner meetings and the overall partnership;
– reports to the NA by the lead partner;
– relevant paper work by each partner.

The partners in execution of the project will create significant awareness among those working in the fields of police, security forces and non-government organizations in the need for increased intercultural sensitivity and sensory acuity. They will also train and develop intercultural empathy and provide a hands-on tailor-made pragmatic software solution in our training modules.

The impact is guaranteed by providing our on-line linguistic and cultural modules and app (free of charge and user-friendly) to further up-skill staff members in the target group sector; this would enhance the communication skills by staff that are required to deal appropriately with people of diverse cultural backgrounds.

Due to the size of the partnership, availability of our on-line training modules to the target groups will be ensured. All partners will contact their target groups in their country in order to encourage them to make use of our on-line modules. The provision of contextualised language training material, including a wide range of languages, will be an improvement. The results of this project could be incorporated into each partners' national VET system and be used as a model of good practice.

The project will impact upon the security staff and staff of agencies by providing a better work environment and a better skilled work force. It will be guided by the needs analysis that all partners have conducted in their country; ensuring that the modules are addressing the needs of the target group and will have an impact on their needs of better communication skills (both linguistic and cultural) when dealing with foreigners. The impact will be a better relationship between, for example, between security staff and the migrant community and will be supported by the feedback received during the testing phase.

The project is intended as a first step towards creating a recognized language and cultural qualification focus on the sectoral needs. The partnership has a lot of academic staff who could aim at integrating the projects' on-line materials in their mainstream curriculum.

The training of security staff about intercultural and language issue is vital for effective interaction with the growing migrant population all around Europe. Many times, when dealing with migrant and foreigner, one of the main issues are the demanding challenges to understand each other and also different interpretation of facts can occur because of intercultural issues. It is then important to equip the staff with all the tools and competences that can improve the mutual comprehension and encounters with refugees and migrants.

- participants: the final users of the tools (security and agency staff and educators) will have significantly improved in the performance of their services; making it easier for them to interact with foreigners;
- migrants (other stakeholder): also, the migrants will benefit from our project results, since it will be make easier for them to make themselves understood in the European countries.

First step of implementation of the project – needs analysis

The *VOCAL in NEED* project aims to assist and support security and agency staff (police, border control, porters, job coaches etc.) to better interact with migrants and refugees through the development of a multi-lingual and intercultural online training and an App for smartphones,

therefore the first step of the implementation of the project and the first intellectual outcome (IO 1) is the survey of professionals working in security field in order to determine what situations are encountered by the target group in working with migrants and what exact dialogues and scenarios should be provided by the project partners in the final outcome of the project. All partners participated in reaching the target groups. This survey looked at possible both language and cultural challenges when interacting with migrants and refugees and will help to formulate the online tools that will be created. This section will review the main results of the needs analysis of the answers provided by the security staff, the other part of the results relating to the answers from NGO sector will not be analysed.

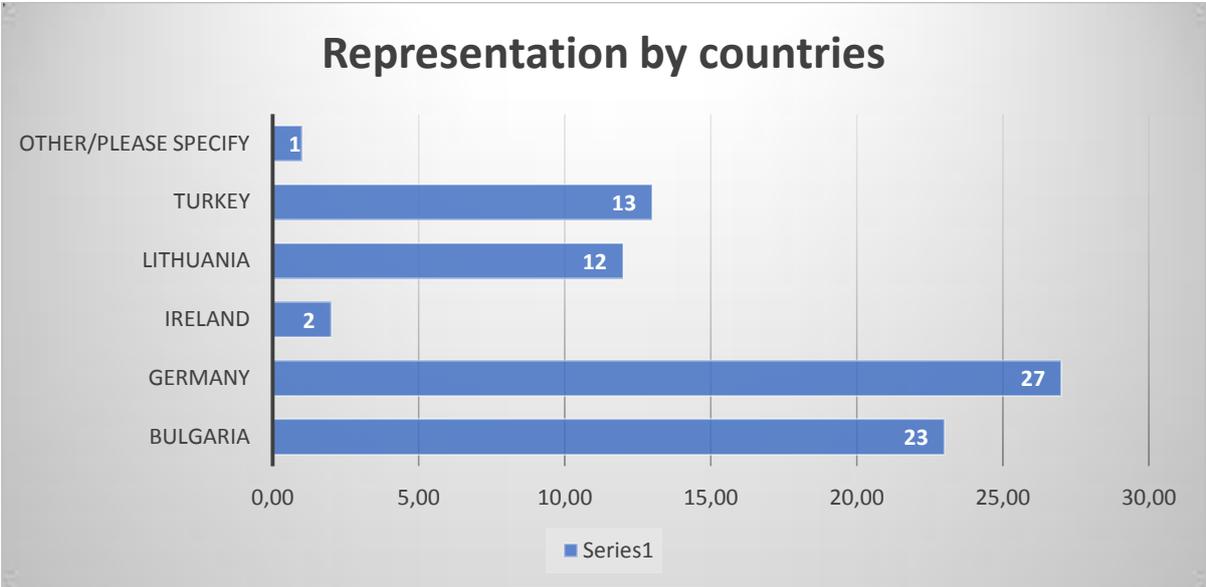78 replies of security officers from different countries were obtained.

Figure 1. The country represented by the respondents
(Source: compiled by the authors)

To the question "What country are you working in", the biggest number of respondents answered Germany (27) and Bulgaria (23), then Turkey (13) and Lithuania (12), and Latvia (1).
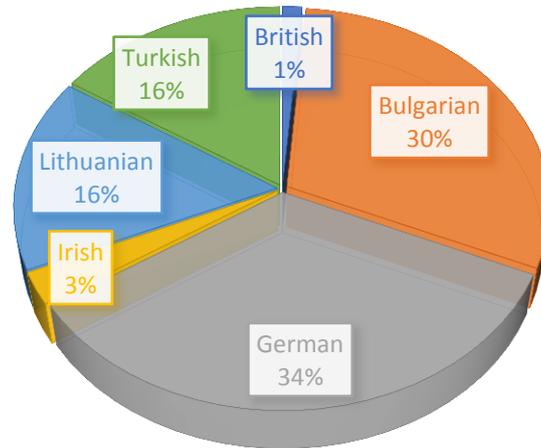
Figure 2. Nationality of respondents
(Source: compiled by the authors)

To the question "What is your nationality?", the biggest number of respondents answered – German (27), Bulgarian (23), Lithuanian (12), Turkish (12), Irish (2), British (1).
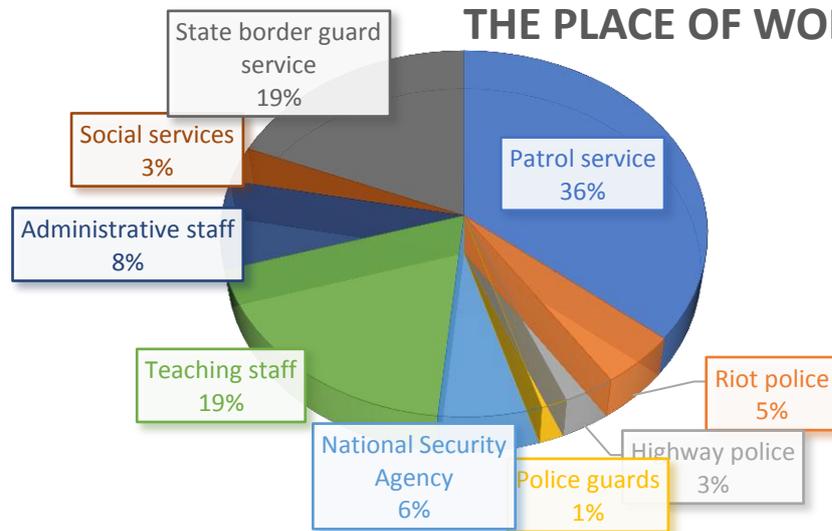

Figure 3. Place of work of the respondents
(Source: compiled by the authors)

To the question "Where do you work?", the biggest number of respondents answered – patrol service (23), State border guard service (12), teaching staff (12), administrative staff (5), national security agency (4), Riot police (3), Highway police (2), Police guards (1)

To the request to describe your job/role in your organisation, various answers were given, such as: "State Police College offers to acquire a profession of the medium commanding police officer, supported by appropriate specialization. Qualification meets the acquisition of the 4th level qualifications and professional standards."; "Teacher for police students in the police academy, Trainer and consultant for police stars and readers in the field"; "Preparing students to be able to speak English while working "; "Court, proof, argument, case, process"; "English Language Teacher"; "Clerical, housing, facilitative, civil servant "; "Working on a contract basis"' ; "Immigration Officer"; "Train police staff for interacting with asylum seekers, refugees etc. specifically from Arabic/Muslim cultures."; "Organisation, coordination and control of procedures and decisions related to migration processes"; „I teach migration law for future officers"; „Prevention and control of illegal migration."; „Implementation of state control on migration processes" ; „My duties are for the prevention and control of illegal migration"; „I am a specialist working in the field prevention and control of illegal migration"; „Investigation of documents"; „Organisation of state border protection"; „Work with migrants".
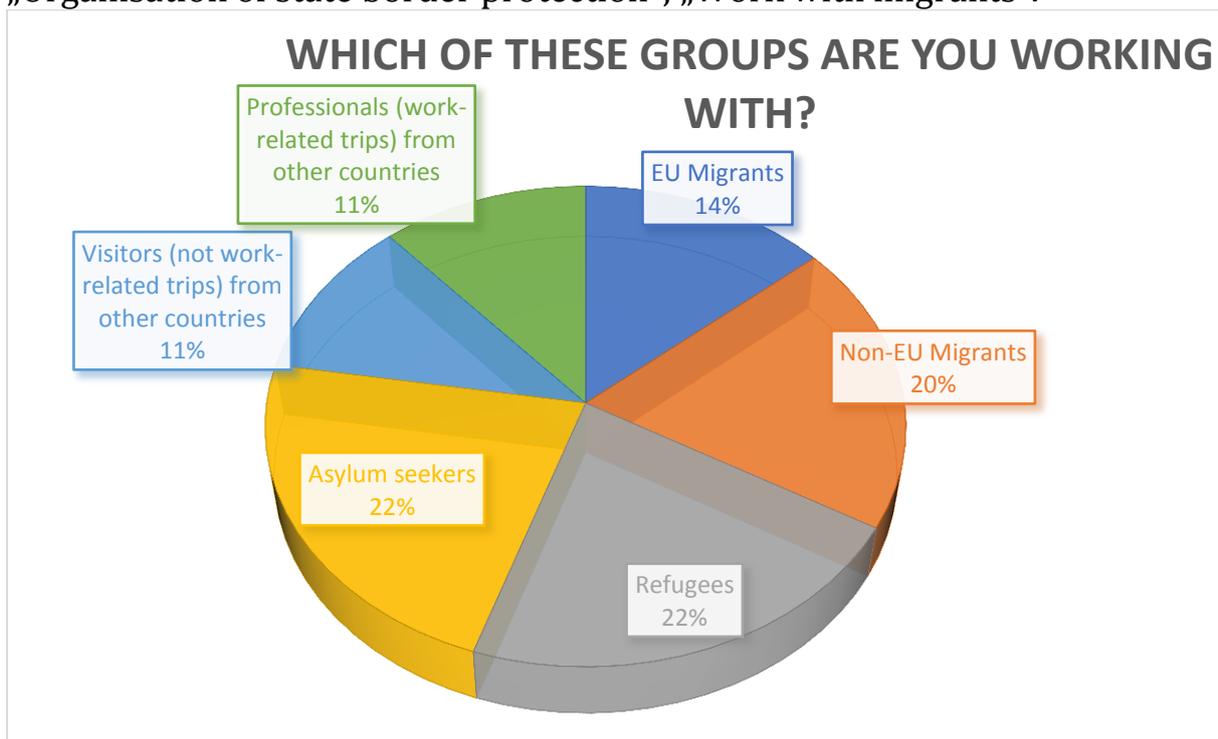

Figure 4. Groups of migrants the respondents are working with
(Source: compiled by the authors)

To the question "Which of these groups are you working with?", 24 respondents answered – with EU migrants; 34 – with non-EU migrants; 38 – with refugees; 39 – with asylum seekers; 19 – with visitors (not work-

related trips) from other countries; 20 – professionals (work-related trips) from other countries.

To the question „Which languages do the target groups you are working with speak?", the following answers were provided: Arabic (46); Czech (13); English (48); Farsi (12); French (15); German (26); Kurdish (16); Latvian (4); Lithuanian (10); Polish (20); Romanian (16); Russian (38); Ukrainian (12).
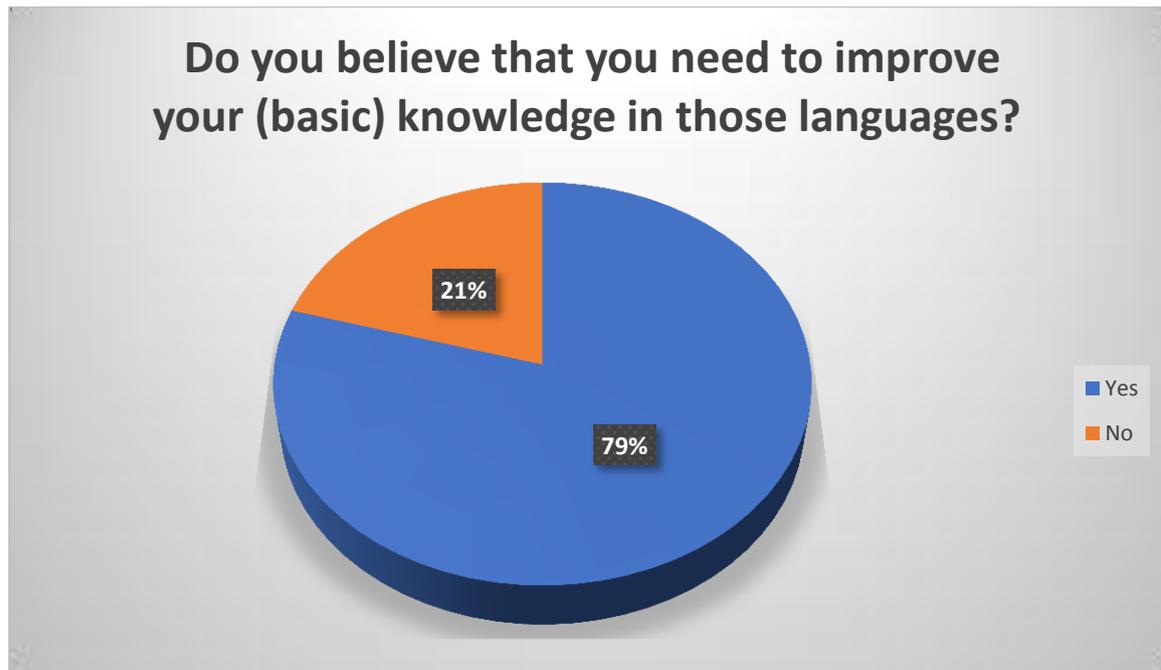

Figure 5. Opinion on the need to improve foreign language
(Source: compiled by the authors)

To the question "Do you believe that you need to improve your (basic) knowledge in those languages?", 62 respondents replied positively.
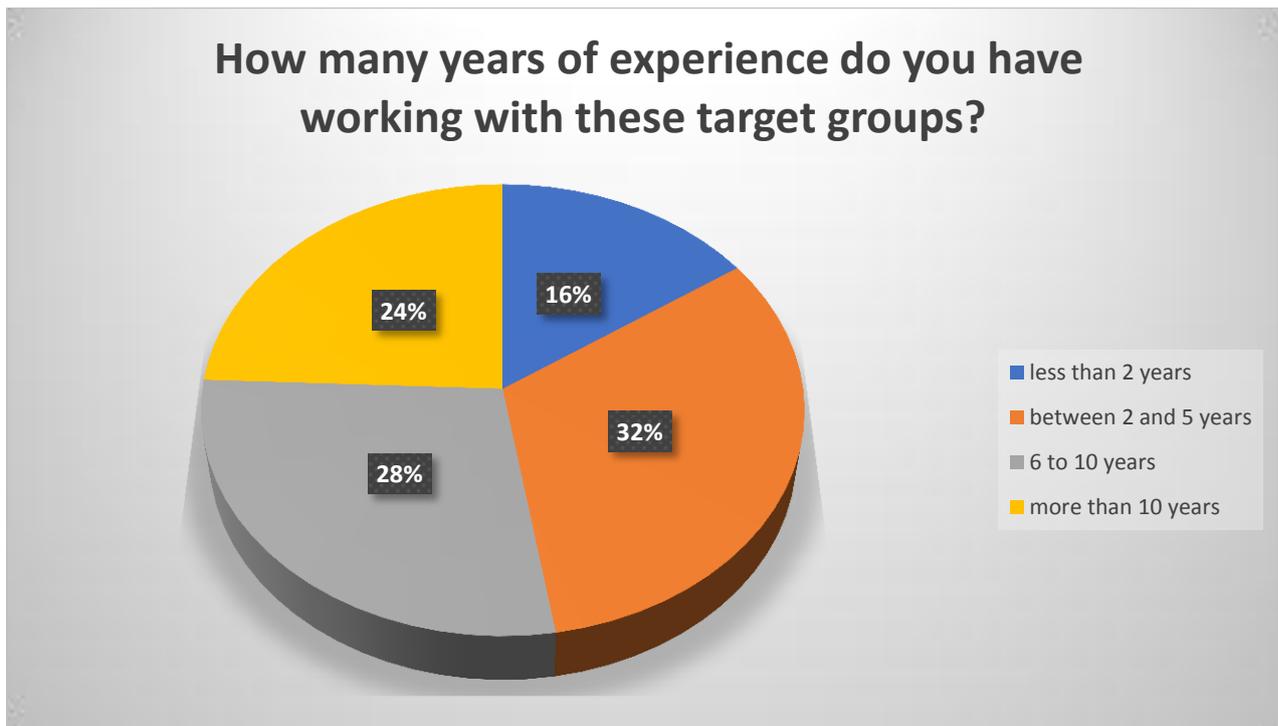
Figure 6. Experience of the respondents
(Source: compiled by the authors)

To the question "How many years of experience do you have working with these target groups?", 12 respondents responded "less than 2 years"; 25 – "between 2 and 5 years"; 22 – "6 to 10 years"; 19 – "more than 10 years".

Furthermore, the respondents were provided a list of possible scenarios and were asked to evaluate the importance of situations/scenarios provided as examples, in the scale from 1 (very important) to 6 (not important). According to the needs analysis, the following scenarios were rated as the most important: scenario on explaining why the staff do what they do; why it is important to comply with the rules; what consequences to expect in case a person does not follow the instructions; what rights a person has. Moreover, second most important was the scenario on applying for Asylum: fingerprinting, photographing, and the follow-up interview; deportation of refugees: explaining why the deportation takes place, what is the procedure. Thirdly, the scenarios on communication between different genders in relation to religious norms; non-physical abuse of women that the victims may not recognise, and the other one on asking for documents: identity card, car papers, leave to remain, residence permit etc.; confiscating documents and items (weapons, drugs and stolen items etc.); getting an authorised mailing address were also rated as important or very important.

Further steps in implementing *VOCAL in Need*

Prototype module is in preparation at the time of the writing this publication. It will be the basis of the modules designed in each country's language. They will include vocabulary of words and phrases, dialogues on certain topic which the user will be able to switch from any language to any language, and as well the audio will be presented.

The next step – Intellectual Outcome 3 – is the transfer of the prototype module into regional settings and into all the indicated languages. Partners will compile lists of informative websites, agencies and contact numbers for the target group as tools to cope better with the demands of the job. Surveys, questionnaires and templates will be developed based on the expertise and experience of the partners. The application "Vocal in Need" should help this category of migrants to communicate with security forces and refugee camp workers."

The online training modules will consist of five distinguishable learning blocks, each of them following the same structure consisting of vocabulary, useful phrases, scenarios/virtual tours (3 per each module), exercises, cultural information. The training content will take advantage of various multimedia delivery methods supporting the learning process. These modules will act as a complete learning environment that can be accessed at any time and from any place. As the training modules will be developed with newest HTML5 technology, the only requirement to access them would be a typically used web browser. Since the online training modules will be created as a web-based system, it will be possible to use it from a variety of different devices (such as PCs, laptops, tablets). In order to make the learning process not only effective, but also engaging, up-to-date guidelines regarding the user interface and user experience will be applied, with a clean and easy-to-use look. In order to make sure that the access to online training modules is fast and easy, no requirements towards account creation or login/password will be put in place. The online training modules will be available in a number of interface languages, so that people from different countries will not have problems in accessing them and engaging in the learning process. On the other hand, there will be a few languages that will be taught. This approach builds on experiences from the previous project (*Vocal Medical*), but also takes into account slightly different learning requirements.

Another product of the project – the Mobile Assistant will be an application for smartphones and will act as a valuable source of useful key phrases and words that for example can be played through the speaker whenever such necessity occurs. In order to make this tool as useful as possible, the rule of the shortest path will be applied. This means, that

relevant resources will be available with as few clicks (or "taps") as possible. The content (both text-based and audio-based) will be stored under specific hierarchical tree (category navigation) that will allow users to access the resource they need in a fast and efficient way. The Mobile Assistant will not be able to handle the whole communication with migrants/refugees, but instead it will act as a first step towards mutual understanding. Within this application, a set of key words and phrases with respective audio recordings (in foreign languages) will be accessible, so for example within a matter of seconds it will be possible to play sentences that will tackle the most basic language barriers. The Mobile Assistant will have to be quick and effective in order to be used by the target groups. Therefore, the content of the application will be carefully agreed on by project members and target groups representatives.

Conclusions

Erasmus program is funding more than 25 000 partnerships across 125 000 education, training, and youth organisations and enterprises. Such organisations work with their peers in other countries in their own field and other sectors to develop, transfer and implement innovative education, training and youth practices. Therefore, it is an important tool in developing and enabling modern day societies in the European Union.

The project *Vocationally Orientated Culture and Language in Need* (financed by the European Commission) aims to help law-enforcement officers to develop competencies in linguistic and cultural diversity that is facing (or will be facing) them in the communities they serve. This is a vivid illustration of the prognostic modelling. Though, Lithuanian is still a very homogeneous society; the immigrants do not choose Lithuania as a destination country. However, our research showed that the awareness of police officers remains to be improved in the field, and therefore it was decided to join the application and then the project, even if at the moment the activities within the project seem far from the everyday life of a police officer. However, that will change in near future, and the community of Public Security Faculty feels it to be their responsibility to act pro-actively which is being done, therefore contributes to the creation of products that can help officers deal with people from different cultural backgrounds. .

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ENHANCING ENGLISH LANGUAGE PROFICIENCY IN THE IN-SERVICE TRAINING COURSE "BORDER CHECKS AT A ROAD BORDER CROSSING POINT"

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Abstract *English language proficiency is one of the competences Latvian border guards should have in order to communicate successfully with persons who wish to travel and reside in the Schengen area. The present article is a survey of the in-service training course on basic English professional terminology "Border checks at road border crossing points" which has been developed and implemented in the State Border Guard College of the Republic of Latvia. The survey was carried out in the period from September 2015 until April 2018 and focused on the analysis of the course development process and results of its implementation. Based on the results of the questioning, the participants of the course and their own observations the authors put forward suggestions for possible improvements of the quality of the course and border guards English language training.*

Key words: *English for occupational purposes, professional terminology, course development, border guards training, quality.*

Introduction

Border guards' ability to communicate effectively with foreigners, to ask questions, provide thorough answers and necessary instructions is one of the crucial preconditions for successful border checks both at the external and internal border of the European Union (EU). It is the knowledge of foreign languages that makes border guards – travellers' interaction and the border check procedure more productive and less stressful for both of the parties.

The importance of foreign language knowledge for the EU border guards is emphasised in several normative acts. Article 16 of the EU Regulation 2016/399 of the European Parliament and of the Council of 9 March 2016 on a Union Code on the rules governing the movement of persons across borders (Schengen Borders Code) includes the prerequisite that "Member States, with the support of the Agency, shall encourage border guards to learn the languages necessary for the carrying-out of their tasks". Article 8 of the Schengen Borders Code specifies that "…third-country nationals subject to a thorough second line check shall be given written information in a language which they understand or may reasonably be presumed to understand, or in another effective way, on the purpose of, and the procedure for, such a check. This information shall be

available in all the official languages of the Union and in the language(s) of the country or countries bordering the Member State concerned and ... ".

According to Article 36 of the EU Regulation 2016/1624 of the European Parliament and of the Council of 14 September 2016 on the European Border and Coast Guard Agency (Frontex) "shall establish and further develop common core curricula for the training of border guards and provide training at European level for instructors of the national border guards of Member States, including with regard to fundamental rights, access to international protection and relevant maritime law." The "Common Core Curriculum for Border and Coast Guard Basic Training in the EU" (CCC) offers minimum standards for basic level border guards and coast guards training which should be implemented by national border guards and coasts guards training institutions and defines that "apart from performing their tasks and duties in their national language, border and coast guards must also prove their proficiency in English, the EU official language, in order to be able to serve all the persons involved in regular or irregular border crossing and also to cooperate with their foreign counterparts in joint operations" (Frontex Agency, 2017, p.48).

The present article is a survey of the Basic English professional terminology course "Border checks at road border crossing points" which was developed and implemented in the State Border Guard College of the Republic of Latvia (SBGC). The survey which was carried out in the period from September 2015 until April 2018 included the following stages: course programme development (September-October 2015), development of training materials (October 2015-September 2016), implementation of the course (September-October 2016, February-March 2017, September-October 2017, January-March 2018), analysis of the results of implementation (March-April 2018). The authors analyse the course development process, evaluate the quality of the implemented training and its relevance to the target group needs and put forward suggestions for enhancing the quality of both the course under research and English language training for border guards provided by the SBGC.

Overview of the course development

Being aware of the importance of improvement of English language knowledge for border guards serving on the EU external border (the results of the testing carried out in the State Border Guard 2013 showed that border guards' level of English was not very high – 55% of border guards had a very limited knowledge of professional terminology), the English language teachers of the SBGC have developed an in-service training course

in basic English professional terminology "Border checks at road border crossing points".

The course was designed based on the principles of English for Occupational Purposes which is considered to be a category of English for Specific Purposes (ESP) defined by Hutchinson and Waters as "an approach to language teaching in which all decision as to content and method are based on the learner's reason for learning" (Hutchinson &Waters, 2001, p.19). According to Dudley-Evans and St John, ESP has three characteristics: (a) ESP meets the specific needs of learners; (b) ESP uses the underlying methodology and activities of the discipline it serves; and (c) ESP focuses on the appropriate language for these activities for grammar, lexis, register, study skills, discourse, and genre (Dudley-Evans, 1998. p.4). Dudley-Evans and St John hold a view that English for Occupational Purposes (EOP) is one of the categories of ESP and it is aimed at students whose primary purpose for learning English is to improve job-related language skills. They believe that EOP particularly concerns with adult language acquisition as well with aspects of general training for adult learners. The purpose of EOP training is to enhance workplace performance, with special attention to how adults learn a language to communicate better in job-related contexts (Kim, 2008).

Woodrow distinguishes between the following types of EOP courses: general and the ones designed for a group with very specific needs and pre-experience EOP courses which are usually parts of an undergraduate or graduate professional degree and the courses for learners with work experience (Woodrow, 2018). According to Woodrow, EOP is likely to offer only those structures and vocabulary relevant to the communicative needs of the occupation. Typically an EOP course is based on a discourse analysis of the language that is used to complete the work tasks.

The language-centred course design approach was used in the process of designing the course being analysed. Hutchinson and Waters describe the language-centred course design as one of the most familiar to English teachers and consider it to be prevalent in ESP. Its aim is "to draw as direct a connection as possible between the analysis of the target situation and the content of the ESP course" (Hutchinson, Waters, 2001, p.65). According to Hutchinson and Waters, the language-centred course design includes several stages: identifying learners' target situation, selecting theoretical views of language, identifying linguistic features of target situation, creating syllabus, designing materials to exemplify syllabus items and establishing evaluation procedures to test acquisition of syllabus items.

The following parameters suggested by Dudley-Evans and St John are investigated in making decision regarding the structure and content of the course:
- intensity of course (should the course be intensive or extensive?);
- assessment of learners (should the learners' performance be assessed or non-assessed?);
- learners' immediate or delayed needs (should the course deal with immediate or with delayed needs? Dudley-Evans and St John refer immediate needs to those needs that students have at the time of the course, while the delayed needs in their perspective are the needs which become more significant later);
- teacher's role (Should the role of the teacher be that of the provider of knowledge and activities, or should it be as a facilitator of activities arising from learners' expressed wants?)
- broad or narrow focus;
- pre-experience on in parallel with experience (by pre-experience it is meant that learners do not have experience of the target situation at the time of the ESP course, by parallel with experience it is meant that the English course runs concurrently with the study course or professional activity);
- common-core or specific material (by common-core material the material that uses carrier content which is either of a general academic nature or of a general professional nature is meant, specific material is the material that is drawn directly from the learners' academic or professional area);
- homogeneous or heterogeneous groups and motivation (whether the group is made up of representatives of one discipline or profession or representatives of different professions or specialities) (Dudley-Evans, 1998, p.145).

Dudley-Evans and St John suggested the above mentioned course parameters in late 1990-s characterised by classroom training and learning dominance in foreign language training. Rapid development of information and communication technologies and expansion of the Internet in the 21st century have introduced a new form of learning and training, known as e-learning – "learning that is supported by information and communication technologies (ICT)" (Office for Official Publications of the European Communities, 2001). Since e-learning became essential in modern education, the authors add one more parameter to the Dudley-Evans and St John list – *type of course instruction* (traditional classroom training/learning, e-learning or blended learning. By blended learning the authors understand the learning which combines face-to-face instruction with computermediated instruction).

As a result, the course was specified as *an intensive 6 weeks blended learning course*, comprising 2 weeks of classroom instruction in the beginning and the end of the course, and 4 weeks of independent e-learning in parallel with work between the two sessions of classroom instruction.

The target group – *State Border Guard (SBG) inspectors serving at road border crossing points (BCP), who have preliminary knowledge of general English (A1-A2 level according to the Common European Framework of Reference for Languages: Learning, Teaching, Assessment) and have not acquired professional terminology in English within the training subject "Professional foreign language (English)" of the further professional training programme "Border Guarding" or the ones who have served 5 years in the structural units of the SBG after graduating the above mentioned training programme*.

The aim of the course – *to improve the SBG officials' knowledge of professional terminology in English and develop communicative skills which are required to carry out border checks on persons, documents and vehicles successfully*.

The content of the course was defined based on the needs analysis done (the developers of the course identified the needs of potential end-users by means of interviews carried out during their visits to road BCPs) and requirements regarding the foreign language training included in the CCC.

The main topic areas included in the course were: *Giving information about service place and duties* (border guards general tasks, service duties, BCP infrastructure, technical and special means at a road BCP); *Border check on persons and travel documents* (kinds of travels documents and information in them, first line check interview, asking questions in English with the aim to find out the purpose, length and other issues related to visit to the country); *Border checks on vehicles* (kinds of vehicles, parts of a motor car, vehicles documents and information in them, questions and instructions for carrying border checks on vehicles); *Problem situations at a road BCP (*giving explanations in case of refusing entry, imposing a sanction, detaining a person, detecting of prohibited items, annulling and cancelling a visa).

Specific training resources – printable worksheets, audio recordings, and electronic tests in the SBGC E-learning system (based on Moodle platform) were developed and used for the course.

The assessment strategy developed for the course comprises an *initial assessment* in the beginning of the course (a test on the knowledge of basic border guards terms in English) and *final assessment* in the end of the course (a test on the knowledge of basic border guards terms in English, check of speaking skills – a monologue (giving information about service

duties and place) and a dialogue (role play to solve a problem situation related to border checks at a road BCP).

Five courses were implemented based on the developed programme with 33 border guards trained from September 2016 to March 2018.

Analysis of the research findings

In order to find out the course participants' attitudes, doubts, and challenges faced during various stages of course implementation, as well as clearly identify the strengths and weaknesses of the course in regard to the training materials provided, the range of skills developed, as well as adequacy of the selection procedure to the course the authors carried out the survey among the course participants between the age of 20 and 50, having 2-18 years of work experience in the SBG.

The questionnaire comprised 21 statements which were used to measure respondents' indicated attitudes to a particular issue related to the implementation of the course. Possible responses were coded in accordance with a 5-point Likert scale where 1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree. The involved respondents were asked to complete the questionnaire with the possibility to give the comments where it was required, the questionnaire was anonymous thus encouraging respondents to answer truthfully.

The first block of questions in the questionnaire measured if the content of the programme and the course implementation mode (classroom instruction combined with independent e-learning phase) met the participants' needs and was applicable for qualification improvement. The overwhelming majority of respondents 97% strongly agreed and 3% agreed that the content of the programme meets the needs of SBG inspectors who do their duties at road BCP. 67% of respondents strongly agreed with the statement "*Such kind of course (classroom learning combined with independent e-learning phase) is suitable for improvement of foreign language knowledge*" 30% agreed and 3% partly agreed. The responses of the participants allow to make a conclusion that that majority of them felt comfortable during the training and blended learning course was suitable for them, however in comments 5 respondents admitted that classroom learning without independent e-learning would be more effective. The responses to the statement "I *would recommend my colleague to take part in this course*" (overwhelming majority of respondents 97% chose the option "strongly agree" and 3% "agree") prove that in spite of several disadvantages and flaws in the course implementation the course was meaningful and target audience oriented.

The respondents' responses to the statement focusing on the volume of the course, showed that 64 % of them strongly agree with the statement that "*The amount of hours (76 hours of classroom learning and 4 weeks of self-studies) is enough to acquire the training material*," 27%- agreed, 6%- showed the neutral (3 in 5 point scale) attitude and 3% disagreed. 7 respondents suggested to increase the number of classes, 2 suggested to enlarge the amount and duration of e-learning (self-studies), 4 – put forward the suggestion to reduce the number of hours and make it more intensive.

The questionnaire included also a number of statements allowing the respondents to give their opinions regarding the training material package (quality, amount and correspondence of materials difficulty level to their level of knowledge). As a result it was found out that more than a half – 55% of respondents believed that the difficulty level of the training material corresponded to their English language knowledge and put 5 in 5 point scale, 30% put 4, 9% put 3, and 6% put 1. At the same time, all respondents demonstrated a positive attitude to the statement "*The amount of the training material is optimal*" (82% chose the option "strongly agree" and 8% - "agree"). The quality of the training material was also positively evaluated (94% of the respondents pointed out that they strongly agree with the statement "*The quality of the training material is good*" and 6 % chose the option "agree"). All the participants showed the conformity of opinions regarding the statement "*Training exercises facilitated the acquisition of professional terminology*" and 100% chose the option "strongly agree".
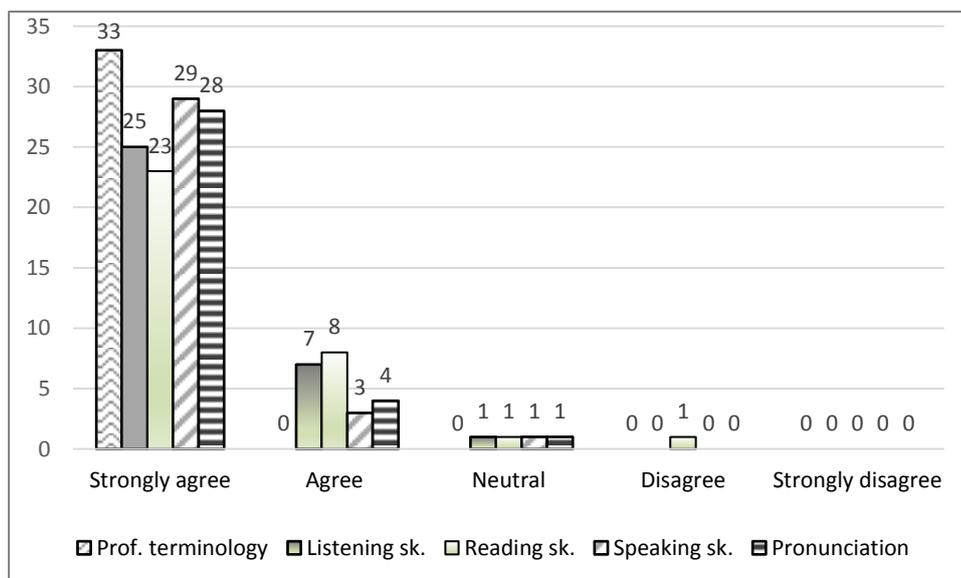

Figure 1. "Skills and knowledge improved during the course"

The respondents' opinions illustrated in Figure 1 demonstrate that the course provided them the possibility to improve their knowledge of professional terminology in English, as well as three language skills – speaking, listening and reading and also enhance pronunciation correctness. In their comments respondents shared the opinion that reading skills are not so important for them because during their daily activities they have to focus more on communication rather than on reading or writing.

The respondents' opinions in relation to the improvement of grammar knowledge during the course divided. 33% of them strongly agreed, 49 % agreed, 12% had a neutral attitude, 3% disagreed and 3% strongly disagreed with the statement that "It is necessary to pay attention to the improvement of grammar knowledge during the course". Some respondents stressed that it would be beneficiary to develop a course in English grammar and a refreshing course in general English language thus allowing to revise English language basis and only then focus on professional terminology.

The next block of statements in the questionnaire was aimed at finding out the course participants' attitude towards the training materials uploaded in the SBGC E-learning system (amount and quality) and comprised four statements: "*The materials added to the SBGC E-learning system help to improve the knowledge of professional terminology*" (67% strongly agreed with it and 30%-agreed, and only 3% opted for –neutral indicator which is 3 in 5 point scale), "*The number of exercises in the SBGC E-learning system is sufficient*" (respondents' answers allow to assume that they were satisfied with the amount of uploaded materials -75% strongly agreed with the statement, 22% agreed and only 3% agreed partly), "*It is necessary to develop more tasks with audio and video materials in the SBGC E-learning system in order to have more possibilities to develop listening skills*" (respondents demonstrated various opinions on this issue- 37% strongly agreed with the statement, 24%-agreed, 27% had a neutral attitude, 6% disagreed and 6% strongly disagreed which allows to conclude that trainers have to consider the possibility of supplementing the package of audio and video materials), and "*It is necessary to develop more reading tasks in the SBGC E-learning system in order to have more possibilities to develop reading skills*" (strongly agree-27%, agree-28%, neutral attitude-28%, and disagree-12%, strongly disagree with the statement-6%, in the comments respondents also suggested to recheck the uploaded exercises and tests and allow participants to use synonyms).

Independent e-learning phase is an integral part of the course, therefore several statements were included in the questionnaire with the aim to find out if the participants had the possibility to learn during their

working hours (in the end of 2017 SBG administration agreed to foresee a possibility to border guards to spend up to 8 working hours in a week for completing independent e-learning phase which is a part of in-service training courses). According to the results of the questioning 31% of the respondents strongly disagreed and 9% disagreed with the statement *"I had the opportunity to do the tasks for self-studies during my work hours"*, at the same time 24 % of respondents strongly agreed and 18% agreed which allows to make a conclusion that the above mentioned decision of the SBG is not fulfilled in all structural units of the SBG. Being aware of the situation the authors assume that the main reasons for that could be a lack of appropriate working places with computers which have access to the SBGC E-learning system and a lack of time during the shifts. The responses to the statement "*I used my free time for e-learning willingly*" showed that only half of participants were ready to use their free time for self-studies (15 % strongly agreed, 27% agreed to the statement and 37% partly agreed or showed neutral attitude and 17% disagreed with it).

One of the factors which influence the effectiveness of any training course is participants' motivation to take part in it which, in the authors' view, to a certain extent depends on that if a person applies for a course themselves or they are nominated by their chiefs. In the result of the questionnaire the authors found out that although almost half of the course participants didn't apply for the course themselves, that was their chiefs decision to nominate them to the training (33% strongly disagreed and 3 % disagreed, 49% strongly agreed, 3% agreed while 12 % showed the neutral attitude to the statement "*I applied for the course myself*"), their motivation to learn was high (nearly 97% chose the option "strong agree", 2% - "agree" and 1% - "neutral" to the statement *"I involved in the acquisition of the programme of the course willingly"*).

It was also important for the authors to find out if the course requirements regarding the preliminary English language knowledge level and previous experience were taken into consideration when selecting candidates for the course. The analysis of the data related to the participants' work experience after graduating the further professional training programme "Border Guarding" in the SBGC showed that 36% of the participants did not meet the requirement defining that there should be a minimum 5 years gap between the acquisition of the above mentioned programme and the course (12 of 33 persons graduated the programme less than 5 years ago), and 18% (6 persons) did not have any English language knowledge at all. As a result a part of participants encountered difficulties in acquisition of the training material while the others considered it to be too easy which had a negative impact on their motivation to learn. The trainers in their turn had to work with

heterogeneous groups which was challenging enough and made them select or invent activities suitable for participants with different levels of knowledge.

Conclusions and suggestions

1. The content of the basic English professional terminology course "Border checks at road border crossing points" meets the needs of the target group and provides a possibility to improve the knowledge of basic professional terminology in English and a blending learning course model is applicable for teaching professional terminology in in-service training courses.
2. The quality of the developed training resources is sufficient, but electronic tests in the SBGC E-learning system should be improved.
3. There is a need along with professional terminology knowledge to improve the knowledge of basic English grammar, but due to a limited duration of the course and participants' possibilities to learn in parallel with their work it is not possible to focus on grammar during the entire course.
4. There are certain problems in selection of candidates for the course. Quite a big number of participants do not meet the requirements regarding the preliminary level of English knowledge and work experience after completing the further professional education programme "Border Guarding".
5. Due to a limited period of study, it was not possible to gather complete data to carry out a thorough evaluation of the effectiveness of the course (e.g. to assess the degree of satisfaction at different times after the end of the course both of the participants and their employers, etc.).
6. The SBG officials responsible for selecting participants for the course should ensure that all candidates meet the requirements regarding previous experience and knowledge of professional terminology in English as described in the course programme.
7. It is necessary to improve the quality of the training resources added to the SBGC E-learning system (to foresee the possibility of using synonyms in tests, to make decision on common format of arranging words in jumbled sentences tests, to ensure correct spelling of words in tests).
8. The trainers of the course should improve their knowledge and skills regarding the creation of tests in Moodle platform, the SBGC administration should consider a possibility to organise training for trainers on the development of e-learning courses and training resources.

9. The overall assessment strategy of the course should be reconsidered with the aim to develop assessment criteria to evaluate participants' performance during the independent learning phase of the course.
10. It is necessary to consider the possibility to develop a special programme on basic English grammar.
11. Since there is a certain number of border guards who do not have any knowledge of English, it is necessary to consider the possibility to develop a programme for intensive training course in general English.
12. The trainers of the course should continue the evaluation of the effectiveness of the course and extend the range of measures (e.g. satisfaction at different times after the end of the course both of the participants and their employers, comparison of the results of the course under the study with those obtained in similar courses, etc.).

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