

STUDY CASE

Context

A 10-year-old Syrian refugee student arrived in Portugal with her family and was welcomed into a reception center supported by the Portuguese Red Cross. She was enrolled in a public school, but struggled with the Portuguese language and often felt excluded. She began skipping classes and was at risk of falling behind.

Intervention

- The school, in collaboration with CVP, appointed a mentor to help her with her homework and with Portuguese as a foreign language.
- An intercultural mediator worked with parents to explain the Portuguese school system and support their involvement in school life.
- She was also encouraged to join a multicultural theater group, which helped her make friends and gain confidence.

Observed results

- After six months, your attendance improved and your academic performance increased significantly.
 - She developed stronger communication skills in Portuguese
 - Their parents became more actively involved in school activities, attending meetings and supporting their learning.
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Lesson:

Academic success is not achieved solely through academic reinforcement, but through a holistic and inclusive approach that addresses linguistic, cultural, social and emotional needs.