

AGRUPAMENTO DE ESCOLAS
BOM SUCESSO - ALVERCA

ORIENTATION MANUAL FOR MIGRANT STUDENTS AND THEIR FAMILIES





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OPENING NOTE

The “*Welcome Manual for Migrant Students and Their Families*”, promoted by the Bom Sucesso School Cluster within the scope of the **ACOLHER PROJECT**, aims to promote and facilitate the reception and integration of newly arrived migrant students and their families into our school community.

In this manual, you will find information and answers to questions regarding support for migrants in the areas of health, education, social inclusion, and employment, as well as information about the functioning of the school.

The information provided herein does not replace direct contact with the relevant services or institutions. It should also be noted that each case and nationality may have specific circumstances; therefore, different solutions or guidance may apply.



WELCOME MESSAGE

Dear Members of the Community,

It is with great pleasure that we welcome all families and citizens who have chosen our community as a place to live, learn, and grow. The cultural diversity that each person brings is an added value that enriches us as a society and strengthens the values of respect, sharing, and solidarity.

We believe that welcoming is the first step toward inclusion. For this reason, we work daily to build a space where everyone feels respected, supported, and an integral part of the community, promoting equal opportunities and intercultural dialogue.

Together, we move toward a more cohesive, open, and inclusive community, where every person matters and makes a difference.

The President of the CAP
Conceição Ramos



SCHOOL CLUSTER

The School Cluster includes three educational institutions: the Bom Sucesso Basic School (1st, 2nd and 3rd cycles), the Arcena Primary School, and the Bom Sucesso Kindergarten.

The population growth in the area is mainly the result of migration from rural areas to large cities, the arrival of immigrant populations in Portugal, and the settlement of young families in newly developed residential areas.

School Cluster Administrative Services

Monday, Wednesday and Friday 10:00 a.m. – 4:30 p.m.

Tuesday 10:00 a.m. – 1:00 p.m.

Thursday 1:30 p.m. – 4:30 p.m.

Phone 219 573 243 / 219 573 244

secretaria@aebomsucesso.com

Bom Sucesso Kindergarten

Rua da Esperança,2 – Alverca

Phone 219 570 099

Jardim.infância@aebomsucesso.com

Arcena Primary School

Rua Maria Lamas - Alverca do Ribatejo

Phone 219 584 916

eb1.arcena@aebomsucesso.com

Bom Sucesso Basic School (1st, 2nd and 3rd cycles)

Rua Casal do Moledo nº 19, Bom Sucesso - Alverca

Phone 219 573 243 / 219 573 244

eb123.bomsucesso@aebomsucesso.com



TAX IDENTIFICATION

The Tax Identification Number (NIF) is issued by the Portuguese Tax and Customs Authority (AT) and is mandatory to access various basic and integration services in Portugal, such as healthcare, employment, training, social support, and education.

Requesting a NIF is free of charge and can be done either in person (by prior appointment made through the number 217 206 707, on weekdays from 9:00 AM to 7:00 PM) or electronically (in this case, via the Tax Portal, through the e-counter, by the representative).

Tax Office

Vila Franca de Xira Citizen's Shop, 3rd floor of the Auchan Building, Quinta das Drogas da Verdelha, E.N.10 – Alverca do Ribatejo"

SOCIAL PROTECTION

The Social Security Identification Number (NISS) is the number used to identify individuals with Social Security, and it is free of charge. Requests for a NISS must be made in person at a service center, by prior appointment. It is also possible to request a NISS **on the spot** by calling 210 548 888 or 300 088 888.

If you are in Portugal and in a situation of social vulnerability requiring immediate support, you should contact the **National Social Emergency Line (LNES)** at 144.

Social Security Institute, I.P.

Alameda Capitães de Abril, 14 - Vila Franca de Xira
Phone 263 287 400 / 263 287 463
Monday to Friday 9:00 AM – 4:30 PM

Social Security Helpline

Phone 210 545 400 | 300 502 502
Monday to Friday 9:00 AM – 6:00 PM
www.seg-social.pt

National Social Emergency Line

Call 144, a public and free phone number, available 24 hours a day, every day of the year.

The **Vila Franca de Xira City Council** In compliance with Decree-Law No. 55/2020, which regulates the operational terms for the transfer of competences in the specific area of social action to municipal bodies and inter-municipal entities, the City Council completed this transfer in April 2023 within the scope of the Social Support and Assistance Service (SAAS).

SAAS is a service that provides support and assistance to individuals and families in situations of vulnerability and social exclusion, as well as in cases of social emergencies.

Department of Social Rights and Public Housing

Phone 263 285 600

ddsphp@cm-vfxira.pt

JOB SEARCH AND ACCESS TO TRAINING

The **Institute for Employment and Vocational Training (IEFP)** is a national service whose mission is to promote job creation and quality, as well as to combat unemployment through active policies. Citizens from third countries who hold a valid residence or stay permit, or any other valid legal document allowing professional activity, may register at the Employment Center in their area of residence as job seekers. These citizens can also access vocational training programs, provided they meet the eligibility requirements.

You can start by registering at any IEFP office to access these services and support. For more information, visit the IEFP website: <https://www.iefp.pt/inscricao-para-emprego>

To access training, you should contact a **Qualifica Center** or an educational institution near your place of residence. You can locate a Qualifica Center on the Qualifica Portal at www.qualifica.gov.pt Vocational training is also available through the network of IEFP Direct and Participatory Training Centers.

Institute for Employment and Vocational Training (IEFP)

Av. Infante D. Pedro - Alverca

Phone 215802920 (Monday to Friday, 9:00 AM – 5:00 PM)

sfp.alverca@iefp.pt or iepf.info@iefp.pt





ACCESS TO HEALTHCARE

If you are a migrant and are sick, or need any type of healthcare, you have the right to be assisted at a Health Center or Hospital of the National Health Service (SNS). These services cannot refuse care based on nationality, lack of financial means, lack of residence authorization, or any other reason.

However, if you are in Portugal irregularly, without a visa or residence permit, you may have to pay for the healthcare services received. You will have access to the SNS free of charge in cases of public health risk or when urgent or life-saving care is needed.

If you hold a valid residence permit, you should go to the Health Center in your area of residence to register and obtain a National Health User Number (NNU).

Alverca do Ribatejo Health Center

Praça Sociedade Filarmónica Recreio Alverquense, No. 22

Health Center Building - Alverca

Monday to Friday 8:00 AM – 8:00 PM

Saturdays, Sundays, and public holidays Closed

Phone 219 579 769

ucsp.alverca@ulsetejo.min-saude.pt

Vila Franca de Xira Hospital

Estrada Carlos Lima Costa Nº2, Povos - Vila Franca de Xira

Phone 263 006 500

hvfira@ulsetejo.min-saude.pt

Buses (Caris Metropolitana 2331, 2333, 2315 and Boa Viagem 49, 91) run daily between Vila Franca de Xira, Castanheira do Ribatejo, and the Hospital.

Medical Emergency Line

112

SNS Line

808 24 24 24



WORKING CONDITIONS

When working in Portugal, you have the same rights and duties as a worker with Portuguese nationality. If you are working or have been offered an employment contract and have questions about your rights or working conditions, you should contact the Authority for Working Conditions (ACT) dir.mail@act.gov.pt; Phone: +351 300 069 300.

For more information, visit: www.act.gov.pt

LEARNING THE PORTUGUESE LANGUAGE

To learn Portuguese, you can contact the Employment and Vocational Training Centers (IEFP), public schools, and Qualifica Centers.

To find out about courses available under the Portuguese as a Language of Reception (PLA) program or others, contact the High Commission for Migration (ACM): glpt@acm.gov.pt

RESOURCES FOR THE RECEPTION AND INCLUSION OF MIGRANT-ORIGIN FAMILIES

The Local Centers for Migrant Integration Support (**CLAIM**) are offices/spaces for reception, information, and support, whose **mission** is to assist throughout the entire process of welcoming and integrating migrants. They coordinate with various local structures and promote interculturality at the local level.

These services provide support and general information in various areas, such as regularization, nationality, family reunification, housing, voluntary return, employment, health, education, and other everyday matters.

CLAIM appointments are scheduled by prior arrangement through the following contacts:

Local Centers for Migrant Integration Support (CLAIM)

Loja do Município de Vila Franca de Xira
Praça Bartolomeu Dias, 9 – Quinta da Mina - Vila Franca de Xira
Monday to Friday 9:00 AM – 5:30 PM
Phone 263 285 600



Alverca do Ribatejo Citizen's Desk

Avenida Capitão Meleças, 38 - Alverca

Monday to Friday 9:00 AM- 1:00 PM e 2:00 PM – 4:00 PM

Phone 219 583 149, 219 583 199

Póvoa de Santa Iria Citizen's Desk

Palácio da Quinta da Piedade - Rua Padre Manuel Duarte - Povo de Santa Iria

Monday to Friday 9:00 AM- 1:00 PM e 2:00 PM – 4:00 PM

Pone 219 533 050

Centro Comunitário de Arcena

Rua João Tarré, 2 e 6, r/c - Alverca

Monday to Friday: 9:00 AM – 12:30 PM and 2:00 PM – 5:30 PM

Phone 219 572 350, 965 802 811

cc.arcena@cm-vfxira.pt

AIMA Alverca

Praceta Estanislau Raimundo Nogueira nº 1 e 2 – Alverca

Monday to Friday 8:30 AM – 3:30 PM

Telefone 217 115 000

Migrant Support Helpline

Monday to Friday: 9:00 AM – 1:00 PM

Phone 808 257 257, 218 106 191

(Immediate or scheduled translations – free service – and Telephone Interpretation Service (107 interpreters, 69 languages/dialects))



ENROLLMENT

Enrollment refers to the first registration in pre-school education or in the compulsory education system (1st grade of the 1st cycle, or any other grade in the case of students transferring from international education systems).

Automatic enrollment renewals occur whenever a student progresses from one school year to the next, after having been enrolled in the system for the first time.

When – Dates to be defined (check with the school or website).

Where – Online at the Schools Portal / Electronic Enrollment, via www.portaldasescolas.pt

Note *If the student's legal guardian cannot complete the enrollment request online, it may be submitted in person at the main school of the school group in the area of residence.*

Required Documents

- Child's identification document: ID card, birth certificate, or national minor registration;
- Guardian's identification document (Citizen Card, Residence Permit, or Passport);
- Proof of address in the area of residence;
- Recent photograph of the student;
- If the student has previously attended a school in their country of origin, a translated and certified academic record must also be provided (certified by the Consulate or Embassy of the country of origin in Portugal, or by the Portuguese Consulate or Embassy in that country).

Note *In addition to the documents listed above, the student's legal guardian should check whether the school requires any additional documentation to ensure transparency in the student placement process.*

ABSENCES

The limit for unjustified absences is twice the number of weekly class hours per subject. When a student reaches half of the unjustified absence limit, parents/legal guardians are summoned by the Class Director, and the situation may also be reported to the Commission for the Protection of Children and Youth (CPCJ).

When the student exceeds the unjustified absence limit, they must follow learning recovery measures (Individual Work Plan – PIT).

Lack of Materials

- Upon the 4th instance of missing materials in a subject, the teacher will mark it as an unjustified absence.
- The incident will be communicated to the legal guardian via INOVAR.

Tardiness

- A 10-minute tolerance is allowed during the first morning or afternoon session, to be used only in exceptional situations.
- Systematic use of this tolerance is considered a failure to meet the punctuality requirement.
- Students and legal guardians can consult all recorded absences at any time during the school year through INOVAR.
- All absences must be justified through INOVAR within 3 working days.

USE OF MOBILE PHONES ON SCHOOL PREMISES

During school hours, including non-class periods, and throughout the entire school premises, students must not use mobile communication devices or any other electronic devices with Internet access, such as mobile phones or tablets.

Violation of this rule constitutes a disciplinary offense under Law No. 51/2012 of September 5, which establishes the Student Statute and School Ethics. The mobile phone will be confiscated and handed over to the legal guardian by the School Administration. Depending on the severity of the offense, the student may be suspended, following notification to the legal guardian.





In the event of an infraction, it is the responsibility of teachers and school staff to take measures that are necessary, appropriate, and proportionate to stop the unlawful behavior.

SCHOOL CARD

The Prepaid School Card is a service for loading a card for use exclusively at school (cafeteria, snack bar, stationery, and photocopying), as well as to validate entry and exit from the school.

Where can I get the card?

The card will be provided to students at the beginning of the school year. In case of loss or theft, a replacement card will incur an additional cost.

How can I load the card?

You can load your card using Multibanco or MB WAY electronic payments, or coins at the machine available in the school. The balance will be immediately available on the card.

How to activate the card?

Go to the "School Card" section on the SIGA platform – siga.edubox.pt – and use the provided credentials to fill in all activation fields and create your Prepaid School Card.

How to book meals?

To book meals on the SIGA platform, log in with your credentials, go to the "Bookings" tab > "Book/unbook", select the desired days on the calendar, and confirm.

Bookings must be made by 5:00 PM on the previous working day. Cancellations can be made until 10:00 AM on the same day.

If you have any questions, please visit the website:

https://www.aelumiar.com/site/wp-content/uploads/2020/09/CARTAO-ESCOLAR-PRE-PAGO-Lisboa_compressed.pdf

FREE SCHOOL TEXTBOOKS

In Portugal, all students enrolled in public schools and in private or cooperative schools with association agreements are covered by the free provision and reuse of school textbooks. Parents or legal guardians only need to purchase the workbooks/activity books.

Parents or legal guardians must register, free of charge, on the MEGA platform by completing the required fields. It is on this platform, in the personal area, that vouchers will be made available for collecting the textbooks free of charge for their child.

Free School Textbooks – Collection

The assignment of each voucher — which determines whether the book you will receive is new or reused — is completely random. If the voucher indicates the acquisition of a new book, it must be collected from a participating bookstore. In the case of reused textbooks, their distribution is handled by the school, and they can be collected on the date and time determined by the school.

For textbooks whose voucher indicates school delivery, parents or legal guardians must present the voucher(s) obtained from the MEGA platform.

The legal guardian may authorize another person to collect the textbooks by providing an identification declaration, and that person must present the corresponding vouchers.

Free School Textbooks – Return

All textbooks (both reused and newly purchased) must be returned in good condition at the end of the school year, on the date and time determined by the school.

The responsibility for returning the books lies with the legal guardian or, if applicable, the adult student. Students are responsible for taking proper care of the books and avoiding damage or loss.

This does not mean that normal wear and tear from daily use is not acceptable; however, the books must be complete, clean (with no writing), and without tears or personal markings.

After returning the textbooks, the school will issue a confirmation statement proving that the books were returned, which is required in order to receive textbooks for the following school year.





FAMILY BENEFIT (ABONO) FOR CHILDREN AND YOUNG PEOPLE

What is it?

Monthly cash allowance intended to offset family expenses related to the support and education of children and young people.

Who is entitled?

- Children and Young People Young and age limits according to the education level.
- Any citizen who depends on the condition of resource (see 'Conditions of Resources').
- Foreign citizens, refugees, and stateless persons with a valid residence permit.
- Refugees or stateless persons holding a valid temporary protection title.
- Foreign citizens holding valid residence titles or their respective extensions; Institutionalized children and young people.

Until when?

The Family Benefit (Abono) ceases when:

- The young person is not enrolled in the education that corresponds to their age group. The young person starts a professional activity.
- The child or young person no longer resides in national territory.
- The validity period of the residence permit in national territory expires.

What to do to obtain?

The beneficiaries who are already registered with the Social Security Direct can submit their request through the SSD, in the menu Family ► Family and prenatal allowance ► Register in the request.

School Social Support (ASE)

At the time of enrolment, the document proving the family allowance level of the household must be presented, as the School Social Action level is linked to the family allowance level.

Caso ao longo do ano letivo, se verifique uma diminuição dos rendimentos do agregado familiar que se reflita no escalão do abono de família, o encarregado de educação deve fazer prova da nova situação junto da secretaria da escola, tendo efeitos a partir da data de entrega.



O Agrupamento disponibiliza encaminhamento, apoio e acompanhamento às famílias mais carenciadas, junto de Entidades Públicas Externas ao Agrupamento.

Este acompanhamento está sujeito a marcação junto da escola.

Meals

Students in ASE Level A are entitled to free school meals (including during the Christmas and Easter holidays).

Students in ASE Level B pay 50% of the meal cost (€0.73).

Students in ASE Level C are not subsidized and must pay the full cost of the meal (in 2025: €1.46).

School Supplies

Students in ASE Levels A and B are also entitled to financial support for the purchase of school supplies. The amount of the subsidy is determined by an order of the Ministry of Education, Science and Innovation.

The method for granting this support may vary from school to school, so the legal guardian should inquire at the headquarters of the School Group.

Field Trips / Study Visits

Students in ASE Levels A and B are also entitled to financial support for registration and participation in field trips. The method for granting this support may vary from school to school, so the legal guardian should seek information at the headquarters of the School Group.

PROJECTS AND CLUBS

School Clubs aim to provide students of the School Group with opportunities to participate in enrichment spaces and creative activities in the artistic, sports, cultural, scientific, and technological fields.

In the current school year, the Bom Sucesso School Group offers its students a wide range of School Clubs. According to their motivations and interests, students may take part in these complementary curricular activities. All they need to do is register!

School Newspaper

Promotes the development of communication skills, information processing, and dissemination among all members of the educational community, encouraging the sharing of experiences across different levels and cycles of education.

Mentoring Project

Raising awareness among students and their families about the importance of mutual support and inclusion.

Play Math Project

Promotes the development of skills that support the learning of Mathematics, fostering mathematical communication, mathematical reasoning, problem-solving, and mental calculation.

The UBUNTU Club and “Fábrica dos Afetos” (Affections Factory)

This project has been developed within the Bom Sucesso School Group since 2021. It consists of a volunteer-based initiative that aims to foster a spirit of mutual support and solidarity within the school community, preparing young people for active citizenship based on empathy and positive relationships.

Living Science Club

“Discovering Science at Bom Sucesso” is an open learning space that aims to contribute to the dissemination of science, as well as to promote academic success.



**School Sports**

Aims to promote the holistic development of children and young people of school age, contributing to the adoption of healthy lifestyles and the prevention of school failure. It encourages students to develop healthy habits through regular physical and sports activities. Within the School Group, it promotes the development of skills in sports such as basketball, table tennis, and group gymnastics.

Drama Club

Promotes the development of dramatic expression and serves as a means of openness to the school community.

Music Club

Encourages students' interest in music through the study of musical instruments, fostering artistic sensitivity and creativity.

Radio Club

Promotes information sharing, entertainment, and interaction among students within the school environment, encouraging cultural expression, creativity, autonomy, self-management, and the exchange of information.

European Club

Engages students in the European integration project by increasing their participation, strengthening awareness of their rights and duties, and reinforcing European identity and values.

Library Friends Club

The Library Friends Club is for those who wish to exercise citizenship in the School Libraries of the Grouping."