



An Introduction to Labour Migration

**A Manual for Training Development Officers
of the Foreign Employment Division**

**Ministry of Telecommunication,
Foreign Employment & Sports**

2019

Foreword

Over the last two decades there has been an increase in the number of people leaving Sri Lanka for overseas employment and it is estimated that nearly 1.6 million Sri Lankans are working abroad. According to the Sri Lanka Bureau of Foreign Employment, nearly 200,000 Sri Lankans migrate for foreign employment annually and their remittances are one of the main foreign exchange sources in Sri Lanka today.

Remittances from overseas employment account for about 8.2% of our GDP, which is their main source of income which helps to improve the socio-economic status of migrant workers. However, they and their families may have different needs and welfare issues ranging from stages of post departure, pre-departure, in service, and reintegration .

In order to cater to their diverse needs, the Ministry of Foreign Employment took steps to decentralized the services of the Ministry to the village level in 2012. About 1,100 Foreign Employment Development Officers were recruited by the Ministry for services under such village level and assigned to every Divisional Secretariat.

Development Officers affiliated to the Ministry of Foreign Employment provide multiple services to migrant workers: pre-departure guidance and information provision on safe labour migration; reintegration support; welfare services and submission of various reports including family background reports for female migrant workers, family development plans and child care plans.

Due to the important role played by foreign employment development officers in providing government services to thousands of migrant workers and their families located at the local level, the ministry is focusing on the need to provide these development officers with a comprehensive knowledge of labor migration and soft skills to perform their duties better. .

Therefore, it is timely intervention to develop this training manual which can be followed in all training programs for development officers affiliated to the Ministry of Foreign Employment.

The development of such a comprehensive manual is an extensive task which could not have taken place without the commitment and cooperation of several agencies, institutions and individuals.

Hence, the Ministry of Telecommunication, Foreign Employment and Sports records its gratitude for HELVETAS Swiss Inter- Cooperation - Sri Lanka, the SLBFE, Dr. Ramani Jayasundera and the International Labor Organization and all other contributors for their continued commitment to the preparation of this manual in collaboration with the Ministry.

We hope that the Foreign Employment Development Officers will make a significant contribution to the field of labor migration in Sri Lanka as this training guide and curriculum for development officers will guide the preparation of future training programs of the Ministry.

Foreign Employment Division

Ministry of Telecommunication, Foreign Employment and Sports

MESSAGE FROM HELVETAS SWISS

INTERCOOPERATION

Labour Migration has made a positive as well as negative impacts to Sri Lanka's socio-economic and cultural landscape. At present, there are over 1.6 million Sri Lankans are working abroad as migrant workers. Having considered the important role played by migrant workers, the Government of Sri Lanka has implemented several measures to protect the rights of migrant workers and their families in line with the National Labour Migration Policy approved by the Cabinet of Ministers in 2009.

In mid-2013, the then Ministry of Foreign Employment Promotion and Welfare recruited a cadre of 1000 Development Officers Foreign Employment (DOFEs) with the aim of providing efficient services to migrant workers and their families. These Development Officers were deployed in all 331 divisional secretariats in Sri Lanka where a minimum of 3 development officers were deployed in each division.

Following the recruitment of the above mentioned Development Officers, The Ministry of Foreign Employment and the Sri Lanka Bureau of Foreign Employment (SLBFE) has made several initiatives to conduct capacity building training programmes from time to time. In addition to these, Non-Governmental Organizations too have conducted training programmes for Development Officers at the district level to build their capacity on specific issues relating to labour migration. Against this background, The Ministry identified the need to build the capacity of Development Officers through a comprehensive national training programme. In line with this, HELVETAS Swiss Intercooperation facilitated the process of compiling a Training Resource Package under the Safe Labour Migration project funded by Swiss Agency for Development Cooperation (SDC).

The Training Resource Package has been compiled by an independent consultant through technical support from the Ministry of Foreign Employment, Sri Lanka Bureau of Foreign Employment, International Labour Organization (ILO) as well as through the knowledge and experiences of Partner Organizations of the Swiss Agency for Development Cooperation.

This Resource Package aims to develop the capacity of Development Officers Foreign Employment to provide efficient and effective services to migrant workers and their families. It provides information on the history of labour migration, national and international legal frameworks on labour migration, institutional and policy frameworks on labour migration and on the roles and responsibilities of Development Officers Foreign Employment.

Conducting training programmes based on this Resource Package will strengthen the capacity of Development Officers to function as the focal point guiding migrant workers and their families at the divisional level and will enhance the quality of services they provide to migrant workers and their families from pre-decision making to reintegration stages of migration.

HELVETAS Swiss Intercooperation hopes that this Training Resource Package will be institutionalized by the Ministry and be the basis for capacity building training programmes conducted for Development Officers recruited for the Ministry in future along with timely revisions to the package.

HELVETAS Swiss Intercooperation
Sri Lanka

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An Introduction to the Manual

Aim and Purpose

- This Manual aims to facilitate training programmes on labour migration, safe labour migration and its diverse aspects to build the knowledge, information base and capacity of Development Officers (Migration) of the Ministry of Foreign Employment to provide effective and efficient services to migrant workers and their families.
- This Manual is to be used as a guide by Trainers/Resource Persons providing training to DO-FE.
- The Manual to be read with the Pack of Resource Material that provides information and knowledge on the subjects covered in the training manual.
- The Manual is prepared in a user-friendly manner as an aid for the Trainers/Resource Persons to provide a comprehensive training to function as Development Officers (Migration) at Divisional level.

A Description of the Training Manual

- The Training Manual is for a 7 day (45.5 hours) training programme.
- The Manual is designed to enable the training programme to be conducted either in 7 consecutive days or in parts (with days separated).
- The Training Manual will comprise approximately 14 modules (as detailed below). It is to be read with the Pack of Resource Material that provides information and knowledge on the subjects covered in the training manual.
- Each Session is arranged as follows:
 - Session Number and Title
 - Objectives of the Session
 - Duration of the Session
 - Activities and methodology to be used in the Session explained in a step by step process
 - Learning outcomes
 - A direct link to the Pack of Resource Material to be used in each Session

The Pack of Resource Material is to be given in a Pen Drive to the Development Officers.

The Training Agenda

Each day starts at 9 am and ends at 5 pm. The following breaks will be allocated on each day:

15 minutes – Morning Tea

1 hour - Lunch

15 minutes – Evening Tea

The daily Training Agenda is set out as below:

Modules	Sessions	Hours/minutes	Days
1. Introduction	Introduction to the Training Programme	45 mins	1
2. Working as a DO-FE (Part 1)	<ul style="list-style-type: none"> The vision of an ideal DO-FE (as perceived by DO-FE) Opportunities, service and challenges (as perceived by DO-FE) The perceived roles and responsibilities of a DO-FE Skills, knowledge, information and ethics 	2 hour	
3. An understanding of labour migration	Labour Migration in Sri Lanka (The history and current profile) Positive and negative impact of labour migration on the Sri Lankan society	2 hour	
4. International commitments, policies and laws	International Commitments on labour migration	3 hours	2
	The Convention on the Elimination of all Forms of Discrimination Against Women (CEDAW) and the Child Rights Convention (CRC)		
	Sri Lanka National Labour Migration Policy 2008		
	Sri Lankan Laws and Regulations pertaining to labour migration		
	Forums on Labour Migration (The Global Forum on Migration and Development, the Colombo Process, The Abu Dhabi Dialogue, The Global Consultation on Migration Health)		
5. Institutional framework on labour migration	The Institutional Framework on Labour Migration in Sri Lanka	2 hours	
6. Sensitivity to diversity	An introduction to gender, ethnicity, geographical diversity, child protection, disability, religious diversity	2 hour	

Modules	Sessions	Hours/ minutes	Days
7. The Stages of Labour Migration and diverse aspects	Key Knowledge on the Stages of the Labour Migration Process	3 hours	3
	Safe migration		
	Decision making on Labour Migration		
	Recruitment procedure		
	Socio-cultural aspects in major countries of destination	2 hours	
	Laws and practices in countries of destination		
	Work of Sri Lankan Diplomatic Missions in destination countries		
	Difficulties faced by migrant workers at the different stages of labour migration	2 hours	
	Issues in return and reintegration		
	Reintegration Sub Policy and Action Plan		
Role of DO-FE in implementing the Reintegration Sub Policy and Action Plan			
8. Grievance redressal	Problem solving and complaint handling mechanisms at the SLBFE	3 hours	4
	Other grievance redressal mechanisms		
	An Introduction to Paralegals and their role	3 hours	
	A field visit to SLBFE		
10. Economic and Financial aspects	Significance of labour migration	2 hours	5
11. Migration Health	Health issues faced by migrant workers at all stages	2 hours	
	Migration Health Policy		
12. Communication, befriending and providing support	Understanding the migrant worker	3 hours	
	Introduction to communication skills		
	Introduction to Befriending		

Modules	Sessions	Hours/minutes	Days
13. Mapping of Services Documentation and the role of the DO-FE Working as a DO-FE (Part 2)	Services available to Migrant Workers and their families	2 hours	6
	Documentation and the role of the DO-FE	30 mins	
	Preparation and dissemination of reports		
	The roles of a DO-FE (include discussion on job description)	1 hours 30 mins	
14. Case Management	Introduction to Counselling support – psychosocial skill building	3 hours	7
	Understanding Vulnerability	2 hours	
	Issues of children left behind		
	Issues faced by care givers	5 hours	
	Case Management		
Care plan and case conferencing			
15. Closing	Revisiting learning and Evaluation - Closing	1 hour	

Some Tips for the Trainers

- The ideal number of participants in a training programme conducted with this Manual should be twenty (20).
- Prepare all the material needed before conducting sessions.
- You may change the methodology in any section while keeping the time and content intact.
- You may add ice breakers as you wish.
- Provide a flipchart marked “Parking Space” on which you will write all questions and issues that you cannot provide answers for and will seek the assistance of Resource People when they attend the training. Remember to find answers to all these questions and issues before ending the training workshop. Encourage participants to take down notes when the issues highlighted in the “Parking Space” are discussed.

List of material you will need

- Power point equipment or flipcharts on which all slides have been written
- Flipcharts
- Markers
- Tape
- Paper
- Pens

- Title** : **Introduction to the Training Programme**
- Objective** : To enable the participants understand the objectives of the workshop and facilitate them to build a friendly rapport with co-participants and to understand participants' expectation from the workshop.
- Description of Session** : This Session will facilitate introductions of the trainers, participants and of the training programme.

Activities and methodology:

- Introduce yourself as the Facilitator (mention your professional and educational background, occupation and current work and training, experience in or knowledge of migration)
- Introduce your current engagement with working on migrant worker rights.
- Provide an overview of the aim and content of the training programme.
- To encourage participants to speak from the outset of the programme use the following activity for participants to introduce themselves.
 - Pair participants. Ask one participant to gather information from the other. The information should be name, place of work, main tasks he/she does in his/her work, and some information about the division that he/she works in. Next ask each pair to introduce the other person they have just spoken with.
- Prepare Ground Rules together with participants
- Next ask a few (5-6) participants to give one example of an issue specifically faced by migrant workers to get participants thinking about the focus of the workshop and/or sessions.

Handout

Agenda for the full training programme or for one/two/three days (depending on how the programme is conducted)



- Title** : **The vision of an ideal Development Officer – Foreign Employment (DO-FE)**
- Objective** : To facilitate participants to express their own perceptions of their role, responsibilities and work
To identify opportunities and challenges when working as a DO-FE.
To understand perceptions among DO-FE about their roles and responsibilities.
To facilitate DO-FE to identify skills, knowledge and information needs, and ethics relating to their work.
- Description of Session** : This session will provide an opportunity for DO-FE to:
- Express what they see as the ideal DO-FE.
 - Express the opportunities available, the services provided to migrant workers and their families, and challenges faced when working as a DO-FE.
 - Highlight the roles and responsibilities of a DO-FE as understood by them.
 - Think about the skills, knowledge and information needs when working as a DO-FE, and the ethics and principles surrounding the work they do

Some of the ideas expressed here by DO-FE may differ from what is expected by the Ministry of Foreign Employment. However this session is to obtain perceptions and experiences of DO-FE and free expression should be encouraged.

The outputs of this session will be revisited at the end of the training programme to come to a uniform expression of what the vision of a DO-FE should be.

Activities and methodology:

- Group the participants into 4 groups.
- Ask each group to discuss the following 6 sets of questions and write answers to all in 6 different flipcharts. (Give 50 minutes for group work)

1. The Vision of a DO-FE

The vision must be reflective of the broad purpose of a DO-FE's work at community level

The vision must incorporate a rights perspective and include a commitment to social diversity – primarily gender and ethnicity

2. Opportunities

2.1 What do you see as opportunities in your work as a DO-FE?

2.2 What are the most important services you provide as a DO-FE to migrant workers and their families?

2.3 What are the difficulties and challenges you face in working as a DO-FE?

3. Roles

3.1 What do you see as the main roles of a DO-FE?

3.2 What do you see as the main responsibilities of a DO-FE?

4. Skills

What are the Skills needed by DO-FE to carry out their work?

5. Knowledge and Information needs

5.1 What are the Knowledge and Information needs of a DO-FE – write a list of subjects/areas/topics

6. Ethics

What are the ethical guidelines that a DO-FE should follow in her/his work?

Instructions:

- Ask groups to put up their flipcharts on the wall.
- Encourage the groups to walk around to other groups and get their views on the specific subject each group is working on.
- Park this on a board or wall to be seen through the training programme and discuss at the end of the programme.

Material needed:

- Flipcharts
- Markers



- Title** : **Opportunities, service and challenges**
- Objective** : To identify opportunities and challenges when working as a DO-FE.
- Description of Session** : This Session will provide an opportunity for DO-FE to express the opportunities available, the services provided to migrant workers and their families, and challenges faced when working as a DO-FE. This will be revisited at the end of the training programme to come to a uniform expression of what the vision of a DO-FE should be.

Activities and methodology

- This activity will take place in the same groups formed for Module 2: Session 1.
- Ask each group to discuss the following questions and come up with 5 points for each question:
 - I. What do you see as opportunities in your work as a DO-FE?
 - II. What are the most important services you provide as a DO-FE to migrant workers and their families?
 - III. What are the difficulties and challenges you face in working as a DO-FE?
- Ask groups to present their work and consolidate all points into one flipchart.
- Park this on a board or wall to be seen through the training programme and to be discussed at the end of the programme.

Material needed

- Flipcharts
- Markers

- Title** : **The perceived roles and responsibilities of a DO-FE**
- Objective** : To understand perceptions among DO-FE about their roles and responsibilities.
- Description of Session** : To provide an opportunity for DO-FE to highlight the roles and responsibilities of a DO-FE as understood by them. This may differ from what is expected by the Ministry of Foreign Employment. However this session to obtain perceptions and experiences of DO-FE and free expression should be encouraged. The output of this session will be revisited at the end of the training programme and a common list of roles and responsibilities as mandated by the Ministry will be formally arrived at.

Activities and methodology

- This activity will take place in the same groups formed for Module 2: Session 2.
- Ask each group to discuss the following questions and come up with 5 points for each question:
 - I. What do you see as the main roles of a DO-FE?
 - II. What do you see as the main responsibilities of a DO-FE?
- Ask groups to present their work and consolidate all points into one flipchart.
- Park this on a board or wall to be seen through the training programme and to be discussed at the end of the programme.

Material needed

- Flipcharts
- Markers

- Title** : **Skills, knowledge, information and ethics**
- Objective** : To facilitate DOs to identify skills, knowledge and information needs, and ethics relating to their work.
- Description of Session** : This Session will provide an opportunity for Development Officers to think about the skills, knowledge and information needs when working as a Development Officer, and the ethics and principles surrounding the work they do. This may differ from what is expected by the Ministry of Foreign Employment. However this session to obtain perceptions and experiences of Development Officers and free expression should be encouraged. The output of this session will be revisited at the end of the training programme and a common list of roles and responsibilities as mandated by the Ministry will be formally arrived at.

Activities and methodology

- Group participants into 3 groups.
- Facilitate the 3 groups to discuss issues as follows:
 - Group 1: What are the Skills needed by Development Officers to carry out their work?
 - Group 2: What are the Knowledge and Information needs of a Development Officer – list of subjects/areas/topics
 - Group 3: What are the ethical guidelines that a Development Officer should follow in her/his work?
- Encourage the groups to walk around to other groups and get their views on the specific subject each group is working on.
- Ask groups to present their work and document them on four flipcharts – one each for Skills, Knowledge and Information, and Ethics.
- Park this on a board or wall to be seen through the training programme and to be discussed at the end of the programme.

Material needed

- Flipcharts
- Markers

- Title** : **Labour Migration in Sri Lanka (The history and current profile)**
- Objective** : To provide Development Officers an understanding of the origins of labour migration in Sri Lanka and the current situation of labour migration.
- Description of Session** : This session will lay the background for the next sessions and highlight. This session will trace the modern history of labour migration in Sri Lanka including the following:
- The 1977 open economic policies and push towards migration of Sri Lankan citizens for employment.
 - Trajectory of the outflow of labour migrants to the Middle East, to East Asia, and to Europe and other parts of the world.
 - The changes in the types of employment, skill levels of migrant work and the participation of women and men.
 - Significant points in policy and law making.

The Session will provide a snapshot of the current situation on labor migration in Sri Lanka including the statistical representation and analysis of the following:

- migrant labour on participation of men and women
- skill levels and types of employment
- district analysis of origin of workers
- countries of destination, remittances
- social security measures provided by the State
- issues faced by migrant workers and their families
- current policy, regulatory, institutional and administrative framework

Activities and methodology:

1. Inform participants about the objective of this session and provide 4 questions that should be answered at the end of the session by participants.
2. Using the power point slides provided, present the issues pertaining to the history and current profile of labour migration in Sri Lanka.
3. Ask responses to the four questions provided by randomly selecting four participants.
4. The questions are:

- Identify three key items in the history of labour migration in Sri Lanka
- Map the chronological historical flow of Sri Lankan labour migrants to different destinations around the world
- Comment on the participation of women and men (separately) in the labour migration process analyzing characteristics specific to women and specific to men.
- Comment on the current policy, regulatory, institutional and administrative framework on labour migration in Sri Lanka.

Reference to Resource Package:

- Labour Migration in Sri Lanka

Material needed:

- Multimedia equipment
- Slide presentation



Title : Positive and negative impact of labour migration on the Sri Lankan society

Objective : To understand the different impacts of labour migration.

Description of Session : This Session seeks to stimulate discussion on the impact, both positive and negative, of labour migration on migrant workers, their families and the country at large. Participants will understand the diverse impacts looking at both positive and negative objectively moving them from the often judgmental, often negative and top down view of labour migration.

Activities and methodology:

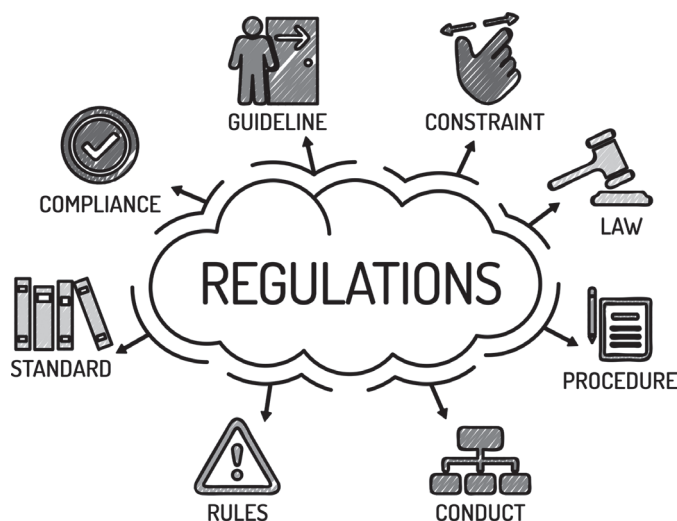
1. Group participants into four groups.
2. Groups 1 and 2 discuss and record the positive aspects of labour migration
3. Groups 3 and 4 discuss and record the negative aspects of labour migration
4. After the groups record the positive and negative impacts, conduct a debate between Groups 1 and 2 against Groups 3 and 4 each challenging the other’s facts.
5. Once the debate is concluded, consolidate both arguments and display the complexity of the impact of labour migration and stress on the manifestation of both positive and negative aspects of it.

Reference to Resource Package:

- List of positive impacts with facts and figures, and stories
- List of negative impacts with facts and figures, and stories

Material needed:

- Flipcharts
- Markers



- Title** : **International Commitments on labour migration**
- Objective** : To provide a brief introduction to the key international conventions relating to labour migration.
- Description of Session** : This Session will provide participants a brief introduction to four international conventions relating to labor migration. The Session will be of an analytical nature set in the background of Sri Lanka's commitments to the conventions. The four conventions are:
- International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families 1990
 - Migration for Employment Convention (Revised), 1949 (No. 97)
 - Migrant Workers (Supplementary Provisions) Convention, 1975 (No.143)
 - Domestic Workers Convention, 2011 (No. 189)

Activities and methodology:

- Provide a handout with a diagram on International Commitments to participants prior to the workshop and ask participants to read the contents as homework.
- Make a presentation on each Convention based on the diagram

Reference to Resource Package:

- Handout depicting a diagram
- Slides
- One-page information Sheet on each Convention
- Two-page Handout: Migrant Labour: International Conventions
- Full text of Conventions

Material needed:

- Multimedia equipment or flipcharts
- Specially prepared slides

- Title** : **International Conventions on the rights of women and rights of children**
- Objective** : To provide a brief introduction to the key international conventions relating to women and children – the Convention on the Elimination of all forms of Discrimination against Women (CEDAW) and the Child Rights Convention (UNCRC)
- Description of Session** : This Session will provide participants a brief introduction to the Convention on the Elimination of all forms of Discrimination against Women (CEDAW) and the Child Rights Convention (UNCRC).

Activities and methodology:

- Provide a handout with information on CEDAW and the UNCRC and ask participants to read the contents as homework.
- Make a presentation on each Convention

Reference to Resource Package:

- Handout depicting a diagram
- Slides
- One-page information Sheet on each Convention
- Handout: CEDAW and UNCRC
- Full text of Conventions

Material needed:

- Multimedia equipment or flipcharts
- Specially prepared slides

- Title** : **National Labour Migration Policy for Sri Lanka**
- Objective** : To provide an understanding of the Sri Lanka Labour Migration Policy and related national policies on labour migration
- Description of Session** : The Session will focus on providing a brief introduction to the National Labour Migration Policy for Sri Lanka- 2008, the Return and Reintegration Sub Policy, and the Migration Health Policy. The session will include why and how these policies were formulated as well as the implementation and monitoring mechanism within the policies and their current status of implementation.

Activities and methodology:

- Provide a note on The National Policy Framework on Labour Migration to participants prior to the training programme and ask participants to read the contents as homework.

At the training programme,

- Make participants into 6 groups.
- Provide groups with the following:
 - Group 1 and 2 – Note on the National Labour Migration Policy
 - Group 3 and 4 – Note on the Reintegration Sub Policy
 - Group 5 and 6 – Note on the Migration Health Policy
- Ask each group to discuss the contents of the note for 5-10 minutes.
- Make a presentation on all three policies, their implementation and monitoring mechanism and current status of implementation.
- Open out for questions and discussion.

Reference to Resource Package:

- Notes on the National Labour Migration Policy, Reintegration Sub Policy and Migration Health Policy
- Presentation slides
- Full text of policies

Material needed:

- Multimedia equipment or flipcharts
- Specially prepared slides

- Title** : Sri Lankan Laws and Regulations pertaining to labour migration
- Objective** : To provide an understanding of the right to employment and movement, the law pertaining to labour migration in Sri Lanka and the key regulations on labour migration.
- Description of session** : This Session will focus on the Constitutional right to employment and movement applicable to women and men, the Sri Lanka Bureau of Foreign Employment Act and the regulatory background pertaining to the Family Background Report.

Activities and methodology:

- Make a presentation on the following:
 - The Constitution of Sri Lanka on the right to employment and movement
 - Sri Lanka Bureau of Foreign Employment Act
 - Family Background Report
- Conduct an open discussion with questions and barnstorming based on the questions.

Reference to Resource Package:

- Note on the Constitutional right to employment and movement
- Note on the main provisions of the Sri Lanka Bureau of Foreign Employment Act
- Note on the Family Background Report
- Slide presentation
- Full texts of the Constitutional Articles, Act and Family Background Report

Material needed:

- Multimedia equipment or flipcharts
- Specially prepared slides

- Title** : **Forums on Labour Migration**
- Objective** : To understand the forums at global and regional level that work on promoting rights within the labour migration process
- Description of Session** : This Session will provide an introduction to the Global Forum on Migration and Development, the Colombo Process, Abu Dhabi Dialogue, SDGs and the GCM.

Activities and methodology:

- Make participants into 6 groups
- Provide a note to be read within the group as follows:
 - Groups 1 and 2: Discuss the note on the Global Forum on Migration and , SDGs and GCM
 - Groups 3 and 4: Discuss the note on the Colombo Process
 - Groups 5 and 6: Discuss the note on the Abu Dhabi Dialogue
- Using the institutional matrix provided, discuss how each institution relates to the labour migration process (role and functions, and monitoring and reporting mechanisms)

Reference to Resource Package:

- Note on the Global Forum on Migration and Sustainable Development Goals and the Global Compact on Migration
- Note on the Colombo Process
- Note on the Abu Dhabi Dialogue
- Institutional matrix
- References to websites for each Forum

Material needed:

- Multimedia equipment or flipcharts
- Specially prepared slide on the Institutional matrix

- Title** : **The Institutional Landscape for Labour Migration in Sri Lanka**
- Objective** : To understand the role and functions of the diverse institutions that work on labour migration
- Description of Session** : This Session will provide an understanding of the Ministry of Foreign Employment (vision, mission, objectives, divisions and their functions, central, district and divisional presence), the Sri Lanka Bureau of Foreign Employment (vision, mission, objectives, divisions and their functions, central, district and divisional presence), The Department of Immigration and Emigration, The Ministry of Foreign Affairs (Consular Division), and foreign employment agencies.

Activities and methodology:

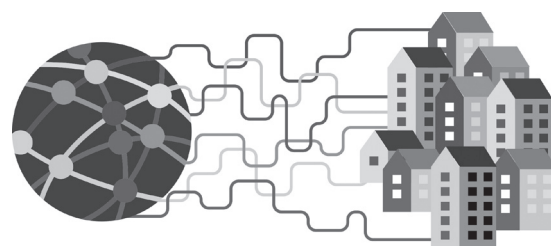
- Invite a resource person to make a presentation on the following:
 - Ministry of Foreign Employment
 - Sri Lanka Bureau of Foreign Employment and Sri Lanka Foreign Employment Agency
 - The Department of Immigration and Emigration
 - Ministry of Foreign Affairs (Consular Division)
 - Employment Agents - Foreign employment agencies
- Conduct an open discussion with questions and barnstorming based on the questions.

Reference to Resource Package:

- Note on Ministry of Foreign Employment and Sri Lanka Foreign Employment Agency
- Note on Sri Lanka Bureau of Foreign Employment
- Note on the Department of Immigration and Emigration
- Note on Ministry of Foreign Affairs (Consular Division)
- Note on Foreign Employment Agencies
- Slides
- References to websites and contact persons

Material needed:

- Multimedia equipment or flipcharts
- Specially prepared slides



- Title** : An introduction to gender, ethnicity, geographical diversity, child protection, disability and religious diversity.
- Objective** : To provide an introduction on the need for sensitivity to social diversity present in Sri Lankan society
- Description of Session** : This Session will provide an introductory glimpse into social diversity and will include the following:
- Gender, the difference that gender makes and issues arising out of gender inequality in the labour migration process
 - Ethnic disparities and religious diversity and issues faced by the three ethnic groups
 - Geographical disparities such as issues specific to provinces in Sri Lanka and marginalized groups living in geographically segregated locations such as plantations, and communities subject to poverty
 - Issues of child protection
 - Disability and its implications on migrant workers and their families

Activities and methodology:

- An interactive discussion following brief presentations based on slides

Reference to Resource Package:

- Handouts on ethnicity, gender, geographical diversity, child protection, disability, religious diversity

Material needed:

- Slides



- Title** : Key knowledge on the stages of the labour migration process
- Objective** : To understand the stages in the labour migration process
- Description of session** : This Session will provide participants an understanding of what is specifically included in each stage of labour migration and how each stage is differentiated from the other.

Activities and methodology:

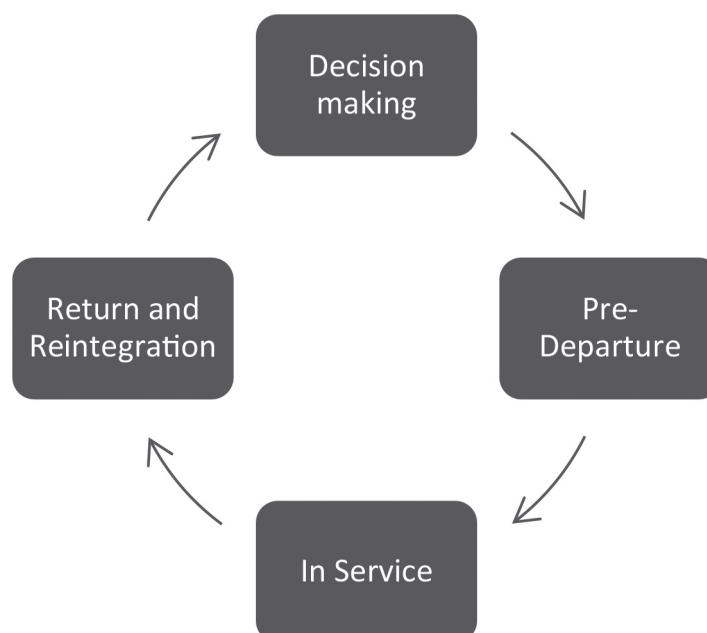
- Explain briefly, what is included in the four key stages in the migration process.
- Group participants into four. Ask participants to brainstorm and describe what is included in each stage.
 - Group 1 - Decision making stage
 - Group 2 - Pre-departure stage
 - Group 3 - In service stage (including families left behind)
 - Group 4 - Return and Reintegration stage
- Ask groups to present their points and discuss.

Reference to Resource Package:

- Diagram of the stages of labour migration
- Note on the four stages of labour migration

Material needed:

- Flipcharts
- Markers



- Title** : **Step of Safe Labour Migration**
- Objective** : To understand the conceptual and practical aspects of safe labour migration
- Description of session** : This Session is based on the Safe Labour Migration Guide. It will provide an understanding of what entails safe labour migration, the safe labour migration aspects at the different stages of migration with practical tips and a tool for ensuring safe migration of individuals.

Activities and methodology:

- Make a presentation on “What is Safe Labour Migration”
- Group participants into four based on the four stages of labour migration to discuss the Important points to consider ensuring safe migration at the four stages of labour migration
- As the groups present, add all missing information based on the contents of the Safe Labour Migration Guide.
- Present the Safe Labour Labour Migration Checklist and provide instructions on how to complete the checklist.

Reference to Resource Package:

- Safe Labour Migration Guide
- Safe Labour Migration Checklist

Material needed

- Flipcharts
- Markers

- Title** : **Decision making on Labour Migration**
- Objective** : To understand the practical aspects of decision making
- Description of Session** : This Session will enable exploring of what practically entails decision making, separately by women and by men and by families and caregivers of those left behind. This Session will focus on all types of migrant workers – skilled and low skilled.

Activities and methodology

- Group participants into 3.
- Instruct groups to discuss the practical points needed to help labour migration aspirants to make informed decisions on migrating for employment. These points must be separately identified for males and females.
- Provide instructions for group work on issues to consider including legal, regulatory and administrative aspects, psychosocial aspects, financial aspects and grievances and their redressal.
- On presentation of group discussions, provide any missing information based on the matrix provided.

Reference to Resource Package:

- Matrix of points for consideration by women and men on making the decision to migrate for employment

Material needed:

- Flipcharts
- Markers

- Title** : **A step by step guide to recruitment for Foreign Employment**
- Objective** : To provide an understanding of the recruitment procedure followed when migrating for employment
- Description of Session** : This Session will provide a step by step understanding of the recruitment procedure followed when migrating for employment as well as the shortcoming, gaps and dangers.

Activities and methodology:

- Group participants into four.
- Ask groups to brainstorm and come up with a step by step guide for recruitment in labour migration
- Make a presentation including a step by step guide on “Recruitment Procedure” using the diagram provided in the Resource Package
- Ask groups to revisit the previous group work and make changes for the group work to reflect the accurate procedure

Reference to Resource Package:

- Step by Step Guide to Recruitment - handout
- Slides

Material needed:

- Flipcharts
- Markers

Title	: Socio-cultural aspects in major countries of destination and laws and practices in countries of destination
Objective	: To provide an overview of socio-cultural aspects of the major destination countries that Sri Lankan migrant workers are employed.
Description of session	: The largest number of Sri Lankan workers migrate to 4 key destinations. These are Saudi Arabia, Kuwait, United Arab Emirates, and Qatar. This Session will provide an understanding of the flag, capital, geography, regions and largest cities, the people, economy, languages, religion, the status of foreigners including expatriate workers, dress, arts and entertainment, sport, cuisine, education and social problems in each country.

Activities and methodology:

- On a google map locate the country and using a series of pictures and photographs explain each component to the participants.

Reference to Resource Package:

- Google location
- Picture and photographs with explanation text
- SLBFE Country Information Booklets

Material needed:

- Multimedia equipment

- Title** : **Laws and practices in countries of destination**
- Objective** : To provide an overview of laws and practices in the major destination countries that Sri Lankan migrant workers are employed.
- Description of Session** : This Session will provide participants an understanding of the legal systems, basic laws and practices (especially on laws and practices regarding bans and restrictions) in each of the major destination countries; Saudi Arabia, Kuwait, United Arab Emirates, and Qatar.

Activities and methodology:

- Group participants into 4 and allocate one country to each of the groups.
- Provide each group with a handout on the laws and practices of each country.
- Request each group to make an attractive presentation on the country and present it to the group in order for all participants to receive an understanding of the laws and practices in all 4 countries.

Reference to Resource Package:

- SLBFE Country Information Booklets

Material needed:

- Flipcharts
- Markers

- Title** : **Role of Sri Lankan Diplomatic Missions in destination countries in safe Labour Migration**
- Objective** : To provide an understanding of the role and services of Sri Lankan Diplomatic Missions in destination countries
- Description of Session** : This Session will provide participants an understanding of the following in Sri Lankan Diplomatic Missions:
- Officials responsible for labour migrants
 - Services provided by the Mission
 - How to access the services of the Mission
 - The link between the SLBFE and Diplomatic Missions

Activities and methodology:

- Using slides, make a presentation on items 1-3.
- Following the presentation under each item, generate a discussion based on experiences of DO-FE on the successes and difficulties in dealing with Diplomatic Missions.

Reference to Resource Package:

- Slides
- Questions to stimulate the discussions

Material needed:

- Multimedia equipment or flipcharts
- Specially prepared slides

- Title** : **Difficulties faced by migrant workers at the different stages of labour migration**
- Objective** : To generate thinking among DO-FE on difficulties faced by migrant workers at pre-departure, in service, and return and reintegration and to recognize the services provided by the Sri Lanka Bureau of Foreign Employment.
- Description of Session** : This session will stimulate thinking on issues and problems faced by migrant workers at the three main stages of labour migration but focus on the in-service stage. The Session will help DO-FE to generate answers to the many problems during in service stage that labour migrants and their families bring to DO-FE.

Activities and methodology:

- Request each individual participant to write on cards 5 issues experienced by the labour migrants and their families face during the pre-departure, in service, and return and reintegration stages by each of their experience.
- Put the cards up on three flipcharts marked pre-departure, in service, and return and reintegration Keep the return and reintegration flipchart to be discussed in the next session and the pre-departure flipchart to be discussed in the session on grievance redressal.
- Group participants into 3. Divide the cards on the in-service flipchart into three.
- Ask participants to group themselves into four and provide one set of cards to each group.
- Instruct the groups to take the issues in the cards and provide an analysis of each issues under the following:
 - What could be the reasons for this difficulty/problem or issue to arise?
 - What are the implications of this issue on the workers, on her/his family left behind and on the country?
 - What are the solutions for the difficulty/problem or issue?
 - Who can provide the solution? Pick out services being provided by the Sri Lanka Bureau of Foreign Employment.

Material needed:

- Flipcharts and markers

- Title** : **Issues in return and reintegration**
- Objective** : To facilitate thinking on the return and reintegration stage of labour migration
- Description of session** : This session will enable DO-FE to identify the various issues faced by migrant workers and their families on the return of migrant workers and the subsequent period spent on reintegration and to recognize the services provided by the Sri Lanka Bureau of Foreign Employment. This Session will explore issues under the following headings:
- *Social aspects*
 - Reintegration within the family structure
 - Reintegrating with the Community
 - Opportunities and challenges for social reintegration
 - *Economic aspects*
 - Economic Reintegration
 - Opportunities and challenges for economic reintegration
 - Opportunities and Challenges for financially Sustainable Reintegration
 - Identifying possibilities for skills enhancement, and opportunities for skills training

Activities and methodology:

- Group participants into 4.
- Provide them with cards on issues at return and reintegration stage produced in Module 6: Session 4 and ask each group to discuss and add other issues.
- As groups present, organize the issues under the 3 parts in social aspects and 3 parts in economic aspects.
- Discuss adding more information from key studies:
 - Reintegration with Home Community: Perspectives of Returnee Migrant Workers in Sri Lanka, ILO (2013)
 - Understanding psychosocial issues faced by Migrant Workers and Their Families, Ministry of Foreign Employment Promotion and Welfare and SDC (2012)

- Transforming lives: The story of returning migrant workers, Women and Media Collective (2013)

- Discuss services provided by the Sri Lanka Bureau of Foreign Employment

Reference to Resource Package:

- Handout on social and economic issues faced by migrant workers on return and reintegration
- 3 studies

Material needed:

- Flipcharts
- Markers

- Title** : **Sub Policy and National Action Plan on Return and Reintegration of Migrant Workers Sri Lanka**
- Objective** : To provide an understanding of the Sub Policy and National Action Plan on Return and Reintegration of Migrant Workers Sri Lanka
- Description of Session** : This Session will provide participants an understanding of the Sub Policy and National Action Plan on Return and Reintegration of Migrant Workers Sri Lanka, which is a sub policy of the National Labour Migration Policy. The Session will provide information on the process of developing and adopting the sub policy, as well as measures for its implementation including allocation of financial and other resources. The sections to be detailed from the sub policy are:
- Underlying Principles
 - Sub policy - Areas and Strategies
 - Social reintegration
 - Economic reintegration
 - Physical and psychological wellbeing of returnees and their family members
 - Mobilization and empowerment of migrant returnees
 - Effective management of return and reintegration process
 - Mode of implementation of National Action Plan on Return and Reintegration including resource generation

Activities and methodology:

- Make a presentation based on slides provided.
- Conduct a Question and Answer session responding to questions from participants.

Reference to Resource Package:

- The full text of the sub policy

Material needed:

- Slides on the sub policy

Title : Role of DO-FE in implementing the Sub Policy and National Action Plan on Return and Re-integration of Migration workers - Sri Lanka (Group work)

Objective : To generate discussion and understanding of the DO-FE's role in implementing the Reintegration Sub Policy and Action Plan

Description of Session : This Session will generate discussion among DO-FE on their role in implementing the Reintegration Sub Policy and Action Plan and what the SLBFE is doing

Activities and methodology:

- Group participants into 4.
- Ask each group to revisit the Reintegration Sub Policy and Action Plan and list what all DO-FE are doing which falls within reintegration.
- Make a presentation on what the SLBFE is doing on reintegration.
- Ask groups to revisit their work and identify what more they can do to implement the Reintegration Sub Policy and Action Plan

Reference to Resource Package:

- Reintegration Sub Policy and Action Plan

Material needed:

- Handouts

- Title** : **Problem solving and complaint handling mechanisms at the SLBFE**
- Objective** : To provide an understanding of the steps to solving a problem
To provide an understanding of grievance redressal services offered by the SLBFE
- Description of Session** : This Session will be twofold.
- Part 1 would be to provide an understanding of the steps to take when dealing with and attempting to solve a problem brought by migrant workers and/or their families and caregivers.
 - Part 2 will provide an understanding of the Conciliation Unit of the SLBFE, its complaint receiving process, the conciliation process followed and the services and remedies available.

Activities and methodology:

- Using case studies of grievances discuss with participants on how participants address grievances brought to them by migrant workers and their families
- Make a presentation of the steps to solve a problem
- Make a presentation on the Conciliation Unit of the SLBFE, its complaint receiving process, the conciliation process followed and the services and remedies available
- Facilitate a question and answer session

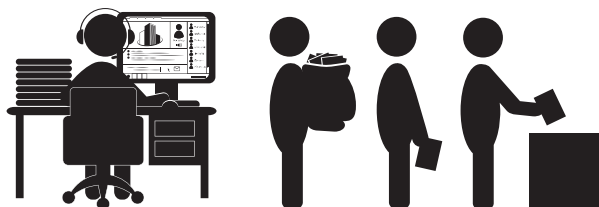
Reference to Resource Package:

- The steps to solving a problem
- Handout on the Conciliation Unit of the SLBFE



Material needed:

- Slides



- Title** : **Some other mechanisms on grievance redressal**
- Objective** : To provide an understanding of the grievance redressal mechanisms available outside the SLBFE to resolve problems faced by migrant workers and their families.
- Description of Session** : Formal and informal justice sector mechanisms, government sector mechanisms such as the Human Rights Commission, Legal Aid Commission, Mediation Boards, mechanisms within the Ministry of Women’s Affairs and Child Development, Police, mechanisms at the Divisional and District Secretariats, and civil society mechanisms.

Activities and methodology:

- Provide all handouts to all participants.
- Group participants into 4.
- Ask the groups to discuss the following topics:
 - Group 1: Human Rights Commission, Legal Aid Commission, Mediation Boards
 - Group 2: Mechanisms within the Ministry of Women’s Affairs and Child Development, Police
 - Group 3: Mechanisms at the Divisional and District Secretariats
 - Group 4: Civil society mechanisms
- Give 10 minutes for each group to discuss the subjects allocated to them and make presentations of 7-8 minutes each at the plenary.

Reference to Resource Package:

- Handout on:
 1. Human Rights Commission
 2. Legal Aid Commission
 3. Mediation Boards
 4. Mechanisms within the Ministry of Women’s Affairs and Child Development
 5. Police
 6. Mechanisms at the Divisional and District Secretariats
 7. Civil society mechanisms

Material needed:

- Slides

- Title** : **Significance of Labour Migration**
- Objective** : To understand the economic contributions made by labour migrants
- Description of Session** : This Session will focus on the value of migrant labour and the economic contributions of migrant workers to the country and to their families. This session seeks to make participants look at the positive side of labour migration in terms of families benefitting and individual empowerment of the worker. The Session will include:
- Remittance as a Source of Income
 - The impact on remittances on the national economy
 - The impact on remittances on migrant workers
 - The impact on remittances on migrant worker families

Activities and methodology:

- Make a brief presentation using the slides provided on Remittances as a Source of Income and the impact on the national economy.
- Group participants into two.
- Give each group a topic and ask the group members to brainstorm and come up with information they know about the topic. Each group should come up with the contribution made at individual level, family level, community level and at national level.
 - Group 1 - Discuss the contribution made by migrant workers to family empowerment/welfare
 - Group 2 - Discuss the contribution made by migrant workers in terms of personal growth
- Discuss presentations and add information on the points provided.
- Introduce section on financial management in the Family Development Plan.

Reference to Resource Package:

- Handout on Remittances as a Source of Income and the impact on the national economy.
- Family Development Plan

Material needed:

- Slides on the impact of remittances on the national economy
- Points on the economic impact on migrant workers and their families



- Title** : **Health issues faced by migrant workers at all stages**
- Objective** : To introduce DO-FE to health issues of migrant workers
- Description of Session** : This Session will enable an in-depth discussion on health issues of migrant workers at the three stages of migration: pre-departure, in service and on return and reintegration. The Session will include the following:
- Identifying diverse health issues faced by migrant workers
 - Categorizing health issues under physical and mental health issues
 - Mental and Physical health issues of the families of migrant workers left behind
 - Information on communicable and non-communicable diseases
 - Sexually Transmitted Infections (STI) and HIV/AIDS
 - Support services and referrals
 - Medical testing at pre-departure stage and their implications
 - Access to health care while in service
 - Reintegrating into the health care system on return

Activities and methodology:

- Group participants into 4. Ask each group to brainstorm on the following:
 - Identify diverse health issues faced by migrant workers.
 - Categorize health issues under physical and mental health issues.
 - Identify mental and physical health issues of families of migrant workers left behind.
- At the plenary, add missing information based on the handouts provided.
- Make a visual presentation and facilitate a discussion based on the handout on Sexually Transmitted Infections (STI) and HIV/AIDS, support services and referrals, medical testing at pre-departure stage and their implications, access to health care while in service and reintegrating into the health care system on return.

Reference to Resource Package:

- Handouts on health issues and Different aspects of migration health (including Sexually Transmitted Infections (STI) and HIV/AIDS, support services and referrals, medical testing at pre-departure stage and their implications, access to health care while in service and reintegrating into the health care system on return)

Material needed:

- Flipcharts and markers
- Slides



- Title** : **National Migration Health Policy**
- Objective** : To introduce DO-FE to the Sri Lanka Migration Health Policy
- Description of Session** : This Session will provide participants an understanding of Sri Lanka's National Migration Health Policy adopted in 2012. The Session will include:
- The process of drafting the National Migration Health Policy
 - A description of the National Migration Health Policy and the types of migrant workers included in the Policy
 - National Policy Statement and Vision of the National Migration Health Policy
 - Objectives of the policies pertaining to migrant workers
 - Strategies to achieve policy commitments

Activities and methodology:

- Make a slide presentation on the background, process and an introduction to the National Migration Health Policy and group participants into 8.
- Provide each group with a note carrying sections of the National Migration Health Policy.
- Ask each group to discuss the contents and make a presentation to the entire group.

Reference to Resource Package:

- The National Migration Health Policy

Material needed:

- Slide
- 8 Notes on the National Migration Health Policy

- Title** : **Understanding the migrant worker**
- Objective** : To provide an introduction to assessing vulnerability
- Description of Session** : This is an introductory session conducted by a psychosocial expert to provide information and a broad understanding of the following:
- The key issues to understanding the migrant workers
 - Identifying and understanding distress
 - Identifying indicators of wellbeing

Activities and methodology:

- Presentation and interactive discussion

Reference to Resource Package:

- Handouts on key issues, understanding distress and wellbeing of a migrant workers

Material needed:

- Slides



- Title** : **Introduction to communication skills**
- Objective** : To understand the importance of effective communication in service provision
- Description of Session** : This session will provide participants an understanding of the following:
- Introduction to communication
 - What is Communication?
 - What gets Communicated, and How?
 - How communication works?
 - external factors that influence Communication
 - Barriers to Good Communication
 - Communications Skills - Tools and skills for effective engagement with groups

Activities and methodology:

- Presentations and activities

Reference to Resource Package:

- Handout on Communication

Material needed:

- Slides

Title : **Introduction to Befriending**

Objective : To provide participants an understanding of what Befriending and Being a Befriender means.

Description of Session : This Session will provide participants on how to be a Befriender to migrant workers and their family members seeking services. Participants will understand the definition and essential attributes of a befriender, and a brief understanding of some Befriender skills. The areas covered will be:

- Being a Befriender
- Essential attitudes and Supportive Communication skills for Befrienders
- Essential attitudes when working with people
- Basics of one on one (individual) communication
- Listening skills, engagement and speaking skills
- Parameters and boundaries of support.
- Keeping Supervision Records

Activities and methodology:

- Activities and presentations

Reference to Resource Package:

- Handout

Material needed:

- Slides

- Title** : **Introduction to Counselling support – psychosocial skill building**
- Objective** : To provide a basic understanding of counselling and the limitations placed on DO-FE to provide counselling skills
- Description of Session** : This Session will provide an introduction to be on psychosocial skills building. Psychosocial skill building has to be taught as a separate five-day course and this provides an introduction to what the subject entails. The Session will touch on the aim of psychosocial skill building which aims at enhancing the understanding on psychosocial impacts of labour migration on individual wellbeing and on developing skills for providing support to affected migrant workers. The Session will include an introduction to the following:
1. Deepening participants’ understanding on the nature of psychosocial impact of labour migration
 2. The basic skills needed in identifying, engagement and support
 3. Tools and skills for effective engagement and stress relief for people helpers
 4. Skills and methodology of creating dialogue and discussion
 5. Mapping services and establishing Networks

Activities and methodology:

- Games, activities and special exercises
- Reference to Resource Package
- Handout on Introduction to psychosocial skill building

Material needed:

- Slides

- Title** : **The roles and responsibilities of a DO-FE**
- Objective** : To provide DO-FE with a formal description of their role.
- Description of Session** : This is the follow up session to *Module 2 Session 3* where participants identified, according to their views, what the roles of a DO-FE are. In this session, participants will be provided with a formal Job Description of a DO-FE which sets out the roles of a DO-FE prepared by the Ministry of Foreign Employment.

Activities and methodology:

- Provide each participant with a formal Job Description for a DO-FE which sets out the roles of a DO-FE.
- Revisit the flipcharts from Module 2 Session 3 where participants answered the questions “What do you see as the main roles of a Development Officer – Foreign Employment?”
- Group participants into 4.
- Ask each group to compare the roles set out in the Job Description and the points on the flipchart and discuss any differences in the roles as envisaged by the participants (flipchart) and envisaged by the Ministry (formal document).
- At the plenary, ask groups to present the discrepancies.
- A Ministry of Foreign Employment official will reconcile these differences and come up with a final Job Description that lists out the roles of DO-FE that is accepted by both Ministry and participants.

Reference to Resource Package:

- Job Description of a DO-FE (section on roles)

Material needed:

- Flipcharts

- Title** : **Services available to Migrant Workers and their families**
- Objective** : To identify services available at Divisional Secretariat, district and national level to help Migrant Workers and their families
- Description of Session** : This Session is to locate and familiarize DO-FE with the various services provided by the government and non-government institutions to Migrant Workers and their families. These services must be at pre-departure, in-service and return and reintegration stages.

Activities and methodology:

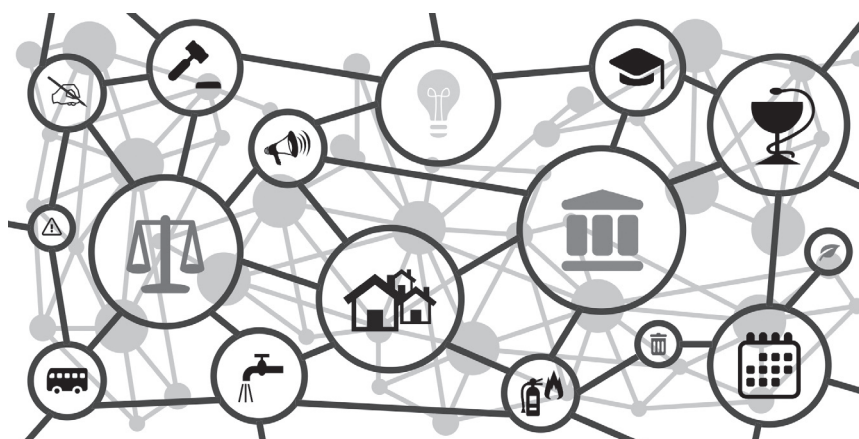
- Provide the Guide to Mapping Services at Divisional Secretariat, district and national level to every DO-FE.
- Group the participants according to district.
- Ask each DO-FE individually to identify services and service providers in their own Divisional Secretariat Division.
- In groups identify services and service providers working at district level.
- Ask groups to do the same at national level.

Reference to Resource Package:

- Handout: Guide to Mapping Services at Divisional Secretariat, district and national level

Material needed:

- Flipcharts
- Markers



- Title** : **Documentation and the role of the DO-FE**
- Objective** : To provide an introduction to the importance of and aspects relating to documentation.
- Description of session** : This Session on documentation and reporting lines will be an introduction to Session 2 which is a practical Session on reporting and reporting formats. This Session will include:
- The importance of documentation
 - Using information

Activities and methodology:

- Group participants into 4.
- Each group brainstorms and discuss the following:
 - What are the documentation processes followed by a DO-FE?
 - Why is documentation important?
 - What are the challenges on documentation?
- Groups put up findings of group discussions on three separate charts
- There is no plenary in this Session. The Trainer will walk to the groups and stimulate the discussion based on the handout provided
- The flipcharts produced by the groups will be displayed on the wall.

Reference to Resource Package:

- Handout on Documentation

Material needed:

- Flipcharts and markers



- Title** : **Preparation and dissemination of reports**
- Objective** : To train participants on reports, formats and processes of documentation
- Description of session** : In this Session, a representative of the Ministry of Foreign Employment will inform DO-FE on reporting requirements, roles and responsibilities of DO-FE, reporting processes and reporting forms and formats.

Activities and methodology:

- Interactive session

Reference to Resource Package:

- Reporting requirements
- Reporting roles and responsibilities of DO-FE
- Reporting processes
- Reporting forms and formats.

- Title** : **Understanding Vulnerability**
- Objective** : To grasp an introductory understanding of vulnerability
- Description of Session** : This Session, conducted by a psychosocial expert, will provide DO-FE with an introductory understanding of vulnerability and on identifying, understanding, and responding to vulnerability within migrant workers, their family members and caregivers. The Session will focus on:
- Supporting migrants with specific vulnerabilities
 - Separation and loss cultural confusion
 - Varied types of abuse
 - Lack of family support
 - Unreasonable guilt and blame

Activities and methodology:

- Games and specialised activities

Reference to Resource Package:

- Handout on an Introduction to Vulnerability

Material needed:

- Flipcharts, cards, markers



- Title** : **Case Management**
- Objective** : To provide DO-FE a comprehensive understanding of how to manage cases that migrant workers and their families bring to them
- Description of Session** : This Session is to be conducted by the Ministry of Foreign Employment on the practical aspects of case management including the following:
- What is a case?
 - The steps in recording and responding to a case
 - Follow up action plan and timeline
 - Providing continued services until and after the resolution of the case

Activities and methodology:

- Presentation using slides
- Followed by an interactive discussion with space for questions and answers

Reference to Resource Package:

- Handout on case management

Material needed:

- Slides

- Title** : **Issues of children left behind**
- Objective** : To provide an understanding of issues faced by children left behind by migrant workers and possible solutions that can be provided by DO-FE to resolve these issues
- Description of Session** : This session will highlight issues faced by children under the categories of care and neglect, nutrition, health, education and protection and generate solutions and referral options for remedies.

Activities and methodology:

- Display five flipcharts depicting the titles: Care and Neglect, Nutrition, Physical and Mental Health, Education and Protection
- Appoint 10 participants (2 for each chart) to document all issues raised by participants at the brainstorming
- Brainstorm with participants on issues faced by children
- As participants identify issues, categorize them for the flipcharts and add any missing information (guided by the handout)
- Generate solutions and places for referrals from among participants as well as from information provided in the handout

Reference to Resource Package:

- Handout on issues faced by children left behind by migrant workers and possible solutions with referrals

Material needed:

- Flipcharts

- Title** : **Issues faced by care givers**
- Objective** : To provide an understanding of issues faced by caregivers of children left behind by migrant workers and possible solutions that can be provided by DO-FE to resolve these issues
- Description of Session** : This session will highlight issues faced by care givers of children under the categories of nutrition, health, lack of leisure and opportunity for recreation and entertainment and burden of child protection and generate solutions and referral options for remedies.

Activities and methodology:

- Provide four case studies depicting stories of families left behind by migrant workers focusing on the role of caregivers in the family
- Group participants into four
- Provide one case study each to the groups and ask participants to pick out issues and problems, generate solutions and places of referral to resolve these problems.
- At the plenary, as the groups present, add information from the handout on issues and possible solutions with referrals

Reference to Resource Package:

- 4 case studies including diverse issues faced by caregivers relating to nutrition, health, lack of leisure and opportunity for recreation and entertainment and burden of child protection
- Handout on issues and possible solutions with referrals

Material needed:

- Flipcharts
- Markers

- Title** : **Care Plan and Case Conferencing**
- Objective** : To provide DO-FE a comprehensive understanding of how to manage cases that migrant workers and their families bring to them
- Description of Session** : This Session is to be conducted by the Ministry of Foreign Employment on the practical aspects of case management including the following:
- Explaining the Care Plan
 - How to conduct case conferencing

Activities and methodology:

- Interactive session followed by an interactive discussion with space for questions and answers

Reference to Resource Package:

- Example of a Care Plan
- Steps to carry out Case Conferencing

- Title** : **Revisiting learning and evaluation**
- Objective** : To conclude the workshop
- Description of Session** : This Session will enable an evaluation of the workshop and identifying of other training and information needs.

Activities and methodology:

- Revisit the activity in Module 2 Session 1 and arrive at a uniform vision for a DO-FE should be.
- Provide a summing up of all the sessions covered in the training programme.
- Ask participants in twos to identify two areas where they feel they need further and/or additional training and write them on cards.
- Distribute the Evaluation Form and ask participants to fill up the form. This can be done individually or by pairing participants.
- Make a formal closing presentation.

Material needed:

- Evaluation Forms

Notes

