Comprehensive Information and Orientation Programme (CIOP)

| Overview of CIOP | CIOP Milestones & Key Information on PEO | CIOP Pilot | Questions & Answers |

ADD Senior Officials' Meeting

30 April 2019

CIOP OVERVIEW

CIOP Overview

CIOP Objective

'strengthen the labour market integration and protection of temporary contractual workers in Abu Dhabi Dialogue (ADD) Member States'

Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra
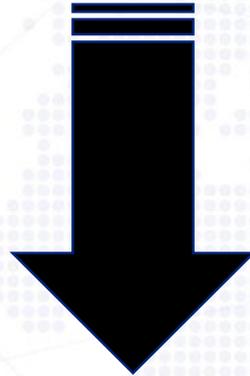
UNITED ARAB EMIRATES
MINISTRY OF HUMAN RESOURCES
& EMIRATISATION

الإمارات العربية المتحدة
وزارة الموارد البشرية
والتوطين

Tailored orientations for temporary contractual workers throughout the migration life cycle, harmonized between Countries of Origin and Countries of Destination

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CIOP Overview

Pre-employment Orientation (PEO) → Pre-departure Orientation (PDO) → Post-arrival Orientation (PAO)

Consistent and Harmonized Information
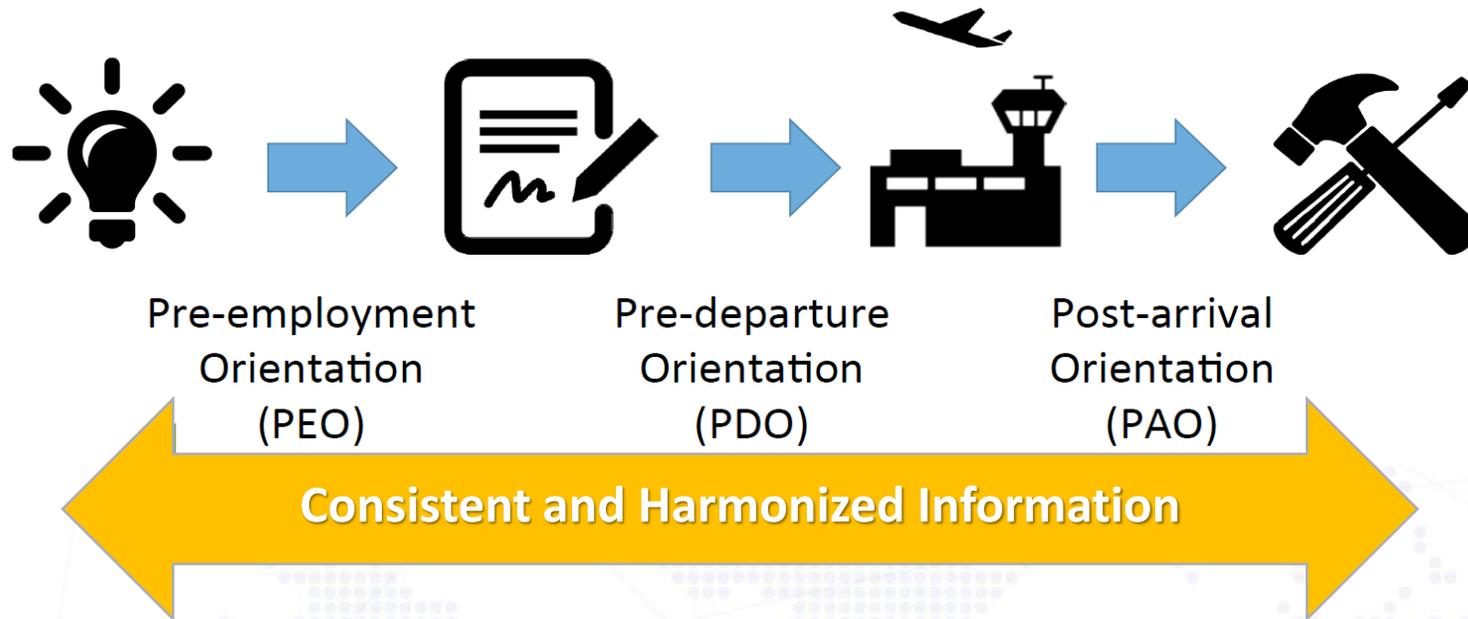
- **Benefits**: Access to accurate information; support decision-making process; enhance preparedness and protection; reduction of barriers of integration in the host labour markets and societies.

- **Beneficiaries**: temporary contractual workers, employers, recruitment agencies, Governments in the Countries of Origin and Countries of Destination, economies and societies.

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CIOP Structure & Outcomes – Preparatory Stage

PREPARATORY STAGE	PILOT STAGE

PDO

- ✓ PDO Mapping and Needs Assessment
- ✓ PDO Regional Guide and Management System

PEO

- ❖ PEO Mapping and Needs Assessment
- ❖ PEO Regional Guide and Management System

PAO

- ❖ PAO Mapping and Needs Assessment
- ❖ PAO Regional Guide and Management System

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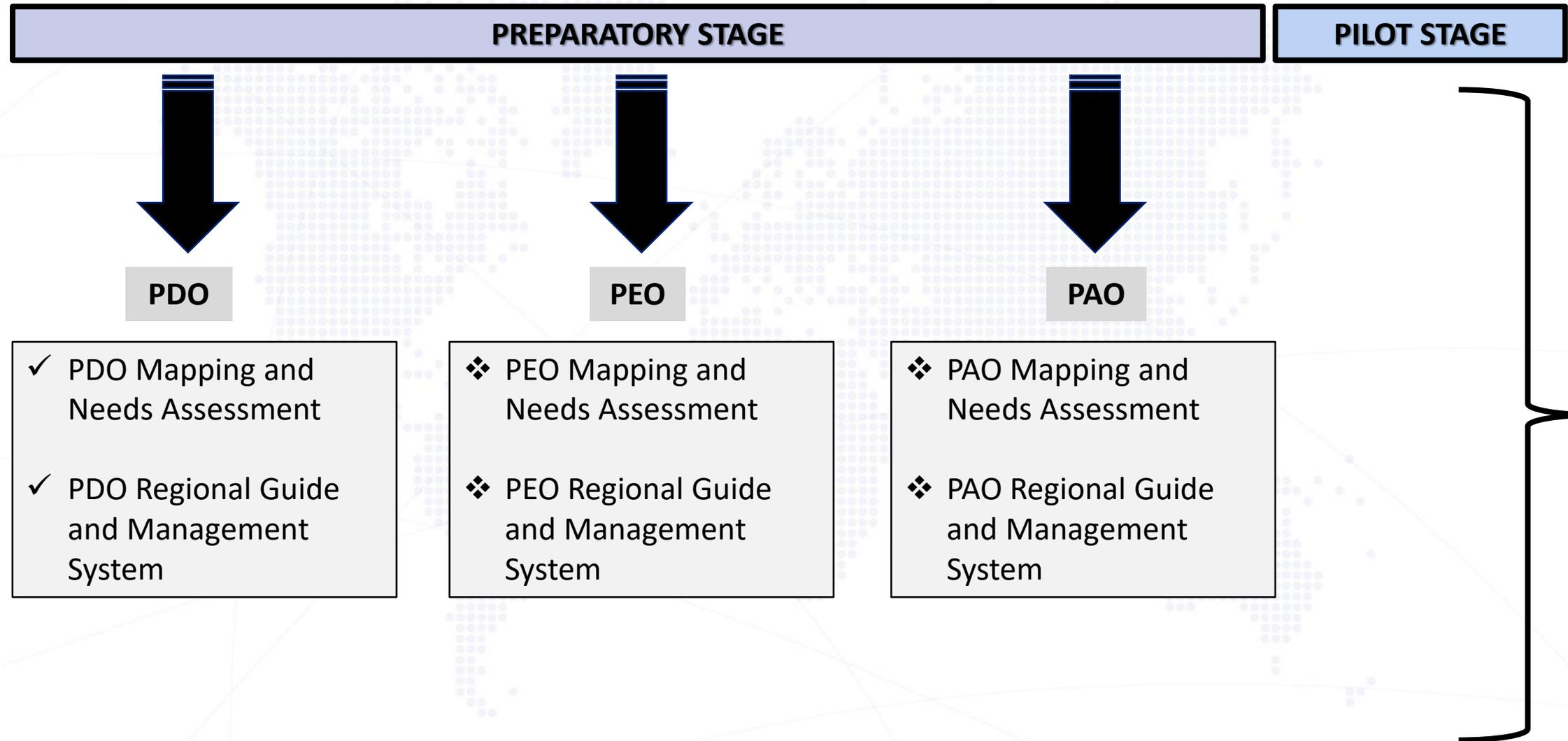
CIOP Outcomes – Pilot Stage

PREPARATORY STAGE	PILOT STAGE

Objective: Establish the extent to which CIOP strengthens labour market integration & protection of temporary contractual workers

✓ PEO, PDO & PAO Regional Guides and Management Systems

How? 300 temporary contractual workers, across three corridors will receive tailored and harmonized CIOP PEO, PDO & PAO, followed by a one-year evaluative impact study. A control group who have not received CIOP orientations will enable a comparative study.
- Bangladesh – Saudi Arabia (drivers)
- Philippines – UAE (hospitality)
- Sri Lanka – UAE (hospitality)

- *Contextualization* and tailoring of the Regional Guides of modules and management systems.
- Training of 50 *master trainers*.
- *Execution* of the CIOP Pilot.
- *Evaluation*.

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CIOP MILESTONES & PEO KEY INFORMATION

CIOP PDO

- **PDO Mapping and Needs Assessment Report**: IOM, in collaboration with the *Scalabrini Migration Centre* and the *Government of the Philippines*, developed this report, based on research from 9 ADD Countries of Origin.

- **PDO Regional Guide and Programme Management System**: With IOM, *the Asian Institute of Management* developed the Regional Guide with the recommended PDO modules, as well as the Programme Management System outlining the proposed support infrastructure and related institutional mandates.

- CIOP PDO component was presented at **the 3rd ADD Senior Officials' Meeting** in May 2016.

CIOP PEO - Key Information

❖ In collaboration with the *Institute for Social and Environmental Research – Nepal* and the *Overseas Development Institute,* **fieldwork was carried out in 10 ADD Countries of Origin**, using a mixed methodology design.

Key Informant Interviews	Government officials, UN agencies, grassroot organizations	10 ADD Countries of Origin
Focus Group Discussions	Aspiring, current and returnee migrant workers	Bangladesh, India, Nepal, Philippines, Sri Lanka
In-depth Interviews	Aspiring and returnee migrant workers	Bangladesh, Nepal and Sri Lanka

❖ All PEO knowledge products have been **drafted**: PEO Mapping and Needs Assessment Report; PEO Regional Guide and Management System Guide and PDO & PEO Delivery Mechanism Assessment.

CIOP PEO – Key Information

Insights from CIOP fieldwork

- Most countries *do not have a formal, institutionalized and/or mandatory PEO* (with the exception of the Philippines).
- PEO-related information is seen in *migrant resource and vocational training centres*, as well as within *programmes* (particularly anti-trafficking, alternative livelihoods and community education).
- Content varies from country to country, but generally relates to supporting the *decision-making process*, understanding the *migration journey*, avenues to enhance *protection,* general *rights* and *responsibilities* as well as *family/financial management*.
- Vital role of *NGOs and civil society organisations* in PEO-related engagement.

- ❖ *Migrant orientation should be viewed as a process*, significantly benefitting from alignment between PEO, PDO, PAO and other orientations.
- ❖ Engagement *with local government, NGOs and civil society organisations* are key in the successful implementation of PEO.
- ❖ The *learning culture* will be a driving factor in targeting different groups effectively (e.g. use of technology).
- ❖ *A PEO monitoring system* would support our understanding of the longer term behavioural changes stemming from PEO, incorporating beneficiary feedback mechanisms.

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CIOP PEO – Key Information

Regional Guide for PEO Modules equips PEO facilitators/trainers with a comprehensive reference guide on modules and modes of delivery, as well as aims to enrich the understanding of prospective jobseekers and support their decision-making processes.

PEO Programme Management System provides the institutional mandates for the Programme Managers/Owners of PEO, as well as methods for standardized execution. A monitoring framework incorporates mechanisms to ensure the most updated information/material is used, along with a system of training/accreditation for those involved in the implementation of PEO.

RECOMMENDED PEO MODULES

Assessing foreign employment as an option

Assessing mental preparedness to work abroad

Discussing family management after migration

General information relating to destination countries

Understanding skills for foreign employment

Understanding safe procedures for migration

Keeping safe in transit and destination

Basic learning about financial literacy
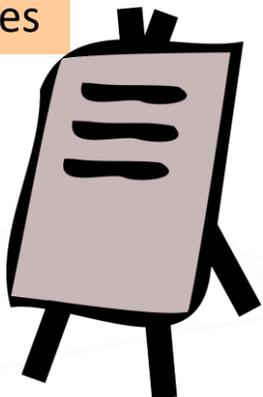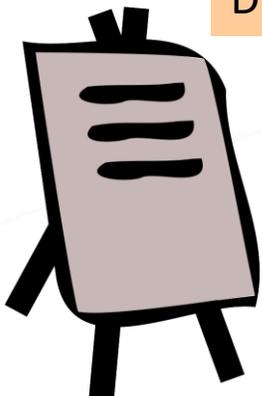
CIOP PAO

MIGRANT FORUM IN ASIA

MFA believes in the human rights and dignity of all migrants irrespective of race, gender, class, age, religious belief and status.

- IOM will be working with the ***Migrant Forum in Asia*** to prepare the PAO Mapping and Needs Assessment Report and PAO Regional Guide and Management System Guide

- Fieldwork to commence shortly in ADD Countries of Destination, followed by the preparation of PAO knowledge products.

CIOP Governance Structure

- **Establishment of the CIOP Governance Structure**: a mechanism for stakeholders, donors and partner organizations to play an active role in the framing and implementation of CIOP. It is formed of an Advisory Committee (provides overall guidance and advice) and an Executive Committee (decision making relating to implementation).

Advisory Committee Meeting	• Took place virtually on 4 February 2019 | • <u>Key outcome</u>: called for the convening of the CIOP Executive Committee to discuss implementation modalities, particularly with regards to the CIOP pilot.
Executive Committee Meeting	• Took place in Dubai on 13 – 14 March 2019 | • <u>Key outcome</u>: IOM to visit each ADD participating Member State to ensure the pilot methodology is tailored to the different national contexts
IOM Country Visits (ongoing)	• Sri Lanka (7 – 10 April); Philippines (15 – 18 April); Bangladesh (21 – 24 April) • Visits to Saudi Arabia and UAE are upcoming

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CIOP PILOT

Pilot: Overview

Objective: Establish the extent to which CIOP strengthens labour market integration & protection of temporary contractual workers.

TREATMENT GROUP	METHODOLOGY: COMPARATIVE STUDY	CONTROL GROUP
300 TCWs who have received tailored CIOP PEO, PDO and PAO		**300 TCWs who have not received CIOP**

Treatment Group

❑ 300 TCWs will receive tailored CIOP orientations.
❑ Feedback will be collected at 5 key junctions:
1. Pre and Post-PEO in COO.
2. Pre and Post-PDO in COO.
3. Pre and Post-PAO in COD.
4. 6 months after receiving PAO, in COD/COO.
5. 1 year after receiving PAO, in COD/COO.

Control Group

❑ 300 TCWs will be identified in the participating ADD Countries of Destination, matching the profiles of the TCWs in the treatment group.
❑ Feedback drawing on the TCW's experience will be collected at 2 key junctions:
1. 6 months after arriving in CoD.
2. 1 year after arriving in CoD.

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Pilot: Evaluation

Four-level training evaluation model

1. Level 1 (Reactive): helps measure affective outcomes, such as satisfaction with the orientation. Questionnaires & 'happy sheets'.

2. Level 2 (Learning): helps measure cognitive and skill-based outcomes. pre & post tests scores.

3. Level 3 (Behaviour): helps measure skill-based outcomes. observation, rating and sample.

4. Level 4 (Results): measures the results. performance records and information systems.

Kirkpatrick Four-level Approach

	Level	Questions
1	Reaction	Were the participants pleased with the Programme?
2	Learning	What did the participants learn in the Programme?
3	Behaviour	Did the participants change their behaviour based on what was learned?
4	Results	Did the change in behaviour-positively affect the organization?

Source:-Kirkpatrick's Evaluating T. Program

Pilot: Evaluation – Sample Indicators

Indicative indicators for Level 1 on Reaction
✓ % of orientation session participants that state that they are satisfied with orientation. ✓ % of orientation session participants that report that the information they received was useful and relevant.
Indicative indicators for Level 2 on Learning
✓ % of orientation session participants demonstrating increase knowledge between pre- and post-orientation assessment.
Indicative indicators for Level 3 on Behaviour
✓ % of orientation session participants state that PEO and PDO has helped them make an informed decision on pursuing employment abroad. ✓ % of orientation session participants state that they have applied the knowledge they have gained from the orientation programme since they started working. ✓ % of surveyed TCWs that report regularly using financial services to save and/or remit money through formal channels. ✓ % of surveyed TCWs that report having accessed official services and/or informal services when in need.

Pilot: Evaluation – Sample Indicators

Indicative indicators for Level 4 on Results
✓ % of surveyed TCWs that are still working in the same position at the time of survey, i.e. retention rate.
✓ % of surveyed TCWs that declare they have easily integrated in destination country.
✓ % of surveyed TCWs reporting feelings of security and safety.
✓ % of surveyed TCWs reporting experience of anxiety/depression/homesickness.
✓ % of surveyed employers reporting that target TCWs are well integrated in the workplace.
✓ % of surveyed recruitment agencies reporting complaints from or about target TCWs in the last month.
✓ % of surveyed labour attachés reporting complaints from or about target TCWs in the last month.
✓ % of surveyed CoD grievance and complaints units reporting complaints from or about target TCWs in the last month.
✓ Reported frequency and severity of work-related injuries.
✓ Reported cost paid for remitting money.

Pilot: Process Overview

Pilot Country Pairings

Contextualisation of CIOP Curricula and Manuals

Training of CIOP Master Trainers

Execution of CIOP Pilot

Evaluation

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Pilot: Country Pairings (1)

- **January 2017**: After the ADD Permanent Secretariat circulated an expression of interest to all ADD Member States to identify interested pairings of CIOP, the following pairs were formed:


Bangladesh — *drivers* — Saudi Arabia

Philippines — *Hospitality and domestic workers* — United Arab Emirates

Sri Lanka — *hospitality* — United Arab Emirates
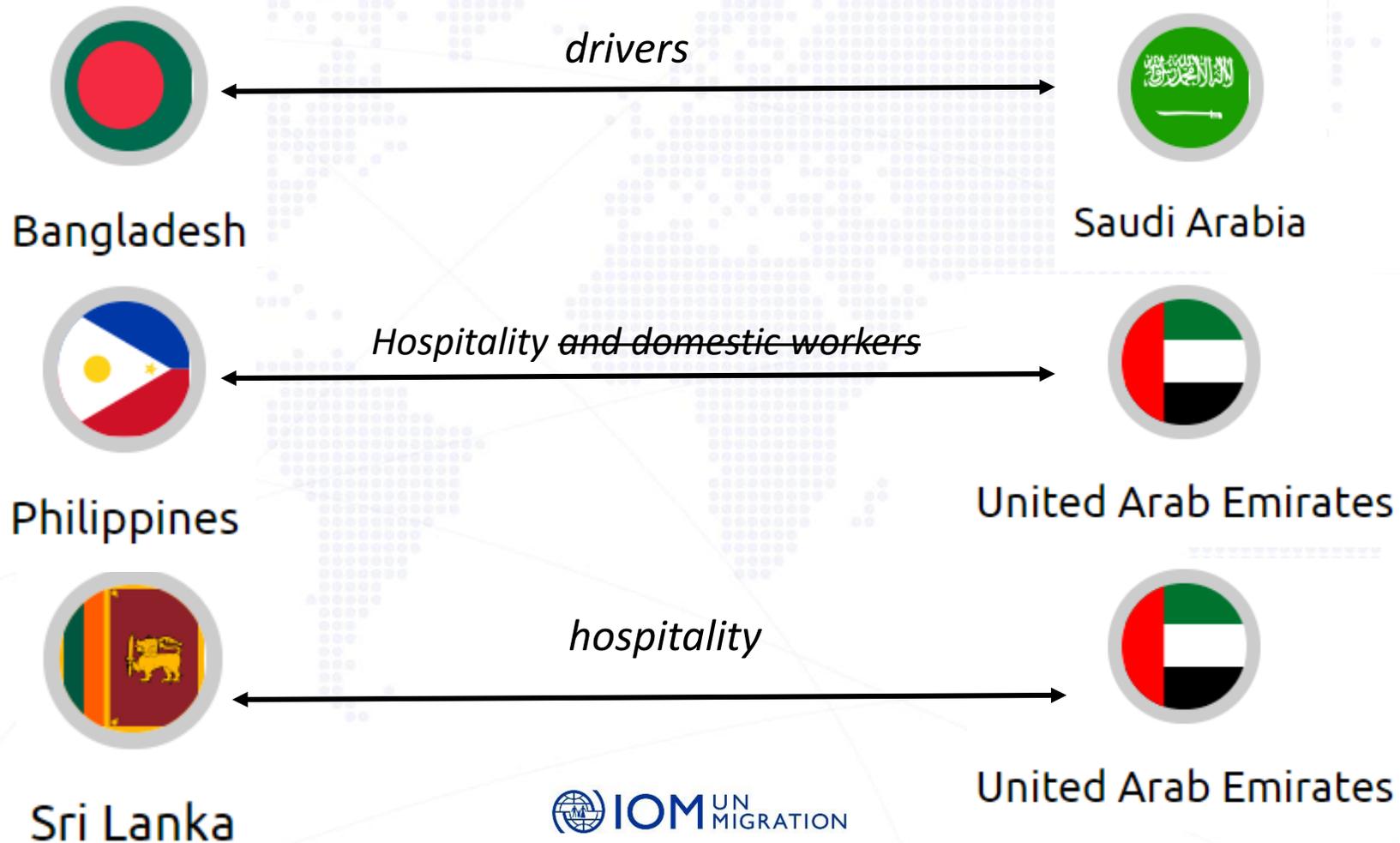
Pilot: Tailored Curricula and Manuals (2)

Conduct consultations with pairs

Develop tailored manuals for PEO, PDO, and PAO for select sector(s)

Validate tailored manuals for PEO, PDO, and PAO for select sector(s)
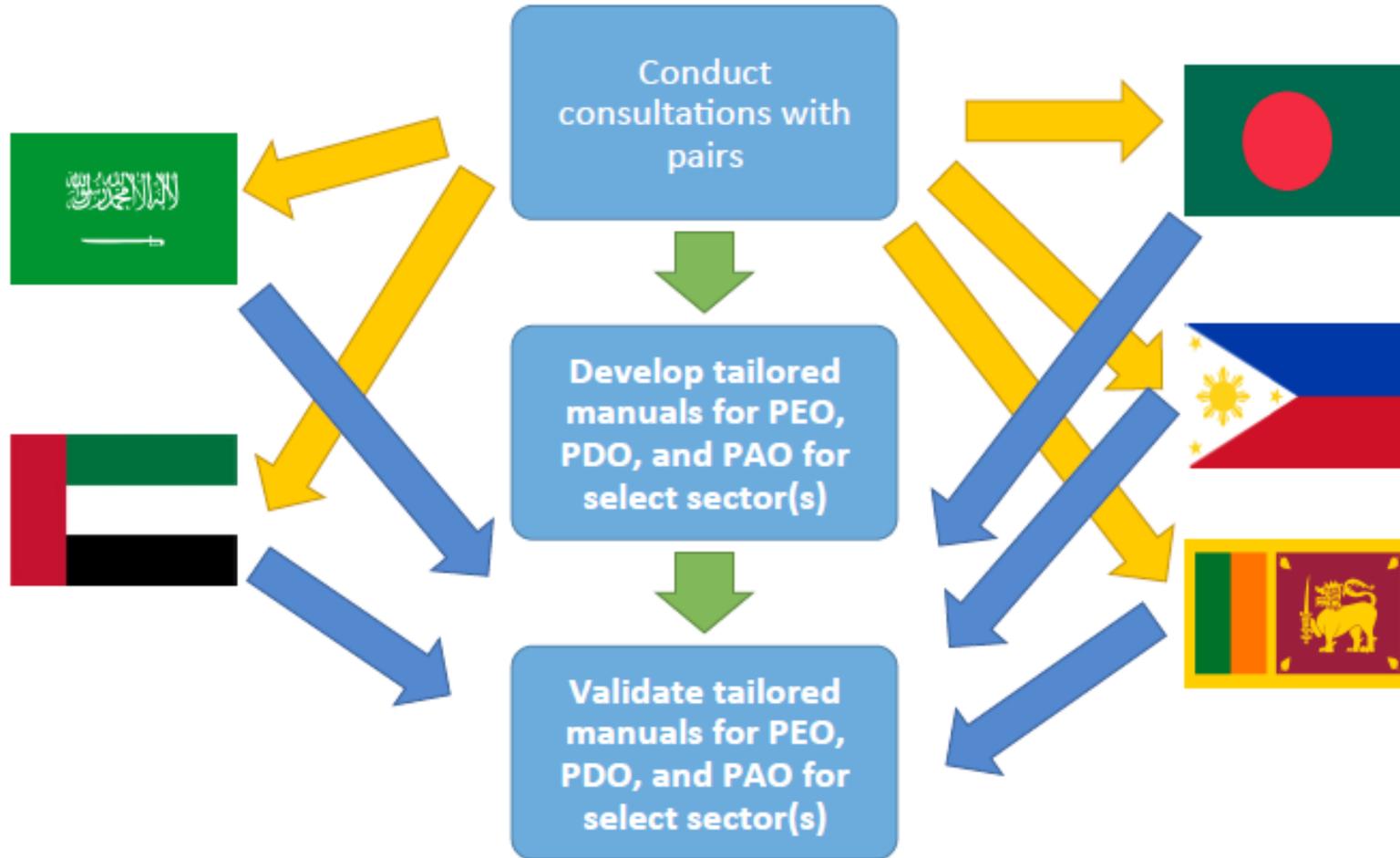
- IOM to carry out a desk review to tailor the PEO, PDO and PAO Curricula and manuals to the national contexts of the country pairings.

- There will be two stakeholder consultations in each participating country to collect further information and for Government officials to review.

- After which, there will be a validation workshop followed by the translation of material, as required.

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Pilot: Training of Master Trainers (3)

Joint training on PEO, PDO, and PAO

Joint training on PEO, PDO, and PAO

Pool of skilled trainers and resource persons
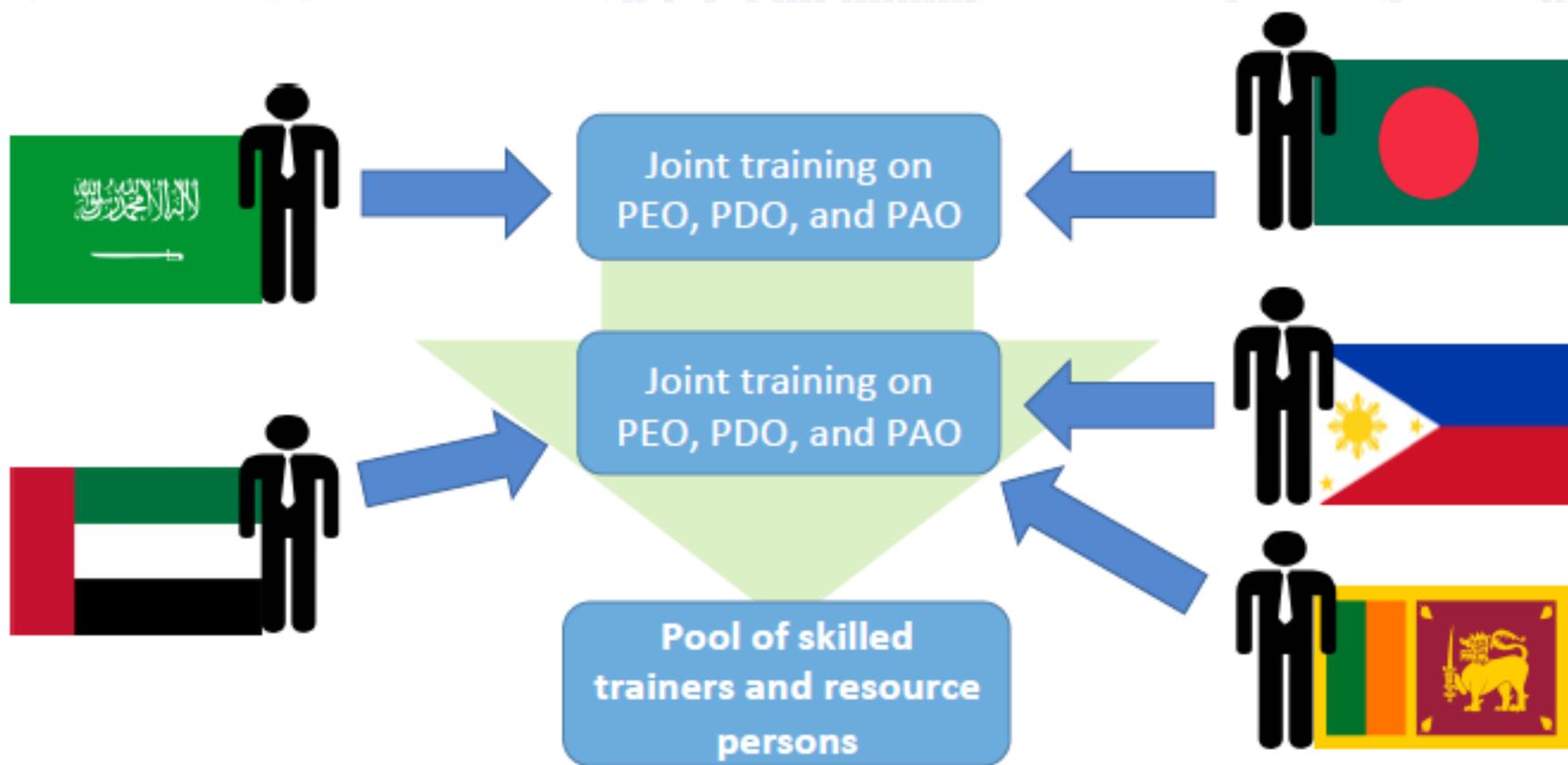
Joint trainings will use learner-centred, participatory methodology to ensure officials from CoOs and CoDs to have a common understanding of the entire process in order to maximize cooperation in implementation and monitoring.

- Each participating ADD Member State will be invited to nominate individuals to undergo CIOP training to become master trainers. This will create a pool of skilled trainers to not only effectively implement CIOP but also cascade this training to others in the future.

- After an evaluation of the master trainers, they will be invited to a Collective Workshop, where they will be able to interact with the master trainers from the other country pair, as well as take part in mock sessions.

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Pilot: Execution in Country of Origin (4)

Broadcast of PEO invitation → Pre-PEO Assessment → Delivery of PEO (6 sessions) → Post-PEO Assessment for all participants

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Process of identifying and flagging those who have obtained the relevant contract in the target CoD

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Evaluation of the Treatment Group ← Pre-PDO Assessment ← Delivery of PDO (4 sessions)

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Post-PDO Assessment → Collection of information relating to Treatment Group and shared with the CoD → Treatment Group leaves CoO

*pending medical clearance

** depending on national process

Pilot: Execution in Country of Destination (4)
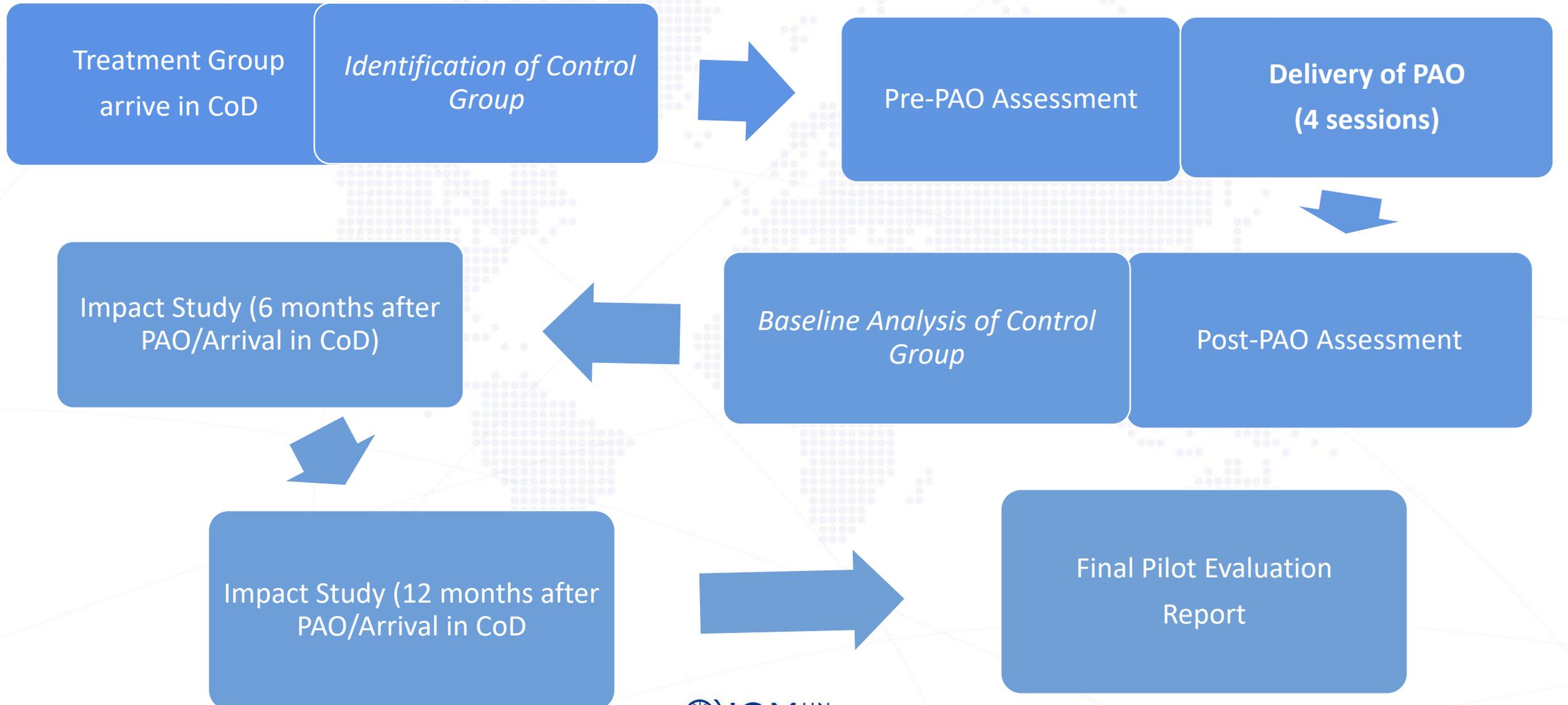
Questions & Answers

Comprehensive Information and Orientation Programme (CIOP)

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