



المنظمة الدولية للهجرة
وكالة الأمم المتحدة للهجرة
International Organization for Migration
The UN Migration Agency

Comprehensive Information and Orientation Programme

Brief on Key Developments

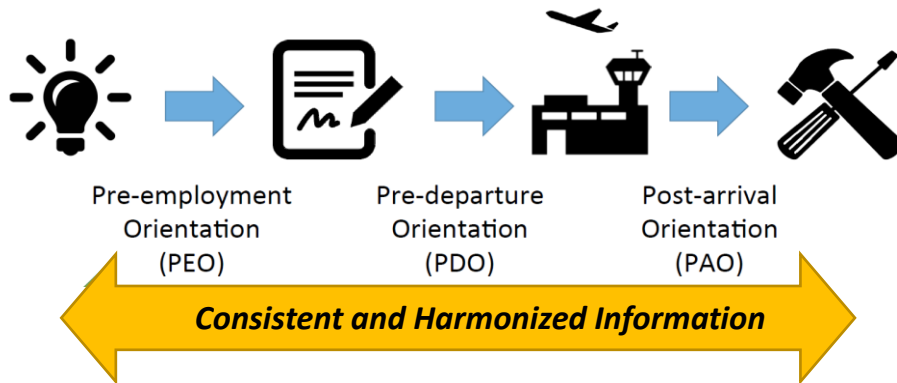


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Overview



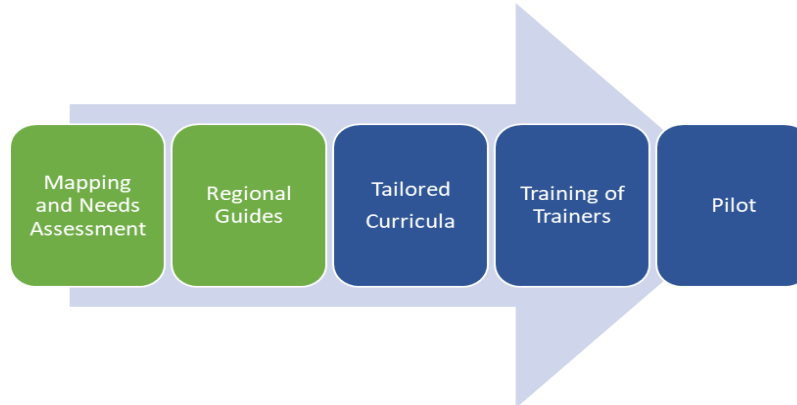
The aim of the Comprehensive Information and Orientation Programme (CIOP) is to strengthen the labour market integration and protection of temporary contractual workers (TCWs) in Abu Dhabi Dialogue (ADD) Member States. Phase II and Phase II Plus, supported by the Swiss Agency for Development and Cooperation (SDC) and the UAE Ministry of Human Resources & Emiratization, focuses on pre-employment orientation (PEO) and post-arrival orientation (PAO).

Preparatory Stage

The International Organization for Migration (IOM) is providing support to the ADD on PEO and PAO. This involves conducting **PEO and PAO mappings and needs assessments**, which is then translated into two comprehensive reports on existing PEO and PAO services in ADD Member States, reform needs and recommendations. The mapping and needs assessment reports, importantly, look at the history of PEO and PAO programmes in each target country and their institutional setup, and record the structure (i. e. preparation and accreditation of trainers, delivery requirements, methodology, monitoring and assessment) and contents of the different orientation programmes. Additionally, key findings relating to the delivery mechanisms of pre-departure orientation (PDO) is consolidated into the aforementioned analysis.

Building on the mapping and needs assessment reports, **regional guides for PEO and PAO** are devised. Most notably, the guides list essential PEO and PAO modules, their corresponding learning objectives, key messages, proposed delivery methods and learning tools. They also include the outlines of management systems for PEO and PAO, which can assist ADD Member States in the conceptualization, implementation, monitoring and evaluation of PEO and PAO respectively, advising them on such matters as institutional mandates, training of trainers and standard of facilities. Standardized management systems also introduce a common language among Member States, facilitate their collaboration and effective communication, as they work together in the development of PEO and PAO. The regional guides will be validated by all ADD Member States.

Piloting Stage



Within the scope of Phase II Plus, IOM will support the implementation of a pilot, designed to evaluate the impact and effectiveness of harmonized orientation across PEO, PDO and PAO. A key output of this project is for prospective TCWs to have the knowledge required to make more informed decisions on pursuing employment abroad, and receive accurate information on the values, cultural practices and norms of the destination country, leading to their smooth integration into their work environment.

In January 2017, the 4th ADD SOM agreed on the following pairings for initiation of the CIOP pilot:

- UAE and Sri Lanka
- UAE and Philippines
- Saudi Arabia and Bangladesh

This was subsequently followed by the ADD Special Workshop in July 2017 where the delegations of the respective pairs agreed on the target occupations and sectors for which they would like to work together, which is as follows: UAE/Sri Lanka – *hospitality*; UAE/Philippines – *Domestic workers and hospitality*; Saudi Arabia/Bangladesh – *drivers*.

Using the knowledge products developed in the preparatory stage, along with the PDO component presented to the 3rd ADD Senior Officials Meeting in May 2016, IOM will provide technical assistance in contextualizing all relevant material necessary to operationalize the CIOP pilot. This will include drafting **tailored PEO, PDO and PAO training material and curricula** across the aforementioned country pairings, which will then be followed by **training of trainers** (ToTs), ensuring that participating ADD Member States have the necessary capacity to implement the respective courses. This pool of skilled trainers and resource persons will not only be equipped to deliver the orientation services effectively, but also cascade skills and training in their country.

IOM will work closely with the stakeholders of the country pairings to execute the **pilot**, which will include a total of 300 beneficiaries across the three country corridors. With the adoption of a comparative study design, feedback will be collected at five key junctions, from the 300 beneficiaries who have received the tailored orientations, as well as from 300

individuals who have not received these orientations. An impact study will evaluate long-term effects, including integration in the workplace and host society, patterns of complaints, access to services, feelings of wellbeing etc.

Overview of Key Developments

PEO

- IOM, in collaboration with the Nepal Institute for Social and Environmental Research and the Overseas Development Institute, has **completed the PEO Mapping and Needs Assessment Report**, covering the following Member States: Afghanistan, Bangladesh, Cambodia, India, Indonesia, Nepal, Pakistan, the Philippines, Sri Lanka, Thailand and Vietnam.
- To further enrich the knowledge base related to this process, an **IOM Expert has compiled qualitative data on PEO in a targeted ADD Country of Destination**, collecting information from relevant TCWs, employers, labour attaches and Government grievance management entities. This has contributed to further understanding PEO experiences, practices and challenges.
- A **PEO preliminary report** providing an overview and the key findings/tenants of the PEO Mapping and Needs Assessment Report, as well as the Regional Guide and Management System Guide, will be presented during a SOM session.

PAO

- During the CIOP Executive Committee Meeting, there was overall consensus from CIOP Executive Committee Members for **IOM to partner with the Migrant Forum in Asia, to complete the PAO component of CIOP**. As an initial next step, arrangements will be made, with the relevant Government focal points, to carry out a mapping of PAO orientation services in ADD Countries of Destination.

Pilot

- Following the CIOP Executive Committee Meeting, the CIOP IOM Project Management Team is currently carrying out **stakeholder consultations** with each participating ADD Member States. The purpose of these visits is for IOM to collect feedback and guidance from the Governments, with the aim of comprehensively tailoring the pilot to the national contexts of each country.



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General

- On 9 December 2018, HE Nasser bin Thani Juma Al Hamli, UAE Minister of Human Resources and Emiratisation, and Antonio Vitorino, IOM's Director-General, signed an agreement **activating Phase II Plus of CIOP**.
- CIOP has been assigned **a full-time Project Manager**, Erika Broers (ebroers@iom.int), based in the IOM Office in Bahrain.
- On 4 February 2019, the **CIOP Advisory Committee convened** to discuss project progress, and collect recommendations and technical guidance. Discussion points included the role of employers in the orientation process, beneficiary feedback mechanisms, the pedagogy of learning, as well as the evaluation of success of the project.
- On 13 – 14 February 2019, the **CIOP Executive Committee Meeting took place** in Dubai, with participation from Bangladesh, the Philippines, the Kingdom of Saudi Arabia, Sri Lanka, UAE, the ADD Permanent Secretariat, the Migrant Forum in Asia, IOM, as well as SDC with observer status. The project management plan was presented, with particular focus on the execution of the CIOP Pilot. CIOP Executive Committee Members provided feedback and guidance on the various activities in this process, as well as discussed possible remedies to anticipated challenges.

In Focus: CIOP Pilot

Objectives	Methodology	Evaluation	Timeframe
<p>To evaluate the impact of tailored and harmonized orientation across PEO, PDO and PAO, with 300 beneficiaries across three country pairings.</p> <p>To establish the extent to which CIOP strengthens labour market integration and protection of TCWS.</p>	<p>(1) <u>Contextualisation</u> Using the PEO, PDO and PAO Regional Guides and Programme Management Systems, tailored curricula will be drafted.</p> <p>(2) <u>ToTs</u> In participating ADD Member States, a pool of trainers will be established, able to cascade trainings for the effective implementation of PEO, PDO and PAO.</p> <p>(3) <u>Execution of Pilot</u> Using a comparative study design, 300 beneficiaries will receive tailored PEO, PDO and PAO across the three country pairings. A control group will also be established, to ensure sound methodology and effective evaluation.</p>	<p>Using data from TCWS, Governments, employers and recruitment agencies, evaluation will measure outcomes on *:</p> <p>(1) <u>Reactive</u>: satisfaction with orientation and information received, etc.</p> <p>(2) <u>Learning</u>: knowledge gained from orientation, etc.</p> <p>(3) <u>Behaviour</u>: application of knowledge gained from the orientation to decision-making, work-place and access to services, etc.</p> <p>(4) <u>Results</u>: performance records, retention rates, feelings of security and safety, patterns of complaints received, etc.</p> <p><i>*These are only a sample of evaluation indicators that will be used.</i></p>	<p>July 2019 – June 2021.</p>