



An Introduction to Labour Migration

**A Manual for Training of Development
Officers of the Ministry of Labour and Foreign
Employment
(Foreign Employment Division)**

**Ministry of Labour and Foreign Employment
Sri Lanka**

2023

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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 Migration Development Officers.
- 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 19 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 as handouts to the Migration 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
Introduction	Introduction to the Training Programme	45 mins	1
1. An understanding of labour migration	• Labour Migration in Sri Lanka (The history and current profile)	1 hour	
	• Positive and negative impact of labour migration on the Sri Lankan society	30 mins	
2. International commitments on labour migration	International Commitments on labour migration Key International Conventions on Labour Migration	60 mins	
	Global Forums on Labour Migration	20 mins	
	Global Frameworks on Labour Migration	45 mins	
3. National Policy Framework in Sri Lanka on Labour Migration	National Policy Framework in Sri Lanka on Labour Migration National Labour Migration Policy 2008 Sub policy and National Action Plan on Return and Reintegration of Migrant workers.2015 National Policy on Technical Education and Vocational Training 2018	60 mins	

Modules	Sessions	Hours/ minutes	Days
4. Governance of Labour Migration Sri Lanka	Sri Lankan Laws and Regulations pertaining to labour migration	30 mins	2
	SLBFE Act		
	The Institutional Framework on Labour Migration in Sri Lanka	2 hours	
	Other State-led frameworks and structures related to labour migration		
	Other salient features in the labour migration Sector		
	Roles and Responsibilities and services of the SLBFE	2 hours	
5. Sensitivity to diversity	An introduction to gender, ethnicity, geographical diversity, child protection, disability, religious diversity	90 mins	
	Gender and labour migration in Sri Lanka	90 mins	
6. Safe Labour migration	Key Knowledge on the Stages of the Labour Migration Process	45 mins	
	Steps of Safe migration	45 mins	
	Decision making on Labour Migration	30 mins	
	Recruitment procedure	1 hour	
	Socio-cultural aspects in major countries of destination	45 mins	3
	Issues / Difficulties faced by migrant workers at the different stages of labour migration	1 hour 15 mins	
	Role of Sri Lankan Diplomatic Missions in destination countries	45 mins	
	Role of the DOFE in implementing the national Action Plan of Sub policy on Return and Reintegration (Group Work)	30 mins	
7. Grievance redressal	Problem solving and complaint handling mechanisms at the SLBFE	2 hours	4
	Other grievance redressal mechanisms		
8. Economic and Financial aspects	Significance of labour migration	1 hour	
	Financial Literacy and remittance management		
9. Migration Health	Health issues faced by migrant workers at all stages	1 hour 30 mins	5
	Migration Health Policy		
10.Communication, befriending and providing support	Impact of Covid-19 pandemic on migration		
	Understanding the migrant worker	1 hour	
	Introduction to communication skills	45 mins	
	Introduction to Befriending	45 mins	
11. Working as a DOFE	The roles and responsibilities of a DOFE- Discussion on job description	1 hour	

Modules	Sessions	Hours/ minutes	Days
12. Case Management	Understanding Vulnerability	1 hour	
	Case Management	1 hour 30 mins	
	Care plan	1 hour 30 mins	
13. Closing	Revisiting learning and Evaluation	30 mins	

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

Introduction to the Training Programme

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.
Duration	: 45 minutes
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	: Labour Migration in Sri Lanka
Objective	: To provide Migration Development Officers the importance of foreign employment sector to the country an understanding of the current situation and trends of labour migration.
Duration	: 1 hour
Description of Session	<p>: This session will lay the background for the next sessions and highlight. This session will discuss the present situation of labour migration in Sri Lanka including the following:</p> <ul style="list-style-type: none"> ■ Contribution of the worker remittances to the GDP of the country ■ Recent trends of the outflow of labour migrants ■ 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. <p>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:</p> <ul style="list-style-type: none"> ■ Migrant labour on participation of men and women ■ Decreasing trend of female worker migration and reasons for the changes ■ skill levels and types of employment ■ Importance of the worker remittances to the economy.

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 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 reasons for decreasing female worker migration in labour migration in Sri Lanka
 - Map the worker remittance flow with the other key export income

- Comment on the participation of women and men (separately) in the labour migration process analyzing characteristics specific to women and specific to men.

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.
Duration	: 30 minutes
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 conventions relating to labour migration.
Duration	: 60 minutes
Description of Session	<p>: This Session will provide participants a brief introduction to 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.</p> <p>Universal Declaration of Human Rights, 1948</p> <p>International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families 1990</p> <p>The Convention on the Elimination of all forms of Discrimination against Women (CEDAW) The Child Rights Convention (CRC)</p> <p>ILO Conventions related Labour Migration</p> <p>Migration for Employment Convention (Revised), 1949 (No. 97)</p> <p>Migrant Workers (Supplementary Provisions) Convention, 1975 (No.143)</p> <p>Domestic Workers Convention, 2011 (No. 189)</p> <p>Violence and Harassment Convention, 2019 (No. 190)</p>

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	: Global Forums on Labour Migration
Objective	: To understand the forums at global and regional level that work on promoting rights within the labour migration process
Duration	: 20 minutes
Description of Session	: This Session will introduce the Global Forum on Migration and Development, Global Consultation on Migration Health, the Colombo Process, the Abu Dhabi Dialogue and Bali Process

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 Development, Global Consultation on Migration Health
 - Groups 3 and 4: Discuss the note on the Colombo Process,
 - Groups 5 and 6: Discuss the note on the Abu Dhabi Dialogue and Bali Process
- 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 Development
- Global Consultation on Migration Health
- Note on the Colombo Process
- Note on the Abu Dhabi Dialogue
- Note on the Bali Process
- Institutional matrix
- References to websites for each Forum

Material needed:

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

Title	: Global Frameworks related to Labour Migration The 2030 Agenda for Sustainable Development Sustainable Development Goals (SDGs)
Objective	: To provide an understanding on the global frameworks on Migration especially Sustainable Development goals and Global Compact for Safe, Orderly and Regular Migration
Duration	: 45 minutes
Description of Session	: This session will focus on the Sustainable Development goals and targets directly focus on migration especially target 10.7, 8.8, Goal5 ,16 and 17. Discuss the concept of Decent Work that promoted through all the above SDGs . This session will also discuss about the Global Compact for Safe, Orderly and Regular Migration which ensure all the aspects of international migration and promote to adopt cooperative framework comprised with 23 objectives

Activities and methodology:

- Provide a note on The Sustainable Development Goals and the GCM to participants prior to the training programme and ask participants to read the contents as homework.

At the training programme,

- Make participants into 2 groups.
- Provide groups with the following:
 - Group 1 Note on the Sustainable Development Goals
 - Group 2 – Global Compact for Safe Orderly and Regular Migration
- Ask each group to discuss the contents of the note for 5-10 minutes.
- Make a presentation on two global frameworks, their implementation and monitoring mechanism and current status of implementation.
- Open out for questions and discussion.

Reference to Resource Package:

- Notes on the Sustainable Development Goals and the Global Compact for Safe Orderly and Regular Migration.
- Presentation slides
- Full text of policies

- Multimedia equipment or flipcharts
- Specially prepared slides



Title	: National policy Framework on Labour Migration in Sri Lanka 1. Sri Lanka National Labour Migration Policy 2008 2. Sub policy and National Action Plan on Return and Reintegration of Migrant Workers Sri Lanka 3. National Policy on Technical and Vocational Education, 2018 4. Updated National Policy and National Action Plan on Migration for Employment (proposed) 2022-2026
Objective	: To provide an understanding of the Sri Lanka Labour Migration Policy and related national policies on labour migration
Duration	: 60 minutes
Description of Session	: The Session will focus on providing a brief introduction to the Sri Lanka National Labour Migration Policy 2008, the Reintegration Sub Policy, and the updated national policy on Migration for Employment . 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,

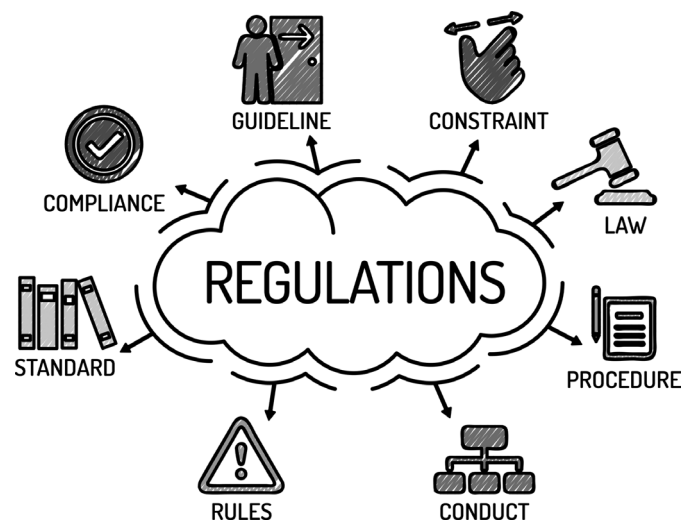
- Make participants into 6 groups.
- Provide groups with the following:
 - Group 1 and 2 – Note on the National Labour Migration Policy
 - Group 3 and 4 – Note on the Reintegration Sub Policy
 - Group 5 and 6 – Note on the National policy on Technical and Vocational Education , 2018
- Ask each group 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.
Duration	: 30 minutes
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 brainstorming 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	: The Institutional Framework on Labour Migration in Sri Lanka
Objective	: To understand the role and functions of the diverse institutions that work on labour migration
Duration	: 2 hours
Description of Session	: This Session will provide an understanding of the Ministry of Labour & 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), Ministry of Women ,Child Affairs and Social Empowerment, Ministry of Health, Department of Immigration and Emigration, The Ministry of Foreign Affairs (Consular Division), and Other State-led frameworks and structures related to labour migration , Licensed Foreign Employment Agents.

Activities and methodology:

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

Reference to Resource Package:

- Note on Ministry Labour and Foreign Employment
- 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
- Note on Sub Agents
- Slides
- References to websites and contact persons

Material needed:

- Multimedia equipment or flipcharts
- Specially prepared slides

Title	: Role, Responsibility and Services of the Sri Lanka Bureau of Foreign Employment
Objective	: To understand the role and functions of the diverse institutions that work on labour migration
Duration	: 2 hours
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), Ministry of Women ,Child Affairs and Social Empowerment, Ministry of Health, Department of Immigration and Emigration, The Ministry of Foreign Affairs (Consular Division), and Other State-led frameworks and structures related to labour migration , Licensed Foreign Employment Agents.

Activities and methodology:

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

Reference to Resource Package:

- Note on Ministry of Labour & Foreign Employment (Foreign Employment)
- Note on Sri Lanka Bureau of Foreign
- Note on the Department of Immigration and Emigration,
- Note on Ministry of Foreign Affairs (Consular Division)
- Note on Foreign Employment Agencies
- Note on Sub Agents
- 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
Duration	: 1 hour 30 minutes
Description of Session	<p>: This Session will provide an introductory glimpse into social diversity and will include the following:</p> <ul style="list-style-type: none"> ■ 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	: Gender and Labour Migration in Sri Lanka
Objective	: To provide an introduction on the need for sensitivity to social diversity present in Sri Lankan society
Duration	: 1 hour 30 minutes
Description of Session	: This Session will provide an introductory glimpse into social diversity and will include the following: <ul style="list-style-type: none"> ■ 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

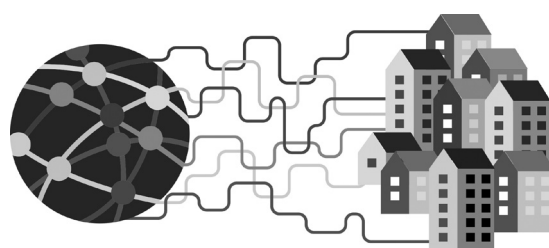
Activities and methodology:

Reference to Resource Package:

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

Material needed:

- • Slides



Topic	: Gender Based Violence (GBV), Gender impact including forced labor on migrant worker and migrant worker and domestic violence and institutional violence.
Objective	: To provide an introduction to situations of gender-based violence faced by the migrant worker
Duration	: 1 hour 30 minutes
Session Description	: This session will provide an understanding of Gender Based Violence (GBV) and will include the following: <ul style="list-style-type: none">■ Forms of Gender-Based Violence■ Issues including forced labor on the migrant worker and its gendered background■ Migrant worker, domestic violence, and institutional violence.

Activities and Methodology:

- Brief power point presentations followed by an active discussion

Reference to the resource package:

- Handouts on gender-based violence, domestic violence against migrant workers and institutional violence and forced labor.

Materials Required:

- Power point Presentation on Gender Based Violence (attached to Resource Package)

Title	: Key knowledge on the stages of the labour migration process
Objective	: To understand the stages in the labour migration process
Duration	: 45 minutes
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	: Decision making on Labour Migration
Objective	: To understand the conceptual and practical aspects of safe labour migration
Duration	: 45 minutes
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:

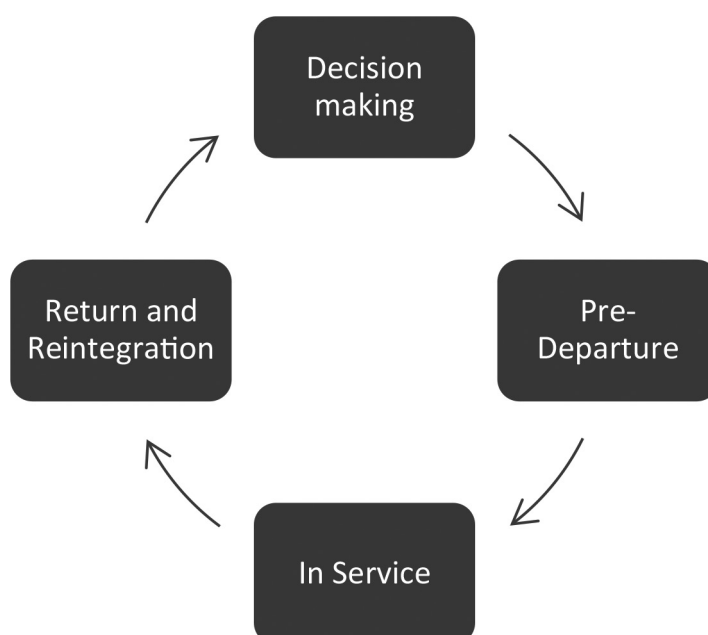
- Make a presentation on “What is Safe Labour Migration”
- Group participants into four based on the four stages of labour migration to discuss the Important points to consider ensuring safe migration at the four stages of labour migration
- As the groups present, add all missing information based on 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
Duration	: 30 minutes
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	: Process followed in recruiting Sri Lankan Workers for foreign employment Recruitment Process for foreign employment Legal Path ways for safe labor Migration
Objective	: To provide an understanding of the recruitment procedure followed when migrating for employment
Duration	: 1 hour
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, laws and practices in major countries of destination
Objective	: To provide an overview of socio-cultural aspects of the major destination countries that Sri Lankan migrant workers are employed.
Duration	: 45 minutes
Description of Session	<p>: The largest number of Sri Lankan workers migrate to 4 key destinations. These are Saudi Arabia, Kuwait, United Arab Emirates, and Qatar. Other important destinations are Bahrain, Oman Jordan, Lebanon ,Israel, South Korea and Japan.</p> <p>This Session will provide an understanding of the, 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.</p>

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	: Issues and difficulties faced by Sri Lankan Migrant workers at the different stages of migration
Objective	: To generate thinking among the DOFE on difficulties faced by migrant workers at pre-departure, in service and return and re-integration and to recognize the services provided by the Sri Lanka Bureau of Foreign Employment
Duration	: 1 hr 15 minutes
Description of session	: This session will stimulate thinking on issues and problems faced by migrant workers at the mainstages of migration but focus on the in-service stage. This session will help the DOFE generate many answers to the many problems during the in-service stage that labour migrants and their families bring to DOFE.

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	: Role of Sri Lankan Diplomatic Missions in destination countries
Objective	: To provide an understanding of the role and services of Sri Lankan Diplomatic Missions in destination countries
Duration	: 45 minutes
Description of Session	: This Session will provide participants an understanding of the following in Sri Lankan Diplomatic Missions: <ul style="list-style-type: none"> ■ 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	: Role of the DO-FE in implementing the Reintegration Sub Policy and Action Plan (Group Work)
Objective	: To generate discussion and understanding of the DO-FE's role in implementing the Reintegration Sub Policy and Action Plan
Duration	: 30 minutes
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, Other grievance redressal mechanisms available outside the SLBFE to resolve problems faced by migrant workers and their families.
Duration	: 2 hours
Description of Session	: This Session will be twofold. <ul style="list-style-type: none">■ 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.■ 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:

- 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
- Reference to Resource Package:
- Handout on:
 - 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
 - Civil society mechanisms

Material needed:

- Slides

Title	: Group Work
Objective	: Significance of Labour Migration
Duration	: 1 hour
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: <ul style="list-style-type: none">■ 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

Title	: Financial Literacy and Remittance Management
Objective	: To understand how to use remittances to achieve their financial goals, how to set household financial goals for the different phases. The ultimate objective of financial literacy training is to raise awareness concerning the significance of remittances and how to manage it wisely
Duration	: 1 hour
Description of session	: The Session will include: <ul style="list-style-type: none">■ Remittance as a Source of Income■ The impact on remittances on migrant workers and migrant worker families■ Identify different financial goals

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, to introduce DO-FE to the Sri Lanka Migration Health Policy and to aware the impacts of COVID-19 pandemic for migrant community
Duration	: 1 hour 30 minutes
Description of Session	<p>: 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:</p> <ul style="list-style-type: none">■ 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■ Provide understanding of Sri Lanka's National Migration Health Policy adopted in 2012 and its objectives■ Impacts of Covid-19 pandemic to migrant workers.

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.
 - Identify key issues related to the Covid-19 pandemic faced by the Migrant Workers/families of migrant workers.
- At the plenary, add missing information based on the handouts provided.

- Make a slide presentation on the background, process and an introduction to the National Migration Health Policy
- 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), Migrant Health Policy 2012

Material needed:

- Flipcharts and markers
- Slides

Title	: Understanding the migrant worker
Objective	: To provide an introduction to assessing vulnerability
Duration	: 1 hour
Description of Session	: This is an introductory session conducted by a psychosocial expert to provide information and a broad understanding of the following: <ul style="list-style-type: none">■ 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 Essential attitudes and supportive communication skills for befrienders and mobilizers
Objective	: To understand the importance of effective communication in service provision
Duration	: 45 minutes
Description of Session	: This session will provide participants an understanding of the following: <ul style="list-style-type: none">■ 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.
Duration	: 45 minutes
Description of Session	<p>: 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:</p> <ul style="list-style-type: none"> ■ 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:	<ul style="list-style-type: none"> ■ Activities and presentations
Reference to Resource Package:	<ul style="list-style-type: none"> ■ Handout
Material needed:	<ul style="list-style-type: none"> ■ Slides

Module 11: Session 1

11

MODULE

Title	: The roles and responsibilities of a DO-FE
Objective	: To provide DO-FE with a formal description of their role.
Duration	: 45 minutes
Description of Session	: 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 Line 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.
- Group participants into 4.
- Ask each group to compare the roles set out in the Job Description 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	: Understanding Vulnerability
Objective	: To grasp an introductory understanding of vulnerability
Duration	: 1 hour
Description of Session	<p>: 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:</p> <ul style="list-style-type: none">■ 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 specialized 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. It focuses on the use of case management methodology in child protection, particularly in the protection of children of migrant worker families
Duration	: 1 hour 30 minutes
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: <ul style="list-style-type: none">■ 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	: Care Plan
Objective	: To provide DO-FE a comprehensive understanding of how to manage cases that migrant workers and their families bring to them
Duration	: 1 hour 30 minutes
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: <ul style="list-style-type: none"> ■ 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

Duration : 30 minutes

Description of Session : This Session will enable an evaluation of the workshop and identifying of other training and information needs.

Activities and methodology:

- 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

Further References

(INCLUDE INTO THE PEN DRIVE PROVIDED TO YOU)

1. National Labour Migration Policy for Sri Lanka -2008
2. Safe Migration Guide-ILO
3. Destination Country specific Information Booklets.
4. Sri Lanka Bureau of Foreign Employment Act No 21/1985 and Amendments
5. ILO study on return and re-integration
6. Understanding Psychosocial issues faced by migrant workers and their families. SDC 2012
7. Transforming Lives Listening to Sri Lankan Returnee Women Migrant Workers.
8. Sub policy on Return and Re-integration of migrant workers and National Action Plan.2015
9. National Policy on Migration Health 2012
10. Financial Literacy for Migrant Workers and Their Families in Sri Lanka

Handouts for further reading

1. Organizing migrant workers
2. Skills Development of migrant workers
- 3 Promoting social protection of migrant workers

Notes

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