



RAISING AWARENESS ON SAFE MIGRATION

A manual to train the trainers to conduct awareness raising sessions

புலம்பெயர்தலுக்கான சர்வதேச அமைப்பானது (IOM) ஐக்கிய நாடுகள் அமைப்பின் கீழ் மனிதாபிமானம் மிக்கதும் முறையானதுமான புலம்பெயர்வானது யாவருக்கும் நன்மை பயக்கும் என்ற கொள்கையில் பற்றுறுதியை 1951ஆம் ஆண்டு முதல் ஊக்குவிப்பதில் முன்னிலை வகிக்கும் அரசுகளுக்கிடையிலான அமைப்பு ஆகும். 1951ஆம் ஆண்டு தோற்றுவிக்கப்பட்டு 174 உறுப்பு நாடுகளை கொண்டுள்ளதும் 100 நாடுகளில் இருப்பை கொண்டுள்ளதுமான IOM நிறுவனமானது மனிதாபிமானம் மிக்கதும் முறையானதுமான புலம்பெயர்வு, புலம்பெயர்வோருக்கும் சமூகத்திற்கும் நன்மை பயக்கும் என்ற கொள்கையில் பற்றுறுதி கொண்டுள்ளது.

இப்பயிற்றுவிப்புக் கையேடானது, பாதுகாப்பான மற்றும் முறையான புலம்பெயர்வு பற்றிய விழிப்புணர்வை ஏற்படுத்த IOM நிறுவனத்தினால் உருவாக்கப்பட்டுள்ளது. இக்கையேட்டில் காணப்படும் தகவல்கள், இலங்கை அரசாங்கத்தின் விதிமுறைகள், பணிப்பு, கொள்கை தீர்மானங்களுக்கு அமைவாக மாற்றங்களுக்கு உட்படலாம்.

பிரசுரிப்போர் : புலம்பெயர்தலுக்கான சர்வதேச அமைப்பு
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சகல பதிப்புரிமையும் பிரசுரிப்பாளருக்கு. இப்பிரசுரத்தின் எப்பகுதியும் மீளருவாக்கப்படல் கூடாது. அதாவது பிரசுரிப்பவரின் எழுத்து மூலமான அனுமதியின்றி இப்பிரசுரத்தின் எப்பகுதியும் எந்தவொரு முறையிலும் சேமிக்கப்படக்கூடாது, அல்லது இலத்திரனியல், இயந்திர வடிவில், நகலெடுத்தல் மூலம், பதிவு செய்தல் போன்ற ஏதாவதொரு வழிமுறையிலும் பரிமாற்றம் செய்யப்படல் கூடாது.



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AN INTRODUCTION TO THE MANUAL

This Manual for Raising Community Awareness on Safe Migration is prepared in a user friendly manner as a guide to be used by a group of trainers trained by IOM in order to build the capacity of community level government officials and civil society officials to conduct awareness sessions on safe migration among communities, students and youth.

Introduction...



PURPOSE OF THE MANUAL

The target audience of community level government officials and civil society officials includes the following:

- Officers attached to Divisional Secretariats:
- Foreign Employment Development Officers
- Women Development Officers
- Child Rights Protection Officers
- Economic Officers
- Mediators attached to Community Mediation Boards
- Grama Niladaris
- Samurdhi Officers
- Community Leaders
- NGOs and Civil Organizations



FORMAT OF THE MANUAL

This Manual comprises an Introductory Session, 9 Modules and a Closing Session.

Each module is arranged as follows:

- 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
- Material to be used in each Session (where applicable)
- Additional Information



TRAINING AGENDA

- *The Manual is prepared for a 2 day Training Programme.*
- *Each day includes sessions from 9.00 am to 4.30 pm.*
- *The Training Agenda is set out below:*

Agenda...



TRAINING OF PERSONS TO RAISE AWARENESS AGENDA

DAY 01

| | |
|---------------|---|
| 9.00 – 9.30 | Introductory Session |
| 9.30 – 10.30 | Introduction to Safe Migration – Concepts and Sri Lanka Migration Profile |
| 10.30 – 10.45 | Morning tea |
| 10.45 – 11.15 | Guiding Frameworks on migration |
| 11.15 – 11.45 | Push and pull factors contributing to Migration |
| 11.45 – 12.15 | Benefits of safe and regular migration |
| 12.15 – 1.00 | Informed Decision Making |
| 1.00 – 1.45 | Lunch |
| 12.15 – 3.00 | Informed Decision Making (continued) |
| 3.00 – 3.30 | Offences associated with migration in Sri Lanka |
| 3.30 | Evening working tea |
| 3.30 – 4.30 | Stakeholder Roles and Responsibilities |

DAY 02

| | |
|---------------|--|
| 9.00 – 9.30 | Re-cap session |
| 9.30 – 10.30 | Services and Grievances – Access to Services |
| 10.30 – 10.45 | Morning tea |
| 10.45 – 11.45 | Services and Grievances – Grievance Redressal |
| 11.45 – 12.15 | Raising awareness - Role and responsibilities |
| 12.15- 1.00 | Being a Resource to the Community |
| 1.00 – 1.45 | Lunch |
| 1.45 – 3.45 | Messages we take to the Community |
| 3.45 – 4.30 | Discussion on reserved issues, Closing Session and tea |

SOME TIPS FOR THE TRAINER

1. The ideal number of participants in a programme conducted with this Manual is twenty (20).
2. Prepare all the material needed before conducting sessions.
3. You may change methodology in any section while keeping the time and content intact.
4. You may add ice breakers as you wish.
5. Provide a flipchart marked “To Be Discussed Later...” on which you will write all questions and issues that will be discussed after the last session on the second day. Remember to find answers to all these questions and issues before ending the workshop. Encourage participants to take down notes when the issues highlighted in the “To Be Discussed Later...” flipchart are discussed

LIST OF MATERIAL YOU WILL NEED

- Computer and Projector if facilities are available at the training venue
- Flipcharts or large printouts of all slides provided
- Set of slides (Provided in a flash drive and in Annex 1)
- Flipcharts
- Marker Pens
- Tape
- Paper
- Pens



Introductory Session

PLACING THE WORKSHOP IN CONTEXT

OBJECTIVE OF THE SESSION :

- To enable participants to understand the objectives of the workshop and to build a friendly rapport with participants.
- To administer the Pre Workshop Questionnaire



DURATION OF THE SESSION : 30 MINUTES



ACTIVITIES AND METHODOLOGY

- Introduce yourself as the Trainer (mention your occupation and current work in the area of Safe Migration, experience in or knowledge of migration)
- Introduce the institution or organization that you represent or your current engagement with working on migrant worker rights.
- Provide an overview of the aim and content of the workshop (Slide 2 and 3)
- Ask participants to introduce themselves stating their name, designation, workplace and the work they do.
- Introduce the awareness raising workshop agenda and manual (Slide 4).
- Prepare Ground Rules together with participants, write them on a flipchart and hang the flipchart in a place visible to all participants. Ensure this remains throughout the workshop.
- Put up a blank flipchart marked (To Be Discussed Later...) and inform participants that whatever issues that cannot be addressed during session will be put up on the flipchart and answered at the end of the workshop.
- Give the Pre Workshop Questionnaire and ask all Participants to complete it. Ask each participant to make a note of what they write as “3 expectations from the workshop”, as it will be revisited at the end of the workshop.



MATERIAL

- Manual for Raising Awareness on Safe Migration (one for each participant)
- Slides (Provided in a flash drive and in Annex 1)
- Agenda for the full workshop (one for each participant)
- Pre workshop questionnaire (one for each participant)
- Blank flipchart to write Ground Rules
- Flipchart marked “To Be Discussed Later...”



AGAENDA

DAY 01

| | |
|---------------|---|
| 9.00 – 9.30 | Introductory Session |
| | Pre-evaluation |
| 9.30 – 10.30 | Introduction to Safe Migration – Concepts and Sri Lanka Migration Profile |
| 10.30 – 10.45 | Morning tea |
| 10.45 – 11.15 | Guiding Frameworks on migration |
| 11.15 – 11.45 | Push and pull factors contributing to Migration |
| 11.45 – 12.15 | Benefits of safe and regular migration |
| 12.15 – 1.00 | Informed Decision Making |
| 1.00 – 1.45 | Lunch |
| 12.15 – 3.00 | Informed Decision Making (continued) |
| 3.00 – 3.30 | Offences associated with migration in Sri Lanka |
| 3.30 | Evening working tea |
| 3.30 – 4.30 | Stakeholder Roles and Responsibilities |

DAY 02

| | |
|---------------|--|
| 9.00 – 9.30 | Re-cap session |
| 9.30 – 10.30 | Services and Grievances – Access to Services |
| 10.30 – 10.45 | Morning tea |
| 10.45 – 11.45 | Services and Grievances – Grievance Redressal |
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| 12.15- 1.00 | Being a Resource to the Community |
| 1.00 – 1.45 | Lunch |
| 1.45 – 3.45 | Messages we take to the Community |
| 3.45 – 4.30 | Discussion on reserved issues, Closing Session and tea |



WORKSHOP ON RAISING AWARENESS ON SAFE MIGRATION

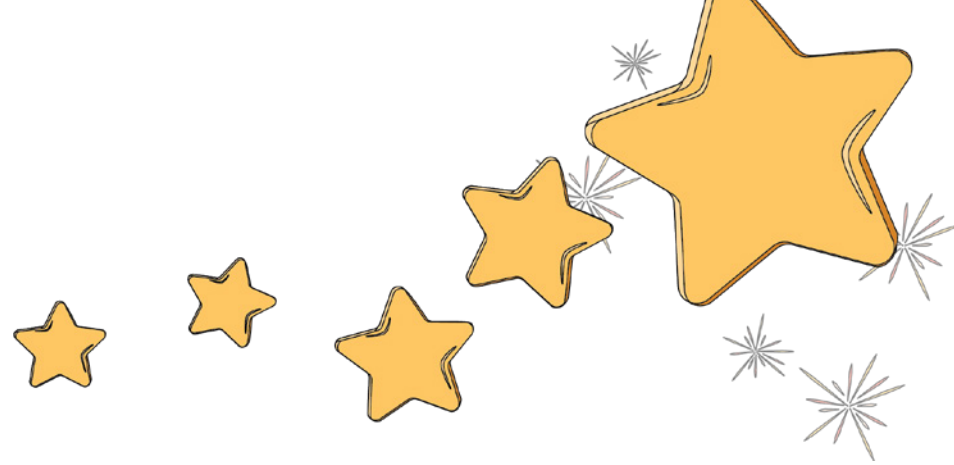
PRE WORKSHOP QUESTIONNAIRE

Name (optional):

How do you rate your knowledge on the following?

Please tick - 1 is low and 5 is very high

| | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| Safe Migration | | | | | |
| Global, Regional and Local Guiding Frameworks on migration | | | | | |
| Push and pull factors that impact on migration | | | | | |
| Benefits of safe and regular migration | | | | | |
| What a person needs to know and consider when preparing to migrate | | | | | |
| Offences associated with migration | | | | | |
| Roles and Responsibilities of Stakeholders in the migration process | | | | | |
| Migration related Grievances and Services | | | | | |



How do you rate yourself as a Trainer?

Please tick - 1 is low and 5 is very high

| | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| I am confident that I can train people to raise awareness on safe migration | | | | | |
| I know the roles and responsibilities of a trainer | | | | | |
| I know the ethics and codes of conduct of a trainer | | | | | |
| I am confident of the messages I must train people to take to the community on safe migration | | | | | |

Please write 3 expectations you have from the workshop:

- 1.
- 2.
- 3.



Introduction to Safe Migration

Module

1

SESSION 1 TITLE:

CONCEPTUAL CLARITY ON SAFE MIGRATION

OBJECTIVE OF THE SESSION

To provide participants clarity on the following key terms:

- Migration
- Regular Migration
- Irregular Migration
- Safe Migration
- Temporary and Permanent migration



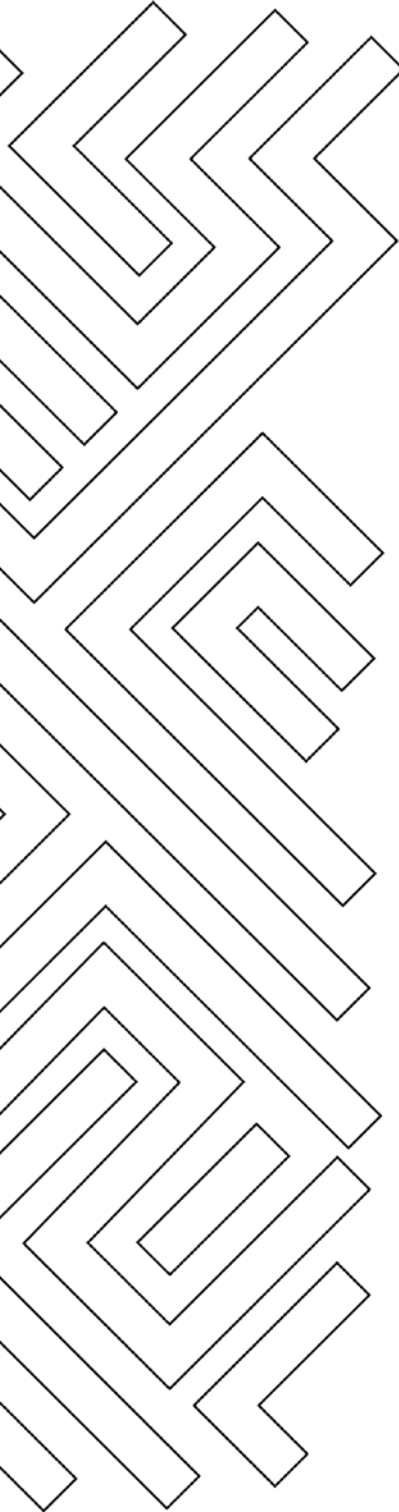
DURATION OF THE SESSION : 30 MINUTES

ACTIVITIES AND METHODOLOGY

- Introduce terms (slide 6) (5 minutes)
- Give examples (below) to pairs of participants and ask participants if they fall within the definition of migration (10 minutes)
 - » Sivamogan goes to Australia with his family to settle down as a permanent residence. He currently has a permanent residence visa. He wishes to get Australian citizenship.
 - » Naleeka goes to India to study medicine at a prestigious university. She will be in India for 7 years.
 - » Shanthi goes to Saudi Arabia to work as a domestic worker on a 2 year contract. But she is going on a visit visa hoping to convert it to a work visa when she gets to Saudi Arabia.
 - » Faleela goes to Dubai with her husband as her husband has got a good job and her children have got into a good international school. She will be there for at least 10 years.
- Make a presentation based on the slides provided (slides 7-13) (20 minutes)

MATERIAL

- Slides (Provided in a flash drive and in Annex 1)
- 10 copies of the examples
- Handout - Conceptual Clarity on Safe Migration - Introduction to key terms
- Handout - Differentiation between regular and irregular migration
- Handout - Stages of the Migration Process
- IOM Safe Migration Booklet (Annex 2)
- IOM Safe Migration leaflet (Annex 3)



Sivamogan goes to Australia with his family to settle down as a permanent residence. He currently has a permanent residence visa. He wishes to get Australian citizenship.

Naleeka goes to India to study medicine at a prestigious university. She will be in India for 7 years.

Shanthi goes to Saudi Arabia to work as a domestic worker on a 2 year contract. But she is going on a visit visa hoping to convert it to a work visa when she gets to Saudi Arabia.

Faleela goes to Dubai with her husband as her husband has got a good job and her children have got into a good international school. She will be there for at least 10 years

INTRODUCTION TO KEY TERMS

Reference: <https://www.iom.int/key-migration-terms>

Safe, orderly and regular migration – Movement of persons in keeping both with the laws and regulations governing exit from, entry and return to and stay in States and with States’ international law obligations, in a manner in which the human dignity and well-being of migrants are upheld, their rights are respected, protected and fulfilled and the risks associated with the movement of people are acknowledged and mitigated.

Note: The term is the one used in the title of the Global Compact for Migration (Global Compact for Safe, Orderly and Regular Migration, in General Assembly Resolution 73/195, adopted on 19 December 2018, UN Doc. A/RES/73/195 (19 January 2019)). Some variations are used in other documents. Target 10.7 of the 2030 Agenda for Sustainable Development requires States to: “Facilitate orderly, safe, regular and responsible migration and mobility of people, including through the implementation of planned and well-managed migration policies” (United Nations General Assembly, Transforming Our World: The 2030 Agenda for Sustainable Development (21 October 2015) A/RES/70/1). The IOM’s Migration and Governance Framework (MiGOF) also refers to “orderly, safe, regular and responsible migration” in its title, whereas one of the framework’s objectives is about ensuring that “migration takes place in a safe, orderly and dignified manner” (International Organization for Migration, Migration Governance Framework (2015) C/106/40, Objective 3).

MIGRATION

The movement of persons away from their place of usual residence, either across an international border or within a State.



MIGRATION GOVERNANCE

The combined frameworks of legal norms, laws and regulations, policies and traditions as well as organizational structures (subnational, national, regional and international) and the relevant processes that shape and regulate States' approaches with regard to migration in all its forms, addressing rights and responsibilities and promoting international cooperation.

Source: *Adapted from International Organization for Migration, Migration Governance Framework (2015) C/106/40, 1; Office of the United Nations High Commissioner for Human Rights, Migration and Human Rights – Improving Human Rights Based Governance of International Migration (2013) p. 9.*

NOTE:

The definition provided draws from a definition developed by the Office of the High Commissioner for Human Rights and the one which is provided in the International Organization for Migration (IOM) Migration Governance Framework. This Framework has been endorsed by IOM Member States on 24 November 2015, by Council Resolution no. 1310. IOM's view is that good migration governance "adheres to international standards and fulfils migrant's rights; formulates policy using evidence and a 'whole-of government' approach; engages with partners to address migration and related issues" (International Organization for Migration, Migration Governance Framework (2015) C/106/40, p. 6). The objectives of a sound migration governance should be to seek to "advance the socioeconomic well-being of migrants and society; to provide an effective response to the mobility dimension of crises; and to ensure that migration takes place in a safe orderly and dignified manner" (ibid.). States are the primary actors in migration, mobility and nationality issues and have the responsibility to govern migration at the national and international levels. However, other actors – citizens, migrants, international organizations, the private sector, unions, non-governmental organizations, community organizations, religious organizations and academia – also contribute to migration governance (ibid., p. 4). As such, migration governance has both a national and a global dimension. Global governance has been defined as the "norms, rules, principles and decision-making procedures that regulate the behaviour of States (and other transnational actors)" (A. Betts, *Global Migration Governance* (Oxford University Press, 2011) p. 4). According to the Global Commission on International Migration, "in the domain of international migration, governance assumes a variety of forms, including the migration policies and programmes of individual countries, inter-State discussions and agreements, multilateral [forums] and consultative processes, the activities of international organizations, as well as relevant laws and norms" (Global Commission on International Migration, *Migration in an Interconnected World: New Directions for Action* (October 2005 p. 65).

REGULAR MIGRATION

Migration that occurs in compliance with the laws of the country of origin, transit and destination.

REGULAR MIGRATION PATHWAYS

Migration schemes or other migration options that allow eligible persons to migrate regularly to the concerned country of destination based on conditions and for a duration defined by such country.



NOTE:

The final draft of the Global Compact for Migration refers to regular migration pathways in Objective 5, para. 21. In this Objective, States have committed to: “adapt options and pathways for regular migration in a manner that facilitates labour mobility and decent work reflecting demographic and labour market realities, optimizes education opportunities, upholds the right to family life, and responds to the needs of migrants in a situation of vulnerability, with a view to expanding and diversifying availability of pathways for safe, orderly and regular migration” (Global Compact for Safe, Orderly and Regular Migration, in General Assembly Resolution 73/195, adopted on 19 December 2018, UN Doc. A/RES/73/195 (19 January 2019) Objective 5, para. 21).

SMUGGLING OF MIGRANTS

The procurement, in order to obtain, directly or indirectly, a financial or other material benefit, of the irregular entry of a person into a State Party of which the person is not a national or a permanent resident.

NOTE:

The procurement, in order to obtain, directly or indirectly, a financial or other material benefit, of the irregular entry of a person into a State Party of which the person is not a national or a permanent resident.



Source: Source: Adapted from Protocol against the Smuggling of Migrants by Land, Sea and Air, supplementing the United Nations Convention against Transnational Organized Crime ((adopted 15 November 2000, entered into force 28 January 2004) 2241 UNTS 507) Art. 3(a).

DIFFERENTIATION BETWEEN REGULAR AND IRREGULAR



UNITED NATIONS
HUMAN RIGHTS
OFFICE OF THE HIGH COMMISSIONER

Can 'regular' and 'irregular' migrants be easily distinguished? In reality, distinctions between migrants in regular and irregular situations are rarely clear. The overwhelming majority of the world's migrants arrive to their host country in a regular manner and only later become 'irregular' due to administrative overstay. This may be due to no fault of the migrant herself, but instead to unclear or overly bureaucratic migration procedures, discrimination, or practical barriers such as high visa renewal costs, language barriers and lack of access to legal aid. Such overstay affects migrants from all countries and at all socio-economic and educational levels. Members of the same family may even hold a different status to each other, and such status can regularly change throughout the course of one's migration and/or stay. For the minority of migrants who do arrive irregularly, it is important to note that such irregular arrival can be justified, for example in the case of irregularly arriving migrants seeking protection from *refoulement*.

Do 'regular' and 'irregular' migrants enjoy different human rights? Human rights are rights inherent to all human beings, whatever our nationality, migration status, sex, race, religion, language, or any other status. The principle of universality of human rights is the cornerstone of international human rights law. This principle, as first emphasized

in the Universal Declaration on Human Rights (UDHR) in 1948, has been reiterated in numerous international human rights conventions, declarations, and resolutions.

Additionally, the core principles of equality and non-discrimination, which are enshrined in the International Bill of Human Rights, require non-discriminatory access to all civil, political, economic, social and cultural rights with only two limited exceptions as to the right to vote and take part in public affairs, and the right to freedom of movement within a country. All other human rights should be enjoyed equally and without discrimination by all people under the jurisdiction or effective control of the State, including migrants in irregular situations. Any differential treatment between nationals and non-nationals, or between non-nationals with different migration statuses, must be lawful, proportionate and pursue a legitimate aim. An attempt to define different classes of migrants with different classes of rights other than those explicitly allowed within the International Bill of Human Rights would be contrary to these core values of universality, equality and non-discrimination.

In addition, it is important to recall that the human rights framework places a focus on the most excluded, discriminated and marginalized groups in society, and in this way recognizes and seeks to address the particular vulnerability of irregular migrants. While the International Covenant on Economic, Social and Cultural Rights (ICESCR) recognizes that Covenant rights such as the right to health, education, housing or social security can be achieved progressively to the maximum available resources of each State party (art. 2.1), States may not simply postpone action indefinitely or deny access to these fundamental rights indiscriminately or selectively. States have an immediate obligation to take appropriate steps towards the full realization of these rights and, at a minimum, fulfil the “core obligations” of the Covenant. They are obliged to avoid measures that would restrict or deny access to these rights, and to respect the principle of non-discrimination. Civil and political rights such as the right to liberty or the right to equality before the law similarly require the State to take immediate action, including through appropriate investment, to ensure non-discrimination and fulfilment of the right.

What commitments have been made in this regard by Member States? In the New York Declaration, Member States have already reaffirmed that all migrants are rights holders, regardless of status (para. 5), and have committed themselves to protecting the safety, dignity and human rights and fundamental freedoms of all migrants, regardless of their migratory status, at all times (para. 41). States have also agreed to uphold equality and nondiscrimination in the 2030 Agenda for Sustainable Development, where they committed to “cooperate internationally to ensure safe, orderly and regular migration involving full respect for human rights and the humane treatment of migrants regardless of migration status”, and to report on the enjoyment of these human rights for all, including inter alia: Social protection 1.3; Access to basic services 1.4; Health 3.8; Education 4.1-5; Decent work 8.8; and Access to justice 16.3. Finally, there are a number of commitments contained in General Assembly and Human Rights Council resolutions regarding non-discrimination and universal access to consular officials, access to justice, access to health care including access to migrant-sensitive health services, avoiding criminalization, stigmatization, and other impediments or restrictions on migrants’ access to health services, and providing assistance and relief to migrants in transit.

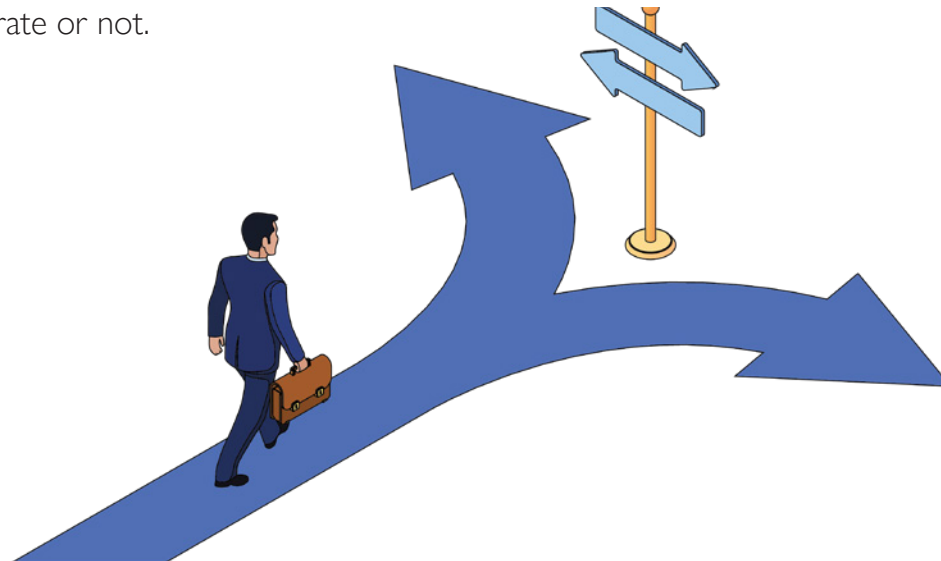
STAGES OF THE MIGRATION PROCESS

THERE ARE FOUR MAIN STAGES IN THE PROCESS OF MIGRATION. THEY ARE:

1. The Decision making stage
2. The Pre Departure Stage
3. The In Service Stage
4. The Return and Reintegration Stage

THE DECISION MAKING STAGE

This is the first stage when a person starts to consider migrating. It is vital for such a person to have access to safe migration information at this stage. It is at this stage where a person weighs the pros and cons of migration and decides whether to migrate or not.



THE PRE DEPARTURE STAGE

This is the time prior to departure when a potential migrant gets ready to depart from her or his home country for permanent settlement or temporary employment abroad. This stage includes preparing documentation including travel documents including visa documents, and in the case of labour migration, registering and signing contracts, training where necessary, preparing the spouse, and children for his or her absence.



THE IN SERVICE STAGE

This is after the migrant leaves the home and is in transit and then at the country of destination. For migrant workers, this has specific significance as Sri Lanka remains responsible for her/him until his/her return and reintegration to the country.

THE RETURN AND REINTEGRATION STAGE

This is specific to migrant workers. This starts when the worker decides firmly to return home. The return can be voluntarily or involuntarily. It also can be in the normal course of work when the contract is over or due to a sudden reason like an accident, situation at home. Return can also mean due to death.

Reintegration is where a worker who has returned fits back into her or his life that was left behind for employment. This includes getting back together with the spouse and children, the extended family, the community and as well as employment or being involved in productive work back home.



SESSION 2 TITLE:

SRI LANKA MIGRATION PROFILE

OBJECTIVE OF THE SESSION :

To provide participants an understanding of the history of migration in Sri Lanka, the current profile of migration in Sri Lanka and on labour migration

DURATION OF THE SESSION : 30 MINUTES

ACTIVITIES AND METHODOLOGY

- Group participants into 3 groups.
- Provide two pictures (see material) each to each group and ask them to discuss the pictures for 10 minutes.
- Make a presentation using slides 14-30

MATERIAL

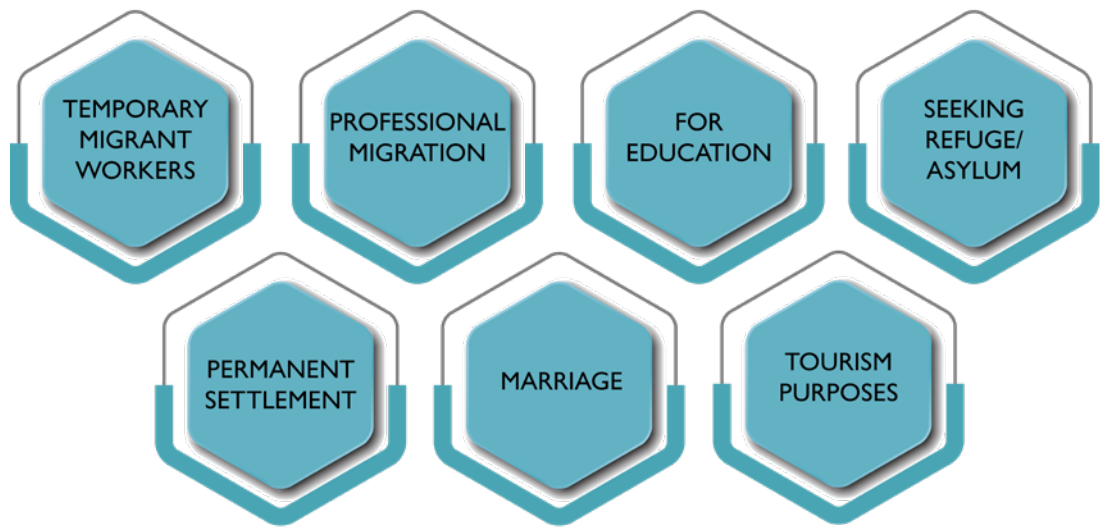
- Slides (Provided in a flash drive and in Annex 1)
- 2 Pictures for Group work
- Handout – Migration from Sri Lanka
- SLBFE Different Perspectives of Departure Details (Annex 4)
- SLBFE General Information (Annex 5)



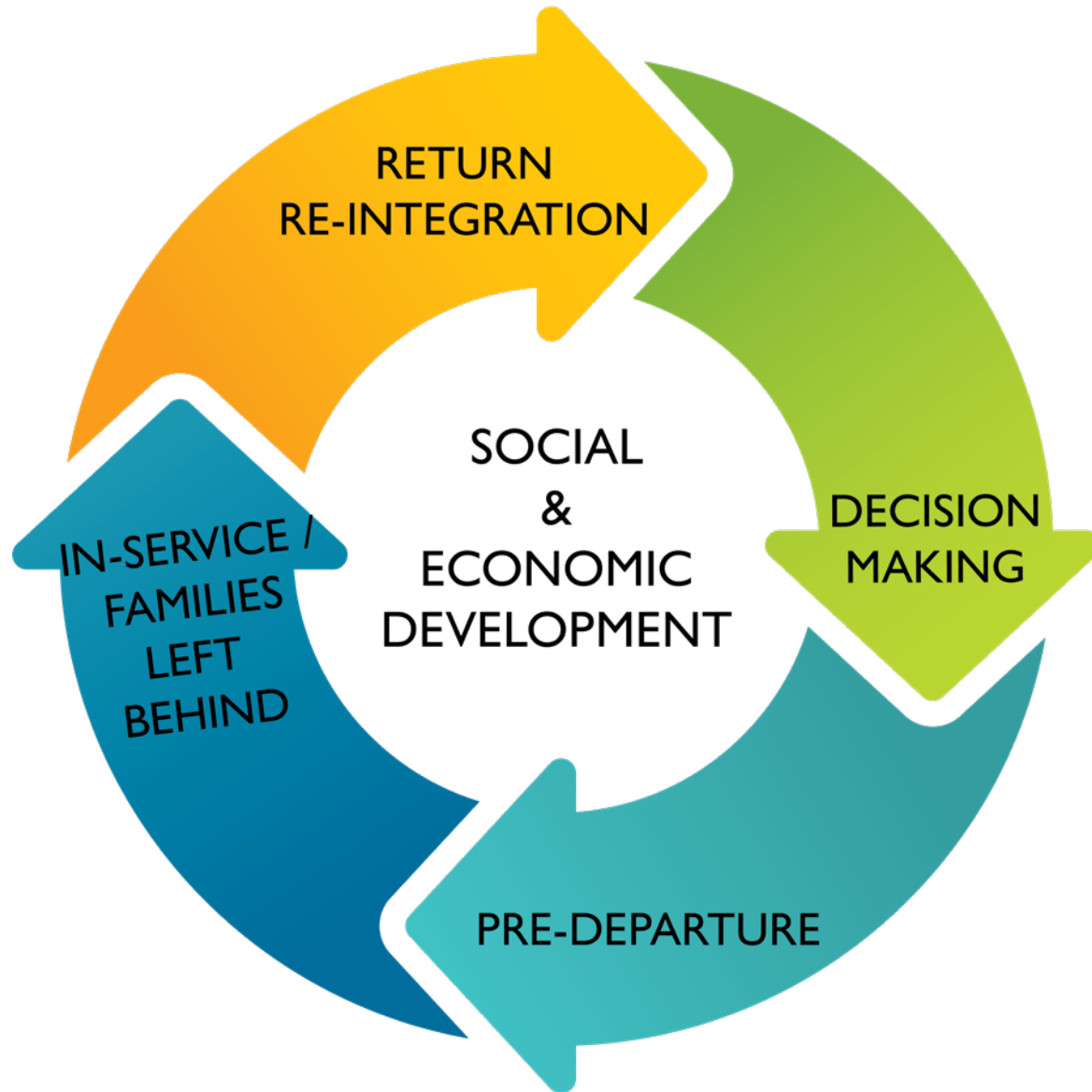
NUMBER OF DEPARTURES OF SRI LANKA INCREASED FROM 524,000 IN 2000 TO 1.44 MILLION 2019, GROWING AT AN ANNUAL RATE OF 5.66%

A SENDING COUNTRY AND RECEIVING COUNTRY

LACK OF SPECIFIC DATA



LABOUR MIGRATION





MIGRATION FROM SRI LANKA

As is the case in many countries of origin in South and South-West Asia, out-migration in Sri Lanka is driven by low per capita income, unemployment and/or underemployment, high inflation, indebtedness and lack of access to resources. The number of Sri Lankans employed overseas increased significantly following the decision taken at the Fifth Conference of Heads of State or Government of Non-Aligned Countries held in Sri Lanka in 1976 to make more employment opportunities available in Western Asia to Asian countries with labour surpluses. This decision was further strengthened by the subsequent liberalization of economic policies in the country in 1977.

Sri Lanka has seen a tenfold increase in migrant numbers in the last two decades, and women and men continue to migrate out of the country for diverse reasons.

THE FACTORS BEHIND MIGRATION FROM SRI LANKA CAN BE BROADLY CATEGORIZED AS FOLLOWS (IOM AND IPS 2008):

- for settlement—mostly the skilled personnel;
- for economic reasons (for work)—skilled, semi-skilled and low-skilled personnel;
- for political reasons—mainly as refugees or asylum seekers;
- for educational purposes—mainly for undergraduate and postgraduate studies;

Traditionally, women in Sri Lanka have migrated in greater numbers than men. However, the relative share of women migrant workers from the country has decreased over time due to increased male migration, while the number of women migrating has remained relatively stable.

Ten years ago, a predominate number of women migrants, 89 per cent, was employed as domestic workers. This percentage has continued to remain high despite efforts to reduce the share of domestic helpers among migrating women. Outflows to some destination countries are largely dominated by female domestic workers and in some of those countries protection of domestic workers is limited, which is an area of concern.

Overall, labour migration trends show that the majority of the migrants tend to be semi-skilled and low-skilled workers. The skill level of male migrants since 2002 has been fairly balanced, with the largest portion being skilled workers. Up until that time, the predominate number of male labour migrants were low-skilled workers. Based on this, it appears that the Government's efforts to promote the migration of skilled workers have made inroads with regards to men, but not with women. This can be attributed to the fact that women migrants from Sri Lanka move to Western Asian countries primarily as domestic workers.

Foreign employment has generated substantial remittance inflows and relieved local unemployment pressures as well as provided employment opportunities, especially for women.

The Government of Sri Lanka continues to take measures to prevent the exploitation of migrant workers. The Sri Lankan Bureau of Foreign Employment was established in 1985. Diverse ministries were granted the mandate of governing labour migration - the Ministry of Labour, the Ministry of Foreign Employment Promotion and Welfare and the Ministry of Foreign Employment. The National Labour Migration Policy was adopted in 2009 to ensure the protection of migrant worker rights. Its mandate is to ensure the promotion, development and regularization of the industry and to provide protection to Sri Lankan migrants overseas and their families.

The growth in foreign labour migration has not come without its challenges. Like many of its neighbouring countries, Sri Lanka continues to encourage workers to migrate. Only limited progress has been made in promoting overseas migration to skilled workers. Another challenge is centred on protecting the migrants. The number of complaints received by Sri Lanka from overseas labour migrants usually make about 5% of total foreign employment recruitment. The number of deaths of overseas migrants also stays at the same percentage.

In addition to migration for overseas employment, there is also significant cross-border movement in the form of international student mobility. Better employment and opportunities to obtain residency has resulted in a growing trend among Sri Lankan students to choose developed countries for educational purposes. This often leads to permanent settlement in these countries. Sri Lanka has the highest rate of out-migration among its population with a tertiary education in the subregion.

Due to the long-lasting conflict, many Sri Lankans, especially ethnic Tamils, left the country seeking asylum. According to data from United Nations High Commissioner for Refugees (UNHCR), more than 140,000 Sri Lankans are living as refugees abroad. The main host country is India, where about half of the refugees from Sri Lanka reside. Other important destinations are France, Canada, Germany and the United Kingdom of Great Britain and Northern Ireland (UNHCR). However, with the end of the 30-year internal conflict in May 2009, the number of refugees and asylum seekers have dropped considerably.

Source: <https://sitreport.unescapsdd.org/sri-lanka/out-migration>





Guiding Frameworks on Migration

Module

2

SESSION 1 TITLE:

GUIDING FRAMEWORKS ON MIGRATION

OBJECTIVE OF THE SESSION :

To provide an understanding of international commitments, policies, laws, institutions and platforms.



DURATION OF THE SESSION : 30 MINUTES

ACTIVITIES AND METHODOLOGY

Using slides (31-37) briefly explain the following: Fundamental Right to work/Fundamental Right to Freedom of Movement

- International commitments on migration
- National commitments /Laws and regulations
- Institutional framework
- International, national and regional platforms

MATERIAL

- Slides (Provided in a flash drive and in Annex 1)
- Handout - The Sri Lanka National Labour Migration Policies
- Handout – Institutional Landscape of Migration
- Handout - Useful Links to access Guiding Frameworks
- SLBFE Act (Annex 6)
- International Migration Law Information Note (Annex 7)

THE NATIONAL LABOUR MIGRATION POLICY

The National Labour Migration Policy aims to promote opportunities for all men and women to engage in migration for decent and productive employment in conditions of freedom, equity, security and human dignity. The Policy seeks to do so through policies, laws, regulations, services and facilities for migrant workers and their families. Recognising that the low skill levels of migrant workers lead to exploitative situations, the Policy lays emphasis on the development of skills as a main and effective means of protection for migrant workers and their families. It is a gender sensitive policy taking into consideration fully, the role of women in the process of migration. In addition to a general introduction and a situation analysis of labour migration in Sri Lanka, the policy has three sections; governance of the migration process, protection and empowerment of migrant workers and their families, and linking migration and development processes.

The Sri Lanka National Labour Migration Policy is developed by the Ministry of Foreign Employment. Its aim is to articulate the State Policy regarding Sri Lankan citizens engaged in employment in other countries and to recognise the significant contribution of all Sri Lankan migrant workers to the national economy through foreign exchange remittances and other mechanisms. The policy has the goals of developing a long-term vision for the role of labour migration in the economy, enhancing the benefits of labour migration on the economy, society, the migrant workers and their families, minimizing its negative impacts and, finally, working towards the fulfillment and protection of all human and labour rights of migrant workers.

The Policy is implemented by the Ministry of Foreign Employment. The Ministry convenes an Advisory Committee on

labour migration represented by all key stake holders, government, civil society, worker organizations, trade unions, and employers. This Committee oversees the implementation supported by the Inter Ministerial Coordinating Committee representing key Ministries.

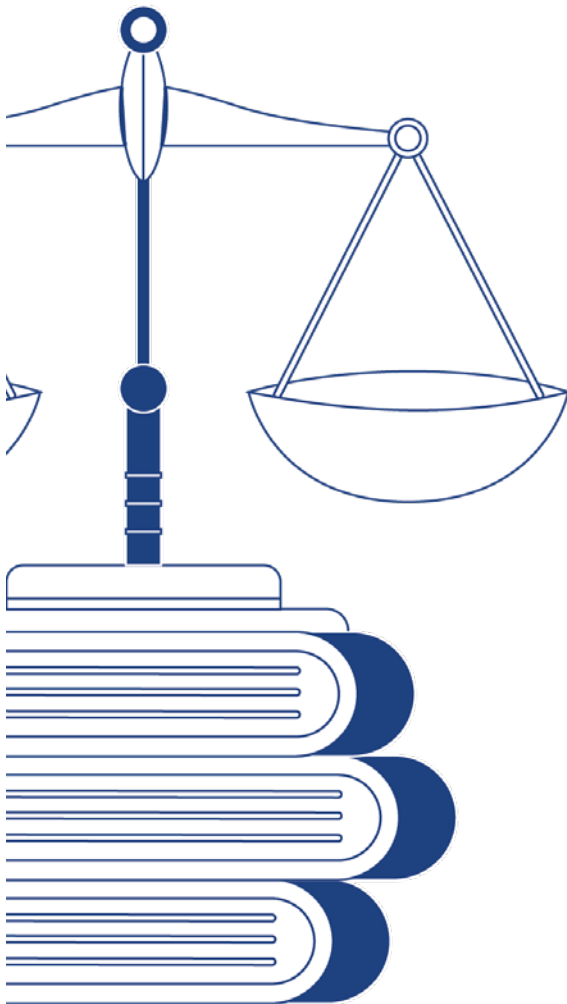
THE NATIONAL LABOUR MIGRATION POLICY CONTAINS THREE MAIN SECTIONS:

1. The first is on Governance and Regulation of migration described as “better governance and regulation of labour migration based on consultative processes with social partners and civil society in the formulation of migration policy”.
2. The second objective focuses on protecting and empowering migrant workers and was described as “providing effective protection and services to migrant workers and their families left behind”
3. The third objective looks at linking migration and development, “mobilizing development contributions of labour migration in terms of remittances, reintegration of returning migrant workers, circulation policies and linkages with transnational communities”.

The first section on governance recognizes good governance as vital to regulating the labour migration process. Good governance is accepted as essential to effective institutions and regulations. This section upholds the ultimate responsibility to protect human rights, promote participation and achieve equitable social and economic outcomes and recognizes that participation, transparency and accountability are key elements of good governance. The section focuses on four key areas; the institutional framework, the legislative framework, the regulatory framework and the social dialogue and consultative framework.

The policy highlights that the Ministry sets the institutional framework in place and this framework is complemented by other key institutions. The policy provides for the setting up of a National Advisory Committee on Labour Migration and an Inter-Ministerial Coordinating Committee to review existing labour migration processes and facilitate collaboration where necessary. The Policy deals with the SLBFE, adopting of clear guidelines for recruitment, and the regulations and monitoring of the recruitment process and the role and capacities of the diplomatic missions.

The section on the legislative framework primarily focuses on bringing national legislation in line with existing national and international laws and obligations on migration. The policy proposes the review of the existing legislation (SLBFE Act) and bringing in amendments to fill gaps. The sections recognize the obligations cast upon the country



by ratifying the International Convention on the Protection of All Migrant Workers and their Families and the need to ratify other international conventions pertaining to migrant workers.

The regulatory framework focuses on the SLBFE as the main implementing agency under the Ministry and its role in ensuring accessible and equitable opportunities for skill development to all citizens thereby promoting skilled labour migration.

The [second section](#) of the policy pertains to the protection and empowerment of migrant workers and their families. In the policy, the State, having the primary responsibility for the protection of migrant workers and their families, undertakes to protect and empower migrant workers and their families in all three stages of the migration process. These stages are pre-departure (from decision-making to training to preparation for migration), in-service (workers in employment and families left behind) and return and reintegration (with consideration for reintegration, acceptance and appreciation).

In protection and empowerment, the State undertakes to set minimum requirements for the profile of migrant workers to ensure their welfare and protection, develop an environment within which potential migrant workers can make informed and considered decisions to migrate for work, further minimize irregular and



abusive recruitment processes, and offer significant measures to prepare and train migrant workers psychologically and professionally. This includes psychological and public health advice and support. The policy highlights the role of diplomatic missions in receiving or host countries to ensure protection for protect migrant workers including safe repatriation for all workers in need. The policy also takes cognizance of return and reintegration issues in order that it takes place with full protection of rights and freedoms. Expanding its role to ensure protection and empowerment of migrant workers, the State takes on an extended responsibility towards protection and welfare of children of migrant workers aiming at working with the judicial system as the upper guardian of all children.



The [third section](#) of the policy relates to the linking of development and migration processes. This section foresees implications in a future timeframe of five to ten years and attempts to address issues that have broader implications for the development of the country, its economy and its people. The policy accepts that return migrants and transnational migrants contribute to investments, transfer of technology and skills, human capital formation,

enhancement of social capital, promotion of trade and business links and good governance.

The important policy statement in this section is that Sri Lanka does not see overseas employment as a strategy for sustainable economic growth and national development in the long run. But the State recognizes the significant contributions of labour migration towards development, and commits itself to creating decent work opportunities at home and promoting equitable distribution of wealth and the benefits of development. For these purposes, the policy accepts that new overseas markets which provide better working conditions and uphold the rights of workers and opportunities must be explored and promoted. For this the policy sets out action plans to carry out labour market surveys, market analyses and market promotion plans in foreign countries to ascertain the emerging opportunities and new demands.

The policy accepts the current gap in the lack of comprehensive information on the migrant labour force and migrant labour. The policy identifies the need for comprehensive information and database on labour migration as well as studies and regular monitoring, which reliably inform about the profiles and numbers of migrant workers, are means by which to achieve a better fit between development, labour migration, protection and good governance. The policy provides for the setting up of a specific institution for migrant studies to research, study and highlight issues as well as find solutions to migratory problems of Sri Lankans and enhance the promotion of gainful employment abroad. As at September 2021, the National Labour Migration Policy is currently being revised and will be finalized and presented to the Cabinet for approval.

Source: https://www.ilo.org/colombo/whatwedo/publications/WCMS_114003/lang--en/index.htm

THE SUB POLICY AND ACTION PLAN ON THE RETURN AND REINTEGRATION OF MIGRANT WORKER IN SRI LANKA

The Sub Policy on the Return and Reintegration of Migrant Worker in Sri Lanka was developed in 2015 and complements the National Labour Migration Policy. It focuses on 5 strategies namely social reintegration, economic reintegration, physical and psychological wellbeing of returnees and their family members, mobilization and empowerment of migrant returnees, and the effective management of the return and reintegration process. It also contains a detailed Action Plan under each strategic intervention.

For the full text in English, Sinhala and Tamil : https://www.ilo.org/colombo/whatwedo/publications/WCMS_497323/lang-en/index.html



THE SRI LANKA NATIONAL MIGRATION HEALTH POLICY

The Sri Lanka National Migration Health Policy was developed in 2013 by the Ministry of Health in recognition and promotion of the right to health for internal, in bound and out bound migrants and their families left behind in Sri Lanka. The Policy stems from Sri Lanka's overall vision for the protection of rights of all migrant populations, as part of the country's vision for development, and the World Health Assembly Resolution on "Health of Migrants" adopted in 2008. The Sri Lanka National Migration Health Policy aims to engage all relevant sectors and agencies that are responsible to ensure the health of migrants throughout the migration cycle.

The Vision of the National Migration Health Policy is to safeguard the health of all categories of migrants throughout the migration cycle to contribute to the development goals of the country.

The Mission of the National Migration Health Policy is to implement it through a coordinated multi-sectoral, multi-agency approach leading to the enhancement of the benefits of outbound, internal and inbound migration on the economy and society by promoting the beneficial aspects of migration and minimizing the negative health impacts, integrating migrant health care into development, public health care and social welfare goals of Sri Lanka, and working towards the realization and protection of human rights in the process of migration.

For the full text in English, Sinhala and Tamil : http://www.health.gov.lk/moh_final/english/others.php?pid=198

INSTITUTIONAL LANDSCAPE FOR LABOUR MIGRATION - SRI LANKA

| | | |
|----------------|-----------------------------------|--|
| National Level | Line Agencies | <ol style="list-style-type: none"> 1. Ministry of Telecommunication, Foreign Employment and Sports 2. Sri Lanka bureau of Foreign Employment (SLBFE) 3. Sri Lanka Foreign Employment Agency |
| | Other Related Government Agencies | <ol style="list-style-type: none"> 4. Ministry of Foreign Affairs 5. Destination Countries' Diplomatic Missions in Sri Lanka 6. Dept. of Immigration and Emigration 7. Dept. of Census and Statistics 8. Ministry of Skills Development & Vocational Training 9. Ministry of Women's and Children Affairs 10. Ministry of Labour and Trade Union Relations 11. Ministry of Health 12. Ministry of Education 13. Ministry of Justice and Prison Reforms 14. Ministry of Social Services 15. Ministry of Finance 16. Central Bank of Sri Lanka 17. State Banks 18. Legal Support Structure and Legal Aid commission |
| | Private Sector | <ol style="list-style-type: none"> 1. Licensed Foreign Employment Agencies 2. Associations of Licensed Foreign Employment Agents 3. Private Sector Training Providers |

| | | |
|---------------------|---|---|
| Sub-National Level | Provincial District Divisional Level Government Agencies | <ol style="list-style-type: none"> 1. SLBFE Provincial Office 2. SLBFE District Level Office 3. Divisional Secretary's Office (SDO, WDO, EDO, CPRO Desks) 4. Foreign Employment Development Officers Desk in District Secretary's Office and Divisional Secretary's Office 5. VTA/RPL Centres (Vocational Training / Recognition of Prior Learning Centres) 6. Community Mediation Boards 7. Grama Niladari Office |
| | Provincial District Divisional Level Other Organizations | <ol style="list-style-type: none"> 1. Civil Society Organizations and Migrant Worker Groups 2. NGOs 3. Project partners at district level 4. Trade Unions |
| International Level | <ol style="list-style-type: none"> 1. Relevant Authorities in Destination Countries 2. Recruitment Agents/Corporate Sector Recruiters/Sponsors 3. Sri Lankan Diplomatic Missions in Destination countries 4. International Organizations working on migration 5. Trade Union s/NGOs Working on labour migration 6. Overseas Sri Lankans' Associations 7. Structures on regional processes on labour migration 8. UN structures on global frameworks and compacts on migration | |

Source: *A Resource Package for Training of Development Officers of the Foreign Employment Division*

USEFUL LINKS TO ACCESS GUIDING FRAMEWORKS


International Commitments, Policies, Laws, Institutions and Platforms

| | |
|---|---|
| Constitution of Sri Lanka 1978 – Article 14 | https://www.parliament.lk/constitution/main |
| International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families, 1990 | https://www.ohchr.org/en/professionalinterest/pages/cmw.aspx |
| South Asian Association for Regional Cooperation (SAARC) Convention on preventing and Combating Trafficking in Women and Children for Prostitution | https://evaw-global-data-base.unwomen.org/fr/countries/asia/india/2002/south-asian-association-for-regional-cooperation |
| National Labour Migration Policy | https://www.ilo.org/colombo/whatwedo/publications/WCMS_114003/lang-en/index.htm |
| Sub Policy and Action Plan on the Return and Reintegration of Migrant Worker in Sri Lanka | https://www.ilo.org/colombo/whatwedo/publications/WCMS_497323/lang-en/index.htm |
| Sri Lanka National Migration Health Policy | http://www.health.gov.lk/moh_final/english/others.php?pid=198 |
| SLBFE Act | http://www.slbfe.lk/page.php?LID=1&MID=231 |
| Global Forum on Migration and Development | https://www.gfmd.org/ |
| Global Compact for Migration | https://www.iom.int/global-compact-migration |
| United Nations Network on Migration | https://migrationnetwork.un.org/ |









Push and Pull Factors

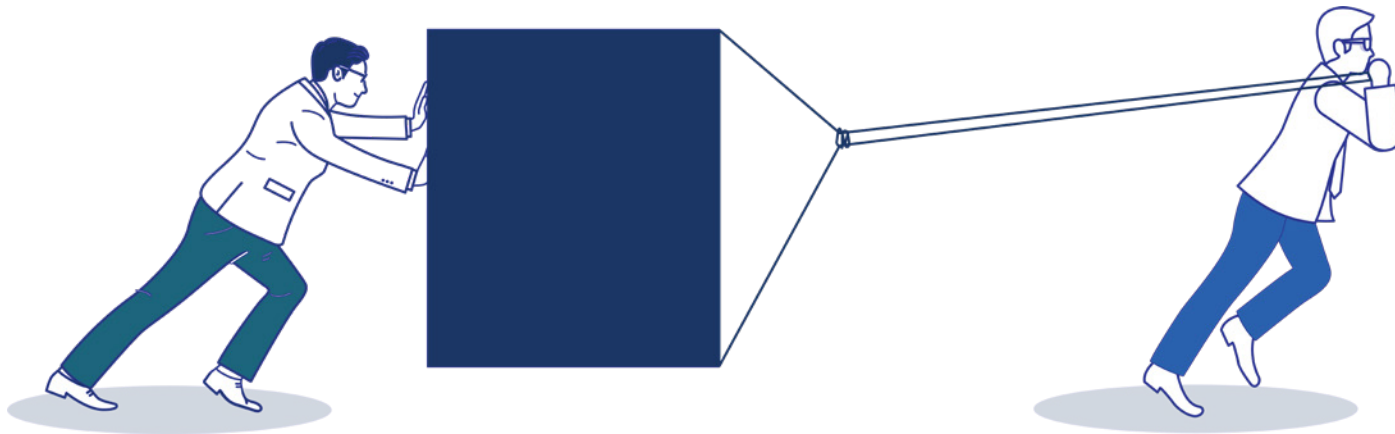
Module

3

SESSION 1 TITLE: **PUSH AND PULL FACTORS CONTRIBUTING TO MIGRATION**

OBJECTIVE OF THE SESSION :

To enable the participants to understand the reasons for choosing labour migration as a means of employment; needs of a migrant worker and the gaps that exist in the country of origin to fulfill those needs; and the factors a country of destination has to offer a worker seeking employment.



DURATION OF THE SESSION : 30 MINUTES

ACTIVITIES AND METHODOLOGY

- Make zop cards or flash cards out of the list of Push and Pull factors provided.
- Display two flip charts with the following headings:
 - » Reason for migrating
 - » What the country of destination can offer
- Give the cards to the participants and ask them to paste the cards on the appropriate flipchart.
- Once all the cards have been pasted, make a presentation on the push and pull factors using slides 38-40 provided with information from the information sheet provided.

MATERIAL

- Slides (Provided in a flash drive and in Annex 1)
- List of push and pull factors and exercise
- Handout - Push Pull Factors pertaining to migration

TO MAKE ZOP CARDS OR FLASH CARDS OF THE LIST OF PUSH AND PULL FACTORS - *PRINT THE TABLE AND CUT THE ISSUES INTO SEPARATE CARDS*

| | |
|--|------------------------------------|
| POVERTY | ECONOMIC STABILITY |
| UNEMPLOYMENT | BETTER CAREER OPPORTUNITIES |
| DEBT | INCOME TO SAVE AND INVEST |
| INABILITY TO EDUCATE CHILDREN DUE TO LACK OF FINANCIAL RESOURCES | EXPOSURE |
| LACK OF PROPER HOUSING | BETTER LIVING STANDARDS |
| ETHNIC AND RELIGIOUS VIOLENCE | SKILLS DEVELOPMENT |
| DOMESTIC VIOLENCE | SAFETY AND PROTECTION |
| CLIMATE CHANGE | RECOGNITION |
| MARRIAGE RELATED CULTURAL ISSUES – DOWRY AND OTHER ECONOMIC NEEDS | BETTER FUTURE FOR CHILDREN |

THIS IS HOW THE COMPLETED CHART SHOULD LOOK LIKE

| REASON FOR MIGRATING | WHAT THE COUNTRY OF DESTINATION CAN OFFER |
|---|--|
| POVERTY | ECONOMIC STABILITY |
| UNEMPLOYMENT | BETTER CAREER OPPORTUNITIES |
| DEBT | INCOME TO SAVE AND INVEST |
| INABILITY TO EDUCATE CHILDREN DUE TO LACK OF FINANCIAL RESOURCES | EXPOSURE |
| LACK OF PROPER HOUSING | BETTER LIVING STANDARDS |
| ETHNIC AND RELIGIOUS VIOLENCE | SKILLS DEVELOPMENT |
| DOMESTIC VIOLENCE | SAFETY AND PROTECTION |
| CLIMATE CHANGE | RECOGNITION |
| MARRIAGE RELATED CULTURAL ISSUES – DOWRY AND OTHER ECONOMIC NEEDS | BETTER FUTURE FOR CHILDREN |

PUSH AND PULL FACTORS CONTRIBUTING TO MIGRATION

PUSH FACTORS

POVERTY



- Poverty is a state or condition in which a person or community lacks the financial resources and essentials for a minimum standard of living. Poverty means that the income level from employment is so low that basic human needs cannot be met.
- COVID-19 is expected to lead to a significant increase in poverty due to widespread jobs and earnings losses.

For additional reading:

<https://www.adb.org/countries/sri-lanka/poverty>

<http://www.statistics.gov.lk/#:~:text=District%20Official%20Poverty%20Line%20%2DJune,2021%20is%20Rs.5312%2F%2D>

http://databank.worldbank.org/data/download/poverty/987B9C90-CB9F-4D93-AE8C-750588BF00QA/SM2020/Global_POVEQ_LKA.pdf

UNEMPLOYMENT



- Unemployment, according to the Organization for Economic Co-operation and Development (OECD), is when persons above a specified age are not being in paid employment or are self-employed, but are currently available for work during the reference period.
- Unemployment is measured by the unemployment rate, which is the number of people who are unemployed as a percentage of the labour force (the total number of people employed added to those unemployed).

For additional reading:

https://www.cbsl.gov.lk/sites/default/files/cbslweb_documents/statistics/wei/WEI_20210101_e.pdf

DEBT



- Due to poverty and unemployment people take loans to pay off expenditure on needs including basic needs.
- A bank provides loans for an average of 8% interest. Since applying for a bank loan is cumbersome, require proof of permanent employment and collateral, people take loans from informal sources such as money lenders for a higher interest rate.

EDUCATION OF CHILDREN



- Educating children is one of the most important responsibilities of parents.
- Education is considered a stepping stone for employment which provides a better life.
- All parents strive to work hard to provide a better education for their children so that their children will have better access to resources and thereby to a better standard of living.

For additional reading:

<https://worldpopulationreview.com/countries/sri-lanka-population>

<https://studentlanka.com/2017/06/13/how-many-students-attend-schools-in-sri-lanka/>

HOUSING



- Shelter is a basic need of a person.
- Having one's own home reduces the burden on a person's finances and provides stability to the person's life.
- One main reason a person seeks employment is own a place to live.

For additional reading:

Housing and Sustainable Urban Development in Sri Lanka National Report for Third United Nations Conference – Habitat III

- https://drive.google.com/file/d/0B-H067SvwMyeRVZnTzJEZ25md0U/view?resourcekey=0-JnjG_vAxywJM8HJTG4PWww

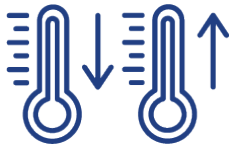
<https://www.ips.lk/talkingeconomics/2019/07/09/affordable-housing-for-sri-lankans-or-castles-in-the-sky/>

VIOLENCE



- There are people who migrate to be safe from violence be it violence as a result of ethnic or religious discrimination, war and conflict and also domestic violence that largely affects women in Sri Lanka as opposed to men.
- As such, women victims of domestic violence sometimes use migration as a means of escaping from or gaining control over the violent situation they are in.
- There is a sense (although not always accurate) that when a person, especially a woman, is economically strong, she has better bargaining power in a domestic relationship and this too pushes women to migrate to earn an income.

CLIMATE CHANGE

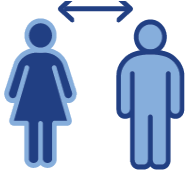


- Sri Lanka, a tropical nation, is highly vulnerable to adverse effects of climate change.
- Occurrence of natural disasters, deprives lives and livelihoods of people. This leads to debt, poverty and unemployment.

For additional reading:

<https://www4.unfccc.int/sites/NAPC/Documents%20NAP/National%20Reports/National%20Adaptation%20Plan%20of%20Sri%20Lanka.pdf>

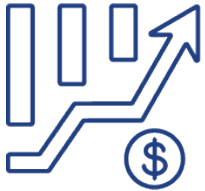
MARRIAGE RELATED CULTURAL ISSUES DOWRY AND OTHER ECONOMIC NEEDS



- Dowry is a cultural practice in Sri Lanka and that is still followed, and people in many communities seek employment opportunities overseas to save money for a dowry as well as for marriage related events and ceremonies that can be very costly.

PULL FACTORS

BETTER LIVING STANDARDS



- With the increase of earnings, migrant workers are capable of spending on better services and products that elevate the living standards not only of their own but that of their families as well.

ECONOMIC STABILITY



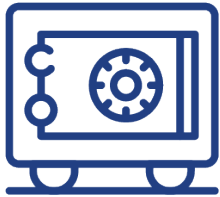
- Overseas employment provides better and higher wages even for low skilled workers.
- This economic stability secures the migrant worker and their families financially and helps alleviate levels of poverty.

BETTER CAREER OPPORTUNITIES



- Migration provides better job opportunities.
- Even a worker with basic skill levels, is assigned to a job category with contracts, insurance, overtime and other benefits which is much more than what they would receive in the country of origin.

INCOME TO SAVE AND INVEST



- Once the goal for migration is achieved (paying the loan off, building a house, educating children etc.), the earnings are saved and invested in the country of origin to provide the workers and his/her family with a continued source of income.

EXPOSURE



- The worker gains experience and exposure to a different lifestyle by working in a foreign country, that boosts their self-esteem and ability to be independent where in the country of origin they were dependent individuals either on their family, partner or the State.

SKILLS DEVELOPMENT



- The worker migrates to a developed country or to better prospects that expose them to developed products and services.
- The worker gains skills during the tenure of their work that provide useful for work on their return or to access better employment in foreign countries.

SAFETY AND PROTECTION



- People who are subject to ethnic or religious persecution, or other forms of violence including domestic violence will be safe from such violence in another country.
- It must be noted here that a migrant worker who registers at the SLBFE, signs a work contract and undergoes training before departure is safer than a migrant worker who is unregistered. Registered temporary migrant workers who migrate through reliable and registered sources will have secure employment where their income and their wellbeing are protected.

RECOGNITION



- Migrant workers are recognized as a vital part of the economy of a country, community and the family and gain recognition as a provider at personal, community and country level due to their diverse contributions including remittances.



BETTER FUTURE FOR CHILDREN

- Migrant earnings provide families resources to spend more on children's education which ensures a better future for the children as well as the entire family.









Benefits of Safe and Regular Migration

Module

4

SESSION 1 TITLE:

BENEFITS OF SAFE AND REGULAR MIGRATION

OBJECTIVE OF THE SESSION :

To raise awareness among participants on the benefits of safe and regular migration, and to provide information on the benefits of safe and regular *labour* migration.



DURATION OF THE SESSION : 30 MINUTES

ACTIVITIES AND METHODOLOGY

- Divide the participants into four groups. Provide each group with a flipchart and ask each groups to list out as follows:to list out as follows:to list out as follows:
 - » Group 1 – List out benefits of labour migration to the individual
 - » Group 2 – List out benefits of labour migration to the family
 - » Group 3 – List out benefits of labour migration to the community
 - » Group 4 – List out benefits of labour migration to the country
- Display the flipcharts. There will be no presentations by the groups. Each group should visit the displays of other groups and go through them to be informed of what has been presented.
- Using the slides 41-46 provided, explain the benefits in detail.

MATERIAL

- Slides (Provided in a flash drive and in Annex 1)
- Handout – Benefits of Safe and Regular Migration

BENEFITS OF SAFE AND REGULAR MIGRATION

INDIVIDUAL BENEFITS

EXPOSURE



Migrant workers are mainly from the poverty-stricken areas of the country. Their opportunities are limited and are exposed mainly to the negative side of economics. Labour migration opens many doors for the migrant worker. They are exposed to a different country with developed infrastructure and better living standards. They are also exposed to different cultures and people of all walks of life that give them an understanding of the outside world.

EXPERIENCE



Some migrant workers were confined to their house, village or community when in the country of origin, and migration opens the wider world to them giving them valuable and rich experiences.

SKILL DEVELOPMENT



A migrant worker lives and works in a foreign country for at least two years, and often, for more than two years. This period provides them the knowledge of other languages, experience of other cultures and different skills based on their employment. At the end of the work period, they become well skilled in their field of employment. This is applicable even to workers who migrate with very low skills, who at the end of their work tenure, become equipped with employable skills.

INDEPENDENCE



Many migrant workers, especially women, often lead insular lives with families and strong kinship systems with few opportunities for experiencing independent lives. This is especially so with women, who are supported (and protected) by their families or partners when in the country of origin. With the migration process, a worker gains independence and changes the way of living, making independent decisions regarding themselves and their loved ones. With earnings, they experience financial independence as well.

IMPROVED LIFESTYLES



With financial independence comes the ability to be able to afford a better lifestyle. The earnings are then utilized to spend on better services and goods that will improve the lifestyle of the migrant worker and his/her family and loved ones.

BENEFITS TO THE FAMILY



HOUSING

Shelter is a basic need of a human being. Migrating to earn to build a house is a common reason for migrating among migrant workers. Many families benefit by having a better place to live or own their own place.



EDUCATION

Another important reason expressed for labour migration is the education of children. Many parents who migrate have not completed their tertiary education. They want a better future for their children and opt for labour migration to educate their children better and provide a better future for the children and for themselves through their children's achievements.



ACCESS TO BETTER SERVICES AND PRODUCTS

Debt is another reason people choose labour migration. Once the migrant worker migrates, he or she is able to earn and send money to their families to pay off debts. After some time, the family is debt free and may even invest in some sort of self-employment like opening a shop or buying a three-wheeler.



BETTER LIVING STANDARD

When the purchasing power increases, the living standards of the family increases.

BENEFITS TO THE COMMUNITY



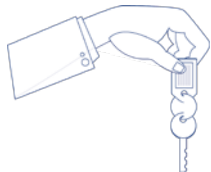
SKILLED AND EDUCATED COMMUNITY

The more workers migrate from one community, the more skilled and experienced workers that community will have once they return. Sharing of skills and knowledge will increase the community worth especially in generating better jobs and incomes.



POVERTY ELEVATED

As the income levels of the migrant worker and her/his family increases, they become less dependent on the community/State. The poverty level of the community decreases when more and more families become self-sufficient.



BETTER OPPORTUNITY

Labour migrants assist others in the community to migrate. This allows others in the community with better opportunities. Another aspect is when migrant returnees and their families invest in self-employment that will create job opportunities for the others in the community.



BETTER LIVING STANDARD

Access to better products and services will elevate the standards of the community as well.

BENEFIT TO THE COUNTRY



FOREIGN REVENUE

Remittances sent by migrant workers is a valuable contribution not only to families but to the economy. Migrant worker remittances are the highest contributor of revenue to the country's economy. US \$ 7,105 billion was remitted by migrant workers in 2018 accounting for about 8.2% of Sri Lanka's GDP. One reason for the economic hardships faced by Sri Lanka during the Covid-19 pandemic was the loss of migrant worker remittances showing how dependent the economy is on the earnings of migrant workers sent back home.

Reference:

https://www.ilo.org/wcmsp5/groups/public/---asia/---ro-bangkok/---ilo-colombo/documents/publication/wcms_768676.pdf



REDUCE UNEMPLOYMENT

It is estimated around 2 million Sri Lankans work abroad. This number is based on official records, primarily relating to migrant workers who are registered with the SLBFE. Based on the information on unregistered workers, this number could be higher. Employment overseas reduces diverse burdens on Sri Lanka, including providing gainful employment to citizens and thereby decreasing the rate of unemployment.

Reference:

https://www.ilo.org/colombo/info/pub/pr/WCMS_737558/lang--en/index.htm



BETTER LIVING STANDARD

Migrant earnings are used to elevate the standard of living of the families left behind and this adds up to an overall level of increased living standards especially for the poor.



STATE DEPENDENCY DECREASES

When income levels increase not only of individuals but of entire families, and living standards improve, the dependency on the State for welfare support decreases. For example, if members of the migrant worker families are Samurdhi beneficiaries, they will no longer be needing that support from the State decreasing the burden on the State.



BUDGET ALLOCATION INCREASES

Migrant worker remittances are used by the country to improve health services, education and infrastructure. Increased remittances also decrease the need for foreign borrowings that lessens the country's debt burden.







Informed Decision Making

Module

5

SESSION 1 TITLE:

INFORMATION FOR DECISION MAKING

OBJECTIVE OF THE SESSION :

To help participants understand informed decision making, and the process of preparing for migration, especially for employment overseas.



DURATION OF THE SESSION : 1 HOUR

ACTIVITIES AND METHODOLOGY

- Brainstorm with participants on what they know under three headings:
 1. Opportunities available
 2. Steps in decision making
 3. Information needed

Using the slides (47-58) provided, present information useful to make informed decisions when preparing to migrate. The presentation should be done with time for discussion in between slides.

MATERIAL

- Slides (Provided in a flash drive and in Annex 1)
- Handout (see next page for the handout) – Preparing to Migrate

PREPARING TO MIGRATE

RECOGNISING THE NEED TO MIGRATE

RECOGNISING WHY YOU WANT TO MIGRATE IS IMPORTANT IN PREPARING TO MIGRATE.

- A person may want to migrate :-
 - » For her/his safety and the safety of his/her family due to socio political reasons (permanent migration)
 - » For permanent residence in another country (permanent migration)
 - » For education (temporary migration)
 - » For employment (temporary migration)

STEPS IN DECISION MAKING

SOME IMPORTANT THINGS TO CONSIDER BEFORE MAKING A DECISION ON MIGRATION.

- In general:
 - » Will the decision to migrate make your life and the lives of your loved ones better?
 - » Do you have a good plan on what you will be doing in the country to which you are going to migrate to?
 - » Are you committed to travelling in a safe and regular manner respecting all laws and rules governing safe migration?

- » Are you in good physical and mental health, and have the ability to live in another country with different cultures and lifestyles?
- » Do you have the finances to meet the expenses of seeking employment overseas?

MIGRATING FOR TEMPORARY EMPLOYMENT:

RECOGNISING WHY YOU WANT TO MIGRATE IS IMPORTANT IN PREPARING TO MIGRATE.

1. Why are you making this decision to migrate for employment?
2. Is migration the best solution for any problems or issues you are facing personally or as a family? Have you sought advice or others to solve your problems or issues if any?
3. Will the decision to migrate make your life and the lives of your loved ones better?
4. Have you discussed your plan to migrate for employment with your family (spouse, children, parents)?
5. Can you and your family live apart for 2 years?
6. In your absence, can your spouse/family continue a normal day to day life without interruption?
7. Have you thought about the wellbeing of your children while you are away?
8. Do you have a proper guardian (Spouse or other) to look after your children during your absence, and if yes, is the guardian aware of the responsibility she/he is taking on for several years?

9. What type of employment is best suited for you?
10. Are you committed to travelling in a safe and regular manner respecting all laws and rules governing safe migration?
11. Are you in good physical and mental health, and have the ability to live in another country with different cultures and lifestyles?
12. Do you have the finances to meet the expenses of seeking employment overseas?
13. How can you acquire the necessary qualifications needed to migrate overseas?
14. If you have to leave before your contract of employment ends, are you ready to bear a high cost for sudden repatriation?
15. How will you manage your finances? How will your family manage the money you will be sending them?
16. What are your plans for your life when you return after your contract ends?

INFORMATION NEEDED

PERMANENT MIGRATION TO SETTLE IN ANOTHER COUNTRY

If a person wants to migrate for her/his safety and the safety of his/her family due to socio political reasons, or if permanent migration is the selected option due to desire to live in another country, the person should seek assistance from the Diplomatic Mission of the country she/he wishes to migrate to and follow the regulations for legal and regular migration.

TEMPORARY MIGRATION FOR EDUCATION

If a person wants to migrate temporarily for education, she/he must follow the following simple guidelines:

1. Ensure the person or institution in Sri Lanka providing a placement is legal, registered and well known.
2. Ensure the institution/university you are enrolling in is legitimate and the course of study you have selected to follow is available at the institution/university you wish to enroll in.
3. Ensure that you receive all documentation from the institution/university you are enrolling in.
4. Ensure the fees being charged are accurate as per the guidelines offered by the institution/university you are enrolling in.



TEMPORARY MIGRATION FOR EMPLOYMENT

This is the most common form of international migration for Sri Lankans.

Information regarding overseas employment can be received in many ways: Television, Radio, Newspapers, social media, leaflets circulated by various agencies, through licensed employment agencies, through employment agents in your locality, neighbours, friends, and family members.

Seeking employment legally can be done two ways: Through a Licensed Employment Agency or through a friend or family employed overseas.

There are some key questions you have to ask when you are accessing this information:

| Through a Licensed Agency | Through a friend or family employed overseas |
|--|--|
| Is the Employment Agency or Agent registered and licensed with the Sri Lanka Bureau of Foreign Employment (SLBFE)? | <ul style="list-style-type: none">• Is it a legal job?• Is it secure? |
| <ul style="list-style-type: none">• Is the license valid?• Has the Employment Agency or Agent obtained the necessary approvals from the SLBFE?• Are these approvals valid? | Will you be able to travel legally with a valid work visa? |

PREPARING TO MIGRATE

If you have found employment through a friend or relative living abroad:

- You can visit the SLBFE Training Center closest to your home and follow the necessary training programme available for certain categories of migrant workers such as domestic workers.
- On completion of the training programme, you will receive a Training Certificate. This is required for you to register yourself at the SLBFE.
- You can then visit the Head Office of the SLBFE or the SLBFE office closest to your home and register yourself. You will need the following documents to register with the SLBFE:
 - » Your passport
 - » Valid visa
 - » Job Agreement
 - » Training Certificate
- If all the above documents are in order, the SLBFE will give you a form and a bank deposit slip for you to pay the necessary registration fee.
 - » You can then pay the registration fee to the bank specified by the SLBFE.
 - » Once this is done, you can handover the following documents to the SLBFE:
 - Bank slips with the bank's endorsements
 - Completed declaration form
 - Passport

- Job agreement
 - Photocopies of the following documents
 - Main page of passport
 - Previous departure and arrival pages of the passport (If you are to be exempted from training)
 - Work Visa/work permit/no objection certificate which is the official documentation to enter a country for work purposes
 - Job agreement between the migrant worker and the employee, and any other job related document if requested by the SLBFE
-
- If all the above documents are in order, the SLBFE will issue the necessary approval by endorsing the registration stamp on your passport.

If you have found employment through a local Agent/Agency

- You must only pay the registration fee specified by the SLBFE
- You may be required to obtain training if necessary
- You must have a signed copy of the job agreement
- You must undergo a medical examination and obtain necessary medical clearance
- You may be required to undergo language tests for some countries
- Your agent/agency must obtain the necessary approvals from the SLBFE and hand over the following documents to you:

- » Your passport endorsed with the Sri Lanka Bureau of Foreign Employment Registration stamp
- » Valid visa
- » Air ticket
- » Job agreement
- » Customer copy of the bank slip (Registration fee)
- » Insurance certificate obtained from the SLBFE

THE FAMILY BACKGROUND REPORT

A Family Background Report (FBR) is an administrative regulation applicable only to female migrant workers. There are plans to abolish the FBR but until formal removal is done, the need to follow the FBR remains

- The FBR regulates that:
 - » No mother with children under five years of age can migrate for employment.
 - » All other women seeking foreign employment must have an approved FBR – except the following:
 - Females over 45 years of age
 - Female returnees with a re-entry visa
 - Female returnees (registered with the SLBFE) who re-migrate within six months of her return to Sri Lanka.

The following Circulars have been issues regarding the Family Background Report:

- In July 2013, two circulars were issued, the first to Licensed Foreign Employment Agents followed by a Circular to Divisional Secretaries pertaining to the employment of women as domestic workers overseas. The circulars came into effect in January 2014 and set in place the rule that a Family Background Report has to be completed by all women seeking overseas employment in the domestic work sector.
- In March 2014 a circular amended the previous circular (above) removed one requirement needed for the Family Background Report to be approved - the certification by a Family Health Officer about the age of a child and guardianship of a child was removed.
- In February 2015 a new Circular introduced the mandatory requirement of the FBR for all female workers (not just domestic sector workers). It also introduced an additional requirement targeting women residing in plantations to obtain endorsement from the Estate Superintendent of the specific plantation approving the migration. This Circular also prohibited migrating for women with children living with disabilities.
- In January 2017, all previous Circulars were amended and another introduced. This Circular stipulated a maximum age limit for female migrant workers as 45 years .
- The Circular **removed** the following:
 - » The Husband's approval /signature
 - » Signature of the Grama Niladhari
 - » Signature of Estate Superintendent
 - » Certification of the Family Health Officer to ensure the age and health status of a child
 - » Prohibition of migration for females having children with disabilities

- In December 2017, the following instructions were issued:
 - » The validity period of an FBR extended to 9 months
 - » Established a committee consisting of officers at the Divisional Secretariat to take decisions on issuing of the FBR.
 - » Established an Appeal Committee at the Ministry to consider appeals related to FBR.

TRAINING

The SLBFE offers selected training programmes for prospective migrant workers. The training Certificate is mandatory for migration for employment. The training programmes are for specific types of migrant workers and special bilateral programmes (such as to South Korea) have custom made training programmes including language training.

| Training | For whom | Days | Amount |
|---|-----------------------------|------|----------------|
| Pre-Departure Training for caregivers | Male/Female 21-55 years | 45 | Rs. 17,015.00 |
| Pre-Departure training for Middle East bound Domestic Housekeepers and Caregivers | Female 25-55 years | 21 | Rs. 14,235.00 |
| Pre-Departure training for Domestic Housekeepers and Caregivers to countries other than the Middle East | Male/Female 21-55 years | 21 | Rs. 17, 755.00 |
| Awareness program for all first-time workers other than Domestic Housekeepers, Caregivers and Professionals | Male/ Female 18-45 years | 5 | Rs. 1,500.00 |

LOAN FACILITIES TO PROSPECTIVE MIGRANT WORKERS

The SLBFE provides low interest loan facilities for prospective migrant workers from reputed banks.

JOB AGREEMENT OR CONTRACT

- The SLBFE requests all those leaving for overseas jobs to sign a Job Agreement in order to get registered with the SLBFE prior to departure.
- Male workers, domestic workers to non-Middle Eastern countries or skilled female workers must sign an agreement with the local recruitment agent.
- Domestic workers leaving to Middle Eastern countries must sign an agreement at the Embassy (in Sri Lanka) of the particular country.

THE FOLLOWING SIGNATURES AND ENDORSEMENTS SHOULD BE ON THE AGREEMENT.

If recruitment is done by an agent:

1. Signature of employer
2. Signature of foreign agent
3. Signature of the Embassy / Consulate official
4. Signature of local agent
5. Signature of housemaid

If you are going abroad through a visa sent by a friend or a relative:

1. Signature of the employer
2. Signature of Embassy / Consulate official
3. Signature of House Maid

The following should be specified in the agreement:

1. Wages
2. Salary deductions
3. Rest days
4. Annual and casual leave
5. Medical benefits
6. Duties
7. Welfare
8. Termination of contract
9. Dispute settlement
10. Transfer of employment
11. Repatriation
12. Airfare cost



SLBFE REGISTRATION

Section 51 of the SLBFE Act No. 21 of 1985 as amended by Act No. 4 of 1994 requires all Sri Lankans leaving for employment outside Sri Lanka to pay the following fee for the registration with the SLBFE prior to their departure.

- Registration fees : LKR 15,200 +VAT 15% + NBT 2%
- Above registration is valid only for a period of two years with the same employer.
- If any Sri Lankan wishes to extend his/her employment beyond the original period of contract he/she is requested to renew the registration prior to expiration of the existing registration by paying the following renewal fee.
- The renewal fee is LKR 3,200 + Vat 15% + NBT 2%
- The fees collected are used for the benefit of Sri Lankans employed abroad and their family members left behind through various welfare programmes locally and overseas. (i.e. maintenance of safe houses for destitute female workers, repatriation of destitute workers, insurance coverage, legal assistance for needy workers etc.)

SESSION 2 TITLE:

DOS AND DON'TS AND PRACTICAL CHALLENGES FACED IN PREPARING TO MIGRATE

OBJECTIVE OF THE SESSION :

1. To provide participants some direct guidance on processes to be followed and what should not be done during the period when a person is preparing to migrate
2. To provide participants an idea of the unique challenges faced by prospective migrants at the pre departure stage.



DURATION OF THE SESSION : 30 MINUTES

ACTIVITIES AND METHODOLOGY

- Dos and Don'ts
 1. Group the participants and provide the list of Dos and Don'ts to each group
 2. Ask groups to discuss among themselves with the trainer providing input to each group.
 3. In the plenary, using slides 59-63, ask groups to add any information they feel is missing from the lists.
- Practical Challenges
 1. Brainstorm challenges faced by people at the pre departure stage.
 2. Provide feedback based on the information provided.
 3. In case issues come up for which answers are not possible without further research, mark these on the "To Be Discussed Later..." and provide answers at the end of the workshop.

MATERIAL

- Slides (Provided in a flash drive and in Annex 1)
- Handout - Do's and Don'ts when planning to migrate
- Handout – Practical challenges during departure

DO'S WHEN PLANNING TO MIGRATE (MAINLY FOR TEMPORARY EMPLOYMENT)

- Make all arrangements and appointed necessary persons to do all the work and responsibilities which need to be done in your absence.
- Make a plan to manage your finances. Discuss what people at home will do with the money you send home. Make a plan on how you will save some of your earnings.
- Meet the following officials who have been placed in your locality under the decentralization programme of the SLBFE and inform them so that they can look into your family's welfare
 - » Probation Officer (If you intend to leave your children in a place away from your home)
 - » School Principals and Teachers (If you have any children who are studying)
 - » Grama Niladhari of your area
 - » Public Health Midwife and Public Health Inspector (If you have children)
- Leave the following documents at your home or in the custody of the caretaker
 - » Copy of your Passport
 - » Copy of your Job Agreement
 - » Contact details of the local recruitment agency both local and abroad, and the SLBFE
- Learn about the country you are migrating to, the job you will be doing and the employer details.
- Write down the address and telephone number of the Sri Lanka diplomatic mission in the country you are migrating to.

- Be equipped to use social media apps to contact your family. You could learn the following essential tasks:
 - » Take voice and video calls
 - » Take photos and videos
 - » Share location
 - » Send attachments
 - » Save emergency numbers



DON'TS WHEN PLANNING TO MIGRATE

- Sign blank documents.
- Leave any important documents like the passport, employment contract, and medical certificates with licensed agents, SLBFE or any other officer without a receipt of obtaining a document.
- Pay any fee without obtaining a receipt of payment.
- Trust information given to you verbally.
- Leave without informing the relevant authorities.

PRACTICAL CHALLENGES DURING PRE-DEPARTURE

FAMILY BACKGROUND REPORT REJECTED

If the FBR is rejected the female migrant worker can make a written appeal to the committee at the Ministry to reconsider the decision mentioning the need for migration

PASSPORT BEING FORCIBLY KEPT BY THE LICENSED AGENCY

If the Licensed Agency forcibly with holds the passport or any other document belonging to the migrant worker, the migrant worker can do the following against the Licensed Agency.

- Make a complaint in the Police station
- Make a complaint in the Investigations division in the SLBFE

INCENTIVE NOT BEEN PAID

Most female domestic housekeepers who seek employment in the Middle East are paid an incentive by the Licensed Agency. Paying the incentive is not legally binding and the licensed agency may do so in his/her own desecration. The amount may vary too.

Reference: <http://www.slbfe.lk/>









Offences Associated with Migration in Sri Lanka

Module

6

SESSION 1 TITLE:

OFFENCES ASSOCIATED WITH MIGRATION

OBJECTIVE OF THE SESSION :

To provide a brief overview of the following offences associated with migration: human smuggling, human trafficking, sex work, forced labour, cheating and duping, falsifying documents.



DURATION OF THE SESSION : 30 MINUTES

ACTIVITIES AND METHODOLOGY

1. Make a presentation using the slides 64-69 provided.
2. Provide simple clarifications is needed. It is advisable not to go deep into the laws.
3. In case issues come up for which answers are not possible without further research, mark these on the “To Be Discussed Later...” and provide answers at the end of the workshop.

MATERIAL

- Slides (Provided in a flash drive and in Annex 1)





Stakeholder Roles and Responsibilities

Module

7

SESSION 1 TITLE:

STAKEHOLDER ROLES AND RESPONSIBILITIES

OBJECTIVE OF THE SESSION :

To understand the role and responsibilities of stakeholders at community level relating to safe migration.



DURATION OF THE SESSION : 30 MINUTES

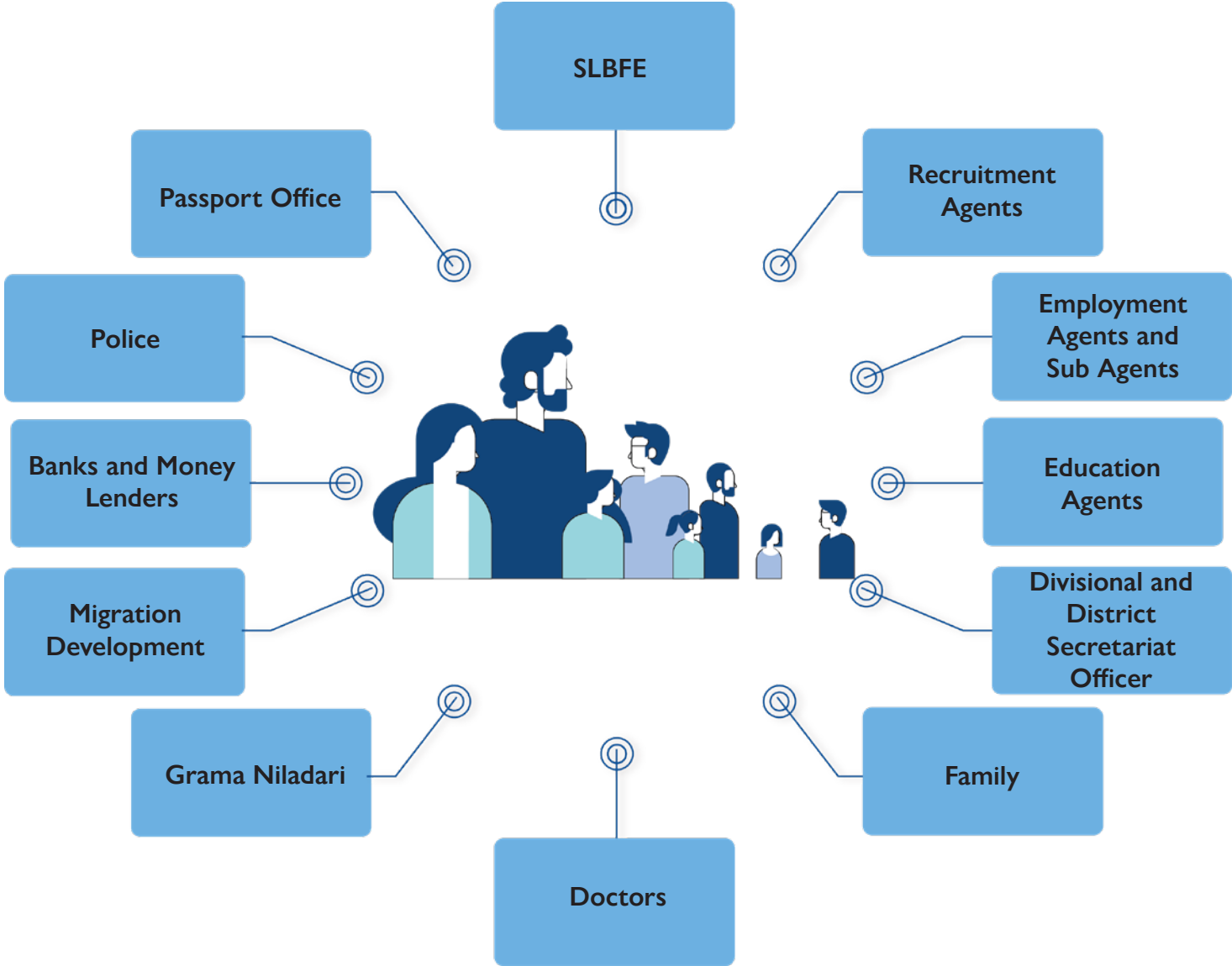
ACTIVITIES AND METHODOLOGY

- Provide a diagram of stakeholders to participants.
- Ask participants what each stakeholder should provide.
- Using slides 70-76 provided give information to participants.

MATERIAL

- Slides (Provided in a flash drive and in Annex 1)
- Handout – Who is involved in the process of migration?

WHO IS INVOLVED IN THE PROCESS OF MIGRATION?









Services and Grievance Redressal

Module

8

SESSION 1 TITLE:

ACCESS TO SERVICES

OBJECTIVE OF THE SESSION :

To enable participants to understand the institutions and services available for migrants, especially migrant workers; and to understand the grievance redressal mechanisms and referral systems.



DURATION OF THE SESSION : 45 MINUTES

ACTIVITIES AND METHODOLOGY

1. Make a presentation using the slides 77-83 provided.

MATERIAL

- Slides (Provided in a flash drive and in Annex 1)
- Handout – Access to Services

ACCESS TO SERVICES

Specialized State validated services to migrants are available only to migrant workers and are offered by the Sri Lankan Bureau of Foreign Employment (SLBFE)

Details of these services can be received from the SLBFE.

| Stage of Migration | Services offered |
|---------------------|---|
| Pre-Departure Stage | Pre-Departure Training Pre-Departure Loan Facility Pre-Departure Orientation Job Agreement Mandatory Registration |
| In Service | Grievance Handling Scholarship for Migrant Worker children Loans for low interest |
| Return | Arrival and Reintegration Obtaining insurance claims Loan facilities Recognition of Prior Learning Training |

PRE-DEPARTURE TRAINING

- Under the SLBFE Act No. 21 of 1985, all migrant workers need to be registered at the SLBFE.
- To obtain registration, Pre-Departure Training Certificate (NVQ 3 Certification) acquired at the SLBFE training centers or from other institutions offering this certification is a must.
- The training is provided to provide competency to low skilled or semi-skilled workers.
- These training are conducted in 18 districts. Ampara, Anuradhapura, Badulla, Batticaloa, Chilaw, Dambulla, Galle, Jaffna, Kandy, Kurunegala, Mathugama, Pannipitiya, Polonnaruwa, Ratnapura, Seeduwa, Tangalle, Trincomalee and Vavuniya.

AGE SPECIFICATIONS

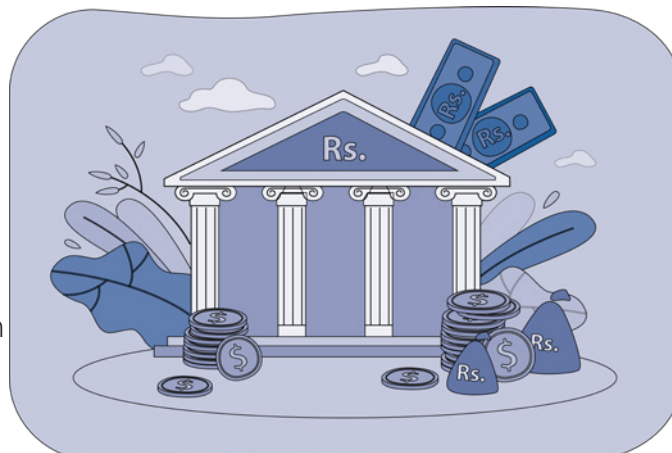
| Country and Category | Mandatory Minimum Age |
|---|-----------------------|
| Domestic Workers to Saudi Arabia – Female | 25 years |
| Domestic Workers to other Middle Eastern Countries - Female | 23 years |
| Domestic Workers to Middle Eastern Countries - Male | 21 years |
| Workers to all other countries | 21 years |
| Special Physical Fitness test | 45 years |

COURSES

| Course Name | Country | Duration - days |
|---|-------------|-----------------|
| Basic Literacy (for those who cannot read and write in their mother tongue) | Middle East | 18 |
| Domestic Sector Housekeeping | Middle East | 21 |
| Domestic Sector Care Giving | Israel | 30 |
| Domestic Sector Housekeeping and Caregiving | Cyprus | 30 |
| Orientation course (Non domestic sector) | Middle East | 05 |

PRE-DEPARTURE LOAN FACILITY

- Loans for migrant workers at low interest are designed for migrant workers who are not in a position to produce documents in support of income.
- This is a special project launched by SLBFE in collaboration with state banks.
- Even if you are not in Sri Lanka, you can nominate a person with a Power of Attorney, to receive the loan amount on your behalf.



PRE DEPARTURE ORIENTATION

- Apart from the trainings for Domestic sector workers, the SLBFE conducts Orientation programmes non domestic sector workers.
- Pre-Departure Orientation is conducted for 5 days.
- A host country profile, grievance management, stress Management, travel preparations, grooming and beauty culture, and discipline are some of the topics covered under the orientation programme.

WELFARE PROGRAMMES FOR MIGRANT WORKERS AND THEIR FAMILIES:

- Scholarship programmes for children of migrant workers
- School equipment for children of migrant workers
- Identifying vulnerable children of migrant workers through development officers (DOs) and providing necessary protection
- Awareness programmes for the school children of migrant workers on protection and development
- Drug and alcohol prevention program for migrant worker families
- Subsidized loans for migrant workers to meet pre-departure costs, build houses and for self-employment
- Insurance scheme (life, health and to cover repatriation cost)

- A program to uplift living standards of migrant workers and their families - Shramika Surekuma Program
- Relief packages for returnees
- Compensation for injury or death of migrant worker
- Health Camps
- Housing for migrant workers living with disabilities
- Special provisions for migrant families when natural disasters damage houses and property
- Medical, psychosocial and other relief services for returnee migrant workers in distress at Sahana Piyasa
- Repatriation of stranded workers
- Dispatching human remains
- Attending hospitals and jails to provide relief for Sri Lankans who are hospitalized and who are serving jail terms and in detention camps
- Establishing links with organizations/institutions that deal with financial literacy at district level, to provide services to migrant workers
- Awareness programmes to identify migrant workers for self-employment and providing necessary assistance
- Programmes to support financial assistance for ongoing self-employment programmes for returnees and their families.
- Identifying and referring returnees and their families for counselling services.



SRI LANKA BUREAU OF FOREIGN EMPLOYMENT

COVID – 19 VACCINATION PROGRAM FOR SRI LANKANS LEAVING FOR EMPLOYMENT ABROAD INFORMATION SHEET

1. The Sri Lanka Bureau of Foreign Employment (SLBFE) has made arrangements to vaccinate prospective migrant workers who require Covid-19 vaccination for employment abroad. To obtain more details of Covid- 19 vaccination program, please visit SLBFE's official Website (www.slbfe.lk) and use Web Portal of “Covid - 19 Vaccine for Migrant Workers”.

Please Note : As No 21 of 1985 parliamentary act Sri Lankan leaving for employment abroad should get the SLBFE registration by paying the stipulated fee to SLBFE before departure. Accordingly, such confirmed workers shall be referred to Covid – 19 vaccinations. Further, the fees that you pay for registration with the SLBFE is not for vaccination.

Accordingly, the following categories will qualify to receive vaccines under this program.

- Those who wish to leave the country for employment abroad.
- Migrant Workers who have registered for the vaccination through SLBFE Website and obtained a Reference No.
- Migrant workers who have already received the first dose of vaccine.
- Migrant workers who have recently obtained SLBFE registration for employment abroad.

- Those who have received the first dose from the host country and returned to Sri Lanka and then, wish to leave the country for employment abroad again.
- Migrant workers who have returned to Sri Lanka for vacation.

You are requested to follow the below mentioned procedures

- a. If you have secured an employment abroad through a private channel (on Self basis);
 - » You should submit your personal details through the SLBFE Website for pre-registration.
 - » The self declaration shown in the system should also be accepted.
 - b. If you have secured an employment abroad through a Licensed Foreign Employment Agency (LFEA);
 - » Your request for required vaccines should be forwarded to the SLBFE through the respective Licensed Foreign Employment Agency.
2. a. If you have secured an employment abroad through a private channel (on Self basis);
- » The SLBFE registration fee of Rs. 16416/- should be paid to the credit of the following account of the SLBFE through any branch of Bank of Ceylon (if the particular bank requests the bank slip issued by the SLBFE you may collect the same from the Head Office of the SLBFE or any branch given bellow);
 - » Above fee is charged in accordance with the provisions of SLBFE's Act No. 21 of 1985 as a legal requirement that applies for those who are leaving for employment abroad. Please note that no fee is charged for the vaccination.

The following details should be mentioned in the bank slip.

- Name of the migrant worker
- Passport No/Identity Card No

The following details should be mentioned in the bank slip.

Details of SLBFE Bank Account

Name of Account : Sri Lanka Bureau of Foreign Employment
Name of Bank : Bank of Ceylon
Branch : Corporate Branch
Account No. : 1650
Address of Bank : Bank of Ceylon, Corporate Branch, Colombo

After making the payment;

- Upload the bank slip to above website after completing your payment
3. You are required to complete your registration within three (03) months from the date of your pre- registration by submitting all the required documents such as employment contract, visa, payment slip, passport etc; to any of the SLBFE office given below. A security stamp is affixed in page 44 or 45 by the SLBFE for the confirmation of your registration.

Please Note :

- If it is confirmed that you leave for employment on a re-entry visa to the same employer for whom you have served last time, the balance amount will be refunded to you at the time of completion of the registration while retaining only Rs. 3456/- by the SLBFE as its fee for renewal registration. Therefore, please be kind enough to provide bank details to the SLBFE for the above purpose at the time of completion of the registration.
- If you have failed to leave the country so far due to some reason with a valid SLBFE's registration please upload the relevant page where the security stamp has been affixed.

| Name of the Branch offices | Address | Telephone Nos.v | SLBFE Branch Offices where for pre-registration facility is available |
|----------------------------|--|--|---|
| | | | Private Channel (on Self basis) |
| Head Office | No. 234, Densil Kobbekaduwa Mawatha, Koswatta, Battaramulla. | 0112864107/0112251367 0112251386/0112251148 | √ |
| Anuradhapura | No. 29, Abaya Mawatha., 3rd Lane, Anuradhapura | 0252225290/0252237995 0252223464/0252234088 | √ |
| Badulla | No. 202, Badulla Road, Hali Ela | 0553053760 | √ |
| Kurunegala | No, 277, Puttalam Road, Kurunegala | 0372223661 | √ |

| | | | |
|-------------|--|--|---|
| Kandy | No. 353, Kehelwala, Kiribathkumbura | 0812068104/0813838761 0812068101/0812068102 0812068105 | √ |
| Ratnapura | No. 89/6, Vidyala Mawatha, New Town, Ratnapura | 0452230105/0452223077 | √ |
| Vauniya | No. 56, Station Rd, Vairawapuliankulama, Vauniya | 0242225909 | √ |
| Mathugama | Bandaranayake Mawatha, Mathugama Watta, Mathugama | 0342247323/0342247188 0343021566/0342240180 | √ |
| Ampara | No.23/58 A, Gamunupura Ampara | 0632223413/0632222188 | √ |
| Batticaloa | Central Market, 1st Floor, Batticaloa | 0652228770 | √ |
| Chilaw | Colombo Rd, Miakkulama, Chilaw | 0322221202/032224056 | √ |
| Dambulla | No. 03, Nissanka Mw., Dambulla | 0662284074/0662284808 | √ |
| Galle | No. 147, Old Matara Rd., pettigalawatta, Galle | 0912235828/0912227058 | √ |
| Jaffna | No. 56, Chapple Street, Jaffna | 0212220682/0213202045 | √ |
| Polonnaruwa | No. 63, New Town, Polonnaruwa | 0272227499 | √ |
| Trincomalee | No. 344, 4th Mile Post, Kandy Rd, Trincomalee | 0262242107 | √ |
| Tangalle | Yayawatta, Godigamuwa, Tangalle | 0472240667 | √ |

DATA GATHERING

The SLBFE is conducting a census of migrant workers. The online form can be filled in at:

<http://services.slbfe.lk:9095/?%22>

The SLBFE is collecting information of returnees due to COVID-19. The data collection form in Sinhala and Tamil can be accessed at:

<http://www.slbfe.lk/page.php?LID=1&MID=233%22>

SERVICES PROVIDED BY THE SRI LANKAN MISSIONS

Sri Lanka Diplomatic Missions

Consular assistance for the Overseas Sri Lankans including migrant workers is provided by the Diplomatic Mission overseas in addition to their functions of trade promotional activities, improving diplomatic relations with the host countries. Currently, 16 labour welfare sections have been established at the Sri Lanka Diplomatic Missions in 14 destination countries in concurrence with the Ministry of Foreign Affairs in order to ensure the security, protection and welfare of Sri Lankan nationals employed overseas.

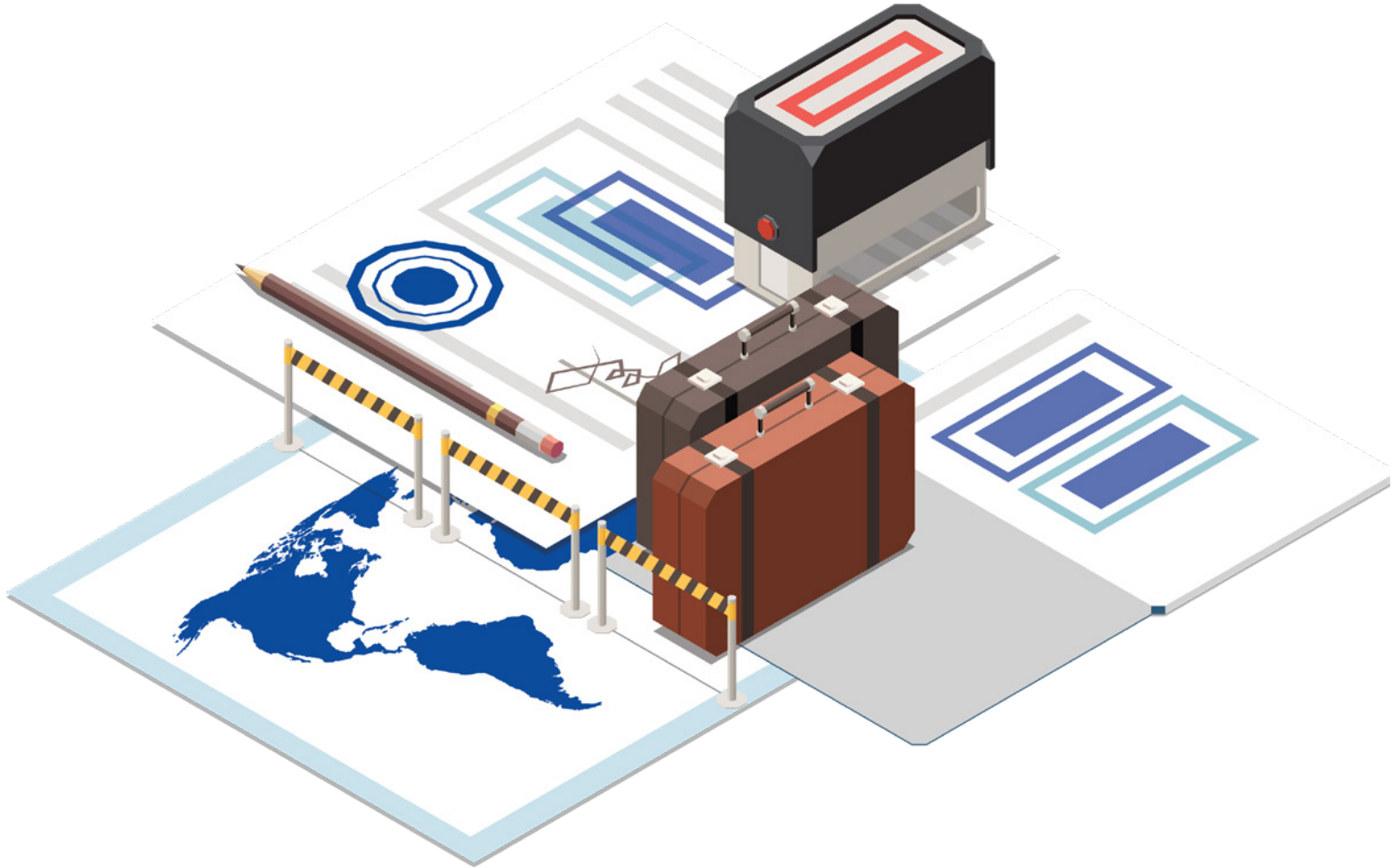
Services include:

Grievance handling of migrant workers overseas

- A system is in place to receive grievances and complaints from migrant workers in respect of foreign employment and to find redress for such grievances.
- The SLBFE receives complaints and grievances of migrant workers while they are employed abroad and take necessary steps to settle them with the assistance of the respective local recruitment agents and the Sri Lanka Embassies abroad.
- The Sri Lankan Embassies abroad maintain close relationships with the SLBFE through the online computer network and the direct communication with SLBFE staff to find early settlements for foreign employment disputes.
- Migrant workers can visit Sri Lankan Embassies directly and lodge their complaints.

Repatriation of migrant workers

- Repatriation of destitute migrant workers due to numerous reasons has been accepted as a service rendered by the Labour section of the Diplomatic Missions.
- Repatriation of migrant workers is associated with premature termination of employment contracts by either side or due to industrial disputes. This situation has been exacerbated due to the covid-19 pandemic.
- The sole purpose of repatriation is to relieve migrant workers of their grievances and provide assistance to return to the home country.



Ensuring safe recruitment process for promoting the rights of the Sri Lankan migrant worker

Overseas employment of Sri Lankans comes under the purview of the Sri Lankan diplomatic mission in such host country. The main purpose of this is to ensure a safe recruitment process, safe employment and to promote the rights of migrant workers.

In order to ensure this, there is a threefold mechanism in place:

1. Registration of the Recruiter (agency/company) at the mission.
2. Approval of job orders and related documents.
3. Approval of individual job contracts as applied to certain job categories.

Registration of individual job agreements

There are two Circulars that were issued to ensure the protection and security of female workers.

- Instructions to diplomatic missions to process the registration of individual job agreements of female domestic workers (Foreign Secretary's Circular No: CON/1, dated 25.9.1997)
- Extension of provisions in the above Circular to cover female garment factory workers and all female unskilled workers (SLBFE Chairman's circulars No14/2003 dated 17.9.2003 and No.FR/01/PFS/MER/11 dated 6.12.2011)

General administration

- Sri Lankan missions in host countries deal with diverse issues regarding migrant workers on a daily basis.
- The missions manage all issues of migrant workers related to employment of Sri Lanka at the host country level.

References: <http://www.ilo.org/dyn/migpractice/docs/270/Manual.pdf>, <http://www.slbfe.lk/> and <https://www.helvetas.org/en/sri-lanka>

IOM VOLUNTARY RETURN AND REINTEGRATION SERVICES

Over the years, IOM has helped thousands of Sri Lankans return to Sri Lanka voluntarily from many destinations or transit countries around the world and to reintegrate into their communities of origin. The return has to be voluntary, a precondition for all IOM assisted voluntary return and reintegration activities.

Migrant return and reintegration assistance

Assisted voluntary return and reintegration is an indispensable part of a comprehensive approach to migration management. Its aim is the orderly and humane return and reintegration of migrants who are unable or unwilling to remain in host or transit countries and wish to return voluntarily to their countries of origin.

The successful implementation of assisted voluntary return and reintegration programmes requires the cooperation and participation of a broad range of stakeholders, including the migrants, civil society and governments in host and transit countries and countries of origin. The partnerships created by IOM and a diverse range of national and international stakeholders are essential to the programme's effective implementation – from the return preparation to the reintegration stage.

For migrants who need to return home but lack the means to do so, IOM assisted voluntary return and reintegration projects are often the only solution to their immediate plight.

beneficiaries are eligible for IOM assistance:

- Individuals whose application for asylum has been rejected or withdrawn;
- Stranded migrants;
- Victims of trafficking;
- Other vulnerable individuals (on a case-by-case basis).

The IOM assisted voluntary return and reintegration programme will continue to be a mainstay of IOM's work worldwide, providing assistance to vulnerable Sri Lankan individuals and families who choose to return home but have no independent means of doing so.

Migration raises many issues and it can be difficult to obtain support for migrants when they are stranded abroad in vulnerable situations. Some people smugglers and human traffickers confiscate their victims' passports or exploit them.



A migrant who wishes to return voluntarily from a location of vulnerability can call IOM's safe migration hotline for further assistance on **+94 77 44 100 86** between **9 a.m. to 4 p.m.** on **weekdays**.



Services for migrants

IOM Sri Lanka, through its information campaigns, assistance to migrants and community development activities, aims to boost both physical infrastructure and communities by providing:

- Information to aspiring migrants intending to go abroad for work purposes (unemployed young people, communities);
- Capacity-building for government officers, community leaders and community-based organizations working directly with migrants (Foreign Employment Development Officers, Economic Development Officers, district and divisional office staff, etc.);
- Assistance to stranded or smuggled migrants and victims of trafficking (including documentation and repatriation assistance);
- Skills development for young people;
- Psychosocial support services for migrant returnees;
- Legal aid for migrant returnees through legal service providers;
- Economic reintegration and entrepreneurial skills development for migrant returnees.

IOM's comprehensive approach to reintegration encompasses the social, psychosocial and economic aspects of the reintegration process.

IOM considers reintegration to be sustainable when returnees have reached levels of economic self-sufficiency, social stability within their communities and psychosocial well-being that allow them to cope with (re)migration drivers. Having achieved sustainable reintegration, returnees are able to make further migration decisions a matter of choice, rather than necessity.

| IOM contact details | |
|--|---|
| IOM Colombo – Head office 9th and 10th Floor, IBSL Building, No. 80 A, Elvitigala Mawatha, Colombo 08, Sri Lanka Phone: +94 11 21 126 00 (general) +94 112 532 5362 (migrant assistance) Hotline : +94 77 44 100 86 Fax: +94 11 5325 302 +94 11 2112 602 Email: iomcolombo@iom.int | IOM Jaffna – Sub office 139, Temple Road, Jaffna Phone: +94 21 222 86 20 |
| | IOM Killinochchi – Sub office No.240,Kanagambikai Kulam, Service Road, Killinochchi Phone: +94 21 2285 386 |
| | IOM Batticaloa – Sub office No. 28, 2nd Cross Street, Gnanasooriyam Square, Batticaloa Phone : +94 65 5673400 |

Recognition of prior learning (RPL) Certificate

Recognition of prior learning (RPL) is an assessment process that assesses the persons competencies acquired through informal, non-institutional learning to determine the extent to which that person has achieved the required competencies as set out in the relevant National Skills Standard leading to a qualification of the NVQ framework.

| Occupational Category | Responsible Work Experience |
|---|---|
| <ul style="list-style-type: none">• Occupations with Own Account Workers• Only for Construction Craftsmen (Masonry, Painting (Building), Plumber, Bartender) Wood Craftsmen (Carpentry), Automobile Tinker, Automobile Painter, Tailor and Electrician (Domestic Wiring) (E40S001Q1L3) | Service Certificate for 1½ years from Grama Niladhari with attestation from Divisional Secretary (DS) |
| Other Occupations dominant with formal employment | <ul style="list-style-type: none">• Formal Employment Service Certificates for 1½ years from employers.• Self-Employment Business registration for 1½ years. |

RPL Certificate for Domestic House Keepers

Qualifications:

- Ability to read, write and understand the mother language
- Minimum height should be 4 ft. 6 inches
- Should be medically fit for overseas employment

Age Limit: Between 21 to 55 years

Course Duration: 10 Day Programme

Course fee: Rs. 8801.00

Qualifications:

- Valid Passport
- National Identity Card
- GCC Medical Report or MBBS doctor's medical report (If over 45 years of age)
- Candidates migrating through a local agency, should produce:
 - » A copy of the passport certified by the Agency
 - » An Agency certified letter bearing the migrant's photograph and details

SESSION 2T TITLE:

GRIEVANCE REDRESSAL

OBJECTIVE OF THE SESSION :

To provide participants information on available grievance mechanisms and on how to access them; and to provide participants information on specific resources available for grievance redressal



DURATION OF THE SESSION : 1 HOUR 30 MINUTES

ACTIVITIES AND METHODOLOGY

1. Divide participants into 4 groups.
2. Ask each group to produce a list of grievance redressal mechanisms available for migrants in general and migrant workers specifically, they are aware of.
3. Make a presentation using the slides 84-94 provided.

MATERIAL

- Slides (Provided in a flash drive and in Annex 1)
- Handout – Grievance Redressal
- Handout - Organizations working for labour migration in Sri Lanka



GRIEVANCE REDRESSAL

Grievances faced by migrants are many. They could be faced while preparing to migrate, while in the country of destination studying or working, faced by their families at home and when they return.

There are several institutions that are important as grievance redressal mechanisms available for migrants:

- The Police
- District and Divisional Secretariats
- Courts of law
- Legal Aid Commission
- Mediation Boards
- Consular Division of the Ministry of Foreign Affairs
- Registrar General's Department
- Public Trustee

THE POLICE

A migrant can lodge a complaint in any Police Station for any grievance in the process of migration

DISTRICT AND DIVISIONAL SECRETARIATS

At District and Divisional Secretariats, there are dedicated officers to support all types of grievances faced by migrants and their families. There is a special officer, the Migrant Development Officer in each District and Divisional Secretariat ,who is dedicated to serve migrant workers.

COURTS OF LAW

Courts of law deal with all offences and violations of civil issues including contracts. Criminal cases are filed in courts by the Attorney General's Department. When dealing with legal issues, it is best to a lawyer. Contact the Bar Association (www.basl.lk) for any help, or the Legal Aid Commission (www.legalaid.gov.lk) for free legal support.

THE LEGAL AID COMMISSION OF SRI LANKA

- The Legal Aid Commission of Sri Lanka (LAC) provides legal advice, legal representation in courts and community legal aid clinics for deserving persons. The term 'deserving person' has not been defined in the law and has been given an interpretation by the LAC using the internationally recognized tests-Means test and Justice test.
- MEANS TEST- Deserving persons under the 'means test' are those individuals receiving a monthly income of Rs. 25,000.00 or less. The income level has to be certified by the Grama Niladhari of the area. In appropriate cases, the Director or Legal officer of a relevant center is authorized and has the discretion to be flexible in providing legal aid to destitute persons whose income level may exceed Rs.25,000/=per month (and therefore can include a migrant worker or his/her family). In this context if a father of a family has an income of Rs. 25,000.00 or more per month, the wife, son, daughter or any other member of the family could seek legal aid irrespective of the fact that the father has an income of Rs. 25,000.00 or more per month. It is the income of the individual that is considered in granting legal aid.
- JUSTICE TEST-The justice test would be used in providing legal aid when the ambit of the litigation transcends adjudication of personal disputes to affect a group or a wider class of persons. This component can include migrant workers and their families. The Justice Test does not carry any income aspects to enable a person

eligible for legal aid.

- Legal aid is available to all women seeking maintenance for themselves and for their children irrespective of their income/financial status.
- Legal advice is given to any person without taking into consideration the income level of such person.
- LAC supports migrant workers and their families at local and national levels and operates as special Migrant Worker Desk at the main office in Colombo.

More information on legal aid can be accessed from <http://www.legalaid.gov.lk/>

MEDIATION BOARDS

There are two types of Mediation Boards in Sri Lanka that migrants in distress can access to have their disputes resolved through mediation.

The Community Mediation Boards situated at Divisional Secretariat Division level will help resolve private disputes.

Special Mediation Boards for Migrant Worker disputes which are to be set up in 2021 as a pilot project in Kurunegala district will provide specialized dispute resolution services to migrant workers and their families for disputes faced in Sri Lanka.

More information on Mediation Boards can be accessed from www.mediation.gov.lk

CONSULAR DIVISION OF THE MINISTRY OF FOREIGN AFFAIRS

- Assistance for Sri Lanka migrants in distress
- Repatriation of unregistered migrant workers
- Repatriation of human remains of Sri Lankans
- Responsible for Sri Lankan migrants including migrant workers who are in jail in countries of destination.

SERVICES PROVIDED FOR LABOUR MIGRANT WORKERS

- Authentication of documents
- Repatriation of Sri Lankan's stranded abroad
- Repatriation of human remains of Sri Lankans
- Coordinate payment of compensation
- Registration of birth, death, and marriage outside Sri Lanka
- Any other complaints from Sri Lankans abroad
- Stolen or lost passports overseas
- Obtaining Police clearance certificate



REGISTRAR GENERAL'S DEPARTMENT

- Registration of the death of a migrant worker
- Registration of the birth certificate of a child born in a country of destination to a Sri Lankan woman
- Marriage registration process for foreign nationalities.

PUBLIC TRUSTEE

- To facilitate the payment of foreign compensation

NON GOVERNMENTAL ORGANISATIONS CAN ALSO SUPPORT ACCESS TO REDRESSAL OF MIGRANT GRIEVANCES

- See handout on Organizations working for labour migration in Sri Lanka

SRI LANKA BUREAU OF FOREIGN EMPLOYMENT (SLBFE)

See <http://www.slbfe.lk/>

The Sri Lanka Bureau of Foreign Employment (SLBFE) provides specific services to migrant workers who register with the SLBFE prior to departing for foreign employment.

REGISTRATION IS IMPORANT TO RECEIVE SERVICES FROM THE SLBFE:

- If a migrant worker is not registered with the SLBFE, she/he is not entitled to submit complaints to or make any requests from the SLBFE.
- In such a case, complaints can be submitted to the Consular Division of the Sri Lanka Ministry Foreign Affairs.

SLBFE COMPLAINTS MANAGEMENT SYSTEM

This is a system to receive grievances and complaints from migrant workers in respect of foreign employment and to resolve them.

LOCAL SERVICES :

The SLBFE receives complaints and grievances of migrant workers and from their families while they are employed abroad and takes necessary steps to settle them with the assistance of the respective local recruitment agents and the Sri Lanka Embassies abroad.

OVERSEAS SERVICES:

The SLBFE maintains a close relationship with the Sri Lanka Embassies abroad through the online computer network and the direct communication with Embassy staff to find early settlements for foreign employment disputes. Migrant workers can directly visit the Embassies and lodge their complaints for settlements. Online Complaints Form - <https://services.slbfe.lk/OnlineCMPL/main?%22>

SLBFE CONCILIATION DIVISION

Complaints in Sri Lanka are received by the Conciliation Division of the SLBFE. The Conciliation Division receives complaints of migrant workers who are registered with the SLFE and also from those who have got registered with the SLBFE. The Division conducts inquiries with concerned parties to the grievances submitted, and attempts to find solutions to such grievances.

Any type of complaints can be brought to the SLBFE, Specifically:

- Violation or breach of terms and conditions of the employment contract including contract substitution by the employment agent or agency in Sri Lanka
- Violation or breach of terms and conditions of the employment contract by the employer

Places of the submit to complaint /request:

- Head office of the SLBFE in Colombo
- Regional Office and District Office (closest to the place of residence of the migrant worker)

Details to be submitted when a complaint is made:

- Migrant worker's Passport No
- Migrant worker's National Identity Card No

**Sri Lanka Bureau of Foreign Employment
Conciliation Division**

Complaint Form

● **Complainers**

Name :

Address:

.....

Telephone No: District:

● Who is the Complainer ? Migrant Worker Relatives (Tick “√” for applicable)

Relationship of the Migrant Worker:

● **Migrant Worker's**

Passport No: National ID No:

Full Name:

Country of Employment Address:

.....

..... Telephone No:

Local Agent Name:

..... Telephone No:

Foreign Agent Name:

.....

..... Telephone No:

Date of Departure: Date of Arrival:

Employee Location (Tick “√” for applicable)

1. Employers Place/ Home

. Prison/ Jail

2. Foreign Agent's Office

6. Not Known

3. At the Embassy

7. Others

4. Police

● Problem Occurred Abroad:

.....
.....

● Did you Complainant or Informed to the Local Agent

Action taken by the Local Agent:

.....

● Expected Relief:

.....

● Have you previously Complained to us ? If so the Complaint No:

Date:

.....
Complainer's Signature

_____ **Official Use Only** _____

Note:

.....
Officers Signature

SUPPORT AVAILABLE AT THE COLOMBO INTERNATIONAL AIRPORT

Sahana Piyasa, located near the Colombo International Airport in Katunayake, is a 24-hour operated complaint receiving center. In addition, special operational centers are situated at the International Airports in Sri Lanka to monitor the departures for foreign employment

SERVICES PROVIDED FROM AIRPORT UNIT AND SAHANA PIYASA WELFARE CENTER:

- Renewal of registration
- Assistance to migrant workers returning to Sri Lanka due to illness and injury
- Facilities such as accommodation, transportation, food, medicine, travelling expenses to migrant workers returning due to issues at the workplace
- Receiving of insurance claims forms and forwarding such to the SLBFE Head Office
- Accommodation facilities to migrant workers who need accommodation before departure
- Payment of funeral expenses to families of migrant workers who have passed away abroad

FOR GRIEVANCES FACED IN DESTINATION COUNTRIES:

SRI LANKA'S DIPLOMATIC MISSIONS

Sri Lanka's Diplomatic Missions provide support to any Sri Lankan citizen in distress in a foreign country.

Diplomatic Missions also provide specific services for migrant workers.

DETERMINATION OF THE SOURCE OF COMPLAINT

- By a personal visit to the Embassy by the migrant worker or a representative of the worker with a grievance
- By communication-telephone/ fax/ e-mail by the worker or representative.
- By next of kin from Sri Lanka or from another country.
- By a Sri Lankan Recruitment Agent or Agency
- By a Foreign Recruitment Agent, Sponsor, or Employer
- By the SLBFE
- By the Ministry of External Affairs (MEA)
- By a Non-Governmental Organization (NGO), Civil Society Organization, or Trade Union
- By the Media
- By other sources

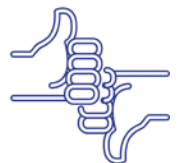
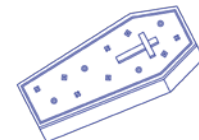
GENERAL PROCEDURES FOR HANDLING GRIEVANCES/ COMPLAINTS RELATED TO MIGRANT WORKERS

- Grievance/complaint lodged with the Embassy (except for those dispatched by the SLBFE) will be recorded through the web-based complaint management system by the officer(s) assigned.
- A case file is opened, with the appropriate complaint form filled out.
- All necessary details are obtained about the worker through SLBFE online registration data. If the worker seeking assistance from the Labour Section is not registered with the SLBFE, the Labour officer must seek advice from the SLBFE or assist the worker to report directly to the respective host government authorities.
- Complaints referred through the SLBFE web-based system must be obtained by the officer assigned and referred to a labour official assigned to the task of settling such complaints.

- The officer will decide on the order in which cases are to be attended to and the appropriate modalities to adopt, for example, negotiating with the worker, negotiating with the sponsor/employer/agent, or taking legal action within the system, such as referring the matter to Police, Immigration, and/or Labour officials of the host country.
- The officer must then report progress to the complainant party within a week and take follow-up actions until settlement.

References

- <http://www.ilo.org/dyn/migpractice/docs/270/Manual.pdf>
- <http://www.slbfe.lk/>
- <https://www.helvetas.org/en/sri-lanka>
- https://www.moj.gov.lk/index.php?option=com_content&view=article&id=30&Itemid=178&lang=en
- <https://mfa.gov.lk/consular-affairs-division-2/>



ORGANIZATIONS WORKING FOR LABOUR MIGRATION IN SRI LANKA

There organizations that work in numerous areas that are non-governmental organizations working for migrant workers and their families.

UN, INTERNATIONAL AND REGIONAL ORGANIZATIONS IN SRI LANKA

| Name of Organization | Address | Contact Information | Focal Point |
|--|---|---|--------------------------|
| Swiss Agency for Development and Cooperation (SDC) | Embassy of Switzerland in Sri Lanka and Maldives 63 Gregory's Ave, Colombo 07 | 11 2695117 benil.thavarasa@eda.admin.ch | Benil Thavarasat |
| International Labour Organisation (ILO) | ILO Country Office for Sri Lanka and the Maldives 202 - 204, Bauddhaloka Mawatha Colombo 7. | 011 259 2525 thilini@ilo.org | Balasingham Skanthakumar |
| International Organisation for Migration (IOM) | IOM Sri Lanka 9th Floor Institute of Bankers of Sri Lanka Building, No:80 A, Elvitigala Mawatha Colombo 8 | 011 5325300 mdon@iom.int | P Don Minoli |
| Helvetas Swiss Intercooperation | Helvetas Swiss Intercooperation Sri Lanka, 2\1, Layards Road, Colombo 05. | 011 250 4560 Ajith.Kaluarachchi@helvetas.org | Ajith Kaluarachchi |
| UN Women | UN Women Sri Lanka, 202-204 Bauddhaloka Mawatha, Colombo 7, | +94 11 250 0015 Ext.3503 | Nishtha Sathyam |

| Name of Organization | Address | Contact Information | Focal Point |
|---|---|--|--------------------------|
| Solidarity Center | Solidarity Center No. 431/8 Sri Sambuddhathva Jayanthi Mawatha, Colombo 06 | +94-11-2366133 miyuru@solidaritycenter.org | Miyuru Gunasinghe |
| Lawyers beyond borders – Sri Lanka Chapter | No: 867, Etul Kotte, Kotte. | sujeewalal@gmail.com 0112506001 0777 324 062 | SujeewaLal Dahanayake |
| Catholic Commission for Migrants, Refugees, Prisoners and Health Sector Workers | St. Mary's Church, Kegalle | 0777227959 sriyananton@gmail.com | Fr. Anton Sriyan |

NATIONAL LEVEL ORGANIZATIONS

| Name of Organization | Address | Contact Information | Focal Point |
|---|--|---|-----------------------|
| Community Development Services (CDS) | No: 20/3, Elliot Place Borella | avsamuel@gmail.com, 0777 341 110 | Andrew Samuel |
| Caritas SEDEC | Caritas Sri Lanka - SEDEC 133, Kynsey Road, P.O. box: 1681, Colombo 08. | 0772910974; sajith.silva@caritaslk.org | Sajith Silva |
| The Asia foundation (TAF) | The Asia foundation, 30/1, Bagatalle Road Colombo 3. | ramani.jayasundere@ asiafoundation.org 0112 058 701 | Ramani Jayasundere |

| Name of Organization | Address | Contact Information | Focal Point |
|--|---|---|-------------------------|
| Centre for Poverty Analysis (CEPA) | Centre for Poverty Analysis N0:16, Jawatta Rd, Colombo 5 | chandima@cepa.lk info@cepa.lk 0112503009 | Chandima Arambapola |
| LEADS Sri Lanka | LEADS Sri Lanka No 25, Hospital Road, Dehiwala. | roshan@leads.lk 0114 000 259 0117 398 105 | Roshan Mendis |
| Save the Children | Save the Children 18 Sinsapa Rd, Colombo 06 | Ranajn.Weththasinghe@ savethechildren.org 0773 519 445 0112555336 | Ranjan Weththasinghe |
| Women and Media Collective (WMC) | Women and Media Collective No. 56/1, Sarasavi Lane, Castle Street, Colombo 08. | sepalikottegoda@gmail.com 0777 792 960 | Sepali Kottegoda |
| Action Network For Migrant Workers (ACTFORM) | Women and Media Collective No. 56/1, Sarasavi Lane, Castle Street, Colombo 08. | violaperera66@gmail.com actformsrilanka@gmail.com 0115 238 776 0112 690 201 0718 320476 | Viola Perera |
| Institute of Policy Studies (IPS) | Institute of Policy Studies 100, Independence Avenue, Colombo 07. | bilesa@ips.lk 0703309698 | Bilesa Weeraratne |

| Name of Organization | Address | Contact Information | Focal Point |
|------------------------------------|-------------------------------------|---|---------------------|
| Sarvodaya Women's Movement | 32 10400, Rawatawatta Rd, Moratuwa. | wimalasarvodaya@gmail.com 0777 800 105 | Wimala Ranatunga |
| Centre for Women's Research CENWOR | 225/4, Kirula Rd, Colombo 5 | cenwor@slt.lk 0112369530 | Ramanie Jayatilleke |

TRADE UNIONS

| Name of Organization | Address | Contact Information | Focal Point |
|-------------------------------|--|--|---------------------|
| Ceylon Workers Congress (CWC) | Ceylon Workers Congress "SavumiaBhavan" 72, Ananda Coomaraswamy Mawatha P.O. Box 1294 Colombo 7. | ravisandra@hotmail.com cwc-global@sltnet.lk 0112 565 081, 0112 301 359, 0777 822 345 | Ravi Sandrasekera |
| Protect | 475/4 Thimbirigasyaya Avenue, Colombo 5 | 0714884336 arachchilagekalpa@gmail.com | Kalpa Maduranga |
| National Workers Congress | 94 1/6, York Building, York St, Colombo | +94 11 271 3386, 271 3603 0777304696 amithaattanayaka@gmail.com info.msc.lk@gmail.com | Amitha Aththanayake |
| Jathika Sevaka Sangamaya | 416, Kotte Road, Pitta Kotte | 0112 865436-8 9cxdm@sltnet.lk | Sirina De Mel |

| Name of Organization | Address | Contact Information | Focal Point |
|---|---|--|-------------------------|
| Sri Lanka Nidahas Sevaka Sangamaya | 341/ 21, 4th Floor Sarana Mawatha Rajagiriya | 011 269 40 74 slnss@sltnet.lk | Leslie Devendra |
| Ceylon Federation of Trade Unions | 513, 2/1, Elvitigala Mw, Colombo 5 | 077 307 7533 | D.W.Subasinghe |
| National Union of Migrant Workers Sri Lanka | 49/7 Fife Rd, Colombo 05 | 0112583030 gracelanka@migrantlk.com | Palitha Athkorale |
| Workers Solidarity Union | HDO, P.O.Box 171, Kandy | 081 223 22 17 logeshdo@gmail.com | P. Logeswari |
| Working Women's front | Institute of Social Development 246/4, Ranawana Rd, Kandy | 0812071288 0779406065 kandyisd@sltnet.lk | K. Yogeshwary |
| Ceylon Mercantile Union (CMU) | 3 Bala Tampoe Ln, Colombo 3 | nathandgscmu@gmail.com +94777280641 | Selliah Palininathan |

CIVIL SOCIETY ORGANIZATIONS

| Organization | | Contact Person | Contact Number | Address |
|--------------|---|-------------------------|---|---|
| Colombo | Sisters of Good Shepherd | Sr. Mary Susila | 0718477300 | St. Mary's Convent, Hendala , Wattala |
| | South Asian Network for Refugees, IDP's and Migrant Workers | Mr. Lakshan Dias | 0714534527 lakshandias@yahoo.co.uk | No: 367, 2nd floor, Room B, Dam Street, Colombo 12 |
| Gampaha | Sethsarana | Fr. Lawrence Ramanayake | 0712179337 ssccmig2016@gmail.com | Archbishop's House, Jubilee Hall, No:20,Gnartha Pradeepa Mawatha, Colombo 08. |
| | Diriya Saviya Kantha Sangamaya | Ms.Fathima Buhari | 0779482280 | No: 7 /8, Ranpokunugama, Nittambuwa |
| | Daabidu Collective | Ms.Chamila Thushari | 0771513362 dabidu.infoco@gmail.com | 266 A, Weligampitiya, Je-ela |
| Badulla | USCOD Caritas Badulla | Mr. Hemantha | 0753179332 uscod@sltnet.lk | Bishop Leo Technical Institute, Peelipothagama Road, Badulla |
| | Migrant Worker's Front | Mr. Ruthradeepan | 0727510111 kuttydeeps@gmail.com mwfsk@gmail.com | 366, Nawala Rd, Nawala, Rajagiriya Annai awatthhaal Illam, 18/4, Karanthakumbura, Hindagoda, Badulla |

| Organization | | Contact Person | Contact Number | Address |
|--------------|--|--------------------------|---|---|
| Nuwara Eliya | Plantation Rural Education Development Organization | Mr Joachim | 0772277424 michaeljo1951@gmail.com | No:7, Pansala Rd, Bogawanthalawa |
| Kurunagala | Centre for Human Right and Community Development-CHRCD | Mr.Gamage | 0724989809 chrcdkurunegala@gmail.com | Warakawehera, Morathiha |
| | Women's Resource Center | Ms.Sumika | 0773912235 sumikaperera@gmail.com | No:7, Beach Garden, Daduruoya, Patumaga |
| Rathnapura | Sethmini- Caritas Ratnapura | Fr. Sanjeewa | 0362258410 sethmini@sltnet.lk | Hospital Road, Eheliyagoda |
| Mannar | Valvuthayam – Caritas Mannar | Fr. Jeyabalan - Director | 0232222140 valvuthayam.wordpress.com | Mannar |
| Killinochchi | Migrant Workers Association | Mr. Karana | 0770417514 gkrkaran@gmail.com | 64/1Kanashapuram Killinochchi |
| Jaffna | Social Organisation Networking for Development | Mr.Senthuraja | 0212226700 senthu@eureka.lk | 61, Point Pedro Rd, Jaffna |
| | Caritas Jaffna - HUDEC | Fr. Eugene | 0212222571 jhudec@sltnet.lk | No.14, Deogue Street, Mathew's Road, Jaffna |

| Organization | | Contact Person | Contact Number | Address |
|--------------|---|-----------------------------|---|---|
| Trincomalee | Caritas Trincomalee - EHED | Fr. Dunstan | 0262222204 ehedcaritas@yahoo.com | No:295, Dockyard Rd, Trincomalee |
| Ampara | Social Welfare Organization of Ampara District | Mr. Lathan | 0672277276 premalathan@swoad.lk | Sagama Rd, Akkaraipattu |
| Batticaloa | Eastern Self Reliant Community Awakening Organisation | Mr. Siinathamby Spirithiyon | 0652224728 escoo@sltnet.lk | 103/1, Hospital Road, Batticaloa |
| Kandy | SETIK-Caritas Kandy | Fr. Desmond | 0814471613 setik@sltnet.lk | 255/50, Dr. C. D. L. Fernando Mawatha, Kandy |
| Anuradhapura | Safe Foundation | Mr. Harsha Jayarathna | 0772241792 safe.srilanka@hotmail.com | No. 20, School Junction, Paniyankandawala, Anuradhapura |
| Polonnaruwa | Ape Shakthi Kantha Sangamaya | Mr. K.W.R.M. Yasawathi | 0779681341 yasawathivasala@gmail.com | 744/1, Ganangolla, ParakramaSamudraya, Polonnaruwa. |
| Puttalam | Praja Diriya Padanama | Mrs. Indrani Kusumalatha | 0723-368179 indranikusumalatha@yahoo.com | Colombo Road, Nagavilluwa, Palaviya |

| Organization | | Contact Person | Contact Number | Address |
|------------------|--|----------------------------|---|------------------------------------|
| Hambantho- ta | Diriya Diyani Kantha Maha Sangamaya | Mrs. D.M. Rajapaksa | 047-5671947 | Police Road, Angunukpolapalassa |
| Galle | Saviya Foundation | Mr. Thushara Senanayake | 0718055103 thusharastep@gmail. com | No:24/A, Wewalwala Rd, Galle |
| | Dharani Swashakthi Padanama | Ms. Chandrani Gamage | 0777175079 chandranigamage79@ gmail.com | Lewis Mawatah, Gonapinawala |

ORGANIZATION IN THE COUNTRIES OF DESTINATION

| Country | Organization | Contact Details |
|---------|---|--|
| GCC | Migrants-Rights.Org | +97455355745 +91973292465 www.migrant-rights.org |
| Jordan | Solidarity Center | skhatib@solidaritycenter.org +962-795824390 |
| | Caritas Jordan | +96264639032 Caritas Jordan, Omar Bin Al-Khattab St 10, Amman, Jordan |
| | Domestic Workers Solidarity Network in Jordan (DWSNJ) | mayliba@icloud.com |
| Kuwait | Solidarity Center | aalturki@solidaritycenter.org +965-99290907 |
| | Sandigan Kuwait Domestic Workers Association | +96599245249 sandigankdwa@gmail.com 2nd Floor Union for Consumer Cooperative Societies Building Block 9, Abdullah Abdullatif Al Othman Street, Hawally, Kuwait |
| | Kuwait Trade Union Federation | +9655636389 Salmiya – Block 11 (Maidan Hawally) Abdullah Al-Faraj Street P.O.Box 5185 Safat – Postal Code 13052 -Kuwait Telegram : KTUF – Kuwait |
| Lebanon | Insan Association | insan@insanlb.org +96101333091 http://www.insanassociation.org/en/ |
| | Caritas Lebanon | +9611502551 VG9P+2G9, Sin El Fil, Lebanon |







Raising Awareness

Module

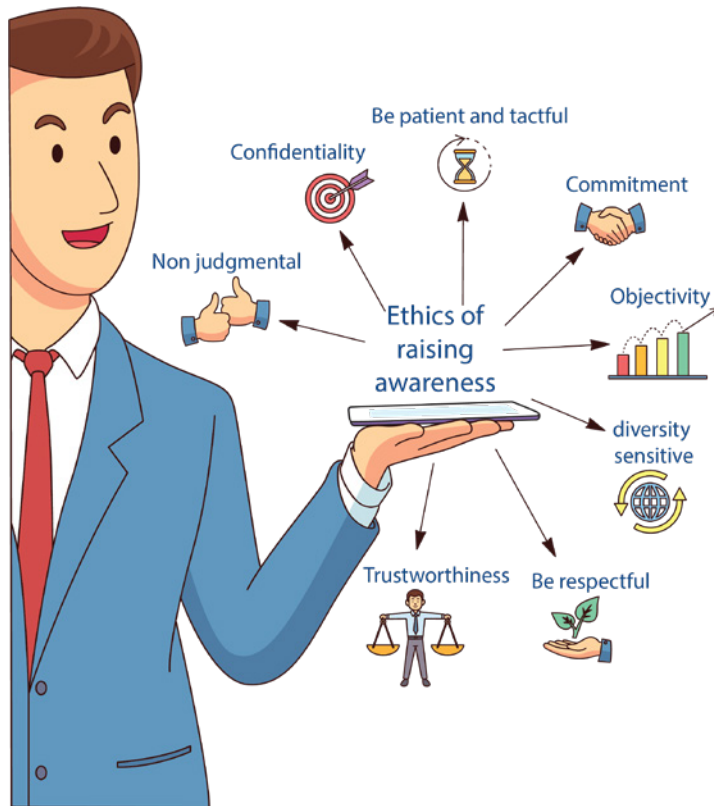
9

SESSION 1 TITLE:

ROLES AND RESPONSIBILITIES WHEN RAISING AWARENESS

OBJECTIVE OF THE SESSION :

To provide an understanding of the roles and responsibilities of a person raising awareness



DURATION OF THE SESSION : 30 MINUTES

ACTIVITIES AND METHODOLOGY

Provide each participants a card and ask them to write on the following (10 minutes):

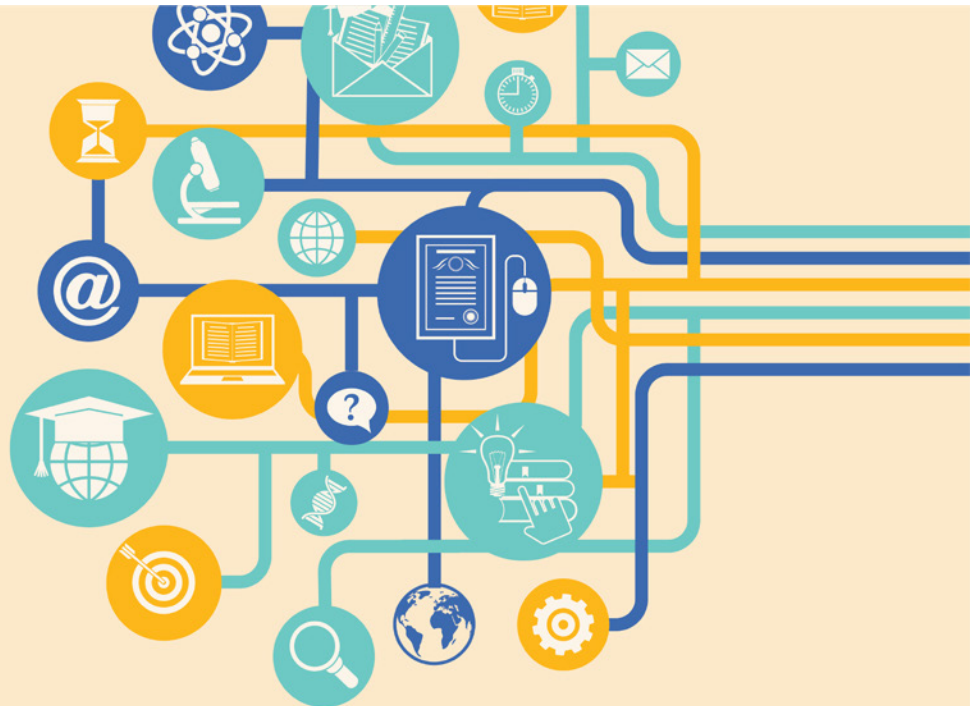
1. What does it mean to raise awareness?
2. Why is raising awareness important?
3. Is raising awareness good?

Using slides 95-100 provided give explanations to the above questions and explain the roles and responsibilities of raising awareness on safe migration.

MATERIAL

- Slides (Provided in a flash drive and in Annex 1)
- Cards with 3 questions

Awareness Raising Questions



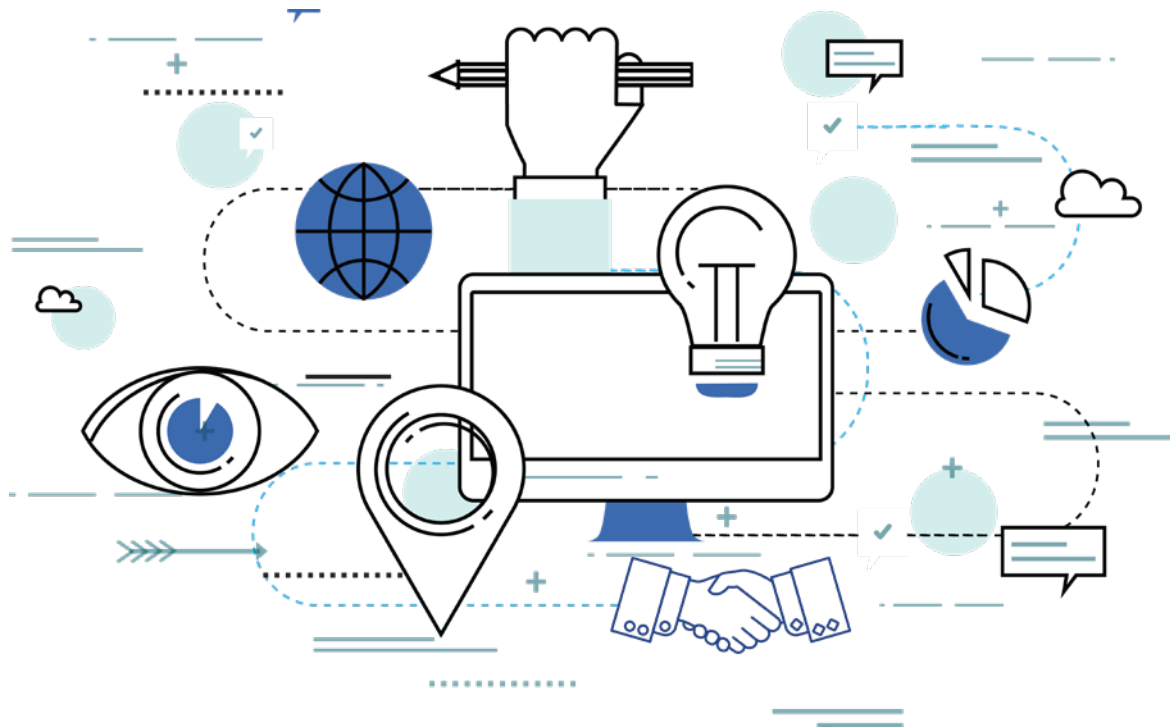
1. What does it mean to raise awareness?
2. Why is raising awareness important?
3. Is raising awareness good?

SESSION 2 TITLE:

BEING A RESOURCE TO THE COMMUNITY

OBJECTIVE OF THE SESSION :

To provide participants an understanding of the ethics, skills needed, responsibilities and accountability of a person raising awareness in the community



DURATION OF THE SESSION : 30 MINUTES

ACTIVITIES AND METHODOLOGY

Activity 1

1. Group participants into 4.
2. Provide each group with a sheet with bullet points, and ask each group to discuss and make a presentation (10 minutes to discuss and 5 minutes each to present to the workshop)
 - » Group 1 – Ethics of raising awareness
 - » Group 2 – Skills needed for raising awareness
 - » Group 3 – Responsibilities in raising awareness
 - » Group 4 – Accountability to the people
3. Discuss using slides 101 - 105

MATERIAL

- Slides (Provided in a flash drive and in Annex 1)
- Handout – Ethics, Skills, Responsibilities, Accountability

| Ethics of raising awareness | Skills needed for raising awareness |
|--|---|
| <ul style="list-style-type: none"> • Confidentiality • Commitment to helping other • Trustworthiness • Empathy • Objectivity • Non judgmental • Gender and diversity sensitive • Committed to equality • Be respectful • Be patient and tactful • Be humble | <ul style="list-style-type: none"> • Be properly informed with all necessary information • Be able to understand and absorb a substantial load of information • Be able to provide information, including referral information to all kinds of people • Be initiative Good speaking skills – Be able to speak clearly to people • Have good presentation skills • Be good at time management skills |
| Responsibilities in raising awareness | Accountability to the people |
| <ul style="list-style-type: none"> • Be on time and manage the sessions on time. Finish on time. • Be respectful and understanding of those who come late or leave early but be firm about participation • Give breaks on time and ensure participants have water and food • Encourage people to bring young children but make sure there is a way of keeping children occupied • Acknowledge community leaders • Make sure people understand your message • Give time for questions and clarify issues | <ul style="list-style-type: none"> • You are accountable to delivering correct and current information • Be ready to provide follow up support – share your contact details and encourage people to reach you for more information • If you do not know something, say so and make sure the information is found and provided to the person who asked for it • Be vigilant to pick up grave violations of people's rights and take action to refer them to the right places |

SESSION 3 TITLE:

MESSAGES WE TAKE TO THE COMMUNITY...

OBJECTIVE OF THE SESSION :

To prepare participants for awareness raising work in the community using provided tools (posters)



DURATION OF THE SESSION : 02 HOURS

ACTIVITIES AND METHODOLOGY

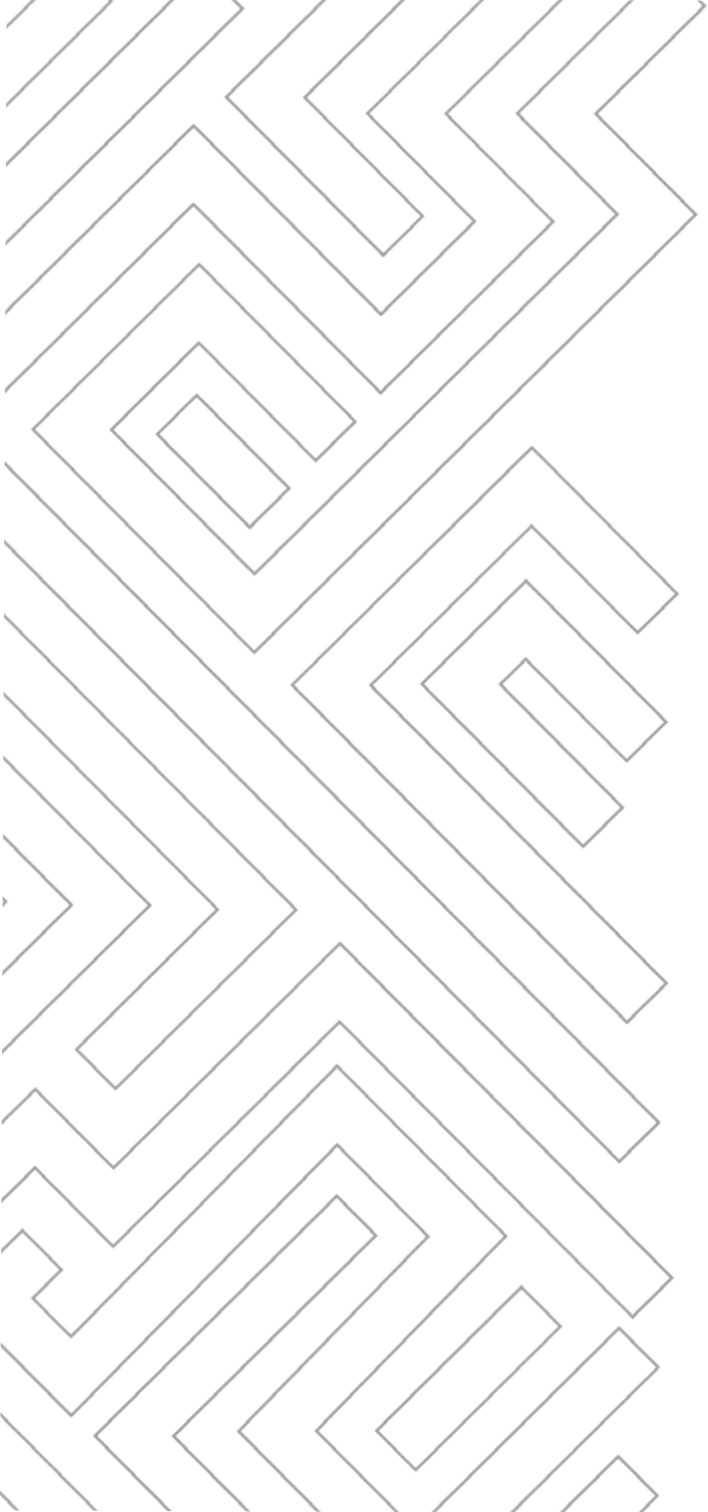
Present the Tools (Posters) to all participants and explain in detail how to use each Tool

MATERIAL

- Slides (Provided in a flash drive and in Annex 1)
- Posters







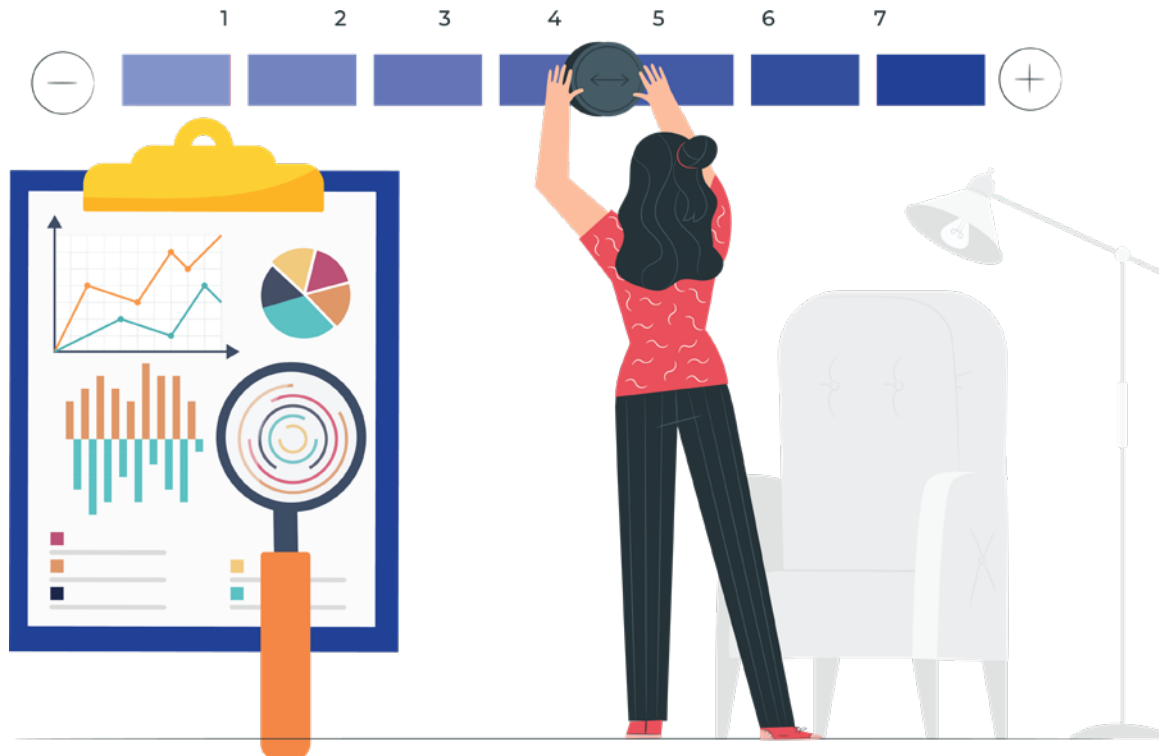
Closing Session

SESSION 1 TITLE:

DISCUSSION ON RESERVED ISSUES, CLOSING AND EVALUATION

OBJECTIVE OF THE SESSION :

To conclude the workshop



DURATION OF THE SESSION : 45 MINUTES

ACTIVITIES AND METHODOLOGY

- Discuss and provide answers to all issues marked on the flipchart “To Be Discussed Later”
- Distribute the Evaluation Form and ask participants to fill up the form. This can be done individually or by pairing participants.
- If participants are reluctant or find it difficult to fill the form, ask each question and ask for their views.
- Make a formal closing speech.

MATERIAL

- Post Workshop Questionnaire

WORKSHOP ON RAISING AWARENESS ON SAFE MIGRATION

POST WORKSHOP QUESTIONNAIRE

Name (optional):

How do you rate your knowledge on the following?

Please tick - 1 is low and 5 is very high

| | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| Safe Migration | | | | | |
| Global, Regional and Local Guiding Frameworks on migration | | | | | |
| Push and pull factors that impact on migration | | | | | |
| Benefits of legal and regular migration | | | | | |
| What a person needs to know and consider when preparing to migrate | | | | | |
| Offences associated with migration | | | | | |
| Roles and Responsibilities of Stakeholders in the migration process | | | | | |
| Migration related Grievances and Services | | | | | |

How do you rate yourself as a Trainer?

Please tick - 1 is low and 5 is very high

| | | 2 | 3 | 4 | 5 |
|---|--|---|---|---|---|
| I am confident that I can train people to raise awareness on safe migration | | | | | |
| I know the roles and responsibilities of a trainer | | | | | |
| I know the ethics and codes of conduct of a trainer | | | | | |
| I am confident of the messages I must train people to take to the community on safe migration | | | | | |

Go back to the 3 expectations you identified at the beginning of the workshop and say if they were met or not:

| | Yes, this was met satisfactorily | This was met somewhat | No, this was not met |
|------------------------------|----------------------------------|-----------------------|----------------------|
| Expectation 1 | | | |
| Expectation 2 | | | |
| Expectation 3 | | | |



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ඡරියාන වෙළඳිනාඳු වැව්ඳි වෙඳ්ඳිකිකාන වැව්ඳි