



# **Developing Demand-Driven Competency Standards for Four Domestic Work Occupations**

Presented by Abu Dhabi Quality and Conformity Council

30 April 2018

# The domestic work sector is growing across the Gulf, creating need for training and certification – but challenges remain

---

## Background

As of 2016, the countries of the Gulf Cooperation Council (GCC) hosted around 3.77 million domestic workers

Sector is growing at an annual average growth rate of 8.7 per cent (or 35,970 new domestic workers every year)

New domestic labor laws in UAE (and other GCC countries) place significant responsibilities on the recruiting agent to replace domestic workers in cases of dissatisfaction, raising costs – an incentive for better training

### Rising demand for domestic workers driven by two trends:

1. Increasing care pressures on national households due to higher female labour force participation rates (FLFPRs) combined with growing child and elderly care needs
2. A growing population of dual wage-earning expatriate families with child care needs and a demand for professional housekeepers who require little supervision

Lack of training also places cross-sector mobility (and consequent wage progression) at risk

### Lack of training of domestic workers can create challenges for both employers and employees, with relationship often most at risk early on:

1. Employers may have a certain level of expectation with regards to standards that untrained domestic workers are unable to meet in the early stages of employment
2. Worker expectations with regards to responsibilities may be misaligned

# The UAE is taking the initiative to launch a new project under the auspices of ADD to standardize competency standards

## Approach

### Objectives



The initiative is taken under the auspices of ADD with the following objectives:

- Define competency standards for a scalable set of domestic occupations
- Define incentives for recruitment of trained and certified domestic workers
- Collaborate with countries of origin on training, testing and certification, in accordance with these standards

### Scope



The project will begin by developing competency standards for four common domestic occupations:

- Nanny
- Senior Housekeeper
- Cook
- General Housekeeper

# There are some anticipated outcomes & challenges associated with the development and implementation of competency standards

---

## Future Anticipation



### Outcomes



1. Increased rates of retention of domestic workers (and lower replacement costs for compliant recruitment agencies)
2. Increased productivity levels
3. Increased cross-sector mobility (e.g. domestic work as a route into hospitality work)
4. Clearly defined path for career and salary progression (e.g. cleaner >> housekeeper)

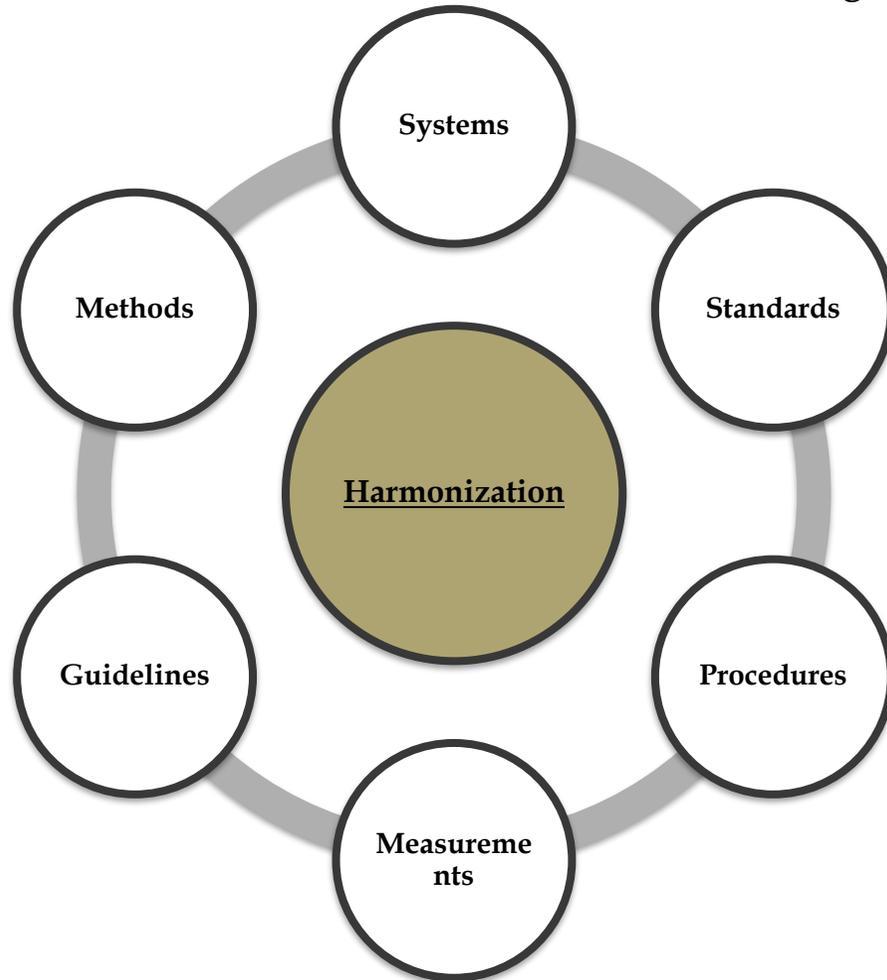
### Challenges



1. Lack of awareness on part of employers and recruiters about the value of training, which necessitates the need for relevant education
2. Increased costs of recruitment

# QCC invited to develop competency standards through a methodology centered around harmonization of relevant terms

## Harmonizing Standards & Specifications



**Harmonization:** adjustment of anomalies and inconsistencies among different measurements, methods, procedures, schedules, specifications, or systems to make them uniform or mutually compatible.

**The QCC has successfully published around 76 occupational terms for occupations in the following sectors:**

1. School Transport
2. Electrical Works
3. Public Health
4. General Waste
5. Hazardous & Medical Waste
6. HVAC & Plumbing
7. Construction
8. Agriculture



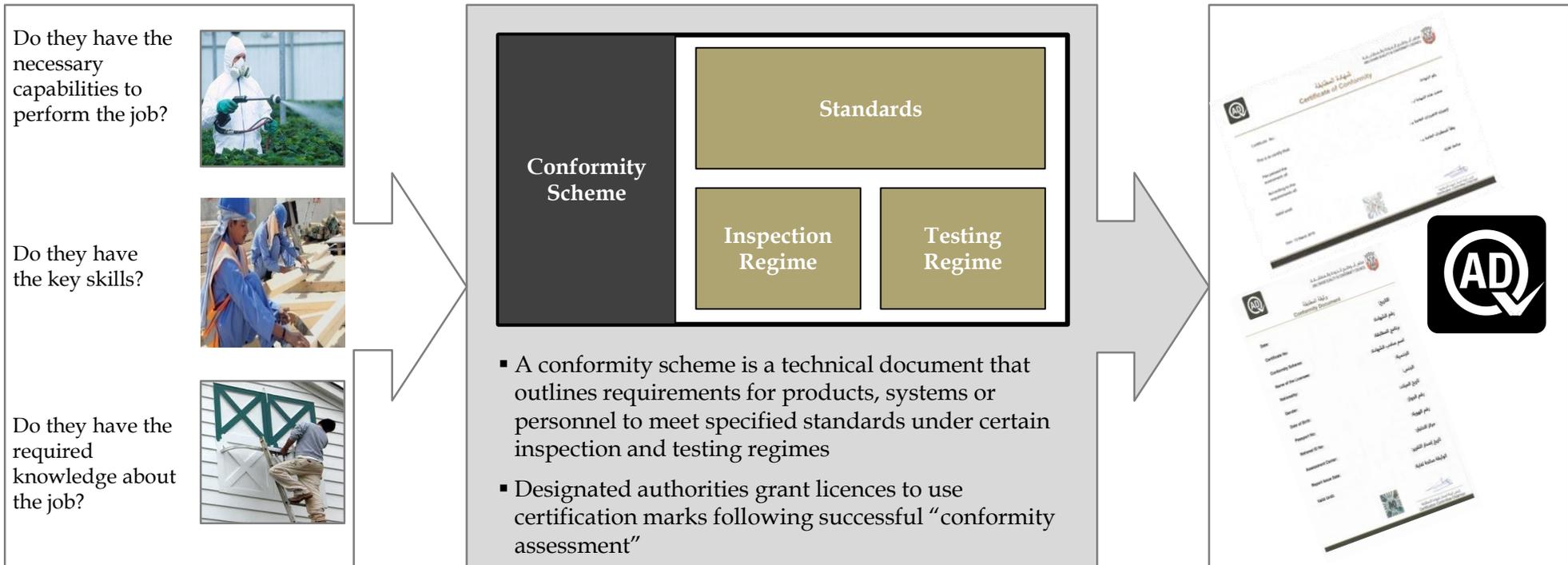
# The standards will then be used to develop relevant certification programs that rely on a structured assessment framework

## QCC Conformity Schemes

*Services offered by workers are required to show evidence of conformity with standards*

*... conformity assessment is the process of assuring that products, systems and personnel meet the requirements outlined in a conformity scheme, as specified by industry or regulators...*

*... certification of personnel is the result of a successful conformity assessment*

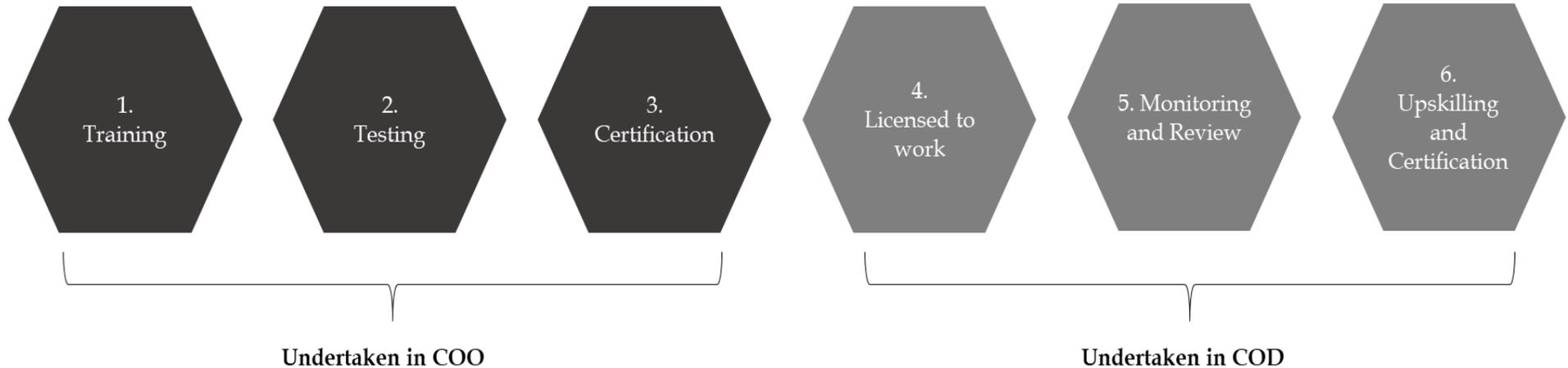


# Under the proposed program, workers employed in domestic environments will undergo a six stage process

---

## Conformity Scheme Cycle

Joint Recognition of Certification



# Certification will strengthen regulation of domestic work sector while improving protection in recruitment and deployment

## Overview of the Benefits of Personnel Certification

### Certification Functions



- Strengthens standards for recruitment and deployment – and improves protection systems
- Sets foundation for effective implementation of future legislation
- Provides a tangible quality framework for recruiters and employers

### Scope

#### Affected Area

#### Description



#### Assurance

Certification allows both industry and regulators to be assured that workers passed minimum quality standards



#### Protection

Through integrating with the immigration process, certification will protect workers from payment-for-recruitment and contract duplication



#### Licensing

Provides regulators with the ability to simplify their licensing processes and effectively control the integrity of the license



#### Inspection

Certification gives inspectors the ability to determine the compliance of recruitment agencies



#### Efficiency

Certified workers make basic training unnecessary and decrease risk of rupture to employer-employee relationship

# Competency standards can be used by pairs of COOs and CODs in cooperating on training and certification at a bilateral level

## Scope for Regional Cooperation among Countries of Destination



### Reasons for which the new initiative is particularly feasible in the GCC

1. Population and employment statistics point to a similar demand structures across GCC countries
2. Domestic workers are known to move between GCC countries (knowledge of the Arabic language, of the “GCC household culture” and of the local cuisine are prized skills among national employers in the region)
3. GCC countries are engaged in bilateral agreements with similar countries of origin in Asia and Africa
4. The ADD is an opportunity to discuss and learn lessons from implementation of bilateral competency standards agreements



THE TRUSTMARK

LOOK FOR THE  
**MARK**  
THAT LOOKS AFTER  
YOU...



THANK YOU

JUST CALL  800 555

[www.qcc.ae](http://www.qcc.ae)



QCCAbuDhabi



QCCAbuDhabi



QCCAbuDhabi



QCC Abu Dhabi

