



# Comprehensive Information and Orientation Programme (CIOP) – Phase II –

**International Organization for Migration (IOM) Kuwait  
January 2017 – CIOP Workshop ADD SOM**

# Introduction

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**What are your expectations from today's workshop?**

## Discussion

- What are the **challenges** you are facing regarding temporary contractual workers?
- In which ways do you expect PDO and PAO programmes to **remedy these challenges**?

# What we will discuss today?

- **General Principles of CIOP**
- **Successful Pilots – Apple Project**
- **CIOP Phase I Output**
- **CIOP Phase II Proposed Plan**
- **Agree on Next Steps**

# Comprehensive Information and Orientation Programme

## **EMPOWERS**

*Workers considering or in employment abroad.*

## **STRENGTHENS**

*Employers and recruiters providing opportunities for migrant workers.*

## **BENEFITS**

*Economies and societies receiving migrant workers.*

# PILOT PDO PROGRAMME WITH PRIVATE SECTOR

## Sharing of Experience, Lessons Learned and Good Practices

IOM's project on  
***“Promoting Ethical Recruitment and Fair Labour  
Practices in Apple’s Supply Chains”***  
(August 2015-March 2016)

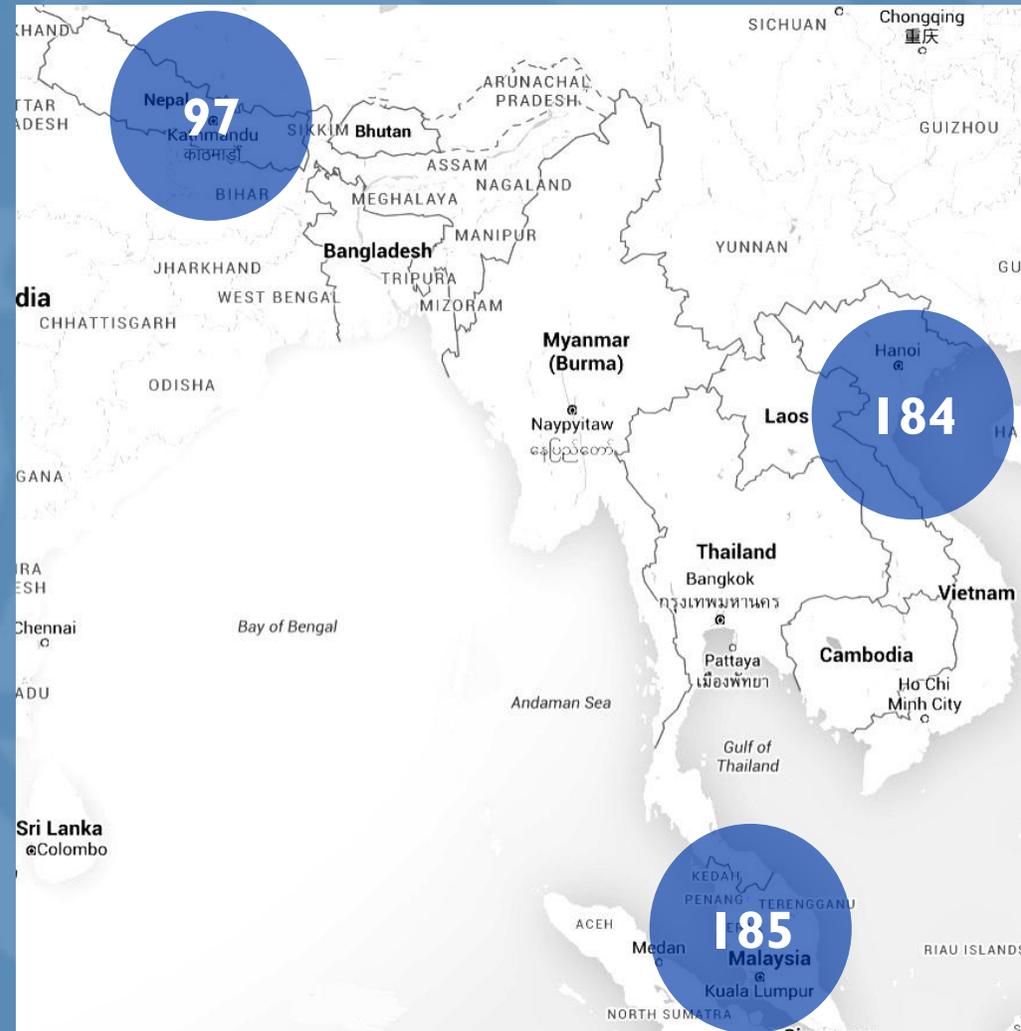


# PILOT PDO PROGRAMME: GEOGRAPHICAL FOCUS

466 migrant  
workers  
trained  
between Aug  
2015 and  
March 2016

79%  
Female

21%  
Male



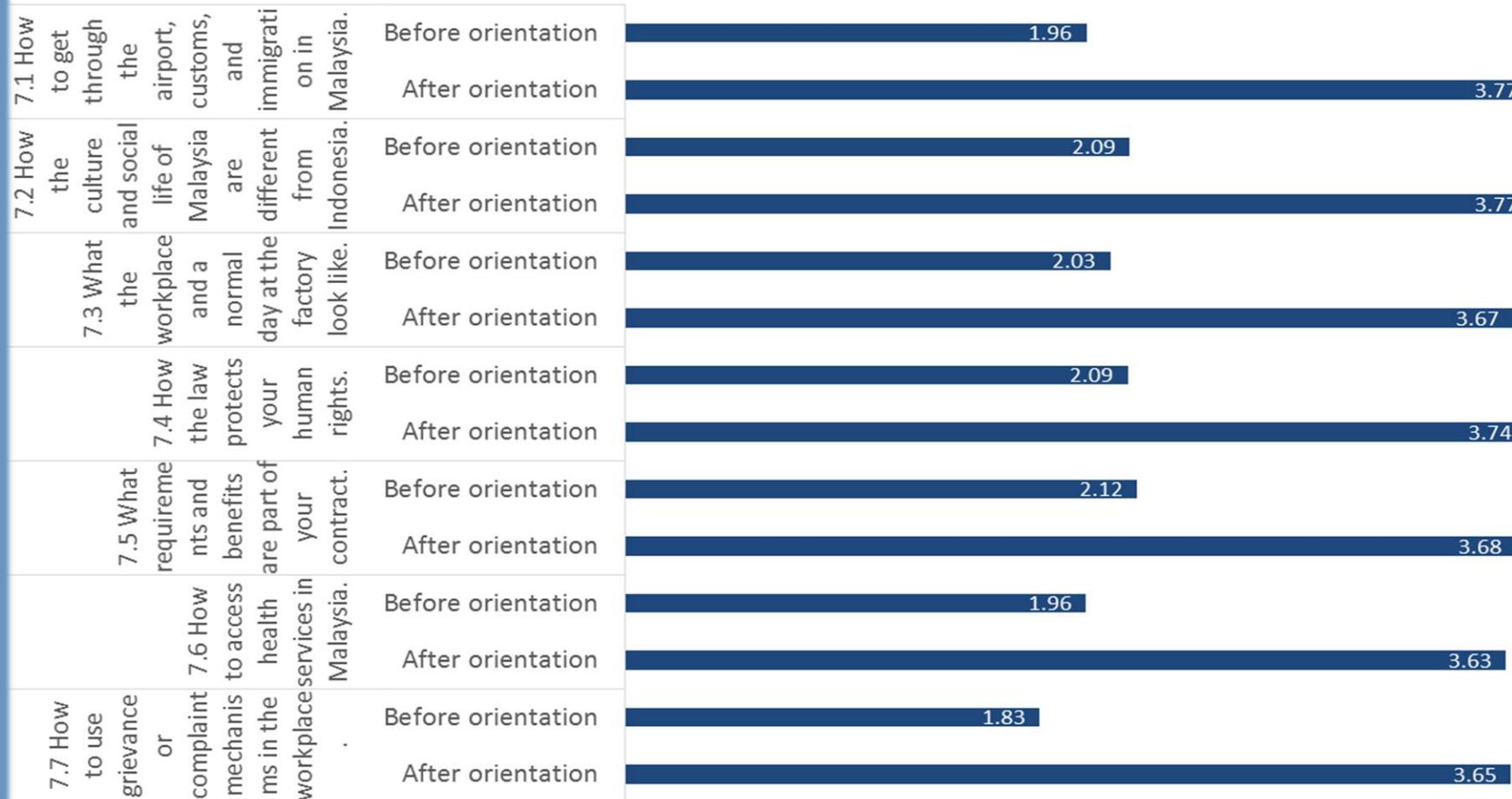
# SAMPLE PDO CURRICULUM

- **Living and Working in Country of Destination**
- **Workplace and Living Environment**
- **Basic Labour Rights and Protection**
- **Contract Terms and Conditions**
- **Health and Safety**
- **Workplace Dispute and Grievances**



# POST-PDO QUESTIONNAIRE & SELF-RATING

Overall understanding before and after orientation (Self-rating)



# THE IOM EXPERIENCE: Migrant Training Programmes 2015



# IOM's Migrant Training: Lessons Learned

- Uphold the Human Dignity and Protection of temporary contractual workers
- A Holistic Approach to Training Including Addressing Psychosocial Wellbeing
- Engaging Bi-cultural or Cross-Cultural Trainers
- Providing Opportunities for Meta-Learning in the Orientation Classroom
- Integrating Language Skills Development and Workplace Readiness
- Cultural Competency and Values of the Receiving Country



# CIOP Phase I

**2nd ADD Ministerial Consultations, Manila: Agreement to develop tailored orientation programmes**

**April 2012**

**Philippines launches initiative “Comprehensive Information and Orientation Programme” (CIOP)**

**3rd Ministerial Consultation in Kuwait: CIOP adopted as regional initiative**

**November 2014**

**Colombo Process 3<sup>rd</sup> Senior Officials Meeting: Approves development of PDO modules and programme management system**

**November 2015**

**ADD Senior Officials Meeting  
Presentation of PAO Framework  
Pairing of interested countries**

**May 2016**

***Start CIOP Phase II***

**January 2017**

# REGIONAL GUIDE FOR THE PRE-DEPARTURE ORIENTATION (PDO) MODULES AND PDO MANAGEMENT SYSTEM (PMS)



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

**Swiss Agency for Development  
and Cooperation SDC**



International Organization for Migration (IOM)  
The UN Migration Agency

# PDO AND PMS REGIONAL GUIDE: CONTENTS

## Part I. Regional Guide for PDO Modules

**Module 1:** Understanding the Work Environment Culture and Living Conditions in Destination Countries

**Module 2:** Awareness of Rights and Obligations of the Worker as per the Employment Contract and Laws of Countries of the Countries of Destination

**Module 3:** Planning and Preparation of Families Left Behind

**Module 4:** Awareness of Human Rights and Gender Dimensions of Migration

**Module 5:** Remedies in Cases of Distress and Crises Situations

**Module 6:** Staying Healthy while Working Abroad

**Module 7:** Management of Earnings and Remittances

**Module 8:** Travel and Security Reminders

**Module 9:** Reintegration of Migrant Workers

## Part II. The Regional Guide for the PDO Management System (PMS)

- Needs Assessment for PDO
- Institutional mandates for programme managers and owners
- Design and Delivery of PDO: Standard Module Adoption
- Monitoring and Assessment of the PDO
- Training of Trainers/Accreditation/Credentialing
- Accreditation of institutional service providers and resource experts
- Policy on Standard Facilities, regulated fees, and duration of PDO sessions, frequency of delivery
- Interregional Cooperation on the PDO

# PAO Regional Framework

**This guide outlines a total of seven (7) modules:**

- 1. Understanding the Work Environment Culture and Living Conditions in Destination Countries**
- 2. Awareness of Rights and Obligations under the COD's labour laws and the employment contract**
- 3. Awareness of Rights and Obligations under various COD legislations**
- 4. Financial Awareness**
- 5. Labour Disputes, Access to Arbitration and Access to the COD's Courts**
- 6. Remedies in Cases of Distress and Crisis Situations**
- 7. Health Management while in the COD**

# CIOP PHASE II: PILOT

Coordinated  
Management  
System

Training  
Manuals and  
Materials

Capacity-  
Building

Implementation  
of PDO, PAO,  
PEO Services

Evaluation

UAE, KSA, Philippines, Bangladesh

## CIOP PHASE II: COORDINATED MANAGEMENT SYSTEM

- Development and operationalization of a **coordinated management system** for tailored information and orientation services – Terms of Reference
- Conduct **training** on management system.

## CIOP PHASE II: TRAINING MANUALS AND MATERIALS

- **Assessment and development of appropriate *PDO delivery systems*;**
- ***Mapping of PAO* (assessment of target group needs and knowledge base; as well as capacities of PAO-delivering entities);**
- ***Creation of PAO regional guide*;**
- ***Stakeholder consultations for pairings*;**
- ***Develop tailored PDO and PAO manuals***
- ***Validation* workshops for tailored manuals.**

## CIOP PHASE II: CAPACITY-BUILDING

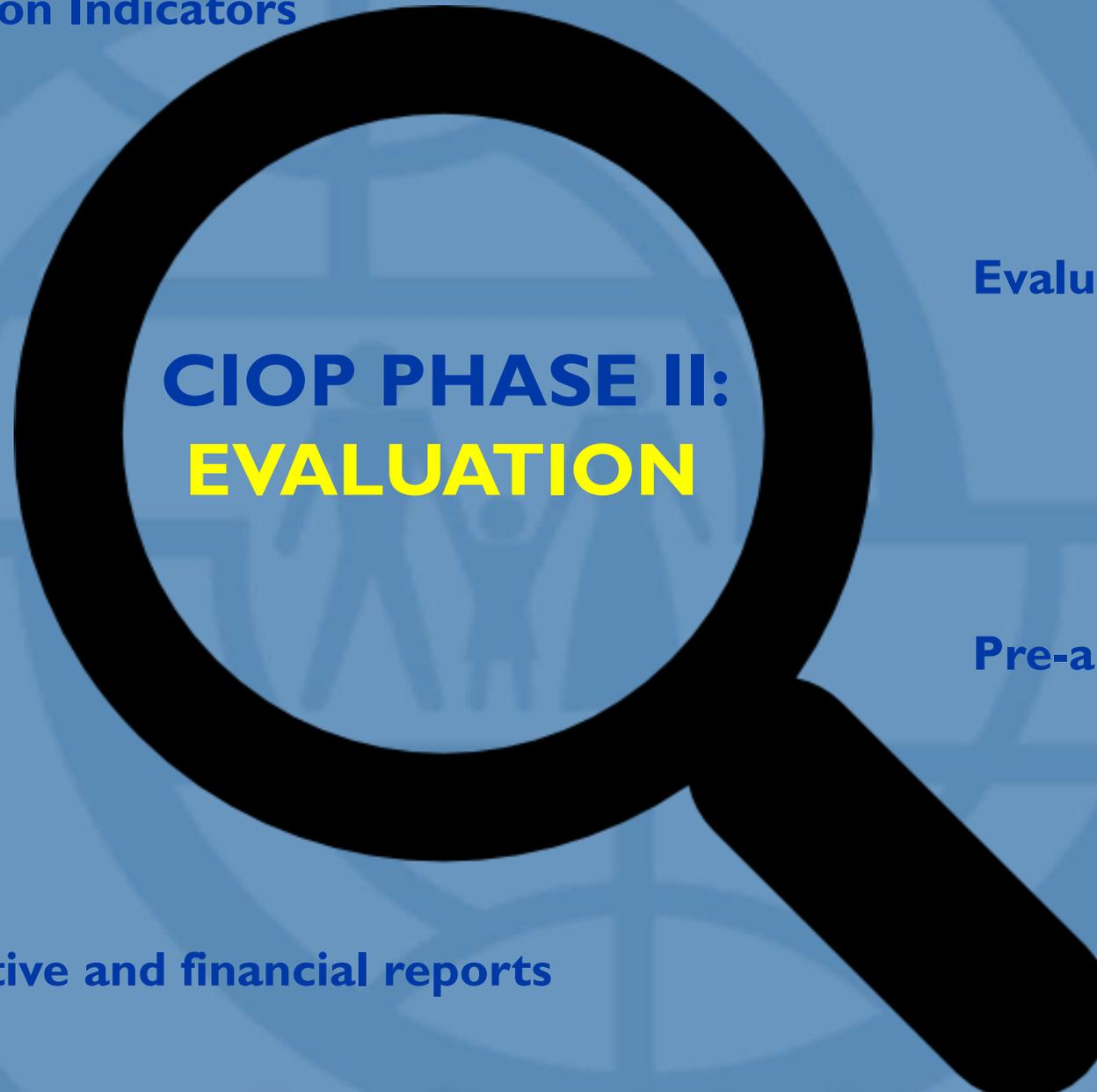
- Conduct training of trainers to establish a pool of trainers in participating ADD member states that will ***cascade trainings*** for the effective implementation of PDO and PAO.

## CIOP PHASE II: IMPLEMENTATION OF PDO, PAO, PEO SERVICES

- ***Piloting of* PDO and PAO sessions to foreign workers for a total of three pairings;**
- ***Monitoring* foreign workers who have completed PDO and /or PAO to receive feedback.**

## Monitoring and Evaluation Indicators

Follow-Up Workshops



**CIOP PHASE II:  
EVALUATION**

Evaluation interviews

Pre-and Post-Assessments

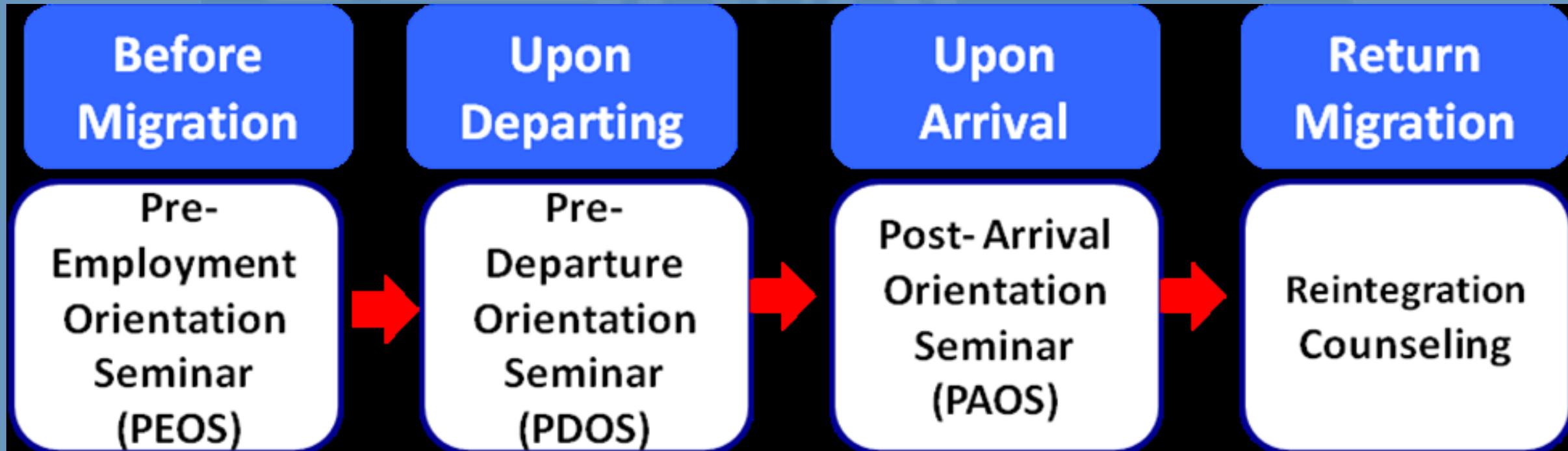
Regular bi-annual narrative and financial reports

# 4. Time Frame

	Party responsible	Month																	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
Induction Meeting	IOM	█																	
ToT on Management System	IOM		█																
Assessment on methods of PDO delivery	IOM			█															
PAO mapping and needs assessment in CoD	IOM				█	█	█												
Develop regional PAO manual	IOM						█	█	█										
Validation workshop for regional PAO manual	IOM									█									
Stakeholder consultation on tailored manual for ADD pairings	IOM										█	█	█						
Validation workshops for tailored PDO and PAO manuals	IOM												█	█	█				
ToT for PDO and PAO curriculums	IOM															█	█		
Pilot PDO and PAO	ADD Pairings																█	█	

## Discussion Point

Do we include pre-employment orientation in CLOP  
Phase II?



## **CIOP PHASE II: NEXT STEPS**

- **Submission of CIOP Phase II proposal to ADD Secretariat to discuss funding modality with participating ADD Member States;**
- **IOM to develop Terms of Reference for coordinated management system;**
- **Assign focal points within governments;**
- **Participating pairings to consider which sectors, skill levels, and occupation to take part in pilot?**

**Thank you for your  
attention!**