Eighteen Stories from Around the World

Diaspora In Action
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All persons featured in this booklet have given their consent for this publication.

IOM is committed to the principle that humane and orderly migration benefits migrants and society. As an intergovernmental organization, IOM acts with its partners in the international community to: assist in meeting the operational challenges of migration; advance understanding of migration issues; encourage social and economic development through migration; and uphold the human dignity and well-being of migrants.

Publisher: International Organization for Migration
Carnegielaan 12
2517 KH The Hague
The Netherlands
Tel: +31.70.31 81 500
E-mail: iomthehague@iom.int
Internet: www.iom-nederland.nl

Cover Photo: Dr Zhian Sarraj, a medical doctor originally from the Kurdish Region in Iraq but living and working in the Netherlands, provides health-care services to the displaced population in Erbil and Sulaymaniyah in Iraq for IOM’s TRQN project.

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Diaspora In Action
Eighteen Stories from Around the World
Introduction

In this publication the International Organization for Migration (IOM) presents personal stories and experiences in nine countries of origin with the project Temporary Return of Qualified Nationals (TRQN).

Through the TRQN project, IOM aims to harness the development potential of migration for the benefit of societies and migrants and to contribute to sustainable development and poverty reduction. TRQN offers a window for diaspora professionals to contribute to the social and economical development of their country of origin.

Their knowledge, expertise and familiarity with the local culture and language makes the TRQN volunteers suitable agents for development and reconstruction.

The impact and best practices of the TRQN programme were externally evaluated and the results were presented at an international conference IOM organized in June 2015 in The Hague, the Netherlands.

‘Diaspora In Action’ brought together 120 representatives from the Dutch government, host institutions from the nine TRQN target countries, embassies, diaspora organizations, NGOs, universities and other relevant stakeholders.

This publication gives an insight into the impact of the assignments by featuring interviews with participants and host organizations. The evaluation and the conference report are available on our website, iom-nederland.nl.

Martin Wyss
Chief of Mission
IOM the Netherlands
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The Increasing Importance of the Migration and Development Nexus

The International Organization for Migration (IOM) contributes to a better understanding of the links between international migration and development. IOM’s aim is to harness the development potential of migration for the benefit of both societies and migrants and to contribute to sustainable development.

Most migrants and their descendants have a shared sense of identity and belonging. They are connected to their country of residence, but also to their country of origin. They contribute to their new country, but can also be powerful development actors.

Their expertise, cultural affinity and strong commitment can make them humanitarian actors in crisis situations, entrepreneurs in business, trade and innovation, as well as international experts. Governments are aware of this and are increasingly developing a diaspora policy to facilitate the contribution of migrants.

Migrants send money back, but also transfer knowledge and experience by returning for short periods or through online communication such as skype (‘virtual returns’). Engaging diaspora communities with their countries of origin is an important aspect of the global work of the International Organization for Migration.

Disapora Engagement Projects

IOM has over 30 years of experience with programmes involving temporary assignments of members of overseas diaspora communities based on knowledge exchange in countries of origin. In the Netherlands IOM builds in particular on good results gained since 2004 during Migration and Development projects such as a health focused project in Ghana (MIDA Ghana Health), diaspora engagement in Cabo Verde (Dias de Cabo Verde), Migration for Development in the Western Balkans (MIDWEB) and three phases of Temporary Return of Qualified Nationals (TRQN) since 2006.

With TRQN, IOM the Netherlands acts as facilitator and mediator between the diaspora and the institutions in the countries of origin.
The project aims to exchange knowledge, skills and western attitudes of migrants for the reconstruction and development of their country of origin. TRQN is demand driven, based on priorities and development strategies of the countries of origin.

18 Migration and Development Stories
This brochure contains 18 stories from the diaspora, host institution and government perspectives. The stories comprise nine countries, where TRQN has been operational. These countries show significant differences in level of development and stability. What their governments do have in common is the recognition that the qualified diaspora in the Netherlands and other EU countries can have a considerable added value to their social and economic development.

Assisted by the IOM missions in these countries priority sectors have been identified and concrete needs have been matched with diaspora, who have the required expertise. The assignments are on average three months, but may vary from one week to six months, based on the demand. The assignments are aimed at effective capacity-building of institutions through knowledge and skills transfer. To enhance the impact of the assignments, internships and training opportunities are offered in the Netherlands for staff of host institutions and government officials.

Sustainable linkages between institutions in the Netherlands and the countries of origin

Through the continued involvement of the diaspora experts, even after their assignments, bridges are built and sustainable linkages between institutions in the Netherlands and the countries of origin are maintained, e.g. between hospitals, academic institutions and local governments. Many TRQN participants stay in touch with the institution, where they have done the assignments and some have decided to stay long term in their country of origin, after finishing their assignment.
A Lifelong Dream Coming True

“As far as I can remember, I wished to go back to Afghanistan to do something for those who unfortunately do not have the same opportunities and possibilities as I did. I was lucky to be chosen to go to the Kabul Medical University (KMU). The main goal of the Clinical Skills Training Program was to train medical students at KMU in the field of necessary clinical skills to prepare them for their internships at the hospital in view of their future professional career,” says Dr Niloufar Rahim from the Netherlands.

 CONTRIBUTING TO THE DEVELOPMENT OF A COUNTRY CAN BE A CHALLENGE. “EVERY STEP IN THE RIGHT DIRECTION, ALTHOUGH VERY SMALL, IS IN MY OPINION VALUABLE. BUILDING A COUNTRY FROM SCRATCH, AFTER DECADES OF WAR IS NOT EASY AND NEEDS MUCH MORE TIME AND EFFORT THAN ONE CAN IMAGINE. HOWEVER, EDUCATION IS ONE OF THE KEY ELEMENTS TO SAFEGUARD DEVELOPMENT AND SUSTAINABILITY.”

“EDUCATION IS A KEY ELEMENT TO SAFEGUARD DEVELOPMENT AND SUSTAINABILITY”

In two months time, Dr Rahim and her team trained 260 students. But these numbers were not what she cherished the most. “We taught the students some of our skills, but in the end they turned out to be the real teachers. Seeing their hard work and devotion, despite of all the shortcomings, was a motivation for us all. Their positivity and hope for a better future for Afghanistan, regardless of the daily sorrows, gave us hope as well as determination to work even harder.”
Health Care

Our Hospital **Benefitted from the Assignments**

Named after the first President of Afghanistan, the Sardar Mohammad Daud Khan Hospital represents one of the TRQN host institutions. In order to increase the professional level of physicians and young doctors, this Academic Teaching Hospital requested the expertise of several TRQN project participants.

“These experts prepared teaching programmes, organized conferences and seminars, and counselled young doctors at the Medical Science Academy. The specialists enabled our staff to put the newly acquired knowledge immediately into practice.”

“Since there were no language barriers or cultural constraints, our hospital fully benefited from their assignments”, says hospital director Prof. Abdul Razaq Siawash.

**“The specialists enabled our staff to put the newly acquired knowledge immediately into practice”**

Prof. Abdul Razaq Siawash: “Increasing our professionalism”
Health Care

Improving Public Health

Health-care associated infections (HAI) pose a major public health problem. Annually, hundreds of millions of patients are affected by HAI worldwide. According to Dr Olga Ohanjanyan, “the frequency of HAI is two to three times higher in lower-middle-income countries such as Armenia than in high-income countries as the Netherlands. This is mostly due to limited availability of data.”

“"It is special to do something in return"”

Mrs Ohanjanyan trained epidemiologists from three hospitals to reduce the number of HAI. “This has been a great experience. It is special being able to do something in return. One of the memorable moments was my training on hand washing and disinfection. My Armenian colleagues were pleased to hear they could keep the special device that I brought from the Netherlands.”

“They knew about the existence of such a device, but they did not have the opportunity to obtain it. Now they can provide trainings to other health-care workers in Armenia.”

The collaboration with the Armenian hospitals continued when Dr Ohanjanyan was back in the Netherlands. “The Deputy Director of the Centre for Disease Control and Prevention came to visit me at Amstelland Hospital. The objective of her visit was to see how the prevention system works in practice. I was happy to organize her visit and I hope that this will be useful for her further work in Armenia.”

Olga Ohanjanyan:
“Enhancing awareness about disinfection.”
Monitoring Seismic Risks

Located at the boundary of the Arabian and the Eurasian plate, Armenia is constantly at risk of devastating earthquakes. The last earthquake occurred on 7 December 1988 and around 25,000 people lost their lives. In order to monitor seismic hazard and to predict earthquakes, the Ministry of Emergency Situations requested technical assistance.

Hrachya Petrosyan, Head of Survey of the Seismic Protection Agency, Ministry of Emergency Situations: “Through the TRQN project, we were matched to Prof. Garo Mardirossian, a specialist in seismology from Space Research and Technology Institute at the Bulgarian Academy of Sciences. His expertise was of great importance, since he could advise us about up-to-date detection devices. The long-term effect will be that we can reduce seismic risks. Furthermore, we made arrangements to collaborate with the Bulgarian Academy of Sciences in the area of seismic protection.”

“25,000 people lost their lives during the last earthquake”
ICT Education

Taking Education to the Next Level

The contribution to the development of Cabo Verde takes place at two levels. Looking at the short-term effects, students are trained how to make use of computers and the internet. “Nowadays we live in a digital world. It is our duty to prepare the children to take part and get the most out of it,” explains Angela Gomes. Additionally, the long-term effect is that the educational system is steadily changing.

Bridges are not only built between Cabo Verde and the Netherlands, but also with other countries. The digital world has no limits and no boundaries - which becomes clear during ‘Skype in the Classroom,’ an online game played by two classes. Each class aims to work out the location (continent, country and city) of the other class. In this way, the students develop a better geographical and cultural understanding of the world.

Traditional teaching methods still have the upper hand in Cabo Verde’s educational system. However, schools and Ministries take significant steps to introduce innovative teaching methods. With the help of Angela Gomes, three ‘Digital Education’ projects were set up. “The focus is on students between the age of six and sixteen, but the teachers are also the focal point of the project,” says Netherlands-based Mrs Gomes.

“Exploring the Digital World”

Teachers receive their certificate after completing the training ‘Digital Tools in the Classroom’.

CABO VERDE

Diaspora Expert: Angela Gomes, Communication Specialist

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Tourism

True Agents of Change

Tourism is an important driver for economic growth. Through internationally recognized training, the staff of the Hotel and Tourism School of Cabo Verde (EHTCV) can compete with other professional training institutes in the areas of hospitality, catering and tourism.

“Through his TRQN assignment, chef Herminio Alfonso provided technical assistance to teachers and our students to ensure the transfer of skills and know-how,” explains school director Nádia Firmino Delgado. “They received training in cooking techniques, financial management, English language proficiency, and hotel management.”

Nádia Firmino Delgado:
“Improving skills is essential for entering the labour market.”

“The skills our students acquire, are essential for entering the labour market.”

“The contribution of this TRQN participant was important, because it facilitated the exchange of experience between the Heads of Kitchen at EHTCV and Chef Alfonso. The technical skills that our students acquire, play an essential role for entering the labour market. In the end, our graduates can become true agents of change for the tourism sector.”
Tourism

Meeting International Standards

With twelve mountains higher than the Mont Blanc in the French-Italian Alps, Georgia is a hidden gem for mountaineers. Since these mountains attract numerous tourists, the Georgian Mountain Guide Association needs to meet international qualifying standards. Georgian-born Mr. Archil Tsintsadze, who is internationally certified, trained six students as professional Aspirant Mountain Guides. He lives in the Netherlands.

The students obtained knowledge about avalanche safety, rescue operations, leading clients on off-piste skiing, rock climbing, ice climbing and mountaineering routes.

“The same cultural background plays a significant role”

“Mountain guiding is not only about technical skills. It also involves very strong interpersonal relations and requires excellent communication skills,” explains Archil Tsintsadze.

“I have the same cultural background as the candidates. Because I gained experience in a wider cultural context, it is easier to transfer the appropriate methods to the students and I understand the cultural nuances, which is a great advantage.”

Improving skills relating to avalanche safety.
Vocational Education

Developing a National Strategy

Some TRQN assignments contribute to the development of nationwide strategies, such as the Georgian Vocational Education Reform Strategy for 2013-2020. Vocational education and training prepares individuals for (self) employment. With this long-term strategy, the Ministry of Education and Science creates a network to maximize the potential of Georgia’s human resources.

“Over 200 Teachers were trained”

The Ministry hosted five different assignments in which they requested capacity-building of vocational education teachers in the arts, physics and a modern methodology of teaching English to foreigners. Additionally the Ministry requested vocational training in online communication tools, such as web forums for teachers. “The Ministry monitored both trainings as well as the Training-of-Trainers sessions. The teachers who received the trainings expressed their satisfaction towards the project. Sharing the same cultural background significantly inspired the teachers, which in turn improved the quality of the trainings,” says Nikoloz Meskhishvili, from the Department of Vocational Education Development.

As a result, the teaching process has become more interesting for the students. “For example, art students are now familiar with modern approaches to national and traditional artworks due to the workshops given by TRQN participant Mrs Nino Bitsadze-Muentnich from the Beethoven Museum in Germany. This multicultural environment turns out to be a great asset for the development of art in our country.”

Teachers receive training in modern teaching methodologies.
Efficient ICT-Infrastructure as a Life Saver

Prior to Clement Adu Twum’s assistance, Tamale Teaching Hospital had a lot of excessive costs. Inefficient ICT infrastructure and poor access to the internet caused many difficulties. Before the process was digitalized, the hospital spent over 50,000 euro on x-rays every year. The way in which records were documented also needed improvement. Files went missing or medical information was not properly documented. This slowed down the medical treatment and put patients at risk.

Clement Adu Twum is the perfect example of a bridge builder between institutions in the Netherlands and in Ghana. Through effective lobbying, vocational training institute ROC Mondriaan in the Netherlands donated secondhand equipment worth of one million euro. Since equipment alone does not make a difference, Mr. Adu Twum trained Tamale staff how to integrate the software in their daily routine. Furthermore, he lobbied successfully with a multinational telecom company in Ghana for improved access to the internet. As a result, this multinational sponsored Tamale Teaching Hospital with 30,000 euro worth of fiberglass connection.

By getting both ROC Mondriaan and a major international provider on board, this assignment made an important contribution to corporate social responsibility since both companies showed a responsibility towards the development of the health-care sector.

Tamale Teaching Hospital is now a nationwide acknowledged teaching institution for young ICT professionals. Thanks to Clement Adu Twum’s successful first assignment, the same model has been applied to the Cape Coast Teaching Hospital in Ghana’s Central Region.

“Building Bridges has a great impact”
Transferring Knowledge and Skills

At the initiative of the President of Ghana, the Diaspora Affairs Bureau (DAB) was established as a National Platform for Diaspora Engagement in 2014. Their aim is to develop a sustainable diaspora policy and international engagement.

“The purpose of our Diaspora Affairs Bureau is to develop policies that enhance the capacity of Ghanaians residing abroad to effectively participate in the development of Ghana in a structured and well facilitated manner. We try to do this by creating an environment that maximizes the impact of remittances and that fosters diaspora entrepreneurship. Moreover, we believe that the diaspora can play a considerable role in transferring skills, competences and innovations needed for our country's development,” says Gabriel E. Amankwah, Head of the Diaspora Affairs Bureau, part of the Ghanaian Ministry of Foreign Affairs.

“The diaspora can advance our development agenda, not only through investments and remittances, but also through knowledge transfer and access to international networks. We have seen examples of the diaspora linking Ghanaian knowledge institutions with organizations abroad for cooperation and information sharing. TRQN-participant Augustina Osei from the Netherlands for instance made a valuable contribution to the development of our diaspora policy. Together with our experts, she directed the initiation of a worldwide mapping exercise that will help us with profiling the diaspora.”

“Improving links between the Ghanaian diaspora worldwide”
Hope and Relief in Emergency Situations

Over 1.5 million internally displaced persons are searching for safety in Iraq’s Kurdistan Region. Many refugee camps are situated in cities like Erbil and Dohuk as violence continues throughout the country. The majority of these families are in urgent need of medical care, food, shelter and relief supplies. However, the medical facilities cannot cope with the large numbers of people. Dr Zhian Sarraj from the Netherlands feels responsible to set an example for other colleagues to follow.

“My presence in the refugee camps created a sense of hope. Not just for better medical treatment, but the people also had faith in sending out an important message to the world: the need for immediate humanitarian aid.” Dr Sarraj’s work in the refugee camps was filmed for ‘Surprising Europe,’ an international television documentary about migration experiences. Many people saw the camera as an opportunity to tell their problems and the difficulties they are facing.

Zhian Sarraj provided health-care services to the displaced population and trained local health workers. Furthermore, she taught western doctors how to interact with refugees, to get a better understanding of Middle Eastern patients. Dr Sarraj’s support to refugees continues after the TRQN project. “I make use of my own network to mobilize resources for the Kurdistan Medical Charity Foundation.”

“Setting an example by training local health workers”
Establishing a **Strong Health-Care System**

Numerous TRQN health specialists have over the years filled in the need to establish a strong health system that fits Iraq’s local culture and traditions. Each of them covers a different area of expertise, such as cardiology and radiology. Their knowledge transfer not only benefits the Ministry of Health, the TRQN participants themselves also gain from their assignments.

Dr Fakhir Rahman, Deputy of the General Manager: “In the Kurdistan Region, much respect is given to the diaspora willing to share their knowledge and skills. Simultaneously, the participants are exposed to our culture which helps them to create an understanding of the local context. When people from different cultures and traditions interact with each other, they exchange ideas and information. Together, we are able to establish a health-care system similar to that in Europe.”

Fakhir Rahman: “Understanding the local context is vital.”

*Together we are able to build a health-care system similar to that in Europe*
Is Morocco Ready for a ‘Smart City’?

From a historical perspective, Morocco has strong ties with France. Most of its governmental systems are based on French models. The Netherlands could be an important partner as well, which became clear during Hassan Elammouri’s assignment. This enthusiastic manager of public spaces has years of experience and an extensive network of people. Together with two other TRQN participants, he visited various Moroccan municipalities to facilitate trainings and workshops about the management and maintenance of public spaces.

The objective of his assignment is simple: to develop a so-called smart city. “Besides smart technology such as the smart phone and the smart TV, it is time for the development of a smart city,” argues Hassan Elammouri. Morocco is currently lacking a clear structure in the field of public spaces management. “Municipalities work with very limited resources and tasks are hardly delegated. The Mayor, for instance, calls the road workers directly about the placement of speed bumps. Mayors should be practicing politics instead of making such phone calls.”

Mr Elammouri’s expertise will contribute to the improvement of the current situation. “The Netherlands is ahead of its game and it is important that this knowledge is transferred to countries such as Morocco. Ministries and municipalities should learn how to combine theory with practice in order to enable modernization and development. Morocco can benefit from Dutch knowledge to explore mechanisms that would work in the Moroccan context.”

Improving the Management of Public Spaces
The Ministry of Higher Education identified a need for technical support to modernize their database. This system contains statistical information and strategic data related to students, scholars, professors, universities and timetables implemented by the Ministry. The technical support provided through TRQN also identified other possibilities of capacity-building, explains Rachid El Boury, Head of the Information Division.

“We are exploring the opportunities to mobilize other diaspora members to participate through the TRQN project. The capacity-strengthening mission started with the assignment of Mr Farid El Houzia from the Netherlands and we are looking for others to follow his example. The strength of TRQN is that it opens a door to a multitude of technical assistance possibilities, such as e-learning projects.”

Rachid El Boury: “It is important to mobilize diaspora members.”

“It opens the door to a multitude of technical assistance possibilities.”
Somalia has the highest number of cases in which female genital mutilation (FGM) is documented. According to the World Health Organization, 98 per cent of the female population between the age of 15 and 49 is circumcised.

Initially, the Ministry of Health proposed a strategic plan to introduce a less harmful form of FGM. However, Netherlands-based Mrs Jihan Salad advocated for a zero tolerance approach.

“I explained to the Ministers why a zero tolerance approach is more effective in order to tackle health problems related to female genital mutilation. Due to my expertise in Reproductive Health and FGM, I was able to convince health workers and Ministers of this approach. I adjusted the initial strategic plan and it was approved by the Ministry of Health.”

This strategic plan was not Jihan Salad’s only accomplishment. She also organized major health campaigns to raise awareness about obstetric fistula, a disabling complication occurring during childbirth due to poor medical treatment. “Obstetric fistula remains a taboo. It is a common but ‘invisible’ problem in Somalia. My campaign led to the establishment of a working group. Different actors from the health sector came together to combine their knowledge and to find concrete solutions.”

Jihan Salad returned to her country of origin to promote women’s rights.

Somalia
Addressing Health Taboos
A Road to Development

With the help of TRQN participant Abdulaahi Maalim (left in picture), the Ministry of Public Works and Reconstruction developed a National Strategic Plan. The objective is to provide a better health infrastructure, education, safety and security, with an emphasis on the creation of jobs, especially for young people.

According to Minister Nadifa Mohamed Osman, “Mr Abdulaahi Maalim is a valuable asset to our team. From the moment he entered the Ministry, his contributions became of fundamental value to both the Government and the Ministry. The work he has done in such a short time period is tremendous. He literally forms the bridge between policy and practice, since he taught our staff to understand and implement the National Strategic Plan.”
Access to clean water presents a critical humanitarian gap in Sudan, particularly in rural areas. Officially, 30 per cent of the population does not have access to clean water, but these percentages are much higher for the rural population. Lack of safe drinking water and poor sanitation puts the Sudanese people at a great health risk.

Mrs Salwa E. M. Abdulah was assigned to the Elsugya Charity Organisation to improve access to safe drinking water.

"Going back to my country after many years, enabled me to look at the development obstacles from a different perspective and consider more practical solutions. It was interesting to meet with other assignees from different sectors to share knowledge and experiences. I considered myself an ambassador representing the Dutch people, its culture, economy and politics." Salwa provided training on water quality assessment, water quality protection and monitoring. Simultaneously, a candidate from the Elsugya Charity Organisation will be given the opportunity to be trained on water management at UNESCO-IHE Institute for Water Education in Delft, the Netherlands.

Through knowledge transfer, Mrs Salwa E. M. Abdulah could give something back to her country of origin. "I contributed to the sustainable development of my country by sharing the rich experience I gained in the Netherlands. The TRQN project encouraged me to go back to share the responsibility with a society that needs my expertise. I felt that TRQN is a grant to Sudan which opens windows of hope."

"Opening Windows of Hope"
Enhancing Women’s Empowerment

A country characterized by internal conflict and political instability needs knowledge that contributes to peacebuilding activities. In Sudanese society women especially have a lot to gain from this type of capacity-building since they are in a disadvantaged position. “Mrs Amel Jamain’s working experience as a Gender and Capacity-Building Officer matches our identified needs,” says Dr Faiza Hussein AbdAlla from the Ahfad University for Women (AUW) in Omdurman, Sudan.

Mrs Jamain introduced the Peace Education programme to academic institutions to raise awareness about peace and conflict issues. Furthermore, she taught participants and university staff how to deal with various forms of violence, gender intolerance and the systems sustaining such violence.

She trained 65 participants, including AUW staff, student volunteers, representatives from the Sudanese Women’s Union and local civil society organizations.

But the knowledge transfer did not stop there. “What amazed me was that training about peace and conflict issues was modified and simplified by young volunteers who benefited from the training. Based on what they learned, they now give similar trainings to poor illiterate female and male groups at the grass-root community level.

In addition, they produced a Peace Education Manual in the Arabic language. This Training-of-Trainers methodology clearly shows the added value of Mrs Jamain’s assignment focusing on knowledge to transfer to a wider community to guarantee sustainability.”

Faiza Hussein AbdAlla stresses TRQN’s added value to women’s empowerment.
Overview of **Relevant Sectors** per Country

The project Temporary Return of Qualified Nationals (TRQN) is demand-driven. The nine countries taking part in the third phase of the project organized a needs assessment to identify priority sectors. Based on these sectors, the receiving host institutions developed concrete Terms of Reference outlining the assignments. IOM the Netherlands matched the Terms of Reference with the skills and expertise of the Diaspora.

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<th>Country</th>
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