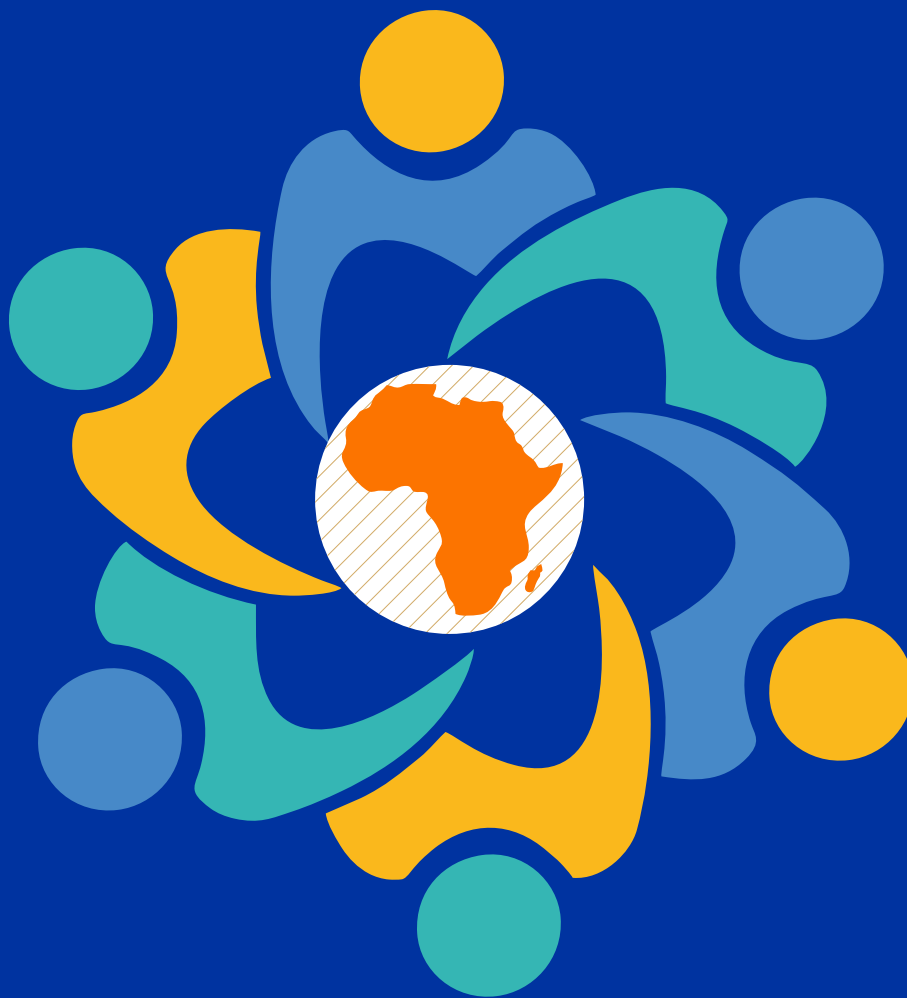


Facilitator's Guide to the
Capacity-building Manual on

**Establishment and Implementation
of a Migrant Welfare Programme
by African Countries**



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Facilitator's Guide to the Capacity-building Manual on

Establishment and Implementation of a Migrant Welfare Programme by African Countries



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SCOPE AND PURPOSES OF THE GUIDE

The Facilitator's Guide is meant to support the facilitators presenting the Manual on the Establishment and Implementation of a Migrant Welfare Programme. It covers and includes the following areas:

- A section in presentation modalities and training preparation, reflecting in brief on:
 - (i) Presentation tools;
 - (ii) Ways to make the presentation more interactive; and
 - (iii) A preparation checklist.
- Reflection on each of the Modules from the following perspectives:
 - (i) Focal areas covered;
 - (ii) Learning outcomes;
 - (iii) Substantive issues discussed in the Module concerned; and
 - (iv) Reflection on module-specific questions and group activities.
- A course evaluation form.

ACRONYMS AND ABBREVIATIONS

BSA	bilateral social security agreement
CoD	Country-of-destination
CoO	Countries of origin
MW	migrant worker
MWF	Migrant welfare fund
MWP	migrant welfare programme
MSA	multilateral social security agreement
SP	Social protection
SPF	Social protection floors



PRESENTATION MODALITIES AND TRAINING PREPARATION

In this section, we focus on three matters of relevance to presenting the modules of the Manual on the Establishment and Implementation of a Migrant Welfare Programme by African countries as well as the associated Compendium of Practices and PowerPoint presentations, i.e.:

- Presentation tools
- Ways to make your presentation more interactive
- Preparation checklist

1. Presentation tools

A standard set of modular PowerPoint presentations (one per each of the seven Modules) accompanies the Manual. Interested facilitators could use any of a variety of presentation tools to develop alternative, or additional, presentation formats. For a summary of some of the available presentation tools and accompanying software that can be used for this purpose, see Hamingson, N. *Beyond PowerPoint: Presentation Tools for Small Business* (22 February 2023).

2. Ways to make your presentation more interactive

To promote understanding and familiarization as well as ownership of the materials contained in the Manual and supporting documents, it is necessary to ensure participation of course participants during the training. It is, therefore, critical to foster a dialogue between the presenter and the audience. As has been remarked: “An interactive presentation is one which the audience, no matter the size, has the chance to take part and voice their opinions by responding to questions, posing their own, or interacting with the presenter.” (Hanifan, O. *15 Ways to Make Your Presentation More Interactive* (14 March 2023)). This particular source highlights 15 ways to make a presentation interactive. Below we elaborate on some of these, for purposes of this particular training – see the italicized text:

- (1) Use an icebreaker
- (2) Keep it simple
- (3) Ask the audience – *asking the audience (but not addressed to any particular individual) questions regarding any key or interesting issue raised in the materials may encourage participation and measure understanding; it may in addition be useful to make use of poll questions¹ and word clouds²*
- (4) Try out a quiz
- (5) Use humour

¹ “If you want to get your audience thinking and debating, then a poll question can spark some lively back and forth. Talk through answers to see what the consensus is or where we differ on opinions.” (Hanifan, O. *15 Ways to Make Your Presentation More Interactive* (14 March 2023)).

² “Word Clouds are a great way to get short succinct answers to any type of question that you can visualize in real-time. Word Clouds are a useful way to introduce some brevity to a presentation or to ask something pertinent that requires some thought and reflection.” (Hanifan, O. *15 Ways to Make Your Presentation More Interactive* (14 March 2023)).

- (6) Make eye contact
- (7) Don't forget (the importance of) body language
- (8) Make use of effective language – *i.e. use inspiring language and tone of voice appropriate to the demographic of the audience and the nature of the material presented*
- (9) Add visuals and audio effects – *see also the discussion on presentation tools above*
- (10) Use videos – *see also the discussion on presentation tools above*
- (11) Allow the audience to ask anonymous questions
- (12) Encourage raising your hand questions
- (13) Give the audience more control
- (14) Make it personal – *for example, by sharing your own experience related to a particular point being covered*
- (15) Share the presenting role – *it is important to invite, in consultation with the organizers of the training, one or more guest speakers (for example, from a country that has already implemented a Migrant Welfare Programme) or even a knowledgeable course participant with relevant experience to speak; these arrangements must be made in advance*

To the points above, three further important ways to encourage participation, keep the audience focused, and assess the extent to which the presented materials are understood, should be mentioned:

- (a) At times, let the participants *work in pairs* to consider a particular point made or to design one or more potential ways to respond to a given set of facts, or proposal made. Feedback is then given to the rest of the audience.
- (b) *Groupwork* is critically important and can be usefully implemented to discuss and provide answers/solutions to the questions posed in the Manual and PowerPoint slides. Each group has to appoint a rapporteur who will verbally give the group's feedback, best supported by a virtual text reflected on the audiovisual tool (e.g. a screen) and/or by notes made on a whiteboard or flipchart. Sufficient opportunity needs to be given to the audience to further reflect and participate in a subsequent, open discussion.
- (c) *Role-plays* are another effective way of challenging the ability of the audience to think through the implications of, and options presented by the presented material. This can be organized in a way that requires of the role players to debate opposing positions, and giving the rest of the audience the opportunity to respond and/or ask questions.

For another, similar perspective on how to make your presentation interactive, see Presentation Experts [Interactive Presentations: 11 Ideas for Increasing Audience Engagement](#).

3. Preparation checklist

In preparing for your presentations and the training more generally, there are key matters to bear in mind and attend to. Below we highlight a few of these matters. For a comprehensive treatment of these matters, see Barnard, D. *Presentation Checklist: What to do Before and After Delivery* (25 October 2017) – some of the key matters raised in that contribution are in adjusted form repeated here:

Presentation preparation

- (1) Check how long your presentation slots are and make sure that your presentations do not overrun on time.
- (2) Rehearse your presentations, also by using virtual reality.
- (3) Consider preparing speaker notes or cue cards and, if needed, take a presentations course online.
- (4) Ensure your introduction explains the objectives of the course as a whole and of each presentation, in a way that captures the audience's attention.
- (5) Clearly define the points of each presentation, and check that the main points are in logical order and flow well.
- (6) Make sure that the conclusions are clear, concise and tie with the introduction and the presentation as a whole.
- (7) Familiarize yourself with the content of the materials to ensure that you are knowledgeable about the topics you are presenting.

Presentation slides

- (1) Save your presentation into two different formats (e.g. USB, cloud storage).
- (2) Confirm that the audiovisual equipment you require will be in the room.
- (3) Ensure that you practise with the presentation slides.

Visual aid and handouts

- (1) Check the visual aids are easy to read and understand.
- (2) Ensure they can be easily seen from all areas of the room.
- (3) Double check the visual aids, if used, are working properly.

Audience analysis

- (1) Consider the composition of the audience (check if the organizer could provide a rough demographic) and their likely knowledge of the topics.
- (2) Consider whether there may be participants who may be asked to share their experience and expertise regarding the topic(s) presented.
- (3) Determine whether there will be decision makers.

Audience questions and shared presentations

- (1) Think about possible questions you will be asked.
- (2) Think about possible questions you could pose to the audience, in addition to those contained in the materials.
- (3) Determine the length of time to be spent on responding to questions posed to the audience, their feedback and the possible subsequent open discussion (bearing in mind the discussion modality – e.g. discussion in pairs, or in groups, or in role play format).
- (4) Consider the presentations to be made by other invited speakers, and how these relate to your presentations.

Venue and equipment

- (1) Arrive early at the venue
- (2) Understand the size and layout of the room you will be presenting in.
- (3) Get your laptop hooked up to the projector well before proceedings commence.
- (4) Test your slides and any other audiovisual material.
- (5) Move around, also to the back of the room, to ensure that the text can be read/heard from all angles.
- (6) Ensure that all audiovisual equipment is in place and working (your microphone, roving microphones, screen, whiteboard, flipchart, projector, etc.).
- (7) Liaise with the interpreters – they should already be in possession of the materials to be presented; address any clarifications they may seek.

General

- (1) Exchange contact details with the organizer and venue administrator, should there be a need to liaise beyond their presence at the venue.
- (2) Take notes of feedback received, suggestions for improvement of the course and presentation modalities, and the audience's verbal and non-verbal reaction to the presentations.

Key resources

Barnard, D. *Presentation Checklist: What to do Before and After Delivery* (25 October 2017).

D'Angelo, M. *Beyond PowerPoint: Presentation Tools for Small Business* (22 February 2023).

Hanifan, O. *15 Ways to Make Your Presentation More Interactive* (14 March 2023).

Presentation Experts. *Interactive Presentations: 11 Ideas for Increasing Audience Engagement*.

MODULE A

Introduction: Conceptual framework and labour migration trends and characteristics

1. Focal areas covered in Module A

The focal areas appear from the Aims of the Modules, as reflected in the Manual, par I.1, and comprise the following:

- Provide an overview of the conceptual framework relevant to the Manual, with relevance to social protection, labour migration, migrant worker and migrant workers programme or fund.
- Reflect on key social protection and related concepts, including social security, social assistance, social insurance and social protection floors.
- Engage with the modalities of social protection provisioning.
- Provide an overview of (mainly African) labour migration trends and characteristics.
- Reflect on the significance, extent and challenges related to remittances.

2. Learning outcomes: Module A

- Understand the different meanings attached to the social protection concept and their relevance in the African and the (labour) migration context.
- Appreciate the life cycle- and risk-based nature of social protection and its ultimate objective of poverty alleviation.
- Be familiar with other concepts associated with social protection, including social security, social insurance and social assistance.
- Understand the role and place of (national) social protection floors.
- Be appreciative of the unique labour migration trends in the continent.

3. Substantive discussion: Module A

3.1. Conceptual framework (Manual, par I.4)

Please note the following, as discussed in more detail in Module A:

- It is important to highlight the distinction, but also the relationship between the (broader) social protection (SP) and social security concepts, including the contributory and non-contributory dimensions of the latter concept, and the fact that social security is included in the SP concept.

- This distinction is apparent also from an African perspective, and in particular the African Union perspective.
- Emphasize the key objectives to be achieved by SP and in particular social security, with specific reference to universal and multi-tiered approaches.
- Highlight the importance of the social protection floors (SPF) concept, what this essentially comprises, and the need to set these floors *nationally*. Crucially important is the explicit indication in the relevant ILO Recommendation (Recommendation 202 of 2012) that the SPF should apply to all children and all residents, implying that migrants should be covered as well.
- The concept of Migrant Welfare Funds/Programmes is critical for the whole of the Manual. Details concerning what these Funds/Programmes usually provide for, and what their aims are, are contained in Module A but also in other Modules. Please note in particular the objectives and operational framework, as provided in the Manual, par I.4.2:

Migrant welfare programmes/funds: objectives and operational framework

“A Migrant Welfare Fund (MWF) is a self-sustaining mechanism that enables the governments of countries of origin to provide additional welfare benefits and services to their migrant workers at the countries of destination, using a fund grown from the initial capital investments of foreign employers, recruitment agencies and/or migrant workers. In practice, such funds may supplement the social security benefits and compensation of migrant workers; provide access to mediation and conciliation services between foreign employers and migrant workers; compensate for illness, injuries, disability and death sustained by workers while abroad; assist in the successful reintegration of migrant workers; and provide emergency and repatriation services to migrants in distress and/or during crisis situations. The capital contribution to such funds and its management, the disbursement of benefits, the qualifications for membership, as well as the monitoring of the implementation and reinvestment of the fund’s capital are subject to the specific laws and policies of a country. Additional benefits may also be extended to the families of migrant workers who are left at the countries of origin.”

Source: ILO *Establishing Migrant Welfare Funds in Cambodia, Lao People’s Democratic Republic and Myanmar* (Policy Brief Issue No. 3, November 2015), pp. 1–2. See also Jones, K. *Recruitment Monitoring and Migrant Welfare Assistance: what works?* (IOM, 2015), p. 129 and Martin, I. and S. Makarayan *Migrant Support Measures from an Employment and Skills Perspective (MISMES): Global Inventory with a Focus on Countries of Origin* (European Training Foundation, 2015), p. 51.

3.2. Labour migration from African countries: trends and characteristics (Manual, par I.5)

Central messages appearing from this part include the following:

- Africa has seen an exponential growth in labour migration, population size and its working-age populations.
- Labour migration in Africa is essentially of a contiguous nature: most of the (labour) migration from African countries is towards other countries within the same region.
- The relevance of the regional integration and free movement agendas of both the African Union and the Regional Economic Communities in Africa is a primary consideration, which has an impact on ensuring seamless SP (and social security) provisioning as African migrant workers (and their families) move within the continent and its regions.

- The role of remittances is crucial in terms of household support and development in both countries of destination and origin, and could (potentially) play an enhanced role in strengthening social security coverage of migrant workers and their family members, both those accompanying the migrant worker and those staying behind in the country of origin – as explained later in the Manual. However, the transfer of remittances in particular faces significant challenges.

4. Questions and group activities: Module A

Question 1

Distinguish social protection (SP) in the wide sense from the concept of social security. Is this distinction important for the extension of SP support to migrant workers (MWs) and their families?

The distinction appears from the discussion above, and is set out in clear terms in Module A. There are several reasons why this distinction is important for the extension of SP support to MWs and their families. Two are in particular emphasized here:

- (1) Firstly, by also and separately focusing on social security, we are able to assess to what extent migrants enjoy protection in case they are exposed to any particular social risk, as explained in the Manual – unemployment, occupational injuries and diseases, maternity, old age, sickness, poor health, disability, family responsibilities (caring for children in particular) and survivorship, and more generally poverty.
- (2) Secondly, it is important to determine to which extent migrants have access to broader SP services and facilities, such as education and housing.

Please note that the relevance of the distinction pertains to both legal coverage, and access in practice.

Question 2

Distinguish a migrant welfare fund from support that a country of origin (CoO) may generally make available to its citizens abroad.

Countries of origin (CoOs) generally provide a range of services and support to its nationals abroad – including consular services and, at times, emergency support. A migrant welfare fund has a set of specific objectives, which may (also) include emergency relief (e.g. repatriation under certain circumstances), but also a wider range of services, such as (typically) legal services and welfare support. A migrant welfare fund may also provide for assistance in case a migrant worker is exposed to a particular social risk (i.e. the extension of some social security benefits).

Group activity 1

Would it be possible to identify key benefits that should be available to migrant workers and their family members, from the perspective of social protection floors? If so, how would you determine whether the CoO would be able to extend these benefits to workers abroad, and their family members?

The key benefits that should (even if incrementally) be available under a country's social protection floors, should relate to the following guarantees indicated to be covered in terms of the provisions of ILO Recommendation 202 of 2012:

- Access to *essential health care*, including *maternity care*;
- Basic income security for *children*, providing access to nutrition, education, care and any other necessary goods and services;
- Basic income security for *persons in active age* who are unable to earn sufficient income, in particular in cases of *sickness, unemployment, maternity and disability*; and
- Basic income security for *older persons*.

There is no fixed answer to the question how to determine whether a CoO would be able to extend these benefits to workers abroad, and their family members. This requires debate and reflection among group members from a particular country, given the country-specific context of interventions that could/should be taken. Several issues need to be borne in mind, including the extent to which main CoDs are providing SP and social security support; the nature and level of development of the social security system of the CoO; the ability of the CoO to institutionally and otherwise roll out support/coverage to its workers abroad and their family members; and the SP needs of migrant workers in key destination countries, and their family members.

Group activity 2

In your region, what are the drivers of intraregional migration of MWs?

The drivers would naturally be of country- and region-specific nature. It might be best to organize participants in groups that come from a particular region of the continent. The drivers indicated in the Manual may be of some assistance, to help guide the group discussion.

Group activity 3

Describe the steps that could meaningfully be taken to address remittance challenges and to maximize the potential use of remittances.

It is, firstly, necessary to determine the remittance challenges experienced by countries, especially in particular regions of the continent. Typical challenges include high transmission costs and the limited presence of formal transmission service providers in particular locations. Much could be learned from measures adopted by countries to address these challenges, such as capping remittance transfer fees, encouraging competitions among service providers, etc. Regarding the potential use of remittances, the experience of countries such as the Philippines may be of considerable value. Consideration should be given as to how to extend the potential role of remittances to strengthen (contributory) social security coverage of migrant workers and their families, including family members staying behind in the CoO. See the discussion above.

MODULE B

Access to social protection and welfare support: Legal and factual considerations

1. Focal areas covered in Module B

The focal areas appear from the Aims of the Modules, as reflected in the Manual, par II.1, and comprise the following:

- Provide an overview of the challenges and barriers faced by MWs in accessing SP and welfare support, as well as abuse and exploitation.
- Reflect on CoD obligations in relation to SP for MW, as informed by key global and regional, including African, normative approaches.
- Consider SP provisioning in bilateral labour agreements (BLAs) and bilateral labour migration arrangements (BLMAs), also in view of new pathways aimed at extended SP coverage via BL(M)As, as foreseen in important global and African Union guiding documents.
- Engage with the role of bilateral social security agreements (BSAs) and multilateral social security agreements (MSAs), also in the African context, in extending SP to MWs, informed by key social security coordination principles, considering shortcomings as well.
- Reflect on the rationale for and key SP measures related to their workers abroad unilaterally adopted by CoOs, bearing in mind limitations of this approach.

2. Learning outcomes: Module B

- Be familiar with the different challenges and barriers faced by MWs and their families in accessing SP, as well as the abuse and exploitation suffered by them.
- Appreciate the scope and content of normative approaches emanating from the ILO, United Nations and subregional African entities in relation to the obligations imposed on CoDs to extend SP to MWs and their families.
- Understand the need for and ways and means to regularize the position of MWs in an irregular situation with a view to achieve enhanced SP.
- Gain an understanding of the role played by BLAs and BLMAs to extend some measure of SP to MWs and their family members, bearing in mind the enhanced framework for SP provisioning contained in recent global and African Union guiding frameworks.
- Appreciate the evolving role and impact of BSAs and MSAs in Africa in providing improved SP support for MWs and their families, in view of key social security coordination principles and an incremental approach, while also considering the limitations faced by these interventions.

- Have an understanding of the need for and modalities of unilateral CoO measures to extend SP to their workers abroad and their families, while having regard to limitations posed by such measures.

3. Substantive discussion: Module B

3.1. Challenges/barriers faced by African migrant workers, including informal economy workers, in accessing social protection and welfare support (Manual, par II.4)

Please note the following, as discussed in more detail in Module B:

- Consider and relay to the audience the vast range and often interconnecting challenges facing MWS and their families, effectively causing weak SP provisioning.
- It is often forgotten that official migration status is critical for SP coverage and access, in view of the superimposing effect of immigration law and policy vis-à-vis SP arrangements.
- In addition, the varying SP status of different migrant categories is further complicated by international obligations imposed on a country, for example by virtue of ratified international instruments and/or binding bilateral and multilateral labour migration and social security agreements.

3.2. Exposure to exploitation and maltreatment (Manual, par II.5)

- Exploitation and maltreatment can happen as a matter of fact, and are closely associated with a number of factors, including irregular status in the CoD, weak contractual arrangements insufficient monitoring and enforcement of living and working conditions and arrangements.
- It is important to note that exploitation and maltreatment can also arise from system arrangements. The negative impact of the *Kafala* system in many CoDs has been widely noted, as is discussed in some detail in Module B.

3.3. Country-of-destination (CoD) obligations in relation to migrant workers: global and regional normative approaches (Manual, par II.6)

- In essence: emphasize that key global and African instruments confirm the vulnerable status of migrants; and the human rights basis of the treatment they are entitled to, including equal treatment in SP on par with nationals (as far as social security is concerned, at least in the context of contributory social security).
- By virtue of international law provisions, migrants in an irregular situation are entitled to at least emergency medical care and basic/essential social assistance support.
- Note the critical role of regularization as a key to labour market access and hence (contributory) forms of social security.

3.4. Bilateral and multilateral arrangements: value and constraints (Manual, par II.7)

- Emphasize that, whereas in the past limited SP provision has been made in BL(M)As, especially in BL(M)As involving African countries, the *United Nations Guidance on Bilateral Labour Migration Agreements* and the *African Union Guidelines on Developing Bilateral Labour*

Agreements (BLAs), both of 2022, and read with Objective 22 of the Global Compact for Migration, provide significant opportunities for enhanced SP coverage via BLM(A)s – as set out in the Module.

- Informed by well-designed international law principles and widespread state practice (but to a lesser extent in Africa), BSAs and MSAs are often seen as the gold standard for effective SP for migrants. Note the value of including core social security coordination principles in these agreements, including portability of benefits, maintenance of accrued rights, and totalization/aggregation of rights/entitlements.
- Emphasize in particular the wisdom of developing the reach of these agreements incrementally, through gradual extension of, among other, the range of persons and benefits covered in the agreements.

3.5. Country-of-origin (CoO) unilateral measures: a worldwide experience and growing reality (Manual, par II.8)

- Indicate that, due to often weak SP coverage in many CoDs, there is a growing interest in these arrangements in Africa, following the lead of several Asian and some Latin American countries.

3.6. Evaluation of achievements and shortcomings of CoO unilateral measures (Manual, par II.9)

- Note that, as explained in the Module, these CoO unilateral SP measures have benefited large numbers of migrants, they are also associated with several challenges (as outlined in the Module), and should not be seen as replacing, but rather complementing, CoD SP measures.
- Indicate that care must be taken when designing these measures – as explained in this Module, but also other Modules of the Manual.

3.7. Limited provision for CoO unilateral measures in international and regional instruments (Manual, par II.10)

- Indicate that no official global set of guidelines exist to inform the design of these measures, despite wide-ranging state practice, also in terms of domestic law instruments and policy documents.
- Nevertheless, of crucial importance now is the African Union *Guidelines on the Development of Model Migrant Welfare Programme/System* (2021), as set out and discussed in the Module, and largely informing the development of the Manual and its associated documents.

4. Questions and group activities: Module B

Question 1

What are the challenges experienced by migrant domestic workers in accessing SP? What steps have been taken, and could potentially be taken to address these challenges?

The key challenges are presented in fair detail in the Module. Some (limited) attempt to address these challenges have been, or could be made, via strengthened employment contract SP-focused provisions, better recruitment regulation (to avoid abuse, and hold recruitment agencies accountable/liable), and legal reforms (e.g. providing for coverage of vulnerable migrants, such as domestic workers) in labour law and social security systems.

It is necessary to emphasize the need for an inclusive and gender-sensitive and -responsive approach. Also, engaging with key CoDs bilaterally and multilaterally could help to address the challenges. Ratifying and implementing international instruments would also assist in this task.

Question 2

What would you regard as the main value, but also shortcomings, of BSAs and MSAs in extending SP for MWs and their families?

These matters are discussed in detail in the Module.

Question 3

Why is it necessary for CoOs to adopt measures to extend SP to MWs and their families, and what are the key characteristics of such measures?

These matters are discussed in detail in the Module.

Question 4

Do you think the CoO SP measures provide a useful tool for SP extension to workers abroad, and their families?

This requires thoughtful reflection. Key considerations to be appreciated, as also indicated in (different parts of the) Manual, include among other the specific SP needs of the CoO nationals in key CoDs and the extent to which these are addressed by the CoD SP system; the CoO's ability to implement such measures both system-wise and institutionally; and an awareness of the challenges associated with dual coverage and migration costs.

Group activity 1

In your region, what are the main challenges experienced by African MWs in accessing SP and welfare assistance in CoDs? Do these challenges differ in relation to different CoDs and different categories of MWs? What steps have been, or could be taken to address these challenges?

These sub-questions can be answered by organizing participants in groups representing dedicated African regions, and let them together reflect on the realities and possibilities of their specific regions, from the perspective of the questions raised. The range of and details concerning key challenges indicated in the Module could be of assistance. The answers to the question(s) also imply some appreciation of: (i) the SP needs of specific migrant categories in key CoDs; and (ii) the extent to which the SP systems of these CoDs extend SP to these categories.

Group activity 2

Consider the SP position of MWs in an irregular situation in your country. Do they have access to SP? What can be done to have their status regularized?

Representatives of one or more countries can together consider these questions. Measures or steps that could inform and support regularization of migrants in an irregular situation, need to be discussed – such as registration of affected MWs and their family members; identifying an employer or other person/institution that could provide or find stable work for the migrants concerned, thereby providing an avenue to participate in contributory social security schemes as well.

Group activity 3

Traditionally, BL(M)As made limited provision for SP for MWs and their families. Consider the impact of recent global and African guiding frameworks to achieve better SP outcomes for African MWs and their families.

The possibilities for improved SP provided by these guiding frameworks are indicated in the Module. Participants can discuss these in pairs or groups.

Group activity 4

Advise your government concerning the challenges experienced with BSAs and MSAs and how these could be overcome.

Several challenges experienced by BSAs and MSAs have been documented in the Module. Organizing participants in pairs, hailing from the same country, could result in fruitful discussions to consider country-specific challenges, and possible interventions to address same.

Group activity 5

Bearing in mind African but also other good practice examples, what kind of provisions could be introduced into BSAs and MSAs to enhance SP for MWs and their families?

Among the various possibilities to consider are the following: (i) gradual extension of the range of beneficiaries and benefits covered by the agreements; (ii) extending – if need be, gradually – the social security coordination principles covered in the agreements, beyond equality of treatment, to also include portability, maintenance of acquired rights and totalization/aggregation of social security entitlements; (iii) assistance to set up and institutionally coordinate the internal (in the countries concerned) and cross-border implementation of the agreement; (iv) dedicated arrangements to publicize the content of and mechanisms established under these agreement – to ensure that migrant workers and their family members are appropriately informed; and (v) the need to exchange information between the two parties on the SP provisions affecting migrants available in the countries that are parties to the agreement.



MODULE C

Guiding principles

1. Focal areas covered in Module C

The focal areas appear from the Aims of the Modules, as reflected in the Manual, par III.1, and comprise the following:

- Explain why it is necessary to respect SP as a human right, in light of the recognition of SP as a human right in global and African instruments.
- Provide an overview of the relevance of two key overarching policy considerations, i.e. the nexus between migration and development; and the relationship between regional integration and freedom of movement.
- Reflect on the operation of diplomatic and consular support in the context of the provision of welfare assistance and rolling out of SP to workers abroad and their families.
- Indicate the importance of available SP during all stages of the migration experience and to all categories of affected migrants.
- Reflect on the need for and scope of measures to achieve the objective of gender-sensitive and gender-responsive SP.
- Consider the required institutional coordination and intergovernmental collaboration when CoOs extend SP to workers abroad and their families.
- Reflect on the need for a well-developed evidence base to support extending SP coverage to MWs and their families by CoOs.

2. Learning outcomes: Module C

- Evaluate what is meant by respecting SP as a human right when extending CoO SP arrangements to workers abroad and their families by CoOs.
- Understand the operation of two key overarching policy considerations in relation to the extension of SP by CoOs, i.e. the nexus between migration and development; and the relationship between regional integration and freedom of movement.
- Appreciate diplomatic and consular support as critical components of facilitation and providing SP and welfare assistance.
- Appreciate the need for CoO SP interventions to be gender-sensitive and gender-responsive.
- Be familiar with coordination and intergovernmental collaboration in extending CoO SP to workers abroad and their families.
- Appreciate the need for a well-developed evidence base to support extending SP coverage to MWs and their families by CoOs.

3. Substantive discussion: Module C

3.1. Social protection as a human right (Manual, par III.4)

- Note that global (United Nations and ILO) and African Union instruments confirm that the right to social security accrue to every one (i.e. the principle of universal SP coverage). This is also expressed in ILO Recommendation 202 of 2012, on national social protection floors.
- This holds important implications for all African Union Member States, whether they are CoDs and/or CoOs.

3.2. Key policy considerations (Manual, par III.5)

- Emphasize the developmental dimensions of migration, and the important links, also in Africa, with regional integration and freedom of movement.

3.3. Diplomatic and consular support (Manual, par III.6)

- This support is crucial for the SP of all nationals of the CoO in the CoD concerned, also because the support so provided often embraces welfare assistance as well.
- Note the possibility, confirmed by State practice, that a particular CoO could provide consular support (including then also welfare assistance) on behalf of a third State.

3.4. Support during all stages of the migration experience for all categories of affected migrants (Manual, par III.7)

- It is important to indicate that the SP support given the CoO is not restricted to the period of employment abroad, but also prior to departure and upon and after return.
- In addition, stress the need for social security scheme(s) in the CoO to provide seamless, continuing SP coverage prior to departure, during the period of employment abroad, and after return.

3.5. Gender-sensitive and gender-responsive considerations (Manual, par III.8)

- Note the different ways in which women in particular could be (adversely) affected by migration, in view of, among other, their participation in often unprotected environments (e.g. domestic work).
- Note also that both women who accompany the (male) migrant workers and women who stay behind in the CoO are in need of SP interventions.
- Emphasize that a range of instruments and guidelines – both globally and in Africa – contain detailed guidance on these matters.

3.6. Institutional coordination and intergovernmental collaboration; social partner and multi-stakeholder engagement (Manual, par III.9)

- Stress that close cooperation and coordination is required with both stakeholders in the CoO and on a cross-border basis with CoD institutions, including CoD governments and migrant representative institutions.

3.7. Building an evidence base and sharing lessons of global practice and experience (Manual, par III.10)

- Explain that data are critical for policy- and decision-making in relation to SP provisioning.
- Indicate key data need areas for this purpose, including information about the social security systems of both the CoD and CoO.
- Also relevant is the importance, first and foremost, of relying on domestically created and available data, in addition to reliance on international data sources.

4. Questions and group activities: Module C

Question 1

Consider the impact of SP as a human right on the protection of MWs and their families by a CoO.

- The principles involved with regard to SP as a human right are clearly stated in Module C. The question requires the consideration of the impact or application of these in the context of a particular country.
- Of particular importance would be the need for legal, policy and operational reform, and for institutional monitoring that the principles involved, applicable to the country concerned, are adhered to. This also implies regular reporting to United Nations and ILO supervisory bodies, as may be required by the international instruments that the country concerned may be bound to comply with.

Question 2

Evaluate the SP support needed during the different stages of the migration cycle, and how this support will be different for different MW categories.

- Course participants are required to reflect on the different SP needs that arise prior to departure from the CoO, while employed in the CoD, and upon and after return to the CoO. These include, among others, information about CoD SP requirements (such as membership of and contributions to the CoD national social security, including health insurance, schemes) and benefit entitlement; portability of CoO benefits; payment of contributions to SP arrangements provided by the CoO and claiming associated benefits; and the potential impact of any existing bilateral labour or social security agreement on all of the above.
- The vulnerable SP position of, in particular, domestic workers requires appropriate responses. See Module B Question 1, discussed above. Family members, including family member staying behind in the CoO, may be in need of particular SP support interventions, such as educational support.

Question 3

Suggest improvement in the data environment to provide effective support to making available SP support to workers abroad and their families.

- Emphasize that, in the first place, it is necessary to determine the nature and kinds of data needed in the context of a particular country (such as information about the social security system of the CoO; and the SP needs of workers of the CoO abroad).
- Secondly, an analysis of the data environment has to be undertaken.
- Thirdly, areas of improvement of the data environment (kinds of data; data sources; data analysis requirements; etc.) need to be determined.
- Finally, the capacity and role of institutional stakeholders are critical considerations, as is the need for optimal collaboration of such stakeholders (including the national statistical office, relevant government ministries, and data experts situated at research institutions).

Group activity 1

Formulate a policy brief for your government on the value of (i) the nexus between migration and development; and (ii) the relationship between regional integration and free movement, as key policy considerations for introducing a MWP.

- These matters are dealt with at length in Module B.
- There is, of course, a need to apply these matters to the concrete context of the country concerned. For example, regional integration and free movement imperatives may arise from a country's membership of the African Union and/or a Regional Economic Community.

Group activity 2

Develop for your ministry of foreign affairs, a policy position paper on the need for diplomatic and consular support, specifically as regards SP and welfare assistance, for the benefit of workers of your country abroad, and their families. Indicate in the paper what can be done to enhance such support and what lessons can be learned from comparative experiences.

- In the first place, it is necessary to consider the guidance provided in and implications of the key global instruments related diplomatic and consular support, as discussed in Module C.
- The need for such support in the SP area may be accentuated by challenges posed by the SP framework of the CoD concerned (e.g. limited social security coverage of migrant workers); the specific SP needs of workers of the CoO in the CoD and their family members.
- Substantive areas of support could include, among others, extending welfare assistance; assistance with claiming SP benefits in the CoD and CoD; SP grievance interventions.
- Institutionally, the support may require the strengthening of the institutional capacity of the CoO concerned, for example by appointing labour and/or welfare attachés.
- It might be best to let representatives of a particular country, attending the course, be grouped together to answer the question set above.

Group activity 3

Consider the need for and scope of dedicated measures to be adopted to ensure that SP, in particular for workers abroad and their family members, is gender-sensitive and gender-responsive.

- Note that the rationale for adopting gender-sensitive and gender-responsive measures are largely set out in Module C.
- The implications of the above need to be considered for the particular country context.

Group activity 4

Advise your ministry of labour on the required institutional coordination and intergovernmental collaboration needed for extending SP to workers abroad and their families, also bearing in mind the need to engage with various role players and stakeholders.

- Here as well, there may be a need to let representatives of a particular country together discuss: (i) why coordination and collaboration are required; (ii) possibilities for in-country coordination; and (iii) operational and institutional coordination and collaboration across border, with a view to support MWs in the CoD and their families.



MODULE D

Establishment of a migrant welfare programme

1. Focal areas covered in Module D

The focal areas appear from the Aims of the Modules, as reflected in the Manual, par IV.1, and comprise the following:

- Reflect on the achievements of MWP/migrant welfare funds (MWFs) and also the challenges faced by MWP/MWFs.
- Provide an overview of the factors that may be relevant in determining whether there is a need to establish a MWP/MWF.
- Explain the different modalities that are available to be considered for the design of a MWP/MWF.
- Reflect on the different sources of funding, as well the range of contributors and beneficiaries to be specified.
- Consider the good governance, including financial governance, principles that should inform the establishment and implementation of a MWP/MWF.

2. Learning outcomes: Module D

- Understand the various achievements but also different challenges associated with a MWP/MWF.
- Be able to determine, when the establishment of a MWP/MWF is considered: (i) the factors to be considered; (ii) the design modalities; and (iii) the services/benefits that need to be available at the different stages of the migration experience.
- Appreciate the sources of funding to be considered in establishing and implementing a MWP/MWF, as well as the range of contributors and beneficiaries.
- Understand the good governance, including financial governance arrangements that need to inform the establishment and implementation of a MWP/MWF.

3. Substantive discussion: Module D

3.1. Description, objectives and operational framework of a Migrant Welfare Programme (MWP) (Manual, par IV.4)

- These matters are discussed at length in Module D, read with additional information contained in Module A, as earlier indicated.
- In essence, MWPs typically include an extensive range of welfare services and may also include some social security benefits as well.

3.2. Evaluation of MWP/MWFs: Achievements and challenges (Manual, par IV.5)

- Essentially, MWPs provide much-needed assistance to MWs and their families, and enable governments to provide the needed support, which governments may not otherwise be able to afford.
- The challenges are set out in detail in Module D. It is necessary to highlight in particular two challenges: (i) the need to deal with the cost implications of operationalizing a MWF – for governments and MWs; (ii) financial sustainability, which often is problematic.

3.3. Need for establishing a MWP (Manual, par IV.6)

- Several factors to be considered in order to determine the need for establishing a MWF are indicated in Module D.
- Emphasize especially the importance of numbers of MWs of the CoO abroad, their key CoD locations, the extent to which CoD support mechanisms are available to them and their families, whether migrant workers abroad have the nationality of the CoD concerned, and the likely impact of an existing BSA or multilateral social security agreement (MSA).

3.4. Design of a MWP and services/benefits to be provided (Manual, par IV.7)

- Note the different design modalities discussed in Module D.
- Note also the need to determine the range of service required at the following stages: pre-departure, as well as during and employment abroad (i.e. upon and after return).
- Indicate again that the extent and (in)adequacy of SP provisioning by the CoD is bound to influence the extent and nature of CoO services and benefits.

3.5. Sources of funding, contributions and beneficiaries: specification (Manual, par IV.8)

- Note the different (potential) sources of funding, but also the need to avoid an unreasonable increase in migration costs, read with the contributory (in)capacity of MWs and possible government co-funding.
- Emphasize that it is necessary to identify beneficiaries with precision; difficult choices may have to be made, such as whether migrant workers from the CoO who are working irregularly in the CoD would be covered.

3.6. Governance, including financial governance (Manual, par IV.9)

- Stress the importance of well-designed governance arrangements, including financial governance. See Module D for detail.

4. Questions and group activities: Module D

Question 1

Consider, in your country, the range of factors which are important to be considered with a view to establishing a MWP/MWF?

- Several of these factors are set out in Module D.
- It may be advisable to let the participants from a particular country together discuss the relevance (and role) of any of these and possible other factors.

Question 2

Reflect on the achievements of but also challenges associated with MWPs/MWFs.

- A balanced perspective and evaluation of the achievements and challenges are required.
- Emphasize the key message in this regard contained in Module D.

Group activity 1

In a policy brief developed for your government, argue the case as to whether a MWP/MWF should be established or should not be established. For this purpose, consider: (i) the need for establishing a MWP/MWF, or otherwise; (ii) the factors that may be relevant in determining whether the MWPMWF should be established; and (iii) the achievements and challenges in other countries and the specific context of your country.

- Participants from a particular country should be asked to design a policy brief together.
- The brief should consider the various factors and considerations listed in the question and in Module D.
- Stress that it may be advisable to also take into account the experience of other similarly situated countries.
- It may also be advisable to consult further examples contained in the Compendium.

Group activity 2

Provide advice to the technical working group set up to establish and implement a MWP/MWF regarding: (i) the possible and proposed modalities for establishing and implementing the MWP/MWF; (ii) funding sources to be relied on; (iii) the range of beneficiaries and criteria for benefiting; and (iv) appropriate governance arrangements.

- Possible modalities are set out in Module D. Participants from a particular country should consider if and to what extent these may be appropriate for the country concerned.
- Emphasize that a plurality of funding sources could in principle be considered. It is for the country team to evaluate what will work best in the case of the country concerned, and the factors that may bear on this.
- Stress that the beneficiaries need to be specified (see above, as well as Module D).
- Refer participants to Module D for a discussion on governance issues. Key decisions regarding among others human capacity, the financial policy framework, and supervisory structures need to be considered.



MODULE E

Insurance-based arrangements

1. Focal areas covered in Module E

The focal areas appear from the Aims of the Modules, as reflected in the Manual, par V.1, and comprise the following:

- Understand the available modalities to extend SP to workers abroad and their family members.
- Be able to identify and apply the factors that may influence whether and, is so, to what extent contributory social security arrangements should be extended by CoOs to their workers abroad.
- Appreciate the social risks to which workers abroad and their family members are exposed and the most appropriate SP responses to be adopted for this purpose.
- Understand the gender dimensions in SP provisioning for workers abroad and their dependants and appropriate interventions to be adopted to address these dimensions.
- Be familiar with measures to be adopted to ensure continued, seamless SP coverage, also when MWs return.
- Appreciate the measures that could be adopted by CoOs to provide better SP for family members of workers abroad and for workers from the CoO engaged in the informal economy in the CoD.

2. Learning outcomes: Module E

- Understand the available modalities to extend SP to workers abroad and their family members.
- Be able to identify and apply the factors that may influence whether and, is so, to what extent contributory social security arrangements should be extended by CoOs to their workers abroad.
- Appreciate the social risks to which workers abroad and their family members are exposed and the most appropriate SP responses to be adopted for this purpose.
- Understand the gender dimensions in SP provisioning for workers abroad and their dependants and appropriate interventions to be adopted to address these dimensions.
- Be familiar with measures to be adopted to ensure continued, seamless SP coverage, also when MWs return.
- Appreciate the measures that could be adopted by CoOs to provide better SP for family members of workers abroad and for workers from the CoO engaged in the informal economy in the CoD.

3. Substantive discussion: Module E

3.1. A dedicated framework required (Manual, par V.4)

- Stress that the extension of CoD social security arrangements is a worldwide phenomenon, but that comprehensive social security coverage is usually only achieved through incremental steps taken by the CoO.
- Stress also that it may be necessary to delink insurance-based arrangements from the wider range of welfare services, often rendered via a MWF – to ensure more effective and comprehensive social security coverage, as is increasingly occurring in a number of Asia and other countries.

3.2. Range and adequacy of social protection benefits available in country of destination (Manual, par V.5)

- Indicate that a proper mapping of the social security benefits provided by the CoD has to be undertaken.

3.3. Social protection risks to be provided via insurance-based arrangements (Manual, par V.6)

- Note the often limited SP provisioning in the CoO and restricted capacity of many CoOs to extend SP extra-territorially. These matters, in particular capacity constraints, can be addressed.
- The importance of portability of benefits, especially unilaterally by the CoO, has to be emphasized, considering also possible international obligations in this regard that may be imposed on a particular country.

3.4. Modalities for extending country-of-origin insurance-based arrangements and ongoing social security benefits (Manual, par V.7)

- Note the need for careful decision-taking as to whether a separate insurance-based (scheme) arrangement catering for workers abroad and their families should be established, or whether an existing (public) scheme arrangement of the CoO concerned should be extended for this purpose (in some countries there has been a transition from the former to the latter).
- Note the preference for well-managed publicly arranged social security provisioning over private insurance-based arrangements.
- Stress the importance of seamless continuation of social security coverage as an overarching objective.

3.5. Compulsory coverage may strengthen social protection for migrant workers abroad, considering dual coverage challenges (Manual, par V.8)

- Indicate that compulsory coverage may strengthen SP for MWs abroad, especially where MWs abroad and their families enjoy no or little protection in the CoD, but that the possibility of dual coverage under the systems of both the CoD and CoO has to be avoided.

3.6. Gender-sensitive and gender-responsive interventions (Manual, par V.9)

- It is important to identify gender-insensitive SP arrangements and to stress that mere gender-neutral provisioning may not deal with gender considerations sufficiently.
- Note in particular gender considerations operating in the context of pensions provisioning and (women) workers in the care economy, as discussed in Module E.

3.7. Protection for families of migrant workers abroad, and families staying behind in the country of origin (Manual, par V.10)

- Stress the need to do more in SP terms for both family members accompanying the MW to the CoD concerned, and those staying behind – as discussed in more detail in Module E.
- Much can be learned from worldwide good practices in this regard.

3.8. Social protection arrangements for informal economy migrant workers (Manual, par V.11)

- Indicate that due to often weak SP coverage under CoD SP systems, MWs and their families may be forced to rely on informal SP measures. This applies in particular to MWs who find themselves in an irregular situation.
- Note the worldwide good practice examples of countries that have (increasingly) extended SP support to informal economy workers; much can be learned from these comparative experiences.

4. Questions and group activities: Module E

Question 1

In your view, in your country, which challenges present themselves when the introduction, or extension, of insurance-based social security arrangements for the benefit of workers abroad and their family members is contemplated?

- Several of these challenges are set out in Module E.
- Participants from a particular country should be asked to use the indicated challenges, and any other challenges they may consider relevant, as a basis to answer the question.
- Of particular importance is the nature (and level) of current SP provisioning in both the CoD and CoO, as well as the capacity of the CoO to introduce or extend insurance-based social security arrangements.

Question 2

Consider the advantages and challenges, in your opinion, of establishing a separate, dedicated social insurance scheme versus using the existing national social security scheme to extend SP to workers abroad and their dependants.

- Consider the discussion these matters in Module E.
- Indicate that a separate/dedicated framework may be less costly and onerous to achieve, especially when reliance is placed on private providers, but may be more costly for MVWs abroad.
- Note also that seamless, continuous social security coverage would be easier to achieve when an existing national scheme is extended.

Question 3

How should the government of your country go about to incorporate gender-sensitive and gender-responsive measures into the social security system of the country, for the benefit of workers from your country abroad and their family members? Which specific social security provisions should be designed, or adjusted, to achieve this objective?

- It would, firstly, be necessary to determine the gaps in the social security system of the CoO, with particular reference to the extent to which gender-sensitive and gender-responsive design and operational elements may be absent or insufficiently developed.
- It has to be noted that the issues at stake here concern considerations reflecting on both directly and indirectly unequal treatment on a gender basis. As noted in Module E, pension arrangements could be designed in way which indirectly affect women adversely.
- Unpaid care work not (properly) covered under social security arrangements could be cited as another example of gender-insensitive social security provisions.

Group activity 1

Your government is contemplating the introduction of insurance-based social security arrangements to extend SP to workers from your country abroad and to their family members. Write a report for your government in which you outline the lessons that can be learned from comparative experiences in this regard, and clearly indicate whether, based on these experiences and the concrete context of your country, it would be advisable to establish separate, dedicated insurance-based arrangements for this purpose or integrate such arrangements in the existing national social security system.

- These matters are raised at length in Module E; see also the discussion above.
- Participants from a particular country need to evaluate the application of these matters in relation to the context of the country concerned, including the capacity of the country concerned to establish a dedicated arrangement or extend the national social security system.

Group activity 2

In a policy brief developed for your ministry of labour, indicate how the ministry should proceed to determine which SP benefits are available in CoDs where workers from your country work.

- First, a mapping of the SP benefits available in the CoD has to be undertaken.
- For purposes of this, it would be best for the CoO government to approach the CoD government through official diplomatic means to formally request exchange of information on SP arrangements in the CoD.
- This could be supported by relying on information available on CoD websites, and the evaluation of SP benefits by external expert institutions and individuals.

Group activity 3

Provide advice to your government concerning ways and means to ensure better social security protection for: (i) families of workers from your country working abroad; and (ii) workers from your country engaged in the informal economy of the CoD.

- The different categories of affected family members have to be noted – those accompanying the migrant workers, and those staying behind in the CoO.
- Of further importance are, amongst others: (i) the current scope and level of coverage available in both the CoD and CoO; (ii) the SP needs of the different categories of family members; and (iii) the impact that contributions paid by the MWs concerned could have on enhanced CoO SP benefits for family members.
- Regarding informal economy workers, it is necessary to first establish whether the CoO social security system cover these workers as well. Secondly, it has to be determined whether an existing social security framework applicable to informal economy workers in the CoO could possibly be transferred to informal economy workers of the CoO in the CoD. The largely irregular status of many informal economy workers may have to be considered as well.
- The worldwide experiences with extending social security to informal economy workers, referred to in Module E, could be of assistance to help inform the advice to be given.



MODULE F

Support services

1. Focal areas covered in Module F

The focal areas appear from the Aims of the Modules, as reflected in the Manual, par V.1, and comprise the following:

- Provide an overview on SP and related support available to MWs and their dependants prior to migration, during their work abroad and upon return.
- Reflect on the extension of health care, legal assistance and repatriation support to MWs abroad.
- Reflect on appropriate SP responses for the benefit of workers abroad and their family members in the event of a pandemic.
- Consider the integration of appropriate SP provisions in return and reintegration arrangements applicable to MWs.
- Reflect on ways and means to achieve continued coverage by and access to SP for returning MWs.

2. Learning outcomes: Module F

- Understand the rationale for and modalities of CoO intervention to ensure: (i) improved health care; (ii) enhanced legal assistance; and (iii) suitable repatriation arrangements for MWs abroad and, to the extent relevant, their family members.
- Consider the impact of COVID-19 on SP coverage and access as regards MWs and their families.
- Appreciate lessons that can be learned from COVID-19 good practice experience relating to the extension of SP and welfare support to MWs and their dependants.
- Be aware of modalities to incorporate (continued) access to and coverage by SP in arrangements concerning the return and reintegration of MWs.

3. Substantive discussion: Module F

3.1. Range of services provided by Migrant Welfare Programmes, including people-centred and gender-responsive support services (Manual, par VI.4)

- The range of services are set out in Module F, read with the relevant part of Module A, referred to above.
- Indicate that no common template exists. The key needs of MWs abroad and their family members, as well as the CoO (in)capacity to render these services, are of paramount importance. An evidence basis is required.

3.2. Access to health care, including sexual and reproductive health care (Manual, par VI.5)

- Note that some of the relevant considerations relate to negative health outcomes in the CoD affecting MWS and their family members, and in particular available health care in the CoD.
- Note also that the extension of CoO health insurance may be an appropriate intervention, but that care must be taken by the CoO to avoid dual coverage of workers concerned.

3.3. Access to legal services (Manual, par VI.6)

- Access to legal services may be required prior to departure and, in particular, during the period of employment in the CoD.
- Indicate that several modalities to make available access to legal services may exist, including appointing legal experts, relying on NGO support, or making use of workers' rights centres, among others. Funding of legal services could be particularly problematic.

3.4. Social protection in the light of pandemics (Manual, par VI.7)

- This matter is discussed at length in Module F.
- Note that the lessons learned from the COVID-19 pandemic are supported by international standards and guidelines that may be applicable, and the good and negative practices of countries or other stakeholders.
- Note also the largely temporary nature of CoD COVID-19 SP (in particular, cash-based) measures adopted, and that many of the adopted measures were often introduced and implemented by humanitarian actors – with many cash-based interventions rendered by NGOs and United Nations institutions, and not the CoD.
- Emphasize the need to design longer-term SP interventions post-pandemic, and the role that the CoO could play in this regard. The interventions need to span three broad SP areas: (i) health care; (ii) employment protection; (iii) other SP interventions.

3.5. Repatriation of migrant workers (Manual, par VI.8)

- Consider the different arrangements that have traditionally been designed to deal with the repatriation of MWS (and their family members), as outlined in Module F.
- The need to cooperate and coordinate with a range of stakeholders, and also with CoD institutions, needs to be appreciated as well.

3.6. Migrant worker orientation (Manual, par VI.9)

- Indicate the importance of arranging for both targeted pre-departure and post-arrival orientation, as well the scope of the orientation, which should include relevant information about CoD and applicable CoO SP arrangements.
- Pre-departure skills orientation is critical; skills partnerships may be of considerable value for this purpose.

3.7. Return and reintegration of migrant workers (Manual, par VI.10)

- Indicate that this often neglected area could benefit from a number of good comparative experiences.
- Access to SP benefits of the CoD, to which MWs could be entitled, as well as access to CoO SP benefits are particularly important.
- Note also that there is considerable scope for specific SP integrative programmes to be in place in the CoO.
- It may be necessary, for this purpose, to rely on a national database indicating available support services and available skills of returning MWs. There should also be an emphasis on preparing MW for their return to the CoO, in relation to SP measures indicated in the Manual.

4. Questions and group activities: Module F

Question 1

Consider, in your country, the range of services which in your view should be included in a MWP/MWF.

- Country participants should jointly engage with a range of factors to be considered (many of which are set out in Module F), in this regard, including: the needs of MWs abroad and their families; the capacity of the CoO to render SP services, in coordination with other role players.

Question 2

What lessons can be learned from the COVID-19 pandemic regarding SP for MWs abroad and their dependants, and the role CoOs could play in ensuring better SP for them in these circumstances?

- Identify the lessons to be learned in three areas of SP relevance, as highlighted in Module F: (i) health care; (ii) employment protection; (iii) other SP interventions.
- Note the temporary nature of many of the SP measures adopted during the COVID-19 pandemic and the overemphasis on humanitarian assistance, in particular in respect of cash-based SP interventions – and the need to adopt more sustainable longer-term SP responses that are effectively nation-state driven.

Question 3

How could MW pre-departure and post-arrival orientation programmes be adjusted to make better SP provision for the treatment of SP of MWs abroad and their dependants, and to ensure that MWs are appropriately appraised thereof?

- Note the detailed discussion on these matters in Module F.
- Indicate the need to incorporate specifically SP arrangements in the orientation programmes, and to use both public and private communication to ensure familiarization with and understanding of programmes and their contents.

Group activity 1

Provide advice to the technical working group set up to establish and implement a MWP/MWF regarding realistic modalities for including in the MWP/MWF: (i) improved health care; (ii) extended legal assistance; and (iii) suitable repatriation arrangements.

- Country-specific participants should deliberate these measures. Reference is made to the detailed discussion on these measures in Module F.
- Note that it is important to go beyond the design of relevant measures, but also to ensure appropriate implementation.

Group activity 2

Design a policy brief for your government on adjustments to be made and measures to be adopted to ensure (improved) SP for returning MWs.

- Country representatives should use the information on this matter contained in Module F to design the policy brief, and also rely on good comparative experiences.
- Note the importance of addressing both social security arrangements, and broader SP integrative services, including skills acquisition (where relevant).

MODULE G

Implementation

1. Focal areas covered in Module G

The focal areas appear from the Aims of the Modules, as reflected in the Manual, par VII.1, and comprise the following:

- Provide an overview of the following matters concerning the implementation of a MWP:
 - Regulations, institutions and operations;
 - Road map for the establishment of a MWP;
 - Strengthening the regulatory environment; and
 - Supportive arrangements, in particular: (i) diaspora networks and remittance support; and (ii) regional and continental involvement, and intercontinental engagement with CODs.
- Reflect on SP services that are or could be rendered by embassies/consulates and other role players, in particular CSOs.
- Appreciate the different elements of a road map for the establishment of a MWP.
- Understand the relevance of, need for and scope of, as well as strengthened monitoring of the recruitment industry.
- Appreciate how BL(M)As could provide for enhanced SP coverage of MWs abroad and their dependants.
- Reflect on the role of diaspora associations and remittances to support and enhance SP for MWs abroad and their family members.
- Reflect on the enhancement of the evidence base in support of enhanced SP for MWs abroad and their family members.
- Consider the role of regional and continental involvement, as well as intercontinental engagement with CoDs to ensure improved SP outcomes for MWs abroad and their family members.

2. Learning outcomes: Module G

- Understand the range and content of services and other forms of support that can be rendered by embassies/consulates of the CoO, as well as CSOs, to support MWs abroad and their dependants.
- Be able to appreciate and give content to the different elements of a road map for the establishment of a MWP.
- Consider regulatory steps that could be taken to ensure appropriate engagement by the recruitment industry in SP provisioning for MWs abroad and their dependants.
- Be able to incorporate appropriate SP provisions in BL(M)As.

- Be familiar with ways and means in which diaspora networks and remittances can enhance SP for MWs abroad and their family members.
- Understand the contribution made by regional and continental involvement, and engagement with CoDs via intercontinental platforms, to the enhancement of SP for MWs abroad and their family members.

3. Substantive discussion: Module G

3.1. Regulations, institutions and operations (Manual, par VII.4)

- Stress the need for an appropriate legal and policy framework to be in place, as well the institutional and operational capacity and arrangements to render CoO SP services to MWs abroad and their family members, also prior to departure and upon return.
- Note that engagement with different levels of government may be required, including embassies/consulates (to which labour attachés and/or social welfare officers) could (ideally) be attached.
- Regarding social partner and CSO involvement, as well as the involvement of (foreign) employers, and recruitment agencies, indicate the need to build on and rely as and when necessary on the critical role that they are playing.
- Also emphasize the importance of cooperation with CoD institutions.
- Note further the role of migrant resource centres in sharing information.
- Regarding participatory and inclusive engagement, stress the importance of whole-of-government and whole-of-society approach. Refer to the stakeholders indicated above.

3.2. Road map for establishment of a Migrant Welfare Programme (Manual, par VII.5)

- Reference needs to be made the African Union *Guidelines on the Development of Model Migrant Welfare Programme/System* (2021), as well as the Template attached to the Manual, and the discussion in Module G.
- Note in particular the overall responsibility on the government of the CoO in this regard; the need for a multi-stakeholder representative operational body with a clear mandate; consultative and planning activities; the development of policy and legal frameworks; the need for partnerships; piloting a programme framework; implementing the programme framework, also via migrant networks; and appropriate monitoring and evaluation arrangements.

3.3. Strengthening the regulatory environment (Manual, par VII.6)

- Regarding the recruitment industry, stress the importance of both private and public recruitment and the regulation thereof, imposing liability on recruitment agencies re SP entitlements of MWs as relevant, and the need for both self- and public regulation of the recruitment industry.
- Emphasize the need to strengthen recruitment monitoring, at different levels; the need to adhere to human rights-based recruitment standards (involving improved control, supervision, monitoring (utilizing also trade union and NGOs for this purpose) and improved legal and policy frameworks), linked to appropriate licensing and accreditation requirements.

- Stress that a harmonized standard/model employment contract is an important tool for ensuring at least minimum SP protection in the concrete employment contracts of MWs abroad. Refer to the provisions of the *United Nations Guidance on Bilateral Labour Migration Agreements* and the *African Union Guidelines on Developing Bilateral Labour Agreements (BLAs)*, as quoted in Module G.
- Emphasize the critical role of bilateral and multilateral agreements, as key to SP, but note also that these need to be further enhanced. CoOs should take their cue from the United Nations and African Union instruments mentioned in the previous point, the provisions of Global Compact for Migration Objective 22, and worldwide good practice.
- Note in this regard the discussion on strengthening the SP provisions of BL(M)As, and extended coverage under BSAs (and MSAs), to be achieved incrementally.
- Note the importance of implementing administrative agreements, and the need to ensure sufficient capacity on the part of the CoO to negotiate and conclude these agreements, as well as to implement same.
- Stress also the need for an enhanced evidence base across various dimensions to inform appropriate CoO SP measures, and the need to enhance statistical capacity.

3.4. Supportive arrangements (Manual, par VII.7)

- Stress the importance of diaspora networks and remittance support for enhanced SP provisioning and developmental initiatives.
- There may be a need to undertake profiling of the diaspora and their involvement in the CoO, and the strengthening of diaspora economic and skills transfer.
- Indicate that it may also be necessary to rely on regional, continental and intercontinental engagement to help improve the SP plight of MWs abroad and their family members. Comparative experiences may be helpful in this regard.

3.5. How to utilize the Template for the Design, Establishment and Implementation of a Migrant Welfare Programme (Manual, par VII.8)

- Refer to Template attached to the Manual, and the associated introductory remarks.
- Emphasize the self-help and flexible nature of the Template.
- Note the key issues raised in the template, on the basis of the four overall thematic areas and the associated content and structure in relation to these.

4. Questions and group activities: Module G

Question 1

Consider the role of social partners and CSOs in supporting MWs abroad and their family members, and describe how social partners and CSOs could be appropriately included in a participatory and inclusive SP approach.

- Note the relevance here of representative and advocacy interventions.
- Note also the challenges posed by a restrictive (legislative) trade union mandate, limited funding, and capacity constraints.

Question 2

Explain, in your country, the measures that need to be adopted to ensure that the recruitment industry is appropriately regulated and monitored.

- See the discussion on these matters in Module G.
- Country-specific arrangements need to factor in an analysis of current arrangements in place.

Question 3

Consider strengthening, in your country and region, the role of bilateral and multilateral agreements in achieving improved SP outcomes for workers from your country abroad and their family members. Distinguish in this regard the role of (BL(M)As, BSAs and MSAs respectively.

- A country and regional approach is required.
- It is necessary to analyse the scope of current applicable agreements, and any identified shortcomings/challenges.
- Emphasize that it is necessary to consider the relevant United Nations and African Union documents referred to in Module G to enhance SP provisioning in the context of BL(M)As; there may be a need to revisit existing BLM(A)s for this reason as well.
- Note the importance of (incrementally) increasing the scope of BSAs and MSAs.
- Note also the need for appropriate capacity to negotiate and conclude agreements, as well as to implement same.

Question 4

Explain how the evidence base and data environment informing SP for MWs abroad can be improved.

- This is discussed at length in Module G.

Question 5

Reflect on the strengthening of diaspora networks and remittance arrangement to enhance SP for MWs abroad and their family members.

- See Module G for a discussion on these matters.
- Of particular relevance could be the use of remittances to strengthen contributions to insurance-based schemes made/paid by MWs.

Group activity 1

Write a policy brief for your government, explaining the need and modalities for: (i) strengthening the statutory and policy framework informing SP for MWs abroad and their family members; (ii) enhancing the institutional framework to achieve this purpose; and (iii) improving the consular framework to achieve this purpose.

- Country-specific participants should reflect on these matters, utilizing the discussion thereon in Module G as a basis.

Group activity 2

Advise your government and the technical working group set up to establish and implement a MWP/MWF regarding a road map for establishing the MWP/MWF suitable to the context of your country, and elaborate on the different dimensions or elements of the suggested road map. Reflect in particular on the following elements: (i) the different steps to be taken; (ii) the responsible institution(s) for each of the steps; (iii) strategic planning; (iv) consultative framework; (v) governance framework; (vi) implementation and partnerships; (vii) piloting and protocols; and (viii) monitoring and evaluation.

- Country-specific participants should use the discussion in Module G on these matters as a basis to jointly engage with the areas indicated in the group task.

Group activity 3

Consider and advise civil society organizations involved in advocating for improved SP for MWs as to how the model employment contract can be improved to extend better SP to the workers of your country abroad and their dependants.

- Note the crucial role that CSOs are and could potentially play in improving SP outcomes for MWs abroad and their families.
- Stress that one of their most important tasks would be to ensure that the SP provisions of standard/model employment contracts are appropriately incorporated in concrete contracts of employment, and properly implemented.

Group activity 4

Write a position paper for your government, outlining the possibilities regarding and steps to be taken to use regional and continental networks, as well as intercontinental platforms, to engage CoDs with a view to improving SP outcomes for MWs abroad, from your country and region, and their dependants.

- Participants from CoOs of a particular region should debate the most appropriate regional and continental networks and platforms (including the African Union, and relevant RECs), as well as intercontinental networks and platforms, that could be used to enhance SP outcomes for MWs abroad and their representatives.
- Note the importance of collaboration between CoOS, also in the CoD.



COURSE EVALUATION FORM

Training on the implementation of the manual on *The Establishment and Implementation of a Migrant Welfare Programme by African Countries*

We would appreciate it greatly if you would fill out this anonymous evaluation form as honestly and constructively as possible. This will help us to improve the Manual and its supporting materials, and the presentation of the training.

SECTION A

Please rate your level of agreement on whether the learning outcomes for the Training were attained.

Level of agreement:					
5 – Strongly agree					
4 – Agree					
3 – Neither agree nor disagree					
2 – Disagree					
1 – Disagree strongly					
The training content was valuable	5	4	3	2	1
I can use the information in my work	5	4	3	2	1
The training format was effective	5	4	3	2	1
The instructors were knowledgeable about the topics	5	4	3	2	1
The instructors' presentation styles were effective	5	4	3	2	1
The room and amenities were conducive to learning	5	4	3	2	1

SECTION B

- (1) What are the three most important things [or topics] you learned during this training?

- (2) Was an appropriate amount of material covered during this training? If not, was too *much* material covered or too *little*?

- (3) Please comment on the extent to which the training will impact upon your work.

- (4) Please give suggestions or comments about the course in general and how it could be improved.

(5) Please give suggestions or comments about the trainers.

(6) Did you find the training material useful? Please comment.

(7) What is your overall evaluation of this course? (Tick one)

Poor	
Below average	
Average	
Good	
Excellent	



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