

Review Report on Existing Pre-Departure Orientation Modules/Handbooks/Guides



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Review Report on Existing Pre-Departure Orientation Modules/Handbooks/Guides

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The report is an output of the project titled Standardization of the Pre-departure Orientation Services (PDOS) Training Programme for Potential Migrants. The project is part of the ILO's technical assistance to the Government of Bangladesh for Promoting Decent Work through Improved Migration Policy and its Application in Bangladesh.



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Context

The Refugee and Migratory Movements Research Unit (RMMRU) has been implementing the project titled “Standardization of the Pre-departure Orientation Services (PDOS) Training Programme for Potential Migrants.” This project is part of the ongoing programme on “Promoting Decent Work through Improved Migration Policy and its Application in Bangladesh”, which is being executed by the ILO with the Ministry of Expatriates’ Welfare and Overseas Employment (MEWOE) and other government agencies, IOM, UN Women, and civil society stakeholders as the implementing partners and the Swiss Development Cooperation (SDC) as the donor.

The objective of the project is to support the standardization of the Pre-departure Orientation Service (PDOs) training programme for potential migrants. Under the project three PDO Modules will be developed. Among the three PDO modules one will be a short Pre-departure Orientation Module (PDOM) that will be used by the BMET at its briefing centre while other two will be in-depth country specific modules to be used by different stakeholders.

In order to develop these modules RMMRU has reviewed existing PDOMs, booklets and information guides prepared by BMET, IOM, WARBE Development Foundation, OKUP, BOMSA, TDH, RMMRU and other relevant organisations. The review has analysed and evaluated the approach, design, contents, language and pedagogical aids used in these modules. Furthermore, this review has identified other necessary issues/information needed to be incorporated into the proposed modules. A review matrix has been developed and enclosed in Annex I.

Chapter-I

IOM: Pre-Departure Orientation Manual

The IOM PDOM is designed especially for potential female migrant workers. This module consists of six chapters with helpful pictures and instructions on how to use the module. It also has six annexes which contain different documents and information for potential migrants. Each chapter begins by providing the background, objectives and outcomes of the chapter. It also gives guidelines for the facilitator to conduct the training. The following section deals with the review of the content of this manual.

Review of the Content:

The first chapter of the module begins with objectives and target audience. It also provides basic instructions for trainers who would use the module and what aids to be used during trainings. This chapter divides all the information provided in the module into three stages: 1. pre-departure, 2. migration phase and 3. return and reintegration.

The second chapter provides a short overview of international labour migration, the reasons and nature of migration. It also includes current nature of international labour migration from Bangladesh including female migration.

The third chapter provides detailed guidelines/instructions for facilitators for conducting trainings. This chapter comprises different sub-sections. They contain information for facilitators, session design, objective and description of training, feedback and evaluation, psychological aspects of education, different aspects of conducting training and their techniques, effective models for adult education and how to make trainings more interactive and effective.

The fourth chapter is divided into different units.

In *unit-I*, necessary information regarding the role and responsibilities of BMET and recruiting agencies are described. This unit focuses on the process of visa collection – individual and company visas. It also explains the importance of briefing sessions, registration with the BMET to be included in the government (GoB) database, departure certificates and medical check-up. This unit further incorporates a list of GoB approved medical agencies.

Different ways of preparing necessary travel documents are explained in *unit-II*. This unit includes information regarding passports, the different types of problems that a migrant worker may face if s/he does not complete necessary formalities to prepare passports on

their own. It describes the problems that migrant workers will face if there is any error in the passport. It also makes potential migrant workers aware about the importance of having a genuine visa and problems associated with forged visas, the verification process of visas, tickets and travel agencies, job contracts, fake job contracts. This unit further provides information on how to open bank accounts and the ways to remit money.

Unit-III provides suggestions to potential migrant workers about the preparations and formalities associated with their travels. In other words, this unit includes information on issues that are needed to be considered before leaving home for the airport and the formalities necessary to follow at the airport i.e., security and customs check, formalities at the expatriates' welfare desk, airline counter check-in, immigration, and boarding. It introduces the issue of transit/stop-over. The unit further includes lists of permitted and prohibited items for checked bags and formalities and a list of the dos/don'ts while being on board.

The fifth chapter consists of several units (IV to X) dealing with issues associated with migration phase.

Unit-IV deals with the formalities migrant workers have to follow upon their arrival at the airport of the destination country. This unit provides information about immigration and customs procedures, collection of checked baggage and how to make a claim about lost baggage and to make arrangements for getting to migrant workers' destinations.

Unit-V focuses on the importance to understand and to get adjusted with new cultures, environment/weather, social norms and rules of host countries. This unit therefore identifies some general problems migrant workers may encounter in host countries. It also suggests a number of ways to deal with these problems. The work environment of female migrant workers gets special attention in this unit. It suggests female migrant workers different ways to adapt with the new culture of host countries. Furthermore, this unit briefly talks about the importance of learning about the weather of the host country in advance and suggests that migrant workers should respect the dress code of the host country and carry suitable clothes accordingly.

Unit-VI discusses different aspects of female migrants' personal safety. The unit suggests that potential migrants must have a clear understanding about job contracts, health and shelter facilities in the host country (whether such facilities are provided by the employer or should be arranged on their own). It also talks about different risks/problems and how to manage them. Specifically, it deals with issues of sexual harassment, cruel and

discriminatory behaviour and other workplace-related hazards that female migrants may encounter. The unit further provides information on institutions/organisations which can help migrant workers to ensure their security. It stresses that migrants can ensure their safety only by following proper procedures at each stage of migration.

After the discussion on personal safety in Unit-VI, a whole unit has been devoted on risk management. Unit-VII identifies possible risks such as getting fired from the job, hazards at work. Next, it suggests possible ways to manage these risks such as developing cordial relations with employers and dealing issues with confidence.

Information related to personal health and hygiene is presented in *unit-VIII*. This unit educates potential migrant workers about different types and reasons of diseases as well as the ways to maintain personal hygiene. It also discusses reproductive health issues. This unit further explains different types of sexually transmitted diseases, their causes and ways to prevent them. Different aspects of mental health are also included in this unit.

Unit-IX particularly focuses on etiquettes and manners. It explains the importance of standard social behaviour and manners and how a female domestic worker should behave in her employer's house and what is expected of her. This unit also offers some invaluable suggestions in this regard.

Banking and remittance issues are discussed in detail in *unit-X*. This unit includes updated information on banking facilities and different ways to remit money to Bangladesh i.e. through bank, e-cash, electronic fund transfer, draft, money exchange, smart remittance card, mobile banking etc. It also explains how a migrant worker can open a bank account and what documents are required in this regard. It, then, discusses *hundi* system, an illegal channel to transfer money to Bangladesh and discourages migrant workers from using this system by presenting the advantages of sending money through official channels and the disadvantages/risks of sending money through *hundi*. It also offers some practical ways to identify the people who are involved in illegal money transfers. The unit provides a number of suggestions on remitting, saving and investing money effectively.

The sixth chapter deals with different aspects of return and re-integration of migrant workers. *Unit - XI* of this chapter provides information on mental reintegration, effective use of money and special facilities being offered by the GoB to returnee migrant workers at the airport.

Annexes:

Annex-1 provides a list of basic vocabulary in Bengali, Arabic and English.

Annex-2 incorporates different international conventions and legal instruments that deal with different rights issues of migrant workers.

Annex-3 has four parts:

Annex 3(A): encloses a list of contact details of BMET, BOESL and their field offices.

Annex 3 (B): provides country specific important information.

Annex 3(C): provides a list of detailed contract information of foreign and national banks and money transfer agencies.

Annex 3(D): gives a list of organisations which provide service and information on sexually transmitted diseases and HIV/AIDs.

Annex-4: has three parts:

Annex 4(A): incorporates a list of contact details of Bangladesh missions abroad.

Annex 4(B): discusses the services provided by Bangladesh missions to migrant workers.

Annex 4(C): explains the roles and responsibilities of the labour wing and the labour attaché in Bangladesh missions abroad.

In Annex-5, the Govt. Gazette on the Overseas Employment Policy, 2006 is enclosed.

In Annex-6 Circular of the MEWOE is enclosed.

Assessment of the manual:

Approach & Design:

The manual is designed on expository based learning which includes lectures and storytelling methods on different issues. As the manual is especially designed for potential female migrants, concerns of female migrants are adequately taken care of with due emphasis on sexual harassments/assaults, and the like. The manual presents the information thematically dividing them into five parts and marking them with index tabs. There are six chapters consisting of a certain number of units with specific objectives and outcomes and therefore, they are easy to follow. However, some repetitions of contents in a number of units have been noticed. For instance, unit-VI and unit-VII contain overlapping information.

Content & Language:

On the whole, the manual is very up-to-date and comprehensive in terms of its content and information. The manual discusses pertinent issues in adequate detail. Discussions on travel preparation, airport procedures, personal security, unexpected pregnancy, banking and remittance, diseases, security and risk management including sexual assaults deserve appreciation for their rich content and practical suggestions/tips.

The manual, however, does not adequately address a number of important issues. For example, culture and its importance; procedures of issuing Machine Readable Passports (MRP); rules and regulations while on board and tips; formalities for transit/stop-over; occupational hazards including overwork, underpayment, handling of heavy objects, exposure to different chemicals. Moreover, the manual should have included two units – one on the rights of migrants and the other on services provided by missions. Since female migrants face different types of problems upon their return, some practical suggestions in this regard would have been well appreciated.

The language used in the manual is very lucid and easy to understand in general. Some issues, however, are presented in convoluted ways. For example, the issue of forged visa and job contracts, issues of mental health and personal safety could have been explained in a more migrant-friendly way and repetitions of bad treatment/behaviour by the employers and the risk management (in personal safety unit and risk management unit) could have been avoided.

Pedagogical techniques/aids:

One of the major important pedagogical aids that the manual uses is a separate information guide designed with pictorial illustrations and big-size texts. Such methods are useful for adult learning. Moreover, storytelling method is used to present some complex issues.

Chapter-II IOM: Handbook for Migrant Workers

The handbook presents necessary information for migrant workers into five stages - 1. Prior to migration decision; 2. Preparation for migration; 3. Migration process; 4. Things to do at work; and 5. Successful life after return.

Review of the Content:

In discussing issues that should be considered before one decides to migrate, the handbook stresses on the rational decision making process based on a cost-benefit analysis. Prior to taking the decision, potential migrants must calculate the financial and social costs of migration vis-à-vis its social and financial benefits. Costs of migration include, among other things, economic risk, long time separation from the family and society and risk of trafficking while benefits include, among other things, higher wages, better professional skills, higher living standard and better saving opportunities. Potential migrants are further advised to learn the language of the country they intend to go to and to get in touch with recruiting agencies directly in order to reduce the cost of migration.

Next, the handbook briefs potential migrants on the formalities of issuing of passports, visas, forged visas, verification of visas, job contracts, registration with the BMET, immigration clearance from the BMET, paying money to the recruiting agency and purchasing air tickets. In addition, it suggests a number of precautionary measures that reduce the risk of fraud, such as so-called “free-visa”.

Once potential migrants decide to go abroad, they need to take necessary preparations before. At this stage, the handbook describes, they should take part in the BMET pre-departure briefing sessions, collect relevant handbooks from the briefing centre, acquire some primary knowledge on the vocabulary and the language of the host country, receive relevant skill trainings, have adequate understanding about their personal security and occupational health and safety, medical check-up, opening bank accounts, and preparing the luggage.

Next, the handbook talks about the issues which are important for travel. It mentions formalities at the airport, porter services, security-check and customs-check, check-in at the airline counter, immigration and boarding. It, then, educates migrant workers about the dos and don'ts of air travel. Specifically, it deals with food/beverage, smoking, use of electronic devices. It also discusses the formalities and procedures at the destination country's airport including immigration, baggage

collection, claiming lost baggage, and customs check. It further gives information regarding the facilities provided by the GoB at international airports in Bangladesh for migrant workers while they return for a short or longer period.

In the next segment, the handbook identifies a number of common problems that migrant workers face on the job in their host countries and suggests some measures to deal with such problems. The handbook, then, provides information on workplace for female domestic workers. It also gives suggestions for female migrant workers on how to adapt to the new culture of the host country and how to avoid risks and occupational hazards. It especially provides practical tips to overcome homesickness that is a major problem for migrant workers.

Next, a section in the handbook discusses legal supports/aids by local labour courts, and the Bangladesh mission that migrant workers can avail themselves of if they encounter any problem. The handbook also provides information on how to remit money to Bangladesh, renewal process of passports, work permits/*iqamas*, overtime, etiquettes and social behaviour.

It advises migrant workers not to get involved in strikes and politics and it discourages them from changing their jobs illegally. It further emphasises that migrant workers should respect social values, religious practices and rules and regulation of the host country and they also should take good care of their health and hygiene in order to prevent them from different types of diseases for example HIV/AIDs.

The handbook briefs migrant workers on the wage earners' fund and the services provided by the Bangladesh mission for migrant workers. It finally provides some suggestions for returnee migrant workers.

Assessment of the Manual:

Approach & Design:

The handbook contains necessary information for potential female migrants. However, the approach and design it followed are not well organised. For example, it has been observed that the handbook starts by outlining five major stages of migration. Information provided, however, does not follow the stages mentioned. Therefore, the manual seems a bit scattered and is not user-friendly in terms of the design. Some repetitions of information have also been observed.

Content & Language:

On the whole, the handbook is informative and precise. Sections on legal supports/aids by local labour courts, the services provided by Bangladesh missions, information on how to remit money

to Bangladesh, renewal process of passports, work permits/*iqamas*, overtime, etiquettes and social behaviour, health and hygiene and different types of diseases for example HIV/AIDs deserve appreciation for comprehensiveness.

The booklet, however, does not address a number of important issues. For example, occupational hazards and safety rules for domestic workers; rights of migrant workers; rules and regulations while on board; formalities for transit/stop-over; and return and re-integration. The language used is very lucid. Since female migrants face different types of problems upon their return, some practical suggestions in this regard would have been well appreciated.

Pedagogical techniques/aids:

As this is an information booklet, pedagogical aids have not been used to impart trainings as such. However, some pictorial presentation has been given in this booklet.

Chapter-III

BOMSA: Pre-departure Orientation Guide for Potential Female Migrant Workers

The pre-departure orientation guide for potential female migrant workers developed by the Bangladesh Ovibashi Mohila Sramik Association (BOMSA) begins with a brief overview of international migration from Bangladesh. It, then, explains the importance and necessity of pre-departure orientation and the aims and objectives of the orientation programme and the target group. The orientation guide is divided into five thematic sessions.

Review of the Content:

The guide begins with a section on inaugural session (*Session I*) consisting of formal speeches and remarks of dignitaries and an introduction to the programme. After that, the *second session* begins with the introduction of participants, and talks about the format of the programme and ground rules to be followed during the event.

The *third session* explains migration process in general and issues of female migrant workers in particular. At the beginning of the session, it explains how to facilitate the session and also provides the guideline for the instruction. Issues of passports, visas and work permits, tickets, medical check-up, and BMET clearance are discussed in this session. At the end, it stresses on eleven specific issues that migrant workers must know before their departure.

The *fourth session* focuses on the rights of migrant workers. It discusses definitions of migrant workers and members of migrant workers' families. It explains eleven specific rights of migrant workers and their families. It also sheds light on seven specific rights related to work, contacts and labour laws that migrant workers are entitled to under different international conventions.

Session-V specifically highlights on the health issues of migrant workers including HIV/AIDs. It stresses that migrant workers have to complete necessary medical check-up including physical fitness, urine and stool test, X-ray, blood tests for HBS-AG, hepatitis A and B and B, VDRL (sexual diseases), HIV, TB test, malaria, pregnancy test (for female migrants) and the like. It also mentioned about issues related to medical check-up that potential migrants must be cautious about.

The session then discusses issues related to weather/climate, food and shelter. The orientation guide states that migrant workers face different kinds of problem related to weather, food and shelter. It advises migrant workers to be physically and mentally prepared to adapt to new

environments. In many cases, the guide highlights, migrant workers need to live in overly crowded accommodations without proper ventilation system. It also identifies a number of negative consequences of such accommodation problems. At the same time, it provides some suggestions on how to avoid such consequences.

The guide then discusses homesickness and work-related problems including discriminatory behaviour by their employers. These types of problems, the guide highlights, can cause different physical and mental illness and social problems. It suggests that migrants share their issues with their peers and family members and take professional advice, if necessary.

Next, the orientation guide talks about the issue of 3D jobs. It mentions about the health hazard that these types of job may cause. It provides an overview of 3D jobs and argues that proper awareness can help migrant workers to reduce occupational hazards. The guide also discusses gender specific occupational hazards such as sexual harassment/assaults. It then focuses on how to access medical services in the host country and do mandatory medical check-up. Finally, it describes HIV/AIDS issues in detail so that migrant workers may take precautionary steps.

Assessment of the Guide:

Approach & Design:

Both expository based learning and cooperative learning methods were followed in preparing the guide which involves lecture, brain-storming exercises and open discussions on different issues. The guide is especially designed for potential female migrants. The information presented are thematically divided into five sessions. It provides a layout of the orientation program with session details. Among these sessions the first two are introductory in nature and explain the instructions/methods to be followed during subsequent sessions. The last three sessions particularly provide information on migration process and the issues of female migrants, the rights of migrant workers, and health/HIV/AIDS respectively. Most of sessions are of 1 hour duration and the themes are chosen based on practical experiences and challenges faced by migrant workers. It is, however, to be mentioned that Session-V suffers from the risk of “information-overload” as multiple issues are highlighted in one-hour session. Some of the issues discussed in this session could have been discussed in separate sessions.

Content & Language:

On the whole, the manual is very brief in terms of its content and information. The guide discusses pertinent issues succinctly. For example, discussions on medical test before departure, medical check-up in the host country, medical check-up for HIV/AIDS, rules of privacy and counselling, occupational hazards, problems of overwork and lack of adequate food provided by employers for

the domestic workers, depression at work and depression induced risky behaviours, the rights of migrant workers and their families deserve appreciation for their unique contents.

The orientation guide, however, does not adequately address a number of important issues. For example, migration decision, how to make migrations successful, risks associated with migrations, preparation for journey, airport procedures at home and abroad, rules and regulations to follow while on board; formalities during transit/stop-over; culture and its importance; other occupational hazards including under-payment, handling of heavy objects, the common diseases that migrant workers usually suffer from, how to remit, invest and manage money, duties and services provided by Bangladesh missions abroad, how to lodge complaints and how to deal with challenges/problems at different stages of migration (pre-departure, during their work abroad, return and re-integrations). Since female migrants face different types of problems upon their return, some practical suggestions in this regard would have been well appreciated.

It has been observed that though the guide make an effort to introduce rights of migrant workers under different international conventions, these rights have not been explained in adequate detail. Hence, it is very difficult for participants to understand how their rights can be ensured if they are violated.

The language used in the guide is very lucid and easy to understand in general. However, the sections are very descriptive and often it seems that they may not be easily communicated to potential migrants. Therefore, it is necessary to provide information in a more structured way. For example, information can be presented in bullet points with some pictures.

Pedagogical techniques/aids:

The origination guide is supported by an information booklet which discusses some of the issues in greater detail but no pedagogical aids such as pictorial illustrations, big-size texts, audio-visual aid, and storytelling methods have been used in this guide.

Chapter-IV

RMMRU: Information Storehouse/Guide for Migrant Workers

The Refugee and Migratory Movements Research Unit (RMMRU) has developed information storehouse/guide for potential migrant workers under the editorship of Professor Tasneem Siddiqui of Dhaka University and Dr. Nurul Islam of BMET with the support of the Manusher Jonno Foundation. The information guide is divided into fourteen chapters preceded by a preface and followed by a conclusion. The guide also has supporting manuals to impart trainings to potential migrants.

Review of the Content:

The first chapter provides basic ideas about migration. It explains the concept of migration and its various typologies such as internal migration, international migration, long-term and short-term migration, regular migration and irregular migration, voluntary migration and forced migration, and issues of refugees and asylum seekers.

The second chapter presents an overview of international migration from Bangladesh. It notes that the governance of the overseas employment sector has been gradually streamlined over the years in Bangladesh. For example, the mandatory collection of BMET emigration clearance reduces the scope for unscrupulous recruiting agencies to send migrant workers through irregular channels.

The chapter then talks about four skill categories of migrant workers - professional, skilled, semi-skilled and low-skilled with more than 50% of Bangladeshi migrant works falling into the low-skilled category. The major destinations of Bangladeshi migrant workers are Kingdom of Saudi Arabia (KSA), United Arab Emirates (UAE), Kuwait, Qatar, Bahrain, Oman, Malaysia, Korea and Singapore. Based on the BMET dataset, it identifies that the highest migrant sending district in Bangladesh is Comilla followed by Chittagong. The chapter also presents an overview of female migrant workers of Bangladesh. In Bangladesh, a female worker cannot go abroad if she does not reach the age of 18. The female migrant workers of Bangladesh mainly go to KSA, UAE, Lebanon, Jordan, Oman, Mauritius and Malaysia. The cost of female migrant workers is generally less than that of their male counterparts.

The third chapter, elaborates the decision-making process of migration. It presents a list of practical issues that need to be taken into account before taking the decision to migrate. These issues include the condition of the labour market, the cost of migration, the sources of migration financing, economic cost-benefit analysis of migration, guardianship of the family, physical and

mental fitness for migration, skill trainings, language proficiency, migration processing and future employment. The chapter explains each of these issues with their rationales in great detail.

The fourth chapter specifically deals with the issue of technical trainings and skilled migration. It explains the importance of skilled migration and how potential migrants can enhance their skills. It further discusses who can take trainings, necessary educational qualifications for trainings, the subjects, duration and cost of different training courses and a list of training centres.

The fifth chapter provides information on how to process migration. At the outset of the chapter, it introduces the institutions/organisations which are related to the processing of migration. Such institutions/organisations includes the MEWOE, BMET, District Employment and Manpower Offices (DEMO), Bangladesh Foreign Employment and Services Ltd (BOELS), authorised private recruiting agencies, Expatriates' Welfare Desk at the office of Deputy Commissioners, *Probashi Kalyan Bank*, and brokers.

This chapter then highlights the issues that potential migrants must do to process their migration, such as preparing passport. It then explains how to obtain a Machine Readable Passport (MRP) and to correct information in one's passport in case of errors. It also sheds light on job contracts, work permits, visas, the collection and verification of visa, registration of names with BMET, the issue of fingerprints, certificates of medical examination, collection of BMET's Emigration Clearance Certificate, Smart Card, opening bank accounts and purchasing of air tickets in adequate detail. This chapter then talks about BMET pre-departure briefing sessions and how potential migrants can process loans from banks at a low interest rate from some specific banks. Finally, it briefs on what supports RMMRU offers to potential migrants.

The sixth chapter of the guide explains how to lodge a complaint if/when migrant workers encounter any problems during different stages of migration. The process of lodging complaints and settlements of the complaints are discussed in great detail. It also mentions that migrant workers can take legal recourse through labour courts, seek support of local human rights organisations and special courts. It then talks about the necessary documents which are required for lodging such complaints.

Chapter VII deals with grassroots services provided by the RMMRU. It introduces the concept of the Migrant Rights Protection Committee (MRPC) innovated by RMMRU. The MRPC aims to increase local capacity of labour migrants to avail services related to migration offered by government and recruiting agencies, banks and NGO's. MRPCs operating in 27 districts of Bangladesh provide trainings to potential migrants on how to take rational decision about

migration. They also offer pre-departure trainings, technical skills trainings and organise remittance fair, skills enhancement trainings, support to potential migrants to register their online and help returnee migrants with registration and rehabilitation. The chapter also provides the addresses of RMMRU and its seven field-level partner organisations.

Chapter VIII focuses on travel related issues. At the outset, it provides a check-list of documents that migrants must carry during their travel. It then talks about formalities at the airport -security and customs checks, check-in at the airline counter, Expatriates' Welfare Desk at the airport, the amount of currency (foreign currency/BDT) migrant workers can carry during their journey, immigration, boarding. It also describes airplane etiquettes and dos and don'ts while on board, transit formalities and the formalities at destination airports including collection of baggage and making arrangements for getting to the destination.

The ninth chapter explains the necessary things to do after reaching the host country. It stresses that migrant workers must report to the concerned Bangladesh mission upon their arrival in the host country. The chapter lists the contact details of Bangladesh missions in different countries where the Bangladeshi migrant workers usually migrate to. It also suggests that migrant workers should try to know more about the locality in which they would work. It then suggests some ways to deal with homesickness. This chapter further highlights social, cultural, legal issues and regulations practised in the Middle Eastern countries that migrant workers should abide by.

The tenth chapter provides some invaluable country-specific information. It highlights the diversities in language, food, weather, religious practices, and nature of job conditions, working hours, overtimes and vacation, and the nature of accommodations in Middle Eastern and Southeast Asian countries.

Chapter XI deals with health related issues. In general, it discusses basic awareness about migrants' health. It then explains the most common diseases which migrant workers are usually vulnerable to. In addition, it talks about reproductive health of female migrant workers. This chapter highlights different types of accidents/hazards that migrant workers usually encounter in the host country and offers ways/strategies to avoid them.

Chapter XII discusses legal systems prevailing in some of the destination countries i.e. KSA, the UAE and Malaysia. It then explains how migrant workers can access health, legal and emergency services in the host country. It advises migrant workers not to get involved in any kind of illegal activities. The laws are very strict in most of these countries as they follow Islamic *Sharia* Law. If

migrant workers face any abuse/problems, they can take legal recourse through local labour courts. Migrant workers are entitled to claim compensations if there are accidents on the jobs.

Chapter XIII explains the issue of remittance and how to send remittance via official channels. It argues that one of the main purposes of migration is to ensure economic benefits. Benefits can be reaped to the fullest extent if and when migrant workers send their money safely and use them in an efficient way. Therefore, this chapter suggests that migrant workers should open bank accounts before leaving Bangladesh. It encourages migrant workers to save some money so that they can invest the savings in the productive sector upon their return to Bangladesh. It also explains the negative aspects of sending money through informal channels i.e., *hundi*. It then provides information on some of the private and public banks that have special products in which remittances can be invested.

The fourteenth chapter is the final chapter of this guide and deals with return and reintegration issues. It includes information on the formalities and facilities at Bangladeshi airports provided by the government of Bangladesh. It then explains the problems that returnee migrants may encounter and suggests some practical ways to deal with such issues. Finally, it promotes the issue of safe migration and what should be done in order to make migration successful.

Assessment of the Manual:

Approach & Design:

The information guide and supporting manuals developed by RMMRU have been designed based on expository and cooperative learning approach. Therefore, they consist of lectures followed by open discussion, group work and brainstorming exercises. The information guide presents the information thematically into fourteen chapters followed by a conclusion. Each chapter is based on a certain theme/aspect of migration and therefore, they are easy to follow. No repetitions of information have been noticed.

Content & Language:

On the whole, the information guide is very up-to-date and comprehensive in terms of its content and information. The manual discusses pertinent issues in adequate detail. Discussions on primary notion of migration; the context of international migration for Bangladesh; migration decision and procedures; preparing necessary documents for migration; necessary trainings; the procedures of lodging complaints; travel preparations; airport procedures; importance of registering names with BMET before departure and reporting to the Bangladesh mission abroad after arrival in the host country; home sickness; health and diseases and personal safety; local law

and legal assistance; banking, remittance and investment, and return and re-integration deserve appreciation for their rich content and practical suggestions/tips.

The information provided in this guide on technical trainings and skilled migration is quite rich and detailed. Potential migrants can have a clear guideline on the importance of skill trainings and relevant training institutions. However, for the sake of standardisation of pre-departure information for potential migrants it is recommended that information on the National Technical and Vocational Qualification Framework (NTVQF) and National Skills Quality Assurance System (NSQAS) be included since they are necessary for understanding the pre-departure needs of workers belonging to different skill categories. As per the definition of the BMET, the guide identifies four types of migrant workers: professional, skilled, semi-skilled and low-skilled. The review report, however, suggests categorising skill levels set by the NTVQF which has been adopted by the Bangladesh Technical Education Board (BTTB) and the National Skills Development Council (NSDC) under the leadership of the Ministry of Education. The NTVQF is a comprehensive, nationally consistent yet flexible framework for qualification in technical and vocation education and training (See Annex -2 for skill levels of the NTVQF). Such discussion would help potential migrant workers to understand job specific skills, would encourage them to learn the skills and aptitudes required by employers.

The manual, however, does not adequately address a number of important issues. For example, rules and regulations while on board and tips especially instructions on how to use toilets, and airplane etiquettes and manners; formalities for transit/stop-over; and the culture of host countries and its importance. It lacks information on:

- how to make migration successful;
- the ways to pack luggage;
- occupational hazards including overwork, underpayment, handling of heavy objects, personal security, exposure to different chemicals and unexpected pregnancy and its negative consequences.

Moreover, separate chapters on workplace hazards, local culture, rights and the services provided by missions might have been included in this information guide. Since female migrants face different types of problems upon their return, some practical suggestions in this regard would have been well appreciated. The language used is very lucid and easy to understand in general.

Pedagogical techniques/aids:

A number of effective learning aids such as pictorial illustrations, charts, graphs/tables, videos and group discussions/work have been used in this guide and its supporting manuals. However, use of storytelling method could have made the information lively.

Chapter-V

RMMRU: Information Guide for Potential Female Migrant Workers

RMMRU has developed this information guide for potential female migrant workers with the support of Manusher Jonno Foundation (MJF). The information guide is jointly edited by Professor Tasneem Siddiqui, University of Dhaka and Ms. Ishrat Jahan of RMMRU. The information guide is divided into sixteen chapters preceded by a preface and followed by a conclusion.

Review of the Content:

Chapter I titled “Labour Migration from Bangladesh and Women” provides a general overview of international labour migration from Bangladesh. It states that a total of 67,41,187 migrant workers have gone abroad between 1976 and 2009 while a total number of 4, 75,278 migrants work in different countries around the world in 2009. Furthermore, it gives a historical overview of female labour migration from Bangladesh. Different categories of labour migrant workers of Bangladesh in also discussed in this chapter. They are of four types: professional, skilled, semi-skilled and low-skilled. Doctors, engineers, nurses and teachers fall in the professional category while the skilled category includes workers employed in manufacturing industries like the garment sector, mechanics, drivers and heavy machine operators. On the other hand, tailors and construction workers are considered semi-skilled workers and domestic workers and day labourers are considered low-skilled migrant workers. It also identifies major destinations of Bangladeshi migrant workers.

Chapter II titled “Processing of Female Labour Migration” provides information on a number of important issues related to female migrants. It talks about the specific age range for female migrants for different professions. It also discusses the cost of migration for female workers and different trainings which they can take before going abroad. The chapter then provides information on pre-departure briefing, necessary documents for migration, job contracts and conditions, and bank loans. Moreover, it explains different ways to get employment abroad and to process BMET Emigration Clearance Certificate before departure. It then talks about how to legally process work permit through scrupulous recruiting agencies. It then educates potential migrants about the things that they should do before their final departure, customs formalities at the airport, things to do after arrival in the host country; how to ensure security of female migrant workers; and different techniques to deal with homesickness.

Chapter III focuses on how to make own work plan. It suggests that a worker can prepare a routine and get organised by dividing all her tasks/duties into four categories. For example: daily tasks,

weekly tasks, monthly tasks and annual tasks. It also gives some ideas about different types of tasks that can be performed on daily, weekly, monthly and annual basis.

Chapter IV to IX discuss different aspects of household work separately. It explains how to clean bedrooms, guestrooms, kitchen, and bathrooms and maintain a healthy environment at home. At the same time, these chapters also provide a number of techniques to organise and decorate the house. They provide instructions on how to clean TV, DVD, and AC and to use washing machines, dryers, irons and different household appliances. Furthermore, they provide instructions on how to prepare food items by using rice cookers, pressure cookers, and to use and clean refrigerators, freezers, blenders, electronic ovens, micro ovens, toasters, coffee-makers, gas ovens, water heaters, and dish washer etc.

Chapter X to XII explain how to take care of aged people and children in the family and how to behave with them. These chapters show how to feed them and help them to take showers, to make them sleep. These chapters also provide information on issues domestic workers should be mindful of while dealing with these categories of people.

Chapter XIII provides information on skill trainings for potential migrant workers who intend to work in garment factories abroad. Since migrants working in this sector are considered skilled migrants, their wages are high compared to domestic workers. Many Bangladeshi women are working in different industries in Malaysia, UAE and some other countries. Moreover, new opportunities for skilled jobs are on the increase. For example, Russia may hire foreign workers for its growing garment industry. There are also growing need for cleaners, hairdressers, beauticians, support staffs at hospitals. If potential female migrants want to go abroad as skilled migrants, they can take necessary trainings at TTCs operating under the BMET in 13 districts.

Chapter XIV discusses issues related to health security. It particularly covers the areas that are important to maintain a healthy life including personal cleanliness and provides information on general health, reproductive health, and mental health. *Chapter XV* focuses on language skills and encourages potential migrant workers to learn common vocabulary regarding household work, food, health, vehicle and the like.

Chapter XVI discusses how to remit money to Bangladesh legally. It then warns migrants not to use *hundi*, the illegal means to remit money to the country. Next, it explains different ways to invest remittances in productive sectors and how access loans from banks and other financial institutions against remittance for doing business. Finally, *Chapter XVII* sums up the information provided in the guide with some concluding remarks.

Assessment of the Manual:

Approach & Design:

The information guide for potential female migrants developed by RMMRU presents the information thematically dividing it into seventeen chapters. Each chapter is based on a certain theme/aspect necessary for female migrants. Generally, it is a well-organised guide and therefore, is easy to follow. No repetitions of information have been noticed.

Content & Language:

On the whole, the information guide is very up-to-date and comprehensive in terms of its content and information. The first two chapters of the guide precisely discuss about the context of female international migration from Bangladesh, migration procedures, airport formalities, the things that a female migrant must do after her arrival in the destination country, the ways to ensure physical/personal safety of a female worker. From chapter three to eleven, the important tasks that a domestic worker usually performs have been discussed in adequate detail. For example, the discussions on work plans, remittance, health, how to use and handle different households appliances safely, how to take care of the house and family members deserve appreciation for their rich content and practical suggestions/tips. This guide also provides some important information for workers intend to go abroad as skilled professionals, such as nurse and workers in industries/factories and the garment sector.

It is observed that the guide gives more focus on the issues related to domestic workers. However, information on other professions has not been addressed adequately. The manual also ignores some other issues. For example, how female migrants can make their migration successful, the ways to deal with family matters especially children, husbands and parents while she is abroad; the culture of host countries and its importance; occupational hazards including overwork, under-payment, handling of heavy objects, exposure to different chemicals and unexpected pregnancy and its negative consequences and diseases; rights of female migrant in the host countries and the services provided by Bangladesh missions to protect the rights of female migrants. Since female migrants face different types of problems upon their return, some practical suggestions in this regard would have been well appreciated. The language used is very lucid and easy to understand in general.

Pedaqogical techniques/aids:

Discussions in the guide have been supported with vivid illustrations and real pictures. Uses of such illustrations have made the guide organised, attractive, user-friendly and communicative.

Chapter-VI

TDH: Pre-Departure Training Guide

The pre-departure training guide developed by Tere des Hommes (TDH) in collaboration with the WARBE Development Foundation aims to provide necessary information to potential migrant workers who intend to go to European countries, especially Italy. This guide is divided into fourteen modules. It begins with an introduction explaining the objectives of the guide and the target audience. It presents specific guidelines for facilitators on how to use this guide. Each of the modules begins by stating the objectives, training methods and instructions for facilitating the session. On the basis of the information provided in the guide, an information booklet has also been developed for potential Bangladeshi migrants intending to go to Europe.

Review of the Content:

Module I explains the role of the training course, what is expected of participants and the instructions for facilitators. Then, *Module II* provides necessary information on how to take rational decisions about migration. It introduces a new framework for decision-making called SWOT consisting of strengths and weakness, opportunities and threats related to migration. And thus, it shows how to do cost-benefit analysis of migration.

Next, *Module III* explains a number of important issues that potential migrant workers should bear in mind after they have decided to migrate. The most important tasks for potential migrants include, among other issues, are to prepare passports, to get their names registered with BMET through DEMO offices, to collect the BMET Emigration Clearance Card, to apply for visas and to attend orientation courses on language, technical trainings and pre-departure orientation courses.

Module IV explains the process of preparing and renewal of passports. It further talks about MRP and how to prepare one including the guideline for photos. It then warns potential migrants of the implications if they do not apply for passports on their own and if there are any errors in the passport.

Module V deals with travel preparations and the formalities at the airport. The issues of medical examinations and medical certificates, health insurance, and air tickets are explained. It provides information on prohibited items for luggage and gives suggestions on how to arrange/pack the luggage. The information on airport formalities includes security and customs checks, services at the expatriates' welfare desk, check-in at the airlines counter, immigration, filling in embarkation card and the like. The information on things to do inside the plane includes issues of seating arrangement, food and beverage, smoking and the use of electronic devices. It further

incorporates information on what migrant workers should do upon landing of their flight in the destination country. It particularly talks about disembarkation card, formalities at the immigration desk, collection of luggage, claiming lost luggage and customs check.

Module VI discusses the issue of irregular migration in Europe (Italy) including implications of such migration. It then describes a number of measures to avoid the risk of becoming irregular/undocumented migrants. It provides some practical examples/case studies to explain these issues. *Module VII* provides information on how to go to Europe including how to obtain visas and a list of addresses of diplomatic missions of European countries in Bangladesh. *Module VII* provides information on the history, geography and demography of a number of European countries. While *Module IX* presents information on different categories of visas and how to obtain visas to enter Italy, *Module X* provides information on what migrants should do immediately after they reach Italy such as registering their names with the municipality, applying for tax code etc. It further discusses weather patterns, dresses and social behaviour, male/female relations, punctuality, important telephone numbers, communications system, legal aid and advice, savings and banking.

Module XI explains health and security issues of migrant workers. It includes information on mental health and cultural shocks, sexually transmitted diseases including HIV/AIDS. Occupational health and safety is also discussed in this module. Then, *Module XII* discusses the procedures to return to Bangladesh. The way to send remittance through bank and the benefits of sending money legally are also explained in this module. It also talks about negative implications of sending money through *hundi*. *Module XIII* provides lists of contact details of migration related organisations at home and abroad. *Module XVI* is the concluding module which focuses mainly on feedbacks from participants.

The training guide has eight annexes consisting of the registration form for the training, attendance sheet for the training, most frequently asked questions format, the evaluation form, the training report, a specimen of SWOT analysis, and list of training equipments.

Assessment of the Manual:

Approach & Design:

The design of the manual is done on expository based learning consisting of lectures, open discussion and case study methods on different issues. The manual presents the information thematically into fourteen modules. Each module has specific objectives and outcomes and therefore, they are easy to follow. No repetitions of contents have been noticed. Moreover,

durations of specific activities are stated at the beginning of each module for good time management.

Content & Language:

On the whole, the manual is very up-to-date and comprehensive in terms of its content and information. The manual discusses pertinent issues in adequate detail. Discussion on migration decision including Strength, Weakness, Opportunities, and Threats (SWOT) analysis; Machine Readable Passports (MRP); travel preparations, airport procedures at home and host countries; the risk of irregular migrants; the procedures to go to Europe; information on Europe; the procedures to go to Italy; and information on Italy deserve appreciation for their rich content and practical suggestions/tips.

The manual, however, does not address a number of important issues. For example:

- how one can make migration successful;
- airplane etiquettes and manners especially information on how to use toilets;
- formalities during transits/stop-over;
- occupational hazards including overwork, underpayment, exposure to different chemicals;
- personal security;
- the role and services provided by Bangladesh missions in Europe; and
- security and risk management including sexual assaults.

Moreover, separate modules might have been included in the manual on rights, services provided by Bangladesh missions, saving and investment, return and re-integration. The language used is very lucid and is easy to understand in general.

Pedagogical techniques/aids:

Pictorial illustrations, storytelling, presenting information from newspaper clippings on different issues in different countries and related video clippings have been used in the guide as pedagogical aids. Such methods are useful for adult learning. It is important to note that the guide uses SWOT analysis to present the complexity associated with the decision making process of migration. Often it uses case studies to educate potential migrants about opportunities and risks involved in migration.

Chapter-VII

BMET: Important Information for Female Migrant Workers

This information booklet is prepared with the support of UN Women targeting potential female migrant workers. The module discusses a number of pertinent issues including decision-making, skill trainings, remittance and the like. Given the increasing number of female migrant workers, such information booklets are necessary to make their migration safer and successful by providing relevant information.

Review of the Content:

At the outset, the booklet explains the process of migration, which consists of four steps -- decision making, necessary procedures for migration, things to do at work and social and economic re-integration upon return. It then discusses a number of important issues that female migrant workers need to carefully think about at the pre-decision phase. The information includes issues of the cost of migration, the salary and other benefits, the responsibility of children, necessary skills, language trainings and important documents.

Next, the booklet explains how to do cost-benefit analysis of migration decisions. The booklet suggests that potential migrants must take into account the cost of visa collection, airfare, the opportunity cost of the money they would invest in migration, the benefits they would receive from working abroad, expected savings and family expenses. It also asks potential migrants to think about their alternative plans in case of any accidents. Furthermore, it talks about the advantages and disadvantages of migration so that potential migrants can take rational decisions about migration.

The next section deals with the issues that potential migrants should do after they take the migration decision. Potential migrants should register their names with BMET so that they can avail of the services provided by GoB for migrant workers. The booklet then explains how to prepare passports/MRP, how to choose a recruiting agency and how to prepare BMET Emigration Clearance Card.

It then advises potential migrants to open a bank account, to understand the job contract clearly including salary and conditions, to take necessary skill trainings, to attend pre-departure orientations, language courses, to complete necessary health check-up and to be careful when dealing with recruiting agencies.

The booklet then talks about travel procedures. It includes information on how to prepare luggage, the formalities at the airport, boarding, and the formalities at the destination country's airport. It then sheds light on security and work environment in the host country, services provided by Bangladesh missions for migrant workers, how to communicate with law enforcing agencies, and how to send remittance. Other relevant issues, for instance work permits/*iqamas*, overtime, etiquette and manner, cleanliness, and traffic law, are explained.

It also provides some suggestions for female migrant workers who have migrated as domestic workers. It provides practical tips on how to behave gently, how to take good care of physical, reproductive and mental health. Furthermore, it discusses possible risks associated with migration and how to deal with them in order to remain safe and make migration successful. It then provides information on how migrants can take benefits of the "Wage Earners' Welfare Fund.

It provides a list of technical training centres with addresses run by the BMET, a list of agencies with addresses which provide support to potential female migrant workers, the contact details of Bangladesh missions in different countries and a list of common Arabic words.

Assessment of the Manual:

Approach & Design:

The manual is especially designed for potential female migrants with gender sensitive information on decision-making and risks associated with migration. The booklet presents the information in 22 sections/headings. However, the design of the booklet is not well-structured and therefore, creates complexity in understanding the information. It is also observed that there are overlaps of information discussed under different headings. For instance, section-II (things to be done by female migrants before departure) and section-III (things to remember while taking migration decision) contain overlapping information.

Content & Language:

On the whole, the booklet is informative and precise. The booklet discusses pertinent issues in detail. Discussions on travel preparation; service provided by Bangladesh missions abroad; work environment and necessary rules and regulations in the host country; health and diseases; the ways to overcome possible problems; the desirable behaviour for domestic workers; and facilities provided by the Wage Earners' Welfare Fund deserve appreciation for their rich content.

The booklet, however, does not adequately address a number of important issues. For example, rules and regulations while on board; formalities for transit/stop-over; occupational hazards including overwork; underpayment; handling of heavy objects; exposure to different chemicals;

unexpected pregnancy; sexual assault; banking, remittance and investment; and return and re-integration. The language used is very lucid.

Pedagogical techniques/aids:

As this is an information booklet, the evaluation of pedagogical aids used is not applicable. It is, however, observed that some pictorial presentations have been used to make the content more user-friendly.

Chapter-VIII

WARBE DF: Pre-Departure Training Guide

The training guide prepared by the WARBE Development Foundation (WARBE DF) with the support of the AWO International-Germany provides necessary information regarding the duties, responsibilities and rights of migrant workers intending to go to different countries including Saudi Arabia and Malaysia. Concrete information is provided on the issues of migration decision, travelling, working abroad, return and re-integration. It also provides contact details of Bangladesh missions abroad, relevant organisations dealing with migrant workers' rights and challenges. A list of frequently used vocabulary in different languages including English, Arabic and Malayan is also incorporated in this booklet.

Review of the Content:

The training guide begins with an introduction stating that Bangladesh is an important labour sending country in the international labour market. Migrant workers are playing a significant role in the economic development of Bangladesh. However, many of these workers have been harassed at home by corrupt recruiting agencies and brokers. They also face different challenges and remain vulnerable abroad due to their unawareness and lack of necessary information.

It also provides an overview of international labour migration with a definition of migrant workers and their family members. It explains the rights of migrant workers and their families. There are two types of migration: regular and irregular. It also briefs the audience on safe migration and identifies five preconditions in this regard.

It notes that decision making is one of the most important tasks for safe labour migration. Hence, it is important to do a cost-benefit analysis of migration. The guide also explains a number of necessary issues that a potential migrant should do before his/her migration. Such information includes registration with the BMET and collection of registration cards, detailed procedures and documents necessary for MRP. Important information is also provided on the recruiting agency, visas, job contracts, work permits and technical trainings. It also provides a list of the training centres. Important information and tips on language training, pre-departure training course, the collection of BMET Emigration Card, health check-up, air ticket and baggage are also provided.

Formalities at the airport, boarding, airplane etiquettes are explained in this booklet. A sample embarkation card is enclosed for the convenience of migrant workers. Like other modules, the airport formalities at host country's airport are also provided. Some important suggestions are given for returnee migrant workers. Furthermore, it briefs returnee migrant workers on the services

being provided by WARBE DF and suggests them getting in touch with the local “WARBE Safe Migration Information Help and Technical Training Centre” for advice on the investment of their savings in small and medium enterprises (SMEs).

It also provides information for potential female migrant workers who intend to migrate as domestic workers. Operating under the BMET, many training centres impart trainings to potential female migrant workers and such trainings incorporate courses on household work, general and reproductive health, and language training.

Information on *Probashi Kalyan Bank*, the Wage Earners’ Welfare Fund, and Expatriates’ Welfare Desk is also given in the booklet. Contact details of institutions/organisations working on migration related issues are incorporated in this guide.

Assessment of the Manual:

Approach & Design:

The training guide presents the information under some generic headings and is based on expository based learning. The information could have been organised under sub-themes in order to make them more user friendly. It is also observed that although this is a training guide, no specific instructions have been provided for facilitators.

Content & Language:

On the whole, the manual is very up-to-date and comprehensive in terms of its content and information. The manual discusses pertinent issues in adequate detail. Most of the information explained in this booklet is similar to the information in other PDO Modules/Manuals. However, potential migrant workers will be benefited by the detailed information provided on the procedures of Machine Readable Passport.

Though the guide provides information on some of the laws on the protection of the rights of migrant workers, the description seems difficult to be understood by migrant workers. Hence, it would have been more effective if the language was simple and examples were added.

It is to be appreciated that the guide has discussed the staggering number of migrant workers who are vulnerable to exploitation and harassment. However, it has not explained the nature and reasons of their vulnerability and sufferings adequately. Moreover, the guide could have provided a definition of successful migration and how to make migration successful. As it is mentioned that WARBE DF is providing advice to returnee migrant workers to invest savings of these returnee

migrants in the SME sector, other different types of information on investment could have been provided in the guide.

The guide has not incorporated any information on personal safety, health security, occupational hazards and the ways to overcome them. More information could have been provided on the do's and don'ts while on board; transit formalities; how to send remittance and investments. The language used is very lucid and easy to understand in general.

Pedagogical techniques/aids:

This training guide has not talked about any pedagogical aids as such. More information in this regard and more pictorial illustration could have made the guide more user-friendly.

Chapter- IX
OKUP: 7-Day Pre-Departure Training Manual
on Cultural Adaption Skills of Outgoing Bangladeshi Female Domestic Workers

The Pre-departure Training Manual on Cultural Adaptation Skills of Outgoing Bangladeshi Female Domestic Workers developed by Abhibasi Karmi Unnayan Prakalpa (OKUP) is designed especially for potential female workers intending to go to Lebanon and Jordan as domestic workers. This module consists of twelve sessions with a regular session and a final session. The review of the content of this manual is discussed below.

Review of the Content:

The first session of the manual is an introductory session. It deals with ice-breaking techniques and introductions by participations and also explains the objectives and rules of the training.

The second session provides a short overview of the preparations for safe migration. It also includes information on the migration decision; the cost-benefit analysis of such decisions; the necessary documents needed to be prepared before departure; medical check-up; a number of pertinent questions which should be asked while dealing with recruiting agencies, suggestions to get in touch with returnee migrants for first-hand information and worst implications of fake documents.

The third session provides country-specific information on Lebanon and Jordan. For example, it includes information on the capital, population, climate and seasons, language, religion, education, health service, politics, dresses, communications system and household patterns and structure. Moreover, this session also incorporates information on marriage; social festivals, culture, national holidays, and rights that a domestic worker is entitled to, her duties and responsibilities and rights of her employers in Jordan. It also provides contact details of the organisations which provide necessary supports to workers if/when their rights are violated.

The fourth session describes patterns of a Lebanese family; different roles of family members including male, female, parents, and children; customs i.e., marriage; tradition; cultural practices and Lebanese cuisine.

The fifth session explains the daily activities and responsibilities of a domestic worker. This session further introduces some of the most common household appliances and shows how to operate them.

The sixth session provides tips on how to make a good relationship with employers. Migrant workers are advised to be gentle, polite, honest, dependable, industrious, and responsible. It also suggests that migrant workers should find out suitable time, situation and environment to discuss sensitive/delicate issues with employers. Migrant workers are also warned not to repeat the same mistake at work.

The seventh session deals with the information on challenges/vulnerabilities/hazards which domestic workers may face. It then provides safety/precautionary measures to deal with them. Such common hazards, among other things, include getting hurt while opening doors/drawers; slip-and-fall in the toilet/kitchen, from roofs/stairs; cutting off limbs; getting burnt with boiling water; losing eye-sight due to chemical-related accidents, headaches; tiredness; and physical/sexual assaults by employers. It then advises migrant workers to be careful while washing toilet/kitchen and climb up staircases/ladders, to keep toilet/kitchen dry, to keep things organised and not to put household appliances and sharp objects disorganised; to put on comfortable shoes and dresses, to keep house temperature at a comfortable level, to use gloves and mask while using chemical and to be careful while using boiled water, not to wear wet clothes for long, not to touch electronic appliances with wet hands; to be careful while cleaning roofs, not to handle heavy objects without following proper ways.

The eighth session explains the rights and responsibilities of domestic workers. The issue of self-help and psychological self-help are explained in *the ninth session*. The issues of general health, reproductive health, and sexually transmitted diseases like HIV/AIDs are discussed in *the session ten*. Necessary aspects of return and re-integration are elaborated in session eleven.

Session twelve talks about a tour to different shopping malls, money transfer agencies and important places in Dhaka city in order to learn and have some experience on migration processes. Session thirteen orients participants with foreign language practices, cuisine and culture including movies. The final session is to recap and evaluate the whole 7-day training session.

Assessment of the Module:

Approach & Design:

The design of the orientation guide is based on both expository based learning and cooperative learning methods consisting of lectures followed by game, role play, documentary shows/dramas, group discussions, question/answer sessions, and multimedia presentations on different issues. The guide is especially designed for potential female migrants. The guide presents the information thematically into twelve sessions with one language and cultural orientation session and one recap

and evaluation session. It provides a layout of the orientation programme with session details. Among these sessions the first one is introductory in nature and explains the instructions/methods to be followed during subsequent sessions. This module is designed for a 7-days training workshop. Each day covers two sessions lasting for 7 hours in duration.

Content & Language:

On the whole, the manual is comprehensive in terms of its content and information. The information provided on how to deal with recruiting agencies, discussion with returnee migrant workers, rights and responsibilities of domestic workers, rights of employers in Jordan, the social and cultural introduction to Lebanon and Jordan, and the introduction to household appliances are unique. The session that particularly deals with work-related challenges/vulnerabilities/hazards which domestic workers may face is detailed and deserves appreciation for its unique content.

The orientation guide, however, does not adequately address a number of important issues. For example, migration decision, how to make migration successful, risks associated with migrations, preparation for journey, airport procedures at home and host countries' airports, rules and regulations to follow while on board; formalities during transit/stop-over; how to remit and investment money and money management, duties and services provided by Bangladesh missions abroad, how to lodge complaints and how to deal with challenges/problems at different stages of migration (pre-departure, during their work abroad, return and re-integrations). Since female migrants face different types of problems upon their return, some practical suggestions in this regard would have been well appreciated.

The language used in the guide is very lucid and easy to understand in general. However, the information provided in some sessions is not well organised/structured. Misplacement and overlapping of information have been observed. For example, information could have been presented in bullet points with some pictures.

Pedagogical techniques/aids:

A number of effective learning aids such as pictorial illustrations, game, role play, songs, documentary shows/dramas, group discussions, question/answer sessions, and multimedia presentations have been used in this module. Language and cultural orientation sessions, outdoor visits organised as part of the training are unique methods to make the training lively, practical and effective.

Conclusion and Recommendations

The report has reviewed a total of nine modules/handbooks/guides by using three standard criteria: approach and design; contents and language and pedagogical techniques/aids. Through this exercise the report has analysed the strengths of and gaps in these pre-departure orientation modules. Such an exercise is important because these modules are widely being used by the relevant government agencies, Civil Society Organisations (CSOs) and other relevant organisations to impart trainings to potential migrants. The underlying assumption of the review is that the rich contents of training modules with necessary information imparted through effective pedagogical techniques would educate potential migrants about the procedures of safe migration as well as would contribute to making their migration a success.

Out of nine modules/handbooks/guides reviewed, as many as six modules/handbooks/guides have been designed for female migrant workers especially for domestic workers. The rest three contain information on issues of labour migration in general. Hence, job-specific information for both male and female migrants (except domestic workers) who would work in different technical and non-technical occupations has not been addressed.

Information on migration decision, mandatory formalities for potential migrants, the issue of recruiting agencies/brokers and visas (including forged ones), work permits/job contracts and airport procedures are discussed well in some of the modules. Definitions of successful migration, information on how one can make migration a success, and potential barriers to successful migration should have been discussed in the modules. Access to such pertinent information would motivate potential migrants to work for making their migration successful from the initial stage. For example, if a migrant is told that the lack of adequate language proficiency could be a potential barrier to successful migration, s/he would feel motivated to take relevant language trainings.

Airport procedures at home and abroad are adequately addressed in most of the modules. It is, however, to be noted that some modules use convoluted language to describe these procedures. Since a major portion of Bangladeshi migrants is low-skilled with low academic attainment, they are unlikely to be benefited from such modules. This report recommends that PDOMs use pictorial illustrations and video clippings (if possible) to describe different steps of airport procedures sequentially. The language should be simple and lucid so that potential migrants can easily make sense of the information.

Only a few modules have addressed issues related to airplane etiquettes and formalities, as well as transit formalities. But their expositions are not adequate. Bangladeshi migrants may encounter

problems if they do not understand these issues clearly. It is therefore suggested that PDOMs provide more detailed information on these issues with pictorial illustrations and video clippings.

It has been observed that most of modules have not adequately addressed the services provided by Bangladesh missions abroad for migrants. It is therefore recommended that PDOMs provide information on these service since such institutional support help reduce vulnerability of migrants.

Adequate information has been provided in different modules on bank accounts, remittance procedures and investments. Health issues including common diseases, sexually transmitted diseases are discussed well in some modules especially ones developed by IOM, RMMRU and BOMSA. The report, however, recommends that descriptions of these issues be made simple and lucid.

Information on the culture and legal system of host countries has been discussed in most of modules/handbooks/guides. It has nonetheless been observed that the account of these issues is not well structured and is not easily comprehensible.

The review has identified an important gap in information on occupational safety and hazards and the rights of migrants at home and abroad. Most of the modules have not addressed these issues at all with only a few talking very briefly about them. Since most of the Bangladeshi migrants do 3D jobs with higher level of occupational hazards, they must be educated about such hazards and different precautionary measures in order to reduce their vulnerability.

At times, (potential) migrants are cheated by unscrupulous recruiting agencies/brokers, and exploited by their employers in different ways. One of the root causes of such vulnerability is that they do not have adequate understanding of their job contracts, their duties/responsibilities, facilities, work time, overtime and under payment and the like. They are often discriminated at work. Potential migrants therefore must be educated about their basic rights they are entitled to. It is also recommended that information on domestic labour laws of the host country be incorporated in the country specific modules.

It is observed that the issue of return and re-integration has been addressed in many modules. It is, however, strongly recommended that different aspects of mental and social re-integration especially for returnee female migrants need to be addressed in PDOMs.

This report has made an effort to review different modules on pre-departure trainings in a comprehensive and consistent way. As mentioned above, the report has identified both strengths

and important gaps in existing PDOMs. It recommends that different issues need to be discussed thematically in different units/sections rather than lumping them together into a single one. Moreover, country-specific modules should stress on the culture, legal system and rights, and context-specific occupational hazards. The report highly recommends that the proposed modules take cognisance of these findings and make best use of different pedagogical tools especially visual aids to present the information.

Annex-I
Review Matrix of Existing PDOs
Modules/Handbooks/Guides in Bangladesh

The matrix provides a comparative overview of the information contained in different modules/handbooks/guides. A total of seven modules/handbooks/guides developed by different organisations which impart trainings to potential migrants have been used to develop this matrix.

Rows in the matrix include information on different stages of migration while the columns represent different organisations (a total of seven organisations) which have developed these modules. Here, ticks (√) indicate that the information is provided in the modules while crosses (X) mean the opposite.

INFORMATION	BMET	IOM	RMMRU	WARBE DF	OKUP	TDH	BOMSA
DIFFERENT STAGES: 1. PRE-DEPARTURE 2. POST-ARRIVAL 3. RETURN & REINTEGRATION							
PRE-DEPARTURE							
Organizing Important Documents							
<ul style="list-style-type: none"> • Job Contract • BMET Emigration Clearance Certificate • BMET Smart Card • Medical Certificate/reports • Passport with visa • Airline Ticket • Bank Account Information • All necessary contact information (address of employer, residence, Bangladeshi mission in host country, Friends/family in host country) • Some PP Size Photos 	√	√	√	√	√	√	√
Preparing the luggage							
Prohibited Items for checked and carry-on baggage <ul style="list-style-type: none"> • Fire arms and explosives • Illegal liquids and drugs • Flammable liquids • Items that smell bad • Meat, milk, egg and other poultry food • Sea food, fish and wild animals • Flower, fruit and vegetable 	√	√	√	√	x	√	X

Items that can be carried carry-on luggage							
<ul style="list-style-type: none"> • Travel & job related documents • Other valuable documents • Pre-departure Booklets • BDT (not more than 500) and US Dollar (It is advisable to carry some dollars so that you can use it for buying food and water in airports or for paying taxi fare, if necessary) • Ornaments • Some medicine that you take regularly or in case of emergency • Medical certificates/reports • Key to your lock of checked bag 	√	√	√	√	x	√	√
Prohibited Items specifically for Carry-on luggage							
<ul style="list-style-type: none"> • Sharp objects • Knives & Scissors • Razors & Blades • Batteries • All kinds of liquids 	√	√	x	√	x	√	x
Items for checked luggage							
<ul style="list-style-type: none"> • Necessary medicine, prescriptions and first aid • Cosmetics, watch and spectacles • Clothes suitable for the host countries' climate • Limited amount of dry food • Sharp object : Knives, Scissors, Razors, Blades, Batteries • Personal and household goods 	x	x	x	x	x	x	√
Note of Caution while preparing baggage							
Fixing name and Address	√	√	√	√	x	√	x
Durable but light luggage with lock	√	√	√	√	x	√	x
Do not exceed baggage allowance	√	√	√	√	x	√	x
Do not carry any prohibited items mentioned. You may face jail/penalty if you violate rules	√	√	x	x	x	x	x
Do not carry anything if you do not know its content	√	√	√	√	x	√	x

Weight of the checked baggage (20 kg)	√	√	√	√	√	x	√
Weight of the carry-on (18 inches (45.72 cm) length x 15 inches (38.1 cm) width x 8 inches (20.32cm) height)	X	x	√	√	√	x	√
Keep Important documents need to be produced at immigration desk in your travel pouch: <ul style="list-style-type: none"> • Original Passport & original Job Contract • Airline Ticket & Boarding Card • Smart Card & embarkation Card • BMET Emigration Clearance Certificate • A pen and notebook (In the notebook, write down your flight number, destination country's address, employer's address and phone number. 	√	√	√	√	√	√	√
Arriving at the Airport							
Double check flight schedule	X	√	X	X	X	X	X
Arrive at least three hours prior	√	√	√	√	X	X	X
Take into account traffic jam & distance	X	√	X	X	X	X	X
Your seat reservation may be cancelled	X	√	X	X	X	X	X
Airline check-in counters get closed ½ hour before boarding starts.	X	√	X	X	X	X	X
Assistance of uniformed porters	X	√	X	X	X	X	X
Trolleys are available in the airport free of cost	X	√	X	X	X	X	X
Formalities at the Airport							
Security and Custom Check							
<ul style="list-style-type: none"> ▪ Your luggage, pouch, and other belongings will be checked through x-ray machine. ▪ Security stickers will be attached onto your luggage after security check. ▪ Customs officers may open your luggage, if necessary. ▪ Security officers will also check your body. ▪ You may tie up your luggage with strong rope/tape after the security check for extra protection. You may take with you extra rope/tape for this purpose. ▪ At the airport, you can wrap your 	√	√	√	√	x	√	√

luggage with sheets of sticky plastic. But you have to pay for this service.							
At Airport Expatriates' Welfare Desk							
After security and custom check you have to go to the Expatriates' Welfare Desk (no-3) to verify your BMET Emigration Clearance Certificate and other relevant documents	√	√	√	√	x	√	x
Collection of Embarkation form							
<ul style="list-style-type: none"> At the desk, you can collect your electronically filled-up embarkation card by using the Smart Card. Next, you have to put your signature on the embarkation card. You can collect the embarkation form from the travel agent and fill it up at home and make sure you carry it in your pouch. 	√	√	√	√	x	√	√
At Airline Check-in Counter							
<ul style="list-style-type: none"> Locate your airline counter and get in the queue in front of the airline counter (Economy Class). 	√	√	√	√	x	√	√
<ul style="list-style-type: none"> Once your turn comes, show your passport and ticket to the officer at the counter. 	√	√	√	√	x	√	x
<ul style="list-style-type: none"> Airline officer will receive your checked luggage and will weigh your checked bag and carry-on luggage 	x	√	√	√	x	√	x
<ul style="list-style-type: none"> S/he will fix stamps on your checked luggage and other portion of the stamps on your ticket. 	x	√	√	√	x	√	x
<ul style="list-style-type: none"> S/he will give you boarding card with seat number Collect an airline luggage tag for your carry-on 	x	√	√	√	x	√	x
<ul style="list-style-type: none"> Collect all the documents from the officer and put them in your pouch carefully. 	√	x	√	√	x	x	x
<ul style="list-style-type: none"> Note of caution: if anybody request you to carry his/her bag, refuse straight away because it may jeopardize your safety 	x	x	√	x	x	x	x
At Immigration Desk							
<ul style="list-style-type: none"> Get in the queue in front of the immigration desk designated for 	√	√	√	√	x	√	√

<p>Bangladeshi passport holders</p> <ul style="list-style-type: none"> Produce your filled-up embarkation form, passport, and BMET Emigration Clearance certificate before the immigration officer. After checking, the officer will stamp your passport 							
Boarding							
<ul style="list-style-type: none"> Locate your boarding gate as shown on the boarding card. If not mentioned on the card, you can get the information from TV screen using your flight number. After announcement for boarding, proceed to the boarding gate and get in the queue Once your turn comes, hand over your board card and passport to the designated officer to check them. Collect your passport and a portion of the boarding card and proceed to the security check. 	√	√	√	√	x	√	x
<ul style="list-style-type: none"> Collect your carry-on and pouch from the machine and proceed to the waiting area for boarding. Wait with patience and follow the announcement for boarding (Note of Caution: Always keep you bags with you even while using toilet or having foods 	x	x	x	√	x	x	x
WHILE ON BOARD							
Seat-belt							
Locate your seat with the help of flight attendants	x	x	√	x	x	√	x
Put your bags carefully in the overhead storage	x	x	√	x	x	x	x
Be seated in your designated place.							
When the seat belt sign illuminates, You must fasten your seat belt	x	x	√	x	x	√	x
If necessary solicit the help of flight attendants to fasten the belt.	x	x	√	x	x	x	x
Electronic Devise and other gadget							
You must switch off your cell phone and other electronic devices while on board immediately after an announcement is made in this regards.	√	x	√	x	x	√	x
Do not use cameras and binoculars on board	√	x	x	x	x	√	x

Keep your mobile phone switched off until your plane lands.	√	X	√	X	X	√	X
(note: Remember this is very important because it can interfere in the radio frequency of the plane and may cause accident jeopardizing your and other's life.)		X	X	X		X	X
	X				X		
Smoking							
Smoking is strictly prohibited inside airplanes. You may face legal actions if you do so.	X	X	√	X	X	√	X
Do not smoke even in the toilet as smoke detectors are set in toilets.	X	X	X	√	X	√	X
						√	
Food and Beverage							
Food and soft drinks/tea/coffee are provided by the airline. Many airline also sell alcohols on board.	X	X	√	X	X	√	X
It is advisable not to drink alcohol on board. Alcohol may cause unconsciousness and affect your journey negatively	X	X	√	X	X	X	X
Both vegetarians and non-vegetarians (halal and non-halal) foods are served on board. Check with attendant if food is halal.	X	√	X	X	X	X	X
If you require special meal (Baby food/diabetic food), inform the airplane authority at least 24 hours before the scheduled departure	X	√	X	√	X	√	X
If you need more water, ask the flight attendants.	X	X	X	X	X	X	X
			X			X	
Entertainment							
Audio visual entertainment facilities are available on board.	X	X	√	X	X	X	X
You may seek assistance of the flight attendants/co-passenger to operate them.	X	X	√	X	X	X	X
Use of Toilet							
<ul style="list-style-type: none"> There are couple of toilets in the plane. if you cannot locate toilets, ask the flight attendant. If you do not know how to use the toilet, seek the assistance of the flight attendant 	√	√	√	√	X	X	X
<ul style="list-style-type: none"> Before opening the toilet, make sure it's vacant. Green sign indicates toilet is vacant while 	X	X	X	X	X	X	X

red indicates that it is occupied.							
<ul style="list-style-type: none"> Do not enter the toilet bare footed. Push the door to open. After using the toilet, press the specific button to flush it. Use toilet tissue paper instead of water. Do not wet the toilet floor with water. 	X	X	X	X	X	X	X
<ul style="list-style-type: none"> Do not make the sink dirty. Clean the basin with a little water if you spit on it. 	X	X	X	X	X	X	X
<ul style="list-style-type: none"> Do not drink water from the taps in the bathroom. Make sure you wash your hand properly in the basin after using the toilet . 	X	X	X	X	X	X	X
<ul style="list-style-type: none"> Women with menstrual cycle should not leave their used pads and tampons on the sink. Throw used tissues, pads/tampons and chewing gum in the bins 	X	X	X	X	X	X	X
Disembarkation and Custom declaration form							
After your meal, the flight attendant will provide you with a disembarkation and custom form.		√		√	X		X
It is advisable to fill the forms up while on board.	√		√			√	
If you cannot understand, you can seek help from your co-passenger or the flight attendant in this regard.	X	√	√	√	X	√	X
	X	X		X	X		X
Etiquette and social communication							
Behave politely with your co-passengers and flight attendants	X	X	√	X	X	X	X
<ul style="list-style-type: none"> If need be, call the flight attendant Say “excuse me” whenever you need to have attention of your co-passengers or the flight attendant Abide by the instructions given on board 	X	X	X	X	X	X	X
If you travel in groups, do not talk loudly or shout while communicating with your group members. Remember it may irritate your co-passengers.	X	X	√	X	X	X	X
Do not spit including the betel nut juice anywhere in the plane. If necessary, use the basin in the toilet.	X		√	X	X		X
		X				X	

X

General tips							
<ul style="list-style-type: none"> ▪ The in-flight atmosphere is usually dry. The moisture in our bodies evaporates and it may cause irritation in the eyes and nose. ▪ Keep yourself well hydrated by drinking water and juice frequently. Drinking a lot of coffee and tea etc. can also cause dehydration. ▪ If your ears should become deafened or affected by the pressure change upon aircraft take-off or landing, either work your jaw up and down lightly or drink some water. ▪ Another useful practice is to close your mouth and hold your nose while blowing out lightly. For small children, giving them something to eat or feeding them milk is recommended ▪ Some passengers may suffer from air sickness. Can carry some medicine of motion sickness . ▪ Make Sure to get enough sleep/rest on the day prior to travel ▪ Avoid drinking alcohol in-flight, and eat light meals 	X	X	X	X	X	X	X
Transit							
On your way to your destination, if your flight stops at any other airport to get a connecting flight, it would be your transit airport.	X	√	√	X	X	X	X
Check your flight number at the Flight Information Displays for the departure gate and time and proceed to the terminal/gate from where your next flight will depart. Make sure you know which terminal your next flight is departing from	X	√	√	X	X	X	X
POST- ARRIVAL							
AIRPORT PROCEDURES IN DESTINATION COUNTRY							
Immigration							
After landing, be patient and collect all your belongings.	X	X	√	X	X	X	X

Follow the queue to leave the airplane and look for "arrival sign" to locate the immigration desk.	X	X	√	X	X	X	X
Have all your documents ready including passport, visa, work permit, job contract, and disembarkation card for immigration.	X	√	√	√	X	√	X
When your turn comes, produce your document before the immigration officer. s/he will check the documents. You may be asked some question.	X	√	√	X	X	√	X
Officer will stamp your passport with date and time	X	√	√	√		√	X
Collecting luggage							
Once your immigration formalities is done, proceed to the designated conveyor belt to collect your luggage.	√	√	√	√	X	√	X
Using your flight number, you can get the belt information from TV screen at the airport. You may also seek assistance of uniformed airport employees or other passengers. .Name of the airplane and flight number are often mentioned on the conveyor belt.	X	√	√	√	√	X	X
Locate your luggage carefully and use trolley. Be very cautious while taking luggage off the belt so that other people do not get hurt.	X	√	X	X	X	X	X
Lost Baggage							
If you do not find your luggage, you have to notify the lost and found desk.	X	√	√	√	X	√	X
You have to make a claim by filling up a form where you have to give all necessary travel information: your name, name and address of your employers, phone number (if any), passport number, visa number, name of the airline and flight number	√	√	√	√	X	√	X
Airline will communicate with you in the address given in the form once they find it out. If it fails to identify the bag, they will compensate you as per the rule. Some airline will compensation you immediately after the complain made to the airline.	√	√	√	X	X	X	X
Customs and Security Check							
At the desk, hand over your customs	X	√	√	√	X	√	X

declaration form. Luggage will be checked through an x-ray machine. Security officers may ask you to open your bag. S/he will also check your body.							
Leaving Airport & Heading towards Destination							
If you are going as a domestic work or nurse or with a group visa, representatives from your employer or recruiting agency will come to receive at the airport.	X	√		X	X	X	X
If you go abroad with the help of your family/friends, they may come to pick you up.	X	√	√	X	X	X	X
Must communicate your flight name, number and time of arrival correctly with the people who will come to receive you at the airport before leaving Bangladesh.	X	√	√	X	X	X	X
FORMALITIES IN HOST-COUNTRY							
Reporting to Bangladesh Mission							
Report to the Bangladesh mission in your destination country about your arrival	√	√	√	√	X	X	X
Complete all the documentation process as instructed by the office labour attaché	√	x	X	X	X	X	X
Services Provided by Bangladesh Mission							
You must have your passport renewed by the mission before it expires. You can have important documents attested by the mission, if necessary	√	√	√	X	√	X	X
You can get help for marriage registration. You can also have information on remittance channels and facilities offered by the MEWOE from the mission	√	x	X	X	X	X	X
It will help to resolve disputes with your employers in case of low wage and other work-related issues	√	√	X	X	X	X	X
If your case is referred to the labour department, labour court or <i>sharia</i> court, the mission will provide you with	√	√	X	√	X	X	X

legal assistance including translation service during hearing of the case							
The mission will provide assistance in checking new visas for your friends and family	√	x	X	X	X	X	X
The mission will provide assistance in lodging complaints against recruiting agency through BMET	√	x	X	X	X	X	X
Female migrant workers must inform the mission about their workplace. If they face any problem at work, do inform the mission immediately. The mission provides special assistance to female migrants.	√	√	√	X	√	X	√
Upon applications, the mission help migrants to buy Wage Earners' Development Bond, Premier Bond, and Dollar Bond, government plots and apartments in BD	√	x	X	X	X	X	X
If migrant workers get injured in accidents, the mission helps to send them home. The mission also extend supports to secure compensation for migrant workers	√	x	X	X	X	X	X
Work permit/Akama /Identification Card:							
Upon joining, you must collect you work permit/Akama/ Identification card etc	√	√	√	X	X	X	X
Make sure you get the work permit renewed before it expires. If you cannot renew the work permit, must return to Bangladesh.	√	√	√	X	√	X	X
Currently, there is a tendency among migrant workers to change their jobs. Remember if you try to change your job without the permission of your current employer, you will become an irregular migrant	√	√	√	X	X	X	X
Culture and Social Norms:							
<ul style="list-style-type: none"> Culture and social norms may differ from one country to another. In order to better adapt to the new environment, you need to learn about social norms 	√	√	√	X	√	√	X

<p>and the culture of the country of destination.</p> <ul style="list-style-type: none"> You should have some idea about their political, economic, social and legal system. Must know the currency of the host country and exchange rate. You should have basic idea about their religion and social norms and taboos. You must have basic knowledge about the language of the country of destination. 							
<p>Culture and Social Norms: <i>(Those who migrant to the Middle East/South East Asian countries must remember followings)</i></p>							
<ul style="list-style-type: none"> Do not hold your friends hands in public and fondle children on cheeks; Don't roam around during prayer times in the Muslim countries. You may get caught; Do not keep your food shop/ restaurant open during the day in the month of Ramadan; It is unacceptable for men to wear gold chains or rings. Do not spit including betel nuts juice and blow your nose here and there. If any Arab family invites you for dinner or lunch, you must accept it; Smoking and drinking alcohols in public is prohibited; Do not request any Arabs to drinks alcohols if you don't know if he is habituated to it; Do not have foods/drinks/anything or touch anybody with your left hand; Do not seat crossed leg in front of anyone; Do not point your finger to the person you are talking to; Do not discuss political and religious issues in public; 	X	√	√	X	√	X	X
<p>Dress Code:</p>							
<ul style="list-style-type: none"> Have an idea about the dress code of the country of 	√	√	X	X	√	X	X

<p>destination</p> <ul style="list-style-type: none"> You should carry culturally suitable/sensitive clothing while going abroad. Always wear culturally acceptable dress at work. Employers of domestic works may provide dress for work. 							
Climate/Weather:							
<ul style="list-style-type: none"> You must have adequate knowledge about the climate of the country of destination. Middle eastern countries, for example, have a desert climate with extremely high day-time temperatures and a sharp temperature drop at night. It is important to adapt to such weather pattern. 	√	√	√	X	√	√	X
Law and Order							
Do not get involved in criminal /illegal activities including killing, rape, stealing, drug and human trafficking. Such crimes may result in death penalty	√	√	√	X	X	√	X
Once your work permit/job contract gets expired, renew it or return to Bangladesh. You must not do any such things that would turn you into an irregular migrant	√	√	√	X	X	X	X
Do not roam around/travel without valid akama/work permit. You may get arrested, if you do so. Always abide by the traffic rules and regulations while crossing the road and driving	√	√	√	√	X	X	X
Always keep the emergency contact details of the local law enforcing agencies especially phone number	√	√	√	X	X	X	X
Do not involve in any political activities in host country	√	√	√	X	X	X	X
Handing over Passport and							

Travel within the host country							
You must keep your passport with you	√	√	√	X	√	X	X
If your employer take your original passport, you must have a photocopy of it	√	√	X	X	X	X	X
You must take permission from your employer if you intend to travel within the host country	X	√	X	X	X	X	X
Things you must remember							
Abide by the labour laws including laws of labour movements of the country concerned.	√	√	√	X	X	X	X
Signature on blank paper: You must not sign on any blank paper provided by the employer/other persons/agencies	√	X	X	√	√	X	X
You must duly inform your employer if you need leave or fall ill. Otherwise employer may take action against you as per the rules	√	√	√	X	X	X	X
Changing job:							
<ul style="list-style-type: none"> Currently, there is a tendency among migrant workers to change their jobs. Remember if you try to change your job without the permission of your current employer, you will become an irregular migrant. Under such circumstances, you can be arrested and deported to Bangladesh. If you wish to change your job, make sure that you have taken permission from your current employer. However, it's better to stick to the job specified in the job contact. 	X	X	X	X	X	X	X
Things to remember:							
<ul style="list-style-type: none"> Must be prepared to work hard. You must deliver your assigned task efficiently and in time. Must behave politely with your employer. Try to please your employers with your work. Never get involved in any heated arguments with your co-workers and employer. Do not react immediately when your employer shout at you. 	√	√	X	X	X	X	X
<ul style="list-style-type: none"> Abide by the labour laws including laws of labour 	√	√	X	X	X	X	X

movements of the country concerned.							
<ul style="list-style-type: none"> You must duly inform your employer if you need leave or fall ill. Otherwise employer may take action against you as per the rules. If you experience any changes in your employer/work place, you must notify immediately the Bangladesh mission about your problem. Do not feel allured if anyone offers you higher wages, better employment, and facilities. 				X	X	√	X
	√	X	X				
<ul style="list-style-type: none"> Address your senior colleagues/bosses with respect (Use Mr/Mrs/Ms). While talking over telephone, address the person you are talking to as Sir/Madam. 							
	√	√	√	X	√	X	X
<ul style="list-style-type: none"> Maintaining cleanliness at work is desirable. Stay clean at work and must know the surrounding of your workplace. If necessary keep a map of your local area. 							
	√	√	√	X	√	√	X
Protection at Workplace/ Basic occupational safety and health							
Must know the work related hazards.							
	X	√	√	X	√	√	√
Must know about the overall protection procedures in your work place. In case of any accidents try to use first aid as soon as possible.							
	X	√	√	X	√	√	√
Depending on the nature of work you should wear specific uniform, helmet, gloves and gadget							
	√	√	√	X	X	√	√
Must abide by the safety rules. Remember “prevention is better than cure.”							
	√	X	√	X	√	√	X
Special Note/Instruction for Female Domestic Workers							
Must wear clean dresses & maintain personal hygiene & cleanliness.							
	√	√	√	X	X	X	X
You may face the challenges of physical assault and sexual							
	√	X	X	X	√	X	X

harassment. You must learn the technique of protection.							
<ul style="list-style-type: none"> ▪ Must wear clean dresses & maintain personal hygiene & cleanliness. Avoid chewing betel nuts and avoid using hair oil and lipstick. ▪ Always have your hair tied up. Use cap and apron while working in kitchen. 	√	√	√	x	√	x	x
<ul style="list-style-type: none"> • Must wash dishes and clothes with care. Be cautious while using electronic appliances • Do not steal anything. If you need anything, you ask your employer. 	√	√	√	x	x	x	x
<ul style="list-style-type: none"> ▪ Must learn how to behave with the head of the family, elderly members of the family and children and guests. 	√	√	√	x	√	x	x
Must avoid going to dark and quiet places. Use designated bus stops and train stations. Be careful while using lifts/elevators	x	√	√	√	√	√	x
<ul style="list-style-type: none"> ▪ Always have important phone numbers and some money at hand. Preserve all the important documents carefully. 	√	√	√	√	x	√	x
<ul style="list-style-type: none"> ▪ If you face any problem, discuss it with your employer frankly. ▪ Do not cry loudly if you feel homesick. In such circumstances, you may weep in the bathroom. 	√	√	x	x	x	x	x
<ul style="list-style-type: none"> ▪ If you experience any such incident, you may inform any female members of yours employer's family on whom you can rely on. You may inform the Bangladeshi mission about the sexual harassment immediately. May also share the problem with other Bangladeshi migrant workers who reside in your locality. 	√	√	√	x	x	x	x
Health and Hygiene							
<ul style="list-style-type: none"> • You should take good care of 	√	√	√	√	√	x	√

<p>your health. Remember that if you cannot maintain good health, you may not remain strong enough to do your job. As a consequence, you may have to return home and would not be able to fulfil your dream of having a better life.</p> <ul style="list-style-type: none"> • To remain healthy, you must have adequate and balanced diet. • Take your food timely; otherwise it may cause gastric/ulcer. • Drink adequate and pure water and maintain cleanliness. • If you catch any diseases, do not ignore it. Go to public hospitals or any nearby Bangladeshi physician. 							
Frequently contracted diseases:							
<ul style="list-style-type: none"> ▪ Jaundice and Hepatitis: (Cause, symptom and Cure) ▪ Diarrhoea: (Cause, symptom, and cure) ▪ Diarrhoea: (Cause, symptom, and cure) ▪ Heat stroke: (Cause, symptom, and cure) ▪ TB: (Cause, symptom, and cure) ▪ Skin diseases: (Cause, symptom, and cure) ▪ HIV/AIDS and other STDs: (Cause, symptom, and cure) ▪ Note of caution: it is advisable that when the migrant workers come to visit their family during vacation, they should have their blood tested for HIV. ▪ It is important because his wife or unborn child may get infected with HIV if he is positive. It is important to remember that HIV/AIDS is an epidemic. It causes death. <p>Note: The section on health of the IOM PDO manual is very resourceful and undated.</p>	√	√	√	x	x	X	X
Note of caution:							
<ul style="list-style-type: none"> • it is advisable that when the migrant workers come to visit their family during vacation, they should have their blood tested 	x	x	x	x	x	X	X

<p>for HIV.</p> <ul style="list-style-type: none"> It is important because his wife or unborn child may get infected with HIV if he is positive. It is important to remember that HIV/AIDs is a epidemic. It causes death. 							
Homesickness:							
<ul style="list-style-type: none"> After reaching the destination, migrant workers usually miss their families and relatives left behind very much. This is called homesickness. If you get overwhelmed, it may negatively affect your motivation for work resulting in the loss of the job. You must learn how to deal with homesickness. 	√	√	√	√	√	√	√
<ul style="list-style-type: none"> You must maintain regular contact with families at home (at least once a month). Keep photos of your children and members of your family. In your leisure, you can see the photos of them. That will cheer you up. Write letters to your family at home. If possible, skype with your family members. If your employer permits, you can have a mobile at your won cost. 	√	√	√	√	√	√	√
<ul style="list-style-type: none"> Must aim for a better future. This will help to remain motivated. 	√	√	√	√	√	√	√
<ul style="list-style-type: none"> Establish cordial relationship with other Bangladeshi migrant workers. May attend different social events as they will help you to get rid of loneliness. Discuss frankly about your problem with friends and try to address them 	√	√	√	√	√	√	X
<ul style="list-style-type: none"> Do regular religious practices and physical exercises. Keep yourself busy with your works 	√	√	√	X	√	X	√
<ul style="list-style-type: none"> Get involved with the healthy entertainment such as listening to music If possible, read the Bangladeshi dailies available online. May also watch Bangladeshi TV channels available abroad. 	√	√	√	X	√	X	√

▪ If necessary, consult with the doctor	√	√	√	√	X	√	√
Personal hygiene							
Reproductive health: <ul style="list-style-type: none"> ▪ <i>Female workers must be cautious and careful about their reproductive health.</i> ▪ <i>You must abstain from having unsafe sex.</i> ▪ <i>You must maintain hygiene during their menstrual period. Remember: sexual intercourse outside of marriage and resulting pregnancy is illegal in Middle Eastern countries.</i> ▪ <i>Must also remember that abortion is also illegal there.</i> ▪ <i>If you are convicted, you may be deported to Bangladesh or face capital punishment in certain circumstances.</i> 	√	√	√	√	√	X	X
▪ Hair: Wash hair with soap or shampoo 2/3 times a week and comb your hair regularly.	X	√	√	X	X	X	X
▪ Skin: Apply lotion on your skin to keep it moist and healthy.	X	√	√	X	X	X	X
▪ Teeth: Brush teeth twice daily- in the morning and before going to bed at night. If necessary use dental floss.	X	√	√	X	X	X	√
Nail: Cut your nail regularly and keep them clean	X	√	√	X	X	X	X
▪ Foot: Diabetic patient must take care of their feet.	X	√	√	X	X	X	X
▪ Hand: Keep your hands clean and wash them before meals, after using the toilet and before cooking	X	√	√	X	X	X	X
Key Instruments for Migrant Workers' Rights:							
Labour Rights: The Universal Declaration of Human Rights (Art, 3, 4, 5, 9, 11, 18, 23)	X	√	X	√	X	X	X

International Convention Related to the Rights of Migrant Workers and their Families, 1990 Including female migrant workers' rights and protection including day-off provision for domestic workers, sexual harassment.	X	√	X	√	X	X	X
Remittance							
Overview:							
<ul style="list-style-type: none"> The key aim of migration is to earn more. With that income you have to support yourself, your family at home and you have to ensure better education for children and your siblings. You have to acquire immovable assets to financial security of your future. Therefore, saving, remitting and investing the money in the productive sector is crucial for making your migration a success. 	√	√	√	X	√	X	X
There are two ways to remit money:							
<ul style="list-style-type: none"> One is legal and other is illegal which is known as hundi. Legal channels include sending money through banks (both public and private), exchange houses, smart remittance card and mobile. 	√	√	√	X	X	X	√
Opening Bank Account:							
<ul style="list-style-type: none"> You should open two bank accounts with a nearby bank in Bangladesh before your departure. Remember, though there is an option to open bank account in the country from abroad, it is very cumbersome. A bank account in your own name and the other as a joint account (you and one of your family members whom you can rely). 	√	√	√	√	√	√	√
<ul style="list-style-type: none"> The joint account is to be used for sending remittance to bear family expenditure. Other account is to be used for savings 	X	√	X	√	√	√	X

<ul style="list-style-type: none"> Because it is risky to keep all the money in the host country. On the other hand, if you send all the money to your family they may spend them all. 							
<ul style="list-style-type: none"> Remember that before opening bank accounts, you must check if the bank has any branches or any link with the exchange houses in host country you are planning to go. 	x	√	√	x	x	X	X
<ul style="list-style-type: none"> Have you all the account related information translated into English. And make two sets of photocopies of these documents: one for you and the other for your family. 	x	X	X	x	x	X	X
<ul style="list-style-type: none"> Necessary information to remit money from abroad: sender's name, receiver's name and address, bank's name and address of the branch with zip-code, account number 	x	√	√	x	x	X	X
Sending Remittance							
<ul style="list-style-type: none"> Banks: instant cash, (Procedures) electronic fund transfer, (Procedures) draft (Procedures) 	√	√	√	√	√	X	X
<ul style="list-style-type: none"> Money Exchange: (Procedures) 	√	√	√	√	√	X	X
<ul style="list-style-type: none"> Smart Remittance Card: (Procedures) 	X	X	√	X	X	X	X
<ul style="list-style-type: none"> Post office to post office:(Procedures) 	X	X	√	X	X	X	X
<ul style="list-style-type: none"> Bring money with you: You can also carry dollars with you come back home (up to 5000 undeclared and if more you have to declare it). If you declare, it will be treated as remittance. 	X	√	√	X	X	X	X
Advantages of remitting money through official channels							
<ul style="list-style-type: none"> Risk free Tax free No need to provide TIN for buying immovable assets Enjoyment of government facilities Access to loan against remittance easily 	√	√	√	√	√	√	X

Disadvantage/Risk of Sending money through hundi:							
<ul style="list-style-type: none"> Punishable offence Possibility of losing money 	√	√	√	√	x	X	√
RETURN & REINTEGRATION							
<ul style="list-style-type: none"> Airport Formalities include buying air ticket, filling up the disembarkation Card, going through security and custom Checks, Immigration, Boarding, Immigration formalities after landing in airports in Bangladesh, baggage collection, security and custom Check 	X	√	√	X	x	X	X
<ul style="list-style-type: none"> Probashi channel in the airport in Bangladesh: Probashi channel in the airport is a new initiative of the MOEWOE to facilitate smooth departure and arrival of the expatriate Bangladeshis at HSJ International Airport. 	√	√	√	X	x	X	X
Note of Caution:							
Transferring money: Before leaving the host country, it is advisable to transfer your savings to your bank account in Bangladesh. Remember carrying huge amount of money is risky. Because you may lose it on your way home due to fraud and snatching.	X	√	X	X	X	X	X
<p>Informing you Family Members: Before your departure you must inform your family back in Bangladesh about your return, your flight name and number, schedule of arrival. Request some of your family members to come to pick you up from the airport.</p> <p>Hiring Car/Taxi: You must be careful when you hire taxi/car. Try to check if the taxi driver is trustworthy. Do not take or eat anything from the driver. Do not offer free ride to anyone unknown person in the taxi. Do not let the driver pull over the taxi anywhere on your way home.</p>	X	X	√	X	X	X	X
Mental Reintegration: You may find difference between the time before and after your return. Many things can be	X	√	√	√	X	X	X

<p>changed at home. Your family can take decision independently. Under these circumstances, you and your family need to learn the techniques to cope up with such changing situations.</p>							
<p>▪ Efficient Use of Money//Investment: You must use your money in productive sectors so that you can also earn after your return. Be careful about your expenditure. It is advisable not to share how much money you have saved. Try to identify the reliable and profitable area where you can invest in.</p>	X	√	√	√	X	X	X
<p>▪ Investment in saving products: For securing the future of your family and yourself, you must save. Investment in saving products is safe and beneficial. Different government and private banks, financial institutions and post offices offers different savings product which are risk free. Following are the notable savings products:</p> <p>▪ Wage Earners' Development Bonds, Non-resident foreign currency deposit, Non-resident investors' taka account, Expatriate DPS Program Insurance</p>	X	√	√	X	X	X	X
<p>▪ Investment in business upon your return: You may invest in cottage industry, SME, agriculture, aquaculture and paltry. These are profitable business venture that can generate income for you and jobs for others.</p>	X	√	√	√	X	X	X

Annex -II
National Training and Vocation Qualification Framework (NTVQF)

Level	Description
Level 6	Supervisor/Middle Level Manager Manage a team or teams in a workplace where unpredictable change exists
Level 5	Highly Skilled Worker Take overall responsibility for completion of tasks in work or study
Level 4	Skilled Worker Take responsibility, within reason, for completion of tasks in work or study
Level 3	Semi-Skilled Worker Work under supervision with some autonomy
Level 2	Medium Skilled Worker Work under indirect supervision in a structured context
Level 1	Basic Skilled Worker Work under direct supervision in a structured context
Pre-Voc Level 2	Pre-Vocation Trainee Work under direct supervision in a well-defined, structured context
Pre-Voc Level 1	Pre-Vocation Trainee Simple work under direct supervision in a well-defined, structured context