

A PRACTITIONER'S GUIDE TO

Supporting Migrants to Gain Recognition of Skills and Learning

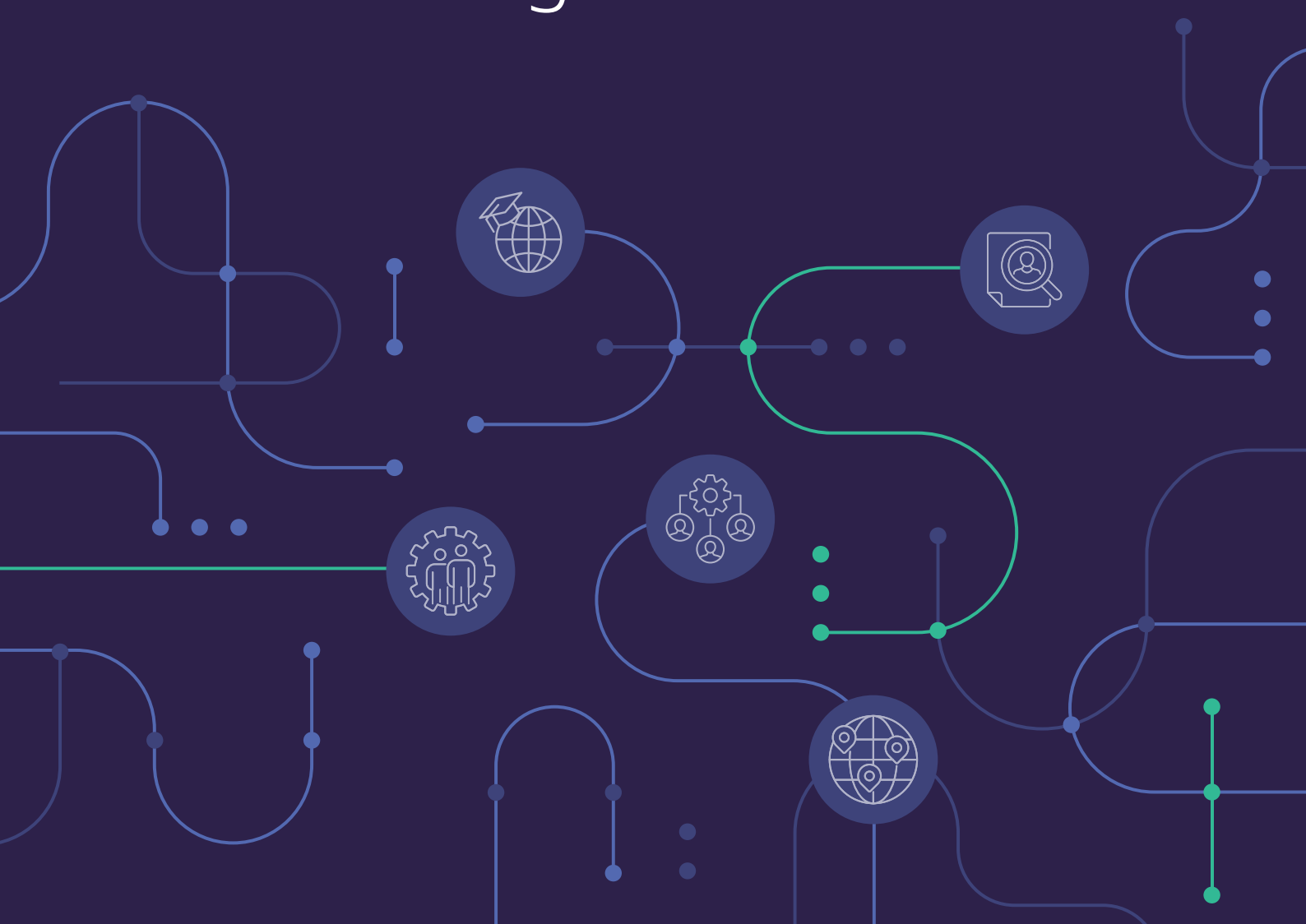


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CREDITS

This toolkit was researched and written by Renee Grawitzky, Carmel Marock and Sally Field of Singizi Consulting Africa.

LIST OF ACRONYMS

ILO	International Labour Organization
MRA	Mutual Recognition Agreement
RPL	Recognition of Prior Learning
SADC	Southern African Development Community
SAMM	Southern African Migration Project
TVET	Technical Vocational Education and Training



Introduction

The recognition of migrant workers' skills and/or qualifications is viewed as being a key intervention to benefit not only migrants themselves but potentially recipient economies by providing the labour and skills needed in critical occupations and sectors. In turn, migrants returning home also have the potential to make a positive contribution through bringing back skills and acquired knowledge. Skills recognition and an improvement in the portability of skills in the region are needed to ensure the integration of **both local and migrant labour** into labour markets.

The International Labour Organisation (ILO) together with the European Union funded Southern African Migration Project (SAMM) are working with Southern African Development Community (SADC) countries to support the strengthening of systems to support the strengthening of systems to promote the recognition of migrant workers' skills and/or qualifications. This toolkit was developed as a practical guide to support this work as well as efforts to support the recognition of workers experience and skills more broadly. The toolkit applies to both countries of origin and destination. These toolkits are based on the principles and approaches outlined in the various global and regional frameworks.^a

This section of the toolkit outlines the audience, aim, importance of the toolkit and a breakdown of the structure of the toolkit.

Who is the toolkit for?

The toolkit is aimed at **practitioners, within the Southern African region – including Indian Ocean countries which form part of SADC – that work in public or private employment services, advice offices, bodies that provide recognition services, immigration offices or those who work with migrants in the for profit or the not-for-profit sectors.** Similar toolkits have been developed as part of this series – one for employers and another for trade unions – as part of an initiative to improve and strengthen mobility within the region.

^a There are numerous global and continental policy frameworks which guide labour migration and mobility in the region. They include amongst others: Global Compact for Safe Orderly and Regular Migration (GCM); SDG's goal 8 and 10; SADC Decent Work Programme 2013-2019 (2012); SADC Action Plan on Labour Migration (2013); SADC Labour Migration Policy Framework (2014); SADC Employment and Labour Protocol (Art. 3.f and Art.19) (2014); Africa's Agenda 2063; The 2014 African Union Commission's (AUC) Ouagadougou + 10 Declaration and Plan of Action on Employment, Poverty Eradication and Inclusive Development in Africa; The AU's Revised Migration Policy Framework for Africa and Plan of Action (2018-2030) and the AU's Free Movement of Persons Protocol or "Protocol to the Treaty establishing the African Economic Community relating to the Free Movement of Persons, Right of Residence and Right of Establishment"



➤ What is the aim of this toolkit?

This toolkit seeks to empower practitioners:

- ▶ To support migrants to determine how their existing experience, skills (knowledge and abilities) and qualifications, can assist them to access the labour market or further studies.
- ▶ To map out whether recognition is required and if so, what kind of recognition mechanism is most appropriate and who needs to provide this support.
- ▶ To assist migrants to access services that allow them to attain recognition for their skills and qualifications.

➤ Why is this toolkit important?

Research has highlighted that the recognition of skills and qualifications are critical to improving employability and occupational mobility.

Research also highlights that many migrants are not aware of the possibilities associated with recognition or they do not have enough information about the processes to follow to attain recognition. This concern applies both where individuals have acquired skills through experience but do not have recognition for these skills or in the case of individuals that have formal qualifications, which were attained elsewhere and so are not recognised in their host country.

The recognition and validation of foreign qualifications, the recognition of prior learning (RPL) and the provision of skills development are key to integrating migrants into the education and labour market and to the portability of skills in the region.

This toolkit acknowledges that recognition of prior learning (RPL) policies and processes are not always in place (or are at different stages of readiness)^b and capacity to conduct assessments may vary in different sectors and country contexts. Thus advice on which services to access should take into account the reality that **the recognition of migrants' skills and qualifications will be dependent on whether systems are in place to recognise skills and/or to verify qualifications (or part qualifications) that migrants may have achieved elsewhere. It also recognises that improving the recognition system for migrants needs to take place as part of a wider system improvement to ensure that local individuals can also access recognition processes.**

The toolkit also recognises that RPL cannot solve all challenges facing individual migrants in accessing employment – and especially in securing decent work. These challenges are

^b For example, some countries such as South Africa has a fairly well documented process for RPL which includes Artisan Recognition of Prior Learning (ARPL).



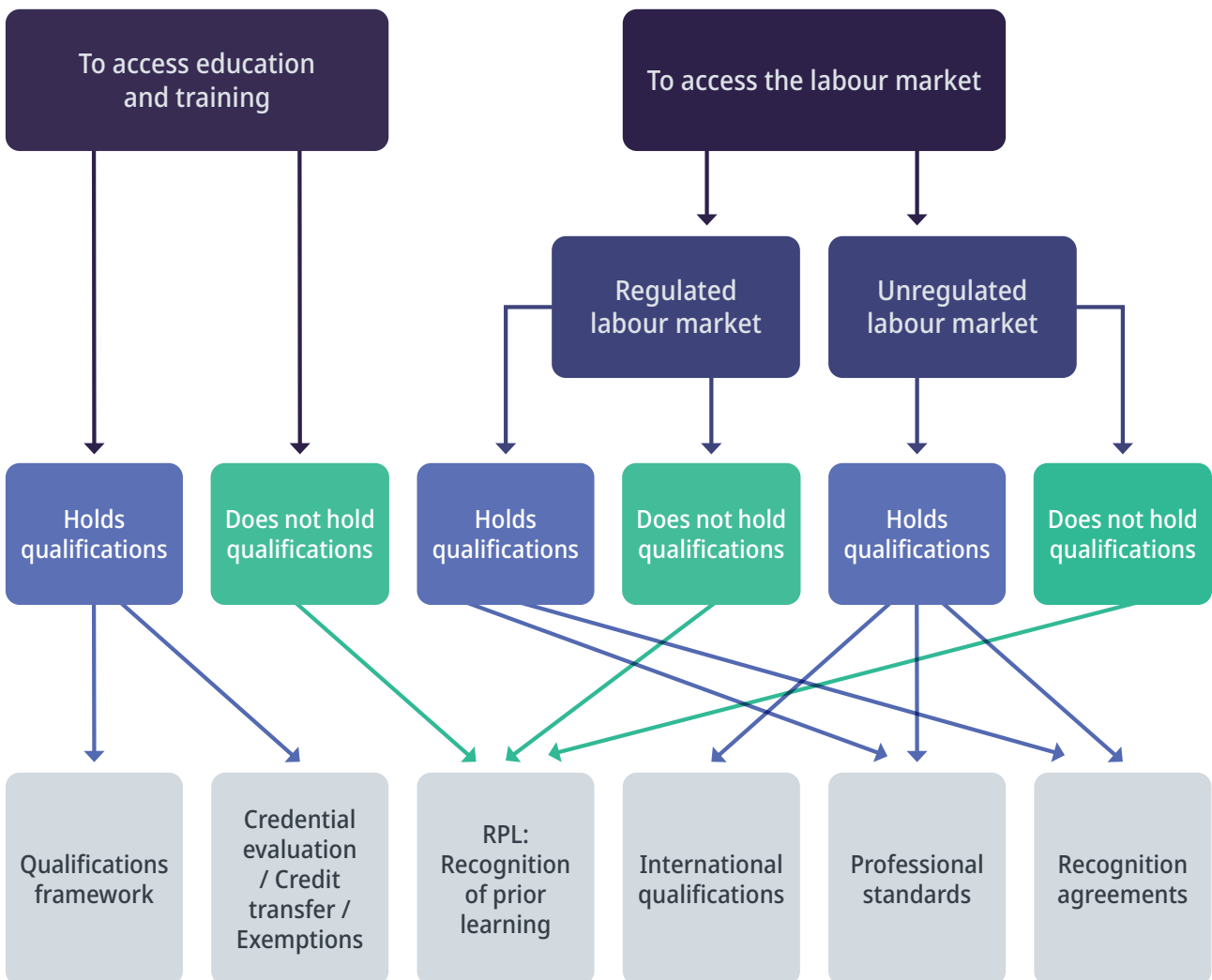
not only about the recognition of skills and qualifications but relates more widely to social, economic, and political considerations.

However, this argument, about the potential value of assisting migrants to access recognition is made based on the understanding that where these processes are well targeted and implemented effectively, this can open opportunities for migrants.

In addition, the toolkit takes the need expressed by practitioners, during a Community of Practice session (initiated by the ILO/SAMM), that they themselves need support to be able to effectively assist migrants to attain recognition for their prior learning given the complexity of these processes.

➤ What are the different forms of recognition?

There are a range of recognition processes depending on what is required. This includes:



› What is the structure of the toolkit?

The toolkit explores migrants' needs in relation to recognition and how practitioners can support them with different processes.

Let's get going!

STEP 1

IDENTIFY migrants' needs. Explore with the individual what opportunities they wish to pursue in a host country



STEP 2

EXPLORE different avenues for migrants.



A

Individuals with **experience and prior learning, but no formal qualification**, who wish to access the economy (formal employment or self-employment) or access further studies



B

Individuals who **studied elsewhere and wish to have their qualifications (full qualification or credits) recognised** in order to work or complete further studies

STEP 3

ASSIST with relevant documentation and related support.





STEP 1: Identify migrants' needs

Identify migrants' needs. Explore with the individual what opportunities they wish to pursue in a host country

- ▶ When a migrant enters your office, as a practitioner, the first step is to explore what opportunities they wish to pursue in a host country.
- ▶ Where do they want to go to?
- ▶ What do they want to do?
- ▶ Does the individual want to access further learning, enter employment or initiate an enterprise?
- ▶ Do they want to study? If so, in what area? Have they done any studying to date? Do they have any certificates? If so, do they need to get these qualifications verified or recognised?
- ▶ If the migrant worker wants to look for employment opportunities? In what sector? What kind of job?
- ▶ What kind of experience does the worker have? Do they have a qualification?

Tool 1 in the resource section may assist with profiling skills for job seekers. Tool 2 may assist you with understanding the kind of help migrants might need from you.



STEP 2: Explore different avenues

Explore different avenues for migrants.

This section explores different situations that migrants might want to explore.



A: Individuals with no formal qualification

Individuals with **experience and prior learning, but no formal qualification**, who wish to access the economy (formal employment or self-employment) or access further studies

- ▶ Practitioners should find out what skills, knowledge and competencies the individual has gained and in what sectors. (See Tool 1 in the resource section).
- ▶ As part of this, the practitioner should assist the individual to gather as much of the relevant documentation as possible as this depends on the way in which migrants may



have left their country of origin (in some cases it may be impossible for a migrant to access a certificate and alternative forms of evidence may be required). The kinds of evidence that would be helpful includes an assessment of documents demonstrating acquired skills (self-assessments), CVs and letters of recommendations.

- ▶ The RPL process involves the recognition of both documents (such as: part qualifications, training certificates, logbooks (if have), industry awards, reference letters, performance appraisals etc) and the recognition of skills such as work observation; interviews and skills testing.
- ▶ If the individual wants to access formal employment, the practitioner should indicate to the individual that embarking on the RPL route (if such systems and processes are in place) may assist with accessing jobs that are in line with his/her experience. That is, that this recognition could assist to ensure that an employer does not overlook skills that a worker has and therefore not appoint them in the relevant job. This would assist the individual to access work in line with their skills and ensure that companies benefit from such expertise. It is however noted that there are other barriers to migrants accessing work at the relevant level and it is important that an awareness of any other issues the individual may need to overcome should also be highlighted as part of these conversations. Further, the individual should be encouraged to access additional training to strengthen their skills and make themselves eligible for more advanced employment particularly if they are only partially successful or not successful in their RPL process.



Recognition of Prior Learning (RPL) is defined as a process whereby worker's previous learning (or skills and knowledge) which was gained through either informal or formal education and training can be formally recognised in terms of registered standards regardless of where and how the learning was attained. The recognition of skills and or learning could lead to the individual earning an accredited national qualification (or part qualification). These are typically registered on a National Qualification Framework (NQF).

A **NQF** is a nationally recognised framework that allows for the acknowledgement, accrual and the transfer of credits from one qualification to another within the framework.

- ▶ In the event RPL processes are in place, then the practitioner should inform the individual about RPL and its benefits.
- ▶ The practitioner needs to provide the individual with all relevant information about what to expect from an RPL process and its potential outcomes, as outlined below.



- ▶ If necessary, the practitioner should assist the individual in filling out a self-assessment form in order to profile and identify the skills in which the individual wishes to be certified. The self-assessment questions are based on the requirements of various occupations in the country. The practitioner should encourage and help an applicant collect evidence and prepare relevant documents. The self-assessment helps to match the individual's skills, knowledge and experience to specific standards and the associated assessment criteria of the qualification.
- ▶ The practitioner should ideally support the individual through the RPL process and after the RPL assessment is completed.

📌 What should an individual expect from an RPL process?

Different systems for RPL exist in different countries. The process might be managed by an assessment centre or a training organisation (which could be inside or outside of the workplace). Critically, these institutions must have the capacity to conduct assessments against the relevant standards and where required be accredited to issue the qualification (or part qualification) to a successful candidate.

In some cases, these assessment centres can be sector-specific, focusing on specific industries. This is often the case with occupations requiring licenses to practice. In some cases, the assessment process underpinning RPL can be split between different agencies. In some sectors, there are sector skills recognition processes that have their own specific characteristics and may be available to both nationals and migrants alike.

It is critical that the assessor has the capacity to **provide successful candidates with formal recognition** (against a qualification).

As a result of these processes, it could lead to the full recognition, partial or no recognition of skills.

- ▶ As indicated, the practitioner should provide support throughout the RPL process including advice on how to address any competency gaps so that full recognition can be obtained in the future.
- ▶ After receiving full recognition/ partial recognition, practitioners can assist individuals to:
 - Update their CVs to reflect the outcome of the RPL process.
 - Apply for jobs, participate in job fairs or other interventions to assist in accessing the labour market. This could include assisting the individual to access relevant platforms and to also determine where their skills could most effectively be utilised in the labour market.



- Apply to an educational institution if the individual wishes to study further. This advice should include support on whether the RPL process will assist in accessing the programme and/or whether individual might be able to ‘transfer’ the credits so that they can receive an exemption from certain courses in the programme. Where an institution is not willing to recognise the credits as a practitioner you could assist by referring the case to the relevant regulatory authority in the country to try and challenge this decision.
- Assist the individual wants to access self-employment opportunities by advising the individual about potential market opportunities as well as possible training on starting a business, business management, access to credit and information on technical advice and start-up support. The practitioner could also refer the individual to specialised organisations for consultation and entrepreneurship assistance services.

In all cases, the practitioner should indicate to the individual the documents that they should provide including a certified statement of attainment or certified qualification transcript. The individual should also be supported to manage these different processes as in some cases institutions may still not employ the individual at the relevant level, may not provide access to finance (this is often much more difficult for migrants) or may not recognise these credits for transfer. The practitioner can submit this as input to the relevant places such that this information is part of advocating for the more effective implementation of various mobility agreements in the region.



B: Individuals with a formal qualification

Individuals **who studied elsewhere and wish to have their qualifications (full qualification or credits) recognised** in order to work or complete further studies

The practitioner should check if the individual has a qualification that is on the host countries **critical skills list or occupations in high demand** or if not the qualification, then some of the skills related to a qualification on the list. The practitioner should also check if there are any **bilateral agreements and the regulatory and institutional environment that guides the process of recognition/verification** against the Skills Lists.





CRITICAL SKILLS LIST

*Some countries have developed lists (based on an analysis of the skills needs in a country) which stipulate where there is a shortage of particular skills. If a migrant worker has the skills and qualifications that are on such a list, then it is possible for the company to apply for the individual to receive a **critical skills visa**. The individual will usually have to have their qualifications recognised by an agency in the host country in order to determine whether they meet the requirements of the critical skill.*

Research has found that the visa allocation process is driven largely by such lists which are informed by a national analysis of skills shortages. These are usually related to specifically designated sectors and occupations. Research in the region has found that these skills lists primarily focus on the need for foreign workers that are highly skilled. This means that generally the focus in SADC is more around university qualifications rather than Technical Vocational Education and Training (TVET) qualifications and there are fewer opportunities for migrants to access opportunities at these lower levels.

SKILLS IN DEMAND

In some countries the work permits for lower-level skills – which may be in demand even whilst not scarce but because they are difficult to fill for a myriad of other reasons – are approved by one government department for example, department of labour and in other instances, permits for higher skills (professionals) is approved by another body/structure.

- ▶ If the migrants' skills are in scarce, then the practitioner should advise on how a migrant worker can apply for a critical skills visa as well as the costs involved (although this is often done at the point of employment in which case the employer might bear these costs). At the same time, the practitioner should be informing the migrant that they might be required, once employed, to share their skills, knowledge and experience with other employees.
- ▶ The practitioner should ensure **that the individual has all the relevant documentation** including that they will need to get their qualification verified and/or recognised. In the case of the recognition of qualifications, the process might differ depending on which institution the individual attended and the nature of the qualification (research has shown its easier for higher education graduates as compared to those with a technical/vocational occupation).



- ▶ Depending on the qualification, the practitioner should then advise the individual on whether to proceed to either a national qualifications authority so that the qualification can be verified and aligned with a qualification on the country's national qualifications framework (if one is in place) or if the law requires, proceed to the professional body, higher educational institution or an employer. Many jobs require certification or licensure. A list of examples of these types of jobs can be found in the resource section as Appendix 1.
- ▶ The practitioner could also indicate to the individual the possible length of time for such a verification process as well as the costs involved.



OBSERVATIONS ABOUT THE PROCESS

*There are **often significant delays with the recognition process** – one reason for this is the absence of the original documents from the awarding institution. Assistance from practitioners could streamline the process.*

For individuals who have credits or a full qualification and want to study further:

- ▶ The practitioner should ensure that the individual has all the relevant documentation in place and potentially assist with translation services.
- ▶ The practitioner could also assist the individual to submit the documents, once in order, to the relevant authority.

Where an individual has a full qualification, the practitioner should assist in the following areas:

- ▶ At the same time, the practitioner should check if the individual's qualification is covered by a Mutual Recognition Agreement or a Credit Accumulation and Transfer (CAT) arrangement between institutions from the country where the qualification was attained and the one where the individual is applying to study. Many SADC countries have signed a UNESCO article on the Recognition of Studies, Certificates, Diploma, Degrees and Other Academic Qualifications in Higher Education. Details can be found on this link: <https://en.unesco.org/about-us/legal-affairs/revised-convention-recognition-studies-certificates-diplomas-degrees-and>
- ▶ The practitioner should explain the process of verifying their qualification. This may need to be done prior to application or might be a condition for full acceptance (so the individual may receive provision acceptance). This involves directing the individual to the relevant authority – such as a qualifications authority and/or a professional body or both and where needing assisting the individual migrant to navigate this process.





***Mutual Recognition Agreement (MRAs)** generally provides a basis for the recognition of academic or professional qualifications such as accountants, architects, engineers, veterinarians, lawyers and pharmacists. This can take the form of a Credit Accumulation and Transfer (CAT) mechanisms.*

- ▶ Once, this process has been completed, the practitioner should then indicate whether the individual may need to specifically apply for a student visa and the conditions of such a visa. For example in some countries, such as South Africa and Mauritius, foreign students are able to do part time work up to a limit of approximately 20 hours per week.
- ▶ In these cases, the individual could be assisted to approach the local embassy or mission, including ensuring that they have all the relevant documentation as well as the application fee for a student visa. The cost of a student visa will depend on the host country.

In the event the individual has **credits** towards a full qualification, the practitioner should:

- ▶ Advise the individual that he/she may be able to ‘transfer’ the credit so that they can receive an exemption from certain courses in the programme they wish to study.
- ▶ Indicate to the individual that they must provide evidence of a certified statement of attainment or certified qualification transcript. The individual should also be
- ▶ Inform the individual that the institution where they would like to study will not automatically recognise certificates and issue partial credits for continuing studies.



STEP 3: Assist with relevant documentation

Assist with relevant documentation and related support

Having obtained clarity from the migrant as to what their needs are, the practitioner should then ensure the individual has relevant documentation such as:

- ▶ For recognition of qualifications: academic records (and if necessary, certified by a relevant authority), any other documentation listing learning achievements or any other training embarked upon, where certificates were obtained; membership of relevant associations; and full CV which stipulates work experience where relevant. If necessary, the practitioner could assist in preparing the CV.



- ▶ For an RPL process: a collection of evidence of training and work experience gained. Other documentation including, learning outcomes and competency statements; a chronological record of significant learning experiences; formal and informal records i.e., certificates of past learning achievements such as in house courses, workshops, seminars. Other documents: Licenses obtained, any examples of work performance appraisals, references or letters from previous employers or supervisors and any other documentation that may demonstrate industry experience.

In the event a migrant worker is seeking employment in another country, the practitioner should be able to provide some background information about the country, such as making the individual aware of:

- ▶ Cultures and norms in the country.
- ▶ Working environment in the country and an overview of labour laws.
- ▶ Overview of fair contracts of employment as well as the minimum wages and employment conditions in the sector being targeted so as to prevent abuse of migrant workers.
- ▶ Information about the education and training system in the country.
- ▶ Contact details of embassies, trade unions and advice centres in the country of destination.



Resources

This section provides some **resources and organisations** that may be useful for you in your practice. It also provides some tools with example templates.

▶ Links to additional readings

Whilst this practitioner toolkit seeks to assist you in thinking through how you can support migrants in terms of improving their mobility of skills and qualifications in the region, there are a number of resources which have been developed by the ILO which could compliment this toolkit, such as the following:

- ▶ [How to Facilitate the Recognition of Skills of Migrant Workers: Guide for Employment Services Providers^c](#)
- ▶ [Training Employment Services Providers on How to Facilitate the Recognition of Skills of Migrant Workers: Facilitators notes^d](#)
- ▶ [Guidelines for Recognizing the Skills of Returning Migrant Workers^e](#)
- ▶ [Recognition of Prior Learning \(RPL\) Learning Package^f](#)
- ▶ [Understanding the Potential Impact of Skills Recognition on Labour Markets^g](#)

c https://www.ilo.org/wcmsp5/groups/public/---ed_protect/---protrav/---migrant/documents/publication/wcms_748721.pdf

d https://www.ilo.org/wcmsp5/groups/public/---ed_protect/---protrav/---migrant/documents/publication/wcms_748722.pdf

e https://apskills.ilo.org/resources/guidelines-for-recognizing-the-skills-of-returning-migrant-workers/at_download/file2

f https://www.ilo.org/skills/pubs/WCMS_626246/lang--en/index.htm

g https://www.ilo.org/wcmsp5/groups/public/---ed_emp/---ifp_skills/documents/publication/wcms_532417.pdf



The following include a list of key organisations which might assist practitioners in terms of their support to migrants:

📌 Qualification authorities and relevant Institutions of Higher Education

Country	Organisation	Contact person	Contact details/address
Angola	Ministry of Education	Antonio Viriato Neto Da Costa	viriatoneto@gmail.com (00244 222) 320582 / 320592 Av. Comandante Gika Luanda República de Angola
	National Institute for Evaluation, Accreditation and Recognition of Higher Education Studies (INAAREES)	Dr Maria Madalena Chimpolo	gmaria3@yahoo.co.uk INAAREES statement emphasizes that requests for approval and recognition of higher education studies are made only online, via Government Electronic Public Services (SEPE). applicants must do so through the SEPE Portal https://www.sepe.gov.ao
Botswana	Botswana Qualifications Authority	B. Mosimakoko Botoka M. Raboijane	bmosimakoko@bqa.org.bw braboijane@bqa.org.bw Community Centre, Unnamed Road, Gaborone, Botswana Tel: 267 365 7200
	Ministry of Tertiary Education, Research, Science and Technology of Botswana		Block 6 building, Government Enclave Gaborone South-East Botswana Tel: +267 365 5400
Democratic Republic of Congo (DRC)	Ministere De L'enseignement Superieur (Ministry of Higher and University Education)	Nkiama Ekisawa Constant	constant.nkiama@unikin.ac.cd Avenue des Forces Armées N.10 Kinshasa Tel:+243 (81) 521 5480
	Ministry of Primary Secondary and Technical Education		yvesmuzola@gmail.com B.P. 3163. Kinshasa-Gombé, Republic of Congo Tel: +243 99 84 74 603
Eswatini	Ministry of Labour and Social Security	Gcebile Dlamini	dlaminigct@gmail.com M48Q+JWR, Mhlambanyatsi Rd, Mbabane Eswatini Tel: +268 2404 1971
	Ministry of Education and Training		Tel: +268 2404 2491



Qualification authorities (Continued)			
Country	Organisation	Contact person	Contact details/address
Eswatini	Eswatini Higher Education Council	Dr. Loretta Mkhonta Gabsile Hlatshwayo	info@shec.org.sz Website: www.shec.org ESHEC Tender Board Eswatini Higher Education Council, First Floor, Lilunga House, Somhlolo Road, Mbabane Tel: 00268-24042278/24048119
Ethiopia	Makerere University Africa Leather and leather Products Institute (ALLPI)	Dr Abdel Rahim	abdelrahim@allpi.int
	Ministry of Education		2QM7+25J, Addis Ababa, Ethiopia https://moe.gov.et/ContactUs Tel: +251 11 155 3133
	Ministry of Labour and Social Affairs		Kirkos Kifle Ketema, Wereda 8, Kazanchis. P.O.Box: 2056 Addis Ababa Tel: +251-11-551
	Higher Education Relevance and Quality Agency (HERQA)		Tel: +251 111 236 130
Kenya	Ministry of labour and social protection	Angela Mbaya	amba380@gmail.com info@labour.go.ke. Bishops Road, Social Security House PO Box 40326 – 00100 Nairobi Tel: +254 (020) 2729801/804
	Ministry of Higher Education, Science & Technology		Jogoo House 'B'; PO Box 9583 Nairobi Tel: +254 (20) 318 581
	Commission for University Education (CUE)		Red Hill Road, off Limuru Road, Gigiri, Nairobi Tel: +254 (20) 720 5000
	Kenyan National qualifications Authority		4th Floor, NACOSTI House, Waiyaki Way, Nairobi, Kenya Tel: +254 20 2100272
Lesotho	Council on Higher Education	Mrs Makotelo Teboho Motseko	mtmotseko@che.ac.ls 5 Bowker Road. Old Europa, Maseru, Lesotho Tel: +266 2231 3503. info@che.ac.ls .
	Council on Higher Education	Motlalepula Khubotlo	khubotlom@che.ac.ls



Qualification authorities (Continued)			
Country	Organisation	Contact person	Contact details/address
Lesotho	Minister of Education and Training		Constitution Rd, Maseru, Lesotho Tel: +266 2231 2686 korineuoe@gmail.com
Malawi	National Council for Higher Education	Dr Adamson Thengolose	athengolose@nche.ac.mw info@nche.ac.mw Area 47 Msokera Street Next to Chitukuko Petroda Filling Station Private Bag B371 Lilongwe Tel: +265 1 755 884
	Technical, Entrepreneurial and Vocational Education and Training Authority	Modesto Ngomane	mgomani@tevetamw.com TEVETA House, Off Independence Drive, Lilongwe Tel: 265 1 775 211/ 01 724 894 Website: https://www.teveta.mw
	Ministry of Education, Science and Technology of Malawi		Capital Hill Circle, Private Bag 328 Lilongwe, Central Region Malawi Tel: +265 (1) 789 422
Mauritius	Mauritius Qualifications Authority	Robin Phoolchund Vijaye Ramchurn Rajoomar Ramchurun	rphoolchund@mqa.mu rramchurun@mqa.mu vramchurn@mqa.mu Pont Fer, Phoenix office@mqa.mu Tel: 230 686 1400
	Mauritius Institute for Training and Development	Mr Sayadaly Maudarbocus	smaudarbocus@mitd.mu MITD House Pont Fer Phoenix Tel: 230 601 8000 +230 698 4200
	Higher Education Commission	Professor Mohee	commissioneroffice@hec.mu/ Contact@hec.mu 4th Floor, HEC Building, Reduit 80835, Mauritius Tel: +230 467 8800
Mozambique	National Authority for Professional Education	Dr. Maria Ida Alvarinho	i.alvarinho@anep.gov.mz
	National Council for Evaluation and Quality Assurance of Higher Education	Prof. Ana Nhampule	ananhampule@yahoo.com.br
	Ministry of Education and Human Development)		Avenida 24 de Julho, no 167 Maputo Maputo Cidade Mozambique Tel:+258 (21) 490 677



Qualification authorities (Continued)			
Country	Organisation	Contact person	Contact details/address
Madagascar	Ministry of Higher Education and Scientific Research		B.P. 247 Antananarivo 101 Antananarivo Madagascar Tel:+261 (20) 222 1302
Namibia	Namibian Qualifications Authority	Mr. Gertze	Franz.Gertze@namqa.org Bismarck Street, Windhoek, Namibia Private Bag 13247, Windhoek 9000 Khomas Region Tel: +264 (61) 384 100
	Namibian Qualifications Authority	Asnath K. Kaperu Leana Van Wyk Harmoni Beukes	Asnath.Kaperu@namqa.org Leana.Van.Wyk@namqa.org Harmoni.Beukes@namqa.org
	National Training Authority	Virginia Kaimu	vkaimu@nta.com.na NTA Building, Rand Street, Khomasdal, Windhoek Tel: 264 61 279 551
	Ministry of Education, Arts and Culture of Namibia		Government Office Park (Luther Street) Private Bag 13186, Windhoek Khomas Region Tel: +264 (61) 293 3111
	National Council for Higher Education of Namibia (NCHE)		08 Newton Street, Philadelphia House No. 6 Windhoek Khomas Region Namibia Tel:+264 (61) 307 012
Seychelles	Seychelles Qualification Authority	Fiona Ernesta / Joan Amade	ceosqa@email.sc Mont Fleuri, PO Box 1017 Victoria, Mahe Seychelles. Tel: 248 283068
	Tertiary Education Commission	Mr. Jean Michel Domingue CEO	ceo@tec.edu.sc Ma Joie, Mahe Seychelles Tel:4610944
	University of Seychelles	Ms. Joëlle Perreau	Marie-Cecile.Adela@unisey.ac.sc pa.vc@unisey.ac.sc Anse Royale, Seychelles Tel: +248 4381250
	Ministry of Education		PO Box 48 Mont Fleuri Seychelles Tel: +248 283 283



Qualification authorities (Continued)			
Country	Organisation	Contact person	Contact details/address
South Africa	South African Qualifications Authority	Mpho Mudau Kim Snyders Navin Vasudev	MMudau@saqa.co.za KSnyders@saqa.co.za nvasudev@saqa.co.za SAQA House, 1067 Arcadia St, Hatfield, Pretoria, Tel: 012 431 5000
	Council on Higher Education of South Africa (CHE)		Persequor Technopark, Brummeria, Quintin Brand Street 1, PO Box 13354, Pretoria, 0126, Tel:+27 (12) 349 3840
	Quality Control for Trades and Occupation South Africa	Marco Mac Farlane	MacFarlane.M@qcto.org.za 256 Glyn Street, Hatfield, Pretoria, 0083 Tel: 012 003 1800
	Department of Higher Education and Training		123 Francis Baard Street Pretoria, 0001 +27 (12) 312 5911
Tanzania	National Council for Technical and Vocational Education and Training		rutayuga@nacte.go.tz bgeuzye@tea.or.tz info@nacte.go.tz NSSF Building, 3rd Floor, Mwangosi Road, 41110 Kilimani, P O Box 17007, Dodoma Tel: +255 26 2323121
	Ministry of Education, Science and Technology		Block 10, College of Business Studies and Law, University of Dodoma; PO Box 10, Dodoma Tel: +255 (26) 296 3533
	Tanzania Commission for Universities (TCU)		Mlimani Tower, Sam Nujoma Road, Opposite Mliman City; PO Box 6562, Dar es Salaam Tel: +255 (22) 277 2657
Zambia	Zambia Qualifications Authority	Mirriam Chiyaba Modest Hamalabbi Fidelis Cheelo	mirriam.chiyaba@zaqa.gov.zm modest.hamalabbi@zaqa.gov.zm fidelis.cheelo@zaqa.gov.zm Plot 126a/B, Kudu Rd, Lusaka Tel: +260 211 843 050
	Higher Education Authority	Prof Stephen Simukanga	stephen.simukanga@hea.org.zm; stephensimukanga@gmail.com PO Box 50795, Ridgeway Dedan Kimathi Road, Mukuba Pension House Lusaka, 10101 Tel: +260 950 470444



Qualification authorities (Continued)			
Country	Organisation	Contact person	Contact details/address
Zambia	Technical Education Vocational and Entrepreneurship Authority	Cleophas Takaiza	ctakaiza@teveta.org.zm , ctakaiza@yahoo.com teveta@teveta.org.zm or enquiries@teveta.org.zm Private Bag RW 16X, Birdcage Walk, Longacres, Lusaka Tel: +260211253331-4 / +260211253211
	Ministry of Higher Education of Zambia		CMaxwell House, Los Angeles Boulevard PO Box 50464, Lusaka, 10101 Tel: +260 252 911
Zimbabwe	Ministry of Higher and Tertiary Education, Innovation, Science and Technology Development	Wisdom Simon Mtisi	hungweyacho@gmail.com Government Composite Building, Block F, 5th Floor Cnr Samora Machel Avenue/ 4th Street, Harare Tel: +263 (4) 796 440
	Ministry of Public Service, Labour and Social Welfare	Grace Kanyayi	gkanyayi@gmail.com A5, Simon Muzenda St, Harare, Zimbabwe Tel: +263 4 774 560 Tel: +263 775216105
	Women University in Africa	Wyckliff Sonono	sononow@gmail.com
	Zimbabwe Council for Higher Education (ZIMCHE)	Prof. Regis Chireshe	rchireshe@zimche.ac.zw 21 J.M. Nkomo Road, Hatfield Harare Tel: +263 (4) 571 163



Trade Unions in SADC

Country	Organisation	Contact person	Contact details/address
Angola	èNational Union of workers – Angola	Ms Hede Madalena da Silva	peroladocedeleite@hotmail.com
	Central Geral de Sindicatos Independente de livres de Angola (CGSILA)		Rua Rainha N'giga N°186, 1 Andan Luanda
	União Nacional dos Trabalhadores de Angola (UNTA-CS)	Ms Maria Fernanda Carvalho/ Mr. Augusto Viage	Avenida Rainher Ginga 23 Caixa Postal 28, Luanda, Angola Tel: +244-222-334670 338502 Email: untadis@netangola.com untadis01@gmail.com
Botswana	Botswana Land Boards Local Authorities and Health Workers Union (BLLAHWU)	Kabelo Gopolang / Ketlhalefile Motshegwa	PLOT 178, Unit 3 GICP, GABORONE Email: blahwuinfo@mokaulengwe.co.bw gopolangk@mokaulengwe.co.bw Tel: (+267)393 2399
	Botswana Federation of Trade Unions (BFTU)	Sarah Dibe Thusang Butale	4211-4213 Malema, Gaborone Tel: 267 74 869 663 bftustaff@gmail.com smalepa.sd@gmail.com thusangbt@yahoo.com
Botswana / Southern Africa	The Southern Africa Coordination Council (SATUCC)	Mavis Koogotsitse / Nyasha Muchichwa	5071 Kabelo, Gaborone, Botswana, Phone: +267 73 901 449 mavis.koogotsitse@satucc.org
Comoros	Confederation des Travailleurs de Comores (CTTC)	Ms Kalathoumi Mohammed Assad	BP 1199 Moroni – Djomani Email : salimdjirame@yahoo.fr Kalathoumi01@yahoo.com
Democratic republic of Congo	Confédération Démocratique du Travail (CDT)	Kuku Gedila	10897 Quartier Industriel, C/Limete Kinshasa 1 Congo RD Tel : +243-015143040 / (243) 8804573 / 8805034 Mobile: +243 998848797 E-mail : cdtcongo@yahoo.fr
Eswatini	Trade Union Congress of Swaziland (TUCOSWA)	Mduduza Comfort Gina Musawenkhozi (Musa) Sifundza	Tel: +268-76184467 / +268 250 59514/5 Email: Tucoswa@swazi.net comfortmgina@yahoo.com comfortmginagina@yahoo.com Musawenkhozi.sifundza@yahoo.com



Trade Unions in SADC (Continued)			
Country	Organisation	Contact person	Contact details/address
Eswatini	Amalgamated Trade Union of Swaziland (ATUSWA)		Trelawney Park. Luis Building. 1st Floor. Office No: 2, Manzini; Masengula Street. Tobacco Building. Nhlanguano office Tel: 268 2505 3477 admin@atuswa.com
	Eswatini National Ex Mineworkers Association (Esnema)	Hendry Mdluli	
	Swaziland migrant mineworkers association (SWAMMIWA)	Vama Jele	Tel: +268 2207 7739 swammiwa@gmail.com; swammiwa@swazi.net.
	Swaziland Domestic Workers Union		Masalesikhundleni street, Plot No. 290, (Opposite Lulama clinic) Tel: +268 25055914 Mobile: +268 79070481 phumelele_dlamini@yahoo.com
Lesotho	Lesotho Trade Union Congress (LTUC)	Mamahoooe Letsosa	Tel: +266 22 321624 Mobile: + 26658866524 Email: ltuc_lesotho@yahoo.com.
	Lesotho Federation of Trade Unions (LFTU)	E.T. Ramochela	Tel: 266 2232 3559. Email: lftu0021@gmail.com
	Lesotho Congress of Democratic Unions	Ts'eliso Ramochela	Tel: +266 2231 1412
	Migrant Workers Association of Lesotho		Street 1: Maseru West, Caledon Road House No 80. Street 2, Maseru Tel: +266 5951 9138
	Kopanang Domestic Workers Association of Lesotho		Tel: 0730600870 081 734 3757 associationkopanang@gmail.com
Malawi	Malawi congress of Trade unions		Tel : +265-1-755614
Madagascar	Syndicat Général Maritime de Madagascar (SYGMMA)	Andrianombana Lanja Achille M Basola	lanja98@gmail.com mbellahym007@gmail.com sygmma.national@gmail.com
	National Union of Malagasy Domestic Workers (SENAMAMA)	Mme Myriam Raharilantsoa	raharilantsoamyriam9@gmail.com



Trade Unions in SADC (Continued)			
Country	Organisation	Contact person	Contact details/address
Madagascar	Conférence des Travailleurs Malagasy Confédération des Syndicats des Travailleurs Malagasy Révolutionnaires (FISEMARE)	M. Henri Remy Botoudi Heritiana Randriamihamina	Place Rasahoby , Lot IVN 76-A Befelatanana Ankadifotsy Antananarivo 101 Madagascar Tel: +261-2221989 E-Mail: fisemare101@yahoo.fr lalaofisemare2@yahoo.fr heritiana.randriamihamina@orange.com rbotoudi@yahoo.com
	Syndicat-n'ny Mpiasa an-trano Malagasy (Syndicat des travailleurs domestiques à Madagascar)	Mme Sahondra Marie Constance	rsmconstance@gmail.com
	Confederation of Malagasy Trade Unions		sg@sekrima.org
Mauritius	Mauritius Trade Union Congress (MTUC)	Mr D Quedoo	Emmanuel Anquetil Labour Centre James Smith Street GRNW, Port Louis Tel : +230-2108567 E-mail : mtuc_union@yahoo.com mtuc_mu@hotmail.com
	Confédération des Travailleurs du Secteur Privé (CTSP)	Reaz CHUTTOO/ Jane Ragoo	Corner Elias and Nalla Streets Rose Hill Mauritius Tel: 230-4549919 janeragoo21@gmail.com ctspp.unions@gmail.com
	All Employees Confederation (AEC)	Rashid Imrith Mr Leelodharry	ggsunion@intnet.mu ggsunion@intnet.mu gtunrs@intnet.mu seegumvinod@yahoo.com .
	Mauritius Labour Congress	Bholanath Jeewuth	8 Louis Victor de la Faye Street, Port Louis Tel: +230 212 4343 jvidhata@gmail.com
	Confederation Of General Trade Unions	Mr Ramjuttun	gtunrs@intnet.mu
	Congress of Independent Trade Union (CITU)	Suraj Ray/ Mr D Benydin	La Faye Street, Port Louis, Mauritius. Tel: 230-52574922 Email: suraj.ray@intnet.mu / citu@intnet.mu



Trade Unions in SADC (Continued)			
Country	Organisation	Contact person	Contact details/address
Mauritius	National Trade Union Confederation (NTUC)	Mr Gopee	c/o FCSU Jade Court, Jumma Mosque Str. Rooms 308 A&B, 3rd Floor, Port Louis Tel : 230 216 14 75 /+230-2161977 Cel : +230 250 17 18 E-mail : fcsu@intnet.mu ; nbenydin@hotmail.com fcsou@intnet.mu
	Mauritius Labour Congress (MLC)	Mr A Peerun	8, Louis Victor de la Faye Street Port Louis, Ile Maurice Tel : +230-2124343 mlcongress@intnet.mu
Mozambique	Consilmo-Confede Racao Dos Sindicatos Independentes E Livre De Mozambique Secretario De Organizacao	Goncalves Zita	gomcalveszita@gmail.com
	Mozambique Worker's Organizaton (OTM-CS)	Amelia Amavel da Santa Bibiana	Rua Antonio Manuel de Sousa 36 Maputo, Mozambique Tel : + 258 21 32 75 74 ameliabibiana@yahoo.com otmdis@teledata.mz rafaeldava@yahoo.com.br
Namibia	National Union of Namibian Workers (NUNW)	Job Muniaro/	Tel: 264 61 215 037 nunw@mweb.com.na
	Trade Union Congress of Namibia (TUCNA)	Mahongora Kavihuha Reginald S. Kock Ms. Penny Ankama	Tel: +264 61 240362 +254 61 210754 061-210754 regskock@yahoo.com Peni.ankama@gmail.com
	Namibia Domestic and Allied Workers Union		Labour Resources and Research Institute (LaRRI), NUNW Complex (Located between Katutura Police Station and Katutura Court), Windhoek Tel: +264 (0) 61 212 044 Mobile: +264 (0) 81 498 3040 Email: domesticworkersnamibia@gmail.com
	Namibia Farm Workers' Union [NAFWU]	Rocco Nguvauva	Tel: 061 218 653
	Namibia National Labour Organisation [NANLO]	Evalistus Kaaronda	Tel: 081 301 6116



Trade Unions in SADC (Continued)			
Country	Organisation	Contact person	Contact details/address
Seychelles	Seychelles Federation of Workers Union (SFwu)	Antoine Robinson	Victoria mahé Seychelles Tel. 248 224455 E-mail: sfwu@seychelles.net antoinerobinson@live.com seyworkersunion@yahoo.com
	Seychelles Transport and General Workers Union	Mr Emmanuel Fideria	emmanuelfideria@gmail.com
	General Employer Trade Union of Seychelles	Mrs Tina Hoarau	Room 3, Salamat House, P.O.BOX 1122 Victoria, Mahe. Seychelles Tel: +248 2 510 420 thhsconsultant@gmail.com info@getus.sc
South Africa	Izwi Domestic Workers Alliance	Amy tekie	Tel: 066 060 7698 Email: info@izwi amy@dahlakfilms.com amy@izwi.org.za
	South African Domestic Service and Allied Workers Union SADSAWU		Jacqui@sadsawu.org.za
	South African Domestic Workers' Union (SADWU)		The Salt River Community House, 41 Salt River Rd, Salt River, Cape Town Tel: 021 447 3607
	Federation of Unions of South Africa (FEDUSA)	Brenda Modise	10 Kingfisher St, Horison Park, Johannesburg, 1724 Tel: 011 279 1800 socialpolicy@fedusa.org.za
	South African Federation of Trade Unions (SAFTU)	Zwelinzima Vavi	34 Eloff Street Johannesburg Tel 1: +27 (10) 601 6411 Tel 2: +27 (11) 331 0124 zwelinzimav@saftu.org.za
	Congress of South African Trade Unions (COSATU)	Mr Babsy Nhlapho Mathew Parks Mrs Sonia Mabunda-Kaziboni	Cnr. Jorissen &, Simmons St, Braamfontein, Johannesburg, 2017 Tel: 011 339 4911 babsy@cosatu.org.za Matthew@cosatu.org.za sonia@cosatu.org.za



Trade Unions in SADC (Continued)			
Country	Organisation	Contact person	Contact details/address
Tanzania	Trade Union Congress of Tanzania	Dr Yahya K. Msigwa	Mobile: +255(0)715-616924 Tel: 255 22 213 0036/49 tucta2012@yahoo.com , jansiger@yahoo.com
	Wotesawa Young Domestic Workers Association		Plot 13 Capri Point, Block X Hesawa Street, Mwanza, Tanzania Tel: +255-767-802-238 +255-282-500-599. Email : info@wotesawa.or.tz .
Zambia	Association for Employers of Domestic Workers in Zambia		Luangwa House Room 4, Cairo Road, Lusaka, Tel: +260 9541 67 46 20.
	Zambia Congress of Trade Unions (ZCTU)		Oxford Street, Baynards Building P.O. Box 20652 Kitwe Zambia Tel: +260-2-221446 E-mail: zctu@microlink.zm joyce.simwanza@zctu.org.zm
	Federation of Free Trade Unions in Zambia (FFTUZ)		springbog, Off Kudu Road, Kabulonga, Lusaka Tel: +260 1 22 2105 / +260 211 269 078 Email: fftuz@ymail.com
Zimbabwe	Domestic workers Association of Zimbabwe	Mendy Lerto Lusaba	Tel: +263 773000507 mleterato@dwaz.org
	Zimbabwe Domestic and allied Workers Union		1st Floor, Suit 4 Cannon House 88 Kaguvi Street Harare Tel: +263 4 753912 Cell: +263 – 772 482 909 / 772333470 / 772809743
	Zimbabwe Federation of Trade Unions	Kennias Shamuyarira	4th Floor, South Wing Globe House Jason Moyo Avenue Harare Tel :+263 757427 neuzgeneralsecretary@gmail.com
	Zimbabwe Congress of Trade Unions	Japhet Moyo	Gorlon House 7 Jason Moyo Avenue, Harare Tel. 260 2 221446/224765 Tel: 793093/794704/794742 e-mail: info@zctu.co.zw . sgjm@zctu.co.zw zctu@zamnet.zm



▼ Advice and human rights centres

Country	Organisation	Contact person	Contact details/address
International	UNHRC	Fezeka Bongco Matlotleng Matlou Tshegofatso Phage Sara Faust	bongco@unhcr.org matlou@unhcr.org phage@unhcr.org FAUST@unhcr.org
	International Organisation for Migration (IOM)		3 National Road, Musina Tel: 015 534 1314 iommusina@iom.in
	Southern African Development Community		SADC House, Plot No. 54385, Central Business District, Gaborone Tel: 002 67 395 1863.
Botswana	Ditshwanelo: The Botswana Centre for Human Rights	Francis Ngambi	Plot 100, Independence Avenue Extension 3, Gaborone Tel: 267 390 6998 (0) / + 267 737 05946 francisngambi@gmail.com
Eswatini	EU SET Programme Coordinator at Eswatini Essential Oils	Mboni Dlamini	mbonidlamini@shec.org.sz
Ethiopia	Makerere University – Africa Leather and leather Products Institute (ALLPI)	Kiraye Michael	mickiraye@allpi.int
Kenya	Young African Works	Catherine Wanjiru Maina	katecatherinew@gmail.com
	Kenya Youth Employment and Opportunities Project	David Evans	evanscruz123@gmail.com
Rwanda	Musanze Employment Service Centre	Aimable Rwigamba	aimarwi7@gmail.com
Seychelles	ARID (Association for Rights, Information and Democracy)	Lucianne Sofola	aridSeychelles@outlook.com
South Africa	Black Sash		Khotso House 25 Anderson Street, Johannesburg Tel:011-8348361 info@blacksash.org.za
	Refugee and Migrants rights programme – LHR (Lawyers for Human rights)	Felix Quibe Sharon Ekambaram	4th floor Heerengracht Building 87 De Lorte Street, Braamfontein Tel: 011-3391960 Felix@lhr.org.za Sharone@lhr.org.za



Advice and human rights centres (Continued)			
Country	Organisation	Contact person	Contact details/address
South Africa	The African Centre for Migration and Society	Nicholas Maple	nicholasjmaple@gmail.com
	Disabled Migrant Rights Network Organisation	Brian Muzimngou	Tel: 071-8246492 Email: bm@dmrno.org
	Migrant workers association of SA		Tel: 011-0748022 Email: Info.mwasa@gmail.com
	Scalabrini	Hylton Bergh	47 Commercial St, Cape Town City Centre, Cape Town Tel: 021 465 6433 hylton@scalabrini.org.za
	Consortium for Refugees and Migrants in South Africa (CoRMSA)	Mr Sinthumule	501 Heerengracht, 87 De Korte Street, Braamfontein, Johannesburg Tel: 011-4037560 Email: Info@cormsa.org.za thifulufheli@cormsa.org.za
	Social Change Assistance Trust		52-54 Francis Street, Woodstock, Cape Town Tel: 021-4182575
	Community Advice Offices South Africa		357 Visagie street, Pretoria Central, Pretoria Tel: 010 745 8975 / 010 746 1699
	African Migrants Solidarity (AMIS)		8th floor, Bram Fischer Towers 20 Albert Street, Marshalltown, Johannesburg Tel: 011-4921175
	African Diaspora Workers Network		Tel; 011-4330215 Info.adwn@gmail.com
House of hope – Itthembatel		5724 Leseko street Mamelodi, Pretoria Tel:071-8100116 Email: nicoshukuman@gmail.com	



➤ TOOL 1: Assessment checklist

This checklist showcases some example questions used for the purpose of profiling and identifying the skills of jobseekers, particularly migrant workers. It is adapted from the European Union Skills Profile Tool for third country nationals.

PERSONAL INFORMATION		
General Information	Contact information	Migration information
SKILLS IDENTIFICATION		
LANGUAGES		
<ul style="list-style-type: none"> ▶ What is/are your mother tongue(s)? ▶ Can you communicate in the host country's language for general purposes? ▶ What is your preferred language for communication in a professional context? 		
EDUCATION AND TRAINING		
<ul style="list-style-type: none"> ▶ Have you attended any kind of education and/or training, including primary education and informal training? ▶ What was your highest level of education and/or training? ▶ Do you have some prior learning recognised? 		
PROFESSIONAL SKILLS		
<ul style="list-style-type: none"> ▶ Do you have any professional/work experience? If yes, for how long? ▶ When were you last in a professional/work setting? ▶ Please indicate briefly your professional/work experience history. ▶ Please add a line for each significant job or professional/work experience you have had. ▶ Please describe the nature of your professional/work experience: ▶ How long did this experience last? ▶ In which country/countries was this experience? ▶ Which language(s) did you mainly use? ▶ Please indicate the occupation that best fits the type of work you carried out. ▶ Which skills did you need to do your job well? ▶ What was the size of the organisation? (number of people working in the organisation) ▶ What was the size of your workplace? (number of people working at your workplace) ▶ Do you have any proof of this professional/work experience with you? Yes/No. 		



SKILLS IDENTIFICATION (Continued)

SKILLS ACQUIRED OUTSIDE THE WORKPLACE

For the following activities that you are familiar with/used to, please indicate for how long or how often you have practised those activities and in what context:

- ▶ Caring for children?
- ▶ Caring for elderly people?
- ▶ Caring for sick or disabled people?
- ▶ Making / mending clothing?
- ▶ Preparing meals?
- ▶ Cultivating crops?
- ▶ Taking care of livestock?
- ▶ Making pottery?
- ▶ Selling or trading products?
- ▶ Making furniture?
- ▶ House construction?

OTHER BASIC AND TRANSVERSAL SKILLS

Please select the statements below which best suit your general working style. I am confident to:

- ▶ Work independently
- ▶ Make decisions independently
- ▶ Work in a structured way
- ▶ Solve problems
- ▶ Work with others / collaborate / network
- ▶ Work with people of different cultures / backgrounds
- ▶ Work with customers / clients
- ▶ Manage projects
- ▶ Provide a service to others
- ▶ Work in stressful conditions / under time pressure







➤ TOOL 2: Profiling and categorisation of candidates

Profile of Potential migrants	Indicators of employability	Indicative examples	Services offered
Independent candidate in need of general information	<ul style="list-style-type: none"> ▶ Fit for work ▶ Active job search ▶ Good experience ▶ Relevant qualifications for the job market ▶ Very motivated 	<ul style="list-style-type: none"> ▶ New jobseekers ▶ Other jobseekers wishing to change jobs 	<ul style="list-style-type: none"> ▶ Advice ▶ Basic information via computer or paper ▶ Referrals ▶ Job matching
Candidate in need of general coaching	<ul style="list-style-type: none"> ▶ No professional experience ▶ Inadequate qualifications for the job market ▶ No job search experience 	<ul style="list-style-type: none"> ▶ Redundant workers ▶ Women returning to work after a short period of time ▶ Graduates upon completion of their studies 	<ul style="list-style-type: none"> ▶ Counselling services ▶ Jobseeker support
Candidate in need of targeted support	<ul style="list-style-type: none"> ▶ Unrealistic expectations (job type, sector of employment, hours, salaries) 	<ul style="list-style-type: none"> ▶ Long-term unemployed ▶ Unemployed over 50 years of age ▶ Women returning to work after a long period of time 	<ul style="list-style-type: none"> ▶ Enhanced support ▶ Combination of services
Candidate in need of targeted support	<ul style="list-style-type: none"> ▶ Experience and prior learning, but no formal qualification, and wishes to access the economy (formal employment or self-employment) 	<ul style="list-style-type: none"> ▶ Jobseekers wishing to change jobs ▶ Jobseekers wishing to advance on career path 	<ul style="list-style-type: none"> ▶ RPL support
Candidate in need of targeted support	<ul style="list-style-type: none"> ▶ Formal qualification and wants to work in a host country 	<ul style="list-style-type: none"> ▶ Graduates upon completion of their studies 	<ul style="list-style-type: none"> ▶ Identify if qualifications are on critical skills list ▶ Qualification recognition process
Candidate in need of targeted support	<ul style="list-style-type: none"> ▶ Credits or a full qualification and wishes to pursue further studies in a different country from where they studied 	<ul style="list-style-type: none"> ▶ Undergraduates / graduates who wish to further their studies 	<ul style="list-style-type: none"> ▶ Qualification verification ▶ Credit transfer ▶ Student visa if required



➤ APPENDIX 1: Examples of jobs that require Certification and Licenses

The following jobs tend to require certification:

 COMPUTER SCIENCE / ENGINEERING <ul style="list-style-type: none"> ▶ Network administrator ▶ Network engineer ▶ Programmer ▶ Web developer 	 HEALTHCARE <ul style="list-style-type: none"> ▶ Clinical lab technician ▶ Dental assistant ▶ Diagnostic medical sonographer ▶ Surgical technologist 	 MANAGEMENT <ul style="list-style-type: none"> ▶ Human resource manager ▶ Public relations manager 	 TRADE <ul style="list-style-type: none"> ▶ Car mechanic ▶ Machinist ▶ Welder
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The following jobs tend to require licensure:

COMMUNITY AND SOCIAL SERVICES	EDUCATION	HEALTHCARE	FINANCE	LEGAL	PERSONAL CARE AND SERVICES	TRADE
<ul style="list-style-type: none"> ▶ Social worker ▶ School bus driver 	<ul style="list-style-type: none"> ▶ Teacher 	<ul style="list-style-type: none"> ▶ Paramedic ▶ Nurse ▶ Doctor ▶ Pharmacist ▶ Dentist ▶ Veterinarian 	<ul style="list-style-type: none"> ▶ Accountant ▶ Auditor ▶ Personal financial advisor ▶ Real estate agent 	<ul style="list-style-type: none"> ▶ Lawyer ▶ Private investigator 	<ul style="list-style-type: none"> ▶ Personal trainer ▶ Travel agent ▶ Funeral attendant 	<ul style="list-style-type: none"> ▶ Electrician ▶ Plumber ▶ Pipefitter



References

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2. International Labour Organization. *Global Commission on the future of work: Work for a brighter future*. https://www.ilo.org/wcmsp5/groups/public/---dgreports/---cabinet/documents/publication/wcms_662410.pdf (2019).
3. Allias, S. & Marock, C. *Mechanisms to support the recognition of migrants' skills in Southern Africa. Report for the International Labour Organisation*. (2022).



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