

A TRADE UNION GUIDE TO

Supporting Workers to Gain Recognition of Their Skills and Learning



International
Labour
Organization



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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 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 addition, workers may have experience and skills which they would like to have recognised to progress in the workplace, or may have acquired qualifications elsewhere and wish to return home to make a positive contribution by bringing back the skills and knowledge that they have acquired. Skills recognition and an improvement in the portability of skills in the region are needed to ensure the improved integration and progression 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 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 and is 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 trade union officials in Southern Africa, including Indian Ocean countries which form part of SADC. Similar toolkits have been developed as part of this series – one for employers and one for practitioners (individuals who assist migrants to integrate into their host country) as well as those who work in employment services (whether public or private, both for profit and or not-for-profit institutions) or bodies that provide recognition services. This is 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?

The toolkit seeks to empower trade union officials:

- ▶ To support workers (**local and migrant workers**) to determine how their existing experience, skills and qualifications, can assist them to progress within the labour market or with further studies.
- ▶ To map out if recognition is required and if so, what kind of recognition is necessary and by whom.
- ▶ To enable workers to **access recognition for their skills and even qualifications.**
- ▶ To understand their role in **ensuring that the recognition of prior learning (RPL) process is fair** as well as how to support workers who many need additional skills to qualify for RPL.

➤ Why is this toolkit important?

Migrants face many challenges when seeking to access Decent Work in a new country. This is a concern that was raised by Trade Unionists in a Community of Practice^b focused on the recognition of skills and qualifications of migrant workers. Research also shows that in many countries migrant workers work in positions that do not effectively utilise their skills and qualifications. The focus on recognition could assist to address this challenge as it could contribute to enabling migrant workers to compete on more equal terms with nationals in accessing employment.

The research also highlights that many workers (local and migrant workers) 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.

This toolkit recognises though that while recognition of learning is valuable for workers there is currently limited data that provides a picture of the extent to which migrants – once skills are recognised – are then able to access either education or work. Where there is evidence, such as in higher education which captures the number of migrants that have sought to verify their qualifications, we note that only a small number of such cases are recorded. Further, this toolkit emphasises that RPL cannot solve all the challenges facing workers in accessing employment – and especially in securing decent work. Many of these challenges are not only about the recognition of skills and qualifications but relate more widely to social, economic, and political considerations.

^b This Community of Practice is convened under the auspices of this ILO and SAMM programme



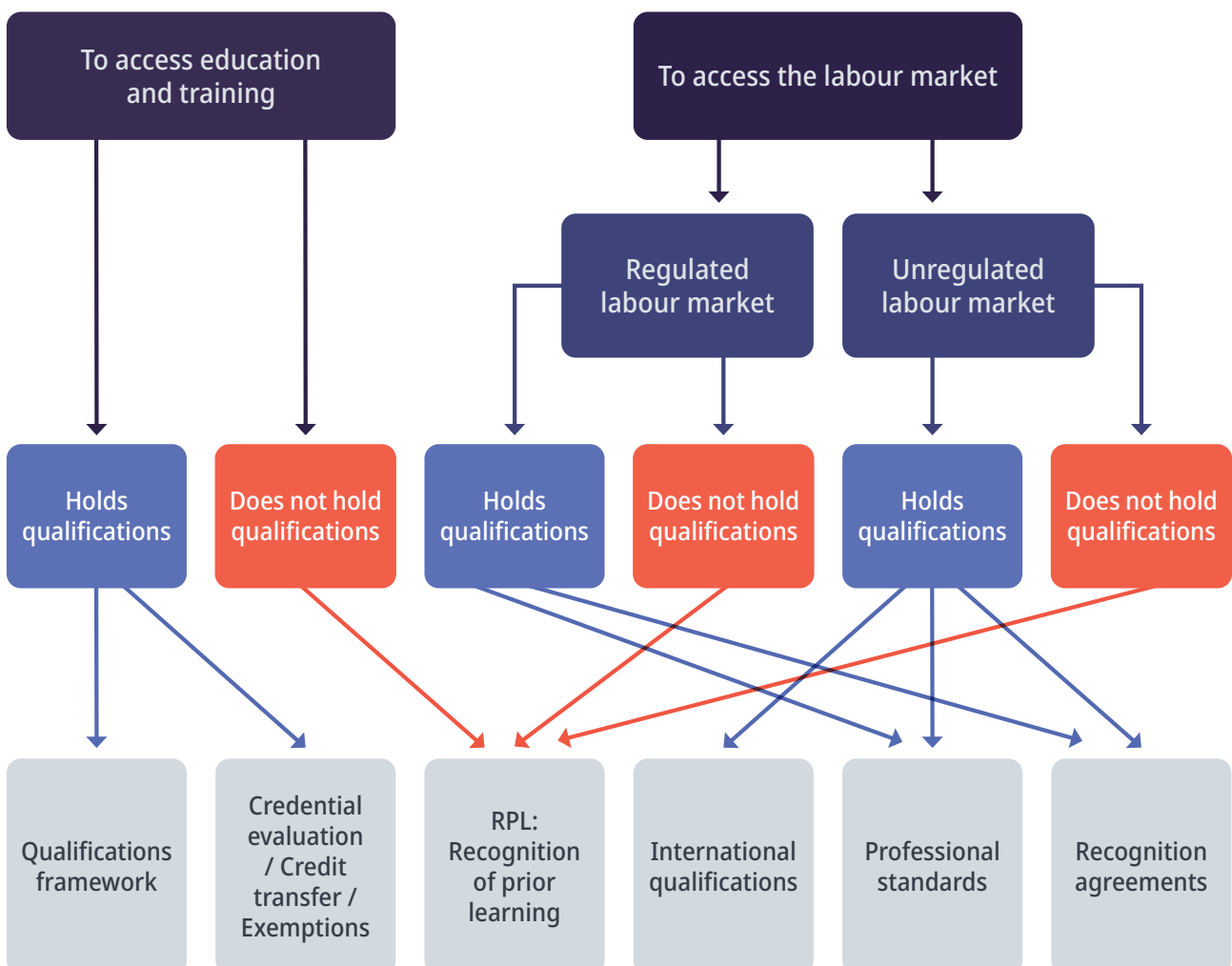
However, this argument, about the potential value of assisting workers – including migrant workers – to access recognition is made based on the understanding that **where these processes are well targeted and implemented effectively**, this can open opportunities for both local and migrant workers.

In supporting these imperatives, this toolkit takes into account the following:

- ▶ Views expressed by trade union officials as part of a Community of Practice (facilitated by the ILO/SAMM) suggest that there is a need for capacity building within unions around migration as well as about how to navigate the various recognition processes.
- ▶ That RPL policies and processes are not always in place and the capacity to conduct assessments varies in different sectors and country contexts and there is a need to both more effectively use what exists while further developing these systems.

➤ What are the different forms of recognition?

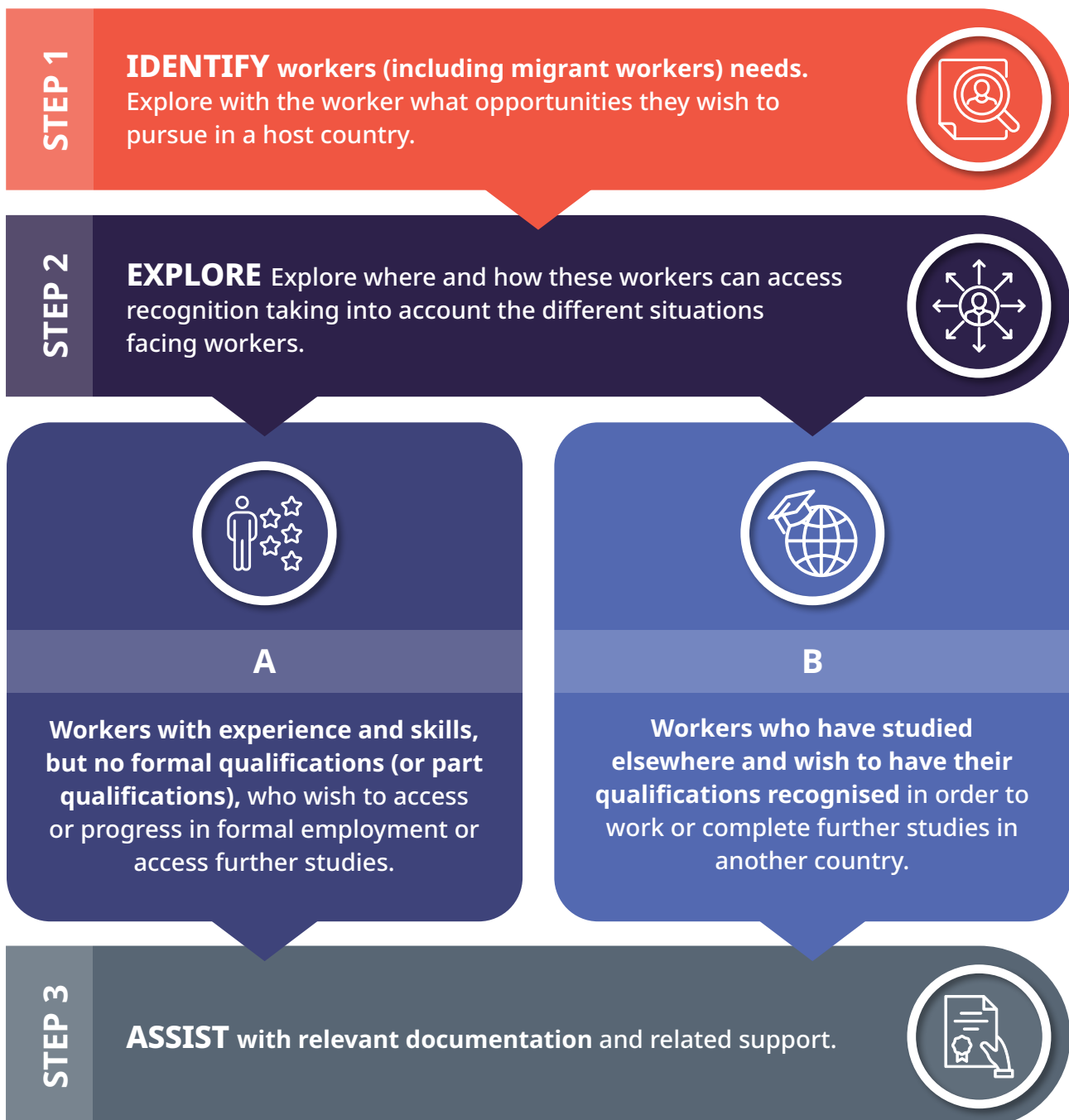
There are a range of recognition processes depending on what is required. This includes:



› What is the structure of the toolkit?

In seeking to support and empower trade union officials to provide services to workers, the focus is to ensure that there are **fair recruitment practices and ultimately access to Decent Work**. This toolkit explores a range of approaches which may require the recognition of skills and qualifications. The process is indicated in the diagram below. In addition to the process, a number of resources are provided.

Let's get going!





STEP 1: Identify

Identify workers (including migrant workers) needs. Explore with the worker what opportunities they wish to pursue in a host country.

Union officials need to explore which opportunities individual workers – including migrant workers – wish to pursue either in their own or a host country:

Are they working and wish to have the skills that they have acquired recognised so that they can progress in the workplace?

Are they looking for employment opportunities in their own country or outside of their own country?

If they want to work, in what sector? Do they have relevant skills/qualifications? If so, do they have records etc.?

Or, do they want to study, in what field? Have they done any studying to date and have they received any certification for their studies? In what institutions etc.?



STEP 2: Explore access to recognition

Explore where and how these workers can access recognition taking into account the different situations facing workers.

This section outlines the different opportunities that workers – including migrant workers – might want to explore.



A: Workers with no formal recognition

Workers with experience and skills, but no formal qualifications (or part qualifications), who wish to access or progress in formal employment or access further studies.

- ▶ Trade union officials should find out what skills, knowledge and competencies the worker has gained and in what sectors. (See Tool 1 in the resource section). This will help to give direction to what are potential employment opportunities and the kind of additional support and assistance from employment services that the worker may require.



- ▶ The union official should firstly, check whether the worker's skills are a scarce skills and/or one that is in high demand (which is particularly important where it's a migrant worker) and secondly, establish whether the worker has all relevant documentation such as an assessment demonstrating acquired skills (self-assessments), CVs and letters of recommendations.
- ▶ If a migrant worker's skills are defined as a scarce skills and/or are in high demand, then the union official should advise on how a migrant worker can apply for a critical skills visa as well as the costs involved or indicate which other form of agreement may prioritise these skills once recognised (this is often linked to particular sectors).



SKILLS TRANSFER

Migrants bring valuable skills, expertise and knowledge to their country of destination. Recognising this could assist to highlight what an asset a migrant could be for a potential employer. Trade Union officials are encouraged to explore this issue with members.

- ▶ For workers, including migrant workers, the union official should indicate that through a RPL process, the worker could ensure that their skills acquired could be recognised. This could ensure that they are recruited into a job that is in line with their experience and that they are compensated according to the skills level.



- ▶ As part of this, the trade union official should inform the worker of the potential benefits of a recognition of learning process, including possibly an RPL process (if such systems and are in place). These advantages include, amongst others, improved career prospects, better opportunities for advancement, access to further education and training and greater earning potential.



The **recognition of learning** refers to all processes that allow for recognition, as referred to previously, including the verification of qualifications, credit accumulation and transfer, the recognition of qualifications through bilateral agreements and RPL.

Recognition of Prior Learning (RPL) is particularly important for workers who do not have formal recognition. The RPL process 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 exploring the RPL route, **the union official should check to ensure that host countries have systems and processes in place in relation to RPL**, which institutions are responsible and how easy and affordable it is to access. Where this is not in place the union official may wish to find avenues to advocate for improved access to RPL systems and processes.
- ▶ Where there is an RPL route available the union official should be able to inform the worker how the process could unfold, what to expect and how to prepare for such a process. This includes providing a realistic picture of the time it could take, the effort involved as well as any associated costs.



📌 What can a worker expect from an RPL process?

- ▶ The RPL process is about **finding out about a workers' skills (including practice abilities and knowledge)**.
- ▶ It is about **matching the worker's skills, knowledge and experience to specific standards** and the associated assessment criteria of the qualification through **assessing the worker against the relevant standards (those that appear to most closely align with the experiences of the individual)**.
- ▶ The RPL process enables workers to be credited for the skills, knowledge and experience that they have built up through formal, informal and non-formal learning and experiences that occurred in the past.
 - ▶ Informal learning can happen through learning through experience in the workplace, place of spiritual worship, with your family and friends and non-formal learning can take place through a training programme where there is no formal assessment against standards when the programme is complete. Formal learning is about learning through formal training that is assessed against standards, like learning that took place in a recognised education and training institution, which in this case may have allowed the individual to attain certain credits but not sufficient to attain the full or part qualification.
- ▶ An assessment is a **process of gathering information on the performance of a worker or group of workers and evaluating this using set methods**. 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 through work observation; interviews and the testing and assessment of skills.
- ▶ **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 of a 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.
- ▶ If successful, a **worker could receive recognition for their skills** – through a certificate indicating credits awarded against a part qualification or even through being awarded a full qualification. However the process could also lead to only **partial recognition (where additional training is required to attain the part or full qualification)**. **In could in some cases lead to no recognition of skills**.
- ▶ The reality that there could be only partial recognition or no recognition is why it is critical that RPL is linked to training interventions. In these cases a learning plan will need to be developed to fill identified gaps.



- ▶ In the event the worker decides to opt for RPL the union should ensure that the worker gets support – in the form of advice and counselling – from an institution that offers employment services. In the absence of such an institution, a union official should seek to guide the worker through the process from filling out the relevant forms to ensuring the worker has the relevant document, as outlined in Step 3.

📌 Role of unions in RPL

Unions have a central role to play in terms of how RPL is designed and rolled out. These are some of the interventions that unions could consider in terms of their support to workers to ensure RPL processes are fair and will ultimately benefit workers:

- ▶ Ensure union officials **understand and participate in engagement with institutions, agencies and key statutory bodies involved in RPL processes.**
 - ▶ Ensure workers **understand the key purpose and implications of the RPL process** – both if they are successful, partially successful and if not successful in terms of acquiring formal credits for their skills and knowledge. Hence, open communication throughout is critical.
 - ▶ Unions officials should ideally be **involved throughout the RPL process** to ensure that the worker is comfortable during the initial process with the provider (assessor) that is appointed to manage the RPL process. As part of this, it is critical for the union to ensure that the assessors are well trained and are able to support workers before during and after the process, that they are able to provide successful candidates with formal recognition and either provide guidance training to address gaps that may be identified or can refer workers to institutions that can meet these needs ((for those who are only partially successful or not successful).
 - ▶ Unions need to **ensure that the assessment methods and tools used are fair** and accessible and appropriate for the learning which is being assessed. This means ensuring that the tools are not biased against particular groups of people and that they are linked to appropriate support for those being assessed.
 - ▶ Unions should also ensure that the **language used in the assessment process** is one that the worker is most fluent in or the language of his/her choice.
- ▶ As indicated, union officials should provide support to workers throughout the RPL process and in relation to partial or no recognition, union officials should advise workers on accessing different training options so as to obtain full recognition.



In the case of a worker who has gone through an RPL process to get recognition for skills and experience in order to study further, the next step once they have obtained recognition, is to apply to the educational institution. The credits achieved may enable the worker to access a programme or the worker may be able to 'transfer' the credit so that they can receive an exemption from certain courses in the programme.

In such cases, the union official should indicate to the worker that they must provide the evidence from the RPL process as well as any other certification. The worker should also be informed that the institution where they would like to study will not automatically recognise certificates and issue partial credits for continuing studies. Again, where an institution won't recognise these credits the union may consider advocating for this to be challenged by the relevant regulatory authority in the country.



B: Workers who wish to have qualifications recognised

Workers who have studied elsewhere and wish to have their qualifications recognised in order to work or complete further studies in another country.

For all workers who have studied elsewhere and wish to have their qualifications recognised:

- ▶ The union official needs to inform the worker 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 a technical/vocational occupation as compared to a degree and the official should indicate as such and explain the different processes.
- ▶ The union official should advise the worker of the need to ensure that they have all relevant documentation: Assessment of documents demonstrating acquired skills (self-assessments), qualifications (training certificate, diploma, degree), CVs and letters of recommendations.
- ▶ Depending on the qualification, the union official should then advise the worker on whether the qualification can be verified and matched to the countries existing national qualifications framework (if one is in place) **and** 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.
- ▶ Depending on the qualification, the union official would then advise the worker about the process as well as provide an indication of the possible length of time for verification and the costs involved. In the case of TVET qualifications, for example, the process might take longer in some countries, and this will depend on what capacity exists in both the host and sending countries.



For all workers who have studied elsewhere and wish to have their qualifications recognised, the union official should check if there are any **Mutual Recognition Agreements (MRAs)** between the institution of study and the institution that the worker wishes to access. This MRA may also include the regulatory authorities creating an institutional environment that may also guide and support the process of recognition/ verification of the qualifications.

It is noted that there are often significant delays with the recognition process – one reason for this is the absence of original documents from the awarding institution – but there are also other delays. There are though mechanisms that can speed this up.



***Mutual Recognition Agreement (MRAs)** between institutions in different countries allow credit transfers across these institutions and the recognition of qualifications allowing for further study.*

FOR A MIGRANT WORKER IN PARTICULAR: the union official should check if the worker has a qualification that is on the host countries **list of occupations in high demand** or **critical skills list**. Even if the qualification is not on the list it is still important to ascertain whether some of the skills related to a qualification are on this list).



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.

- ▶ The union official 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.**



*Bilateral agreements are formal agreements between countries to facilitate the migration of labour. This can take the form of a **Mutual Recognition Agreement (MRA)**, which generally provides a basis for the recognition of academic or professional qualifications such as accountants, architects, engineers, veterinarians, lawyers and pharmacists. They may though also take the form of an agreement which focuses on work permits for skills (including low level skills) that may be in demand even though they are not defined as scarce skills. This is often linked to particular sectors.*

- ▶ Taking these processes into account, the union official should advise the worker about the recognition procedures and relevant authorities that can be contacted for this process (see resources section). For example, whether the worker should be approaching the qualifications authority (if one is in place), a professional body or a government department.
- ▶ The union official should also assist workers to ensure that they have all the relevant documentation in place (as listed in more detail in Step 3 below).

NOTE: For migrant workers there are additional requirements that need to be met in terms of visas however, these are not the focus of this guideline and so are not addressed here.





STEP 3: Assist with relevant documentation

Assist with relevant documentation and related support.

Having obtained clarity from the worker about their needs, the trade union official should alert the worker to ensure he/she has relevant documentation such as:

- ▶ For recognition of qualifications: Academic records certified by a relevant authority (where relevant), any other documents that list learning achievements or any other training certificates available; membership of relevant associations; and full CV as well as letters of recommendations and/or performance appraisals. Where relevant the practitioner could assist in preparing the CV.
- ▶ The RPL process begins with a collection of the evidence of training and work experience that the individual has gained. Documentation could include: learning outcomes and competency statements; a chronological record of significant learning and workplace experiences (formal and informal records i.e., certificates of past learning achievements such as in-house course and workshops as well as logbooks from workplace experience and performance appraisals); Licenses obtained; references or letters from previous employers or supervisors any other documentation that may demonstrate industry experience.

For migrant workers, the trade union official should either be able to provide some background information on the host country, such as:

- ▶ Cultures and norms in the host country.
- ▶ Contact details of relevant union organisations, advice centres and embassies.
- ▶ Working environment in the host 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 migrants.



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 many 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 trade union officials in terms of their support for workers:

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	Miriam 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. Nhlngano 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



➤ 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. OECD & ILO. *How Immigrants Contribute to Developing Countries' Economies*. (OECD, 2018). doi:10.1787/9789264288737-en.
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