

2017

SaMi Tracer Study
2016 - Final Report

Gunter Kohlheyer
Lappermuehle, Germany
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Acronyms

ADD	Abu Dhabi Dialogue
AED	Dinar (UAE currency)
CISRS	Construction Industry Scaffolder Record Scheme
CoD	Country of Destination
CoO	Country of Origin
CTEVT	Council for Technical Education and Vocational Training
GCC	Gulf Cooperation Council
GIZ	Gesellschaft für internationale Zusammenarbeit
INBAS	Institut für Berufsbildung, Arbeitsmarkt- und Sozialforschung
KOSAC	Kuwait Occupational Standards Assessment and Certification
MEP	mechanical, electrical, plumbing
MoHRE	Ministry of Human Resources and Emiratization
MoLE	Ministry of Labour and Employment
NQA	National Qualifications Authority
NSTB	National Skills Testing Board
NVQA	National Vocational Qualifications Authority
NVQF	National Vocational Qualifications Framework
NYU	New York University
PAM	Public Authority of Manpower
QCC	Quality Conformity Council
QR	Qatari Riyal (currency)
RPL	Recognition of Prior Learning
SaMi	Safer Migration
SDC	Swiss Agency for Development and Cooperation
TÜV Süd	Technischer Überwachungsverein Süd
UAE	United Arab Emirates

1 Terms of Reference and Purpose of Study

Every year 500,000 Nepalese workers take up work abroad. Almost all of them need the services of recruitment agencies in order to obtain clearance, papers, tickets and – eventually jobs. Handling charges, paid officially and unofficially are expensive for the workers, often necessitate costly loans and consume thus a significant part of their later income (often 6 to 9 months wages). Experienced workers who undergo several migration cycles will be able to avoid some of these “handling” charges. Furthermore, the learning experience gained in a first time assignment may result in higher level jobs next time. Migration “cycles” are a typical phenomenon, as labour-importing countries have a policy of contract period, where workers need return home after two years. Many of them re-apply or renew their contracts.

The Safer Migration Project (SaMi), funded by the Swiss Agency for Development and Cooperation (SDC), and implemented by Helvetas Interco-operation as well as the Ministry of Labour and Employment (MoLE) has provided skills trainings to potential migrants since 2011, being a free service for first time migrants, covering training fees, room and board. The courses are kept as short as possible, in order to curtail cost and allow the workers to leave as quickly as possible. The trades are related to civil engineering, interior finishing, and building maintenance. This type of training equips workers with a basic skill set in a selected trade “before departure”. As the training period is very short (only a few weeks) and no entry requirements exist, the outcome of the training could be called “basic” or “helper level” at best. But it is deemed sufficient in order to allow the trainees to apply for anything better than work as “labourer”, which would draw absolute minimum wages. It is expected that the SaMi type of training will lead to wages above the market minimum for the unskilled, and help the worker with faster on-the-job upgrading.

So far 4’7009 persons have completed SaMi courses in Nepal, of whom 2’363 are known ¹ to have found employment in Gulf Cooperation Council states (mostly Qatar, UAE and Saudi Arabia). SaMi and its partner organization (F-Skill) report that the training graduates are valued by the employers in the destination country and generally earn more than an unskilled worker, either already while hired or after the first three months. Some evidence however also indicates that the curricula/trainings are still not completely in line with the requirements of the employer.

SaMi has tried to adjust its skills profiles and curricula to the demands of the labour market. The following initiatives have been taken:

- a consultant from the Kuwait Centre of Occupational Standards, Assessment and Certification (KOSAC) has been reviewing the profiles of selected occupations
- feed-back from returning migrants was used for curriculum adjustments
- employers and recruitment agents were consulted on content and duration.

Yet, uncertainties regarding the relevance of the trainings remain and need to be addressed through a practical mechanism of developing market relevant profiles and training methods.

An external assessment was conducted in the UAE, a major destination country, to better understand the relevance of the training in recruitment and on-the-job performance, the process of experiential

¹ The actual figure is probably higher, but no documented evidence is available.

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learning of the workers and the practices of employers with regard to skills, productivity and potential development of Nepali workers. The main purpose of this assignment was to:

- Review relevance and effectiveness of the skills training by SaMi and
- Recommend a mechanism/method for improved relevance and effectiveness.

In addition telephone interviews with workers, presently or previously employed in the UAE and in Qatar, were conducted as to obtain their opinions on relevance (Is their training useful for them at their present work place?) and effectiveness (Is their income comparatively better?).

This report summarises the results of the workers' interviews and of the interactions with relevant parties (employers, training organisations, regulatory bodies) in the United Arab Emirates (chapters 3 and 4) and presents strategic recommendations (chapter 5) for the future position of SaMi in the area of vocational skills development.

2 Empirical Approach and Survey Activities

The empirical approach consisted of two elements:

- Standardised interviews of former SaMi trainees, presently (1st and 2nd sample) or formerly (only in the 2nd sample) employed as workers in Qatar and UAE.
- Guideline interviews with employers and other stakeholders in the UAE.

For the worker interviews (“tracer study”) the following activities were conducted:

Activity	country	actors	timing	remark
Sampling and tracing of potential interview partners from three trade training courses (scaffolder, plumber, electrician)	Nepal	SDC and Helvetas	8-9 / 2016	initially workers in UAE only; Qatar added at later stage due to low number of respondents
Development of standardised questionnaire for pre-tests & final stage	Germany Nepal	consultants and Helvetas for translation	7-8 / 2016	trade-specific skill items supplied by local consultant (engineering professional)
appointment and briefing of interviewers	Nepal	SDC and Helvetas	8 / 2016	n=10
dry-run, pre-tests and input for questionnaire revision	Nepal (telephone link to UAE)	SDC and Helvetas	8 / 2016	n=8
main interviews	Nepal (telephone links to UAE and Qatar)	Helvetas and SDC	8-9 / 2016 11-12/2016	1 st sample with n=66 2 nd sample with n=40
development of data set; data entry including translation of open questions	Germany Nepal	consultant local consultant	8 / 2016 8-9 / 2016	technical and language support by Prof. Bhakta Ale
data cleaning and coding of open and semi-open questions	Germany	consultant	9 / 2016	with support from data processing specialist Mr Fabian Köster-Schmücker
compilations and testing	Germany	Consultant	8-11 / 2016	
mid-term report	Germany	consultant	12 / 2016	
report “additional facts...”	Germany	consultant	1 / 2017	
coding of 2 nd sample	Nepal	Helvetas	3 / 2017	n=40
expansion of database and updating of compilations	Germany	consultant	3-4 / 2017	n=106

As the first sample of the tracer study was very small with only 66 cases, a second series of telephone interviews was conducted in December 2016, adding another 40 cases. It is recommended to continue with the tracing of SaMi graduates and to beef up the number of respondents in the database continuously. Probably it would be advantageous to contact returning migrants upon arrival, rather than contacting them over the telephone overseas, and to carry out face-to-face interviews. The same questionnaire should be used, so that the new cases could be easily annexed to the existing data-set. However, there will be no harm, if additional questions are added.

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In addition to the tracer study two explorative missions to the UAE were carried out:²

- September 25 to 30, 2016 (prepared and carried out by two international consultants)
- January 29 to February 3, 2017 (international consultants and SDC representative).

For the two missions logistical and professional assistance, as well as translation services were provided by Ms. Lina Chihabi.

During these missions meetings were arranged with

- Four companies in Dubai and Sharjah (DECAGON, Arabtec, ETS, Nova Engineering), employing Nepali workers with a previous SaMi pre-departure training
- Three worker training organisations (Snathe for technical skills, TÜV Süd for safety training and Simani Training Centre for training compliant with CISR standards)
- Managing Director of Snathe to explore future collaboration between SaMi and Snathe's India-based centres (followed up in Kathmandu in March 2017)
- Training regulators (QCC in the Abu Dhabi Emirate; MoHRE of the UAE federation)
- IndustRiyal experts in leading positions (informal meetings at various occasions)
- Representatives of two recruitment agencies (Dewan and Efeco with links to Nepal)
- New York University Abu Dhabi: Prof. Yaw Nyarko (executing ADD pilot project)
- Swiss Embassy in Abu Dhabi
- Nepali professional at Masdar City (Mukesh Jha) and, arranged by him: meetings with several workers in UAE employment
- Nepali scaffolder (experienced and certified on his way back home).

For the guided interviews questionnaires were used (for employers or HR managers and for supervisors of the workers in the three selected trades).³

The second mission confirmed information of the first mission regarding wages and workers' grading and promotion, adding a grain of salt. Obviously workers will not automatically and not in all companies enjoy wage inclines in line with their rising productivity. Some companies have a policy of wage rises in line with productivity (e.g. DECAGON), others do not necessarily do so (Arabtec). Yet workers may regard companies as "good" not because they are more generous with wages and pay above average, but because they "look after their workers", honour the contracts and provide continuous work including overtime.

² Minutes of the meetings in the annexes.

³ Supervisor's questionnaires contain trade-specific listings of technical competencies, extracted from SaMi's course outlines.

3 Main Findings and Conclusions

3.1 SaMi improves chances to enter into UAE employment

From leading employers of scaffolders in the UAE we learn that they come to Kathmandu in order to assess and select workers by observation and interview. They check their performance, individually and in groups, and rate the candidates as “skilled” or “not skilled”. Skilled candidates will be considered for employment in the relevant trade. A person rated as unskilled may (or may not) be selected as a general labourer. A better term instead of “skilled” would be “suitable”, as SaMi courses certainly do not lead to the level of skilled worker, as we understand it: A person who knows his trade in and out, can deliver quality work without permanent supervision and is able to resolve common problems on his own. Such a person is not expected by employers when it comes to initial employment. A skilled worker (e.g. a skilled scaffolder) could be at a level of competence which may be reached at the end of the initial employment period, or after several such contracts.

As a conclusion, the Sami courses should allow the candidates to demonstrate exactly such skills, understanding, attitudes as well as physical abilities as regarded crucial by employers. One employer for instance mentioned that the way a candidate moves on site, his body language, and the way he interacts with others are important selection criteria. Whereas signs of a risk-taking attitude, a tendency to cut corners may lead to a negative decision regarding selection of such workers. We may conclude that similar practices exist with employers of plumbers and electricians. In short we may regard SaMi as providing “tickets” to trade-specific employment (at the starting level). Therefore, the Sami course content could be re-focused to providing critical skills and attitudes, avoiding mistakes and improving the ability of demonstrating those traits convincingly in a testing environment. In scaffolding that could for instance be the erection of a tower, in plumbing detection of pressure loss and repair, in electrical work connecting a three-phase device and starting it.

In addition to the “simple” ticket SaMi should aim at achieving a higher grade of performance than just the lowest one.⁴ While the grading concepts of employers are not transparent, they seem to assess (i) psychomotor skills (ii) features of body language (iii) working speed and certitude (iv) understanding of underpinning facts (reasoning: “Why am I doing this?”). Or do attitudes matter more, such as (i) diligence (ii) worker’s pride (iii) stamina? Or social behaviour, such as (i) team spirit (ii) communication (iii) attention to what is going on?

⁴ Representatives of employers, when observing SaMi candidates in Kathmandu, tend to grade them lowly in order to avoid relatively higher wages. As they are not sure about the workers’ productivity on-the-job, grading low is also a means to avoid risks. Some companies stick to this first time grading and maintain the contractual wages, even if the worker’s productivity turns out to be higher than expected. “Under-grading” could be mitigated if a trusted certificate of competence would be in place.

It might also be an advantage to enable the trainees to demonstrate their competencies in teams, as employers typically look for small groups of workers who get along well with each other. One employer checked the performance of 60 to 70 persons in a practical testing situation, before selecting 10.

3.2 Career perspectives exist – but they take time to materialise

A worker who is rated and employed as “skilled” (in the above sense) enters the trade as potential craftsman (rather than as labourer) and may embark on an interesting career. In the case of scaffolders, however, an additional license will be needed, which they can obtain after a special short course provided by an accredited training provider (e.g. TÜV Süd, Abu Dhabi)⁵. No scaffolder is allowed to work on levels above ground, unless he is so licensed, and his license refreshed annually. Similar regulations do not exist for plumbers and electricians, but there is a discussion to extend the licensing systems, in order to curtail accidents and hazardous work. The licensing course for scaffolders is paid for by the employer, and with AED 1000 for a three days course each year comparatively expensive.⁶ This practice illustrates that the UAE Government regulations can, in principle, force companies to invest in their workers. (Another example of this kind is the new “Workforce Training Institute in Dubai”⁷.)

Theoretically a newbie licensed scaffolder can move upwards to become charge-hand, possibly foreman and eventually supervisor. We met a Nepali supervisor at ETS Company, who was also part of selection committee, sent by the company to Kathmandu. It took him several years, to arrive at this level.

⁵ Regulation of the Dubai municipality.

⁶ We obtained differing information: Duration 1-2, or three days; fees 250 or 1000 AED; content just theory or mix of theory and practice

⁷ Compulsory free courses will help foreign employees avoid exploitation: There is a plan that foreign workers in Dubai will be obliged to attend the Workforce Training Institute to learn about UAE labour law, local culture and social behaviour, and occupational health and safety. This was announced in the media in March 2016: “Currently, the training programme is in the first phase of three – training blue-collar workers. Phase two will target those employed in the construction industry, and the final phase, in 2018, will include training for all other foreign workers. Phase three training lasts two days and covers programmes in quality and excellence, as well as crisis and resource management.” (<http://www.cipd.ae/people-management-magazine/hr-news-opinion/workforce-tr>) Interestingly, as of now, no Website of the institute could be found.

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The upgrading process of a newcomer to the trade is unregulated and depends on promotional decisions of the employer, and on performance and commitment of the worker. Promotional avenues are not governed by outside (i.e. “national”) standards or tests. Typically the scaffolder picks up additional skills, knowledge and routine on-the-job and by learning from his peers and by instructions from his supervisor. The quality of his learning process depends on the quality-commitment of his company and on available technical policies. In the UAE the performance criteria of the job are implicit in the technical standards, as e.g. for scaffolding laid down in the instrument of “risk assessment” and of generic safety rules, often of British origin.

These technical standards are not competency-based in the sense as occupational qualifications frameworks use it. The same seems to apply for plumbers and electricians. UAE-based training centres (such as Snathe or TÜV) translate engineering standards into training curricula or training projects and into their customised assessment procedures (theory questions, practical challenges, viva voce (oral, non-standardised interview).

The result of such assessment may be a customary training centre certificate (e.g. issued by Snathe Training Centre at Jebel Ali) or just company-specific (Khansaheb Civil Engineering). The upcoming “official” system of standards, assessment and certificates under the National Qualifications Authority of the UAE, has not yet penetrated the labour market, and occupational assessment is not yet subject to accreditation by regulatory bodies. Accordingly, we do not encounter “levels” of craftsmen (e.g. levels 2 to 4) as promulgated in the NQA framework, but rather find designations of job hierarchy as used by the companies.

Some workers manage to organise their own upskilling process, as the example of Sanjeev illustrates (box).

Sanjeev worked in Qatar in scaffolding. He started with a salary of 600 Qatari Riyal and after two months it was increased to 950 and then to 1500 within one year. After gaining experience in Qatar he moved to the UAE and works now in a company as charge-hand, earning 1800 AED per month. The company wants him to stay, but he is going back for two months to Nepal for his vacation and uncertain, what to do next. Return to the UAE or remain in his home country and seek a position or join a business there. (Btw: He is still waiting for 3 months' salary.)

Sanjeev achieved CISRS certificates on advanced levels (supervisor and even instructor) on his own cost. He thinks of two options: Opening his own training center in Nepal, joining his father's business. Or obtaining a job in the UAE as scaffolding supervisor, with due recognition of his CISRS certificates. In the latter case he would, optimistically, expect a salary of AED 2'700.

3.3 MateRiyal benefits: Are they all attributable to SaMi?

If we look at SaMi as a “ticket-provider” towards a craftsman’s career, we realise the following advantages:

1. Their wages are higher than the labour-market going minimum of around 800 Dirham (and even as little as 600). The average starting wage, as reported by the 106 respondents of the tracer study is about AED 1,000, with Qatar wages being somewhat lower (962 Riyal) and the UAE somewhat higher (1,097 AED). It should be noted that this is more or less in line with the “promised” wage of AED 1,024.⁸

monthly income* in AED/QF	average	minimum	maximum
UAE	1,097	750	1600
scaffolder	1,021	750	1600
plumber	1,250	1000	1550
electrician	1,157	800	1550
Qatar	962	600	1300
scaffolder	937	600	1300
plumber	1,000	800	1200
electrician	974	800	1300
*) excluding overtime			

As the table reveals, plumbers seem to be the most sought after tradesmen. Especially in the UAE their regular wages are well above the average. Probably they can be more flexibly allocated, in new constructions, in renovations and in regular facility maintenance. Also plumbing may be a good starting point for multi-skilling.

2. There is an informal grading system in place, which is not fully transparent. Obviously employers, when recruiting and observing trainees in Nepal, rate them as rather low – albeit “skilled” (in employers’ terminology).⁹ They do so to curtail the risk of overrating somebody and to prevent wage offers, which later would turn out unjustified by actual productivity on-the-job. The result of systematically “underrating” a candidate could often be that a worker gets stuck in his initially assigned wage category - which is below what a functioning market might get him. Arabtech (regarded as a “good” employer by workers), for instance sees no reason to raise wages as a function of observed performance. So they may freeze the agreed-upon wage for the entire contract period of (usually) two years. Smaller companies (e.g. Decagon) show more flexibility in this respect, and some practice a rewarding policy. Of course, workers can be promoted into a next higher position (e.g. charge-hand), in which case a rise would be offered.

⁸ 10 workers of the first random sample, were paid less in the beginning, and 17 more. 39 got what they were promised.

⁹ Nb: Sami would, more appropriately use the term “semi-skilled”

- The opportunity of increasing the wages over time exists, but is modest with an average rise of ($\approx 1000 \rightarrow \approx 1100$) around 10 percent. However, only few workers report of such occasions. As it appears this effect is not dramatic and may not at all be attributable to the SaMi training, as also unskilled workers may experience such a rise. A typical unskilled job, for comparison, is held by cleaners in mosques or schools.¹⁰ The official pay in Abu Dhabi is AED 800 (mosque) and AED 1000 (school). As the work is outsourced by the authorities to private service providers, this minimum pay is not always paid out, as spot checks have revealed, even though there is now a better checking system in place, called the “Wage Protection System”. By the way: The service company gets AED 3400 for providing the worker (including logistics, monitoring and general overheads)..

- What really counts financially, is the opportunity for overtime work: 96% of scaffolders, 92% of plumbers and 86% of electricians work overtime either regularly or occasionally.

crosstab	trade				
overtime	scaffolder	plumber	electrician	Total	n
never	4%	8%	14%	9%	9
sometimes	30%	23%	31%	30%	31
all the time	66%	69%	55%	62%	65
Total	100%	100%	100%	100%	105

- Their income is so raised to an average of around AED 1,300 .Yet, it is not certain that this opportunity is attributable to their status as “skilled”. With some caution we may assume that a “skilled” worker is more precious for an employer, and therefore a tendency exists to make more use of him (“exploit” him “better”). We would need

working as	regular income	including overtime income	raise
scaffolder	989 AED	1,311 AED	33%
plumber	1,110 AED	1,418 AED	28%
electrician	1,038 AED	1,232 AED	19%

data to compare the overtime share of income of “skilled” and unskilled workers, to test this hypothesis.

- In addition, overtime work is an instrument to intensify training on-the-job leading to higher certitude and speed. In any case overtime will be multiplied with the base wage, and this is always higher than what an unskilled person would draw.
- As already mentioned, there are chances to climb up the promotional ladder. Charge-hands may get AED 300 more after 6-12 moths and, eventually, a supervisor may get 50-60% on top of that. This process may take one year, probably two years and more, and, most likely, requires a second or third contract in the same trade, and possibly with the same employer.

¹⁰ Cleaners are expected to be trained in inclining numbers, since their job profile will include more demanding competencies.. To classify them as unskilled may, therefore, not be justified any longer.

There is no robust evidence, that these advantages are exclusive to “skilled” workers, and thus fully attributable to SaMi. We may expect, that also a generic labourer will obtain pay rises, possibly pass over from a generic helper into a trade-specific career, and enjoy overtime payments. This will depend on whether his talent and commitment is detected, and how his relationship with peers and supervisors work out. Most likely additional monetary (and status) benefits will depend more on work experience and the number of contract cycles, than on the worker’s initial training. Naturally: The farther back initial training took place, the weaker its influence on present wage levels. Looking at workers who are in their second, third or fourth migration cycle one may assume that a screening effect will have taken place. Low performers, or workers who fail to negotiate successfully, may exit from cyclical migration, whereas their smarter and more productive colleagues will continue their career.

But certainly the likeliness to be selected and recruited as craftsman, rather than being rejected by employers in the first place, is positively influenced by SaMi (or by any other trade-specific pre-departure training).

In recent years the average wages show an upward trend, which probably refers to both “skilled” and “unskilled” workers. The following table shows average wages broken down by the time of overseas work. For both, ‘normal wages and ‘wages plus overtime allowances’ one can observe increasing levels. Especially during the last two years wages had gone up. ¹¹

Migration	contract period	normal income	Index	income incl. overtime	Index
Past	ended > 1 yr ago	894 AED	100.0%	1,224 AED	100.0%
	ended up to 1 yr ago	906 AED	101.3%	1,155 AED	94.4%
presence	ongoing up to 1 yr left	1,064 AED	118.9%	1,335 AED	109.1%
	ongoing over 1 yr left	1,119 AED	125.1%	1,392 AED	113.7%

This effect could be partly explained by inflation ¹², partly it was caused by changes in the labour law of the UAE, which introduced a certain flexibility.

3.4 Tentative Proposal: More Effective Support in future Migration Cycles

As career progress may not be become tangible during the standard contract period of two years it is worth-while to look beyond. Employers state that they are interested to keep good workers and offer them an easy way to contract renewals. In such cases the worker would leave the UAE for a (longer) home leave, but already equipped with new contract, ticket and

¹¹ In the 2nd sample workers were included whose contract period had already ended.

¹² UAE inflation rates: 2014= 2.4, 2015= 4.1, 2016= 3.6; <https://www.statista.com/statistics/297779/uae-inflation-rate/>

re-entry visa. This is, of course, dependent on future business and concrete projects expected by potential employers; but at present the business in civil engineering is still strong.¹³

From the workers' perspective we understand that most of the interviewees (1st sample) actually desire to go out again for a second term: 85% of scaffolders, 55% of plumbers and 56% of electricians have such an idea.¹⁴ This corresponds with their general assessment of their stay in the UAE: 39 workers made an overall positive statement at the end of the interview, as against 23 who highlighted negative aspects of their work life (low wage, unpleasant working and living conditions, attitude of employer, etc.).

We may distinguish three different groups:

- Those workers who go out on a renewed contract with their former employer.
- Those who would go again on their own, because this time they understand the immigration procedures better and can optimise the situation for themselves.
- Those who again need to use, and pay for, the services of recruitment agencies.

SaMi could offer services to recognise, uplift and adapt the returning workers' trade competencies and issue them a certificate stating their abilities to work as charge-hand, foreman or supervisor. There could be a staged process where

- (i) diagnostic assessment (revealing gaps of knowledge or skills)
- (ii) some gap closing training (if diagnosed as necessary)
- (iii) summative assessment on the appropriate level
- (iv) certificate / award.

Certificates could be aligned with Nepal's own qualifications framework (former NSTB, emerging NVQA under the CTEVT), in which case the Testing Centre could take the shape of an "Awarding Body".

Furthermore such certificates could be, step-by-step, dovetailed with the frameworks emerging in the GCC countries. But for the time being, factual recognition by employers is more important than official recognition. In the future "official" recognition may gain momentum in sync with the GCC's policy to control the competencies of the incoming labour force, and to apply a screening mechanism.

¹³ A gradual shift from new construction towards facility maintenance is expected during the next 10-15 years. In terms of labour demand many trades will remain in demand for facility maintenance and refurbishment due to bad maintenance and outdated technology. Plumbers, electricians, scaffolders (mainly on platforms), masons, painters, tile-setters, dry wall makers and carpenters will be continuously needed, albeit with changing job profiles; but steel fixers, form workers, concrete workers to a lesser extent).

¹⁴ Data of the first sample of 66 workers.

For (i) and (ii) the workers' interest must be aroused and a fee introduced.

For (iii) and (iv) interaction with employers in the UAE (and other GCC authorities) is required in order to establish trust in process and product; a practical tool for this could be the joint creation of standardised test items, to which expert workers of the target employers and trainers from UAE-based industry training centres should contribute. A process for industry-led test item development exists already in Kuwait¹⁵, from where relevant know-how could be obtained.

At a later stage the standard setting bodies in the UAE (and elsewhere in the GCC) need to be engaged. In the UAE this would preferably be the Quality and Conformity Council in Abu Dhabi, who are specifically keen to engage in testing instruments and in the accreditation of testing organisations.

The system could be further enhanced, if the workers could obtain an appraisal document from their employers, or other evidence (based upon portfolio and work-history) which could become an element in the assessment process.

Such a testing and certification service should try to establish and maintain good contacts with selected employers and high-end training centres, so that the conditions of work for the workers in the 2nd and 3rd cycles could be substantially improved. In that case a triangular system of SaMi (or its successor), workers and employers could emerge. (Of course, a critical issue will be the role of established recruitment agencies.)

3.5 Tentative Proposal: Further Training in the Country of Destination – Division of work

In the UAE a drive exists in the construction and facility maintenance industry to raise workers' productivity, team performance, to control hazards and otherwise avoid botched work. Medium sized and large companies have their own training programmes to take care of workers' inception, refreshing, updating and upgrading training. Some of the larger companies operate dedicated in-house training facilities for this purpose. Due to the magnitude of the industry such in-house training centres may be moved out and start operating on the labour market rather than attending to the workforce of just one company. We may expect that more of the medium sized companies will be looking for such offers.

¹⁵ Formerly at KOSAC, the Kuwait Centre for Occupational Standards, Assessment and Certification; since 2015 at the Public Authority of Manpower (both under the Kuwaiti Ministry of Labour). Test item development practice was introduced in the framework of a bilateral project between MoL and GIZ, with INBAS as sub-contractor (project ending in 12/2016).

Snathe in Jebel Ali (Dubai Emirate) is an example for such a development. Their training services guarantee the seconding companies a defined productivity incline of a team of workers, trained, tested and certified by them. As a result the workers are categorised at higher levels of competence and, thus, get better pay. The standard training is only 12 days and comes at a cost of 1000 Dirham per person.

It will be rewarding to explore the interface between SaMi's training content and methodology and the Snathe offer. So far Snathe trains in all "wet" civil engineering trades and in MEP interior trades (mechanical/electrical/plumbing, dry-walls etc.). Scaffolding is in the blue-print stage. Snathe is also interested to align their content and assessment with the official national standards. We may state that Snathe offers technical content and engineering standards which are fully compatible with the UAE industry – as they are in fact an off-spring of one of the largest engineering companies, Khansaheb. Some of these standards could be used to update or upgrade the practices at SaMi. But other technologies might be too costly, or rapidly changing, so that implementing them in Nepal may not be affordable.

As a consequence there could be a division of training content, with more generic content at SaMi and more specific content at Snathe. In any case, for SaMi training designers and managers it would be fruitful to see how Snathe works, what they offer and how they do the pricing.

It would be good practice, if workers from Nepal could undergo such a training, once they are at work in the UAE. A viable concept could lead to the following roles:

- Employer seconds the SaMi workers to further training (with continued wage payment, accommodation and daily transport to the centre). Employer increases wages in accordance with training result. Employer gets better work results.
- Training Centre receives workers from employer, provides training, testing and certification and returns workers to the company with "guaranteed" performance incline. Training centre gets additional business.
- SaMi may split their training in a "domestic" part (objective: "ticket") and an "off-shore" part (objective: "pay rise"). Provides a voucher to the workers to cover the training fee in the off-shore centre (e.g. Snathe). This must be clearly communicated to the recruiting employer as a cutting edge and become a contractual clause. SaMi gets more effective training results.
- Worker participates in the scheme as trainee. May pay himself the training fee overseas or repay the cost of the voucher to SaMi. Worker gets better pay!

3.6 Further Research on the Returns on Investment in Training – Breaking Even?

Are training, assessment, certification and further RPL keys to higher productivity, better pay and improved worker mobility? Hypotheses have been formulated within the Abu Dhabi Dialogue and a subsequent experimental set-up was agreed upon by Kuwait and the UAE in 2015, called the “ADD Pilot Project”.¹⁶ Basically the hypotheses will centre around the following statements:

1. Systematic training as well as informal learning (experiential learning) in the country of origin (CoO) result in higher levels of productivity in the country of destination (CoD). (Productivity is multi-dimensional with components of cost, speed, craftsmanship, reduction of waste and damage, environmental protection).
2. The effect of such prior training and learning in the CoO will be stronger, if assessment and certification are provided. In case of experiential learning the assessment will be made available in the form of RPL. Certification “translates” demonstrated competencies into ‘vocational qualifications’.
3. Further learning will take place during the employment period in the CoD, predominantly on-the-job. Its outcomes can be established, measured and certified in an RPL process. The RPL will take the worker to higher levels of competence (as e.g. defined in a national qualifications framework).
4. Higher levels of certified competence (= higher vocational qualifications) will –again– result in higher productivity at the work place.
5. The benefits of higher productivity will be shared among employer (higher profit, higher competitiveness) and employee (better wage, higher mobility).
6. Certificates will lead to better income and higher mobility in labour markets.

¹⁶ See the project document of November 2014 “Pilot Project on Skill Development, Certification, Upgrading and Recognition: United Arab Emirates & Kuwait”; in this set-up initial hypotheses were floated, a research and decision making structure decided upon, and the sample of workers outlined (in terms of occupations, sub-groups, and countries of origin). For the UAE the trades of “General Construction Worker”, “General Mason”, “Steel Fixer” and “Carpenter” were selected. Kuwait’s trades were later defined as: “Cook”, “Light Motor Vehicle Mechanic”, “Electrical Installation Technician” and “Painter”. The UAE’s research design defined 2016 as the recruitment stage and 2017 as the stage of scientific testing. The latest progress report was given in “Minutes of the Senior Officials Meeting of May 2016 in Dubai”. For Kuwait the project has apparently stalled, due to the change in organisation (responsible KOSAC centre was shifted into the Public Authority of Manpower in 2015).

For the UAE the research part was assigned to the New York University (Abu Dhabi Campus) under responsibility of Dr. Yaw Nyarko.¹⁷

It is quite likely that this research will be done as state-of-the-art including proper control groups, appropriate empirical instruments, and reliable sampling techniques.¹⁸ But operationalization and measurement of “marginal productivity of labour” with an attribution to specific individuals will be a challenging empirical task.

It is interesting that in the MoHRE there prevails scepticism with regard to inclining wages as a result of vocational qualifications. We heard in our meeting of September 2016 an argument that the abundance of workers wishing to emigrate from CoOs may put pressure on the wages which might offset or overlay the qualification-related influences. Furthermore, it was argued, that the elasticity of labour demand could be high, so that inclining wages might curtail the overall demand. This in turn could lead to problems for job seekers to find adequate employment.

In the worst case countries of origin will be forced to step up their investment into the skills of migrating workers, just to maintain their “share in the market”, while this effort will not lead to an increase in workers’ remittances. There seems to be a shift from the discourse about fair wages towards skills deficiencies. As some commentators’ remark: A clever refocussing on what CoO fail to do rather than what CoDs allow to happen.

In contrast to that we hear from industry experts that reputed companies in the construction industry are ready to pay for better performance and that they find it difficult to hire well-qualified workers in the labour market.¹⁹

Probably both opinions are true if one differentiates between larger (high-end) companies with quality assurance management and the bulk of sub-standard performers muddling thorough in the “bazaar economy”. Here, there is still a wide-spread propensity to labour-intensive production with a consequence of lower and more narrow skills, higher interference between workers in crowded work places, lower self-esteem and occurrence of sloppy work combined with acceptance of remedial activities: typical third world phenomena, but here in an affluent economy with no shortage of investment capital.

¹⁷ See also minutes of the meeting with NYU in the annex of meetings during the 2nd mission to the UAE.

¹⁸ The target sample of workers in this experiment will amount to 3’400 from India, Pakistan and Sri Lanka.

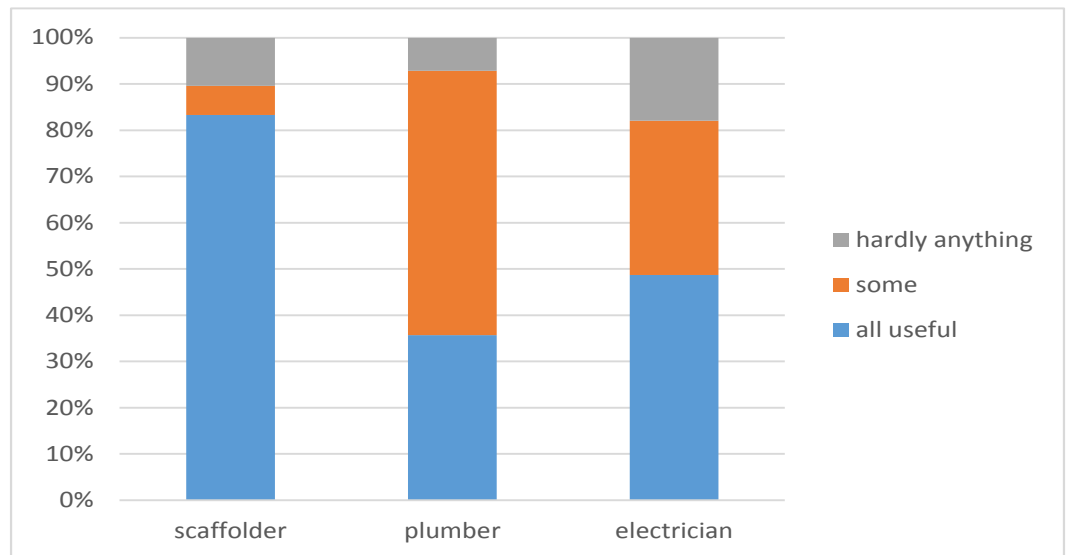
¹⁹ At this point we wish to state again that a so-called skilled worker in the UAE and a genuine craftsman in Europe are not the same in terms of craftsmanship, work ethos, ability to act independently and to resolve common and uncommon problems.

4 Testing of Specific Hypotheses

4.1 Relevance of SaMi Training Content

In general a large majority of workers appraise their SaMi training as useful. Notably over 80% of the scaffolders report that they found all of the SaMi training content useful for their job. Among the “total” usefulness is rather low with only 35%; but over 90% report at least partial usefulness. The picture is similar for electricians – but here nearly 20% found that the training was hardly useful. This could be a pointer to training content, which would need a closer look at the job profiles of (helper) electricians in the UAE. To check out, what an electrician needs to do, we recommend a look at Snathe’s highly practical courses with their realistic mock-ups at their Jebel Ali training sites.

Feed-back by SaMI graduates: *What is the reflection/feedback from graduates about the skills training? What do they regard as useful in their training and what is missing? (source: ToR)*



In terms of skills acquired through the SaMi courses, there is a fairly unanimous opinion:

- Supervisors of the companies visited in Dubai state that the content (according to a breakdown presented to them) is regarded relevant for the job (see also results in the Mid-Term Report and the pertinent annexure), with only a few missing elements.
- A clear majority of workers state that the SaMi training was useful for them. Nearly all learning outcomes are rated as fully or partially relevant and rightly delivered. No item was rated as “off-the-mark”. This is corroborated by individual observations (praise of SaMi’s training) at the end of the interviews.

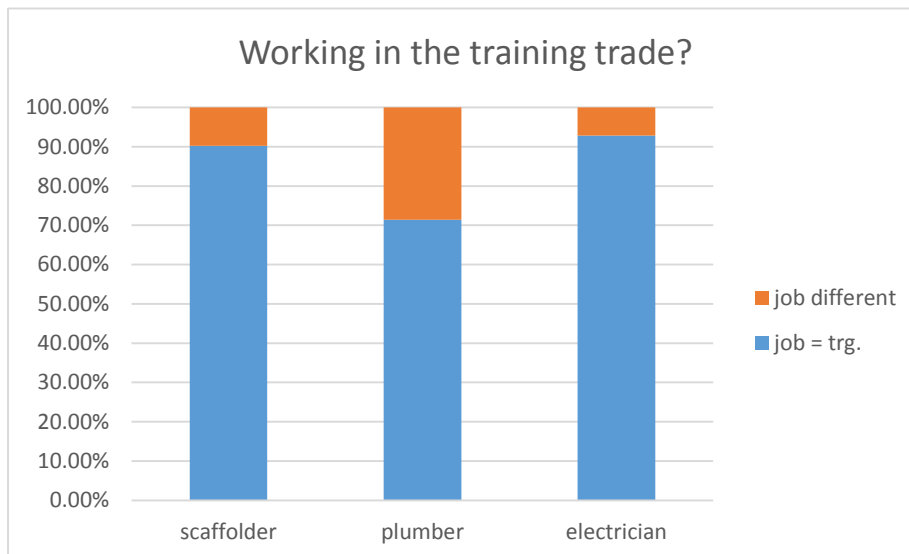
- Even in the few cases where actual job assignment was different from the trained trade the training was not reported as totally futile.

training relevance	training usefulness		
	all useful	some	hardly anything
job corresponds training	100%	83%	69%
job different from training	0%	17%	31%
total	100%	100%	100%

4.2 Application of SaMi-provided skills

Career of SaMi graduates: What percentage of graduates are employed at a trade helper level (for which they were trained) as compared to graduates who are employed at a lower level? What are typical careers of training graduates: how quickly are they promoted to the next level? What are the contributing factors for such promotion? (Source: ToR)

The majority of SaMi trained workers were employed in the trade for which they were trained. The largest share is among the scaffolders and electricians (around 90 percent), while among trained plumbers only 70 percent ended up in relevant employment.



We can assume that their employment is on the level of helpers (corresponding to the training target and in line with the average wages of around 1000 Dirham (or Riyal), which is above

training relevance	avg. normal income (AED/month)
job corresponds training	1022
job different from training	967
total	1016

the quasi-market level of an unskilled person (typically 800 Dirham). But even when the assigned job is different from their training the workers realise wage well above 800.

20

Only two workers (out of 65 in the 1st sample) managed to increase their wages during the contract period, and only 14 expect this to happen. As a conclusion there are no real careers on which they could embark. The training effects more the initial (contracted) wage and has little potential for growth during the contract period. As a perceived comparison: Those workers who are aware of co-workers from Nepal are many (55 out of 61 valid answers). They report, that most such co-workers had a pre-departure training in their trade. But the few cases without such training would mostly work for a lower salary, especially in the trade of plumbing.

The lack of clear promotion with and effect on the base wages differs from what employers believe when they point out to available career prospects and the wage increases which would go along with them. It seems that employers have little reason to increase wages, but rather stick to the contract. Probably the situation will be different, when new contracts (renewals) will be concluded. Here, employers are keen to keep (contract renewal) or to re-employ experienced workers. In order to succeed they will need to offer them better contracts.

This is indirectly supported by the majority of workers who intend (certainly or most likely) to return for a new assignment overseas (41 persons have such an intention), predominantly the scaffolders (85 percent), but less clearly plumbers and electricians (55 percent). Only 6 workers would chose a different company, if they went for a second assignment. If returning workers can manage to become re-employed on a higher skill and responsibility level (e.g. as charge-hand), the wage increment would be in the order of 300 Dirham per month, as employers point out. This will be leveraged by the typical practice of overtime. Re-employment as a supervisor could lead to another increment of 50 to 60 percent.²⁰

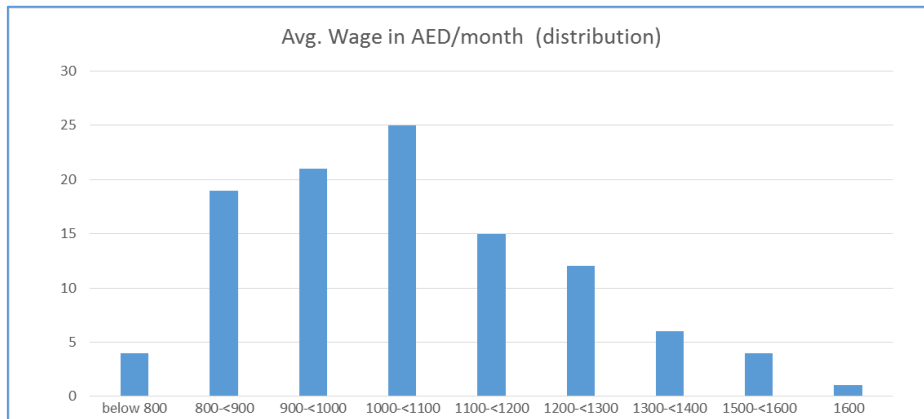
²⁰ Fully-fledged supervisors may draw well over 4000 Dirham (as one of certified scaffolder mentioned).

4.3 Value of SaMi-acquired skills

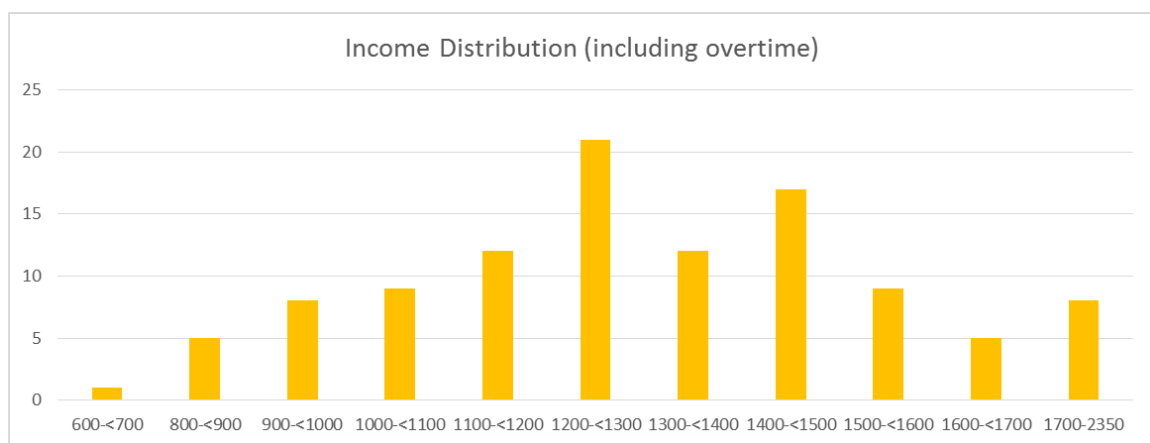
Salaries: How are salaries determined? What is the difference in entry salary for a SaMI training graduate as compared to workers without previous trainings? How do salaries of SaMI training graduates develop over time as compared to workers without previous trainings?

Level: What are typical careers of training graduates: how quickly are they promoted to the next level? What are the contributing factors for such promotion? (Source: ToR)

The workers report a regular monthly income between 600 (minimum; 1 case) and 1600 (maximum; 1 case) Dirham (or Riyal), with an average value of around 1100. The distribution shows a concentration of incomes between 800 and 1100 Dirham/Riyal.

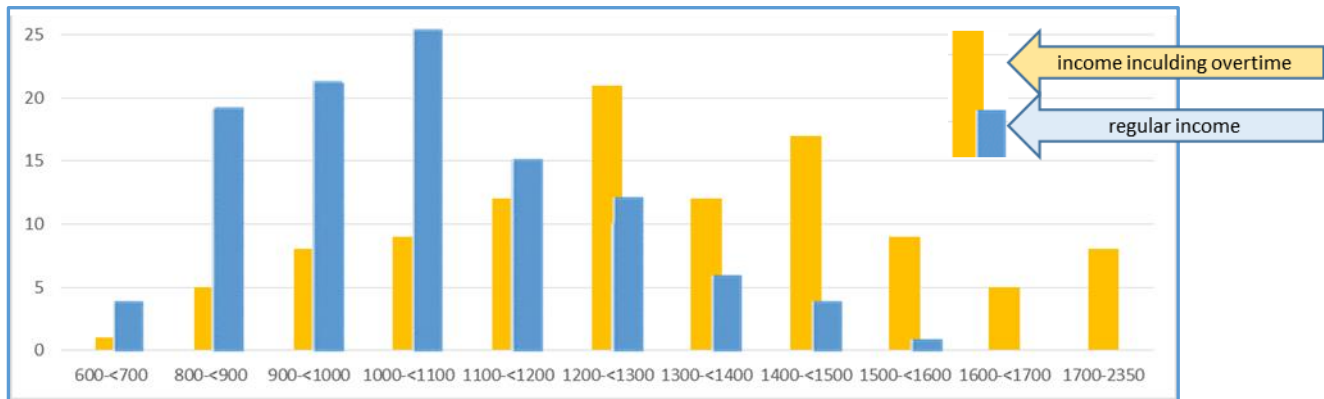


If we include overtime, the average monthly wage increases by 300 to 400.²¹ There is a concentration of cases within the range of 1200 to 2000 Dirham/Riyal. The reported maximum was 2300 (1 case). The lowest income group, who earn less than 1000 almost disappears, when overtime income is available. (Only 6 cases stay below 1000.)

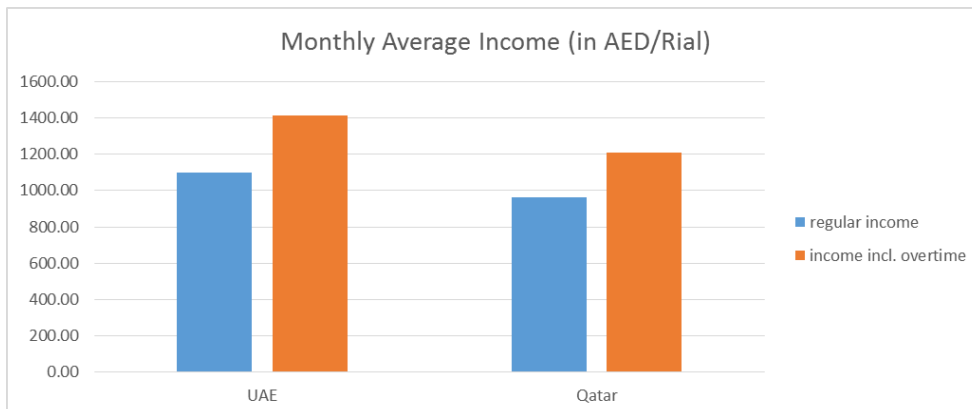


²¹ We assumed that workers who report "occasional" overtime, would earn 50% of the stated monthly overtime allowance.

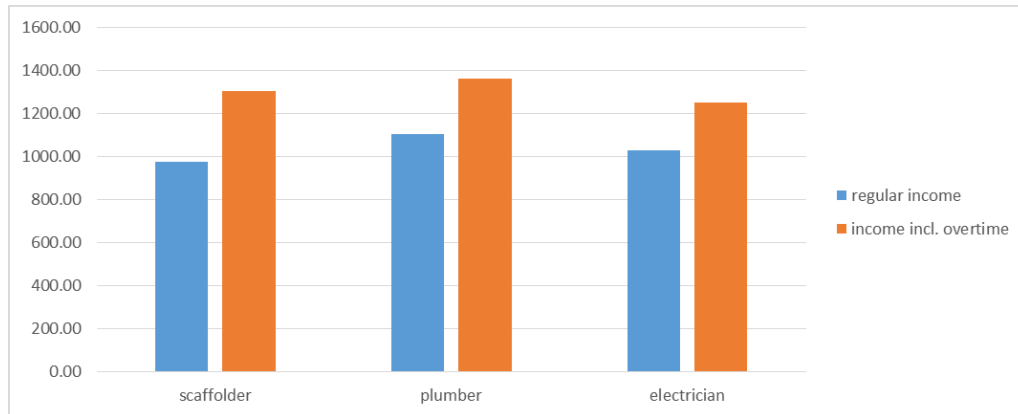
The following diagram illustrates the financial effects of overtime: Shift towards higher income groups and a larger spread.



There is a marked difference between Qatar and the UAE, where the average is 14 percent higher in regular income and 17 percent in total income (including overtime).

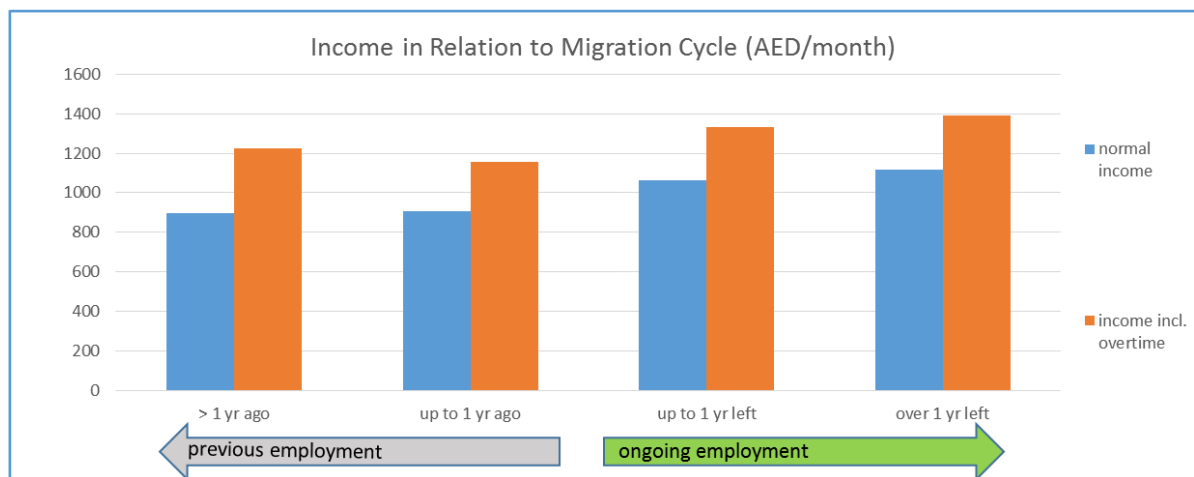


The differences in pay between the three trades shows, that scaffolders make the most out of overtime, with their total income coming close to plumbers. Overtime earns them 33 percent on top of their normal income, whereas plumbers and electricians get only slightly over 20 percent more.



Another assumption is that income should rise with work experience. The following table checks the average income in relation to the absence from Nepal. But the opposite is true: The longer a person had been out of Nepal the lower is his income. Obviously the market wages had gone up so that workers with “fresher” contracts had been offered better salaries than those emigrating in the previous year or before.²² This is also *illustrated by the “assumed” income*²³ (information obtained from the SaMi files).

Migration	contract period	normal income	index	income incl. overtime	index
Past	ended > 1 yr ago	894 AED	100.0%	1,224 AED	100.0%
	ended up to 1 yr ago	906 AED	101.3%	1,155 AED	94.4%
presence	ongoing up to 1 yr left	1,064 AED	118.9%	1,335 AED	109.1%
	ongoing over 1 yr left	1,119 AED	125.1%	1,392 AED	113.7%



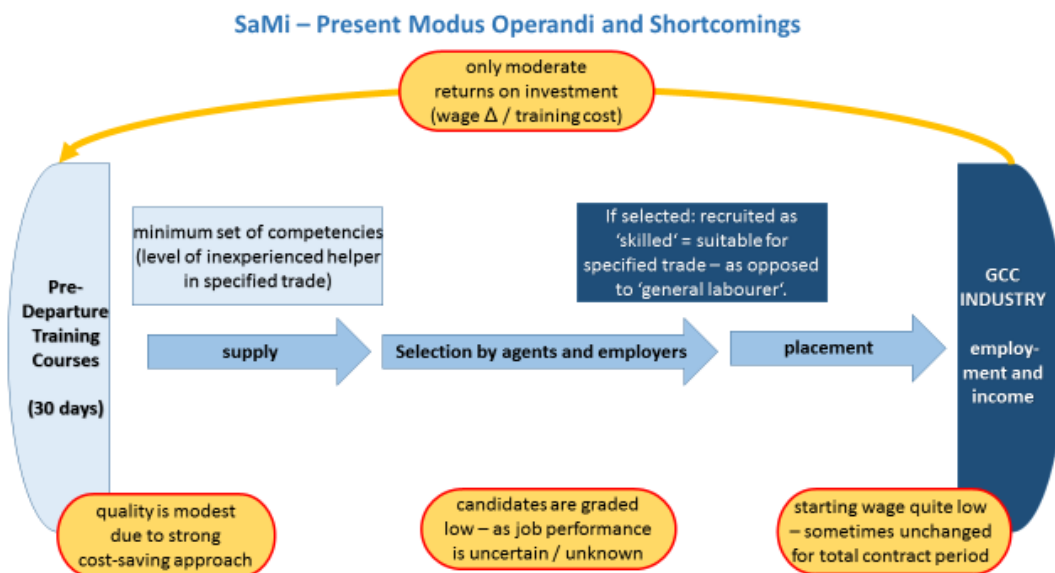
²² Inflation rates should be considered, though (in 2014-16 about 3 percent annually).
²³ Monthly wages ‘promised’, as reported by SaMi trainees shortly before departure.

5 Strategic Recommendations

5.1 Justification and Expectations

The content of SaMi’s Pre-Departure training is rated positive by both employers and workers, as both worker interviews and employer interviews show. As a result of the training, candidates have a higher chance of increased wages and of being recruited by companies with a better reputation.

The incline in income is, however not as high as it could be. One of the detrimental factors is, that employers have not enough trust in the SaMi Training, and rate, therefore, the candidates cautiously into a rather low category of “skilled” workers. Some companies tend to stick to this initial rating for the whole contract period. Some others apply an upgrading scheme, based on their internal performance assessments.



It is recommended to introduce an independent Assessment and Certification facility, which would take place at the end of SaMi training courses and lead to an incline in recognition of the acquired competencies. Presently SaMi training providers conduct their own informal assessment (formative or summative) with no certification of any official value at the end.

It is expected that an independent testing and certification will lead to two major effects:

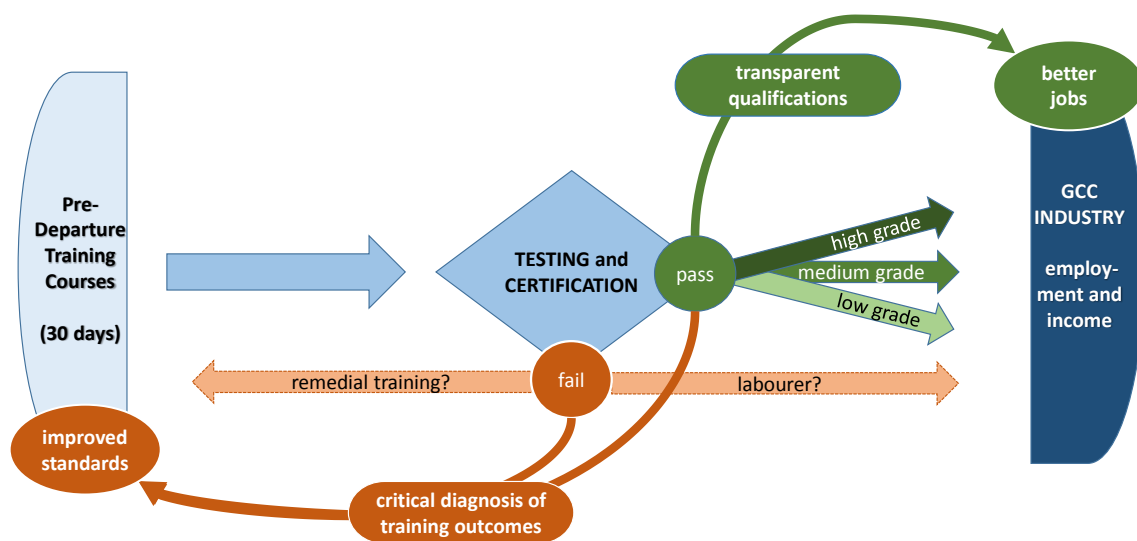
A BETTER PLACEMENT in countries of destination

Higher grading of candidates by employers’ selection committee and a better initial job category for newly recruited workers. A present drawback, that candidates are underrated due to uncertainty of the recruiting committee, can thus be mitigated. Testing and certification will, if conducted independently and trusted by employers, lead to more transparent qualifications (green cause-effect chain in the following diagram).

B HIGHER STANDARDS in country of origin

Feed back to the SaMi training providers with regard to relevance of their training content and achievement of stated learning outcomes. Providers will be encouraged to improve their training so that more of their pass-outs succeed in the test and that they achieve higher grades. Providers will probably need assistance to respond to such diagnostic information and upgrade their training standards (brown cause-effect-chain in the following diagram).

SaMi – Independent Certification of Pass-outs – A Twofold Objective



It is recommended to introduce independent testing and certification step-by-step, starting with two occupations, one from the civics group and one from the so-called MEP group:

Mason (working with blocks not bricks); this occupation is in very high demand with many vacancies in the UAE, and fairly easy to learn; wages are comparatively good, due to shortage in supply.

Plumber this occupation is typically well paid, is attractive because performed “inside” and has potential in both, building construction as well as facility maintenance, an upcoming sector.

Other possible occupations are:

Scaffolder, Building Electrician, Tiler and Plasterer.

For both occupations there exist training courses in the UAE (e.g. at Snahe Construction Industry Training Centre, a Khansaheb subsidiary) with only 12 days of training at the initial level of competence, which would correspond to level 2 or 3 in the UAE National Qualifications Framework. These courses are typically booked by large construction companies, who wish to uplift the productivity of their workers (often in groups or “gangs”). In terms of content, teaching methodology and testing instruments, a centre, such as Snahe, can serve as benchmark.

5.2 Approach and Inputs

It will be essential to carry out testing and certification by an independent entity, i.e. disconnected from the system of training delivery. There will be five inputs needed for the system to work and to be perceived as neutral and trustworthy:

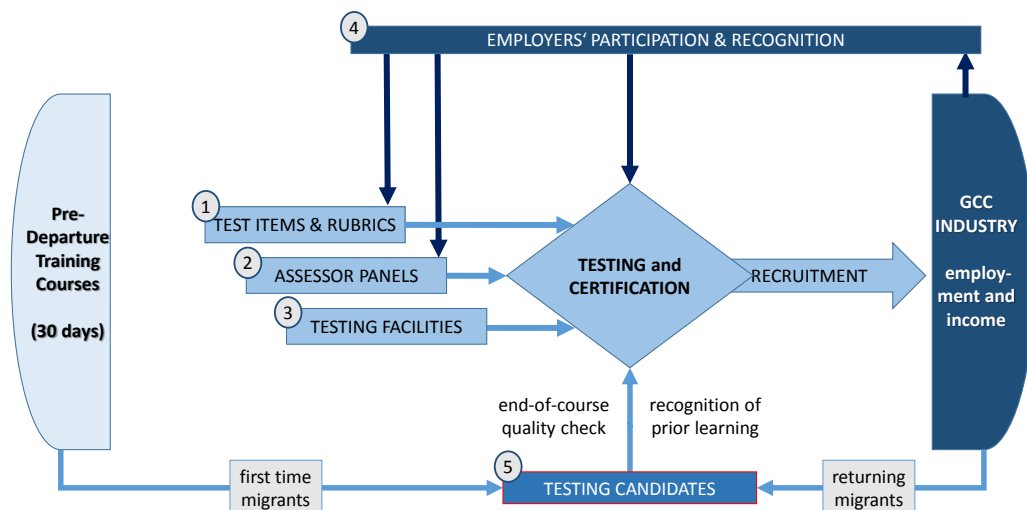
1. A testing procedure which is based upon relevant occupational standards and well-defined levels of competence. Such testing, since it is not part of a training process, must be “summative”, i.e. assess the candidate’s competencies in an organized assessment process. Typically **test items** need to be developed and put to use, which reflect the competencies as contained in the underlying occupational standard. It will be practical to have items in both domains, practical and theoretical. The number of items must be sufficient, in order to apply variations. Good test items should have sufficient complexity, and avoid too simplistic questions and challenges. Along with items clear cut rating and grading schemes must be developed so that the assessment result is objective. For development of test items three inputs will be needed:
 - a. occupational profiles, relevant for the target industry and country; if such profiles do not exist in a useable format and with up-to-date content, a DACUM development process should be applied to generate a relevant duty-task matrix; it is possible to develop a DACUM matrix by merging two profiles (e.g. from the UAE and from Nepal) into one.
 - b. Test item developers, who are vocational trainers or expert practitioners from the target industry. Test item developers will be needed for a couple of days in order to create a first set of questions and challenges as a start-up stock. Further items will follow at regular intervals to keep the database well maintained.
 - c. A test item development facilitator, a specialist who leads the developers, secures a sufficient quantity of theoretical and practical items and performs quality assurance.
2. **Assessors** are needed to organise the tests, compose the test items into “test papers”, check the answers, and observe the candidates during the practical challenge, and compose the final result including grading. Assessors could be industry practitioners or vocational trainers who had received a special short course training in assessment techniques. Such trainings are available in the further training market. Assessors need to be certified or endorsed by reputed regulators or by leading companies. Returning migrant workers, who had been upgraded into supervisory positions ²⁴, could be considered for this duty. Assessors should work in panels. A mix of industry practitioners and trainers could be applied.
3. The new independent testing and certification centre need no own facilities. It would be economically not feasible to have own **testing laboratories, workshops, yards** or other mock-ups, with whatever the test items require as equipment, tools, and materials. Rather such facilities could be hired for the occasion, a practice that is applied by the NVQA with their appointed or accredited testing centres. In the beginning the testing and certification centre

²⁴ It will be necessary to check credentials presented by returning migrants, in order to distinguish genuine and forged papers.

shall just hire the technical testing facilities, but not delegate any of its duties unless the centre has entered into maturity.

4. **Employers' participation and recognition** will be essential to ensure credibility of the test and any resulting certificate. In other words: Ascertain the value of the certificate in recruitment and overseas labour markets. To establish recognition, employers need to be involved in the development of test items and in the whole assessment process, either by active participation or by observation. If employers are convinced of the quality of the tests, one can proceed to certification which might receive their endorsement or other recommendation/quality seal ²⁵.
5. To secure a sufficient number of **candidates** for the test, SaMi training providers and the recruitment agencies in Nepal need to subscribe to an end-of-course testing, carried out by the new centre. Practically this would mean that tests are conducted in batches – driven by the demand of overseas employers. A batch size of minimum 12 persons will be needed for economically viable assessment events. In addition to the **regular SaMi pass-outs** the testing centre should aspire to attract **returning migrant workers**, who consider subsequent work cycles abroad or who wish to enter the domestic labour market in their trade. In numerous cases workers of this group will have acquired higher level competencies in their trade and actually had worked on the levels of charge-hands or even supervisors. For their further employment abroad, and also in Nepal, it could be considered to test and certify them, possibly in conjunction with an upgrading course, provided by SaMi. It is presently unknown, whether returning migrants can be attracted by such a possibility, and to which extent such a certificate (level 3 or 4 of UAE framework) would pay-off. In any case such a service cannot be offered free-of-charge. It is recommended to explore this segment of migrant workers further. Undeniably, their work experience could be tremendous and deserves recognition from the standpoint of TVET and labour-market policies (“recognition of prior learning”).

SaMi-Training and Testing Model – Working Mechanism and Inputs needed



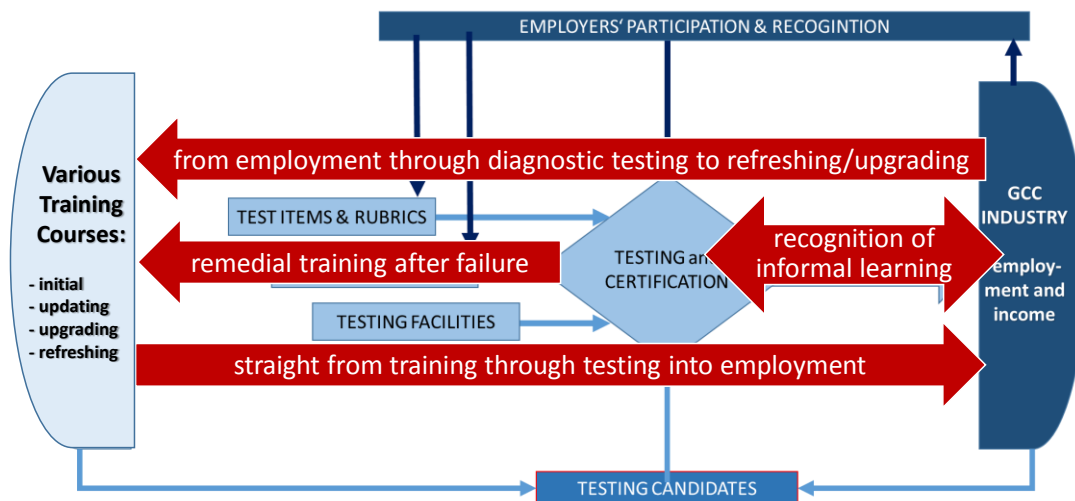
²⁵ SaMi is envisaging a collaboration with Snathe who run a worker training centre at Jebel Ali, Dubai and are in the process to reconcile their training with regulatory bodies in the UAE, notably with the Quality Conformity Council (QCC) of the Abu Dhabi Emirate. QCC are keen to involve themselves in the trade testing processes and act as an accrediting body for assessment centers under the overall regime of the National Qualifications Authority of the Emirates. Snathe has both technical knowledge and the necessary connections to adapt Nepal's Vocational Qualification so that they become compliant with UAE standards.

5.3 Target Groups

The testing and certification center should build up their clientele in a step-by-step process:

1. Pass-outs of SaMi pre-departure training (initial training) as the primary target group, who is expecting recruitment and employment overseas. The group will be split into “pass” and “fail”.
2. Returning migrants who undergo RPL and can be certified right away; they may be keen to re-migrate again or stay in the national economy.
3. Returning migrants who, after a diagnostic assessment, opt for enrolling in further training (updating, upgrading, re-training, specialization) and become certified afterwards.
4. Any person who failed a diagnostic test and wishes to return to training (remedial, refresher). This option may also apply for SaMi trainees, who failed the test.

SaMi-Training and Testing Model – Testing and Training Pathways



Critical are target groups 2 and 3. Their motivations and plans are by and large unknown. Many returning migrants may have already a renewal of contract in hand, in which case it will not be possible to enrol them in testing or training measures. Those who wish to merge into the national economy, may or may not want to work in their previous trade. An approach of action research will be advisable.

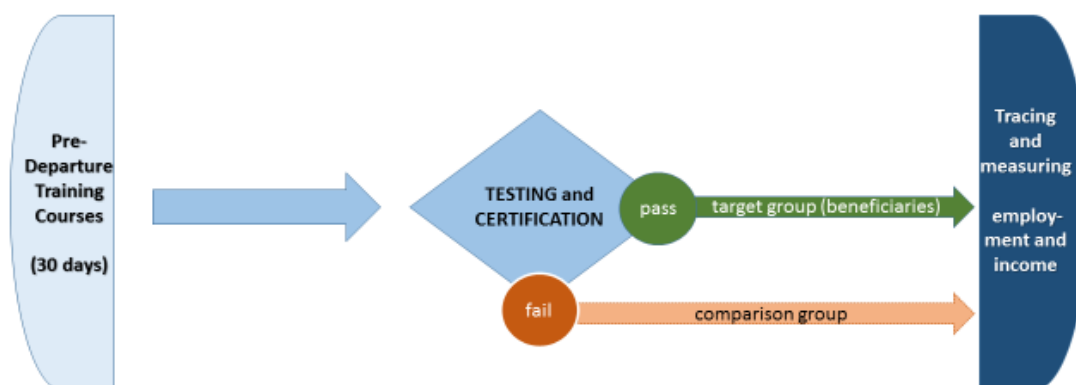
5.4 Result Measurement

Testing and certification will discriminate better between successful (“PASS”) and unsuccessful (“FAIL”) trainees as, by design, it has to comply with the common set of quality criteria:

- Validity (test what is supposed to be tested)
- Objectivity (repeated test will lead to the same result)
- Reliability (test result is sufficiently accurate)
- Efficiency (assessment process is affordable, economically viable)
- Transparency (process and result are well documented)
- Discrimination / Differentiation (test result splits well into pass and fail)
- Comprehensiveness (relevant set of competencies is tested).

The testing process will be “summative”²⁶, i.e. assess the competencies of a candidate “in one go”, typically by a set of questions (for theoretical knowledge) and practical challenges (for psychomotor skills). For the test event, a “laboratory” kind of setting (testing lab or mock-up) is required²⁷. The testing criteria will be criterion-referenced²⁸, based upon the required industrial performance standards. Industrial standards for staff are typically laid down in occupational standards. Testing and certification, designed and executed in such a way will generate trustworthy “PASSES” and “FAILURES”. In monitoring and evaluation of SaMi, the “PASSES” are expected to do better in terms of employment, income and career. The group of “FAILURES”, unless they succeed in a subsequent remedial module, lends itself as an easy-to-trace comparison group. Result measurement could thus become quite straightforward, as the project generates its own comparison group.

SaMi Outcomes – Improved Result Measurement



²⁶ As compared to “formative” testing, which is embedded in the training process, and often serves as a guidance for the learner, provided by the coach. By definition formative testing cannot be used in RPL.

²⁷ As compared to assessing a candidate’s performance by checking credentials, evaluating portfolios, or by observation at the work-place.

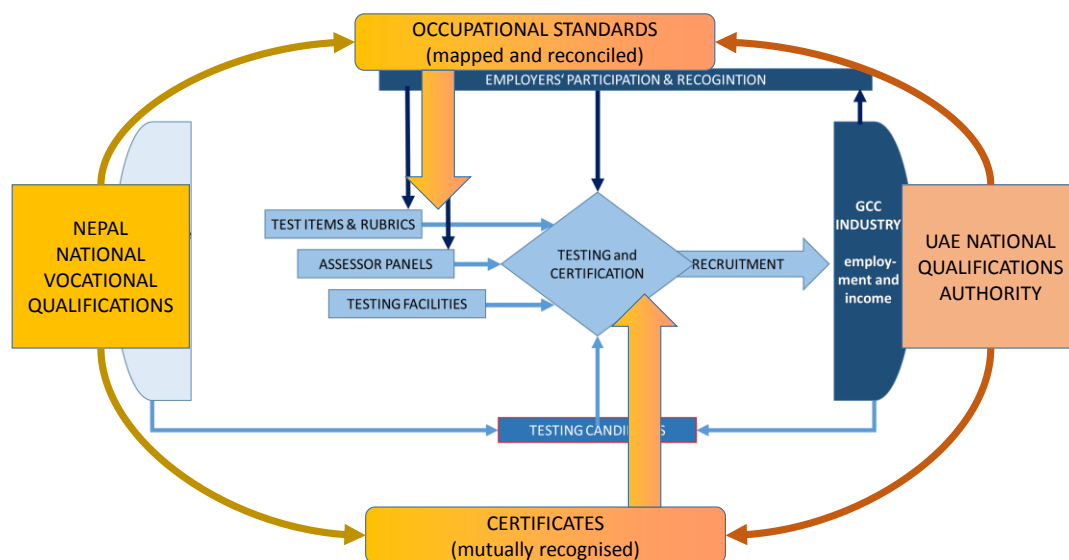
²⁸ As compared to norm-referenced assessment, where the test result of a group must comply with a pre-set of expected distribution, typically bell-shaped. The result of such testing will distinguish between “good” and “poor” learners, but not between “able” and “unable” workers.

5.5 Certification and Compliance

At present certification for overseas jobs is not yet regulated under the emerging national qualifications frameworks. In the UAE certain license requirements exist for some occupations, such as scaffolding, but they are enforced by municipalities (single Emirates) and do not come under the federal regime of the NQA. The NQA, with assistance from QCC (Abu Dhabi) are in the process of developing occupational standards, but these are still in their infancy, and there is yet no assessment system in place. Also the few occupational standards, that we had seen, are in a format that is neither helpful for test item development nor for curriculum designers. It is noteworthy that QCC desires to accredit assessment providers, and has entered into a collaboration with Snahe in this respect.

As opposed to that there are non-Governmental occupational standards practiced by some companies, notably in the Scaffolding Industry with CISRS, the UK-based scheme. CISRS has a well-developed system with a ladder of five competency levels, requiring the worker undergo training courses and provide evidence of relevant work experience. In addition, the obvious City and Guilds awards²⁹ play a role in GCC countries, but also company-internal systems, as in the construction firm Khansaheb or in the Oil Industry. One should mention that international awarding bodies (such as CISRS and City and Guilds) demand quite a lot of money for registration, accreditation, and royalties..

SaMi-Training and Testing Model – Compliance with Qualification Frameworks



In the future the testing center shall observe the emerging standards and performance criteria in the GCC countries and adjust their own testing and certification criteria to them. At the same time it appears as necessary to comply with existing and emerging occupational standards in Nepal.

²⁹ City and Guilds standards, due to their global design, cannot reflect national competence requirements; training providers that operate under C&G accreditation will have to offer training with unnecessary content and thus prolong their courses beyond what would be an economically sound duration for the UAE market,

It can be expected that there will be bilateral negotiations between Nepal (NVQA) and UAE (NVQ) to map and align their standards and eventually arrive at a mutual recognition of certificates. The testing and certification center, proposed here, could play a preparatory role in this context, but the process may take several years to bear fruit. For this purpose the testing and certification center should be affiliated to the NVQA (under the CTEVT), but equipped with a special mandate, i.e. providing services predominantly for migrant workers.

5.6 Impact of Testing on SaMi Training Quality

It is assumed that the results of testing and certification will act as a beacon to training providers. Low testing results will encourage (or force) training providers to adjust and upgrade their training quality. Good results would confirm, that their training quality, as measured by training outcomes, is right. If providers with a low quality cannot or do not want to improve they will lose their contract, while the better providers will remain in business.

This mechanism could be further boosted if the contracts between SaMi and the providers would allow for bonuses, paid out to high performers and for penalties to providers that cannot achieve defined levels. (Levels could be defined in terms of pass rates or the distribution of grades.)

Nevertheless, providers might not be able at all to achieve a high quality, because market forces or procurement regulations curtail the costs to such a low level that quality measures become virtually unaffordable. This will especially hold true for the employment of qualified instructors. From peer centers in India it was learnt, that good instructors in pre-departure training would earn as much as 60,000 IRs per month. Since instructors are a key factor in training quality, it might be necessary to adjust the pay-scale for such persons. Good instructors might be found among returning migrants, some of whom had come up to the level of supervisors in their trade. With a short course in training methodology such persons are potentially good instructors. One Nepali scaffolder, met in the UAE had been climbing up to the level of a supervisor and even held a training instructor certificate from CISR. His expected salary is in the tune of 2000-2500 Dirham per month. Probably such a candidate could be recruited in Nepal for around 40'000-50'000Rs, considering the opportunity cost of not being separated from family and homeland.

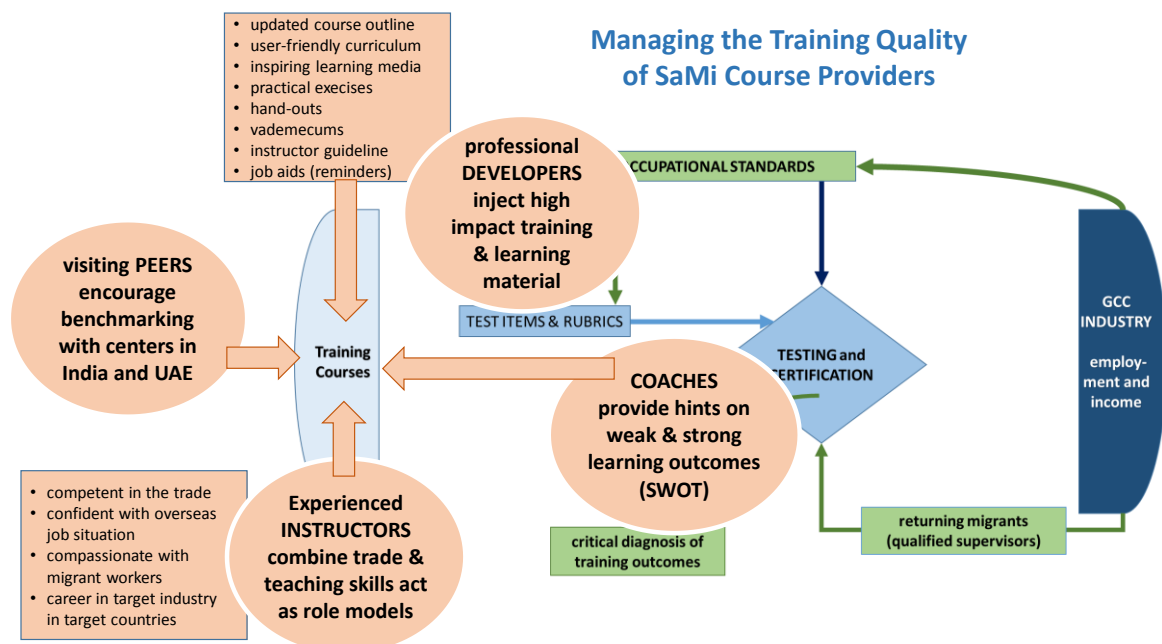
If the assumed mechanism of quality improvement (test results drive → training quality) does not work in the SaMi environment all by itself, there could be a basket of systematic and intentional quality support elements for providers³⁰, containing

- **Instructor upgrading** with the aim of persons who are **competent** in their trade, **confident** with the job reality in GCC countries and **compassionate** towards migrant workers, as they understand their hopes as well as their plights. Such instructors could be found among returning migrant workers, who could be upgraded to instructors by means of short courses in training methodology and in the latest trade-specific know-how. In the beginning they could

³⁰ Most likely the desired quality cannot be met by all providers. A (healthy) shake-out effect is to be expected.

be supported by experienced coaches. (Wrong) Attitudes of returning migrants may be an issue, too, as attitudes are more difficult to hone than technical or methodological know-how.

- High impact **training materials** will help instructors (especially the weaker or younger ones) to deliver good training with less effort and less insecurity. Such materials will encompass an updated course outline, a well-developed curriculum (rich with methodological hints), helpful teaching materials, inspiring learning materials and job aids, using different media (hardcopy, posters, videos, web-content). Learning materials could include a “vademecum” which the trainee, once on the job, can consult and update with personal notes.³¹ **Professional developers** would be required for such materials. Occupational standards from GCC countries and test items, as they will be used in the official assessment procedure, are a typical source for such professionals.
- Regular **feedback on the test results** of candidates, which would help the training provider identify the areas where improvements of training and learning are required. A kind of **coach** could provide such information along with concrete hints for improvement.
- Finally, one may organize **peer-to-peer** events where, for instance, visiting instructors and training managers from India or the UAE would provide **benchmarking** information and suggest measures for enhancing the training quality at SaMi training centers.
- As a result of quality improvement measures, the duration of SaMi courses should be reassessed. Possibly the standard duration of 30 days may not be necessary. It is noteworthy that comparable courses in the UAE take only 12 days owing to its high intensity and (probably) high motivation of both learners and trainers. Yet, when shortening SaMi courses,



³¹ We are also exploring a system where learning content will be made available from “the cloud”, which could be displayed on smart phones or tablet computers. (Cf. Vocanto system of Messrs. Lukas Nülle <https://www.lucas-nuelle.de/1/Home.htm>)

one should not forget the specific needs and curtailments of young workers with their rather high stress level in a pre-departure situation.

The previous diagram shows these support elements and their relationship to the proposed testing and verification center. Higher training quality, as well as the testing and certification services, will increase training cost substantially. At the same time we can expect substantially higher wages of the target group. Under sustainability aspects the question arises, how expected cash flow improvements in terms of

- income differentials (of the worker)
- productivity gains (of the employer)
- better business (of the recruitment agencies)

can be tapped and channeled into a sustainable funding mechanism.

5.7 SaMi-Training and NVQA Project Interface

The proposed testing and certification center, could be integrated into the existing SDC-CTEVT project on the establishment of the Nepal Vocational Qualifications System (NVQS). The strategy of this project aims at expanding the coverage of National qualifications, and the volume of testing and certification to the Nepali people. The two outcomes of this project

- | |
|--|
| <ol style="list-style-type: none"> 1. <i>NSTB successfully manages emerging VQFs and is prepared for the transformation into an NVQA.</i> 2. <i>Nepalese youth, especially from the disadvantaged groups, are better employable...</i> |
|--|

are fully compatible with the intentions of the proposed testing and certification center, as it will develop standards for selected occupations on possibly two levels of competence (= “emerging VQFs”), and channel SaMi trainees, as well as returning migrant workers through the testing process (to become “better employable”). An issue in this respect will be, to align the center’s standards (based upon GCC job requirements) with Nepal’s own qualifications. This could be done either by “wide” (universal) standards or by “unit qualifications”, which either pertain only to Nepal or only to GCC (respectively to UAE). In the assessment process some units may or may not be included and the certificate be specified accordingly (enumeration of units).

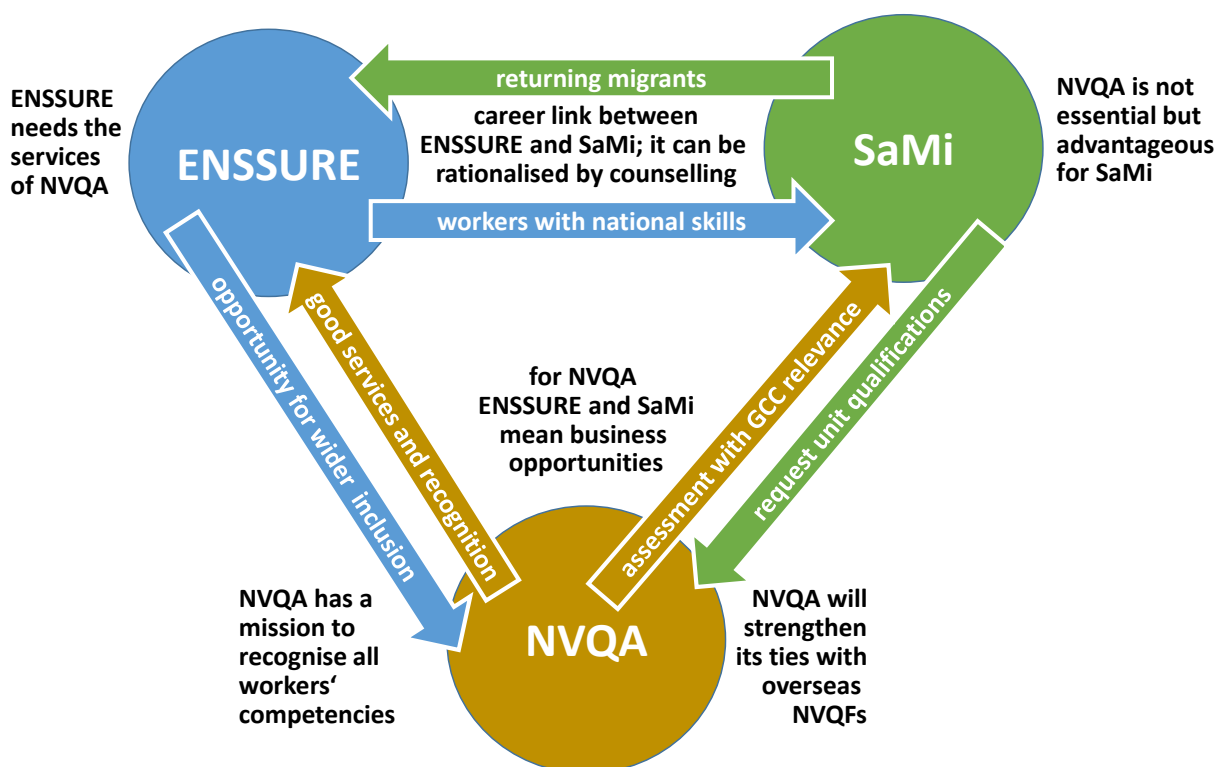
As to the organizational set-up of the center, it might be considered as an awarding body in its own right, or as a precursor to one. One might seek the services of Snathe, for instance, to act as an awarding body or play a role in it. In this way the center could help fulfill the targets of output 1 under outcome 1 (see table below, clipped from the NVQS logframe; only relevant items shown).

As soon as the center manages to attract returning migrants, there will be a need for standards development on the next higher level(s) of competence. For instance companies in the UAE mention a classic ladder of “skilled” worker → charge-hand → supervisor. If this is put into testing and certification practice, a career “ladder” as mentioned in output 2 of the logframe, can be established.

Output 3 explicitly requires cross-border recognition of qualifications. This will be a distant objective of the proposed center. But, as far as the few selected occupations are concerned, one might see this as a pilot operation towards a wide-scale cross-border recognition.

Output 1 under outcomes 2 concretely requires that RPL is offered to returning migrant workers. This will be addressed by two of the four target groups (chapter 3).

Hierarchy of objectives	Key Indicators (SaMi-relevant items only)
OUTPUTS under Outcome 1	
1. NSTB's services and outreach are improved	<ul style="list-style-type: none"> Outsourced services to at least 1 awarding body
2. A comprehensive NVQF with the TVET pathways in two sectors is put into practice	<ul style="list-style-type: none"> Progression schemes for learners and workers to climb to higher level qualifications ("ladders") is prepared
3. The cross border recognition of vocational qualification for migrant learners and workers (portability) is initiated	<ul style="list-style-type: none"> Dialogue with the key destination countries (GCC, India and Malaysia) regarding cross border recognition of qualifications initiated
OUTPUT under Outcome 2	
1. Migrant returnees benefit from the system of Recognition of Prior Learning (RPL)	<ul style="list-style-type: none"> 1'000 migrants returnees are certified through RPL



The following diagram shows main interactions between the three SDC-supported projects (clipped from the ENSSURE project document); it emphasizes the overall regulatory role of the NVQA and the pilot and enforcement capacities of both SaMi and ENSSURE.

5.8 Activities and Estimates

Activities and cost to launch SaMi Testing Centre (cost of first year establishment and operations)						
#	input (as per ch. 2)	activities	Frequency	fixed/ variable	budget estimate	source of service
1	test items	map and format profiles for 2 trades	check every 2 years	f	6000 CHF	International, e.g. INBAS or MOSAC
		develop test item sets for 2 trades (including rubrics)	annual updating (local w. intern. backstopping)	f	30000 CHF	international with assistance from Snathe; stocktaking of Snathe's test items and adaptation might be a cost-saving solution
		translate test items per trade (100 theory/ 5 practical)	regular maintenance	f	...	National
		checking items in dry run; final quality check	1	f	4000 CHF	International
		entering items into database	1	f	...	national
2	assessors	assessor training (1 group of 10)	1	f	7500 CHF	international
		dry run		f	...	national
		assessor panel appointment (1 from Snathe India; 1 from Nepal)	6 per year (duration 4 days)	v	45000 CHF	Indian / UAE / national
		accreditation and backstopping of national assessors		f	6000 CHF	Indian / UAE (Snathe)
3	facilities	diagnosis of suitability of partner centers (courses, trainers, venues)	6 locations	f	20000 CHF	Indian / UAE (Snathe)
		upgrading of equipment and tools to match test items	4 locations	f	20000 CHF	Indian / UAE
		renting of facilities and use of equipment, tools	6 per year with batches of 20	v	...	national (NSTB should be able to estimate)
		curriculum support (repeatedly)	6 locations	v	15000 CHF	Indian / UAE (Snathe)
4	UAE recognition	visits by UAE training providers, companies and regulators	6 per year	v	...	UAE (should pay most of the cost)
		UAE/GCC public relations		v	10000 CHF	UAE / Snathe support (?)
5	candidates	recurrent cost for assessment and certification	6 per year with batches of 20	v	...	national (NSTB should be able to estimate on per capita basis)
		follow-up of candidates		v	...	
		attraction of candidates		v	...	
	management and overheads	office			v	...
task manager				v	...	national (NVQS project?)
test item database				v	...	national
PR mateRiyal and networking				v	...	national

6 Annexes

- 6.1 Minutes of UAE Meetings (1st mission)
- 6.2 Minutes of UAE Meetings (2nd mission)
- 6.3 UAE Mission Summary Slides with
- 6.4 SaMi Skills rated by UAE Supervisors
- 6.5 Condescriptive of Tracer Study (trade-wise, 1st sample)

6.1 Minutes of UAE Meetings (1st mission)

	Sunday 25	Monday 26	Tuesday 27	Wednesday 28	Thursday 29	Friday 30
09:00	arrival Ms Lina from Germany	Trip to Dubai (North)	Trip to Dubai	Trip to Dubai		meeting with Mr Daniel Klee (privately) of NQA
10:00	Meeting Niklaus Eggenberger from the swiss Embassy (Abu Dhabi)	Meeting with Yunus (HR assistant from Nova Engineering	Meeting with Decagon, Biju Nassiha HR Manager and supervisor (Dubai)	Meeting with Undersecy. Dr Omar and Alex Salami at MoHRE (Dubai)	Meeting with Majda Al Amri and team at QCC (Abu Dhabi)	Meeting with workers in Masdar Institute organized by and together with Mukesh Jha
11:00						
12:00						
13:00		Meeting with Nizar Lukman from Mubadala	Meeting with Mohamad Al Kashif HR coordinator at Arab Tech and supervisors (together with Mannish)	Meeting with Raaj Singh from Snathe (at Taj, Dubai)	Meeting with Rafat Sahib operation manager at TÜV SÜD (Abu Dhabi)	departure Ms Lina to Oman. meeting with Mukesh Jha
14:00	Ms Naomi Perera GIZ					
15:00		Meeting with Mannish Dewan, Director of Dewan Consultants, and assistant Ms Rawan Fakhouri		trip to Jebel Ali	trip to Jebel Ali	
16:00	preparation of meetings		Meeting with David Allum Division Mgr. at ETS, and supervisors accompanied by Mr Rohit assistant of Mr Claude (Claude out of country)	tried to meet Mr Hiral from INCOL at Jebel Ali (failed to get access)	Meeting with Snathe Khansaheb training centre (Mr Raaj (owner) and trainers (Mr. Tristan and Peter J. Smith)	
17:00		return trip to Abu Dhabi		Dubai Metro System exploration		
18:00	Dinner with Tony Paladino, Peter Chadwick and others from NQA, Estidama, VETI and BKGulf		return trip to Abu Dhabi	return trip to Abu Dhabi	return trip to Abu Dhabi	departure of Gunter (next morning) to FRA

Main points of discussion

Snathe

Meeting with Raj Singh- Managing director Snathe

- Raaj is already in contact with NQA (Nora Al Hindasi) and among other companies is also part of the technical committee RNDC (Recognized National Development Committee) to develop standards for the different construction occupation
- In their training facilities they distinguish between 2 main sectors
 1. **Civils:** such as steel fixing, concrete, scaffolding, carpeting
 2. **MEP:** Mason, Electric, Plumbing
- In Snathe they follow the football team concept. Workers will be split up in fixed teams where each team will carry out certain activities (gang's structure). Normally these teams stay fixed when they start working on site.
- The training Snathe conducts consists of twelve days and costs 1000 dirham per person including the testing

MoHRE

Meeting with Alex Salami and Omar Al Nuaimi (Minister's office)

- Workers in UAE have no minimum wages. Their salary will be determined when they get appointed according to their performance in the assessment test and might later get an increase of salary according to their performance.

- MoL has conducted a training within the pilot project for 400 workers in India (Chennai). Those workers are currently employed in UAE companies such as (Arabtech Al Habtoor, Ghantoot)
- These workers got a training in Chennai that aligns with the standards of UAE
- Dr. Yaw Nyarko from NY University is currently conducting the impact study of the pilot project.
- Alex suggested having bilateral conversations with the gov. of Nepal and UAE to align certain standards from both countries

ets

Meeting with David Allum division manager scaffolding and form work

- ets has 180 scaffolders 74 are from Nepal and 35 new workers are expected to arrive.
- All workers should be tested and certified on safety. For this purpose they undergo a 3 to 4 days training at a training institute which is accredited from the UAE gov.
- David also stressed the fact that the heights of the workers play an important role in the selection of the scaffolding workers. They shouldn't be under 5 feet
- The English of the workers is very limited to non- existing. The main language on site is Hindi with the supervisors.
- The salary differs with the position, ranking from:

Basic- advanced – charge-hand- foreman- supervisor

- Most workers renew their contracts after 2 years
- David has designed a job description based on the British standards he also gave us some copies of the TG and SG (Technical Guidance and Scaffolding Guidance) – method statement

QCC

Meeting with Majda Al Ameri (Personnel senior specialist)

- QCC is a member of the RNDC
- QCC has already developed assessment instruments for some occupations (to be sent to me per email)
- As an example QCC has developed the assessment instrument for a school bus driver together with the Department of Transport)
- QCC tries to endorse the standards they developed with NQA but it takes always too long
- QCC are keen in developing an item bank including theoretical and practical test items

TÜV SÜD**Meeting with Rafat Sahib – Operations Manager**

- Each company has to conduct training to their workers because the approval of a certain project is aligned with providing a qualification certificate for each worker.
- The workers who fail the test are considered as helpers and can try to conduct the test again after a couple of months
- TUV charges 1000 dirham for a 3 days training. The training session is in English in case language is a barrier a translator will be provided by the company. the training consists of a theoretical and practical part.
- TUV has their own training facility which is 300 square meter in Mafraq
- The training might also be done in-house in the companies
- For workers who work on heights over 6 feet, should maintain an extra certificate
- TUV has a handbook for their training which is based on the British standards. The standards can be downloaded from the internet against a charge of 300 pound BSEN

<http://shop.bsigroup.com/Browse-By-Subject/Eurocodes/BS-EN-Eurocodes--The-implications-of-use-with-withdrawn-BS-Standards/>

- Rafat suggested to become part of the project in Nepal. He will provide a trainer from TUV Sud to conduct training in Nepal and select the more skilled ones to become future trainers in Nepal (a sustainable training the trainer project)

Arab Tech**Meeting with Mohamad Al Kashef HR coordinator**

- Arab Tech is one of the biggest construction companies in UAE with almost 15000 workers
- In one division EFECO they have 6000 workers only 10% are from Nepal because the immigration process is too complicated
- They select only the skilled workers. Salary is determined according to the skill level (A B or C) this ranges from 1000 to 1200 dirham per month. A promotion can take place after one year according to the performance if a worker gets promoted to a foreman the salary might increase to 50%
- Contracts will be renewed after 2 years
- The company provides accommodation and food and an annual leave ticket
- There are no job descriptions for workers
- Arab Tech has its own in-house training facilities they conduct a three weeks training to the workers and keep them two months under supervision on the site

- They work together with the recruitment agency river overseas and Dewan

Decagon

Meeting with Biju BS (Technical manager and partner)

- Decagon is rather a small company they started contracting in 2012
- They have almost 50 workers 8 of them from Nepal (who conducted the SaMI training in Nepal)
- Biju was aware of the SaMI training and considers such trainings important as a basic knowledge prior to arrival. However the main skills will be gained on the job.
- Biju doesn't only consider workers from Nepal to work as scaffolders. He believes that it is not only the fear of heights that is essential in this job but also the good health conditions. The reason why many Pakistani are also practicing this occupation.
- Decagon is cooperating with pro tech for recruiting workers

Dewan Consultants

Meeting with Manish Dewan Managing director

- Dewan is a recruitment agency based in Dubai and they are cooperating with Rivers overseas in Nepal
- Each company either has its own training facility or cooperates with a third party to train the workers.
- Manish suggested to look into the occupation of cleaners

Nova engineering

Meeting with Yuns Zeneradh HR assistant

- Wages differ between workers they rank from 800 to 1600
- Most of the workers do not have bank accounts but get a pay check to cash at UAE exchange
- The WPS (wages protection system) is connected to those banks or exchange companies to insure that workers are being paid
- Mostly food and accommodation are provided by the company
- Mostly the workers are able to save 80% of their salary
- Most of the workers learn on the job
- An HR and operational manager will go to the country of origin to do the selecting process

6.2 Minutes of UAE Meetings (2nd mission)

29.01.2017

Meeting with Mostafa Jassim Deputy managing director TÜV SÜD

- **Courses:** TÜV doesn't offer trainings but more short courses (1 to 2 days) for certain certifications these courses involve some technical trades and health and safety related issues as well as working on heights.
- **Tests:** The tests are mostly theoretical built on multiple choices. if anyone fails the test he can redo it after a while free of charge. Mostly the employers pay for the certification courses (250 AED. Per person) TÜV also offers refreshment courses since the certificates are valid only for 5 years. Depending on the trade.
- **Accreditation:** TÜV certificates are recognised from two accreditation authorities
 - a. DAC in Dubai Accreditation Services, www.dac.dm.ae
 - b. ENAS Emirates National Accreditation System www.esma.gov.ae
 - c. ADNOC if it is in the Oil and gas filed.
- **Curriculum:** the tests are designed in TÜV Germany adopting the British standards. Since they are recognised in UAE.
- **Cooperation possibility:** TÜV suggested sending a consultant for two months to Nepal to apply tests to be TÜV certified. Training assessors from Nepal were not welcomed

Meeting Dr. Omar Al Obaidli Ministry of Human Resources

- **Brief update of ADD:** MoHRE are facing difficulties in ADD. The employers are not willing to pay more since the demand and supply is there. Workers are still satisfied with their conditions. The MoL paid for the testing in the Pilot project for 800 workers. Now MoL are approaching other governments to do the same. The Pakistani government is willing to send workers but the employers are asking recruitment agencies for bank guaranties to ensure sending those workers, the recruitment agencies forwarded the request back to the Government of Pakistan and the project is now therefore on hold.
- Employers go from UAE to India with a scientific committee, they chose 1000 employee out of 2000 to go through a test approved by NQA and observed by a third party. Vocations are: (masons, steel fixers and carpenters.)
- This must enhance the productivity of UAE and raise the wages of the workers.
- The permit fees companies pay for their workers them depends on the cultural diversity and not on the skills level. So depending on the nationality rate in a special sector those

fees are determined. MOL is working on shifting this rate from cultural and national diversity to skill level. These permit fees range from 80 to 550 dollars per person.

- Partnership options: Aspiring Minds (www.aspiringminds.com) in India as a potential partner to work with on the SaMI project.
- **General information:** there are 4.8 million workers registered in UAE 0.5 % of them are nationals.
- Among nationals there are only 7000 work seekers registered with MoL

Meeting with the Swiss embassy, Niklaus Eggenberger (counsellor) and Vincent Pasquier (first secretary)

- The Swiss embassy are willing to help in any way also to host a round table on a short notice
- They also suggested to contact people from the world skills which is taking place in Abu Dhabi this year in October
- Also there is a chance of co -financing from the Arab Funds through the cooperation with the Swiss embassy in Abu Dhabi

30.01.2017

Meeting Marc Terby lead consultant from Simani Training center

- Most scaffolders come with an in-house training without any international recognition.
- SICRS offers training in different levels,
 - a. Basic 1100 AED per person
 - b. Medium 1300 AED per person
 - c. Advanced 1500 AED per person

It is obligatory to have a six months' work period between the levels (you can only conduct the advanced test after six months of doing the medium level.)

Normally employers select the good workers to conduct the training so that they are better qualified and motivated not to leave the company.

- Mostly the employers pay for the training. In some cases, individual workers' pay for themselves. (This gives them a better qualification to work in a high profile company or project for example in the oil and gas field or in Airports.
- The certifications expire in 5 years. The courses are conducted in different languages (Urdu, Hindi etc.) except for the advanced level this requires English knowledge.
- There are also training of trainer courses these are designed for inspectors who travel overseas and these courses take 3 months. The workers with a train of trainer certificate can become an inspector and might earn around 5000 AED
- The CISRS is not any more recognised in UAE. Most companies prefer TÜV certificates.
- Process of getting labor: mostly all workers are registered in the MoL as labors because the process is easier. A skilled worker will have to submit certifications and get them accredited. Therefore most employers prefer registering their employees as simple workers.
- Simani is having a contract with Oman PDO Petroleum Development to write new standards based on CICRS.

Meeting Mohamad Kashif HR coordinator - Arab Tech.

- Arab tech pays their workers according to the budget quoted for the different projects.
- The wages are low but therefore the workers have some privileges (the salary comes on time, transportation, accommodation, etc.)
- Arab tech has a 7 days in-house training concerned mostly about health and safety issues and other local standards. . Workers such as electricians should have a third party training.
- The workers have two levels A (assistant, worker) level B (tradesmen) the wages difference between the two levels is mostly 200 AED.

The work structure:

Site engineer – supervisor (supervises 20 to 50 people) earns around 2500 AED- gang leader (supervises around 9 people, has the same salary as a worker + 2 Hours per day)

Workers in the civil category earn around 800 min and in the MEP around 1200 min.

Suggestions from Arab Tech: send a trainer to train the trainers in Nepal on Arab Tech standards instead of sharing their questioner and for Arab tech they can reduce their 7 days training to 5 or 3 days training.

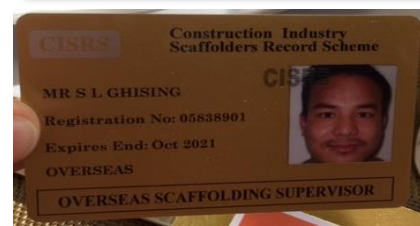
31.01.2017

Meeting Sanjeev Lama scaffolder at Abu Dhabi Coating Company

Sanjeev worked in Qatar he started with a salary of 600 Qatari Riyal and after two months it was increased to 950 and then to 1500 within one year. After gaining experience in Qatar he came to UAE and works now in Abu Dhabi Coating Company as a charge man he earns 1800 AED. The company is not releasing him. They want him to stay at the company. He is going now for two months back to Nepal for his vacation and still waiting for his last 3 months' salary.

Sanjeev did the CISRS test advanced level on his own costs and is looking forward to open his own training center in Nepal. If he is recognised as a supervisor in UAE according to his CIRS training, he might be hired in another company as a supervisor with a salary of 4500ED.

Sanjeev's father has a training center in Kathmandu (Balaju)



01.02.2017

Meeting with Gul Faras Scaffolder supervisor and Dinesh Kumar financial manager Decagon

Decagon selects workers from the country of origin. Those workers go through a training after arriving to UAE. An evaluation takes place after one year. The workers will be given a promotion based on that evaluation. Decagon prefers having pre trainings for the workers before they leave their country to get to know more about the trade and identify themselves with the work.

Faras says that according to his own experience the new comers make a better impression than the returners. The workers who come back after gaining the gulf experience have a bad attitude and believe knowing everything. Their work is also not accurate as the fresh comers.

Decagon apply the TÜV certification on their employees. Normally the employers provide the mateRiyal for the practical tests. And the practical tests take place in the company's yard.

A worker goes through a TÜV test after spending two months in the company.

Gunter asked Faras for a cooperation work to put his practical knowledge of how to test a worker into paper to develop test items. (Define terminologies used in different fields, companies, countries.)

Workers are either selected by going to the country of origin or by suppliers.

The TÜV course costs 600 AED per person

The workers in Decagon get accommodation and food money to cook for themselves around 200 AED. The salaries are almost 1100 AED

The gangs consist of workers from different nationalities (Nepal, Pakistan, India) normally each gang consist of 5 to 6 people with a gang leader and a foreman or supervisor who might lead 5 gangs and has a direct contact to the gang leaders.

01.02.2017

Meeting with Raaj Singh managing director - Snathe

Snathe has established a contact to QCC to endorse and support the working committee who are conducting new occupational standards for several trades.

- Raaj suggested selecting special trades to train the workers on trades with high demand in UAE such as Plasters or blockers these trainings will be on a level 4 according to NQA standards. Right now 5000 Masons are requested for UAE and it is very hard to get qualified ones.
- Raaj is now implementing a two weeks training for fresh comers each day 8 hours the participants should bring basic knowledge with them such as taking measurements. The training contains 30% health and safety related issues, 30% theoretical content and the rest is practical.
- Snathe conducted some efficiency assessment on companies that shows that 1500 workers may cost the employer around 20 Mio AED. Due to lack of qualifications.
- Snathe intentions to cooperate with the Swiss government:
 - a. Social commitment
 - b. Network and experience to work with the government.
 - c. Commercial benefits
- Next steps:
 - a. Raaj will be invited to Nepal to have a better view about the training taking place there and to see the options of cooperation.
 - b. Design first ideas for a testing center in Nepal
 - c. Know what is happening on QCC regarding the recognition from the UAE side

02.02.2017

Meeting with Prof. Yaw Nyarko from NYU New York University

Prof. Yaw is focusing on the productivity of the ADD Pilot project and is conducting therefore interviews with different workers mostly from India in the field of construction (carpenters, welder, masons)

The plan is to interview 3000 workers in two years. Till today 350 Workers only have been interviewed. NYU hired training center where they invite workers for interviews.

These interviews take place with an interpreter.

Employers mostly have problems in sending their workers for interviews.

Also the university is willing to conduct a marginal productivity survey with the support of undergraduate students who are also supporting in running the analysis of the worker's interview based on randomized control.

The budget of Prof. Yaw is paid by the university (through an agreement with the Abu Dhabi government)

NYU has around 1000 students most of them are Americans. The admissions criteria are very high. Only 10% of the students are Emiratis.

Prof. Yaw has published some paper on his website. (Already sent by email)

He also referred to a reform that took place in 2011 in UAE changing some of the Kafala laws

NYU is considering a cooperation with other organisations who might also profit from the survey results of the worker's interviews.

6.3 UAE Mission Summary Slides with SaMi Skills rated by UAE Supervisors

Judgement of Trade Skills by Importance and Performance

supplied by Supervisors of ETS and ARABTEC and Partner of DECAGON (who is scaffolder himself) (interviews conducted at company premises on Sept. 27)

DECAGON

11 Importance of job skills of SCAFFOLDERS under your responsibility				
	very important	quite important	a bit important	not important
s.1 scaffolding systems (steel tube, Cop Lock)	✓			
s.2 scaffolding tools (spanner, spirit level)	✓			
s.3 safety equipment (helmet, harness, gloves)	✓			
s.4 methods of tying ledger, transom, bracing, guard rails	✓			
s.5 erection of fix tower	✓			
s.6 dismantling of fix tower	✓			
s.7 use of scaffolding fittings	✓			
s.8 erecting fixed and mobile towers	✓			
s.9 erecting independent and bridge towers	✓			
s.10 erecting cantilever and bridge towers			✓	

12 performance level of Nepali SCAFFOLDERS who were trained in Nepal				
	can do very well	can do quite well	cannot do very well	cannot do at all
s.1 scaffolding systems (steel tube, Cop Lock)		✓		
s.2 scaffolding tools (spanner, spirit level)		✓		
s.3 safety equipment (helmet, harness, gloves)		✓		
s.4 methods of tying ledger, transom, bracing, guard rails	✓			
s.5 erection of fix tower	✓			
s.6 dismantling of fix tower	✓			
s.7 use of scaffolding fittings	✓			
s.8 erecting fixed and mobile towers		✓		
s.9 erecting independent and bridge towers		✓		
s.10 erecting cantilever and bridge towers			✓	

13 Additional skills or other traits needed from SCAFFOLDERS missing in the listing above			
	urgently needed	needed to some extent	not needed but helpful
Communication in English		✓	✓

ETS

11 Importance of job skills of SCAFFOLDERS under your responsibility				
	very important	quite important	a bit important	not important
s.1 scaffolding systems (steel tube, Cop Lock)	✓			
s.2 scaffolding tools (spanner, spirit level)	✓			
s.3 safety equipment (helmet, harness, gloves)	✓			
s.4 methods of tying ledger, transom, bracing, guard rails	✓			
s.5 erection of fix tower	✓			
s.6 dismantling of fix tower	✓			
s.7 use of scaffolding fittings	✓			
s.8 erecting fixed and mobile towers		✓		
s.9 erecting independent and bridge towers	✓			
s.10 erecting cantilever and bridge towers		✓		

12 performance level of Nepali SCAFFOLDERS who were trained in Nepal				
	can do very well	can do quite well	cannot do very well	cannot do at all
s.1 scaffolding systems (steel tube, Cop Lock)		✓		
s.2 scaffolding tools (spanner, spirit level)	✓			
s.3 safety equipment (helmet, harness, gloves)	✓			
s.4 methods of tying ledger, transom, bracing, guard rails	✓			
s.5 erection of fix tower	✓			
s.6 dismantling of fix tower	✓			
s.7 use of scaffolding fittings	✓			
s.8 erecting fixed and mobile towers		✓		
s.9 erecting independent and bridge towers	✓			
s.10 erecting cantilever and bridge towers		✓		

13 Additional skills or other traits needed from SCAFFOLDERS missing in the listing above			
	urgently needed	needed to some extent	not needed but helpful
1. Step by Step Procedure of Dismantling Scaffolding	✓		
2. Important Use of latter			

DECAGON Partner has been in Nepal for the selection. He knows exactly the SaMi-trained workers. So the diagnosis is clearly SaMi-relevant.

ETS supervisors know the Nepali workers. But they may be not aware of SaMi. So: this diagnosis cannot be safely attributed to SaMi. But it has a general significance.

- Anyway:
We recommend, to revisit this company again. We should discuss:
- The delineation of training objectives:
 - Nepal-based
 - UAE-base on-the-job (at ETS)
 - UAE-based off-the-job (Snathe?)
 - Quality assurance of SaMi. ETS seem ready to come to Nepal and offer a diagnosis.
 - Development of Occupational Standards in an RNDC (development committee).
 - Development of Scaffolder Test Items with expert workers from ets

ARABTEC

11 Importance of job skills of BUILDING ELECTRICIANS under your responsibility				
	very important	quite important	a bit important	not important
1.1 safety rules and regulation	✓			
1.2 use of common hand tools (measuring tape/ ruler, hand tools, drill machine)	✓			
1.3 protective devices (fuse, MCB, MCCB)	✓			
1.4 electrical parameters and Ohm's law		✓		
1.5 reading circuits and understanding electrical symbols	✓			
1.6 controlling devices and earthing	✓			
1.7 electrical installation using 2-way switch, bulb holder, 2-pin socket, bells & MCB, indicator & combined switch socket, DP MCB, energy meter	✓			
1.8 use of electrical measuring equipment, and electrical motor control accessories	✓			
1.9 application of wire ducts/c-rails/Din rails/ stand off-insulator / non-insulated copper bus bar/ terminal block	✓			
1.10 interpretation of electrical circuit & layout diagram/ enclosure drawing	✓			
1.11 electrical installation for forward/reverse motor starter	✓			
1.12 electrical installation for manual/automatic starter/beta motor starter			✓	

12 performance level of Nepal BUILDING ELECTRICIANS who were trained in Nepal				
	can do very well	can do quite well	cannot do very well	cannot do at all
1.1 safety rules and regulation	✓			
1.2 use of common hand tools (measuring tape/ ruler, hand tools, drill machine)	✓	✓		
1.3 protective devices (fuse, MCB, MCCB)	✓	✓		
1.4 electrical parameters and Ohm's law			✓	
1.5 reading circuits and understanding electrical symbols		✓		
1.6 controlling devices and earthing		✓		
1.7 electrical installation using 2-way switch, bulb holder, 2-pin socket, bells & MCB, indicator & combined switch socket, DP MCB, energy meter		✓		
1.8 use of electrical measuring equipment, and electrical motor control accessories		✓		
1.9 application of wire ducts/c-rails/Din rails/ stand off-insulator/ non-insulated copper bus bar/ terminal block		✓		
1.10 interpretation of electrical circuit & layout diagram/ enclosure drawing		✓		
1.11 electrical installation for forward/reverse motor starter		✓		
1.12 electrical installation for manual/automatic starter/beta motor starter		✓		

13 Additional skills or other traits needed from BUILDING ELECTRICIANS missing in the listing above				
	urgently needed	needed to some extent	not needed but helpful	

ARABTEC

11 Importance of job skills of PLUMBERS under your responsibility				
	very important	quite important	a bit important	not important
1.1 hand tools and types of pipe and fittings	✓			
1.2 assembly of GI pipe systems using different fittings	✓			
1.3 Making nipple of GI pipe of different diameter (N" and N')	✓			
1.4 Making butt joint of PE pipes of different diameter	✓			
1.5 assembly of PVC/CPVC pipe systems using different fittings	✓			
1.6 assembly of PPR pipe systems using different fittings	✓			
1.7 installation of wash basing/shower/ bath tub with hot & cold water	✓			
1.8 Installation of pans/ Jurnals with waste water pipeline	✓			
1.9 installation of electric geyser	✓			
1.10 installation of water pump, foot valve and water tank	✓			

12 performance level of Nepal PLUMBERS who were trained in Nepal				
	can do very well	can do quite well	cannot do very well	cannot do at all
1.1 hand tools and types of pipe and fittings	✓			
1.2 assembly of GI pipe systems using different fittings	✓			
1.3 Making nipple of GI pipe of different diameter (N" and N')	✓			
1.4 Making butt joint of PE pipes of different diameter	✓			
1.5 assembly of PVC/CPVC pipe systems using different fittings	✓			
1.6 assembly of PPR pipe systems using different fittings	✓			
1.7 installation of wash basing/shower/ bath tub with hot & cold water		✓		
1.8 Installation of pans/ Jurnals with waste water pipeline	✓			
1.9 installation of electric geyser	✓			
1.10 installation of water pump, foot valve and water tank	✓			

13 Additional skills or other traits needed from PLUMBERS missing in the listing above				
	urgently needed	needed to some extent	not needed but helpful	

Next pages:

6.4 Condescriptive of Tracer Study (trade-wise) (in the format of the interview questionnaire)

(based upon first sample of 66 interviews)

SaMi tracer study of 8/2016 - Sample Count of Data Set and trade-wise distribution for selected variables

Blue figures: basic counting, one-dimensional
 Green tables: breakdown by trades, relative distribution)

Interview part 1 (Introduction; address, reason, rapport-building)						
1	worker's country of work	UAE Qatar		32 35		
		Trade	UAE	Qatar	total	
		scaffolder	48%	52%	100%	
		Plumber	48%	52%	100%	
		electrician	48%	52%	100%	
		all trades (n)	32	35	67	
	You have been selected as one of our trainees in the course for	<input type="checkbox"/> scaffolders <input type="checkbox"/> plumbers <input type="checkbox"/> electricians	check from file	trade	25 13 29	
		presumed training (according to file)	actually trained as scaffolder	actually trained as plumber	actually trained as electrician	total
		Scaffolder	95%	0%	5%	100%
		Plumber	0%	100%	0%	100%
		electrician	0%	0%	100%	100%
		all trades (n)	25	13	29	57
	And you had attended the course at the training institute	Susan Polytechnical Bahuudesiya Capital TC Dhorpatan Technical TC Innovative Tech Nikhil B.E. Job Oriented Training Institute Google Technical Training Center Sagun Multiple Training Center unknown		4 11 9 8 15 15 2 1 1 1	
2	Would you agree to talk to us today for about 10 Minutes?	<input type="checkbox"/> yes <input type="checkbox"/> no	one person declined (excluded in the following frequencies)		66 1	

Interview part 2 (verification of data on file)										
1	worker's country of work	UAE Qatar						32 35		
4	And you are presently working as a ... Is that correct?	<input type="checkbox"/> scaffolder <input type="checkbox"/> plumber <input type="checkbox"/> electrician <input type="checkbox"/> other trade/job (which one)	<i>goto 5 goto 5 goto 5 note different trade, and skip over part 3 (content)</i>				22 9 26 4 1 (timekeeper) 2 (storekeeper) 1 (other) 1 (other) 1 (unknown)			
	working as	trained as scaffolder	trained as plumber	trained as electrician	total					
	scaffolder	100%	0%	0%	100%					
	plumber	0%	100%	0%	100%					
	electrician	0%	0%	100%	100%					
	other trade	33%	44%	22%	100%					
	all trades (n)	25	13	28	66					
41	Since when you are placed in different work than the trade you have been trained at?	<input type="checkbox"/> from the beginning <input type="checkbox"/> in the first 6 months <input type="checkbox"/> after 6 months					6 1 0 54 (does not apply)			
42	Why did the company give you different work?	<input type="checkbox"/> no idea why <input type="checkbox"/> no job available <input type="checkbox"/> I was not good enough <input type="checkbox"/> other reason					1 4 1 2 54 (does not apply)			
50	And your employer is	<i>insert company name from file</i>				1= 4 2= 2 3= 5 4= 5 5= 1 6= 4 7= 5 8= 40 (other)			
	trade	Brookfield	Decagon	INCO	Emirates	NOVA	Khidmah	EFECO	other	total
	scaffolder	18%	9%	9%	0%	0%	5%	0%	59%	100%
	plumber	0%	0%	0%	44%	0%	0%	11%	44%	100%
	electrician	0%	0%	0%	4%	0%	12%	15%	69%	100%
	other trade	0%	0%	50%	0%	25%	0%	0%	25%	100%
	time keeper	0%	0%	100%	0%	0%	0%	0%	0%	100%
	store keeper	0%	0%	0%	0%	0%	0%	0%	100%	100%
	painter	0%	0%	0%	0%	0%	0%	0%	100%	100%
	steel fixer	0%	0%	0%	0%	0%	0%	0%	100%	100%
	all trades (n)	4	2	5	5	1	4	5	40	66

6	And you left from Nepal for the UAE in	... (year) ... (month).		Duration of stay (in months) 1-6 = 9 7-12= 30 >12 = 27 average = 12,60			
			trade	1-6	7-12	>12	total
			scaffolder	18%	36%	45%	100%
			plumber	0%	78%	22%	100%
			electrician	12%	46%	42%	100%
			other trade	22%	33%	44%	100%
			all trades (n)	9	30	27	66
	Is that correct?	<input type="checkbox"/> correct <input type="checkbox"/> not correct; I left in:				63 1 2 (no answer)	
7	And your agreed monthly income, as we are told, was Dirham(Riyal)/month	<i>note:</i> <i>avg. in UAE = 1082</i> <i>avg. in Qatar = 972</i>			800-1000 = 42 1001-1300 = 22 >1300 = 2 average = 1024	
			Trade	800-1000	1001-1300	>1300	total
			scaffolder	73%	23%	5%	100%
			Plumber	44%	56%	0%	100%
			electrician	58%	38%	4%	100%
			other trade	78%	22%	0%	100%
			all trades (n)	44	22	22	66
	Did you actually get this amount of money per month when you started your work?	<input type="checkbox"/> yes <input type="checkbox"/> no				39 27	
			Trade	YES	NO	total	
			scaffolder	68%	32%	100%	
			Plumber	11%	89%	100%	
			electrician	62%	38%	100%	
			other trade	78%	22%	100%	
			all trades (n)	39	27	66	
		instead I got Dirham(Riyal)/month		Average= 1012,57		700-1000 = 41 1001-1300 = 22 >1300 = 3	
			trade	700-1000	1001-1300	>1300	total
			scaffolder	73%	27%	0%	100%
			plumber	27%	58%	15%	100%
			electrician	42%	47%	11%	100%
			other trade	87%	13%	0%	100%
			all trades (n)	41	22	3	66
71	And how much did you pay for employment?	I paid ... Rupees to	<i>amount in Rupees</i>			payment = 58 average=	

	Version P (PLUMBER)	<i>selected as useful</i>	<i>selected as droppable</i>	<i>not selected</i>		9 plumbers voted	
p.1	hand tools and types of pipe and fittings	9	0	0			
p.2	assembly of GI pipe systems using different fittings	4	4	1			
p.3	Making nipple of GI pipe of different diameter ($\frac{1}{2}$ " and $\frac{3}{4}$ ")	2	6	1			
p.4	Making butt joint of PE pipes of different diameter	4	5	0			
p.5	assembly of PVC/CPVC pipe systems using different fittings	7	2	0			
p.6	assembly of PPR pipe systems using different fittings	7	2	0			
p.7	Installation of wash basing/shower/ bath tub with hot & cold water	5	2	2			
p.8	Installation of pan//urinals with waste water pipeline	6	1	2			
p.9	Installation of electric geyser	4	3	2			
p.10	Installation of water pump, foot valve and water tank	5	2	2			

	Version E (ELECTRICIAN)	<i>selected as useful</i>	<i>selected as droppable</i>	<i>not selected</i>		26 electricians voted	
e.1	safety rules and regulation	23	1	2			
e.2	use of common hand tools (measuring tape/ ruler, hand tools, drill machine)	23	2	1			
e.3	protective devices (fuse, MCB, MCCB)	15	10	1			
e.4	electrical parameters and Ohm's law	11	13	2			
e.5	reading circuits and understanding electrical symbols	17	8	1			
e.6	controlling devices and earthing	12	12	2			
e.7	electrical installation using 2-way switch, bulb holder, 2-pin socket, bells & MCB, indicator & combined switch socket, DP MCB, energy meter	12	13	1			
e.8	use of electrical measuring equipment, and electrical motor control accessories	17	8	1			
e.9	application of wire ducts/c-rails/Din rails/ stand off-insulator/ non-insulated copper bus bar/ terminal block	14	20	2			
e.10	interpretation of electrical circuit & layout diagram/ enclosure drawing	13	12	1			
e.11	electrical installation for forward/reverse motor starter	9	15	2			
e.12	electrical installation for manual/automatic starter/delta motor starter	9	15	2			

10	If you feel, that in some cases you mentioned that it was not so helpful or not at all helpful for you. Why is that?	<input type="checkbox"/> I don't feel that. <input type="checkbox"/> it is not required in my present job <input type="checkbox"/> what I learned is different from how they do it here <input type="checkbox"/> there was not enough time in the course to teach it well. <input type="checkbox"/> I really did not understand it in the course. <input type="checkbox"/> the teaching was too much talking and not enough doing. <input type="checkbox"/> any other reason, which	<i>tick only the major reason (only one!)</i>	14 30 6 1 0 0 9	
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trade	not the case	no need	different	time issue	total
scaffolder	47%	47%	7%	0%	100%
plumber	38%	38%	25%	0%	100%
electrician	13%	75%	8%	4%	100%
other trade	25%	50%	25%	0%	100%
all trades (n)	14	30	6	1	51

11	Was there anything in the training you find wrong as seen from the work you are presently doing? If so, what exactly did they teach you in a wrong way? Can you give an example or two?	<i>record up to three different skills or knowledge items; leave empty if nothing was wrong with the training.</i>	nothing mentioned	
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Interview part 4 (Salary; promised, actual, changes, deductions)							
12	Let us talk now about your money at present. How much do you normally get in a month? I mean the normal pay NOT including overtime money or money for extra work. Dirham(Riyal)/month			800-1000 = 31 1001-1300 = 29 >1300 = 6 Average = 1089,39		
		trade	800-1000 AED	1001-1300 AED	>1300 AED	total	
		scaffolder	50%	41%	9%	100%	
		plumber	33%	56%	11%	100%	
		electrician	38%	54%	8%	100%	
		other trade	78%	11%	11%	100%	
		all trades (n)	31	29	6	66	
13	Apart from your normal working hours: Do you usually work overtime or do extra work?	<input type="checkbox"/> no overtime <input type="checkbox"/> occasionally <input type="checkbox"/> regularly	no answer = 1	7	19	39	
		trade	no overtime	occasionally	regularly	total	
		scaffolder	5%	36%	59%	100%	
		plumber	11%	22%	67%	100%	
		electrician	19%	31%	50%	100%	
		other trade	0%	13%	88%	100%	
		all trades (n)	7	19	39	65	
14	How much money comes on top for overtime or extra work in a month? Dirham (Riyal) /month	<i>To calculate the avg. we assumed that occasional overtime will amount to 50%.</i>	100-350 = 33	351-550 = 11	>550 = 8	Average = 371,77
		trade	100-350	351-550	>550	total	
		scaffolder	50%	35%	15%	100%	
		plumber	63%	25%	13%	100%	
		electrician	78%	17%	6%	100%	
		other trade	57%	0%	43%	100%	
		all trades (n)	33	12	8	53	
15	Is there anything deducted or do you get all of it on your account?	<input type="checkbox"/> I get all of this on my account <input type="checkbox"/> I get all of this paid in cash <input type="checkbox"/> I do NOT get all of this. There are deductions.	goto 17 goto 17 goto 16	53	1	10	no answer = 2
		trade	none	none (cash)	deductions	total	
		scaffolder	82%	5%	14%	100%	
		plumber	67%	0%	33%	100%	
		electrician	92%	0%	8%	100%	
		other trade	71%	0%	29%	100%	
		all trades (n)	53	1	10	64	
16	What are the deduction for?	purpose: Dirham(Riyal)/month	up to three different reasons/causes for	4= 1; 50= 3	100= 1; 170= 2	

	And how much is deducted?			<i>deductions can be recorded</i>	300= 1; 320= 1	
17	Apart from the money for your work, what about meals and the room you are staying at? Is this provided by the company at no cost or do you get extra money for that?	<input type="checkbox"/> meals/room is provided at no cost by company. <input type="checkbox"/> I get extra money for that from the company. <input type="checkbox"/> I pay meals and room from my own money.		<i>goto 19</i> <i>goto 18</i> <i>goto 18</i>	38 20 8	
	And how much is that?	... Dirham(Riyal)/month			100 = 1 200 = 9 225 = 3 250 = 1 300 = 6 350 = 4 400 = 3	

Trade	meals/room	extra money	pay from own money	total
scaffolder	59%	32%	9%	100%
plumber	56%	22%	22%	100%
electrician	54%	35%	12%	100%
other trade	67%	22%	11%	100%
all trades (n)	38	20	8	66

18	You said you have a monthly income of Did you always get this amount or was it increased or decreased some time?	... Dirham(Riyal)/month <input type="checkbox"/> always the same (no change) <input type="checkbox"/> it was increased <input type="checkbox"/> it was decreased			61 2 2	
----	--	---	--	--	-----------------------------------	--

Trade	same	increased	decreased	total
scaffolder	95%	0%	5%	100%
Plumber	100%	0%	0%	100%
electrician	92%	4%	4%	100%
other trade	88%	13%	0%	100%
all trades (n)	61	2	2	65

19	When was it changed and why? And how much?	time change of ... month(s) ago			3 = 1 12 = 1	
		amount ... Dir.(Riy.)/month	<i>New amount</i>		550 = 1 1500 = 1 1900 = 1	

20	Are you expecting a change in income soon?	<input type="checkbox"/> yes soon <input type="checkbox"/> yes but not soon <input type="checkbox"/> no <input type="checkbox"/> no idea			3 11 34 12 5 (no answer)	
Trade	no idea	soon	not soon	no	total	
scaffolder	15%	10%	10%	65%	100%	

		Plumber	13%	0%	25%	63%	100%
		electrician	21%	4%	8%	67%	100%
		other trade	38%	0%	63%	0%	100%
		all trades (n)	12	3	11	34	60
21	How much may it change? And what would be the reason?	... Dirham(Riyal)/month				100 = 2 125 = 2 200 = 1 300 = 1	
		<input type="checkbox"/> higher level job <input type="checkbox"/> reward for good work <input type="checkbox"/> new, better employer <input type="checkbox"/> other reason; which?				2 8 0 1 (experience)	

Interview part 5 (Company: trade test, training, promotion, job assignment, work)

22	Let us talk now briefly about the company you are working for here in the UAE. Are you still with the first company or was there a change of company?	<input type="checkbox"/> Still with the first company. No change <input type="checkbox"/> Company changed once. <input type="checkbox"/> Company changed 2 times or more often.			65 0 0	
23	Did your company take you to a trade test? That is to find out how well you can do your job and whether you should need some training or a different job?	<input type="checkbox"/> No. No such test here in the UAE(Qatar). <input type="checkbox"/> Yes. I went to such a test. After how many weeks/months trade test was taken?.....			45 13	

trade	no test	test	total
scaffolder	53%	47%	100%
plumber	89%	11%	100%
electrician	91%	9%	100%
other trade	88%	13%	100%
all trades (n)	45	13	58

24	And how did you do in the test? Did you pass or fail?	<input type="checkbox"/> passed <input type="checkbox"/> failed <input type="checkbox"/> do not know, not told			11 1 1	
----	--	--	--	--	--------------	--

25	Did our training in Nepal help you with the test, or was the company test rather different?	<input type="checkbox"/> training at home helped much. The company test was mostly on similar things. <input type="checkbox"/> Training at home helped to some extent. The company test was partially on similar things. <input type="checkbox"/> Training at home did not help at all. The company test was on completely different things.			10 1 1	
----	---	--	--	--	----------------------	--

Trade	Helped much	Helped a little	Did not help	total
Scaffolder	100%	0%	0%	100%
Plumber	100%	0%	0%	100%
electrician	0%	50%	50%	100%
all trades (n)	10	1	1	12

26	And after the test: Was it of anything good for you or not?	<input type="checkbox"/> More money / incentives. <input type="checkbox"/> Better job / higher position. <input type="checkbox"/> Additional training for me by the company. <input type="checkbox"/> No change. <input type="checkbox"/> I was downgraded, got less money.						2	
								2	
								0	
								6	
								0	

Trade	1	2	3	4	5	total
scaffolder	13%	25%	0%	63%	0%	100%
Plumber	100%	0%	0%	0%	0%	100%
electrician	0%	0%	0%	100%	0%	100%
all trades (n)	2	2	0	6	0	10

27	Did the company here in the UAE put you on some sort of training in your trade?	<input type="checkbox"/> Yes there was some training in my trade by the company... <input type="checkbox"/> There was training – but not directly in my trade. <input type="checkbox"/> There was no training here. <input type="checkbox"/> No training yet – but might be.	<input type="checkbox"/> Scaffolding <input type="checkbox"/> Safety <input type="checkbox"/> Scaffolding+safety <input type="checkbox"/> Plumbing <input type="checkbox"/> Some other training				7	
							15	
						9		
						1		
						3		

Trade	scaffolding	safety	scaffolding and safety	plumbing	other training	total
scaffolder	46%	31%	8%	0%	15%	100%
Plumber	0%	0%	60%	20%	20%	100%
electrician	8%	69%	23%	0%	0%	100%
other trade	0%	50%	50%	0%	0%	100%
all trades (n)	7	15	9	1	3	35

28	How many days long was the training?	... days of training		if answer is in hours, convert into days				1 = 18	
								2 = 2	
						3 = 6			
						5 = 1			
						15 = 1			

Trade	1 day	2	3	5	15	total
scaffolder	46%	0%	46%	0%	8%	100%
Plumber	100%	0%	0%	0%	0%	100%
electrician	73%	18%	0%	9%	0%	100%
other trade	100%	0%	0%	0%	0%	100%
all trades (n)	18	2	6	1	1	28

Interview part 6 (finish: thanks, future contacts, snowballing info)							
29	...about your future plans. When will you return home to Nepal?	... month ... year <input type="checkbox"/> don't know yet		<i>Time left in months</i>		1-6= 10 7-12= 9 >12= 29 9 (already left) Average= 14.4	
	Trade	in 1 month	1-6	7-12	>12	total	
	Scaffolder	12%	29%	18%	41%	100%	
	Plumber	22%	0%	22%	56%	100%	
	Electrician	13%	17%	13%	57%	100%	
	other trade	25%	13%	13%	50%	100%	
	all trades (n)	9	10	9	29	57	
30	And do you consider to go out again to a job in the UAE, in Qatar or elsewhere in the Middle East - I mean after spending some time at home with your family in Nepal?	<input type="checkbox"/> Yes definitely again. <input type="checkbox"/> Yes probably again. <input type="checkbox"/> Probably not again. <input type="checkbox"/> Definitely not again. <input type="checkbox"/> No idea. I am undecided.	goto 30 goto 30 goto 30 goto 31 goto 30			22 19 4 6 11 4 (no answer)	
	Trade	Yes definitely	Yes probably	Probably not	Definitely not	No idea	total
	Scaffolder	35%	50%	0%	10%	5%	100%
	Plumber	33%	22%	11%	0%	33%	100%
	Electrician	32%	24%	8%	12%	24%	100%
	other trade	50%	13%	13%	13%	13%	100%
	all trades (n)	22	19	4	6	11	62
31	If you go out again, what would you do differently?	<input type="checkbox"/> No idea <input type="checkbox"/> different company <input type="checkbox"/> different job <input type="checkbox"/> other other country			4 6 9 5 3	
	Trade	No idea	Different company	Different job	other	Different country	total
	Scaffolder	22%	22%	56%	0%	0%	100%
	Plumber	33%	17%	17%	17%	17%	100%
	electrician	0%	33%	11%	33%	22%	100%
	other trade	0%	0%	67%	33%	0%	100%
	all trades (n)	4	6	9	5	3	27
33	After you arrival in the company: did any more Nepali workers come here to work with the same company like you? Have you met any of them?	No. Yes, but not met Yes and met				6 14 41	
	trade	no other Nepali	Yes, but not met	Yes and met	total		
	scaffolder	11%	21%	68%	100%		
	plumber	0%	38%	63%	100%		
	electrician	12%	15%	73%	100%		
	other trade	13%	38%	50%	100%		

		all trades (n)	6	14	41	61	
34	Do they work in the same job like you?	<input type="checkbox"/> Yes <input type="checkbox"/> No If no, what job they are doing	goto next goto 36 goto 36		51 2 1		
		trade	yes in my trade	not in my trade	working as time keeper	total	
		scaffolder	94%	6%	0%	100%	
		plumber	100%	0%	0%	100%	
		electrician	100%	0%	0%	100%	
		other trade	67%	17%	17%	100%	
		All trades (n)	51	2	1	54	
35	Did they have any skills training before they came like just like you or are just not trained?	<input type="checkbox"/> Yes they had such training. <input type="checkbox"/> No. They had no training before.	goto 37 goto next		42 9		
		trade	Yes they were trained	Not hey weren't	total		
		scaffolder	88%	13%	100%		
		plumber	88%	13%	100%		
		electrician	82%	18%	100%		
		other trade	60%	40%	100%		
		all trades (n)	42	9	51		
36	If they had no such training: Is there any difference in work and salary between you and your new colleagues?	<input type="checkbox"/> The work is the same but salary is lower <input type="checkbox"/> Work is different but salary is the same <input type="checkbox"/> Both work and salary are different <input type="checkbox"/> No, nothing is different	(in 62, nobody answered "no" (2), so 63 shouldn't have been asked ?		4 2 12 8		
		Trade	Same work, at a lower salary	Different work, same salary	Different work and salary	Nothing different	total
		Scaffolder	0%	0%	60%	40%	100%
		Plumber	33%	0%	50%	17%	100%
		electrician	15%	8%	38%	38%	100%
		other trade	0%	50%	50%	0%	100%
		all trades (n)	4	2	12	8	26
32	What else would you like to tell me, regarding your present work and living situation? Do you have suggestions or questions or any problem you would like to talk about?	<input type="checkbox"/> All good <input type="checkbox"/> Values the training <input type="checkbox"/> Mostly good, rarely bad <input type="checkbox"/> No/limited use of trained skills <input type="checkbox"/> Unhappy with company (different job, salary, bad working conditions) <input type="checkbox"/> no different wage trained/not trained <input type="checkbox"/> different job <input type="checkbox"/> none			4 29 6 5 12 6 3 1		
		trade	no statement	positive sttements	negative statements	Different job	total
		scaffolder	5%	77%	18%	0%	100%
		plumber	0%	78%	22%	0%	100%
		electrician	0%	46%	54%	0%	100%
		other trade	0%	33%	33%	33%	100%
		total	1	39	23	3	66

