



**“Promoting Better Management of Migration in Nigeria”**

**REPORT OF TRAINING OF GOVERNMENT OFFICIALS ON RUNNING  
AN EFFECTIVE MIGRANT RESOURCE CENTRE**

*Organized by*

**THE INTERNATIONAL ORGANIZATION FOR MIGRATION IN  
COLLABORATION WITH THE FEDERAL MINISTRY OF LABOUR AND  
EMPLOYMENT**

**VENUE: FEDERAL MINISTRY OF LABOUR AND EMPLOYMENT, CARDINAL  
OLUBUNMI OKOGIE ROAD IKOYI, LAGOS**

**DATE: 11<sup>TH</sup>– 13<sup>TH</sup> JULY, 2016**



**IOM Development Fund**  
DEVELOPING CAPACITIES IN MIGRATION MANAGEMENT



Project funded by the European Union



IOM International Organization for Migration  
OIM Organisation internationale pour les migrations  
OIM Organización Internacional para las Migraciones

Project implemented by IOM

## **1.1 Preamble:**

Following the approval of the National Policy on Labour Migration by the Federal Executive Council (FEC) in October, 2014, the Technical Working Committee (TWC) with the support of the International Organization for Migration (IOM) within the framework of the 10<sup>th</sup> European Union Development Fund (10<sup>th</sup> EDF) project “Promoting Better Management of Migration in Nigeria” developed 3 pilot projects for the implementation of the policy plan of action in March 2015. One of the projects developed was anchored on the establishment of Migrant Resource Centres (MRCs) to provide a platform for job seekers to obtain information on how to secure job opportunities overseas, receive relevant information about safe migration and rights at work.

To implement the policy’s plan of action, the IOM Development Fund (IDF) is providing co-funding to support a component of the 10<sup>th</sup> EDF project “Strengthening National Capacity to Manage Migration and Organized the Diaspora for National Development” which aims to establish Migrant Resource Centres(MRCs) in the Federal Capital Territory, Abuja and Lagos state, to serve as a “one-stop shop” where potential and returning migrants can access relevant migration information and a wide range of services through direct assistance, or online services to aid their migration aspirations.

Sequel to the establishment of the MRCs in Lagos and Abuja training was held at FMLE office at Cardinal Olubunmi Okogie Road Ikoyi, Lagos from 31<sup>st</sup> March to 1<sup>st</sup> April, 2016 for twenty participants comprising of officials of FMLE with the overall objective of enhancing their capacity to run the MRCs in Lagos and Abuja.

To ensure sustainability and effective management of the MRCs, it became necessary to duplicate the training by conducting a follow-up training for another batch of Labour Officers on running effective of MRCs. A follow-up training was consequently held at FMLE office at Cardinal Olubunmi Okogie Road Ikoyi, Lagos from 11<sup>th</sup> - 13<sup>th</sup> July, 2016 for another twenty officials of FMLE (13 male and 7 female).

### **Day 1**

---

The training commenced at 8.30am on 11<sup>th</sup> July, 2016 with registration of participants; followed by welcome and opening remarks by the representative of IOM Chief of Mission and the representative of the Honourable Minister of Labour and Employment; introduction of participants; filling of pre-evaluation forms designed to test the general knowledge of the participants on the theme of the training.

## **1.2 Welcome Address by IOM**

The representative of the IOM Chief of Mission (CoM), Mr. Sunday Omoyeni, while reading her welcome, informed participants of the various initiative of IOM in collaboration with FMLE within the framework of the 10<sup>th</sup> EDF project which aims to strengthen the legal and policy framework for organized labour migration as well as enhance the capacity of FMLE in the governance of labour migration in Nigeria. He cited the development and facilitation for the approval of the National Policy on Labour Migration; capacity building for officials of the FMLE and relevant stakeholders on the protection of the rights of migrant workers; creation of online diaspora portal and facilitated the temporary return of a Nigerian from United States of America; establishment and provision of equipment for job centres in the six geo-political zones of the country; and the establishment of MRCs as some of these initiatives.

He informed that the MRCs established in Lagos and Abuja was to support government’s efforts in managing organized labour migration in Nigeria by providing services that will enable potential and actual migrants to protect themselves while also empowering them to contribute to sustainable development. He further informed that the training is specifically organized to enhance the capacity of officials of FMLE on running effective MRCs as a policy option for ensuring better management of migration in Nigeria and consequently urged Labour Officers who would be assigned to run the MRCs to ensure that the objective of the training is realized.

He concluded by expressing appreciation to the European Union for its generous financial support to the project, IDF for providing co-funding to support the 10<sup>th</sup> EDF project in the implementation of the National Policy on Labour Migration plan of action; and FMLE for its collaboration in the implementation of the project.

**1.3 Opening Remarks by FMLE**

The State Comptroller of FMLE Lagos Office, Mr. Olawale Shado who represented the Hon. Minister of Labour and Employment, appreciated IOM for the follow-up training and urged participants to show commitment by taking the training seriously so as to be able to transfer the knowledge to their colleagues who are not part of the training.

**1.4 Overview of the National 10<sup>th</sup> EDF Project/IOM Development Fund Project**

Mr. Omoyeni of IOM commenced his presentation by giving an overview of the 10<sup>th</sup> EDF project. He explained that the project is funded by the EU and aims to promote better management of migration in Nigeria with overall objective of enhancing the capacity of the government of Nigeria to manage migration better in order to maximize its development potential.

He informed participants of the reasons that led to the training of Labour Officers on Running Effective MRCs which he noted emanated following the development of three projects by TWC members in March, 2015 for the implementation of the National Policy on Labour Migration plan of action. He enumerated the three core objectives of the policy to include; promotion of good governance; protection of migrant workers and the promotion of their welfare as well as that of their family members who are left behind; and the optimization of the benefits derive from labour migration for development and mitigation of the adverse impact. He gave EU contribution to the project at 11.4 million Euros and IOM’s counterpart contribution in the sum of 500,000 Euros.

He mentioned that the IDF is supporting an aspect of the 10<sup>th</sup> EDF project “Strengthening National Capacity to Manage Migration and Organized the Diaspora for National Development” with a co-funding of 200,000 USD. The project he noted aims to establish MRCs in Abuja and Lagos state, to serve as a “one-stop shop” where potential and returning migrants can access relevant migration information and a wide range of services through direct assistance, or online services to aid their migration aspirations.

He concluded by enumerating key achievements of the 10<sup>th</sup> EDF project while also emphasizing on the need for sustainability and consolidation on the achievements of the project by the Government of Nigeria by taking ownership and developing common positions for migration interventions in Nigeria as well as linking what has been achieved to future development aids in migration.

**Training Sessions**

---

Topics on the first day of the training comprises of presentations on Nigeria migration trends and free mobility in ECOWAS; What is an MRC- IOM experience and lessons learnt; Overview of Migrant Resource Centres in Nigeria: and introduction, target clients, services provided (job matching).

### **1.5 Nigeria migration trends and free mobility in ECOWAS**

**Objective:** To increase participants' understanding on Nigeria migration trend and some of the principles and guidelines of ECOWAS free movement protocols and its application at the MRC centre.

Ms. Elizabeth Poage of IOM commenced the training session with IOM's definition of a migrant which defined as "any person who is moving or has moved across an international border or within a state away from his/her habitual place of residence, regardless of the person's legal status, whether the movement is voluntary or not, what the causes are and what the length of stay is". She explained that IOM definition of a migrant does not contain a list of exclusions since there are no objective criteria to establish such exclusions but only takes into cognizance the scope of its role and involvement in rendering assistance to all persons in need of international migration services.

She explained the different types of mobility which include the highly skilled migration; low and semi skilled migration; tourism; internal migration; and refugees, with irregular migrants making up 10-15% of the total inflow. She mentioned economic opportunities and regional legal instruments as key factors responsible for migration pattern in Nigeria, noting that Nigeria ranked 6<sup>th</sup> among the top 10 African countries with high emigrant figure of over 15 million of Nigerian living abroad, with USA being the most important destination of Nigerian emigrants.

She enumerated the various countries that made up the 15 ECOWAS Member States noting that majority of movements within the ECOWAS regions are intra-regional and 90% of the region's 8.4 million migrants in West Africa originate from ECOWAS countries. She explained that Cote d'Ivoire, Ghana, Senegal and Nigeria are primary countries of destination for intra-regional migration, and also serve as transit and departure points for emigration outside of the region while Niger has also become a major country of transit in the region.

She explained the Treaty of ECOWAS adopted in 1975 and the 1979 Protocol relating to free movement of persons, residence and establishment and concluded by emphasizing on the need to create awareness about the existing protocol so that citizens of the ECOWAS member states could be aware of the existing instruments as it relates to their rights and obligation vis a vis the free mobility within ECOWAS.

### **1.6 What is an MRC- IOM experience and lessons learnt**

**Objective:** To help participants to better understand strategies and approaches that can be adopted for effective management of the MRCs.

Mr. Omoyeni of IOM commenced this session by highlighting key policy objectives for the establishment of an MRC which he noted is to ensure the prevention of irregular migration; facilitate legal migration; protect regular and irregular migrants; promote sustainable voluntary return (where relevant); integrate migrants into the country of destination (where relevant) and to promote links between migration and development. He informed that MRCs have been in existence in both countries of origin and destination since the 1970s with the aim of ensuring safe, orderly and humane migration on the realization at the turn of the century that irregular migration could be linked to lack of information.

He defined good practices as strategies, approaches and/or activities that have been shown through research and evaluation to be effective, efficient, sustainable and/or transferable, which could reliably lead to a desired result, new and innovative aspects.

On empowering migrants for development he cited integration and development plans, remittances and investment, and employment-related assistance as best practice. On services to enable/empower protection he mentioned information gathering on migration issues; provision of individualized counselling and support services outreach; and information dissemination as best practices. He concluded by noting that undertaking needs assessment; maintaining contacts with client populations; networks and partnerships; integration into government structures; sustainability for independent centres; and capacity building for partners and stakeholders are examples of good practices.

### **1.7 Overview of the Migrant Resource Centres in Nigeria: introduction, target clients, services provided (job matching)**

**Objective:** To enhance participants' general knowledge about MRCs, target clients and services that will be provided by the MRCs.

Mr. Emmanuel Igbinosun of FMLE commenced this session with an overview of activities that led to the establishment of the MRCs in Abuja and Lagos state informing participants of the three pilot projects developed by the TWC members in March, 2015 for the implementation of the National Policy on Labour Migration Plan of action.

The three pilot projects he mentioned are; (1) Enhancing Governance of Labour Migration in Nigeria through Ratification of ILO Convention 143 (Migrant Workers (Supplementary Provisions); Convention 181 (Private Employment Agency Convention) and Convention C189 (Domestic Works Convention) particularly aimed at promoting good governance of Labour Migration in Nigeria; (2) Protection of Migrant Workers Using IEC Materials with the objective of equipping Migrant Workers with adequate information on migration to enable them make appropriate and informed decision as well as enhance the process of regular migration; and (3) Establishment of Migrant Workers' Resource Centre to provide a platform for job seekers to obtain information on how to secure job opportunities overseas, receive relevant information about safe migration and rights at work as well as serve as a platform for monitoring the welfare and activities of migrant workers amongst others.

He listed the services that would be provided by the MRCs established in Abuja and Lagos to include, pre-departure information; orientation and advice (legal migration rights; employment, integration, and study abroad); training and skills development for migrants; services for migrants at risk or who have experienced exploitation; reintegration services for returning migrants; information services and advice about remittances and investment-related services and contribution to migration policy development.

He also gave an overview of the website established for the MRCs as well as information that would be featured on the website which would include information on Counselling on Migration; Legal Assistance; Medical Assistance; Welfare Assistance; Information on Remittance Cost; Diaspora Investment Opportunities, Job Matching; Trainings; Referrals; Networking and Psychosocial Interventions. He concluded the session with a question requesting participants to itemize real and perceived challenges to the Job Matching function of the MRCs and to give solutions to the challenges highlighted.

## Day 2

---

Presentations on the second day of the training include; How to deliver quality services for migrants' development-Pre-departure information, orientation and advice; training and skills development; Services for migrants at risk; How to ensure that target clients are outreached: establishing mobile units, information campaigns, Diaspora engagement; Good practices in services empowering migrants for protection, Return, Re-admission and Reintegration; How to make referrals and case management; MRC Nigeria Management: Data collection and filing (information mgt), Reporting and documentation, Staffing and responsibilities; and MRC Tools and Templates; and Web Contents Upload and Information Update on the Site.

### **2.1 How to deliver quality services for migrants' development - Pre-departure information, orientation and advice; training and skills development; Services for migrants at risk**

**Objective:** To enhance participants' capacity on services and guidelines the MRCs can offer to migrants and potential migrants to minimize the risks of migration.

Mr. Omoyeni of IOM while facilitating this session enumerated the different types of services an MRCs should provide, these services he noted differs from country to country and from region to region depending on the country's context and the needs of the different client groups.

He noted that pre-departure information, orientation and advice which is one of the services an MRC should provide, aims to provide coordinated, relevant, impartial, independent, high-quality information services and advice to enable potential migrants to make informed decisions and choices about migration. This information he noted is usually tailored to the individual client's needs; destination country; sector of employment; family circumstances; health and well-being; and cultural shocks.

He explained that pre-departure information, orientation and service is important and aims to empower potential migrants to make informed decisions and choices about whether or not to migrate; where to migrate; and under what circumstances to migrate. These he noted must include; information on destination countries migration law; processes and procedures governing entry, stay travel documents, visa requirements, permits, background checks; procedures for renewing work permits, visas and passports when they expire; rights and obligations in relation to employment and labour law; social protection; employers requirement; how to avoid illegal/unethical recruitment practices; awareness about dangers of human trafficking, spotting bogus offers of employment and alternative safe forms of legal migration e.g Employment contracts - place of employment, position and job title, pay, working hours, overtime pay, probationary period, medical and social security benefits, and taxation; amongst others. He further explained the need to present such information in a clear and accessible way, and in a language the migrant can understand.

He concluded by highlighting information that would aid migrants to integrate faster in the destination countries as well as training and development services that could be provided to aid their integration. This he noted should include training on CV development and interviewing skills; information about training courses; entry requirement for training; qualification and skills that can be acquired; information about language training courses to help meet language needs and fulfil language requirement of employers amongst others.

This session ended with Group activity requiring participants to list initiatives they would take to make information relevant an accurate.

## **2.2 How to ensure that target clients are outreached: establishing mobile units, information campaigns, Diaspora engagement**

**Objective:** To increase participants' understanding on strategies that can be deployed to ensure that target clients are aware of the services provided by the MRCs.

Mr. Amos OJO of IOM while facilitating this session informed participants of the three main information services that should be provided by an MRC. These services he noted include (1.) passive information services and advice which requires no interaction but carried out via leaflets and country fact sheets; (2.) active information services and advice which is interaction and could be in writing, via internet, signposting and through client referral to other resources/services; (3.) advocacy by representing and empowering clients to defend and safeguard their rights. These services he noted are delivered through individualized counselling and case management; pre-departure orientation training and seminars; outreach and mobile services; awareness raising campaigns involving clients and former clients so as to improve quality services.

Standard to follow in Counselling & Case Management he noted should include; listening to clients to identify needs in an impartial way; observing professional boundaries; diagnosing problems in neutral manner; giving accurate, up to date information; advice on all available options; avoiding the creation of false expectations; ensuring that clients know what to expect and what is expected of them as well as ensuring that no hurt results to the client/confidentiality. He also enumerated the standard to follow in Pre-Departure Orientation and Seminars to include; coordinating with wide range of stakeholders; seeking cooperation from destination countries; providing gender specific orientation; ensuring participatory and interactive methods of information dissemination; developing country specific material; running orientation programs for recruitment agencies, including family member orientation; and creating network of partnerships in countries of destination including local units of government.

In conclusion, he advised on the need to take cognizance of gender by ensuring that MRCs are gender sensitive.

## **2.3 Good Practices in Services Empowering Migrants for Protection: Individualized Counseling**

**Objective:** To increase participants' understanding on good practice guideline in counselling that can be adopted for efficient and productive management of MRCs.

Ms. Badejo Mienye Tondo of FMLE in this session defined Counselling as professional guidance of the individual by utilizing psychological methods especially in collecting case history data using various techniques of personal interview and testing interests and aptitudes. She noted that workplace counselling which can potentially be viewed as part of employer's duty of care is an employee's support intervention that is usually short term and provides an independent, specialist resource for people working across all sectors and working environment giving all employees' access to a free, confidential workplace counselling service.

She noted that the responsibility of a good workplace counsellor is the ability to provide a sounding board for employees, giving them a safe place to talk about issues that trouble them and allowing counselling to help them find their own solutions to problems or develop better way to manage issues. She emphasized on the need for workplace counsellors to have a specialist viewpoint and skill set as the employee and the organization are essentially their peripheral clients. She also emphasized on the need for workplace counsellors to be mindful of the context in which the employers work and

the need to have a crucial understanding of the environment to which the employees would be returning.

She concluded by noting that workplace counselling would always remain an important resource for FMLE for efficient and productive management of the MRCs as it offers employees safe, confidential place to talk about anything that may be confusing, painful or uncomfortable and allows them to talk with someone that will listen attentively and help them explore the situation.

#### **2.4 Good practices in services empowering migrants for protection: Provision of individualized counselling and Return, Re-admission and Reintegration**

**Objective:** To increase participants' understanding on good practice guideline that can be deploy in empowering migrants for protection.

Mr. Omoyeni commenced in this session listed migrants' routes across the Mediterranean. He noted that migrants from West and Central Africa to Europe represent a very small proportion of 6% of the total number of migrants who reached Europe in 2015 while irregular flows from West Central Africa accounted for 37% of the total arrival to Italy, less than 1% of the total arrival to Greece while Sub Saharan African region experienced the highest fatality rate in the Mediterranean in 2015 with 1, 218 death accounting for 35% of the total deaths.

He explained the different types of return which are voluntary or force return and defined forced return as migrants who are moved against their will (deported) and voluntary return which he noted could either be 'spontaneous', 'chosen' or 'compelled'. He defined 'Spontaneous' voluntary return as irregular migrants who returned to their countries of origin on their own accord, with no direct intervention from the authorities although the decision he explained could have been influenced by policies that made it impossible for them to live and work as irregular migrants. He explained that voluntary return could be based on a two elements consisting of freedom of choice which is characterized by the absence of any physical or psychological pressure; and an informed decision made based on accurate and objective information. He further explained that the mode of return is significant as it determines the form of support services the returnee will require and could also impacts on the success of reintegration in general.

He listed beneficiaries of AVRR to include; migrants in irregular situation; failed asylum applicants; asylum seekers awaiting consideration but choose to return home; persons with refugee status but choose to return home; victims of trafficking including unaccompanied minors; stranded migrants; and labour migrants at the end of their contract.

On best practices in services empowering migrants for protection, he cited Tajik Migrant Support Centres which amongst other things provides training and technical assistance to Tajikistan's Private Employment Agencies to ensure that they understand their obligations, implement ethical recruitment practices and promotes the rights of migrants as best practice. He also cited the MRC in Kochi, India which hosts a counselling/crisis centre to handle complaints about recruitment and employment contracts and offers first aid remedies to overcome crisis situations involving migrants and their families; and Filipino Workers Resource Centres (FWRC) established in key countries of destination, to provide physical and mental health services that include psychosocial counseling, on-site medical assistance and shelters for clients, in particular women, who have experienced abuse and violence as best practice.



## **2.5 How to make referrals and case management**

**Objective:** To enhance participants' understanding of guideline for referrals and case management for effective coordination of best quality of services for clients.

Mr. Omoyeni of IOM while facilitating this session explained the importance of counselling and case management which is an effective individualized system setup for the coordination of best quality of services for clients. The standards to follow he explained involve listening to clients to identify needs in an impartial way; observing professional boundaries; diagnosing problems in neutral manner; giving accurate, up to date information; advising on all available options; the need to avoid creating false expectations; ensuring that clients know what to expect and what is expected of them; and ensuring that no hurt results to the client; and maintaining confidentiality.

He explained that case Management Guidelines involve assessing needs/gathering of data; drawing up agreed upon plan/goal setting; implementing the plan while incorporating regular review plan; evaluating, modifying and amending plan; and documenting all stages of assessment. He emphasized on the importance of inter-agency cooperation which is crucial for pooling expertise and for the provision of integrated services to migrants, potential migrants, returnees and their families, noting that cooperation and partnerships improve knowledge of the services provided by MRCs.

He also emphasized on the need to set up referrals so that services provided by other agencies could be coordinated and tracked by the MRC. He stressed on the need for MRC staff and referral partners to be clear about their roles and responsibilities regarding the confidentiality of information to referral partners. He explained that Memorandum of Understanding (MoU) could be a way to clarify roles and responsibilities of referral partners, as well as methods of communication and information sharing.

He concluded by enumerating Standards for Improving Quality of MRC Information and Counselling, which he noted must be clear and easy to understand; flexible and accessible to take diverse needs into account; impartial and neutral allowing clients to make informed decisions; maintaining privacy and confidentiality; providing accurate and up to date information; acting on the interest of the actor and not a third party; drawing MOUs between MRC and service providers; and keeping comprehensive client file.

## **2.6 MRC Nigeria Management: Data collection and filing (information mgt), Reporting and documentation, Staffing and responsibilities**

**Objective:** To enhance participants' understanding of data collection, reporting, documentation and staffing guidelines for effective running of MRC.

In this session, Mr. Igbinosun of FMLP explained the importance of data collections which is for tracking labour migration trends; designing evidence based interventions; monitoring and evaluating performance of the MRCs; monitoring and evaluating performance of National Policy on Labour Migration; and advocacy. He enumerated the type of data that should be collected by an MRC to include; Clients Data (Clients Cards); nature of complaints received/grievances; pre-departure orientation seminars conducted; sensitization and awareness creation programmes; types of services provided within a period of time, as well as data showing attainment of performance indicators.

He emphasized on the need to maintain absolute confidentiality on all data collected from migrants stressing that it must not be shared except with the client's permission. To properly secure data collected from migrants, he further stressed on the need to lock up files containing migrants'

information in a safe filing cabinet or securely password to protect soft versions, and in some cases, a dedicated filing system to prevent unauthorized access.

He took participants through the various reporting stages and recommended Narrative Reporting format which provides statistical information from the client cards and telling stories of lessons learned during the running of the MRC as the best format. He enumerated elements of good reporting which must be detailed but not wordy, using of tables and other methods to communicate information, acknowledging challenges and difficulties in providing services and proffering solutions.

He advised on the need to have a clear policy for staffing guidelines and concluded the session by enumerating the job description for an MRC Manager and the qualification and requirement for an MRC Manager.

## **2.7 MRC Tools and Templates**

**Objective:** To enhance participants' understanding on the importance of tools and templates and how to deploy them for effective service delivery.

In this session Ms. Poage of IOM gave various reasons for designing tools and templates for MRC noting that they serve as monitoring tools; used in ensuring that services provided respond to needs and objectives; used in obtaining feedback on services provided and allow for their improvement as well as consistency in services offered, amongst others.

She mentioned Client Feedback Questionnaire as the first most important tool that an MRC should developed and cited IOM Budapest Client Feedback Questionnaire as good example to adopt when designing a client feedback questionnaire. She also enumerated sample questions from the IOM Budapest Client Feedback Questionnaire and that of the ILO which covers areas of MRC services: utilization, accessibility and awareness; quality, outcomes and recommendations.

She also mentioned beneficiary tracing form as the second important tool an MRC should develop and went ahead to enumerate the steps that should be considered when tracing beneficiary who have received services from the MRCs. While citing the interagency referral form as the third tool an MRC should develop she suggested including information such as name of referrer and date the referral was made; consent from the client; demographic details of the client; contact details of a family member; reason(s) for the referral; amongst others.

This session ended with Group activity where participants were asked to develop other tools that could be helpful in the framework of the MRCs in Nigeria, and to make a list of tools that could be developed in deploying an MRC. The three tools developed by the participants are Client Data Form, Health Status Template and Advocacy Tool.

## **Day 3**

---

On the third day of the training, presentations were made on Monitoring and sustainability of the MRCs; MRC Database Backup and Information Security; and Development/Presentation of Goals and Strategies for Effective Running of the MRCs in Lagos and Abuja.

### **3.1 Monitoring and sustainability of the MRCs**

**Objective:** To enhance participants' understanding on mechanisms that can be put in place for effective tracking, coordination and sustainability of MRCs.

Mr. Omoeni commenced this session with the definition of Monitoring and Evaluation (M&E). He defined Monitoring as an ongoing process of providing data, based on indicators of progress, in order to measure progress in meeting MRC objectives and outcomes; and Evaluation as a one-off exercise or carried out periodically to independently and objectively measure progress in meeting MRC goals, outcomes and impacts. Evaluation usually focuses on efficiency, sustainability, relevance, impact and effectiveness.

He emphasized on the importance of M&E and explained some of the issues that should be consider when creating M&E framework for MRC. He also explained the theory of social change model, and gave sample indicators for tracking client outcomes. On method of gaining client feedback, he noted that regular and systematic client feedback ensures that services are continually updates to reflect changing information and needs.

On ways to assess longer term impact of the MRC he explained that ongoing collection of data is very important in identifying overall trends in client profiles and services provided, and in providing data relevant to long-term MRC funding. He defined sustainability as the continuation of a MRC's goals, principles and activities once project resources have ended which requires good coordination, links and partnerships with local groups, organizations and government bodies; commitment from local groups foreseen to take over MRC services to build a strategy for sustainability; a handover strategy; implementation of staff secondments.

On funding which he explained is usually short-term and designed for set-up and capacity building, he emphasized Hon the importance of effectively prioritizing services if funding is restricted noting that for countries where priority is not given to continued MRC funding there is need to integrate core MRC functions into existing government employment services i.e. internet-based information portals; discuss with local partners, NGOs and trade unions regarding alternative sources of long-term funding; or discuss integrating MRC funding into existing donor-funded programs.

The session ended with a stimulation exercise.

### **3.2 Web contents upload, information updates, MRC database backup and Information Security**

**Objective:** To build the technical capacity of participants in the management of the MRC/NELEX website so as to be able to deliver effective online services to migrants and potential migrants.

While facilitating this session which was basically a practical session, Mr. Ojo of IOM emphasized on the importance of building the technical capacity of staff that would be assigned to manage the MRC/NELEX website particularly on how to deliver services to the migrants and would be migrants. He listed MRC administrative management team members to include Web Administrator; Site Author; and Website Coordinator. He also emphasized on the need to provide accurate information on migration procedures through online support using technology; prompt response to emails; and online chat request.

The website which he noted was developed using Drupal Content Management System (CMS) allows for easy maintenance and content management. He explained that while the MRC web contents upload and updates are done from the backend page, the Drupal configuration settings are also located at the backend as the website was built upon many different nodes and content types.

He explained that with the CMS users can easily edit, delete and manage content; provide and restrict access to content; and easily edit and control different website simultaneously by multiple

users. He demonstrated step - by - step procedures on how to log onto the MRC website using administrative privilege. He also explained admin backend menus which include the dashboard; content; structure; appearance; people; modules; reports amongst others.

He emphasized on the importance of the MRC Super Administrator who would be uploading/updating contents to thoroughly read the web contents before publishing on the website. He concluded the session with practical demonstrations on how to use live chat modules embedded on the MRC website to provide real time communication with potential clients and database backup process.

#### **4.1 Breakout Sessions:**

Each session of the training ended with discussions, questions and answers and participants were also given group work to enable them, reflect and discuss each topic.

#### **4.2 Expectations of Participants from the Training**

In the pre-evaluation form at the start of the training, participants were asked what their overall expectations were. The following expectations were highlighted:

- a) To know about MRC and be able to deliver public lectures on the subject;
- b) To know the meaning of migrant, causes of migration, sustainability of MRC, and management of database of migrants;
- c) To be well informed about migration matters;
- d) To know the function of an MRC and how to guide an intending migrants;
- e) To be equipped with prerequisite skills to effectively educate and counsel both potential and returning migrants;
- f) To learn how to support migrants on how they can protect themselves while also empowering them to contribute to sustainable development;
- g) To know how best to help actual, potential and returning migrants through information gathering and dissemination so as to protect them from risk;
- h) To be equipped on migrants issues and how to counsel an intending migrant;
- i) To have a full knowledge of MRCs in terms of functions, roles and objectives; and
- j) To know how information on migration issues can be source from other countries as well as learn about the necessary skills and quality of an MRCs' staff

#### **4.3 Impact of the Training:**

At the end of the training, participants expressed their appreciation noting that the training was indeed impactful as all their expectations were met.

#### **4.4 Pre and Post Evaluation:**

Pre and post training evaluation questions were administered to participants on the first and last day of the training to assess their knowledge base as well as the impact the training had on them. Figure 1 and 2 below shows the percentages of participants' responses on the topics covered during the pre and post training evaluations.

Fig.1. Pre and post evaluation chart

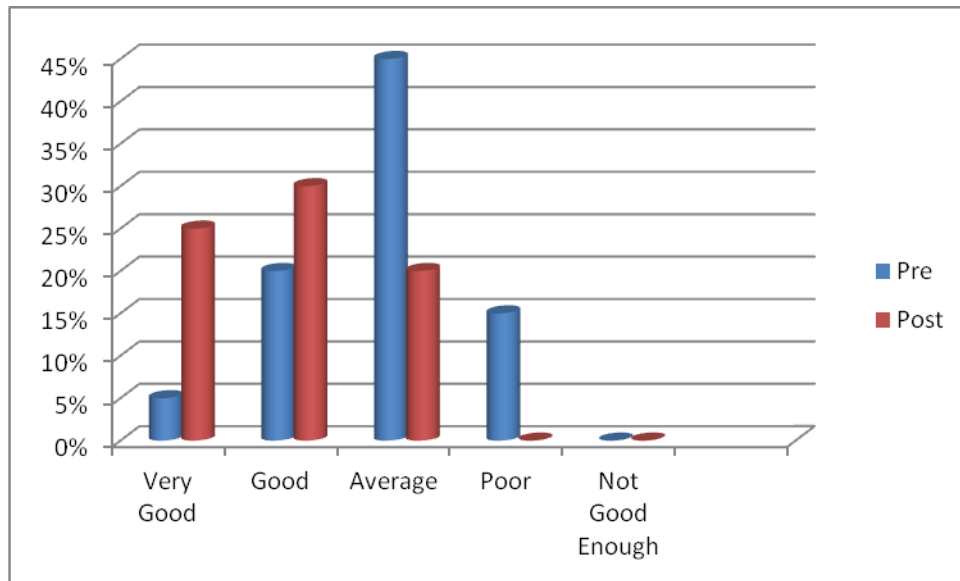
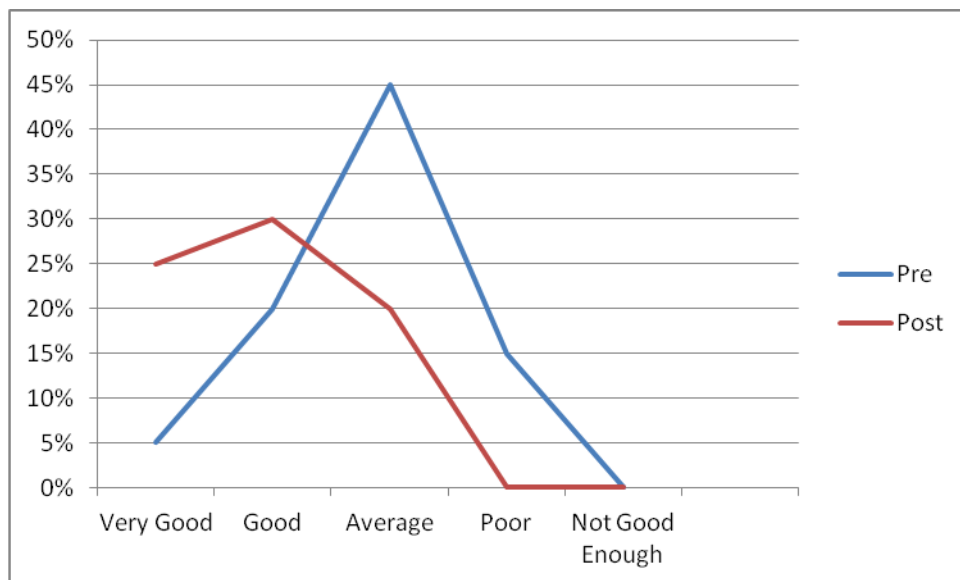


Fig.2 Chart shows the impact of the training on the participants



#### 4.5 Way Forward and Recommendation

In this session anchored by Emmanuel Igbinosun of FMLE, participants were asked to indicate the services and support that the MRCs in Lagos and Abuja would provide within the short, medium and long term as well as draw up the plan of action for the services and support mentioned above indicating staff members that would be responsible for its execution and the timeframe within which the tasks would be executed.

Recommendations from the training are as follows:

1. Continuous and sustainable advocacy
2. Creation of Social Network for information sharing
3. Development of relevant tools and templates for the MRCs within 2 months
4. Training and retraining of staff of the MRCs
5. Deploy means of sourcing for funding to run the MRCs
6. Sought intervention from corporate bodies like MTN, GLO to support the MRCs within 5 months
7. Development of web content for the MRC website.

**Areas requiring contents development on MRC website are as follows:**

- Staff and Management Structures
  - Partners
  - FAQ
  - Migrant Empowerment for Development (has content but need to develop more)
  - Migrant Empowerment for Protection
  - Country Profile
  - Forms (Templates would be developed and updated)
  - Gallery
  - Newsletter:
    - Lagos Office to develop an MRC Newsletter
  - Publications
    - Upload more publication possibly from IOM, ILO within 2 weeks.
    - Upload the report of the last training of FMLE Official on Running Effective MRCs and ICMPD data assessment meeting report within 1 week
  - Other Useful Links
  - Pure Chat Platform:
    - Mr. Amos Ojo of IOM to add MRC/NELEX Lagos staff members to the Pure Chat platform
  - Social Media Handle:
    - Lagos office to modify its Facebook account to accommodate Abuja MRC/NELEX as well as integrate the existing Twitter handle to accommodate the MRC by 28<sup>th</sup> July, 2016
    - MRC/NELEX web page Social Media platform should be limited to Facebook, Twitter and Google+
    - Mr. Emeka Anene of FMLE, Abuja to create a Skype account for all participants within 2 weeks
    - Skype Call involving all staff of MRCs, NELEX and the Job Centres to be held at 10am on Wednesday, 3<sup>rd</sup> August, 2016.
8. Review all definition on the MRC home page

#### 4.6 End of the Training

The training ended at about 5.30pm on Wednesday 13<sup>th</sup> July, 2016 with closing remarks by Mr. Omoyeni of IOM followed by presentation of certificates of participation and training materials in flash drives to all participants by Mr. Igbinosun of FMLE and Mr. Omoyeni.

#### 4.7 Attendance List

S/N	Name	State	Sex	Email Address
1	Badejo Mienye T.	FMLE, Lagos	Female	<a href="mailto:mimiatedoghu@gmail.com">mimiatedoghu@gmail.com</a>
2	Ndaji Enyinnaya	FMLE, Lagos	Male	<a href="mailto:enyinnayandaji@gmail.com">enyinnayandaji@gmail.com</a>
3	Ogbuoji Peter Ikechukwu	FMLE, Abuja	Male	<a href="mailto:peterogbuoji@gmail.com">peterogbuoji@gmail.com</a>
4	Ejeh Dennis O.	FMLE, Abuja	Male	<a href="mailto:ejehdennis40@yahoo.com">ejehdennis40@yahoo.com</a>
5	Henry Umoh	FMLE, Abuja	Male	<a href="mailto:hgumoh2012@gmail.com">hgumoh2012@gmail.com</a>
6	Alfa A. Dutse	FMLE, Abuja	Male	<a href="mailto:alfadutse@gmail.com">alfadutse@gmail.com</a>
7	Anyanwu Dominic Chidi	FMLE, Delta	Male	<a href="mailto:kc_blige@yahoo.com">kc_blige@yahoo.com</a>
8	Igbinosun Emmanuel	FMLE, Abuja	Male	<a href="mailto:e.igbinosun@outlook.com">e.igbinosun@outlook.com</a>
9	Abubakar Hassan Mohammed	FMLE, Kano	Male	<a href="mailto:danmasani78@yahoo.com">danmasani78@yahoo.com</a>
10	Sunday Onazi	FMLE, Abuja	Male	<a href="mailto:onazieabo@yahoo.com">onazieabo@yahoo.com</a>
11	Nwafor Ifeoma Grace	FMLE, Anambra	Female	<a href="mailto:linkgrecal@yahoo.com">linkgrecal@yahoo.com</a>
12	Phoebe Kume	FMLE, Abuja	Female	<a href="mailto:kaneeshakume@yahoo.co.uk">kaneeshakume@yahoo.co.uk</a>
13	Aderonke Aderogba A.	FMLE, Abuja	Female	<a href="mailto:adeajoke23@gmail.com">adeajoke23@gmail.com</a>
14	Precious Ikuenobe	FMLE, Abuja	Female	<a href="mailto:preciousosato@gmail.com">preciousosato@gmail.com</a>
15	Emeka Anene	FMLE, Abuja	Male	<a href="mailto:mekaworldus@yahoo.com">mekaworldus@yahoo.com</a>
16	Omolara Ogunbiyi	FMLE, Abuja	Female	<a href="mailto:molaraoGUNbiyi@yahoo.com">molaraoGUNbiyi@yahoo.com</a>
17	Umar Mukhtar Abdullahi	FMLE, Abuja	Male	<a href="mailto:Umarma72@yahoo.com">Umarma72@yahoo.com</a>
18	Imuran Aderemi Najeemdeen	FMLE, Abuja	Male	<a href="mailto:najeeco1960@yahoo.com">najeeco1960@yahoo.com</a>
19	George Lekam Okoi	FMLE, Abuja	Male	<a href="mailto:geolekamokoi@yahoo.com">geolekamokoi@yahoo.com</a>
20	Nkeiruka Ilikannu	FMLE, Abuja	Female	<a href="mailto:nkirumeg@gmail.com">nkirumeg@gmail.com</a>
21	Winnie Aideyan	IOM, Lagos	Female	<a href="mailto:waideyan@iom.int">waideyan@iom.int</a>
22	Opeyemi Kolawole	IOM. Lagos	Female	<a href="mailto:okolawole@iom.int">okolawole@iom.int</a>
23	Sunday Tunde Omoyeni	IOM, Abuja	Male	<a href="mailto:somoyeni@iom.int">somoyeni@iom.int</a>
24	Amos Ojo	IOM, Abuja	Male	<a href="mailto:aojo@iom.int">aojo@iom.int</a>
25	Elizabeth Poage	IOM, Abuja	Female	<a href="mailto:epoage@iom.int">epoage@iom.int</a>