



Skills for Domestic Workers

**Building Domestic Workers'
Skill as an Entry to Decent Work**
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Akiko Sakamoto
Skills and Employability Specialist
Decent Work Team
ILO -Bangkok



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Current situation

- Domestic work is:
 - A significant source of employment across the world (67 million, 2013)
 - Especially for developing countries
 - A growing sector (the number of domestic workers grew by over 15 million in since 2010)
 - Heavily represented by women
 - Large number of migrant domestic workers (one in five are int'l migrants)



Features of Domestic Work

- Highly individualized employment relationship
- High levels of control
- Regimented life style
- Intensity of work
- High levels of job insecurity
- Poor working conditions
- Unequal power relations
- Lack of privacy and autonomy



Features of Domestic Work

- ▶ Highly informal
 - ▶ Often lack legal protection
 - ▶ Time off, working hours limitations
 - ▶ Overtime compensation
 - ▶ Maternity leave
 - ▶ Minimum wage protection
 - ▶ Limited coverage of social security
 - ▶ Highly unorganized
 - ▶ Lack of recognition as a proper 'work' and as a skilled work
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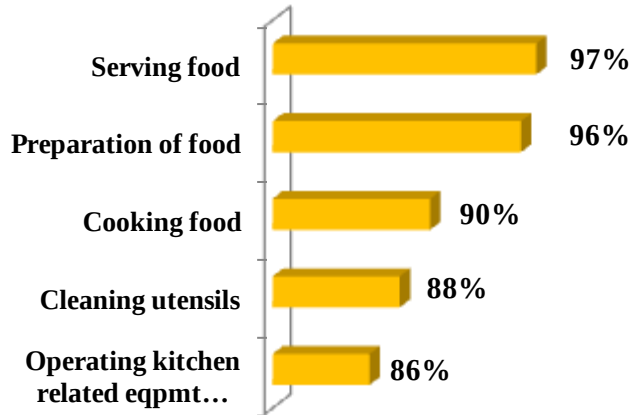
Means to protect domestic workers

- ❖ Establishing the appropriate regulatory environment (e.g. ILO C.189 in 2011)
- ❖ Improved enforcement
- ❖ **Improving skills & professionalizing domestic work**
- ❖ Poverty alleviation and social development strategies of government as a whole

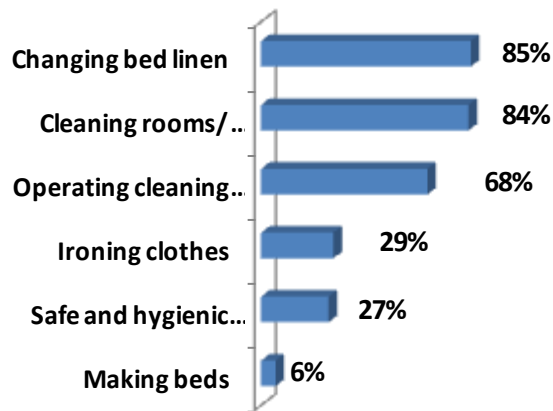


What is Domestic Work?

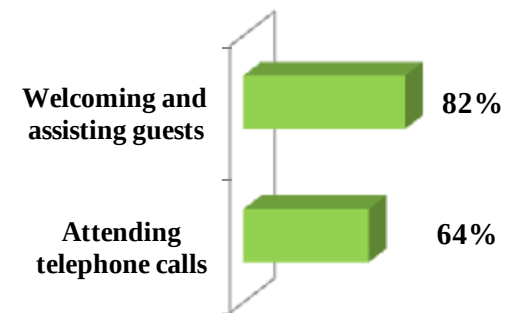
Kitchen



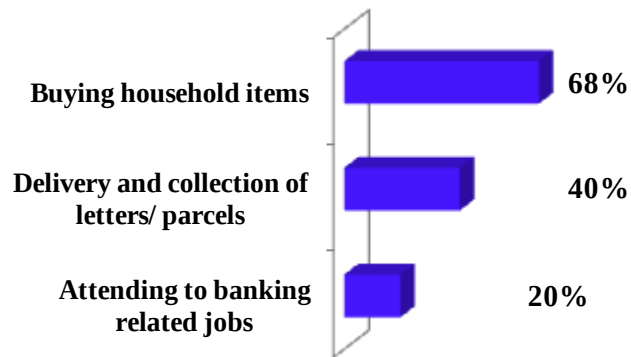
Housekeeping



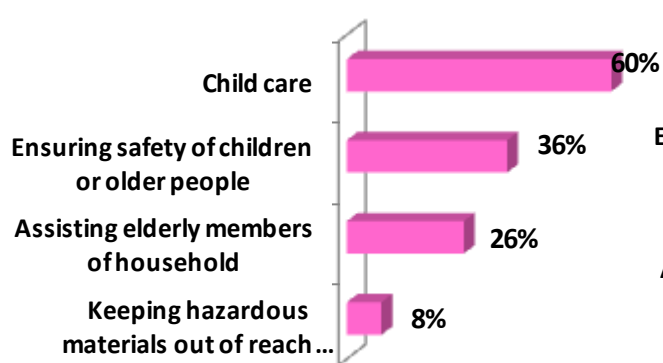
Guest assistance



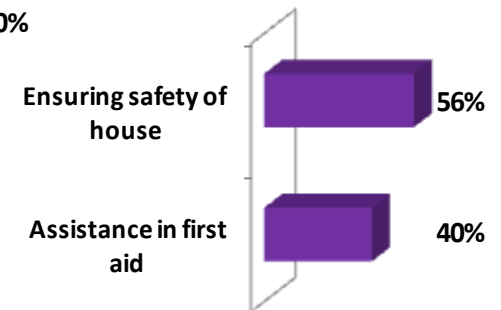
External activities



Child / Elderly

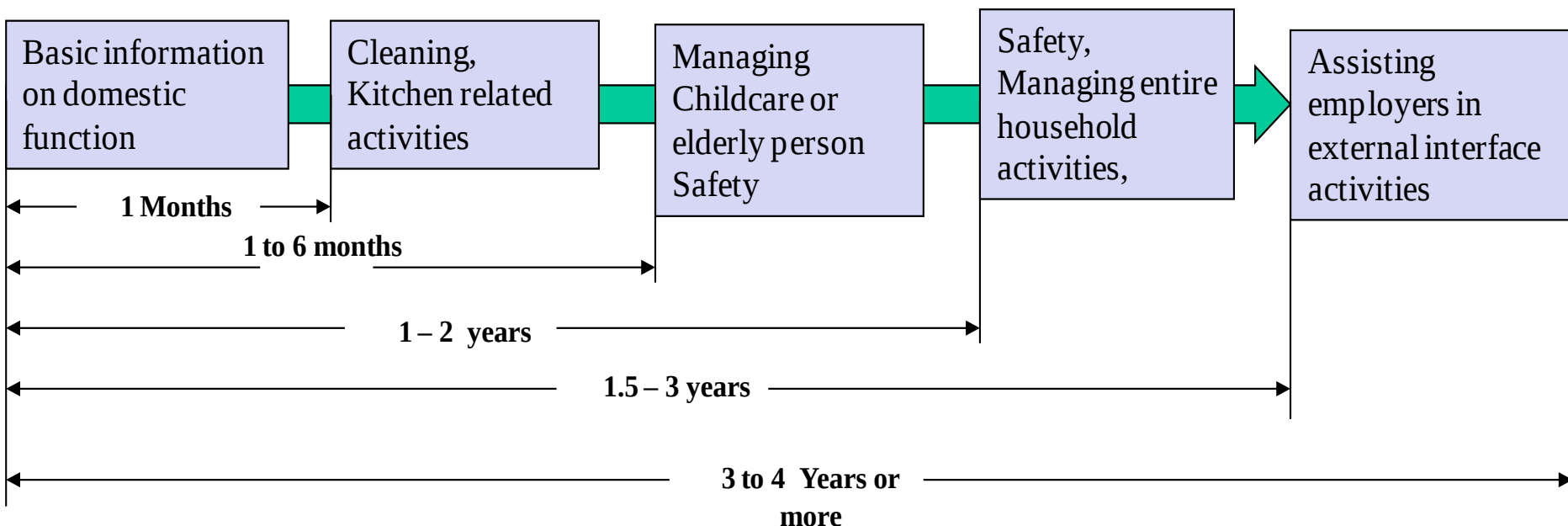


Safety



Typical Skills Progression of DWs

Progress of unskilled domestic workers



Wages and type of activities

Salary Drawn	Type of activities undertaken
< 500	▪ Cleaning Utensils, ▪ Cleaning of Rooms / bathroom
500 - 1000	▪ Cleaning Utensils ▪ Rooms / bathroom ▪ Buying household items
1000 - 2000	▪ Assistance in preparation of food, cooking and serving of food ▪ Cleaning Utensils ▪ Cleaning of Rooms / bathroom
2000 - 3000	▪ Complete management of kitchen related activities ▪ Cleaning Utensils ▪ Cleaning of Rooms / bathroom ▪ Child care
> 3000	▪ Complete management of kitchen and housekeeping activities ▪ Child care or elderly care ▪ Assistance in external activities ▪ Safety of house ▪ Provide assistance to employer in day to- day activities



Challenge of skills development for Domestic Workers

- ▶ No clear, standardized skills sets identified for different tasks of domestic workers
- ▶ Limited training courses, let alone the government approved training programmes for domestic workers
- ▶ Limited number of training providers, and trainers
- ▶ Lack of training and learning materials
- ▶ Low education level of many of domestic workers
- ▶ Lack of awareness



Skills for domestic workers / household assistants (India)



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- ▶ Skills development is not only an integral part of employment and productivity strategies, but is also a catalyst for:
 - ▶ Raising the status of domestic workers as a recognized and skilled occupation
 - ▶ Promoting their basic labour rights and social security

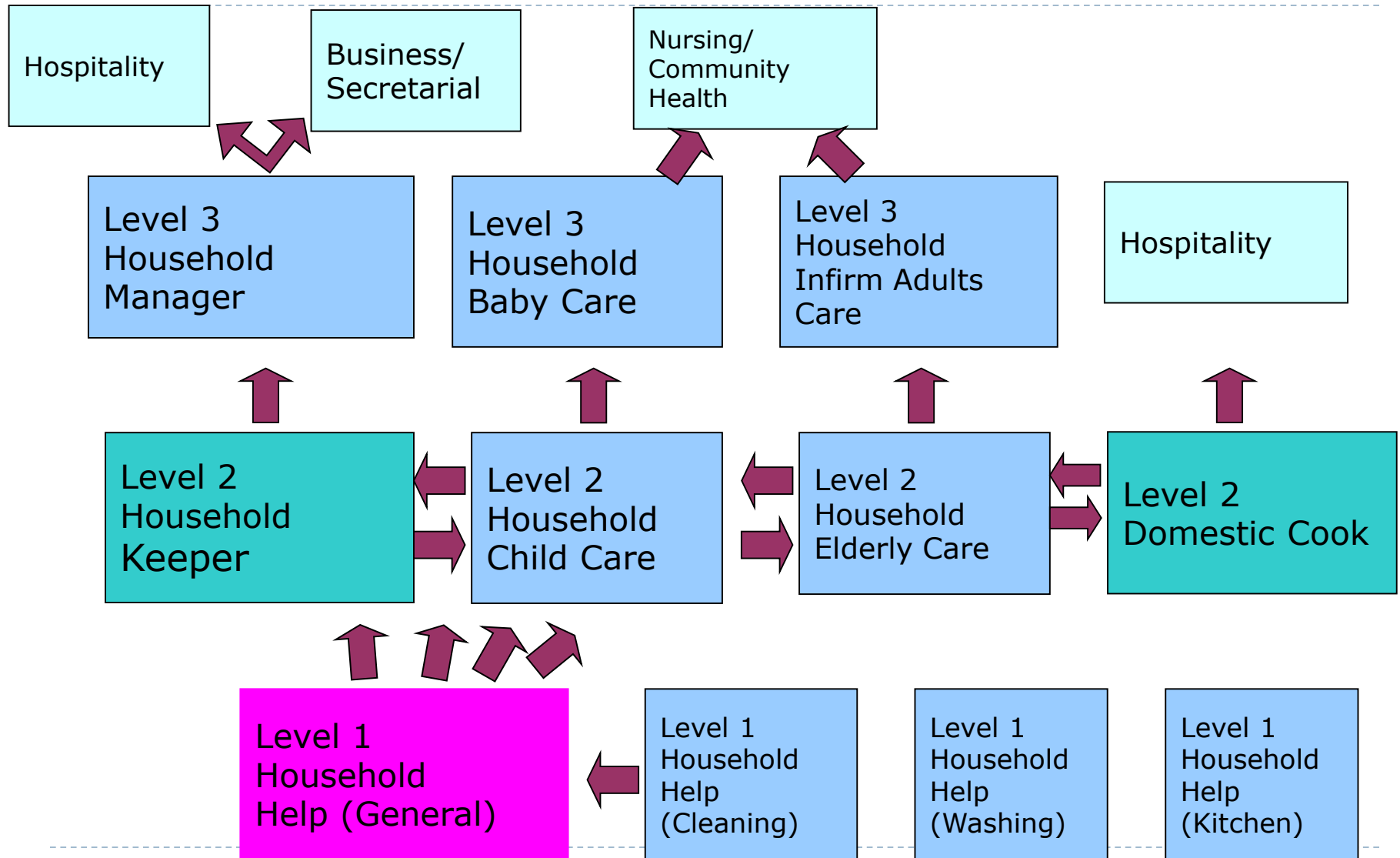


Project elements

- ▶ Part of the government programme
- ▶ Provision of 'quality' training
 - ▶ Skills mapping surveys
 - ▶ Training module and materials development
 - ▶ Training of trainers & Creation of a quality VTPs network
- ▶ Official assessment and certification of skills (by MoLE)
- ▶ Awareness raising
- ▶ Promoting employability and marketability of trained domestic workers
 - ▶ *Database AND Skill card system*
- ▶ Skills as an entry point to decent work
 - ▶ Plans to develop a “society” for domestic workers

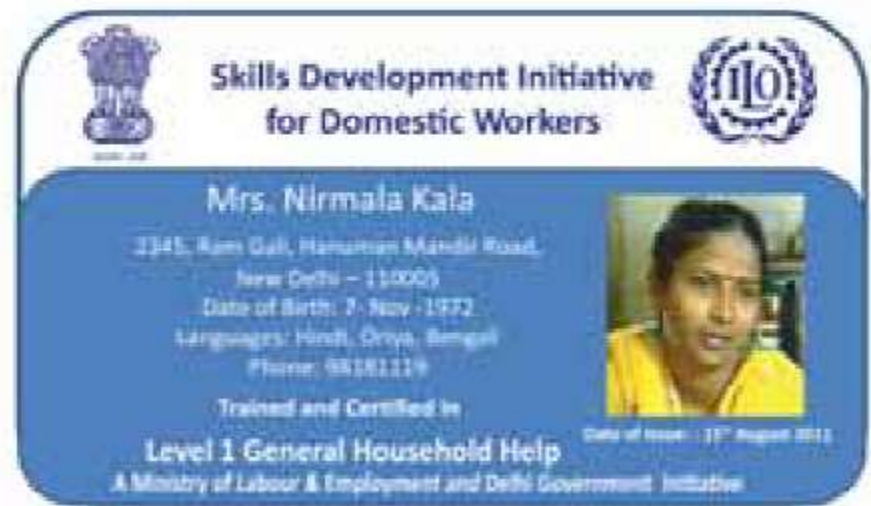


Career Paths and levels of skills within domestic work



Skill Card System

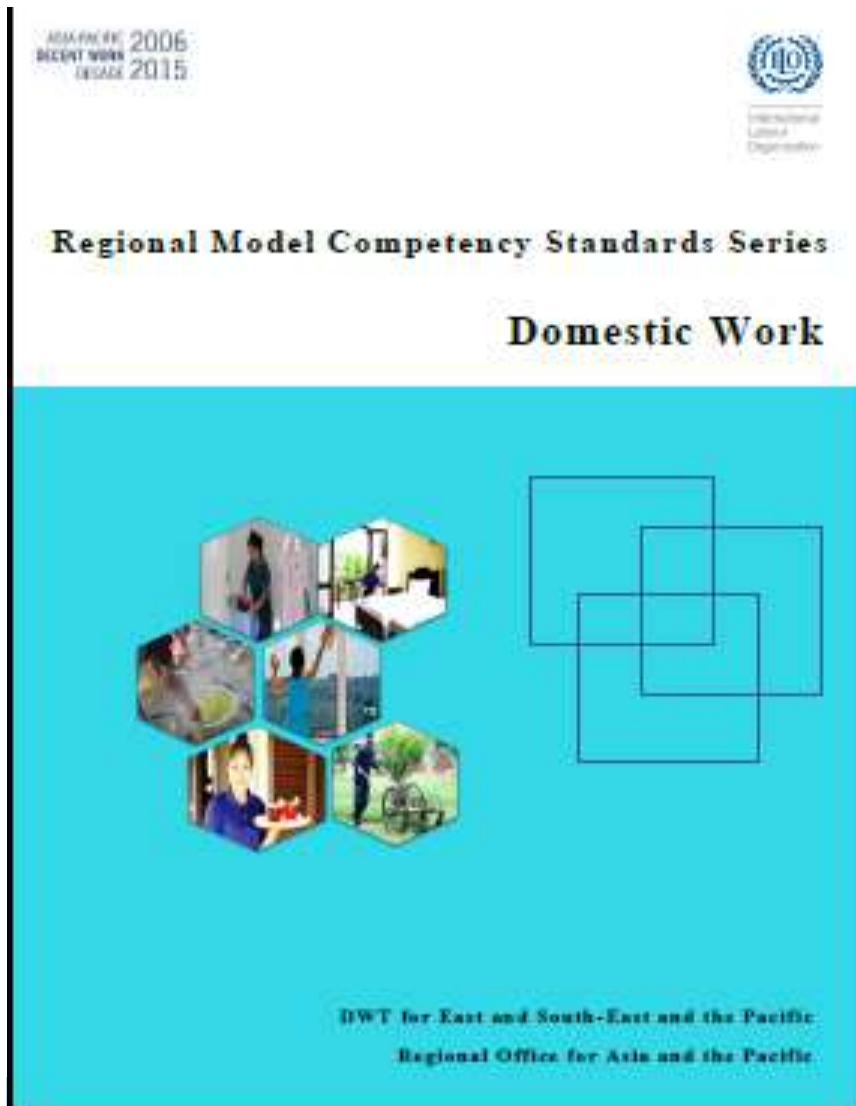
- A combination of 1) the 'central depository' of trained/certified domestic workers; & 2) a skill card which is issued to a trained domestic worker
- ▶ It allows:
 - ▶ an instant access to a skill set of the domestic worker, and verification on-line;
 - ▶ access to information about training programme, and ask queries about recruiting trained workers;
 - ▶ tracking trainees in terms of training and employment status;
 - ▶ Monitor the progress and assess the impact of training



Outcomes (Now and then)

- ▶ Awareness raised
 - ▶ Pilot training implemented
 - ▶ 500 trainees certified.
 - ▶ Skills/competency standards & training modules developed,
 - ▶ Strengthened VTPs
 - ▶ ‘Institutionalization’ was achieved partially
 - ▶ Expansion hampered by lack of funds but
 - ▶ Now Sector Skills Council for DW set up
 - ▶ Led to RMCS (Regional Model Competency Standards) for domestic workers
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RMCS –Domestic Work



- RMCS as a set of benchmarks that define skills, knowledge and attributes to perform the work
- Developed as a basis for national standards and regional reference points
- Drawn from relevant national competencies from Australia, India, New Zealand, Philippines and Sri Lanka
- Validated by the delegations from 8 countries

RMCS –Domestic Work

► Functional Area

- A. Core competencies
- B. Domestic cleaning and basic housekeeping
- C. Cooking and food handling
- D. Care for infants and children
- E. Care for elderly people
- F. Care for household pets and plants

- Inclusion of Core Competencies

- ‘Green skills & awareness’ integrated through vocational competencies
- Validated by the delegations from 8 countries



Six areas of Core Competencies

1. Communicate effectively in a domestic work environment
2. Work in a socially and culturally diverse workplace
3. Maintain health, safety and security in a domestic work environment
4. Plan, organize and manage own work
5. Undertake calculations relevant to domestic work
6. Use a language other than the local language to communicate in a domestic work setting





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THANK YOU

For further information:

Akiko Sakamoto

Skills Development and Employability Specialist

sakamoto@ilo.org