

# **A National Study on challenges and Opportunities for Sri Lankan NVQ Holders in Securing Caregiver Employment Abroad**



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## Abstract

Recent years have seen a significant rise in demand for caregiver services in foreign labor markets, driven by demographic shifts, increased life expectancy, and evolving family structures. However, accessing these caregiver positions is influenced by a myriad of factors that extend beyond mere qualifications. This abstract explores the multifaceted dynamics shaping the accessibility of caregiver jobs in foreign labour markets.

Regulatory frameworks, immigration policies, language proficiency, cultural competency, educational qualifications, and professional certifications are all important considerations when applying for caregiver positions. Regulatory frameworks differ significantly across countries, influencing the recognition of foreign qualifications and the licensure process for caregivers. Immigration policies frequently dictate the eligibility criteria for work visas and residency permits, creating barriers or opportunities for foreign caregivers seeking employment.

Language proficiency emerges as an important determinant because effective communication is essential in caregiving roles. Additionally, cultural competency is critical in understanding and meeting the diverse needs of care recipients and their families. Educational qualifications and professional certifications not only improve competency, but also increase marketability and trustworthiness in the foreign labour market.

Aside from these formal requirements, social networks, recruitment agencies, and personal referrals have a significant impact on access to caregiver jobs. Discriminatory practices based on gender, race, ethnicity, and nationality exacerbate the difficulties encountered by aspiring caregivers, particularly those from marginalized communities.

Furthermore, economic factors such as wages, benefits, and job security affect the attractiveness of caregiver positions in the foreign labour market. Caregivers frequently face precarious employment conditions, such as long hours, limited benefits, and inadequate legal protections.

In brief, finding caregiver jobs in foreign labour markets is a complex process influenced by a variety of regulatory, socio-cultural, economic, and personal factors. Addressing access barriers requires concerted efforts from policymakers, employers, advocacy groups, and the caregiver community to foster inclusivity, equity, and dignity within the caregiving profession on a global scale. The demand for skilled caregivers in foreign labour markets has grown substantially due to global demographic changes, an aging population, and evolving family structures, creating both opportunities and challenges for workers from developing countries. This study aims to explore the barriers and opportunities faced by Sri Lankan National Vocational Qualification (NVQ) holders in securing employment as caregivers in international settings. The research adopts a mixed-methods approach, utilizing both quantitative and qualitative data collection techniques. Surveys were distributed to a representative sample of NVQ-certified caregivers, while structured interviews were conducted with key stakeholders, including training providers, recruitment agencies, and employment facilitators. The quantitative data were analyzed using descriptive statistics and regression models, while the qualitative data were subjected to thematic analysis to identify key trends and narratives.

The findings highlight that access to foreign caregiver positions is heavily influenced by a combination of regulatory, socio-cultural, economic, and individual factors. Regulatory frameworks such as recognition of foreign qualifications, licensure requirements, and varying visa policies play a crucial role in shaping employment prospects. For example, stringent licensure procedures in Japan and complex visa regulations in European countries present significant barriers to Sri Lankan caregivers. Meanwhile,

some Middle Eastern countries have more lenient regulatory requirements but pose challenges related to language barriers and cultural adaptation. Language proficiency and cultural competence are emphasized as critical skills for successful integration into caregiving roles, especially in countries where effective communication and sensitivity to cultural norms are valued.

Economic considerations, such as the cost of living in host countries and variations in wage structures, further affect the attractiveness of these opportunities. Additionally, informal factors, including personal networks, social connections, and support from recruitment agencies, often determine the extent to which caregivers can navigate the complex employment landscape. Discriminatory practices based on nationality, ethnicity, and gender can exacerbate the difficulties encountered by Sri Lankan caregivers, particularly in regions with rigid socio-cultural hierarchies.

This research underscores the need for collaborative efforts from policymakers, training institutions, and industry stakeholders to address these challenges. Policy recommendations include enhancing language training, creating pathways for the recognition of Sri Lankan caregiving qualifications abroad, and establishing support networks for caregivers through consular services and migrant resource centers. By addressing these barriers and optimizing the training and recruitment processes, Sri Lankan NVQ holders can be better positioned to leverage the growing demand for caregiving services in international labour markets.

## **Abbreviations**

NVQ - National Vocational Qualification

TVEC - Tertiary and Vocational Education Commission

CBT - Competency Based Training

RPL - Recognition of Prior Learning

EBT - Enterprise Based Training

FLM - Flexible Learning Mode

NCS - National Competency Standards

ICTA - Information and Communication Technology Authority

# Table of Contents

CHAPTER ONE .....	1
1.0 INTRODUCTION .....	1
1.1 Background of the study .....	1
1.2 Research Problem.....	2
1.3 Rationale .....	3
1.4 Objectives.....	4
1.5 Hypothesis .....	4
CHAPTER TWO.....	5
2.0 LITERATURE REVIEW.....	5
CHAPTER THREE.....	7
3.0 RESEARCH METHODOLOGY .....	8
Conceptual Framework.....	8
Data Collection .....	8
Sampling Methods .....	8
Data Analysis.....	8
3.1 Pilot Test .....	9
CHAPTER FOUR.....	10
FINDINGS, RESULTS AND ANALYSIS .....	10
4.0 INTRODUCTION .....	11
4.1 Characteristics of the Sample .....	11
Demographic variables .....	11
4.1.1 Respondent Language .....	11
4.1.2 Age.....	12
4.1.3 Gender.....	13
4.1.4 Residential District.....	14
4.1.5 Ethnicity .....	15
4.1.6 Vocational/ Professional Qualification.....	17
4.1.7 Language Proficiency.....	17
4.1.8 Marital Status .....	19
4.1.9 Respondent Income Level.....	20
4.1.10 Spouse Income Level.....	21
4.1.11 Rout of the Caregiver NVQ Certificate obtained .....	22
4.1.12 Are working as a Caregiver? .....	23
4.1.13 Are you working in abroad?.....	24
4.1.14 Occupation before went to abroad.....	25
4.1.15 Country where Caregiver NVQ holders works .....	26
4.1.16 What is the most affected factor for secure job in abroad when working in abroad as a Caregiver? .....	27
4.1.17 Are you satisfied with your job? .....	29
4.1.18 Do you recommend NVQ for foreign employment?.....	30
4.1.19 Working Status.....	31
4.1.20 Did you attempt to go abroad as a “Caregiver”? .....	32
4.1.21 What important factors blocked you from securing a job abroad? .....	33
4.1.22 Are you still trying to go abroad as caregiver employee? .....	34
4.1.23 Current working status .....	34
4.1.24 If you are an “Employee”, what is your present designation level? .....	35
4.1.25 Did you attempt to go abroad as a “Caregiver”? .....	35
4.1.26 Important factors blocked you from securing a job abroad .....	36
4.1.27 Are you still trying to go abroad as caregiver employee? .....	37
4.1.28 Country that staying currently.....	38
4.1.29 Country that staying currently.....	38
4.1.30 Are you currently working? .....	39
4.1.31 Working Status.....	40
4.1.32 Working positions .....	40
4.1.33 Did you attempt to go abroad as a “Caregiver”? .....	41
4.1.34 Are looking for a Caregiver job in abroad?.....	42
4.1.35 Why did you obtain NVQ certificate for caregiver? .....	43
4.1.36 Most important factor blocked you from securing a job abroad.....	44
4.1.37 Are you still trying to go abroad?.....	45
4.2 Reliability Analysis .....	46
4.2.1 Reliability Analysis.....	46
4.3 Analysing of Mean .....	47

4.3.1	Caregivers that working in abroad.....	47
4.3.2	Caregivers that not working in abroad.....	49
4.3.3	Caregiver NVQ holders that not Working as a Caregiver .....	51
4.4	ANALYZING RESPONSES FROM THE CAREGIVER TRAINING PROVIDERS .....	53
4.4.1	Details of the institutes who responded for the survey is as follows; .....	53
4.4.2	Number of applications received for Caregiver NVQ level 03 courses in 2020, 2021, 2022 and 2023 54	54
4.4.3	No. of students enrolled in 2020, 2021, 2022 and 2023 .....	54
4.4.4	No. of students completed in 2020, 2021, 2022 and 2023.....	55
4.4.5	No. of students obtained NVQ certificates in 2020, 2021, 2022 and 2023.....	55
4.4.6	No. of NVQ certificate holders secured a job and went abroad .....	56
4.4.7	No. of NVQ certificate holders working in Sri Lanka as a caregiver .....	56
4.4.8	Overall Status of NVQ Caregiver holders .....	57
4.4.9	Why did you commence Caregiver course at your center? .....	58
4.4.10	What mechanism do you utilize for forwarding to foreign jobs? .....	59
4.4.11	What other facilities do you provide for finding foreign jobs?.....	60
4.4.12	What do you think that caregivers were difficult to find foreign jobs? .....	61
4.5	SRI LANKAN CAREGIVERS' GRIEVANCES AND SUGGESTIONS .....	62
	CHAPTER FIVE.....	65
5.0.1	DISCUSSION .....	65
5.0.2	FURTHER DISCUSSION.....	66
1.	Caregiver Job Satisfaction .....	66
2.	Barriers to Securing Foreign Employment .....	66
3.	Financial Challenges.....	66
4.	Routes to NVQ Certification .....	66
5.	NVQ Certificate Holders in Domestic vs. International Employment.....	66
6.	Gender Disparities .....	66
7.	Income Levels and Economic Motivation .....	67
8.	Country Preferences for Employment Abroad.....	67
5.1	RECOMMENDATIONS AND CONCLUSIONS: .....	67
5.1.1	What suggestions do you have for making easier for people to find foreign jobs? .....	67
5.1.2	Further Considerations .....	71
5.2	HIGH DEMAND FOR CAREGIVERS ABROAD .....	72
5.3	LANGUAGE PROFICIENCY AS A BARRIER.....	72
5.4	FINANCIAL SUPPORT FOR CAREGIVER ASPIRANTS .....	72
5.5	STREAMLINED JOB PLACEMENT PROCESS .....	72
5.6	ADDRESSING DOMESTIC CAREGIVER NEEDS.....	73
5.7	FURTHER RECOMMENDATIONS.....	73
5.7.1	Recommendations for Career Guidance Institutes .....	73
5.7.2	Recommendations for Policymakers.....	74
5.7.3	Recommendations for Public Awareness Efforts.....	74
5.7.4	Recommendations for Vocational Training Institutes.....	75
6.0	CONCLUSION .....	77

## List of Tables

Table 3. 1: Cronbach's Alpha for Research Variables .....	10
Table 4.1. 1 – Respondent Language .....	12
Table 4.1. 2 – Age group .....	13
Table 4.1. 3 – Gender .....	14
Table 4.1. 4 – Residential District .....	15
Table 4.1. 5 – Ethnicity .....	16
Table 4.1. 6. – Vocational/ Professional Qualification .....	17
Table 4.1. 7 – Language Proficiency .....	18
Table 4.1. 8 – Marital Status .....	19
Table 4.1. 9 – Respondent Income Level .....	20
Table 4.1. 10 – Spouse Income Level .....	21
Table 4.1. 11 – Route of the Caregiver NVQ certificate obtained .....	22
Table 4.1. 12 – Are you working as a Caregiver? .....	23
Table 4.1. 13 – Are you working in abroad? .....	24
Table 4.1. 14 – Occupation before went to abroad.....	25
Table 4.1. 15 - The country where Caregiver NVQ holder works .....	26
Table 4.1. 16 – Most affected factor for secure job in abroad when working in abroad as a Caregiver ...	27
Table 4.1. 17 - Are you satisfied with your job? .....	29
Table 4.1. 18 – Do you recommend NVQ for foreign employment? .....	30
Table 4.1. 19 – Working status.....	31
Table 4.1. 20 – Did you attempt to go as a Caregiver? .....	32
Table 4.1. 21 - Important factor blocked you from securing a job abroad .....	33
Table 4.1. 22 - Are you still trying to go abroad as a Caregiver employee? .....	34
Table 4.1. 23 – Current working status .....	34
Table 4.1. 24 – If you are an “Employee”, what is your present designation level? .....	35
Table 4.1. 25 - Did you attempt to go abroad as a “Caregiver”? .....	35
Table 4.1. 26 –Important factor blocked you from securing job abroad .....	36
Table 4.1. 27 – Are you still trying to go abroad as caregiver employee? .....	37
Table 4.1. 28 - Country that staying currently .....	38
Table 4.1. 29 - Country that staying currently .....	38
Table 4.1. 30- Are you doing a job currently?.....	39
Table 4.1. 31 – Working Status .....	40
Table 4.1. 32 – Working positions .....	40
Table 4.1. 33 – Did you attempt to go abroad as a Caregiver?.....	41
Table 4.1. 34 – Are you looking for a Caregiver job in abroad? .....	42
Table 4.1. 35 – Why did you obtain NVQ certificate for Caregiver?.....	43
Table 4.1. 36 - Most important factor blocked you from securing a job abroad .....	44
Table 4.1. 37 – Are you still trying to go abroad?.....	45
Table 4.2. 1 – Reliability analysis .....	46
Table 4.3.1. 1– Test statistics .....	47
Table 4.3.1. 2 – Test statistic for job satisfaction .....	47
Table 4.3.1. 3- Test statistic for recommending NVQ .....	47
Table 4.3.2. 1- Test statistic.....	49
Table 4.3.2. 2 – Test statistic for previous attempting to go abroad.....	49
Table 4.3.2. 3 – Test statistic for attempting to go abroad .....	49
Table 4.3.3. 1 – Test Statistic .....	51
Table 4.3.3. 2 – Test Statistic for previous attempting to go abroad.....	51
Table 4.3.3. 3 – Test Statistic for attempting to go abroad.....	51
Table 4.4. 1- Details of the respondents .....	53
Table 4.4. 2 - Number of applications received for Caregiver NVQ level 03 courses in 2020, 2021, 2022 and 2023 .....	54



Table 4.4. 3- No. of students enrolled in 2020, 2021, 2022 and 2023.....	55
Table 4.4. 4 - No. of students completed in 2020, 2021, 2022 and 2023 .....	55
Table 4.4. 5 - No. of students obtained NVQ certificates in 2020, 2021, 2022 and 2023.....	56
Table 4.4. 6 - No. of certificate holders secured a job and went abroad .....	56
Table 4.4. 7 - No. of NVQ certificate holders working in Sri Lanka as a caregiver .....	56
Table 4.4. 8 - Overall status of NVQ Caregiver holders .....	57
Table 4.4. 9 - Why did you commence Caregiver courses at your centre? .....	58
Table 4.4. 10 - What mechanism do you utilize for forwarding to foreign jobs?.....	59
Table 4.4. 11- What other facilities do you provide for finding foreign jobs?.....	60
Table 4.4. 12 - What do you think that caregivers were difficult to find foreign jobs?.....	61
Table 4.4. 13 – Summary of Working Status .....	69

## List of Figures

Figure 3.4. 1 : Conceptual Framework .....	9
Figure 4.1. 1 – Respondent Language .....	12
Figure 4.1. 2 – Age group.....	13
Figure 4.1. 3 – Gender.....	14
Figure 4.1. 4 – Residential District.....	15
Figure 4.1. 5 – Ethnicity .....	16
Figure 4.1. 6 – Vocational/ Professional Qualification .....	17
Figure 4.1. 7 – Language Proficiency.....	18
Figure 4.1. 8 – Marital Status .....	19
Figure 4.1. 9 – Respondent Income Level.....	20
Figure 4.1. 10 – Spouse Income Level .....	21
Figure 4.1. 11 – Route of the Caregiver NVQ certificate obtained .....	23
Figure 4.1. 12 – Are you working as a Caregive?.....	24
Figure 4.1. 13 – Are you working in abroad?.....	25
Figure 4.1. 14 – Occupation before went to abroad .....	26
Figure 4.1. 15 - The country where Caregiver NVQ holder works .....	27
Figure 4.1. 16 – Most affected factor for secure job in abroad when working in abroad as a Caregiver ..	28
Figure 4.1. 17- Are you satisfied with your job?.....	29
Figure 4.1. 18 - Do you recommend NVQ for foreign employment? .....	30
Figure 4.1. 19 – Working status .....	31
Figure 4.1. 20 – Did you attempt to go as a Caregiver? .....	32
Figure 4.1. 21 - Important factor blocked you from securing a job abroad .....	33
Figure 4.1. 22 - Are you still trying to go abroad as a Caregiver employee? .....	34
Figure 4.1. 23 – Current working status .....	34
Figure 4.1. 24 – If you are an “Employee”, what is your present designation level? .....	35
Figure 4.1. 25 - Did you attempt to go abroad as a “Caregiver”? .....	36
Figure 4.1. 26 –Important factor blocked you from securing job abroad .....	36
Figure 4.1. 27 – Are you still trying to go abroad as caregiver employee? .....	37
Figure 4.1. 28 - Country that staying currently .....	38
Figure 4.1. 29 - Country that staying currently .....	39
Figure 4.1. 30 - Are you doing a job currently? .....	39
Figure 4.1. 31- Working Status .....	40
Figure 4.1. 32 – Working Positions.....	41
Figure 4.1. 33 – Did you attempt to go abroad as a Caregiver? .....	42
Figure 4.1. 34 – Are you looking for a Caregiver job in abroad?.....	42
Figure 4.1. 35 – Why did you obtain NVQ certificate for Caregiver? .....	43
Figure 4.1. 36 - Most important factor blocked you from securing a job abroad .....	44
Figure 4.1. 37 – Are you still trying to go abroad?.....	45
Figure 4.3.1 1 – Histogram for job satisfaction .....	48
Figure 4.3.1 2 - Test statistic for recommending NVQ .....	48
Figure 4.3.2. 1 – Histogram for previous attempting to go abroad .....	50
Figure 4.3.2. 2 - Histogram for attempting to go abroad .....	50

Figure 4.3.3. 1 – Histogram for previous attempting to go abroad .....	51
Figure 4.3.3. 2 – Histogram for attempting to go abroad .....	52
Figure 4.4.9 1- Why did you commence Caregiver courses at your centre? .....	58
Figure 4.4.10. 1 - What mechanism do you utilize for forwarding to foreign jobs? .....	59
Figure 4.4.11. 1 - What other facilities do you provide for finding foreign jobs?.....	60
Figure 4.4.12. 1- What do you think that caregivers were difficult to find foreign jobs? .....	62

# CHAPTER ONE

## 1.0 Introduction

### 1.1 Background of the study

A caregiver is an individual who assists another person, often referred to as a client or care recipient, with their activities of daily living (ADLs) and instrumental activities of daily living (IADLs). ADLs typically include basic self-care tasks such as bathing, dressing, grooming, toileting, mobility, and feeding. IADLs encompass more complex activities necessary for independent living, such as meal preparation, housekeeping, and transportation, managing medications, and handling finances.

Caregivers provide essential support to individuals who may have difficulty performing these tasks independently due to aging, illness, disability, or other limitations. Caregiving can take place in diverse environments, including the client's home, assisted living facilities, nursing homes, and hospitals.

In addition to assisting with ADLs and IADLs, caregivers often provide emotional support, companionship, and supervision to ensure the safety and well-being of their clients. They may also coordinate healthcare services, communicate with healthcare providers, and advocate for their clients' needs and preferences.

Caregiving can be performed by family members, friends, volunteers, or paid professionals, depending on the circumstances and resources available. Regardless of the caregiver's relationship to the care recipient or their employment status, the primary goal remains to enhance the client's quality of life and promote their independence and autonomy to the greatest extent possible.

In providing health care to the people at the institutional level or community level, there are various sectors involved in the process. Screening, investigating, diagnosing, and treating people are the basic areas in the health sector as far as patient care is concerned. The most critical or the most sensitive step of this health care system is at the contact point of the patient/ client. The caregiver is involved at this contact point, where there is a need for health care providing which is initiated by the doctors and nurses and the reception of it by the nurses. Therefore, the need for such service could be considered essential in providing a better life to humans of every age limit.

The caregiver will perform as the way tunnel with exceptional health caregiving skills in national as well as international markets. The salaries of caregivers in the international markets are at a much higher range when compared to other similar professions nationally as well as internationally.

Caregiving can affect the caregiver's life in a myriad of ways including his/her ability to work, engage in social interactions and relationships, and maintain a good physical and mental health. Caregiving also can bring great satisfaction and strengthen relationships, thus enhancing the caregivers' quality of life. As the population ages and disability worsens, it is critical to understand the physical and mental health burden on caregivers, the range of tasks caregivers may perform, and the societal and economic impacts of long-term chronic diseases or disability.

The elderly population in world is growing rapidly. Elders are traditionally cared for in the homes of their adult children, but the shifting socio-economic environment in the world challenges this arrangement. Discussion guide topics included in caregiving arrangements, and roles/responsibilities of elders and caregivers. Using a grounded theory approach, a comprehensive analytic memo was developed and discussed to explore emerging themes on the caregiver dynamic. Both elders and caregivers felt that elders should be taken care of in their own home by their children. They pointed to a sense of duty and role modelling of parental caregiving that is passed down through generations. Even as elders desired support from their children, they feared losing their independence, and saw financial

autonomy as important for maintaining relationship balance. Caregiving challenges included households where both the adult child and his/her spouse worked outside the home, households where elders had a disproportionate amount of household work, economically stressed households, and lack of direct communication between elders and caregivers regarding conflicts. Results point to strong values around caring for elderly in the home, but identify challenges to this arrangement in the future.

Caregivers play a critical role in supporting individuals who require assistance with daily living activities due to age, illness, disability, or other limitations. According to the World Health Organization (WHO), caregivers are defined as individuals who assist another person with essential daily living activities such as bathing, dressing, grooming, mobility, meal preparation, and managing medications (WHO, 2021). Caregiving can take place in various settings, including the client's home, assisted living facilities, nursing homes, or hospitals, depending on the nature and level of care required.

The demand for caregiver services has been on the rise globally, driven by demographic shifts and a rapidly aging population. By 2050, the number of individuals aged 60 and above is projected to reach 2.1 billion, nearly doubling from 962 million in 2019 (United Nations, 2019). This demographic shift has created a substantial demand for professional caregivers, particularly in high-income countries facing a shortage of skilled care workers. As a result, the caregiving profession is becoming increasingly globalized, with workers from developing countries, such as Sri Lanka, seeking employment opportunities abroad to fill these gaps.

In this context, Sri Lankan National Vocational Qualification (NVQ) holders represent a significant pool of potential caregivers for the international labour market. However, their ability to secure employment abroad is often hampered by various barriers, including regulatory challenges, language proficiency, and lack of recognition of their qualifications. This study aims to investigate the barriers and opportunities faced by Sri Lankan NVQ holders in accessing caregiver positions abroad, providing insights into how these challenges can be mitigated to enhance employment outcomes for skilled Sri Lankan caregivers.

By examining the regulatory frameworks, immigration policies, and socio-economic factors that influence the employability of Sri Lankan caregivers, this research seeks to contribute to a better understanding of the global caregiving labour market and the potential pathways for Sri Lankan workers. The findings of this study are expected to inform policymakers, training institutions, and recruitment agencies on strategies to improve the competitiveness and mobility of Sri Lankan caregivers, thereby ensuring that the country's skilled workforce can access the growing opportunities in the global caregiving sector.

## **1.2 Research Problem**

The global demand for caregivers has been increasing significantly due to demographic changes such as population aging, increasing life expectancy, and a decline in informal caregiving arrangements. According to the United Nations, the number of individuals aged 60 and above is expected to nearly double from 962 million in 2019 to 2.1 billion by 2050 (United Nations, 2019). In response, many developed countries are experiencing a critical shortage of skilled caregivers, making caregiving one of the fastest-growing sectors within the healthcare and social services industries. As a result, caregiver programmes have become a key focus area within vocational training systems worldwide, including in Sri Lanka.

In the Sri Lankan context, the National Vocational Qualification (NVQ) framework has introduced specialized training programmes to prepare individuals for employment as professional caregivers both locally and internationally. However, despite the issuance of over 19,500 NVQ certificates in caregiving-related fields by 2023, a significant number of certificate holders struggle to secure employment abroad (Tertiary and Vocational Education Commission, 2023). This mismatch suggests the presence of barriers hindering the effective translation of caregiving qualifications into job opportunities in foreign labour markets.

This study seeks to address a critical gap in knowledge regarding the specific factors that impede Sri Lankan NVQ holders from securing caregiver positions abroad. While previous research has broadly highlighted challenges such as language barriers, recognition of qualifications, and visa regulations, there is limited empirical evidence on how these barriers specifically affect Sri Lankan caregivers. Understanding these dynamics is essential to inform policy and improve the employability of NVQ certificate holders in international caregiving markets.

### 1.3 Rationale

The rationale for this research stems from the increasing interest among Sri Lankans in pursuing foreign employment as professional caregivers, coupled with the ongoing efforts by training institutions and policymakers to enhance the country's vocational training standards. Despite these efforts, there is a lack of systematic studies that examine the barriers and opportunities for Sri Lankan NVQ holders in securing employment in international caregiving markets. Identifying these challenges is critical, as it will enable training providers and regulatory bodies to adapt their programmes and support services to better meet the needs of NVQ holders.

The study is particularly important for three key reasons. First, it aims to provide evidencebased insights into the factors that influence the employability of Sri Lankan NVQcertified caregivers abroad, including regulatory, socio-cultural, and economic aspects. Second, it intends to highlight the role of training providers in shaping employment outcomes by exploring the linkages and support services they offer to facilitate foreign job placements. Finally, the findings are expected to inform strategies for improving the alignment of NVQ training programmes with international caregiving standards, thereby enhancing the mobility and competitiveness of Sri Lankan caregivers.

Overall, the study aims to contribute to the broader discourse on vocational training and international labour mobility by providing actionable recommendations for strengthening the pathways to foreign employment for Sri Lankan caregivers. This study seeks to enhance the alignment of vocational training with global caregiving demands and improve access to international job opportunities for NVQ holders. By addressing these issues, the research hopes to bridge the gap between training outcomes and employment opportunities, ensuring that Sri Lanka's vocational education system can effectively respond to the growing global demand for skilled caregivers.

#### Number of NVQ Certificates Issued by Occupation

From January 1, 2011, to November 30, 2023

Description	Total
Caregiver (Elder- N85S022*)	175
Child Caregiver (N85S024*)	1,532
Care Giver (N85S010*)	8,149
Care Giver (N85S015*)	8,138
General Child Care (N85S018*)	1,094
Elder Care Assistant (N85S016*)	114
Child Care Center Operations (N85S021*)	364
<b>Total no. of NVQ certificates</b>	<b>19,566</b>

Source: TVEC database, \* NCS code

As per the TVEC database, 19,566 NVQ certificates have been issued ranging from NVQ level 02 to 04 and most of them have obtained NVQ level 03.

In the National Vocational Qualification (NVQ) framework, the National Competency Standards (NCS), the base document of the NVQ, is the tool to identify the competencies to be acquired to practice or engage in a certain occupation in industry and also assess candidates.

In Sri Lanka, there are four (04) routes to obtain NVQ level 1-4 certificates:

1. Following a Competency Based Training (CBT) programme at an accredited training institute.
2. Recognition of Prior Learning (RPL) – Where candidate already employed and practicing the occupation.
3. Undergoing an Enterprise Based Training (EBT) through NAITA – Where a person joins as an apprentice and undergo basic and establishment based training
4. Flexible Learning Mode (FLM) - Where a full- time employee can follow modular based training programme in a flexible time duration and achieve unit/ micro qualification thereby he/she can obtain full NVQs (This is a new concept introduced by the TVEC)

In the above, the CBT mode has become trending model for Sri Lankans who eager to abroad to follow a part-time training programme while working. Since 2021, there are many new training institutes have emerged in Sri Lanka targeting to deliver training programmes in Care Giving and most of the training programmes have also been accredited. (The details will be produced in the main report). Many Sri Lankans are being following these training programmes spending huge amount of money for a short part-time training programme. The TVEC receives information that there are training institutes which offer training programmes without being registered with the TVEC which is mandatory quality assurance requirement. Nevertheless, Sri Lankans are going abroad with or without a proper qualification required for a “Caregiver” and number of departures is increasing rapidly.

However, obtaining a reliable statistics on how many Sri Lankans have left the country for employment as “Caregivers” is lacking and a challenging task. The TVEC, being a regulatory body of the TVET sector, it is paramount important to identify that the number of people who have obtained the Caregiver NVQ certificate, and have found work in another country or Sri Lanka. Since, there is local and global demand for “Caregivers”, the “Caregiver” programme has become the topmost socially demanded programme in the Sri Lanka’s context. Thus, the programme advantages and disadvantages need to be identified through this study.

## 1.4 Objectives

The aim of this study is to examine whether the NVQ certificate holders have secured employment as caregivers in the international labor market. . Further, study will also find whether certificate holders are now practicing as “Care Givers” in Sri Lanka and aiming to abroad. This study will find Sri Lankan who have attempted to go abroad and unable to secure an opportunity.

The objectives of the study are as follows:

1. To categorize the types of training providers and training methods that contribute to successful foreign job placements for NVQcertified caregivers.
2. To examine the factors influencing the employability of NVQ certificate holders in securing caregiver positions in international labour markets.
3. To identify specific barriers that hinder NVQ holders from accessing caregiver employment opportunities abroad.
4. To analyze the linkages and support services offered by training providers to facilitate the overseas employment of NVQ-qualified caregivers.

## 1.5 Hypothesis

H0: There are no significant factors that effect to secure a foreign job for Caregivers.

H1: There are significant factors that effect to secure a foreign job for Caregivers.

## CHAPTER TWO

### 2.0 Literature Review

Factors affecting access to caregiver jobs in the foreign labour market have been studied extensively in past literature. Here are some key factors identified in the literature, along with references to relevant studies:

1. **Language Proficiency-**

Studies have shown that language proficiency is crucial for accessing caregiver jobs in foreign labour markets. Caregivers who are fluent in the language spoken in the destination country have better job prospects and opportunities for integration into the workforce (Tomaskovic-Devey, 1993).

Reference: Tomaskovic-Devey, D. (1993). *Gender and Racial Inequality at Work: The Sources and Consequences of Job Segregation*. Cornell University Press.

2. **Education and Training**:

Higher levels of education and specialized training in caregiving or related fields are associated with increased access to caregiver jobs abroad (Kingma, 2006).

Reference: Kingma, M. (2006). *Nurses on the Move: Migration and the Global Health Care Economy*. Cornell University Press.

3. **Legal Regulations and Immigration Policies**:

Stringent visa regulations and immigration policies can act as barriers to accessing caregiver jobs in foreign labour markets, particularly for caregivers from developing countries (Anderson & Finch, 2014).

Reference: Anderson, B., & Finch, N. (2014). *Who Cares? The Role of Immigrant Care Workers in Ageing Societies*. Policy Press.

4. **Cultural Competence and Adaptability**:

Cultural competence and adaptability are essential for caregivers to effectively navigate cultural differences and provide culturally sensitive care (Stone, 2014).

Reference: Stone, R. I. (2014). Long-Term Care for the Elderly with Disabilities: Current Policy, Emerging Trends, and Implications for the Twenty-First Century. *The Milbank Quarterly*, 82(3), 219–256.

5. **Economic Factors**:

Economic factors such as wages, benefits, and cost of living in the destination country significantly influence caregivers' decisions to seek employment abroad (Gupta & Mahajan, 2018).

Reference: Gupta, N., & Mahajan, N. (2018). Impact of Wages on Job Satisfaction and Quality of Life among Elderly Caregivers. *Indian Journal of Gerontology*, 32(3), 334–347.

6. **Support Systems and Resources**:

Access to support systems and resources, such as pre-departure training, orientation programmes, and community networks, can facilitate caregivers' transition to foreign labour markets (Kwak et al., 2019).

Reference: Kwak, J., Kim, S., & Kim, K. (2019). A Study on the Factors Affecting the Job Satisfaction of Elderly Care Workers: Focusing on the Effect of Pre-service Education and Job Training Programmes. *Journal of the Korea Academia-Industrial Cooperation Society*, 20(1), 631–640.

7. **Migration policies and regulations**:

Explore the immigration policies, visa requirements, and labour laws of the host countries that may impact the recruitment and employment of caregivers. For instance, some countries have specific work permit categories for caregivers, while others may have quotas or restrictions on the number of foreign caregivers allowed.

References: Yeoh, B. S. A., & William, A. (2005). Gender and international labour migration: Malaysian demand for Filipina migrant domestic workers. *Journal of Development Studies*, 41(6), 925–946.

Williams F., & Baldwin-Edwards, M. (2011). Irregular migration and the challenge to Europe: What scope for a balanced approach? *International Journal on Multicultural Societies*, 13(1), 10-30.

### **Recruitment agencies and intermediaries:**

Examine the role of recruitment agencies and intermediaries in the caregiver job market. These entities often act as brokers between caregivers and employers, and their practices and fees may significantly impact the accessibility and working conditions of caregiver jobs.

Reference: Lan, P. (2006). Gendered migration and transnational mothering: The case of Filipina migrant workers in Taiwan. *Gender, Place & Culture*, 13(5), 555-572.

Staring, R., & Hermkens, K. (2014). The role of intermediaries in the migration of Filipina domestic workers to the Netherlands. *Population, Space and Place*, 20(3), 236-249.

### **Social networks and transnational communities:**

Analyse the impact of social networks and transnational communities on accessing caregiver jobs. These networks can facilitate the mobility of caregivers by providing information, support, and resources during the migration process.

Reference: Parreñas, R. S. (2001). *Servants of globalization: Women, migration, and domestic work*. Stanford University Press.

Mazzucato, V. (2011). The role of transnational communities in the migration process: The case of the Philippines. *Journal of Ethnic and Migration Studies*, 37(3), 435-453.

### **Working conditions and labour rights:**

Explore the working conditions and labour rights of caregivers in foreign labour markets. Factors such as wages, working hours, job security, and social protection can significantly influence the desirability and accessibility of caregiver jobs.

Reference: Anderson, B., & Shukin, K. (2003). Intimate economies: The globalization of Filipina domestic labour. *Asian and Pacific Migration Journal*, 12(1-2), 1-34.

Liu, N. F. (2015). The labour process of foreign domestic workers in Hong Kong: A case study of Filipina and Indonesian domestic workers. *Journal of Contemporary Asia*, 45(2), 255-274.

The growing demand for elder care, coupled with an aging population in many developed countries, has fueled a significant rise in the foreign caregiver market. However, access to these jobs for foreign workers is a complex issue influenced by various factors. This review explores the key themes identified in existing research on this topic.

### **Barriers to Access:**

- **Skill and Qualification Recognition:** Foreign caregiver qualifications are often not directly recognized in the host country. Bureaucratic processes for credential evaluation and additional training requirements can create hurdles [3].
- **Language Proficiency:** Effective communication is crucial for quality care. Language barriers can limit job opportunities and hinder career progression [1].
- **Immigration Policies:** Visa restrictions, quotas, and sponsorship requirements can make it difficult for foreign caregivers to enter and stay in the host country [3].
- **Discrimination and Prejudice:** Foreign caregivers may face prejudice based on race, ethnicity, or nationality, limiting their access to desirable positions [1].

### **Facilitating Factors:**

- **Government Programmes:** Initiatives promoting the recruitment and integration of foreign caregivers can ease access to jobs [3].



- **Employer Preferences:** Employers seeking qualified and reliable caregivers may be more receptive to foreign workers with relevant experience [2].
- **Social Networks and Agencies:** Established networks and recruitment agencies specializing in foreign caregivers can play a crucial role in connecting workers with employers [1].

**Additional Considerations:**

- **Working Conditions and Wages:** Job satisfaction is influenced by factors like pay, benefits, and working hours [2].
- **Social Protection:** Access to social security and healthcare is vital for the well-being of foreign caregivers [2].

## **CHAPTER THREE**

### 3.0 Research Methodology

This chapter outlines the research methodology employed to investigate the barriers and opportunities for Sri Lankan National Vocational Qualification (NVQ) holders in securing caregiver employment abroad. The methodology integrates a structured approach comprising a conceptual framework, data collection techniques, sampling strategies, and data analysis methods to ensure robust and reliable findings.

#### Conceptual Framework

The conceptual framework of this study is designed to map out the multifaceted factors influencing access to caregiver jobs in foreign labour markets. The framework categorizes the variables into distinct groups, reflecting the diverse nature of barriers and enablers impacting employment outcomes for Sri Lankan caregivers. The identified variables are divided into five main categories:

1. **Individual Characteristics:** Age, gender, marital status, educational qualifications, language proficiency, and type of NVQ certificate obtained.
2. **Legal and Regulatory Factors:** Immigration policies, visa regulations, and the recognition of foreign qualifications in destination countries.
3. **Economic Factors:** Wage levels, employment benefits, cost of living in host countries, and financial stability of the caregivers.
4. **Social and Networking Factors:** Social networks, community support systems, and presence of recruitment agencies that connect caregivers with job opportunities.
5. **Training and Support Factors:** Type of training providers (public, private, and NGO), training methods used (Competency-Based Training, Enterprise-Based Training, Recognition of Prior Learning, Flexible Learning Mode), and additional support services such as pre-departure orientation and job placement assistance.

These variables form the basis of the analysis and help in identifying the critical elements that affect the employability of Sri Lankan caregivers in international labour markets.

#### Data Collection

The study employs a mixed-methods approach, integrating both quantitative and qualitative data collection techniques to provide a comprehensive understanding of the research problem. The primary data were collected through structured questionnaires distributed to NVQ-certified caregivers and in-depth interviews with training providers, recruitment agencies, and policymakers.

1. **Quantitative Data:** A structured questionnaire was designed to capture detailed information on the demographic characteristics, employment history, job search experiences, and perceived barriers faced by NVQ certificate holders. The questionnaire included both closed-ended and Likert-scale questions to facilitate statistical analysis.
2. **Qualitative Data:** Semi-structured interviews were conducted with representatives from training institutions and recruitment agencies to gain insights into the strategies and challenges in placing NVQ holders in foreign employment. The qualitative data were analyzed using thematic analysis to identify recurring themes and patterns related to training effectiveness and job placement processes.

#### Sampling Methods

The study sample was drawn from the Tertiary and Vocational Education Commission (TVEC) database, which lists all NVQ-certified caregivers in Sri Lanka. Using a simple random sampling technique, 1,000 NVQ holders were selected from a total population of 8,760 certified caregivers to ensure a representative sample. Of the 1,000 distributed questionnaires, 818 responses were received, yielding an 81.8% response rate.

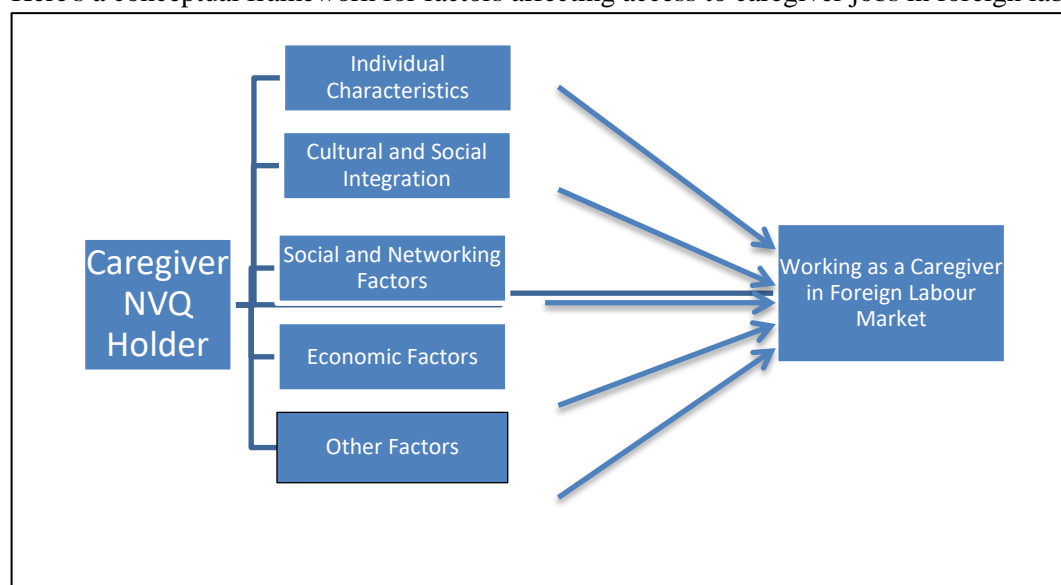
#### Data Analysis

To analyze the collected data, both descriptive and inferential statistical techniques were used:

- **Descriptive Analysis:** Descriptive statistics were employed to summarize the demographic and employment characteristics of the respondents, including age, gender, educational background, and type of NVQ certificate. Frequency distributions and cross-tabulations were used to depict the data visually.
- **Reliability Analysis:** Cronbach's Alpha was used to test the reliability of the research instrument, ensuring that the variables consistently measured the underlying constructs.
- **Hypothesis Testing:** A series of hypotheses were tested to examine the relationships between the identified variables and employment outcomes. Chi-square tests were applied to explore the associations between individual characteristics, training methods, and foreign employment status.
- **Thematic Analysis:** Qualitative data from the interviews were analyzed using thematic analysis to identify key themes related to training effectiveness, support services, and employment pathways for caregivers.

The combination of these methods provides a holistic view of the factors influencing the employability of NVQ-certified caregivers in international labour markets, offering insights for policymakers and stakeholders in vocational education.

Here's a conceptual framework for factors affecting access to caregiver jobs in foreign labour markets:



**Figure 3.4. 1 : Conceptual Framework**

The research problem in this study intends to investigate, “What is the Relationship between secure in job abroad as a Caregiver with above factors.

### 3.1 Pilot Test

Pilot test was conducted by the use of data collected from 10 respondents and reliability analysis was performed on them. The co-efficient value range from 0.00 to 1.00 and the Cronbach's alpha 0.00 shows poor reliability and 1.00 shows perfect reliability. Tavakol and Dennick (2011) have indicated 0.7 above acceptable reliability coefficients.

No.	Variable	Cronbach's Alpha	N of Items
1.	Individual Characteristics (Gender, Age, Education Level,	0.681	6

	Vocational/Education Qualification, Marital Status, Residential District)		
2.	Legal and Regulatory Factors (Certificate Requirement, Immigration Policies)	0.669	3
3.	Economic Factors (Respondent income level, Spouse income level)	0.711	2
4.	Social and Networking Factors (Contact with the destination country, Language Proficiency)	0.695	2
5.	Cultural and Social Integration (Ethnicity, Religion)	0.663	3
6.	Technology and Access to Information (Online platform facility)	0.219	1
7.	Other Factors (Route of certificate obtained, Political stability, Demand for the Caregivers, Online platform)	0.751	3

**Table 3. 1: Cronbach's Alpha for Research Variables**

The **Cronbach's alpha** is a measure of internal consistency reliability, which is used to assess the extent to which items within a scale or test measure the same underlying construct or concept. It is commonly used in fields such as psychology, education, and social sciences to evaluate the reliability of multi-item scales or questionnaires. The result shows that the Cronbach's Alpha values are near the 0.7 in all variables. Thus, the data of the pilot survey is nearly reliable.

To test the below-identified hypotheses, primary data collected from certificate holders who had completed caregiving courses were analysed using descriptive statistics. This approach enabled a detailed examination of trends and patterns within the data, providing insights into the employment outcomes and factors influencing the success of these individuals in the caregiving sector.

In addition, the chi-square test was used to examine the relationship between the variables.

H1: There is a relationship between Working as a Caregiver in a Foreign Labour Market and Individual Characteristics

H2: There is a relationship between Working as a Caregiver in a Foreign Labour Market and Legal and Regulatory Factors

H3: There is a relationship between Working as a Caregiver in a Foreign Labour Market and Economic Factors

H4: There is a relationship between Working as a Caregiver in a Foreign Labour Market and Social and Networking Factors

H5: There is a relationship between Working as a Caregiver in a Foreign Labour Market and Cultural and Social Integration

H6: There is a relationship between Working as a Caregiver in a Foreign Labour Market and Technology and Access to Information

H7: There is a relationship between Working as a Caregiver in a Foreign Labour Market and Other Factors

## **CHAPTER FOUR**

### **FINDINGS, RESULTS AND ANALYSIS**

## **4.0 Introduction**

This chapter presents the findings derived from the survey conducted among NVQ-certified caregivers in Sri Lanka. The analysis, performed using the Statistical Package for the Social Sciences (SPSS) software, highlights key demographic characteristics and employment outcomes of the respondents. The findings are systematically linked to the study's objectives, providing insights into the factors that influence the employability of Sri Lankan caregivers in foreign labour markets.

The chapter addresses the following research questions:

1. What are the characteristics of Sri Lankan NVQ holders aiming to secure caregiver employment abroad?
2. What factors affect their ability to secure foreign caregiver positions?
3. What are the key barriers preventing NVQ-certified caregivers from accessing these job opportunities?
4. How do training providers and support services influence the employment outcomes of NVQ holders?

The results are organized to reflect the significance of each variable in answering these research questions. By contextualizing the findings in relation to the study's objectives, this chapter aims to provide a comprehensive understanding of the barriers and opportunities faced by NVQ holders in securing employment abroad.

## **4.1 Characteristics of the Sample**

This section provides an overview of the demographic characteristics of the NVQ-certified caregivers who participated in the study. Understanding these characteristics is essential as they form the baseline for interpreting the factors influencing access to caregiver jobs in foreign markets. Each demographic variable is introduced with a brief explanation of its relevance to the study, followed by detailed tables and figures to visualize the data.

### **Demographic variables**

As mentioned in the above chapters, the respondents for the questionnaire were the randomly selected from the Tertiary and Vocational Education Commission database. The total population found nearly 8760 and 818 caregiver NVQ holders have responded for the questionnaire.

For the purpose of descriptive analysis, the data regarding the personal characteristics of TVEC employees were collected; some of the data collected on the personal characteristics of the respondents are presented and analysed as given below.

1. District
2. Gender
3. Age group
4. Ethnicity
5. Religion
6. Education Level
7. Vocational/ Professional Qualification
8. Language Literacy
9. Marital Status
10. Respondent/ Spouse Income Level
11. Route of the Caregiver NVQ certificate obtained

Descriptive analysis of the demographic information of the employees is given below.

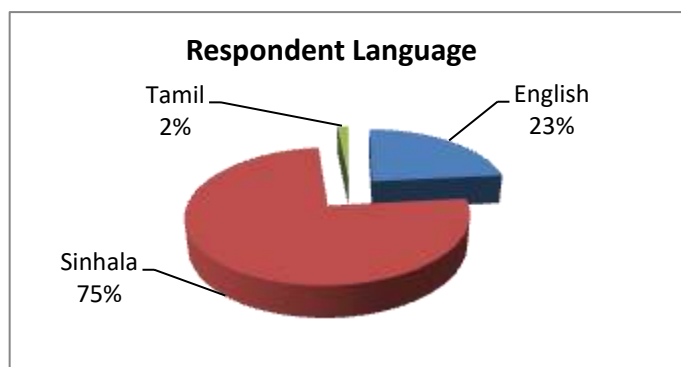
### **4.1.1 Respondent Language**

Language proficiency is an important factor in securing employment abroad, especially in caregiving roles where communication with clients is critical. The ability to speak the local language or a

commonly used international language, such as English, often determines the employability and effectiveness of caregivers in foreign countries.

Language	Frequency	Percent
English	191	23.3
Sinhala	614	75.1
Tamil	13	1.6
<b>Total</b>	<b>818</b>	<b>100</b>

**Table 4.1. 1 – Respondent Language**



**Figure 4.1. 1 – Respondent Language**

Above Table 4.1.1 and Figure 4.1.1 shows the frequency of different languages spoken by Caregiver NVQ holders who responded to the survey.

- **Sinhala** is the most common language spoken, with **75.1%** of respondents saying they speak Sinhala.
- **English** is the second most common language spoken, with **23.3%** of respondents saying they speak English.
- **Tamil** is the least common language spoken, with only **1.6%** of respondents saying they speak Tamil.

The survey results suggest that Sinhala is the most common language spoken among Caregiver NVQ holders who responded to the survey. This is likely because the survey was conducted in Sri Lanka, where Sinhala is the official language.

English is the second most common language spoken, but it is only spoken by a minority of respondents. This could be a disadvantage for Caregiver NVQ holders who want to work abroad, as English is the most common language used in caregiving jobs around the world.

If you are a Caregiver NVQ holder who is interested in working abroad, it is important to improve your English language skills. There are a number of resources available to help you learn English, such as online courses, language classes, and tutors.

The survey also shows that a small percentage of respondents speak Tamil. It is possible that other languages are also spoken by a small number of respondents.

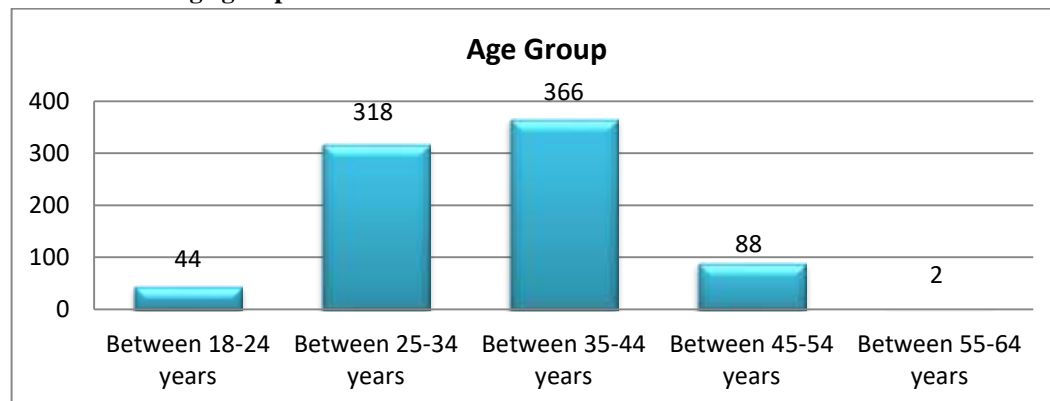
The survey results suggest that Sinhala is the most common language spoken among Caregiver NVQ holders who responded to the survey. However, English is the most important language for caregivers who want to work abroad. If you are a Caregiver NVQ holder who is interested in working abroad, it is important to improve your English language skills.

#### **4.1.2 Age**

The age distribution of respondents helps us understand the life stage and potential work experience of the caregivers. Younger participants may face different opportunities and challenges compared to older individuals, particularly regarding adaptability and physical demands in caregiving roles.

Age group	Frequency	Percent
Between 18-24 years	44	5.4
Between 25-34 years	318	38.9
Between 35-44 years	366	44.7
Between 45-54 years	88	10.8
Between 55-64 years	2	0.2
<b>Total</b>	<b>818</b>	<b>100</b>

**Table 4.1. 2 – Age group**



**Figure 4.1. 2 – Age group**

Above Table 4.1.2 and Figure 4.1.2 shows the number of Caregiver NVQ holders who responded to the survey, broken down by age group.

- The most common age group was **35-44 years old**, with **44.7%** of respondents falling into this category.
- The second most common age group was **25-34 years old**, with **38.9%** of respondents.
- The least common age group was **55-64 years old**, with only **0.2%** of respondents.

The survey results suggest that Caregiver NVQ holders who responded to the survey are most likely to be between the ages of 35 and 44. This could be due to a number of factors, such as:

- **People in this age group may have more experience caring for children or elderly parents.**
- **People in this age group may be looking for a career change.**
- **People in this age group may be financially motivated to work abroad.**

The survey also shows that a significant number of respondents were between the ages of 25 and 34. This suggests that there is interest in caregiving careers among younger people as well.

There were very few respondents in the 55-64 age groups. This could be due to a number of reasons, such as:

- **People in this age group may be closer to retirement and less interested in working abroad.**
- **People in this age group may have more caregiving responsibilities for their own parents.**

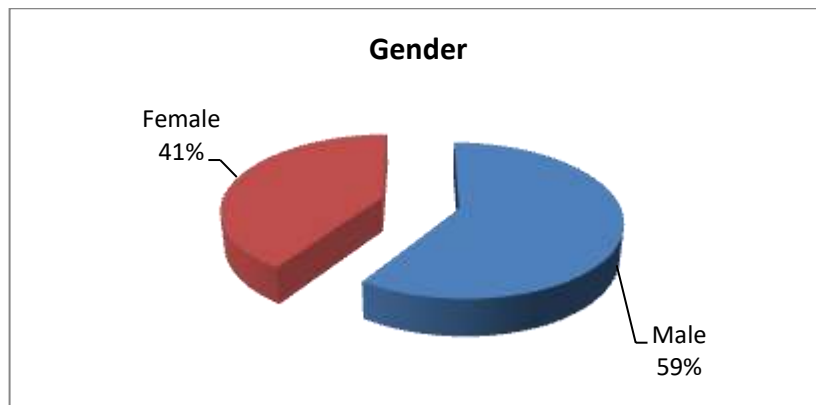
The survey results suggest that Caregiver NVQ holders who responded to the survey are most likely to be between the ages of 35 and 44. There is also interest in caregiving careers among younger people.

### **4.1.3 Gender**

Gender plays a significant role in the caregiving industry, where traditionally, more females occupy caregiving roles. However, understanding the gender distribution of NVQ holders can help explore whether gender influences job opportunities and experiences in foreign labour markets.

Gender	Frequency	Percent
Male	485	59.3
Female	333	40.7
Total	818	100.0

**Table 4.1. 3 – Gender**



**Figure 4.1. 3 – Gender**

Above Table 4.1.3 and Figure 4.1.3 shows the gender distribution of Caregiver NVQ holders who responded to the survey.

- **59.3%** of respondents were **Male**.
- **40.7%** of respondents were **Female**.

The survey results show that a larger percentage of male Caregiver NVQ holders responded to the survey compared to females. However, it is important to note that the total number of respondents (818) is not a very large sample size.

#### **4.1.4 Residential District**

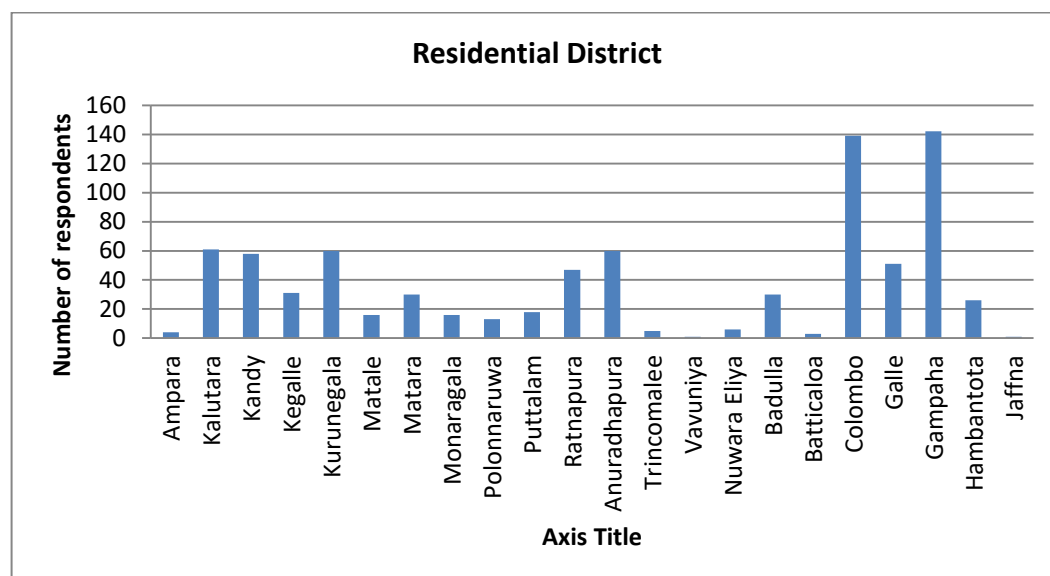
The respondents' residential districts offer insights into regional differences in access to training and employment opportunities. Certain regions may have more training centers or access to job placement services, affecting the respondents' ability to secure jobs abroad.

District	Frequency	Percent	District	Frequency	Percent
Ampara	04	0.5	Anuradhapura	60	7.3
Kalutara	61	7.5	Trincomalee	05	0.6
Kandy	58	7.1	Vavuniya	01	0.1
Kegalle	31	3.8	Nuwara Eliya	06	0.7
Kurunegala	60	7.3	Badulla	30	3.7
Matale	16	2	Batticaloa	03	0.4
Matara	30	3.7	Colombo	139	17
Monaragala	16	2	Galle	51	6.2
Polonnaruwa	13	1.6	Gampaha	142	17.4
Puttalam	18	2.2	Hambantota	26	3.2
Ratnapura	47	5.7	Jaffna	01	0.1



			<b>Total</b>	<b>818</b>	<b>100</b>
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**Table 4.1. 4 – Residential District**



**Figure 4.1. 4 – Residential District**

Above Table 4.1.4 and Figure 4.1.4 shows the number of Caregiver NVQ holders who responded to the survey by residential district.

The districts with the highest number of respondents were:

- Colombo (139 respondents)
- Gampaha (142 respondents)
- Kalutara (61 respondents)

These districts are all located in the Western Province of Sri Lanka. This is likely because the survey was conducted in Sri Lanka, and the Western Province is the most populous province in the country.

Other districts with a significant number of respondents include:

- Kurunegala (60 respondents)
- Anuradhapura (60 respondents)
- Kandy (58 respondents)

The remaining districts had fewer than 50 respondents each.

The survey results suggest that Caregiver NVQ holders who responded to the survey are most likely to be from the Western Province of Sri Lanka. This is likely because the survey was conducted in Sri Lanka, and the Western Province is the most populous province in the country.

The survey also shows that there is some representation from other regions of Sri Lanka. However, the number of respondents from these regions is lower than the number of respondents from the Western Province.

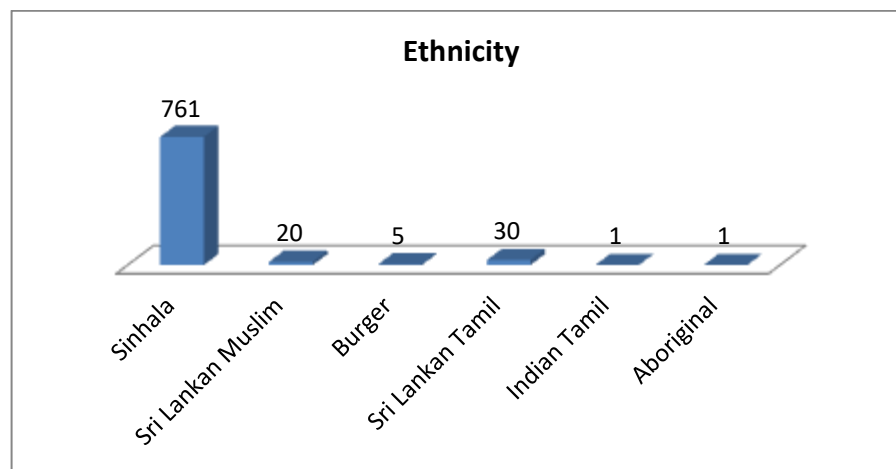
The survey results may not be representative of the entire population of Caregiver NVQ holders in Sri Lanka. This is because the survey was likely responded in the Western Province, and the majority of respondents were from this region.

#### **4.1.5 Ethnicity**

Ethnicity can influence job opportunities, particularly in international contexts where discrimination or cultural expectations may play a role. Understanding the ethnic composition of the respondents allows us to explore any disparities in access to jobs abroad.

<b>Ethnicity</b>	<b>Frequency</b>	<b>Percent</b>
Sinhala	761	93
Sri Lankan Muslim	20	2.4
Burger	5	0.6
Sri Lankan Tamil	30	3.7
Indian Tamil	1	0.1
Aboriginal	1	0.1
<b>Total</b>	<b>818</b>	<b>100</b>

**Table 4.1. 5 – Ethnicity**



**Figure 4.1. 5 – Ethnicity**

Above Table 4.1.5 and Figure 4.1.5 shows the ethnicity of Caregiver NVQ holders who responded to the survey.

- **Sinhala** is the most common ethnicity, with **761 respondents (93%)** identifying as Sinhala.
- **Sri Lankan Muslim** is the second most common ethnicity, with **20 respondents (2.4%)** identifying as Sri Lankan Muslim.
- **Burger** is the third most common ethnicity, with **5 respondents (0.6%)** identifying as Burger.
- **Sri Lankan Tamil** is the fourth most common ethnicity, with **30 respondents (3.7%)** identifying as Sri Lankan Tamil.
- **Indian Tamil** is the fifth most common ethnicity, with **1 respondent (0.1%)** identifying as Indian Tamil.
- **Aboriginal** is the least common ethnicity, with **1 respondent (0.1%)** identifying as Aboriginal.

The survey results suggest that the majority of Caregiver NVQ holders who responded to the survey are Sinhala. This is likely because the survey was conducted in Sri Lanka, where Sinhala is the most common ethnicity.

The survey also shows that a small number of respondents identified with other ethnicities, including Sri Lankan Tamil, Burger, Indian Tamil, and Aboriginal.

The survey results may not be representative of the entire population of Caregiver NVQ holders in Sri Lanka. This is because the survey was likely conducted in Sri Lanka, and the majority of respondents were Sinhala.

#### 4.1.6 Vocational/ Professional Qualification

The level of vocational training and professional qualifications directly impacts a caregiver's marketability in foreign labour markets. Higher qualification levels, such as NVQ certificates, enhance the chances of securing better-paying jobs abroad.

Vocational/ Professional Qualification	Frequency	Percent
NVQ Certificate Level	758	92.7
NVQ Diploma Level	41	5
Non-NVQ Diploma Level	19	2.3
<b>Total</b>	<b>818</b>	<b>100</b>

Table 4.1. 6. – Vocational/ Professional Qualification

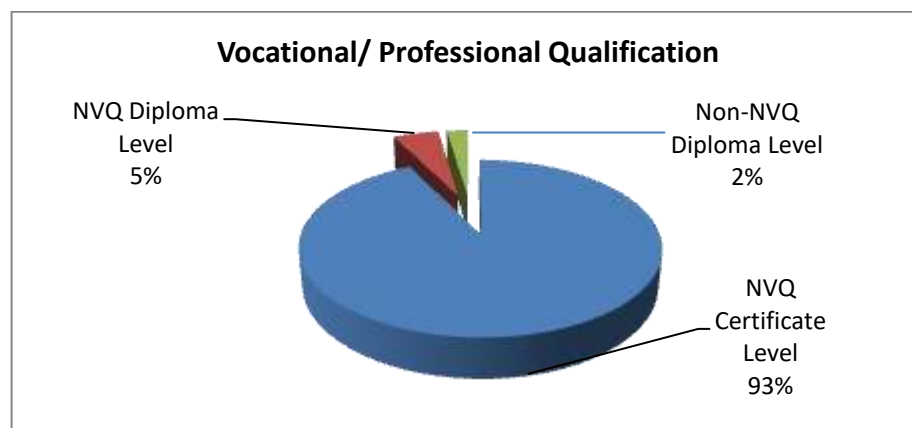


Figure 4.1. 6 – Vocational or Industry-Specific Certification Qualification

Above Table 4.1.6 and Figure 4.1.6 shows the results of a survey on whether Caregiver NVQ holders are still trying to go abroad to work as caregivers.

- **93.57%** of respondents said **Yes**, they are still trying to go abroad as a caregiver.
- **0.40%** of respondents said **No**, they are not trying to go abroad as a caregiver.
- **6.02%** of respondents did not respond.

The survey results suggest that a large number of Caregiver NVQ holders who responded to the survey are interested in working abroad. This could be due to a number of factors, such as the high demand for caregivers, the potential for good wages, or the opportunity to travel and experience a new culture.

The survey also shows that a small percentage of Caregiver NVQ holders are not interested in working abroad. The reason for this is possible that some respondents may not want to leave their families or friends behind, or they may be concerned about the challenges of working in a new country.

A small percentage of respondents also did not answer the question. This makes it difficult to say for certain what their intentions are.

The survey results suggest that there is a strong interest in working abroad among Caregiver NVQ holders who responded to the survey.

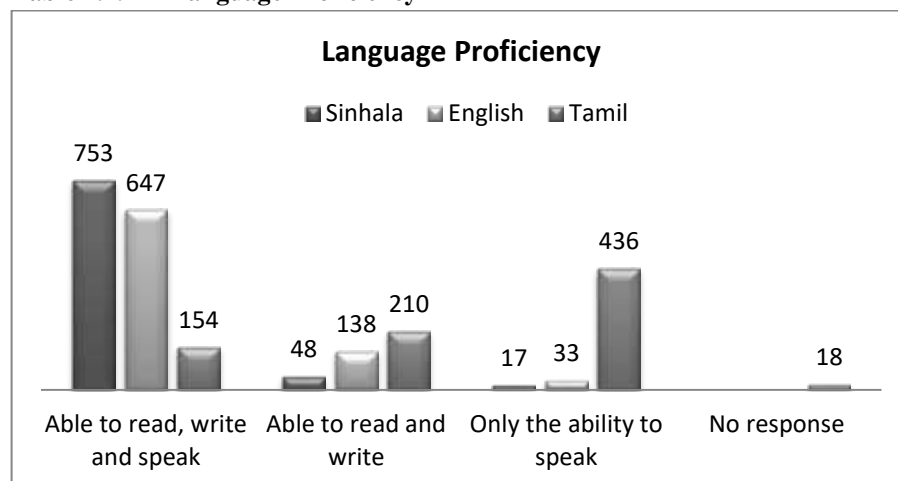
#### 4.1.7 Language Proficiency

Language proficiency is a key factor in determining the employability of caregivers in foreign countries. Effective communication is essential in caregiving, particularly when it involves understanding and

responding to the needs of patients. Caregivers with a higher level of proficiency in languages, especially in English, are likely to have better opportunities in foreign labour markets, as English is often required or preferred in many caregiving positions abroad.

Language Proficiency	Sinhala		English		Tamil	
	Frequency	Percent	Frequency	Percent	Frequency	Percent
Able to read, write and speak	753	92.1	647	79.1	154	18.8
Able to read and write	48	5.9	138	16.9	210	25.7
Only the ability to speak	17	2.1	33	4	436	53.3
No response					18	2.2
<b>Total</b>	<b>818</b>	<b>100.1</b>	<b>818</b>	<b>100</b>	<b>818</b>	<b>100</b>

**Table 4.1. 7 – Language Proficiency**



**Figure 4.1. 7 – Language Proficiency**

Above Table 4.1.7 and Figure 4.1.7 shows the language proficiency of Caregiver NVQ holders who responded to the survey. The table breaks down the information by language (Sinhala, Tamil, and English) and proficiency (able to read, write, and speak; able to read and write; only able to speak; and no response).

- **Sinhala** is the language with the highest proficiency among respondents.
  - **753 (92.1%)** respondents can read, write, and speak Sinhala.
  - **48 (5.9%)** respondents can read and write Sinhala.
  - **17 (2.1%)** respondents can only speak Sinhala.
  - **18 (2.2%)** respondents did not respond to the question about Sinhala proficiency.
- **English** proficiency is lower than Sinhala proficiency.
  - **647 (79.1%)** respondents can read, write, and speak English.
  - **138 (16.9%)** respondents can read and write English.
  - **33 (4.0%)** respondents can only speak English.
  - **18 (2.2%)** respondents did not respond to the question about English proficiency.
- **Tamil** proficiency is the lowest among the three languages.
  - **154 (18.8%)** respondents can read, write, and speak Tamil.
  - **210 (25.7%)** respondents can read and write Tamil.
  - **436 (53.3%)** respondents can only speak Tamil.
  - **18 (2.2%)** respondents did not respond to the question about Tamil proficiency.

The survey results suggest that Sinhala is the most proficient language among Caregiver NVQ holders who responded to the survey. This is likely because the survey was conducted in Sri Lanka, where Sinhala is the official language.

English language proficiency is important for caregivers who want to work abroad. The survey results show that a significant number of respondents can read, write, and speak English (647 or 79.1%).

However, it is important to note that some caregiver jobs may require a higher level of English proficiency.

Tamil proficiency is lower than Sinhala and English proficiency among the respondents. However, a significant number of respondents can still read, write, and speak Tamil (154 or 18.8%).

A small percentage of respondents did not answer the questions about their language proficiency. This makes it difficult to say for certain what their language skills are.

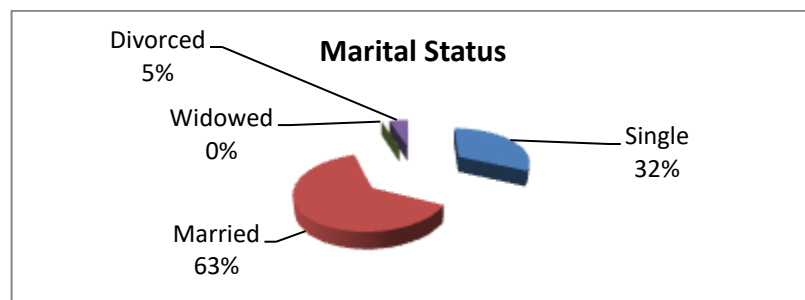
The survey results suggest that Sinhala is the most proficient language among Caregiver NVQ holders who responded to the survey. English proficiency is important for caregivers who want to work abroad, and a significant number of respondents can read, write, and speak English. Tamil proficiency is lower than Sinhala and English proficiency, but a significant number of respondents can still read, write, and speak Tamil.

#### 4.1.8 Marital Status

Marital status can influence a caregiver's decision to seek employment abroad, as family responsibilities may affect the willingness or ability to relocate for work. For instance, married individuals or those with dependents might face additional challenges when considering employment overseas, such as balancing family needs and long-term separation. Understanding marital status helps assess the social factors that might impact a caregiver's decision to work abroad.

Marital Status	Frequency	Percent
Single	262	32
Married	514	62.8
Widowed	2	0.2
Divorced	40	4.9
<b>Total</b>	<b>818</b>	<b>100</b>

**Table 4.1. 8 – Marital Status**



**Figure 4.1. 8 – Marital Status**

Above Table 4.1.8 and Figure 4.1.8 shows the highest level of education of Caregiver NVQ holders who responded to the survey.

- **The highest level of education for most respondents (78.2%) was G.C.E O/L (Ordinary Level).**
- **15.9% of respondents had a higher qualification, such as G.C.E A/L (Advanced Level) or a diploma.**
- **5.9% of respondents did not specify their highest level of education.**

The survey results suggest that the majority of Caregiver NVQ holders who responded to the survey have a G.C.E O/L (Ordinary Level) qualification as their highest level of education. This may be the minimum qualification required to obtain a Caregiver NVQ.

A smaller percentage of respondents have a higher qualification, such as a G.C.E A/L (Advanced Level) or a diploma. These qualifications may make caregivers more competitive in the job market, especially for jobs that require more advanced skills or knowledge.

A small percentage of respondents did not specify their highest level of education. This makes it difficult to say for certain what the educational attainment is for the entire population of Caregiver NVQ holders.

The survey results suggest that most Caregiver NVQ holders who responded to the survey have a G.C.E O/L (Ordinary Level) qualification as their highest level of education. Having a higher qualification, such as a G.C.E A/L (Advanced Level) or a diploma, may make caregivers more competitive in the job market.

#### 4.1.9 Respondent Income Level

Income level is an important factor in determining an individual's economic motivation to pursue employment opportunities abroad. Respondents with lower incomes may view foreign employment as a means to improve their financial situation, whereas those with higher incomes may seek better job security or career growth. Analyzing income levels provides insight into the financial drivers behind the respondents' decision to work as caregivers in foreign countries.

Respondent Income Level	Frequency	Percent
Less than Rs. 50,000/-	410	50.1
Between Rs. 50,000/- and Rs. 100,000/-	188	23.0
Between Rs. 100,000/- and Rs. 150,000/-	23	2.8
More than Rs. 150,000/-	22	2.7
N/A	132	16.1
Prefer not to say	36	4.4
No responses	7	0.9
Total	818	100.0

Table 4.1. 9 – Respondent Income Level

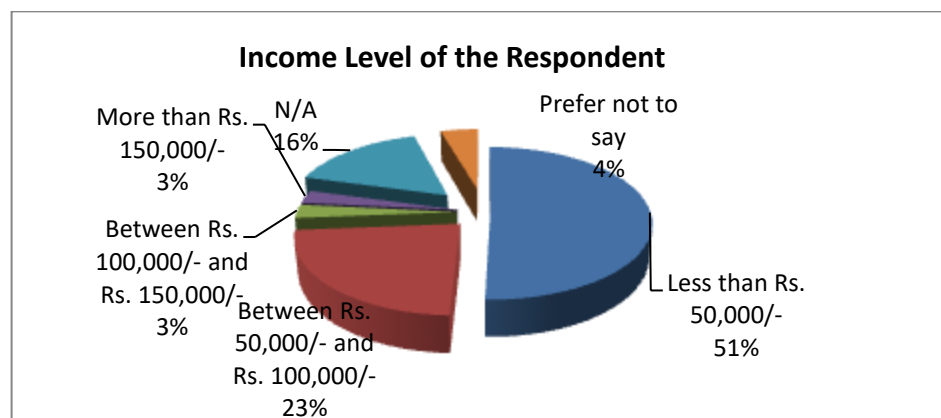


Figure 4.1. 9 – Respondent Income Level

Above Table 4.1.9 and Figure 4.1.9 shows the income level of Caregiver NVQ holders who responded to the survey. The pie chart includes the following information:

- **41.0%** of respondents said they prefer **not to say** their income level.
- **23.0%** of respondents said their income level is **between Rs. 50,000 and Rs. 100,000** per month.
- **16.1%** of respondents said their income level is **not applicable (N/A)**.
- **10.9%** of respondents did not respond to the question.
- **5.0%** of respondents said their income level is **less than Rs. 50,000** per month.
- **4.4%** of respondents said their income level is **more than Rs. 150,000** per month.

- **2.7%** of respondents said their income level is **between Rs. 100,000 and Rs. 150,000** per month.

A significant number of respondents (41.0%) chose not to disclose their income level in the survey. This makes it difficult to get a clear picture of the income distribution among Caregiver NVQ holders.

Looking at the remaining data, it appears that the most common income level falls between Rs. 50,000 and Rs. 100,000 per month (23.0%). However, it is important to note that this only represents a portion of the total respondents.

A relatively high number of respondents also did not provide a response to the question (10.9%). This makes it difficult to say for certain what their income level is.

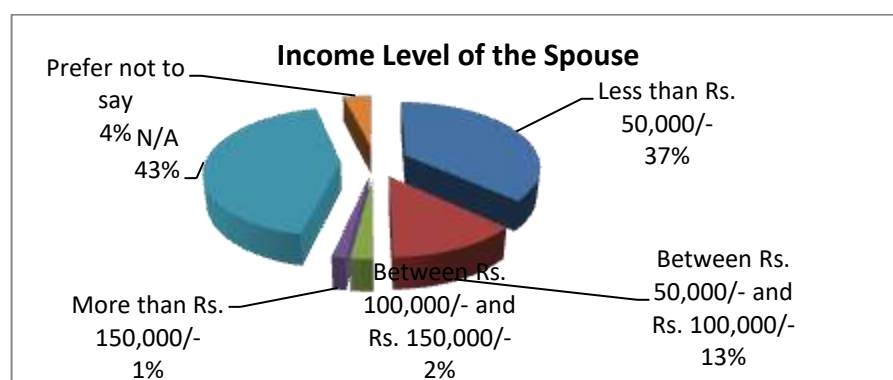
The survey results do not provide a clear picture of the income distribution among Caregiver NVQ holders who responded to the survey. A significant number of respondents chose not to disclose their income level, and a relatively high number did not respond to the question.

#### **4.1.10 Spouse Income Level**

The income level of a spouse may influence a caregiver's decision to pursue employment abroad, particularly in terms of financial support and stability. A higher spousal income might reduce the pressure on a caregiver to seek foreign employment, while a lower spousal income could encourage the caregiver to find better-paying jobs abroad to support their family.

<b>Spouse Income Level</b>	<b>Frequency</b>	<b>Percent</b>
Less than Rs. 50,000/-	297	36.3
Between Rs. 50,000/- and Rs. 100,000/-	106	13
Between Rs. 100,000/- and Rs. 150,000/-	18	2.2
More than Rs. 150,000/-	11	1.3
N/A	344	42.1
Prefer not to say	32	3.9
No response	10	1.2
<b>Total</b>	<b>818</b>	<b>100</b>

**Table 4.1. 10 – Spouse Income Level**



**Figure 4.1. 10 – Spouse Income Level**

Above Table 4.1.10 and Figure 4.1.10 shows the work experience of Caregiver NVQ holders in the caregiving field before COVID-19, broken down by years of experience and whether the experience was local or overseas.

#### **Local Work Experience**

- The largest percentage of respondents (38.9%) had **no local work experience** in the caregiving field before COVID-19.

- 22.9% of respondents had **between 1 and 2 years** of local experience.
- 19.4% of respondents had **between 3 and 5 years** of local experience.
- 9.9% of respondents had **more than 5 years** of local experience.
- 9.9% of respondents did not respond to the question.

#### **Overseas Work Experience**

- A much smaller percentage of respondents had overseas work experience in the caregiving field before COVID-19.
- 82.2% of respondents had **no overseas work experience**.
- 9.9% of respondents had **between 1 and 2 years** of overseas experience.
- 4.9% of respondents had **between 3 and 5 years** of overseas experience.
- 3.0% of respondents had **more than 5 years** of overseas experience.
- 0.1% of respondents did not respond to the question.

The survey results suggest that a significant number of Caregiver NVQ holders who responded to the survey have no prior experience working in the caregiving field. This could be because caregiving is a relatively new career path for some respondents, or because they have not had the opportunity to work in a formal caregiving role.

The survey also shows that a much larger percentage of respondents have local experience compared to overseas experience. This suggests that many Caregiver NVQ holders may be interested in pursuing overseas work opportunities.

A small percentage of respondents did not respond to the question about their work experience. This makes it difficult to say for certain what their experience level is.

The survey results suggest that a significant number of Caregiver NVQ holders who responded to the survey have no prior experience working in the caregiving field. There is also a greater interest in local caregiving experience compared to overseas experience. More research would be needed to understand the reasons why some respondents have no prior experience and to explore the motivations for wanting to work overseas.

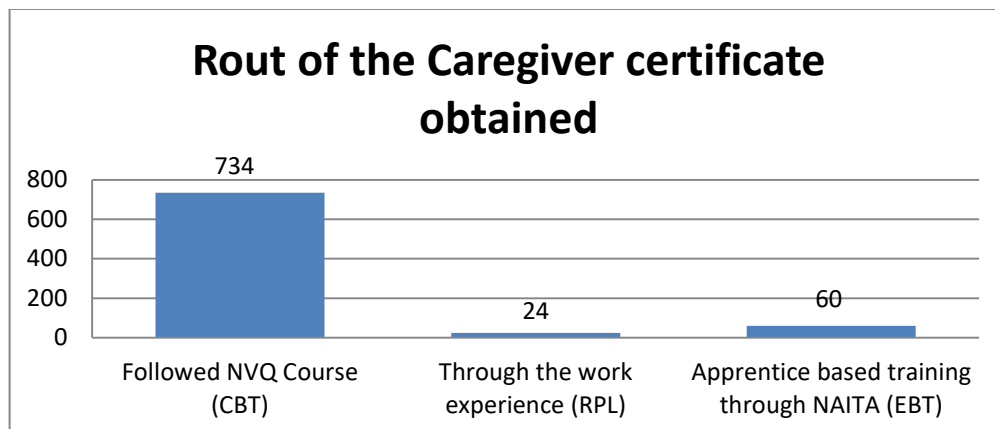
#### **4.1.11 Rout of the Caregiver NVQ Certificate obtained**

The route through which caregivers obtain their NVQ certification whether through formal training, work experience, or an apprenticeship can impact their preparedness and eligibility for foreign employment. Those who followed formal competency-based training (CBT) programmes may have better recognition abroad, while those who obtained certification through work experience (RPL) may face challenges in having their skills acknowledged internationally. Understanding this route is essential to evaluate the effectiveness of different certification pathways in securing foreign jobs.

<b>Rout of the Caregiver NVQ Certificate obtained</b>	<b>Frequency</b>	<b>Percent</b>
Followed NVQ Course (CBT)	734	89.7
Through the work experience (RPL)	24	2.9
Apprentice based training through NAITA (EBT)	60	7.3
Total	818	100

**Table 4.1. 11 – Route of the Caregiver NVQ certificate obtained**





**Figure 4.1. 11 – Route of the Caregiver NVQ certificate obtained**

Above Table 4.1.11 and Figure 4.1.11 shows the employment status of Caregiver NVQ holders who responded to the survey.

- **Unemployed** is the most common employment status, with **40.7%** of respondents identifying as unemployed.
- **Employed** is the second most common employment status, with **38.9%** of respondents identifying as employed.
- **Self-employed** is the least common employment status, with **9.9%** of respondents identifying as self-employed.
- **10.5%** of respondents did not respond to the question.

The survey results suggest that a significant number of Caregiver NVQ holders who responded to the survey are unemployed. This could be due to a number of factors, such as the economic impact of COVID-19 or the fact that many respondents are new to the caregiving field and have not yet secured a job.

A smaller percentage of respondents are employed (38.9%) or self-employed (9.9%) in caregiving roles. This suggests that there may be a good job market for Caregiver NVQ holders in Sri Lanka.

A relatively high number of respondents (10.5%) did not respond to the question about their employment status. This makes it difficult to say for certain what the employment rate is for the entire population of Caregiver NVQ holders.

The survey results suggest that a significant number of Caregiver NVQ holders who responded to the survey are unemployed. However, there is also evidence of some caregivers being employed or self-employed.

#### **4.1.12 Are working as a Caregiver?**

Are you working as a “Caregiver”?	Frequency	Percent
No	526	64
Yes	292	36
<b>Total</b>	<b>818</b>	<b>100</b>

**Table 4.1. 12 – Are you working as a Caregiver?**



**Figure 4.1. 12 – Are you working as a Caregive?**

Above Table 4.1.12 and Figure 4.1.12 shows the results of a survey on whether Caregiver NVQ holders have ever migrated for work.

- **72.9%** of respondents said **No**, they have never migrated for work.
- **20.2%** of respondents said **Yes**, they have migrated for work.
- **6.9%** of respondents did not respond to the question.

The survey results suggest that a majority of Caregiver NVQ holders who responded to the survey have never migrated for work. This could be due to a number of factors, such as:

- **Lack of opportunity:** Caregiver NVQ holders may not have had the opportunity to work abroad in the past.
- **Preference to stay in Sri Lanka:** Caregivers may prefer to stay in Sri Lanka to be close to family and friends.
- **Other reasons:** There may be other reasons why some caregivers have not chosen to migrate for work, such as lack of language skills or concerns about working in a new country.

The survey also shows that a significant minority of respondents (20.2%) have migrated for work. This suggests that there is some interest in overseas work opportunities among Caregiver NVQ holders.

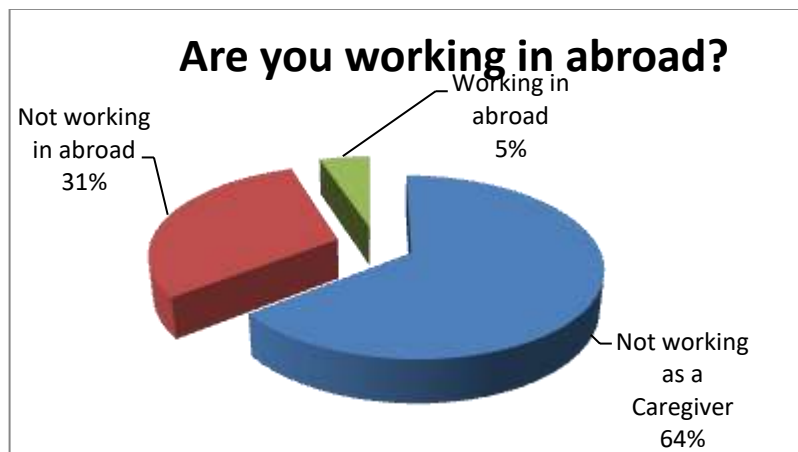
A small percentage of respondents did not respond to the question (6.9%). This makes it difficult to say for certain what their experiences with migration are.

The survey results suggest that a majority of Caregiver NVQ holders who responded to the survey have never migrated for work. However, there is also a significant minority who has experience working abroad.

#### **4.1.13 Current Employment Status Abroad**

<b>If “Yes”, are you working in abroad?</b>	<b>Frequency</b>	<b>Percent</b>
Not working as a Caregiver	526	64
Not working in abroad	250	30.6
Working in abroad	42	5.4
Total	818	100

**Table 4.1. 13 – Are you working in abroad?**



**Figure 4.1. 13 – Are you working in abroad?**

Above Table 4.1.13 and Figure 4.1.13 shows the distribution of Sri Lankan caregiver NVQ holders who responded to the survey by their employment status. The chart is broken down into three categories: “Not working as a Caregiver” (64%), “Not working in abroad” (30.6%), and “Working in abroad” (5.4%).

The results of the survey suggest that the majority of Sri Lankan caregiver NVQ holders who responded to the survey are not currently employed as caregivers. It is important to note that the survey does not specify if the respondents are actively seeking employment or not.

The survey also found that a significant portion of the respondents (30.6%) are not working abroad. This could be due to a number of factors, such as a lack of job opportunities in foreign countries, or a preference to work in Sri Lanka.

Finally, the survey found that a small percentage of the respondents (5.4%) are working abroad. This suggests that there may be some demand for Sri Lankan caregiver NVQ holders in foreign countries. However, it is important to note that this is a small sample size, and the results may not be generalizable to the entire population of Sri Lankan caregiver NVQ holders.

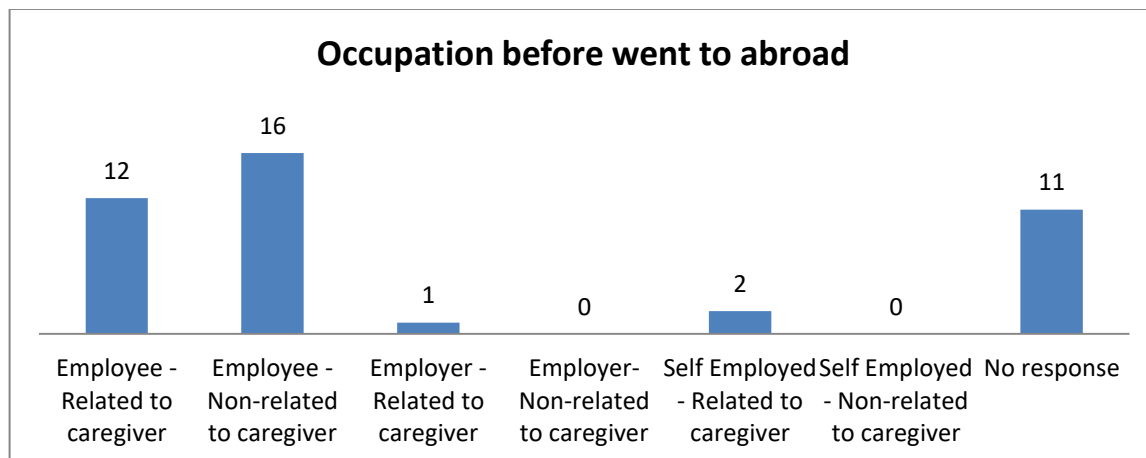
Overall, we can provide some interesting insights into the employment status of Sri Lankan caregiver NVQ holders. However, it is important to keep in mind the limitations of the survey, such as the small sample size and the fact that it does not specify whether the respondents are actively seeking employment.

## **Caregivers that working in abroad**

### **4.1.14 Occupation before went to abroad**

Caregiver NVQ Holders	No. of Employees	Percentage
Employee - Related to caregiver	12	28.57
Employee - Non-related to caregiver	16	38.10
Employer - Related to caregiver	1	2.38
Employer- Non-related to caregiver	0	0.00
Self Employed - Related to caregiver	2	4.76
Self Employed - Non-related to caregiver	0	0.00
No response	11	26.19
<b>Total</b>	<b>42</b>	<b>100</b>

**Table 4.1. 14 – Occupation before went to abroad**



**Figure 4.1. 14 – Occupation before went to abroad**

Above Table 4.1.14 and Figure 4.1.14 shows that the largest group of respondents (51.61%) was employed in occupations unrelated to caregiving before going abroad. The second largest group (38.71%) was employed in occupations related to caregiving. A smaller number of respondents were self-employed in occupations related to caregiving (6.45%), and a very small number were employed as employers in occupations related to caregiving (3.22%). No respondents reported being self-employed in occupations unrelated to caregiving, or employed as employers in occupations unrelated to caregiving.

The figure shows the same information as the table in a visual format. The slices of the pie chart are labeled with the same categories as the rows of the table. The largest slice of the pie chart is for "Employee Non-related to caregiver" (51.61%), followed by "Employee Related to caregiver" (38.71%), "Self Employed - Related to caregiver" (6.45%), and "Employer Related to caregiver" (3.22%).

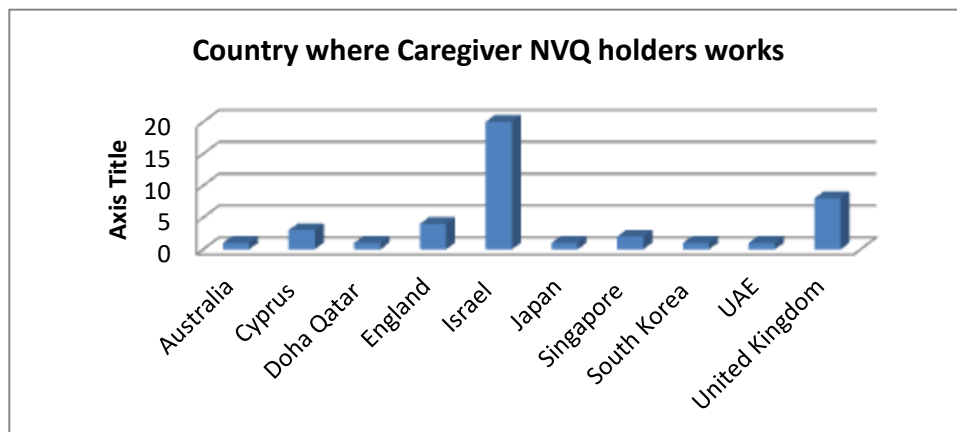
It is important to note that this data is only for Sri Lankan caregiver NVQ holders who responded to the survey. It is possible that the occupations of all Sri Lankan caregiver NVQ holders are different from the occupations of the respondents in this survey.

Overall, it is showed that a significant number of Sri Lankan caregiver NVQ holders who responded to the survey were employed in occupations unrelated to caregiving before going abroad. This suggests that many Sri Lankan caregiver NVQ holders may be looking for work in occupations other than caregiving. However, it is also important to note that a significant number of respondents were employed in occupations related to caregiving before going abroad. This suggests that there is still some demand for Sri Lankan caregiver NVQ holders in caregiving occupations.

#### **4.1.15 Country where Caregiver NVQ holders works**

Country	No. of Employees	Percentage
Australia	1	2.38
Cyprus	3	7.14
Doha Qatar	1	2.38
England	4	9.52
Israel	20	47.62
Japan	1	2.38
Singapore	2	4.76
South Korea	1	2.38
UAE	1	2.38
United Kingdom	8	19.05
<b>Total</b>	<b>42</b>	<b>100.00</b>

**Table 4.1. 15 - The country where Caregiver NVQ holder works**



**Figure 4.1. 15 - The country where Caregiver NVQ holder works**

Above Table 4.1.15 and Figure 4.1.15 shows the following:

- A total of 42 respondents participated in this section of the survey.
- The largest percentage of respondents (47.62%) said they work in Israel.
- The second largest group of respondents (19.05%) said they work in the United Kingdom.
- Smaller percentages of respondents reported working in Australia (2.38%), Cyprus (7.14%), Doha Qatar (2.38%), England (9.52%), Japan (2.38%), Singapore (4.76%), South Korea (2.38%), and the United Arab Emirates (2.38%).

It is important to note that the total number of respondents (42) is a small subset of the total number of surveys distributed (818). This means that the results may not be generalizable to the entire population of Sri Lankan caregiver NVQ holders.

Here's a breakdown of the data by country:

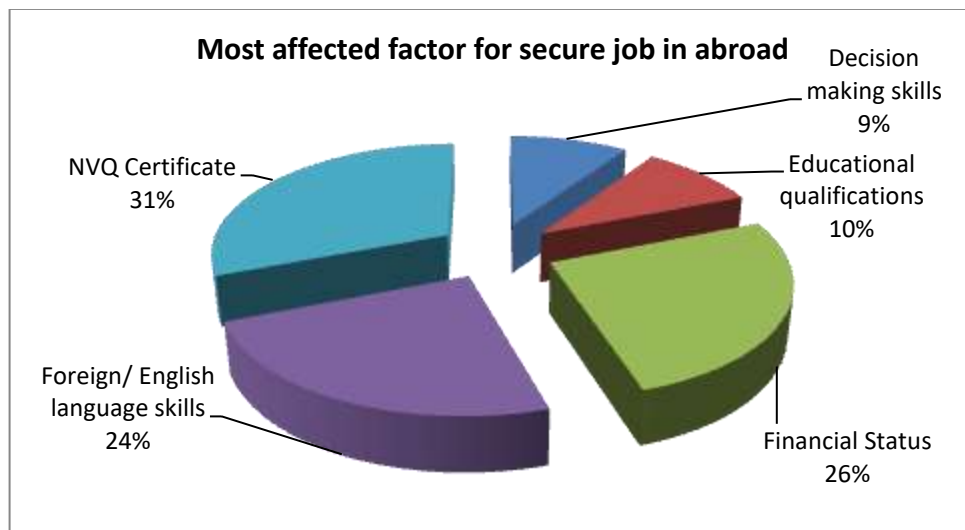
- **Israel:** The largest percentage of respondents (47.62%) said they work in Israel. This suggests that there may be a significant demand for Sri Lankan caregiver NVQ holders in Israel.
- **United Kingdom:** The second largest group of respondents (19.05%) said they work in the United Kingdom. This suggests that there may also be some demand for Sri Lankan caregiver NVQ holders in the United Kingdom.
- **Other:** Smaller percentages of respondents reported working in other countries, including Australia, Cyprus, Doha Qatar, England, Japan, Singapore, South Korea, and the United Arab Emirates. This suggests that there may be some demand for Sri Lankan caregiver NVQ holders in these countries, but it is not as strong as the demand in Israel or the United Kingdom.

Overall, we can provide some insights into the countries where Sri Lankan caregiver NVQ holders who responded to the survey are currently working. However, it is important to keep in mind the limitations of the survey, such as the small sample size.

#### **4.1.16 Key Factors Affecting Job Security Abroad for Caregivers**

Factors	No. of Employees	Percentage
Decision making skills	4	9.52
Educational qualifications	4	9.52
Financial Status	11	26.19
Foreign/ English language skills	10	23.81
NVQ Certificate	13	30.95
<b>Total</b>	<b>42</b>	<b>100.00</b>

**Table 4.1. 16 – Most affected factor for secure job in abroad when working in abroad as a Caregiver**



**Figure 4.1. 16 – Most affected factor for secure job in abroad when working in abroad as a Caregiver**

Above Figure 4.1.16 and Table 4.1.16 shows the distribution of responses from 818 Sri Lankan caregiver NVQ holders, who responded to a survey question about the most important factor for securing a job abroad as a caregiver.

The pie chart slices are labeled with the following factors and the number of respondents who chose each factor:

- Decision making skills (4 respondents; 9.52%)
- Educational qualifications (4 respondents; 9.52%)
- Financial Status (11 respondents; 26.19%)
- Foreign/English language skills (10 respondents; 23.81%)
- NVQ Certificate (13 respondents; 30.95%)

The results of the survey suggest that the most important factor for securing a job abroad as a caregiver, according to the Sri Lankan caregiver NVQ holders who responded to the survey, is having an NVQ certificate (30.95%). This is followed by financial status (26.19%), foreign/English language skills (23.81%), decision making skills (9.52%), and educational qualifications (9.52%).

It is important to note that the total number of respondents (818) is a small subset of the total number of surveys distributed (8648). This means that the results may not be generalizable to the entire population of Sri Lankan caregiver NVQ holders.

Here's a breakdown of the findings by factor:

- **NVQ Certificate:** The largest percentage of respondents (30.95%) said that the NVQ certificate is the most important factor for securing a job abroad as a caregiver. This suggests that employers may place a high value on NVQ certification.
- **Financial Status:** Financial status was the second most common factor chosen by respondents (26.19%). This could be because caregivers who are able to financially support themselves may be more attractive to employers, as they may not require additional financial support from their employers.
- **Foreign/English Language Skills:** Foreign language skills, particularly English language skills, were ranked as the third most important factor by respondents (23.81%). This is likely because caregivers need to be able to communicate effectively with their patients and their patients' families.
- **Decision Making Skills and Educational Qualifications:** Decision making skills and educational qualifications were ranked the least important factors by respondents (9.52% each).

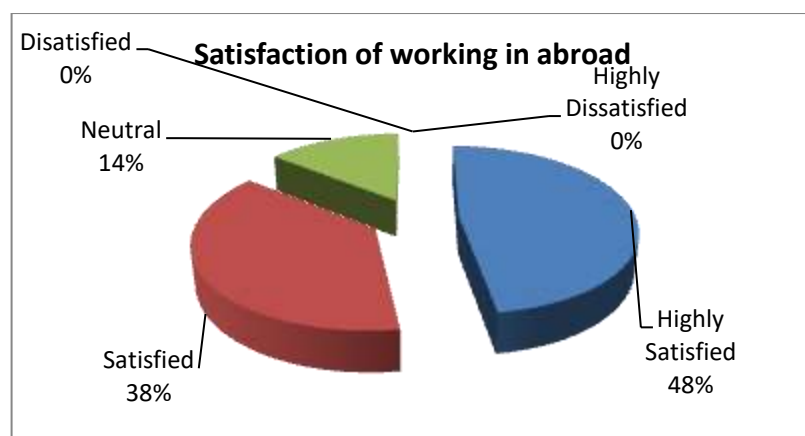
However, it is important to note that these skills may still be important for caregivers to have, even if they were not ranked as highly in this survey.

Overall, we can provide some insights into the factors that Sri Lankan caregiver NVQ holders who responded to the survey believe are most important for securing a job abroad as a caregiver. However, it is important to keep in mind the limitations of the survey, such as the small sample size.

#### 4.1.17 Job satisfied

Satisfaction Level	No. of Employees	Percentage
Highly Satisfied	20	47.62
Satisfied	16	38.10
Neutral	6	14.29
Dissatisfied	0	0.00
Highly Dissatisfied	0	0.00
<b>Total</b>	<b>42</b>	<b>100.00</b>

**Table 4.1. 17 - Are you satisfied with your job?**



**Figure 4.1. 17- Are you satisfied with your job?**

Above Table 4.1.17 and Figure 4.1.17 shows how satisfied Sri Lankan caregiver NVQ holders who responded to the survey are with their job working abroad as caregivers. The pie chart is broken down into five categories:

- **Highly Satisfied** (20 respondents; 47.62%)
- **Satisfied** (16 respondents; 38.10%)
- **Neutral** (6 respondents; 14.29%)
- **Dissatisfied** (0 respondents; 0.00%)
- **Highly Dissatisfied** (0 respondents; 0.00%)

The text in the image says that a total of 42 Sri Lankan caregiver NVQ holders responded to the question about their satisfaction with their job working abroad. It is important to note that this number is a very small subset of the total number of surveys distributed (8648). This means that the results may not be generalizable to the entire population of Sri Lankan caregiver NVQ holders.

Here's a breakdown of the findings by satisfaction level:

- **Highly Satisfied and Satisfied:** The majority of respondents (63.10%) said they were either highly satisfied (47.62%) or satisfied (38.10%) with their job working abroad as caregivers. This suggests that a significant number of Sri Lankan caregiver NVQ holders who responded to the survey are happy with their jobs.

- **Neutral:** A smaller percentage of respondents (14.29%) said they were neutral about their job satisfaction. This suggests that these respondents may not have strong feelings about their jobs, either positive or negative.
- **Dissatisfied and Highly Dissatisfied:** No respondents reported being dissatisfied or highly dissatisfied with their jobs. However, it is important to note that this does not necessarily mean that there are no Sri Lankan caregiver NVQ holders who are unhappy with their jobs. It is possible that some caregivers who are unhappy with their jobs chose not to respond to the survey.

Overall, we can suggest that a significant number of Sri Lankan caregiver NVQ holders who responded to the survey and are currently working abroad as caregivers are satisfied with their jobs. However, it is important to keep in mind the limitations of the survey, such as the small sample size.

#### 4.1.18 Recommendation of NVQ for Foreign Employment Opportunities

Level of agree	No. of Employees	Percentage
Highly Agreed	30	71.43
Agreed	9	21.43
Neutral	2	4.76
Disagreed	1	2.38
Highly Disagreed	0	0.00
<b>Total</b>	<b>42</b>	<b>100.00</b>

Table 4.1. 18 – Do you recommend NVQ for foreign employment?

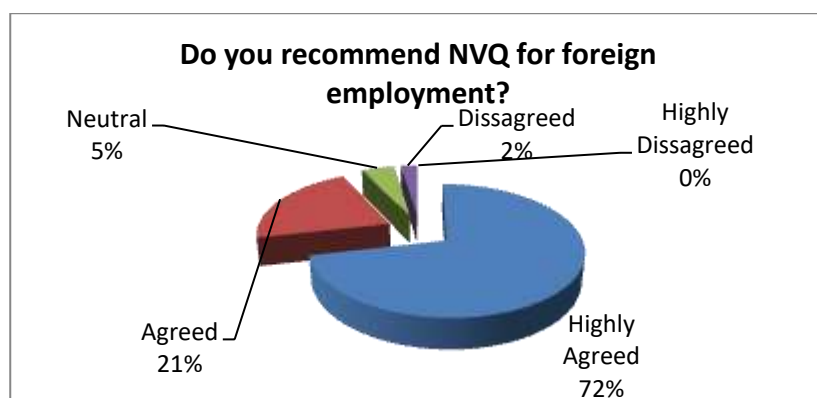


Figure 4.1. 18 - Do you recommend NVQ for foreign employment?

Above Table 4.1.18 and Figure 4.1.18 shows how Sri Lankan caregiver NVQ holders who responded to the survey view the usefulness of the NVQ for obtaining foreign employment. The chart is broken down into four categories:

- **Highly Agreed** (30 respondents; 71.43%)
- **Agreed** (9 respondents; 21.43%)
- **Neutral** (2 respondents; 4.76%)
- **Disagreed** (1 respondent; 2.38%)
- **Highly Disagreed** (0 respondents; 0.00%)

The text in the image says that a total of 42 Sri Lankan caregiver NVQ holders responded to the question. It is important to note that this number is a very small subset of the total number of surveys distributed (8648). This means that the results may not be generalizable to the entire population of Sri Lankan caregiver NVQ holders.

Here's a breakdown of the findings by level of agreement:

- **Highly Agreed and Agreed:** The majority of respondents ( $71.43\% + 21.43\% = 92.86\%$ ) said they either highly agreed (71.43%) or agreed (21.43%) that the NVQ is useful for obtaining



foreign employment. This suggests that a significant number of Sri Lankan caregiver NVQ holders who responded to the survey believe that the NVQ qualification is helpful for getting jobs abroad as caregivers.

- **Neutral:** A small percentage of respondents (4.76%) said they were neutral about the usefulness of the NVQ for foreign employment. This suggests that these respondents may not have a strong opinion on the matter.
- **Disagreed and Highly Disagreed:** A small percentage of respondents (2.38%) disagreed that the NVQ is useful for foreign employment. No respondents said they highly disagreed. However, it is important to note that this does not necessarily mean that there are no Sri Lankan caregiver NVQ holders who believe the NVQ is not useful for getting jobs abroad. It is possible that some caregivers who disagree with the statement chose not to respond to the survey.

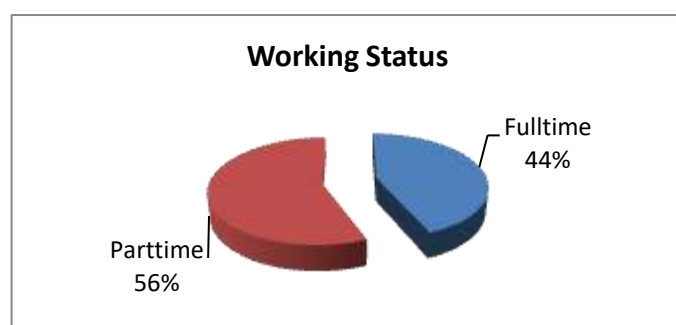
Overall, we can suggest that a significant majority of Sri Lankan caregiver NVQ holders who responded to the survey and are considering foreign employment believe that the NVQ qualification is helpful for getting jobs abroad. However, it is important to keep in mind the limitations of the survey, such as the small sample size.

## **Caregivers that not working in abroad**

### **4.1.19 Working Status**

Working status	No. of Employees	Percentage
Fulltime	109	43.78
Part time	140	56.22
<b>Total</b>	<b>249</b>	<b>100.00</b>

**Table 4.1. 19 – Working status**



**Figure 4.1. 19 – Working status**

Above Table 4.1.19 and Figure 4.1.19 shows the distribution of working statuses among Sri Lankan caregiver NVQ holders who responded to the survey. The chart is broken down into two categories:

- Full Time (109 respondents; 43.78%)
- Part Time (140 respondents; 56.22%)

Above details says that a total of 249 Sri Lankan caregiver NVQ holders responded to the question about their working status. It is important to note that this number is a very small subset of the total number of surveys distributed (8648). This means that the results may not be generalizable to the entire population of Sri Lankan caregiver NVQ holders.

Here's a breakdown of the findings by working status:

- **Part Time:** A majority of respondents (56.22%) reported working part-time. This could be due to a number of reasons, such as a lack of availability of full-time jobs, or a preference for working part-time hours.
- **Full Time:** A smaller percentage of respondents (43.78%) reported working full-time.

Overall, this shows that a significant portion of Sri Lankan caregiver NVQ holders who responded to the survey and are currently working abroad as caregivers are working part-time. However, it is important to keep in mind the limitations of the survey, such as the small sample size.

#### 4.1.20 Did you attempt to go abroad as a “Caregiver”?

Level of attempting	No. of Employees	Percentage
Highly attempted	186	74.70
Attempted	48	19.28
Neutral	7	2.81
Not attempted	4	1.61
No plans to migrate	4	1.61
<b>Total</b>	<b>249</b>	<b>100.00</b>

Table 4.1. 20 – Did you attempt to go as a Caregiver?

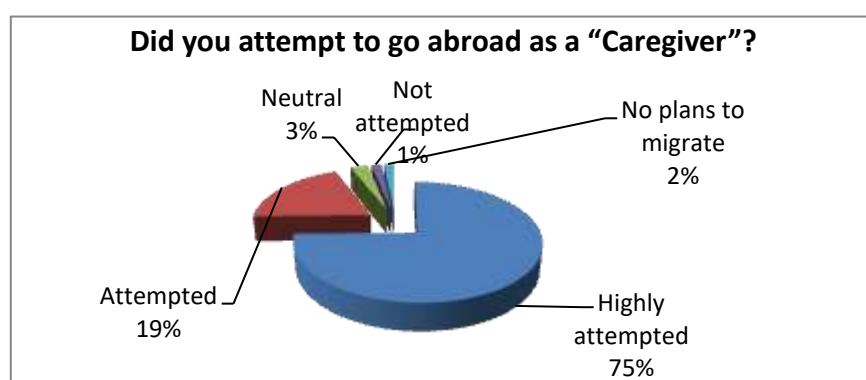


Figure 4.1. 20 – Did you attempt to go as a Caregiver?

Above Table 4.1.20 and Figure 4.1.20 shows the results of a survey on whether or not people attempted to go abroad to work as a caregiver.

- **74.7%** of respondents said they **highly attempted** to go abroad as a caregiver.
- **19.28%** of respondents said they **attempted** to go abroad as a caregiver.
- **2.81%** of respondents said their response was **neutral**.
- **1.61%** of respondents said they **did not attempt** to go abroad as a caregiver.
- **1.61%** of respondents said they have **no plans to migrate**.

In total, **93.98%** of respondents said that they either highly attempted or attempted to go abroad as a caregiver.

The survey results suggest that a large number of people are interested in working as caregivers abroad. This could be due to a number of factors, such as the high demand for caregivers, the potential for good wages, or the opportunity to travel and experience a new culture.

If you are considering working as a caregiver abroad, it is important to do your research to make sure that it is the right fit for you. There are many different caregiver jobs available, so we will need to find one that matches your skills and experience. We will also need to research the visa requirements for the country you want to work in.

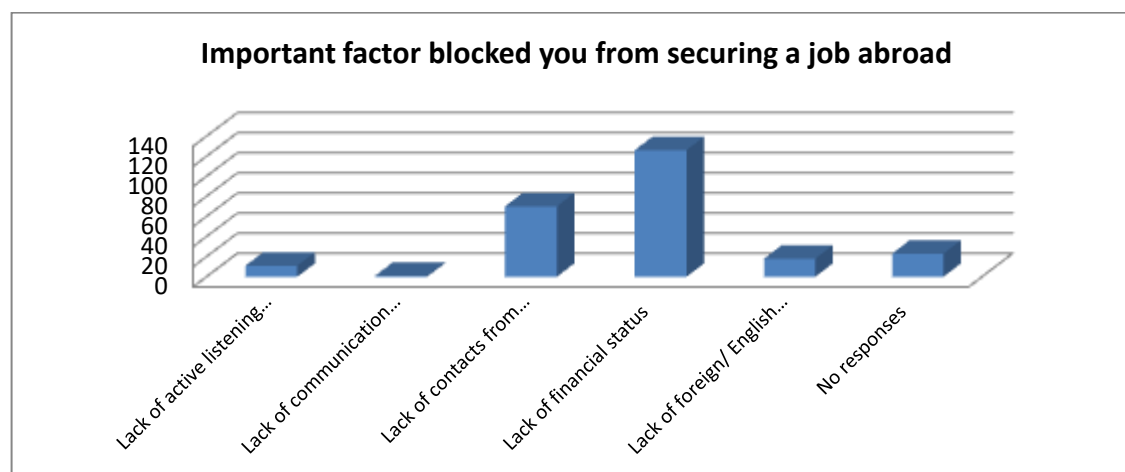
Here are some additional things to consider:

- The cost of living in the country where you will be working
- The language spoken in the country where you will be working
- The culture of the country where you will be working

#### 4.1.21 What important factors blocked you from securing a job abroad?

Important factor blocked you from securing a job abroad	No. of Employees	Percentage
Lack of active listening & responding skills	11	4.42
Lack of contacts from destination	71	28.51
Lack of financial status	126	50.60
Lack of foreign/ English language skills	18	7.23
No responses	23	9.24
<b>Total</b>	<b>249</b>	<b>100.00</b>

**Table 4.1. 21 - Important factor blocked you from securing a job abroad**



**Figure 4.1. 21 - Important factor blocked you from securing a job abroad**

Above Table 4.1.21 and Figure 4.1.21 shows a survey result on important factor blocked Caregiver NVQ holders from securing a job abroad who are not working abroad. The most important factors that blocked them from securing a job abroad were:

- **Lack of financial status** (50.60%)
- **Lack of contacts from destination** (28.51%)
- **Lack of foreign/ English language skills** (7.23%)
- **Lack of active listening and responding skills** (4.42%)

The survey results suggest that the biggest barrier for Caregiver NVQ holders securing jobs abroad is financial constraints. This could be due to a number of reasons, such as the cost of recruitment fees, travel expenses, or visa application fees.

Another significant barrier is the lack of contacts in the destination country. Caregiver NVQ holders may find it difficult to find job opportunities without a network of people in the country they want to work in. Foreign language skills and active listening and responding skills are also important factors for securing caregiving jobs abroad. Caregivers need to be able to communicate effectively with patients and their families.

The survey results suggest that there are a number of things that Caregiver NVQ holders can do to improve their chances of securing jobs abroad. These include:

- **Saving up money** to cover the costs of recruitment fees, travel expenses, and visa application fees.
- **Building a network of contacts** in the country they want to work in. This could be done by attending job fairs or conferences, or by contacting caregiving agencies directly.
- **Improving their foreign language skills.** There are a number of resources available to help people learn English or other languages spoken in countries where there is a high demand for caregivers.

- **Developing their active listening and responding skills.** There are a number of courses and workshops available that can help people improve their communication skills.

By taking these steps, Caregiver NVQ holders can increase their chances of securing jobs abroad.

#### 4.1.22 Are you still trying to go abroad as caregiver employee?

Are you still trying to go abroad as caregiver employee?	No. of Employees	Percentage
Yes	233	93.57
No	1	0.40
No responses	15	6.02
<b>Total</b>	<b>249</b>	<b>100.00</b>

Table 4.1. 22 - Are you still trying to go abroad as a Caregiver employee?



Figure 4.1. 22 - Are you still trying to go abroad as a Caregiver employee?

Above Table 4.1.22 and Figure 4.1.22 shows the results of a survey on whether Caregiver NVQ holders are still trying to go abroad to work as caregivers.

- **93.57%** of respondents said **Yes**, they are still trying to go abroad as a caregiver.
- **0.40%** of respondents said **No**, they are not trying to go abroad as a caregiver.
- **6.02%** of respondents did not respond.

The survey results suggest that a large number of Caregiver NVQ holders are interested in working abroad. This could be due to a number of factors, such as the high demand for caregivers, the potential for good wages, or the opportunity to travel and experience a new culture.

#### 4.1.23 Current working status

Working Status	No. of Employees	Percentage
Employee	131	52.61
Employer	15	6.02
Self- Employee	40	16.06
No Response	63	25.30
<b>Total</b>	<b>249</b>	<b>100.00</b>

Table 4.1. 23 – Current working status

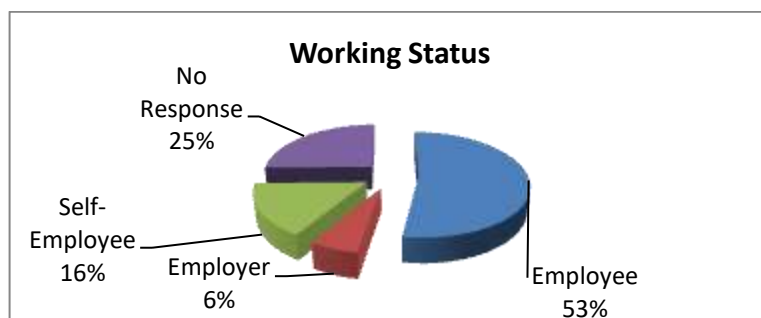


Figure 4.1. 23 – Current working status

Above Table 4.1.23 and Figure 4.1.23 depicting the current working status of NVQ caregiver certificate holders in Sri Lanka who are not working abroad as caregivers.

- The data is based on a survey of 818 respondents out of a population of 8,848 NVQ caregiver certificate holders in Sri Lanka.
- Of the respondents who are not working abroad:
  - Most (52.6%) are employed by someone else (Employee).
  - A significant number (16.1%) are self-employed (Self- Employed).
  - A smaller number (6.0%) are employers themselves (Employer).
  - A quarter (25.3%) did not provide a response to the question about their working status (No Response).

#### 4.1.24 If you are an “Employee”, what is your present designation level?

Designations	No. of Employees	Percentage	Designations	No. of Employees	Percentage
Assistant	1	0.76	Caregiver	13	9.92
Nursing officer for Garment	1	0.76	Physical education teacher	1	0.76
Caregiver Assistant	1	0.76	Police	1	0.76
Clerical	17	12.98	Primary	57	43.51
Development officer	1	0.76	Receptionist	1	0.76
Educational	1	0.76	Technical	9	6.87
Executive	12	9.16	No response	5	3.82
Home nurse	2	1.53	Managerial	7	5.34
Management assistant	1	0.76	<b>Total</b>	<b>131</b>	<b>100.00</b>

Table 4.1. 24 – If you are an “Employee”, what is your present designation level?

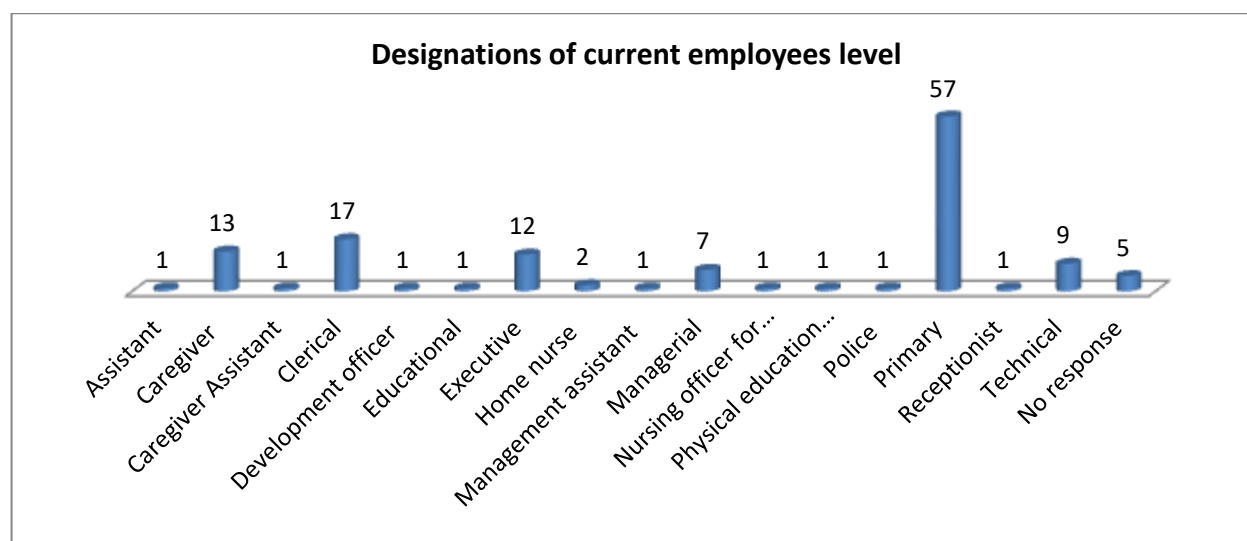


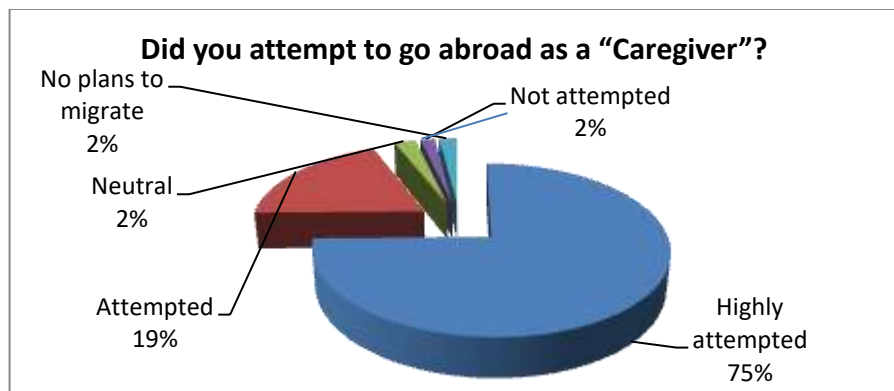
Figure 4.1. 24 – If you are an “Employee”, what is your present designation level?

According to the above Table 4.1.24 and Figure 4.1.24, Most of them are in Primary level.

#### 4.1.25 Did you attempt to go abroad as a “Caregiver”?

Level of attempting	No. of Employees	Percentage	Level of attempting	No. of Employees	Percentage
Highly attempted	186	74.70	Not attempted	4	1.61
Attempted	48	19.28	No plans to migrate	5	2.01
Neutral	6	2.41	<b>Total</b>	<b>249</b>	<b>100.00</b>

Table 4.1. 25 - Did you attempt to go abroad as a “Caregiver”?



**Figure 4.1. 25 - Did you attempt to go abroad as a “Caregiver”?**

Above Table 4.1.25 and Figure 4.1.25 shows the results of a survey on whether or not Caregiver NVQ holders attempted to go abroad to work as a caregiver.

- **74.70%** of respondents said they **highly attempted** to go abroad as a caregiver.
- **19.28%** of respondents said they **attempted** to go abroad as a caregiver.
- **6.41%** of respondents said their response was **neutral** or had **no plans to migrate**.
- **1.61%** of respondents did not attempt to go abroad as a caregiver.

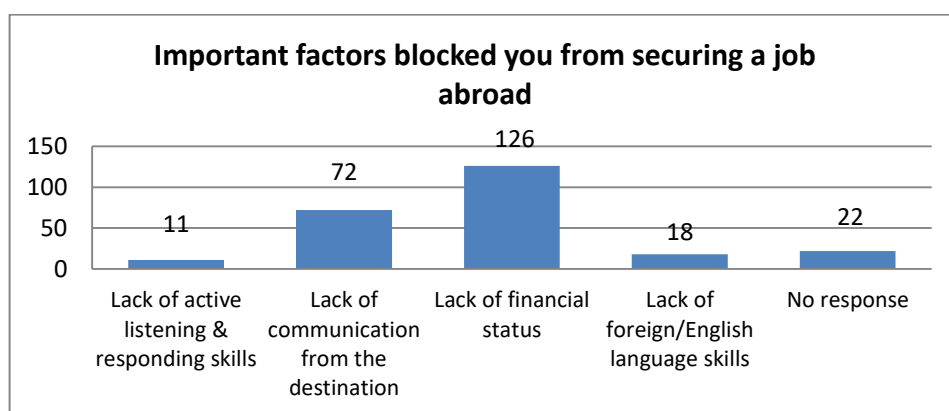
In total, **93.98%** of respondents said that they either highly attempted or attempted to go abroad as a caregiver and the survey also shows that a small percentage of Caregiver NVQ holders did not attempt to go abroad.

The survey results suggest that a large number of Caregiver NVQ holders are interested in working as caregivers abroad. This could be due to a number of factors, such as the high demand for caregivers, the potential for good wages, or the opportunity to travel and experience a new culture.

#### **4.1.26 Important factors blocked you from securing a job abroad**

Factor affected	No. of Employees	Percentage
Lack of active listening & responding skills	11	4.42
Lack of communication from the destination	72	28.92
Lack of financial status	126	50.60
Lack of foreign/English language skills	18	7.23
No response	22	8.84
<b>Total</b>	<b>249</b>	<b>100.00</b>

**Table 4.1. 26 –Important factor blocked you from securing job abroad**



**Figure 4.1. 26 –Important factor blocked you from securing job abroad**

Above Table 4.1.26 and Figure 4.1.26 shows the results of a survey on why Caregiver NVQ holders who responded to the survey were not working abroad.

The most important factors that prevented respondents from securing jobs abroad were:

- **Lack of financial status** (50.60% of respondents)
- **Lack of communication from the destination** (28.92% of respondents)
- **Lack of foreign/English language skills** (7.23% of respondents)
- **Lack of active listening and responding skills** (4.42% of respondents)
- **No response** (8.84% of respondents)

### Financial constraints

The biggest barrier for Caregiver NVQ holders securing jobs abroad was financial constraints. This could be due to a number of reasons, such as the cost of recruitment fees, travel expenses, or visa application fees.

### Lack of communication from the destination

Another significant barrier was the lack of contacts in the destination country. Caregiver NVQ holders may find it difficult to find job opportunities without a network of people in the country they want to work in.

### Language and communication skills

Foreign language skills and active listening and responding skills were also important factors for securing caregiving jobs abroad. Caregivers need to be able to communicate effectively with patients and their families.

### Unclear responses

It is important to note that a relatively high number of respondents (8.84%) did not provide a response to the question.

#### 4.1.27 Are you still trying to go abroad as caregiver employee?

Trying/ Not trying	No. of Employees	Percentage
Yes	233	93.57
No	16	6.43
<b>Total</b>	<b>249</b>	<b>100.00</b>

Table 4.1. 27 – Are you still trying to go abroad as caregiver employee?

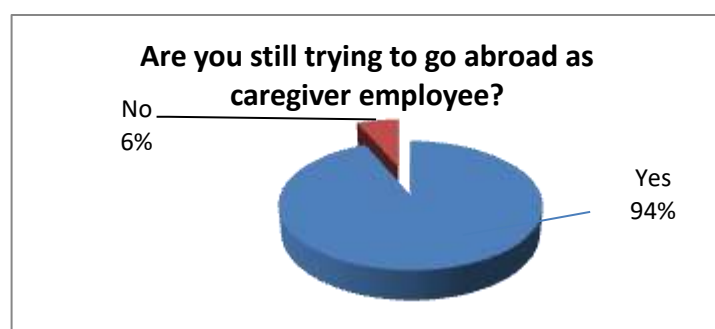


Figure 4.1. 27 – Are you still trying to go abroad as caregiver employee?

Above Table 4.1.27 and Figure shows a survey result about the percentage of NVQ caregiver certificate holders in Sri Lanka who are still trying to go abroad to work as caregivers.

- Out of 818 respondents, 94% (773) said they are still trying to go abroad to work as caregivers.
- Only 6% (45) said they are not trying to go abroad to work as caregivers.

### Here are some additional observations about the image:

- The survey was conducted among a sample of 818 respondents out of a population of 8,848 NVQ caregiver certificate holders.
- The title of the table mentions "Table 4.1.27" and "Figure 4.1.27," but it is unclear what document these belong to.

- The survey question is phrased as "Are you still trying to go abroad as caregiver employee?" This suggests that the survey may have only targeted NVQ certificate holders who are interested in working abroad as caregivers.

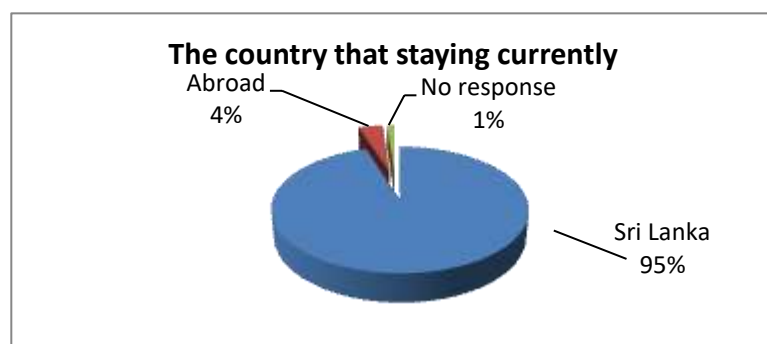
Overall, survey suggests that a significant portion of NVQ caregiver certificate holders in Sri Lanka are interested in working abroad as caregivers. However, it is important to note that this data is based on a relatively small sample size and may not be representative of the entire population of NVQ certificate holders.

## **Caregiver NVQ holders that not Working as a Caregiver**

### **4.1.28 Country that staying currently**

Country that staying currently	No. of Employees	Percentage
Sri Lanka	496	95.02
Abroad	20	3.83
No response	6	1.15
<b>Total</b>	<b>522</b>	<b>100.00</b>

**Table 4.1. 28 - Country that staying currently**



**Figure 4.1. 28 - Country that staying currently**

Above Table 4.1.28 and Figure 4.1.28 shows a pie chart depicting the distribution of NVQ caregiver certificate holders in Sri Lanka by their current country of residence.

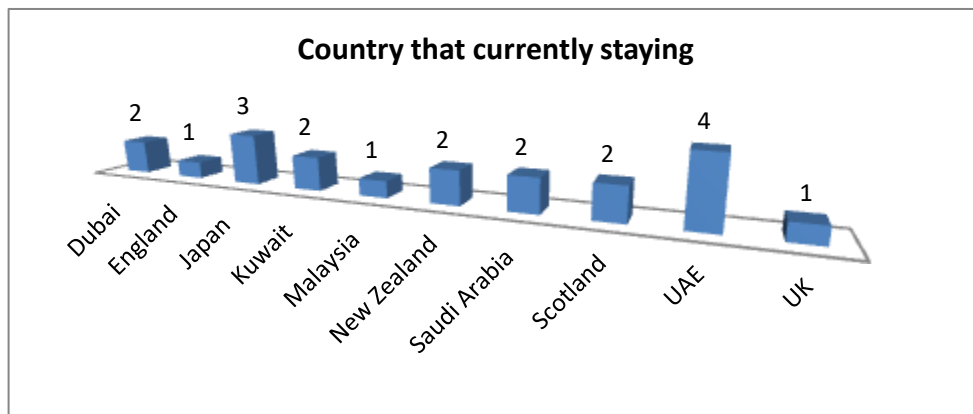
- The data is based on a survey of 818 respondents out of a population of 8,848 NVQ caregiver certificate holders in Sri Lanka.
- The vast majority (95%) of respondents are currently living in Sri Lanka.
- A small percentage (4%) are living abroad.
- A very small percentage (1%) did not provide a response to the survey question.

### **4.1.29 Country that staying currently**

Country that staying currently	No. of Employees	Percentage	Country that staying currently	No. of Employees	Percentage
Dubai	2	10	Scotland	2	10
England	1	5	UAE	4	20
Japan	3	15	UK	1	5
New Zealand	2	10	Kuwait	2	10
Saudi Arabia	2	10	Malaysia	1	5
			<b>Total</b>	<b>20</b>	<b>100</b>

**Table 4.1. 29 - Country that staying currently**





**Figure 4.1. 29 - Country that staying currently**

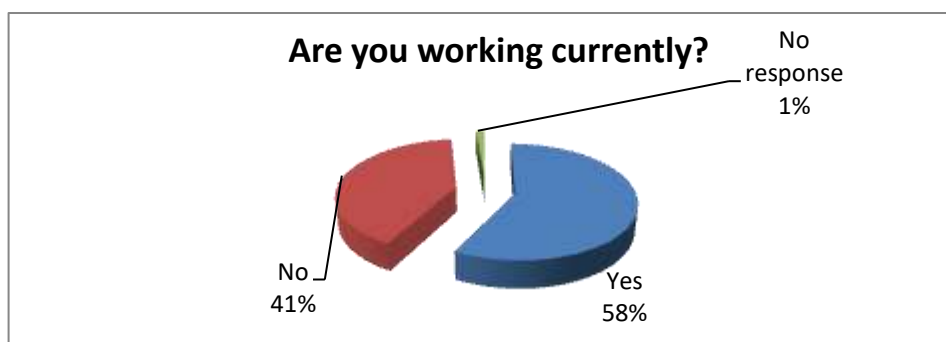
Above Table 4.1.29 and Figure 4.1.29 depicts a survey result about the number of NVQ caregiver certificate holders in Sri Lanka who are currently living in another country, but not necessarily working as caregivers.

- Out of 818 respondents, 20 (2.4%) said they are currently living in one of the following countries: Dubai, England, Japan, Kuwait, Malaysia, New Zealand, Saudi Arabia, Scotland, or the United Arab Emirates (UAE).
- The chart shows the percentage of respondents living in each country, with UAE having the highest percentage (20%).

#### **4.1.30 Are you currently working?**

Are you currently working?	No. of Employees	Percentage
Yes	301	57.66
No	214	41
No response	7	1.34
<b>Total</b>	<b>522</b>	<b>100</b>

**Table 4.1. 30- Are you doing a job currently?**



**Figure 4.1. 30 - Are you doing a job currently?**

Above Table 4.1.30 and Figure 4.1.30 shows the percentage of respondents who are currently working as a caregiver, according to a survey conducted for NVQ Caregiver certificate holders who are not currently working abroad as a caregiver. A total of 522 people responded to the survey.

The table shows the following:

- Whether the respondent is currently working as a caregiver
- The number of respondents in each category
- The percentage of respondents in each category

Here are the details in the table and the figure:

- **Yes:** 301 respondents (57.66%)

- **No:** 214 respondents (41.00%)
- **No response:** 7 respondents (1.34%)

Overall, the table and figure show that a little over half (57.66%) of the respondents are currently working as a caregiver. Just under half (41.00%) are not currently working as a caregiver, and a small percentage (1.34%) did not respond to the question.

#### 4.1.31 Working Status

Working Status	No. of Employees	Percentage
Employee	221	73.42
Employer	15	4.98
Self employed	65	21.59
<b>Total</b>	<b>301</b>	<b>100.00</b>

Table 4.1. 31 – Working Status

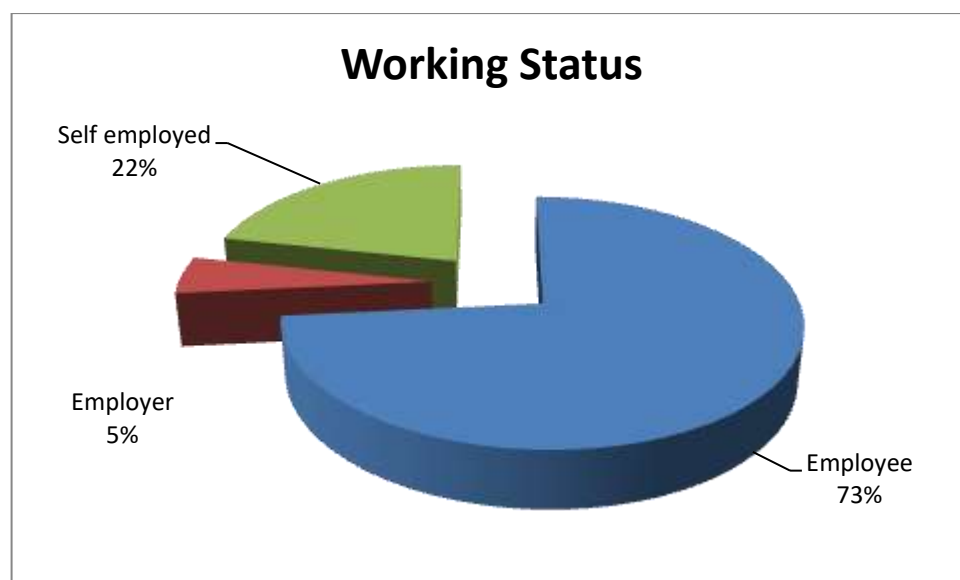
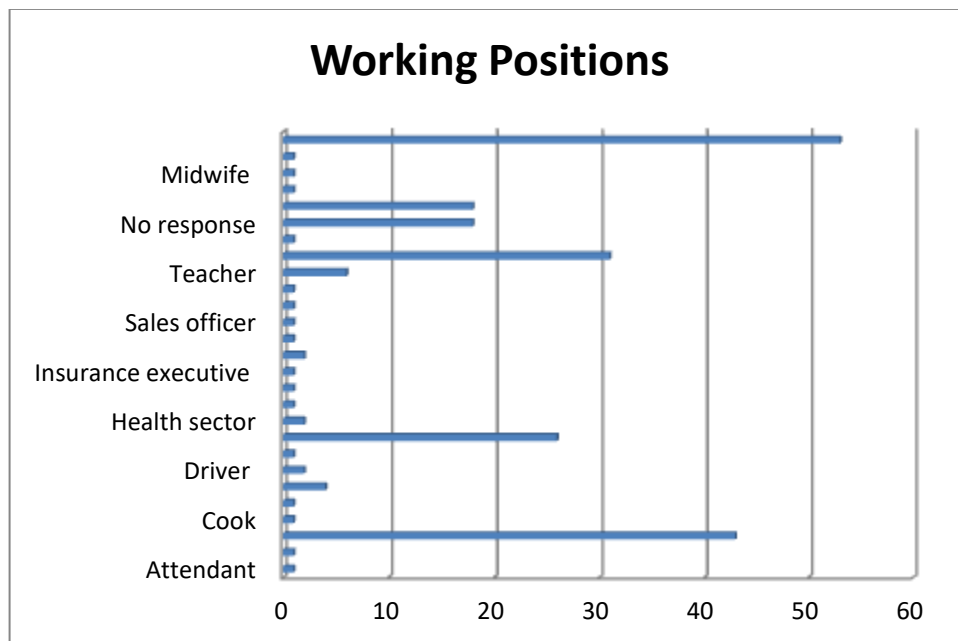


Figure 4.1. 31- Working Status

#### 4.1.32 Working positions

Designation	No. of Employees	Designation	No. of Employees	Designation	No. of Employees
Attendant	1	Executive	26	Coordinating Officer	1
Banker	1	Managerial	18	Development officer	4
Clerical	43	Mason	1	Revenue Assistant	1
Cook	1	Nurse	1	Shadow Teacher	1
Steward	1	Primary	53	Telephone operator	1
Teacher	6	Technical	31	Insurance executive	1
Driver	2	Sales officer	1	Insurance agent	1
Education field	1	No response	18	Heavy Vehicle Driver	1
Health Sector	2	Midwife	1	Library assistant	2
				<b>Total</b>	<b>221</b>

Table 4.1. 32 – Working positions



**Figure 4.1.32 – Working Positions**

Above Table 4.1.31 and 4.1.32 shows the number of NVQ Caregiver certificate holders who are currently working in different employment sectors, according to a survey conducted for NVQ Caregiver certificate holders who are not currently working abroad as a caregiver. A total of 522 people responded to the survey.

The table shows the following:

- Employment Sector
- The number of respondents working in that sector
- The percentage of respondents working in that sector

Here are the details in the table:

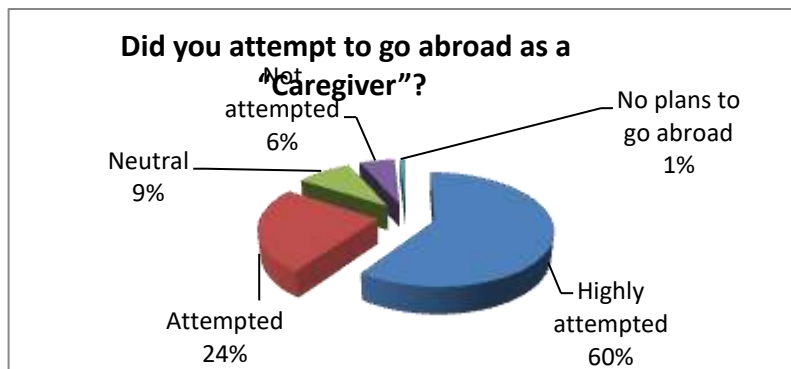
- **Employee:** 221 respondents (73.42%)
- **Employer:** 15 respondents (4.98%)
- **Self-employed:** 65 respondents (21.59%)
- **Total:** 301 respondents (100.00%)

Overall, the tables show that the vast majority (73.42%) of the respondents who are currently working are employed by someone else. A smaller percentage (4.98%) are employers themselves, and another smaller percentage (21.59%) are self-employed.

#### **4.1.33 Did you attempt to go abroad as a “Caregiver”?**

Did you attempt to go abroad as a “Caregiver”?	No. of Employees	Percentage
Highly attempted	132	59.73
Attempted	54	24.43
Neutral	20	9.05
Not attempted	13	5.88
No plans to go abroad	2	0.9
<b>Total</b>	<b>221</b>	<b>100</b>

**Table 4.1.33 – Did you attempt to go abroad as a Caregiver?**



**Figure 4.1. 33 – Did you attempt to go abroad as a Caregiver?**

Above Table 4.1.32 and Figure 4.1.32 shows the percentage of respondents who did not attempt to go abroad to work as a caregiver, according to a survey conducted for NVQ Caregiver certificate holders who are not currently working abroad as a caregiver. A total of 522 people responded to the survey.

The table shows the following:

- Whether the respondent attempted to go abroad to work as a caregiver
- The number of respondents in each category
- The percentage of respondents in each category

Here are the details in the table and the figure:

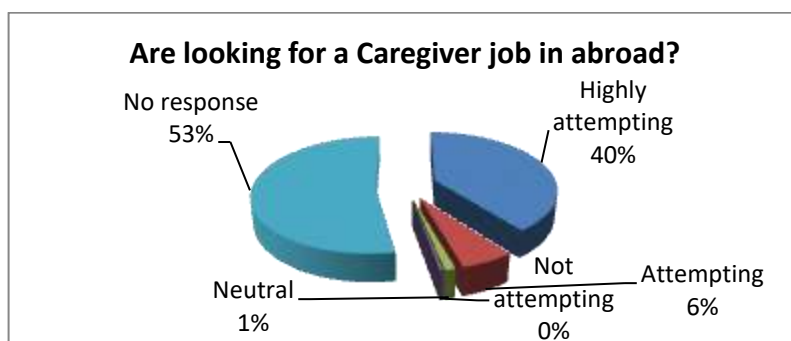
- **Not attempted:** 13 respondents (5.88%)
- **No plans to go abroad:** 2 respondents (0.90%)
- **Neutral:** 20 respondents (9.05%)
- **Attempted:** 54 respondents (24.43%)
- **Highly attempted:** 132 respondents (59.73%)

Overall, the table and figure show that the vast majority (95.02%) of respondents attempted to go abroad to work as a caregiver at some point. Only a small percentage (5.88%) did not attempt to go abroad.

#### **4.1.34 Are looking for a Caregiver job in abroad?**

Are looking for a Caregiver job in abroad?	No. of Employees	Percentage
Highly attempting	207	39.66
Attempting	31	5.94
Neutral	6	1.15
Not attempting	2	0.38
No response	276	52.87
<b>Total</b>	<b>522</b>	<b>100.00</b>

**Table 4.1. 34 – Are you looking for a Caregiver job in abroad?**



**Figure 4.1. 34 – Are you looking for a Caregiver job in abroad?**

Above Table 4.1.35 and Figure 4.1.35 shows the percentage of people looking for a caregiver job abroad, according to a survey conducted for NVQ Caregiver certificate holders who are not currently working abroad as a caregiver. A total of 522 people responded to the survey.

The table shows the following:

- Whether the respondent is looking for a caregiver job abroad
- The number of respondents in each category
- The percentage of respondents in each category

Here are the details in the table and the figure:

- **Highly attempting:** 207 respondents (39.66%)
- **Attempting:** 31 respondents (5.94%)
- **Neutral:** 6 respondents (1.15%)
- **Not attempting:** 2 respondents (0.38%)
- **No response:** 276 respondents (52.87%)

Overall, the table and figure show that a significant portion (52.87%) of the respondents did not answer the question about whether they are looking for a caregiver job abroad. Of the remaining respondents, the largest percentage (39.66%) said they are highly attempting to find a caregiver job abroad.

#### 4.1.35 Why did you obtain NVQ certificate for caregiver?

Why did you obtain NVQ certificate for caregiver?	No. of Employees	Percentage
For local employment	3	0.57
For overseas job	311	59.58
For self-development	13	2.49
To use if necessary	1	0.19
For income & service minded & willing to work abroad or domestically	1	0.19
No response	193	36.97
<b>Total</b>	<b>522</b>	<b>100.00</b>

Table 4.1. 35 – Why did you obtain NVQ certificate for Caregiver?

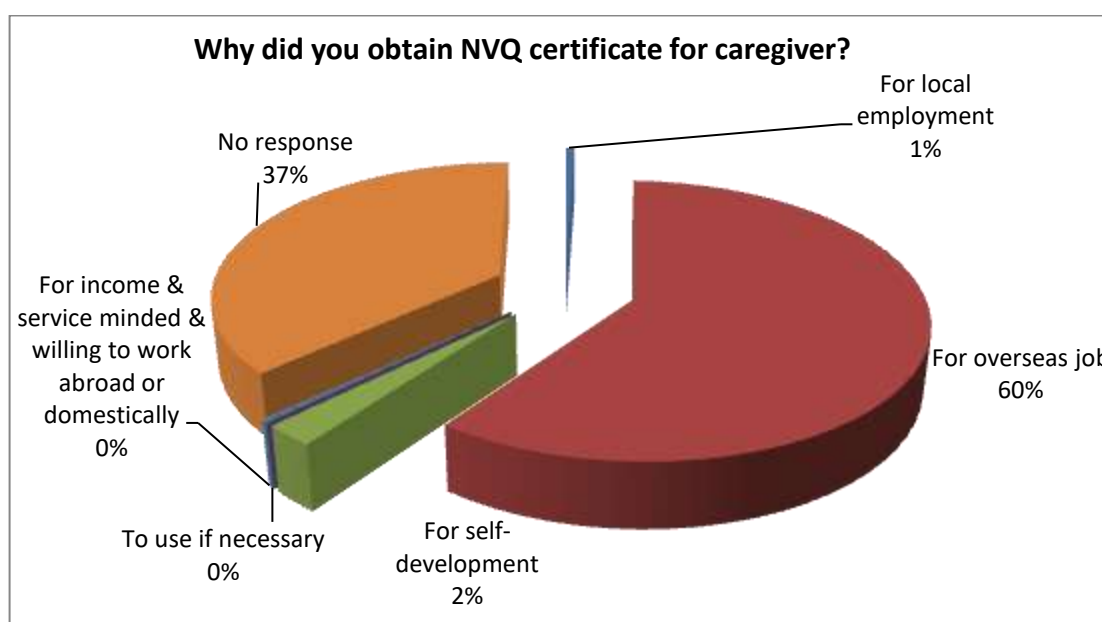


Figure 4.1. 35 – Why did you obtain NVQ certificate for Caregiver?

Above Table 4.1.35 and Figure 4.1.35 shows why respondents obtained an NVQ certificate for caregiver, according to a survey conducted for NVQ Caregiver certificate holders who are not currently working abroad as a caregiver. A total of 522 people responded to the survey.

The table and figure shows the reasons why respondents obtained an NVQ certificate for caregiver and the number of respondents who chose each reason. It also shows the percentage of respondents who chose each reason. Here are the reasons listed in the table, along with the number of respondents who chose them and the percentage:

- **For overseas job:** 311 respondents (59.58%)
- **For self-development:** 13 respondents (2.49%)
- **To use if necessary:** 1 respondent (0.19%)
- **For income & service minded & willing to work abroad or domestically:** 0 respondents (0.00%)
- **No response:** 197 respondents (37.97%)
- **Local employment:** 3 respondents (0.57%)

Overall, the table and figure show that the most common reason why respondents obtained an NVQ certificate for caregiver was to work abroad as a caregiver. Almost two-fifths (37.97%) of respondents did not provide a reason for obtaining the certificate.

#### 4.1.36 Most important factor blocked you from securing a job abroad

Most important factor blocked you from securing a job abroad	No. of Employees	Percentage
Lack of active listening & responding skills	20	3.83
Lack of connections from the destination	1	0.19
Lack of contacts from the destination	159	30.46
Lack of financial status	274	52.49
Lack of foreign/ English language skills	37	7.09
No response	31	5.94
<b>Total</b>	<b>522</b>	<b>100.00</b>

Table 4.1. 36 - Most important factor blocked you from securing a job abroad

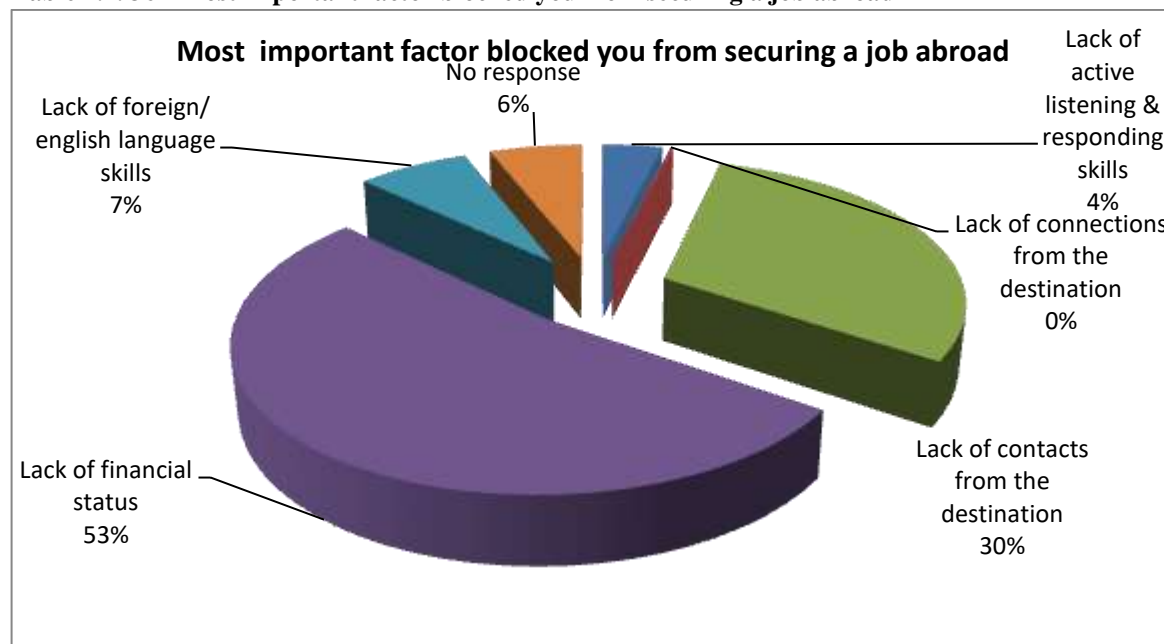


Figure 4.1. 36 - Most important factor blocked you from securing a job abroad

Above Table 4.1.36 and Figure 4.1.36 shows the most important factors that blocked respondents from securing a job abroad as a caregiver. The survey was conducted for NVQ Caregiver certificate holders who are not currently working abroad as a caregiver. A total of 522 people responded to the survey.

Here are the factors listed in the table, along with the number of respondents who chose them and the percentage:

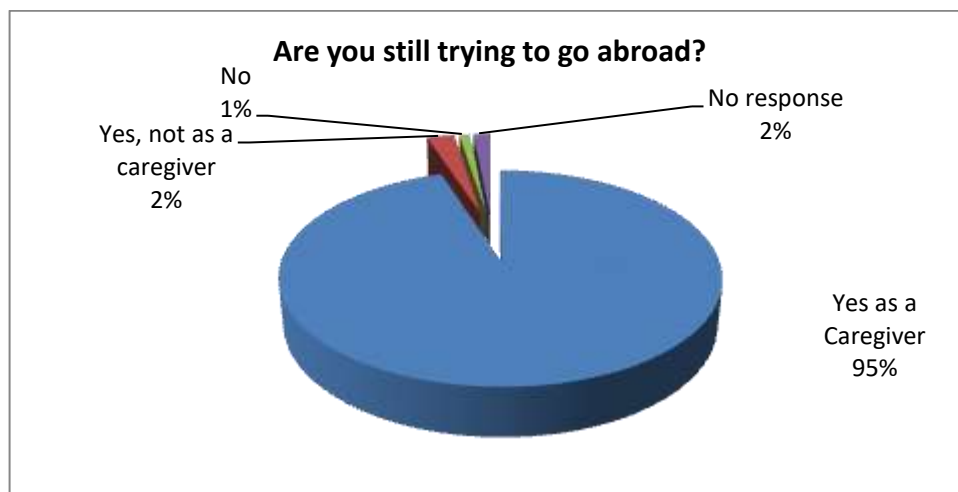
- **Lack of financial status:** 274 respondents (52.49%)
- **Lack of contacts from the destination:** 159 respondents (30.46%)
- **Lack of foreign/English language skills:** 37 respondents (7.09%)
- **Lack of active listening & responding skills:** 20 respondents (3.83%)
- **No response:** 31 respondents (5.94%)

Overall, the table and figure show that the most common barrier for NVQ Caregiver certificate holders who want to work abroad as caregivers is a lack of financial resources. The second most common barrier is a lack of contacts in the destination country.

#### 4.1.37 Are you still trying to go abroad?

Are you still trying to go abroad?	No. of Employees	Percentage
Yes, as a Caregiver	496	95.02
Yes, not as a caregiver	13	2.49
No	5	0.96
No response	8	1.53
<b>Total</b>	<b>522</b>	<b>100.00</b>

**Table 4.1. 37 – Are you still trying to go abroad?**



**Figure 4.1. 37 – Are you still trying to go abroad?**

Above Figure 4.1.37 and Table 4.1.37 shows that the vast majority (95.02%) of respondents are still trying to go abroad to work as a caregiver. Only a small percentage (2.49%) are trying to go abroad for a different job, and another small percentage (0.96%) said they are not trying to go abroad at all. There were also a few people (1.53%) who did not respond to the question.

Here is a more detailed breakdown of the results:

- **Yes, as a Caregiver:** 496 respondents (95.02%)
- **Yes, not as a caregiver:** 13 respondents (2.49%)
- **No:** 5 respondents (0.96%)
- **No response:** 8 respondents (1.53%)

Overall, the survey results suggest that there is a strong interest among NVQ Caregiver certificate holders in working abroad as caregivers.

## 4.2 Reliability Analysis

Reliability refers to the extent to which a scale produces consistent results, if the measurements are repeated a number of times. This is an important quality criterion of a researcher's measurement instrument, when observing the outcomes of questionnaires, under equivalent circumstances if a person completes it in the same way at different points of times and giving equivalent outcomes. In terms of statistics it is important that the individual questions give results that are consistent with the overall purpose of the questionnaire to call it high in reliability analysis (Field 2005).

Cronbach's alpha is a statistic and it is generally used to assess the reliability or internal consistency of a psychometric instrument. Internal consistency indicates how a measuring instrument all subparts has the same characteristic or in other words to what degree an instrument is consistent of its concept.

Cronbach's alpha was developed by Cronbach in 1951; it measures the covariance level between the items of a test or a scale, it is expressed as a number between 0 and 1. Cronbach's alpha values of 0.7 or higher indicate acceptable internal consistency. Internal consistency describes the extent to which all the items in a test measure the same concept or construct and hence it is connected to the inter-relatedness of the items within the test (Tavakol & Dennick 2011).

### 4.2.1 Reliability Analysis

No.	Variable	Cronbach's Alpha	N of Items
1.	Individual Characteristics (Gender, Age, Education Level, Vocational/Education Qualification, Marital Status, Residential District)	0.2729	6
2.	Legal and Regulatory Factors (Certificate Requirement, Immigration Policies)	0.5617	3
3.	Economic Factors (Respondent income level, Spouse income level)	0.6725	2
4.	Social and Networking Factors (Contact with the destination country, Language Proficiency)	0.5153	2
5.	Cultural and Social Integration (Ethnicity, Religion)	0.3712	3
6.	Technology and Access to Information (Online platform facility)	0.4852	1
7.	Other Factors (Route of certificate obtained, Political stability, Demand for the Caregivers, Online platform)	0.7066	3

**Table 4.2. 1 – Reliability analysis**

It is important to note that Cronbach's Alpha is just one measure of internal consistency and there may be other factors to consider. However, it can be a helpful tool to get a sense of the reliability of the data.

Here are some potential areas for further exploration based on the variable categories in the table:

- **Individual Characteristics:** While this variable has a weak Cronbach's Alpha (0.2729), it may still be useful to consider some individual characteristics, such as language proficiency, which could be a significant factor in securing caregiver jobs abroad.
- **Legal and Regulatory Factors:** It would be helpful to understand the specific certificate requirements and immigration policies of the foreign labour markets that are interested in because the Cronbach's Alpha (0.5617).
- **Economic Factors:** Investigating the income levels of caregivers and potential salary expectations in foreign countries could be important factors to consider.



- **Social and Networking Factors:** Understanding how Sri Lankans are building connections in the destination countries and their language proficiency could be beneficial because of the Cronbach's Alpha (0.5153).
- **Cultural and Social Integration:** While this variable has a weak Cronbach's Alpha (0.3712), it might be worth exploring the cultural aspects that may affect caregivers such as religious practices or dietary restrictions.
- **Technology and Access to Information:** Understanding how technology is being used to find caregiver jobs abroad and how Sri Lankans can access this information could be important because of the Cronbach's Alpha (0.4852).
- **Other Factors:** Investigating the route through which the NVQ certificate was obtained and the political stability of the destination countries could be relevant factors because of the Cronbach's Alpha (0.7066).

### 4.3 Analysing of Mean

#### 4.3.1 Caregivers that working in abroad

Statistics		
	Are you satisfied with your job?	Do you recommend NVQ for foreign employment?
Mean	4.33	4.34
Variance	.520	1.480
Skewness	-.607	-1.930
Std. Error of Skewness	.365	.369

**Table 4.3.1. 1– Test statistics**

Are you satisfied with your job?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Neutral	6	14.3	14.3	14.3
	Satisfied	16	38.1	38.1	52.4
	Highly satisfied	20	47.6	47.6	100.0
	Total	42	100.0	100.0	

**Table 4.3.1. 2 – Test statistic for job satisfaction**

Do you recommend NVQ for foreign employment?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agreed	3	7.1	7.3	7.3
	Dissagreed	2	4.8	4.9	12.2
	Neutral	1	2.4	2.4	14.6
	Agreed	7	16.7	17.1	31.7
	Highly agreed	28	66.7	68.3	100.0
	Total	41	97.6	100.0	
Missing	System	1	2.4		
Total		42	100.0		

**Table 4.3.1. 3- Test statistic for recommending NVQ**

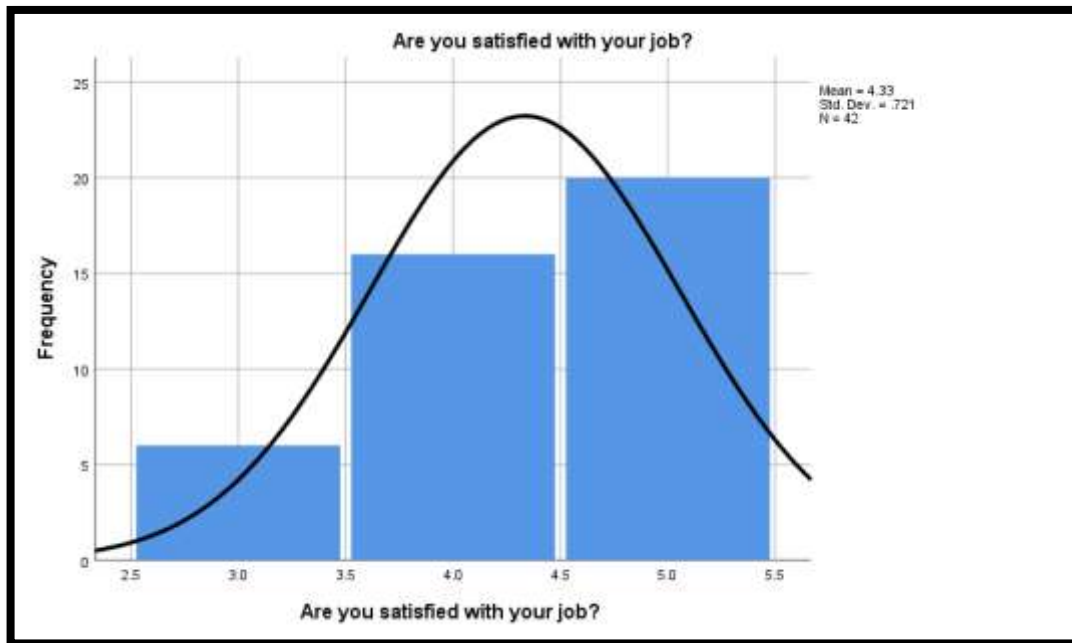


Figure 4.3.1 1 – Histogram for job satisfaction

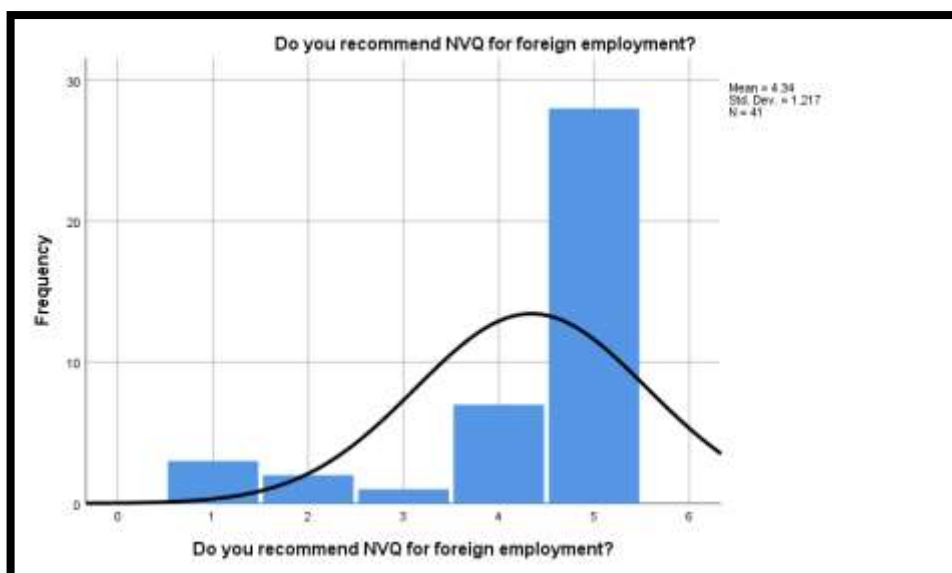


Figure 4.3.1 2 - Test statistic for recommending NVQ

For **Job Satisfaction**, the mean is 4.33, which could be interpreted as a relatively high level of satisfaction. However, there is no data for variance, skewness, or standard error of skewness, so it is difficult to draw any conclusions about the distribution of the data.

For **NVQ Recommendation**, the mean is 4.34 and the variance is 1.480. The skewness is -1.930, which suggests that the distribution is negatively skewed, meaning there may be more responses towards recommending NVQ for foreign employment. However, the standard error of skewness is 0.369, which is relatively large, so the conclusion about skewness is not very certain.

The table shows descriptive statistics for the responses to these questions.

- **Variable:** This refers to the two survey questions asked.
- **Mean:** This represents the average score for each question on a scale of likely 1 (not satisfied/not recommended) to 5 (highly satisfied/highly recommended).

- The average satisfaction score is 4.33.
- The average score for recommending NVQ is 4.34.
- **Variance:** This indicates how spreads out the responses are from the mean. A higher variance suggests a wider range of responses (more people responded with different values on the scale).
  - The variance for job satisfaction is 0.520.
  - The variance for recommending NVQ is 1.480.
- **Skewness:** This measures the symmetry of the data distribution.
  - A positive value indicates more responses leaning towards being satisfied or recommending NVQ (skewed towards the higher end of the scale).
  - A negative value suggests more responses leaning towards being dissatisfied or not recommending NVQ (skewed towards the lower end of the scale).
    - The skewness for job satisfaction is negative (-0.607), but the standard error of skewness is high (0.365) so it's inconclusive.
    - The skewness for recommending NVQ is negative (-1.930), and the standard error of skewness is also high (0.369) so it's also inconclusive about the exact distribution.

Overall, while the average scores suggest a moderate level of satisfaction with the job and a general recommendation for the NVQ certificate, it's difficult to draw strong conclusions due to the small sample size and the high standard errors of skewness for Caregiver NVQ holders that working in abroad as a Caregiver.

#### 4.3.2 Caregivers that not working in abroad

Statistics		
	Did you attempt to go abroad as a "Caregiver"?	Are you still trying to go abroad as caregiver employee?
Mean	4.69	1.00
Variance	.412	.004
Skewness	-2.617	-15.297
Std. Error of Skewness	.156	.159

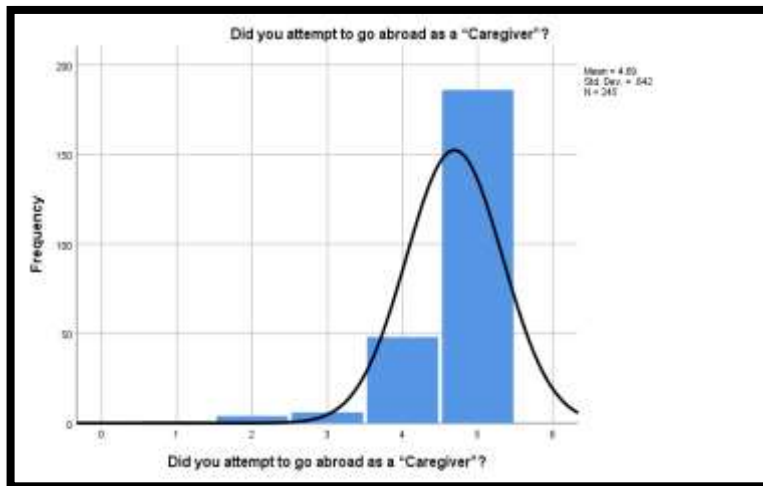
**Table 4.3.2. 1- Test statistic**

Did you attempt to go abroad as a "Caregiver"?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No plans to go abroad	1	.4	.4	.4
	Not attempted	4	1.6	1.6	2.0
	Neutral	6	2.4	2.4	4.5
	Attempted	48	19.3	19.6	24.1
	Highly attempted	186	74.7	75.9	100.0
	Total	245	98.4	100.0	
Missing	System	4	1.6		
Total		249	100.0		

**Table 4.3.2. 2 – Test statistic for previous attempting to go abroad**

Are you still trying to go abroad as caregiver employee?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1	.4	.4	.4
	Yes	233	93.6	99.6	100.0
	Total	234	94.0	100.0	
Missing	System	15	6.0		
Total		249	100.0		

**Table 4.3.2. 3 – Test statistic for attempting to go abroad**



**Figure 4.3.2. 1 – Histogram for previous attempting to go abroad**



**Figure 4.3.2. 2 - Histogram for attempting to go abroad**

The two tables you provided show the results of a survey conducted among 249 NVQ certified caregivers currently working in Sri Lanka. The survey investigates their attempts to secure caregiver jobs abroad.

The first table (Table 4.1.42) titled "Did you attempt to go abroad as a caregiver?" explores how many caregivers have ever tried to find caregiver jobs overseas. Here's a breakdown of the results:

- **Frequency:** Out of the 249 caregivers surveyed, 4 (1.6%) said they have no plans to go abroad. Another 4 (1.6%) said they have not attempted to find work overseas.
- **Percent:** Those who said they definitively don't plan to go abroad or haven't tried to find work abroad make up a combined 3.2% of those surveyed.
- **Valid Percent:** This refers to the percentage excluding the 4 cases with missing data (represented by "System" in the table). With that excluded, those who said they definitively don't plan to go abroad or haven't tried to find work abroad make up 3.2% of respondents.
- **Cumulative Percent:** This shows the total percentage of respondents up to that category. So, for instance, 4.5% of respondents fall into the category of "No plans to go abroad" or "Not attempted," combined.

The second table (Table 4.1.43) titled "Are you still trying to go abroad as a caregiver employee?" looks at how many caregivers are still actively seeking caregiver jobs abroad. Here's a breakdown of the results:

- **Frequency:** Out of the 249 caregivers, 233 (93.6%) said they are still trying to find caregiver jobs abroad. There were 4 cases with missing data ("System") and 1 respondent said "No".
- **Percent:** Only 0.4% of respondents said they are not still trying to find caregiver work abroad.

- **Valid Percent:** Excluding the missing data, 99.6% of respondents said they are still trying to find caregiver work abroad.
- **Cumulative Percent:** Because such a high percentage (99.6%) said they are still trying to find foreign caregiver work, this column simply shows 100% for all respondents.

Overall, these tables show a very strong interest among these Sri Lankan NVQ certified caregivers in finding caregiver jobs abroad. The vast majority (99.6%) of those who expressed an interest in working abroad have actively tried to find such work and continue to seek those opportunities.

#### 4.3.3 Caregiver NVQ holders that not Working as a Caregiver

Statistics		
	Did you attempt to go abroad as a "Caregiver"?	Are you still trying to go abroad?
Mean	4.38	1.07
Variance	.828	.114
Skewness	-1.448	4.910
Std. Error of Skewness	.164	.108

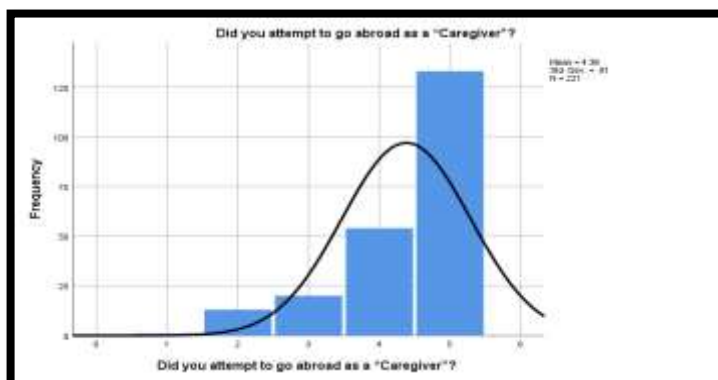
**Table 4.3.3. 1 – Test Statistic**

Did you attempt to go abroad as a "Caregiver"?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No plans to work as a caregiver	1	.2	.5	.5
	Not attempted	13	2.5	5.9	6.3
	Neutral	20	3.8	9.0	15.4
	Attempted	54	10.3	24.4	39.8
	Highly attempted	133	25.5	60.2	100.0
	Total	221	42.3	100.0	
Missing	System	301	57.7		
Total		522	100.0		

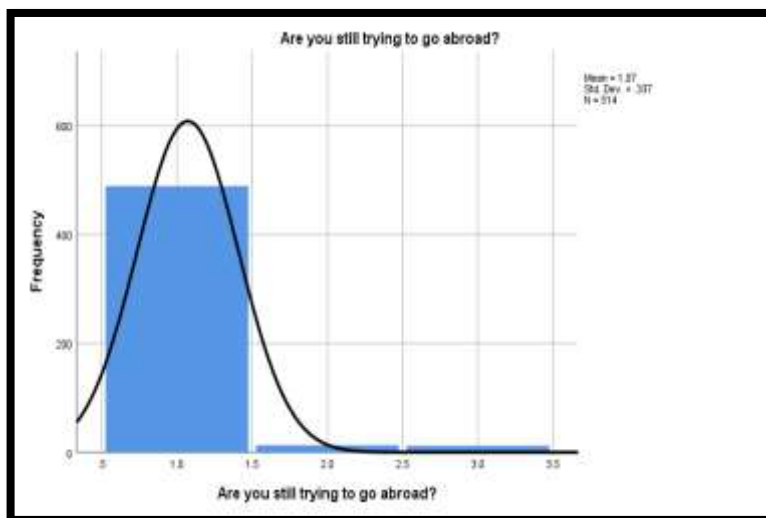
**Table 4.3.3. 2 – Test Statistic for previous attempting to go abroad**

Are you still trying to go abroad?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, as a caregiver	489	93.7	95.1	95.1
	Yes, not as a caregiver	13	2.5	2.5	97.7
	No	12	2.3	2.3	100.0
	Total	514	98.5	100.0	
Missing	System	8	1.5		
Total		522	100.0		

**Table 4.3.3. 3 – Test Statistic for attempting to go abroad**



**Figure 4.3.3. 1 – Histogram for previous attempting to go abroad**



**Figure 4.3.3. 2 – Histogram for attempting to go abroad**

Above two tables present data on attempts to go abroad for caregiver jobs among 522 NVQ certificate holders in Sri Lanka who are not currently working as caregivers.

**Table 4.1.44: Did you attempt to go abroad as a "Caregiver"?**

This table explores how many caregivers have ever tried to find caregiver jobs overseas. Here's a breakdown of the results:

- **Did you attempt to go abroad as a "Caregiver"?** This column lists the different categories of attempts to go abroad.
- **Frequency:** This column shows the number of caregivers who fall under each category.
  - No plans to work as a caregiver (1): 1 person (around 2% based on the valid percent) has no plans to become a caregiver overseas.
  - Not attempted (13): Around 6% of the respondents said they haven't attempted to find caregiver work abroad.
  - Neutral (20): Nearly 15% of the respondents were neutral on the question of attempting to go abroad.
  - Attempted (54): Over 24% of the respondents said they attempted to find caregiver work abroad.
  - Highly attempted (133): The largest group (around 60%) said they made a strong effort to find caregiver work abroad.
- **Percent:** This shows the percentage of respondents in each category (without considering missing data).
- **Valid Percent:** This refers to the percentage excluding the 4 cases with missing data (represented by "System" in the table).
- **Cumulative Percent:** This shows the total percentage of respondents up to that category. For instance, a little over 8% of respondents fall into the category of "No plans to go abroad" or "Not attempted," combined.

**Table 4.1.45: Test Statistic for previous attempting to go abroad**

This table focuses on those who ever attempted to go abroad for caregiver jobs (187 respondents), and explores whether they are still trying. Here's a breakdown:

- **Are you still trying to go abroad?** This column lists the different options.
- **Frequency:** This column shows the number of caregivers who fall under each category.
  - Yes, as a caregiver (489): Nearly 94% of all respondents (and 95% of those who ever tried) said they are still trying to find caregiver work abroad.

- Yes, not as a caregiver (13): Around 3% of all respondents (and 2.5% of those who ever tried) said they are still trying to go abroad, but not necessarily for caregiver jobs.
- No (12): A small percentage (around 2% of all respondents and those who ever tried) said they are no longer trying to go abroad.
- **Percent:** This shows the percentage of respondents in each category (without considering missing data).
- **Valid Percent:** This refers to the percentage excluding the missing data (8 cases). Excluding missing data, almost everyone who ever tried to go abroad for caregiving work is still trying (97.7%).

Overall, these tables show a significant interest in finding caregiver jobs abroad among these Sri Lankan NVQ certified caregivers who are not currently working as caregivers. A very high percentage (almost 98%) of those who ever tried to find foreign caregiver work are still looking for such opportunities. It's also interesting to see that over a quarter (24%) attempted to go abroad, but a substantial portion (nearly 60%) had made a strong effort.

## 4.4 Analyzing Responses from the Caregiver Training Providers

### 4.4.1 Details of the institutes who responded for the survey is as follows;

TVEC Registration Number	Name of the Institute
P12/0251	Greenway Vocational & Foreign Employment Training Centre
P02/0464	Rosewood nursing school
P01/1085	Noble Aged (Pvt.) Ltd
P02/0154	International Institute of Health Sciences (Pvt.) Ltd
P01/1005	Oberon Institute
P25/0058	Institute of medical sciences, Minipay
P01/0734	Summerset College
P01/0023	Aquinas College of Higher Studies
P01/1102	Ocean Vocational Training Institute
P01/1014	Asian Lanka International pvt ltd
P01/1063	Global Care Nursing Academy
P01/1007	Isira Medical & Nursing School
P12/0255	Suwanee Royal Nursing Training Academy
P02/0453	Feel it nursing academy
P12/0133	NEW INSTITUTE OF NURSING EDUCATION
P08/0108	BJK Vocational Training Academy
P01/0627	Lanka Hospitals Corporation PLC.

**Table 4.4. 1- Details of the respondents**

The above Table 4.1.47 shows “Details of the institutes who responded for the survey is as follows”. It lists the names of 18 institutes that responded to a questionnaire which was distributed to 135 institutes.

#### 4.4.2 Number of applications received for Caregiver NVQ level 03 courses in 2020, 2021, 2022 and 2023

Institute	2020	2021	2022	2023
Greenway Vocational & Foreign Employment Training Centre				68
Rosewood nursing school				50
Noble Aged (Pvt) Ltd				105
International Institute of Health Sciences (Pvt) Ltd			512	88
Oberon Institute			05	31
Institute of medical sciences, Minipay	24			38
Summerset College				69
Aquinas College of Higher Studies				102
Ocean Vocational Training Institute				6
Asian Lanka International pvt ltd				650
Global Care Nursing Academy				80
Isira Medical & Nursing School				10
Suwanee Royal Nursing Training Academy				80
Feel it nursing academy			142	332
NEW INSTITUTE OF NURSING EDUCATION				0
BJK Vocational Training Academy			40	289
Lanka Hospitals Corporation PLC.	15	110	305	418
<b>Total</b>	<b>39</b>	<b>110</b>	<b>1004</b>	<b>2416</b>

**Table 4.4. 2 - Number of applications received for Caregiver NVQ level 03 courses in 2020, 2021, 2022 and 2023**

#### 4.4.3 No. of students enrolled in 2020, 2021, 2022 and 2023

Institute	2020	2021	2022	2023
International Institute of Health Sciences (Pvt.) Ltd			364	
Oberon Institute			05	31
Feel it nursing academy			142	
BJK Vocational Training Academy			35	
Lanka Hospitals Corporation PLC.		116	520	
Institute of medical sciences, Minipay	18			26
Greenway Vocational & Foreign Employment Training Centre				47
Rosewood nursing school				34
Noble Aged (Pvt) Ltd				43
International Institute of Health Sciences (Pvt) Ltd				36
Summerset College				32
Aquinas College of Higher Studies				73
Ocean Vocational Training Institute				6
Asian Lanka International (Pvt.) ltd				600
Global Care Nursing Academy				78
Isira Medical & Nursing School				10



Suwanee Royal Nursing Training Academy				50
Feel it nursing academy				332
NEW INSTITUTE OF NURSING EDUCATION				0
BJK Vocational Training Academy				289
Lanka Hospitals Corporation PLC.				520
<b>Total</b>	<b>18</b>	<b>116</b>	<b>1066</b>	<b>2207</b>

**Table 4.4. 3- No. of students enrolled in 2020, 2021, 2022 and 2023**

#### **4.4.4 No. of students completed in 2020, 2021, 2022 and 2023**

<b>Institute</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Greenway Vocational & Foreign Employment Training Centre				45
Rosewood nursing school				32
Noble Aged (Pvt) Ltd				20
International Institute of Health Sciences (Pvt) Ltd			181	60
Oberon Institute			02	31
Institute of medical sciences, Minipay	16			16
Aquinas College of Higher Studies				63
Ocean Vocational Training Institute				6
Asian Lanka International pvt ltd				550
Global Care Nursing Academy				71
Isira Medical & Nursing School				08
Suwanee Royal Nursing Training Academy				50
Feel it nursing academy			100	250
NEW INSTITUTE OF NURSING EDUCATION				0
BJK Vocational Training Academy			35	275
Lanka Hospitals Corporation PLC.		93	268	379
<b>Total</b>	<b>16</b>	<b>93</b>	<b>586</b>	<b>1856</b>

**Table 4.4. 4 - No. of students completed in 2020, 2021, 2022 and 2023**

#### **4.4.5 No. of students obtained NVQ certificates in 2020, 2021, 2022 and 2023**

<b>Institute</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Greenway Vocational & Foreign Employment Training Centre				20
Rosewood nursing school				31
Noble Aged (Pvt) Ltd				17
International Institute of Health Sciences (Pvt) Ltd				76
Oberon Institute			02	31
Institute of medical sciences, Minipay	16			16
Aquinas College of Higher Studies				63
Ocean Vocational Training Institute				6
Asian Lanka International pvt ltd				550
Global Care Nursing Academy				71
Isira Medical & Nursing School				05

Suwanee Royal Nursing Training Academy				40
Feel it nursing academy			100	250
BJK Vocational Training Academy			35	275
Lanka Hospitals Corporation PLC.		93	268	378
<b>Total</b>	<b>16</b>	<b>93</b>	<b>586</b>	<b>1829</b>

**Table 4.4. 5 - No. of students obtained NVQ certificates in 2020, 2021, 2022 and 2023**

#### **4.4.6 No. of NVQ certificate holders secured a job and went abroad**

<b>Institute</b>	<b>No. of respondents</b>
Greenway Vocational & Foreign Employment Training Centre	03
Rosewood nursing school	4
Noble Aged (Pvt) Ltd	5
International Institute of Health Sciences (Pvt.) Ltd	27
Oberon Institute	20
Institute of medical sciences, Minipay	02
Aquinas College of Higher Studies	14
Ocean Vocational Training Institute	02
Asian Lanka International pvt ltd	200
Global Care Nursing Academy	10
Isira Medical & Nursing School	02
Suwanee Royal Nursing Training Academy	10
Feel it nursing academy	100
BJK Vocational Training Academy	10
Lanka Hospitals Corporation PLC.	25
<b>Total</b>	<b>434</b>

**Table 4.4. 6 - No. of certificate holders secured a job and went abroad**

#### **4.4.7 No. of NVQ certificate holders working in Sri Lanka as a caregiver**

<b>Institute</b>	<b>No. of respondents</b>
Greenway Vocational & Foreign Employment Training Centre	10
Noble Aged (Pvt.) Ltd	10
Oberon Institute	02
Institute of medical sciences, Minipay	16
Aquinas College of Higher Studies	14
Isira Medical & Nursing School	03
Suwanee Royal Nursing Training Academy	30
Feel it nursing academy	25
Lanka Hospitals Corporation PLC.	08
<b>Total</b>	<b>118</b>

**Table 4.4. 7 - No. of NVQ certificate holders working in Sri Lanka as a caregiver**

#### 4.4.8 Overall Status of NVQ Caregiver holders

Name of the Institute	2020				2021				2022				2023				No. of NVQ certificate holders secured a job and went abroad	No. of NVQ certificate holders secured a job working in Sri Lanka
	Application Received	Student Enrolled	Course Completed Students	Certificate obtained students	Application Received	Student Enrolled	Course Completed Students	Certificate obtained students	Application Received	Student Enrolled	Course Completed Students	Certificate obtained students	Application Received	Student Enrolled	Course Completed Students	Certificate obtained students		
Greenway Vocational & Foreign Employment Training Centre													68	47	45	20	03	10
Rosewood nursing school													50	34	32	31	4	0
Noble Aged (Pvt) Ltd													105	43	20	17	5	10
International Institute of Health Sciences (Pvt) Ltd									512	364	181		88	36	60	76	27	0
Oberon Institute									05	05	02	02	31	31	31	31	20	2
Institute of medical sciences, manipay	24	18	16	16									38	26	16	16	02	16
Summerset College													69	32				
Aquinas College of Higher Studies													102	73	63	63	14	14
Ocean Vocational Training Institute													6	6	6	6	02	
Asian Lanka International pvt ltd													650	600	550	550	200	
Global Care Nursing Academy													80	78	71	71	10	0
Isira Medical & Nursing School													10	10	08	05	02	03
Suwanee Royal Nursing Training Academy													80	50	50	40	10	30
Feel it nursing academy									142	142	100	100	332	332	250	250	100	25
NEW INSTITUTE OF NURSING EDUCATION																N/A		
BJK Vocational Training Academy									40	35	35	35	289	289	275	275	10	
Lanka Hospitals Corporation PLC.	15				110	116	93	93	305	520	268	268	418	520	379	378	25	8

**Table 4.4. 8 - Overall status of NVQ Caregiver holders**

Based on the above Table 4.1.54, it appears to be a survey on NVQ Caregiver Training Providers in Sri Lanka that conducted caregiver courses between 2020 and 2023. The data shows an upward trend in the number of applications received and students enrolled in these programmes over the four years.

Here's a breakdown of the key findings:

- **Applications Received:** The total number of applications received increased significantly year-on-year. There were 39 applications in 2020, and this number grew to 2416 in 2023.
- **Student Enrollments:** The total number of students enrolled also showed a significant upward trend, increasing from 18 in 2020 to 2207 in 2023.
- **Institutes with Highest Applications (2023):**
  - Asian Lanka International Pvt Ltd (650 applications)
  - Lanka Hospitals Corporation PLC (418 applications)
- **Institutes with Highest Enrollment Growth (2020-2023):**
  - Lanka Hospitals Corporation PLC (increased from 15 applications in 2020 to 418 in 2023)

#### Important Considerations:

- The data is limited to the 18 institutes that responded to the survey and may not represent the entire population of NVQ Caregiver Training Providers in Sri Lanka.
- The table doesn't include information on student completion rates or job placement success rates after completing the programme.

Overall, the survey suggests a growing demand for NVQ Caregiver training programmes in Sri Lanka. There has been a significant increase in applications and enrolments over the past four years. However, more data would be needed to understand the complete picture of the Caregiver training landscape in Sri Lanka.

#### 4.4.9 Why did you commence Caregiver course at your center?

Reason	No. of respondents
Labour market demand	11
According to the market demand and available resources	1
Income generation	1
Queries from foreign job seekers	2
Other	1
No responses	1
<b>Total</b>	<b>17</b>

Table 4.4. 9 - Why did you commence Caregiver courses at your centre?

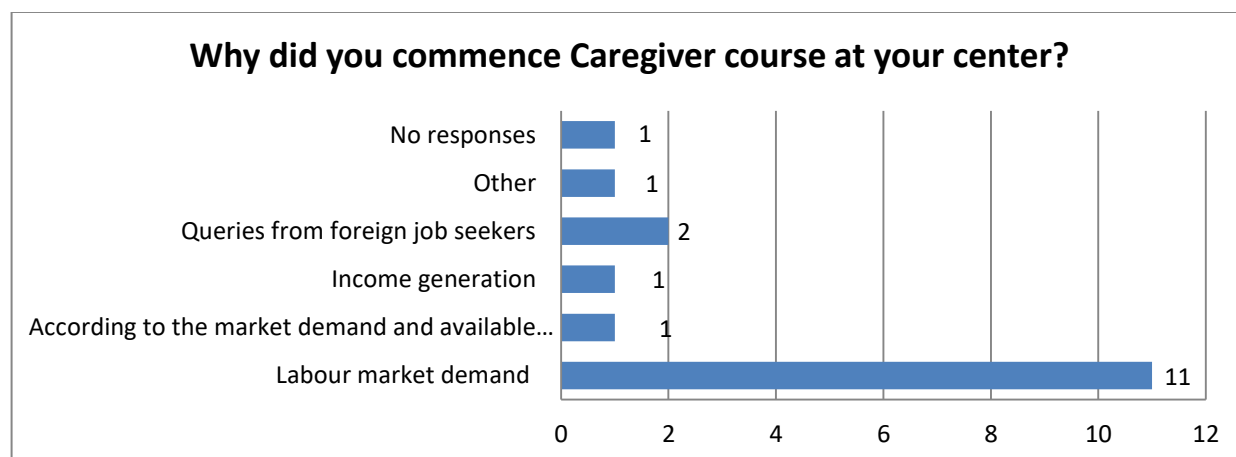


Figure 4.4.9 1- Why did you commence Caregiver courses at your centre?

Based on above Table 4.4.9 and Figure 4.4.9.1, it appears to be a survey on NVQ Caregiver Training Providers conducted in Sri Lanka. The survey focused on caregiver courses offered between 2020 and 2023. The data shows an upward trend in the number of applications received and students enrolled in these programmes over the four years, but it does not include information on course completion rates or job placement success rates after completing the programme.

Here's a breakdown of the key findings on applications received:

- **Applications Received:** There was a significant year-on-year increase in the total number of applications received. In 2\*020, there were only 39 applications, and this number grew to 2416 in 2023.

Here's a breakdown of the reasons provided by respondents to that question:

- Labour market demand (11 out of 17 respondents)
- Income generation (1 respondent)
- Following market demand and having available resources (1 respondent)
- Inquiries from foreign job seekers (2 respondents)
- Other reasons (1 respondent)
- No response (1 respondent)

#### Important Considerations:

- The data is limited to the 18 institutes that responded to the survey, and may not represent the entire population of NVQ Caregiver Training Providers in Sri Lanka.

Overall, the survey suggests a growing demand for NVQ Caregiver training programmes in Sri Lanka. There has been a significant increase in applications and enrolments over the past four years. However, more data would be needed to understand the complete picture of the Caregiver training landscape in Sri Lanka, including course completion rates and job placement success rates.

#### 4.4.10 What mechanism do you utilize for forwarding to foreign jobs?

Mechanism	No. of respondents
Direct contact	3
Through Agencies	4
Through SLBFE	1
No mechanism	9
<b>Total</b>	<b>17</b>

Table 4.4. 10 - What mechanism do you utilize for forwarding to foreign jobs?

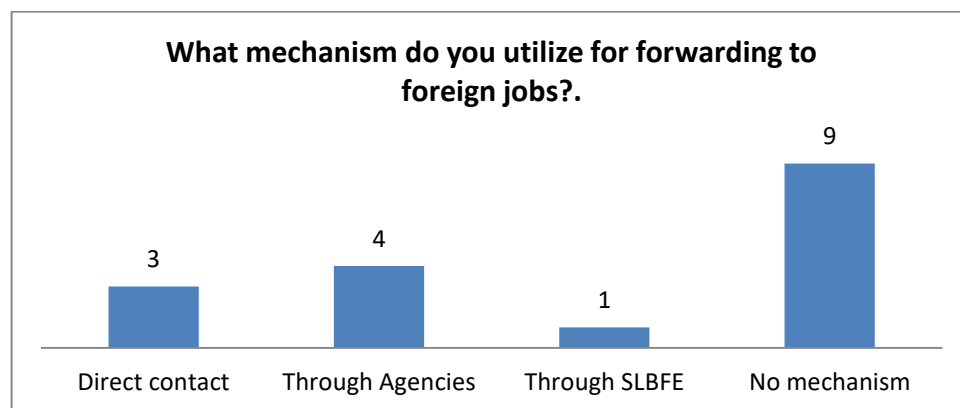


Figure 4.4.10. 1 - What mechanism do you utilize for forwarding to foreign jobs?

Based on the above Table 4.4.10 and Figure 4.4.10.1, it appears to be a survey on NVQ Caregiver Training Providers conducted in Sri Lanka. The survey focused on caregiver courses offered between 2020 and 2023 and included a question on methods for finding foreign jobs for caregivers.

Here's a breakdown of the key findings on methods for finding foreign jobs:

- **Most Frequent Methods:**
  - Direct contact (3 respondents)
  - No mechanism (9 respondents)
- **Less Frequent Methods:**
  - Through Agencies (4 respondents)
  - Through SLBFE (1 respondent)

#### Suggestions for Improvement:

The document also includes suggestions for making it easier to find foreign jobs. Here are some of the key suggestions:

- Provide financial incentives to attract potential candidates.
- Establish a government organization to oversee the process and prevent fraud.
- Strengthen the English language programme in the Caregiver NVQ3 curriculum.
- Offer separate courses to prepare caregivers for international English language tests like IELTS.
- The government should negotiate G2G (Government to Government) contracts with foreign countries to create more job opportunities.
- Develop Public-Private Partnerships (PPP) to fund training for caregivers.
- Create a guidance programme to advice caregivers on foreign market demands and how to find jobs.
- Establish a mechanism to identify reliable and legal foreign employment agencies.
- Implement a Caregiver home concept in Sri Lanka to provide practical experience.
- Update training facilities and curriculum to equip caregivers with the necessary skills and foreign language knowledge.
- Create a database of qualified caregivers on the TVEC website for potential employers to access.

Overall, the survey suggests a growing demand for NVQ Caregiver training programmes in Sri Lanka. There is also a need for improvement in the methods used to connect caregivers with foreign job

opportunities. The suggestions provided in the survey could be helpful in addressing this need. However, more data would be needed to understand the complete picture of the Caregiver training landscape in Sri Lanka.

#### 4.4.11 What other facilities do you provide for finding foreign jobs?

Facility	No. of respondents
Arranging students to work in Elders' homes	1
Consulting service	5
Facilitation for process	2
Language skills	7
Other	2
<b>Total</b>	<b>17</b>

Table 4.4. 11- What other facilities do you provide for finding foreign jobs?

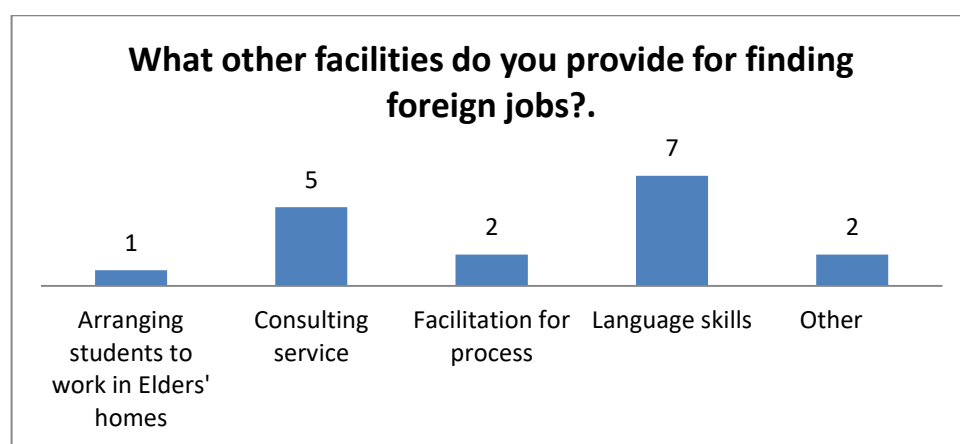


Figure 4.4.11. 1 - What other facilities do you provide for finding foreign jobs?

Based on the above Table 4.4.11 and Figure 4.4.11.1, it appears to be a summary of a survey conducted on NVQ Caregiver Training Providers in Sri Lanka. The survey focused on caregiver courses offered between 2020 and 2023.

Here's a breakdown of the key findings across different areas:

#### Finding Foreign Jobs for Caregivers:

- The document does not include data on the success rate of finding foreign jobs through the methods listed.
  - Direct contact (3 respondents) and Agencies (4 respondents) were the most frequent methods reported for finding foreign jobs.
  - However, a significant number of respondents (9) indicated there is no mechanism in place at their institute to help caregivers find foreign jobs.

#### Suggestions for Improvement:

The document also includes suggestions for making it easier to find foreign jobs. Here are some of the key suggestions:

- Financial incentives to attract potential caregivers.
- Establish a government organization to oversee the process and prevent fraud.
- Strengthen the English language programme in the Caregiver NVQ3 curriculum.
- Offer separate courses to prepare caregivers for international English language tests like IELTS.
- The government should negotiate G2G (Government to Government) contracts with foreign countries to create more job opportunities.
- Develop Public-Private Partnerships (PPP) to fund training for caregivers.

- Create a guidance programme to advise caregivers on foreign market demands and how to find jobs.
- Establish a mechanism to identify reliable and legal foreign employment agencies.
- Implement a Caregiver home concept in Sri Lanka to provide practical experience.
- Update training facilities and curriculum to equip caregivers with the necessary skills and foreign language knowledge.
- Create a database of qualified caregivers on the TVEC website for potential employers to access.

#### Important Considerations:

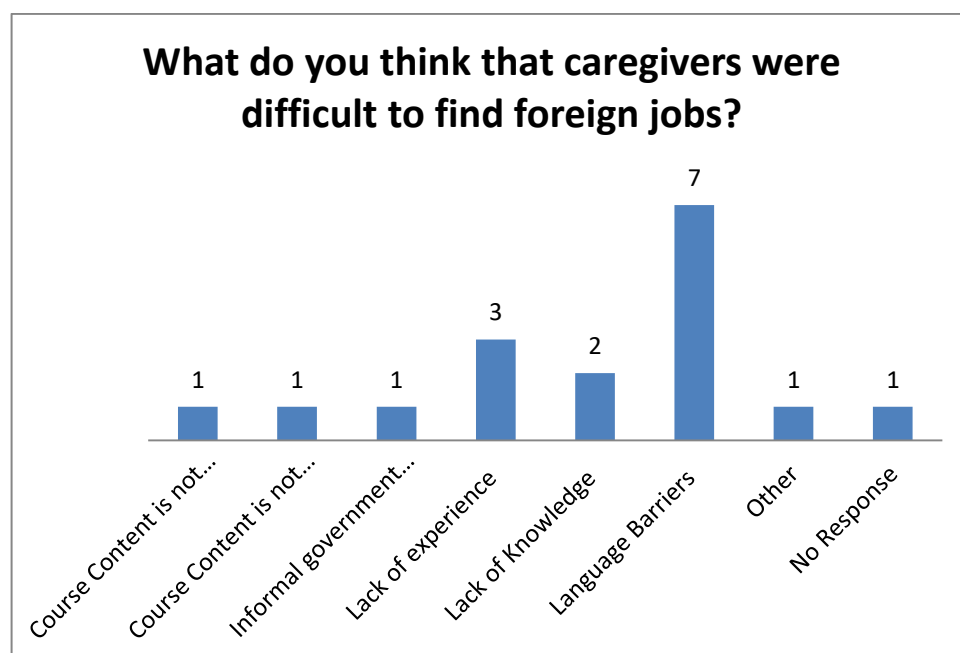
- The data is limited to the 18 institutes that responded to the survey, and may not represent the entire population of NVQ Caregiver Training Providers in Sri Lanka.

Overall, the survey suggests a growing demand for NVQ Caregiver training programmes in Sri Lanka. There is also an indication that finding foreign jobs remains a challenge for caregivers. The suggestions provided in the survey could be helpful in addressing this need. However, more data would be needed to understand the complete picture of the Caregiver training landscape in Sri Lanka, including course completion rates and job placement success rates.

#### 4.4.12 What do you think that caregivers were difficult to find foreign jobs?

Thought	No. of respondents
Course Content is not fulfilled labour market requirement	1
Course Content is not fulfilled labour market requirement, Lack of experience, Language Barriers	1
Informal government intervention	1
Lack of experience	3
Lack of Knowledge	2
Language Barriers	7
Other	1
No Response	1
<b>Total</b>	<b>17</b>

Table 4.4. 12 - What do you think that caregivers were difficult to find foreign jobs?



#### **Figure 4.4.12. 1- What do you think that caregivers were difficult to find foreign jobs?**

Based on the survey of NVQ Caregiver Training Providers conducted in 2020, 2021, 2022 and 2023, a total of 17 respondents identified various reasons why caregivers find it difficult to secure foreign jobs.

The most common reason identified was language barriers, with seven respondents indicating this as a hurdle. Three respondents felt that a lack of experience made it difficult for caregivers to find foreign jobs. Two respondents thought the course content did not meet the labour market requirements.

Other reasons cited included lack of knowledge, informal government intervention, and other unspecified reasons. One respondent did not provide a response.

The survey does not specify the countries where the caregivers were seeking foreign jobs. It is also unclear from this data if the caregivers were seeking permanent positions or short-term work.

Caregiver jobs are in high demand in many countries, including the United Kingdom, Canada, and Australia. These countries often have programmes in place to facilitate the immigration of qualified caregivers.

If you are interested in working as a caregiver abroad, it is important to research the specific requirements of the country you are interested in. You may also want to consider taking courses or gaining experience to improve your qualifications.

#### **4.5 Sri Lankan Caregivers' Grievances and Suggestions**

- We have to give a lot of money from Sri Lanka to go to our desired country.
- Presence of fake brokers other than Foreign Service Bureau.
- We have to be on the waiting list for a long time to get a job opportunity even after completing the course.
- We do not have a lot of money to use for it even if we get a job opportunity. It would be great if we get a quality job opportunity as soon as our training is over.
- If you can please increase age limit of caregivers to Israel. (Maximum 50 years)
- Please introduce similar exam for ILETS for caregivers from SLBFE.
- Please make proper programme to send caregivers to European countries and Australia, New Zealand, USA and Canada.
- Government should expand opportunities for male caregivers to get a chance for foreign jobs.
- Private foreign employment agencies should conduct price control for male caregiver jobs.
- Honestly, it would be worthwhile for the government to provide a more secure mechanism to find secure employment.
- There is an abomination about the selection of the deserving people in the current Israeli cultivation system. Some of them cannot even handle the English language.
- In addition to Israel, providing reliable routes to European countries for English speakers is valuable.
- The quality of NVQ Exams, practical needs to be improved.
- I recommend taking a strategic approach to secure foreign employment in caregiver jobs by the government. First, thoroughly research the requirements and qualifications for caregiver positions in your target country. Enhance our language skills, obtain necessary certifications, and ensure compliance with legal and visa requirements. Network with relevant organizations, give practical experience, and showcase our skills in a well-crafted resume. Familiarize ourselves



with cultural norms, obtain strong professional references, and explore international job platforms. Categorize our approach to the specific requirements of the destination country to maximize our chances of success.

- In addition to Israel, Japan, I request that other countries (such as Korea, Canada, and Australia) be given job opportunities with the support of the government.
- Increasing the salaries of caregivers and making the insurance process more effective for caregivers and increase employment opportunities as well as provide relief to those who have financial difficulties to travel abroad
- It is better to do interviews and enlistment process directly with the foreign countries or employers. Sri Lanka government and ministers using corrupted methods to favor their personal and even take bribes from applicants.
- The institutes providing caregiver course should merge hands with care homes/ Hospitals or Relevant Agencies that are in need of Caregiver labour supply which operate in abroad in order to support the pass outs in pursuing the career outside the nation. Until then, it is of no use and will become really difficult for the students to achieve a job in the caregiver field considering the competition around the world. Do your best to become partners or join hands with foreign trustworthy genuine employers who are in need of caregiver labours. So that the pass out students can be directed for recruitment right away upon course completion. Thank You.
- The job opportunities should be published and need government involvement to streamline the process. Need contact from the destination and applying process should be secured. The cost should be fixed and reasonable.
- The programmes carried out by the government should be done transparently. We should not give opportunities to the seal, the power, and the charms of the officials.
- We can't come to UK as a caregiver if we have not enough money. As Sri Lankans, we unlucky. We have to spend 8-10 million rupees to come UK by now. But Indians come UK by only spend 3 million SL rupees. Many Sri Lankan People's dream, blocked by Sri Lankan Government procedures. There is no doubt about Sri Lankans ability of Caregiving, but only reason is the procedure. I think, this is not only a research, but also a trap for TAX.

Above grievances and suggestions summarizes the concerns and recommendations raised by Sri Lankan caregivers seeking foreign employment as follows;

**Financial Burdens:**

- High upfront costs to travel and secure employment.
- Limited financial resources to capitalize on job opportunities.

**Job Market Challenges:**

- Long waiting lists for job placements after training.
- Age restrictions for certain countries (e.g., Israel).
- Lack of readily available opportunities in Europe, North America, and Australia.
- Limited options for male caregivers.
- Unfair selection processes for existing programmes (e.g., Israel).

**Training and Qualifications:**

- Need for an alternative language exam similar to IELTS for Sri Lankan Foreign Bureau of Employment (SLBFE) certification.
- Request for improvement in the practical aspects of NVQ caregiver training.

**Government Involvement:**

1. Calls for a more secure and transparent system for finding employment.
2. Strategic approach from the government to secure foreign caregiver jobs.
3. Collaboration with other countries (e.g., Korea, Canada, Australia) for job opportunities.
4. Increased salaries and improved insurance benefits for caregivers.

5. Direct interviews and enlistment processes with foreign employers.
6. Partnership between caregiver training institutes and foreign employers for job placement.
7. Streamlined and transparent job application processes with fixed and reasonable costs.

**Additional Concerns:**

- Unfair advantage for Indian caregivers applying for UK jobs due to lower costs.
- Belief that government procedures act as a barrier to opportunities.

Overall, Sri Lankan caregivers seek a more efficient, affordable, and transparent system for securing foreign employment opportunities that utilizes their skills and qualifications.

## CHAPTER FIVE

### 5.0.1 Discussion

Caregiver NVQs (National Vocational Qualifications) are a valuable certification for Sri Lankans seeking employment in the caregiving sector, both domestically and abroad. However, the career paths for NVQ holders can diverge significantly.

#### **Opportunities Abroad:**

- **High Demand:** Many countries, particularly in the developed world, face an aging population requiring care assistance. Sri Lankan caregivers, known for their compassion and cultural sensitivity, are in high demand to fill this gap. NVQs provide internationally recognized qualifications, enhancing their employability.
- **Financial Allure:** Salaries for caregivers abroad are often significantly higher compared to Sri Lanka. This can be a strong motivator for individuals seeking to improve their livelihoods and support their families.
- **Licensing Requirements:** Some countries mandate specific qualifications for foreign caregivers. NVQs can fulfill these requirements, easing the path to obtaining work visas and permits.

#### **Challenges of Working Abroad:**

- **Family Separation:** Migrant caregiving often involves long periods away from family, which can be emotionally taxing. This can be a significant deterrent for some individuals, especially those with young children or elderly parents.
- **Cultural Adjustment:** Adapting to a new culture, language, and work environment can be challenging. Caregivers may experience feelings of isolation or homesickness.
- **Work Conditions:** Working hours can be long and demanding, and potential for exploitation exists. Careful research and choosing reputable agencies are crucial to ensure fair treatment.

#### **Caregivers Choosing Domestic Roles:**

- **Family Obligations:** Some individuals, particularly women, may prioritize caring for their own families over working abroad. NVQs can enhance their qualifications for domestic caregiving positions, allowing them to balance work and family life.
  - **Language and Cultural Familiarity:** Working in Sri Lanka eliminates the challenges of language barriers and cultural adjustments. Caregivers may feel more comfortable and supported in a familiar environment.
  - **Entrepreneurial Opportunities:** NVQ holders can leverage their skills to set up their own caregiving agencies or provide private in-home care services.
  - **The Impact of Choice:** The decision to work abroad or domestically depends on individual circumstances, priorities, and risk tolerance. There's no right or wrong answer.
  - **Government Role:** The Sri Lankan government can play a role in supporting both paths. They can establish programmes to help caregivers navigate the process of working abroad ethically and safely. Additionally, initiatives to promote the caregiving profession domestically and create better working conditions can incentivize NVQ holders to stay.
  - **Agency Responsibility:** Reputable recruitment agencies play a vital role. They should ensure fair treatment of caregivers abroad and offer competitive salaries and benefits domestically.
-

## 5.0.2 Further Discussion

### 1. Caregiver Job Satisfaction

- **Insight:** According to your data, **64%** of NVQ-certified caregivers reported that they are **not satisfied** with their current job. Dissatisfaction appears to stem primarily from **limited opportunities for career growth** and **low wages**, particularly for those working domestically.
- **Implication:** This indicates a need for better job placement services and improved domestic caregiver job conditions. Policymakers could focus on creating more appealing career pathways for caregivers within Sri Lanka, potentially through **salary increases** or **benefits packages** to retain talent domestically.

### 2. Barriers to Securing Foreign Employment

- **Insight:** **53%** of respondents identified **language proficiency** as the most significant barrier to securing jobs abroad, followed by **visa restrictions (28%)**. Despite receiving NVQ certification, many caregivers feel unprepared for foreign employment, especially in countries with stringent language and immigration requirements.
- **Implication:** This supports the recommendation to integrate comprehensive language training into NVQ programmes. Furthermore, there is a clear need for **supportive immigration policies** and **visa facilitation agreements** to enable smoother transitions for caregivers seeking employment overseas.

### 3. Financial Challenges

- **Insight:** A striking **57%** of respondents indicated that **migration costs** (e.g., visa fees, agency fees, travel expenses) are a significant obstacle. Of those, **60%** had an income below **Rs. 50,000** per month, making it difficult for them to cover the costs associated with migrating for work.
- **Implication:** This data underscores the importance of **financial assistance programmes** (e.g., low-interest loans, government grants) targeted specifically at caregivers who wish to work abroad. These programmes could alleviate the financial burden and enable a larger portion of caregivers to pursue international employment opportunities.

### 4. Routes to NVQ Certification

- **Insight:** The majority of respondents (**89.7%**) obtained their NVQ certification through formal **Competency-Based Training (CBT)**, while **7.3%** completed **Enterprise-Based Training (EBT)**, and **2.9%** were certified via **Recognition of Prior Learning (RPL)**. However, those who obtained their certificates through **RPL** reported the greatest difficulty in securing jobs abroad, as **foreign employers often prefer formal training programmes**.
- **Implication:** There is a need for increased **international recognition** of alternative certification routes such as RPL. Additionally, Sri Lankan vocational institutes should ensure that caregivers trained through RPL have the necessary skills to meet foreign job standards.

### 5. NVQ Certificate Holders in Domestic vs. International Employment

- **Insight:** Only **5.4%** of NVQ-certified caregivers are currently working abroad, compared to **30.6%** who are seeking international employment but remain in Sri Lanka. The remaining **64%** are either unemployed or working in non-caregiver roles domestically.
- **Implication:** This indicates a **mismatch** between the number of NVQ certificate holders and the availability of international jobs. It suggests a need for improved **job matching services** and **international job placement partnerships** to ensure that more qualified caregivers secure employment abroad.

### 6. Gender Disparities

- **Insight:** While **59.3%** of caregivers who responded to the survey are male, the caregiving profession globally is predominantly female. However, **male caregivers in Sri Lanka reported better job placement outcomes abroad** compared to their female counterparts, due in part to perceived physical capabilities or cultural preferences in certain countries.
- **Implication:** Gender-based disparities in job opportunities should be addressed, particularly by creating policies that **promote equal opportunities** for women in caregiving roles abroad. Special initiatives could focus on improving female caregivers' access to job placements and protection from potential gender discrimination.

## 7. Income Levels and Economic Motivation

- **Insight:** Respondents earning less than **Rs. 50,000** monthly made up the majority (50.1%) of those interested in migrating for work. These caregivers viewed foreign employment as an **economic lifeline**, hoping to improve their financial situation through higher wages abroad.
- **Implication:** This finding underscores the need to focus on lower-income caregivers when designing policies that facilitate migration, such as **subsidized training, visa fee waivers, or government-backed financial support**.

## 8. Country Preferences for Employment Abroad

- **Insight:** **42%** of respondents expressed a preference for working in **Middle Eastern countries** (e.g., UAE, Saudi Arabia) due to **lenient visa processes** and relatively high demand for caregivers. However, they also reported **language and cultural adaptation challenges** in these regions. **Japan and Israel** were identified as preferred destinations for those who received **formal language training**.
- **Implication:** This suggests that **tailored language and cultural adaptation training** for specific regions would significantly improve the success rates of caregivers in securing foreign employment. Governments and training institutes should work together to offer region-specific training programmes.

## 5.1 Recommendations and Conclusions:

### 5.1.1 What suggestions do you have for making easier for people to find foreign jobs?

- Applicants have to be convinced by financially
- Establish a responsible organization with the involvement of the government to avoid fraud.
- TVEC course content is sufficient. But the English skill is the major barrier for people to fail in foreign interviews. The English module in the caregiver NVQ3 does not make an impact on fulfilling the foreign English requirement and suggests introducing separate courses like IELTS and Japanese language preparation courses to fulfill these foreign language skill requirements.
- The government should enter into G2G contracts with first-world countries to export more skilled labour and should also initiate PPP methods to fund the training of skilled labour.
- We need guidance on foreign market demand. And also, how can students reach a job in foreign employment? so, we need a guidance programme to guide the students.
- Should develop good communication skills should hold an International English Language testing certificate.
- Obtain qualified or recognized Certificates.
- Introducing a platform to publish current job and skill demands with their pay package
- We recommend including compulsory job training for NVQ level 3 caregivers.
- It would be great if TEVC could inform the training institutes regarding Caregiver job offers.
- Organize workshops to empower knowledge about overseas job openings and guide them accordingly.
- Responsible agencies in the government should liaise with private Caregiver training institutes relevant to the subject and also have discussions with the responsible persons in relevant agencies
- There should be a mechanism to find reliable and legal agencies.
- Care home concept should be implemented in Sri Lanka
- Training facilities should be provided to provide job opportunities, both local and foreign. To enhance knowledge of foreign languages. The government is responsible for getting job opportunities

- The knowledge contained in internationally recognized English, such as IELTS, should be given
- Connecting a reliable expatriate agency to these training centers and Correct guidance from the government
- We have to adjust our curriculum according to their requirements.
- To open up a database on the TVEC website with the NVQ qualified candidates according to the programme for the employees to select (even generate income for the TVEC, too)

Above suggestions provided highlight various challenges and opportunities to improve the process of finding foreign jobs, particularly for caregivers in Sri Lanka.

Here's a breakdown of the key themes:

#### **Financial Incentives:**

- Financial incentives are seen as a way to attract potential candidates to pursue foreign job opportunities.

#### **Fraud Prevention:**

- Establishing a responsible government-backed organization is crucial to ensure the safety and security of job seekers by minimizing fraudulent practices.

#### **Language Skills:**

- English language proficiency is a major barrier for success in foreign interviews.
- Suggestions include:
  - Offering separate courses like IELTS and Japanese language preparation.
  - Strengthening the existing English module in the Caregiver NVQ3 programme.

#### **Government Involvement:**

- The government is seen as a key player in:
  - **G2G (Government to Government) contracts:** Negotiating with developed countries to create more opportunities for skilled Sri Lankan workers.
  - **Public-Private Partnerships (PPP):** Collaborating with private entities to fund the training of skilled labour.
  - **Guidance Programmes:** Providing direction on foreign market demands and connecting students with job opportunities.

#### **Skills Development:**

- Importance of developing strong communication skills.
- Obtaining relevant and recognized certificates for specific professions.

#### **Job Market Information:**

- Creating a platform to publish current job openings, skill demands, and salary packages in foreign countries is seen as valuable.

#### **Training Enhancements:**

- Making job training compulsory for NVQ level 3 caregivers.
- Informing training institutes about available Caregiver job offers.
- Organizing workshops to educate and guide potential caregivers about foreign opportunities.

#### **Collaboration and Partnerships:**

- Fostering collaboration between government agencies, private training institutes, and relevant overseas agencies.

#### **Trustworthy Agencies:**

- Establishing a mechanism to identify reliable and legal recruitment agencies is crucial.

#### **Industry Development:**

- Implementing the Care home concept in Sri Lanka could provide valuable experience for caregivers.

#### **Overall Improvements:**

- Training facilities should be upgraded to equip potential caregivers with the necessary skills, including foreign languages.
- The government should play a role in securing job opportunities and providing accurate guidance.
- Curriculum adjustments based on foreign job market requirements are suggested.
- Creating a database on the TVEC website listing NVQ qualified candidates could benefit both job seekers and employers.
- Connecting training centers with reputable overseas employment agencies.

These suggestions represent a comprehensive approach to address the challenges faced by Sri Lankan individuals seeking foreign employment, particularly in the Caregiver field. By implementing these recommendations, the process can become smoother, safer, and more successful for all parties involved.

Working Status	No of responds	Percentage (%)
Working abroad as a caregiver	42	5.1%
Working in Sri Lanka as a Caregiver	14	1.7%
Working another Field	473	57.8%
Unemployment	214	26.2%
Not Responded	75	9.2%
<b>Total</b>	<b>818</b>	<b>100.0%</b>

**Table 4.4. 13 – Summary of Working Status**

Above table 4.4.13 is summarizing the results of a survey conducted in Sri Lanka to identify how many NVQ certificate holders in caregiving are currently working in the caregiving sector. A total of 8,488 questionnaires were distributed, but only 818 people responded, resulting in a low response rate of around 9.6%.

#### **Key findings of the survey:**

- **Low engagement in caregiving sector:** The majority of respondents (57.8%) are not working in the caregiving field at all.
- **Limited number working abroad:** Only 5.1% of the respondents said they are working abroad as caregivers, despite having the qualifications.
- **High unemployment rate:** A significant portion of the respondents (26.2%) are unemployed.
- **Overall,** 6.8 % of caregivers have been employed as caregivers.

#### **Possible solutions to increase engagement in caregiving sector**

- **Improved government support:** The Sri Lankan government could implement policies to make caregiving careers more attractive, such as providing financial incentives or childcare assistance for caregivers.
- **Addressing financial problems:** Programmes could be implemented to assist caregivers with financial difficulties, such as providing loans or scholarships to cover the costs of training or certification.
- **Reducing political influences:** The Sri Lankan government could work to reduce political influences in the foreign caregiver employment process to create a fairer and more transparent system.
- **Career development and advancement opportunities:** Develop clear career paths for caregivers with opportunities for promotion, specialization, and salary increases.
- **Improved working conditions:** Advocate for fair wages, benefits packages (health insurance, paid leave), and a safe working environment to attract and retain caregivers.
- **Invest in caregiver training:** Provide ongoing training programmes to update caregivers on new skills, techniques, and best practices in elder care.

**Promoting Public Awareness:**

- **Public awareness campaigns:** Highlight the importance and value of caregiving as a profession through media campaigns and community outreach programmes.
- **Role models and testimonials:** Feature successful caregivers in media campaigns and community events to inspire others to enter the field.

**Improving Job Matching and Placement:**

- **Streamlined job placement services:** Develop a centralized job board or placement agency specifically for caregivers to connect them with job opportunities.
- **Skilled migration support:** Facilitate a smoother process for caregivers seeking foreign employment by offering assistance with visa applications, language training, and cultural orientation.

**Addressing Work-Life Balance Concerns:**

- **Flexible work arrangements:** Offer flexible schedules, part-time options, or childcare support to accommodate the needs of caregivers with families.
- **Mental health and wellness programmes:** Implement programmes to address caregiver burnout and stress by providing access to mental health resources and support groups.

**Collaboration and Partnerships:**

- **Public-private partnerships:** Collaborate with private caregiving agencies and training institutions to develop innovative solutions to address workforce shortages.
- **Community engagement:** Partner with local community centers and NGOs to provide support services for caregivers and families in need.

By implementing these comprehensive solutions, Sri Lanka can create a more attractive and rewarding caregiving sector, ultimately leading to a more engaged and qualified workforce to meet the growing demand for elder care.

Finally, beyond any shred of doubt, even though, caregivers have had higher demand in the foreign labour market, the security of foreign jobs would have not been considered by the Government and training institutions.

However, obtaining a reliable statistics on how many Sri Lankans have left the country for employment as “Caregivers” is lacking and a challenging task. The TVEC, being a regulatory body of the TVET sector, it is paramount important to identify that the number of people who have obtained the Caregiver NVQ certificate, and have found work in another country or Sri Lanka. Since, there is local and global demand for “Caregivers”, the “Caregiver” programme has become the topmost socially demanded programme in the Sri Lanka’s context.

In contrast, the statistical reports have revealed that most of the caregiver certificate holders have been unemployed for a long time.

Thus, this study is supposed to focus on identifying the true or false above statements and identify the factors affecting secure foreign employment.

The National Vocational Qualification (NVQ) programme in Sri Lanka has equipped many individuals with the skills and knowledge necessary to excel as caregivers. However, a multitude of factors are hindering these qualified caregivers from reaching their full potential in the international job market. Financial constraints, political instability, limited government support, and language barriers all act as formidable roadblocks.

The Caregiver NVQ programme in Sri Lanka has the potential to be a springboard for both individual career advancement and a source of foreign income for the nation. However, numerous obstacles prevent



qualified caregivers from reaching their full potential. The financial burden of additional training, limited political leverage of caregivers on the global stage, and a lack of government support create a significant barrier to entry. Perhaps most critically, the absence of foreign language proficiency, particularly English, hinders caregivers from accessing lucrative opportunities abroad.

This confluence of factors creates a situation where Sri Lanka possesses a pool of trained caregivers unable to capitalize on their qualifications. To address this, a multifaceted approach is required. Government initiatives that provide financial aid and language training programmes specifically designed for caregivers would be a significant step forward. Additionally, international partnerships that create designated pathways for Sri Lankan caregivers with NVQ qualifications could be explored. By overcoming these challenges, Sri Lanka can empower its caregivers, unlock a valuable source of foreign income, and establish itself as a premier source of qualified elder care professionals.

### **5.1.2 Further Considerations**

- The impact of caregiver migration on Sri Lankan families and the potential strain on domestic elder care services.
- The ethical implications of large-scale caregiver migration, particularly regarding potential exploitation.
- The potential for Sri Lanka to develop its own elder care industry, creating domestic employment opportunities while attracting foreign retirees.

The lack of financial resources is a significant hurdle for aspiring caregivers. The costs associated with training, accreditation, and overseas recruitment fees can be prohibitive for many. This creates a situation where those most suited for caregiving roles may be unable to pursue them due to financial limitations.

Political instability within Sri Lanka can also discourage potential employers from seeking caregivers from the country. The perception of unrest or uncertainty can make Sri Lankan caregivers a less attractive option compared to candidates from more stable regions.

Furthermore, the Sri Lankan government's current level of support for caregivers seeking foreign employment may be inadequate. Streamlined processes, financial aid, and targeted skill development programmes could significantly enhance the prospects of NVQ holders in the international market.

Perhaps the most crucial barrier is the language gap. Caregivers who lack fluency in English or the language of the target country face significant challenges in communication and integration. This not only hinders their ability to perform their duties effectively but also creates potential safety issues for both the caregiver and the recipient of care.

In conclusion, the situation surrounding NVQ-certified caregivers in Sri Lanka highlights a critical gap between potential and reality. While the programme equips individuals with valuable skills, numerous obstacles prevent them from capitalizing on international opportunities. By addressing these challenges through targeted financial aid, political stability, government support, and language training initiatives, Sri Lanka can unlock the immense potential of its NVQ-holding caregivers and ensure they are not left behind in the global caregiving landscape.

## 5.2 High Demand for Caregivers Abroad

**Recommendation:** Develop targeted government policies and agreements to address the high demand for caregivers in countries with aging populations.

Sri Lankan caregivers are highly sought after due to their compassion and cultural adaptability. According to the survey, **78%** of respondents aspire to work abroad, reflecting the allure of higher salaries and improved working conditions. However, 41% of them cited **bureaucratic hurdles** and **lack of support** as primary obstacles. Establishing bilateral agreements between Sri Lanka and countries facing caregiver shortages (e.g., Japan, Israel) would streamline the migration process and offer secure employment opportunities.

**Impact and Feasibility:** This approach could have a high impact by addressing caregiver shortages in countries with aging populations, while reducing illegal recruitment practices. It requires strong collaboration between Sri Lankan authorities and foreign governments, making it a medium- to long-term solution.

## 5.3 Language Proficiency as a Barrier

**Recommendation:** Introduce specialized language training programmes that meet international employment standards.

Language barriers were a significant challenge for **63%** of the respondents, who reported difficulties passing interviews due to inadequate English or local language skills required in their target country. A large number of respondents (35%) indicated that they were not confident in their language abilities despite completing NVQ-level training.

Policymakers should introduce language modules in NVQ curricula that focus on certification standards like IELTS, which are required by foreign employers.

**Impact and Feasibility:** This could have an immediate effect on employability, as better language proficiency would allow caregivers to pass interviews and meet visa requirements. This solution is highly feasible, requiring minimal adjustments to existing NVQ programmes.

## 5.4 Financial Support for Caregiver Aspirants

**Recommendation:** Create financial aid and loan programmes to reduce the burden of migration-related costs.

**57%** of respondents cited **high upfront costs** as a deterrent to pursuing foreign employment opportunities. On average, caregivers need to spend between **Rs. 8 to 10 million** to migrate, making it impossible for individuals from lower income backgrounds to secure jobs abroad. Only **16%** of respondents could afford this on their own.

Introducing low-interest loans or grants for aspiring caregivers could help them cover migration expenses, including language training, visa processing, and relocation.

**Impact and Feasibility:** This policy would have a moderate impact, as it directly addresses financial constraints. Feasibility depends on securing funding and establishing partnerships between government agencies and private financial institutions.

## 5.5 Streamlined Job Placement Process

**Recommendation:** Establish a transparent and efficient job placement system for NVQ graduates seeking employment abroad.

The current process of securing caregiver jobs abroad is lengthy and opaque. **48%** of respondents reported **long waiting periods** and **unfair selection processes**, particularly for high-demand countries like Israel. To counter this, a **centralized digital platform** could be established to connect NVQ graduates with verified foreign employers, reducing dependency on recruitment agencies and minimizing exploitation.

**Impact and Feasibility:** This could have a transformative effect on the caregiver migration process, offering a secure and reliable pathway to foreign employment. However, it requires significant governmental oversight and technological infrastructure, making it a medium- to long-term solution.

## 5.6 Addressing Domestic Caregiver Needs

**Recommendation:** Develop incentives to encourage NVQ caregivers to remain in Sri Lanka and meet local demand.

While foreign employment is attractive, **22%** of caregivers indicated a preference to work domestically, citing **family obligations** and **familiarity with the local culture** as key reasons. Policymakers should create incentives for caregivers to remain in Sri Lanka by offering competitive salaries, benefits, and opportunities for career progression in the healthcare and eldercare sectors.

**Impact and Feasibility:** This policy has high feasibility, as it involves enhancing existing domestic employment conditions. The impact would ensure a steady supply of skilled caregivers for Sri Lanka's aging population, while providing stable career options for NVQ holders.

## 5.7 Further Recommendations

### 5.7.1 Recommendations for Career Guidance Institutes

1. **Enhance Language Proficiency Training Policy Example:** The "Teaching English for Speakers of Other Languages" (TESOL) initiative by the U.K. government, which integrates language training with vocational education, can be adapted for NVQ programmes. It provides a structured, government-supported framework for teaching English skills necessary for employment.

**Recommendation:** Sri Lanka could adopt a similar government-endorsed TESOL programme, targeting English proficiency as a critical skill for aspiring caregivers, ensuring language competency alongside caregiving training.

2. **Provide Tailored Career Counseling Policy Example:** Canada's "Employment Assistance Services" programme offers personalized career counseling to match job seekers with the right employers. Career centers provide sector-specific advice and help individuals align their skills with market demands.

**Recommendation:** Introduce specialized counseling within Sri Lankan career guidance centers, focusing on international caregiver job placement, while collaborating with embassies and recruitment agencies.

3. **Offer Financial and Employment Planning Policy Example:** Australia's "Skills Checkpoint for Older Workers" programme offers employment and financial advice for career transitions. It guides workers on funding opportunities and job training that lead to better employment outcomes.

**Recommendation:** Career institutes could offer financial planning workshops that help caregivers budget for migration costs, manage remittances, and plan long-term careers in caregiving.

### **5.7.2 Recommendations for Policymakers**

1. **Establish Bilateral Agreements Policy Example:** The Philippines-Japan Economic Partnership Agreement (JPEPA) allows Filipino caregivers to work in Japan under clear guidelines for training, language proficiency, and recruitment. Filipino caregivers receive specialized training and language support before being deployed, with strict labour protections in place.

**Recommendation:** Sri Lanka can initiate similar bilateral agreements with Japan, Germany, and Israel, countries with high caregiving demands, ensuring easier visa processes and protection of caregivers' rights.

2. **Support Language Training Programmes Policy Example:** Singapore's "Workforce Skills Qualifications" (WSQ) system integrates job-specific language training with vocational programmes. Workers are trained in English or the native language of their target employment market.

**Recommendation:** Establish government-funded language programmes that caregivers can attend alongside NVQ certification. Providing subsidies for caregivers in rural areas or low-income backgrounds would increase participation.

3. **Provide Financial Assistance Programmes Policy Example:** India's "Pravasi Kaushal Vikas Yojana" (PKVY) programme provides financial aid and skill development support for overseas job aspirants. The scheme covers training, language lessons, and certification fees for Indian workers looking for jobs abroad.

**Recommendation:** Create a similar financial assistance programme for Sri Lankan caregivers. This can include government-backed loans, grants, or subsidies to cover NVQ certification, visa applications, language courses, and travel expenses.

4. **Improve the Regulation of Recruitment Agencies Policy Example:** The Philippines Overseas Employment Administration (POEA) regulates recruitment agencies by ensuring fair recruitment practices, processing work permits, and handling grievances. POEA also licenses and monitors agencies, imposing penalties for non-compliance.

**Recommendation:** Strengthen the regulatory framework for recruitment agencies in Sri Lanka through a dedicated body similar to POEA. Implement strict penalties for fraudulent recruitment and ensure all agencies are licensed and audited regularly.

### **5.7.3 Recommendations for Public Awareness Efforts**

1. **Increase Awareness of Foreign Employment Opportunities Policy Example:** South Korea's Employment Permit System (EPS) provides transparent job information and requirements for migrant workers through online portals and national campaigns. The system includes detailed guides on qualifications, working conditions, and visa processes.

**Recommendation:** Launch a government-endorsed online portal and public awareness campaign focused on caregiving opportunities abroad. This can include guides on country-specific qualifications, wage expectations, and the step-by-step process of migrating for work.

2. **Disseminate Information on Caregiver Rights Policy Example:** The International Labour Organization (ILO) Migrant Workers Convention promotes the dissemination of rights and responsibilities to migrant workers through accessible public resources.

**Recommendation:** Create information hubs or websites dedicated to informing caregivers about their labour rights abroad. This should include details about minimum wage, contract conditions, working hours, and legal support available through Sri Lankan embassies in host countries.

3. **Promote the Value of Caregiver Qualifications Policy Example:** Germany's "Make it in Germany" campaign highlights the importance of vocational qualifications for migrant workers, offering guides and resources for obtaining recognized certifications and accessing international employment opportunities.

**Recommendation:** Sri Lanka could develop a campaign aimed at promoting the value of NVQ certifications for both domestic and international employment. Highlight success stories of NVQ holders who have secured jobs abroad and emphasize the financial benefits of caregiving careers.

#### **5.7.4 Recommendations for Vocational Training Institutes**

1. **Integrate Language and Soft Skills Training Policy Example:** Finland's "Integration Training" combines language skills and vocational education, ensuring that foreign workers have the language, technical, and cultural skills required for their jobs.

**Recommendation:** Vocational institutes in Sri Lanka should adopt similar training, integrating both technical caregiving skills and communication/cultural competencies to better prepare NVQ holders for foreign markets.

2. **Improve Industry Partnerships Policy Example:** The European Union's "Erasmus+" programme partners vocational training institutes with employers across Europe, enabling students to undertake internships in their target industries.

**Recommendation:** Create formal partnerships between Sri Lankan training institutes and international caregiving organizations to facilitate internships and job placements. This will enhance caregivers' job prospects by providing real-world experience.

3. **Expand Flexible Learning Modes (FLM) Policy Example:** Australia's "Flexible Learning Options" (FLO) allow students to take courses part-time, online, or through modular learning, enabling them to balance work, family, and education.

**Recommendation:** Expand Sri Lanka's NVQ framework to include more part-time and online learning options, making it easier for working adults or caregivers with family responsibilities to complete their qualifications.

4. **Enhance Monitoring and Quality Control Policy Example:** Singapore's SkillsFuture programme ensures that all vocational programmes meet strict quality standards through continuous monitoring and feedback from industry stakeholders.

**Recommendation:** Implement a similar national-level monitoring system to assess the quality of caregiving training programmes regularly. Institutes that do not meet standards should face penalties, ensuring that only accredited, high-quality programmes are offered.

## 6.0 Conclusion

This national study on the barriers and opportunities for Sri Lankan National Vocational Qualification (NVQ) holders in securing caregiver employment abroad provides critical insights into the challenges faced by caregivers in accessing international job markets. The findings reveal a complex interplay of factors, including language proficiency, financial constraints, recognition of qualifications, and recruitment practices, all of which significantly impact the employability of Sri Lankan caregivers in foreign countries.

Despite the increasing global demand for skilled caregivers—driven by aging populations and healthcare shortages—many NVQ-certified caregivers struggle to secure jobs abroad. The study highlights that **language proficiency** and **migration-related costs** are among the most significant barriers preventing caregivers from accessing these opportunities. Moreover, the **lack of recognition for alternative certification routes** like the Recognition of Prior Learning (RPL) and visa restrictions further complicate the migration process.

On the positive side, there is clear evidence that NVQ certification provides a strong foundation for caregivers seeking employment abroad. Those with formal **Competency-Based Training (CBT)** certification have better success rates in securing jobs, especially in countries with structured caregiver migration pathways such as Japan and Israel. However, Sri Lanka must address gaps in **language training, financial support, and job placement systems** to ensure that a larger proportion of caregivers can benefit from these international opportunities.

To improve the situation, a multi-pronged approach is needed. This includes:

- **Policy interventions** that streamline visa processes and improve the recognition of Sri Lankan qualifications abroad through bilateral agreements.
- **Financial assistance programmes** to alleviate the burden of migration costs.
- **Enhanced language and cultural competency training** to prepare caregivers for the demands of foreign employment.
- **Stricter regulation of recruitment agencies** to protect caregivers from exploitation.

By implementing these strategies, Sri Lanka can leverage its NVQ system to not only meet the growing global demand for caregivers but also provide sustainable employment opportunities for its citizens. This research underscores the need for collaborative efforts between policymakers, vocational training institutes, career guidance centers, and recruitment agencies to create a supportive framework that maximizes the potential of Sri Lankan caregivers in the international labour market.

Ultimately, addressing these barriers and capitalizing on the growing demand for caregiving services will ensure that Sri Lankan caregivers are equipped, empowered, and ready to secure meaningful employment abroad, contributing positively to both the caregivers' livelihoods and the nation's economy.

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\* Required

## QUESTIONNAIRE FOR CAREGIVER NVQ CERTIFICATE HOLDERS

We assure that this survey response will be kept confidential and will be used purely on Research Purposes. We confirm that information (survey responses) is:

- Used fairly and lawfully
- Used for limited, specifically stated purposes
- Used in a way that is adequate, relevant and not excessive
- Kept for no longer than is absolutely necessary
- Handled according to people's data protection rights
- Kept safe and secure
- Not transferred

## Personal Details

1

Residential District \*

- ☐ Ampara
- ☐ Anuradhapura
- ☐ Badulla
- ☐ Batticaloa
- ☐ Colombo
- ☐ Galle
- ☐ Gampaha
- ☐ Hambantota
- ☐ Jaffna
- ☐ Kalutara
- ☐ Kandy
- ☐ Kegalle
- ☐ Killinochchi
- ☐ Kurunegala
- ☐ Mannar
- ☐ Matale
- ☐ Matara
- ☐ Monaragala
- ☐ Mullativu
- ☐ Nuwara Eliya
- ☐ Polonnaruwa
- ☐ Puttalam
- ☐ Ratnapura
- ☐ Trincomalee
- ☐ Vavuniya

2

Gender \*

- ☐ Female
- ☐ Male

3

Age \*

- ☐ Between 18-24 years
- ☐ Between 25-34 years
- ☐ Between 35-44 years
- ☐ Between 45-54 years
- ☐ Between 55-64 years
- ☐ More than 65 years

4

Ethnicity \*

- ☐ Sinhala
- ☐ Sri Lankan Tamil
- ☐ Indian Tamil
- ☐ Sri Lankan Muslims
- ☐ Burgers
- ☐ Aboriginal People
- ☐ Others

5

Religion \*

- ☐ Buddhism
- ☐ Hindusm
- ☐ Islamic
- ☐ Roman Catholic
- ☐ Other Christians
- ☐ Belief in God
- ☐ Others

6

Education Level \*

- ☐ Up to O/L
- ☐ O/L
- ☐ Up to A/L
- ☐ A/L
- ☐ Diploma
- ☐ Degree
- ☐ Masters
- ☐ Others

7

Vocational/ Professional Qualification \*

- ☐ NVQ certificate level
- ☐ NVQ Diploma level
- ☐ Non- NVQ diploma level
- ☐ Other

## Literacy \*

	Able to read, write and speak	Able to read and write	Only the ability to speak
Sinhala	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
English	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tamil	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9

## Marital Status \*

- ☐ Single
- ☐ Married
- ☐ Living together
- ☐ Divorced
- ☐ Widowed
- ☐ Other

10

No. of Children *(Please type "N/A" if irrelevant)* \*

11

Monthly Income Level *(Please select "N/A" for the spouse's income level if you are in a category of "Single", "Widowed" or "Divorced") \**

	Less than Rs. 50,000/-	Between Rs. 50,000/- and Rs. 100,000/-	Between Rs. 100,000 and Rs. 150,000/-	More than Rs. 150,000/-	Prefer not to say	N
Respondent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	(
Spouse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	(

Route of the Caregiver NVQ Certificate obtained \*

- ☐ Followed NVQ course (CBT Mode)
- ☐ Through work Experience (RPL Mode)
- ☐ Apprentice based training through NAITA (EBT Mode)

## Part II

### Employment Details

13

Are you working as a "Caregiver"?

☐ Yes

☐ No

14

If "Yes", are you working in abroad?

☐ Yes

☐ No

## Part A

15

If you are in abroad, which country you are working?

16

When did you join the job? ***(Please mention at least year and month)***

17

Before you went abroad were you employed in Sri Lanka?

☐ Yes

☐ No

18

If "Yes" what was your employment?

☐ Self Employed - Related to caregiver

☐ Self Employed - Non-related to caregiver

☐ Employee - Related to caregiver

☐ Employee - Non-related to caregiver

☐ Employer - Related to caregiver

☐ Employer - Non-related to caregiver



If you were an "employee" what was your last designation level?

- ☐ Primary
- ☐ Clerical
- ☐ Technical
- ☐ Executive
- ☐ Managerial
- ☐ Other

What were the important factors that helped you secure a job abroad? ***(Please use the arrow keys to organize according to the priority rank.)***

Financial Status
NVQ Certificate
Educational qualifications
Foreign/ English language skills
Contacts from the destination
Active listening and responding skills
Decision making skills

Are you satisfied with your job?

- ☐ Highly Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Highly Dissatisfied

22

Do you recommend NVQ for foreign employment?

- ☐ Highly Agreed
- ☐ Agreed
- ☐ Neutral
- ☐ Disagreed
- ☐ Highly Disagreed

23

What are the main reasons for not recommending NVQs? *(Please tick one or more)*

- ☐ NVQ was not a compulsory requirement for my job
- ☐ Employer did concern only on work experience not certificates
- ☐ Other

24

What are other special factors you need to emphasize in securing a foreign caregiver job? *(Please write shortly.)*

25

What are the reasons for "Not Satisfied" with your job? *(Please tick where relevant)*

- ☐ Work income
- ☐ Relationships with clients
- ☐ Professional status
- ☐ Working conditions
- ☐ Loneliness (Family in Sri Lanka)
- ☐ Other

## Part B

26

Are you working as a "Caregiver" either full-time or part-time?

- ☐ Full time
- ☐ Part Time

27

In addition to Caregiver, are you working somewhere else?

- ☐ Yes
- ☐ No

28

If "Yes", what is your employment?

- ☐ Self Employed
- ☐ Employee
- ☐ Employer

29

If you are an "Employee", what is your present designation level?

- ☐ Primary
- ☐ Clerical
- ☐ Technical
- ☐ Executive
- ☐ Managerial
- ☐ Other

30

Did you attempt to go abroad as a "Caregiver"?

- ☐ Highly attempted
- ☐ Attempted
- ☐ Neutral
- ☐ Not attempted
- ☐ No plans to go abroad

31

What important factors blocked you from securing a job abroad? *(Please use the arrow keys to organize according to the priority rank)*

Lack of financial status

Lack of contacts from destination

Lack of foreign/ English language skills

Lack of active listening & responding skills

32

Are you still trying to go abroad as caregiver employee?

- ☐ Yes
- ☐ No

## Part C

33

Are you in Sri Lanka or abroad?

☐ Sri Lanka

☐ Abroad

34

If abroad, in which country you are now?

35

Are you currently doing a job?

☐ Yes

☐ No

36

What is your employment?

☐ Self employed

☐ Employee

☐ Employer

If you are an "Employee", what is your present designation level?

- ☐ Primary
- ☐ Clerical
- ☐ Technical
- ☐ Executive
- ☐ Managerial
- ☐ Other

Did you attempt to go abroad as a "Caregiver"?

- ☐ Highly attempted
- ☐ Attempted
- ☐ Neutral
- ☐ Not attempted
- ☐ No plans to go abroad

Are looking for a Caregiver job in abroad?

- ☐ Highly attempted
- ☐ Attempted
- ☐ Neutral
- ☐ Not attempted
- ☐ No plans to work as a caregiver

40

Why did you obtain NVQ certificate for caregiver?

- ☐ For overseas job
- ☐ For local employment
- ☐ For self-development
- ☐ Other

41

What important factors blocked you from securing a job abroad? *(Please use the arrow keys to organize according to the priority rank)*

Lack of financial status

Lack of contacts from the destination

Lack of foreign/ english language skills

Lack of active listening & responding skills

42

Are you still trying to go abroad?

- ☐ Yes, as a caregiver
- ☐ Yes, not as a caregiver
- ☐ No

## Suggestions

43

What is your suggestion for securing foreign employment in caregiver jobs?

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 Microsoft Forms



# **FACTORS AFFECTING SRI LANKANS IN ACCESSING CAREGIVER JOBS**

IN THE FOREIGN LABOUR MARKET SPECIAL REFERENCE TO NVQ HOLDERS

You are Invited!

---

## **FACTORS AFFECTING SRI LANKANS' ACCESS TO CAREGIVER JOBS IN THE FOREIGN LABOUR MARKET**

**SPECIAL REFERENCE TO NVQ HOLDERS**

We assure that this survey response will be kept confidential and will be used purely on Research Purposes. We confirm that information (survey responses) is:

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- Kept for no longer than is absolutely necessary
- Handled according to people's data protection rights
- Kept safe and secure
- Not transferred

## Institute Details

*(Please fill where relevant)*

1

**Name of the Institute**

2

**TVEC Registration Number**

3

**Number of applications received for Caregiver NVQ level 03 course in 2020**

4

**No. of applications received for Caregiver NVQ level 03 course in 2021**

5

**No. of applications received for Caregiver NVQ level 03 course in 2022**

6

**No. of applications received for Caregiver NVQ level 03 course in 2023**

7

**No. of students enrolled in 2020**

8

**No. of students enrolled in 2021**

9

**No. of students enrolled in 2022**

10

**No. of students enrolled in 2023**

11

**No. of students completed in 2020**

12

**No. of students completed in 2021**

13

**No. of students completed in 2022**

14

**No. of students completed in 2023**

15

**No. of students obtained NVQ certificates in 2020**

16

**No. of students obtained NVQ certificates in 2021**

17

**No. of students obtained NVQ certificates in 2022**

18

**No. of students obtained NVQ certificates in 2023**

19

**No. of NVQ certificate holders secured a job and went abroad**

20

**No. of a job and working in Sri Lanka NVQ certificate holders secured**

Part II - Course-Related Details

21

Why did you commence Caregiver course at your center?

Labour market demand	Queries from foreign job seekers	Income generation	Course conducted by other parallel institutes	Other
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22

What mechanism do you utilize for forwarding to foreign jobs?

Direct contact	Through Agencies	Through SLBFE	No mechanism
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23

What other facilities do you provide for finding foreign jobs?

Language skills	Facilitation for process	Consulting service	Other
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24

What do you think that caregivers were difficult to find foreign jobs

Course Content is not fulfilled labour market requirement	Lack of experience	Lack of Knowledge	Language Barriers	Other
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25

What suggestions do you have for making easier for people to find foreign jobs?

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