

## Domestic Worker Centre

The Domestic Worker Centre is a facility which is offering a comprehensive service package under one roof, whose premises are designed and furnished to resemble the modern day home, the perfect work environment for domestic workers. Central to its existence is the need to provide practical training for domestic workers.

We offer crucial on-the-job learning and training for domestic workers, offering an experience which will ensure that all who are trained will be capacitated to match the requirements and expectations of their work as employees. Here, theory and practice will be conveniently fused to address crucial aspects of a domestic worker's job description.

To stamp our footprint in the arena of formalization and professionalism our solution runs on what we are calling Tripartite Parallel Phases (TRIPP) approach which includes

- The physical Institution for learning and training. It also serves as a safe haven for domestic workers who need it.
- The vocational approach whereby Vocational Training Centres will be engaged as extension platforms to offer training courses based on the domestic worker curriculum and finally,
- Online approach where the courses will be offered digitally for access by all anywhere anytime.

## OBJECTIVES

- Training and skills development for domestic workers through courses based on the curriculum
- Provide a safe haven for domestic workers who need it
- Establish a model institution to be replicated across Zimbabwe and beyond
- To spearhead formalization of domestic work through ensuring formal training and certification
- Digitilize the curriculum to cater for those beyond the physical Center.

## The Curriculum

We have developed a curriculum which is in the final stages of approval and accreditation by HEXCO and the Ministry of Higher and Tertiary Education. The curriculum has four core modules covering the following certifications:

1. Certificate in Domestic Work (Cooking, Baking, Servicing)
2. Certificate in Domestic Work (Caring for Family Members and Pets)
3. Certificate in Domestic Work (Housekeeping)
4. Certificate in Domestic Work (Gardening)

Courses are designed in a stand-alone modular structure for flexibility, meaning a domestic worker can decide to do and get certification in any one or more of these available courses which they prefer or is most relevant to their professional advancement. Of course there are some pre-requisite modules attached to each course which are compulsory.

Our Programming involves

Physical trainings

These are offered on courses based on the curriculum. They are open to domestic workers who want to advance their skill set. It is also open to clients who want their domestic workers to improve their performance at work.

Online trainings

Monthly trainings via our whatsapp platforms. The course runs for a month and this month. Participants receive certificates upon completion of the course. We are also working to develop a digital platform for the domestic workers to take the course on.

Linkage to Employment Agencies

The centre is working in partnership with an employment agency which is providing link between domestic workers and clients who are looking to employ them thus we

provide link to employment opportunities through partnerships with employment agencies.

#### Income generating activities

The Centre also undertakes some small projects such as poultry and small scale gardening. This will also be part of the learning package so that domestic workers get an appreciation of how to start and manage these projects, giving them a range of options to create multiple streams of income. It will also help to sustain the center by providing income and also resources for the training.

#### Benefit of membership to DWAZ and the Domestic Worker Centre

DWAZ programmes are designed to derive sustenance from its growing membership and building a strong base as a representative for domestic workers.

Training and skills development will ensure that all members develop their skills and improve their knowledge thus equipping each one of them as a representative of themselves and the domestic work sector as a whole.

Their marketability, employability, competitiveness within domestic work profession will also improve. Being aware of their rights will reduce their vulnerability to abuse and exploitation

Equally important is the link the DWC creates, bridging domestic workers` access to critical services such as education, employment opportunities, social services and various forms of support at individual and professional levels

The Centre is located in Harare Zimbabwe and accessible through the DWAZ Office.