

移工一站式服務問答集

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Migrant Workers One-Stop Services Q&A

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移工篇

【一站式服務及入國講習】

Migrant Workers

One-Stop Services and Orientation Classes for Migrant Workers Newly Arriving in Taiwan

問題1：入國講習包含哪些課程內容？

回答：

入國講習共計 8 小時課程，內容包含生活適應、衛生教育及健康保險、家事類工作職業安全衛生、聘僱法令及權益保障等。

問題2：入國講習期間由誰提供飲食？

回答：

移工入國講習期間，由勞動部提供早、中、晚餐食服務。

問題3：入國講習期間可否外出？

回答：

如移工於入國講習期間有外出需求，將由移工一站式服務中心人員陪同外出。

問題4：入國講習期間，居住的型態為何？

回答：

入國講習期間採 1 人 1 床，依房間面積坪數，每房 3 人至 4 人不等。

問題5：入國講習期間是否開放訪客拜訪？

回答：

移工如講習期間有訪客來訪，訪客於一站式服務中心櫃檯登記後，由服務人員通知移工，安排至訪客接待區晤談。

Q1: What classes are provided during the orientation period for migrant workers newly

arriving in Taiwan?

A: Newly arrived migrant workers are required to attend eight hours of orientation classes on adapting to life in Taiwan, health education and health insurance, occupational health and safety for live-in work, employment laws and labor rights protections.

Q2: Who provides meals during the orientation period?

A: Breakfast, lunch and dinner are provided by the Ministry of Labor for the duration of orientation.

Q3: Are migrant workers allowed to go outside during the orientation period?

A: If migrant workers need to go outside during the orientation period they will be accompanied by staff from the Migrant Workers One-Stop Service Center.

Q4: What accommodation is provided during the orientation period?

A: During the orientation period each migrant worker is provided with one bed and, depending on the size, each room has 3-4 beds.

Q5: Can migrant workers receive visitors during the orientation period?

A: If during the orientation period a migrant worker has a visitor, once he/she visitor has registered at the front desk of the Migrant Workers One-Stop Service Center, staff will notify the worker and arrange for them to meet in the visitors' reception area.

問題6：移工完訓後，會有哪些文件或證明資料？

回答：

移工完訓後，勞動部移工一站式服務中心人員現場核發 5 年效期完訓證明、聘僱許可函及居留證，並於完訓後約 3 個工作日後，透過 LINE@移點通推播移工全民健康保險加保證明書。

問題7：講習後應進行健檢，如未健檢該如何處理？

回答：

雇主如未依規定，於移工入國後 3 個工作日內安排移工辦理健康檢查，[雇主](#)將

依就業服務法規定，處新臺幣 6 萬元至 30 萬元罰鍰。

問題8：講習後，等待健檢期間住宿環境條件有什麼應該注意的地方?是否有申訴求助之管道？

回答：

(1)外國人於等待健康檢查期間之留宿環境，仍應依外國人生活照顧服務計畫書辦理，即雇主(仲介)提供外國人居住面積每人應在 3.6 平方公尺以上，每一外國人均應有其個人之床舖，並應提供衣物櫃(計入居住面積)。倘雇主違反規定者，當地主管機關將逕依就業服務法第 67 條規定處新臺幣 6 萬以上至 30 萬元以下罰鍰，並不予核發或廢止聘僱移工許可。

(2)移工如有申訴或諮詢需求，皆可撥打 1955 專線，提供 24 小時(含假日)多國語(中、英、印尼、越南及泰語)免付費電話詢求協助，或另透過「LINE@移點通」亦可連結至 1955 真人文字客服人員，提供母語線上文字對談方式諮詢，即時移工問題，如有緊急申訴事件，可主動轉接 1955 專線進一步處理。

Q6: After migrant workers complete orientation what documents or certificates do they receive?

A: After migrant workers complete orientation the Ministry of Labor Migrant Workers One-Stop Service Center issues them with an orientation training completion certificate valid for five years, an employment permit letter and an alien resident certificate. About three working days after completing orientation migrant workers receive a National Health Insurance Certificate of Insurance on E-LINE.

Q7: After completing orientation migrant workers are required to undergo a health check-up, if they fail to do so what happens?

A: An employer who fails to arrange for migrant workers to undergo a health check-up within three working days of arriving in Taiwan, will be fined NT\$60,000-MT\$300,000 in accordance with the provisions of the Employment Service Act.

Q8: In the period after the completion of orientation while waiting to undergo a health check-up what type of accommodation should be provided? Are there channels through which migrant workers can appeal for assistance?

A:

(1) The accommodation provided to migrant workers while they wait to undergo a health check-up should adhere to the conditions detailed in the Migrant Worker Life Care Service Plan, which is to say employers/labor brokerages are required to provide each worker with a bed, three or more square meters of living space and a wardrobe (included as part of the living space). If an employer violates these regulations the local competent authority will issue a fine of NT\$60,000-MT\$300,000 in accordance with Article 67 of the Employment Service Act and decline to issue or revoke the employer's migrant worker permit.

(2) If migrant workers want to file a complaint or seek advice they can call the 1955 hotline, which provides a free 24-hour service (including on Sundays) in multiple languages (Chinese, English, Indonesian, Vietnamese, Thai). Alternatively E-LINE connects to 1955 live text messaging customer services staff, who providing online text discussion in a worker's own language. For urgent migrant worker problems such as emergency appeals, call the 1955 hotline and explain the situation.

【入國講習期間的生活照顧】

問題1：移工入國講習期間生病，該如何處理？

回答：

雇主在申請入國講習已同意勞動部提供服務，將由一站式服務中心協助移工就醫及處理費用。另會通知雇主相關訊息。

問題2：移工入國講習期間確診，該如何處理？

回答：

如移工入國講習期間快篩陽性，並經視訊看診或至醫療院所進行篩檢，後續有經診斷判別確診時，移工一站式服務中心人員將安排移工至集中檢疫所進行隔離，並將持續配合中央流行疫情指揮中心最新防疫規範辦理。

Life Care When Attending Orientation Classes

Q1: If a migrant worker falls ill when attending orientation classes, how is it dealt with?

A: When employers apply for orientation classes for migrant workers newly arriving in Taiwan, they agree to the provision of services by the Ministry of Labor. If a worker

falls ill Migrant Workers One-Stop Service Center staff will arrange medical treatment and cover related costs. They will also notify the employer about the situation.

Q2: If a migrant laborer tests positive for COVID-19 when attending orientation classes, how is it dealt with?

A: If a migrant workers takes a COVID-19 rapid test and tests positive when attending orientation classes, when the result is confirmed through a video consultation or a follow up test at a medical facility, Migrant Workers One-Stop Service Center staff will arrange for the worker to be transferred to a government quarantine facility. Staff will also continue to follow the most recent pandemic prevention regulations issued by the Central Epidemic Command Center.

【聘僱許可】

問題1：雇主未依雇主聘僱外國人許可及管理辦法第 36 條之 2 申請聘僱許可，致移工須轉換雇主，移工後續應如何辦理轉換雇主？等待轉換雇主期間膳宿誰負責？

回答：

(1) 雇主未依限為移工申請聘僱許可，將限期移工轉換雇主或工作，由原雇主或移工向公立就業服務機構申請轉換登記，移工經由參加每週協調會議，或自行至「外國人勞動權益網-移工轉換雇主專區」尋得合適雇主，自新雇主與移工合意接續聘僱後，由新雇主辦理後續程序。

(2) 雇主就移工負有生活照顧管理責任，應善盡生活照顧管理責任持續至外國人轉換新雇主或返國之日止。

問題2：移工什麼時候可以拿到聘僱許可函？

回答：

移工完訓後，勞動部移工一站式服務中心人員現場核發聘僱許可函。

Employment Permit

Q1: If a migrant worker wants to transfer employers but the employer did not apply for an employment permit in time in accordance with Article 36-2 of the Regulations on the Permission and Administration of the Employment of Foreign Workers how does the worker transfer employers? In addition, when waiting for the transfer to be processed

who is responsible for the worker's board and lodging?

A:

(1) If an employer fails to apply for an employment permit for a migrant worker within the allotted time period the worker can transfer employers or work. In such a situation, the original employer or migrant worker should register to transfer with a public employment services agency. If after attending weekly coordination meetings or going to the "Changing Employers" section on the "Foreign National Labor Rights Portal" the worker finds a suitable employer, once the new employer and worker agree to continued employment, the new employer is responsible for all follow up matters.

(2) Employers are responsible for the life care management of migrant workers and should continue to carry out such responsibilities until the migrant worker transfers to a new employer or returns to his/her country of origin.

Q2: When do migrant workers receive their employment permit letter?

A: When migrant workers complete their orientation training the Ministry of Labor Migrant Workers One-Stop Service Center issues them with an employment permit letter.

【居留證】

問題1：移工什麼時候可以拿到居留證？

回答：

移工完訓後，移民署將委由勞動部移工一站式服務中心人員現場核發居留證。

Alien Resident Certificate (ARC)

Q1: When do migrant workers receive their ARC?

A: When migrant workers complete their orientation training the National Immigration Agency issues ARCs through the Ministry of Labor Migrant Workers One-Stop Service Center.

【全民健康保險】

問題1：移工什麼時候可以拿到全民健康保險卡？

回答：

健保署於受理移工加保資料後，預計於移工完訓後約 7 個工作天寄送至指定處所。

問題2：尚未拿到全民健康保險卡前，移工如有就醫需求，該如何使用全民健康保險投保證明單？

回答：

移工在尚未收到健保卡前如有就醫需求，得持證明單併同居留證明文件，於醫療院所填寫「全民健康保險特約醫療院所例外就醫名冊」，以健保身分就醫。

National Health Insurance

Q1: When do migrant workers receive their National Health Insurance Card?

A: After the National Health Insurance Administration processes a migrant worker's health insurance registration details a National Health Insurance Card is sent to the designated address about seven working days after orientation is completed.

Q2: If a migrant worker has to seek medical attention before receiving his/her National Health Insurance Card how is the National Health Insurance Certificate of Insurance used?

A: If a migrant worker has to seek medical attention before receiving his/her national health insurance card take the Certificate of Insurance and ARC to the medical facility and fill out the "National Health Insurance Contracted Medical Facility Exceptional Medical Treatment Register" form to receive medical treatment as an insured individual.

【勞工職業災害保險】

問題1：移工自何日起勞工職業災害保險加保？

回答：

移工入國日當日即為勞工職業災害保險加保日。

Labor Occupational Accident Insurance

Q1: W do migrant workers receive labor occupational accident insurance?

A: Migrant workers receive labor occupational accident insurance on the day they arrive in Taiwan.