



BetterWork
Vietnam

Training Programme 2021

A suitable approach to
enterprise improvement



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Table of contents

Training of Trainers

Training of trainers Supervisory skills for supervisors	6
Training of trainers Sexual harassment prevention	7
Training of trainers Induction for new workers	7
Training of trainers Training skills for factory trainers	9
Training of trainers Occupational Safety and Health	9

Laws

Labor law for garment industry	10
Safety law for garment industry	11
Compensation and Benefits	12

Genders and Sexual harassment prevention

Sexual harassment prevention at the work place	13
Raising awareness of genders in garment industry	13

Industrial relations

Rights and responsibilities of Trade Union and Management in Industrial Relations	14
Grievance Mechanisms	14
Introduction to Collective Bargaining Agreements	16
Negotiation skills for industrial relations	16
Workplace cooperation and communication	17
PICC training	17

Management systems

Management skills for middle managers	18
Supervisory skills for supervisors	18
Management systems	19

Safety at work

Risk management	20
Chemical safety	20
Electricity safety	22
Machinery safety	22
Boiler safety	23

Business Efficiency

Productivity	24
--------------	----

E-learning

Occupational Safety and Health (OSH Management, Chemical, Risk Management, PPE)	25
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A Suitable Approach to Enterprise Improvement

Better Work Vietnam Program (BWV) is a non-profit and development program. Our vision is to support factories to support their workers, empower women leaders and promote business growth. As one of the three program services, the BWV training program that covers **8 key training topics in the areas of training of trainers, labor law, genders and sexual harassment prevention, industrial relations, management systems, work safety, business efficiency and e-learning** aims to provide factories with different training needs.

With extensive experience in factories in Vietnam and building on best practices from around the world, the training program is designed based on the participatory approach that gives participants many opportunities to be active in the training and learn by doing. By end of the training, participants can be able to apply directly what they learn into practices at factories. The training program is designed in consideration of the gender approach strategy for all services of the program and other gender issues that are facing by factories. By building on this approach, the training program will help factories to create the good and healthy working environment for all and foster better worker-management relations in factories.

Targeting different participants, including top managers, middle managers, supervisors and workers who work in different sections of factories, the training program supports factories to

build up the good and strong human resource work forces. By taking the specific training, factory participants can be able to develop their strong knowledge and skills of the subject areas including soft and management skills and practical technical knowledge. Together with the assessment and advisory services, the training will support factories to develop their ownership to resolve their issues. It is important for factories to continue to grow and expand in the comparative business environment.

We offers classroom training, in-factory training, virtual training and e-learning delivered by leading trainers who have a strong and practical knowledge and experience in the garment industry as well as advanced training and facilitation techniques. Thus, taking the training participants also develop training and facilitation skills that they can use to deliver their own training for others at factories.

Our training resources are well designed and continuously upgraded, following the renovation of the garment industry and the law atmosphere of Vietnam and worldwide. The resources are comprised of different kinds of materials and well presented for different target participants. Being the center of our training, participants will enjoy what they learn and experience in the training classroom.

Training of Trainers

Laws

Genders and Sexual harassment prevention

Safety at work

Business Efficiency

Management systems

Training of trainers

Training of trainers Supervisory Skills for Supervisors - 2 days

This course blends core materials from the standard SST course with essential training tools and techniques so that participants can become SST trainers for other supervisors in their own factories.

This course is highly recommended for factories who want to develop the internal capacity to deliver their own SST training.

Target participants are line leaders, supervisors and production managers. It is recommended that participants have prior knowledge of the Supervisory Skills Training course who have previously attended Better Work training on Supervisory Skills for Supervisors.



Khóa học Kỹ năng quản lý dành cho chuyên trưởng rất là hiệu quả. Khóa học cung cấp nhiều kinh nghiệm thực tế giúp tôi trở thành một chuyên trưởng chuyên nghiệp hơn.

(Chuyên trưởng,
Nhà máy Hansae Tiền Giang)

Training of Trainers Sexual Harassment Prevention - 2 days

This course blends the core materials from the standard Sexual Harassment Prevention course with the essential training tools and facilitation techniques so that participants can be able to deliver the similar trainings for other participants at their factories. Taking this special course, participants will have good opportunities to practice facilitation training of the sexual harassment prevention and receive the training resources designed by Better Work Vietnam so they can be able to conduct trainings at factories.

This course is suitable for any participants who have already attended the public course on “Sexual harassment prevention” provided by Better Work Vietnam.

Target participants are participants who have already attended the 1-day Sexual Harassment Prevention training with Better Work Vietnam. This course is especially useful for human resource managers/staff, middle managers, trade union representatives, and staff in charge of training of the factory.

Training of trainers: New Worker Inductions - 2 days

Quality induction training is the first and most important element in preparing new workers for their new role and enabling them to integrate quickly and smoothly in the workplace.

By helping workers to prepare for their new working environment, factories are also building a more productive and committed workforce for the long term. This training provides guidance and tools on the essential elements of an effective induction training programme, which will enable factories to help improve team integration, reduce worker turnover rates and prevent workplace conflicts. The course will equip participants with knowledge and skills of how to define appropriate training methodologies and identify suitable facilitation skills for worker induction training.

Target participants are human resource managers/staff, compliance officers, and staff in charge of the training of factories



We had an opportunity to practice listening skills and questioning when taking the course “Negotiation skills”. We were very impressed of the training materials that Better Work Vietnam developed for the course. Thanks to that we can learn and apply right away in our daily work at factories and in our life as well.



(Participant, Hai Duong factory 2)



Positive conflict makes our work more productive. I really like using BATNA and the win-win situation in the negotiation.



(Participants, Hai Duong factory 2)

Training of trainers

Training of Trainers Training skills for factory trainers - 2 days

According to the Training Need Survey that was conducted by Better Work Vietnam at factories in 2020, most factories have not had the professional trainers who can deliver the quality training. Most of the training staff can only present the short training contents. In general, the training at factories does not meet participants' training expectations and learning experiences.

By taking the training, participants will be able to demonstrate the training skills that are important for factory trainers. They will understand the training needs of factory participants and select relevant training methods for those participants. The participants will also know how to organize a training including preparations before the training, during the training and after the training and evaluation. By the end of the training, participants will have the training practice session and receive useful feedback from the trainer and other participants for improvements.

Target participants are participants who have already attended the ToT Induction for new workers, ToT Supervisory Skills for Supervisors and ToT Sexual harassment prevention by BWV, staff who are responsible for the training at factories, middle managers (compliance staff, heads of the departments) and human resource managers/staff.

Training of Trainers Occupational safety and Health - 2 days

Ensuring a safe workplace is critically important for all garment and shoe factories. The compliance of the work safety regulations not only ensures the application of the national laws and international labor standards, but also ensures workers are both safe and productive. Thus, the OSH training at factories must be one of the regular activities.

The training offers participants the opportunity of exploring the participatory training skills in order to deliver a successful OSH training at their factories. The training will take the participants through the important information and guidance on the current legal context for OSH, and its implications for garment and footwear factories. During the training practice session, participants will have the opportunities to receive feedbacks on their training and the OSH contents from the experienced trainer and other participants.

Target participants are OSH committee representatives, Management or staff with OSH responsibilities, staff who are responsible for the training at factories, participants who have already attended the ToT Induction for new workers, ToT Supervisory Skills for Supervisors and ToT Sexual harassment prevention by BWV.

Laws

Labor Law for the Garment Industry - 1 day

Lack of understanding of the labour law is one of the leading causes of non-compliance in the garment industry, as well as a significant barrier to both productivity and improved working conditions on the factory floor.

This training course helps shed light on some of the most problematic aspects of the labour law for garment manufacturers, and provides a range of instruction and real life insight on how to understand and apply the law more effectively and ensure both compliance and good labour standards.

Issues such as contracts, working hours, and payments are covered by the course, together with all the latest updates on new decrees and circulars and what they mean for businesses in the industry.

Target participants are factory owners, factory managers, human resource staff/managers and union representatives.



Safety Law for Garment Industry - 1 day

In order to implement the occupational safety and health (OSH) in factories effectively, understanding and applying the Safety Law and related OSH decrees or regulars is one of the important requirements for all garment and footwear factories.

By taking the training, participants will be able to understand and properly apply the safety law and relevant decrees and circulars in the safety practice at the factory, understand the rights and obligations responsibilities of the employers and the employees in applying the safety law, understand the safety law standards and standard related to the safety practice at the factory and apply the safety law in resolving the safety issues at the factory.

Target participants are OSH committee representatives, management or staff with OSH responsibilities, HR and OSH staff/managers and staff in charge of work safety and Managers/ Staff in charge of machinery safety at factories.

Compensation and Benefits

Compensation and Benefits (Introductory) - 1 day

Ensuring accurate and efficient systems for paying compensation and benefits are vitally important in garment factories, where workforces often number into the thousands and where legal requirements for leave, overtime and social security are complex.

Participants will have the skills and know-how to establish base salaries, bonus schemes and benefit policies, as well as review factory C&B practices, to identify challenges and to design a suitable improvement plan to make the system work more effectively in their factory.

Target participants are human resource managers, personnel managers, management representatives, and factory level union representatives.

Thanks a lot, Better Work Vietnam. The Compensation and Benefits course is very useful and I can apply what I learned into my daily work right away

(HR Staff, TDT Investment and Development JSC)

Compensation and Benefits (Advanced) - 1 day

Building on the introductory C&B course, this advanced course offers participants an insightful knowledge of the Compensation and Benefits (C&Bs) system at factories. While the introductory course mainly provides the legal knowledge of the C&Bs system, this course gives case studies of major challenges in the factory C&B and the guidance for participants to resolve those challenges. We also bring in discussions on the background of and the principles for setting the wage scale, salary components and benefit packages so that to leverage worker and business performance. By end of the course, participants are expected to know how to process daily and monthly payroll as well as to resolve chronic shortcomings in the C&Bs system at their factories.

Target participants are human resource managers, personnel managers, management representatives, factory level union representatives. It is recommended that participants have prior knowledge of the basic Compensation and Benefits course that is delivered by Better Work Vietnam.

Genders and Sexual harassment prevention

Sexual Harassment Prevention - 1 day

With some one in five women experiencing some form of sexual harassment in their daily life, there is a critical need for greater awareness and education to help eliminate it, especially in female-dominated industries like garment manufacturing.

This specially designed course aims to help participants to recognize there are different forms of sexual harassment in the workplace, understand why sexual harassment is prevalent in garment factories, its impacts on the working environment and especially the factory's productivity.

Taking the training also helps participants to develop strategies to address and prevent sexual harassment, steps to deal with cases of sexual harassment at factories.

Target participants are supervisors, human resource managers/staff, compliance officers, production managers, and PICC members.

Raising gender awareness in the garment industry - 1 day

Factories joining Better Work Vietnam are expected to bring in the gender equality in practices and policies for all. Thus, understanding of what genders are and how to apply genders in the workplace are the must for garment and footwear factories.

Participants will be able to describe the differences between sex and genders, understand gender roles and expectations (gender norms) both inside the workplace, and in society, power relations, family responsibilities, and other barriers, be able to identify the possible way to promote equality in practices and policies, have experiences in developing and adapting gender-responsive policies at the workplace and reduce gender discrimination in the workplace, especially in the development of HR related policies.

Target participants are those who has responsibilities for human resource management at factories, human resource managers/staff, middle managers, Trade Union representatives, CSR staff and PICC members (management side).

Industrial Relations

Rights and responsibilities of Trade Union and Management in Industrial Relations - 2 days

Providing a roadmap to better Industrial Relations, which offers participants the chance to deepen knowledge and obtain practical tools necessary to start transforming the IR culture and everyday practice in their factory.

Learners in this course will be encouraged to reflect upon current IR practices in Vietnam and explore ways in which these can be improved these by applying tools and techniques linked to four key principles: representation, communication, trust building and good faith negotiation. They should be better equipped to represent their respective constituencies effectively and work collaboratively with one-another to resolve both interest and rights-based issues in the workplace.

Target participants are trade union leaders, worker representatives, staff with negotiation duties, management representatives, and heads of department, factory managers, and PICC members.

Grievance Mechanisms - 2 days

This module on Industrial Relations aims to enable management, workers, and trade union representatives at enterprise level to recognize the importance of developing a systematic approach toward conflict resolutions in the enterprise.

Participants will know how to investigate and resolve grievances at the lowest possible level in the enterprise, evaluate current enterprise level grievance mechanism and identify performance gaps for system improvement and identify root causes of industrial disputes and understand procedures for disputes under Vietnamese law.

Target participants are trade union leaders, worker representatives, staff with negotiation duties, management representatives, and heads of department, factory managers, and PICC members.



"I am very interested in the 8 criteria of the effective grievance mechanism. Almost every factory has the grievance mechanism, but these mechanisms are only a formality, especially the criteria "Easy to access" and "Know the steps" are often difficult for workers to understand. The training content of the course is very practical and easy to apply to the factory situation."

(Participants, Thai Ha Factory)

Industrial Relations

Introduction to Collective Bargaining Agreements - 2 days

Building on Modules 1 and 2, this final module in the IR series is designed to promote better understanding of the role of collective bargaining in securing lasting improvements to working conditions and workplace relations and help key factory personnel develop the skills required to drive effective bargaining processes in their factories.

By the end of the course, learners will have a clearer understanding of how to identify bargaining priorities and approach bipartite negotiations in good faith. They will also gain new insights into effective negotiation skills and tactics, and understand how they fit together into a due process for finalizing and ratifying a high quality collective bargaining agreement.

Target participants are trade union leaders, worker representatives, staff with negotiation duties, management representatives, and heads of department, factory managers, and PICC members.

Negotiation skills for industrial relations - 2 days

Constructive and good faith negotiation are not just an essential prerequisite to industrial harmony, but also a key foundation on which workplace conditions and productivity can rise together.

By taking this course, participants will learn how to prevent and overcome workplace disputes through effective negotiation and conflict resolution techniques. Participants will be guided through practical exercises which will demonstrate the role and value of negotiation in reaching mutually acceptable resolution of conflicts in day-to-day factory settings.

The course covers key sessions on how –and in what form- conflicts and disputes can arise, as well as their root causes, before exploring how proven negotiation techniques can bring win-win solutions for parties in conflict. Throughout the course, learners will interact with practical and relevant case studies from the industry for discussion and role play.

Target participants are trade union leaders, worker representatives, staff with negotiation duties, management representatives, heads of departments and PICC members.

Workplace Cooperation and Communication - 1 day

Effective workplace cooperation is essential in ensuring harmonious relations between workers and management and a productive environment for business to prosper.

Participants will both enhance their understanding of the core principles of effective workplace cooperation (the what, the why and the how), and gain new tools and approaches that they can apply to improve relations among workers and between workers and management.

With a focus on developing essential communication skills as the backbone of effective cooperation, the course will explore the various communication styles used in the modern garment factory, and examine how to overcome common misunderstandings and barriers in communication and develop a systematic approaches to workplace cooperation.

Target participants are trade union leaders, worker representatives, staff with negotiation duties, management representatives, heads of departments and PICC members.

Training for bipartite committee (PICC) - 1 day

It is very important for factories joining the Better Work Vietnam program to establish a Performance Improvement Consultative Committee (PICC). The PICC that is comprised of representatives of trade union and factory management will contribute to the improvement of working conditions and join the social dialogues to resolve issues of factories' industrial relations.

Participants who are selected as PICC members taking this course will learn about the Better Work Vietnam program, and roles and responsibilities of trade union and management representatives as the PICC members. Participants will know about the communication channels at factories and make the best use of these channels for the improvement of the factories. They will also know how to resolve issues and methods of conducting effective PICC meetings from beginning to the end.

Target participants are grassroots trade union representatives, compliant officers/managers, middle managers, and PICC members.

Management systems

Management Skills for Middle Managers - 2 days

Often serving as the link between senior management and the production workforce, middle managers play a vital role in ensuring smooth communication flows and building a positive, productive and safe working environment for all.

This course will help factories to boost the confidence and effectiveness of middle managers through practical instruction and guidance. Areas covered include management styles and techniques, effective communication, coaching skills, and managing conflict.

Target participants are factory managers, heads of departments, management representatives, and trade union leaders, and PICC members (management side).

The Management skills for Middle Managers course made me think deeply about my roles and responsibilities to our workers at our factory

(Manager, Hansae Tien Giang)

Supervisory Skills Training (Regular) - 3 days

The most popular Better Work course, SST training is specially designed for production managers and supervisors who supervise the production workforce.

Independent research has found that where supervisors are trained by Better Work, production lines are as much as **22% more productive**, as workers reach production targets more quickly.

This training will give current and aspiring supervisors the tools they need to transform the workplace through improved supervision of and communication with workers. At the end of the course, participants will be more knowledgeable and adept in performing their supervision duties in areas such as motivating the workforce, maintaining discipline, delegating tasks and providing constructive feedback.

Target participants are line leaders, supervisors and production managers.

Management systems - 2 days

The objectives of this training are to promote creating an effective management systems in Better Work and non - Better Work factories to support factories to be able to manage their workplace effectively and sustainably. Taking the training of this course, factories will have the strong knowledge and skills to take the ownership of their own challenges and to be more resilience and responsible with unexpected changes.

Participants will be able to apply the management system approach through the PDCA lens that can help factories to consistently improve their performance, understand the process and stages of management systems, approaches and tools to be used, apply the best practice elements of an effective management systems which can be integrated with other management functions and practices to promote continuous improvement and gain an in-depth knowledge for factories on different areas including policies, targets and KPIs, emergency planning, training, performance audits, M&E, incident and accident investigation, management review for continuous improvement.

Target participants are factory top management, management team members, compliance staff/managers, HR and OSH staff/managers and staff in charge of work safety, internal auditing team, production supervisors/managers, and factory representatives and PICC members.



Safety at work

Risk management - 1 day

The objectives of this training are to promote creating an effective risk management systems in Better Work and non - BW factories to support factories to be able to manage their workplace effectively and sustainably. Factories will have strong knowledge and skills to take the ownership of their own challenges and to be more resilience and responsible with unexpected changes.

participants will be able to apply the management system approach through the PDCA lens that can help factories to consistently improve their performance, Understand the process and stages of risk management systems, approaches and tools to be used, and gain an in-depth knowledge on risk management perspectives, a comprehensive risk assessment, the basic components of review and monitor process, design of a risk register and implement.

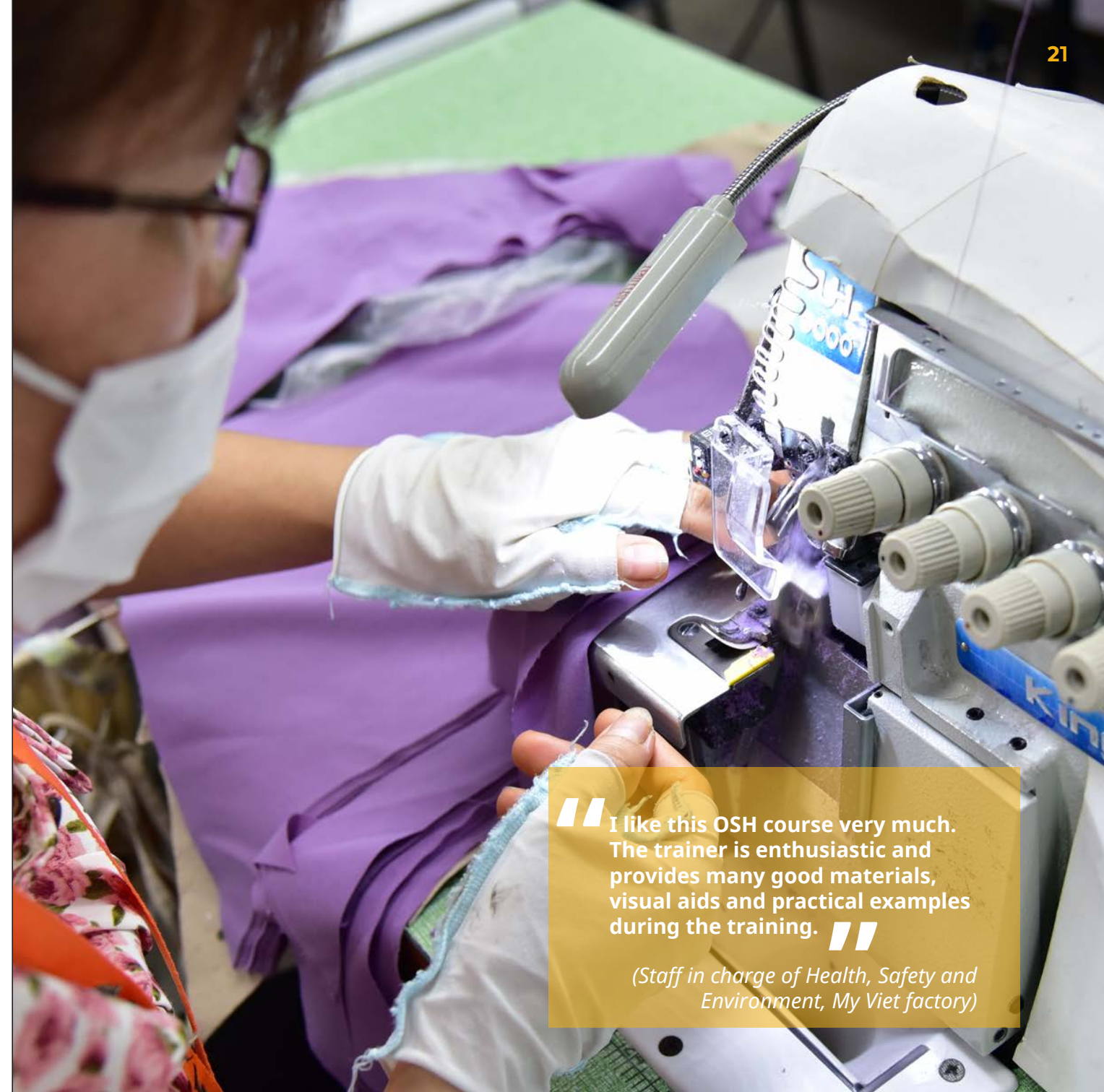
Target participants are management team members, compliance staff/managers, HR and OSH staff/managers and staff in charge of work safety, Internal auditing team, production supervisors/managers, and factory representatives and PICC members.

Chemical safety - 1 day

Chemical safety is one of the most important Occupational Safety and Health (OSH) regulations for the garment and footwear factories. The compliance of the chemical safety condition is seen as one of the mandatory conditions to ensure the safety and productivity of workers.

Participants will understand the Safety law and legal requirements for chemical safety in garment and footwear factories, Identify chemicals in use in factories and the mechanisms to manage these chemicals, Identify chemical hazards and develop the appropriate chemical production and storage processes, Complete the process of identifying chemical safety risks through sharing among factories, develop plans and measures to prevent chemical incidents and accidents, and have effective communication methods to raise workers' awareness of chemical safety.

Target participants are OSH committee representatives, management or staff with OSH responsibilities, HR and OSH staff/managers and staff in charge of work safety, and managers/staff in charge of the chemical safety at factories.



“ I like this OSH course very much. The trainer is enthusiastic and provides many good materials, visual aids and practical examples during the training. ”

(Staff in charge of Health, Safety and Environment, My Viet factory)

Safety at work

Electricity safety - 1 day

Electricity safety is one of the most important Occupational Safety and Health (OSH) regulations for the garment and footwear factories. The compliance of the electricity safety conditions is seen as the mandatory conditions to ensure the safety and productivity of workers.

Participants will be able to fully aware of the policies and procedures for the compliance of the electricity safety, understand and identify hazards and safety measures when using the electricity, know the roles and responsibilities of the OSH Committee and the staff in charge of OSH in implementing the electrical safety at the factory, update the Labor Safety Law and legal regulations related to the safe use of the electricity at the factory, develop plans and measures to prevent electrical incidents and accidents, and apply effective communication methods to raise workers' awareness of electrical safety.

Target participants are OSH committee representatives, Management or staff with OSH responsibilities, HR and OSH staff/managers and staff in charge of work safe, and Managers/Staff in charge of the electricity safety at factories.

Machinery safety - 1 day

Machinery safety is one of the most important OSH regulations for all garment and footwear factories. The compliance of the machinery safety conditions is seen as the most mandatory conditions to ensure the safety and productivity of workers.

By taking the training, participants will be able to fully aware of the safety policies and processes of using the machinery, know the identification of hazards and take safety measures when using equipment, know the implementation of measures to maintain machines and equipment to ensure safe operation, update contents of the Labor Safety Law and regulations related to the safe use of machinery and equipment at the factory and the role of the OSH Committee in implementing the safe use of machinery and equipment.

Target participants are OSH committee representatives, management or staff with OSH responsibilities, HR and OSH staff/managers and staff in charge of work safety and managers/staff in charge of machinery safety at factories.

Boiler safety - 1 day

Together with other OSH courses, the course on "Boiler safety" of BWV aims to support factories to strengthen skills and knowledge of OSH managers/staff in effective operations of these important areas at the factory. Factories are encouraged to take the new OSH training package in 2021.

By taking the training, participants will be able to know how to implement the legal requirements for the safety use of boilers and other pressure equipment at garment and footwear factories, Identify risks when operating boilers and other pressure equipment, use boilers and other pressure equipment safely, and support boiler operators effectively with their operation of the equipment at the factory.

Target participants are boiler operators, OSH committee representatives, management/staff with OSH responsibilities, HR and OSH staff/managers and staff in charge of work safety and managers/staff in charge of boiler safety at factories.



Business Efficiency

Productivity - 2 days

Boosting labour productivity is a key goal of many businesses, and one that is particularly important in labour intensive industries where cost and production pressures are often acute.

This specially designed course will give managers and other factory personnel a clear overview of productivity in the garment sector context, how it is measured and what practical measures can be taken in the workplace to enhance it. Participants will be able to identify their own productivity challenges, and ways to develop workforce skills to enable (greater) productivity gains.

Target participants are productivity managers, quality control staff, maintenance staff, and factory managers.

Taking part the Productivity course with Better Work Vietnam, I see all participants were very active to discuss and share our experience of management and productivity improvements. We were like the old colleagues working in the same factory. We did not compete with one another. We shared our experience and learning from each other. We even made a Zalo group to continue to communicate our experiences.

(Manager, Pearl Garment factory)



E-learning Occupational Safety and Health - 1 day

The e-learning is considered as one of the most flexible learning opportunities for different participants. Participants with different learning conditions at different locations can be able to take the e-learning course. The e-learning Occupational Safety and Health (OSH) of Better Work Vietnam is our effort to meet factory participants' diverse training needs. The new learning format also aims to expand the impacts on the OSH practices at factories.

The OSH e-learning is comprised of 4 modules, (1) Chemical management, (2) Risk assessment, (3) OSH Management and (4) Personal Protection Equipment (PPE). To pass the e-learning, it is compulsory for participants to answer at least 80% of the final test correctly.

Target participants are worker representatives who have OSH responsibilities at factories, Middle managers (compliance staff, heads of the departments), OSH committee members, Supervisors and workers, and PICC members.

Suggest training packages for factories joining BWV

Background information

Factories joining Better Work Vietnam Program (BWV) will receive the program services that help to increase and sustain their business competitiveness. During the service cycle year, besides the assessment and the advisory services, the individual factories will also receive the **15-training day allowance for the public training with BWV that are delivered in classroom, virtual training and e-learning formats**. Factories will also have many choices for the registration of **direct in-factory training and virtual in-factory training**.

To support factories to make their best use of the 15-training day allowance, starting from 2020, BWV will provide factories with different training packages. These packages allow both new and current factories to select the right courses, according to their specific training needs.

The training packages are developed based on our solid understanding of factories' issues of non-compliance and what training factories should take to improve their non-compliance points.



How to select the right training packages

Selection criteria:

- ✔ Factories are recommended to discuss with your BWV EA to select the training package.
- ✔ The training packages are recommended to be taken in sequences. After completing the 1st training package, factories can consider to take the next training package, the 2nd package, etc.
- ✔ Factories can register the courses that are recommended for each training package with BWV via the STAR.
- ✔ Factories should also select the right participants for the right courses of each training package.
- ✔ All staff of factories should have opportunities to take the training. BWV highly recommends more top managers and workers to take the training.
- ✔ Factories are recommended to be responsible for the implementation of the training package.
- ✔ Factories can seek for the consultation from BWV training team via email address vn.training@betterwork.org for the selection of the training package.
- ✔ For information on the course outlines, calendars and training program booklet, please find information at <https://betterwork.org/wherewework/vietnam>

Training package 1

This first training package is highly recommended for new factories. The training topics cover the basic and essential courses from the first module of the Industrial Relations training program to other basic courses, Labor Law for garment industry, Training for PICC etc... All courses are delivered in both classroom and virtual formats.

No	Training courses	No. of days	Target participants
1	Rights and responsibilities of Trade Union and Management	2	Trade union leaders, worker representatives, staff with negotiation duties, management representatives, heads of departments, factory managers, PICC members
2	Safety Law for garment industry	1	OSH committee, management or staff with OSH responsibilities, HR and OSH staff/managers and staff in charge of work safety and Managers/Staff in charge of machinery safety at factories.
3	Training of trainers: Induction for new workers	2	Human resource managers/staff, staff in charge of training, compliance officers
4	Training for PICC	1	PICC members, management representatives
5	Labor Law for the Garment Industry	1	Human resource managers, personnel managers, management representatives, factory level union representatives
6	Workplace cooperation and communication	1	Trade union leaders, worker representatives, staff with negotiation duties, management representatives, heads of departments and PICC members
7	Supervisory skills for supervisors	2 or 3	Line leaders, supervisors and production managers
8	Management systems	2	Factory management, compliance staff/managers, HR and OSH staff/managers, internal auditing team, production supervisors/managers, and factory representatives and PICC members
9	Sexual harassment prevention at the workplace	1	Supervisors, human resource managers/staff, compliance officers, production managers, and PICC members.
10	OSH e-learning	1	Worker representatives OSH responsibilities at factories, Middle managers (compliance staff, heads of the departments), OSH committee members, and PICC members

Training package 2

Factories that join BWV more than 2 years can consider to take package 2. This training helps to build up the human resource of the factories, especially their leadership and management skills. The course on Grievance Mechanism will support factories to handle conflicts and other social dialogue issues. All courses are delivered in both classroom and virtual formats.

No	Training courses	No. of days	Target participants
1	Labor Law for garment industry	1	Human resource managers, personnel managers, management representatives, factory level union representatives
2	Grievance Mechanisms	2	Trade union leaders, worker representatives, staff with negotiation duties, management representatives, heads of departments, factory managers, PICC management
3	Compensation and Benefits	1	Human resource managers, personnel managers, management representatives, factory level union representatives
4	Safety Law for garment industry	1	OSH committee, HR and OSH staff/managers in charge of work safety and Managers/Staff in charge of machinery safety.
5	Management skills for middle managers	2	Factory managers, heads of departments, management representatives, trade union leaders, PICC members
6	Training of trainer Supervisory skills for supervisors	2	Line leaders, supervisors and production managers. Recommended participants have previously attended Better Work training on Supervisory Skills for Supervisors.
7	Training of trainer: Sexual harassment prevention	2	Participants who have already attended the 1-day Sexual Harassment Prevention training with Better Work Vietnam.
8	Risk management	1	Factory management team members, compliance staff/managers, HR and OSH staff/managers and staff in charge of work safety, factory representatives and PICC members.
9	Chemical safety	1	OSH committee, HR and OSH staff/managers and staff in charge of work safety, and chemical safety managers/staff at factories.
10	Electricity safety	1	OSH committee representatives, staff with OSH responsibilities, HR and OSH staff/managers and staff in charge of work safe, and Managers/Staff in charge of the electricity safety at factories

Training package 3

This training package is a good choice for factories that have been with BWV up to 4 years. The advanced courses and ToT courses of the module will assist factories with their high demands of the human development and the business goals. Factories can also be able to meet their comprehensive production plan. All courses are delivered in both classroom and virtual formats.

No	Training courses	No. of days	Target participants
1	Safety Law for garment industry	1	OSH committee representatives, staff with OSH responsibilities, HR and OSH staff/managers and staff in charge of work safety and Managers/Staff in charge of machinery safety at factories.
2	Introduction to Collective Bargaining Agreements	2	Trade union leaders, worker representatives, staff with negotiation duties, management representatives, heads of departments, factory managers, especially staff in charge of CBAs
3	Compensation and Benefits	1	Human resource managers, personnel managers, management representatives, factory level union representatives
4	Negotiation skills for industrial relations	2	TU leaders, worker representatives, staff with negotiation duties, , heads of departments, PICC members
5	ToT: Supervisory Skills for Supervisors	2	Staff in charge of training of factories, participants who have already completed the SST training with BWV
6	ToT: Sexual Harassment Prevention	2	Staff in charge of training of factories, participants who have already completed the Sexual harassment training with BWV
7	Labor Law: Garment Industry	1	Factory owners, factory managers, human resource managers
8	ToT: Training skills for factory trainers	2	Participants who have already attended the ToT training courses by BWV, staff who are responsible for the training at factories.
9	ToT: Occupational Safety and Health	2	OSH committee representatives, participants who have already attended the ToT courses by BWV, etc
10	Electricity safety	1	OSH committee representatives, HR and OSH staff/managers and staff in charge of work safety and managers/staff in charge of machinery safety at factories.
11	Boiler safety	1	Boiler operators, OSH committee representatives, management/ staff with OSH responsibilities, HR and OSH staff/managers and staff in charge of work safety and managers/staff in charge of boiler safety at factories

Better Work Vietnam’s Training in 2020



131 training courses



3,140 participants (76% female, 24% male)



104 public courses



245 (65.3%) factories used 15-train- ing day allowance



27 in-factory courses



85% participants considered the training “Excellent”



43 virtual courses



72% participants considered the training “Very useful”



231 training days



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Australian Government
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