

Advisory Programme TOWARDS A SUSTAINABLE AND RESILIENT ELECTRONICS INDUSTRY IN VIET NAM

REGISTRATION GUIDE



This programme is co-organized by Viet Nam Chamber of Commerce and Industry (VCCI) and the International Labour Organization (ILO) with technical assistance from Better Work Vietnam¹.

It will provide support to electronics enterprises to:

- ▶ Enhance understanding and application of Vietnamese labour laws and International Labour Standards
- ▶ Build capacity for a core team of managerial staff and union members at the workplace
- ▶ Effectively apply management principles at electronics factories
- ▶ Better integrate into the global electronics supply chain.

ABOUT THIS PROGRAMME

Participating enterprises receive a package of advisory services worth US\$15,000² to improve factory compliance and labour relations, including the following:

- ▶ Onsite compliance **advisory services** from ILO-trained enterprise advisers, including customized **improvement roadmap**
- ▶ 20 places in a **series of standard and elective courses** (with certificates)
- ▶ 03 quarterly **industry seminars** tailored to electronics manufacturers
- ▶ Support for **self-diagnosis** and needs identification
- ▶ 04 **“Factory Ambassadors” sessions** for factory compliance staff and workers’ representatives
- ▶ **E-learning** courses.

ELIGIBILITY AND SELECTION CRITERIA

This programme is designed for enterprises in the electronics sector with the need and commitment to enhance operational efficiency and working conditions. There are no requirements with respect to size or ownership, and the Organizing Committee will aim for diversity in participating firms’ **size** and **geographic location**. All enterprises in the electronics supply chain are encouraged to apply.

Enterprises will be selected based on their **need for technical assistance, commitment to improvement, and capacity to participate** in all activities developed in the framework of this Programme.

1. More information at Better Work Vietnam: Home - Better Work

2. This amount includes tuition for training programs, workshops, Factory Ambassador Programmes, and advisory services.



KEY EVENTS AND TENTATIVE SCHEDULE³

ORGANIZATION
AND EVENTS

CAPACITY BUILDING

ADVISORY SERVICE

Timeline	Activity
Quarter 1/2022	<ul style="list-style-type: none"> ▶ Induction sessions about the Programme and guideline for registration ▶ Registration and contact with advisory
Quarter 2/2022	<ul style="list-style-type: none"> ▶ Industry Seminar 1 ▶ Standard Course (i) on Negotiation skills for industrial relations (IR) ▶ Standard Course (ii) on Occupational safety and health for trainers ▶ Trainings for Factory Ambassadors ▶ Online and onsite advisory service ▶ Self-diagnosis and improvement checklist
Quarter 3/2022	<ul style="list-style-type: none"> ▶ Industry Seminar 2 ▶ Standard Course (iii) on Gender equality ▶ Elective Course ▶ Training for Factory Ambassadors ▶ Online and onsite advisory service ▶ Self-diagnosis and improvement checklist
Quarter 4/2022	<ul style="list-style-type: none"> ▶ Industry Seminar 3 ▶ Standard Course (iv) on Management skills for middle managers ▶ Elective Course ▶ Online and onsite advisory service ▶ Self-diagnosis and improvement checklist
Quarter 1/2023	<ul style="list-style-type: none"> ▶ Results evaluation ▶ Review workshop for sharing good practices and experience

3. This table presents tentative planning, which is subject to change. The officially participated enterprises will be informed about details on event organization.

CAPACITY BUILDING

This programme offers five capacity-building categories for factory staff with diverse contents and participatory methods certified by BetterWork Vietnam⁴.

1. STANDARD COURSES

Standard courses are selected based on an initial training needs survey conducted by the ILO and VCCI. These courses are adapted from Better Work Vietnam specifically for the electronics sector. Each member enterprise can assign up to 1-3 representatives to join these standard courses. Qualifying participants will be awarded certificates by the ILO-VCCI.

(i) Negotiation skills for IR (2 days)

Good negotiation skills are not just an essential prerequisite to industrial harmony, but also a key foundation from which workplace conditions and productivity can rise together.

Contents:

- ▶ How do conflicts and disputes arise?
- ▶ Dispute resolution through negotiation
- ▶ Components of effective negotiation
- ▶ Key techniques: using questions, listening skill, and best alternative to a negotiated agreement (BATNA) in negotiation
- ▶ Negotiating with difficult people.

Please see further information at [Negotiation-Skills-Kỹ-năng-thương-lượng.pdf](#) (better-work.org)



(ii) Management skills for middle managers (2 days)

This course helps factory managers understand more about their roles and responsibilities and how to strengthen their influence and impact through better leadership. The course will help improve confidence and professionalism through practical instruction and guidance in important areas such as management styles and techniques, effective managerial communication, coaching skills, managing conflict, listening, and providing feedback.

Contents:

- ▶ Management: what, why, and how?
- ▶ Leadership styles
- ▶ Situational leadership
- ▶ Building trust
- ▶ Coaching your people
- ▶ Active listening and feedback.

Please see further information at [Management-Skills-for-Middle-Managers-Kỹ-năng-Quản-lý-cho-quản-lý-cấp-trung.pdf](#)

⁴ Total participation of each factory in standard and elective courses shall not exceed 20 slots.



(iii) Gender equality (1 day)

Awareness of gender issues and how to promote gender equality in the workplace is fundamental in improving working conditions at factories, especially in electronics factories, where women make up almost 60 percent of the workforce. Participating factories will be assisted in integrating gender equality considerations in all policies and practices.

Contents:

- ▶ Differences between sex/gender
- ▶ Differences between gender equity and gender equality
- ▶ Barriers to gender equality and inclusive hiring in the workplace
- ▶ Promoting gender awareness at the workplace
- ▶ Roles/responsibilities of management, worker representatives in gender awareness promotion at factories.

Please see further information at [31.-Gender-awareness-Nang-cao-nhan-thuc-ve-gioi-1.pdf](#) (betterwork.org)

(iv) Occupational safety and health for trainers (2 days)

Ensuring a safe workplace is critically important for electronics manufacturers. Compliance with occupational safety and health (OSH) regulations not only ensures the application of the national laws and International Labour Standards, but also ensures workers are safe and productive.

Contents:

- ▶ The Safety Law and relevant legal decrees that support the compliance of the OSH at the factories
- ▶ OSH risk identification on chemicals, electric hazards, equipment, and explosives
- ▶ Different training needs about OSH of workers, supervisors, and managers
- ▶ OSH Committee's roles and responsibilities with the OSH training at factories
- ▶ Participatory training methods for the delivery of OSH training sessions at the factory

- ▶ Training practices and feedback for the trainers and other participants
- ▶ Action plan for the training practices and delivery at factories

Please see further information at [24.-TOT-OSH-DT-GVN-An-toan-ve-sinh-lao-dong.pdf](#) (betterwork.org)

2. ELECTIVE COURSES

Elective courses are proposed based on the results of the training needs survey conducted by the ILO and VCCI. The contents of elective courses are adapted from the training contents developed by BetterWork Vietnam and tailored to enterprise training needs.

Elective courses will be offered to factories that commit to assigning 15-20 participants. The courses are designed for enterprises with more than 1,000 workers. Enterprises with smaller workforces are entitled to other complementary capacity-building activities. Qualifying participants will be awarded certificates by the ILO-VCCI.

Elective courses are organized at the factory at the time agreed between the enterprise and Organizing Committee within the key milestones of the Programme. The enterprises will provide the venue and other onsite arrangements for the course. The Organizing Committee will provide trainers, relevant training, and learning materials.

Member enterprises can select any of the four following elective courses:

Workplace cooperation and communication (1 day)

Effective workplace cooperation enables a positive rapport between workers and managers and a productive environment for businesses to prosper.

Please see further information at [Workplace-Cooperation-Hợp-tác-tại-nơi-làm-việc.pdf](#) (betterwork.org)

Management systems (2 days)

The objectives of this course are to promote creating effective management systems in electronics enterprises, and to support factories to be able to manage their workplace effectively and sustainably. Participants will gain the knowledge and skills to take ownership of challenges and to be more resilient and responsible when encountering changes.

Please see further information at [22.-Management-system-He-thong-quan-ly.pdf](#) (betterwork.org)

Sexual harassment prevention (1 day)

This specially designed course aims to help participants recognize different forms of sexual harassment in the workplace, understand why sexual harassment is prevalent in factories, and its impacts on the working environment, including factory productivity. The training also helps participants to develop strategies to address and prevent sexual harassment, and steps to deal with cases of sexual harassment at factories.

Please see further information at [Prevention-Sexual-Harassment-Phòng-tránh-QRTD.pdf](#) (betterwork.org)

Rights and responsibilities of trade unions and management in Industrial Relations (1 day)

This IR course offers participants the chance to deepen their knowledge and obtain the practical tools necessary to promote industry harmony.

Participants will explore various tools and techniques linked to four key principles: representation, communication, trust-building, and good faith negotiation.

Please see further information at [1.-Rights-and-Responsibilities-of-Trade-Union-and-Management-in-IR.pdf](#) (betterwork.org)

3. FACTORY AMBASSADORS SERIES

This training is for compliance officers and representatives of workers who will act as Factory Ambassadors (02 representatives per factory). These Factory Ambassadors play crucial roles in the process of improving the factory. Participants in the Factory Ambassadors Series will be equipped with knowledge, competencies, and skills to bring about sustainable change in the workplace using the tools and techniques developed by Better Work Vietnam.

Factory Ambassadors will join at least four online induction sessions with the following topics:

- ▶ Induction to ILO/VCCI Advisory Programme
- ▶ Gender awareness
- ▶ Communication
- ▶ Training skills and assistantship
- ▶ Industrial relations and gender lens
- ▶ Self-diagnosis: Process and improvement

After completing the training topics, these Factory Ambassadors will be able to practice their acquired skills at the factory with the support and supervision of the Enterprise Advisor.



4. INDUSTRY SEMINARS

Participating enterprises will designate representatives to join quarterly industry seminars with the themes relevant to the interests of electronics enterprises. Representatives will have the opportunity to share experiences, best practices, and improvement plans for each topic. The industry seminars are an integral part of the advisory process, providing valuable opportunities for businesses to learn from each other. These seminars utilize participatory methods and learner-centered approaches to address compliance and working conditions issues.

5. E-LEARNING ON GOPY PLATFORM

All member enterprises are offered accounts on GOPY – an interactive e-learning platform – and access to various e-learning courses on labour- and compliance-related topics. GOPY contains multiple interactive courses on Viet Nam labour laws, OSH guidelines, and anti-discrimination at work to build capacity for workers and staff. Other courses on the platform include minimum age for employment, collective bargaining and agreements, workers' representative organizations, and labour dispute resolution.

ADVISORY SERVICE

Expert enterprise advisors (EAs) from BetterWork Viet Nam will provide advice and guidance for member enterprises. The EAs will keep in contact with the enterprise focal points and provide specific advice on labour and employment compliance issues faced by the enterprise. Using Better Work Vietnam tools adapted to electronics enterprises, the EAs will guide the process of enterprise self-diagnosis and plan for improvement, including developing a specific roadmap for factory compliance to international labour standards and national laws. The advisory process will also involve representatives of the factory management and workers.

REGISTRATION

The interested enterprises shall submit a registration form with authorized seal and signatures to hongngocmai@gmail.com and kimhue@ilo.org by **17.00 GMT+7, April 18, 2022**. [A hard copy must be submitted to the Organizing Committee upon official confirmation of admission]. The registrations will be processed on a first-come, first-served basis. The Organizing Committee may require additional information and verification in case of necessity.

Please visit <https://beavccvietnam.com.vn> or www.ilo.org/hanoi or contact the Organizing Committee at hongngocmai@gmail.com or kimhue@ilo.org, should any questions or concerns arise.



Confidentiality and Disclaimer

These registration guidelines are made available so that interested parties may have fair opportunities for registering to the Advisory Programme. Registering for the programme does not guarantee admission. ILO and VCCI will keep confidential all information exchanged with enterprises and shall not disclose contents and images to any third party, without enterprise consent.

Advisory Programme

TOWARDS A SUSTAINABLE AND RESILIENT ELECTRONICS INDUSTRY IN VIET NAM

REGISTRATION FORM

Enterprises who are interested in the Advisory Programme Towards a sustainable and resilient electronics industry in Viet Nam shall fill in this Registration Form in Vietnamese or English. The completed form should be sent to hongngocmai@gmail.com and kimhue@ilo.org by **17.00 GMT+7, 18 April 2022**. Under the PDF format with enterprise's stamp and signature of authorized person. Please fill in the following information about your enterprise.

I. GENERAL INFORMATION

- 1.1. Name of business: _____
- 1.2. Business registration number: _____
- 1.3. Address of the business (Please specify the address(es) of those manufacturing site(s) that the enterprise need support and advisory services at): _____

- 1.4. Name of Focal Point: _____
- 1.5. Position of Focal Point: _____
- 1.6. Email of Focal Point: _____
- 1.7. Telephone number of Focal Point: _____

II. WORKFORCE INFORMATION

- 2.1. Workforce: _____
- 2.2. Total number of workers (frontlines without managerial positions): _____
- 2.3. Total number of union workers (if any): _____
- 2.4. General observation about expected improvement at the enterprise (Please indicate briefly within 200 words)

II. EXPECTED TRAININGS AND PARTICIPATION IN ADVISORY PROGRAMME

Please tick the components of the Advisory Programme that your enterprise expects and commits to participate

Standard Courses

Elective Courses

Industry Seminars

Factory Ambassadors Programme

E-learning in the GOPY platform

Online and onsite compliance advisory service

Programme on self-diagnosis, improvement needs identification and roadmaps

Evaluations, review workshop

Others, if any. Please specify

III. STATEMENT AND COMMITMENT

Our enterprise declares and commits that

Participating in the enterprise Advisory Programme co-organized by VCCI and ILO constitute our acceptance of terms and conditions set by the Organizing Committee provided in this Guidance for Registration.

On behalf of [Name of enterprise] _____,
I hereby certify that all information provided above is correct and shall be referred for further contact.

Name, signature of authorized person and stamp of enterprise

Date: _____