

Cost

Participating enterprises will be charged a nominal fee to have the training implemented in their factories. Enterprises can also choose which topics are most important to their specific needs. The fee for one episode is \$100 USD and a discount will be given to those who subscribe to all 6 in the series (total for 6 episodes is \$500 USD). Also included are a copy of each video shown and comic books for participating workers. This fee is a cost-sharing contribution with the ILO Better Factories Cambodia meeting all other costs, through support from our donors.

Proven success

"The soap opera video has created awareness on worker's rights and responsibilities. They can reflect on the poor leadership of worker reps like Kosal who always satisfies his own desires at the expense of others. Workers should not believe bad worker representatives. They can choose to follow the grievance procedures instead of following a bad leader."



Ms. Bou Madina, Union President, Archid Garment Factory Cambodia Ltd.



"The video series has increased the understanding about the law, rights and responsibilities of workers because after showing this video in our factory, workers now use masks for protection of their health, they understand stealing is serious misconduct that the stealer is subject to be punished by the law and that new workers are not required to pay money for their job. This education is really crucial for both workers and the factory."

Mr. Tommy Luo, HR Manager, Gold Fame Enterprises Limited



Ms. Yen Kuntea, worker, Tai Yang Enterprise Co., LTD

"I think when this film was shown to the workers, their representatives and the employers it helped us to understand how to resolve problems step by step. We shouldn't just follow bad advice forever. So the film is very helpful."



International
Labour
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Cambodia

An introduction to Workers' Factory Based Training



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"Learning together"



Overview

The garment industry, employing nearly 350,000 workers, is the single-largest industrialised employment sector in Cambodia and is the leading earner of export income for the country. With an increasing global interest in working conditions, allied to a competitive international environment, there is a strong need to provide quality training that directly meets the needs of the industry's most important stakeholders - its workers.

Better Factories Cambodia (BFC) implements a variety of training initiatives for Cambodia's garment industry. In our training we focus on improving working conditions, productivity and quality through workplace cooperation.

Targeting factory workers, BFC has developed a factory based training program for the export garment industry using video as the training medium. It is the first training program in the country aimed at increasing the knowledge of factory workers about their rights and responsibilities.

The first two episodes of the soap operas were funded by the GAP Foundation. Episodes three through six were funded by USAID. Two new episodes are currently being developed through funds from Groupe Agence Française de Développement (AFD).

Training structure

The Factory-Based Training materials include six episodes of the 'At The Factory Gates' soap opera series, and accompanying comic books which are abridged versions of the scripts. The training tools have been designed for a low literacy environment, are gender inclusive and are appropriate to a target group with a high proportion of young women workers. The series uses well known Cambodian actors, and include all the dramatic, stirring and humorous elements which are characteristic to soap operas.

The design of the training program allows for maximum exposure to each participating enterprise. Typically anywhere from 200 to 1000 workers watch each session.

Time & Duration: Due to the limited time availability of most factories the entire process takes about one hour and occurs during factory's lunch hour. However, training sessions are ideally held during working hours for higher participation rates and additional time for question and answer which allows better understanding of key messages. In the case of the first two episodes, these are usually done over two consecutive days, as episode number two is follow-on to the first episode. Each episode is approximately 25-35 minutes long.

Location: This will vary according to the enterprise. Possible venues include factory canteens, roofed passage areas, empty warehouses, or other designated areas.

Methodology

The training methodology employed is informative and participatory. The BFC Trainers begin by setting the scene for each story and eliciting the workers' ideas about what may happen. While viewing, participants can link their own working experiences to the issues in the videos and have a chance to share their views and opinions by answering the post-viewing questions. Then the BFC trainers will ensure that the key messages for each topic are understood. Comic books are given to all participants, as a handout; so that participants can continue to deepen their understanding of the issues on their own time, as well as hopefully share the comics with others that did not see the videos. The intention is to offer an enjoyable, relaxed learning experience that contains important messages about workers' rights and responsibilities.

The videos, comics and training facilitation are provided in Khmer.

Content

The content of the videos include:

1. Grievance handling
2. Dispute resolution (giving management a chance to fix the problem first) and legal strike procedures
3. Stealing
4. Occupational Safety and Health (OSH) - adopting a preventive approach
5. Working mothers and breast-feeding (promoting exclusive breast-feeding)
6. Underage workers/ not paying to get a job

Training provider

The program is implemented by BFC's trainers who all have relevant experience in providing specialized training to the garment industry.



Why is training important?

- To encourage workplace cooperation
- To make improvements in working conditions, productivity and quality
- To achieve sustainable change
- To prevent strikes, disputes or other hindrances to factory productivity and working environments
- To meet the increasing global interest in working conditions allied to a competitive international environment
- To allow participants the chance to identify issues of concern and find practical solutions for themselves
- To create the opportunity to learn together and to learn from each other by creating a pool of knowledge. Sharing ideas will have a positive impact on workplace cooperation through improved communication and mutual understanding

Contact details

Interested parties that require more information about this initiative or would like to ensure that their factories receive the Factory Based Training should contact Mr. NOV Dara at dara@ilo.org or (855-23) 212 847 ext. 119 or Ms. LEANG Chanthay at chanthy@ilo.org (855-23) 212 847 ext. 229.