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## 1. OVERVIEW of the COURSE

The course has covered a variety of subjects including:

- Introduction to the field of labour standards and the development of corporate responsibility in the global market;
- Overview of tools developed to deliver acceptable labour standards in the corporate sphere, covering the intent, form and content of SA8000, and the scenarios in which they operate;
- The detailed requirements of individual clauses of the SA 8000 Standard
- The purpose of auditing, stages of audits and audit techniques and skills and specific auditing issues and methodologies used in the auditing of the SA8000 standard.

It also included a number of practical exercises aimed at improving Social auditing skills and improving delegate familiarity with the SA 8000 Standard.

The course has been delivered through a combination of:

- ◆ Lectures
- ◆ Interactive group discussions
- ◆ Case study exercises

Given that a key requirement for effective SA auditing is auditor sensitivity to political, social, economic and cultural influences on workplace practices, audit exercises have given delegates' perspectives on labour standards and their application in different countries. The potential impact of audit conduct on workers' job security has been highlighted in exercises.

Tutors during the course has:

- meet in the lecture room prior to registration to ensure that all materials are available for that day in the correct quantities and are placed ready for the delegates and that equipment functions properly
- adhered to the course program and content, and assist each other in time-keeping during lectures etc. During the delivery of the course lectures and in feedback sessions, tutors are to ensure, as far as reasonably practicable, that they do not depart from the required timetable. It is the responsibility of the Lead Tutor to revise the timetable to ensure delegate enthusiasm and concentration.
- considered delegate health, safety and dietary requirements at all times and comply with the facility safety rules.

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- carried out an introduction of the course objectives, delegate assessment methods and general administration (In particular: criteria for successful completion of the course, policy for delegate who fail the course, communication of results and certificates). This shall include asking delegates to introduce themselves.
- given to delegate, the following information : timekeeping during the course is taken into account during the continuous assessment, absence from more than 10% of the planned duration of the course shall be cause for failing the course
- informed the delegate of the right to lodge a complaint or an appeal; it is explained that the flow-chart procedure and form is included in the Manual of Delegate.

The objective(s) have been clearly stated at the start of each exercises as well as the time allowed, methods etc.

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## 1.1 Appendix 1 - COURSE TIMETABLE

### DAY ONE

| SESSION | Title   | Start | Finish |
|---------|---|-------|--------|
| 0       | Registration and Course Introduction  | 09:00 | 10:30  |
| 1       | Ethical Dilemma   | 10:30 | 11:00  |
| //      | Coffee Break  | 11:00 | 11:15  |
| 1       | Session 1 – Social Accountability Context<br>Labour Standard<br>Rise of Corporate Responsibility    | 11:15 | 12:00  |
| 1       | Session 1 – Social Accountability Context<br>Code of Conduct<br>Multi Stakeholder Approach          | 12:00 | 13:00  |
| //      | Lunch Break   | 13:00 | 14:00  |
| E       | Exercise 1: Social Accountability issues:<br>Labour Abuses  | 14:00 | 15:30  |
| 2       | Session 2 – Introduction to SA8000<br>Overview the Standard   | 15:30 | 16:15  |
| //      | Coffee Break  | 16:15 | 16:30  |
| 2       | Session 2 – Introduction to SA8000<br>The Management Systems Approach (Compare with other Standard) | 16:30 | 17:15  |
| 2       | Session 2 – Introduction to SA8000<br>The national and international context law                    | 17:15 | 18:00  |
| //      | CLOSE the First DAY Course  | //    | //     |

### DAY SECOND

| CHAPTER 2<br>ession | Title   | Start | Finish |
|---------------------|---|-------|--------|
| //                  | Summary of day 1 and questions  | 09:00 | 09:15  |
| 3                   | Session 3 – Introduction to Audits<br>• Overview Audit Process              | 9:15  | 10:00  |
| 4                   | Session 4 – Planning and Preparation an Audit                               | 10:15 | 11:15  |
| //                  | Coffee Break  | 11:15 | 11:30  |
| E                   | Exercise 2: Stakeholder Map   | 11:30 | 12:30  |
| 5                   | Session 5 – Conduction an Audit<br>• Overview the Conduction Audit Process  | 12:30 | 13:00  |
| //                  | Lunch Break   | 13:00 | 14:00  |
| E                   | Exercise 3: Case Study Analysis   | 14:30 | 15:30  |
| 5                   | Session 5 – Conduction an Audit<br>• Approach to the Audit & Communications | 15:30 | 16:15  |

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|    |  |       |       |
|----|--|-------|-------|
| // | Coffee Break   | 16:15 | 16:30 |
| 5  | Session 5 – Conduction an Audit<br>• Collecting Evidence | 16:30 | 17:00 |
| E  | Exercise 4: Role Play- Auditing Technique                | 17:00 | 18:00 |
| // | CLOSE the Second DAY Course                              | //    | //    |

### DAY THREE

| CHAPTER 3<br>ession | Title  | Start | Finish |
|---------------------|--|-------|--------|
| //                  | Summary of day 2 and questions   | 09:00 | 09:15  |
| E                   | Exercise 5: Role Play- Auditing Technique  | 9:15  | 10:00  |
| 6                   | Session 6 – SA8000 Requirements<br>• Child Labour<br>• Forced Labour<br>• Heath and Safety<br>• Freedom of association | 10:00 | 11:15  |
| //                  | Coffee Break   | 11:15 | 11:30  |
| E                   | Exercise 5: Auditing Technique   | 11:30 | 13:00  |
| //                  | Lunch Break  | 13:00 | 14:00  |
| 6                   | Session 6 – SA8000 Requirements<br>• Discrimination<br>• Disciplinary practices<br>• Working hours<br>• Compensation   | 14:00 | 16:30  |
| //                  | Coffee Break   | 16:30 | 16:45  |
| E                   | Exercise 6: Check list and objective evidence  | 16:45 | 18:00  |
| //                  | CLOSE the Third DAY Course   |       |        |

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#### DAY FOUR

| CHAPTER 4<br>ession | Title  | Start | Finish |
|---------------------|--|-------|--------|
| //                  | Summary of day 3 and questions                         | 09:00 | 09:15  |
| 6                   | Session 6 – SA8000 Requirements<br>• Management System | 9:15  | 10:30  |
|                     | Session 7 – Registration of the Audit & Auditors       | 10:30 | 11:15  |
| //                  | Coffee Break   | 11:15 | 11:30  |
| E                   | Exercise 7: Case Study Analysis                        | 11:30 | 12:45  |
| //                  | Overview of the Course                                 | 12:45 | 13:00  |
| //                  | Lunch Break  | 13:00 | 14:00  |
| EX                  | EXAM   | 14:15 | 16:15  |
| //                  | Evaluation of the course                               | 16.15 | 16.30  |
| //                  | CLOSE the Forth DAY Course & End of the COURSE         |       |        |

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## **1.2 Appendix 2 - VIETNAM CONTEXT**

### **I. Socio-Economic Details**

Total Area: 329,560 sq km

GDP (Gross Domestic Product) : purchasing power parity— \$251,8 billion (2005 est.)

GDP—real growth rate: 7,6% (2005 est.)

GDP—composition by sector:

agriculture: 21%

industry: 40,9%

services: 38,1% (2005 est.)

**Major Industries:**

Food processing

Garments

Shoes

Machine-building

Mining

Cement

Chemical fertilizer

Glass

Tires

Oil

Coal

Steel

Paper

**Inflation Rate:** consumer price index: estimated 8% (2005 est.)

**Labour Force:** totally about 44,03 million (2005 est.)

**Distribution of Labour Force by Occupation:**

agriculture 63%

industry and services 37%

**Unemployment Rate:** 2,4% (2005 est.)

**Poverty Rate:** 28,9% (2002 est.)

### **II. Population Details**

**Population:**

TOTAL: 83,535,576 (July 2005 est.)

AGE STRUCTURE: 0-14 years : 27,9%

15-64 years: 66,4%

65 years and over: 5,8%

GROWTH RATE: 1,04% (2005 est.)

NET MIGRATION RATE: -0,43 migrant(s)/1,000 population (2005 est.)

SEX RATIO: at birth : 1.08 male(s)/female

under 15 years: 1.08 male(s)/female

15-64 years: 0.98 male(s)/female

65 years and over: 0.64 male(s)/female

total population: 0.98 male(s)/female

**Main Nationality:** Vietnamese

**Ethnic Groups:** Kinh (Viet) 86,2%, Tay 1,9%, Thai 1,7%, Muong 1,5%, Khome 1,4%, Hoa 1,1%, Nun 1,1%, Hmong 1%, others 4,1% (1999 census)

**Language:** Vietnamese (official), English, French, Chinese and Khmer; mountain area languages (Mon-Khmer and Malayo-Polynesian)

**Religion:** Buddhist 9,3%, Catholic 6,7%, Hoa Hao 1,5%, Cao Dai 1,1%, Protestant 0,5%, Muslim 0,1%, non 80,8% (1999 census)

**Literacy:**

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total population : 90,3%  
 male: 93,9%  
 female: 86,9%

### III. Information on International Bodies present in Viet Nam

| Name of the Organisation | Contact & Address  | Comments   |
|--------------------------|--|--|
| UNICEF                   | 72 Ly Thuong Kiet,<br>Hoan Kiem District,<br>Ha Noi, tel. +84 4<br>9425706-11, fax +84<br>4 9425705,<br><a href="mailto:Hanoi.registry@unicef.org">Hanoi.registry@unicef.org</a> | <a href="http://www.unicef.org/VietNam/">http://www.unicef.org/VietNam/</a>  |
| UN                       | 866 UN Plaza, Suite<br>435, NY 10017, tel.<br>212 6440594, fax<br>212 6445732  | <a href="http://www.un.int/vietnam/">http://www.un.int/vietnam/</a>  |
| AMNESTY INTERNATIONAL    | <a href="http://asiapacific.amnesty.org/apro/aproweb.nsf/pages/index">http://asiapacific.amnesty.org/apro/aproweb.nsf/pages/index</a>  | <a href="http://web.amnesty.org/report2005/vnm-summary-eng">http://web.amnesty.org/report2005/vnm-summary-eng</a> , <a href="http://www.amnesty.org">www.amnesty.org</a> |

### IV. Information on Unions in VIET NAM

| Name of the Union                              | Contact & Address   | Recognition as a free trade union (free form government and companies powers)  | Comments  |
|--|---|--|---|
| VGCL - Vietnam General Confederation of Labour | 82 - Tran Hung Dao, Ha Noi, Dien thoai, tel. +84-04-9421181,<br><a href="mailto:vanphongtld@hn.vn">vanphongtld@hn.vn</a><br><a href="http://hn.vn">n.vn</a> | VGCL is the single national trade union centre and remains firmly under Communist Party Control. Any union formed must be approved by the Communist Party-controlled Vietnam General | <a href="http://www.congdoanvn.org.vn/vgcl/maintld.htm">http://www.congdoanvn.org.vn/vgcl/maintld.htm</a> |

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|  |  |   |  |
|--|--|---|--|
|  |  | Confederation of Labour (VGCL) and must affiliate with it |  |
|--|--|---|--|

## V. Information on Non-Governmental Organisations in VIET NAM

| Name of the organisation                 | Contact & address   | Scope of activity  | Description of social accountability activities  |
|--|---|--|--|
| ACTIONAID VIETNAM – AAV                  | International Residence - Room 206, 521 Kim Ma - Ba Dinh, Ha Noi, tel. (84 4) 7717 692, fax (84 4) 7717 693, <a href="mailto:mail@actionaidvietnam.org">mail@actionaidvietnam.org</a> | AAV started its development programmes in 1989, in response to the Hunger Eradication and Poverty Reduction Campaign initiated by the Vietnamese government  | AAV is working with the poor and marginalised with the aim of bettering their lives, especially people living in difficult, remote and mountainous areas. Those programmes include food security, gender, anti-trafficking, HIV/AIDS, education, governance, and social corporate responsibility.  |
| COOPERAZIONE E SVILUPPO - CESVI          | 26 Alley 1, Au Co Street - Tay Ho District - Ha Noi, tel. (84 4) 8294 520, fax (84 4) 8294 520, <a href="mailto:cesvi_vietnam@vo.vnn.vn">cesvi_vietnam@vo.vnn.vn</a>                  | Since 1992, CESVI has been working in the field of malnutrition control and prevention in Viet Nam. In particular CESVI has supported the Child Nutrition Centre (CNC) of Ho Chi Minh City founded in 1989.  | The overall aim of CESVI's activities in Viet Nam is to improve Mother and Child Health with a particular focus on prevention and reduction of child malnutrition. Activities encompass: elaboration of IEC materials; awareness raising campaigns; education of mothers and schoolchildren; growth monitoring; training of health workers on community and clinical nutrition                 |
| HANDICAP INTERNATIONAL                   | Room F2, F3, F4, La Thanh Hotel - 218 Doi Can, Ba Dinh - Ha Noi, tel. (84 4) 7629 135   | Handicap International is a non-governmental organisation of international solidarity, created in 1982 and governed by the French law on nonprofit organisations. As mentioned in article No.1 of its statutes, Handicap International aims at helping people with disabilities regardless of their cause or nature. | Following a preliminary year of exploratory missions and partnership building, the first project was officially launched on February 2001. Managed in collaboration with the Viet Nam Institute for Promoting and Supporting Education Development, this project aimed to renovate the technical curriculum delivered within boarding schools for ethnic minorities' children and adolescents. |
| INTERNATIONAL WOMEN'S DEVELOPMENT AGENCY | P.O. Box 64 - Flinders Lane, VIC 8009 - Australia, tel. (61 3) 96 50 55   | IWDA is an Australian non-governmental organisation working with   | IWDA has worked in partnership with the Viet Nam Women's Union since 1988, focusing on addressing the needs of poor rural women  |

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|  |                               |  |  |
|--|-------------------------------|--|--|
|  | 74, fax (61 3)<br>96 54 98 77 | women in developing countries to support their efforts to improve their life choices and those of their families and communities, and to advance women's human rights. |  |
|--|-------------------------------|--|--|

## VI. THE STATUS OF VIET NAM AGAINST THE INTERNATIONAL LEGISLATION

| Countries | Minimum Age – Child labour: Convention 138 & recommendation 146 (ILO core convention) | Forced & Bonded Labour: Convention 29 and 105 & Recommendation 35 (ILO core convention) | OH&S: Convention 155 & Recommendation 164 | Freedom of Association: Convention 87 (ILO core convention) | Rights to organize & Collective Bargaining: Convention 98 (ILO core convention) | Workers' representatives: Convention 135 & recommendation 143 | Equal remuneration for male and female workers for work of equal value; discrimination in employment and occupation: Convention 100 and 111 & recommendations 90 and 111 (ILO core conventions) | Vocation rehabilitation & employment/ disabled person: convention 159 & recommendation 168 |
|-----------|---|---|---|---|---|---|---|--|
| VIET NAM  | x (24-06-03)  | not, not  | x (03-10-94)                              | not   | not   | not   | x (07-10-97), x (07-10-97)  | Not  |

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### 3. EXAM EVALUATION RESULTS

#### Method of ASSESSMENT

##### *Elements of delegate assessment*

| <b>Element</b>               | <b>Result</b> |                              |                         |                         |
|------------------------------|---------------|------------------------------|-------------------------|-------------------------|
| <b>Continuous assessment</b> | Pass          | Pass                         | <i>Fail</i>             | Fail                    |
| <b>Examination</b>           | Pass          | Fail                         | Pass                    | Fail                    |
| <b>Overall result</b>        | Pass          | Fail                         | Fail                    | Fail                    |
| <b>Action</b>                | <i>None</i>   | Retake exam within 12 months | Re-sit the whole course | Re-sit the whole course |

##### **Continuous Assessment**

The continuous assessment has covered such areas as:

- Contribution to discussions
- Questioning of tutors
- Communication to the class
- Accuracy of reporting
- Effective participation in team activities & role play
- Clarity & technical soundness of written assignments
- Personal attributes, skills and management capability
- Attitude, manner & suitability as a auditor/lead auditor
- Attendance & punctuality

##### **Examination**

Delegates have sit the examination on the last day of the course. The time for the examination has been two hours and half, because the delegates have taken the exam in the language different than their mother tongue .

To pass the examination, delegates should achieve a mark of at least 75%.

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**RESULTS – SA8000 Auditor Training Course accredited by SAI – VIETNAM – HANOI**  
**– 11-14 of April 2006**

**NAME of DELEGATES**

| <b>NAME</b>             | <b>I DAY</b> | <b>II DAY</b> | <b>III DAY</b> | <b>IV DAY</b> |
|-------------------------|--------------|---------------|----------------|---------------|
| Mr. Le Quang Vu         | X            | X             | X              | X             |
| Mr. Le Van Duc          | X            | X             | X              | X             |
| Mr. Tran Huu Huyen      | X            | X             | X              | X             |
| Mr. Tran Quang Chu      | X            | X             | X              | X             |
| Mrs. Tran Nguyet Anh    | X            | X             | X              | X             |
| Mr. Pham Truong Son     | X            | X             | X              | X             |
| Mrs. Nguyen T. Hac Dinh | X            | X             | X              | X             |
| Mrs. Tran Thi Huong     | X            | X             | X              | X             |
| Mr. Bui Trung Nghia     | X            | X             | X              | X             |
| Mrs. Nguyen Thu Ha      | X            | X             | X              | X             |
| Mrs. Do Thi Tinh        | X            | X             | X              | X             |
| Mr. Do Thanh Ha         | X            | X             | X              | X             |
| Ms. Luong Minh Phuong   | X            | X             | X              | X             |
| Mr. Toshiyuki Miyake    | X            | X             | X              | X             |
| Mr. Le Quang Vu         | X            | X             | X              | X             |

**INSTRUCTOR NAME:**

**Lead Tutor: Rossella Ravagli**  
**Tutor: Hai Nguyen**  
**Translator: Hoa Pham**

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## **RESULTS**

| <b>NAME</b>             | <b>Exam paper</b> | <b>Continuous assesment</b> | <b>Final Result</b> |
|-------------------------|-------------------|-----------------------------|---------------------|
| Mr. Le Quang Vu         | 75                | pass                        | pass                |
| Mr. Le Van Duc          | 75                | pass                        | pass                |
| Mr. Tran Huu Huyen      | 62                | pass                        | fail                |
| Mr. Tran Quang Chu      | 75                | pass                        | pass                |
| Mrs. Tran Nguyet Anh    | 80                | pass                        | pass                |
| Mr. Pham Truong Son     | 66                | pass                        | fail                |
| Mrs. Nguyen T. Hac Dinh | 75                | pass                        | pass                |
| Mrs. Tran Thi Huong     | 75                | pass                        | pass                |
| Mr. Bui Trung Nghia     | 89                | pass                        | pass                |
| Mrs. Nguyen Thu Ha      | 80                | pass                        | pass                |
| Mrs. Do Thi Tinh        | 75                | pass                        | pass                |
| Mr. Do Thanh Ha         | 61                | pass                        | fail                |
| Ms. Luong Minh Phuong   | 80                | pass                        | pass                |
| Mr. Toshiyuki Miyake    | 77                | pass                        | pass                |

#### **4. COURSE APPRAISAL FORM**

At the end of the course each delegate filled in a specific appraisal form a general evaluation of course, and in particular they gave an opinion about the following topics:

- content of course
- material course
- Tutors
- Venue and details

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(16)

All the evaluations are positive, delegates were very enthusiastic with the training course and with the tutors. No claim arose during and at the end of the course. The course covered all the topics the delegates expected to do, and the tutors presented the course very clearly and logically.

**Prepared by: Rossella Ravagli**  
**Social Accountability Product Manager**

**Sign:**

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