

## **Short-term Certificate Course in labour relations and social dialogue**

ITC-ILO & ILO DWT/CO New Delhi

National partners:

V. V. Giri National Labour Institute

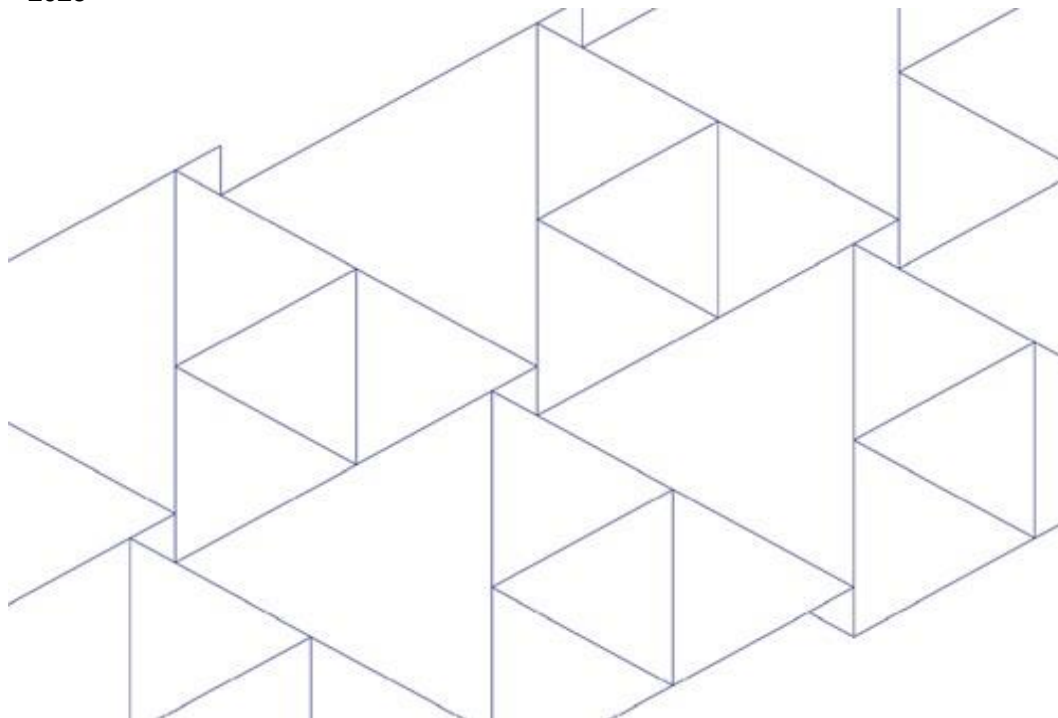
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Kerala Institute of Labour and Employment

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**Course Brochure**

2023



## INTRODUCTION

The aim of this training programme is to strengthen the capacities of the ILO constituents and labour relations practitioners in India more broadly, in the areas of labour relations and social dialogue. As well as recognize the competencies and skills acquired through certification.

More specifically, on successful completion of the course in Labour Relations and Social Dialogue, participants will be able to

Analyze labour relations and social dialogue topics, including practices, trends, methodologies;

Mainstream gender equality through social dialogue processes

Explain and compare international labour standards, including how they are adopted, promoted, applied and supervised; their content, reasons for their development, and how they are used today.

Demonstrate understanding of the preparation and development of the Decent Work Country Programme (DWCP), and an understanding of the process for developing the United Nations Sustainable Development Cooperation Framework (UNSDCF).

Understand and illustrate the fundamentals principles and benefits of the implementation of collective bargaining, grievance handling and workplace cooperation.

Assess labour relations and social dialogue issues, including negotiation, interpretation, and administration of collective agreements, prevention and dispute resolution, workplace cooperation procedures and committees, grievance handling mechanisms and consequently better perform their functions

Apply tools and methodologies for effective labour-management relations at different levels and forms of social dialogue.

Illustrate the concepts and practice of social dialogue at all appropriate levels, i.e. international, national and enterprise-levels) in India.

## PARTICIPANTS' PROFILE

- Government, workers' and employers' representatives.
- Labour law researchers and academics.
- Labour relations practitioners, in the areas of labour relations and social dialogue.
- Student of labour relations.

## REQUIREMENTS

The following requirements must be met by participants:

- Ability to apply the knowledge and skills acquired.
- Understanding of English (written and spoken)
- Internet connectivity
- Willingness to commit time

## FORMAT AND METHODOLOGY

In order to meet the programme's objectives, a *blended learning* methodology is promoted in order to allow participants to customize the learning hours to their own pace and time availability.

This blended process combines synchronous and asynchronous training activities, distance and face to face activities.

Synchronous activities take place through live webinars, using a video-conferencing platform, possibly the Zoom one. This type of training aims to encourage participants' discussion and peer learning in addition to answering specific participants' concerns and providing in-depth exploration of the subject matter.

Asynchronous training takes place through different self-guided tools. It aims at building the knowledge and expertise of participants before webinars, therefore allowing a general understanding of the concepts and increasing participants' experience and ability to interact during the webinars.

The learning will be hosted on an e-platform on the eCampus, the e-learning portal of the ITCILO. Participants will be able to access the e-platform and follow the completion of their learning paths.

The e-platform will be accessible through computers, laptops and portable electronic devices. The course will be designed in a way that it is easily accessible even from a smart phone.

Through the e-learning platform, participants will be available, at their own pace, to read the course material, answer questions and quizzes.

This e-platform will support the training in all its phases, as it serves the function of both a tool on which completing exercises and complementary learning activities and of a repository of useful resources, information exchange and knowledge sharing.

The face-to-face component will be implemented in the facilities of the national partner.

After the training, this e-platform will remain at the disposal of the participants, who will still be in the position to access materials, including videos and resources.

## STRUCTURE

The certificate will be awarded after satisfactory completion of the required number of learning hours (124 hours) and the presentation of a Capstone Project (80 hours).

Participants will be required to submit a capstone project after successfully completing the pre-defined courses. The capstone project will consist of a written assignment and will provide participants with the opportunity to apply the critical skills and knowledge acquired throughout the learning experience. As a culminating process, the objective is to demonstrate the consolidated learning gained through the activities leading to the Certificate.

The time taken to prepare the capstone project will be equivalent to 80 learning hours.

## SCHEDULE

### Online Modules<sup>1</sup>

MODULE: INTRODUCTION TO SOCIAL DIALOGUE

Wednesday 04 October – 16h30 – 19h00 (IST - New Delhi)

MODULE: INTRODUCTION TO THE INTERNATIONAL LABOUR STANDARDS

Monday 09 October - 16h30 – 19h00 (IST - New Delhi)

MODULE: ILS FOR SOCIAL DIALOGUE

Wednesday 11 October - 16h30 – 19h00 (IST - New Delhi)

MODULE: COLLECTIVE BARGAINING

Monday 16 October - 16h30 – 19h00 (IST - New Delhi)

MODULE: LABOUR DISPUTE RESOLUTION

Wednesday 18 October - 16h30 – 19h00 (IST - New Delhi)

MODULE: WORKPLACE COOPERATION

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<sup>1</sup> The online modules will be jointly organized for participants of both VVG NLI and KILE

Wednesday 25 October - 16h30 – 19h00 (IST - New Delhi)

MODULE: GRIEVANCE HANDLING

Monday 30 October - 16h30 – 19h00 (IST - New Delhi)

MODULE: SOCIAL DIALOGUE AND GLOBAL SUPPLY CHAINS

Wednesday 01 November - 16h30 – 19h00 (IST - New Delhi)

MODULE: DECENT WORK COUNTRY PROGRAMMES AND SUSTAINABLE DEVELOPMENT GOALS (SDG)

Friday 3 November - 16h30 – 19h00 (IST - New Delhi)

## **FACE-TO-FACE MODULE: National Curriculum<sup>2</sup>**

VVGNI (Noida, Uttar Pradesh) & KILE (Thiruvananthapuram, Kerala)  
06 – 10 NOVEMBER

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<sup>2</sup> The face-to-face module will be separately organized for their own participants by VVGNI and KILE in Noida, Uttar Pradesh and Thiruvananthapuram, Kerala respectively.

## DETAILED PROGRAMME

### WEEK 1 OF 02 – 06 OCTOBER

#### MODULE: INTRODUCTION TO SOCIAL DIALOGUE (10 hours)

##### Asynchronous training (6 hours):

Completion of the ITCILO self-learning tool on:

- ✓ “Social Dialogue and Industrial Relations”

Completion of mandatory readings and training activities provided for the topic.

#### Wednesday 04 October – 16h30 (IST - New Delhi)

##### Synchronous training (4 hours):

One webinar to gain further knowledge and understanding on:

Introduction to Social Dialogue

Definition

Introduction to Actors.

Forms of social dialogue: Bipartite; Tripartite; Tripartite Plus.

Levels of social dialogue ( from enterprise to cross borders)

Outcomes of social dialogue

Preconditions for social dialogue

Scope and benefits of Social Dialogue

Social Dialogue, Tripartism and the ILO Constitution

International legal framework for social dialogue included ILO Convention n°144.

### WEEK 2: 9 – 13 OCTOBER

#### MODULE: INTRODUCTION TO THE INTERNATIONAL LABOUR STANDARDS (14 hours)

##### Asynchronous training (6 hours):

Completion of the ITCILO self-learning tool on “[International Labour Standards](#)”:

- ✓ ILS in a nutshell:
- ✓ ILS in action
- ✓ Content of ILS

Completion of mandatory readings and training activities provided for the topic.

**Monday 09 October - 16h30 (IST - New Delhi)**

**Synchronous training (8 hours):**

One tailor-made webinar, of two hours, to gain further knowledge and understanding on:

An introduction to International Labour Standards

- ILO, History,
- The need for social justice
- How it works: Main Bodies.
- ILS: definition; features of the ILS.
- Conventions and Recommendations main differences.
- Main ILO Declarations.
- Types of ILS (fundamental, governance, technical)
- How International Labour Standards are created.
- Subjects covered by International Labour Standards
- National implementation of the International Labour Standards
- National procedures for ratifications.
- Incorporation of the ILS in the National Legal Hierarchy.

Applying and promoting International Labour Standards

- Standards supervisory system
- Regular system for supervising the application of standards
  - The Committee of Experts on the Application of Conventions and Recommendations
  - The International Labour Conference's Tripartite Committee on the Application of Conventions and Recommendations
- Special procedures
  - Representations
  - Complaints
  - Committee on Freedom of Association
- National implementation of the ILS Supervisory System.
- National situation in front of the Supervisory Bodies of the ILO. Main challenges.

**MODULE: ILS FOR SOCIAL DIALOGUE (14 hours)**

**Asynchronous training (6 hours):**

Completion of mandatory readings and training activities provided for the topic.

Synchronous training (6 hours):

### **Wednesday 11 October - 16h30 (IST - New Delhi)**

One tailor-made webinar, of two hours, to gain further knowledge and understanding on:

Freedom of association and collective bargaining (International Webinar for all the participants)

ILO C087 - Freedom of Association and Protection of the Right to Organise Convention, 1948 (No. 87)

ILO C098 - Right to Organise and Collective Bargaining Convention, 1949 (No. 98)

Other standards related to freedom of association and collective bargaining (ILO C135; C141; C151; ILO C154).

Technical Conventions on social dialogue (International Webinar for all the participants)

ILO Convention 150 – Labour Administration, 1978

ILO Convention 144- Tripartite consultation (International Labour Standards) Convention, 1976

Other standards related to social dialogue at the workplace

ILO R091 - Collective Agreements Recommendation, 1951 (No. 91)

ILO R. 113 - Consultation (Industrial and National Levels) Recommendation, 1960 (No. 113)

ILO R163 - Collective Bargaining Recommendation, 1981 (No. 163)

## **WEEK 3: 16 – 20 OCTOBER**

### **MODULE: COLLECTIVE BARGAINING (10 hours)**

**Asynchronous training** (6 hours):

Completion of the ITCILO self-learning tool on “Collective bargaining”:

**Synchronous training** (4 hours):

### **Monday 16 October - 16h30 (IST - New Delhi)**

One tailor-made webinar, of two hours, to gain further knowledge and understanding on:



Introduction to Collective Bargaining (International Webinar for all the participants)

- The collective bargaining framework
- Collective Bargaining Actors.
  - Representation of women and minority groups in the bargaining process.
- Levels of collective bargaining
- Giving Effect to collective agreements
- What goes into a collective bargaining agreement?
  - Typology of collective bargaining provisions
  - Anti-discrimination and Equality clauses in Collective Agreements
- Gender Bargaining
- Developing the Collective Bargaining capacity of social partners.
- Preparing for bargaining. Building Female Leadership for CB.
- Collective bargaining and industrial disputes.
- Using Collective Bargaining against Discrimination, Violence and harassment in the world of work and promoting Gender Equality (Equality Bargaining).
- Trends in collective bargaining
- The role of government in the promotion of collective bargaining

#### **MODULE: LABOUR DISPUTE RESOLUTION (10 hours)**

##### **Asynchronous training (6 hours):**

Completion of mandatory readings and training activities provided for the topic.

##### **Wednesday 18 October - 16h30 (IST - New Delhi)**

##### **Synchronous training (4 hours):**

One tailor-made webinar, of two hours, to gain further knowledge and understanding on:

- Labour dispute resolution
  - Key principles for an effective labour dispute resolution system
  - Negotiation theory and practice
  - Conciliation/mediation of labour disputes
    - Advantages of conciliation/mediation
    - Features of conciliation/mediation
    - Styles of conciliation
  - Guidance from International Labour Standards

## WEEK 4: 23 – 27 OCTOBER

### MODULE: WORKPLACE COOPERATION (10 hours)

#### Asynchronous training (6 hours):

Completion of the ITCILO self-learning tool on “Workplace cooperation”:

#### Synchronous training (4 hours):

#### Wednesday 25 October - 16h30 (IST - New Delhi)

One tailor-made webinar, of two hours, to expand the knowledge on workplace cooperation:

Introduction to Workplace Cooperation -WC- (International Webinar for all the participants)

Defining Workplace Cooperation and key elements.

International Legal Framework for WC.

The Co-operation at the Level of the Undertaking  
Recommendation, 1952 (No. 94).

The Communications within the Undertaking Recommendation,  
1967 (No. 129)

The difference between collective bargaining and cooperation

Workplace Cooperation Committees.

Typical topics falling under WC agenda.

Making workplace cooperation gender sensitive.

Using Workplace Cooperation against discrimination, violence  
and harassment and promoting gender equality.

Examples of good practices of WC at the National Level.

Promoting women’s participation on WC.

New Challenges.

### MODULE 8: GRIEVANCE HANDLING (10 hours)

#### Asynchronous training (6 hours):

Completion of the ITCILO self-learning tool on “[Grievance handling](#)”:

#### Synchronous training (4 hours):

**Monday 30 October - 16h30 (IST - New Delhi)**

One tailor-made webinar, of two hours, to expand the knowledge on Grievance handling:

Introduction to Grievance Handling (International Webinar for all the participants)

Conflicts at work

What is a grievance?

The Examination of Grievances Recommendation, 1967 (No. 130)

General Principles of Grievance Handling.

Sources of rights and obligations

The ingredients to an effective grievance procedure

The barriers to reporting.

Assessing, improving the effectiveness of existing procedures.

Conflicts arising at work and their impact on women, and groups in a situation of vulnerability.

Using Grievance Handling at the workplace to address discriminatory treatment, violence and harassment.

Grievance Handling Mechanisms and Mitigating the Impacts of Domestic Violence.

**WEEK 5: 30 OCTOBER – 03 NOVEMBER****MODULE: SOCIAL DIALOGUE AND GLOBAL SUPPLY CHAINS (10 hours)**

**Asynchronous training** (6 hours):

Completion of the ITCILO self-learning tool on "[An Introduction to the MNE Declaration](#)".

Completion of mandatory readings and training activities provided for the topic.

**Synchronous training** (4 hours):

**Wednesday 01 November - 16h30 (IST - New Delhi)**

One tailor-made webinar, of two hours, to expand the knowledge on:

Social Dialogue and Global Supply Chains (International Webinar for all the participants)

Introduction to Global Supply Chains

International frameworks for Global Supply Chains

The Tripartite Declaration of Principles Concerning Multinational Enterprises and Social Policy:

Introduction to the MNE Declaration  
The MNE Declaration  
Applying the MNE Declaration  
Operational tools  
International Frameworks Agreements and Voluntary initiatives  
National participation in International Frameworks for Global Supply Chains.  
National experience and current situation on participating in Global Supply Chains.  
Due diligence

**MODULE: DECENT WORK COUNTRY PROGRAMMES AND SUSTAINABLE DEVELOPMENT GOALS (SDG) (8 hours)**

**Asynchronous training** (6 hours):

Completion of the ITCILO self-learning tool on "[SDG and the ILO](#)":

**Synchronous training** (4 hours):

**Friday 3 November - 16h30 (IST - New Delhi)**

One tailor-made webinar, of two hours, to expand the knowledge on:

Decent Work National Program and Sustainable Development Goals (SDG) (International Webinar for all the participants)  
What is the Decent Work Country Programme (DWCP)?  
Introduction to United Nations Sustainable Development Cooperation Framework (UNSDCF).  
Key elements for effective Decent Work Country Programme (DWCP).  
The preparation of a sound and effective DWCP.  
The crucial overarching role of the UNSDCF in relation to the DWCP.  
Improving the DWCP. Main challenges.

**WEEK 6: 6 NOVEMBER – 10 NOVEMBER**

## FACE TO FACE MODULE: TO BE DELIVERED IN NATIONAL PARTNER INSTITUTION

### MODULE 10

#### **National Frameworks for Social Dialogue (6 Hours)**

National legal frameworks for labour relations.

National legal framework for Social Dialogue.

Tripartite constituencies

National institutions of Social Dialogue:

Structure of the labour administration system.

National Social Dialogue Institutions (NSDIs).

Forms, classification and functioning of NSDIs.

Tripartite and bipartite social dialogue practices and trends

Sharing of best practices on Industrial Relations

#### **National webinar on National legislation on Freedom of association (6 Hours)**

National framework on Freedom of association including:

Establishment and membership of workers and employers' organizations

Formal requirements for the establishment of organizations

Registration of organizations

Protection against discrimination or victimization on the grounds of trade union memberships or activities.

#### **National Collective Bargaining Machinery and practices (6 Hours)**

National CB legal framework.

Definition of CB and collective agreement. Actors and Levels of CB.

Giving Effect to collective agreements

Collective bargaining VS Employment Contract.

Examples of good practices in CB at the National Level.

The use of CB against Discrimination and promoting Gender Equality (Equality Bargaining)

Collective bargaining to address violence and harassment in the world of work as well as to mitigate the effects of domestic violence in the world of work.

National CB trends and challenges.

#### **National Framework for Labour Dispute Resolution (6 Hours)**

National Legal Framework for Labour Dispute Resolution.

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Key Elements of the National Labour Dispute Resolution System (NLDRS).  
Main Bodies, actors, and procedures.  
Topics addressed by the National Labour Dispute Resolution System.  
Benefits of its implementation.  
Practices, main improvements, and challenges.

**National Framework for Workplace Cooperation. (2 Hours)** National WC  
legal framework.

National Workplace Cooperation Mechanisms.

Topics falling under WC.

Addressing gender discrimination, gender inequality, violence and harassment through WC. Benefits for the country.

**National Framework for Grievance Handling Mechanisms. (2 Hours)**

National legal framework for Grievance Handling.

Conflicts addressed by Grievance Handling Mechanisms at the National Level.

Implementing a gender perspective in Grievance Handling Mechanisms.

National examples of good practices using GHM.

Addressing gender discrimination, gender inequality, violence and harassment through GHM. New Challenges.

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