

AGENDA

WORKSHOP TO ROLL-OUT THE MIGRANT WORKER RESOURCE CENTER (MRC)

OPERATION MANUAL TO EMPLOYMENT SERVICE CENTERS

FOR THE CENTRAL PROVINCES IN VIET NAM

Quang Ngai, 19-20 May 2015

Time	Contents	Person in charge
Day 1: 19/5/2015		
8:00-8:30	Registration	
8:30-9:00	Opening speech by MOLISA Remarks by ILO	DOLAB
9:00-9:15	Introduction of the MRCs model: objectives, target, achievements and lesson learnt on how to integrate counselling and support services into ESCs Q&A	DOLAB
9:15-9:25	Video on the MRCs	DOLAB
9:25-9:40	Introduction of the MRC Ops. Manual rationale, objectives, structure and how to use it.	ILO
9:40-10:00	Showcasing how MRCs can provide support for migrant workers. - Migrant workers to share benefits of receiving information from MRCs before departure and support for complaints	4 migrant workers from Quang Ngai
10:00-10:15	Tea break	
10:15-11:15	Experiences of one stop shop center to support Filipino migrant workers Q&A	Resource person from MRC Philippines
11:15-11:45	Establishment of MRCs in ESCs	DOLAB
11:45-12:00	MRC services including counselling and networking with the other organizations to provide support for migrant workers	DOLAB
12:00 – 13.30	Lunch	

13:30-14:00	Communication plan for MRCs including advertisement of MRCs	ILO
14:00-14:15	Monitoring and evaluation of MRC services	ILO
14:15-14:45	Introduction CoC-VN and role of DOLISA and MRCs in support the CoC-VN monitoring and evaluation Q&A	VAMAS
14:45-15:15	VGCL action plan on protection of migrant workers and possible linkage with province and MRCs	VGCL
15:15 – 15:30	Tea break	
15:30-17:00	Visit Quang Ngai MRC and share experiences from Quang Ngai on establishing and operating MRCs ins ESC	Quang Ngai DOLISA and MRC
Day 2: 20/5/2015		
9:00-9:15	Introduction on Decree No 119 and the Role of DOLISA	DOLAB
9:15-9:30	Sharing of the preliminary findings of the study on complaint mechanism	ILO
9:30-10:00	How to deal with complaints of migrant workers: sharing from MRCs	ILO and MRCs
10:00-10:15	Update information on the current situation of the recruitment agencies and their practices	DOLAB
10:00-10:15	Tea break	
10:30-11:00	Discuss on the model to cooperate in recruitment of workers in provinces	All participants
11:00-11:30	Updating information on receiving labor markets	DOLAB
11:30-11:45	Proposed next steps for establishing and operating MRCs in ESC	
11:45-12:00	Closing remarks	DOLAB and ILO