

Training Facilities and Offering Employment Rules in Bangladesh

R & D Document

**Version 1.0**

Training facilities and offering employment rules in Bangladesh R & D Document

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**Preface**

**Audience to this Document**

Welcome to the Workforce Planning Module User Guide. This document assumes you have a working knowledge of the principles and customary practices of your business area. This document is aimed at both Administrative Users and Application End Users.

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# **Overview**

This document is about the training facilities and offering employment rules in Bangladesh. The purpose of these training sessions are to let employees know about their respective job duties and to make them respect the company rules and regulations and to make them aware of the company policy. This document will give an idea about what are the employment rules and regulation practices in Bangladesh and what are the best training programs practiced by employers in Bangladesh and how it can be improved even further to increase productivity of an organisation.

# **1. Employment Rules & Regulations**

## **1.1 Purpose**

The purpose of this document is to give an idea about employment rules, regulations and practices in Bangladesh and training facilities provided by different employers in house to employees in technology domain in Bangladesh.

## **1.2 Employees in Bangladesh**

With a population of around 200 million people, Bangladesh has a huge workforce of about 100 million, consisting of 60 million agricultural jobs (growing at one percent per year) and 40 million non-agricultural jobs (growing at six percent per annum). Industrial jobs fall mostly within non-agricultural work. All employers are required to follow federal labour laws that prescribe conditions of employment, working hours, salary levels, leave policies, health conditions, and insurance for injured workers. Bangladesh constitution guarantees freedom of association and the right to join unions in its jurisdiction of Employee Rights & Labour Law in Bangladesh.

## **1.3 Types of Employees in Bangladesh**

Workers employed in any institution are graded according to the type and condition of their work in any of the following classes: (a) Apprentice, (b) Substitute, (c) Casual, (d) Temporary, (e) Probationer, (f) Permanent (g) Seasonal.

Apprentice: As a trainee + Paid allowance only Substitute: In the post of a permanent Worker or of a probation worker Casual: Casual in nature Temporary: Temporary in nature + finished within a limited period Probationer: In a permanent post + the period of his probation Permanent: He has completed the period of his probation Seasonal: Any work season and remain in employment up to the end of the season.

## **1.4 Overview of Employee Rights & Labour Law**

Bangladesh’s employment law is regulated by the 2006 Labour Act and the 2015 Labour Rules. The Act and Rules apply to employees working in commercial and industrial enterprises. The laws and regulations prescribe working hours, weekly vacations, annual leave, medical leave. It also uses the company’s profits for gratuity benefits, provident funds and participation.

No employer shall hire any worker without giving a letter of appointment to such worker and a photo identity card shall be given to each such employed worker.

## **1.5 Salaries in Bangladesh**

Salary means any remuneration expressed in terms of money or capable of being so expressed that, if the terms of employment, expressed or implied, were met, would be payable to a worker in respect of his or her employment or work performed in that job, and includes any other additional remuneration of the aforementioned nature that would be so payable.

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# **2. Training and Development Policies in Bangladesh**

**2.1 Purpose** -The overall purpose of the policy is to set out guidelines and purpose for the training and development of employee’s that have skills need or career path.

**2.2 Scope** - The policy emphasizes the importance of maintaining a continuous learning programme to develop a core of well-trained individuals whose performance will enhance the company’s skills base and experience base, to improve existing levels of performance at a level that is consistent with growth and profitability objectives and to maximize employee service retention. The success of company depends on the professionalism, skill and commitment of its entire employees. The company aims to ensure that There is always an active training plan in place at the start of every financial year to cover the forthcoming 12-month period. Sufficient funding is set-aside in the financial budget to cover planned training expenditure for the current / impending financial year. Employees fully understand their job function and expected performance standards through having accurate job descriptions and an annual appraisal review. Each employee has the opportunity to learn and become more experienced in his/her primary job function. Each employee has the opportunity to learn and become experienced in secondary skills. Each employee is enabled and actively encouraged to develop his/her personal potential.

**2.3 Logics & Policies** - The policy of the company is to ensure that all personnel are trained and become sufficiently experienced to the extent necessary to competently and effectively undertake their assigned activities and responsibilities. It is also the aim of the company to encourage its employees to make the most of learning opportunities to realize their own personal potential and enjoyment of their job.

The company will attempt to create a learning environment where employees will be prepared to accept change, develop new skills and take responsibility for their own continuous learning, in partnership with their immediate manager and HR to ensure their effective contribution to the successful achievement of both business and personal goals. In a year, HR can prepare a training calendar based on training needs assessment and will regularly update the skills & competency matrix to enable assessment of training and development needs to provide suitable and viable training courses.HR will keep liaison with known training specialists to keep abreast of current and future planned training events. A training needs assessment will be carried out and relevant action plans agreed and implemented. Training will be arranged by the HR and funded by the company.

HR will be responsible for updating and maintaining the training file that will hold the following documentation. Company training, development policy skills, competency matrix training & development plans training, calendar personnel training, record sheets certificates of training. The HR will be responsible for discussing, planning, implementing, organizing and reviewing all management / employee training and development needs / plans in the pursuit of the company’s primary business objectives and with regard to long-term growth, operational stability, organizational change and personal fulfilment.

The role of the Managers is vital for the successful implementation of this policy. Managers must encourage and guide all employees to learn from problems, mistakes, challenges and successes inherent in their daily activities. However, Managers are requested to monitor the performance of all his/her team members and if any shortage in skills found in any employee that can be improved through proper training concerned manager must inform the same to HR so that they can take necessary measure accordingly.

**2.4 Importance of Training and Development** - Training plays a significant role in the recruitment process and it is also related with the organization's ability to attract high-quality candidates. Training eliminates the hazards that are linked with it. Because it assures better economic use of equipment, resources, and materials by decreasing and preventing wastage, it is related with a reduction in environmental impact. Training acts as a monitoring strategy for employees within the organization. Training helps employees become more efficient and productive. Employee morale grows as a result of their training and development. This is connected with its power to influence the conduct of individuals within the organization, as previously stated. Training promotes the flexibility and loyalty of employees, which is connected with the personal advantages of training and development programs, such as increased morale among employees, which is associated with the personal benefits of training and development programs.

**2.5 Opportunities for training and development for employees in Bangladesh** - Some companies have some briefing program and organized orientation programs for the new recruits in their company. The purposes of these training sessions are to let them know about their respective job duties. To make them respect the company rules and regulations. To make them aware of the company policy. Some companies provide goal oriented training services. The training sessions are helpful for both the employees and employers. On one hand, the employees are getting more exposure to the job responsibilities they will be facing. Employers are getting alert about the capabilities of the people working for them. A business will succeed only when it is up-to-date with modern skills. In the fast changing office environment, keeping up with the moving world is the real challenge. It is a good practice to keep employees updated. That is how they are always prepared to tackle new challenges. Training sessions are not only for the fresh faces in the job market, they are for the old ones too. Whenever an experienced person in a certain industry joins a new workplace, it becomes more difficult for him or her to adjust to the new team. Training program also works as an icebreaker for the whole team.

There are different types of workplace training programs for employees.

Like Orientation Training, on boarding Training, Compliance Training, Product Training, Leadership Training, Technical Training, Quality Assurance (Q/A) Training, Sales Training.

Employment training service covers a wide range of training programs.

Apprenticeship, system education and training connection, Education and training consultation. Individual developments, workforce innovation and opportunity programs. The employees that search for are already experts in their respective fields. But even an experienced persona needs guidance in a new atmosphere. Training make opportunities for them to flourish in a new workplace. The training service can be considered as a probation period to prove their worth for their position in a company. Employment train service works as a bridge that connects the employees with the company on a psychological level too. It creates a good impression on the new recruits regarding the company. When they learn something new they value the opportunity they got in a company.

**2.6 Best practices in the industry for training and development for employees** -Currently in Bangladesh, top MNC companies like 1. Chevron (Petroleum Industry) 2. Grameenphone Ltd (Concern of Telenor, Telecommunication industry) 3. Unilever Bangladesh (FMCG) 4. Standard Chartered Bank (Banking Industry) 5. HSBC (Banking Industry) 6. Citi NA (Citi Group, Banking Industry) 7. Siemens (Electronics) 8. Nokia Siemens (Joint Venture of Nokia and Siemens) 9. Ericsson (Telecom service industry) 10. British American Tobacco (Tobacco) 11. Nestle Bangladesh (FMCG) 12. Mobil (Petroleum Industry) 13. Avery Dennison (Service Industry) 14. Youngone (Garments Industry) 15. Robi (Telecom Industry) 16. Banglalink (Telecom Industry).

These companies are practicing in house training programs for their employee’s like new employee orientation, on boarding, team Training, leadership training, executive training, diversity, equity, and inclusion training, technical skills training, soft skills development etc.

In terms of technology companies in Bangladesh, some companies have in house training programs for their employees for skill development. Top tech companies in Bangladesh that providing training facilities are listed below –

**2.6.1 Optimizely** - Optimizely provide business training, technical training, technical skill certifications, masterclass, opt up program, tips & tricks

**Business Training** - Their business user training programs are ideal for content editors, marketers, administrators or anyone who needs to effectively manage Optimizely business solutions.

**Technical Training** - Whether a new or experienced developer, their training and certification programs help to update competencies as quickly and effectively as possible.

**Certifications** - Validate product knowledge, skills and expertise to enhance professional growth with one of Optimizely's Certification exams. Their role-based certifications will help increase professional presence and showcase skills and knowledge that have acquired throughout education and career.

**Masterclass** - While meant for developer, architect and project leader audiences, these classes are open to anyone interested. Designed to give the extra tools, skills and knowledge to work with Optimizely solutions—masterclasses help refine already acquired skills and are taught by experts as well as guest lecturers.

**Opt Up** – If a developer currently certified in a CMS other than in Optimizely? If he wants to add to their skillset to be able to develop solutions on Optimizely’s market leading Content Cloud platform? They want them to be part of their ever-expanding developer community by supporting them with their Content Cloud training and certification program.

**2.6.2 Therap** – Therap has different types training programs for their employees. They provide training on Behaviour Etiquettes, Personal Finance Management, Time Management.

**2.6.3 Selise Digital Platforms** - Selise is maintaining some corporate accounts in some external learning platforms like Udemy, Coursera to give their employees feasibility to learn new skills and technology to sharpen their skills and nourish their career development.

**2.6.4 Brainstation 23** – Brainstation 23 has cloud 23 program which leads the students in cloud computing training with amazon, google and azure with expert trainers and mentors on those fields to acquire the skills and certifications needed to pursue meaningful careers.

Their another in house program is eLearning 23 which is an all in one learning management platform powered by moodle leveraging different organizations and industries who need to train or teach their trainees, employees or students online based on their demand.

**2.7 Best practices HRIS companies following to train employees** - The most important step is making sure to offer clear and comprehensive HRIS training to all employees that will be using the system. Here are a few tips to help you get started - Create learning journeys for employees. Essentially, this means creating individual development paths to track each employee’s progress. Offering fulltime employment based on completing training. This can help motivate employees to embrace the HRIS. Offer online training to your employees. Online training allows your employees to complete their training at their convenience from whatever location is best for them. Can also consider offering customized training, where employees can choose from a mixture of classroom, online, and learning journeys as they get to know the ins and outs of a HRIS.

There are several training practices companies follow

**1.** HRIS product functions training

**2.** HR technology trends training

**3.** HR information management training

Upon completion, certification is given.

**2.8 Things can be done to improve the process** -In training process there are mainly two types of training: on the job training & off the job training. Here in Bangladesh some companies provide both on the job and off the job trainings. On the job training: It means when employees do work in an organization and learn work/tasks by doing in the work place it is called on the job training. In some companies provide work project to the employee and learn them by the process. Mainly in technical field companies provide most of the on the job trainings for creating them more friendly to the in house systems & processes. So, they provide on the job training to their employees for their betterment. Some companies have their own training department in their corporate office. In this type of training there are three processes.

**Off the job training:** When employees are trained and skilled then an organization provide off the job training. Off the job training basically right person, right kind of training with the right kind of goal. Sometimes if needed then companies provide off the job training to their employees also. Basically upper level of employees is getting this opportunity to their up-coming future benefits. In off the job training there are several processes followed by companies. They send their employee outside of the country like Thailand, India, USA. Generally, in this organization off the job training program is provided only to a limited number of employees because of too much expenses. These off the job trainings are describing in the below:

**Town hall lectures:** This is the most traditional way of teaching. This could be interactive learning session. Basically one-way communication learning. For example, one-day HR team called suddenly in meeting room by their HR manager for a learning session on a random topic of “Negotiation Skill”. That session is one kind of classroom lectures

**Soft Skill Training:** Soft skill training provide for improve in particular areas like presentation skill, communication skill, leadership skill, supervisor development program.

Several soft skill training areas are - emotional Intelligence, time Management, interpersonal skill. problem solving skill, leadership and management, team building, business etiquette.

Safety Training: safety training is the instruction of workers regarding the risks and dangers related to the organizational activities.

Integrity training: integrity is at the centre of ethos, many companies run regular training sessions to help their staffs integrate their principles into their day-to-day business. They provide slide for integrity talk to their staffs.

Social Responsibility Training: Companies provide social responsibility training to improve their social responsibility credentials with professional training.

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