



A pathway to decent work: leveraging the power of investments through VET


14/11/2023

Co-funded by
the European Union



A partnership project

Let's get to know each other!

- Turn on your camera 
- **Introduce yourself** and share your **expectations** about this webinar in the chat!

Agenda

1 Agenda and speakers' introduction

2 About VET Toolbox

3 Keynote presentation



Christine Hofmann, ILO

4 "Skills4Riders" gig economy project in Nigeria



Kikelomo Collins-Chibeze, GIZ



William Benthall, Glovo



Daniel Arubayi, Fairwork

5 Q&A / panel discussion

6 Key takeaways and Closing

VET Toolbox



As leading European agencies for international cooperation, we have joined in **one partnership** to support **opportunity-driven and inclusive vocational education and training (VET)**.

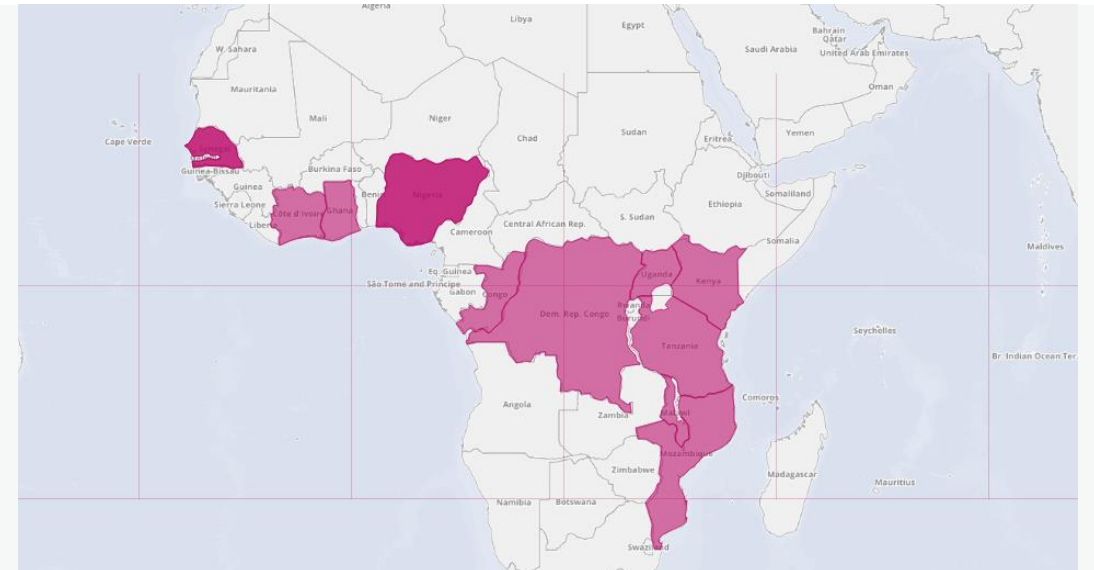
We are **co-funded by the European Union** (€ 30 million) and by the German Government BMZ (€ 1.750.000)



VET Toolbox – scope of action

11 selected countries:

- DR Congo
- Ghana
- Ivory Coast
- Kenya
- Malawi
- Mozambique
- Nigeria
- Rep. Congo
- Senegal
- Tanzania
- Uganda



Digital



Climate and energy



Transport and logistics



Construction



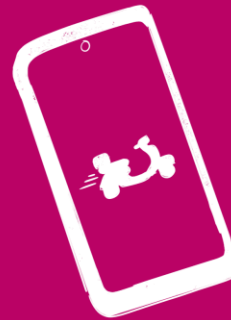
Agriculture



Tourism and hospitality

Opportunity driven VET

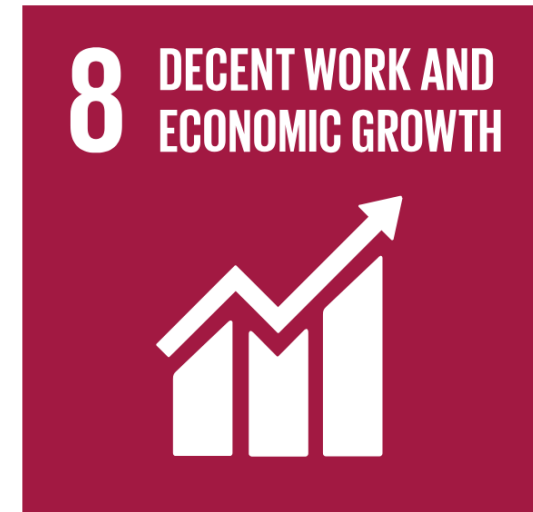
Opportunity-driven VET means that the VET offer starts from **concrete** and **decent employment opportunities** created by **investments**, trade, economic diversification, value chain development and other market dynamics.



In the case of Nigeria, we are tapping into **market potential** in the gig economy through an **innovative skills programme** that directly responds to concrete decent employment opportunities.

Decent work at VET Toolbox

- Decent work is a **defined target** of VET Toolbox
- **Challenging** in highly informal economies
- Attempt to **sensitize stakeholders**, advocate for more decent jobs



Christine Hofmann

International Labour Organization



▶ Decent work agenda and the informal economy

Christine Hofmann – Specialist – Skills for Social Inclusion



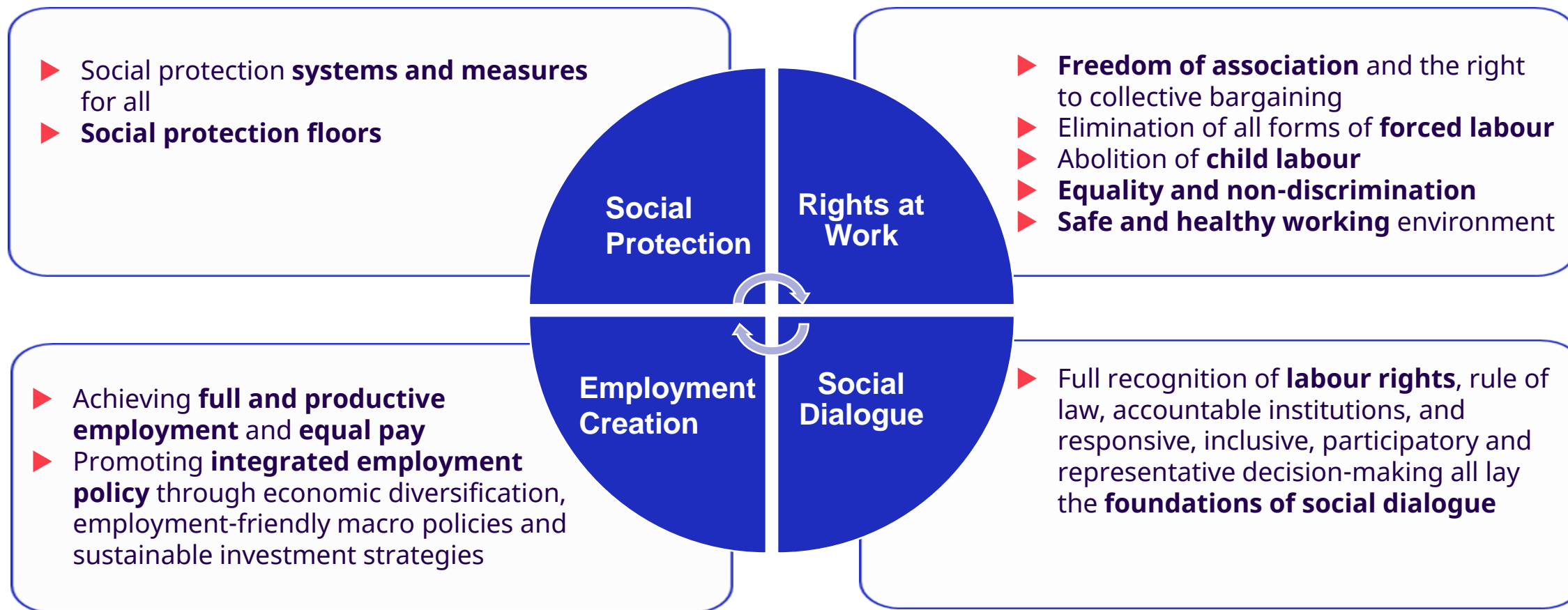
▶ Table of contents

- ▶ What is decent work?
- ▶ ILO's Recommendation 204 on Transitions to formality
- ▶ Skills challenges for workers in the informal economy
- ▶ Approaches to improve access and participation of informal economy workers to skills and lifelong learning
- ▶ ILO and the platform economy



What is decent work?

The ILO defines decent work as productive work for women and men in conditions of freedom, equity, security and human dignity.



▶ ILO's approach to transitions to formality (R204)

- ▶ First international standard to provide both a **normative and a developmental framework** focusing on the informal economy in its entirety and diversity
- ▶ Recommendation is about recognising the fundamental rights of workers, acknowledging their dignity and their ability to influence policy
- ▶ Formalization is a means to creating greater access to decent work, achieving poverty reduction and social justice.
- ▶ Effective strategies combine interventions
 - To grow the formal economy
 - To promote transitions to formality
 - To prevent informalization
- ▶ Action requires participation of actors in the informal economy

Improved skills and lifelong learning are an enabling condition for the process!



► Skills-related challenges of informal workers

Costs of training

- Direct costs and indirect opportunity costs lead to limited participation in training programmes

Availability of training

- Proportion of workers in the informal economy participating in training can be up to 15 times lower than that of formal workers

Learning environment safety and inclusiveness

- Women, migrants, people with disabilities, and other vulnerable groups are less likely to secure training opportunities

Low investment in workforce training

- Employers in the informal economy invest less in workforce training compared to the formal economy

Suitability of training provision

- Training programmes may not suit local conditions, be too specialist, or poorly designed with inflexible modes of delivery and long hours

Poor skills recognition

- Skills acquired in the informal economy are not certified, making it difficult for workers to prove their skills to formal employers

▶ Proposed solutions – access and returns

Improving access to education, skills, and lifelong learning

- ▶ Using targeted grants, subsidies, allowances, or training vouchers
- ▶ Incentivising training providers to make courses more flexible and offer blended and e-learning solutions
- ▶ Invest in community-based training

Improving returns from skills training

- ▶ Aligning training to labour market needs
- ▶ Paying attention to wider needs of beneficiaries



▶ Proposed solutions – skills governance

▶ Reviewing design and availability of financing mechanisms

- ▶ Targeting public financial support
- ▶ Providing financing through intermediary organisations
- ▶ Co-financing by workers and employers
- ▶ In **Chad, Madagascar, and Senegal**, national training funds fund training of people in the informal economy

▶ Making skills system governance representative of the economy

- ▶ Representing the voices of informal workers within skills governance to enhance understanding of barriers, skill needs and potential solutions
- ▶ **India's** sector skills council for domestic workers

▶ Improving policy coherence

- ▶ Whole of government approach
- ▶ Short and medium-term skills support for workers in the informal economy



Proposed solutions – delivery, recognition and linkages

▶ Improving basic skills

- ▶ Interventions reducing school dropouts
- ▶ Second-chance education programmes with practical curricula and flexible delivery
- ▶ **South Africa's** successful *Kha Ri Gude* mass literacy campaign

▶ Recognising prior learning (RPL)

- ▶ Direct assessment of skills or documentary evidence
- ▶ RPL in **Tanzania and Kenya** is offered to apprentices and master craftspeople in collaboration with informal economy associations, integrated with skills training provision

▶ Upgrading informal apprenticeships

- ▶ Engaging professional associations
- ▶ Upskilling master craft persons
- ▶ Recognizing informal apprenticeship in a country's national skills development system
- ▶ Establishing skills standards, conflict resolution mechanisms, off-the-job learning, systems for assessing and certifying skills etc.

▶ Promoting skills through supply chain linkages and sector-focused initiatives

- ▶ Demand from the top of supply chains creates incentives for upskilling
- ▶ Supply chains drive adoption of new technologies, thereby requiring upskilling

ILO and the platform economy

- ▶ In 2022, an ILO Meeting of Experts on Decent Work in the Platform Economy took place, discussing which **opportunities and challenges** the platform economy can generate in respect of employment creation, including **with regard to informality**: [Summary record of proceedings](#)
- ▶ ILO survey findings show that many workers engaged on digital labour platforms face challenges related to regularity of work and income, working conditions, social protection, and **skills utilization**.
- ▶ Varying degrees of **vertical and horizontal skills mismatch** can be observed on digital labour platforms, especially on microtask platforms.



ILO and the platform economy

- ▶ Online platform work occurs largely outside conventional organisational workplace settings, so crowdworkers typically do not have opportunities to benefit from **organisationally supported forms of learning, training and skill development**.
- ▶ Governments can use the promise of the gig economy to **build digital skills**, increase income-earning opportunities, and engage with platforms to **expand social protection coverage of informal workers** through carefully designed targeted programs and improved access to digital infrastructure and payment options, while also safeguarding against peril and protecting gig workers through modern forms of collective bargaining (World Bank 2023).
- ▶ In 2023, the governing body decided to place on the agenda of the 113th Session (2025-26) of the Conference **an item on decent work in the platform economy for standard-setting** on the basis of a double discussion;

▶ Decent work in the platform economy

Reference document for the Meeting of experts on decent work in the platform economy (Geneva, 10-14 October 2022)



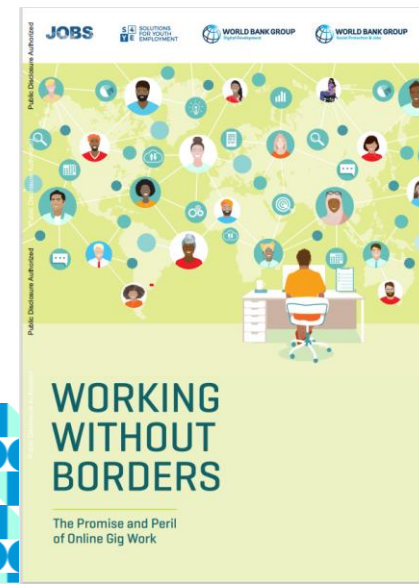
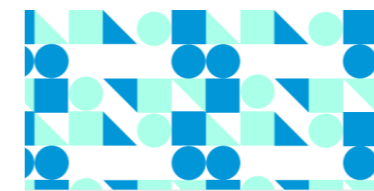
Conditions of Work and Equality Department
Geneva, 2022



Research paper

Skill development in the platform economy

Comparing microwork and online freelancing



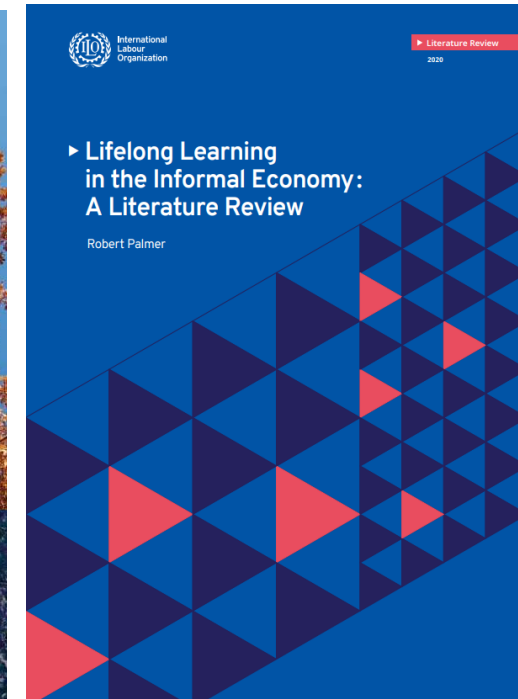
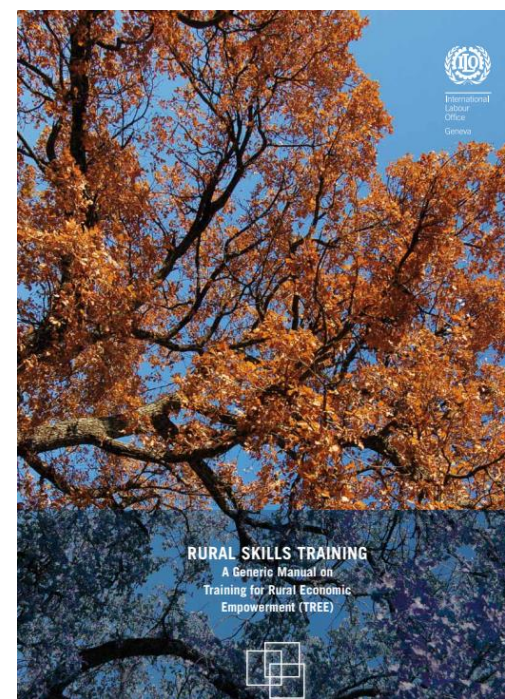
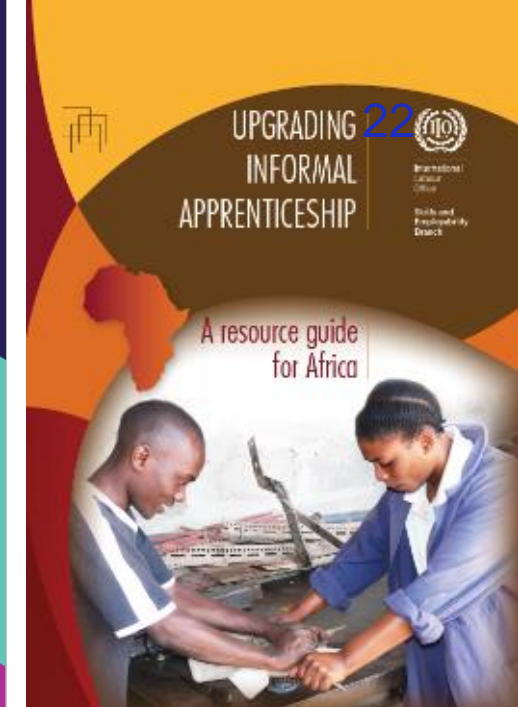
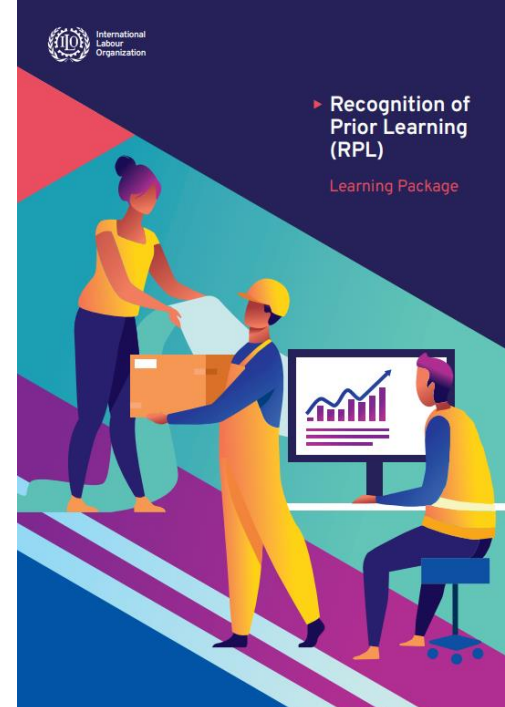
Key messages

- ▶ **Closing skills gaps is essential for reducing decent work deficits in the informal economy and improve employability in the formal economy**
- ▶ Skill development systems should make relevant and quality skills accessible by upgrading informal apprenticeships, developing basic skills programmes, creating mechanisms for skills recognition, incentivising providers to make flexible training available
- ▶ Using integrated policy solutions and combining skills interventions with social and economic policies at different levels
- ▶ Involving informal workers at all levels in the skills development systems including system governance
- ▶ Focusing not only on formalization, but also skills needs in the informal economy



ILO key resources

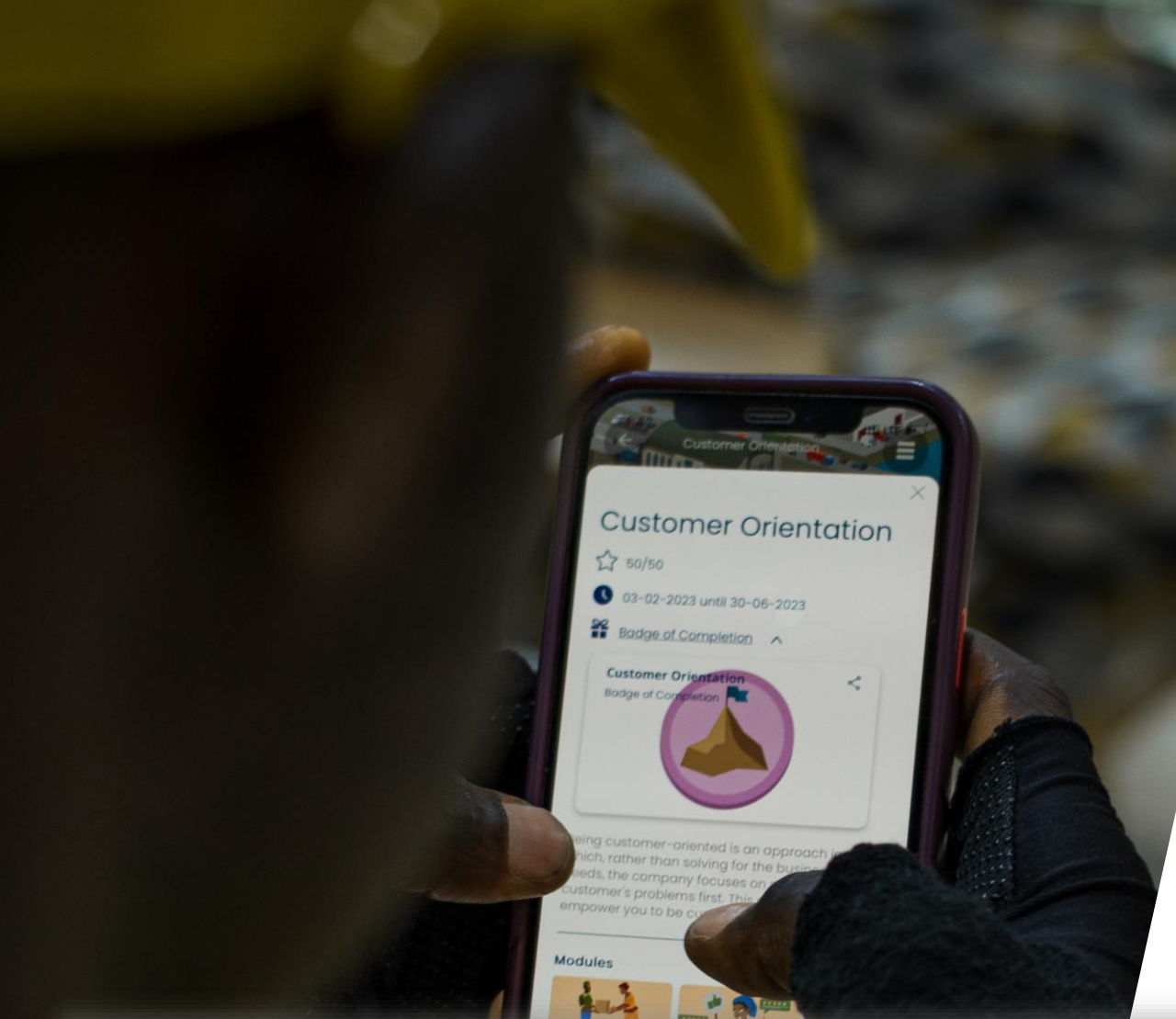
- ▶ 2023. **Apprentices in countries with large informal economies.** Statistical brief, Geneva, ILO. https://www.ilo.org/skills/pubs/WCMS_883621/lang--en/index.htm
- ▶ 2022. **TREEpedia – a digital tool for Training on Rural Economic Empowerment,** Geneva, ILO. <https://www.ilo.org/global/topics/skills-knowledge-and-employability/treepedia/lang--en/index.htm>
- ▶ 2022. **How to strengthen informal apprenticeship systems for a better future of work?** Working paper, Geneva, ILO, https://www.ilo.org/wcmsp5/groups/public/---ed_emp/---emp_ent/documents/publication/wcms_837761.pdf
- ▶ 2021. **Digital platforms and the world of work in G20 countries: Status and Policy Action.** Geneva, ILO, [wcms_829963.pdf](https://www.ilo.org/wcmsp5/groups/public/---ed_emp/---emp_ent/documents/publication/wcms_829963.pdf) (ilo.org)
- ▶ 2020. **Skills and lifelong learning in the informal economy.** Literature review and research brief, Geneva, ILO. https://www.ilo.org/skills/areas/skills-policies-and-systems/WCMS_741169/lang--en/index.htm
- ▶ 2018. **Recognition of Prior Learning RPL Package** https://www.ilo.org/skills/pubs/WCMS_626246/lang--en/index.htm
- ▶ 2015. **Assessing skills in the informal economy.** A resource guide for small industry and community organizations https://www.ilo.org/global/docs/WCMS_343183/lang--en/index.htm
- ▶ 2012. **Upgrading informal apprenticeship. A resource guide for Africa** https://www.ilo.org/skills/pubs/WCMS_171393/lang--en/index.htm
- ▶ 2011. **Skills for Employment Policy Brief Upgrading Informal Apprenticeship Systems** https://www.ilo.org/employment/Whatwedo/Publications/WCMS_167162/lang--en/index.htm



Kikelomo Collins-Chibeze

GIZ Nigeria

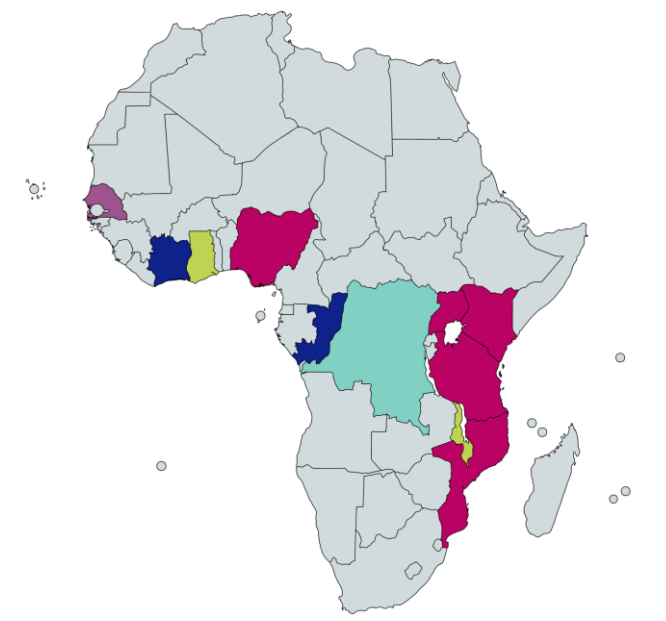




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VET Toolbox 2 – Skills 4 Riders Project (Gig-Economy)

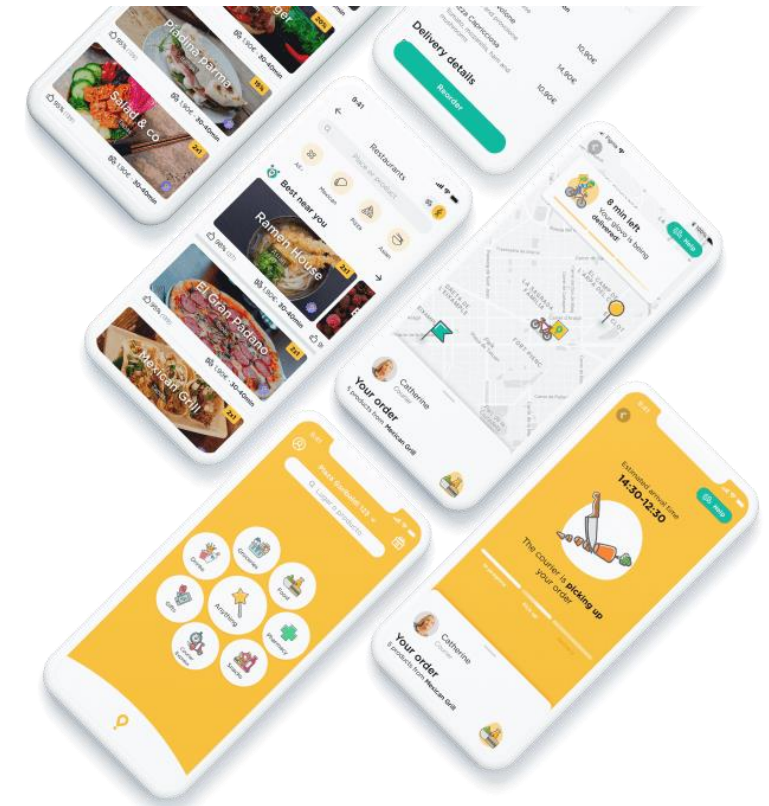
About the Riders Project

Objective

To professionalize the delivery service sector; develop innovative skills development approaches and promote growth and opportunities in the sector.

Core Activities

- Develop a blended e-learning training approach for riders on road safety and safe driving, digital and financial literacy, and customer service.
- Training of Trainers (ToT) for training institutes and in-company trainers
- Piloting blended learning approach
- Support the Lagos State Government policy on industrial and professional training program
- Promote employment of youth and women
- Drive public-private dialogue



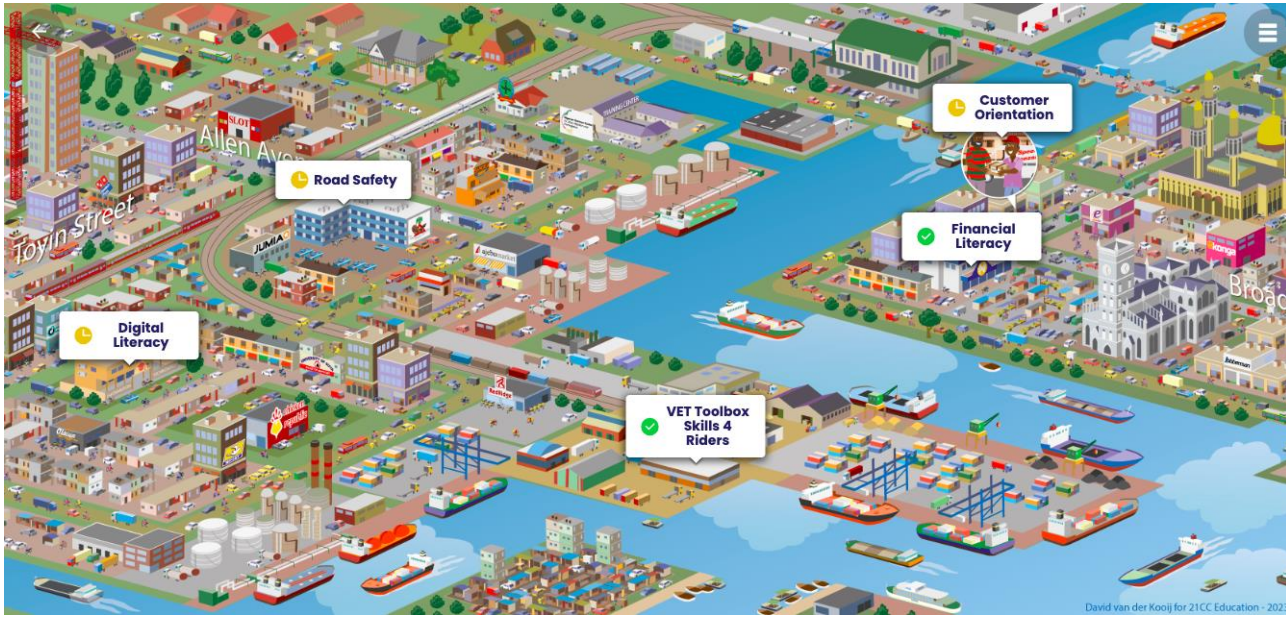
The Opportunity

- According to the ILO, the digital (Gig) economy is expected to rise from 1.1% of African GDP in 2012 to as much as 6% in 2025
- Growth of the gig economy sector in Nigeria accompanied by huge investments from private sector.
- Supports Nigerian government policy in reducing unemployment and increasing flexible income opportunities for youth.
- New employment model offers new employment and income opportunities for youth in Nigeria.
- Attractive employment option for youth due to flexible working hours, low entry barriers and high earning potential.

The Challenge

- Lack of a formalised and standardised training approach
- Riders' limited education and professionalism
- High onboarding and training cost for private sector
- Weak cooperation between stakeholders in the sector
- Late delivery time frame
- Little or no social security or benefits

The E-Learning Platform



Modules

1. Road Safety Pointers	2. Vehicle and Personal Conditions	3. Traffic Rules and Road Safety Signs	4. Working Conditions and Safety Risks	5. Troubleshoot	6. Road Worthiness
Completed 10/10 ★	Started 0/10 ★	Not Started 0/10 ★	Started 0/10 ★	Not Started 0/10 ★	Started 0/10 ★

Modules

1. Needs and Wants	2. Managing Your Money	3. Bank Accounts, Credit and Debt	4. Setting Personal Financial Goals	5. Women and Financial Literacy	6. Insurance
Completed 10/10 ★	Completed 10/10 ★	Started 0/10 ★	Not Started 0/10 ★	Started 0/10 ★	Started 0/10 ★

Modules

1. Are you a customer or a service provider?	2. What are the components of good customer...	3. The right goods at the right time	4. Communication	5. What does good customer service mean for you?
Started 0/10 ★	Started 0/10 ★	Started 0/10 ★	Started 0/10 ★	Started 0/10 ★

Modules

1. Internet and Its Uses	2. Computers and Smartphones	3. Navigation Apps	4. Email and Video Calling	5. Productivity Softwares	6. Social Media	7. Internet Safety
Started 0/10 ★	Started 0/10 ★	Not Started 0/10 ★	Not Started 0/10 ★	Not Started 0/10 ★	Started 0/10 ★	Started 0/10 ★

Our Takeaways

- Public-Private Dialogue:
 - Gig-Economy Partners Forum

- Innovative training approach:
 - VET logic – modular, interactive, participatory
 - Blended e-learning approach – self-paced, theory + practical training elements
 - Job matchmaking service

- Inclusion of women:
 - Awareness-raising, dialogues, advocacy, public campaigns & job fairs
 - Prioritise women as daytime workers + operation within safe areas
 - Safety equipment and training
 - Financial incentives – starter kits for equipment, provide motorcycles and mobile phone, support with savings account.



Thank you!



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f in

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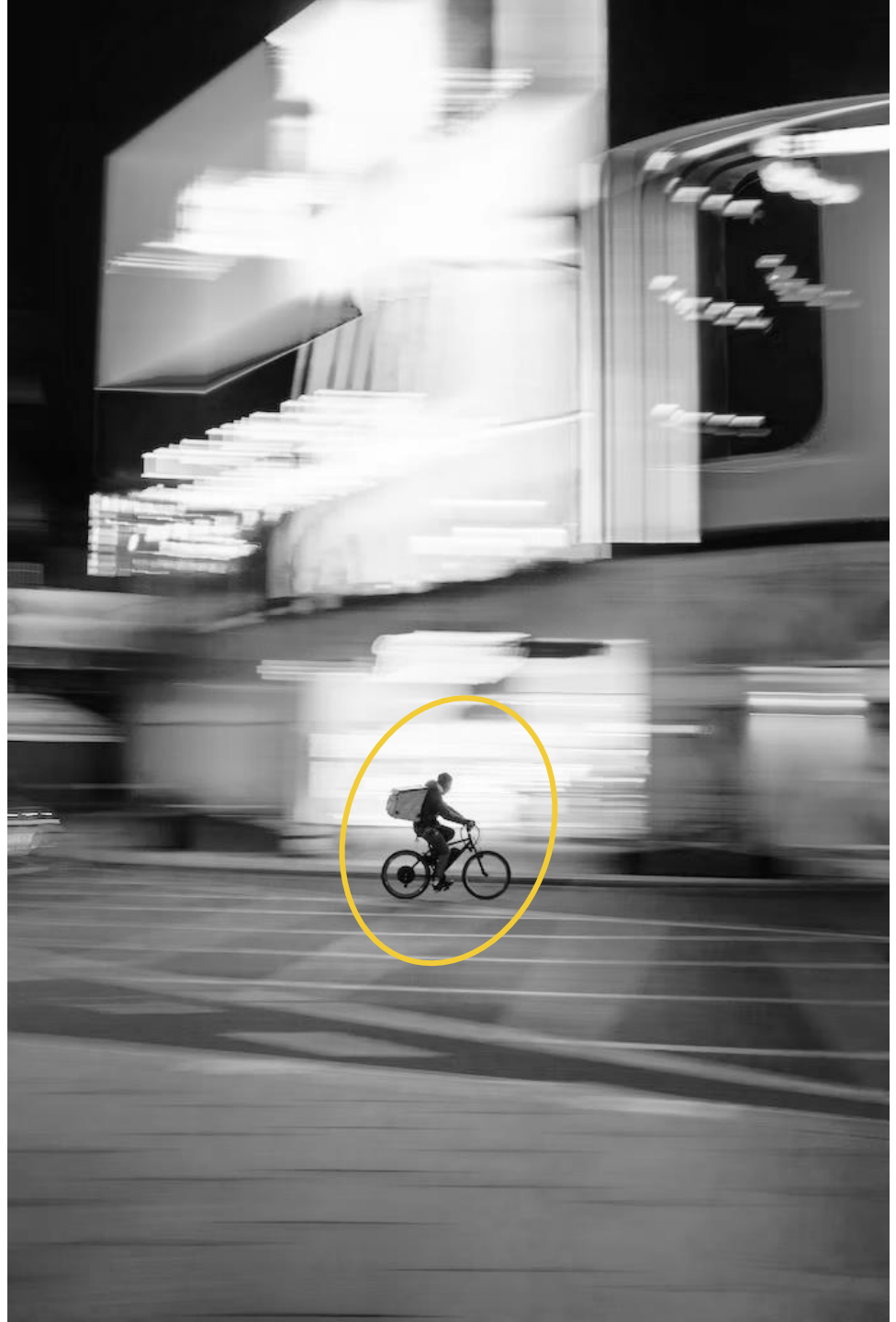
Glovo





Courier Experience

**VET Toolbox webinar
Nov 2023**





Glovo is at the heart of the **Local Digital Economy**



Consumers

Seeking new levels of convenience



Business Owners

34% of SMEs regard reaching new customers as their main challenge



Couriers

Value flexibility.
Delivery work is a complementary activity for 72% of couriers



Brands

600

Looking for new ways to connect with consumers



Store & Restaurant Workers

Local jobs linked to economic growth



Tech Startups

Driving innovation



Platform Economy Footprint & Opportunities



**2023: “Working without Borders:
The Promise and Peril of Online Gig Work.”**

The World Bank estimates that there will be 435M gig workers globally.
In Africa... 100 million by 2025.

Online gig work can support inclusion by providing work opportunities for youth, women and relatively low-skilled workers.

“Governments can use the promise of the gig economy to build digital skills [&] increase income-earning opportunities



Glovo has 10,000 active couriers in Africa - 1,900 in Nigeria



[LINK: https://youtu.be/uIYWlovO1Jk](https://youtu.be/uIYWlovO1Jk)



Glovo is focused on providing decent work

- **A programme to drive change:**



- **Dedicated teams to implement:**

- Courier Experience team
 - >> courier benefits and protections
- Impact team
 - >> project implementation

- **External engagement:**

- VET Toolbox (GIZ)
- Fairwork
- Wage Indicator
- Chapter 54 (KfW)
- Reshaping Work
- ...

FAIR EARNINGS

Fair earnings are ensured thanks to our partnership with WageIndicator, the biggest worldwide open source database for living wages and cost of living.

360 SAFETY

All couriers have fully fledged insurances covering any unforeseen situation. Safety on the road is a top priority.

EQUALITY

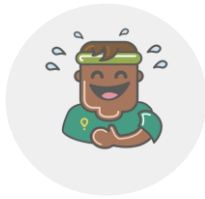
We work towards a fluent and active communication with couriers. Couriers have different online and offline fora to express their needs and concerns.

COMMUNITY

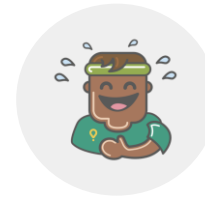
We believe couriers need to be able to easily jump onto other professional opportunities. As a facilitator, Glovo brings training courses on entrepreneurship, business management, IT skills or languages closer to them.



>**13,000 couriers** have taken advantage of the L&D courses offered by Glovo



15,000
Hours of training in 2023



10%
At least completed 1 course

G-Learning

Glovo's digital platform
Online courses for free.

25

Countries
Available

9,000

Couriers
Impacted

Languages

Learn up to 13 different
languages with Bussu and
Preply.

9

Countries
Available

2,950

Couriers
Impacted

Coding

Free coding courses in
English, Spanish and
Russian.

5

Countries
Available

1,100

Couriers
Impacted

Impact Hub

Entrepreneurship.
Skills, knowledge & resources
for starting a business.

8

Countries
Available

105

Couriers
Impacted

Courier income has consistently approached **95% of the fair pay benchmark** set by Wage Indicator

75% of couriers globally express that Glovo is their **preferred choice** among all the apps they use

>80% of couriers worldwide indicate that they **intend to continue** using Glovo



Blockers and how we can do more

- **Balance scale and depth in L&D programmes**
- **Cater for diverse backgrounds and motivations of couriers**
- **Partnerships are critical**
- **Legal uncertainty**

Daniel Arubayi

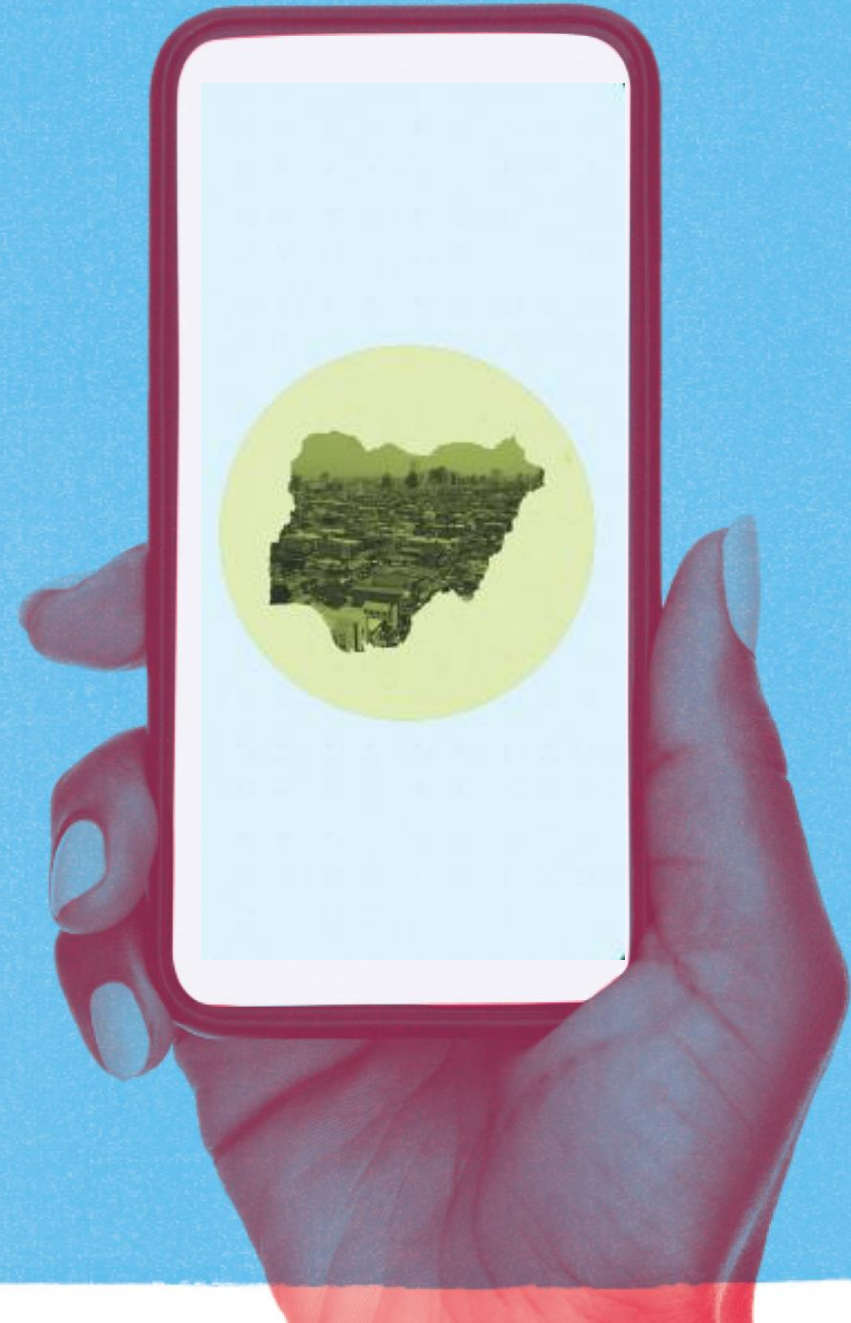
Fairwork





Towards Fair Working Conditions for Riders in Nigeria

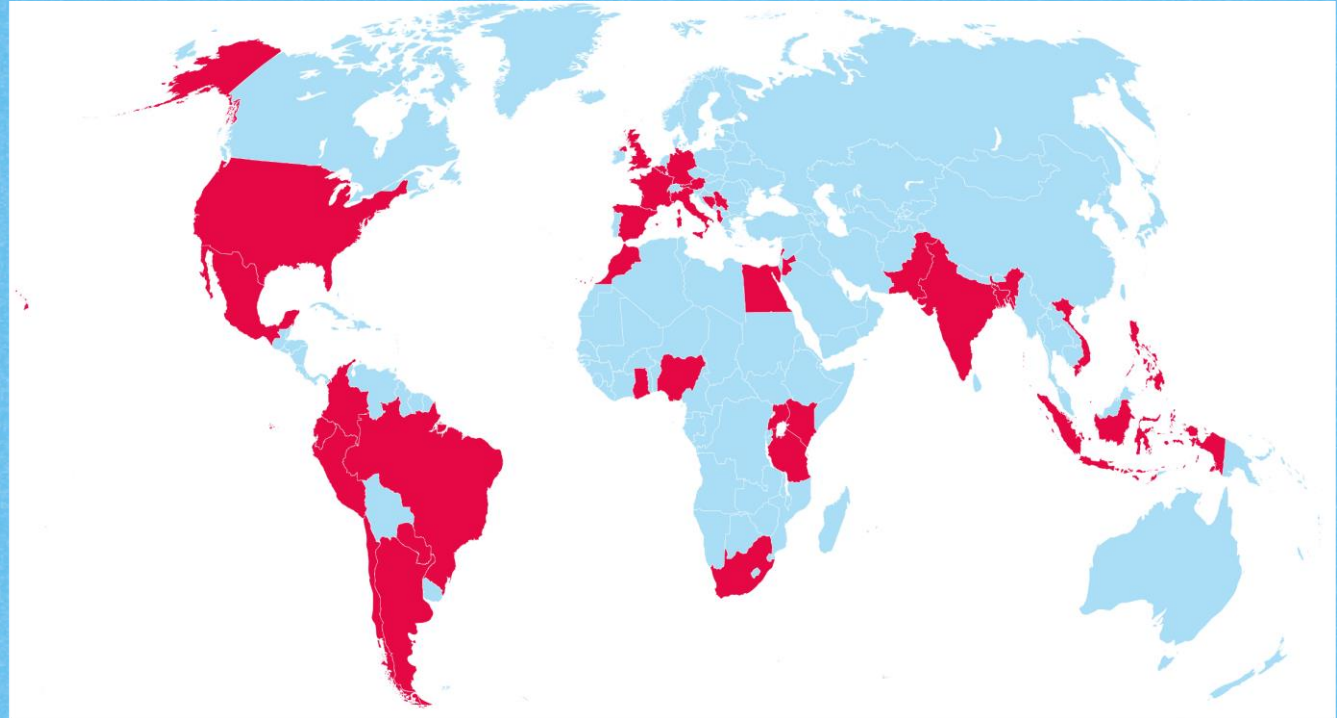
Team: Daniel Arubayi, Kemi Ogunyemi, Amaka Anozie, Chinyere Emeshie, Chiwenmeri Mama, Ogechi Obiorah, and Mark Graham



The Fairwork Project



- The Fairwork project is coordinated by the Oxford Internet Institute and the WZB Berlin Social Science Center.
- Fairwork rates digital labour platforms cutting across ride-hailing, delivery, domestic work sectors and more in 39 countries globally.
- Eight of the 39 countries are in Africa: Egypt, Ghana, Kenya, Morocco, Nigeria, South Africa, Tanzania, and Uganda.
- Fairwork exists to highlight the best and worst examples of how new technologies are being used in the workplace.



Fairwork Principles for Gig Work



Fair Pay

Workers, irrespective of their employment classification, should earn a decent income in their home jurisdiction after taking account of work-related costs.



Fair Conditions

Platforms should have policies in place to protect workers from foundational risks arising from the processes of work and should take proactive measures to protect and promote the health and safety of workers.



Fair Contracts

Platforms provide clear and transparent terms and conditions and they do not impose unfair contract terms.



Fair Management

There should be a documented process through which workers can be heard, can appeal decisions affecting them and be informed of the reasons behind those decisions.








Fair Representation

Platforms should provide a documented process through which worker voice can be expressed. Irrespective of their employment classification, workers should have the right to organise in collective bodies, and platforms should be prepared to cooperate and negotiate with them.

METHODS

Scoring System



Principle	First point		Second point		Total
 Fair Pay	1	+	1	=	2
 Fair Conditions	1	+	1	=	2
 Fair Contracts	1	+	1	=	2
 Fair Management	1	+	1	=	2
 Fair Representation	1	+	1	=	2

Maximum possible Fairwork Score

 **10**^{/10}

METHODS

Data Collection



Desk research

Map the largest and most influential platforms

operating in each city, as well as identifying points of contact or ways to access workers

+

Worker interviews

Interview 6-10 workers per platform. This allows us to understand the process of work and the ways it is carried out and managed, as well as confirm that policies are really in place on the platform

+

Manager interviews

Interview platform managers and request evidence for each of the Fairwork principles. This provides insights into the operation and business model of the platform.

Putting it all together

Final scores are collectively decided by the Fairwork team based on all three forms of evidence. The **scores are peer-reviewed** by the country team, the Oxford team, and two reviewers from other Fairwork country teams.

Challenges Facing Riders



- **Low Pay:** Delivery workers struggle to make the minimum or living wage after costs.
- **Working Long hours:** Many workers work 72 to 96 hours a week to make ends meet.
- **Poor Social Protection and Safety Nets:** Workers are exposed to risks such as robbery, assaults, accidents without adequate protections and safety nets from platforms.
- **Unclear Contracts:** Workers struggle to comprehend their contracts, and these are often not subject to the law of the country where a platform operates.
- **Opaque Management:** Several platforms do not have due process. Workers are arbitrarily deactivated from platforms without an avenue to appeal.
- **Low Union/association Recognition:** Worker collective groups are not recognised by platforms and are not part of decisions affecting their work.



Opportunities for Improvement



- **Develop** proactive policies to improve working conditions using the Fairwork principles as a guide. E.g., living wage policy, social protection & safety net policies, anti-discrimination policies, diversity and inclusion policies and so forth.
- **Facilitate** capacity building and awareness initiatives for riders. E.g., virtual training courses, coding classes, team building exercises etc.
- **Infrastructural** development and institutional alignments to meet up with the growing demands of the platform economy. E.g., central spaces for riders to congregate, toilets, dedicated responsive units to SOS emergencies, etc.
- Invest in **research and development** for the sustainability and improvement of the sector.
- **Enable** an environment that allows freedom of association and encourages collective bargaining.



IMPACT

The Fairwork Pledge

Leverage the power of organisations' procurement, investment, and partnership policies to support fairer platform work.

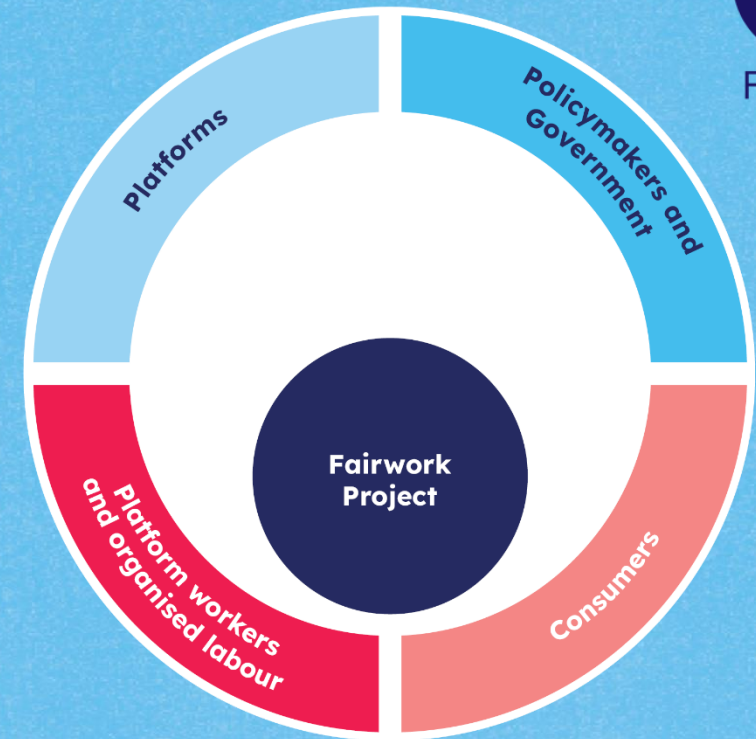
Fairwork Supporters:

Publicly demonstrating support for fairer platform work, and making resources available to staff and members to help them in deciding which platforms to engage with.

Fairwork Partners:

Organisations committing to concrete and meaningful changes in their own practices, for example by committing to using better-rated platforms where there is a choice

Join now at FAIR.WORK/Pledge



Acknowledgement

- The Fairwork Project in Nigeria is funded by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), commissioned by the Federal Ministry for Economic Cooperation and Development (BMZ).
- Visit <https://fair.work/> for more information. Email: info@fair.work

Thank you



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Questions & Panel discussion



Take-aways and closing



Thank you for your attention!



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