

**Project Completion Report
BILS - Motor Workshop for Teenagers Project (MWTP)**

April 2006 – March 2009

Bangladesh Institute of Labour Studies - BILS

1. Basic Project Data

Project Title: **BILS - Motor Workshop for Teenagers Project (MWTP)**

Recipient Country: Bangladesh

Project Area: Tongi, Dhaka, Bangladesh

Project Executing Organisation: Bangladesh Institute of Labour Studies- BILS

Project Language: Bangla and English

Project Period: April 2006 to March 2009

2. Summery

BILS-Motor Workshop for Teenagers is a project (BILS/MWTP) to support the teenagers who have been graduated from the Motor Mechanics Trade Course from BILS-Child labour Elimination Project (CLEP) by providing hands-on training on light vehicles through establishing a Motor Workshop.

The immediate objective of the project is to develop an innovative and self-sustaining model for employment generation for disadvantaged teenagers containing hands-on technical training and information on human and child rights issues.

From the beginning the project has been taking care of ensuring child rights, human rights for the apprentices / teenagers by organizing training programme. Besides that staffs and teenagers were oriented and trained how they will deal with the customer services for the development of the MWTP.

In the inception phase of the project Bro. Jorgen Riis Madsen from LO-FTF Council was assigned as the resource person. In co-operation with BILS he renders technical assistance in the project implementation. Mainly he was assigned to prepare the content and progress of the apprenticeship training, identify and procure relevant tools and equipment needed for providing the services and Plan the workflow of the motor workshop including organising the teenagers in shifts to enhance their learning.

The most significant thing during project period that a total of 62 teenagers (age between 14 to 18) trained in motor mechanics during the project period from April, 2006 to March, 2009 as direct recipients and the families of the teenagers were intended beneficiaries.

Another significant activity of the project is that during the year 2008 BILS find out a suitable location and to shift the workshop. The place is in the side of Dhaka - Mymensingh main road (Tongi area), beside New Monnu Textile Mills High School. We had an agreement for three years with the owner of the place to provide us with 2000 square feet (Front side 40 feet and back side 50 feet) open place for construction motor workshop. Setup of all necessary equipment for the garage had been completed. A car lift has been installed in the workshop on January, 2009 and functioning well after the number of customers who received services is increasing gradually.

During the project period the project carried out series of guardians/parents meetings to discuss the parental responsibilities, rules and procedures of the MWTP as well as their parental responsibilities to the apprentices. As a result parents/guardians are very much

keen to engage their children to the motor workshop and imagining as a skilled motor mechanics. It indicates the approach of the project has been accepted and appreciated by the guardians, trade union leaders, community people and local employers.

During the year 2008, 3-three renowned companies of the country namely Navana Ltd, Nitol Motors Ltd and Menuka Motors limited have asked our staff about our training course of MWTP and already they have recruited 9 teenagers in their workshops, certainly this is a significant achievement of the project.

The income of revenue from customers services of MWTP is average monthly at present for BDT=6000/= approx which is also a part of sustainability in future. The revenue of the workshop has been increasing gradually.

The project has developed policies, rules and guidelines in Bangla for managing the workshop and also included planning of the content and progress of the apprenticeship and how the staff will support the teenagers for increasing their practical knowledge.

The existing training module of the project has been utilised for practical experience and skills on light motor vehicle repair as well as human and child rights issues which played an important role for the teenagers. Additionally, Printed booklets on Bangla language have been bought and distributed to the all apprentices for their easy understanding.

3. Project Background

The background of the project is to support teenagers finding employment and becoming self-sustained by providing them with an apprenticeship in a motor workshop to enhance their professional qualifications.

BILS-Motor Workshop for Teenagers is a project of to support the teenagers who have been graduated from the Motor Mechanics Trade Course from BILS-Child labour Elimination Project (CLEP) by providing hands-on training on light vehicles through establishing a Motor Workshop in the Tongi area.

From the beginning, the project CLEP has been providing basic skills training for six months on four trades including motor mechanics. That time, it was considered that the BST graduates will be able to find job in the same field and their income will be more than previous. But the reality showed that graduates of motor mechanics trade were unable to reach the target. Realizing the situation BILS has undertaken the MWT project.

The sustainability of the project is very much important besides the hand-on training on light vehicles for apprentices. It means that the project goal was to be capable enough to earn revenue at least to meet all the expenses related to the workshop. On the other hand, the project planned to have the capability to absorb the motor mechanic graduates of CLEP. Considering the sustainability it was decided to change the workshop in a suitable location with more space.

4. Project Design

By initiating this employment generating project BILS, the Danish Metalworkers Union and the LO-FTF Council supported teenagers in upgrading their professional qualifications, enhance their possibilities for finding appropriate jobs and increase their income.

The project is targeting teenagers previously trained in motor mechanics as part of the CLEP project. The teenagers will work as apprentices in the motor workshop using their skills, learning and practicing new skills. In addition, the teenagers will also be trained in human and child rights.

Each year a total of 24 teenagers will be employed. They will be divided in shifts to enhance their learning. The teenagers will work as apprentices in a period of one year. It is expected that a total of 72 teenagers will be trained during the project period.

The point of departure of this employment generating project is the establishment of a motor workshop. From the workshop teenagers render repair and maintenance's services to private motorbike owners who paid for the service provided.

It designed in a way by which the workshop will be sustainable and able to operate on market terms by the end of the project period and during the project period costs related to establishment of the motor workshop and salaries to the teenager and staff involved will be covered by the project according to the approved budget.

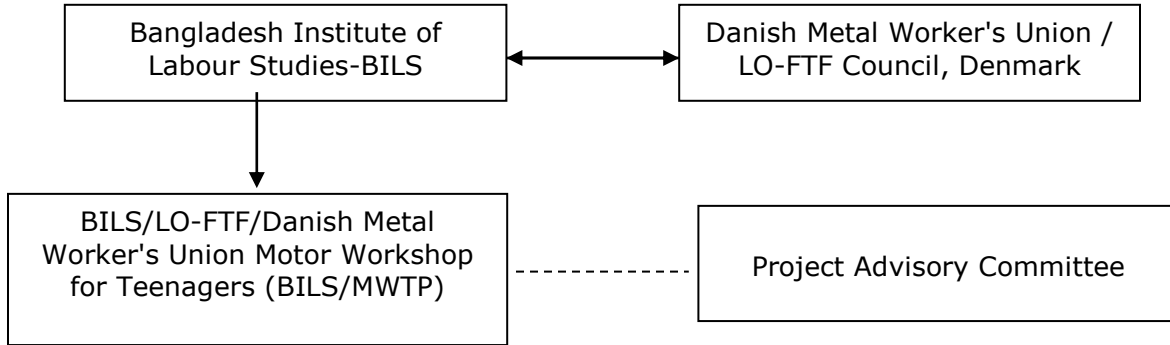
Inception phase:

Five months inception phase of the project gave emphasis on establishing the motor workshop and establish appropriate procedures for running the workshop and training of apprentices. During the phase following tasks have done/completed, Bro. Jorgen Riis Madsen assigned as the resource person of this phase.

- * Identified and procured relevant tools and equipment
- * Prepared the plan of the workflow of the motor workshop including organising the teenagers in shifts to enhance their learning
- * Prepared the content and progress of the apprenticeship training
- * organised the staff at motor workshop to support and guide the teenagers in obtaining the professional qualifications
- * Establish a committee for providing technical assistance and administrative support
- * A new cost analysis and prepare a sustainability plan
- * Prepared a certificate of apprenticeship specifying the (key) qualifications of the apprentices
- * Completed the training modules for hand-on training with inputs from the resource person.
- * Prepared a project implementation plan including milestones related to the number trained teenagers and income that should be generated at the workshop

Institutional Framework:

The institutional framework of the project is outlined in the table below:



Project Management:

The Project are implemented as BILS employment generation project and the legal status of the project will be a sister organisation of BILS.

The senior management personnel of BILS are responsible for implementing the project according to the project document and approved budget and ensure the quality of the accomplished activities. BILS are responsible for the overall planning, implementation, management, coordination, monitoring and reporting of the workshop's activities throughout the entire project period.

BILS management are responsible to formulate and prepare an operational guideline for running the workshop, which the staff employed, at the workshop must follow.

5. Budget/Expenditure

List of the main Budget lines of the original Budget

SL.NO.	Head of the Budget	2006	2007	2008	2009	Total
01	Activities	149,243	94,539	110,884	40,300	394,966
02	Equipment	377,414	21,419	1,171,389	490,416	2,060,638
03	Office Expenses	77,566	67,945	82,856	37,125	265,492
04	Staff Salary and Allowances	336,583	528,847	457,300	86,755	1,409,485
05	National Project Committe	-	-	10,000	3,000	13,000
06	Review, Monitoring, Evaluation	9,686	40,120	24,033	6,000	79,839
07	Contingency	-	-	6,734	-	6,734
	Total	950,492	752,870	1,863,196	663,596	4,230,154

List of the main Budget lines of the final project Budget

SL.NO.	Head of the Budget	2006	2007	2008	2009	Total
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01	Activities	149,243	94,539	110,884	40,300	394,966
02	Equipment	377,414	21,419	1,171,389	490,416	2,060,638
03	Office Expenses	77,566	67,945	82,856	37,125	265,492
04	Staff Salary and Allowances	336,583	528,847	457,300	86,755	1,409,485
05	National Project Committee	-	-	10,000	3,000	13,000
06	Review, Monitoring, Evaluation	9,686	40,120	24,033	6,000	79,839
07	Contingency	-	-	6,734		6,734
	Total	950,492	752,870	1,863,196	663,596	4,230,154

Latest Expenditure of the main Budget line

SL.NO.	Head of the Budget	2006	2007	2008	2009	Total
01	Activities	149,243	94,539	75,712	49,182	368,676
02	Equipment	377,414	21,419	1,159,035	482,004	2,039,872
03	Office Expenses	77,566	67,945	82,779	36,709	264,999
04	Staff Salary and Allowances	336,583	528,847	442,834	82,850	1,391,114
05	National Project Committee	-	-	-	-	-
06	Review, Monitoring, Evaluation	9,686	40,120	21,600	5,400	76,806
07	Contingency	-	-	-	-	-
	Total	950,492	752,870	1,781,960	656,145	4,141,467

6. Inputs

Physical Inputs:

The motor workshop was established in 2006 in a place of 21 feet x 31 feet in Tongi by setting up machineries and equipment. Considering the market situation and rendering customer services, BILS find out a suitable location (2000 sq ft) in 2008 and accordingly the workshop was shifted. We had an agreement for three years with the owner of the place to provide us with 2000 square feet (Front side 40 feet and back side 50 feet) open place for construction motor workshop. Setup of all necessary equipment for the garage had been completed. A car lift has been installed in the workshop on January, 2009 and functioning well after the number of customers who received services is increasing gradually.

Financial Inputs:

During this project period MWTP financed by the LO-FTF Council with the cooperation of Danish metal Workers Union.

Human Resource Inputs:

Following staff have been recruited for successful and timely project implementation;

- a. 1-one Workshop Manager cum technician - responsible for managing the overall operation of the workshop

- b. 1-one experience Asstt. Mechanic capable of training and supporting the teenage apprentices
- c. 1-one Accountant who render about 30% person days for the workshop
- d. 72 teenagers who are interested and physically capable of receiving hands-on technical training in motorbike repair and maintenance
- e. 1-One Resource person (Assigned by Danish Metal Workers Union) who provided technical assistance in relation to establishing appropriate procedures for running the workshop and training of the apprentices
- f. A 2 or 3 members committee has been established by the BILS for providing technical assistance and administrative support in order to facilitate effective project implementation of good quality

7. Outputs & Target Groups

Outputs Planned	Outputs Produced
A light motor vehicle workshop with all necessary machinery's and equipment's has been established in Tongi under the auspices of BILS.	The BILS has established a light motor vehicle workshop in Tongi with all necessary machineries and equipments in April 2006. It was inaugurated on 18 April 2006 with 2 staffs and 24 apprentices at 18 days later than planned.
The content and progress of the apprenticeship training is prepared.	<ul style="list-style-type: none"> - The existing training module is utilizing for practical experience and skills on light motor vehicle repair as well as human and child rights issues - Additionally, Printed booklets on Bangla language have been bought and utilizing also which is available in the local market and distributed to the all apprentices for their easy understanding. - Provided regular hands -on training on light vehicles to the apprentices following the developed module as well as booklets.
Model for employment generation for teenagers reviewed and achievements documented	<ul style="list-style-type: none"> - Organized monthly, meetings of the MWTP including apprentices, staff and Management. - Organised guardians/parents meetings to discuss rules, procedures and Aim/objectives of the MWTP as well as their parental responsibilities to the apprentices. Parents are also being asked to make any suggestions/ comments for the development of MWTP activities.
Repair and maintenance service are rendered to private paying customers.	- The apprentices are continuing to render services to the private paying customers by fixing up motor cycle and repairing light vehicles and earn revenue with help from the trained mechanics / staff.
A total of 72 have completed a one year	A total of 62 out of 72 have completed

apprenticeship as motor mechanics as on project period.	apprenticeship as motor mechanic as on project period. Total of 10 apprentices have been dropped out during the project period due to their family problems.
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Outputs Produced	Indicators identified in PD	Indicators Achieved
The BILS has established a light motor vehicle workshop in Tongi with all necessary machineries and equipments in April 2006. It was inaugurated on 18 April 2006 with 2 staffs and 24 apprentices at 18 days later than planned.	An increasing amount of private paying customers are demanding repair and maintenance services from teenagers employed in the motor workshop.	- Private paying customers are increasing gradually demanding repair and maintenance services from the teenagers, and we hope to provide service to more private customer in our new workshop for the sustainability of the project.
<ul style="list-style-type: none"> - The existing training module is utilizing for practical experience and skills on light motor vehicle repair as well as human and child rights issues - Additionally, Printed booklets on Bangla language have been bought and utilizing also which is available in the local market and distributed to the all apprentices for their easy understanding. - Provided regular hands -on training on light vehicles to the apprentices following the developed module as well as booklets. 	The innovative model developed for employment generating activities is increasingly becoming sustainable following the targets set in the projects sustainability plan	The project has been providing services from the beginning and earning revenue to make it sustainable.

<ul style="list-style-type: none"> - Organized monthly, meetings of the MWTP including apprentices, staff and Management. - Organised guardians/parents meetings to discuss the parental responsibilities, rules and procedures of the WTP as well as their parental responsibilities to the 	At least 80 percent of the trained teenagers find appropriate employment or become self-employed in their field after completing their apprenticeship.	<ul style="list-style-type: none"> - 54 out of 62 have managed appropriate Employment in motor workshop, Taxi cab company and Taxi cab garage. - During the year 2008, 3-three renowned company namely Navana Ltd, Nittle Motors Ltd and Menuka Motors limited have asked our
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apprentices. Parents are also being asked to make any suggestions/ comments for the development of MWTP activities.		staff about our training course of MWTP and already they have recruited 9 teenagers in their workshops, which is a indicator of big achievement.
- The apprentices are continuing to render services to the private paying customers by fixing up motor cycle and repairing light vehicles and earn revenue with help from the trained mechanics / staff.	The income of the trained teenagers will increase compared to their income prior to the training.	
A total of 62 out of 72 have completed apprenticeship as motor mechanic as on project period.		

Target Groups:

Direct Recipients

The direct recipients of the project are:

- * 72 teenagers (above the age of 14) trained in motor mechanics during the project period from April, 2006 to March, 2009

Intended beneficiaries:

The intended beneficiaries of the project are:

- * Teenagers previous trained in the BILS-CLEP project
- * The families of the 72 teenagers selected/employed in the workshop

8. Activities

Major Activities Successful

Activities:

Activities: 1	:	The MWTP has started functioning by setting up a workshop in Tongi with the machineries and equipment.
	:	The existing machinery and equipment and set-up are functioning.

	: The existing staffs were oriented during the initial stage of the project about their roles and responsibilities.
	The existing staffs were oriented during the initial stage of the project about human rights and child right issues in order to mentally equip.
	: Conducted 1-day training on Human Rights, workers and Child Rights on 30 March 2008.MWTP's staffs and apprentices were present in the training.
	: The project has developed policies, rules and guidelines in Bengali for managing the workshop, and also included planning of the content and progress of the apprenticeship and how the staff will support the teenagers for increasing their practical knowledge. The main contents/ issues of the guidelines included Registration and admission of teenagers, Education-training, Customer service, maintaining record-registers including income and expenditure, Opening and closing time of workshop, security measures, administration and maintaining disciplines.
Activities: 2	<ul style="list-style-type: none"> - The existing training module is utilizing for practical experience and skills on light motor vehicle repair as well as human and child rights issues - Additionally, Printed booklets on Bangla language have been bought and utilizing also which is available in the local market and distributed to the all apprentices for their easy understanding. - Provided regular hands -on training on light vehicles to the apprentices following the developed module as well as booklets.
	<p>Completed successfully 1-one day training to the each batch of apprentices on customer/client dealing techniques for the teenaged/apprentices. Contents of the training included customer's behavioral analysis, their choice/expectation, how to serve/attend the customers, who will serve/attend the customers and how can improve customer services. The methodologies followed in the training were interactive discussion, role play and group works.</p> <ul style="list-style-type: none"> - Training on human, child and TU rights have been held in before completion of the course of the teenagers.

Activities: 3	<ul style="list-style-type: none"> - Completed successfully monthly, meetings of the MWTP including apprentices, staff and Management during the project period. - Completed successfully guardians/parents meetings to discuss the parental responsibilities, rules and procedures of the WTP as well as their parental responsibilities to the apprentices. Parents are also being asked to make any suggestions / comments for the development of MWTP activities.
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		- Annual review/evaluation meeting has completed.
Activities: 4		- The apprentices are continuing to render services to the private paying customers by fixing up motor cycle and repairing light vehicles and earn revenue with help from the trained mechanics / staff.
Activities:5		- A total of 62 teenagers out 72 (10 dropped out) have successfully completed a one year apprenticeship course as motor mechanics and distributed certificate to them with the presence of their guardians, local community people.

9. Efficiency

The following training materials/ information materials have been produced by the MWTP; such as-

01. Technical/hands on training manuals
02. Training course of customer dealings
03. Child rights, Trade union rights and other human rights
04. Orientation on health and safety at workplace
05. Orientation on job searching

10. Fulfilment of objectives

Development Objectives:

To create self-employment opportunities and economic empowerment for disadvantaged teenagers to enable them to become self - sustained.

Immediate objectives:

Immediate objective-1	:	<p>To develop an innovative and self-sustaining model for employment generation for disadvantaged teenagers containing hands-on technical training and information on human and child rights issues</p> <p>- the existing MWTP has been functioning by setting up all necessary equipments/machineries required for hands-on training for the teenagers/apprentices on light vehicles. This has created the opportunity for the motor mechanics graduates from CLEP in Tongi area to obtain practical knowledge by repairing and providing required services to the private customers of motor cycles and light vehicles. At the same time, the project has been earning revenue through providing that services to the private paying customers.</p> <p>- The project has been taking care of ensuring child rights, human rights and trade union rights for the apprentices / teenagers by organizing training programme. Besides that staffs and teenagers were oriented and trained how they will deal with the customer services, health, safety at workplace for the development of the MWTP.</p>
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Immediate Objective-2	<p>To enhance the professional qualifications of 72 teenagers and their possibilities for finding appropriate employment.</p> <p>- The Project has started its journey from April, 2006. A total of 62 among 72 teenagers have completed 12 months hands-on training (each batch 24 for 12 months) on light vehicle and received certificate. A total of 10 apprentices have been dropped out during the project period due to their family problems.</p>
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Indicators of achievement:

This part is already explained before. Please see the section 7 (outputs & target groups) on 2nd table.

Assumptions:

The successful implementation of the project is based on the following assumptions;

- a. The motor workshop project will be successful if there no major natural disaster like, flood, long lasting strike/hartal, excess rainfall that disrupts normal movement of the motor vehicles.
 - Though this assumption is valid, but during the project period it did not hampered seriously. It will remain valid.
- b. The project will receive adequate support from motor vehicle workshop associations, community people, guardian's of apprentices, trade unions, NGO's and Govt.
 - It will remain valid.
- c. The motor workshop team (staff and apprentices) will provide quality services to the satisfaction of the customers.
 - It will remain valid.
- d. The technical trainer's team are able of providing the apprentices with training of high quality in a cordial manner.
 - It will remain valid.
- e. A large number of light vehicles will be available in the workshop for providing services to the private paying customers for more income and sustainability of the project.
 - It will remain valid considering the market competition and customer satisfaction some technical services should be included such as electrical, denting, painting works of the light vehicle.

Lessons learned:

The Vehicle availability for the repairing and servicing is the main factor to provide hands-on training to the apprentices. So, manager has to be capable enough on customer service as well as to have the capacity in creating an environment in the locality in a way that a unique workshop is providing customer service in a satisfactory level, side by side helping street children. In this way the customers will have the impression that by getting service in the workshop, we are contributing to the society. That is why, we need a manager who has sound knowledge on customer service as well as who can properly motivate the customers.

11.Sustainability

Institutional sustainability:

Sustainability in Institutional terms would depend on the ability of the project to identify qualified staff as well as establishment appropriate structure including suitable venue to support the achievement of the overall objective of increasing future employment of the teenagers and change employer's attitude to apprentices of the motor workshop.

During project period April, 2006 to March, 2008 the BILS have dedicated substantial resources to the issue. To achieve the institutional sustainability the BILS has strived to employ and maintain qualified staff capable of working with the teenagers, involving their guardians, local employers and monitoring the progress and achievement of the project. BILS has strived to enhance teenager's future employment opportunities by gaining support from the local community as well as improve their future living and working conditions. The infrastructures of the motor workshop has been developed and established along with necessary equipment/machineries as a pilot basis in Tongi, Gazipur. Moreover, it is now necessary to find out more space of the motor workshop considering the future institutional development which is under process.

Political sustainability:

During the project period BILS has succeeded in involving the national trade union centres in putting the rights of child and teenagers in the new labour laws during project period. During the project, the representatives of national trade union centres as well as BILS is contributing in tripartite meetings to advocate for a national child labour policy and provide inputs and recommendations to ensure teenagers rights as per new labour laws. This indicates that the project has paved the way for discussions with the Government and Employers federation concerning policies and hence achieved some political sustainability.

Economic sustainability:

One of the main elements of the project is to develop a cost effective model for the motor workshop. During project planning a cost analysis had been carried out to assess the economic sustainability of the workshop. But considering the new situation, infrastructure, venue, market rate of materials/equipment, administrative cost, availability of light vehicles in local areas, and present status of the project a new qualitative cost analysis is needed for economic sustainability and exit plan during the extension period.

12. Identification of alternative

The designed objectives have been achieved successfully.

13. Need for further assistance

As the project has shifted to the new place and more equipments has installed, further contribution is needed from an expert to update the operational guideline and training manuals.

To include training course on denting, painting and electrical works of the light vehicles.

Review the existing CLEP Motor Mechanics training curriculum to establish more linked with the Motor Workshop training.

Conclusion: Establishment of motor workshop for teenagers is a unique and effective step which contributes to make Vocational training more attractive to the target groups. The initiative also sets a model to reduce adolescent exploitation in a name of Auto Mobile which is very common in Bangladesh.