

**Concept Note of  
The 38<sup>th</sup> Human Resource Management Learning Forum**

**“Seniority Payment and Staff Complaint Resolution”**

**19 July 2019, 8:00am – 5:00pm**

**Diakonia Center #19-21, Street 330, Boeung Keng Kang III, Chamkamorn, Phnom Penh**

**I. Introduction**

As the largest membership-based platform for Non-Governmental Organizations (NGOs) in Cambodia. By June 2019, the Cooperation Committee for Cambodia (CCC) has over 200 international and local NGOs as members, working on different development sectors in the country.

One of seven program strategies is **Learning and Capacity Development** for CCC members and other interested CSOs. Normally, CCC organizes four learning forum platform every year, learning forum on Human Resource Management (HRM), Monitoring and Evaluation (M & E), Information Communication Technology (ICT) and Finance Management forum, they are very importance to build the capacity of its members for better performance of their service delivery.

To ensure the quality of the learning forum CCC has formed the Working Groups to provide inputs and advice for NGO learning community in Cambodia. The Working Group will play role as an oversight committee to provide strategic and technical support to NGO community for effectiveness and efficiency development in Cambodia.

To keep responding to the needs of the NGO community, CCC will conducted the 38<sup>th</sup> Human Resource Management Learning Forum on **“Seniority Payment and Staff Complaint Resolution”**.

**II. Objectives of the Learning Forum**

- To review the outcome and impact of last HR learning forum
- To raise awareness and knowledge of seniority payment. (the calculation of the seniority payment).
- To share and make awareness on the draft sub-decree on the provisional fines on the offenses related to the law on auditing and accounting law
- To share and discuss on the staff complaint and resolution, then participant have more options to effectively deal with staff complaint
- To build up more network and relationship among HR practitioners and professionals for ongoing learning on HRM matters and related issues.

### III. Expected outputs

- Participants will get better understand of implementation of seniority payment and its calculation
- Participants have better understand on draft sub-decree and preparation plan to comply with the Law on Auditing and Accounting.
- Participants will gain more knowledge and practical experience on how effectively deal with staff complaint
- Participants have enhanced network of HR practitioners and professionals.

### IV. Target Participants

This HR learning forum is offered to a maximum of 100 participants from NGOs who are **HR practitioners and professionals**.

- There are 2 available seats per NGO who are CCC members (free of charge), if more than 2 will be charge participant fee for 25\$/person/course
- Participants from non-CCC members are welcomed with fee charge US\$ 50.00 per person

**Note:** Fee charge is based on CCC charging fee policy, and the fee will use as a contribution to support the forum's logistic arrangement.

### VI. Detailed Agenda

Time	Key Contents	Resource persons
07:30-08:20	Registration	<ul style="list-style-type: none"> <li>• CCC Team</li> </ul>
08:20-08:30	Anthems	<b>Mr. In Sithy, MC</b> Learning Specialist, CCC
	Welcome, introduction objectives of learning forum and general announcements	
08:30-08:50	Welcome and Opening Remarks	<b>Mr. Soeung Saroeun</b> Executive Director of CCC
08:50-09:20	<b>Session1:</b> Review learning points from previous HRM learning forum <ul style="list-style-type: none"> <li>• Performance Management</li> </ul>	<b>Ms. Soeung Satya,</b> HR Specialist, CCC
09:20-09:40	<b>Coffee Break</b>	All
09:40-12:00	<b>Session 2:</b> Presentation of Seniority Payment and relevant regulations (Instruction No. 58)	<b>Mr. Manh Narith, Ministry of Labor and Vocational Training</b>

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	<ul style="list-style-type: none"> <li>• Q &amp;A</li> </ul>	
12:00-01:30	<b>Lunch Break</b>	All
01:30-02:00	<b>Session 3:</b> Update result of consultative meeting on draft sub-decree on transitional fines on the offenses related to Law on Auditing and Accounting	<b>Mr. Yoeurng Sotheara</b> CAN Manager, CCC
02:00-02:30	<b>Session 4:</b> Short presentation of Complaint and Resolution	<b>Mr. Chhoun Vuthy,</b> HR Manager of PSI/C
02:30-03:30	<b>Session 5:</b> Panel discussion on Effective Staff Complaint Resolution <ul style="list-style-type: none"> <li>• Q &amp;A</li> </ul>	<b>Panelist:</b> Mr. Khorn Bunthong, Moderator Mr. Chhoun Vuthy, PSI/C Ms. Heng Rotana, WVI
3:30-3:50	<b>Coffee Break</b>	All
03:50-04:10	- General Reflection of HR Learning Forum	<ul style="list-style-type: none"> <li>• All participants</li> </ul>
4:10-4:30	- Discussion on the Next Topics - Participant's Feedback	CCC Team
4:30-4:50	<b>Conclusion and Closing</b>	CCC or Working Group member

**Note:** CCC reserves the rights to change the agenda based on the availability of the speakers and time constraints.

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