

Taiwan Labor e-Quarterly

Council of Labor Affairs, Executive Yuan

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Quarterly Focus



▲ Enterprise encourages work-life balance (Photo Provided by EPISTAR Corporation)

The Council of Labor Affairs encourages enterprises to promote work-life balance for a win-win situation for workers and management

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The Council of Labor Affairs encourages enterprises to promote work-life balance for a win-win situation for workers and management

The importance and development of work-life balance

In today's era of globalization, both enterprises and individuals are faced with intense competition and challenges. With changes in industrial and family structures, enterprises must have a stable and creative labor force in order to maintain competitiveness; only then can they blaze new trails and gain profit. Therefore, only by creating a supportive work environment, looking after employee and their families, valuing employees' career plans and self-actualization, ensuring work-life balance, encouraging them to exhibit enthusiasm and potential in their work and improving employee solidarity and satisfaction can enterprises attract and retain exceptional talent and improve productivity, thereby increasing productivity and national competitiveness in society. Promoting work-life

balance is therefore more than simply an important issue of labor welfare and enterprise management, it is also crucial to sustainable development policies in national society at large.

How enterprises can encourage work-life balance

Work-life balance is a position of caring about employees' lives and work. If employers foster a corporate culture of care and respect, this allows employee to attend to issues in their personal and family lives as well as in their work, thus alleviating stress caused by an imbalance between life and work, and allowing them to shoulder responsibilities in work and family in a healthy manner. This encourages greater achievement at work, and at the same time fosters harmonious family relations and

a rich social and leisure life, allowing fulfillment of potential and self-actualization. The enterprise will then benefit from a stable and healthy work force, maintaining sustainable competitiveness.

Methods of encouraging work-life balance can be divided into three aspects: “autonomy and accomplishment in work”, “care and family support” and “physical and mental health and safety”.

1. Autonomy and accomplishment at work

(1) Flexible hours and flexible work

Enterprises can provide employees with the option of a flexible working schedule above that required by law, for example flexible work hours, concentrated work hours or by agreeing to flexible work arrangements such as working from home or sharing work. Employees can therefore enjoy autonomy in arranging their work and hours, reducing distractions caused by anxiety about family while improving employee satisfaction. The enterprise can therefore retain skilled and talented personnel, reducing the costs of recruiting and retraining.

(2) Multiple leave programs

Enterprises can provide employees with multiple leave programs beyond what is required by law. This flexibility in leave options could be beneficial to employees who need emergency personal leaves to tend to family matters, or to those who need the flexibility for leisure activities or for participation in voluntary social work. Allowing employees access to multiple leave programs allows them to attend to their families and fulfill self-actualization, which in turn allows them to invest fully in their work. Enterprises can thereby attract exceptional talents and enhance enterprise image.

(3) Employee career development

Enterprises should encourage employees to undertake further study by providing courses and opportunities for studying, as well as subsidies, study leave and unpaid long-term leave. This would be beneficial to employee career development and the accumulation of professional knowledge, inspiring enthusiasm and potential. Aside from benefitting from retaining talented personnel and improving employees' professional knowledge, this can also improve the enterprise's productivity and competitiveness.

2. Family care and support

(1) Enterprises can provide pregnant employees with protective maternity measures, or provide childcare facilities or programs for employees' children, as well as information on childcare services, crèches, after-school pick-up and drop-off, as well as assistance in resuming work after parental leave. In addition, enterprises can provide waiting rooms or temporary care spaces for elderly family members, children or family members needing temporary supervision, allowing employees to work with their minds at ease, consolidating solidarity with the enterprise.

(2) Enterprises can organize ‘family days’, allowing employee's children and family members to visit the workplace, as well as providing insurance for

their dependents or scholarships for their children. The enterprise can enhance a sense of identity and satisfaction with the enterprise among employees and their families, reducing employee turnover in turn.

3. Mental and physical health and safety

(1) Enterprises can provide employees with assistance programs such as lectures, consultation and counseling services in marriage, family, finance, law, stress management, and workplace adaptation. This can help to stabilize employee's mental and physical wellbeing, improve employee performance and concentration, and thereby improving morale and vitality in the organization.

(2) Enterprises can promote health in the workplace, guidance for healthy living, healthy diet and stress relief in the workplace. By providing multiple channels and methods for healthy workplace, enterprises can reduce operational costs caused by occupational injury-related sick leave.

(3) The enterprise can redesign jobs and provide job rotation or simplify work procedures to combat issues caused by work overload, occupational hazards, disability and middle or old-aged. This can help to stabilize their work, avoid overwork, reduce occupational accidents and potential lawsuits and legal disputes.

The Council of Labor Affairs encourages enterprises to institute strategies to promote work-life balance

In order to encourage enterprises to promote work-life balance, the Council of Labor Affairs advocates family-friendly and workplace-friendly strategies through training, guidance and commendation. These programs have actively helped enterprises in setting up work-life balance mechanisms, developing measures and systems that benefit employees' mental and physical health as well as family care, helping employees to balance their work and family responsibilities.

Measures to promote work-life balance include:

1. Organizing awareness and demonstration activities on work-life balance to enhance business involvement.

Organizing awareness, research and demonstration of issues on corporate childcare, employee assistance programs and work-life balance to strengthen the recognition of the contents and methods involved in work-life balance among management and employees. This encourages mutual study and communication within the enterprise, thereby improving services, and promoting professional knowledge and skills.

2. Compiling service promotion manuals, promoting the methods by which service mechanisms are put in place.

Collecting the experiences that enterprises have in promoting work-life balance to compile promotion manuals



▲ Enterprise holds various activities to promote employees well-being(Photo Provided by Corning Inc's LCD Tainan plant)

on work-life balance, corporate childcare and employee assistance programs. This will help the enterprise to understand the promotional steps and key elements involved in establishing service mechanisms.

3. Establishing website, providing the enterprise with new information and new knowledge

Establishing website on work-life balance, corporate childcare and employee assistance programs to provide a learning resource containing conceptual content, methods, experiences and resources relating to work-life balance. This provides the enterprise with quick and convenient channels to access various types of service resources and new knowledge.

4. Involving in-house expert guidance system to help enterprises to institute work-life balance mechanisms

Establishing in-house expert guidance groups can help enterprises to provide customized service models and unique assessment and proposal programs that are based on their organizational culture, work style and employee needs. Enterprises can then institute various measures beneficial to employee's mental and physical balance and work-life balance.

5. Commending excellent enterprises

In recognition of enterprises' success and endeavor in promoting work-life balance and to ensure the effectiveness of mutual learning and emulation, in 2011

the Council of Labor Affairs commended enterprises with the best employee assistance programs, and it 2012 commended enterprises with excellent childcare programs. The CLA is planning to host Work-life balance Award to commend excellent examples of enterprises in hope of promoting the concept and ensuring that the notion of work-life balance permeates all professional units.

6. Sponsoring corporate systems and measures that promote work-life balance

In order to support enterprises that promote work-life balance, work-life balance sponsorship plan has been drawn up to provide subsidies to carefully selected enterprises that have established training, activities, facilities and advocacy to promote work-life balance, thereby encouraging all enterprises to set up work-life balance mechanisms and measures to effectively balance the responsibilities of work, life and family.

Conclusion

Energetic, productive individuals are the cornerstone on which enterprises and society rely on for development and growth. The Council of Labor Affairs will continue to expand its advocacy of the concept of work-life balance, actively guiding enterprises to set up work-life balance mechanisms and measures to ensure that every individual can work enthusiastically and live happily. In doing so, enterprises can tread new ground in fostering a working atmosphere of high achievement and solidarity, improving competitiveness, creating a mutually beneficial happy workplace, and ensuring in turn that the nation possesses a vigorous and sturdy workforce.



The Council of Labor Affairs will enact a Mentoring Program to increase technical skill among young people

Under the impact of globalization and the development of a knowledge economy, today's new generation has to develop a richer and more diverse set of career appropriate skills. In order to assist young people in finding employment, the Bureau of Employment and Vocational Training, Council of Labor Affairs, Executive Yuan, integrates government resources and cooperating with the private sector in different stages to implement relevant employment training measures. These include Subsidizing Colleges for Sponsoring Placement Courses, Dual Track Vocational Training Project, Industry-Academy-Training Center Co-op Program, Youth Placement Flag-ship Program, Guidelines for Youth Employment Subsidy and others. This will serve to curtail the gap between education and required skills and to alleviate the problem of structural unemployment.

Furthermore, in order to improve the technical skills of young people and increase their opportunities to find work or to start their own business, the Mentoring Program is established. The program aims to systemize mentoring practices in private sectors (those with ten employees or less or self-employed individuals), and have employment centers assess the need for appropriate training. Vocational training centers will then help the participants draw up a customized training plan to bridge skills and experience that can be passed on and help young people to develop another effective route to employment or entrepreneurship.

Why do we need mentorship?

Mentorship is a strategy that helps individuals to develop their career. A person who is willing to seek a mentor can learn and grow in many respects, acquiring from the mentor knowledge, professionalism, values, technical skills, vision, a good attitude and companionship, among other things. At the same time they will have a unique opportunity to gain the mentor's protection, guidance, encouragement and support. With the support of the mentor, the apprentice will enrich their learning and career development. On the other hand, a mentor who takes on an apprentice is able to constantly enrich their own knowledge and skills. By cooperating with and helping the apprentice they are able to accomplish more goals and ideals, through the process of mentoring they gain affirmation and a sense of achievement. Mentorship is an important way of achieving both the mentor and the apprentice's career development aims.

A summary of the Mentoring Program

1. Purpose:

To improve the technical skills of young people, by passing on work experience and skills through the guidance of a mentor and, ultimately, through this process help them find employment.

2. Method and Duration of Training:

In the Mentoring Program, a highly qualified mentor will guide a young person who has signed up for training in learning new skills. Through close instructive interaction, they

will guide the apprentice in building employment and career development skills in a practical training environment. The duration and method of training is to be agreed upon by the mentor and apprentice, but the total training time for each month should be more than 100 hours.

3. Duration of Subsidy:

The longest period of training covered by the program subsidy is one year. However, if the vocational training center decided that more training is needed, it can be extended by a maximum of one year.

4. Qualification of apprentice:

Republic of China citizens between the ages of 18 and 29 not in school nor employment.

5. Qualification of mentor:

Those working in businesses of ten employees or less or self-employed individuals with special knowledge of how to conduct the type of vocational training in this program, and have at least five years of work experience or equivalent qualifications.

6. Method of Subsidy and Amount:

Each mentor will receive a subsidy of NT\$5,000 per month for each apprentice taken. Each apprentice will receive NT\$10,000 per month.

7. Feedback on the Effectiveness of Training:

At the end of the subsidized period, the employment situation of the apprentice and the skills they have learned will be used to evaluate the mentor's training performance. This evaluation is to be uploaded to the mentor and apprentice exchange platform by the vocational training centers.

Conclusion

Helping young people to expand their horizon in improving their ability to find employment has long been one of the most important tasks for the Bureau of Employment and Vocational Training. In order to give young people more opportunities for career development and to gain excellent traditional employment skills, promotion of systemized programs is necessary to achieve the objective of sustainable skill continuation. At the present stage (2013) we will offer 25 different types of vocational training: conference and exhibition personnel, comic book illustrators, metallic sand mold manufacturing, metal surface treatment personnel and others. In Taiwan, we don't have the so called sunset industries, we only have companies or manpower that lag behind because they lack technical expertise. Occupations have no social class differences, they are all created equally. The more important thing is that in each trade people can do their jobs and are willing to do them and do them well and with proficiency. When occupational authority is established, Taiwan will have a better society.



The Council of Labor Affairs launches a cross-sector employment allowance to help unemployed workers to find employment in other sectors

In order to counter the problem of regional lack of jobs, lower the barriers for unemployed workers to find work in other areas and to help them get back to work as quickly as possible, the Council of Labor Affairs of the Executive Yuan (CLA) launched the “Cross-sector Employment Allowance” program on October 18, 2013, to help to restore the balance between those seeking and offering employment.

Pursuant to provisions on cross-sector employment allowance in Implementation Regulations for the Employment Promotion of Employment Insurance, workers who have been continually out of work for at least 3 months or who did not leave their jobs voluntarily can register for job seeking at any public employment service agency of the Bureau of Employment and Vocational Training (BEVT). If, after having received assistance from the public employment service agency, a jobseeker cannot find vacancies in their region that match their skills or anticipated employment type, they may be recommended cross-sector employment if they express an interest in cross-sector employment, and may subsequently receive the relevant allowance.

The allowance includes a moving allowance, rent allowance and transportation allowance. If the unemployed worker finds work more 30 kilometers away from their current residence, they may apply for moving and rent allowances after 30 days on the new job placement, to move within 30 kilometers of their work. The moving allowance is based on the actual cost of moving, with the highest possible amount being NT\$30,000. Rent allowance is 60% of the rent on the lease, with the highest possible amount being NT\$5,000 per month. Jobseekers who do not wish to move and must commute to their place

of employment may apply for a transportation allowance of between NT\$1,000 and NT\$3,000 based on the distance between the workplace and place of residence.

Provide willing workers with employment incentive to work in 3K (difficult, dirty and dangerous) industries

In addition, the CLA provides willing workers with employment incentive for working in 3K (difficult, dirty and dangerous) industries. Therefore, if a worker's cross-sector employment involves certain processes or working schedules, according to the regulations, they can apply for this employment incentive as well as the cross-sector employment allowance. For the first two months, this stands at NT\$3,000, and increases to NT\$5,000 from the third month on. Each worker may receive the incentive for up to twelve months, or a total possible incentive of NT\$56,000.

The cross-sector employment allowance and employment incentive not only provide further opportunities for jobseekers to find work in other places, reduce the barriers posed by distance and help disadvantaged workers who are less willing to seek work in other sectors to return to work as quickly as possible. These programs can also help to reduce imbalances in employment between regions and industries. If any member of the public would like to know more about these programs, they can call the free service line at 0800-777-888, or visit a nearby Bureau of Employment and Vocational Training public employment service station for a thorough explanation.



Minimum hourly wage will be increased to NT\$115 from January 1, 2014; Monthly minimum wage will be increased to NT\$19,273 from July 1, 2014

The purpose of the minimum wage is to protect the basic livelihood of workers. Article 21 of Labor Standards Act stipulates the amount of remuneration should be determined through negotiations between employer and employee, but must exceed the minimum wage. The minimum wage is set by the Minimum Wage Commission established by the central competent body, the Council of Labor Affairs (CLA) and then approved by the Executive Yuan. In order to ensure a basic standard of living and to maintain purchasing power of workers, the CLA will continue to examine the minimum wage and adjust it accordingly.

Beginning January 1, 2014, the minimum hourly wage of NT\$109 will be increased to NT\$115, and from July 1, 2014, the monthly minimum wage of NT\$19,047 will be increased to NT\$19,273. Any wage agreed between labor and management that is below the minimum wage after this change should be adjusted in accordance with the law.

For any queries about the minimum wage please refer to the CLA website (<http://www.cla.gov.tw>) or call the CLA's 1955 service line.



Beginning April 1, 2014, the Labor Standards Act (LSA) shall apply to lawyers working in the legal services industry

In accordance with Paragraph 3, Article 3 of the Labor Standards Act (LSA), the Council of Labor Affairs (CLA) discussed the relaxation of the law to accommodate workers in all fields not yet covered by the act. On numerous occasions, the CLA invited the Ministry of Justice and representatives from major law associations to discuss on the feasibility of applying the LSA to law professionals working in the legal services industry. Since the ground for not including lawyers working in the legal services industry no longer exists, it was concluded that they should gain the protection of said law. It was also agreed upon that

institutions should be given a grace period in which to reach the standards stipulated in the LSA. Hence, beginning on April 1, 2014, the LSA will apply to all lawyers working in the legal services industry. This will benefit an estimated 7,500 people.

The CLA will continue to evaluate and deliberate as to whether the LSA should be applied to workers from other sectors that are not yet covered by the act, to ensure that the rights, benefits and working conditions of more workers are brought under the protection of the law.



The launch of iCAP; international Competency-based Program (CBP) exchange

In recent years, globalization and the rise of emerging industrial nations, Taiwanese industries are faced with fiercer international competition, that in turn spurs changes in industrial structure, moving from subcontracted production to the direction of high added value. This results in every industry to engage in active innovation and enhance both ends of the value chain (research and development and brand channel). The demand for talents has therefore become even more intense.

In order to enhance the efficacy of cultivating talents, the Bureau of Employment and Vocational Training (BEVT) has integrated occupational competency standards set by various departments in accordance with the Vocational Training Act and, since 2012, the Bureau has promoted measures relating to competency development and application, including the establishment of a cross-departmental coordination platform mechanism to link together the resources of different departments, setting the main points as a basis for promotion of competency development and application, and researching and stipulating occupational competency standards and course quality control mechanism. The Bureau also established the iCAP (Integrated Competency and Application Platform), providing a single channel for all industries to consult on questions regarding Occupational Competency Standard and Competency-based Program (CBP), thus giving the benefits of sharing resources. Thirty-one occupational competency standards set over the years by various

departments have been compiled as a reference for industry. Compilation will continue and will be used as the basis for promoting Taiwan's competency system.

Moreover, in consideration of the specialized nature of competency promotion, to accelerate talent training autonomy in Taiwan, the BEVT also actively promotes international exchange and collaboration events to raise the level of training planning and evaluation for occupational trainers. In 2013, the Bureau maintained and promoted bilateral Taiwan-Australian occupational education and training affairs cooperation and introduced the international Competency-Based Program (CBP). With the help of TAFE Directors Australia (TDA), competencies relating to the planning, development and evaluation of training will be learned, and Taiwanese CBP planning seed personnel nurtured. In the future, as experience spreads, the development of a training industry will be promoted, thereby improving the quality of Taiwan's workforce.

While Taiwan initiated its occupational competency standards somewhat late, through international cooperation, and conforming to the needs of industry and national employment, by launching policies and measures relating to competency and application, we will be able to shorten the development time for Taiwan's competency systems and also actively align with international standards. The launching of iCAP will start up the engine of Taiwanese competency systems, giving a boost to the competitiveness of Taiwanese industry.



International Technical Skills Training Seminar Participants from Germany, Australia and South Korea discuss and share technical skills experience

A tidal wave of unemployment is currently sweeping the world's younger generation. In order to respond to this profound crisis and help the younger generation enter the job market, while simultaneously resolving the differences between what is learned in schools and what is needed by the industry, the Bureau of Employment and Vocational Training (BEVT) held a one and a half day International Technical Skills Training Seminar at National Taipei University of Technology on September 24-25, 2013. It was hoped that Taiwanese participants could expand their international horizons and stimulate innovative thinking through hearing about innovative training methods used in Germany, South Korea, Australia and other countries. Through discussions between international speakers, young scholars and Taiwanese participants from various professional strata carried out exchange of knowledge.

Dr. Roland Wein, Executive Director of the German Trade Office Taipei, and Dr. Wolfgang Müller, EU Representative for the German Federal Employment Agency were invited to share their experiences of Germany's dual-track system. They said that Germany is a country which emphasizes pragmatism, efficiency and practices what one preaches. In order to ensure the effectiveness of their employment training, they emphasize that mid- and basic-level personnel training should be built upon a dual-track learning to allow students to master useful skills, parallel foundation of close cooperation between industry and schools, and ensuring that theoretical education in schools can integrate with pragmatic training in businesses. They ensure that, while students are completing a company's directed, planned and systematic training, they are also able to obtain academic diplomas, applying what they learned in practice and immediately having a useful role to play in society and the nation.

The seminar also invited Professor Kim, president of Korea's Daegu Kyungpook Mechanical and Technological High School to share experiences of Korea's elite high schools and master vocational high school system. Professor Kim explained that his school is a "master high school" that trains students in specialized skills required by companies, designing courses to match industry demand. They have small classes of around 20 students, and provide full subsidies to cover tuition, accommodation and incidental costs. In addition to internships within South Korea, they provide



▲ The lively interaction between the speakers and attendees at the International Technical Skills Training Seminar

opportunities for internships abroad. Employment rates of their graduates stand at 100%. They have also established an elite class, which has won 18 titles at WorldSkills International; this year, they won the competition for the 4th consecutive year.

Mr. Anthony Tyrrel, Executive Officer of TAFE Directors Australia (TDA), was invited to share his experiences of Australia's technical and vocational education and training policies and methods. In Australia, Vocational and Educational Training (VET) quality authorities provide universal training standards for all public and private VET institutions, while the Australian Qualifications Framework (AQF) regulates education and training from the elementary to higher education levels. Their system is a good reference for Taiwan's vocational education. The BEVT plans to establish an Integrated Competency and Application System, as well as introducing international Competency-based Program (CBP).

Hao Feng-ming, Deputy Minister of the CLA, stated that in this age of soaring global unemployment among young people, previously neglected areas of technical and vocational education are becoming more popular. The government is committed to the issue of employment for the young, and will continue to promote various employment stimulus measures, supporting employment matching and providing employment training resources in order to help young people find employment. For example, one of the Young Talent Cultivation Initiative programs is the Dual System of Vocational Training Project in Taiwan, which targets young Taiwanese with junior high school educational level and above. While schools provide an academic education, it is the responsibility of a business to provide on-the-job training, nurturing high quality staff with specialized technical skills.



The Council of Labor Affairs invited experts to examine Taiwan's compliance with the International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families

In 2012, the Taiwan government presented their initial country report on Taiwan's compliance with "the Two Covenants", and this year (2013) convened a first international meeting to review the report. Ten international human rights experts were invited to Taiwan to evaluate whether the Taiwan government had fulfilled their obligations under the covenants. In Point 11 of their concluding observations and recommendations, independent international experts suggested that the Taiwan government should launch the necessary preparatory procedures for ratification of the International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families so as to implement this convention (ICRMW) at the earliest possible moment.

The International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families was passed on December 18, 1990, as Resolution 45/158 of the United Nations. In accordance with the regulations set out in Article 87, the convention came into force on July 1, 2003. By April 27, 2012, a total of 45 states had become signatories to the International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families.

As the convention concerns the rights of migrant workers and their families to medical treatment, education, judicature, electoral privileges, social welfare, insurance and the like, and also concerns for international relations, national sovereignty, national security, the orientation of government policy on immigration and related issues, its remit is comparatively broad. To advance the examination process necessary for ratification of this convention, on August 26 this year, the CLA convened a public hearing

to discuss the International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families. Civil groups participating in the meeting mostly gave their support, and felt Taiwan should join the convention.

In addition, to bring the process of examination of the convention provides in line with the spirit of the International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families, on October 29 and November 13, expert meetings were convened to discuss the articles of the convention and any disparities with Taiwan's ordinance. Experts and scholars invited to attend included Professor Huang Mo of the Department of Political Science of Soochow University, Professor Deng Yan-sen of the Department of Law of Soochow University, Professor Huang Song-li from Yang-ming University's Public Health Research Institute, and Professor Lan Ke-zheng and Professor Liu-huang Li-juan from the Department of Labor Relations of National Chung Cheng University and Sister Wei Wei of Xinshi Catholic Social Services Center. Related governmental departments (Judicial Yuan, Ministry of the Interior, Ministry of Foreign Affairs, Ministry of Justice, Ministry of Health and Welfare, Council of Agriculture, Ministry of Education, Ministry of Culture, the Ministry of Economic Affairs, Ministry of Finance, the Central Bank of the Republic of China, Financial Supervisory Commission) were also invited to send representatives to attend. They debated issues including the path to follow regarding examination of the convention, in order to strengthen and unite each department in moving forwards with such work. In future, this body will continue to uphold an open-minded attitude throughout the examination process to determine the ratification of the convention.



Burkina Faso's Minister for Youth & Employment leads a delegation on a visit to Taiwan to promote cooperation

S.E.M. Basga Emile Dialla, Minister for Youth & Employment for the ROC's West African diplomatic ally Burkina Faso, led a delegation comprising of the ministry's General Director of Training, M. Ambroise Bakyono, General Director of Research & Statistics, M. Hugues Christian Lingani, and the head coordinator of Fondation Lucie Kaboré Traoré (LKT,) Mme Lucie Traore, to Taiwan from November 10 to 14, 2013.

This was Minister Dialla's first visit to Taiwan; the main purpose of the visit was to observe Taiwan's vocational training and industry-school cooperation measures. During the visit, in addition to visiting the CLA minister, the delegation also visited the Central Training Center of the Bureau of Employment and Vocational Training to take part in the Burkina Faso Skills Testing Training Course opening ceremony. This training course has nine participants from Burkina Faso government agencies; Vocational training and education cooperation between the two countries will help deepen bilateral relations.✎



▲ The CLA's Minister Pan Shih-wei and Minister Dialla



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行政院勞工委員會
Council of Labor Affairs, Executive Yuan

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專題報導



▲企業推動工作與生活平衡(晶元光電提供照片)

行政院勞工委員會 鼓勵企業推動「工作與生活平衡」， 共創勞資雙贏

政策法規

- 》行政院勞工委員會為提升青年專業技術能力，推動「明師高徒計畫」
- 》行政院勞工委員會開辦「跨域就業津貼」，協助失業勞工跨域就業
- 》自明(103)年1月1日起，每小時基本工資調整至115元；自103年7月1日起，每月基本工資調整至19,273元
- 》指定法律服務業僱用之律師，自103年4月1日起適用勞動基準法

新聞瞭望

- 》啟動職能基準應用平臺建置，引進國際職能導向課程交流
- 》國際技職訓練研習會—德、澳、韓國技職探討與經驗交流
- 》行政院勞工委員會邀請專家學者檢視我國「保護所有移民及其家庭成員權利國際公約」
- 》布吉納法索青年暨就業部長迪亞拉率團訪華，促進台布合作



行政院勞工委員會 鼓勵企業推動「工作與生活平衡」，共創勞資雙贏

工作與生活平衡的發展背景與重要性

全球化時代，企業及個人都面對激烈的競爭與挑戰，在產業結構與家庭型態變遷的趨勢下，企業為維持競爭力，需要有穩定及創意的勞動力，才能突破創新、獲取利潤。因而唯有創造正向支持的工作環境，照顧員工及其家庭，重視員工的職涯規畫與自我實現，使員工「工作與生活平衡」，在工作上發揮熱情與潛能，提升向心力及滿意度，才能吸引及留住優秀人才，提高生產效益，國家社會也因而能厚植生產力及競爭力。因此，推動「工作與

生活平衡」，不僅是勞工福祉與企業經營的重要議題，更是攸關國家社會永續發展的重要政策。

企業推動工作與生活平衡的作法

「工作與生活平衡」是站在關懷勞工工作與生活的立場，透過企業雇主建立關懷與尊重的企業文化，推行讓員工除了工作之外，同時兼顧個人及家庭生活的措施，緩和因工作與生活失衡而造成的壓力，使個人在身心健康的狀態下，樂於承擔工作與家庭責任，獲得工作成就，享受和諧的家庭關係、

豐富的社會參與及休閒生活，使個人發揮潛能與自我實現，企業也因此擁有穩定及健康的人力資源，保持永續經營的競爭力。

企業在推動「工作與生活平衡」的作法，可分為「工作自主與成就」、「家庭關懷與支持」及「身心健康與安全」等三面向：

一、工作自主與成就

(一) 彈性工時與靈活工作

企業提供員工優於法令之彈性工作時間安排，如彈性工時、集中工時，或同意員工靈活安排工作，如在家工作、工作分享等。員工得以自主安排工時及工作，減低因家庭照顧帶來的分心焦慮，增加員工滿意度，企業因而留住熟手及人才，減少重新訓練人事成本。

(二) 多元休假方案

企業提供優於法令的多元假期，利於員工規畫家庭照顧，安排生活休閒及從事社會參與，如陪伴長者、幼兒或家人生病就醫治療之緊急假、更寬裕的家庭照顧假，或是讓員工享有志工（公益）假，鼓勵關懷社區及弱勢等。讓員工因有多元休假，得以兼顧家庭照顧及自我實現，因而全心投入工作，企業可藉此吸引優秀人才，進而提高企業形象。

(三) 員工職涯發展

企業鼓勵員工進修，提供進修課程與管道、進修補助、進修假及留職停薪進修等，協助員工職涯發展及累積專業知能，激發工作熱情及潛能，企業除留住人才外，因員工專業知能提升，進而強化企業生產力與競爭優勢。

二、家庭關懷與支持

(一) 企業提供懷孕員工母性保護友善措施，或針對員工子女提供托兒設施或措施、照顧服務資訊及諮詢、兒童遊戲室、子女課後安親接送，以及育嬰留職停薪復職協助等；另針對員工家中長者、幼兒或需要臨時照顧的家庭成員設置眷屬休息室或臨時照顧空間等，使員工安心工作，凝聚對公司向心力。

(二) 企業舉辦「家庭日」讓員工子女或家屬參訪職場、提供員工眷屬保險、員工子女獎學金等。企業因善待員工及其家庭，增加員工及

家屬對企業的認同感及滿意度，減少員工離職率。

三、身心健康與安全

(一) 企業提供員工婚姻、家庭、理財、法律、壓力管理、情緒紓發、工作調適等講座及諮詢或諮商服務等員工協助措施，穩定員工身心狀態，使員工效率專注工作，提升企業組織士氣與活力。

(二) 企業推動職場健康、健康生活指導、健康飲食及職場紓壓，提供多元身心調適管道與方式，減少員工因公傷病假缺勤帶來的營運成本。

(三) 企業針對工作負荷過重、職業災害、身心障礙、中高齡勞工，提供職務再設計、輪調或工作流程簡化等措施，協助其穩定工作，避免過勞，減低工安意外事故及可能發生的訴訟或糾紛。

勞委會鼓勵企業推動「工作與生活平衡」之實施策略

勞委會為鼓勵企業推動「工作與生活平衡」，建構友善家庭及職場，透過宣導、輔導及表揚等策略，積極協助企業建立「工作生活平衡」機制，發展有益於員工身心健康、家庭照顧的措施及制度，以利員工兼顧工作與家庭照顧。

推動「工作與生活平衡」實施策略如下：

一、辦理「工作與生活平衡」宣導暨觀摩，提升事業單位推動知能

辦理「企業托兒」、「員工協助方案」及「工作與生活平衡」等議題之宣導、研習與觀摩，增強企業相關業務主管及同仁對「工作與生活平衡」內涵與作法之認識，促進企業間相互學習交流，提升服務推動專業知能。

二、編印服務推動手冊，推廣建置服務機制的作法

彙整企業推動「工作與生活平衡」經驗，編印「工作與生活平衡」、「企業托兒」及「員工協助方案」等推動手冊，使企業瞭解建置服務機制的推動步驟及成功關鍵因素等作法。



▲ 企業辦理各類運動賽事及社團活動，促進員工身心健康(台灣康寧顯示玻璃台南廠提供照片)

三、建置網站資訊平臺，提供企業推動資訊新知

設置「工作與生活平衡」、「企業托兒」及「勞工紓壓健康網—員工協助方案專區」資訊平臺，提供有關「工作與生活平衡」的理念內涵、措施作法、經驗分享及資源等資訊供企業學習參考，使企業得以便捷快速管道獲取各項服務資源及新知。

四、成立專家入場輔導制度，協助企業建置「工作生活平衡」機制

成立「專家入場輔導小組」，協助企業依其組織文化、工作型態與員工需求，提供客制化之服務模式及特色方案評估建議，俾利企業建置各項有助於員工身心平衡的「工作與生活平衡」措施。

五、辦理優良企業選拔表揚

為肯定事業單位推動「工作與生活平衡」之成效與用心，並收相互觀摩學習之效，勞委會於100年辦理員工協助方案優良事業單位表揚，101年辦理企業托兒績優單位表揚，並規畫辦理「工作生活平衡獎」

優良事業單位選拔，廣徵企業推動績優範例，透過廣宣行銷，使「工作生活平衡」理念深入事業單位，蔚為風潮。

六、補助企業推動「工作與生活平衡」措施

為支持企業推動「工作與生活平衡」，訂定「推動工作與平衡補助計畫」，針對企業辦理「工作與生活平衡」的教育訓練、活動、設施及宣導等項目，經審核後予以補助，以鼓勵企業建立工作生活平衡機制及措施，有效平衡勞工工作、生活及家庭照顧責任。

結語

有活力、生產力的個人，是企業與社會得以延續強健的基石，因此，勞委會未來將持續擴大宣導「工作與生活平衡」理念，積極輔導企業建立「工作與生活平衡」機制與措施，以使個人能熱情工作，快樂生活，企業在高績效及向心力的工作團隊下定能突破創新，提升競爭力，打造勞資雙贏的快樂職場，使國家社會擁有蓬勃強健的勞動生命力。

行政院勞工委員會為提升青年專業技術能力，推動「明師高徒計畫」

新世代青年於全球化與知識經濟發展之衝擊下，有必要發展更豐富多元的職涯適應能力。行政院勞工委員會職業訓練局為協助青年就業，依其不同階段整合政府資源與企業合作，已辦理相關職業訓練措施包括：補助大專校院辦理就業學程計畫、雙軌訓練旗艦計畫、產學訓合作訓練、青年就業旗艦計畫及青年就業讚計畫等，期以縮短學用落差並改善結構性失業問題。

另外，為強化青年技術能力，提升其就業或創業機會，特別推動「明師高徒計畫」，將隱藏於民間（10人以下事業單位、自營作業者）之師徒教導學習管道予以制度化，輔以就業服務中心協助適訓評估，由職業訓練中心引導師徒擬定客製化訓練內容，搭建起技術與經驗傳承管道，並為青年建構未來職涯發展另一條就業或創業的有效路徑。

為什麼我們需要師徒制

「師徒制（mentorship）是一種幫助個人職涯發展的策略。一個願意尋找師傅的人，他能從師傅身上獲得知識、專業、價值、技能、遠景、態度、友誼等學習成長，同時也得到師傅的保護、提攜、酬賞、掖進等獨有機會。徒弟因有師傅協助，能豐富個人學習和職涯發展。另一方面，師傅因帶領徒弟緣故，能不斷地豐富增長本身知識與技能，藉由徒弟之協助和合作，能完成更多目標與理想，並在師徒活動過程中獲得自我肯定與實現。師徒制是有效促使師徒雙方完成個人職涯發展目標的重要策略之一。

明師高徒計畫內容簡介

一、目的：

為提升青年專業技術能力，透過師徒教導之訓練傳承工作技能及經驗，促進其就業。

二、訓練模式與訓練時間：

明師高徒計畫所稱師徒制，指透過經驗豐富之資深師傅帶領參訓青年學習技能，以師徒緊密之教

導互動，協助徒弟於實務訓練環境建構職涯發展及就業能力。訓練期間由師徒雙方依訓練職類、學習歷程等條件議定，且每月訓練時數應達100小時以上。

三、補助期間：

於訓練期間內最長補助1年。但經職訓中心評估技術養成需延長訓練者，最多得延長1年。

四、訓練對象：

具中華民國國籍，且年滿18歲以上29歲以下，非在學之未就業青年。

五、師傅資格：

受僱於10人以下事業單位或自營作業者。具備本計畫辦理訓練職類專長，且實際工作5年以上並符合其他條件資格。

六、補助方式及額度：

師傅指導每名徒弟每月補助5,000元。每名徒弟每月補助10,000元。

七、訓練實施效益之回饋：

訓練補助期滿後，徒弟之就業情形及訓練成果將作為師傅之訓練成效，並由職訓中心登入於師徒交流平臺專區。

結語

如何擴大青年就業力養成途徑，係職業訓練局長期以來視為最重要的工作之一，為使更多青年朋友在職涯的發展上有更多的發揮空間，並讓優秀的傳統職業技能，透過制度化推廣，達到技藝永續傳承之目的，現階段（102年）先提供25種訓練職類如：會展人員；插畫漫畫從業人員；金屬砂模製造及金屬表面處理人員等。在臺灣，沒有所謂夕陽產業，只有不深耕技術領域而落後的企業與勞動力。職業無分貴賤，一律平等，重點在於能否在各行各業中，不僅能做、會做，更要做得好、做得精通，一旦建立職業權威，也可讓臺灣成為一個更有生活品味的社會。

行政院勞工委員會開辦「跨域就業津貼」，協助失業勞工跨域就業

行政院勞工委員會（以下簡稱勞委會）為解決區域性缺工問題，及減低失業勞工異地就業的障礙，協助其儘速重回勞動市場就業，於102年10月18日開始推動「跨域就業津貼」措施，以增進求職求才供需平衡。

依勞委會所定的「就業保險促進就業實施辦法」中有關跨域就業津貼規定，失業期間連續達3個月以上或非自願離職勞工，親自向勞委會職業訓練局所屬公立就業服務機構辦理求職登記，經公立就業服務機構提供就業諮詢服務後，如當地就業職缺無法符合所具職能或期待任職的職類時，經徵詢失業勞工有跨域就業之意願，即可開立介紹卡推介其跨域就業，後續即可依規定給予相關津貼。

津貼的內容包含搬遷補助金、租屋補助金以及異地就業交通補助金，失業勞工經推介就業後，如就業地點距原居住地30公里以上，搬遷或租屋到就業地點在30公里以內，於就業30日以上後，即可申請搬遷或租屋補助。搬遷費用核實發給，最高發給新臺幣3萬元；租屋補助金以房屋租賃契約所列租金總額的60%核實發給，每月最高發給新臺幣5千元；對於不想搬遷到異地，而因就業有交

通往返事實的求職者，可申請核發異地就業交通補助金，依勞工就業地點與原日常居住處所的距離遠近，核發新臺幣1千元至3千元不等的補助。

對願從事3k產業的勞工提供就業獎勵

此外，勞委會針對願從事3k產業的勞工亦提供就業獎勵，因此，勞工如果跨域從事特定製程或特殊時程行業，並符合相關規定，除了可領取跨域就業津貼之外，還可以申請缺工就業獎勵，第1個月及第2個月，每月核發新臺幣3,000元，第3個月起，每月核發新臺幣5,000元，每人最長發給12個月，每人合計領取最高新臺幣5萬6,000元。

透過「跨域就業津貼」與「缺工就業獎勵」這兩項措施，不但可以增加失業勞工至外地就業的機會，減少其因距離所致就業障礙，協助跨域就業意願低的弱勢勞工儘速重回勞動市場就業，更有助於紓緩區域性及產業性缺工情形，降低勞動市場的供需缺口。民衆如希望瞭解上述措施相關內容，即日起可撥打免付費的服務專線0800-777-888，或就近洽詢勞委會職業訓練局所屬的公立就業服務站，由專人提供相關說明。

自明103年1月1日起，每小時基本工資調整至115元；自103年7月1日起，每月基本工資調整至19,273元

基本工資主要是在保障勞工基本生活。依勞動基準法第21條規定，工資由勞雇雙方共同議定，但不得低於基本工資。基本工資是由中央主管機關（行政院勞工委員會）設基本工資審議委員會擬訂後，報請行政院核定。為保障勞工基本生活並維持購買力，勞委會未來仍將持續檢討基本工資，以維持勞工基本生活。

自明（103）年1月1日起，每小時基本工資由

109元調整至115元；103年7月1日起，每月基本工資調整由19,047元調整至19,273元。屆時，勞資雙方約定的工資如有低於調整後的基本工資者，應依法調整。

有關基本工資相關疑義，請參考勞委會網頁（<http://www.cla.gov.tw>）或電洽勞委會1955諮詢服務專線。



指定法律服務業僱用之律師 自103年4月1日起適用勞動基準法

勞委會依據勞動基準法第3條第3項規定，針對目前尚未適用勞動基準法各業及工作者進行擴大適用檢討。檢討法律服務業僱用的律師納入勞動基準法適用的可行性，經勞委會多次邀集法務部及各律師公會代表檢討研商，檢討結果為法律服務業僱用的律師已無不適用勞動基準法的理由，並獲致納入該法適用之共識。但是考量事業單位需適當的緩衝期，因此於近期指定法律服務業僱用的律師自103年4月1日起適用勞動基準法，受益勞工人數估計約7,500餘人。

勞委會將持續研議評估其他尚未適用勞動基準法之各業及工作者適用該法，使更多受僱勞工的勞動條件權益可獲得該法的保障。



啓動職能基準應用平臺建置， 引進國際職能導向課程交流

近年來，隨著全球化的風行以及新興工業國家的崛起，臺灣產業面臨更為激烈的國際競爭，促使我國產業結構逐漸轉型，從以前的代工生產朝向高附加價值的方向發展，因此各產業無不積極進行創新活動，追求提升價值鏈兩端（研發設計、品牌通路）的附加價值，因此對於人才需求更為殷切。

勞委會職訓局為提升人才培育效能，並依職業訓練法之規定整合各部會所定職能基準，因此自101年起推動職能發展與應用相關措施，包括建立跨部會協調平臺機制以連結跨部會資源、訂定職能發展及應用推動要點做為推動依據、研訂職能基準及課程品管機制以確保品質等。此外並建置「職能基準應用平臺」（iCAP- <http://icap.evta.gov.tw>），提供各界單一管道，查詢職能基準、職能導向課程等相關資訊，發揮資源共享效益，目前已彙收各部會歷年所訂職能基準共計31項，供各業參考應用，未來將持續彙收，做為我國職能體系推動的基礎。

再者，考量職能推動具相當專業性，為加速我國人才培育專業自主能量，勞委會職訓局亦積極推動國際交流合作活動，以有效提升我國職業訓練人員訓練規畫與評估能力。今（102）年為維持並促進臺灣與澳大利亞職業教育與訓練事務的雙邊合作，引進國際職能導向課程，透過澳洲技職教育聯盟協助，從訓練規畫、發展、評估等多面向切入，學習相關職能，培育我國職能導向課程規畫評量之種子人員，未來透過其經驗擴散，將可促進培訓產業發展，進而提升國家勞動力素質。

我國職能基準起步稍晚，然透過國際交流合作，並配合產業及國民就業發展之需要，啓動職能發展與應用相關政策措施，將可縮短我國職能體系發展時間，且積極與國際接軌，另透過職能基準應用平臺（iCAP）的啓動，將可發揮觸媒之效，點燃我國職能體系的運轉引擎，為我國產業競爭力再創成長動能。



新聞瞭望

國際技職訓練研習會 — 德、澳、韓國技職探討與經驗交流



▲ 國際技職訓練經驗研討會座談會現場講者及與會者互動熱絡

失業浪潮正席捲全球的年輕世代，為因應這項影響深遠的危機，協助年輕一代跨入就業市場，解決國內產學落差問題，行政院勞委會職業訓練局今（102）年9月24至25日在臺北科技大學舉辦為期一天半的國際技職研討會，期望國人藉由對德國、韓國、澳洲等國創新職訓作法有所瞭解，拓展國際視野及激發創新思維，並透過國際講者與國內各階層及青年學子之間的對話，發揮知識互動的研討效果。

本次研討會邀請德國經濟辦事處處長魏諾朗博士（Dr. Roland Wein）以及德國就服署駐歐盟代表沃夫岡·穆勒博士（Dr. Wolfgang Müller）分享德國雙軌制度，他們提到德國是一個高度講求身體力行、務實與效率的國家，為使其職類培訓產生積極的效果，首先強調中基層人才培育應奠定於產學密切合作的雙軌並行基礎上，使學校的理論教育能充分與企業的實務培訓相結合，讓學生透過雙軌學習既知其然，也知其所以然；使學生在完成企業的針對性、計畫性、系統性實務培訓時，也能同時完成學業獲得文憑，且能學以致用，立即為國家與社會所用。

這次也特別請到韓國大邱慶北機械技術高中金圭旭校長，分享韓國的精英高中及師傅高職的做法，金校

長提到慶北金中是專門培養企業所需專門技術的師傅高中，配合產業需求開立課程，採取小班制約20人，提供學費、住宿費、雜費全額補助，除了國內企業實習制度並有海外實習機會，就業率達100%，另成立菁英班，在國際技能比賽取得了18次冠軍，今年也是連續第4年得到冠軍。

研討會澳洲技職教育聯盟國際合作計畫總監Mr. Anthony Tyrrel，分享澳洲技職教育訓練政策和作法，澳洲VET（職業教育與品質）保證的架構提供澳洲公私部門技職教育訓練機構共通的訓練標準，以及學歷資格架構（AQF）作法，從基礎教育到高等列系教育訓練，由學員自行決定取得適合的層級，可以提供臺灣參考，而目前勞委會職訓局並已規畫建立職能基準應用制度並引進國際職能導向課程。

勞委會副主委郝鳳鳴表示，在全球年輕人失業率高漲世代，讓原本冷門的技職教育轉趨流行，政府關注青年就業問題，持續推動各項促進就業措施，加強就業媒合並投入職業訓練資源，以協助青年就業，如在「青年人才培訓深耕方案」方面，有針對國中畢業以上的青少年推動「雙軌訓練旗艦計畫」，由學校進行學科教育，事業單位負責工作崗位訓練，培訓優質專業技術人力。



行政院勞工委員會邀請專家學者檢視我國「保護所有移工及其家庭成員權利國際公約」

我國政府於2012年首次提出《兩公約》國家報告，並於今年（102）年初召開初次報告的國際審查會議，邀請10位國際人權專家來臺評估我國政府是否切實履行兩公約的義務。國際獨立專家通過的結論性意見與建議第11點，建議我國政府啟動必要的準備程序以便及早接受《保護所有移工及其家庭成員權利國際公約》的義務。

有關《保護所有移工及其家庭成員權利國際公約》，係聯合國大會1990年12月18日第45/158號決議通過，按照該公約第87條第1款規定，該公約於2003年7月1日生效。截至2012年4月27日，《保護所有移工及其家庭成員權利國際公約》共有45個締約國。

由於該公約涉及移工及其家庭成員之醫療、教育、司法、選舉、社會福利、保險等，也涉及到國際關係、國家主權、國家安全、移民等政策方向，範疇相當廣泛，為進行該公約的檢視工作，勞委會已於今年8月26日召開《保護所有移工及其家庭成員權利國際

公約》公聽會，與會民間團體多持肯定意見，應加入該公約。

另一方面，為使公約條文檢視工作更符合「保護所有移工及其家庭成員權利國際公約」之內涵及精神，本會於本年10月29日及11月13日召開「保護所有移工及其家庭成員權利國際公約」與我國法令不同項目專家學者會議，邀集東吳大學政治系黃默教授、東吳大學法律系邵衍森教授、陽明大學公共衛生研究所黃嵩立教授、中正大學勞工關係學系藍科正教授、劉麗娟教授、天主教新事社會服務中心韋薇修女等專家學者及政府相關部會（司法院、內政部、外交部、法務部、衛生福利部、農委會、教育部、文化部、經濟部、財政部、中央銀行、金融監督管理委員會）就公約檢視方向進行討論，以強化及凝聚政府各部會檢視該公約之方向，未來，本會亦將秉持開放的態度持續進行是否簽署該公約之檢視工作。



布吉納法索青年暨就業部長迪亞拉率團訪華，促進台布合作

西非友邦布吉納法索青年暨就業部部長狄亞拉(S.E.M. Basga Emile DIALLA)率領該部職訓總司長巴奇歐諾(M. Ambroise BAKYONO)、研究暨統計總司長藍卡尼(M. Hugues Christian LINGANI)及「協助職訓暨實習基金」總協調人陶蕾女士(Mme Lucie TRAORE)於11月10日至14日訪華。

狄亞拉部長係首度訪華，訪團主要目的為考察我國職業訓練及產學合作措施，訪華期間除拜會勞委會主任委員，並赴職業訓練局中區職業訓練中心、參加「布吉納法索技能檢定訓練班」開幕式，上開訓練班計有9位來自布國政府相關部會官員參加，透過台布兩國職訓教育合作，有助深化雙邊合作關係。👤



▲ 勞委會潘主委與DIALLA部長