

Ghana Factsheet

SCORE Ghana Programme

Sustaining Competitive and Responsible Enterprises (SCORE) is an ILO global programme that improves productivity and working conditions in small and medium enterprises (SMEs). The key intervention of the global programme is support for the implementation of SCORE Training, which combines practical classroom training with in-factory consulting. Managers and employees are trained together with a focus on improving workplace cooperation and the programme ensures that both men and women participate. SCORE Training demonstrates best international practice in the manufacturing and service sectors and helps SMEs to participate in global supply chains.



H.E Markus Niklaus Paul Dutly, Swiss Ambassador to Ghana with Hon. Ignatius Baffour Awuah, Minister for Employment and Labour Relations and other distinguished guests at the Launch of SCORE Phase III in Accra

Score Training focuses on developing cooperative working relations for workers and managers resulting in shared benefits. The ILO is assisting government agencies, training providers, industry associations and trade unions in emerging economies in Africa, Asia and Latin America to offer SCORE Training to enterprises. The ultimate outcome for the SCORE Programme is to have national institutions independently providing SCORE Training to SMEs to improve working conditions, productivity, and competitiveness.

SCORE Training is made up of 5 core modules, delivered through a combination of classroom training and in-factory consultancy and led by industry experts. The consultancy visits are a unique element of the training methodology that ensures that classroom learning is put into action in the workplace.

SCORE GHANA

Partners:	Association of Ghanaian Industry (AGI), Ghana Employers Association (GEA), the Management Development and Productivity Institute (MDPI), SCORE Training Solutions Ghana (STSG), Sekondi-Takoradi Chamber of Commerce and Industry (STCCI) and Ghana Hotels Association (GHA)
Donors:	Government of Switzerland, State Secretariat for Economic Affairs (SECO) and Government of Norway, Norwegian Agency for Development Corporation (NORAD)
Ultimate Beneficiaries:	SCOREs ultimate beneficiaries are workers and managers in SMEs with high job creation potential and significant decent work deficits including gender discrimination. The targeted SMEs have approximately 20-300 workers.
Duration:	The SCORE programme in Ghana began in October, 2010. Phase III of the programme will run from November 2017 - October 2021
Sectors:	The SCORE Training packages have been adapted to manufacturing sectors in Ghana with plans to expand to the Hotel and Tourism Sector in SCORE Phase III.

About SCORE Ghana

When launched in 2011, SCORE Training was targeted toward SMEs from the manufacturing sector, largely in the Accra-Tema metropolitan area and to enterprises that serve domestic and regional markets with pharmaceutical, food and metal products. More recently, SCORE Training has been implemented among suppliers in the developing oil and gas sector and expanded to new regions.

Through an ambition to mobilize national resources, SCORE Ghana established a collaboration with the Ministry of Trade and Industry (MoTI) through the Skills Development Fund (SDF). An MoU has been signed with the SDF which allows full cost recovery, and similar initiatives are being explored with Ecobank and Newmont Ahafo Gold.

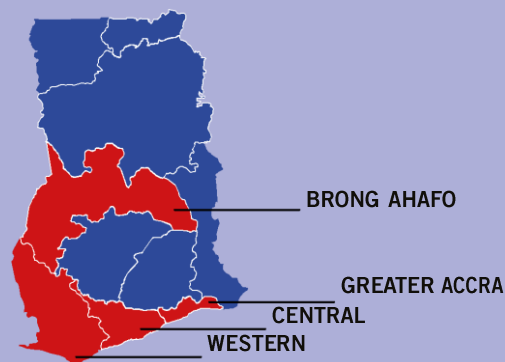
An implementing partner since 2015 - training 12 trainers and offering SCORE Training in the Central, Western and Brong Ahafo regions - the Sekondi Takoradi Chamber of Commerce & Industry (STCCI), receives reciprocal support and collaboration at its annual Ghana Extractive Industry Safety Conference (GEISCON).

SCORE Ghana has also trained 125 constituents including government officials and policy makers from multiple ministries. Training is received through policy and knowledge-sharing workshops, which brought social partners closer to the project and increased awareness of SCORE Training values.

Notably, 9 Certified Trainers from Phase I formed SCORE Training Solutions Ghana (STSG), a not-for-profit association that continues to expand as new SCORE Trainers come on board.

As of October 2017, 185 enterprises have participated in SCORE Training, 30% completing more than one module and with an overall satisfaction rate of 91%. In Phase II alone, 734 staff participated in the in-classroom training, of whom 68% were workers, 32% managers and 35% were women. On average, enterprises cover 20% of module 1 and 50% of Modules 2-5.

SCORE Training is taking place in Greater Accra, Central, Western and Brong Ahafo Regions. Some 6 enterprises in the Eastern Region close to the Greater Accra Region have taken advantage and also been trained.



Improvements Examples

Perftech



Following the completion of Module 5: Safety and Health at work, an Occupation Safety Health Policy (OSH) was put in place.



A worker wears safety goggles and protective clothing

What's New in Phase III (2017 – 2021)

With a vision to increase national ownership and sustainability, SCORE Phase III will focus on strategic partnerships and capacity building. While strengthening the existing network of trainers, SCORE Training will also be increasingly incorporated into public training packages to deliver affordable access for SMEs.

Existing partners will be trained to embed SCORE Training into their SME service portfolio, as well as assisted in the development of strategic business plans, improved marketing and increased cost-recovery through SME fees.

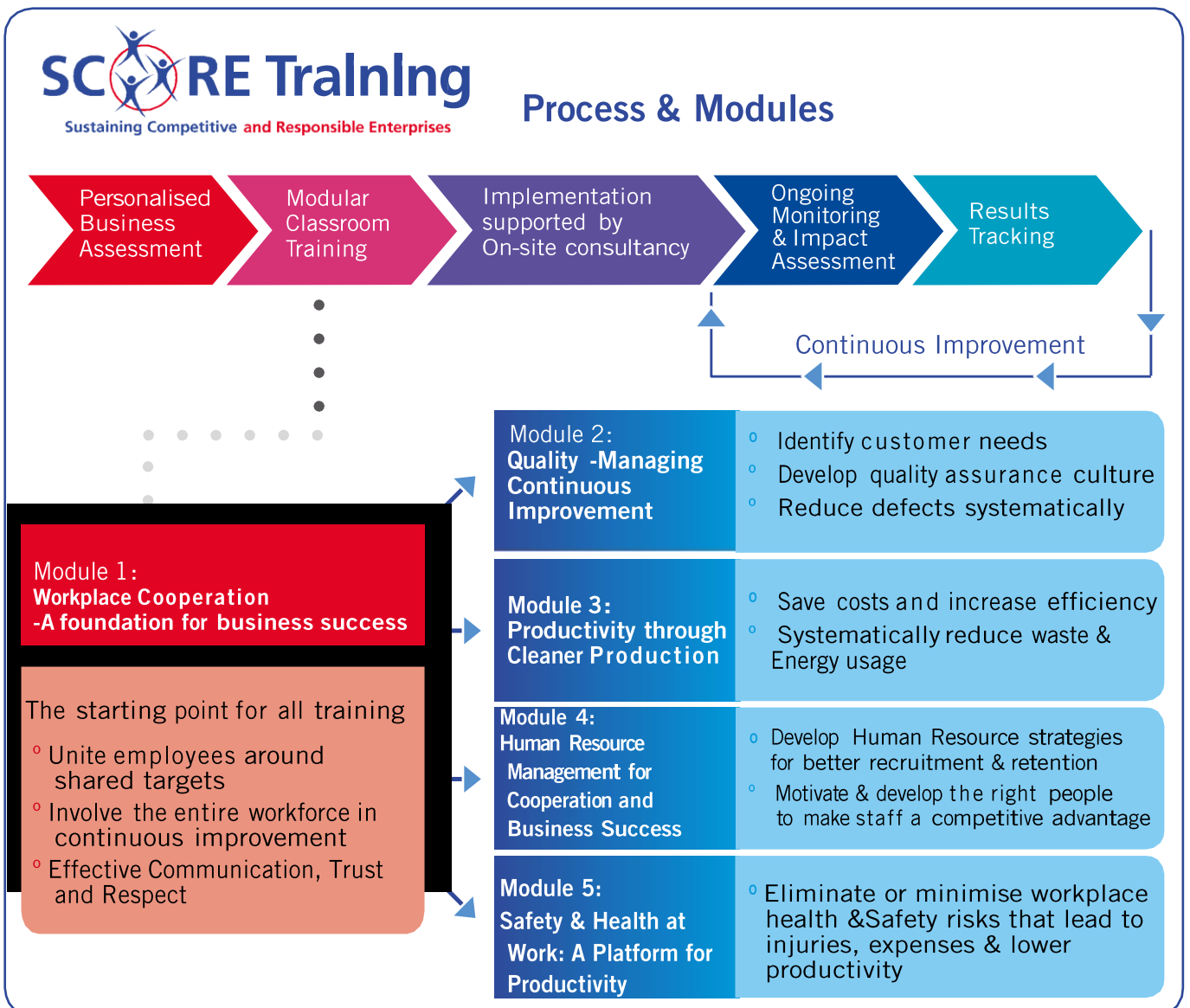


SCORE Ghana and its implementing partners will also build on partnerships with lead buyers, multinationals and large national enterprises, to enable a more systematic application of SCORE Training in supply chains with their support and buy-in.

Further, a sectoral expansion is planned in collaboration with the Ghana Hotels Association (GHA) to reach out to SMEs in the services sector (hospitality sector), with national funding mobilized through the Ghana Tourism Development Levy fund.

The SCORE National Tripartite Advisory Committee (NTAC) will continue to support project implementation at national level, simultaneously working with the ILO through capacity building programmes on issues of productivity and working conditions in SMEs. This will allow for valuable insight and influence on policy formulation for SME development.

30 trainers will be trained by the end of Phase III, enabling 80 SMEs to be trained independently from the ILO. Further, 40 hotels will participate in SCORE Training on improved workplace cooperation, customer satisfaction, maintenance, energy efficiency and occupational safety and health.



SCORE Training Results in Ghana

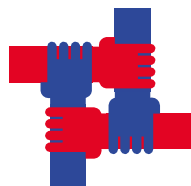
Since its inception in 2011, the SCORE Programme has achieved the following results in Ghana

Skills built of

185
ENTERPRISES
Trained across Ghana

1,070 WORKERS AND MANAGERS

More than **12,858**
EMPLOYEES have
Benefited from
Enterprise improvements



BETTER WORKPLACE COOPERATION



FEWER DELAYS



REDUCED ABSENTEEISM



BETTER WORKING ENVIRONMENT



Results to October 2017

For more information on the SCORE Programme or SCORE Training contact:

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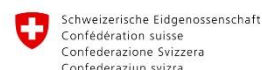
TRADITIONAL PARTNERS



IMPLEMENTATION PARTNERS/ASSOCIATIONS



DONORS



Federal Department of Economic Affairs,
Education and Research EAER
State Secretariat for Economic Affairs SECO