



UNIVERSITY OF
COPENHAGEN



ENHANCE THE EFFECTIVENESS OF VOCATIONAL EDUCATION IN VIETNAM

IMPLEMENTATION PROCESS

HANOI, FEBRUARY 28, 2024

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SURVEY ON SKILL TRAINING NEEDS – DEVELOP THE PROJECT'S IDEA

- From October to November, 2018:
 - Activity: Survey on skill training needs of students in Vocational Colleges in Hanoi
 - Subjects: Vocational Colleges in Hanoi, students in some Vocational Colleges in Hanoi; some service providers providing soft-skill training, career counselling and foreign language courses
 - ILSSA organized directly surveys in 47 Vocational Colleges; 1194 students in 21 Colleges in Hanoi; 6 units provide soft-skill training courses; 8 units provide foreign language courses; 01 unit provide career counseling
 - The results showed that: Students are still lack of soft skills and foreign languages capacity after graduation; limited knowledge of career counselling. However, since foreign language training is different from one major to another major; die to limited time and funding => the project focuses on soft-skill training and career counselling.

OVERVIEW OF PROJECT “ENHANCE THE EFFECTIVENESS OF VOCATIONAL EDUCATION”

Timeline: 2020-2023

► From September to December, 2020: Collect information

- Activities: Collect information of second-year full-time students in Colleges in Hanoi by majors; collect lists of enterprises which are main partners of Colleges and investigate some enterprises employing graduates from colleges.
- Implement:
 - ILSSA organized groups of ILSSA’s researchers to work directly with Colleges at their offices; asked Colleges to provide the list of second-year full-time students by majors; list of enterprises which are key partners of Colleges; asked Colleges to support in sending online questionnaire to enterprises.
 - Assigned groups to contact, urge and collect information from Colleges and enterprises; review and check the completeness of information.
- **Result: lists of second-year full-time students in 43 Colleges in Hanoi have been collected; 66 enterprises employing graduates from Colleges have been surveyed**
- **Because the number of full-time students in some Colleges was not sufficient for the sampling strategy, ILSSA has contacted and added 11 Colleges from Bac Ninh**

OVERVIEW OF PROJECT “ENHANCE THE EFFECTIVENESS OF VOCATIONAL EDUCATION”

2021: Select service providers and Baseline Survey

➤ From April to July, 2021:

○ Activities:

- Arranged meetings with experts and service providers
- Selected the service providers
- Signed MOU between ILSSA and Service Providers
- Cooperated in developing and finalizing training framework

=> NOVAEDU and MANPOWER have been selected

OVERVIEW OF PROJECT “ENHANCE THE EFFECTIVENESS OF VOCATIONAL EDUCATION”

2021: Select service providers and Baseline Survey

➤ From August to December, 2021:

○ Activities:

- Developed questionnaires and sampling
- Sent official documents to Colleges in the sample to ask for cooperation in the baseline survey; inform colleges about the list of majors/classed which have been selected to survey; asked Colleges to assign coordinating focal point (from training department, student management department) and provide contact of homeroom teachers of selected majors/classes.
- ILSSA organized 3 groups of supervisors, each group was in charge of 12-13 colleges. The group leader was in charge of following, coordinating the survey activities, contacting colleges' focal points and homeroom teachers to make mutual agreement on the survey plan.
- Consolidating the survey plan with colleges, supervisors contacted focal points and homeroom teachers to participate or create a zalo group of each major/class to send the survey link and instructions on how to answer the questionnaire. Supervisors replied questions of students through focal points and homeroom teachers or directly on the group/personal message.

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2021: Select service providers and Baseline Survey

➤ From August to December, 2021:

○ Activities (next):

- Extracted data daily from CTO platform to excel format to follow-up, remind students who have not yet finished the questionnaire, controlled quality of information.
- For majors/classes which have response rate of above 90% or less than 90% but have no new answer within 5 days (after reminding/urging via many different channels), supervisors will accept the data as the final data.
- Acceptance:
 - ✓ Based on the list provided by colleges, supervisors compared and dropped the answer of student who is not on the list
 - ✓ For the duplication answers (where students answered twice or more), selected the most completed answer
 - ✓ For the answers which put the wrong college's name, based on the personal information in the answer (full name, date of birth, student code, phone number, major, etc.) to correct the name
 - ✓ Re-labelled names of major/class in a unified way as student may have different way to write the name of their major/class (abbreviated, misspelled, left blank, etc)

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2021: Select service providers and Baseline Survey

➤ Result of baseline survey:

- Surveyed 35 colleges (28 colleges in Hanoi, 7 in Bac Ninh)
- Total major: 178
- Total valid questionnaires collected: 3594

➤ Form of survey: Student fill themselves on CTO Survey Platform

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2022: Soft-skill training and career counselling

➤ From 12/2021 – to 6/2022:

○ Activities:

- Contacted and arranged online meetings with colleges and service providers to agree on training plan and program
- Asked service providers to coordinate and develop appropriate and flexible training agenda to ensure maximum number of students would be accessed.
- Trained in 2 phases: From 24/12/2021 - to 25/1/2022 and from 15/2/2022 - to 20/6/2022

○ Training form: Online training via Zoom

○ Training contents: Soft-skills and career counseling

○ Results:

- 7 colleges have done the training session in phase 1; 24 colleges in phase 2 => total of 31 colleges
- Soft-skill training (Novaedu): total number of students were trained was 1507 from 1639 selected students (92%)
- Career counselling (Manpower): 1469 of 1688 selected students were trained for CV writing, job interview and labor market information (87%); 1383 of 1469 selected students received career counselling (94%)

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2022: Mid-term survey (Endline1)

➤ From July to December, 2022:

- Quick phone survey on employment situation of graduates from colleges:
 - ✓ Finalized the questionnaire; trained for 13 enumerators from ILSSA; conducted a quick phone survey on employment of students after graduation (endline 1)
 - ✓ Survey form: Enumerators called students directly to interview over phone; coordinated with homeroom teachers/student management department for support.
 - ✓ The phone survey was conducted in 2 rounds: Round 1 – all enumerators; Round 2 – selected some experienced enumerators to call again students who have not responded to interview.
 - ✓ Results: 3154 of 3352 students in the sample were surveyed (94%)
- Collected information on graduation and employment status of students in the sample:
 - ✓ ILSSA sent official document to colleges through focal points and asked for information
 - ✓ Assigned supervisors who have contacted the focal points in the pervious activities to collect information
 - ✓ Results: information of 30 of 31 colleges have been collected (01 college stopped operating)

OVERVIEW OF PROJECT “ENHANCE THE EFFECTIVENESS OF VOCATIONAL EDUCATION”

2023: Endline survey

Activities:

- Finalized questionnaires; trained for 17 enumerators of ILSSA
- Survey form: Enumerators called students directly to interview over phone for one questionnaire and sent the CTO link for student to fill-up online by themselves; coordinated with homeroom teachers/student management department for support.
- The phone survey was conducted in 3 rounds.
 - ✓ Round 1 (from 10/7 - 15/8): Surveyed the whole sample
 - Created zalo and email group among enumerators and steering committee board to exchange information on questionnaires, CTO surface and other issues regularly
 - Issued documents and sent to Manpower, Nova edu to ask for cooperation and support in the survey (through available zalo group which have been created during the training sessions)
 - Issued documents and sent to colleges, group of classes, students to inform about the survey and ask for their cooperation
 - Organized 4 meetings to share experience and discussed plan to approach students

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2023: Khảo sát cuối kỳ

➤ Activities (next)

- ✓ Round 2 (from 19-8 – to 20/9): Re-called those who have done the phone survey but not yet done the online survey; contacted and surveyed those who have agreed to answer the questionnaire but not yet approached
 - Selected 6 experienced enumerators for round 2
 - Pushed the approach through classes’ groups, class masters, supportive students to introduce other students.
 - Organized 2 meetings to share experience and discuss to approach students more effectively
- ✓ Round 3 (from 29/9 – to 3/10): Contacted again those who have not yet done any questionnaires; sent text messages for those who have done the phone questionnaire but not yet done the online questionnaire
 - Selected 3 experienced enumerators to call again students who have not yet been approached; 2 enumerators to send text messages

➤ **Results: Total number of phone survey: 2690 (90,4%); total number of online survey: 2459 (74,5%)**

ADVANTAGES

- **Colleges:** high responsibilities in coordinating, assigning focal points; focal points and homeroom teachers are enthusiastic and supportive in reminding students
- **ILSSA:**
 - ✓ Implemented activities in scientific way. The Steering Committee Board has been decisive and closely work with enumerators to share experience and replicated good methods of approaching students;
 - ✓ Team leaders and enumerators have experience from previous surveys. They are enthusiastic and very patient in conducting the survey.
 - ✓ The experts were very dedicated, responsible and provided maximum and timely support for the survey.
- **Cooperation:** Cooperation among stakeholders (especially among ILSSA, Directorate of Vocational Training and Colleges) have been established closely and continuously since 2018. Training providers (Novaedu, Manpower) are professional in their field, very proactive and dedicated to training activities.

DIFFICULTIES

- ✓ The project activities were affected because it was conducted during the Covid-19 pandemic => difficulties in arranging meetings in person with colleges' leaders and conducting the survey at some certain period.
- ✓ Some colleges still confuse the criteria for the survey sample => the list of students was inaccurate (some lists included students transferred from intermediate level; some students entered with secondary school level; first-year students)
- ✓ In some colleges/majors, there were a huge difference between the actual number of students at the survey time and number provided by colleges in 2020 (due to outdated data; high drop-out/reservation rate, especially due to Covid-19 impacts).
- ✓ Some colleges are not so cooperative; management of were are not strict in some colleges.

DIFFICULTIES

- ✓ There were students with awareness/bad attitudes. They did not want to cooperate, participate and support the survey; quality of some responses were low. Especially in the endline survey, when students were no longer under the management of colleges.
- ✓ Online training had many advantages but it was more difficult to control the participation of students in terms of quantity and quality than face-to-face training.
- ✓ Form of online survey was quite new with some students and teachers => encountered difficulties in the beginning => required detailed explanation and instructions to answer and submit the completed answer.

DIFFICULTIES

- ✓ CTO software still had some problems during the survey (overloaded server leading to lost or duplicated data; difficult to track and update data; interface design was not so appropriate, etc).
- ✓ Many students were in their internship or at work when we conducting the survey => it was difficult to contact, remind students to complete the questionnaires. Enumerators have to contact several times, at night or weekend; contact with students' relatives for those who were serving in the army or working abroad.
- ✓ Questionnaire was a bit long => it took a long time to finish the phone survey; some students dropped the online questionnaire in the middle or did not want to answer

The image features a light green background with decorative circuit-like lines in the corners. The lines are composed of straight segments and small circles, resembling a stylized PCB or network diagram. The lines are dark blue in the top corners and light blue in the bottom corners.

**THANK YOU
FOR YOUR ATTENTION!**