

TRAINING PRIMER

Produced by MY Voice



Preface

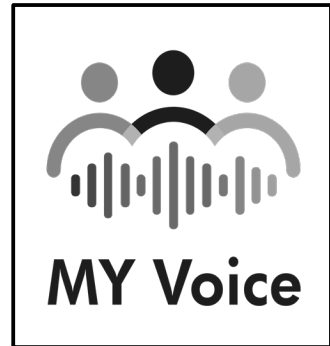
This Primer, containing basic information for this customized training, is part of a set of two small booklets produced by MY Voice, a project that combats forced labour and child labour in Malaysia's apparel and palm oil industries. The other booklet is the "Training Manual," which includes practical tips and reminders for trainers, alongside creative and interactive "structured activities".

This foundational training booklet provides key facts and essential information on six main MY Voice topics: Anti-discrimination, Gender-based Violence & Harassment (GBVH), Forced Labour, Child Labour, the Just Good Work App, and Effective Communication.

CSO trainers, trade unions, and worker representatives in Malaysia should use both documents together to systematically form and develop short modules for training workshops and discussion sessions with their respective communities.

MY Voice

MY Voice, led by Social Accountability International (SAI), aims to reduce forced labour and child labour in the palm oil production and apparel manufacturing sectors in Malaysia.



Project Objectives:

- Enhance advocacy by workers and civil society to address forced labour and child labour issues.
- Increase workers' capacity to have a voice in implementing social compliance systems.
- Improve access to remediation for workers exploited through forced labour and child labour.

We work with:

- Palm oil and apparel companies and suppliers.
- Civil society organizations, trade unions, and worker communities.
- Government agencies related to labour and migration.

Target Areas:

- The palm oil and apparel industries in Sabah and Peninsular Malaysia. The project is headquartered in Kuala Lumpur.

Support for Companies and Suppliers

MY Voice will provide technical assistance to private companies by strengthening existing monitoring systems and reinforcing labour performance indicators.

Benefits of improving social compliance:

- Strengthening worker–management engagement to enhance worker inclusion and participation.
- Monitoring changes in social compliance and fostering continuous improvement.
- Meeting international labour standards and complying with legal requirements.

Types of support fully provided by MY Voice:

- Evaluating and reviewing existing labour performance systems.
- Capacity building on international labour standards and social compliance.
- Technical support to develop action plans for improvement.
- Strengthening worker engagement and grievance mechanisms.
- Monitor changes and evaluate and report on impact.



Anti-Discrimination

Basic Information

- 1 **Fundamental human rights are 'inherent'** - All human beings are born free and equal in dignity and rights. Everyone deserves the same treatment without distinctions such as race, skin colour, gender, language, religion, political or other beliefs, national or social origin, property, birth, or any other status.
- 2 **Recognize vulnerable groups** - Vulnerable (marginalized) groups are people or groups that face specific challenges, including a combination of challenges, that may lead to a need for a higher level of protection.

Examples of vulnerable groups include:

- Women
- Migrants
- Illiterate individuals
- Persons with Disabilities (PWDs)
- Children
- The elderly
- People living in poverty

(Ref.: <https://malaysia.gov.my/portal/subcategory/759?language=my>)

- 3 **Respect everyone** – Everyone, including members of vulnerable communities, must be treated respectfully regardless of race, skin colour, gender, or abilities. For instance: female workers should receive the same pay for the same work as male workers. Gender cannot be used as the basis for lower wages.

- 4 **Protect vulnerable groups** – Vulnerable groups must be protected from discrimination. Society often perceives that foreign nationals “steal” local jobs, denying foreign workers the same rights as citizens. For example: Foreign workers cannot lead a trade union because they are not citizens.
- 5 **Fulfill responsibilities** – Ensure all involved parties uphold their obligations so that vulnerable individuals are not subjected to discrimination. For example: Employers must establish procedures or policies prohibiting discrimination against any individual or group based on nationality, race, gender, origin, religion, belief or political opinion, property, or social status.
- 6 **Promote rights** – In addition to respecting, protecting, and fulfilling responsibilities, we must also promote the rights of vulnerable groups so that they do not face discrimination from any person/entity. For example: The government could run campaigns to raise awareness about the rights of vulnerable workers.

(Ref.: <https://komas.org/malaysia-racial-discrimination-report/>)



Laws Against Discrimination

- 1 **Federal Constitution, Article 8 on Equality**: States that all persons are equal before the law and entitled to equal protection under the law. The Malaysian Constitution prohibits discrimination against citizens on grounds of race, religion, gender, descent, place of birth, or disability. (Note: Article 153 of the Constitution grants a "special position" to Bumiputeras (ethnic Malays and the indigenous peoples of Sabah and Sarawak), providing certain privileges in areas like education and employment.)

(Ref.: <https://lom.agc.gov.my/federal-constitution.php>)

- 2 **Employment Act 1955 Amendments (2022)** - The Employment Act (Amendment) 2022 aims to strengthen and improve the protection and welfare of employees while aligning labour law provisions with international labour standards.

(Ref.: <https://www.centralhr.my/frequently-asked-questions-faq-employment-act-1955-amendment-2022/>)

Universal Declaration of Human Rights (UDHR)

1. **What is the UDHR** – The Universal Declaration of Human Rights (UDHR) is a landmark document outlining all individuals' rights and freedoms. It is the first international accord on fundamental principles of human rights, founded on four pillars: dignity, freedom, equality, and brotherhood. The UDHR is widely considered a pioneering document that provides a comprehensive and universal set of principles in a secular, apolitical format transcending cultural, religious, and political ideologies.

2. **Why the UDHR?** – The UDHR’s primary purpose is to safeguard, protect, and enshrine the basic human rights every person deserves, regardless of caste, creed, race, gender, nationality, or any other status. It calls on member states to promote a variety of human, civil, economic, and social rights, affirming these as the “foundation of freedom, justice, and peace in the world.” It aims to recognize the “inherent dignity and the equal and inalienable rights of all members of the human family”.
3. **Origins** – The UDHR was adopted by the newly formed United Nations on December 10, 1948, as a response to the “barbarous acts which outraged the conscience of mankind” during World War II. Its adoption recognized human rights as the basis for freedom, justice, and peace.

UDHR Articles

Article 1	Right to Equality.
Article 2	Freedom from Discrimination.
Article 3	Right to Life, Liberty, and Personal Security.
Article 4	Freedom from Slavery.
Article 5	Freedom from Torture and Degrading Treatment.
Article 6	Right to Recognition as a Person before the Law.
Article 7	Right to Equality before the Law.
Article 8	Right to Remedy by a Competent National Tribunal.
Article 9	Freedom from Arbitrary Arrest and Exile.
Article 10	Right to a Fair Public Hearing.
Article 11	Right to be Presumed Innocent until Proven Guilty.
Article 12	Freedom from Interference with Privacy, Family, Home, and Correspondence.
Article 13	Right to Free Movement In and Out of the Country.

- Article 14 Right to Seek Asylum in Other Countries from Persecution.
- Article 15 Right to Nationality and Freedom to Change It.
- Article 16 Right to Marriage and Family.
- Article 17 Right to Own Property.
- Article 18 Freedom of Belief and Religion.
- Article 19 Freedom of Opinion and Information.
- Article 20 Right to Peaceful Assembly and Association.
- Article 21 Right to Participate in Government and in Free Elections.
- Article 22 Right to Social Security.
- Article 23 Right to Desirable Work and to Join Trade Unions.
- Article 24 Right to Rest and Leisure.
- Article 25 Right to an Adequate Standard of Living.
- Article 26 Right to Education.
- Article 27 Right to Participate in Cultural Life of the Community.
- Article 28 Right to a Social Order Affirming this Document.
- Article 29 Duties to the Community Essential to Free and Full Development.
- Article 30 Freedom from State or Personal Interference in the Above Rights.

(Ref.: https://www.un.org/en/udhrbook/pdf/udhr_booklet_en_web.pdf)

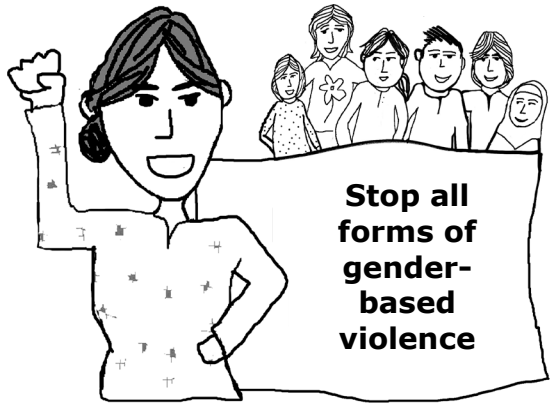


Gender-Based Violence and Harassment (GBVH)

Basic Information

1 Gender-Based Violence and Harassment (GBVH)

A broad term describing various discriminatory acts involving physical, psychological, sexual, or economic abuse targeted at an individual because of their sex or gender.



2 Why it Happens – Primarily rooted in unequal gender and power relations, driven by stereotypes, conservative cultural and religious beliefs and practices, and outdated or discriminatory laws, among other factors.

3 Common GBVH Actions:

- Unwanted touching
- Leaning in or cornering a woman
- Stalking (inside and outside the workplace)
- Verbal abuse, shouting, and making threatening or sexually demeaning comments
- Unwanted sexual communication
- Cyber sexual harassment and abuse (via email, text, or social media)

- Sexual violence and assault at home, in the workplace, or in public
- “Sextortion” – Forced sexual favours in return for jobs, promotions, or accommodation
- Forced marriages
- Violence against the LGBTQ community (Lesbian, Gay, Bisexual, Transsexual, Queer/Questioning)
- Female Genital Mutilation (FGM) – All procedures involving partial or total removal of the external female genitalia or other injuries to female genital organs for non-medical reasons, often performed on young girls from infancy up to age 15.
- “Honor crimes” – Acts of violence, including murder, committed by men against female relatives deemed to have dishonoured the family.

(Ref.: <https://www.coe.int/en/web/gender-matters/what-causes-gender-based-%20violence>)

Laws Against GBVH in the Workplace

- 1 **Anti-Sexual Harassment Act 2022 (Act 840)** – Aims to raise awareness and provide legal recourse for victims of sexual harassment.
- 2 **Penal Code (Sections 354, 355, 377D, 509) (Act 574)** – Codifies most criminal offences and procedures in Malaysia (officially, “An Act relating to criminal offences” throughout Malaysia).

- 3 **Employment Act 1955 (Act 265)** – Outlines employees' and employers' rights and responsibilities, including working hours, overtime, leave entitlement, public holidays, termination, and maternity benefits.
- 4 **Industrial Relations Act 1967 (Act 177)** – Regulates relations between employers, employees, and their trade unions, as well as the resolution of disputes arising from trade disagreements or related issues.

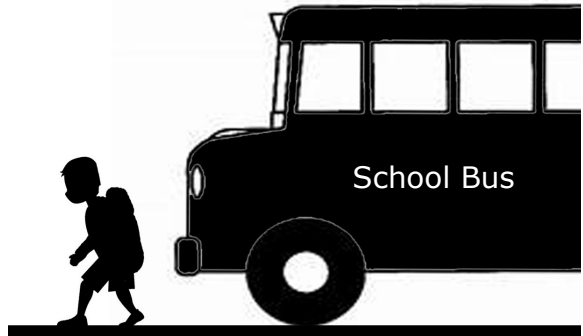


Child Labor

Basic Information

1. Child Labour

Defined as “work that deprives children of their childhood, their potential, and their dignity, and that is harmful to their physical and mental development.



It refers to work that is “mentally, physically, socially, or morally dangerous and harmful to children; and/or interferes with their schooling by compelling them to leave school prematurely or to combine school with excessively long and heavy work.”

(Ref.: International Labour Organization [ILO])

2. **Root Causes** – Poverty is the main reason children must work, continuing a cycle of hardship that denies them education (crucial for breaking out of poverty). Gaps in legislation, government monitoring and enforcement, sociocultural practices, lack of awareness, and limited alternative strategies exacerbate this.
3. **Age Factors** – The Children and Young Persons (Employment) Act 1966 prohibits employing children under 15 but allows exceptions for “light work” (as defined in the law) in family enterprises, public entertainment, apprenticeships, and work in vocational training institutes. According to the Convention on the Rights of the Child and Malaysia’s Child Act 2001 (Act 611), a child is anyone under 18.
4. **Children have Rights** - These include a safe and clean environment, adequate food and drinking water, proper shelter,

physical safety, healthcare, and education. They also have the right to be heard, respected, and understood, and to be protected from discrimination and fear or anxiety.

Laws on Child Rights

1. International Conventions - Malaysia has ratified the following:

- Convention on the Rights of the Child (CRC)
- ILO Convention No. 138 on Minimum Age
- ILO Convention No. 182 on the Worst Forms of Child Labour

2. Hazardous Work* - Defined by the ILO as "work which, by its nature or the circumstances in which it is carried out, is likely to harm children's health, safety, and morals".

Examples:

- Operating heavy machinery or carrying heavy objects
- Using or being exposed to chemicals
- Working in hot, dusty, or noisy environments
- Working night shifts and/or excessive hours

[Ref.: ILO Convention No. 138, Article 3(1) & Convention No. 182, Article 3(d)]

3. Legal Chart on Child Rights in Peninsular Malaysia, Sabah & Sarawak

	PENINSULAR MALAYSIA	SABAH
Children	"Children" refers to individuals under 18 years of age (Section 2 of the Child Act 2001, Act 611 – the law that protects, cares for, and rehabilitates children))	
	"Child" is also defined as any person who has not completed his fifteenth year of age (Children and Young Persons [Employment] Act 1966 – a law regulating the employment of children and young persons)	
Young Workers	"Young person" refers to any person who, not being a child, has not completed his eighteenth year of age (Children and Young Persons [Employment] Act 1966)	
Minimum Age for Employment	The minimum age allowing a person to work full-time is 15, while 13 is the minimum age strictly for light work [Section 2(2A) (Act A1586)]	On 14 October 2024, the Dewan Rakyat passed the Sabah Labour Ordinance (Amendment) Bill 2024. It adopts the Children and Young Persons (Employment) (Amendment) Act 2019.
Light Work	Work that does not cause harm or detriment to a person's mind, mental or physical health, or capacities, and does not interfere with their school attendance.	
Hazardous Work	As listed in Schedules 4 & 5, Hazardous Work List.* (Children and Young Persons [Employment] [Amendment] Act 2019 [Act A1586])	The Sabah Labour Ordinance (Amendment) Bill 2024 adopts the Children and Young Persons (Employment) (Amendment) Act 2019.

Note: The chart below spans both pages

	SARAWAK
Children	<p>"Children" refers to individuals under 18 years of age (Section 2 of the Child Act 2001, Act 611 – the law that protects, cares for, and rehabilitates children)</p> <p>"Child" is also defined as any person who has not completed his fifteenth year of age (Children and Young Persons [Employment] Act 1966 – a law regulating the employment of children and young persons)</p>
Young Workers	"Young person" refers to any person who, not being a child, has not completed his eighteenth year of age (Children and Young Persons [Employment] Act 1966)
Minimum Age for Employment	A specific minimum age is not stated. However, the Sarawak Labour Ordinance (1958) does not permit children (under 15) or young persons (15–17) to engage in any form of employment except light work suitable to their capacity (such as domestic helpers or assisting in shops, offices, food establishments, or employment authorized by the government or stipulated under an apprenticeship contract).
Light Work	Work that does not cause harm or detriment to a person's mind, mental or physical health, or capacities, and does not interfere with their school attendance.
Hazardous Work	The Sarawak Labour Ordinance defines this as work that may endanger life, limbs, health, or morals. Children and young workers are prohibited from undertaking any job that violates provisions in the Factories and Machinery Act 1987 or the Electricity Ordinance, or any job requiring them to work underground. There is no specific hazardous work list in the Sarawak Labour Ordinance. However, if the Minister deems the work to be safe, the Minister may grant approval for the individual to work.

Forced Labour

Basic Information

- 1 **Forced Labour** is a grave violation of human rights most often affecting vulnerable populations such as migrant communities, refugees, and marginalized groups. Individuals are compelled to work under the threat of penalties or coercion, without genuinely agreeing to the terms of work, usually in deplorable conditions, and often without fair compensation or freedom.



- 2 **ILO Convention No. 29** - Ratified by Malaysia in 1957, forced labour is defined as "all work or service which is exacted from any person under the menace of any penalty and for which the said person has not offered themselves voluntarily".
- 3 **Who is affected** - It can occur across all types of work, services, and employment—formal or informal—regardless of industry, sector, or job type. It affects adults and children alike, without regard to citizenship or legal status.
4. **Indicators** - Victims face threats of punishment or forms of compulsion such as intimidation, violence (including sexual violence, especially against women), confiscation of identification documents, confinement, withholding wages, or denial of rights/privileges. Since these individuals did not freely consent to

their jobs, they are not free to leave at any time and are not safeguarded by relevant laws or collective agreements.

5. **Migrant Workers Are Highly Vulnerable to Forced Labour:**

- **High Recruitment Fees** - Many migrant workers incur debt when they cannot afford the inflated costs of recruitment, leaving them bound to recruiters, recruitment agencies, or employers.
- **Weak Bargaining Power** - Limited legal protection, language barriers, or restricted access to support networks can lead to exploitative work conditions.
- **Passport Confiscation** - Employers or recruiters often seize and hold workers' passports, restricting their freedom of movement and trapping them in exploitative situations.
- **Lack of work permits and legal status** - Foreign workers who do not possess the required work permits or legal status in the host country are highly vulnerable to exploitation. Their irregular status restricts their access to legal protections, exposes them to the risk of deportation or detention, and leaves them at the mercy of irresponsible employers who exploit their vulnerability. For refugees and stateless individuals, inadequate legal protection makes them especially susceptible to forced labour and traffickers.

(Ref.: International Labour Organization [ILO])

- **Lack of social and legal support** - Foreign workers often lack access to support services such as healthcare, education, housing, and legal aid in the host country. This absence of social support isolates them and makes them more susceptible to exploitation, as they may have limited resources or avenues for help in cases of abuse.

6. **1.1 International Labour Organization (ILO) Indicators of Forced Labour:**

- **Exploitation of vulnerability** - Abuse directed at vulnerable groups such as children, young persons, women, persons with disabilities, the elderly, foreign workers, and individuals with lower levels of education or living in poverty. This abuse can take physical, emotional, and sexual forms.
- **Deception** - Breaches of employment contracts, lack of contract copies, use of unfamiliar languages, failure to fulfill promised conditions like suitable accommodation or fair wages, and employers who deliberately fail to renew work permits—all of these constitute deceptive practices that violate workers' rights.
- **Restriction of movement** - Limiting a worker's mobility, for example by surveillance cameras, locked doors, or security guards, prevents freedom of movement at the workplace or living quarters and undermines the worker's right to freedom of movement.
- **Isolation** - Withholding or restricting external communication or controlling communications by the employer or agent causes workers to feel trapped and unable to seek help or raise concerns.
- **Physical and sexual violence** - Physical, mental, or sexual abuse is a prevalent form of violence experienced by workers, often resulting in trauma and serious negative impacts on their mental and physical well-being.

- **Threats and intimidation** - Physical, mental, and sexual threats made against workers who wish to file a complaint or leave their job, including threats to withhold wages and terminate work permits, undermine workers' freedom and safety.
- **Retention and confiscation of identity documents** - Employers or agents who confiscate workers' passports or other personal documents violate their privacy and freedom of movement.
- **Withholding of wages** - Failure to pay wages, frequent late payments, non-payment of legally required benefits, and unlawful deductions all constitute breaches of a worker's right to fair and timely remuneration.
- **Debt bondage** - This arises when workers take wage advances or loans to cover recruitment and transport fees, medical costs, or even family payments. Sometimes account manipulation is involved. As a result, workers are bound to repay these debts, leaving them trapped in a cycle of debt that restricts their freedom.
- **Abusive working and living conditions** - Requiring workers to perform dangerous tasks without adequate protection or forcing them to live in unsuitable or unsafe accommodations leads to high health and safety risks.
- **Excessive overtime** - Being compelled to work overtime beyond prescribed limits without adequate rest or days off jeopardizes the health and well-being of workers.

(Ref.:

https://www.ilo.org/sites/default/files/wcmsp5/groups/public/@ed_norm/@declaration/documents/publication/wcms_203832.pdf)

Laws Against Forced Labour

1. Federal Constitution (Article 6)
2. Employment Act 1955 (Amendment 2022)
3. Malaysian Penal Code
4. Anti-Trafficking in Persons and Anti-Smuggling of Migrants Act 2007
5. Immigration Act 1959/63
6. Passports Act 1966
7. Employment (Restriction) Act 1966
8. Private Employment Agencies (Amendment) Act 2017
9. National Wages Consultative Council Act 2011 & Minimum Wages Order
10. Minimum Standards of Housing, Accommodations and Amenities Act 1990
11. Occupational Safety and Health Act 1994
12. Industrial Relations Act 1967
13. Sarawak Labour Ordinance (Sarawak Cap 76)
14. Sabah Labour Ordinance (Sabah Cap 67)
15. Children and Young Persons (Employment) Act 1966
16. Employees' Social Security Act 1969
17. Contracts Act 1950



Just Good Work Application

Introduction:

1. What is “Just Good Work”:

- A free mobile application that connects and informs workers about their rights. The app offers concise information in 9 languages: **English, Malay, Tamil, Indonesian, Burmese, Bengali, Nepali, Hindi, and Vietnamese.**
- A free tool for businesses to engage workers and make them aware of their rights.
- A platform strengthening worker voices, especially geared towards businesses interested in the MY Voice project and training programs for migrant workers.
- Downloadable on Google Play or Apple Store (search “Just Good Work”) or visit <https://onelink.to/jgwmyvoice>. (Note: the link only works in mobile phone browser).
- Requires minimal data to download; once installed, it can be used offline.



2. App Usage:

- Helps workers throughout their migration process.
- Provides strategic opportunities for businesses to integrate social compliance management systems with worker engagement.

Purpose of the App:

1. Primary Goals of 'Just Good Work' :

- Strengthening responsible recruitment practices
- Informing workers of their rights
- Empowering workers with employment-related information.

2. Support for CSOs, Unions, Worker Representatives, and Workers:

- Enhances leaders' capacity to communicate with local and migrant members.
- Assists union leaders in sharing up-to-date information on worker rights and employment standards.
- Enables workers or community members to make informed decisions.
- Expands knowledge of rights and responsibilities in the workplace.

Contents of 'Just Good Work'?

1. Mobile Platform Features and Information:

- Available in text and audio.
- Covers the entire migration journey: recruitment, working in Malaysia, and returning home.
- Includes topics such as pre-departure advice, Malaysian labour laws and related regulations, filing workplace complaints, culture, banking, etc.
- Applicable to all sectors.

2. Key Features and Functions:

- Complaint reporting mechanism via an in-app button, hotline, or email.
- Secure storage for copies or photos of key documents (contracts, payslips, receipts, etc.).
- Checklist features to ensure all documents and information are complete.
- Messaging, feedback, and surveys in multiple languages.

'Just Good Work' Complaint Reporting Mechanism

1. **'Just Good Work'**, is managed by 'Our Journey'. 'Our Journey' oversees complaints and reports from the app. Our Journey, a Malaysian-based NGO, manages the hotline and grievance reports from the app.
2. They can:
 - Handle general questions on living and working in Malaysia (including labour issues).
 - Assist with personal or workplace concerns.
 - Hold transparent and confidential discussions to determine the best solution.
 - Never disclose a worker's personal details to employers or others without consent.

Uniqueness of 'Just Good Work'

1. App Advantages

- Empowers workers with important information on their rights and recruitment, helping them make informed choices.
- Scalable and accessible to workers.
- Strong privacy and confidentiality protections for workers.

- Expertise and experience in handling migrant worker complaints.

2. How 'Just Good Work' Assists CSOs/Unions:

- Improves leaders' skills in communicating with migrant workers.
- Helps leaders provide up-to-date information on employment standards.
- Enables members to make informed decisions.
- Increases members' understanding of their rights and responsibilities as workers.

"Just Good Work" Data Policy & User Confidentiality

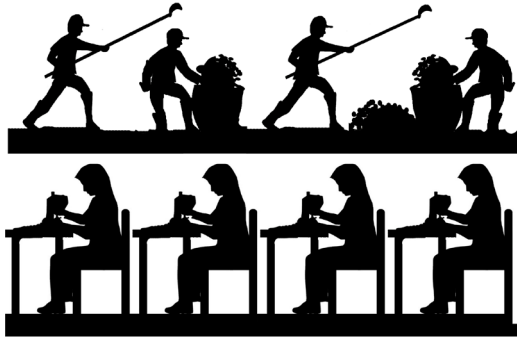
- 1. No Personal Data Collected** - The app only requests demographic information to enhance app services and user experience.
- 2. Supporting Investigations** - If a worker files a complaint needing assistance from 'Our Journey,' only relevant personal data is requested to facilitate the investigation.
- 3. Access to Documents** - Only the worker who uploads the documents can view and access them. The app does not share user data outside of the organization.

Effective Communication

Basic Information

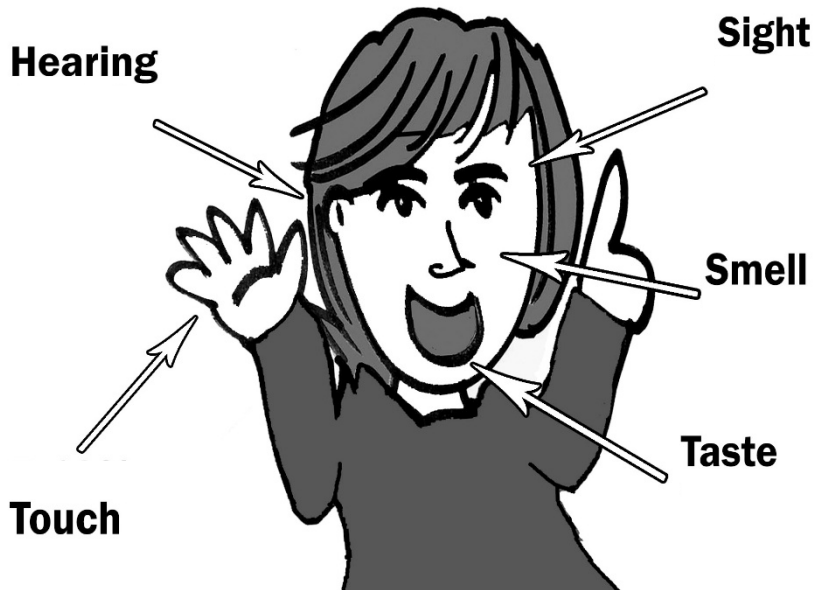
1 Know Your Audience

Be aware of their social, cultural, economic, and political background, including their history and location. Cultural practices and symbols can vary widely and may cause misunderstandings or conflicts in diverse settings.



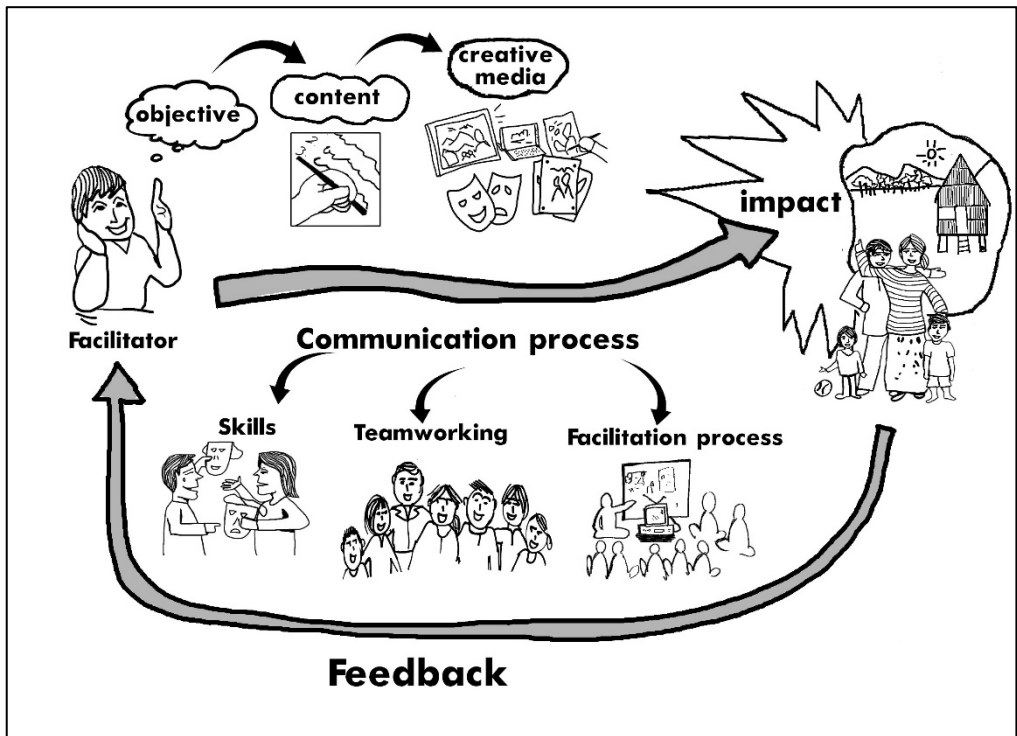
- 2 Human Senses Communicate and Receive Messages - Whenever possible, use multiple senses—particularly visual cues—to make communication more effective (see diagram).
- 3 Language - Communicate in your audience's preferred language if you can, and avoid overly academic or technical language.
- 4 Communication Channels - Relying solely on social media can lead to miscommunication. Face-to-face interaction allows people to read facial expressions and sense emotions. Too many intermediaries can also lead to delays or distortions of the message.
- 5 Message Objective - Be very specific about what you want your message to achieve—for instance, whether it is solely to inform, to provoke anger, to evoke sadness, to bring joy, or to motivate action.

The power of human senses to send and receive information



- 6 **Determine Your Content** - Decide on the specific information or content you want to convey. Select your information carefully, and avoid overloading your audience with excessive details that could obscure the main points.
- 7 **Good Facilitation Skills** - Equip yourself with solid facilitation skills to guide participants and keep discussions focused on the relevant issue or topic until you achieve the desired outcome. Ask questions to prompt audience responses instead of talking too much—or worse, simply lecturing them.
- 8 **Proficiency in Using Creative Tools** - Enhance your ability to use and choose the right creative tools (short videos, photo stories, and visual aids) to convey key information, data, and narratives—especially for complex issues and topics.

- 9 **Body Language & Voice** - Familiarize yourself with good posture and body language practices to ensure clear and effective communication with your audience. Learn to control your voice in terms of volume, speed, rhythm, and tone, as these are crucial for effective communication.
- 10 **Cyclical Communication (Ensure Feedback)** - The messages and information you share with your target audience will have an effect on them. Establish a cyclical communication process where you, the sender, also become the receiver once your audience provides feedback or responses (see diagram).



11. Facilitation Skills:

- A capable community facilitator should aim to establish this communication cycle when working with communities.
- They must possess sufficient skills and the ability to use creative media tools.
- They must be well-informed about community issues, including local culture, customs, and social contexts.
- Facilitators should ensure that in discussions and meetings, everyone's views are heard, without being dominated by a select few.
- Facilitators should avoid a teacher–student approach or methodology.