



Pedagogical guidelines of Module 3 – Unit 6

Social monitoring and auditing

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I. Identity form of the module 3 – Unit 6

Domain	Social Monitoring and Auditing as an assessment tool verifying CSR implementation, strategic planning, policies and practice development, human resources management
Subject	Social Monitoring and Auditing and their impact on human resource management, strategic planning and internal company policies and documents
Key concept	Human Resource Management Department is a key player in designing, implementation and assessment of the internal CSR initiatives.
Title	Social monitoring and auditing
Date of Creation	September 2009
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Training materials	34 PowerPoint slides, 2 case studies, practical examples for illustration, Bulgarian legislation and international conventions and other treaties
Summary	<p>By completing this module, the learner must be capable of understanding the internal and external aspects of CSR, the development of internal CSR policies, procedures and forms and the ways of their assessment. The learner will gain knowledge and skills about the practical performance of a social audit and monitoring, including issues related to communication with stakeholders, unbiased assessment of the given situation, interview skills, reporting and presentation skills.</p> <p>The course is aimed at developing knowledge, skills and competences for practical assessment of the level of CSR implementation, using the social audit and monitoring as a tool.</p> <p>The ultimate purpose of this module is to make an overview of the social audit and monitoring place in the larger CSR implementation picture, to present and practice assessment techniques of the implementation of various internal CSR practices and policies. The purpose of this module is also to discuss the alleged benefits and known limitations of the social auditing and monitoring tool in terms of its role as a verifier of CSR implementation.</p>

II. Educational potential of the module

A. Target groups

This module addresses company leaders, HR professionals, other professionals interested in the subject. A precondition is to have some knowledge and skills in Human Resource Management activities at company level, knowledge of CSR concept and main principles.

B. Educational objectives

- To develop practical skills for analyzing the internal organisational environment and for assessing the company's performance with regard to CSR;
- To create skills and abilities to successfully assess, develop, implement and monitor the performance with regard to CSR policies and procedures.
- To create basic knowledge and skills to conduct social monitoring and social audits

C. Educational Process

The educational process involves transfer of knowledge, competences and skills based on the **skill-based approach**.

In the **deductive mode** the students are presented the larger domain, within which social auditing and monitoring take place, learn why social auditing and monitoring is used as a tool to verify CSR implementation, the difference between the internal and external audit, become acquainted with the overall audit process and its stages.

In the **inductive mode** of the skill-based approach, the students participate in different learning activities – group work, case studies, role plays, Internet research and homework. Using these techniques, the students are encouraged to use or develop their skills to research, analyze and synthesize information and to derive to conclusions.

III. Playing recommendations on the Module

This module can be integrated into a more global training module dedicated to Human Resources Management, Strategic Planning and Formulation of CSR Strategy at the organisational level or Sustainable Development. Since social audit and monitoring are very practical aspects of the CSR implementation and measurement, it is advisable to spend more time in group work, discussions and case studies rather than merely lecturing activities. It would be supportive to the development of analytical skills and ability to synthesize and drive to conclusions if a case study is developed by the learners based on Internet research, and then structured and analyzed to cover all aspects of the social auditing and monitoring process. This will provide them with hands-on experience and make them ready to participate in field visit with the performance of an "actual" audit.

A. Duration of the module

- 40 hours (one week intensive study)

B.Face-to-face duration (including remote F-2-F)

- 40 hours (one week intensive study)

C.Related activities and their duration

- Tutorials: 13 hrs
- Group work: 4 hrs
- Case studies: 14 hrs
- Field work: 8 hrs
- Test: 1 hour

D.Questions for the kick-off of the course

- 1- Do you have any experience in social auditing and monitoring?
- 2- In your opinion is social auditing and monitoring applicable in Bulgarian environment?

E.Questions to structure the discussion/the training

- 1- How important is the role of social auditing and monitoring with view to the macro level CSR picture?
- 2- What is the impact of social auditing and monitoring on the overall CSR performance of the companies?
- 3- What are the main skills a social auditor and monitor should have to be able to perform successfully?

F. Debating questions

- 1- Are social audit and monitoring successful tools to assess the CSR performance of the company?
- 2- In your opinion, what are the limitations of social audit and monitoring?
- 3- In your opinion, what could be a better tool to ensure compliance and level of excellence in implementing CSR policies?

IV. Acknowledgement and references

A. European support from the Lifelong Learning Programme



B. References and global approach:

- ▶ The present pedagogical guidelines and the related training module are part of a global training solution on OSR developed within the HERMES-OSR project (www.hermes-osr.eu).
- ▶ A set of training materials have been developed as a toolkit for the trainers and training organisations validated by the Hermes-OSR project.
- ▶ Syllabus for each of the training module is available on the Hermes-OSR website.
- ▶ 4 training modules have been developed as a generic and flexible approach mainly for subcontracting SMEs and extend as well to all types of organisations and stakeholders:
 - Module 1 – Awareness rising on OSR
 - Module 2 – Inception training to answer fundamental questions in a practical way and applied to specific needs of the audience
 - Module 3 – Applied training for OSR operators and managers involved in the deployment of OSR approaches. This module can be delivered by key topics to fit organisations' needs.
 - Module 4 – Ethics and deontology issues and OSR module to be integrated in existing MBA training (strategy and managerial issues).
- ▶ Module 3 and 4 are also included in a labellisation process of the training organisations. FLA, the Fair Labor Association (www.fla.org) has been involved in the definition of the labellisation process and system recognition of the training solution.

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