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Vanuatu

Sakaraia Daniel
Acting Secretary General
SANMA Province

9th September 2013

SANMA TVET CENTRE UPDATE – August 2013

Secretary General,

Please find below a brief report on key activities undertaken by the SANMA TVET Centre to improve the quality of, and access to, training delivery in Sanma Province in support of provincial development for the month of August 2013.

We are pleased to inform you of the positive outcomes for that period to ensure benefits for the people of Sanma Province.

1. Accredited Training

The Sanma TVET Centre worked in partnership with Cooperatives Department, Frangipani Association, Disability Promotion & Advocacy Association, and Edwards Computer Foundation (CNS) to deliver an accredited training module in micro-business management held at the Vanuatu Agriculture College, as well as an accredited training module in Microsoft Word held at CNS in Santo.

- From the 5th to 9th August 2013, at the Vanuatu Agriculture College, Micro-Business Management accredited training module has been delivered to 12 participants with disabilities (4 females). This was the last learning outcome that has been delivered by the Cooperatives Department through a customised, staged approach to potential participants who attended previous trainings within this module, as well as skills training in Natangura Carving, basic Literacy and Numeracy and Fabric Printing. This training will enhance participants' skills in business to better manage their different existing business. Planning for the technical follow up is in progress for final assessment to ensure that certification is awarded to participants who have achieved competency.



- From the 19th to 30th August 2013, at Edwards Computer Foundation in Luganville, Microsoft Word accredited training module has been delivered to 20 participants (9 females) coming from different business organizations. It is a first ever training initiated by the TVET Centre in working collaboration with ECF to deliver a training module after working hours (5:30pm to 7:30 pm). This training is a clear example of how an effective TVET system needs to be able to deliver training flexibly to meet the needs of working people. Participants were selected based on a survey carried out by ECF trainer and TVET Centre staff with the objective of improving employees' skills in IT to better perform their duties in the workplace and possibly be promoted.



2. Business Development Services

- In August 2013 there was a good working relationship between the Sanma TVET Centre and key provincial stakeholders such as the 5 Area Secretaries of Sanma province, the Vanuatu Agriculture College, the Vanuatu Maritime College, the Sanma Tourism Department, who put together their efforts and collaboration towards the successful implementation of business development services. These activities involved the following;
 - 2-day Technical Follow Up survey with over 60 selected active TVET Centre clients in Agriculture, Livestock and Forestry farmers and also rural fishermen & small vessel operators.
 - 4-day Baseline Data Collection for Sanma Tourism Clients – active participants in Luganville and East Coast of Santo.
 - 1 ½ day coaching workshop on Bungalow & Restaurant Customer Service with 9 bungalow clients in Sanma province and bungalow coaching and mentoring meetings with 8 clients in Luganville and East Coast of Santo.
 - 5-day Business Management and Accounting Workshop with 25 newly trained Cooperative Savings and Loans Managers in Sanma province
- From the 5th – 6th August 2013, the Vanuatu Agriculture College and the Vanuatu Maritime College in collaboration with the Sanma TVET Centre have jointly mobilized their resources and a team of technical officers specializing in Agriculture, Livestock, Forestry, Rural Fishing and Small Vessel Operation to conduct the technical follow up survey with over 60 selected active participants engaging in such activities within their community in the 5 Area councils of East and West Malo, South Santo Area 2 and East Santo. The technical follow up survey aimed to assess the current business potential, opportunities or difficulties faced by participants, and identify further training needs and business development services needs relevant to the participants' current business situations. Another core purpose for conducting this survey has also resulted in technical officers validating active participants from these sectors covered.

Key outcomes and highlights from the technical follow up survey include;

- A total of 30 active farmers in Livestock and Forestry sectors, 22 fishermen and 10 Agriculture farmers are validated and surveyed by the technical follow up team which totaled up to 62 participants.
- There was joint contribution to cover travel costs and resources sharing between the organizations involved in coordinating and implementing the technical follow up survey.
- Key initial and common findings from the survey included difficulties faced by farmers/ fishermen in consistent and quality control of price control, marketing and sales of their products, fish handling techniques, and farm maintenance issues such as insecure fencing, and water system and feed formulation.



Photo: A group of Livestock, Forestry and Rural Fishing technical follow up participants in East and West Malo

- From 13th – 16th August this month, the Sanma TVET Centre in collaboration with the Sanma Tourism Department have jointly organized and implemented a TVET Program Baseline Data collection with 41 local tourism operators in Sanma province who are currently registered clients under the TVET Centre and Sanma Tourism Department Tourism Work program for this year 2013. This has involved Baseline data collection interviews and meetings with individual active Sanma Tourism operators in Luganville and at East Coast of Santo.

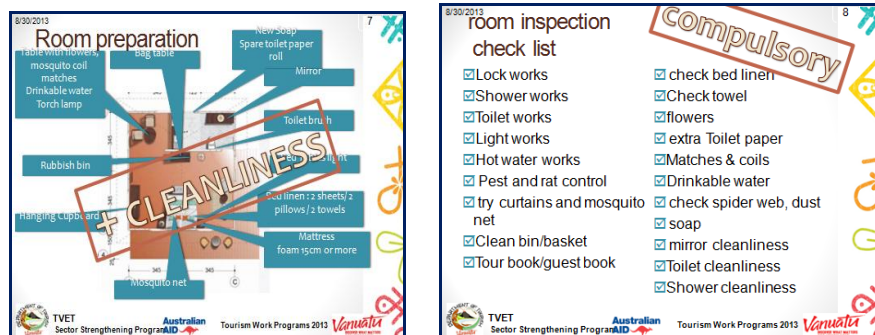
*Key **outcomes** and **highlights** from the baseline data collections with Sanma Tourism operators include*

- A total of 41 active and registered Tourism client participants have participated in the baseline data collection representing about 30 businesses in Sanma province.
- The participants included owners, managers, accountants, chefs, housekeepers, tour guides, and drivers.



Photos: Sanma TVET Centre staff conducting baseline data collection interviews from Luganville to Port Olry village

- From 19th – 23th August 2013, the Sanma TVET Centre under its Tourism Work program in Sanma in collaboration with the Sanma Tourism Department has convened together 9 participants representing 9 locally owned accommodation and restaurant owners to participate in the 1 ½ day workshop on Customer Service and Customer Care delivered by the TVET Program consultant Pascal Gavotto. This workshop consolidated skills already acquired in accredited trainings in this area at Sanma TVET Centre in Luganville. During the same week, discussion meetings were held with the Sanma Tourism Department as well to update on the tourism sector progress, and also bungalow action plan coaching and mentoring meetings were held with accommodation owners and managers. The key outcomes and highlights resulted from these workshops and meetings include;
 - Consolidation of skills in international-standard customer care.
 - The Sanma Tourism Department informed all local accommodation operators that the Department will be conducting a local accommodation accreditation and assessment activity during August and based on the minimum requirements of the Department of Tourism to meet international expectations.
 - The Sanma TVET Centre in collaboration with the Sanma Tourism Department and the P&O Cruise Ship Committee is planning also to organize in November - a 'P&O Review of Activities and Productst' in order to review approved products by the Sanma Tourism Department to be promoted for cruise ship tourists. Planning for the production of a "what to do in Santo" guidebook featuring all accredited products.
 - Preparatory planning for the establishment of a Sanma Call Centre, based on the successful Malampa model. Formal advice has now been received that start-up funding for this initiative will be provided through the TVET Program. Action planning covered the governance aspects of the Call Centre, office installation, telecommunications, administration and finance procedures, product subscriptions, website design, human resources, and official opening of the Call Centre.



- From 12th – 16th August 2013, a 5-day Business Management and Accounting workshop was held at Sarakata Anglican Church Hall in Luganville on with 25 newly appointed managers of new Savings and Loans Societies that have been recently set up in Sanma Province. The participants were from the Eastern, Southern, Northern, Big Bay Sea Coast and interior parts of Santo and Malo Island. The two trainers who facilitated these training are Marie Buama and Luisa Letlet

from the Cooperatives Department. The key outcomes and highlights resulting from this workshop include;

- A total of 25 managers comprising 21 females and 4 males were trained in Business Management and Accounting/Bookkeeping Procedures and Skills.
- The workshop also resulted in shared workshop costs and resources by the different organizations and participants - Cooperatives Department, TVET Centre, World Vision, and the Sanma Savings & Loans Societies.



Photo: 25 Managers have received their certificates after successful completion of the Business Management & Accounting Workshop: 12th – 16th August 2013 in Luganville,

These are the results of the hard working staff of the Sanma TVET Centre and our partners and we look forward to continuing to work with you to strengthen our communities by coordinating the delivery of accredited trainings, workshops, and coaching for economic development.

Sincerely yours

Moulin TABOUTI

A handwritten signature in black ink, appearing to read 'Moulin TABOUTI', enclosed within a circular scribble.

SANMA TVET Center Manager

Cc: Sakaraia Daniel, SANMA PTB Chair
Richard Coleman, SANMA PTB Assistant Chair
Joe lautim, Director, Ministry of Youth Development, Sports and Training
David Lambukly, CEO, VNTC
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