



Skills for Economic Growth

**MALAMPA TVET Centre,
PO Box 96,
Norsup,
MALEKULA.**

Mr. Lawson Samuel,
The Secretary General,
MALAMPA Provincial Government.

10th June, 2014.

Dear Sir,

MALAMPA TVET CENTRE MONTHLY REPORT – April and May 2014

MALAMPA TVET Centre is pleased to submit to your office this report on skills enhancement activities undertaken by the TVET Centre, during April and May 2014, to support productive sector development in MALAMPA.

The Centre has continued to co-ordinate in partnership with stakeholders, consultation and awareness meetings on gender and business development services, and mentoring and coaching sessions for selected Malampa Call Centre tourism clients from Malekula and Ambrym.

Thank you for the partnership we have developed in achieving successful delivery of skills development programs for economic growth of MALAMPA Province. Our TVET Centre wishes to maintain and further strengthen this partnership with MALAMPA Provincial Government and key stakeholders, to continue delivering TVET services for inclusive provincial economic growth.

Yours faithfully,

Kalowie Y. ROBERT.
Manager, MALAMPA TVET Centre.



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cc: Johnson TOA, Acting Director, Vocational and Continuing Education.

David LAMBUKLY, CEO, VNTC.

Renjo SAMUEL, Chairperson, MALAMPA PTB.

Palen ATA, Provincial Planner, MALAMPA Provincial Government.

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Peter MORRIS, Technical Director, VTSSP.

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Sally BAKER, Disability Inclusion Adviser, VTSSP

Nicholas CROSSLING, Skills Development Plan Adviser, VTSSP

Christelle THIEFFRY, Senior Program Officer - Education, Australian Aid.

Dorresday KENNETH, Director, Department of Women's Affairs.

George BORUGU, Director, Department of Tourism.

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1. Business Development Services

1.1 Product Evaluation and Scoping – Maskelynes, South Malekula

This program was conducted by the TVET Centre for 5 accommodation operators and 2 tour operators. This was an initial on-the-ground scoping activity to evaluate the level that these businesses are at, and determine their action plans to take them towards meeting the minimum national accreditation standards of the Department of Tourism and be able to access the internet marketing services provided by the Malampa Travel and Tourism Call Centre.



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1.2 Tourism Mentoring and Coaching Program Follow-up: Ambrym

This program was conducted by the TVET Centre's Business Development Services Co-ordinator, in collaboration with the Department of Tourism. Selected Ambrym clients, who are members of the Malampa Travel and Tourism Call Centre and who have been receiving capacity-building coaching assistance from the TVET Centre were followed-up and their progress against their action plans were evaluated with on-site coaching and mentoring assistance. Bungalows and tour operators and accredited volcano tour guides from South East, West and North of the island met with the TVET Centre staff to discuss their achievements, challenges and remedial steps to meet and maintain the minimum national



accreditation standards of the Department of Tourism. A constraint that poses immense challenge to these tourism operators is regular water supply. Bungalow operators are working towards installing water supply systems for regular supplies to their bungalows. Emerging operators were also identified and assisted to progressively build pathways towards meeting the minimum standards of the Department of Tourism.

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1.3 Wala Cruise Development – Initial Cruise Day Assessment

This program was led by the Department of Tourism technical team and a representative of the Vanuatu Tourism Office and supported by the TVET Centre team of technical officers and consultant. In the lead-up to the cruise day, all these stakeholders undertook preparatory meetings with Wala Cruise stakeholders and on the 19th May cruise day, a variety of assessments were undertaken on Wala Island, from food and beverage stalls to massage and from meet and greet to farewell of tourists. Tourists were also surveyed on their expectations and their satisfaction of the products and services rendered. Overall, tourists were relatively satisfied. Having identified key areas for enhancements, action plans on capacity-buildings were subsequently drawn, to be implemented as from the first week of June. In consultation with the Department of Tourism and Carnival Australia, the TVET Program has designed an integrated program of



training and coaching to be delivered through the Malampa TVET Centre throughout 2014 to support the development of Wala Island as a successful cruise ship port of call, and thereby create a significant source of revenue for the community.



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2. Other Services

2.1 Central and North Malekula Gender/Economic Empowerment Awareness

The TVET Centre in partnership with the Malampa Provincial Council of Women and the Department of Women's Affairs (Women's Desk) disseminated key information to key leaders identified by the Malampa Provincial Council of Women (MPCW) on accessing services delivered through TVET Centre, as part of its gender strategy on women's economic empowerment. These women leaders came from the Central and Northern parts of Malekula.

This awareness coincided with the celebration of the National Women's Day and was held in the newly established Handicraft Centre. As part of its gender strategy, the TVET Centre is working very closely with the MPCW to strengthen the business development of its Handicraft Centre. The Handicraft Center is initially tapping into the local market, having earned for handicraft suppliers, revenues in excess of VT50,000 over 4 sales days in April and May. This handicraft hub is working progressively towards expanding its marketability to include Malampa Call Centre bungalows and their tourists as well as the existing and emerging Vila markets. In opening up for business, issues such as quality production, productivity and pricing have been confirmed to be amongst the key constraints needing to be addressed, to sustain and develop the handicraft hub. Specific business development workshops and trainings to address these constraints will be coordinated by the TVET Centre.





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2.2 Disability Inclusion Awareness – Malekula & Paama

A disability inclusion awareness program was conducted by the TVET Centre in partnership with the Malampa Disability Committee in Lakatoro. Key leaders and disability groups from Unua, South East Malekula and Wala, North East Malekula and Paama were given information on accessing the TVET Centre services. The participants were also made aware of the draft disability inclusion strategy for the TVET sector that has been developed through consultation with national and provincial stakeholders.

This awareness program also covered the TVET Centre's commitment to promoting equal access for people living with disabilities in the rural communities and enabling them to participate in mainstream skills development programs. Expressions of Interest forms were completed, and the main interest is in agriculture and livestock.





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2.3 Malampa Skills Development Plan Review

Recently, some key provincial stakeholders were consulted by the TVET Program Skills Development Adviser, in preparation for the review of the current 5-year Malampa skills development plan that is expiring in 2014. There are plans for further consultation with all productive sector heads at the end of June, to review and streamline the plan to cover the next 5 year period commencing in 2015.