



3<sup>rd</sup> July 2018

Dear Secretary General

**Torba Provincial Skills Development Report: March to May 2018**

Torba Provincial Government Training Board (PGTB) is pleased to share with you all the outcomes of various activities that have taken place within some of Torba’s rural communities through the partnership between the Torba Skills Partnership and the provincial productive sectors to provide adequate skills and knowledge to our rural communities.

The report highlight activities in Agribusiness, Handicraft and Tourism. With the various challenges that we usually face in Torba province, this partnership help each of us to support our clients and implement each of our sector plans.

Yours faithfully



Edmond Hillary

PGTB Chairman/Provincial Education Officer [PEO]

Co-authored by



Peter Maho  
Department of  
Agriculture



Olivet Dorony  
Department of  
Tourism , Torba



Albert Ruddley  
Torba Skills  
Centre



Copy:

- Mr. Jean Marie Virelala, Acting Director, Tertiary Education Directorate
- Mr Jimmy Rantes, Director, Department of Industry
- Mr Antoine Ravo, Director, Department of Agriculture and Rural Development
- Mr Donald Pelam, Acting Director, Department of Tourism
- Mr David Lambukly, Chief Executive Officer, Vanuatu Qualifications Authority
- Ms Adela Aru, Chief Executive Officer, Vanuatu Tourism Office
- Mr Fremden Yanhambath, Director, Vanuatu Skills Partnership
- Ms Christelle Thieffry, Senior Program Manager, Australian High Commission
- Ms Anna Gibert, Strategic Adviser, Vanuatu Skills Partnership
- Mr Benuel Lenge, Monitoring, Evaluation and Learning Manager, Vanuatu Skills Partnership
- Yvette Andrews, Program manager, Australian High Commission

## Overview

This bi monthly report covers the activities carried out by the productive sectors in partnership with the Torba Skills Centre within the months of April and May. The report highlights the participation of females and people with disability in some of the activities and also shows the activity outcomes.

The activities were carried out through a collaborative approach between the target clients, the respective sector officers, the Skills Centre Provincial Training Coordinator, and Industry Coaches.

## Skills for Agribusiness

### Farming System Workshop

From May 1<sup>st</sup> to 17<sup>th</sup>, Torba Skills Centre and the Torba Department of Agriculture and Rural Development collaborated to conduct three (3) agribusiness workshops in the eastern villages of Vanualava. Farmers selected for the workshop are Sola market vendors who usually sell their products since the opening of the market house in 2017. 50 farmers - of which 31 of them are females - were introduced to types of plants, the different farming systems techniques to enrich the soil, plant health & protection, the seasonal cropping calendar, products profit calculator, crop compensation policy and Sola market house rules and regulations.



Each of the farmers developed their action plans to set up their alley plots, compost boxes and vegetable beds and the used of other techniques. Farmers will continue with coaching each month from June onwards mainly to help them introduce farming techniques in various stages and also address any challenges during these stages.

## Skills for Handicraft

### Craft Inventory and Product Development workshop

From the 5<sup>th</sup> to 17<sup>th</sup> of March, 22 clients, including 16 females as well as Bernard and Victoria who are two people with disability, attended a two-week workshop in craft inventory and product development comprising Motalava Island and Vanualava Island clients on Vetimbosos Village on the western Vanualava Island.

The workshop was facilitated by Handicraft Industry Coach Chris Delany with the support of our local coach Donna Sikelme. The aim of the workshop was to identify clients' community craft products and local designs and assess their economic potential. Samples were identified and new designs were also made to meet market demand. Clients were then taught about pricing their products and simple book keeping to record their income and expenditure.



*Craft client products*

The outcome of the workshop was the development of 12 different products including new designs of very good quality as confirmed by the Industry Coach.



Bernard, our client with a disability, was supported with the provision of hand tools through the Training Provider Inclusion Improvement Fund [TIPIFF]. The products he can create such as necklaces are difficult to make without hand tools. He said the tools made his work much easier.

*Bernard with his products.*

## Skills for Tourism

### Food and Table Presentation Workshop

From the 16<sup>th</sup> to 18<sup>th</sup> of April a workshop on Food and Table presentation was conducted with 14 individual and business clients, including 12 females on Sola, Vanualava. Rolyn Liu, a local Industry Coach, conducted the workshop with the objective of improving restaurant service. Areas included the use hygienic practices for food safety as well as preparing and serving non-alcoholic and alcoholic beverages.



*Making Fruit Drinks Demonstration*

*Cocktails using local fruits*

In terms of workshop outcomes, clients were able to obtain the following skills: basic skills and knowledge on food preparation and presentations on a plate for in-house guests; menu development, table setting using table cloths, napkins and cutlery; basic customer service and communication skills; developing meal plans including separating food price from accommodation. The participants also learned about the best cutlery to be used in a restaurant and simple machines that can be used to make simple drinks. Clients also realized if they don't have in-house guests, the restaurant can be an additional income to their business. In general, this workshop exposed the clients to how to operate an industry-standard restaurant. Clients found this workshop to be interesting and invested in purchasing cutlery they needed to operate their restaurant. Clients were

assisted to develop a three-month action plan and a follow up will be conducted in July in the form of individual client coaching.

### **Basic Tourism Business Operations**

A workshop was conducted by industry Coach, Mereana Mills, on Basic Tourism operations with two major objectives; Basic Check In and Check Out procedures, including Guest Registration and the use of accommodation booking book for reservation purposes. A total of 14 individual business clients attended the workshop.



Though this is a refresher workshop for clients, 5 participants are new business clients. To assist clients understand better the learning objectives, clients undertook practical exercises in making lists of check in activities; guest frequently asked questions, common guest problems, writing guest invoices and entering range of bookings in the simple accommodation booking books. The accommodation booking book is a manual booking system that assists clients for housekeeping purposes, recording of statistics and calculating occupancy rates of their accommodation business. Client action plans were developed and will be followed up by Tourism Product Development Officer (PDO) and Tourism manager.

### **Loh Tourism Clients coaching 5th – 7<sup>th</sup> May**

The Department of Tourism Torba officers undertook a coaching Visit to Loh funded by the Torba Skills Centre as a follow up from last year's visit. The visit was purposely to follow up with the clients' action plans for clients who attended the backyard gardening workshop held at Mota-lava. The visit was done along with the new PDO officer as a familiarisation visit as well re-electing new executives for Torres Tourism associations. The clients' action plan were followed through and revised, with challenges identified that can be collaboratively addressed. New tour products were developed as a result of this visit. The visit identified book keeping as a challenge for clients and they were recommended to attend the business planning workshop that will be held in Sola during the month of July. One tour guide will be also attending the accredited tour guide training through the Basic Cluster block modality along with Vanualava tour guides to be held in Sola from the month of June.



*Tourism Officer coaching a client*

*Backyard gardening action plan follow up*

**Basic Business Planning workshop for rural tourism businesses - 14-18 May 2018**

The business planning workshop conducted by Industry Coach, Nicole Deen, in Sola involved 18 business clients from Gaua, Mota-lava and Vanualava. The workshop had two objectives, that is to a) deliver a 3-day Basic Business Planning Workshop for tourism clients in Torba and b) to prepare Department of Tourism staff to co-facilitate this workshop and build their capacity to facilitate the workshop themselves in future. Small tourism businesses learned how they can better plan, run and monitor their business activities so they can better achieve their business goals; business owners/ managers were provided with tools and processes for ongoing business planning; and lastly business owners/ managers were provided with the basic information they will need if they want to write a formal business plan.



Tourism clients with their business plans.

The individual clients were equipped with skills including how to identify the many strengths and resources they can use and promote such as their natural environment, customer service and strong connections with family and community to run their businesses. Clients were able to see the 'big picture' of their business in the visioning activity and clarified their motivations for being in business. Clients understood the importance of putting customer needs at the forefront of anything they do, and having customer satisfaction (reflected in more customers coming) as their 'end goal'. Clients saw the importance of starting with improving their existing products & values and services before thinking about building or creating new ones and also reinforcing the idea of using different channels to

promote and market their business. A follow up coaching will be conducted to follow up on clients' goals and action plans.

### Accommodation Technical Coaching- 21<sup>st</sup>-31<sup>st</sup> of May-Coach Grace Taissets

A technical coaching in accommodation was an initiative developed after the accommodation service skills training conducting in 2016. Similar to the follow-up from other workshops, the Skills Centre and the Torba Department of Tourism deemed it necessary to focus on individual client approach in acquiring skills in accommodation. This coaching came about and involved a total of 18 accommodation business clients from Gaua, Mota-lava and Vanualava. The objectives were to help clients better understand standard operating procedure for cleaning a room, bathroom and toilet. Skills to better plan and control stock of linen and cleaning chemicals were developed as well as the tools needed for accommodation cleaning and setup.



*Clients practising bed setup*

*Coach explaining use of cleaning products*

The accommodation coaching for individuals was a success as clients tend to be more focused, more independent to interact and share ideas with the coach, thus enabling better learning. Clients have better understanding of step by step cleaning procedures, linens requirements to setup beds as well as better ideas to clean toilets and bathrooms for a clean and hygienic environment for guests. As agreed, DOT and Skill Centre staff will assist clients to purchase linen and cleaning products with suppliers to help put the skills acquired immediately into practice.

### Summary

The successful outcomes of these activities confirms the strong partnership between the productive sectors and the Torba Skills Centre where everyone works together to achieve our goals within the Torba Provincial Sector plan. The aim of this plan is to provide the necessary support to our local people and one of the main needs is to strengthen skills and knowledge so they to improve livelihoods.