

To: Mr. Etienne Ravo, Acting Secretary General, Tafea Province  
Mr. George Jonathan Maeltoka, Director, Tertiary Education Directorate  
Mr Jimmy Rantes, Director, Department of Industry  
Mr Antione 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  
Ms Susan Kaltovei, Program Manager, Australian High Commission

17<sup>th</sup> October 2018

Dear Acting Secretary General, Directors and CEOs,

**Re: Tafea Provincial Skills Development Report: July - August 2018**

The Tafea Provincial Training Board (PGTB) in collaboration with its key Partners is pleased to submit the bi-monthly report for the months of July and August, 2018.

This report highlights continuous collaboration in Skills Development to implement productive sector priorities especially in the areas of Handicraft, Tourism, Agri-business and continuous support to the Training Providers of Tafea Province. Also this report continues to show progress of the Post TC Pam Recovery Project in the tourism sector and a brief update on selected clients with a disability who are undertaking poultry and fish farming.

Thank you sincerely for your continuous support and attention.

Yours Sincerely

Thomas Butu  
Principal Education Officer  
Chairman, Tafea Provincial Education Board

CC: All Provincial Productive Sectors concerned

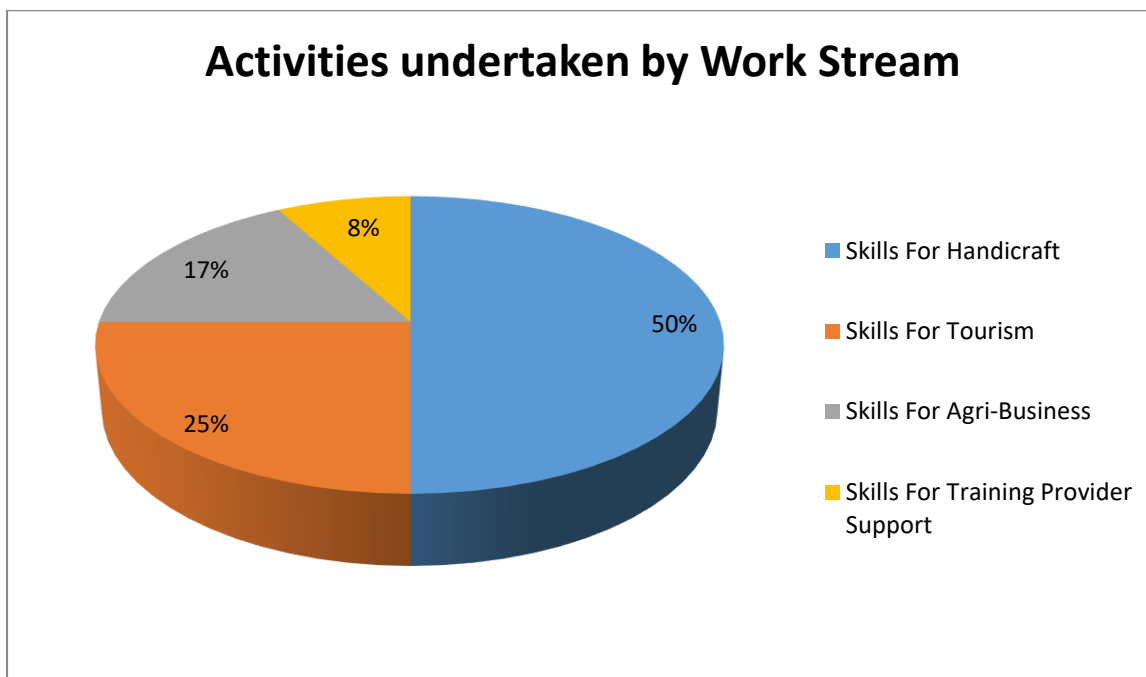
Co-authored

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# Tafea Provincial Skills Development Report July - August 2018

## Overview

In the months of July and August 2018, the Tafea Skills Centre continued supporting and coordinating a total of 12 activities across Agri-Business work stream (2 activities), Tourism sector (3 activities), Handicraft sector (6 activities) and support to the Training Providers (1 activity).



## Highlights

The Tafea Skills Centre in collaboration with the training providers, Vanuatu Institute of Technology (VIT) and Torgil Rural Training Centre, finally managed to hand over Certificate 1 in Tourism (Tour Guiding) to 16 graduates and Certificate 1 in Tourism (Accommodation Services) to 21 graduates on Tanna and also 15 clients in Aneityum received Certificate 1 in Tourism (Tour Guiding). These trainings were delivered in 2017 by the VIT and Torgil RTC.



Figure 1 Certificate 1 in Tour Guiding and Accommodation Services Graduates on Tanna



Figure 2 Certificate 1 in Tour Guiding Graduates in Aneityum

## Skills for Agri-Business

All planned activities in the Skills for Agri-Business sector were postponed in these two months due to unavailability of trainers and coaches however, the Centre continues to work with the Department of Fisheries and the Department of Livestock to implement Special Projects for people with disabilities. A total of 3 poultry farmers with a disability have completed construction of their poultry farms and are currently trialling cross-breeding of local and imported chicken.

The intention of this trial is to breed hybrid chickens that can adapt to the local environment and also to ensure that the chickens raised from these farms can be fed with locally grown food.

The main challenge we are facing with this project is the lack of family and community support to assist our clients build their projects. The fish pond construction for identified clients could not start because the materials in stock are not specified to construction of fish ponds therefore we have to reorder materials again from Port Vila.

## Skills for Handicraft

The Skills for Handicraft sector work stream in the months of July and August emphasised client and coach professional development in order to improve the quality of skills delivered and also to enhance the level of application of skills already acquired.

### Inter-Island Trade follow up Meeting on Aneityum

The Inter-Island Trade follow up meeting was conducted in early July 2018 by the Department of Industry, Mr. Martin David, a local consultant and Tafea Skills Centre staff following the introduction of Malampa handicraft products to vendors on Mystery island in September 2017. The 23 mothers who are currently selling local forest and sea products made on the island and also those imported from Futuna, Tanna, Erromango and those bought from the Malampa Handicraft Centre (MHC) are fully aware of the Government's decision to start minimising sale of foreign handicraft products and increase locally made handicraft and value added products. There is an indication of positive sale of local products and a few mothers have indicated that they were now selling their 3<sup>rd</sup> and 4<sup>th</sup> order of MHC products. The majority of the mothers however indicated that sale of local handicraft is very slow.

Some of the challenges which are contributing to slow movement of stock include:

- Uncertainty of biosecurity rules and regulations
- High price of local products especially when buying from another supplier
- No discounts on products
- Labelling of products does not carry the brand "Mystery Island"
- Limited vendor knowledge on retail & wholesale price
- Uncertain business dealings between suppliers and vendors
- Offline banking services by NBV
- Inconsistency of product supply

During the meeting, the mothers identified products with high market demand and these include Futuna Baskets with zips, finely weaved products which include the MHC products. In conclusion the mamas agreed that it would be a gradual shift in business, initially with a mix of products, transitioning to fully local handicraft once the supply chain is efficiently established to sustain production.

### **Customer Service and Speaking to Tourists on Mystery Island**

On the 12<sup>th</sup> of July Julia King -a local industry coach conducted the Customer Service workshop to 7 Business Clients (Mamas) of whom two are selling local artefacts while 5 are still selling mixture of local and imported Asian products on Mystery Island during cruise days. As an effective marketing and sales strategy, the Business Clients were taught how to take ownership of handmade products and learning the value of each product, its connection to its producer and the importance of telling the story to the customer. Clients were also made aware of and learned cultural differences of customers and best practices to provide customer care service.

On the 13<sup>th</sup> of July 2018, Julia spent time with the clients during the cruise day to observe as well as assisting them to display and present their products to visiting tourists.



### Pandanus and Burao Jewellery Follow Up

The Pandanus and Burao necklace and earring production follow up was conducted by Trudy Kalotiti in July 2018 to check the progress of Spider Web necklace and earrings, triangular volcano design necklace and earring and woven square/diamond necklace and earring.



Out of the 7 Business Clients visited - comprising mostly women and 1 male in the eastern and western part of Tanna - 2 clients are producing very good quality products, 3 clients are continuing to improve while 2 needed to make effort to start producing. The follow up report also showed that 2 very skilful clients are not part of the group anymore and needed to be encouraged to join in with the group of jewellery production.



### Local Coaching Professional Development

In the month of July, Anne Smith, the Lead Industry Coach in the Handicraft sector also came over to Tanna to observe and provide further support to Trudy Kalotiti and Denny Kaio who are local coaches engaged through the Tafea Skills Centre.

This was a capacity building workshop for the 2 local coaches to enable them prepare and deliver workshops and coaching without support by the head coach. The use of computers is still a challenge for a number of local coaches across the sectors.

### Art Sketching Skills/ Workshop with Tanna Original

The Art Sketching workshop was conducted by Mr Denny Kaio in the last week of July to Tanna Original Individual Clients of whom 2 are female and 1 male client. Denny as the lead artist in the group assisted the members to draw 2 and 3 dimension shapes, taught flexibility of hand and concentration when sketching, learning curved shapes and objects and shading applied on the opposite side of the light.

While this group of 4 Individual Clients are doing some very impressive drawing and printing, they are very small in number and could not meet the market demand therefore there is a strong recommendation that similar workshop should be conducted by Denny to potential new clients to increase the number of clients in this activity.

### Business Finance Follow Up

A one day follow workshop on Profit Recording was conducted by industry coach, Kalowie Robert, on the 17<sup>th</sup> of August 2018 to Drawing and Jewellery Business Clients.

## Skills for Tourism

### Tanna Tourism Recovery Project Stage2 (TTRP2) Implementation Progress

The Tanna Tourism Recovery Project Stage 2 is a Special Project Coordinated by the Tafea Skills Centre in collaboration with the Tafea Department of Tourism where 28 clients (19 Accommodation Clients and 9 Tour and Activities Clients) are being supported to rebuild their tourism products. So far 3 clients have fully completed their projects while 17 clients are progressing well to complete their projects by November 2018. Below is a diagram showing an estimated percentage of project implementation progress by the clients.

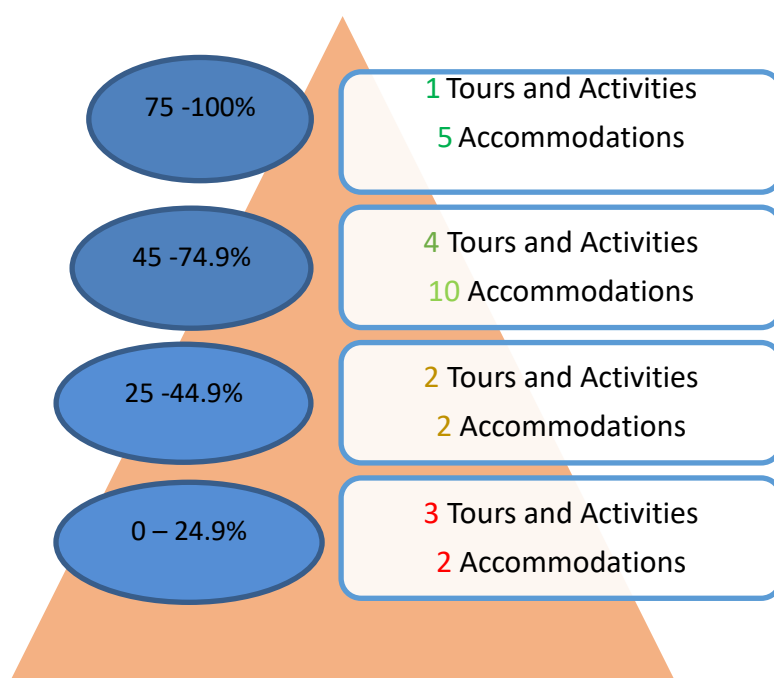


Figure 3: Percentage Category of Client Work Progress in the Months of July -August, 2018

Though the Project Coordinator contract lapsed at the end of August 2018, the implementation team together with the Site Supervisor continue to provide necessary support to all clients and once the 2<sup>nd</sup> round of material purchasing arrived on Tanna, we expect to see especially the 5 struggling clients (0-24.9% category) starting to make more progress on their projects.

A Special Coaching visit was conducted by industry coach Max Zacharie at the end of August 2018 to assist the TTRP Clients address shortfalls which were identified by the Department of Tourism and the Vanuatu Tourism Office through an Internal Audit and Assessment. Each client mentioned in the Internal Audit Report was visited and given advice on what needs to be improved. At the end of the coaching, a one day session on First Aid Training was also conducted by the Red Cross with all clients on First Aid Kits.

## LLN Assessment

The Tafea Skills Centre during these two months reviewed and finalised the list of Aneityum boat owners and drivers who operate sea tours on Mystery Island. On the 18<sup>th</sup> to the 23<sup>rd</sup> of July 2018 Mr. Watt Albea (LLN Assessor) was contracted to assess the levels of Language Literacy and Numeracy (LLN) for 20 men who are now ready to undergo Boat Safety Training to be delivered by the Vanuatu Maritime College through the Tafea Skills Centre.

## Training Provider Support

Tafea Skills Centre staff have been discussing and supporting Training Providers and key stakeholders including the Green Hill City RTC, Lume RTC, Napil RTC and the Department of Agriculture to identify their officers who have the qualifications and are available to attend the International Training on Assessment and Competencies (ITAC) course, through the Australia Pacific Training Coalition (APTC) to enhance their professional development.

Following various discussions on the need to strengthen local providers and bring them up to Vanuatu Qualifications Authority standards, especially existing Rural Training Centres, Tafea Skills Centre has prioritised Napil RTC which is delivering Agriculture courses, Lume and Green Hill City RTCs which are delivering Tourism Hospitality and Building Construction courses to send in their staff for ITAC training. A total of 7 candidates were selected and their applications sent to APTC management to attend the ITAC training in October 2018.