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Mr Jimmy Rantes, Director, Department of Industry
Mr Antoine Ravo, Director, Department of Agriculture and Rural Development
Mr Jerry Spooner, Director, Department of Tourism
Mr Fremden Yanhambath, Director, Vanuatu Skills Partnership
Mrs May Garae, Deputy Director, Vanuatu Skills Partnership
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Mr David Lambukly, Chief Executive Officer, Vanuatu Qualifications Authority
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11th November 2019

Dear Directors, Chief Executive Officers and Managers,

SANMA Province Skills Development Report: August – September 2019

It is with great honour and privilege that I present to you this Skills Development Bi-monthly Report for activities that have happened throughout August to September 2019, coordinated by the SANMA Skills Centre with its Provincial Partners here in Sanma Province.

Thank you for your valuable contribution to skills development in the last two months. It is very encouraging to see the outcomes of skills development activities from individuals working together as well as rural businesses in our communities.

I look forward to your continuous partnership for skills development here in Sanma Province.

Yours Sincerely



Albert Ruddley
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Overview

This report covers the key activities that took place over the months of August and September 2019. We coordinated a total of 9 activities altogether, with most focused on client coaching. The only workshop conducted was the Good Governance workshop under the Skills for Creative industries work-stream. This workshop should add strength to the already establishing and operating headwear associations by supporting the creation of a Community Company Ltd, the constitution of which should be finalised early 2021.

PGTB Information

The Sanma Provincial Government Training Board meets once every two months. Its members are heads of Government productive sectors in Sanma Province, representatives from NGOs, Training Providers, Municipal Council, and the Vanuatu Society for People with Disability (VSDP). Even though newly revised terms of reference had not yet been finalised by the Vanuatu Qualifications Authority, Sanma PGTB has contributed a lot to the coordination and development of skills development in Sanma province. Its minutes are uploaded into the Vanuatu Skills Partnership website [here](#). The last PGTB was held in October 2019

Highlights

Total number of Skills Development Activities

	Title(s) of Activities and Type
Training Provider Support	1. Quality Improvement Plan Review for Rural Training Providers 2. Vaiduhu RTC registration
Skills For Tourism	3. Restaurant Business Coaching – Hygiene and Menu development
Skills For Agribusiness	4. Farm to Table coaching in the lead-up to the Sustainable Island Tourism Conference 5. Bee Keeping and Value Addition
Skills For Creative Industries	6. Textile Screen Printing Workshop 7. Hat production and export for Hills Hats in New Zealand 8. Scoping and Analysis of Handicraft Business Model: Good Governance
Disability Inclusion	9. Inclusive customer service workshop

Participation

	Inclusive Customer Care Workshop	Skills for Creative Industries	Skills for Agribusiness	Skills for Tourism	Disability Inclusion
Women	20	25	15	15	1
Men	14		12	7	
People with	1				

Disabilities					
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Skills for Tourism

Restaurant Business Coaching – Hygiene and Menu Development

The seven days activity involved a four day workshop and three days coaching facilitated by restaurant coach, Mr Leonid Vusilai. The activity covered the following:

- Hygiene and Food Safety which is a vital component for a healthy and rewarding customer service.
- Organisation of kitchen space which leads to fast, efficient and effective kitchens services, and also produces quality customer services.
- A recap on creating fantastic dishes from a few basic local ingredients that would satisfy the diet and preferences of tourists.



Figure 1: First Picture - Coach, Mr Leonid Vusilai, during the coaching, giving hands-on coaching to two participants. Second Picture - Mr Leonid Vusilai develop a cleaning schedule sample that restaurants could use in their properties.

Lessons Learnt:

- Hygiene needs to be well addressed from the top down and into our local restaurants. Department of Tourism (DoT) with assistance from Ministry of Health (MoH) could develop regulations for surrounding restaurants that are serving tourists so as to ensure a safe and enjoyable dining experience.
- Coaches need to spend more time with clients for 'one on one' coaching so clients are well versed with preparations of different menus.
- Such training needs to be coordinated by the Skills Centre and Sanma DoT, so as to emphasise the importance of skills development and its sustainability.

Skills for Agribusiness

Farm to Table Coaching for the Sustainable Island Tourism Conference

With the support of the Sanma Skills Centre, Mr Leonid Vusilai developed a proposal together with the Sanma Agri-Food Trade Association (SAFTA) committee and submitted as a bid for the tendered catering services during the Sustainable Island Tourism Conference taking place November 21st – 23rd 2019 at Champagne Beach. SAFTA is made up of local farmers and restaurant chefs here in Sanma Province. The proposal has a total of five different menus for each day including the official opening cocktail party as well as the closing gala dinner. The proposal, if approved, will see local chefs and farmers put their skills to good use for the benefit of local and international participants.



Figure 2: A vegetable garden in East Coast Santo should be ready for harvest in November to December, in preparation for the SITC conference



Figure 3: Members of SAFTA Committee after the consultation meeting with Restaurant Coach.

Lessons learnt:

- Some key farmers are moving out from vegetables farming to cash crops such as kava and Vanilla, even though we have invested quite a large amount of resources to upskill them into becoming effective and efficient vegetable farmers. They need to understand that more money could be gained from vegetables every month instead of waiting for three years before they could harvest their kava and/or vanilla. Going forward, they need to be upskilled and coached according to where their strengths lie.

Bee Keeping Coaching

The four days coaching by the Vanuatu Agriculture College (VAC) was mainly to check on the status of the first action plans developed by clients at the June workshop. Nine of the participants were very good at implementing their action plans including some who have to travel long distances to capture wild colonies - this demonstrates their interest and dedication to this program. The nine participants have packaged and are selling their products through local markets.



Figure 4: 20 participants of the beekeeping workshop during their wild colony harvest exercise. Mr Tony Vai standing in front of them provides advice on how to harvest wild colony. 90% of participants are Ambae Manaro evacuees.

Lessons learnt:

- For future similar workshops, the Skills Centre must ensure materials are delivered by Santo Hardware before workshop begins. This includes verifying claims that all material is in stock so as not to delay participants in the setting up their hives and harvesting wild colonies.
- Coaches from VAC must continue to provide coaching to participants so this product is famous here in Sanma Province.

Skills for Creative Industries

TEXTILE SCREEN PRINTING WORKSHOP

The screen printing workshop facilitated by lead coach, Mrs Janet Kaltovei, assisted the textile clients to understand the importance of colours and how they can apply standard colours to their textile products through screen printing. The nine clients (one with a disability) are already selling their products and have accepted orders to do more screen printing products for church group programs and school events in the community. This textile group has set up an association, registered with Vanuatu Financial Service Commission (VFSC) and opened individual bank accounts.



Figure 5 showing two products of textile screen printing clients.



Figure 6: Textile Clients showing off their sewing products.



Figure 7: Textile products on sale at Sanma Skills Centre booth during the Vanuatu Made Week in Port Vila.

Lessons learnt:

- Emphasis needs to be on quality products. When clients have the skills, they need to be committed to producing quality and standard products. This will result in having a good selling price and high mark-up profit for producers.
- Textile clients who are all mothers, need to work together to achieve greater results. Respect, trust and sharing of ideas needs to be instilled in these clients so that there is more collaboration and cooperation to strengthen the newly born association.

HAT PRODUCTION AND EXPORT FOR HILLS HATS, NEW ZEALAND

Mrs Janet Sine, the Headwear Industry Coach, worked with both Lima Bulu and Bosahe headwear associations within a nine day time frame to mentor the production of 45 hats meeting international specific standards for the Pacific Brim order in Sydney. Seventeen clients altogether (10 from Lima Bulu and 7 from Bosahe association) weaved earnestly and were able to produce 45 hats at the end of nine days. The coach ensured quality control was adhered to as well as facilitating the products through Biosecurity and posted the products to Sydney. Payments made by Pacific Brim went through the association bank account and were later shared into individual bank accounts by the President and Treasurer of each association.



Figure 8: showing quality checks on headwear products

VANUATU MADE LAUNCH

Sanma Headwear weavers also attended the Vanuatu Made Week Showcasing their locally made products. The event was organised by the Department of Industry in Port Vila to promote Value-added products and to recognise the contributions of local producers to the local economy. Talking about value added products in the Value Chain, these beautiful hats woven by SANMA women who participated in the Vanuatu Made week are a classic example when combining local and foreign fibre materials together- (70% local - 30% NZ) producing these beautiful quality hats. These hats are the first few local products to be branded with the newly launched Vanuatu brand on this year's Vanuatu Made Week.



Figure 9: A finished headwear product with a swing tag. Weaving was done by Sanma women and its finishing was done in New Zealand by Hills Hats company. The swing tag contains logo [both back and front] for our hats for the Vanuatu Made launch. The tag will be pinned to the back of the hat. This tag has the 'Vanuatu Made Product' logo, reflecting the 70% Vanuatu Made.



Figure 10: Prime Minister of Vanuatu, Honourable Charlot Salwai, during the Vanuatu Cultural Festival on Malekula, proudly put on a hat that was woven in Sanma Province.

Lessons Learnt:

- Headwear weavers in Sanma Province needed to plan together at end of 2019 for potential sales events in whole of Vanuatu in 2020. This would help them to know the quantities of hats needed at each event as well as managing international and local orders.

GOOD GOVERNANCE

The five days scoping of Creative Industry associations in Sanma Province by Good Governance Coach, Mr Rob Macalister, delivered workshops to 24 clients on good governance, introduced different business models existed with Vanuatu Financial Services Commission (VFSC), discussed business development needs, and develop action plans for upcoming good governance workshop. This workshop outlines all activities that needed to be done with good governance especially for the

creative industry groupings in Sanma Province.

Lessons Learnt:

- The good governance workshop was easily accepted as members see its importance for sustainability of the work stream.
- A lot of lessons were brought in from the Malampa Community Company Ltd establishment, as they were the first to be established in whole of Vanuatu.

Training Provider Support

QUALITY IMPROVEMENT PLAN REVIEW FOR VOCATIONAL TRAINING PROVIDERS



Figure 11: Training Providers in Sanma Province together with Skills Partnership staff and Government partners.

The Training Provider Support Coordinator under Vanuatu Skills Partnership facilitated a three days' workshop with Managers of three registered Vocational Training Centres (VTC) in Luganville – Lonnoc VTC, Matahi VTC and ACOMVETS - to identify areas for improvement based on their Vanuatu Qualification Framework (VQF) standards submitted to the Vanuatu Qualifications Authority (VQA). The recommendation section in the assessment report will be followed up after every three months to ensure these providers are maintaining and developing their standards of delivery and operations. Next similar assessment has been earmarked for early November. This assistance was

made possible through a Memorandum of Agreement (MoA) signed with these Training Providers in Sanma Province early 2018.

VAIDUHU VOCATIONAL TRAINING CENTRE REGISTRATION

Although the Vanuatu Skills Partnership did not sign any MoA with Vaiduhu VTC, they did receive assistance from the Skills Partnership in regard to their application for registration. In this first approach, a few recommendations were made in preparation for the intention to registration and registration processes. One main recommendation was for the Vaiduhu VTC to appoint a new manager and board members. These recommendations, if achieved, will ease efforts to achieve for sustainability as well as lead the RTC into its registration and be a recognised training provider on Malo Island.

Lessons learnt:

- Vocational Training Centres in Sanma Province needed IT and leadership skills to strengthen and sustain their delivery and operations into future.
- Individual Vocational Training Centres in Sanma Province need to be affiliated into the relevant Church Education Authority, similar to the ACOMVETS structure. This approach would ease Government support as well as assist with oversight of the VTC.

Disability Inclusion

INCLUSIVE CUSTOMER CARE WORKSHOP

The cruise officer and the Port Vila Tourism officer travelled to Santo for a two-day workshop on Inclusive Customer service with the local tour products at the port of call. The workshop was jointly planned by Department of Tourism and Vanuatu Skills Partnership. This is a continuation from the training for Mystery Island products. The Vanuatu Skills Partnership and the Vanuatu Society for People with Disability in Vila facilitated the workshop.

The workshop aimed at upskilling participants in inclusive tourism, particularly in building awareness of its importance, as well as providing them with know-how in offering an inclusive customer service through basic communication techniques.

The learning topics focused on the benefits of accessible tourism and barriers to accessible tourism. The workshop also covered inclusive customer service and communicating with people with different impairments.

Learning about inclusive tourism and mainstreaming this in our activities is very important as this is a niche market which Vanuatu can benefit from, however to be able to do so, we need to educate our tourism operators to ensure that our destination, products and services are accessible for all people regardless of their physical limitations, disabilities or age.



Figure 12: Mrs Sherol George, facilitator at the workshop. The second picture shows a wharf visited during the workshop to assess its accessibility.

Summary

All these activities are focusing on one main theme – skills development for inclusive economic and social growth. It is widely accepted that demand-driven skills development is one of the best approaches to achieve economic sustainability and social benefits. These skills development activities are coordinated by the SANMA Skills Centre in collaboration with the Department of Tourism, Department of Industry and the Department of Agriculture. This partnership is resulting in greater efficiency and effectiveness of the skills development activities in Sanma Province, leading to tangible positive change for the province as a whole.