

'TVET FOR TOURISM' –KEY INDICATORS – 2013 COMPARATIVE DATA

Activity indicators	Benchmark 2011	2013 Total
# accommodation business clients	10	27
# tours & activities business clients	3	30
Total TVET Centre clients	13	57
DoT + Call Centre officers involved	1	18
#workshops	5	33
# coaching meetings	50	192
Performance indicators		
# accommodation business approved by DoT as reaching national minimum standards	0	25 out of 27
# TVET Centre Tourism clients able to market their product through a Call Centre	0	50
Average Key Performance Indicators (KPIs) for TVET Centre Tourism clients (max 100)	22	47
# TVET Centre clients listed in Trip Advisor	0	17
# new accommodations commercialised with TVET Centre assistance	1	9
# new tours or activities commercialised with TVET Centre assistance	0	11
# TVET Centre clients in Luganville approved by Carnival Australia	3	10
# TVET clients graduating in Hospitality or Tourism at APTC	0	5