



To: Mr. Jean Marie Virelala, Acting Director, Tertiary Education Directorate  
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 Susan Kaltovei, Program Officer, Australian High Commission  
Ms Anna Gibert, Strategic Adviser, Vanuatu Skills Partnership

24<sup>th</sup> August 2018

Dear Secretary General, Directors and CEO,

**Malampa Provincial Skills Development Report: March to April 2018**

It is with our gratitude that the Malampa Provincial Government Training Board in collaboration with its key provincial government sector partners shares with you this bi-monthly provincial skills development report release.

It is very encouraging to see the successful outcomes accomplished together through the collaborative partnership work streams of tourism, handicraft and agribusiness skills development activities. These services are making positive changes for inclusive and sustainable private sector growth in Malampa province.

We thank you for reading this report and we encourage your feedback to continue to strengthen our working together cooperatively to deliver skills that will lead to greater productivity, increased employment and successful entrepreneurship.

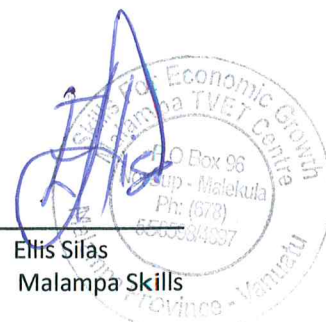
Yours faithfully

  
Renjo Samuel  
The Chairman  
Malampa Provincial Government Training Board

Co-authored by



  
Nickless Lingtamat  
Department of Agriculture



# Provincial Skills Development Report Malampa

## Overview

This is as a quick snapshot of the positive outcomes achieved through the partnership between key provincial government department productive sectors which includes the Department of Tourism, Department of Industry and Department of Agriculture and facilitated through the Malampa Skills Centre. It outlines progress to date on skills sector service delivery activities in handicraft, agri-business and tourism development from March to April 2018.

## Provincial Skills Delivery Highlights

### Skills for Handicraft

#### Business coaching with Malampa Handicraft Centre

Two days business coaching delivered by the handicraft business industry coach, Nicola Barnes<sup>1</sup> helped establish coaching relationships with the 2 staff and 3 assistant coaches<sup>2</sup> of Malampa Handicraft Centre (MHC). This is to develop better understanding of the core business concepts of business sustainability, communication planning, sales and marketing to achieve the MHC<sup>3</sup> business goals. The MHC staff went through an induction with the industry coach on the value chain, government priorities, handicraft mapping, and history of the sector and what is being done nationally. This was important for their motivation and understanding of the sector. Discussions were also held on retail markup for MHC staff to implement appropriate sustainable retail strategies for retail sales in Malekula. A key business emphasis was also to re-stock and buy in the most popular items.



*Figure 1: MHC staff and assistant coaches completing information in their business coaching workbooks*

<sup>1</sup> Nicola Barnes is the principal consultant for Pandanus Consulting in Port Vila

<sup>2</sup> The three Assistant coach of Malampa Handicraft Centre are Naomi Malau, Mothy Viranmal and Marie Anne Septiley

<sup>3</sup> MHC is defined as Malampa Handicraft Centre



## Governance workshop builds knowledge and skills of the Malampa Handicraft Centre Board

In collaboration with the Malampa Handicraft Centre Governance Board, the Malampa Skills Centre coordinated the delivery of a 1-day workshop on governance targeted to the MHC existing board members representing the Malampa Provincial Council of Women, Malampa Provincial Government, Department of Industry, Department of Cooperatives, and Handicraft Producers. The workshop was delivered by the Handicraft governance coach, Mr Rob Macalister<sup>4</sup> and it aims to build the governance knowledge and skills of MHC board members by providing oversight – direction, supervision, effectiveness and accountability - of the MHC business. The workshop sessions demonstrated effectively shared learning amongst the board members to better understand their core duties and obligations which included:

- Set up the work to be delivered by its staff and conduct staff performance management
- Set the bi-laws or rules and other procedures, business operations, management policy directions of MHC business
- Provide accountability to other key stakeholders and organisation within common handicraft business and sector development interests.
- Setting strategy – future direction of MHC business (business planning and financial directions)
- Board administration – calendar and administrate board meetings

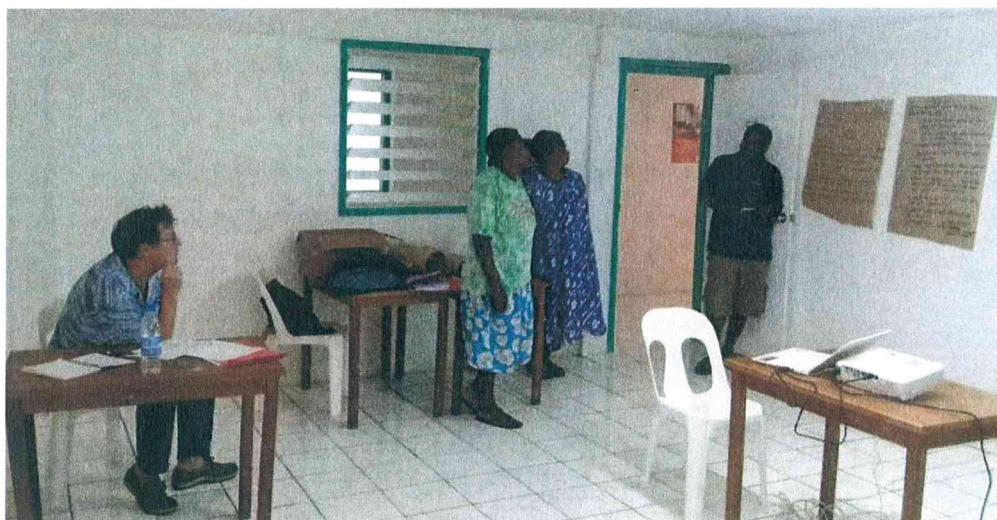


Figure 2: MHC board members presenting their work group exercise on governance board duties and obligations

<sup>4</sup> Rob Macalister – Governance /Management consultant under Savvy Vanuatu in Port Vila.



### Value adding of 'Flasem Baskets' targets international contemporary markets

Malampa Handicraft Centre in collaboration with Malampa Skills Centre has coordinated the delivery of a 4-day workshop on 'flasem basket' to 10 female basket weavers that aims to create new design and to continue to work on the quality of existing value-adding designs to increase the appeal to an international contemporary market that will in turn increase sales and profit for the producers.

It was a very good achievement to see women working hard throughout weaving the fringed flat baskets with burao and pandanus handles. Both the basket designer industry coach, Anne Smith<sup>5</sup> and the MHC assistant coach, Marie Anne Septiley, worked together to update and improve the Bislama Instruction Sheets for all the styles of basket designs, added explanatory diagrams with standardised measurements to assist the participants with the making of the designs. Weaving instruction sheets were provided to help the baskets to be ordered from a catalogue and produced by multiple producers with consistent and quality results.



Figure 5: Group photo of MHC basket weavers undertaking flasem basket workshop in Malekula



Figure 6: Women measuring dimensions, embroidering a flat basket with dyed burao strips and finishing a pandanus purse

<sup>5</sup> Anne Smith – Artistri Consultancy, Port Vila



### MHC Governance Board appoints and welcomes new MHC business manager

Following its governance capacity building workshop, the MHC board held its second governance board meeting on the next day to demonstrate their shared on-the job learning and experiences together in a formal board meeting.

A key highlight of this board meeting was the board's official appointment of the new MHC business manager, Ms Rose Nale, who was also welcomed and inducted to the Malampa Handicraft Centre business community (staff, board and MHC stakeholders). Other key board discussions and decisions endorsed include the new MHC financial policy and procedures, the new board charter, the MHC operations report, and new MHC extension building updates.



Figure 3: Participants at MHC Board meeting received coaching and follow up after the meeting

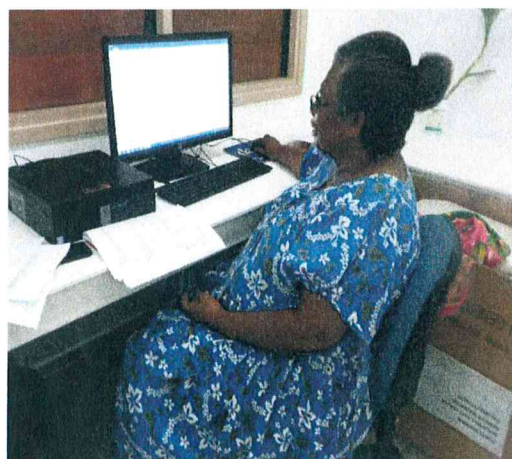


Figure 4: MHC board members endorsed the appointment of the new MHC business manager, Ms Rose Nale (second from the left)

## Basic computer literacy professional development supports MHC handicraft industry coaches

It was the first time, technology was introduced to aid the training delivery and professional development of the Malampa Handicraft Centre local coaches. Naomi, Marie Anne Septiley, and Mothy Viranmal attended a 3 days workshop on basic computer literacy targeted to developing their basic knowledge on the use of computer and demonstrate basic computer operation and typing skills.

In collaboration with Malampa Skills Centre, Ms Vosary Aka<sup>6</sup>, a local computer industry expert delivered the first part of this workshop which aims to develop the learners' understanding of basic computer concepts and demonstrated ability to use a personal desktop computer or laptop to do their usual work as handicraft coaches. The workshop ended with the women completing their basic typing lessons in completing their training reports.



*Figure 7: MHC handicraft assistant coaches during discussion and skills session of basic computer literacy workshop-block 1*

## Skills for Agri-business

### Cocoa client coaching supports and plot rehabilitation after damages caused by TC Hola

Through the Malampa Skills Centre and in collaboration with the Department of Agriculture and Vanuatu Cocoa Premium Ltd, a 4 days cocoa farmer client coaching was delivered to the 10 block holder farmers and 5 village farmers at Metenesal Cocoa project at Lambubu, Laravat and Corner Point in Malekula. This coaching visit aimed to apply immediate cleaning of the damaged trees caused by the TC <sup>7</sup>Hola using good agriculture practices (weeding, pruning, and proper waste management disposal, removing of black pods and pests damages) to allow better sanitation of the whole cocoa plots, plot rehabilitation using proper tools and enhancing the next periods of flowering and harvesting season by removing the wastes (dead branched, black pods).

<sup>6</sup> Vosary Aka – computer literacy industry expert / computer trainer of Ituani Vocational Skills Centre, Malekula.

<sup>7</sup> TC – Tropical Cyclone



After the devastating Tropical cyclone “Hola” most of the blocks were more or less damaged. Many block holders including the 10 selected ones had high expectation of the production of cocoa for the current harvesting season. However, about 30% loss on cocoa produced after TC PAM.



Figure 8: Cocoa farmers demonstrating rehabilitation work in their plots

### Smile Premium Virgin Coconut Oil undergoes sustainable business model research on Ambrym

Department of Industry Development Officer, Mr John Seule Mael, in collaboration with Malampa Skills Centre through the Skills for Agribusiness coach and coordinator, Mr Francois Japiot and Mr Jonas Masovish, conducted a 3-day on site business model research with the Smile Premium Virgin Coconut Oil committee, women’s groups and Ambrym FAN council of Chiefs at Wuro community in Craigcove, West Ambrym.

Outcomes from the research meetings and site visit identified the priority need to clarify the governance and project structure into a contractual agreement between Smile Premium VCO community project, Department of Industry and Vanuatu Skills Partnership. Assistance is required through regular coaching and training to the Committee in technical operations, finance, and communication (between parties involved: Committee, Chiefs, and Community/Labour). Market outlet, pricing and costing, VCO<sup>8</sup> processing quality control, committee organization, staffing and governance are key priority areas to focus on by all parties concerned to enable the VCO extracting facility to be a profitable and sustainable business operation.



Figure 9: Site business research consultation visit at Smile Premium VCO Project, West Ambrym

<sup>8</sup> VCO – Virgin Coconut Oil



## Skills for Tourism

### Basic e-marketing workshop helps tourism operators to promote their rural tourism business

The Department of Tourism, and Malampa Travel Centre in partnership with Malampa Skills Centre through Tourism industry business coach, Nicole Deen, jointly delivered a 2-days workshop on basic e-marketing to 9 rural tourism accommodation business clients in which 11 individuals (7 females and 4 males) were trained. The workshop assisted the tourism operators with the understanding, skills and plans to better use social media (Facebook) to promote their own businesses. These tourism clients came up with many specific ideas of what they could share on their business Facebook pages. These included items both about their business, as well as about the surrounding area.

Clients learned the importance of connecting with other tourism businesses and agencies on Facebook through 'Liking' their pages and tagging #discover Vanuatu on their own posts. Through learning about the VTO's key marketing messages, they also saw how their business posts could link with the wider tourism promotion strategy and attract more customers.

The workshop provided a good opportunity for Malampa Call Centre staff to talk more with clients and learn more about their products; this seemed to give them more motivation and interest in posting stories about each client on the Malampa Call Centre Facebook page

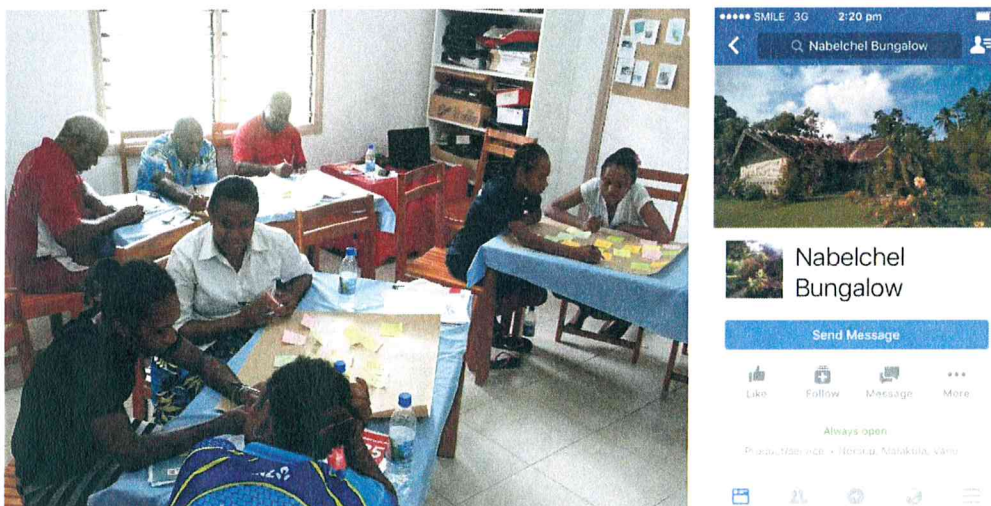


Figure 10: Tourism clients enjoying the participatory session where they came up with many new story ideas for Facebook posts through drawing and discussion



## Tourism accommodation client coaching supports tourism e-marketing and business development

Following on from the basic e-marketing workshop, the Malampa Tourism Department senior officer, Kehana Andrew, Malampa Travel Centre officer, Lolyn, and Tourism business coach, Nicole Deen through Malampa Skills Centre, collaboratively delivered a 3-days coaching to 9 tourism business accommodation operators in which 15 individuals (9 females and 6 males) received client coaching sessions. These are customized business coaching visits with each active client, following up on business progress and actions and to directly follow up on the E-marketing workshop earlier in the week. All clients now have Facebook pages they can access and ideas of what to post and how to promote themselves better. All client pages were well set up and clients practiced taking good photos.



Figure 11: Lakatoro Palm Lodge owner Assunda and her daughter Jennifer who is becoming more active in marketing the business through her involvement in the E-marketing

It was also good to have the Tourism Department Eco tourism Officer, Kehana Andrews, attend the coaching to see some potential eco-tourism clients and start identifying potential areas of support for them.

## Climate Change Mainstreaming

### Malampa Handicraft Centre business includes Disaster Preparedness

With the support of the Skills Centre Climate Change Officer, Mr Joel Johnson through Malampa Skills Centre, the Malampa Handicraft Centre business developed its disaster management plan which aims to educate and prepare staff, governance board, producers, and its handicraft coaches to properly respond during an event of emergency or natural disaster. The plan describes the different disasters, their risks levels and their likelihood of impacts which includes cyclones, earthquakes, tsunamis, flooding, landslides, wildfire and volcanoes. Basic emergency preparedness and response procedures and guides for each disaster will assist the MHC personnel and its clients in workplace health and safety.

## Disability Mainstreaming

The Australian Government funded Governance for Growth program supported the Rural Economic Growth and Rural Women's Economic Empowerment Project, to ensure disability access is incorporated into the new extension of the Malampa Handicraft Centre building currently under construction.

In collaboration with the PSET Provider Inclusion Agreement (PIIA) team through the Malampa Skills Centre, two Malampa rural training centres, Pektel RTC<sup>9</sup> and Marven RTC have worked on quotations of training resources and equipment required to deliver Certificate II in building construction courses and Certificate II in Crop establishment course. Both RTCs also worked with the Skills Centre to amend their institutions Access and Equity Policy (QMS<sup>10</sup>) to include students with disabilities.



Figure 12: Mr Vijay Lele, Provincial Disability Desk Officer for Malampa temporarily based at Malampa Skills Centre

As part of the partnership agreement between Ministry of Justice and Community Services through the National Disability Desk Office and Vanuatu Skills Partnership, April 2018 marked another milestone for Malampa Provincial Government and key provincial stakeholders to welcome the newly appointed Malampa Provincial Disability Officer, Mr Vijay Lele. This is the first time ever for the MoJC<sup>11</sup> to appoint a full-time public servant to be based on Malekula to coordinate the provincial disability inclusion programs, activities and services in Malampa province. Malampa Provincial Government will be allocating an office space whilst office equipment were purchased for use by the Malampa Provincial Disability Officer and is currently temporarily based at Malampa Skills Centre.

<sup>9</sup> RTC – defined as Rural Training Centre

<sup>10</sup> Quality Management System for PSET providers

<sup>11</sup> MoJCS – Ministry of Justice and Community Services



## Post School Education and Training (PSET) Provider Support Services

### PSET Provider Improvement Partnerships support Malampa Rural Training Centres to meet skills demand

The Tertiary Education Directorate (TED) from the Ministry of Education and Training will be assisting two rural training centres in Malekula to meet their increasing demand for quality skills provision in Malampa Province. On 13<sup>th</sup> April 2018, Mr Jean Marie Virelala, Director, Tertiary Education Directorate and Fremden Yanhambath, Director, Vanuatu Skills Partnership witnessed the signing of the two PSET<sup>12</sup> Improvement Partnerships with Marven Rural Training Centre, and Pektel Rural Training Centre. The PSET Provider Improvement Partnerships are a new initiative jointly managed by the Tertiary Education Directorate and Vanuatu Skills Partnership to partner with, and assist, PSET providers to improve the quality of skills training in their institutions, especially in rural and remote locations, and contribute towards the objectives of the national Post-School Education and Training Policy 2016-2020 and Vanuatu 2030 – The People's Plan.



Figure 12: Albert Henry, Manager of Pektel RTC and Pastor Aman Fred, Manager of Marven RTC showing their signed PSET Improvement Partnerships with TED and Vanuatu Skills Partnership, Port Vila.

The partnerships aim to provide technical assistance in different areas identified by the PSET Providers such as meeting the requirements of the Vanuatu Quality Assurance Framework, PSET provider registration, course development, teacher development, equipment and facility upgrades and coaching and mentoring for managers. The Malampa Provincial Government Training Board identified the priority demand for skills in construction, tourism, and agriculture for North West and South West Malekula. The Malampa Skills Centre played a critical role in supporting Pektel and Marven RTCs to participate in this new initiative.

## Summary Remarks

The Malampa Provincial Government Training Board and Malampa Provincial Government would like to acknowledge the national, and provincial government stakeholders, the Malampa Skills Centre staff and the Australian Government for the partnership and co-funding support to these skills development activities and the positive outcomes for individuals, businesses and communities leading to greater opportunities for achieving inclusive social and economic growth in Malampa province. We look forward to continuing to work with you all to strengthen the skills sector partnerships with the Department of Agriculture, Department of Industry, Department of Tourism, the Tertiary Education Directorate (TVET unit), the Department of Women's Affairs, and National Disability Desk Office.

<sup>12</sup> PSET – Defined as Post School Education and Training