



To: Mr. Jean Marie Virelala, Director, Tertiary Education Directorate
Mr Noel Kalo, Acting 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 Anna Gibert, Strategic Adviser, Vanuatu Skills Partnership
Ms Christelle Thieffry, Senior Program Manager, Australian High Commission
Ms Yvette Andrews, Program Manager, Australian High Commission
Ms Susan Kaltovei, Program Officer, Australian High Commission

18th October, 2018

Dear Secretary General, Directors and CEO,

Malampa Provincial Skills Development Report: May to June 2018

The Malampa Provincial Government Training Board in collaboration with its key provincial government sector partners in Tourism, Industry, Fisheries, Public Work, Provincial Council of Women and Provincial Disability Office is grateful to share with you this bi-monthly provincial skills development report release.

It is very encouraging to see the successful outcomes accomplished together through this collaborative partnership work streams of tourism, handicraft, construction, women's economic empowerment, and disability inclusive skills development activities and services which are making positive changes for inclusive and sustainable private sector growth in Malampa province.

We thank you for reading this report release and we looking forward to continued strong partnership and collaborations to deliver skills in demand that will lead to greater productivity, increased inclusive employment and successful entrepreneurship.

Yours faithfully,


Renjo Samuel
The Chairman
Malampa Provincial Government Training Board

Co-authored by



John Seule Mael
Department of Industry



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Provincial Skills Development Report Malampa

1. Overview

This report outlines a quick snapshot of the key outcomes achieved through the partnership between key provincial government partners that includes Department of Tourism, Department of Industry, Department of Fisheries, Department of Public Works, Malampa Provincial Council of Women and Malampa Provincial Disability Committee and also the private sector implement partners such as the Malampa Handicraft Centre.

2. Provincial Skills Delivery Highlights

Skills for Handicraft

Flasem basket follow up workshop

This workshop was more focused on quality production and completion of the newly value added “designs” to the original baskets. The basket designer industry coach, Anne Smith and her co-facilitator, Mrs Marie Anne Septiley delivered this two days workshop to the existing 9 trainees.

Key outcomes achieved includes;

- 4 different flasem baskets were produced by all weavers and are ready to be launched in June.

- These baskets includes the Nawita basket, Flat star basket, Navak tassel basket and the white pandanus purse.
- All baskets are currently new designs of MHC business.
- MHC¹ business manager, Rose Nale have also work alongside both trainers to develop the price guide and catalogue for the new flasem basket products.
- The MHC manager and the trainers also distributed orders of 40 per item to the weavers as suited to their skills and experience to produce over a month.
- The trainees were very excited of the work opportunity to make good money now MHC business customer orders are already given to them at the end of the workshop.

Nawita basket



Flat star basket

Pandanus purse



¹ MHC – Malampa Handicraft Centre

Inclusive Shell Jewelry production workshop supports diverse product innovation

This activity was first initiated by the Malampa Fisheries Department as part of their focus on shell crafting and polishing of Dead Sea shells for small income generation activities with targeted communities in Malekula. In May, through close collaborations and partnership support between Malampa Fisheries, Malampa Handicraft Centre and Malampa Skills Centre, a 4-days inclusive shell Jewelry production workshop was delivered by the Jewelry Industry coach, Mrs Trudy Kalotiti to the 14 trainees (10 females; 4 males; 3 disability persons).

Key achievements are;

3 from the 14 participants are persons living with disabilities successfully completed this course

- Out of the 3 persons with disability, a couple have actively participated as well
- Diversification to Jewelry and coconut shell products to trade through Malampa Handicraft Centre for potential domestic local and tourist markets
- Trainees represent key locations along the coastal marine areas of Malekula, this will also capitalize on current marine dead sea shells resources around Malekula to value add into Jewelry products
- Other technical outcomes achieved includes being able to consider safety first while working with electrical drills/machinery tools that covers electrical safety, personal safety and safe operation of power tools.
- Over 30 different Jewelry products produced which includes the macrame knot, pendant necklaces, shell ear rings, pendant necklaces with beads, V-necklaces



Mrs Kalotiti (sitting in centre front from left picture) expressed her gratitude at the end of the workshop that *“this is the first ever workshop that I’ve worked and learn as well from persons with disability and also male jewellers, it’s a breakthrough and great experience to teach and learn as well with this group of trainees in Malekula. Our families with disabilities have proven me that they can do anything only if we can relate to them well and I am very impressed with their final products from this course... I appreciate their potential and special abilities. They are very intelligent. Working with them is fun and I love them because they teach me a lot or I learnt from them”*

Picture 2 and 3 shows: a couple with hearing impairments working together while Trudy demonstrate safe operation of tools to cut and drill shells to another young girl with hear impairment.

Flasem basket follow up improves quality

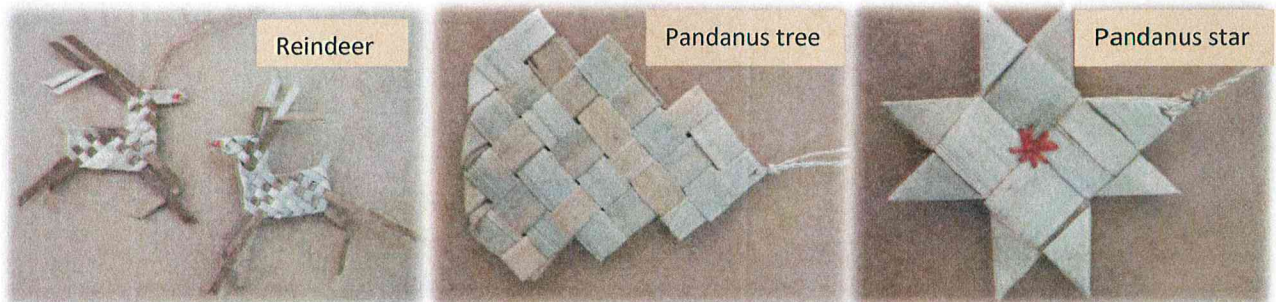
In mid-June, another follow up workshop session was delivered to the existing trainees by the Industry Coach, Ms Anne Smith, the Handicraft designer industry coach and MHC coach, Mrs Naomi Malau targeted reviewing quality standards of the “flasem baskets” with further improvement work to be market ready for sales at the Malampa Handicraft Centre. Outcomes identified shows that most weavers still needed support to finishing of the basket handles while others have produced high quality baskets ready to be launched for sales. Different handle design was also introduced to address functionality of such baskets as shopping bags and speeded up timeframe of quality production as well.

Christmas tree decoration workshop focus on product refinement and design

That same week, a 2-day workshop on Christmas tree decoration was also delivered by Ms Anne Smith, and the MHC industry coach, Naomi Malau to existing 9 women who are MHC's Christmas tree decoration makers, 2 of which are with disability impairments. This workshop aims to focus on refreshing designs from last year 2017 and also introducing 3 new designs for the 2018 Christmas tree decoration catalogue. The course ended with the following key achieved outcomes;

- Reduce size of items
- Use "kastom" brown pandanus in desired items
- Replace use of red seeds with stitched dyed red buroa strands

- Reflecting back from 2017 festive seasoning sales, identified key Christmas tree items in huge market demand which required good stock supply to MHC to be market ready for this upcoming 2018 festive seasoning as well – this enables the MHC business to test what sells well and produce more of these items
- Produced 3 new designs added to the existing product items
- Identified suitable cruise ship gift products already existing at MHC that fit into the market needs – small for effective transport and cruise ship customer appeal – lower price range for cruise ship customer appeal.



Picture above showing small improvements to existing decorations including using red buroa stitching to replace seeds.

Malampa Handicraft Centre business coaching focuses on sales



A 3 day business coaching session was delivered by Nichola Barnes, the MHC business coach to the two MHC staff on 19th – 21st June, 2018. It focused on improvement MHC business sales and marketing. Outcomes from this coaching;

- Understood the business environment, market segmentation and identify key targeted customers

- Understood key active sales from retail and wholesale and how it relates to business sustainability
- Shows ability to apply quality control, stock order, pricing and procurement process
- Understood different markets and strategies its sales approach targeted to the niche markets
- Developed 3-monthly plan for stock procurement of popular items to meet consistent supply to key wholesale and retail markets.
- This process requires MHC business to be stock ready for all catalogue items for quick turnaround of wholesale orders.
- Identify key market opportunities to increase business sales through trade shows, special events, and network to identify business partners.
- Sketched designs and drawings of the MHC retail store fitout showroom display furniture's and its fixtures/ fittings
- Generate sales and income from small working tools for producers
- MHC develops new pricing policy for board approval

- MHC implements new payment process for producers offering them greater flexibility and reduce staff workload

- There is improvement to board governance, stock management, communication and pricing.

Malampa Handicraft Centre launches new value added product catalogue

MHC business marked this year's 6-months by launching its new 2018 product catalogue. It includes the newly "flasem" baskets items; nawita basket, pandanus star basket, navak and buroa tassel flat basket, pandanus purse, box baskets and pandanus wheels. The catalogue outlines both retail and wholesale prices with terms and conditions of payment, package and distribution.

Key provincial government agencies, civil society organisations including MHC business community of staff, board, trainers and its rural producers witnessed the official launch in early June 2018. A key outcome of this new business product launch event attracts good launch sales just over VT 30,000 with wholesale orders received from MHC business just after a few days going live on social media via MHC business Facebook and business email network.

As reflected from the key note address from the Malampa PGTB² chair person, Mr Renjo Samuel highlighted that *"Malampa PGTB works with its sector business clients, such as the Malampa Handicraft Centre to make sure this business community has the right skills to grow as a sustainable business.... A sustainable business is one that has: good systems, processes and skilled staff, production that increases in value, quality and quantity, access to relevant markets"*.

He concluded his remarks by saying *"The PGTB works with key stakeholders such as Department of Industry, Malampa Council of Women, MHC and Vanuatu Skills Partnership to not only strengthen the MHC business but the Malampa Province as a whole to ensure the training investment creates a sustainable future for the Malampa Handicraft Industry."*

A key highlight of the day saw 5 MHC community female producers received awards of recognition for successful engagement with the MHC business as active, committed and role model of self-employed 'business oriented' handicraft producers.

The Malampa PGTB, Malampa Skills Centre, Department of Industry and MHC business community also thanked and farewelled the outgoing Australian volunteer, Ms Sarah Ahlin who serve under the Department of Industry in Malampa province supporting the Malampa Handicraft Centre business in the last 6-months of her assignment.

MHC June 2018 Catalogue



Nawita Basket

CODE: NB1

Size measurement: 34cm long, 21cm high, 10cm wide

Wholesale Price
1650vt

RRP
3800vt



Pandanus Purse

CODE: PP1

Size measurement: 19cm long, 11cm high

Wholesale Price
435vt

RRP
1000vt



Flat Star Basket

CODE (Yellow Star): FS1

CODE (Black Star): FS2

Size measurement: 30cm long, 31cm wide

Wholesale Price
1650vt

RRP
3800vt



Flat Plain Basket

CODE: FP1

Size measurement: 33cm long, 30cm wide

Wholesale Price
1000vt

RRP
2300vt



Box Basket Set - colour

CODE: BBS1

Size: Large, medium, small

Wholesale Price
4500vt

RRP
10,350vt



Box Basket Set - plain pattern

CODE: BBS2

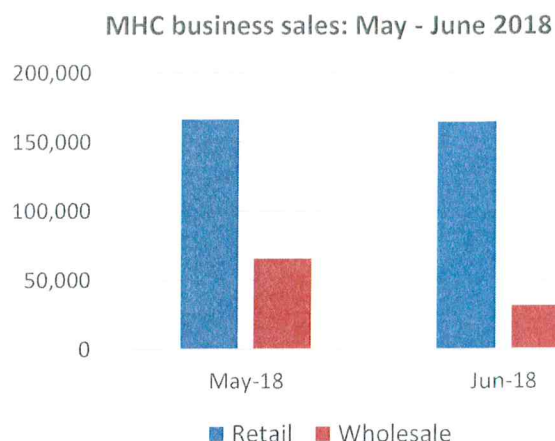
Size: Large, medium, small

Wholesale Price
4500vt

RRP
10,350vt



² PGTB – Provincial Government Training Board



Skills for Tourism

Coaching tour activities in Malekula

Malampa Skills Centre through Pascal Guillet³, a Tourism industry coach with collaborations with Malampa Tourism Office, conducted a 4-days coaching session with 16 business tour operators in Malekula (18 males and 10 females clients). This coaching was aimed to assist new product owners and coach existing tours to improve experiences offered to visitors. Key outcomes achieved from this coaching includes;

- Mae Big Nambas tours re-opens with new facilities meeting VTOMS⁴
- Dog head trekking tours employed a few young people as potters and tour guides.



New tour: Rano island cannibal site

- Walarano small nambas tour, Rano mainland and island cannibal sites continues to provide great tourist experience
- New tour products still on project development stage were assessed to meet VTOMS and market ready. These includes Naversa customer tour, Orap canoe tour, Vao historical site, Rano garden tour, Rano giant clam shells tour at North East Malekula and Coconut biofuel and pepper farm tour at Lakatoro, Central Malekula
- Waterfalls tour and dram dram cannibal site near dram dram bungalows still provides its adventurous tourism experience
- Crab bay conservation and education site tour provides a unique experience to visitors; ideal venue for retreat, team building, and camping site. Offers diverse marine protected species along its coastal sea shores and beach.



Crab Bay Conservation & Educational Site

³ Pascal Guillet – owner of the Vanuatu Eco-tours based in Port Vila and a Skills for Tourism industry (tour) coach

⁴ VTOMS – Vanuatu Tourism Operator Minimum Standards



New tour: Naversa custom tour at Wallarano
New Malekula Airport Signage – top right



Basic tourism business operations workshop, South Malekula

In collaborations with Malampa Tourism Office, Ms Mereana Mill⁵— a Tourism business coach delivered a 4-days workshop session with 10 business operators in Maskelyns Island, South Malekula (11 males and 5 female clients). It aims to upskill tourism business owners that will enable better customer focused systems that includes proficiency in:

- Basic Check In and Check Out procedures (include Guest Registration)
- Accommodation Booking Book and Tour Log
- Financial transactions (Invoices; Receipts; Cash Book)

Key achievements;

1. Tourism operators undertook practical exercises to consolidate their learning. This included:
 - Making lists of check in activities and guest frequently asked questions
 - Writing Invoices, Receipts and Cash Book Journal entries
 - Completed an exercise to create and complete a Tour Booking Log
 - Took a "Booking" using a questioning template
 - Completed an exercise entering a range of 'bookings' into the Accommodation Booking Book template
2. Contributed to good group discussion on Pre-Check In and Check In Procedures and common Guest complaints
3. Provided positive feedback on the simplicity of the systems used in the workshop and their practical application, for example a 'Tour Booking Log'



South Malekula tourism operators Association



A bookkeeping skills session – group work

⁵ Mereana Mills – Skills for Tourism industry business coach based in Port Vila

Special Project: GfG⁶ Funded Rural Economic Growth and Women's Economic Empowerment

The aim of the Rural Economic Growth and Women's Economic Empowerment project is to bring sustainable income to rural producers while providing Ni-Vanuatu handicrafts to Vanuatu and international markets.

The mechanism by which this will be achieved is the strengthening of the Malampa Handicraft Centre (MHC) through sustainable internal operations, a sustainable production program and sustainable business growth. After this 3 year project the intention is that MHC business will be effectively governed as a sustainable business linking rural producers to market and be able to support its own business operation costs.

This project will be complimented by Vanuatu Skills Partnership via the partnership with the Department of Industry, with coordinated Skills Development Activities for building the skills capacity of the MHC staff, its governance board, and its producers.

As a core phase of this project in year 1 of 2018, the current MHC facility needs demolition and construction of a new MHC extension and its store fitout and also a new production hub facility.

Malampa Handicraft Centre undergoes construction of new Extension and Store fitout

Jointed collaborations between Malampa Industry Department, Malampa Public Works Department, Malampa Provincial Council of Women, and Malampa Skills Centre have resulted in implementing forward the construction of the new MHC extension and store fitout in May 2018. Key achievements includes;

- MHC extension building design and its material list reviewed with detailed disability inclusive and other specifications: floor plan, elevation, footing plan, column plan, cross section, roof layout, electrical and plumbing plan, septic plan, tank plan, ramp access details, perimeter fencing and entrance gate details, shelf dimensions
- Authorized government engineer under Public works department certified the revised MHC extension building designs as well as conducting authorized inspections to meeting the national and provincial building standards and requirements
- MHC governance board approves modified building designs and material list for construction
- Building tender notice drafted and advertised for applications
- 3 building tender applications received, reviewed and assessed by Project team
- MHC board approves a recommended building contractor, Yomal construction
- Contracted builder begins construction with stage 1-2 completed – foundation and floor slab including disability ramp access installed, brick wall laying to beam, rendering, window and door framing



North end elevation



Front view with wheel chair ramp

⁶ GfG – Governance for Growth Program under Australian High Commission, Vanuatu



Wall rendering complete



Ceiling in progress – new store fitout interior

Procurement of local building materials for a new MHC production hub

Another project deliverable involves building local and building strong a new handicraft production hub close to the existing new MHC extension at Lakatoro, Malekula. Morry Ruben, a local building industry expert, have coordinated the order, procurement, transport and storage of all local building materials from communities and hardware items from wharf to

Lakatoro ready for construction works. Key targeted materials procured and stored away safely includes;

- Local thatch roofing
- Bamboos
- Sand
- Coral
- Wooden posts
- Wood roofing rafters
- Cement bricks
- Including other hardware materials shipment from Santo to Malekula



Disability Mainstreaming

MHC disability client access start-up materials and skills to support their livelihoods

Jointed collaborations between Malampa Fisheries Department, Malampa Handicraft, Malampa Provincial Disability Committee and Malampa Skills Centre have identified through a disability needs assessment that a few of the MHC jewelry and sewing producers with special needs required further start-up working tools and machinery for their home based income generating activities. Ms Gisel Ureless was one of the client with physical impairment who became a member with Malampa Handicraft Centre and is currently sewing clothes

and sells them at the MHC business to earn income which supports the livelihood of her family. From 2017 – 2018, the client gain around 22,000VT for her products that she sells at the Malampa Handicraft Centre. It was a challenge to have proper sewing machine to sew her clothing garments to increase her productions, market and sell her products until this year, this jointed collaborations between Malampa Fisheries Department and Malampa Skills Centre have identified her need to support her small business in sewing by donating her a sewing machine that she can use while at home in Rano community, North East of Malekula.

This handing over recognised the Strategic Priority Area 1.7: Support mainstreaming the Rights of Persons with Disabilities in policies, plans, and programs across the economic empowerment sector as outlined in the National Disability Inclusive Development Policy: 2018 – 2025. It outlines keys actions to work with persons with

disabilities, identify barriers to employment or small business establishment and development.



Mr Malili Malisa, Department of Fisheries-Malampa, handing over the sewing machine to Giselle

Adult Language Literacy and Numeracy

Building Construction workplace trainees undertake LLN assessment

Mrs Mayble Wilbur and Ms Alina Leinmal, certified Adult LLN assessors delivered a 5-day LLN assessment interviews with 14 workplace tradesmen and 2 tradeswomen at Malampa Skills Centre. It focused on assessing individual learning, speaking, listening, reading, writing and numeracy skills. Each participant skills results are analyzed according to their levels, record their performances and recommend their training needs

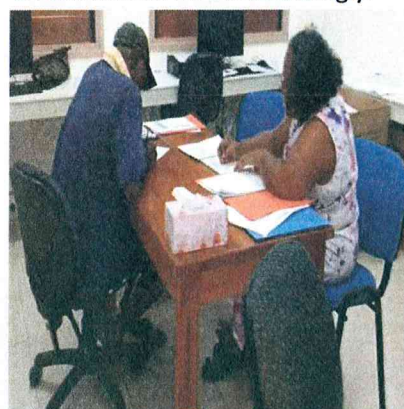
As a core VQA⁷ requirement prior to an organised accredited certificate II course qualification on building construction to be delivered in the next quarter, the two LLN assessors completed and submitted the assessments and moderation report and results



to the PSET⁸ training provider, Pektel Rural Training Centre to make reasonable adjustments to their delivery plan, approach and resources to cater for the LLN learning needs of this trades group of workplace learners.

Key achievements are;

- 16 participants were interviewed and from this process, each client was given his/her level on Learning, Listening and Speaking.
- This was done perfectly well that all participants achieved their levels
- The other process was carried out by testing individuals by giving them different activities to do.
- Each activity was given in order to enhance an idea of which level should be achieved.
- Each participant achieved his/ her level through these test banks and recorded.
- Through these procedures each participant achieved their levels accordingly.



⁷ VQA – Vanuatu Qualification Authority

⁸ PSET – Post School Education and Training



Climate Change Mainstreaming

MHC business recognises resilience to climate change impacts in the handicraft sector

After Post Cyclone Hola impacts, Malampa Handicraft Centre business and Malampa Skills Centre have engaged Mr Joel Johnson – Climate Change Coordinator under Vanuatu Skills Partnership to undertake a scoping consultation with MHC business staff and producers this period. Outcomes learned and identified shows that Climate change will affect the supply of key raw materials in terms of both availability and quality. It will also affect the processing, manufacture and (to a minor extent) transportation of products. In the case of MHC business, the wholesaler model (with advance orders) introduces complexity in that the centre must have the capacity to reliably produce particular products at all times - as opposed to suppliers with no dedicated contracts who can swap or substitute when certain materials are scarce.

- Supply of key raw materials in terms of both availability and quality: will be affected by the impacts of climate change, including sea level rise and coastal erosion, water scarcity, more severe and frequent storms, drought, new pests and diseases, and increased risk of fire etc.
- Processing: certain processing techniques may be impacted, such as the ability to dry pandanus outside. Processing innovations are certainly possible (drying white pandanus with copra ovens, new burao processing techniques).
- Manufacture: climate change may affect the manufacture of products, mainly through extreme weather/heat stopping production.
- Logistics (Transportation/Communication): extreme weather and disasters such as landslides or earthquakes cut access routes (preventing products from getting to MHC/markets) and communications (hampering efforts to fulfill orders, establish need for materials, coordinate efforts etc.). Water can also damage reserves of stock which are in storage if not properly protected.

3. Summary remarks

The Malampa Provincial Government Training Board and Malampa Provincial Government would like to acknowledge all the key government and private sector partners, the Malampa Skills Centre staff and DFAT for the partnership co-funding support to these skills development activities and its positive outcomes for individuals, businesses and communities leading to greater opportunities for achieving inclusive social and economic growth in Malampa province.