



FIJI NATIONAL  
UNIVERSITY

## NATIONAL TRAINING & PRODUCTIVITY CENTRE



# 2021

## INDUSTRY AND COMMUNITY DISCUSSION FORUM REPORT







## CONTENT

DIRECTOR'S FOREWORD	4
EXECUTIVE SUMMARY	6
OBJECTIVES	8
INTRODUCTION	9
TRAINING DEPARTMENTS	10
APPROACH FOR TRAINING	13
IDENTIFICATION OF TRAINING NEEDS	14
<b>2021 ICDF OVERVIEW</b>	
INDUSTRY VISITS AND DISCUSSIONS	16
FEEDBACK PER LOCATION	17
ONLINE SURVEY FINDINGS	22
SKILLS RANKING	26
SKILLS INSIGHT	27
SKILLS DEMAND PER INDUSTRY	28
IDEAL SKILL SETS IN THE LABOUR MARKET POST-COVID 19	29
ACTION PLAN	36
CONCLUSION	42
APPENDIX - SURVEY FINDINGS DASHBOARD	43





# **DIRECTOR'S FOREWORD**



I am honored to present the National Training and Productivity Centre's (NTPC), 2021 Industry and Community Discussion Forum Report. This report provides an overview of the training needs and priorities of our industry stakeholders, and it also helps us plan and deliver relevant courses to meet their demands and expectations - in various fields and sectors.

Despite the continuing challenges and limitations brought by Covid-19, the Centre maintains our commitment to provide in-service training to all industry partners in Fiji. We are determination to provide this assistance to employers to ensure that workers are trained with relevant skills and competence for the job.

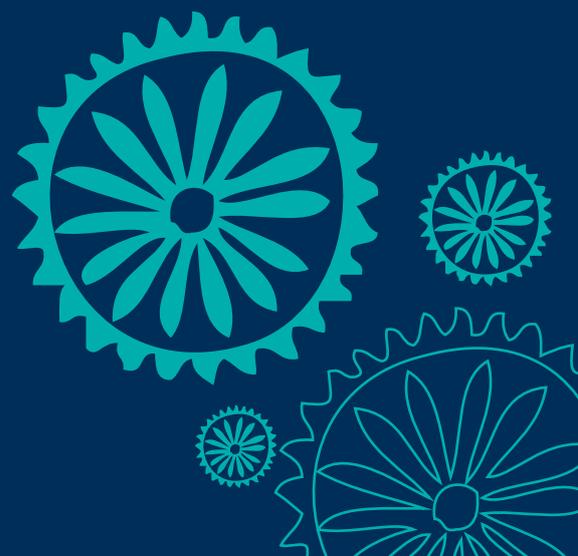
Another core function of NTPC is to enhance productivity in Fiji. We assist industry and the public sector in this regard through consultancy programs, APO workshops and of course the array of popular productivity tools such as the Fiji Business Excellence Awards program, Quality Circles, 5S, ISO and others.

Our role becomes more important as we cope with the realities of the COVID-19 pandemic, which has grossly impacted Fiji's economy and business sectors. As thousands of people lose jobs, NTPC is

providing sponsored blended courses with the kind assistance of our partners such as UNDP, JICA and others. These are in addition to the existing courses delivered through our Community Alternative Learning to rural and peri-urban areas and also the Fiji Government sponsored Sustainable Livelihood Project. In essence, we are committed to the re-skilling and up-skilling of people in different sectors so that they can make positive contributions to their families and communities.

This report has been made possible with the kind contributions from our industry and community partners. The onus is on NTPC to take action on the key findings of this report.

**Dr. Isimeli Tagicakiverata**  
Director  
National Training and Productivity  
Centre





# EXECUTIVE SUMMARY





The National Training and Productivity Centre is the leading organization in providing skills training to the industries in Fiji. Running more than 400 courses each year, we aspire to deliver the right skills with the right motivation, to continuously build a healthy and productive workforce that is globally competitive.

As Fiji's National Productivity Organization, the NTPC is mandated to promote productivity and business excellence. The NTPC was initially established as the Fiji National Training Council in 1973, with a tripartite arrangement between Government, employers and employees. Skills-gap training is offered in various areas including Information Technology, Productivity and Innovation, Executive Management, Tourism and Hospitality, Fashion, Construction, Electrical engineering, Automotive, Welding and Air conditioning. We also have the Department of Community based Non Formal Education that delivers skills training to remote communities, settlements and villages. NTPC also facilitates the National Apprenticeship Training Scheme, National Trade Testing Scheme, and national Quality Awards programmes such as Fiji Business Excellence Awards.

NTPC has strong quality assurance mechanisms to ensure our trainings are of top quality and relevant to the Fijian Industries. We do regular program reviews,

get feedback from the Industry Training Advisory Committees, and also through various training evaluations.

The National Training and Productivity Centre conducts its annual Industry and Community Discussion Forum in the first quarter of the year to align our strategies to provide accessible and flexible trainings to the industries Fiji wide. This year, NTPC managed to complete its ICD Forum just days before national lockdown at the end of March.

As part of ICDF 2021, NTPC's senior management and training staff held face-to-face discussions while visiting business organisations in Suva, Nausori, Lami, Levuka, Sigatoka, Nadi, Lautoka, Ba, Tavua, Rakiraki, Labasa, and Savusavu. An online survey was also conducted to understand the training workforce age, expertise, and the prevalence of NTPC training programmes amongst the Fijian workforce. More than 250 companies all around Fiji participated in the Forum.

The findings of the ICDF 2021 will assist NTPC in meeting its mandate to reduce the skills gap for our industry stakeholders and improve productivity.



## OBJECTIVES

The objectives of the 2021 annual Industry and Community Discussion Forum are:

- To revise and implement programs and courses to meet the industry needs;
- Determine the changes that have taken place amid the COVID-19 pandemic in the workforce in Fiji.
- Gather feedback from the employers and employees on the areas they need the training to improve the productivity of their businesses.
- To reduce the skill gap that has been created by the external migration and changing landscape of the workforce worldwide.
- Determine the effectiveness of the in-service training provided by NTPC in the past and how it can be reviewed to suit the industry partners better.



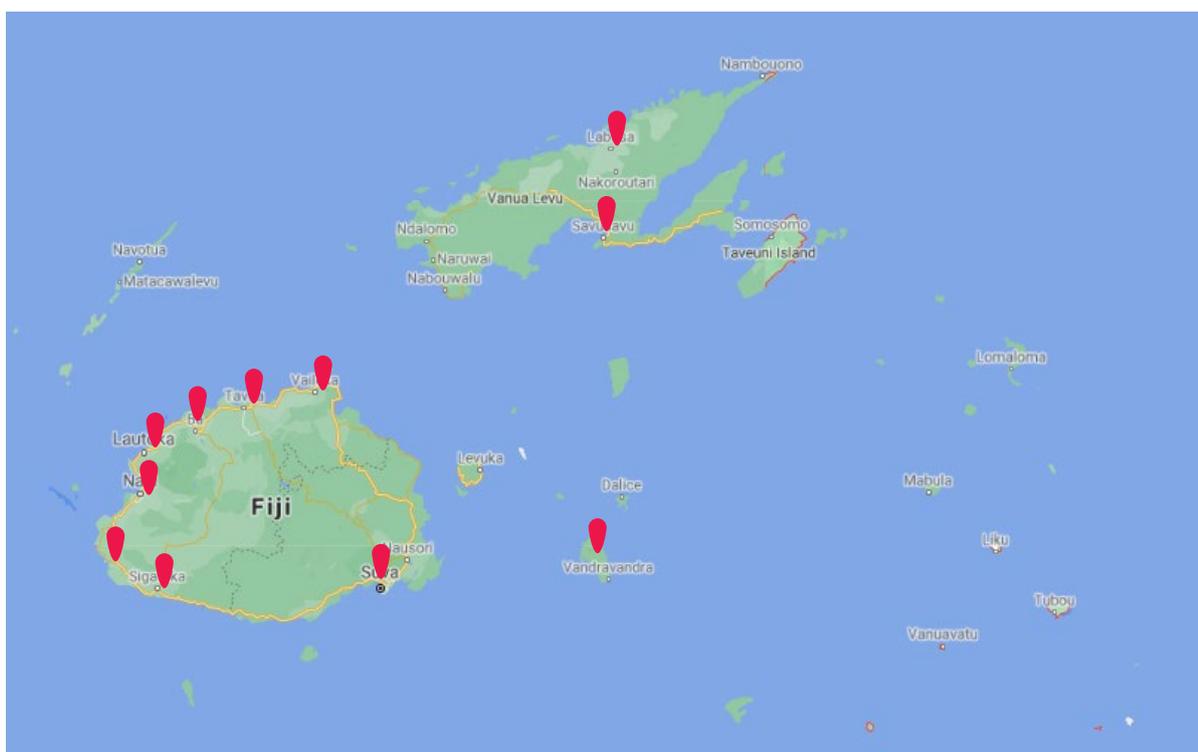
## INTRODUCTION

Productivity plays a pivotal role for any business or industry in the country, and for the companies to function well, the companies need to invest in human assets. Human Asset is the people at different levels that carry out different roles and responsibilities to meet the organisation's goal, mission, and work towards the organisation's vision.

Human Capital is the engine room of any organization, which helps in the smooth functioning of the organization. Hence, NTPC is committed to upskilling the employees and to help the organization to improve productivity through education, training, intelligence, skills to do multi-tasks, and improving loyalty and punctuality.

NTPC, the national in-service skills provider, has been tasked to oversee the national productivity over the years. The team went out to the major towns and cities to talk and take the people's views and opinions on the training they need and how NTPC can assist them.

The Industry Community Discussion Forum was a success as the Centre had engaged with more than 250 business organizations around the major islands in Fiji to get their feedback on the programs and courses offered by NTPC.



NTPC had also carried out a survey where many people from different walks of life, different work fields, and different areas in Fiji responded to the questionnaires positively, giving out their views and opinions on the programs. NTPC truly values their feedback which will be discussed in the report in detail. It would also help the Centre, especially the Department Heads and the Management, in decision-making.



# TRAINING DEPARTMENTS

The National Training and Productivity Centre has a total of **10 specialized training departments.**

# 1

## **Automotive and Mechanical**

The Department of Automotive & Mechanical consists of eight major trade sectors currently offered around the country and can be tailor-made to suit the needs of industries.

The trainers are employed based on the industrial and teaching experience. The department has some of the latest training equipment that is current to the industries and will surely give learners confidence to work for industries around Fiji. The department also offers programs on a modular base and competency-based training and assessment, which allow an inclusive learning environment for all learners. Learners are permitted to partake during classroom activities and also during practical exercises throughout a modular session and assessed until proven competent for the task given. The other specialized programmes are some of the generic courses such as Workplace Communication & Ethics, Computer Fundamentals, Trade Calculation, Workshop Safety which are the critical elements for any trade person to equip with apart from trade knowledge.

# 2

## **Electrical & Electronic Engineering**

The department offers TVET stream programs in the electrical, electronics, and automation trade sectors to address the diverse technical training requirements of the industries electrical, electronic, and process control areas in Fiji. The training programmes have gone through decades of development and modification based on industrial requirements giving them flexibility. They can easily be tailor-made to suit the specific needs of some of the industries' training requirements. To meet the contemporary labour market dynamics, the department also offers specialized courses in the evening mode and in-house programmes, specially designed for the customer's requirements.

# 3

## **Construction Industry**

The Department of Construction Industry (DCI) training programs are targeted at the school leavers, the unemployed in the country, and those currently employed who may not have had any formal or non-formal training in these trade sectors. Construction includes the: Carpentry Trade, Cabinet Making, Plumbing, and Wet Trade. One of the Department of Construction (DCI) success is the ability to

tailor programs to suit the changing needs of our industry, the new technology, products, and services. The department is committed to following specific standards of performance like the; Fiji Building Code, Water and Sewerage Act, Australian and New Zealand Standards (AS and NZS), International Standard Organisation (ISO), International Labour Organisation (ILO) and other standards which coincides with the needs of the construction industry.

## 4

### **Executive Management**

The Department of Executive Management oversees and manages the ever-changing needs and circumstances of the customers, evolution of new technology, products, and services. The department has a broad spectrum of short course training in Human Resources Management, Customer Service, Sales & Marketing, Business Communications, Real Estate, Training of Trainers modules & Executive Management & Leadership. The department also runs Diploma in Human Resources Management franchised from TAFE NSW. The department also holds the only National Trainers Conference annually, which brings together trainers, assessors, and HR Personnel from all over the nation with international speakers and local experts discussing new and innovative training methodology and practices.

## 5

### **Information Technology**

The Department of Information Technology offers intensive and customized training based on industry needs. There are more specific training developed, targeting various areas of expertise, ranging from Basic Office Applications to Advanced Technical Training. In affiliation with TAFE New South Wales, Australia, DIT offers Diploma of Information Technology (Networking) which provides the skills and knowledge for an individual to be competent in high level network, security and server management and engineering. Innovation and creativity are the pillars of the department. Our alliance with the industry enables us to deliver these innovative services and work with many of these industry leaders by offering training on par with international standards. The department

is a member of Microsoft Imagine Academy, CompTIA Authorised Academy and Partner, VMware IT Academy and also registered as Pearson Vue Authorised Test Centre and CertiPort Authorised Testing Centre.

## 6

### **Tourism, Hospitality, Fashion, and Travel**

The department is proud to be associated with the industry and work with them to help develop specialized training programs that meet their needs. The training curriculum is reviewed continuously with the kind assistance of our industry partners to ensure the highest quality to reflect the changes in trends and practices in the industry globally. The department offers different ranges of programs from Basic intermediate to Advance skills areas that meet the Hospitality, Tourism, and Fashion industry demand. A range of courses is conducted on special, tailor-made in-house programs, scheduled short courses, and certificate of attainment programs offered at different venues, targeting various areas of expertise, ranging from Basic front-line operations to Advanced Managerial Skills. These courses are best suited to those looking for a job, a promotion, career change, or adding extra knowledge and skills to their current competencies.

## 7

### **Quality Awards**

Department of Quality Awards is proud of its achievements over the past years. There has been a continuous growth of the Fiji Business Excellence Awards over the years. The number of new applicants has been on a steady rate of more than five new applicants every award cycle. There is also an increase in the number of Public Sector organisations participating in the Awards. The major deliverables of the department are: Fiji Business Excellence Awards, Productivity Promotion, Benchmarking, Productivity Measurement, and The National Convention on Quality.

## 8 National Productivity & Industry Innovation

The Department of National Productivity & Industry Innovation provides training and consulting services on strategies, techniques, and tools for productivity and quality management in manufacturing and service organizations. Productivity and quality are integral components of organizations' operational strategies.

The department delivers training courses which are specifically designed for the industry and ensures that the needs of our clients are met by training that equips them with the knowledge and skills demanded by rapidly transforming the learning environment. The department's programs offer innovative, research-based alternatives for the initial preparations and continuing development of the nation's workforce at all levels. The department also provides consultancy services to organizations in various areas that help an organization implement the training courses' learnings and assist organizations in meeting new standards and levels of quality and productivity. The department has arrangements with corporate alliances and international partners. It continues to benchmark its services to prepare a new generation of workforce to meet the challenges of knowledge-based organizations.

## 9 Community Based Non-Formal Education and Training

The Community Based Non-Formal Education and Training department remains committed towards empowering sustainable livelihood in rural and maritime communities through its Non-Formal Education Department. One method the department delivers on this is via the Sustainable Livelihood Project (SLP). The purpose of SLP training is; to promote development in rural and maritime communities, peri-urban centres, and informal settlements, develop and empower human resources for these communities with practical skills that can assist individuals, families, and community developments, help alleviate poverty and unemployment, aid in

curbing rural/urban drift, encourage/motivate young people to pursue further studies and lastly, provide an insight in the productive use of available natural resources to challenge individuals to start their businesses.

## 10 National Apprenticeship and Trade Testing

National Apprenticeship and Trade Testing is regulated and administered by the National Training & Productivity Centre through the support from the Industries to address the skills required and produce a competent and certified workforce for the organisations. The scheme's objective is to develop a more skilful Fijian workforce that delivers long-term benefits for our nation and international competitiveness. The Scheme is a tripartite agreement between the apprentice, employer, and NTPC. The apprentices are monitored and trained by competent personnel from the industry for three to four years. It allows the individual (apprentice) to be paid as employees while learning on the job and simultaneously studying for academic awards on a part-time basis at the University.

The department is also responsible for skills certification; the National Trade Testing Scheme fulfils several tasks enabling workers in Fiji to obtain certification for their skills. Whilst operating under the Trade Testing Regulations (1976) of the Training and Productivity Authority Act (formerly the Fiji National Training Act). The scheme sets the standards for certification in consultation with representatives of employers, trade unions, and relevant government bodies to ensure that the standards set are relevant and specific to the needs of the industry in conducting the tests and awards the Trade Test Certificates to successful candidates. There are three levels of testing under the scheme (as required by the 1976 Fiji National Trade Testing Regulation). These are Class III Assistant Tradesman Level, Class II Qualified Tradesman Level, and Class I Supervisor Level.

## APPROACH FOR TRAINING

NTPC takes a dynamic approach to provide training to individuals and organizations depending on the requirements from the organisation. The system is strategically designed to impart knowledge and practical experience to individuals or groups.

NTPC ensures the participants learn new things and get experienced in an environment that benefits them and makes learning enjoyable. The course facilitators, trainers, and lecturers possess a wealth of knowledge and industry experience.

The individuals and group are also given real-life experience, working on the machines, latest technologies, and scenarios at the lab and workshops around the country. This also includes the simulators. The students also get into the National Apprenticeship Scheme program, where they learn, work, and earn for themselves.

NTPC also provides on-job training for the management and the organization's staff with all the training materials provided to the individuals and groups. It makes learning easier and affordable for many, and at the same time, the organisation up skills their employees making them multi-skilled. So once someone resigns from the position, the company does not need to worry as there could be capable staff who can be promoted; or oversee the operation of that particular department. NTPC's approach is such that we try to train people who can mentor and coach other staff at their workplace.



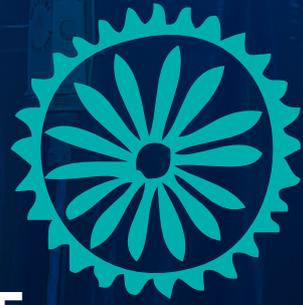
## IDENTIFICATION OF TRAINING NEEDS

NTPC is always on the top of the game when it comes to identifying the training needs of the industries and companies. The training provided is always aligned to the overseas standard, and NTPC ensures that the employees are trained and developed to their full potential.

The departments under NTPC identifies training needs through industry consultations, meetings and surveys determined training needs.

The respective departments, after training, get feedback from participants and the employers to see how effective the training was and identify rooms for improvement. The departments thoroughly analyze the feedbacks, and an action plan is discussed and implement to give employers the best satisfactory services.





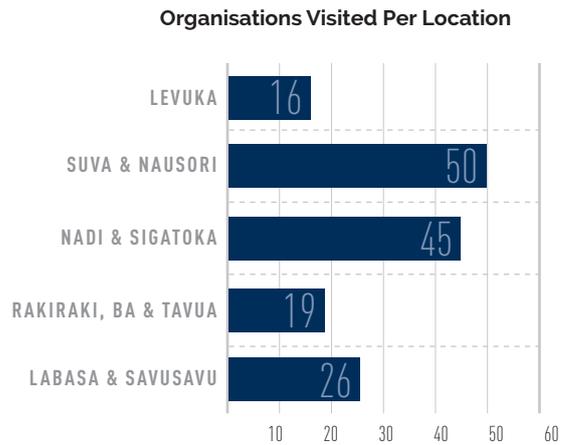
# 2021 ICDF OVERVIEW



# INDUSTRY VISITS AND DISCUSSIONS

The 2021 Industry and Committee Discussion Forum was conducted from mid-February to March 2021. Five teams were created, consisting of senior NTPC members, who were tasked with visiting business organisations in the various sectors of Fiji, that is, Levuka, Suva, Nausori, Sigatoka, Nadi, Lautoka, Ba, Tavua, Rakiraki, Labasa, and Savusavu.

During the industry visits, the teams engaged in fruitful discussions with employers, various business executives, and employees on business operations, skills gap trainings, productivity and quality programmes, and post-COVID 19 skills gaps created. A total of 156 organisations were visited during the six weeks period, and this is illustrated per division and per major locations in the graphs below:



## Feedback per Location

# LABASA AND SAVUSAVU

### SKILL SETS REQUIRED:

**Trade Testing** – Electrical, MVM, Welding, Carpentry, Joinery, Plumbing

**Apprenticeship Scheme** – Automotive Apprentices

**Technical Trainings** – Boiler Programs, Rigging & Dogging, Aluminium joinery, glass cutting, Basic wiring course, Heavy Mechanic, electronics, Automotive Electrical & Electronic Principles, Welding & Fabrication, handling hybrid during inspection, parking meter maintenance, repair and calibration, PV solar installation & maintenance

**Productivity and Innovation**- 5S Consultancy, FBEA Program, OHS, trade waste management, green building concept

**Management** - Dealing with customers & colleagues, complaint handling and service recovery, Front Office & Customer relations, Finance management, project management, Office minutes recording, HR management, Enforcement – by-laws, interpret & draft notices, Strategic Planning and Professional Development for Roko's/ DO's and other Ministerial Staff

**Tourism and Hospitality** - Trade Certificate in Cookery/ Pastry, Front office & customer relations, kitchen hand training, waitress training, and housekeeping

**SLP** - Training to be conducted in villages around Macuata, Bua, and Cakaudrove. Basic plumbing, small engine, basic electrical, village headman leadership training, basic joinery, category five (5) building foundation, category 5 roofing structure, financial literacy, time management, baking, cooking, flower decoration, basic dress & shirts sewing, and other basic programs that will assist in daily community living

### General Comments:

- There is a lot of turnover in FSC. I have suggested for the management team to focus on the Apprenticeship Scheme. They would like some assistance in Trade testing
- Focusing on Trade testing for their employees on the various machines operated.
- We require someone who can provide on the job training to our Labasa staff. E.g. Chef, front office, housekeeping,
- NTPC has been wonderful in terms of assistance needed on a second opinion for electrical installation. They are always willing to help.
- Premises regularly visited by NTPC staff providing backup with hands-on tips. We have sent some students earlier and we will do the same as soon as we complete our rehabilitation.

## Feedback per Location BA, TAVUA, AND RAKIRAKI

### SKILL SETS REQUIRED:

**Technical Trainings** - Maritime courses for divers, Machine Mechanics (in-house training)

**Productivity and Innovation**- First Aid, OHS & Fire safety

**Management** - Train the Trainers Course, Customer Service Training, Handling customer complaints and corrective preventative actions (CC/CPA), Basic Finance course for middle managers, Basic HR course, Training for building inspectors, health inspectors/ town planning, Administration Courses, Finance course for SME standards, Rates collection course on sexennial valuation

**Tourism and Hospitality** - Baking & Patisserie & Cookery, Food and beverage.

### General Comments:

- Maritime courses to be online or some maritime courses to be provided in house or somewhere close to Rakiraki for easy excess to resort staff who may attend.
- A company ceased recruiting apprentices because of issues with them leave for another organization after a few years
- Encourage QC for all Provincial Office to take part in.
- Information on Levy Payment.



## Feedback per Location

# NADI AND SIGATOKA

### SKILL SETS REQUIRED:

**Trade Testing** – Plumbing, Electrical

**Apprenticeship Scheme** – Apprenticeship Electrical Fitter mechanic, Automotive Trade, Panel Beating

**Technical Trainings** - Air-conditioning management with laser cleaning, training in Lumber Forestry, Computing Skills (Excel/ Word), Training on Fire Sprinkler Installations and services

**Productivity and Innovation**- OHS 1&2, Lean, 6 Sigma, Multi-tasking

**Management** –Training of Trainers Level 1, Managerial Courses, ADLM, Procurement & Inventory Management

**Tourism and Hospitality** - House Keeping- removing of stains, Hygiene practices

**SLP**- Community Training all courses

### General Comments:

- Staff have been made redundant/ reduced wages/ hours
- Grants claim very less
- Willing to write to the government to support Levy restructure
- NTPC to engage industry professionals as trainers to deliver courses.
- New challenges due to COVID-19 as salary has been reduced for employees
- On-Job-Training in-house to cater for border quarantine cases.
- There is low tourism demand and limited funds to operate.
- Tourism is slowly trying to revive.
- Financial Constraints, therefore, Ministries training programmes are developed in-house.
- Apprenticeship theory training is only focussing on trade areas.
- Need to have Certification in Fire Sprinkler Installations- Trade Test.
- For some tradespeople, theory training is a challenge.
- Students lack interest in TVET courses.
- Night classes are to be accommodated by NTPC.
- Trade fair to be organized – where western-based hotels have fair 2-3 days in central and vice versa in June.

## Feedback per Location

# SUVA, NAUSORI AND LAMI

### SKILL SETS REQUIRED:

**Technical Trainings** – Binding and Manual Digitizing, Taxation 2, Accounting Standard, Advance Excel, Boiler Technician 4, Sign Writing, Grant Claims System, Grant Claims System, Milling Programs, Operate Pressure Machines program, Fitter Machinist, Construction, Automotive, Mechanical, Electrical, and Electronics, Computer-aided manufacturing (CAM), Plumbing, Quality Assurance - Standard Operation Procedure Training, Quality Assurance - Standard Operation Procedure Training, GPR Training, Water Technician Certification, Water & Sanitation Training – License, Certificate IV in Fitness

**Productivity and Innovation** – First Aid Training, OHS, Conferences, ISO Trainings, Waste Recycling Programs- Microns & *Dacron plastics*, *HACCAP*, Standard Operation Procedure Training, Handling Difficult Employee Behaviour, CPR Training

**Management** – Personal Development, Quality Circles, Reporting Writing 2, Develop SOPs, IT and Web Management 2, Leadership programs, Library Customer Services, Training of Trainers, Customer Services, Training, and Evaluation Courses, Training Officer Registration, Training of Trainers, Leadership Training, Quality Control Circle, Mentoring and Counselling, Human Resources, Transforming Performance with Effective Communication, Managing Millennial, Aptitude Testing, Training of Trainers, Management Development Programme, Strategic and Forward Planning Skills, Performance Audits of Individuals, Mentoring and Coaching Skills, Organization Skills, Delegation, and Interaction Skills, Communication Skills

**SLP** – Community Wash program, Youth Empowerment

### General Comments:

- The system at NTPC is backward in terms of the whiteboard. It is not supported with the modern-day method. Machines are outdated.
- Most of the trainings were cancelled due to low attendance.
- Unaware of the training provided.
- All recruitments are on hold.
- Management will select and send staff for training.
- Fitter Machinist, Apprentices, and Electricians are doing well who have come through NTPC.
- People do not have skills and knowledge in the operation of gas and diesel boilers.
- High turnovers and lack of skill people.
- People graduate but do not know the work.
- No level of training is provided to the Bartenders.
- The company does not get any feedback from NTPC after the consultation period.
- We had started with the trainings but was delayed due to low numbers.
- Lack of funding for training

## Feedback per Location

### LEVUKA

#### SKILL SETS REQUIRED:

**Trade Testing** – Electrical, Plumbing, Carpentry, Heavy and Light Automotive, Welding

**Technical Trainings** – General Machine Operators, Carpentry, Joinery, Plumbing, Welding, General Construction, Concrete construction, Electrical, Engineering, Small Engine Repair, Refrigeration, Forklift Maintenance, Boiler Operations Refresher, Statistical Process Control, Refrigeration (-30 – Ammonia) Systems, Refrigeration and Air-conditioning courses

**Productivity and Innovation** – Food Safety Internal Audit (HACCP/SQF), OHS Refresher Training, OHS Modules I and II, Innovations and New Development, Good Laboratory Practices, Safety, Management of Lab, Good Sanitation Practices (GMPs, Sanitation Systems), 5s Certification, Innovation Circles, Total Productive Maintenance/Maintenance Planning

**Management** – Customer Service 2, Leadership Development Program Module I, II – customized for frontline supervisors, Human Resources, Financial Literacy, and Decision Making, Marketing Courses, Supervisory and Training of Trainers

**Tourism and Hospitality** – Baking and Patisserie courses, House Keeping, Front Desk, Kitchen Hand, Room Service, and Hotel Management

**Garments and Hairdressing** – Sewing and Pattern-making, Fashion and Design, Hairdressing courses

**IT**- Computer Studies

**SLP** - Small Engine Repair

#### General Comments:

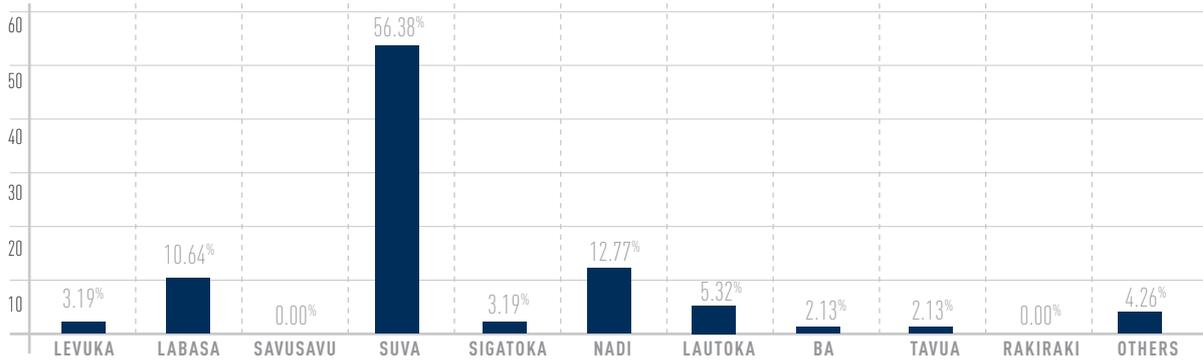
- There is a need for more people to be trained in the Agricultural field.
- A high rate of absenteeism and unprofessional conduct contributes to the lack of productivity at the workplace.
- Bakers produce low-Quality products, and therefore Baking and Patisserie courses have been requested by the bakery.
- There is a need for Electrical, Plumbing, General Carpentry, and Heavy and Light Automotive industries in the public sector.
- In Hotel, Tourism, and Catering sector, businesses require more training as there is limited training.
- No institute provides training in hairdressing in Levuka.
- People move to Suva once they gain a qualification or formal training.
- Lack of training and lack of vocational college
- Information requested on benefits of levy contribution

## ONLINE SURVEY FINDINGS

The 2021 ICDF survey was conducted Fiji wide by sending an online survey link to more than 1200 industry persons. More than 100 responses were received before the lockdown in April, 2021.

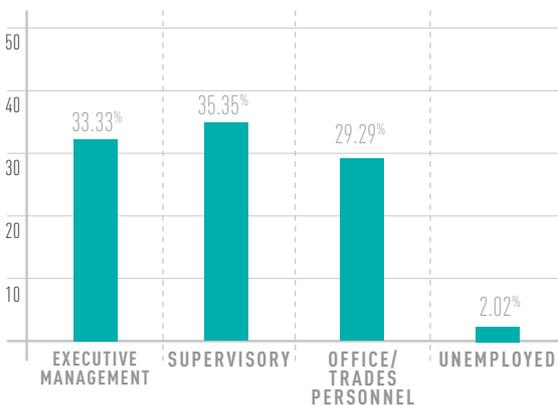
The highest response received was from Suva with 56.38 percent followed by Nadi at 12.77 percent and Labasa at 10.64 percent. Other locations including Lautoka, Sigatoka, Ba, Tavua, and Levuka received a response between two and six percent. However, Savusavu and Rakiraki lacked response.

2021 ICDF Online Survey Participation per Location

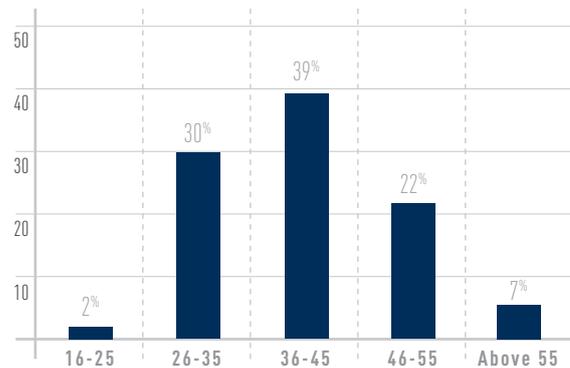


To achieve a balanced feedback, it was ensured that all the Fijian workforce across its various work designations and levels are included. The survey participants were made up of 33.33 percent of Executive level management, 35.35 percent of Supervisory level management, and 29.29 percent of junior level staff. The survey also included two percent of the unemployed response.

2021 ICDF Online Survey Participant Work Level/ Status



2021 ICDF Online Survey Participant Age Per Category



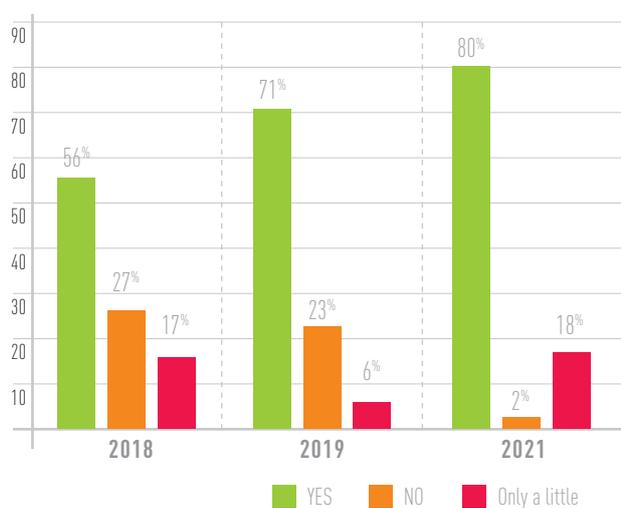
The age factor was also included to better understand our current workforce and the age category that is engaged with NTPC productivity and skills training programs. A low percent of two fell between 16-25 years of age, 30 percent belonged to 26-35 years of age, 39 percent belonged to 36-45 years of age, 22 percent were between 46-55 years of age, and seven percent above the age of 55. Hence, majority of our workforce training programs are undertaken by men and women between the age of 26 and 55 years.

**2021 ICDF Online Survey Participant Salary**



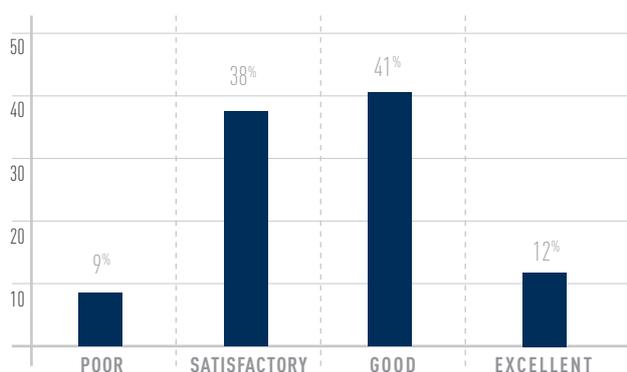
Another aspect was to understand these participants' remuneration to explore the possibility of increments and promotion at the workplace. The majority fell between the salary ranges of \$20,000 - \$50,000. A fair split of 28 percent belonged to each of the categories \$20,001-\$30,000 and \$30,001-\$50,000. Four percent of the participants receive a salary below \$10,000. 18 per cent receive between \$10,001-\$20,000, and 16 per cent \$50,001-\$80,000. Six percent earn more than \$80,000.

**Percentage Aware About NTPC and Its Courses**



NTPC also queried on its prevalence in the industries and the various market groups. According to the 2021 ICDF online survey, 80 percent of the respondents indicated they were aware of NTPC and its training programs. This indicates an awareness of NTPC's skills training programs amongst the public has increased by 24 percent since 2018. 18 percent indicated they only knew about NTPC, whereas two percent indicated they were not aware at all about NTPC's programs. This also means NTPC will continue with its robust marketing efforts to infiltrate all market segments to train the workforce further and enhance productivity. In comparison to previous surveys, visibility on NTPC has definitely increased since 2018, 2019, in 2021.

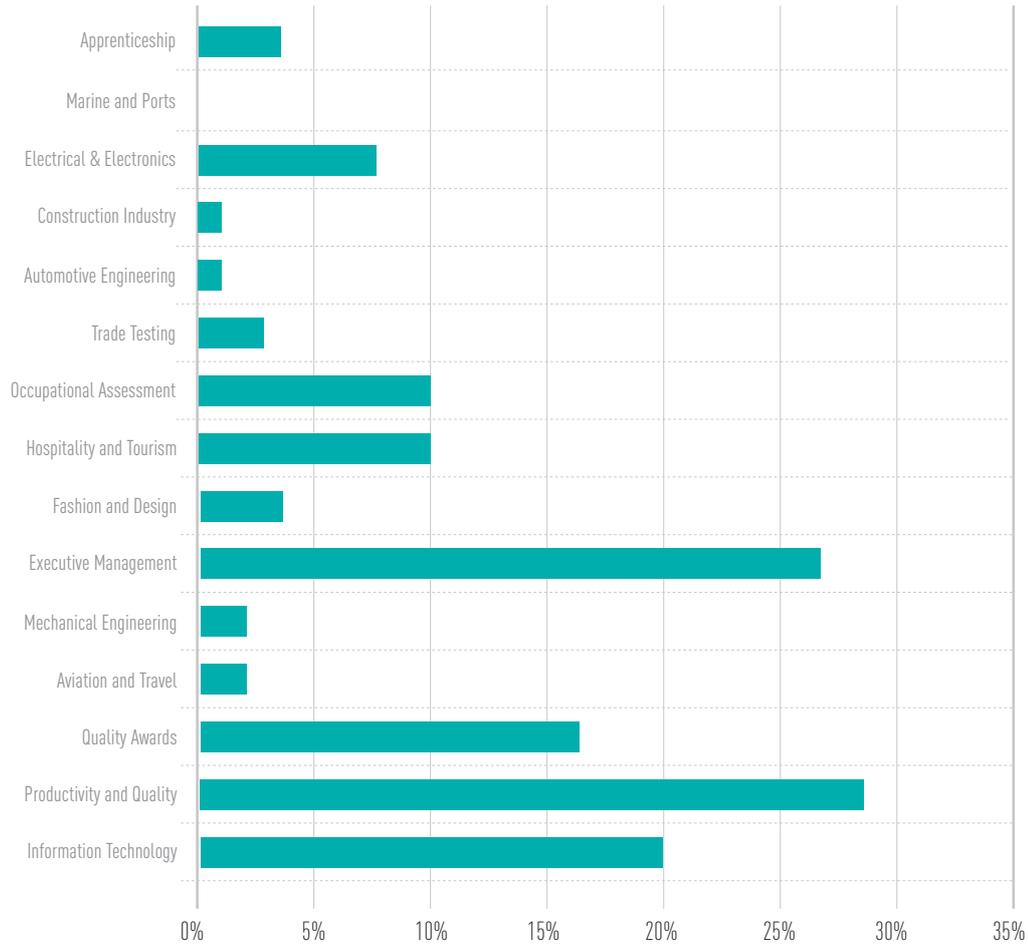
**Do in-Service trainings provided by NTPC meet your expectations?**



Meanwhile, according to the survey, 91 percent of respondents indicate that NTPC's in-service trainings met their expectations. 38 percent indicated expectations on training delivery were 'Satisfactory', 41 percent indicated 'Good', 12 percent indicated 'Excellent'. A mere nine percent expressed 'Poor'. NTPC takes the nine percent sincerely and work towards improving its poll in the coming years.

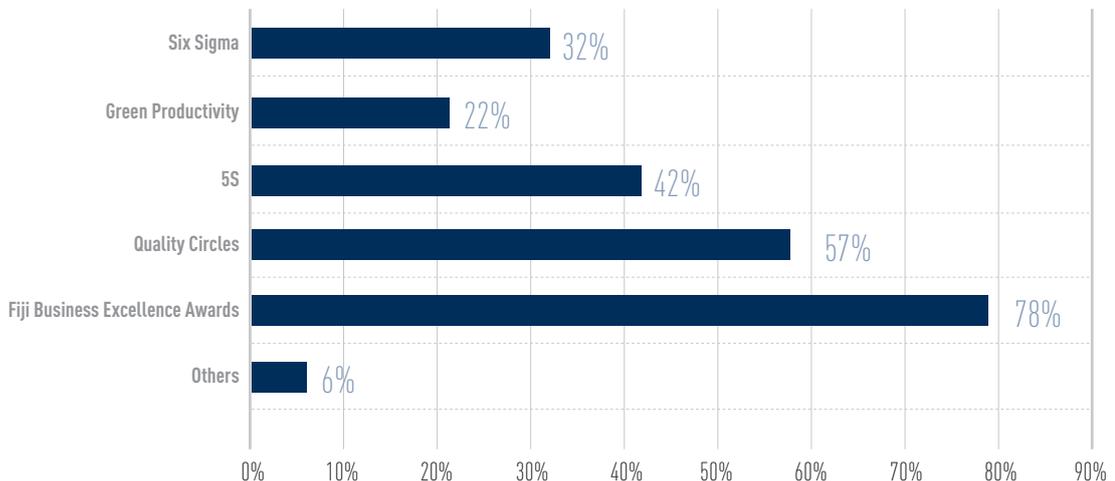
Moreover, the most popular programs offered by NTPC for workforce upskilling are Productivity and Quality related programs at 29 percent, followed by Executive Management short courses at 27 percent, Information Technology related courses at 20 percent and Quality Awards at 17 percent. NTPC has been prevalent in Apprenticeship training as well at seven percent. There is a need to hike numbers in Technical Trade areas such as Construction, Automotive Engineering and Mechanical Engineering. However, it can be assumed that not many persons from these fields participated in the 2021 ICDF online survey.

2021 ICDF Online Survey Showing Prevalence of Skills Training Programmes Undertaken at NTPC



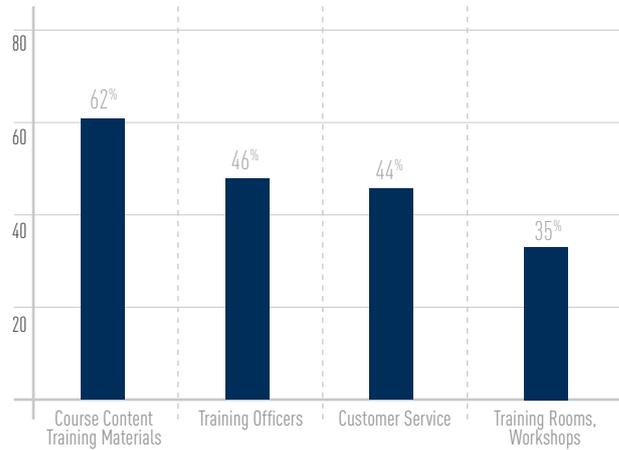
NTPC offers a dynamic range of consultancy and training courses in Productivity related tools. The most popular implemented in the various industries is the Fiji Business Excellence Awards, at 78 percent. The FBEA adopts the US-based Malcolm Baldrige Framework is designed to improve workforce productivity and process and product quality amongst organisations. The second most popular tool is Quality Circles at 57 percent, 5S at 42 percent, Six Sigma at 32 percent, and Green Productivity at 22 percent. However, 38 percent of the respondents indicated they never engaged any of these tools, therefore, this is the segment that NTPC's needs to reach out to implement best business practices in organisations.

Prevalence of Productivity Programmes (tools) in the Fijian Workforce



As NTPC continues its efforts towards improving its deliverables and fulfilling its mandate, NTPC identifies four core areas it can improve in. As indicated by the survey, Course content and training materials were highly suggested for an improvement, at 62 percent. This was followed by the calibre and improving the expertise and knowledge of NTPC Training Staff at 46 percent, improving customer service at 44 percent, and Training room and workshops at 35 percent.

#### Areas that NTPC can improve on to meet the industry's future needs



## SKILLS RANKING

Skills sets that are popularly demanded by the various industries in upskilling their workforce was identified during the ICDF 2021. The most popular skills demand is Occupational, Health and Safety, followed by Human Resource and Information Technology and others.

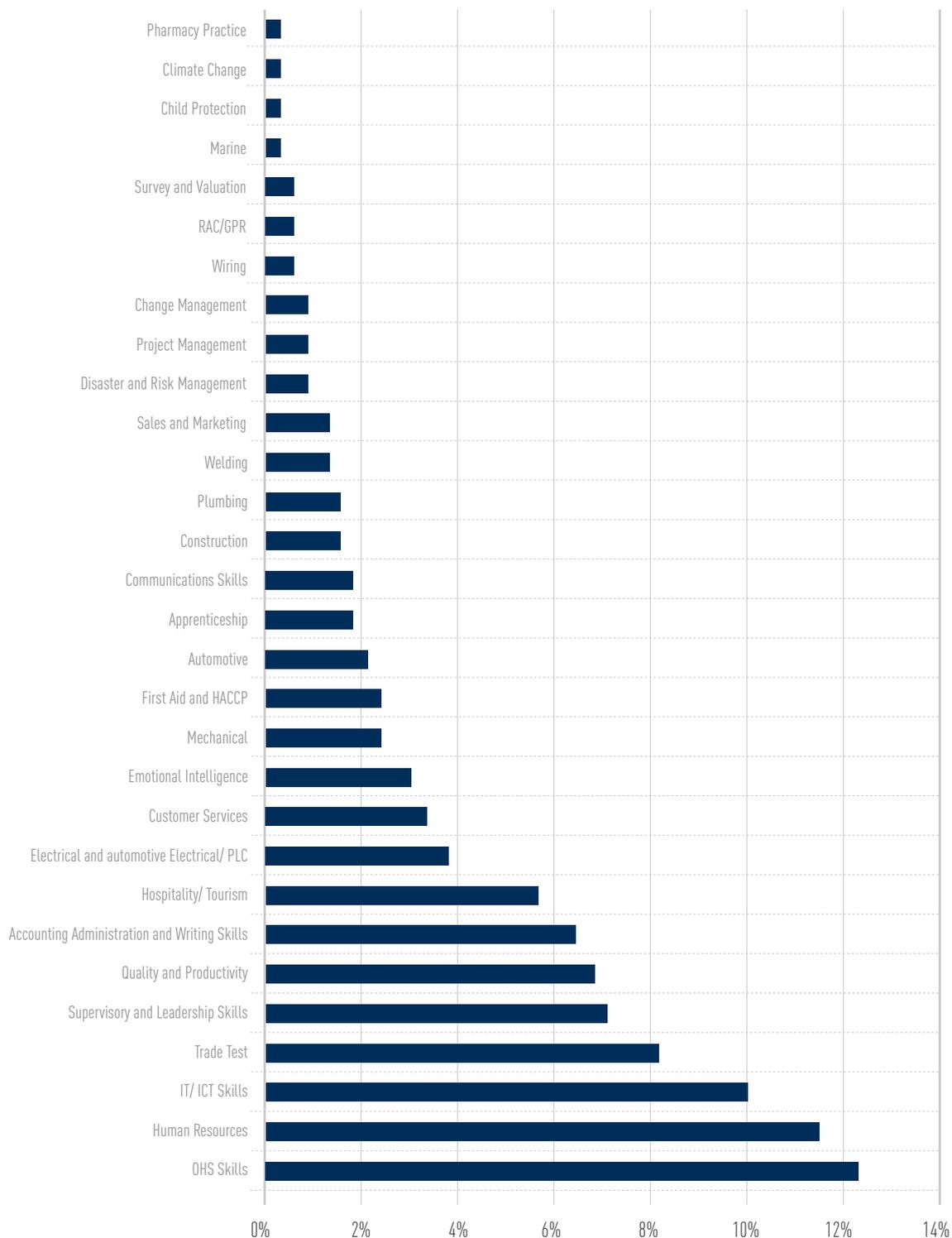


A detailed graph and skills demand on popularity by the workforce is by the following graph '**Skills Gap Training Identified across All Industries**'.

# SKILLS INSIGHT

One of the main objectives of the Industry and Community Discussion Forum is to gain an insight into the various skills required to bridge the existing skill gaps in our workforce. Through personal meetings during industry visits and the online survey, popular skills set gaps were identified.

**Skills Gap Training Identified Across All Industries**

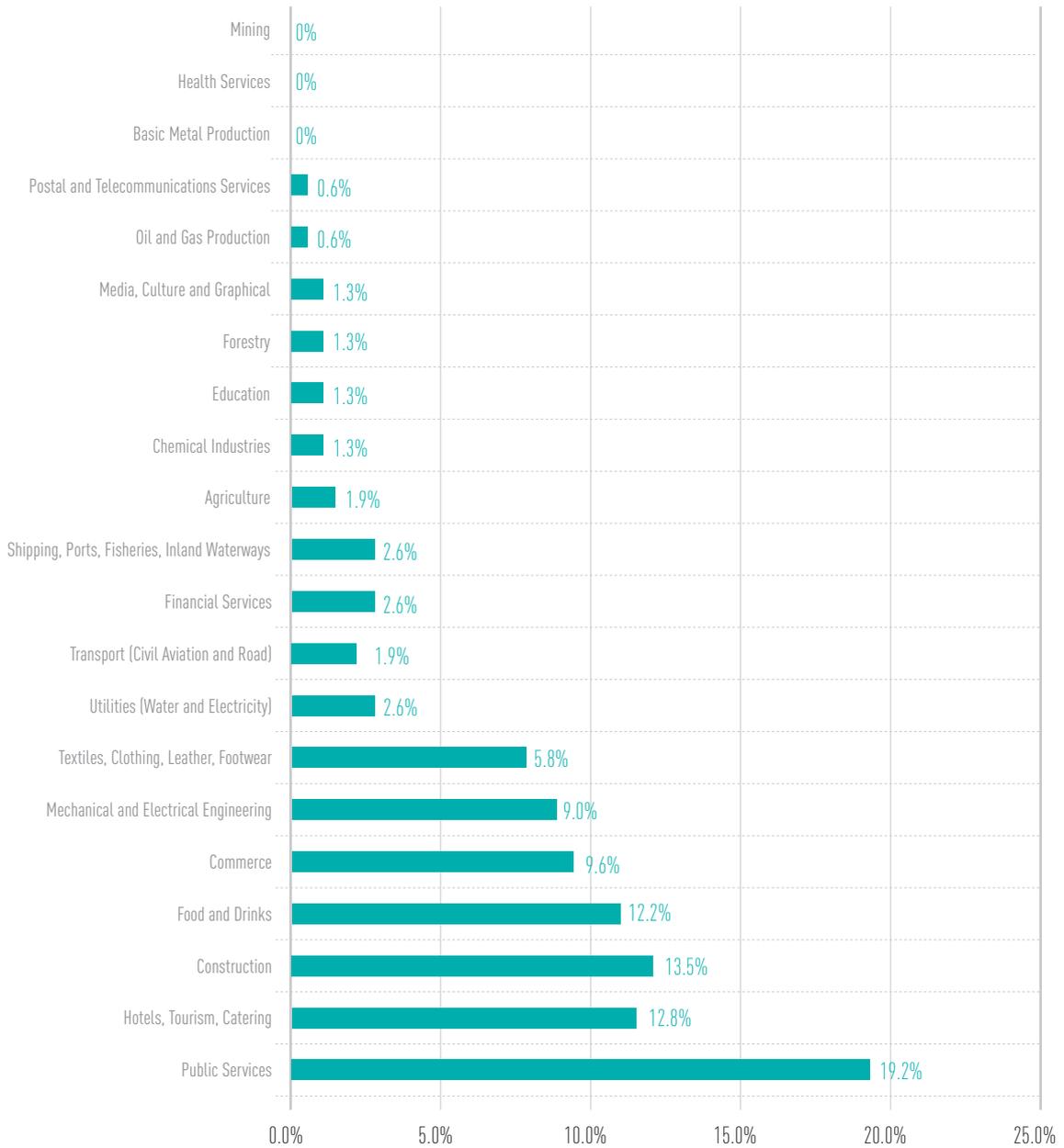


## SKILLS DEMAND PER INDUSTRY

Skills bridging training needs further analysed according to the various industries, and depicted in the graph below. The industries indicating greater skills training programmes were Public Service at 19.2 percent, Construction industry at 13.5 percent, and Hotel Tourism and Catering at 12.8 percent.

The list of various skills sets required by the respective industries in the graph above is shared in the following section. The listing shows that popular skills highlighted earlier were common amongst these industries to boost quality and productivity of the workforce in the various industries.

2021 ICDF Skills Demand per Industry



# INDUSTRY TRAINING SKILLS REQUIRED PER INDUSTRY

## PUBLIC SERVICE

Accounting Standard	Administration Courses	Advance Excel
Basic Carpentry	Basic computing	Front Office & Customer Relations
Basic HR course	Basic welding	Solar
Computer Studies	Concrete construction	Delegation & Interaction Skills
General Carpentry	General Construction	PV solar installation & maintenance
Engineering	Finance course for SMEs	Apprenticeship Programme
Leading teams	Development Management	Leadership Development Programmes
Financial literacy	HR Management	Performance Audits of Individuals
SLP Training	Small Engine Repairs	Sewing/Pattern-making
TAE	Electrical	Electrical and Electronics
Plumbing	Project Management	Strategic & Forward Planning Skills
QCC Training	Heavy/ Light Automotive	Rates collection course on sexennial valuation
Organisational Skills	Office minutes recording	Joinery
OHS	Training Officer Registration	Customer Service
Training of Trainers	Welding	First Aid
Refrigeration	Trade Testing	House Wiring
Youth Empowerment	Trade Waste Management	Taxation
Water & Sanitation License Training	Finance for middle managers	Aptitude Testing
Refresher Programs Construction	Cert IV in Fitness	CPR
Training for Building Inspectors, health inspectors/ town planning	Green Building	Handling customer complaints and corrective preventative actions (CC/CPA)
Strategic Planning and Professional Development for Roko's/ DO's and other Ministerial Staff	Finance Management	
Enforcement – by laws, interpret & draft notices, parking meter maintenance, repair and calibration	Mentoring & Coaching Skills	

## HOTELS, TOURISM, CATERING

Baking & Patisserie	Customer relations	First Aid
Food and Beverage	Refresher Electrical Training	Room Service
Housekeeping	Cookery	Kitchen hand training
Waitress training	FBEA programme	Front Office

Tourism and Hospitality	OHS & Fire safety	Air conditioning/laser cleaning
Maritime courses for divers	TOTs	Trade Certificate in Cookery, Pastry, plumbers, electricians
Hygiene practices	Catering	Apprenticeship programme
Electrical Trade Test	Hotel Management	

## FOOD AND DRINK

Baking and Patisserie courses	Basic wiring course (wireman's licenses)
HACCAP	Milling programme
OHS	Personal Development
Waste Recycling Programs- Microns an Dacron Plastics	Fitter Machinist
Quality Assurance- Standard Operation Procedure Training	Productivity programs
Boiler Operations- Maintenance and Operation, Boiler Technician Pressure machine operation	TOTs/ TAE
ISO	Quality Circles

## CONSTRUCTION

Complaint handling	Service recovery
Glass cutting	GPR Training
OHS 1&2	QCC Training
Dealing with customer and colleagues	Computer-aided manufacturing (CAM)
Refresher Programmes- Construction, Automotive, Mechanical, Electrical and Electronics	Leadership Training
Aluminum Joinery	Standard Operation Procedure Training

## COMMERCE

Hair Dressing Courses
Refrigeration and Air-conditioning
Training on Fire Sprinkler Installations and services

## MECHANICAL AND ELECTRICAL ENGINEERING

6 G - High-Pressure Welding	Managerial courses for Apprentices	Electrical Trade Test 1
Computing Skills (Excel/ Word)	Quality Assurance - Standard Operation Procedure Training	OHS Modules I and II & Certificate IV
Interested in Apprenticeship (EFM, AT, AE, PB)	Automotive Electrical & Electronic Principles	Welding & Fabrication

## TEXTILES, CLOTHING, LEATHER, FOOTWEAR

ADLM	Boiler Technician	Customer Services
Fashion Design	ISO Trainings	Machine Mechanics
Marketing	OHS and First Aid Training	Taxation
Excel	Procurement & Inventory Management	

## UTILITIES (WATER, ELECTRICITY)

Community WASH program	Refresher Courses
Innovations- New Development	Trade Testing
OHS	First Aid
Technical Skills	Management Training
Water Technician Cert	Supervisory
Electrical	Training of Trainers
Leadership Development	

## TRANSPORT (CIVIL AVIATION AND ROAD)

Apprenticeship - Automotive	Management Training
Grant Claims System	Handling hybrid during inspection
Training of Trainers	FBEA Program
Customer Service	Sign writing

## FINANCIAL SERVICES

Aptitude Testing	OHS
Customer Service	Report writing – advance level
First Aid Training	OHS

## SHIPPING, PORTS, FISHERIES, INLAND WATERWAYS

5S	Boiler Operations Refresher
Financial Literacy and Decision Making	High Pressure Welding
Innovation Circles	Food Safety Internal Audit
Human Resources	Inventory and Stock Management
QCC Training	OHS I & II
OHS Refresher Training	Statistical Process Control
Refrigeration (-30 – Ammonia) Systems	Management of Lab
Class III test	Total Productive Maintenance/Maintenance Planning
Good Sanitation Practices (GMPs, Sanitation Systems)	Laboratory Practices & Safety
Refresher course - Welding, General Carpentry, Automotive, Forklift maintenance	Leadership Development Program Module I, II – customized for frontline supervisors

## AGRICULTURE

Apprenticeship Scheme	Boiler Programs	General Machine Operators
Rigging & Dogging	Technical Trainings	Trade Testing

## CHEMICAL INDUSTRIES

5S Consultancy	FBEA Programme	House Keeping- removing of stains
Lean Management	6 Sigma	OHS 1 & 2
Technical Training	Trade Testing	TOTS 1- In house program for RP registration

**EDUCATION**

Customer Service	Managing Millennial
Professional Development	Handling Difficult Employee Behaviour
Transforming Performance with Effective Communication	Training of Trainers

**FORESTRY**

Heavy Mechanic	OHS Training
Rigging / Dogging	Training in GPR

**MEDIA, CULTURE, AND GRAPHICAL**

Binding – books & manuals	IT & web development
Digitizing – library	Refresher finance & taxation
OHS / LMCC Refresher	Develop SOPs
Customer Service	Leadership programs

**OIL AND GAS PRODUCTION**

OHS Training	Trade Testing
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**POSTAL AND TELECOMMUNICATIONS SERVICES**

OHS	TOTs
TAE	IT
Customer Service	





**IDEAL SKILL SETS IN THE  
LABOUR MARKET  
POST-COVID 19**

Undeniably, the global pandemic COVID-19 created a new norm at all workplaces. While challenging the situation is, employers and organisational heads were quick to implement new measures that allowed business continuity and safety of workers and their wider stakeholders.

Many new issues were brought forward by various parties visited by NTPC Teams during the 2021 ICDF. But it was encouraging to note the positivity Fiji's industry leaders and employers shared to bring productivity and the economy back on track.

While some of the skills sets have been discussed in the previous sections, it is important to highlight some skills sets employers and business executives identified for boosting employer-employee performance management, product quality and workforce productivity. These skills sets are categorised into four groups- Socio-emotional skills, adaptability and flexible work-home lifestyle, and soft skills.

#### i. **Socio-Emotional Skills**

These skills include problem-solving, resilience, self-motivation, teamwork, initiative, confidence and ethics. A concern highlighted during ICDF was the lack of emotional investment of employees in their own development. The emotional investment of staff is necessary to succeed in their personal development and to continually hone their skills. Social learning for employee performance management is about observation, co-worker collaboration, and self-analysis and reflection. It is useful for employees to get attain the right skills with which they can evaluate their personal assumptions and eliminate limiting beliefs. Social learning also builds more effective relationships within the organization, proving it useful for interaction improvement amongst employees and clients, and better conflict resolution practices.

##### **Issues highlighted by employers:**

- Employees, especially the younger generation, lack the right and positive attitude
- Staff are not open to new ideas and discussions as they are mostly reserved.
- Lack Team Work
- Lack Discipline
- Habitual Issues
- Lack professionalism

##### **Recommendations:**

- Embed socioemotional skills in regular training programs
- Hold open Group Discussions to gain new perspectives
- Invest in monitoring and evaluation tools such as regular surveys and skills assessment efforts

#### ii. **Adaptability and flexible work-home lifestyle**

Organization's Heads and HR Team envision a significant percentage of work will continue to be performed remotely, away from the office, even after the pandemic threat is contained. Employers share that in today's new paradigm, it is important to have personnel who have the qualities of flexibility, strong communication skills and the ability to adapt as working conditions evolve.

##### **Issues highlighted by employers:**

- Some find it hard to take instructions from supervisors
- Do not want to adapt organisation culture
- The 8am to 5pm work mindset that needs to be changed according to situations.
- Digital skills need to upgrade amongst staff as technology advances.

**Recommendations:**

- Training staff on self-motivation, adaptability and resilience as discipline and self-motivation are key for remote work.
- Training on communication skills as remote work requires excellent communication. Better communication also enables improved collaboration amongst team members as remote work does not mean working alone.
- Digital skills enhancement programmes could be offered..

**iii. Soft skills**

As the world progresses towards Artificial Intelligence, the most sought-after talent is predicted to be soft skills amongst candidates, such as creativity, communication skills, and complex problem-solving. Investing in soft skills across all industries and sectors adds business value to lower level employees, boosts productivity, higher self-esteem and higher aspirations amongst employees and their children.

**Issues highlighted by employers:**

- Unhealthy interpersonal communications via email, telephone and meetings
- Staff lack motivation and self-awareness. Thus, unhappy employee leads to unhappy customers.
- Staff to have active listening skills, patience, and strong writing capabilities.
- High absenteeism and inability to work with matters of confidentiality
- Staff are unapproachable, which creates hurdles in teamwork and creating harmonious work environment.

**Recommendations:**

- Implement Toastmasters in organizations to help build employees communication, leadership, public speaking skills, and confidence. Toastmasters program is also the most popular strategy implemented in leading Fortune 500 companies such as Amazon, Google, General Electric, to name a few.
- Provide soft skills training workshop and mentorship to boost productivity and employee retention
- Embody emotional intelligence such as empathy in leadership styles

As portrayed in the recommendations, the National Training and Productivity Centre offers the above-mentioned public scheduled short courses and tailor-made in-house trainings to business organizations. NTPC releases its annual Training Schedule in November to be distributed electronically and in hard copies to Fiji-wide business houses. NTPC also offers consultancy services to organizations to help them implement relevant skills trainings and standard operating procedures to improve productivity at the workplace.

## ACTION PLAN

The National Training and Productivity Centre has a total of 10 specialized training departments.

### 1: AUTOMOTIVE AND MECHANICAL

The Department of Automotive & Mechanical

Feedback from Automotive & Mechanical Industry Training	Action Taken
Affordability of Public and In-house programs.	Fees for public programs have increased by 10%. Fees for in-house are tag through collaboration with industries regarding what we are currently facing in Fiji. <ul style="list-style-type: none"> <li>- 1-day In-house program from \$200 to \$250</li> <li>- 2-days In-house program from \$250 - \$300</li> <li>- 5-days in-house program from \$600 - \$700</li> <li>- 5-days public program from \$165 - \$170</li> <li>- 7-days public program from \$ 187 - \$242</li> </ul>
An increased need for Online and Blended programs	Programs offered via 100% online mode: <ul style="list-style-type: none"> <li>- Marshal Island Automotive, Welding Basic</li> </ul> Programs offered via Blended mode: <ul style="list-style-type: none"> <li>- COA AutoCAD (Basic I, II, III) (Intermediate I, II, III) (Advance I,II,III)</li> <li>- COA Automotive Electrical Electronics (17 modules)</li> <li>- COA Light Automotive (28 modules)</li> <li>- COA Heavy Automotive (27 modules)</li> <li>- COA Welding &amp; Fabrication (18 modules)</li> <li>- COA Maintenance &amp; Diagnostics (14 modules)</li> <li>- COA Refrigeration &amp; Air conditioning (22 modules)</li> </ul>
Demand for New Programs	New Programs have been developed and rolled out: <ul style="list-style-type: none"> <li>- COA Apply Basic Meat-Works Industry Skills</li> <li>- COA Hybrid Electric Vehicle Battery Service</li> <li>- COP Operate Basic Boiler.</li> <li>- COA Refrigeration &amp; Air conditioning Fundamentals.</li> </ul>
In-house programs	Training proposal have been sent to stakeholders and all teams are waiting for normal operation when we will send trainers to the industries. <ul style="list-style-type: none"> <li>- Boiler Operators</li> <li>- Rigging &amp; Dogging</li> <li>- Hybrid vehicle</li> <li>- Heavy Vehicle (Bus) Refresher.</li> </ul>

## 2: ELECTRICAL & ELECTRONIC ENGINEERING

Feedback from Construction Industry	Action Taken
The is a need for an electrical refresher programme.	Developing UDs for Electrician Refresher Programme and working to have it approved for deployment of training.
PLC & SCADA training.	Working towards running in-house training for EFL & FSC.
Developing and on-line blended mode Stream 3 for day and evening classes.	Enrolling students for stream 3.

## 3: CONSTRUCTION INDUSTRY

Feedback from Construction Industry	Action Taken
Affordability of our programs	<p>This needs to be taken up to Senate for their approval should we intend to lower the fees to meet the current trend.</p> <p>Fees subsidies on the training program that needs to be taken up with government as was in 2005 to 2006, 50% on regular program, 100% on industry needs programs.</p>
Online and Blended programs	Currently, we are still working on some of our program to be online, whilst most programs are hands-on, which may require onsite or simulated training. This is a big challenge to the department of construction with the 30% theory and 70% practical
New Programs and licensing	<p>We have reviewed most of our programs and are now working on the development of some to meet the needs of the industry.</p> <p>Our license training has been developed but await the Water Authority of Fiji confirmation with the Manager Trade Test</p>
Our short courses are highly recognised locally and in the region	Still work in progress, on this when the lockdown happens as to be recognised locally and the region

## 4: EXECUTIVE MANAGEMENT

	Action Taken
Course Content and Materials	<p>Course content is constantly under review and is put through a consultative process, and changes are applied after every quarter by the team.</p> <p>The materials for training are updated through the use of research journals and assistance from our overseas consultants as and when there are changes noted in best practices, and since it is a dynamic process, we tend to go through our program content on a weekly basis in team focus groups</p>

Training Officers	DEM Training Officers are all in PTD cycles and keep upgrading and upskilling to meet the needs of our clients who request for specialized trainings. Now trainers who could only deliver only one specific set of trainings are more diversified and can handle additional trainings
Customer Service	DEM has a zero complaint status for the year 2020/2021 and we intend to keep that status with our monthly mentoring and coaching sessions for all our customer service officers as well as trainers
Training Rooms and Workshops	DEM invested in new equipment for our Executive Lecture Rooms and they are all operational now. The appreciation for these facilities is evident in the feedback provided in Course Evaluation Summary reports.

## 5: INFORMATION TECHNOLOGY

Feedback from Department of Information Technology	Action Taken
Affordability - as some programs are expensive	Fees for general public training courses are much lower than our competitors. For in-house trainings, the department negotiates course fee with the industry which is then approved by DNTPC.
An increased need for Online and Blended programs	<p>Department is moving learning experience and services online through a proactive and systems-based approach.</p> <ul style="list-style-type: none"> <li>- Online delivery of IT short courses since the lockdown.</li> <li>- Department is developing new online resources that will make learning experience better.</li> <li>- TAFE Diploma of IT course is delivered online since the lockdown</li> </ul>
Demand for New Programs	<p>4 New Programs will be developed and once approved these programs will be offered.</p> <ul style="list-style-type: none"> <li>- COA Technical and Networking Support</li> <li>- COA Office Specialist, Graphic and Web Development</li> <li>- COA Client Administration and Helpdesk Support</li> <li>- COA IT Solutions for Digital Businesses</li> </ul>
More Recognition of Short Courses and Pathway leading to award programs	EQAP recognition will be applied for IT courses. Department has strategic partnership with CompTIA, Microsoft, VMware and TAFE. Department is also an authorised testing centre for Pearson VUE and CertiPort.

## 6: TOURISM, HOSPITALITY, FASHION, AND TRAVEL

Feedback from Hotel, Tourism and Fashion Industry	Action Taken
Affordability - as some programs are expensive	Fees for general public training programs have been reduced by 30%. <ul style="list-style-type: none"> <li>- 1-day program from \$130 to \$99</li> <li>- 2-day program from \$199 to \$149</li> <li>- 3-day program from \$249 to \$199</li> <li>- 4-day program from \$299 to \$249</li> <li>- 5-day program from \$349 to \$299</li> </ul>
An increased need for Online and Blended programs	Programs offered via 100% online mode: <ul style="list-style-type: none"> <li>- COA Management and Supervisory Skills Development Program</li> <li>- COA Rooms Division Management</li> <li>- COA Hospitality Sales and Marketing</li> <li>- COA Travel and Tourism</li> <li>- COA Events Planning</li> </ul> Programs offered via Blended mode: <ul style="list-style-type: none"> <li>- COA Front Office</li> <li>- COA Baking and Pastry</li> <li>- COA Advanced Culinary Skills</li> <li>- COA Housekeeping</li> <li>- COA Beauty Therapy</li> <li>- COA hairdressing</li> <li>- COP Fashion and Design</li> </ul>
Demand for New Programs	3 New Programs have been developed and rolled out: <ul style="list-style-type: none"> <li>- COA Rooms Division Management</li> <li>- COA Ayurveda Massage and Facial Therapy</li> <li>- COA Management and Supervisory Skills Development</li> </ul>
More Recognition of Short Courses and Pathway leading to award programs	EQAP recognition has been applied for 12 different programs offered by the department. The process is in the pipeline.

## 7: QUALITY AWARDS

Feedback	Action Taken
Tourism/ Hotels	<ul style="list-style-type: none"> <li>• The industry is severely affected due to the global pandemic.</li> <li>• Have approached a few hotels and due to the pandemic, they will wait and assess the situation.</li> <li>• Will be targeting Island resorts once Tourism pick up.</li> <li>• Productivity Programs are on hold until the situation normalises.</li> </ul>

Chemical Industry	<ul style="list-style-type: none"> <li>• Yes, we have approached a few early this year to come on board for FBEA.</li> <li>• New applicants have shown interest to apply for FBEA.</li> <li>• Interest has been noted on 5S National Certification. Will pursue further</li> </ul>
Public Service	<ul style="list-style-type: none"> <li>• Awareness was done</li> <li>• Almost all ministries facing tight budget control. Two Ministries have applied for FBEA this year. Productivity Programs on hold due to budget issues.</li> </ul>
SMEs	<ul style="list-style-type: none"> <li>• 2 new applicants have applied for FBEA this year.</li> <li>• More Productivity Trainings funded by APO will be rolled out to assist SME's.</li> <li>• Also FBEA Awareness sessions will be rolled out and this is funded by APO.</li> <li>• Target - new SME's in Shipping/IT/Wholesale/ Tourism</li> <li>• Productivity Promotions - will identify new SMEs for APO funded training.</li> </ul>

## 8: NATIONAL PRODUCTIVITY & INDUSTRY INNOVATION

The Department of National Productivity & Industry Innovation offers all the courses identified by the relevant industries mentioned in this report. The Department is in contact with the respective organisations to further tailor-make some courses and deliver as in-house training. The Department has also sent proposals to all organisations that had requested for specific training programs.

## 9: COMMUNITY-BASED NON-FORMAL EDUCATION AND TRAINING

The Community-Based Non-Formal Education and Training department

NO	ITEM	ACTION TAKEN
1	Participants ICDF	The department is community-focused, so survey to focus more on school leavers between ages 16 – 25. In the community, this is also the age group of unemployment.
2	Participants ICDF	Rather than focusing on Industries, invite unemployed youths with Year 11,12,13 qualifications for their needs in the community
3	Tools and Materials	This is the gap in the community training in terms of the utilization of the skills by the participants. How NTPC or the industries can assist them after the training?
4	The way forward	For more blended mode of training – both online and F2F. for CBNFE courses, we are focusing for 3-5 days' short courses online for those in access to internet.
5	Digital Skills	All courses can go online for both theory and practical. The problem with our department is that our training is more on isolated communities.

## 10: NATIONAL APPRENTICE AND TRADE TESTING

National Apprentice and Trade Testing

Feedback ICDF 2021	Action Items
Offer refresher courses for trade testing	Design and offer Online refresher courses
Offer more Trade Tests in North and Levuka	Increase the frequency of tests Training proposals targeted at industries with demand
Plumbers License	Working with WAF to introduce Plumbers licensing
Demand for new programs under the Trade Test scheme	Fire Sprinkler Installation and Testing being developed Tile Layer Trade Test to be offered by the end of 2021
Youths to join Apprenticeship- Ministry of Youth and Sports- Nadi	Creating awareness to Youth Groups about Apprenticeship Training Scheme. The department held two sessions in Nadi.



## CONCLUSION

There is increasing interest from industries to become more competitive through continuous improvement in providing the required skills sets for its employees.

The NTPC has been helping in-service tradespeople grow in their area by offering valuable industry needs-based training programmes. Thus, in alignment with Fiji National University's vision for every Fijian's access to quality learning and teaching, NTPC strives to ensure that Fiji's workforce remains competitive amongst other nations.

The NTPC's training creates strong, sustainable and balanced growth and is a platform for further exchange of ideas and experiences among a wide range of institutions, enterprises, and experts.

Skills training is the best path to self-advancement of women and men. It underpins the stability of communities and families, and together we can achieve our national goal of an efficient workforce and increased productivity.

Hence, an annual survey of the industries needs to be conducted by the Training Centre to better understand the gaps that create a vacuum that NTPC can address to improve national productivity and assist organisations in achieving business excellence.

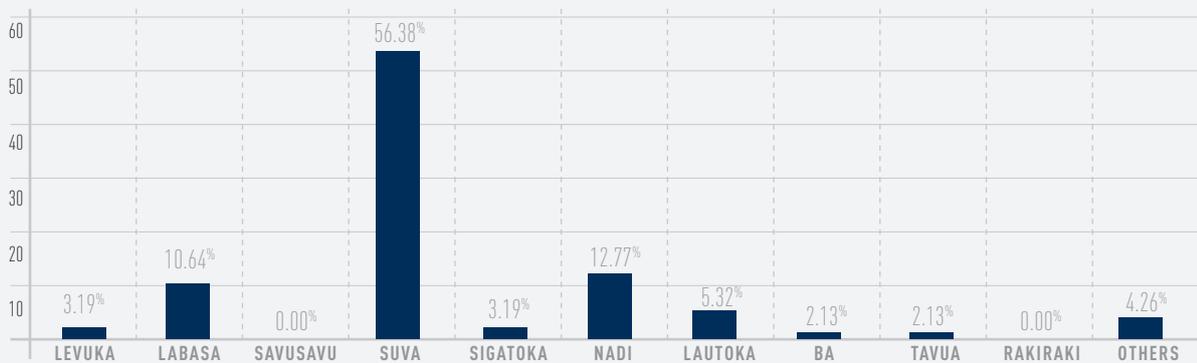




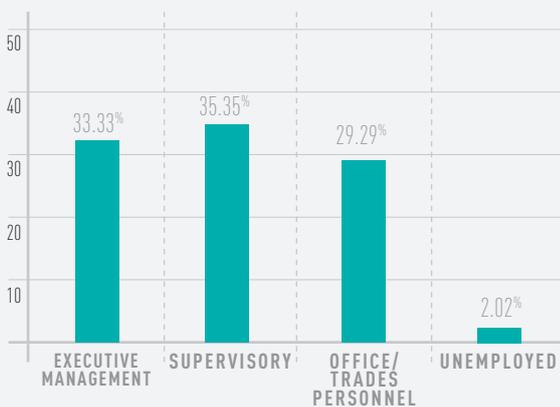
# APPENDIX

## ONLINE SURVEY FINDINGS DASHBOARD

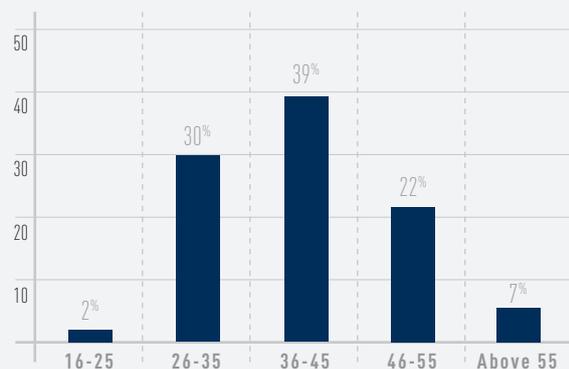
2021 ICDF Online Survey Participation per Location



2021 ICDF Online Survey Participant Work Level/ Status



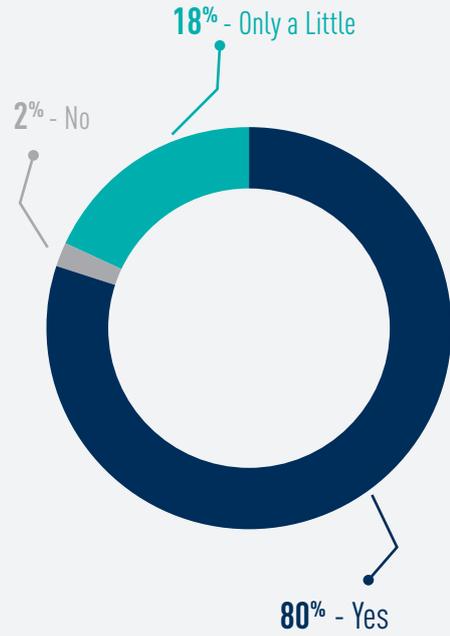
2021 ICDF Online Survey Participant Age Per Category



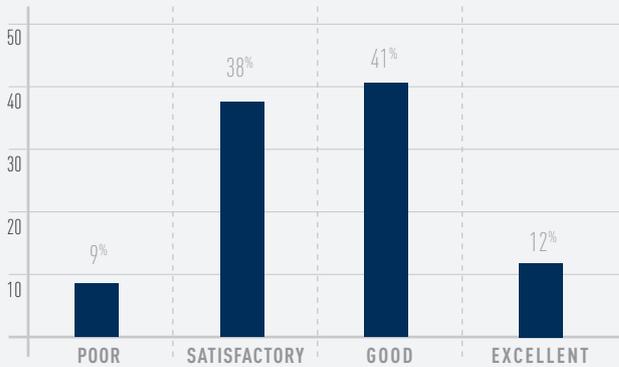
2021 ICDF Online Survey Participant Salary



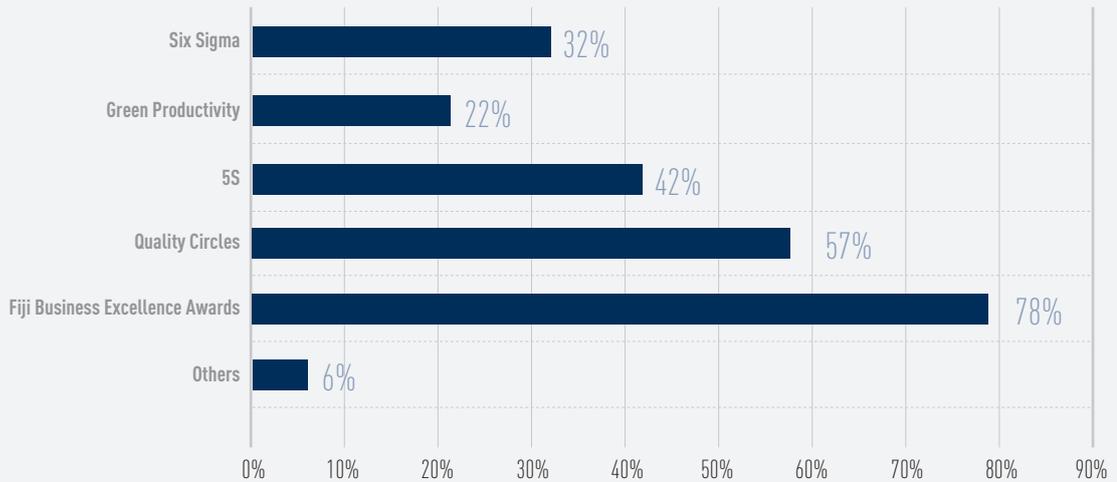
Are you aware about National Training and Productivity Centre and the training it offers?



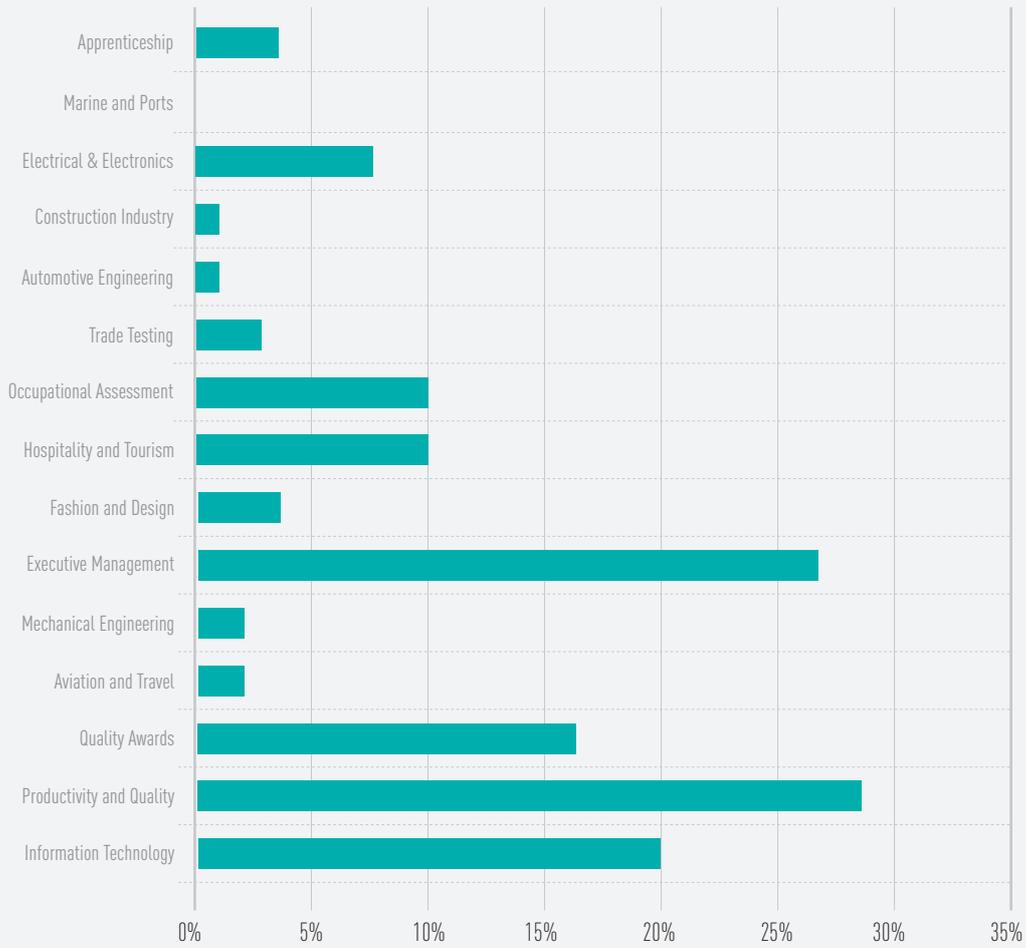
Do in-Service trainings provided by NTPC meet your expectations?



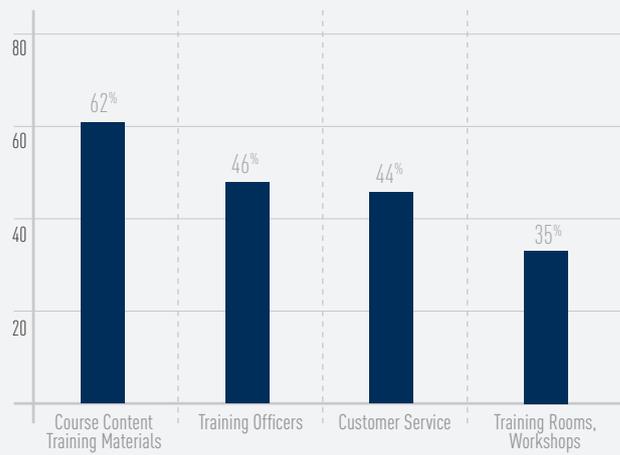
Prevalence of Productivity Programmes (tools) in the Fijian Workforce



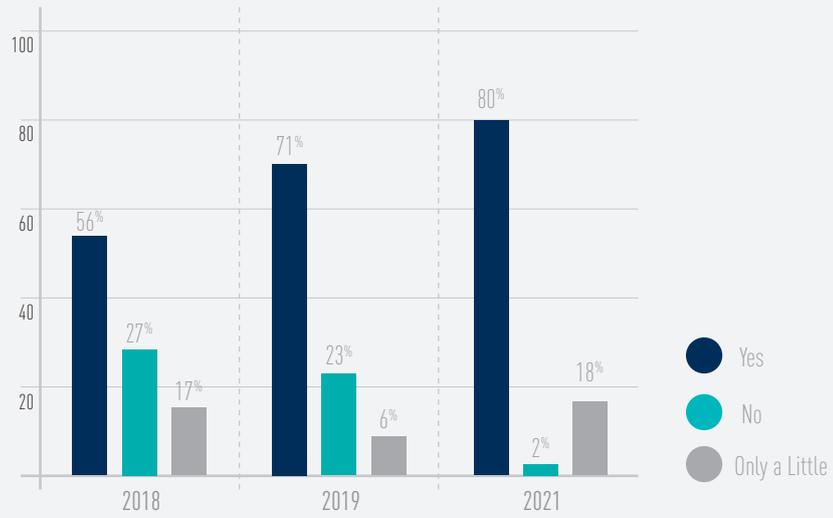
2021 ICDF Online Survey Showing Prevalence of Skills Training Programmes Undertaken at NTPC



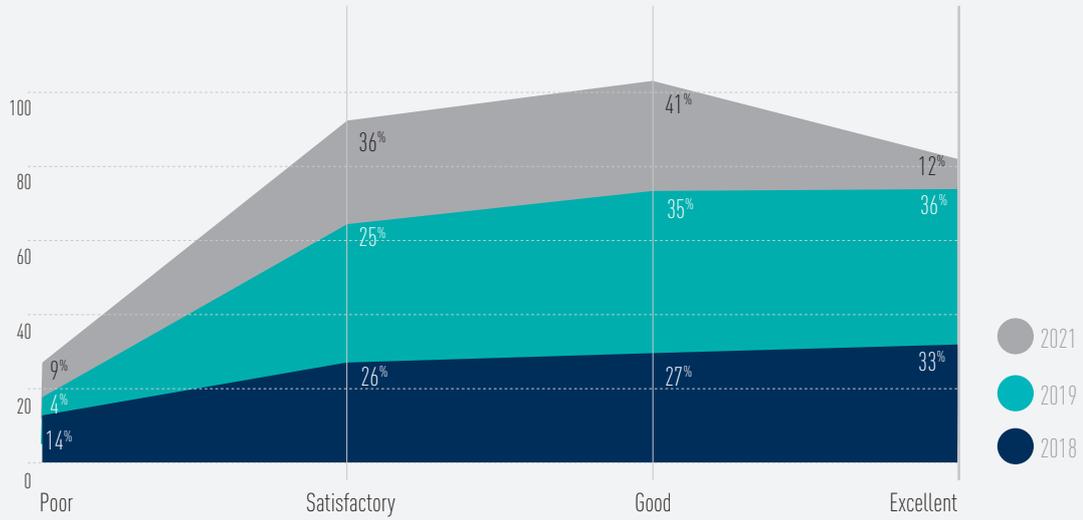
Areas that NTPC can improve on to meet the industry’s future needs



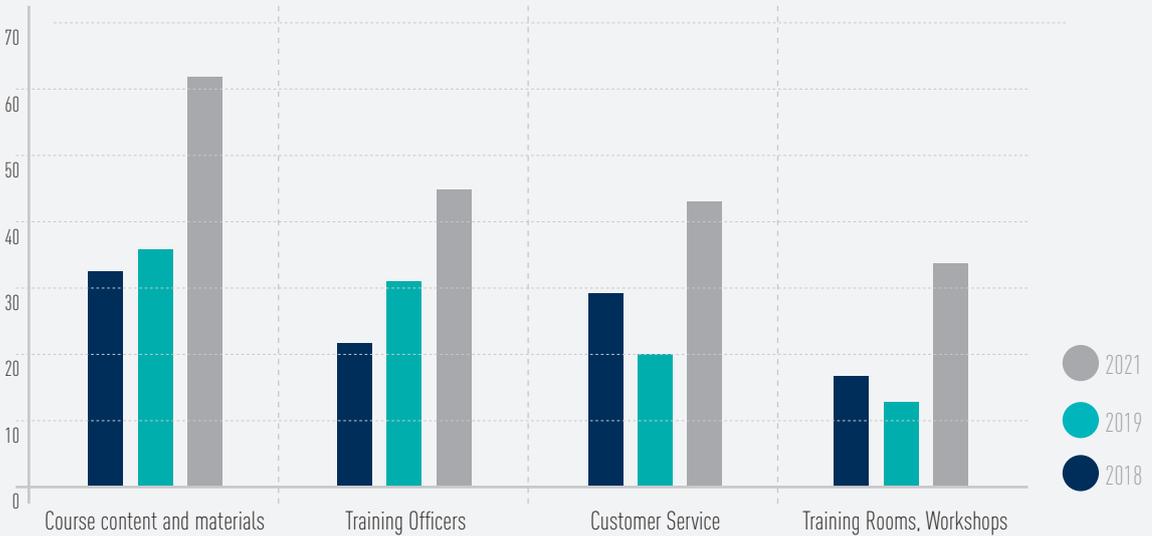
Percentage aware about NTPC and its Courses



Do In-Service Trainings by NTPC Meet Industry Expectations?



Areas NTPC can improve on to meet the industry's future needs







**NTPC Head Office**

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