



FIJI NATIONAL
UNIVERSITY

**National Training
& Productivity Centre**



INDUSTRY DISCUSSION FORUM REPORT 2018





**FOREWORD BY
DIRECTOR
NATIONAL TRAINING & PRODUCTIVITY CENTRE
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Greetings from NTPC!

I am pleased to present the National Training and Productivity Centres' 2018 Industry Discussion Forum Report. This report provides an insight into NTPC's engagement with our industry stakeholders.

NTPC's mandate clearly stipulates our commitment to in-service training and we depend on strong partnership with industry for the regular review of our programs and for ensuring that NTPC is kept abreast and up to date with the latest training programs, assessment methods and technology.

We welcomed feedback from our stakeholders and industry partners that were visited during the duration of the IDF and the survey forms that were distributed and collected. Through this process we are able to gauge and put into perspective our current situation as a training provider and the expectations from our industry partners. Understanding organisations and their training needs is essential. Through such feedback NTPC is now able to conduct Stakeholder Mapping where we identify the target groups through the surveys conducted and pull together as much information as possible about them. Identifying and managing internal and external stakeholder interests is essential for our operations.

Organisations across the globe are all contending with human resource challenges that require a more holistic approach than ever before. Training plays a vital role in the enrichment of human capital through continuous capacity building and development. Without training and up-skilling, the performance and outputs of Fijian organizations will be lower than expected.

NTPC places strong emphasis on the development of market-led, efficient, competitive and dynamic training standards and we will continue to work in the nation's best interest.

The feedback comments and data in this report should provide direction for NTPC training in 2019.

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1.0 EXECUTIVE SUMMARY

- 1.1 The NATIONAL TRAINING & PRODUCTIVITY CENTRE, of the Fiji National University, is the leading organisation in providing skills training to the industries in Fiji. Offering more than 2000 courses each year, NTPC aspires to deliver the right skills with right motivation, to continuously build a healthy and productive workforce that is competitive globally.
- 1.2 As Fiji's National Productivity Organisation, the NTPC is mandated promote productivity and business excellence.
- 1.3 The NTPC was initially established as Fiji National Training Council in 1973, with a tripartite arrangement amongst Government, employers and employees. In 2002, FNTC underwent a name change to the Training and Productivity Authority of Fiji for greater focus on increasing national productivity. Following its merger with the Fiji National University in 2010, the functions of TPAF continued as it was renamed to what it's currently known as The NTPC – The National Training and Productivity Centre.
- 1.4 The core functions of the NTPC are:
 - 1.4.1 Ensure that the in-service needs of industries are met at all times;
 - 1.4.2 Managing a quality apprenticeship system in Fiji;
 - 1.4.3 Promote productivity and business excellence programmes in the industry and act as the National Productivity Organisation for Fiji on behalf of the Government;
 - 1.4.4 Responsible for training grants within the budgetary provisions and financial policies of the University and;
 - 1.4.5 Carry out trade tests as are necessary for fulfilling the objective of training for national development, and
 - 1.4.6 Carry out such other responsibilities relating to industry training needs as are delegated to the National Centre by the Senate or the Vice-Chancellor.
- 1.5 The National Training and Productivity Centre consists of:
 - 1.5.1 Four training divisions, and these are:
 - i Business and Information Technology,
 - ii Executive Management and Hospitality Services,
 - iii Technical Training and
 - iv Non-formal Education.
 - 1.5.2 Under these divisions, there are 11 training departments, which conduct short-to-medium termed courses in a diverse range of trade sectors.
 - 1.5.3 Likewise, the NTPC carries out its other objectives through:
 - i The National Apprenticeship Training Scheme and
 - ii The National Trade Testing Scheme.
- 1.6 The NTPC works with the industry by categorizing it into two groups of employers: Method A and Method B, to better manage training needs and reimbursement claims filed by employers.

2.0 INTRODUCTION

- 2.1 Human resource development is crucial in any developing country. A well-trained and highly motivated workforce provides the necessary momentum and contribution towards social advancements, career growth and economic success.
- 2.2 The National Training & Productivity Centre, as the national in-service skills training provider, has been contributing its share towards achieving economic vibrancy by training Fiji's workforce in all levels – from junior trades levels to supervisory and executive leadership and in highly sophisticated technological areas. Such has assisted employers achieve increased productivity and implementing better business practices.
- 2.3 Despite various industry engagement throughout the year via NTPC conferences, workshops and industry visits, NTPC strategizes an annual event that would assist in meeting industry expectations in terms of providing in-service skills training needs. And such is called the Industry Discussion Forum.
- 2.4 The Industry Discussion Forum, an annual event on the National Training & Productivity Centre's calendar, is conducted through vigorous engagement of industries, employers and employees Fiji wide, in terms of, receiving valuable feedback on NTPC events and activities, deliverables, and services of NTPC.
- 2.5 The IDF acts as the platform to discuss and share information on training programmes and consultancy services it offers, and more importantly, how well is NTPC meeting industries' expectations in fulfilling its core functions towards upskilling the working workforce of Fiji.
- 2.6 NTPC, as the national in-service training provider, conducts IDF annually so that it is able strengthen and maintain ties with industry leaders, employers and the Fijian workforce, comprising of Method A and Method B employers.



3.0 OBJECTIVES

- 3.1 The objective of the annual Industry Discussion Forum are:
 - 3.1.1 To initiate industry engagement on programme review and development;
 - 3.1.2 Determine the effectiveness of in-service training needs provided by NTPC;
 - 3.1.3 Gather feedback on urgent skills gap in knowledge, skills, and competencies of workers, and 5-year projection of skills shortage;
 - 3.1.4 To improve NTPC's training deliverables to bridge current and future industry skills gap;
 - 3.1.5 Encourage Method B companies to engage in skills gap training;
 - 3.1.6 To provide create visibility of NTPC to multiple levels of the industries and communities in Fiji.

4.0 METHODOLOGY

- 4.1 The 2018 NTPC Industry Discussion Forum was strategically designed to engage and receive skills training feedback from all employers in Fiji regardless they be levy payers or not. This was carried out in all major towns and city in the country namely; Nausori, Sigatoka, Nadi, Lautoka, Ba, Tavua, Rakiraki, Korovou, Pacific Harbour and Navua, Labasa, Savusavu, and Levuka.
- 4.2 The target industry participants and the engagement method for 2018 Industry Discussion Forum was as depicted in Figure 4.2.1 below:

Figure 4.2.1

	Target industry participants	Engagement Method
Level 1	Industry Heads, CEOs, Managers, HR Executives	Open Forum or personal interview
Level 2	Supervisory level, foreman, leading hand	Open forum, survey
Level 3	Skilled workers, labourers, apprentices, attachés, semi-skilled and unskilled workers	Open forum, survey
Level 4	Informal sector, small business owners, market sellers, fishermen, small garages	Personal interview
Level 5	Community visits such as Provincial Meetings, District Meetings, NGOs, Town Councils	Open presentation, and personal interview
Level 6	Religious groups, youth groups, women's groups, sports club	Open presentation
Level 7	Special interest groups such as Schools/groups for the special needs, embassies, Pacific island neighbours, Fijian abroad	Website, social media adverts (after NTPCAB approval)

- 4.3 Since 2018 Industry Discussion Forum covered industries across Fiji, dedicated teams of four members comprising of senior NTPC staff were dedicated to certain areas. The teams and allocation per area is listed below in Figure 4.3.1.

Figure 4.3.1

Team	Target Area	Team Members
1	Levuka	1. Dhiraj Singh – Acting Deputy Director EMHS (TL) 2. Amrish Narayan – Acting Deputy Director BIT 3. Joseva Lesi – HOT
2	Labasa & Savusavu	1. Dr Isimeli Tagicakiverata – Director NTPC (TL) 2. Peni Taoi – Deputy Director Technical Training 3. Reenal Chand – Manager Apprenticeship 4. Ana Niumataiwalu – Information Officer 5. Levy Rep
3	Navua	1. Akisi Mavoa – Acting Deputy Director NFE (TL) 2. Marfaga Solomone – HOT 3. Aiyaz Khan – Principal Research Officer
4	Nausori	1. Dhiraj Singh – Acting Deputy Director EMHS (TL) 2. Amrish Narayan – Acting Deputy Director BIT 3. Joseva Lesi – HOT

5	Korovou & Rakiraki	1. Akisi Mavoa – Acting Deputy Director NFE 2. Marfaga Solomone – HOT 3. Aiyaz Khan – Principal Research Officer
6	Sigatoka	1. Peni Taoi – Deputy Director Technical Training (TL) 2. Maneesha Karan – Marketing Executive 3. Alvin Lal – Manager Trade Test 4. Dr Akash Gupta – Acting HOT
7	Nadi	1. Dr Isimeli Tagicakiverata – Director NTPC (TL) 2. Reenal Chand – Manager Apprenticeship 3. Dr Akash Gupta – Acting HOT 4. Praneel Chand – HOT 5. Rupeni Lewetuitovo – TO 6. Levy Rep
8	Lautoka	1. Dr Isimeli Tagicakiverata – Director NTPC (TL) 2. Reenal Chand – Manager Apprenticeship 3. Dr Akash Gupta – Acting HOT 4. Praneel Chand – HOT 5. Rupeni Lewetuitovo – TO 6. Levy Rep
9	Ba & Tavua	1. Peni Taoi – Deputy Director Technical Training (TL) 2. Maneesha Karan – Marketing Executive 3. Alvin Lal – Manager Trade Test 4. Dr Akash Gupta – Acting HOT
10	Suva	All team members except staff from West

(Note: TL stands for Team Leader)

4.4 The IDF Process

4.4.1 Individual team's visit to respective centre were of 2-3 days in duration.

4.4.2 Day 1: Arrival at location. Begin visits to industries/employers that were scheduled for. Presentation of NTPC programmes and engage in discussions on skills gap training needs. Distribute survey forms (briefed in 4.6), and conduct selective interviews at multiple levels of selected organisations.
Day 2: Courtesy visit to local authorities such as town councils, provincial offices and meetings, Police Department, Fire Stations, Government Departments, religious groups, NGOs, and social clubs.
Open discussion Forum and cocktail for the invited industries and employers, followed by breakout sessions.

4.4.3 Day 3: Collect and input data into forms and templates. Alternatively, organise Open Forum to be held on Day 3 if team's schedule is busy.

4.5 The Industry Discussion Forum merchandise comprised of the 2018 NTPC Handbook which contains all short courses offered throughout Fiji for the current year. Other merchandise that were give away to employees and industries were desk calendars, pen, lanyard and wristbands for brand building.

4.6 The Industry Discussion Forum Survey 2018 was designed to gain a better insight on the visibility of NTPC amongst the Fijian industries, and to acquire knowledge whether NTPC is meeting industry's skills training needs. The survey form was distributed to staff at various levels of the organisations visited, from the senior management level to middle level supervisors to low level workers.

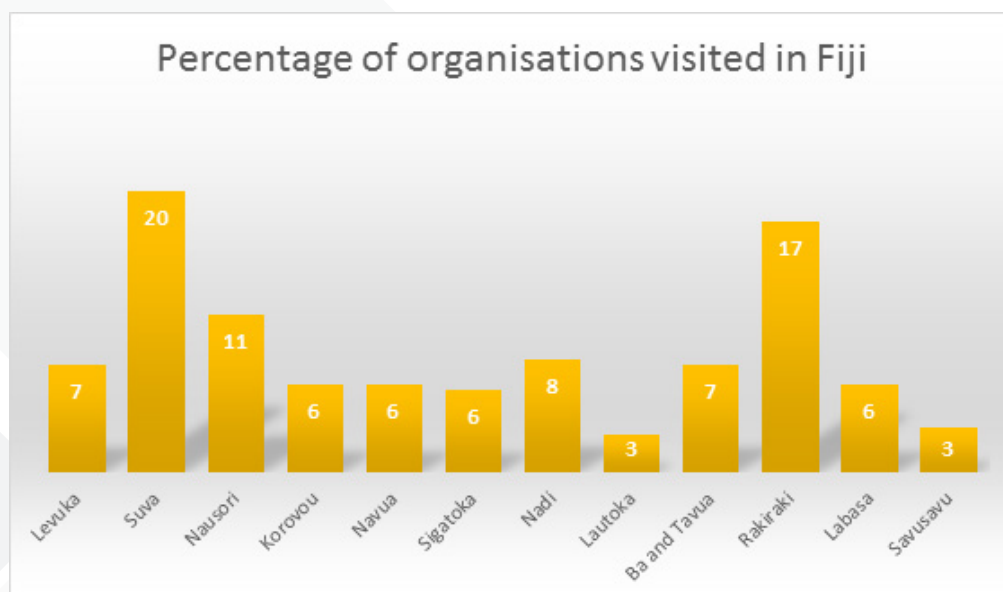
A total of 230 organisations were visited by the NTPC IDF teams Fiji wide in 2018. The number of organisations visited per location are listed below:

Figure 5.1

Number of Organisations Visited in Fiji	
Location	Number of organisations
Levuka	17
Suva	45
Nausori	25
Korovou	14
Navua	14
Sigatoka	13
Nadi	18
Lautoka	6
Ba and Tavua	17
Rakiraki	40
Labasa	14
Savusavu	7
Total	230

As indicated in Figure 5.1, the number of organisations visited vary per area. This is graphically illustrated in Figure 5.2 below, as the percentage of organisations visited per area by the IDF Teams. The percentage of organisations that participated in the 2018 IDF fluctuates given the different areas.

Figure 5.2

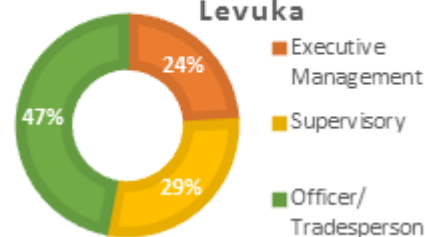


Levuka

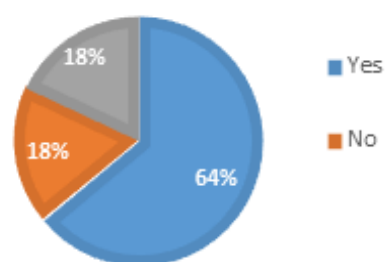
Organisations visited:

1. South Pacific Elixure (Taki Mai)
2. Immigration Department
3. Ministry of Agriculture
4. Margus Resturant
5. Amba Lal Stores
6. Gulab Das
7. Narson Supermarket
8. Makus Mechanical Works
9. R.K. Singh Supermarket
10. Fiji Electricity Authority
11. MH Supermarket
12. Correctional Services
13. Levuka Town Council
14. Levuka Market
15. 5 Tikina Heads
16. PAFCO
17. Provincial Administrator

Levels of workforce participated in IDF - Levuka



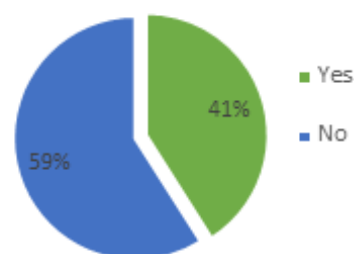
Percentage of workforce that is aware of NTPC skills training courses - Levuka



General Comments:

1. The population between the ages of 18-31 have left Levuka and business recovery after TC Winston is very slow. Levuka Town had a population of 1167 and the latest census reports a decline to 669.
2. Of the 110 businesses registered in Levuka only 40% exist.
3. The Roko Tui Lomaitivi and his Tikina Heads expressed the need for technical training courses.
4. Eastern District Advisory Council, composing of Lomaiviti, Kadavu, Lau, and Rotuma, was also attended by NTPC Team. They expressed interests in Apprenticeship, Management training and technical training.
5. Requests for DFL courses also was highlighted. Industry participants commented that being small business owners, it was difficult for them to send their staff members for training. The cost of training is much higher than the levy that they pay.

Percentage of Workforce that has Undertaken Skills Trainings with NTPC - Levuka

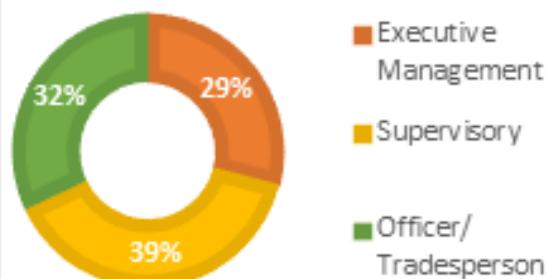


Suva

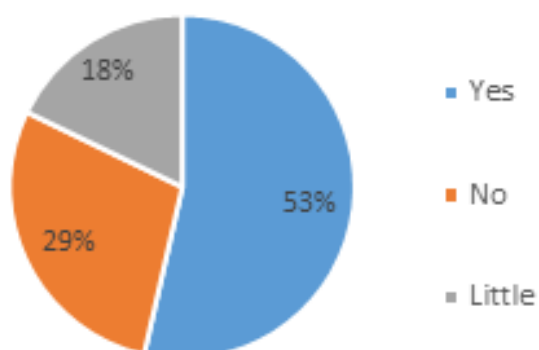
Organisations visited:

1. Nabua Police Station
2. Hot Bread Kitchen
3. MERCHANT FINANCE LTD
4. Universal Fruit Shop
5. Digicel (Fiji) Ltd
6. Beyond a Touch of Luxury
7. Value City
8. Mr. Butcher
9. Post Office Fiji Ltd
10. Vinod Patel (Nabua)
11. Shop and Save (Nabua)
12. Rajendra's (Nabua)
13. Tiles & Finishing
14. Island Textile
15. Popular Store
16. Charan Jeath Singh Group
17. New World, Valelevu
18. Value Fashions, Valelevu
19. Rajendra Prasad Foodtown, Valelevu
20. Summer Trading, Valelevu
21. RC Manubhai Hardware, Valelevu
22. Valelevu Chemist
23. Avan's Upholstery
24. Closet Point
25. Vision Motors
26. Richards Auto Services
27. Powerlite
28. Carpenters Fiji Ltd
29. Carp trac Fiji
30. IMEL
31. Asco Motors
32. Niranjans Autoport
33. Nivis Motors
34. Transport Council- FCEF
35. Foods Pacific
36. Pacific Cement
37. Tengy Cement
38. Fiji Dairy
39. British American Tobacco
40. Flour Mills of Fiji
41. Goodman Fielder
42. Narseys Plastic
43. Viti Foods
44. Pacific Batteries
45. Alfa Limited

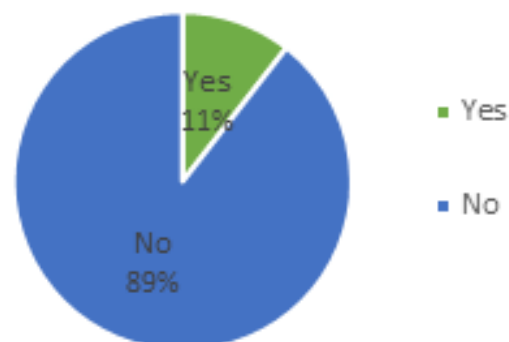
Levels of workforce participated in IDF - Suva



Percentage of workforce that is aware of NTPC skills training courses - Suva



Percentage of Workforce that has Undertaken Skills Trainings with NTPC - Suva



General Comments:

1. Apprentices are needed in automotive mechanic, Panel Beating, Automotive Electrician, Heavy Commercial Vehicle.
2. Industry faces a shortage of automotive mechanics, automotive electrician, Heavy Vehicle Commercial Mechanic, Panel Beating, Fitting Machining, Welding and Fabrication.
3. Request for Spray Painting program.
4. Have requested if more industry experienced trainers/facilitators who are able to relate to workplace challenges and provide real life examples and solutions. This also includes a large number of requests for Manager level skills training.
5. Requested by industries to provide more realistic and challenging courses and application testing after course delivery.
6. Industry has shown interest towards programs for Small Engine Repairs
7. Courses such as Customer Services, Management and Sales & Marketing programs are also popularly demanded as they would like to prepare for business sustainability.
8. Many trainings by NTPC are postponed due to which they are unable to send staff for training because of their work routine/schedule. Not happy with FNU Colleges because even though students are enrolled, classes aren't conducted as scheduled

Feedback from Fiji Manufacturers and Builders Association

The Fiji Manufacturers and Builders Association meeting was attended by NTPC reps, Manager National Trade Testing Department and Acting Manager National Apprenticeship Training Department.

Among the many issues discussed, the crust of the discussion was on relevant skills training provided by training institutions, particularly by Fiji National University.

It was conveyed in the meeting that the Association failed to understand the roles of FNU Colleges and that of NTPC. It was highlighted that FNU was not doing its part in addressing shortage of workers and the needed skills.

Discussion areas were as follows:

- Demand for more tradespeople joining the building trades.
- Sorting clarifications on the functions of FNU and NTPC.
- Unwilling to train people at work; employers want to hire skilled personnel.
- Employers find one percent levy as a tax.
- Minimum entry requirements for the Apprenticeship is too high (form 6 pass), and queried if this can be lowered.
- The TCF graduates cannot perform to the industries expectation.
- The Association relayed interest to operate Apprenticeship at Montfort Boys. They regard MBT graduates quite highly.

The Association recommended that NTPC be part of the FMBA, and to attend the Construction Industry Council Workshop.

Nausori

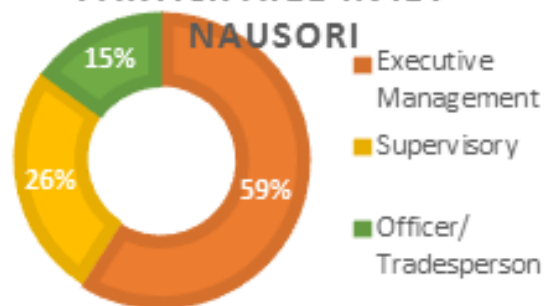
Organisations visited:

1. Waste Clear (Fiji) Ltd
2. Pioneer Concrete Industries
3. Rups Big Bear Nausori
4. Wishbone Nausori
5. Courts Nausori
6. Narhari Nausori
7. Brijlal Nausori
8. Kasabias Nausori
9. Max Value Nausori
10. Menco Interiors
11. MH Homemaker Nausori
12. New world
13. R B Patel
14. PAK N SAVE
15. Goodmanfielder Manoca
16. Fiji Cooperative Dairy Co Ltd
17. Ministry of Agriculture
18. Nausori Airport Taxis & Buses Ltd
19. Pacific Energy
20. Agriculture Nausori
21. Airport Fiji Ltd
22. Auto Tac
23. Land Transport Authority
24. Nausori Forestry Department
25. Patels Auto repair

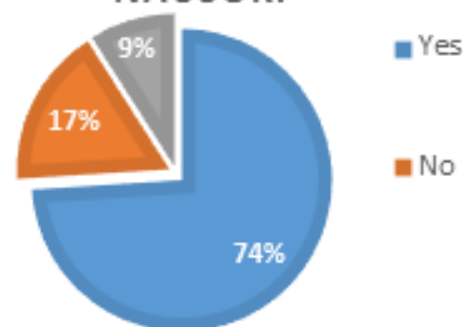
General Comments:

1. Specific training on timber quality – grading, stacking, and overall knowledge on timber
2. Soft skills training to encourage better communication, work ethics, teamwork at the work place.
3. Training on policies on and against sexual harassment at work.
4. Trainings on interior fitting and joinery works and small construction needs.
5. Farm management (mechanical and electronics)

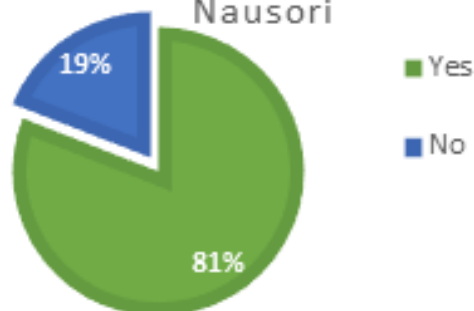
LEVELS OF WORKFORCE PARTICIPATED IN IDF - NAUSORI



PERCENTAGE OF WORKFORCE THAT IS AWARE OF NTPC SKILLS TRAINING COURSES - NAUSORI



Percentage of workforce that has undertaken skills trainings with NTPC - Nausori



Korovou

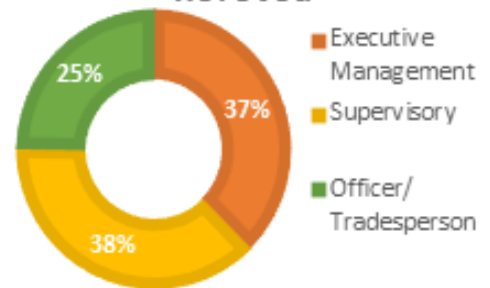
Organisations visited:

1. Ply Fiji Ltd
2. Zesty Wine and Dine
3. Matanakilagi Restaurant
4. Doud Shah Supermarket
5. Hot Bred Kitchen Korovou
6. Nand's Spares
7. Prasad's Bargain Centre
8. Gregan's Restaurant
9. Chand's Clothing
10. Fiji Dairy Cooperative Limited
11. National Fire Authority Korovou
12. Northland Farmers Cooperatives; WCC Farmers Coop.
13. Nayan's Supermarket
14. Ram Jatan

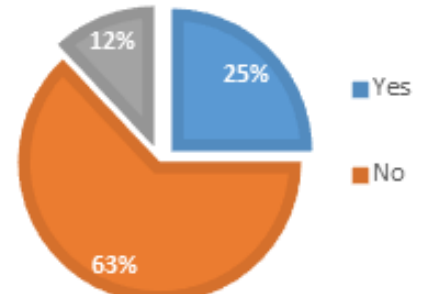
General Comments

1. Cannot leave to attend training. Prefer flexible on-the-job training or after hours training. Looking for FNU graduates join workforce. Operation on hold because no raw material (logs) as a result of government directive. Hexion adhesive for plywood manufacturing is very expensive.
2. Not aware that levy money can be claimed as training grant.
3. Currently doing a diploma in Leadership and Management with FNU with a few units left to complete.
4. Cannot leave business to attend training. Prefer flexible OJT or after hours training. No training run in Korovou.
5. Prefer Training in the Campus. Cannot leave and attend training.
6. On-the-job-training required in sales and marketing. Not aware of levy and grants.
7. Supervisor seemed very frightened that we came on site to conduct the survey. Referred all queries to their HQ in Nabua.

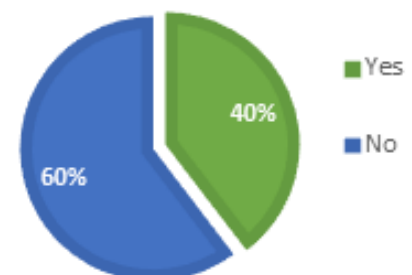
Levels of workforce participated in IDF - Korovou



Percentage of workforce that is aware of NTPC skills training courses - Korovou



Percentage of workforce that has undertaken skills trainings with NTPC - Korovou



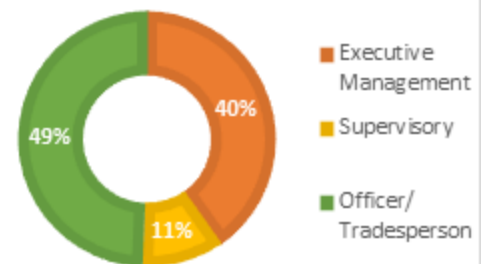
Organisations visited:

1. National Fire Authority (Navua Station)
2. Blue Water Craft
3. The Crab Company of Fiji Ltd.
4. Namosi Provincial Council
5. Kaiming Ginger Company
6. Bens Trading
7. Navin's Hardware
8. First Stop Electrical & Hardware
9. First Stop Electrical & Hardware
10. Subrails Furniture (Navua Branch)
11. Newlook Fashion
12. Abhads Clothing
13. Veejay Enterprises Ltd
14. The Fish Shop and Ice-cream Parlour

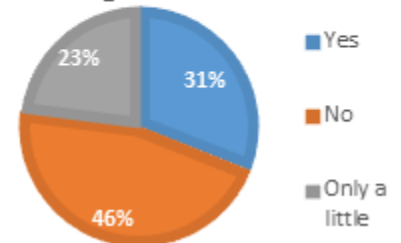
General Comments

1. Cannot leave to attend training. Prefer flexible on-the-job training or after hours training. Low staff number in branch.
2. Family business.
3. Not aware that levy money can be claimed as training grant.
4. Family business. Send 5S information by e-mail.
5. Fire tender vehicle maintenance done at HQ in Walubay
6. Staff are skilled but need some form of paper qualification

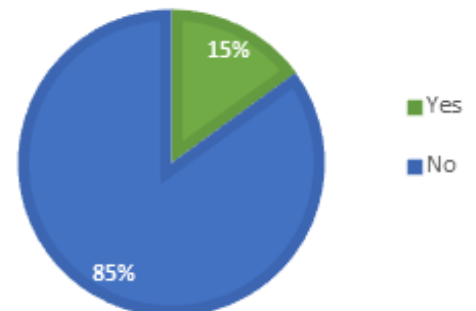
Levels of workforce participated in IDF - Navua



Percentage of workforce that is aware of NTPC skills training courses - Navua



Percentage of workforce that has undertaken skills trainings with NTPC - Navua



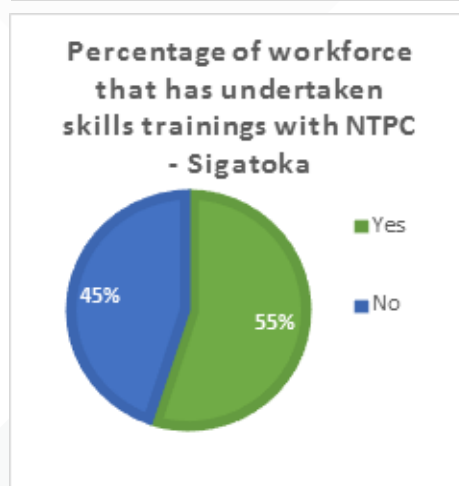
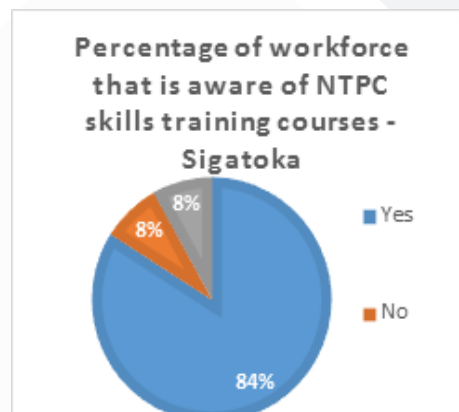
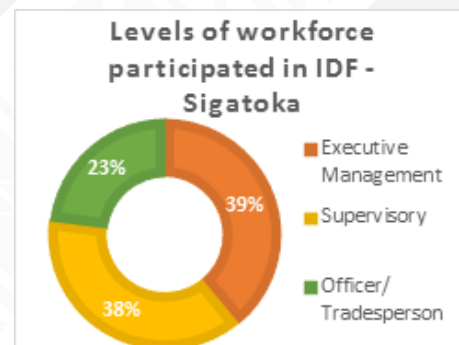
Sigatoka

Organisations visited:

1. Intercontinental Golf Resort & Spa
2. Gheckos
3. Shalini Apartments
4. Sitar Indian & Thai Restaurant
5. Hideaway Resort
6. Warwick & Naviti Resorts
7. Mango Bay Resort
8. Sigatoka Town Council
9. Nadroga Navosa Provincial Council
10. Sigatoka Electricals
11. Sigatoka Medical Centre
12. Sigatoka River Safari
13. EPIC International

General Comments

1. Showed interest in Trade Test for their employees and requested trainings like First Aid, Child Care, TOTS in house trainings
2. Most of the employees are already trained, need more information on Grant & Levy, requested MDP course information
3. An idea of group training was discussed because of small scale operations, also requested Attachés
4. Requested for English Language courses, needs more info on levy and grant
5. Due to low occupancy will not be conducting any training for next two months, knows already on grant and levy and claiming grant also
6. Requested for TOTS in house, knows very well on grant and levy, requested more information for front line trades staff
7. Needs information on Grant & Levy, had conducted one in house and don't know how to claim grants. Short course for flexible trade training, requested course info for Front Office and Admin
8. Requested trainings for Landscaping, First Aid, Prosecution & Law, Traffic Laws
9. Requested information on Trade test and skills check, technical trainings and SLP
10. Knows very well on grant and levy and also have been claiming grants, requested for first aid training
11. Conduct their own in house trainings in terms of customer service, hygiene, CPR and basic equipment handling and first aid, attending sick patients, requested NTPC to design new trainings on CPR, paramedics, NCD awareness, handling elderly people and mentoring of new doctors and nurses, how to register medical professionals as registered to claim their grant
12. Requested trainings on Chinese Language, MYOB, Excel, Front Office, Admin
13. Registration of Trainers and gain knowledge of claiming grants



Presentation by Team at FCEF Meet

The Team also made a presentation at the Fiji Commerce and Employers Federation on Friday. Deputy Director Technical Training Mr Taoi presented to the FCEF members on Levy and Grant Scheme for Method A & Method B employers.

Below are the discussions that took place at the meet:

- RCC SOP to be drafted soon which will allow NTPC to enter method B industries and conduct more trainings.
- Also presented by former president of FCEF on industry 4.0 that he attended in Japan through APO.
- Industry 1.0 – Mechanics, Industry 2.0 – Industrialisation, Industry 3.0 – Mass Production, Industry 4.0 – Customised Mass Production through IoT
- In Fiji there are some organisations already on industry 3.0 and they want to move to Industry 4.0, this provides opportunity for technical training division to focus programs on these deliverables.

Nadi

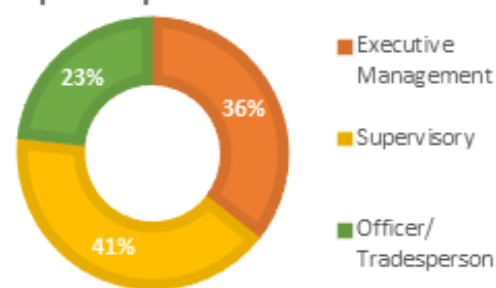
Organisations visited:

1. Nabou Green
2. Raffels Gateway Nadi
3. ATS Pacific
4. Tourism Fiji
5. Motibhai Ltd
6. AFL
7. South Sea Cruises
8. Radisson
9. Dive Ski Denarau
10. Wyndham
11. Barefoot LLC
12. Captain Cook Cruises
13. Mana Island Resort
14. J.Kevi Group Fiji
15. Douglas Fiji
16. Deo Construction
17. Prataps Civil & Asphalt Quarries Ltd
18. Fiji Meteorological Services

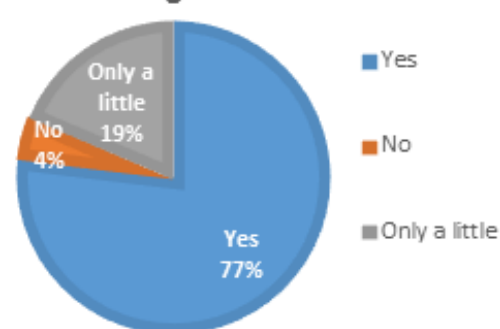
General Comments

- TNA (Training needs analysis) surveys to be conducted
- Nadi
- Trade testing team to make a visit and review the skills of staff
- There is no levy and grants awareness for employers
- More industry input should be included in the courses and its outcome
- Cost of in-house training is high compared to public training
- Public training cost varies from different departments for a 1 to 2 days' duration trainings

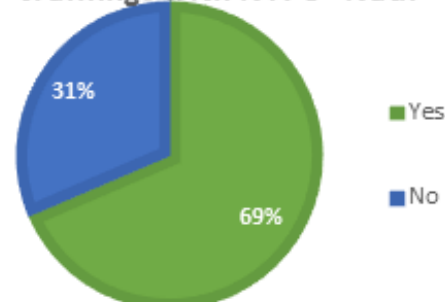
Levels of workforce participated in IDF - Nadi



Percentage of workforce that is aware of NTPC skills training courses - Nadi



Percentage of workforce that has undertaken skills trainings with NTPC - Nadi



Lautoka

Organisations visited:

1. Elia Engineering Services
2. Subrails Furniture Lautoka
3. FSC
4. Sugar Plant
5. Roto Mould
6. Reddy Group

Unfortunately no survey data was collected.

General Comments

- There were also issues raised during the Lautoka discussion forum. Issues raised were:
- Difficulty in sending apprentices to Suva for theory completion
- There are no boiler making trainings
- Issues with classes for leadership training
- Feedbacks on training effectiveness
- Clear training outcomes.
- Skills assessment for tradesmen
- Award system for apprentices on quarterly or annual basis
- Greater emphasis on OHS for apprentices
- There should be management training after completion of apprenticeship training
- Review of apprenticeship wage rate
- TOT's to be free as it has information on apprenticeship training, trade test and levy and grants.
- More attaché and trainees in trade areas especially in hotel industry
- Review of TOT's training.

Ba and Tavua

Organisations visited:

1. Vatukoula Gold Mine
2. Dayals Quarries
3. Ba Motor Part
4. Ajan Group
5. Church
6. National Fire Authority-Tavua
7. Rooster Poultry
8. Happy Hour Restaurant
9. Ministry of Fisheries
10. Tavua Town Council
11. Jasons Motors Spares
12. Triace Auto-Spares
13. Hiras Hardware
14. Venus Office Works & Tractor Line
15. Western Builders Limited
16. Aggregate Solutions Ltd
17. Ba Auto Electrical

General Comments:

- More short courses on mining in Tavua
- Training on specialised Engineering and technical tools
- Training on engineering skills Compliance Regulation
- Refresher courses on respective trades
- Competency based training and assessment is needed
- In-house short course trainings
- There have been meetings with NTPC in the past but no outcome.
- Apprenticeship-Lack Fitting and Machining tradesmen, and apprentice training should be 4 years since 3 years is short for job rotation and wider experience.
- Immediate Trade Test is required for Welders, painters, plumbers, carpenters, steel work for trucks.
- Request NTPC's in recruitment of persons with TT background to sell vehicle spare parts and fix vehicles.
- Have called for NTPC and FNU to mould graduates carrying the right attitude at work.
- Need persons with IT skills who can do sales too, and HR personnel.
- Employees aren't willing to travel to Nadi and Lautoka from Ba because of the distance. Requested trainings in Ba which would be an encouragement. Also requested if evening classes could be offered in Ba.
- There are no FNU centres at Tavua and sending staff to Lautoka is very far.
- Some of their workers are not certified and is an opportunity for technical training and NTTD to provide their programs.

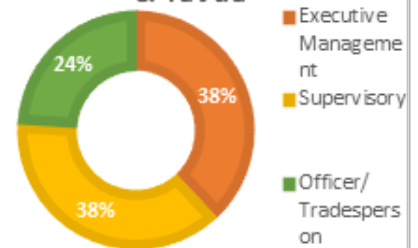
Ba Afternoon Networking Session Discussions

Deputy Director Technical Training Peni Taoi did a presentation on the Grants and Levy scheme for Method B employers, and the vibrant range of training courses offered by NTPC.

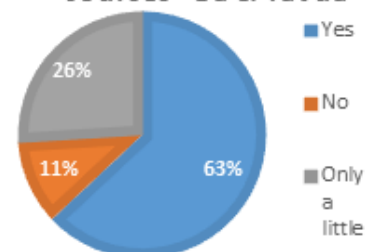
Similar issues were raised of being unaware of how L&G works and how companies can claim back 90%. The nine Method B companies present at the afternoon interaction session also felt they were paying twice, first as levy and second as course fee.

Employers showed interest in cookery classes, automotive and mechanical engineering, and trade test.

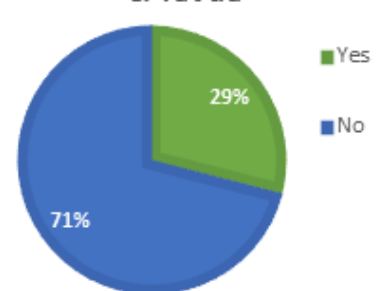
Levels of workforce participated in IDF -Ba & Tavua



Percentage of workforce that is aware of NTPC skills training courses - Ba & Tavua



Percentage of workforce that has undertaken skills trainings with NTPC - Ba & Tavua

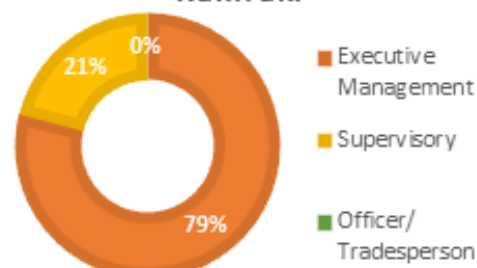


Rakiraki

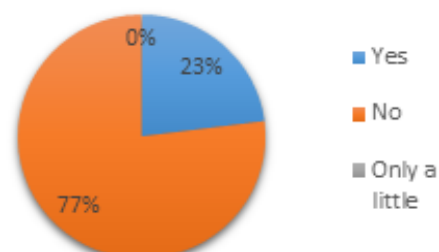
Organisations visited:

1. Kasabias Rakiraki
2. Genius Motor Spares.
3. Akbar Busses
4. 4U Spares
5. Nadro Oil Supplies
6. Rakiraki Lotto
7. Lin's Hotbread
8. Bimesh Foodworld
9. Bargain Box
10. Rakiraki Fashion House
11. G.S.Raj Supermarket
12. D. Lal Motors
13. Mahesh and Sons Limited
14. Paddys
15. Vinod Patel Co Ltd Rakiraki
16. The Bread Deck
17. Fuel-Up Service Station
18. Muslim Association of Australia International
19. Flying Prince Transport Co. Ltd.
20. Parshu Ram & Sons
21. New World Supermarket Rakiraki
22. Ra Bookshop
23. Roopesh Gift Shop
24. Unitec Electrical
25. Chand's Clothing
26. Ba Motor Parts Rakiraki
27. Rups Big Bear Rakiraki
28. MH Homemaker
29. Home and Living-Vinod Patel Rakiraki
30. Max Value Rakiraki
31. NFA Rakiraki
32. My Rangoli Fashion
33. SK Fashion
34. Top Taste Restaurant
35. Subrails Rakiraki
36. Chicken Masters
37. Nehal's Riverside Restaurant
38. Sigatoka Motor Spares
39. Meenoos Rakiraki.
40. Courts Rakiraki

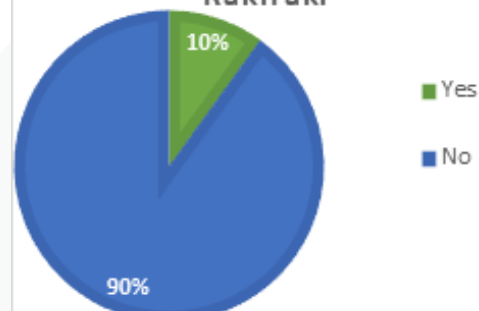
Levels of workforce participated in IDF - Rakiraki



Percentage of workforce that is aware of NTPC skills training courses - Rakiraki



Percentage of workforce that has undertaken skills trainings with NTPC - Rakiraki



General Comments from Rakiraki:

- Training department decides who attend training. Internal training department.
- Cannot leave to attend training. Prefer flexible on-the-job training or after hours training.
- On the job training. Cannot send staff for training. Centralised Internal training department.

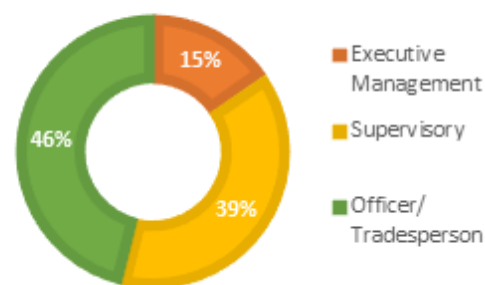
Organisations visited:

1. National Development Programme
2. National Fire Authority
3. MAC Enterprise
4. Mahogany Industries
5. Ministry of Employment
6. Agriculture Department
7. Ministry of Economy
8. Maritime Safety Authority of Fiji
9. Hotel North Pole
10. National Employment Centre
11. Energy Fiji Limited
12. Fiji Sugar Corporation
13. Macuata Provincial Council
14. Bua Provincial Council

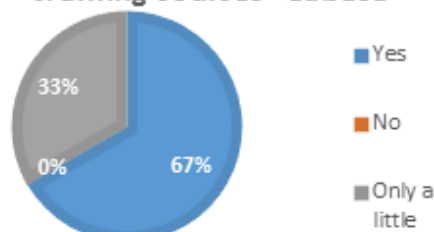
Comments:

1. The quality of graduates joining the workforce – are not proficient at spoken and written English language. Some are not aware of report writing skills, and some reports are grammatically incorrect, with spelling mistakes, unsuitable corporate language.
2. Disciplinary measures for apprentices and to equip them with better tools of trade.
3. The theory knowledge provided by FNU College does not match the level of practicals apprentices are engaged with at the workplace. The apprentices conduct practicals on different sets of machines and carry out different tasks as opposed to the theory lessons provided. Theory consistent to practicals will boost actual performance of apprentices in the field.
4. NTPC looks numbers to conduct trainings and workshops, thus depriving those who are interested in receiving those skills trainings. Either drop the number of candidates to training programmes or to provide flexible learning so that people aren't deprived of trainings.
5. Training programmes to be provided in Nabouwalu as such would curb the cost of training rather than travelling to Labasa.
6. Some employees lack the support for skills development from their immediate supervisors.
7. A huge demand for trainings in language skills, report writing, public speaking.
8. Fees are difficult to pay.
9. Organisations need in-house awareness of quality programs that can be implemented as many organisations lack quality management systems.
10. Have an office opened in Savusavu for accessibility to training workshops and resources.
11. NTPC to boost the number of trainings conducted in North, for example, OHS Training workshops.
12. NTPC short courses are not recognised, hence, cannot be accredited towards the award programmes by FNU Colleges.
13. Need more Quality awards competition.

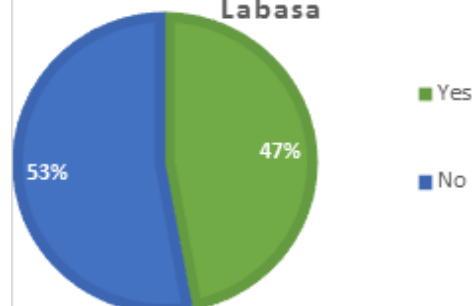
Levels of workforce participated in IDF - Labasa



Percentage of workforce that is aware of NTPC skills training courses - Labasa



Percentage of workforce that has undertaken skills trainings with NTPC - Labasa



Savusavu

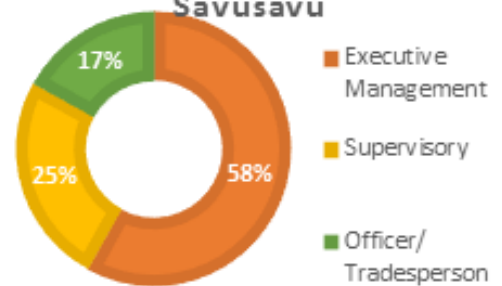
Organisations visited:

1. Savusavu Town council
2. Vishnu Holdings
3. Cakaudrove Provincial Council
4. Daku Resort
5. Bua Provincial Council
6. Savusavu Tourism Operators
7. Namale Resort

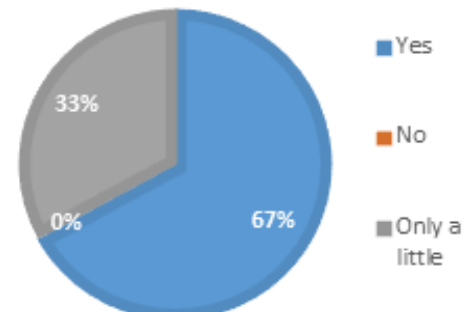
General Comments:

1. Cluster training/combine with other government departments-- expensive exercise to just send one person per training.
2. Monthly update on up-coming courses to be regular.
3. More information on Quality Awards
4. Trade certificates should be validated every 2-3 years
5. In house training for its employees- have man power and experience- lack at certification/ up-skill training.
6. Lack of qualified trades people in the transport industry
7. Mind-set of staff needs to change – setting up on SOP and implementing the 5s
8. NTPC presence at the Provincial Council meetings – visibility
9. SLP- training completed- pathways
10. Staff are recruited from the villages and are trained on the job- no skills sets. Standards need to be brought up to that in Viti Levu.
11. Industries needed to be trained on technologies available to them.
12. Upgrade qualifications of trainers to meet the current industry requirements of latest trends in technology.
13. Requested a short summary of the grants and levy scheme and guidelines as to how to apply for grants.
14. Learn more about the grant/fund program and how we can optimize what we are currently offering to our employees.
15. Interested in figuring out how we can offer more to our employees' education and work production.

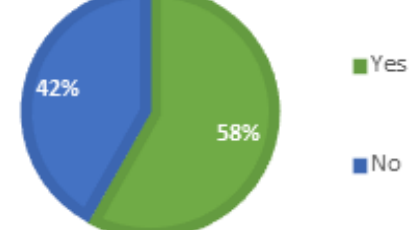
Levels of workforce participated in IDF - Savusavu



Percentage of workforce that is aware of NTPC skills training courses - Savusavu



Percentage of workforce that has undertaken skills trainings with NTPC - Savusavu





6.0 Skills Gap training needs identified as per Industry per Location

Business and Information Technology
Executive Management & Hospitality Services
Technical Training
Trade Test
Apprenticeship
Grants & Levy

BUSINESS AND INFORMATION TECHNOLOGY

Suva

40% - OHS Training
30% - IT
20% - Quality Circles
10% - internal auditing

Ba | Tavua

56% - Occupational, Health & Safety courses/work shops
11% - IT Advanced
7% - Quality Management System training
4% - Basic office Word
4% - Excel
4% - PowerPoint Presentation
4% - ISO/Quality
4% - Productivity
4% - Finance
4% - Accounting standards

Nausori

38% - OHS
14% - Inventory management
10% - IT
10% - Housekeeping and 5s
5% - Inventory Management
5% - Business management trainings
5% - Time management
5% - Soft skills training on Sexual Harassment
5% - Absenteeism
5% - Quality Circle

Levuka

25% - Excel Advanced, MS Access, CISCO, MYOB
13% - IT
13% - IFRAS, ICDL
6% - Inventory Management
6% - Merchandizing
6% - Better Business
6% - Setting up Business
6% - Debt Collection
6% - Financial literacy
6% - Stock Control
6% - Graphics & Design

Note: The percentages indicate the training needs identified by industries in that particular area.

Lautoka

33% - OHS training
20% - ISO certification training
13% - First aid & CPR
13% - Payroll and Accounting
6% - Customized IT training
6% - Customised IT training
6% - Training on molding

Nadi

OHS Module 1 & 2
Excel for intermediate
OHS training
First Aid & CPR
QC presentation for Management and Supervisors
First Aid Refresher
MDP
Regulatory Trainings – Payroll and Accounting
Excel & Word Training
Attaches in Finance
Accounting and IT Trainings
Networking
Software (Linux, windows 7)
Fibre Optic Training (Cabling)
CCNA program and Networking program together
which lead to award program
Radio Control and Telecommunication
Excel and Basic Computer Literacy
Fire Safety Training
Taxation and Finance
OHS 1 & 2

Rakiraki

38% - OHS
28% - 5S
24% - Financial Literacy
5% - Computer system
5% - QC

Korovou

25% - OHS
16% - Computer Fundamentals
16% - 5S
16% - Accounting and Financial Literacy
8% - Quality Management
8% - Standard Operating Procedure
8% - QC

Navua

22% - Administration training
22% - 5S
22% - Inventory Management
11% - Accounting System
11% - QC
11% - Business Administration

Labasa

43% - OHS Training
14% - Computing skills
7% - Marketing skills
7% - Financial analysis skills
7% - Public Speaking
7% - QC
7% - Quality Management workshop
7% - IT- Excel

Savusavu

28% - IT training
28% - OHS
14% - Productivity and quality courses
14% - Accounting/Admin courses
14% - Basic Computing

Note: The percentages indicate the training needs identified by industries in that particular area.



Executive Management and Hospitality Services

Suva

soft skills

motivation and supervisory methods of dealing with low skilled staff

upskill supervisory staff

Ba | Tavua

18% - Customer Service

15% - Office Management

11% - Communications Skills (workplace)

7% - TOTS

Leadership Management

Basic Writing

Math Solving

Critical thinking

Management project skills

HR Management

Team Work

Sales and coordination

Business communication

customer complaints

Supervision Training

Pre-planning skills and more proactive at work

Handling employee needs and solving it

Nausori

35% - Customer Service

13% - Marketing

13% - Executive Management trainings and Leadership skills

10% - Communication and soft skills

6% - Executive business writing skills

6% - House Keeping

3% - Supervisory skills

3% - Teamwork at workplace

3% - Handling customer complains

3% - Inventory Management

3% - telephone etiquette

Levuka

26% - Customer Services

13% - TOTS

9% - Sewing & tailoring skills, free hand cutting

9% - Management/ Leadership Training

9% - Anger and stress management

Restaurant Operations

Business Expansion

Business Management

Cookery

Childcare

Flower Arrangement

Front office management

hospitality & tourism

Business communication (report writing, taking minutes, admin skills)

Massage, Hair and beauty

Food Preps

Supervisory Skills

Customs

MDP

Note: The percentages indicate the training needs identified by industries in that particular area.

Lautoka

Leadership and Executive Management training
English speaking course
Food safety training
TOTs training
Management training after completion of apprenticeship training
English speaking courses
Food safety
Customer Service
TOTs

Nadi

17% - Customer Service
13% - Leadership and Executive Management
8% - Human Resources Training
8% - Digital Media Marketing Training
8% - House Keeping
MDP
TOT 1&2
Labour Laws
English speaking courses
Administrative
Japanese Language
Water Sports
Dive Instruction Training
Cookery Skills
Telephone Etiquette

Rakiraki

31% - Customer Service
28% - Sales and Marketing
14% - Product knowledge
4% - Merchandising
3% - Inventory Management
3% - Cookery
3% - Management training
Baking and Patisseries
Baking and Patisseries
Commercial Cookery
HR Training
Office Administration
Communication
Lean Management
Supervisory training
Energy Rating
Conflict Management

Korovou

24% - Sales and marketing
12% - Leadership and Management
12% - Food Safety
12% - Cookery
TOTs
Inventory Management
Baking and Pastry
Clothing and Textile
Customer Service
Merchandising
Food & Beverage Training

Navua

50% - Sales and Marketing
30% - Leadership training
10% - TOTs I-IV
10% - People Management

Labasa

Managerial
leadership courses
Front desk customer services
Counselling training
Marketing
Beauty therapy courses
Management level trainings
Report writing
Public speaking
Good English skills, written and spoken.
Management skills
Time management
Organisational skills
customer service
letter writing

Savusavu

18% - Report writing, Minutes and Business communications
13% - Customer Service
13% - Hotel management
9% - Restaurant and bar services
9% - Basic housekeeping
9% - Front office
4% - Minute taking
4% - Food and beverage
4% - Time Management
4% - Massage therapy
4% - Scuba Instructor
4% - Kitchen safety

Note: The percentages indicate the training needs identified by industries in that particular area.



Division of Technical Training

Suva

- 14% - Welding and Fabrication
- 14% - automotive technicians and mechanics
- 6% - Trade Testing of spray painting and panel beating
- 6% - panel beater
- 6% - painters
- 6% - Heavy Vehicle Commercial Mechanic
- 6% - Fitting Machining
- 6% - Heavy Mobile Plant Mechanics
- 3% - RAC
- 3% - Boiler
- 3% - automotive electrician

Ba | Tavua

- 15% - Mechanical
- 7% - Quarry works
- 7% - Joiners and furniture makers
- 7% - Electrical and Auto Electrical
- Welding
- Fabricating
- Digger operations
- Roller operators
- Automatic Systems
- Hybrid vehicles
- Part Numbers
- workshop safety
- Hydraulic Pressure
- Electronic Trouble Shooting
- Fire Education
- PLC Programming and Scada network
- High voltage switch
- Diesel in section pump and injector service
- Diesel engine trouble shooting and diagnosis
- Compressor diagnosis and troubleshooting
- Pump alignment

Nausori

- 17% - Timber grading, and stacking of timber
- 11% - Farm management (mechanical and electronics)
- 11% - Welding
- Basic Joinery
- Electronics
- Interior Fitters
- Joinery and small construction
- Basic knowledge in Plumbing
- Heavy machining
- Automotive Training
- Small engine
- Hybrid Training
- Auto-mechanical
- Machines & equipment

Levuka

- 20% - Welding & Fabrication
- 20% - Joinery and Carpentry
- Plumbing & Electrical
- Small engine repair
- Electronic
- Manufacturing Plant
- Automotive
- Fork Lift Maintenance & usage
- Maintenance
- Electrical
- Boiler Service

Lautoka

- 50% - Certified training in boiler and rigger
- 25% - Technical support training
- Process enhancement
- Welding

Note: The percentages indicate the training needs identified by industries in that particular area.

Nadi

Process enhancement
Technical support training
LMCC
Rigger, Operator training and certification
Marine Trainings
Master Engineer Class 6

Rakiraki

30% - Hybrid Vehicles
13% - Light Automotive
9% - Automotive
9% - Auto-electrical
9% - Heavy Automotive
9% - Heavy Diesel
9% - Small Engine Repair
4% - Heavy Mechanical
4% - Class Motor Vehicle Mechanic
4% - Panel Beating

Korovou

Machine Operators
Stroke Engine
Generator Repair
Hybrid Training

Navua

Equipment maintenance
Hybrid
Welding General
Water and aeration pumps
Heavy Commercial
Power Generation & Control
Electrical Product Knowledge
Solar PV Installation and Sizing
Plumbing Product Knowledge
Refrigerated Storage

Labasa

Welding
Upholstery training and Joinery
Electrical training

Savusavu

Automotive /mechanical training
Electrical
Plumbing

Note: The percentages indicate the training needs identified by industries in that particular area.



National Apprenticeship Training Department

The industry is familiar with the Apprenticeship Training scheme, and some organisations visited have had a record of recruiting apprentices, training them, and offering them full-time employment. Some business owners applauded the Apprenticeship scheme as they initiated their career as an apprentice. Majority of industries that expressed the interest in recruiting apprentices included Manufacturing, and Hospitality and Tourism. Employers are also keen on recruiting apprentices in Human Resource, clerical and administrative work,

However, there has been a significant drop in the apprentices over the years. Some of the factors expressed by the industry as concerns are:

Ba | Tavua

Need for more Apprentices

Nadi

Information on Apprentice Program
Wyndham Resort, Denarau – needs apprentice

Lautoka

Apprenticeship programme information
Review of apprenticeship wage rate
First Aid and CPR training to be made part of apprenticeship training

Suva

Nivis Motors - Apprentices needed in Automotive mechanic, Panel Beating, Automotive Electrician, Heavy Commercial Vehicle.
Niranjans Autoport - Apprentices needed in Automotive mechanic, Panel Beating, Automotive Electrician, Heavy Commercial Vehicle Mechanic.
Asco Motors - Apprentices in Automotive Mechanic, Panel Beating, Automotive Electricians.
Need training for small engine repairs

Non-Formal Education Division

Levuka

Villagers interested in NFE programs

Note: The percentages indicate the training needs identified by industries in that particular area.



National Trade Testing Department

Nadi

Trade Test for Front Line staffs
Trade testing team to make a visit and review the skills of staff-Raffe
Wyndham – interested in trade test

Navua

Welding Trade Test Refresher

Labasa

Trade test in Electrical Engineering
Trade test to be done in-house

Suva

Require trade testing in electrical field

Grants & Levy Department

Many employers visited by IDF Teams conveyed they lacked knowledge how they could claim grant from levy payment. They expressed it was like a tax which they paid for training which they could not access. However, this section is recommended to be removed following the changes to the levy contributions to NTPC.



7.0 Feedback per sector

Mineral resources

Transport

NGOs & Religious Groups

Defence & Law Enforcement

Manufacturing

Food & Beverage

Local Government/Municipalities

Tourism & Hospitality

Retailers

Engineering

Government Departments

Community Outreach

Waste Management

Company	Discussions
MINERAL RESOURCES	
Vatukoula Gold Mine	<ul style="list-style-type: none"> • There have been meetings in the past but no outcome. • Apprenticeship-Lacking Fitting and Machining tradesmen. 12/20 are Electrical and Electronics tradesmen. Training years to be 4 years since 3 years is short for job rotation and wider experience. • Seniors to go through TOTs • Need a skills gap analysis carried out
Dayals Quarries	<ul style="list-style-type: none"> • No follow up after the meeting by NTPC. Their workforce is of about 300. Immediate Trade Test is required in trade areas including welding, painting, plumbing, carpentering, steel work for trucks. • NTPC have met and have said standards are met. • Not impressed with FNU Colleges because despite enrolment, classes aren't conducted as scheduled.
Ajan Group	<ul style="list-style-type: none"> • Not aware how G&L works and is not willing to pay levy but since it is mandatory they have to. • Consider payment to NTPC is twice as the first payment is the levy itself and the second payment is the training course fee. • Employees aren't willing to travel to Nadi and Lautoka from Ba because of the distance. Requested to offer trainings in Ba which would be an encouragement. Also requested if evening classes could be offered in Ba. • Requested training in Mechanical Engineering for about 12 staff. • Expressed interest in conducting in-house trainings.
Ministry of Fisheries	<ul style="list-style-type: none"> • Interested in HR, Microsoft office and IT programs.
Nabou Green	<p>Requested Trainings on:</p> <ul style="list-style-type: none"> • Process enhancement • Technical support • TNA surveys to be conducted • TOT 1&2 • Leadership and Executive Management • MDP • Labor Laws & Human Resources • Trade Test for Front Line staffs • Also requested if FNU can help through CAFF in designing a fuel generation and crop plantation design/project
Fiji Meteorological Service	<ul style="list-style-type: none"> • Training needs are required for climate and water systems • Graduate trainee program is currently rolled out • FBEA
Energy Fiji Limited (Levuka)	Advanced Diploma Management Training DFL
Nausori Forestry Department	Short Courses on Programs
Ba Motor Part	<ul style="list-style-type: none"> • Request NTPC's in recruitment of persons with TT background to sell vehicle spare parts and fix vehicles. • NTPC and FNU to mould graduates carrying the right attitude at work. • Need persons with IT skills who can do sales too, and HR personnel. • Many trainings by NTPC are postponed which demoralises staff morale, thus aren't able to send staff for training because of their work routine/schedule.

ATS Pacific	<p>Requested Trainings on:</p> <ul style="list-style-type: none"> • Customer Service • Digital Media Marketing Training • Information on Apprentice Program • First Aid Refresher • HR Training • OHS Module 1 & 2 • LMCC • MDP • Regulatory Trainings – Payroll and Accounting
AFL	<p>Requested:</p> <ul style="list-style-type: none"> • Networking • Software (Linux, windows 7) • Fibre Optic Training (Cabling) • CCNA program and Networking program together which lead to award program • Radio Control and Telecommunication • Rigger, Operator training and certification • Information on Levy and Grant
Nausori Airport Taxis & Buses Ltd	<ul style="list-style-type: none"> • OHS • Customer Services • Automotive Training • Soft skills
Airport Fiji Ltd (Nausori)	<ul style="list-style-type: none"> • Customer Services • OHS • Housekeeping • 5S
Land Transport Authority (Nausori)	<ul style="list-style-type: none"> • Customer Service Skills • Telephone Etiquette • Diploma Programs • Auto-Mechanical
Auto Tac (Nausori)	Technical - Hybrid
NGOS & RELIGIOUS GROUPS	
Church	<ul style="list-style-type: none"> • Not aware of NTPC programs • Need entrepreneurial short programs for the youths.
DEFENCE & LAW ENFORCEMENT	
National Fire Authority - Tavua	<ul style="list-style-type: none"> • They have their TNA and have to send their staff to central division for training. • They have their own structured training plan.
Correctional Services (Levuka)	<p>SLP</p> <p>Anger Management</p> <p>Stress Management</p> <p>Various skills (inmates)</p>
MANUFACTURING	
Rooster Poultry	Are familiar with NTPC programs.
Douglas Fiji	<ul style="list-style-type: none"> • Apprentices to be provided training in Western campuses. • Ethics and soft skills courses to be provided to apprentices • Middle management development courses to be offered in NTPC western centres. • In-house training cost is high compared to public training • Award system for apprentices on quarterly or annually basis • Greater emphasize on OHS for apprentices
South Pacific Elixure (Taki Mai) (Levuka)	<p>Tots 4</p> <p>Business Expansion</p>

PAFCO (Levuka)	Food Preps, Manufacturing Plant, Automotive, Fork Lift Maintenance & usage Maintenance, Electrical, Carpentry, Welding, Boiler Service, Supervisory Skills, Leadership, Customer Services, Customs, Stock Control, IT, MDP, Be part of Fiji Business Excellence Award, Women in Business, Women Empowerment, TOTs
Pioneer Concrete Industries (Nausori)	<ul style="list-style-type: none"> • Inventory-stocks • OHS
Sham's Timber Supplies (Nausori)	<ul style="list-style-type: none"> • Timber grading • Stacking of timbers, more knowledge on timber
Goodmanfielder Manoca	<ul style="list-style-type: none"> • Basic knowledge in Plumbing, welding • Communication skills • OHS which is work related • Farm manager needs to be trained on basic of farm management (mechanical and electronics)
Fiji Cooperative Dairy Co Ltd (Nausori)	Team will contact him again in regards to training needs as he was in a hurry to attend meetings
Patels Auto repair (Nausori)	Machines & Equipment
Foods Pacific	<ul style="list-style-type: none"> • Need good manufacturing Practice programs • Have done limited programs with NTPC; need more awareness on NTPC programs
Pacific Cement	<ul style="list-style-type: none"> • Request if NTPC can provide training schedule on those areas as of welding, machinist and fitter courses so that employees have a refresher • Employees need productivity and quality trainings
Tengy Cement	<ul style="list-style-type: none"> • Are not aware of the courses offered by NTPC • Require training that boost employee efficiency • Require IT trainings
Fiji Dairy	<ul style="list-style-type: none"> • require OHS refresher for all staff
British American Tobacco	<ul style="list-style-type: none"> • Have requested if more industry experienced trainers/facilitators who are able to relate to workplace challenges and provide real life examples and solutions • More realistic and challenging courses and application testing after course delivery.
Flour Mills of Fiji	<ul style="list-style-type: none"> • need training on statistical/analytical knowledge, basic soft skills, internal auditing, risk analysis, process improvement. • also training could be developed that increases motivation and supervisory methods of dealing with low skilled staff
Goodman Fielder	<ul style="list-style-type: none"> • Require training on welding – 6G certification • Many trainings by NTPC are postponed due to which they are unable to send staff for training because of their work routine/schedule • Not happy with FNU Colleges because even though students are enrolled, classes aren't conducted as scheduled
Narseys Plastic	<ul style="list-style-type: none"> • Require trainings to upskill supervisory staff
Viti Foods	<ul style="list-style-type: none"> • Require trainings on OHS, QC, RAC and boiler • Require trade testing in electrical field
Pacific Batteries	<ul style="list-style-type: none"> • Require more training schedules from NTPC • Specific training on lean management, electrical and electronics, mechanical engineering
Alfa Limited	<ul style="list-style-type: none"> • Require training on time management • Training to uplift managerial skills
Vision Motors	Showed interest in Trade Test for their employees and requested NTPC to conduct spray painting and panel beating courses to combat the shortage of workers
Richards Auto Services	Face shortage of automotive technicians, panel beaters and painters. Need OHS training
Powerlite	Need First Aid course trainings

Carpenters Fiji Ltd	Shortage of automotive mechanics, automotive electrician, Heavy Vehicle Commercial Mechanic, Panel Beating, Fitting Machining, Welding and Fabrication. Need Spray Painting program since there is no training provider.
Carptrac Fiji	Heavy Mobile Plant Mechanics needed
IMEL	Fitter Machinist, Welder Fabricator Programs
Asco Motors	Apprentices in Automotive Mechanic, Panel Beating, Automotive Electricians. Need training for small engine repairs
Niranjans Autoport	Apprentices needed in Automotive mechanic, Panel Beating, Automotive Electrician, Heavy Commercial Vehicle Mechanic.
Nivis Motors	Apprentices needed in Automotive mechanic, Panel Beating, Automotive Electrician, Heavy Commercial Vehicle. Need programs for Small Engine Repairs
Transport Council- FCEF	Levy and grants clarification
FOOD & BEVERAGE	
Happy Hour Restaurant	<ul style="list-style-type: none"> • Are not aware of the training grants scheme as this is a new business. • Are interested in learning various cookery methods.
Margus Restaurant (Levuka)	Customer Services Restaurant Operations
Wishbone Nausori	Customer service, communication skills, OHS-HACCP, Leadership
LOCAL GOVERNMENT/MUNICIPALITIES	
Tavua Town Council	<ul style="list-style-type: none"> • Are interested in short courses • There are no FNU centres at Tavua and sending staff to Lautoka is very far. • They are interested in in-house training and their outreach to the business community of Tavua can be utilized when conducting programs. • Have advised that their town chambers could be used to deliver trainings. • Some of their workers are not certified and is an opportunity for technical training and NTTD to provide their programs.
Levuka Town Council	<ul style="list-style-type: none"> • IFRAS • Debt Collection • Customer Services
TOURISM & HOSPITALITY	
Raffe Gateway Nadi	<ul style="list-style-type: none"> • Requested Trainings on: Leadership Training • English speaking courses • Trade testing team to make a visit and review the skills of staff • Excel for intermediate • OHS training • First Aid & CPR • QC presentation for Management and Supervisors • Landscaping • Basic Food Safety • TOTS • Checklist of Method A to be sent
Tourism Fiji	Requested Training on: <ul style="list-style-type: none"> • Digital Social Media Marketing • Excel & Word Training • Attaches in Finance
South Sea Cruises	<ul style="list-style-type: none"> • More industry input into courses and outcomes • Trade Test • Introduce industry based curriculums
Radisson	<ul style="list-style-type: none"> • Excel • Basic Computer Literacy

Dive Ski Denarau (DSD)	<ul style="list-style-type: none"> • Marine Trainings • Fire Safety Training • MDP • Water Sports • Dive Instruction Training • Master Engineer Class 6 • Customer Service • Sales • Taxation and Finance
Wyndham	<ul style="list-style-type: none"> • OHS 1 & 2 • Trade Test • Apprentice • Customer Service • House Keeping
Barefoot LLC	<ul style="list-style-type: none"> • Housekeeping • Kitchen, Cookery Skills
Captain Cook Cruises	• Submitted handbook and other details, will get back
Mana Island Resort	<ul style="list-style-type: none"> • Telephone Etiquette • Customer Service
RETAILERS	
Motibhai Ltd.	Requested on: <ul style="list-style-type: none"> • Customer Service & Admin • Accounting and IT Trainings • Japanese Language Training • Marketing & Executive Management Training
Amba Lal Stores (Levuka)	<ul style="list-style-type: none"> • Business Management • Customer Services
Gulab Das (Levuka)	• Customer Services
Narson Supermarket (Levuka)	<ul style="list-style-type: none"> • MYOB • Inventory Management • Merchandizing • Better Business
R.K. Singh Supermarket (Levuka)	• Levy Payment
MH Supermarket (Levuka)	<ul style="list-style-type: none"> • Customer Services • TOTs • IT
Rups Big Bear Nausori	<ul style="list-style-type: none"> • Customer service • Communication
Courts Nausori	<ul style="list-style-type: none"> • Supervisory • Customer service trainings • Leadership skills • Computer skill • Management Skills • Basic Joinery
Narhari Nausori	<ul style="list-style-type: none"> • Customer service • Product knowledge • Electronics • Executive Management
Brijlal Nausori	<ul style="list-style-type: none"> • Business management trainings • Customer service • Communications • Sales & marketing • Time management • OHS Trainings

Kasabias Nausori	<ul style="list-style-type: none"> • Understanding/teamwork • Handling customer complains
Max Value Nausori	<ul style="list-style-type: none"> • Inventory management • Soft skills training on Sexual Harrasement • Absentism • Customer service • Marketing
MH Homemaker Nausori	<ul style="list-style-type: none"> • Customer service • Marketing • Inventory Management, • OHS • House Keeping • IT
New World (Nausori)	<ul style="list-style-type: none"> • Customer service • Marketing • OHS • IT
R B Patel (Nausori)	<ul style="list-style-type: none"> • Customer service • Marketing • Inventory Management • IT • Management Skills • Stock Control
PAK N SAVE (Nausori)	<ul style="list-style-type: none"> • Customer service • Marketing • OHS • Inventory Management • House keeping
ENGINEERING	
J. Kevi Group Fiji	<ul style="list-style-type: none"> • Skills assessment for tradesmen • Cost of in-house training is high E.g. OHS • Manufacturing short courses • Mechanical and Electronic courses related to golf cart • Skills competition for tradesmen
Deo Construction	<ul style="list-style-type: none"> • OHS training • Company requires good plumbers, tile layers and carpenters • Training required for construction workers
Prataps Civil & Asphalt Quarries Ltd	<ul style="list-style-type: none"> • OHS training • Need assistance on grant reimbursement purposes • FNU to have civil engineering short courses
Makus Mechanical Works (Levuka)	Welding & Fabrication
Menco Interiors (Nausori)	Interior Fitters, joinery and small construction
GOVERNMENT DEPARTMENTS	
Immigration Department (Levuka)	<ul style="list-style-type: none"> • Customer Services • TOTs • ICDL
Ministry of Agriculture (Levuka)	<ul style="list-style-type: none"> • Excel Advanced • MS Access • CISCO
Ministry of Agriculture (Nausori)	Heavy machining, welding
Agriculture Nausori	Customer Services, Small Engine,

COMMUNITY OUTREACH

Levuka Market	<ul style="list-style-type: none">• Cookery• Setting up Business
Saimoni + 5 Tikina Heads (Levuka)	<ul style="list-style-type: none">• Joinery and Carpentry• Plumbing & Electrical• Childcare, Flower Arrangement• Computer Skills, Customer Services, Small engine repair, financial literacy, personal money management, making craft, front office management, hospitality & tourism, Welding & fabrication, Electronics, graphics & design, Business comms (report writing, taking minutes, admin skills), Massage, hair and beauty, sewing & tailoring skills, free hand cutting
Provincial Administrator (Levuka)	<ul style="list-style-type: none">• Customer Service- face to face• Executive business writing skills

WASTE MANAGEMENT

Waste Clear (Fiji) Ltd (Nausori)	<ul style="list-style-type: none">• Customer Service- face to face• Executive business writing skills
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8.0 Survey Results and Interpretation

One of the objectives of the Industry Discussion Forum 2018 was to understand the prevalence of NTPC skills training programmes in the Fijian industries. Hence, as part of its annual IDF this year, NTPC conducted a survey to gather data that will help better fulfill its responsibilities towards the industries in Fiji. The objectives of this survey were:

1. To determine the effectiveness of in-service trainings needs provided by NTPC;
2. To gather feedback about specific gaps in knowledge, skills, and competencies of workers;
3. To gather data to improve NTPC's training deliverables to bridge current and future industry skills gap.

The survey results are as follows:

Figure 8.1

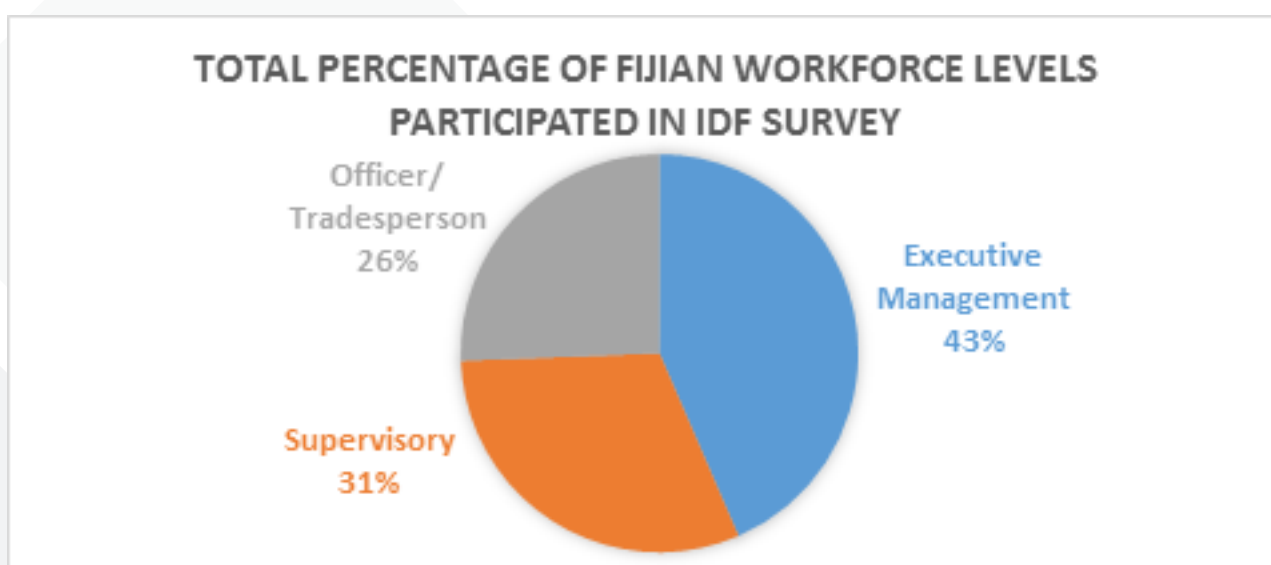


Figure 8.1 shows the total percentage of the levels employees that participated in the IDF throughout Fiji. There is a clear indication that this forum carried the dominance of the Executive level, and these are the persons who are the decision-makers of the company. Hence, followed by Supervisory level, and the minimal participation was recorded by the junior level staff.

Figure 8.2

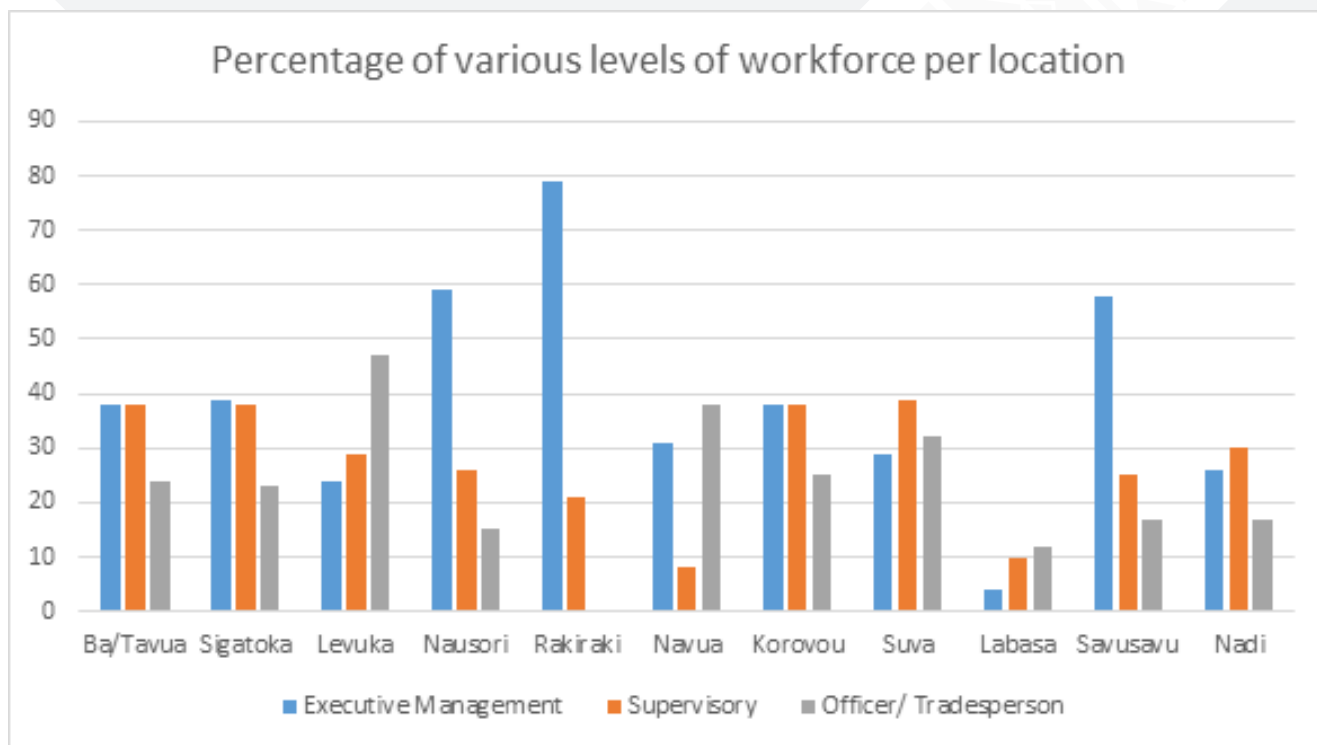


Figure 8.2 depicts the different levels of employees – Executive management level staff, Supervisory level staff, and the officer or junior level staff – that participated in the forum per different centres around Fiji. The graphs indicates dominance of participation by the Executive Management in nearly all areas except Labasa. This is followed by the Supervisory level staff who have maintained an equal participation across all centres around Fiji. Participation of junior or officer level staff has been minimal compared to the other two ranks in majority centres. Kindly note that Lautoka lacked survey data, thus the exclusion.

Figure 8.3

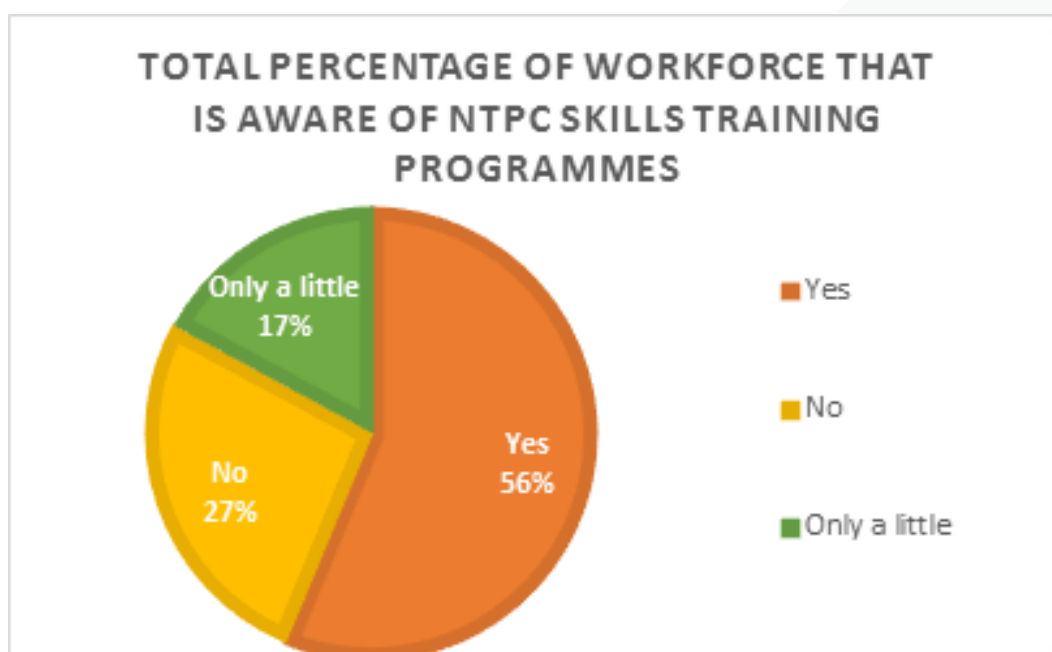


Figure 8.3 illustrates the percentage of workforce in Fiji that is aware of the training programmes offered by the National Training & Productivity Centre. However, the percentage of workforce that has minimum knowledge or no knowledge of NTPC's training programmes is significant as it accounts for 44 percent. This is a substantial number and shows potential for NTPC to tap into.

Figure 8.4

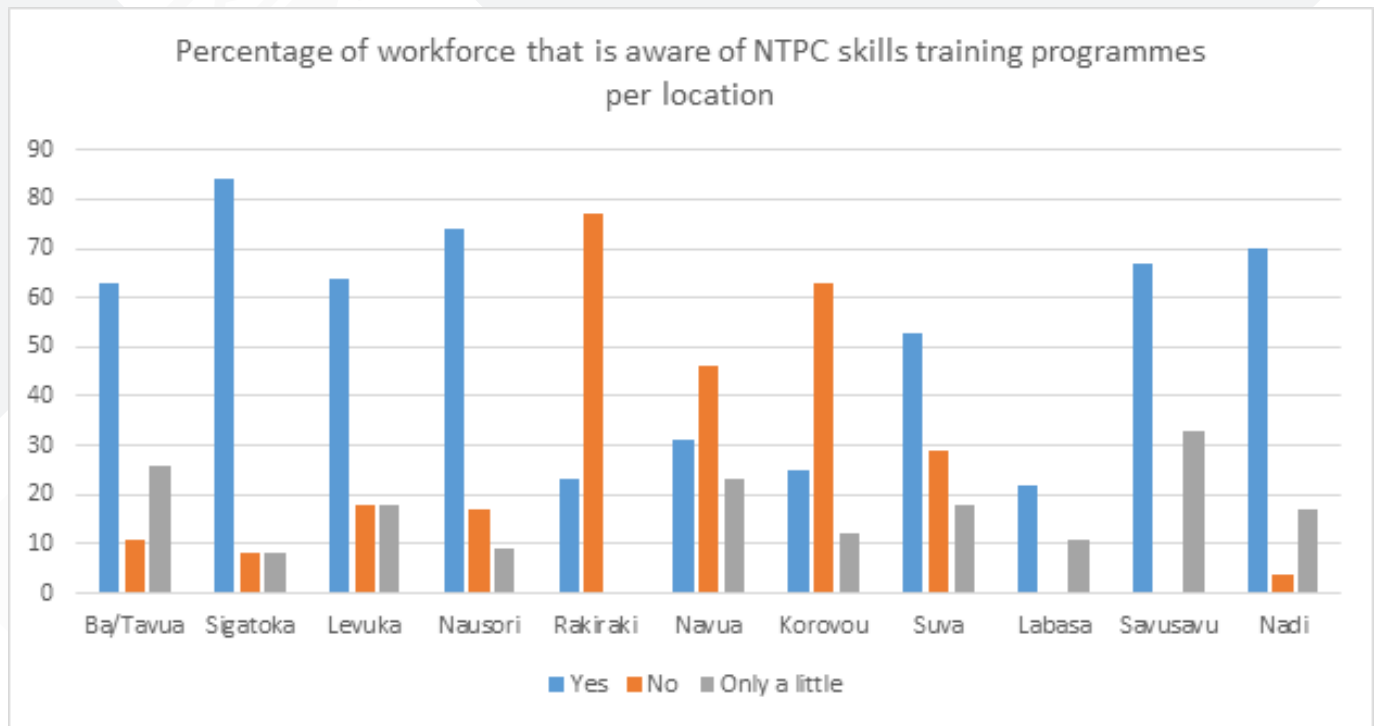


Figure 8.4 indicates clearly the popularity of NTPC Skills training programmes in major centres around Fiji. While it is noted that NTPC has significant visibility throughout Fiji, the attention must be drawn to the areas where there is a high indication of workforce who are not or have little knowledge of NTPC, such as Nausori, Rakiraki, Korovou and shockingly Suva.

Figure 8.5

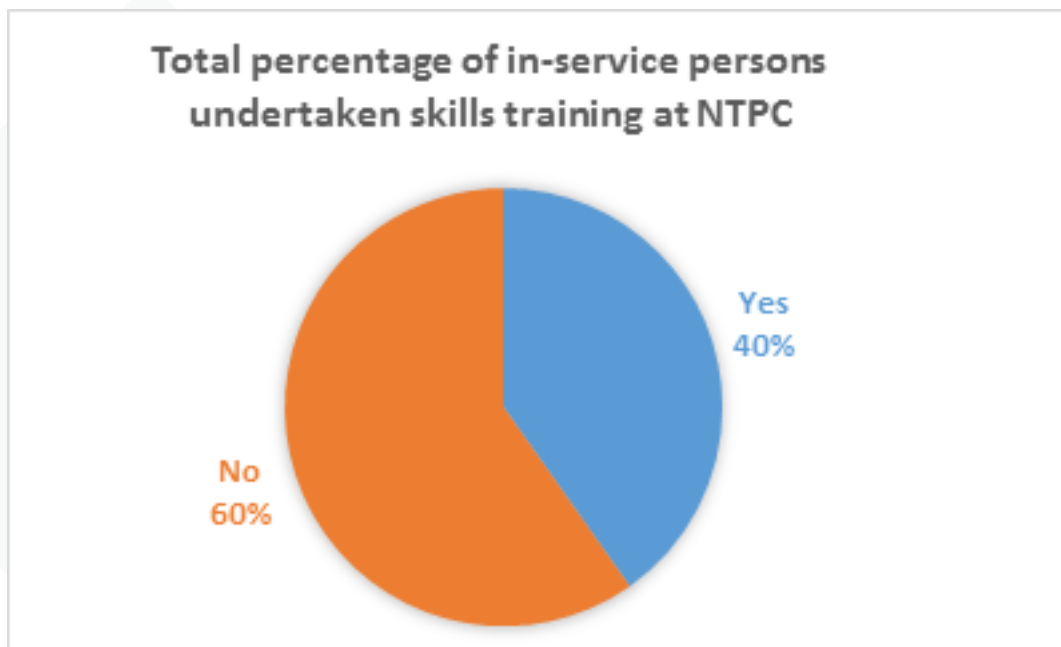


Figure 8.5 is an illustration of the total percentage of persons already in the workforce who have undertaken skills trainings with the National Training & Productivity Centre. The feedback is disappointing as only 40 per cent of the workforce have been trained with NTPC and the larger fragment have not undertaken any skills training programme with the Centre that is mandated as the national skills training provider.

Figure 8.6

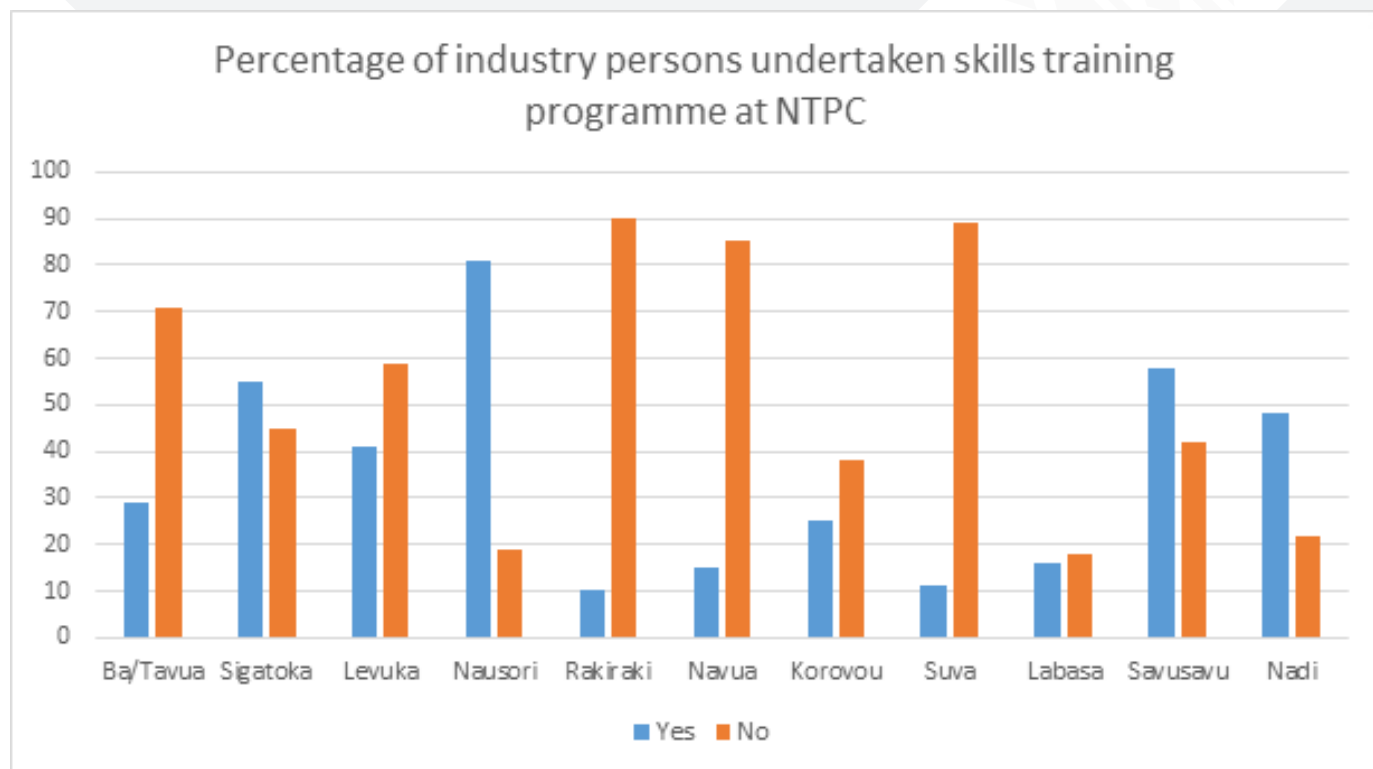


Figure 8.6 further breaks down the statistics discussed in Figure 8.5 to the rate of prevalence per different locations. Alarming, Suva is one of the areas which shows high percentage of persons who have not undertaken any training programme with NTPC, along with Ba, Tavua, Rakiraki and Navua.

This set of data can be matched against the data depicted in Figure 8.4 which shows the percentage of persons aware of NTPC. For areas where percentage aware of NTPC were high, the same percentage of persons indicated they had not undertaken trainings with NTPC. A highlighted example is Suva, followed by all the other areas.

Nausori, on the other hand, has fairly indicated that its workforce is aware of NTPC's offerings and taken advantage by upskilling their employees.

Figure 8.7

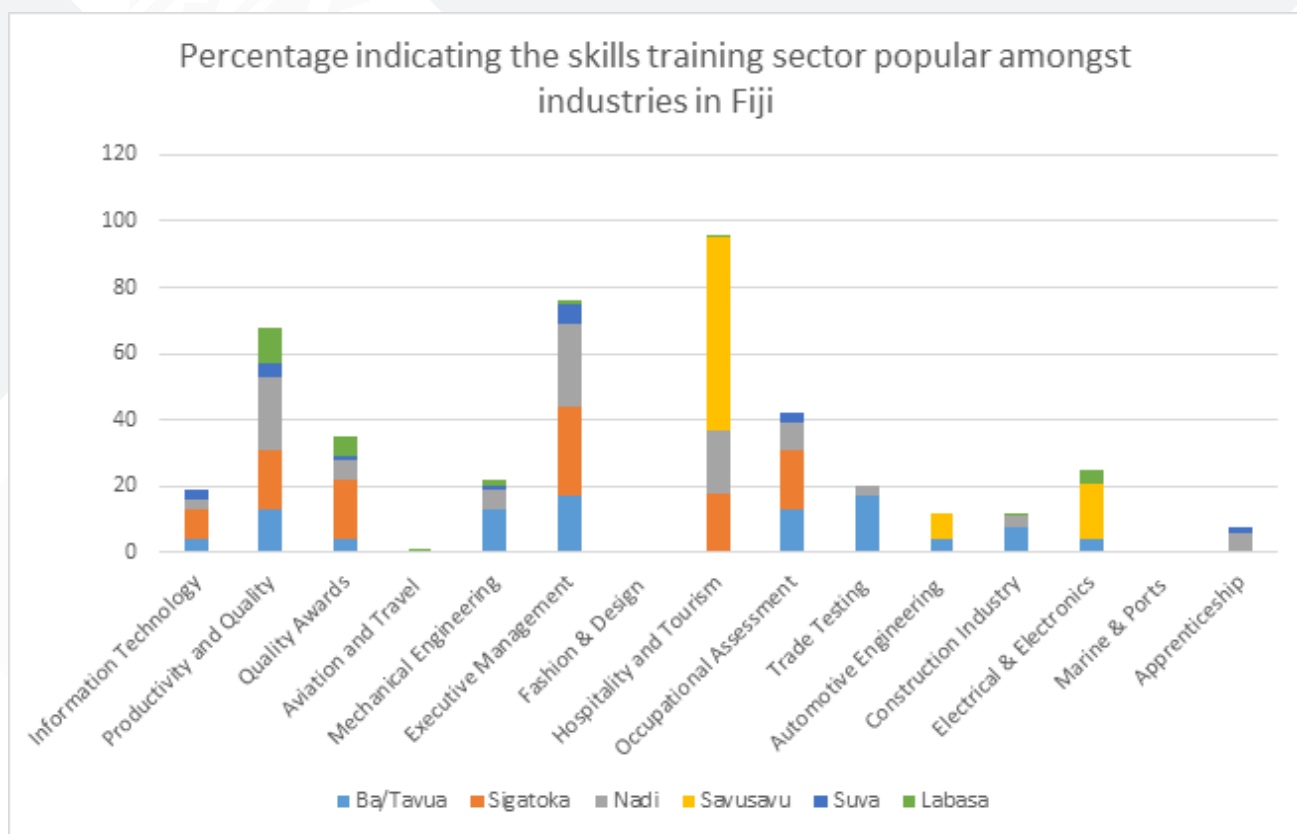


Figure 8.7 is an illustration of the popularity of skills trainings per sector in Fiji. The most popular skills sets are in Hospitality and Tourism, followed by Executive Management, and Productivity and Quality. The chart also depicts which skills sets are prevalent in which locations around Fiji. For instance, Hospitality and Tourism training programmes makes the most popular training sector and are frequently pursued by employees in Sigatoka, Nadi, and Savusavu. It is also indicated that Suv

Figure 8.8

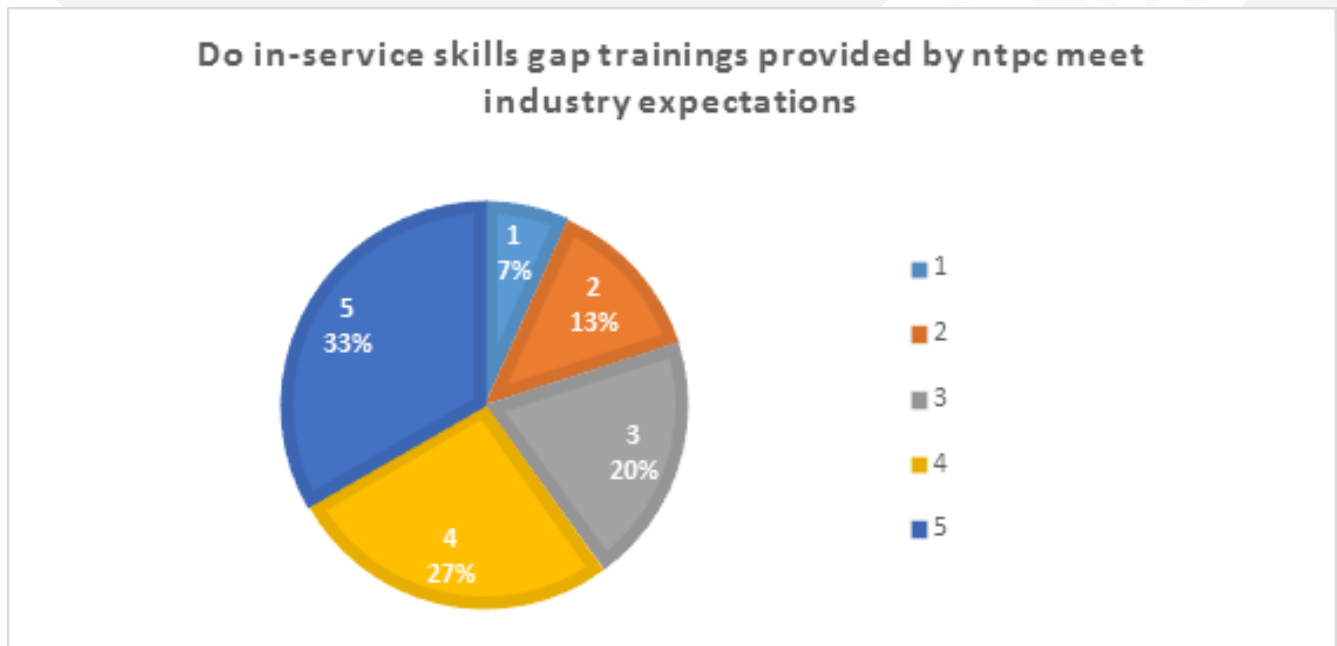


Figure 8.8 illustrates the industry feedback on how well NTPC is able to meet industry expectations in terms of providing in-service skills training needs. This was a ranking on a scale of 1-5, where 1 was ranked very poor and 5 as excellent. 60 per cent indicated NTPC was able to meet and deliver their industry needs, while 20 per cent were satisfied. About 20 per cent of workforce indicate they are unhappy with NTPC as they gave a scale of very poor and poor.

Figure 8.9

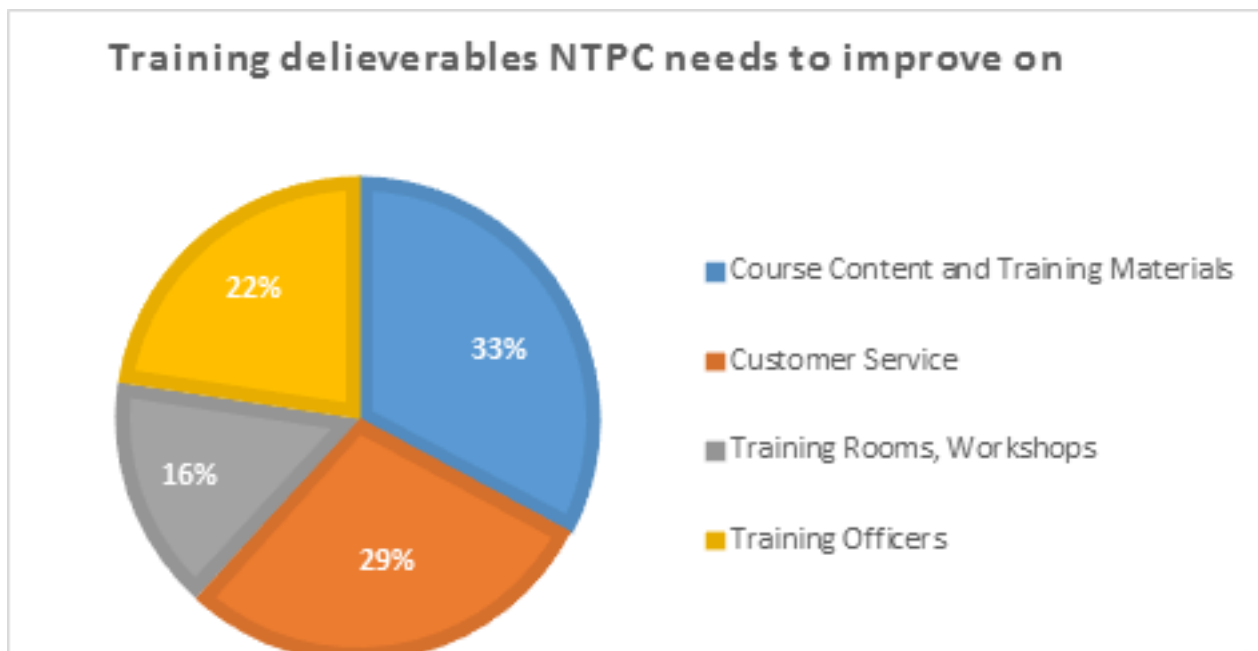


Figure 8.9 depicts the training deliverables NTPC would like to improve on to be able to meet future industry needs. Four deliverables were identified by NTPC and were ranked from most important to the least by survey participants. 33 per cent of the industry persons indicate that NTPC needs to improve its training course content and training materials. The second most important factor highlighted by industry for improvement was customer service, which is indicated by 29 per cent. The other significant factor is the 22 per cent indication for the need to improve the skills and knowledge of NTPC training instructors, and 16 per cent indicate the need to improve training facilities.

9.0 Action Plan for NTPC

- 9.1 Strengthen marketing and increase visibility of NTPC and its programmes in Fiji.
 - 9.1.1 This is to be achieved through: Engaging NTPC customer service officers and trainers to undertake individual industry visits; boosting digital and online advertising.
 - 9.1.2 Launching a platform that is cost effective and readily available – MySkills App.
 - 9.1.3 Large industries training department to be consulted with where our NTPC trainers can provide tailor made training packages for their staff
 - 9.1.4 Database to be create in accordance to district level and very active and effective networking to be practiced with NTPC & industries, and within industries at all levels)
- 9.2 Training to be provided in their hometown (Theory after hours and practical & assessment on job during working hours)
- 9.3 NTPC to provide day-long short courses at the rate of \$50.00 per participants in the outer islands.
- 9.4 Review of course content and fee
- 9.5 The need to improve the training deliverables by NTPC in terms of improving customer service, improving the skills and knowledge of training instructors, upgrading the training facilities and providing better course materials.

10.0 CONCLUSION

Trainings provided by the NTPC creates a strong, sustainable and balanced growth, and is a platform for further exchange of ideas and experiences among a wide range of Industries such as institutions, enterprises, and experts. Skills training are the best path to self-advancement of humankind in the world of work today. It underpins the stability of communities and families, and empowers us to achieve our significant national goal of an efficient workforce, and increased productivity.

In order to encourage progressive industry performances and bridging skills gaps, it is paramount for NTPC, as the national workforce development institution, to reach out to maximum number of industries in Fiji. In the 2018 IDF, a total of 230 business organisations were visited. This accounts for only about 2 per cent of approximately 12,000 organisations and industries operating in Fiji today.

Nonetheless, the IDF visits at various locations around Fiji has shown the NTPC team the way forward to meet the challenging contemporary demands of the industry and its counter parts. The 'gaps' that exist between the demands of the industry and the actual demonstrable skills and services that NTPC deliver needs to be briskly addressed, as 'bridging' is the only way forward.

Meanwhile, the dynamic industry representatives who attended IDF showed enthusiasm and shared wealth of knowledge with eagerness to get maximum information to progress their industries to next promising level. NTPC programmes and services are being appreciated, and Industry staffs are interested to improve their qualification as majority interviewed, notified to be school leavers. Industries showed interest in Method B as it was first time for most to know about NTPC and the powerful insights of levy system.

On the other hand, industries are confused between courses offered by FNU Colleges and NTPC, and find difficulty in distinguishing courses offered between the two. The industry is unimpressed with FNU because despite enrolment, classes do not commence as initially scheduled. On the same note, it was highlighted by industry that trainings by NTPC are postponed which demoralises their staff morale, thus restricting their staff for training because of work routine/schedule.

A concern was also raised by employers and the industry that they have had similar meetings in the past with NTPC staff, and participated in previous IDFs, however, lacked any feedback and outcome.

Nevertheless, the 2018 IDF was a success in gathering crucial information that would assist developing skills training courses that would help the industries of Fiji to further enhance its workforce and improve productivity.



11.0 Recommendation for IDF 2019

- 11.1 While the idea to reach out to the industry was a very successful one, it must be noted that greater number of organisations need to be met with to achieve the purpose of this annual event. Popular areas such as Lautoka has recorded data from only six organisation when compared to the hustle and bustle of various industries in Lautoka City. Therefore, a targeted number of industries must be set against each location/area for authenticity of data.
- 11.2 Since 2018 IDF was designed for individual organization visits, it was experienced that meeting was possible with employers with whom NTPC has been in contact with or meet frequently with. The method B companies, which were the main target, were not met with because of time constraint or because they could not accommodate the team within the time period or short notice.
- 11.3 More staff must be added to teams to cover a larger number of industries. There are limited number of members per team and many industries to visit per area. Therefore, very limited time was spent per industry before rushing off to another appointment. Also, two days of IDF and visits to be allocated per district for effective feedbacks not one day only. Weather conditions need to be heeded to while out on field and staff to be equipped with safety gears. Proper logistical preparation would be appreciated as some staff failed to have meal expenses reimbursed.
- 11.4 A standard reporting template to be provided to all IDF teams.
- 11.5 NTPC annual event dates, and religious festivities to be considered before fixing date for IDF.
- 11.6 Launch the IDF week on a bigger scale to create awareness on the month-long initiative. Suggestions include to hold it in a seminar mode to encourage wider and quality industry participation

Appendix A : 2018 Industry Discussion Forum Pictures



Appendix B:

Survey questionnaire Attached

National Training & Productivity Centre Industry Skills Gap Survey 2018

NTPC, as part of its annual Industry Discussion Forum this year, conducts this survey to gather data that will help better fulfill its responsibilities towards the industries in Fiji. The objectives of this survey are:

- 1: To determine the effectiveness of in-service trainings needs provided by NTPC;
- 2: To gather feedback about specific gaps in knowledge, skills, and competencies of workers;
- 3: To gather data to improve NTPC's training deliverables to bridge current and future industry skills gap.

Survey Location: _____

Level: ☐ Executive Management ☐ Supervisory ☐ Officer/Tradespersonnel

QUESTIONNAIRE

1. Are you aware about National Training & Productivity Centre and the training programmes it offers?

☐ Yes ☐ No ☐ only a little

2. Have you undertaken training programmes at NTPC?

☐ Yes, please tick the area(s) you have invested in (below):
☐ No

Information Technology
Productivity and Quality
Quality Awards
Aviation and Travel
Mechanical Engineering

☐ Executive Management
☐ Fashion & Design
☐ Hospitality and Tourism
☐ Occupational Assessment
☐ Trade Testing

☐ Automotive Engineering
☐ Construction Industry
☐ Electrical & Electronics
☐ Marine & Ports
☐ Apprenticeship

3. Do in-service trainings provided by NTPC meet your expectations?

Please rate on a scale from 1 – 5. (1 being very poor and 5 as Excellent.)

4. Please list your comments / expectations as an employer/employee in the following:

Specific skills and knowledge my team needs. Eg: My employees lack OHS skills

5. NTPC would like to improve its training deliverables to meet the industry's future needs. Please rate the following list in order of importance, for improvement (1-most important, 4-least important).

- ☐ Course Content and Training Materials
☐ Customer Service
☐ Training Rooms, Workshops
☐ Training Officers

6. Should Trade Test certification be re-validated?

☐ Yes (tick preferred durations) ☒ 1-2 years ☐ 2-3 years
☐ No

Thank you for participating!

