

Vocational Training and Skills Development in the Pacific Islands: A Tongan case study.

Tonga Skills Project 2017-2021



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SUPPORTIVE ENVIRONMENT
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Tongan Case Study: Matching Needs, skills, employment, Qualifications framework and industry needs

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Employment opportunities and limitations in Tonga

Employment and self-employment opportunities in Tonga are inhibited by lack of access to quality based and demand driven skills development activities.

This not only affects working age Tongans but also impedes Tonga's economic growth.

Tonga Skills Programme

Tonga Skills for Inclusive Economic Growth (Tonga Skills) seeks to address the growing income inequality and lack of productive employment in Tonga.

Given the large informal economy in Tonga, there is a need for increased access to flexible entrepreneurial skill development to support small business growth and complement formal technical skills development activity.

There is also a need to improve equitable access to skills and business development support for people with disabilities, women and people living in rural and remote areas.



Needs to improve access to skills

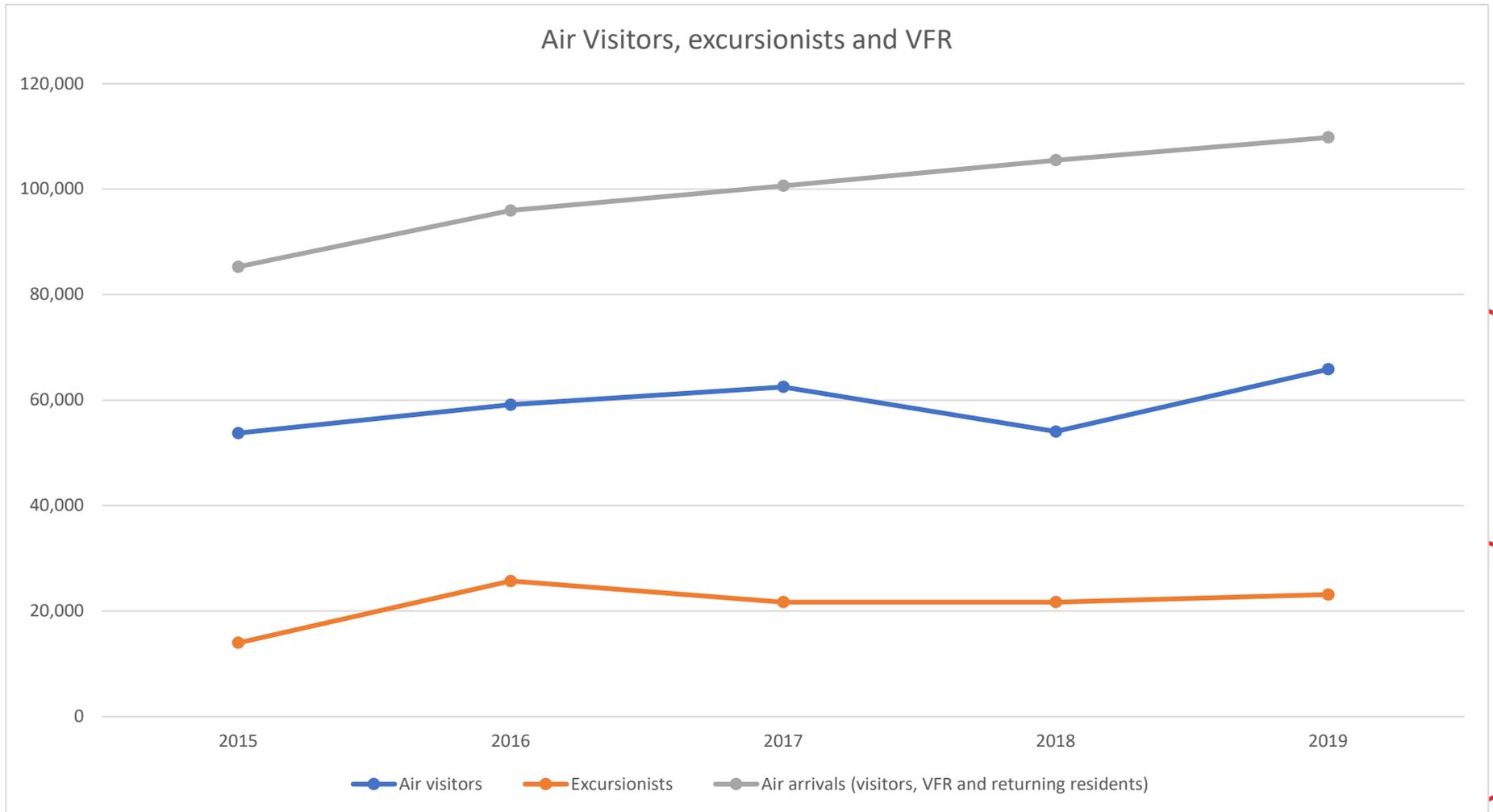
- ***Tourism is one of four priority sectors Tonga Skills is supporting. The other three are Agriculture, Fisheries & Forestry, Manufacturing (Handicraft) and Construction. This paper is an attempt to demonstrate an inclusive or ako kaukatoa approach to tackle vocational training needs to address contemporary youth unemployment as well as filling in strategically gaps in the growing tourism industry, one of the most potential economic sector of the country. The study is a case study on the development of national tourism qualifications to bolster tourism growth and offer career opportunities for school leavers.***

Case study on the development of national tourism qualifications

- *Ministry of Tourism and the Tourism Industry realised the gaps in service skills.*
- *Our tourism team from AIS conducted several studies over the years*
- *Primary purposes were to bolster tourism growth, improve contributions to the national economy and offer more career opportunities for Tonga's youth and school leavers*

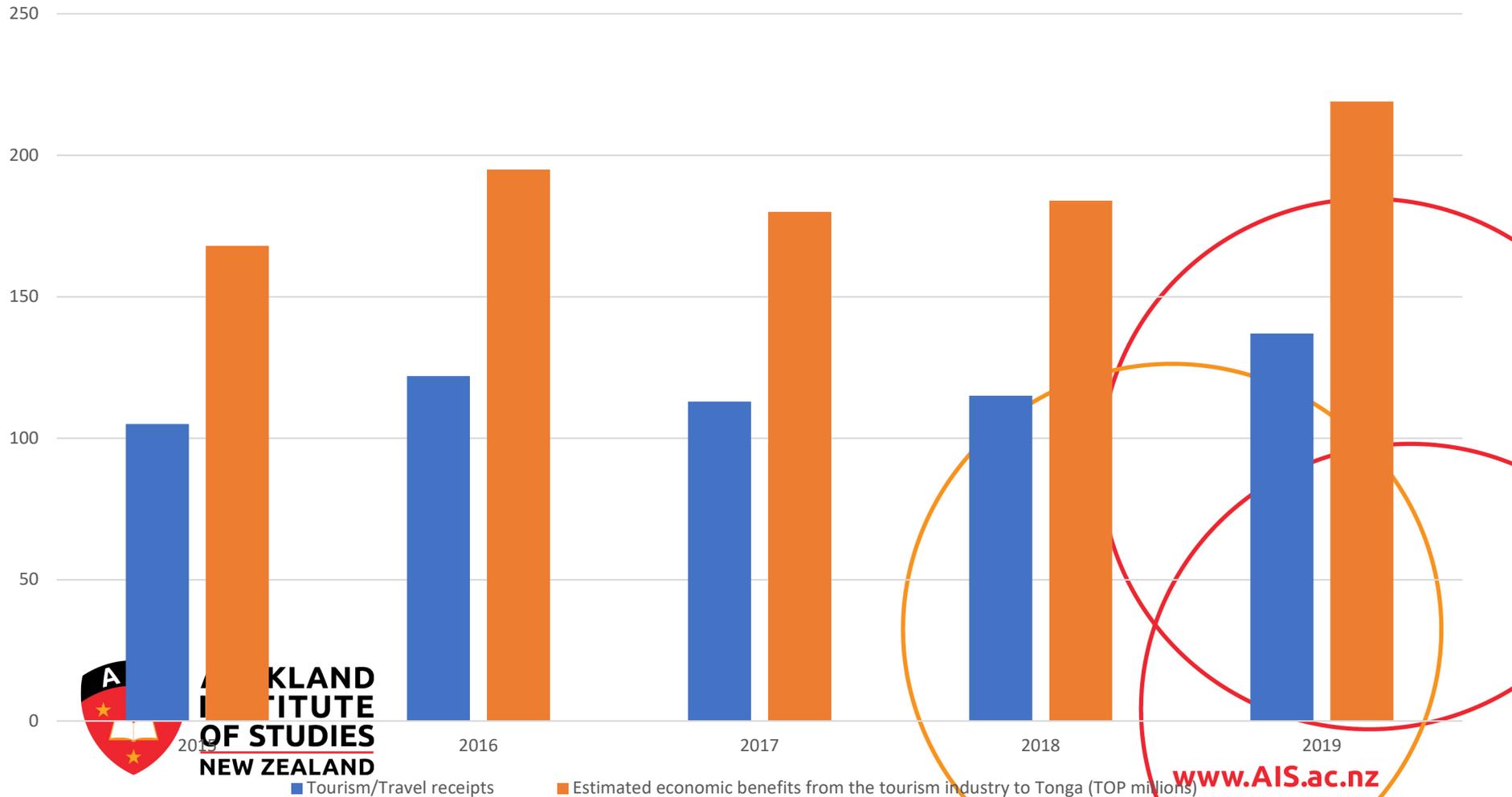


Tourism to Tonga



Estimated receipts and economic impacts 2015-2019

Receipts and economic impacts



Tourism arrivals and economic data 2019

Tonga's tourism industry is a major economic activity in Tonga with the potential to become the main contributor to Tonga's economic development and growth. Total visitors expenditures in Tonga during 2019 (about 110,000 air arrivals and 25,000 excursionists and yacht visitors) was estimated at ToP137 million (economic benefits estimated at ToP219million, 1.6 economic multiplier) and more than 3,000 employed directly employed in the industry (Taumoepeau 2019). A highly trained workforce increases productivity, improve visitor experience and further boost social and economic benefits to the people of Tonga. (Qualified and trained workforce in tourism would have the opportunity to be employed in the region including New Zealand and Australia)



Tonga Qualifications Framework Outcome Level Descriptors

Tonga Qualifications Framework Outcome Level Descriptors			
Level	Knowledge	Skills	Application of Knowledge and Skills
3	Carry out processes that: <ul style="list-style-type: none"> - require a range of well-developed skills - offer a significant choice of procedures - are employed within a range of familiar contexts 	Employing: <ul style="list-style-type: none"> -some relevant low level theoretical knowledge - interpretation of available information - some discretion and judgment - a range of known responses to familiar problems 	Applied: <ul style="list-style-type: none"> -in directed activity with some autonomy - under general supervision and quality checking - with significant responsibility for the quantity and quality of output - with possible responsibility for the output of others
4	Carry out processes that: <ul style="list-style-type: none"> -require a wide range of technical or scholastic skills - offer a considerable choice of procedures - are employed in a variety of familiar and unfamiliar contexts 	Employing: <ul style="list-style-type: none"> -a broad knowledge base incorporating some theoretical concepts - analytical interpretation of information - informed judgement - a range of sometimes innovative responses to concrete but often unfamiliar problems 	Applied: <ul style="list-style-type: none"> -in self-directed activity - under broad guidance and evaluation - with complete responsibility for quantity and quality of output - with possible responsibility for the quantity and quality of the output of others

Match industry needs with TQF

Training Area	Expected Outcome	TQF/level	Key Course Contents
Tour Guiding	Improve understanding of host country & culture	Level 3	Tongan culture, Tongan etiquette, visitors expectation, product knowledge, OSH
Whale Guide	Improve understanding of whales, biology, breeding and marine environment	Level 4	Understand Interpretation, group management, whale breeding ground, behaviour, biology and anatomy, breeding cycle, regulations and legislations, OSH, marine safety
Cookery	Improve Food production utilisation of local cuisine	Level 3	Product knowledge, menu design, costing, food hygiene and preparation, kitchen operation
Commercial Cookery	Improve commercial food production and yield improvement	Level 4	Compliance, OSH, legislation, local produce, customers' needs, Yield improvement
Customer Service	Improve customer services and visitor experience	Level 3	Local knowledge, visitors experience, sustainability, yield management
Front Office Management	Improve Front office, management and yield improvement	Level 4	Local knowledge, visitors experience, sustainability, yield management, reservation programme
Food and Beverage Service	Improve F&B service skills	Level 3	Compliance, customers need, service skills, sustainability, product knowledge

Identified relevant qualifications to boost employment and benefits (Industry survey)

- Design and development of Tour Guide and Whale guide certificate: Certificate in Tour Guiding level 3, Certificate in whale guide level 4.
- Design and development of Cookery certificate: certificate in Commercial Cookery level 3, Certificate in Commercial Cookery level 4.
- Design and development of Customer Service Skills certificate: Certificate in Customer Service Level 3.
- Design and development of Service Skills Certificate: Certificate in Front Office Management level 4.
- Design and development of Food and Beverage Service Skills Certificate: Certificate in Food and Beverage Service level 3.

Vocational Training adds value in all sorts of ways and enriches the lives of everyone involved.



Certificate in Tour Guiding L3

The purpose of this qualification is to provide the tourism industry with individuals who can support and enhance the visitor experience, and through their skills and knowledge uphold the importance of tourism to the Tonga economy. The qualification will benefit the community by enhancing Tonga's tourism visitor experiences and bringing economic benefits to the country.

Tour planning, safety, practical tour sessions, compliance components (10 credits)

Interpretation and guiding (10 credits)

Knowledge of Tonga as a tourist destination(5 credits)

Tonga Culture and Heritage (15 credits)

Introduction to Tonga's traditional skills and practices (15 credits)

Practical guide through a one day cultural tourism activity (10 credits)



Certificate in Whale Guide L4

- The purpose of this qualification is to provide the tourism industry with individuals who can support and enhance visitor experience and ensures sustainability of the whale watch industry.
- Completed Tour guide Level 3 qualification.
- Level 4 units:
 - Humpback whale biology, history, (8 credits)
 - Human and marine life interactions (5 credits)
 - Breeding ground and cycle, (8 credits)
 - Whale behaviour, whale guide Interpretation(12 credits)
 - Maritime safety, regulations and legislation (10 credits)



Certificate in Cookery L3

The purpose of this qualification is to provide competent employees for the hospitality industry who are able to work as cooks or chefs producing basic dishes including a range of traditional dishes and Tongan cuisines, making use of local fruits, produce and traditional cooking techniques. These employees can support and enhance visitor experience in the growing Tongan tourism industry and economy.

Health and safety practices and compliance (5 credits)

Identify different fruits/vegetables and other local produce and nutrition values (5 credits)

Prepare and cook whole range of dishes -vegetables, meat, fish, seafood in a commercial kitchen(15 credits)

Prepare cook pastry, cakes, sandwiches(10 credits)

Knowledge of menu costing and sales functions in workplace(5 credits)

Prepare and serve local fruits (5 credits)

Prepare and serve local Tongan recipes and cuisines (10 credits)

Produce, cook and serve food from a local umu (10 credits)





Certificate in Commercial Cookery L4

- The purpose of this qualification is to provide competent employees for the hospitality sector who are able to work as chefs in intermediate positions producing complex dishes in a commercial kitchen, including a range of traditional dishes and Tongan cuisines, making use of local fruits, produce and traditional cooking techniques and to establish standards of professional practice for complex cookery that can provide customers with confidence in a range of hospitality environments,. These employees can support and enhance visitor experience in the growing Tongan tourism industry and economy.
- Complete Cookery level 3 qualification plus the following level 4 units/modules
- Commercial kitchen supervision (10 credits)
- Prepare and serve specialised dishes and cuisines (15 credits)
- Demonstrate ability to organise F&B events, yield improvement programmes (10 credits)
- Café/takeaway management(15 credits)

Certificate in Customer Service L3

- **Purpose:** To provide competent employees for the hospitality/tourism industry and the wider Service Sector. The holder of this qualification can demonstrate an understanding of Customer service, demonstrate knowledge in a computerised reservation system, Tongan's tourism and hospitality industry, specific knowledge of Tongan hospitality as well as the requirements of workplace health and safety.
- These employees can support sustainability of businesses and enhance visitor experience in the growing Tongan tourism industry and economy.
- **Level 3 units:**
- **Interpersonal communication skills in providing customer service (Tongan and English) (10 credits)**
- **Source, report and use information on the hospitality/tourism industry (10 credits)**
- **Understands and operate a computer/online information reservation system (15 credits)**
- **Demonstrate knowledge of Tonga as a tourist destination (10 credits)**



Certificate in Front Office Management L4

Purpose: To provide competent employees for the hospitality/tourism industry and the wider Service Sector. The holder of this qualification can demonstrate an understanding of front office management, supervise services to customers, demonstrate knowledge in yield improvement and in a computerised reservation system, Tongan's tourism and hospitality industry, specific knowledge of Tongan hospitality as well as the requirements of workplace health and safety.

These employees can support sustainability of businesses and enhance visitor experience in the growing Tongan tourism industry and economy.

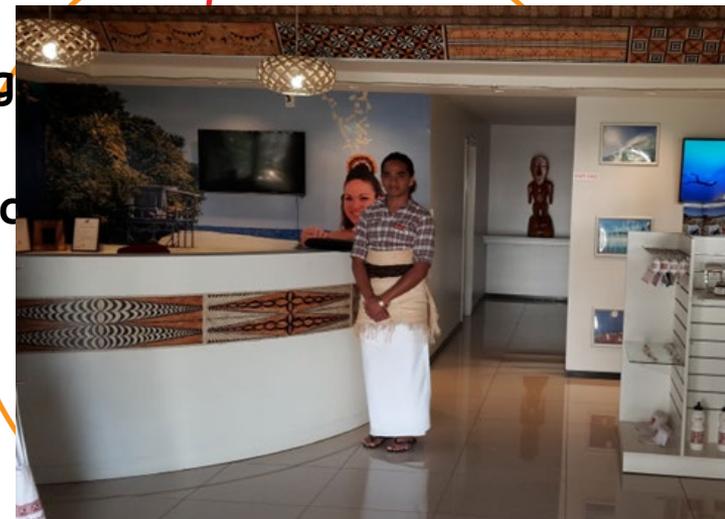
Completed Customer Service level 3 qualification plus the following level 4 units/modules

Demonstrate knowledge of essential computing tasks (10 credits)

Demonstrate and apply knowledge of an appropriate computerised reservation system (15 credits)

Demonstrate knowledge of the sales/marketing media techniques (15 credits)

- Staff supervision and training capability (10 credits)



Certificate in Food and Beverage Service L3



The purpose of this qualification is to provide the tourism industry with individuals who can support and enhance the visitor experience, and through their skills and knowledge uphold the importance of hospitality and tourism to the Tongan economy. The qualification will benefit the community by enhancing Tonga's tourism visitor experiences and bringing economic benefits to the country.

Applicable to all these strands:

Cafe Services strand:

- * Prepare and serve food and beverages in a cafe.

Bar Services strand:

- * Provide alcoholic beverages and food service in a bar.

Restaurant Services strand:

- * Provide food and beverage service in a restaurant.

Buffet Services/ Cultural Feasts strand:

- * Provide and maintain a buffet/cultural feast service.

Functions Services strand:

- * Provide food and beverage service for in-house functions.

Barista strand:

- * Prepare and present a range of espresso beverages for customers.

Level 3 units/modules:

- Health and safety practices and compliance (5 credits)
- Interpersonal communication skills in providing customer service (Tongan and English) (10 credits)
- Plan and implement workplace practices for efficient and sustainability in the food and beverage sector (10 credits)
- Prepare and serve espresso coffee (10 credits)
- Prepare responsible service of alcohol, compliance and operate a bar (10 credits)
- Prepare and service non-alcoholic beverages cocktails, beers, spirits, wines and liqueurs (10 credits)
- Provide silver service, advice on food and beverage matching (5 credits)
- Produce and serve food from local produce (5 credits)
- Produce Tongan cuisine (10 credits)
- Produce and serve food from local umu (10 credits)



Career pathway

Level 6 and 7	Advanced Diploma and Degree levels					
Level 5 (vocational)	Diploma in Tourism and Diploma in Hospitality					
Level 4 Level 3	Front Office Management Customer Service	Whale Guide Tour Guiding	Commercial Cookery Cookery (local cuisine)	Food and Beverage service	Form 6,7	Others with same equivalent qualifications
Service Skills credits (L2,3)	30	30	30	30		
Traditional/ cultural/local cuisine credits (L2, 3 4)	25	25	25	25		
Certificate level 3, 4	55	55	55	55		

Our qualifications development partners

TNQAB Tonga National Qualifications Authority Board

- National framework
- Processes and procedures for accreditation and approval
- Identified and vetting of training providers
- Ongoing quality assurance
- Recognition of qualifications in the region

Tonga Tourism and Industry

- Staff training assistance
- Industry needs and priority areas
- Incorporate into policies and licensing/compliance issues
- Incorporation of qualifications into legislation
- Tonga Mark review



WHAT IS THE NEXT STAGE?

- There is further need to continue to develop new national qualifications for tourism and hospitality.
- Graduate profile, qualifications specification, qualification award, arrangement for managing consistency, credit transfers and recognition of prior learning arrangements, workplace practices minimum standards, regulatory body (TNQA regulations), benchmarking with other countries, optional conditions for the qualifications.

