

TRAINING FOR OPERATIONAL EXCELLENCE

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The Importance of Competency-based Training

- ✓ Competency-based training is an avenue to achieve a knowledgeable and skilled workforce. This type of training is important to our clients because of the opportunity to have their staff exposed to training which allows them to gain a recognized qualification.
- ✓ This type of training also builds the confidence of persons who were initially unskilled and unqualified in their area of work.

Why CBTF?

- ✓ The Career Development Institute has always sought to find ways of assisting persons interested in furthering their education. We have ventured to work with employers to sponsor employees in relevant areas and we have also offered scholarships from the Institute.
- ✓ When we were approached to meet with the members of the CBTF Unit, we saw it as an opportunity to work with an employer and access much need funds for the development of their staff.

Choosing an Industry Partner

- ✓ Two years ago the Career Development Institute conducted a market research in respect of the small hotels in Barbados. We identified a need for training in the areas of Customer Service and Security Services. We subsequently held a meeting with Mrs Gayle Headley-Lowe, Executive Director of Intimate Hotels of Barbados, to discuss training for the members of this group.
- ✓ Coming out of this meeting, there was a concern about the cost of training and how this cost would be covered.

Implementation of CBTF Training Programme

- ✓ Being a centre approved by the TVET Council of Barbados, we consulted with the Technical Department concerning the availability of CVQ Qualifications in the areas concerned.
- ✓ We established that there were Standards and Assessors available for the delivery of these qualifications. And so, we set out to ensure that the requirements of the Council were met and the process of programme approval was initiated.

Implementation of CBTF Training Programme

- ✓ Once programme approval is granted by the TVET Council, training commences
- ✓ A Technical Officer from the TVET Council is then introduced to supervise the Candidate Induction exercise
- ✓ A Standardisation Meeting is held to plan the assessment process and assign candidates to Assessors
- ✓ The Assessment process continues for a period of four to six weeks depending on the number of units to be assessed
- ✓ During the assessment the Internal Verifier conducts visits to ensure that the Standards are being followed
- ✓ The final stage allows for the External Verifier to oversee the completed portfolios for submission to the TVET Council for certification

Status of CBTF Project

- ✓ To date the Career Development Institute has completed training of 105 persons under CBTF.
- ✓ Assessment of Candidates in our Customer Service has commenced with certification being the next step.
- ✓ Our goal is to deliver training to 180 persons by the end of this project, as well as to empower all participants of this training with the confidence and skills to render to their employers increased capabilities in their area of work and to their customers an exceptional service.

Final Thoughts

Being a part of this project has been a learning process for the Career Development Institute. What we have established is that it requires careful planning and coordination with Tutors and Officials of the TVET Council to ensure smooth implementation of the various stages.