



TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING (TVET) COUNCIL
Hastings House West, Balmoral Gap, Hastings, Christ Church. BB14033, Barbados

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APPLICATION FOR AN EMPLOYMENT AND TRAINING FUND GRANT

APPLICANT'S DETAILS

1. Name: _____
(Registered Business/Company Name)
2. Address: _____

3. Tel. No.: _____ Fax No.: _____
4. Contact Person: _____ E-mail: _____

MAIN AREA OF BUSINESS

5. _____

NAME OF TRAINING: _____

6. Type of Training: New Skills Upgrade
7. What are the training/skills needs?

8. How were the training needs identified (e.g. performance review, labour market research, etc)

9. Relationship of the proposed training to the trainees' present/future occupation and/or the organisation's operation.

TRAINING DETAILS

10. Training Provider [**Attach CV/Résumé(s) of the trainer(s); listing all relevant qualifications and training experience**]

11. Target group(s) (Minimum group size of 5 persons)

12. Pre-requisite skills for trainees, if any:

13. Duration of training: From: _____, 20____ To: _____, 20____

14. Training Schedule:

ITEM	1 st QUARTER (April –June)	2 nd QUARTER (July – Sept)	3 rd QUARTER (Oct – Dec)	4 th QUARTER (Jan – March)
No. of trainees:				
Female				
Male				
No. of hours per trainee				

No of Groups: _____

Group size: _____

15. Major instructional methods

16. Assessment plan:

SAMPLE TEMPLATE				
ASSESSMENT PLAN :NAME OF NOS/NVQ/CVQ _____				LEVEL: _____
Unit# (NOS/NVQ/CVQ)	Unit/Module	Competency or Outcome Being Assessed	Method of Assessment	Allocation of Marks
1	Enhanced Customer Relations	Develop positive relationships with customers	Observational and witness testimony	30%
2	Handling Telephone Queries	Answer customer queries by telephone	Observational assessment based on role plan or simulation	30%
3	Handling Queries in Writing	Answer customer queries in writing	Writing sample	15%
4 (a)	Problem Solving and Conflict Resolution	Resolve problems amicably	Observational assessment of responses to a simulated case; Quiz based on a case example	Use informative assessment
4 (b)	Problem Solving and Conflict Resolution	Interact with “difficult” customers to achieve win-win	Oral presentation; observational assessment of responses to a simulated case	25%

17. List the units/modules within the training curriculum

Module/Unit# of The National Occupation Standard (NOS) /National Vocational Qualification (NVQ)/ Caribbean Vocational Qualification (CVQ)	MODULE (Summary Title)	Training hours per trainee	Total number of trainees
TOTAL			

18. Course Outline (see page 4 for the Sample Template and use a separate sheet for your response)

19. Budget: In Barbados Dollars (Bds \$) only

ITEMS	APPLICANT (25%)	TVET COUNCIL (75%)	TOTAL (100%)
Tuition (Per Hour/Trainee)			
Training Materials: Books, Manuals, CDs/ DVDs, Stationery			
Training Equipment			
Exams/Assessments, Certificates, Trainer's Report, Assessor fees + travel costs, NVQ Coordinator fee (Optional), Internal Verifier fees (Optional) External Verifier fees + travel costs, Rental of Venue			
TOTAL			

N.B: TVET Council offers grants at a maximum of 75% of the total approved budget.

20. GRANT RECIPIENT MUST PROVIDE A COST BREAKDOWN OF EACH LINE ITEM ABOVE ON A SEPARATE SHEET WITH SUPPORTING QUOTATIONS/ESTIMATES.

21. Eligibility:

Applications from employers will not be processed without a Certificate of Clearance from the National Insurance Office.

.....
Signature of Applicant

.....
Date

FOR INTERNAL USE ONLY

Clearance Certificate Included: Yes No

Contract #: _____

Application: Approved

Denied

Deferred

.....
Manager, Employment and Training Fund

.....
Date

[Please Turn Over for Guide to Item 18]

Guide to Item #18

- **Course Title**
- **General Objectives (i.e.: overall objectives of the course)**

This course/training is designed to

This course/training is based on/utilizes The National Occupation Standard (NOS) /National Vocational Qualification (NVQ)/ Caribbean Vocational Qualification (CVQ) Level 1/2/3/4/5 in _____

- **Content Outline/Focus**

State each unit heading, its corresponding enabling objectives, enabling activities and underpinning knowledge, as necessary. Avoid redundancy by grouping factors that would be repeated; for example, if the underpinning knowledge is essentially the same for the units; create a heading after the "General Objectives" to capture the underpinning knowledge for the entire training curriculum.

Enabling objectives are:

The actions that the trainee will be able to perform as a result of the training; collectively, performing these actions adds up to meeting the performance criteria and the functions of the job. The Performance Criteria in the occupational standards provide useful guidance on the focus of the enabling objectives. Often, with well structured Occupational Standards, you can safely take the respective performance criterion, identify the action to be undertaken by the trainee in meeting each criterion, and phrase the enabling objective to precisely reflect this required action. For example, the performance criterion (treatment of customers is courteous and helpful) might suggest that the enabling objectives will likely begin as follows:

Unit 1 – Positive working relationships with customers

CVQ in Customer Service Level 2- CCA010-02 - Unit U09602

Instructional / enabling objectives

On completion of the unit, the participant will be able to:

1. read non-verbal cues and question customers in order to interpret customers' feelings accurately
2. acknowledge customers' feelings appropriately
3. respond to customers' complaints ...
4. ...

Underpinning Knowledge

- profile of the customer base of the company / department
- product and service knowledge
- product and service standards
- communication media: verbal, non-verbal, written ...
- communication barriers and facilitators

Enabling Activities

- role play of customer service activity depicting ...
- completing a customer profile worksheet

Unit 2 –

- **Essential materials/equipment required:**
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