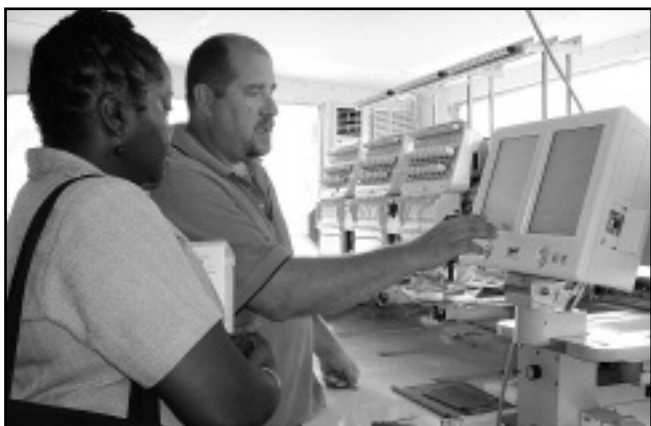




TVET - Key To A WorldClass Workforce

# INSIDE TVET



**TRAINER AND CONSULTANT William Garvin demonstrating how the embroidery machine works to TVET Council's Business Development Officer Carol Ann Burke.** (GP)

## Winnane Inc. upgrades skills, expands services

TRAINER and consultant with over 21 years experience in the United States apparel industry, William Garvin, was recently in Barbados sharing the benefit of his expertise with local company Winnane Inc.

"In the apparel industry on-the-job training is the best. For example you can do 50 hours of training on the embroidery machine alone," he explained during the intensive three-

week training session which was funded by the **TVET Council** through the Employment and Training Fund (ETF).

The 20 trainees who took part in the hands-on training conducted at the Hinds Hill, St Michael company, learned how to use embroidery software to produce digitized embroidery designs utilised by computerised embroidery machines.

Garvin noted that in the apparel

industry in Tampa, Florida, today, at least one in ten embroiderers digitized.

Trainees also learned how to use a computerised engraving machine in the production of signs. "The apparel industry has two parts: screen printing and embroidery. Companies that do apparel such as team sports, it makes sense for them to do the trophies and plaques, etcetera, and offer a one stop shop," Garvin said.

THE **TVET Council** recently joined with the Sandy Lane Hotel to congratulate a second group of employees who successfully completed the National Vocational Qualification (NVQ) in Amenity Horticulture Level 1.

The eight employees, who work in the hotel's golf and landscaping departments, are Marcelle Murray, Shallamar Rose, Shelley Carrington-Austin, Sharon Browne, Marlon Doyle, Angela Gittens, Simeon Chandler and Davidson Bellamy.

Speaking on behalf of the **TVET Council**, Technical Officer - Communication and Research, Samantha Jones commended the hotel's management for its role in being the driving force behind the development and implementation of the standards on which the qualifications are based, since 2006.

"In addition, we want to encourage the Sandy Lane Hotel to take the lead once again by offering its employees the opportunity to pursue (Amenity Horticulture) Level 2 which is now an approved Caribbean Vocational Qualification (CVQ)," she said.

During the vote of thanks, Assistant Director, Human Resources, Winifred Williams noted that the hotel would be looking towards having future NVQ and CVQ awardees in Amenity Horticulture and "perhaps some other areas such as customer service".

## Sandy Lane group gets NVQ in horticulture



**MANAGEMENT AND STAFF of the Sandy Lane Hotel, and TVET Council's Technical Officer Samantha Jones, join the NVQ Awardees for a picture opportunity at the end of the staff awards ceremony.** (GP)

## NISE, TVETC deliver CVQ in customer service

THE National Initiative for Service Excellence (NISE) and the **TVET Council** have once again teamed up to deliver standards-based customer service training to employees of local companies. NISE is a **TVET Council**-approved N/ CVQ Assessment Centre.

Twelve candidates, who are enrolled in the Caribbean Vocational Qualification (CVQ) in Customer Service Level 2, recently completed an orientation on the National and Caribbean Vocation Qualification programmes (N/ CVQ) in which TVET Council's Technical Officer, Arleen Murrell-Crichlow, delivered a presentation introducing them to competence-based education and training (CBET), and, the N/ CVQ assessment and certification process.

N/ CVQ Coordinator for NISE, Ms. Joan Leacock said that in addition to its generic customer service training programmes, the organization also offered customized customer service training tailored to the specific needs of the client targeting frontline staff, supervisory and senior management.

"Companies that are interested in enrolling staff in the N/ CVQ customer service programme can contact NISE or TVETC. Once candidates are enrolled they are put through a two-day training workshop which focuses on customer service in general on the first day and on the second day focuses on the N/ CVQ process," Leacock explained.



**ITEC EXAMINER Christine Clinton closely observes a student during the ITEC practical exam in June, this year.** (GP)

## Holistic massage course a success

ELEVEN people enrolled in the International Therapy Examination Council's (ITEC) Diploma in Holistic Massage, offered by the locally and internationally accredited Personal Body Health Care Clinic (PBHCC) and School of Holistic Therapies, have passed their exams with credit. One student, Roxanne Sitahal-Lalla, has received a distinction.

Principal of the school, Patricia Berry-Greenidge, said the achievement was an important one since

the programme, which was funded by the Employment and Training Fund (ETF), facilitated the training of people in holistic massage to internationally recognized occupational standards.

"Barbados is a tourism oriented destination, when tourists come many of them expect to be able to access these kinds of services and they expect practitioners to be qualified to the highest recognized standards," Berry-Greenidge said.