



TONGA'S QUALITY APPRENTICESHIP PILOT PROGRAM



OUTLINE

- What are the issues?
- What evidence do we have?
- Designing the Apprenticeship Pilot Program.
- Key features of the Apprenticeship Pilot Program.
- Apprenticeship Agreement.
- Implementation, Monitoring & Evaluation.
- Lessons learned to date.

WHAT ARE THE ISSUES?

Desired national outcome: Increase employment - decent work employment.

❖ Small private sector and growth.

❖ NEET

❖ Underemployment

❖ Absence of legal framework

❖ Skills and labour shortages is key sectors.

❖ High youth unemployment.

❖ High workers turnovers esp in the private sector and some occupations.

❖ Wage parity and low wages in some occupations/sectors.

KEY ISSUES

WHAT EVIDENCE DO WE HAVE?

Admin Labour Statistics
(MTED): Foreign
Employees, National Job
Seekers and Vacancies in
the domestic market.
FY2021/22 & FY2022/23

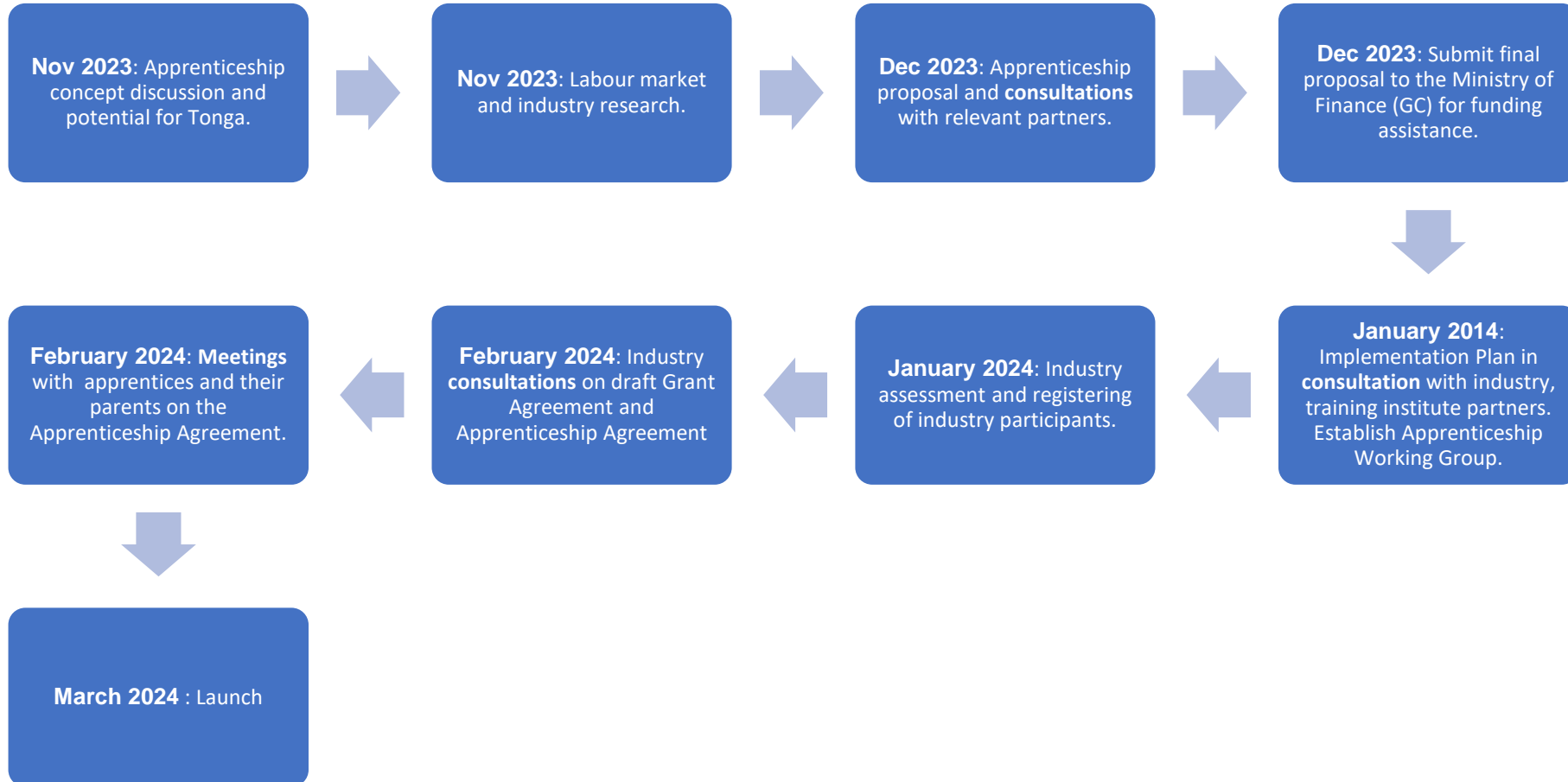
National Labour Statistics
2016 (Census), 2018
(LFS), 2021 (Census),
2023 (LFS)

Ministry of Education
TVET Data, and existing
pathway programs

Tonga Labour Mobility
Supply Management
Strategy (TLMSMS)

Consultations with
private sector
organization –
Tonga Chamber of
Commerce & Industry
(TCCI)

DESIGNING PROCESS





**KEY FEATURES OF THE
APPRENTICESHIP PILOT PROGRAM**



Fuofua Fakahoko ó e Polokalama Ako pea mo Ako-Ngāue, 'i Tonga

Taumuá:

'Oku fe'ao 'a e to'utupu 'o Tonga' mo e ngaahi faingatáá lahi 'i he 'osi ko ia mei he ako, pea mo e teu ke hū atu kihe ngāueāngā. 'I he 'uhinga kolia, 'oku kei tokolahi pe 'a e to'utupu 'oku 'ikai ke 'i he ako', kau ki ha fa'ahinga ako ngāue, pe ma'u faingamalie ngāue.

'Oku ha mei heni 'a e 'ikai ke fenāpasi mo hoa tatau 'a e pōto'i ngāue 'oku fiema'u mei he ngaahi kautaha pisinisi ki he ngāue, 'o fakatatau pea moe pōto'i ngāue 'oku ma'u 'e kinatolu 'oku kumi ngāue mo fiema'u faingamalie ngāue. 'Oku kāfuhia á e ngaahi kautaha tokolahi he Ōtu Tonga 'i he faingatā'a 'o e tōnōunou fakapōto'i ngāue, pea óku nau faingatā'a'ia ai 'i hono kumi ha kau ngāue fe'unga ki he ngaahi isakanga.

Na'e fatu á e Polokalama Ako-Ngāue' 'o fakatefito mei he ngaahi repōtalano'aki 'afa'afa ne fakahoko mo e ngaahi sino fekau'aki, ke fakahū atu 'a e to'utupu' ke nau ako-ngāue 'o fakataumu'a ke fakakalaka ange ai 'a e faingamalie ke ma'u ngāue 'a e to'utupu 'i he kaha'u. 'E hoko eni 'i hano ako'i kiate kinautolu 'a e pōto'i ngāue totou 'oku fiema'u 'e he ngaahi kautaha pisinisi ke tanaki 'i he taimi tatau 'oku nau ako ai mo e 'ilo mei he loki ako.

Sipinga ó e Polokalama Ako-Ngaue:

- Kinautolu 'oku fakataumuá kiai: Kau ako Cent4 'i he Cook mei he ATI ke kamata / Measi 2024
- Lotou: Measi ki Novema 2024
- Fakotolu'uhū: Ngāue taimi kakato he 'aho 'e tolu pea ako he 'aho 'e ua' 'i he ulaha kotou
- Fononga 'o e vahenga ngāue: Taka ma'u 'o e vahenga ngāue koe STOP kīhe houa kotou pe taka ako ngāue ai

Ngaahi lelei ki he Fānau Ako:

- Kamata'aki 'a ho'o kaha'u 'i he ngāue 'aki 'a e ako ngāue ke fakalahi 'a ho'o taukei ngāue.
- Fakatupulaki mo fakaloto 'a e pōto'i ngāue 'oku fiema'u 'e he ngaahi kautaha pisinisi.
- Fakalelei 'i 'a e tu'unga 'o e ma'u ngāue, pea mo malohiange 'a e vā fengāue'aki pea mo e ngaahi kautaha pisinisi
- Ma'u vahenga 'i he lolotonga pe 'a ho'o ako ngāue



- Aligns to the international standard on quality apprenticeship – **R208 (2023) Recommendation on Quality Apprenticeship**, but contextualized to meet Tonga's needs
- A **working group** consisting of the **Govt, Employers' Org, and the Training Provider (Ahopanilolo Training Institute – ATI)**, was formed to support the *Employers* and *Apprentices*, and monitor the program.
- **10 Employers** (Restaurants) were selected from the industry for the pilot, following consultations and facility assessment.
- **Twenty-one (21) students in the (ATI) 'Ahopanilolo Hospitality program participates in the pilot program.** The program requires students to complete 48 service period plus 28 weeks practical. If they complete the program, they will be awarded their **Certificate Level 4, which recognizes skills development** achievement through apprenticeship.
- **Apprentices are paid an apprentice wage of TOP3.00 per hour.** The Government of Tonga pays 60% and the employers pay 40% of the apprentices' wage for the apprenticeship period.
- The program is governed by an **Apprenticeship Agreement** between the Employer, the Apprentice and the Training Provider (ATI).
- Following signing of the individual AA, **Employers sign Grant Agreement with Govt (MTED)** for Govt's 60% contribution.

APPRENTICESHIP AGREEMENT

WHY HAVE AN A/A?

- A/A guide consultations between relevant parties – *Employer, Tonga Chamber of Commerce & Industry, Training Provider – 'Ahopanilolo Training Institution (ATI), the Apprentices, and Government.*
- Aimed to facilitate **consistency, uniformity and compliance**, and **promote dialogue** on relevant aspects of work and training in the cookery occupation, **to improve the quality of apprenticeships** and **protect apprentices while in the workplace.**

Note:

The international standard - ILO's *Quality Apprenticeships Recommendation, 2023 (No.208)* was the guideline to develop the A/A, however, the final A/A was **as agreed by all parties.**

A/A: PURPOSE

1. The Agreement is between the **Employer, Apprentice, and Training Provider (ATI)**, for the purpose of training the apprentice towards the qualification of **Cookery (Cert Level 4)**.
2. Specific competencies the apprentice is expected to acquire have been defined in advance **in line with national competency standards** (detailed in *Annex*).
3. Duration of apprenticeship: **8 months (March to Nov 2024)**.
4. Competencies acquired through combination of **3 days on-the-job training** and **2 days off-the-job learning** a week.
5. Apprentice may be exposed to different parts of the working environment (e.g. service), however, **majority of the experience gained should be in the kitchen**.
6. Apprentice remuneration: **Weekly pay TOP\$3 per hour, 15-24 hours a week, 5 to 8 hours a working day**.
7. **Apprentices observe ATI's semester breaks**.
8. Apprentice is entitled to **lunch breaks of no less than 30 minutes**, and **will not be remunerated during their period of leave**.
9. Apprentice may take a **sick leave up to 5 days (out-patient) and 5 days (in-patient)**, and receive only **50% of their daily wage**.
10. Apprentice may work during non-regular days, school breaks, after hours, and are **entitled to overtime**. Overtime shall not be less than 25% of the regular rate.
11. **Probation period is 3 months**.

A/A: ROLES & RESPONSIBILITIES OF THE TRI-PARTIES

APPRENTICE

- ✓ Attend work on time and comply with internal workplace rules and instruction.
- ✓ Shall not share with outside parties any confidential information.
- ✓ May be liable to costs for damages due to negligence.
- ✓ Provide certificate of good health at the start of the program.
- ✓ Notify immediately the employer in case of absence and the reasons for absence.

EMPLOYER

- ❖ Ensure a certified cook or in-company supervisor is available to train and supervise the apprentice, and jointly monitor progress.
- ❖ Demonstrate and explained required task, provide technical support and mentoring, provide feedback and document progress of apprentice towards agreed competencies, contribute to the assessment and certification of the apprentice.
- ❖ Provide a safe and healthy work environment , including required tools and equipment.
- ❖ Pay the apprentice.
- ❖ Any in-kind contributions shall be at no cost to the apprentice e.g. meals/transport.
- ❖ Release the apprentice for off-the-job learning with the ATI.
- ❖ Inform the ATI of any accidents or illness.
- ❖ Consider the possibility of hiring the apprentice after graduation ,or/and provide a work reference.

TRAINING PROVIDER (ATI)

- Provide the theoretical and practical learning components.
- Review the progress of the apprentice together with the employer.
- Facilitate the apprentice's work-based learning in its facility, for competency units that cannot be provided by the employer.
- Provide technical support to the employer as needed.

A/A: OTHER PROVISIONS

TESTING & CERTIFICATION

- Employer and the ATI selects test designers and assessors.
- Test designers responsible for test contents based on agreed competencies and national standards for testing and certification.
- Apprentices are allowed 2 attempts at the final test for each competency unit. If fails, apprentice may be given the opportunity to re-enrol for training the following year.
- The final certificate will be issued by the Training Provider (ATI).

DISPUTE SETTLEMENT & TERMINATION OF AGREEMENT

- Any disagreements where mutually agreeable solutions cannot be found, the Labour Division of the MTED will arrange a meeting with the parties to discuss possible solutions and way forward.
- Termination without notice at any time during the 3-months probation period. After the probation period, at least 1 week's notice will be required.
- A notice of termination must be given in writing and states the reasons for termination. Copy of notice to the ATI and MTED.

ANNEX

- List of competencies for assessment.
- Logbook for employer.



**IMPLEMENTATION, MONITORING &
EVALUATION**



MONITORING

Apprenticeship Working Group (AWG) : 3 members
President - Tonga Chamber of Commerce & Industry (Private Sector Org), Principal - ATI (Training Provider), Senior Labour Officer (MTED)

EVALUATION

Govt - Ministry of Trade & Economic Development

LESSONS LEARNED TO DATE..

1. Consultation with relevant parties, including parents of apprentices/students is key.
2. Multi-agency support is crucial i.e. AWG consisting of Employers' Ord (TCCI), Training Provider (ATI), and Govt (Labour-MTED).
3. 'Soft skills' is as important as technical skills.
4. The weekly two (2) days off-the-job and three (3) days on-the-job was causing disruptive in some operations with request for 4-5 months on-the-job training continually, then the "classroom learning" in the remaining period.
5. Skill sets requirements for same occupation may differ e.g. cooks in Chinese restaurants.
6. Some employes willing to fund full apprentice wages.
7. To date: 20 apprentices, 10 employers.

MALO.