

Setting up a unique partnership and developing an academy model for skills provision

People 1st
International



Setting up an academy model to develop vital skills on a national scale requires a complete shift in government thinking, our experience and expertise guide thinking and action that leads to improved processes and ultimately better prospects for the economy and individuals.

Background

The economy of Panama is primarily based on a well developed services sector, these are the well known canal, banking, a free trade zone, container ports and flagship registry. Less well known is the huge tourism potential with tropical Caribbean and Pacific coast beaches. Investment is increasing in infrastructure and the development of tourism related projects, however the vocational skills to meet this demand will need a radical rethink from the government.

People 1st Skills

To meet the needs of the growing hospitality and tourism sectors we first completed a comprehensive Skills Needs Analysis research report. People 1st then set up a unique partnership with the Kings Group, a global education company as the first Skills Academy in Central America. People 1st also negotiated the license for the World Host programme for Panama, the first country outside the UK and Canada, to support a whole country customer service programme.

Outcomes and Impact

Building on the foundations of the work in country that People 1st had delivered, a strong collaboration was identified with the Kings Group, one of the best suppliers of academic education globally.

This collaboration has enabled a package of business solutions to be available for the Latin American market. The vision is for the skills of the workforce to match the demands of the rapidly expanding tourism sector in the region.

The highly successful World Host programme has been rolled out in Panama, the Kings Group master trainer supported by People 1st has completed Train the Trainer programmes and launched this world class standard in customer service for the whole of the Panamanian visitor economy.

The Kings Group Skills Academy will have a place alongside their academic programme giving vocational education the position it deserves.

Panama

Client:
The Kings Group

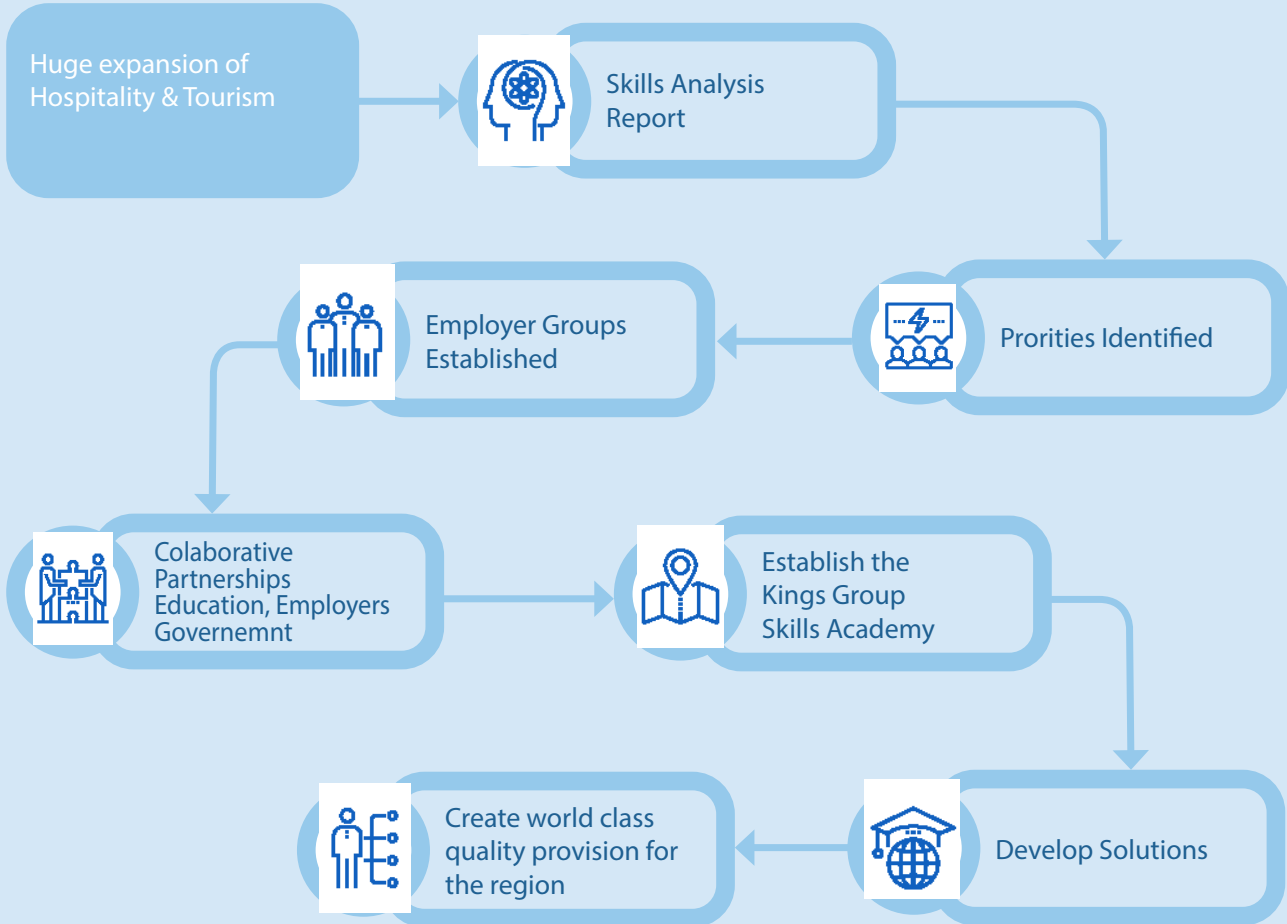
“ There are great opportunities in the region and the visitor economy sector needed to improve the skills of the workforce to meet the growing demand.

The collaboration between the Kings Group and People 1st has enabled business to access world class provision delivered by high quality professional trainers ”

Samantha Whay-Jenkins
Training Director
King's College Panama



Raising the standard of Vocational Education and Training



About People 1st

People 1st delivers consultancy that enables its clients to retain staff, increase productivity and create and implement effective people strategies. We are an impartial, trusted and effective strategic partner to our clients, working primarily across the hospitality, travel, tourism, passenger transport and retail industries. From apprenticeship consultancy to occupational standards development, world-renowned WorldHost customer service training, 'train the trainer' programmes, labour market intelligence and insights and talent management support, we are passionate about transforming skills and development both internationally and across the UK's visitor economy.

For more than 50 years, we have been working to help businesses to become more competitive, attract and retain people in the sector, and challenge perceptions of the visitor economy sector as low-skilled and lacking career prospects.

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