

Setting up sector skills development centres for GIZ and the government of Armenia

People 1st
International



To compete in a global marketplace and improve young people's prospects, you need a structured approach to vocational training and education that provides the skills to keep industry competitive.

Background

Armenia's high youth unemployment and a large influx of refugees has highlighted the failings of its vocational education system.

Young people were leaving college and failing to find jobs as a result of a mismatch between the skills they had been taught and those required by employers.

A process needed to be put in place make sure the vocational educational system was anticipating the industry's requirements – especially in the tourism and wine production sectors.

People 1st skills

Working with our partners at international development agency, GIZ, we provided consultancy, guidance and coaching to help set up the Tourism and Wine Production Sector Skills Development Centres.

Through three workshops, we brought together employers from the tourism and wine production sectors, public sector representatives and training providers to agree a collaborative approach to setting up the centres.

This included agreeing the centres' general vision and mission as well as their remit, tools (for assessment and definition of workforce competency requirements), offers (e.g. qualifications, workforce development solutions), partners, and other aspects.

Outcomes and impact

The project has created an essential partnership between employers and government, and established processes for employers to engage with national policy.

This provides a foundation for a vocational education system which reflects Armenia's economic growth and stability needs. It also creates the framework for a professional and internationally benchmarked approach. Sector Skills Development Centres have now been established for tourism and wine production.

Armenia

Client:
Government of Armenia
and GIZ

“The information, guidance and expertise provided by People 1st enabled the Armenian stakeholders to formulate overall role, vision, mission, as well as core remit, coverage, focus of the Sector Skills Development foundations. This provides a solid basis for addressing the VET policy of the country whilst also developing quick business orientated skills solutions.”

Gayane Serobyan

GIZ Programme Expert - TVET and
Employment Promotion



Setting up Sector Skills Development Centres

SETTING UP
SECTOR SKILLS
DEVELOPMENT
CENTRES



Facilitated
Workshops in
Country



Support with
Research & Analysis
Processes



Industry
Engagement
Methodologies



Development of
SSDC Governance



Creation of Skills
Action Plan



Road Map for a
Successful SSDC

Study Tour for
Policy Makers



Access to UK Partners

Best Practice

Opportunities for Education
Partnerships

Economic Growth Opportunities

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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