



NCTVET



NATIONAL COUNCIL ON TECHNICAL AND
VOCATIONAL EDUCATION AND TRAINING
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Mission Statement

To promote quality outcomes in training, and provide assessment and certification for TVET in response to labour market requirements and national development.

Vision Statement

A certified workforce towards improved productivity and nation building.

Quality Policy

The NCTVET is committed to continuously improving our systems and processes to deliver quality products and services to the satisfaction of our customers.



Customer Charter

The NCTVET's Customer Charter is a declaration of our commitment to provide the highest standard of customer service. In delivering this service we will:

- Treat you with courtesy, professionalism and efficiency
- Communicate with you clearly and honestly
- Welcome all your suggestions and comments
- Provide an environment which is conducive to business transactions
- Seek and respect your feedback about our service delivery
- Respond to your queries and complaints within the established timeframes

Handling Customer Complaints

All complaints will be:

- Acknowledged within three (3) working days and resolved within ten (10) working days. If the resolution requires more than ten (10) working days, we will keep you informed.
- Dealt with in a fair and appropriate manner;
- Treated in confidence, unless a complainant wishes otherwise.

The NCTVET

The National Council on Technical and Vocational Education and Training (NCTVET) was established in 1994, under the auspices of the amended HEART Act (1992). The NCTVET was mandated to:

1. approve and accredit institutions offering technical and vocational education and training and to keep a register of all such institutions;
2. institute, review and maintain a system of assessments in relation to persons trained in the technical and vocational fields;
3. grant certificates and other awards or distinctions and to make reports on persons who are assessed in the technical and vocational fields;
4. deprive persons for cause of any certificates, awards or other distinctions granted by the Trust;
5. appoint such committees as the Trust thinks fit, consisting wholly or partly of members of the Trust to-
 - a) undertake research or assist persons in undertaking research into matters relating to technical and vocational education and training;
 - b) advise the Trust on all aspects of technical and vocational education and training;
 - c) apply or make arrangements for tests and other methods of ascertaining standards of efficiency to be achieved by trainees.

Excerpt from HEART ACT: Authorized by LN. 79/1996

The NCTVET



It was part of a national thrust by government to revitalize and upgrade technical and vocational education and training, in an effort to meet current and future national development challenges.

Therefore, the mandate of the NCTVET is to develop and promote a certification system that is relevant, responsive and effective.

With that in mind, the NCTVET has the responsibility to develop standards, accredit programmes, develop assessments and award certificates and diplomas to individuals who have demonstrated competence in vocational areas.

The offices of the NCTVET are housed at the National TVET Centre, Gordon Town Road, Papine, St. Andrew.

ISO Certification

On August 14, 2006, the Quality Management System of the NCTVET was approved by ISOQAR to the ISO 9001:2008 standard.

This is a significant achievement as the NCTVET is the only institution of its kind in the region to be ISO 9001:2008 certified. As the Quality Manager for TVET, the stamp of approval by ISO is indicative of the soundness and rigor found in the operations of the NCTVET thereby giving the organization the credibility and authenticity to approve and accredit training programmes and to develop workplace standards.

ISO 9001:2008 guarantees that the NCTVET's activities are managed efficiently. It also indicates that the organization is continually improving its processes to meet the requirements of international standards while taking into consideration its customers' needs.



Role of the NCTVET

The main functions of the NCTVET are to:

- Provide effective and efficient mechanisms for the planning, coordination and evaluation of vocational education and training;
- Approve and accredit technical and vocational programmes being offered in Jamaica which meet the established national standards;
- Certify persons who have demonstrated mastery of specific competencies which are embodied in the approved occupational standards;
- Maintain a record of all awards, certificates, diplomas and instruments of accreditation;
- To promote the development of vocational education and training that is relevant to industry.



The Work of the NCTVET

Development of Competency Standards

The Competency Standards are developed by Industry Lead Groups. These standards are thoroughly evaluated to ensure that they are current, relevant and meet international requirements.

The standards developed are therefore industry-determined specifications of performance, which describe the skills, knowledge and attributes that are required by a worker in the performance of a particular role in the workplace. Competency Standards therefore ensure consistency between training, assessment and industry needs.

Competency Standards can be used for:

- Defining qualification profiles
- Developing training programmes
- Determining training resources/materials
- Conducting performance assessment
- Planning and developing career paths
- Determining resource requirements for accreditation
- Human resource planning and management tool
- Identify training needs and conduct labour market analyses

Development of Facility Standards

Facility Standards are guide to program sponsors and facilitators to ensure that the physical facilities and equipment provided for training simulate that which obtains in a work environment. The standards specifications include information on basic physical requirements of the training area, machines, tools, general equipment and supplies that are required to support effective programme implementation. Operational support requirements such as lighting, ventilation, safety power, lavatory and potable water supply are also specified.

Facility Standards serve the following purposes:

- Facilitate the evaluation and accreditation process for tools and other equipment, support facilities and operational requirements required for safe and efficient programme delivery;
- Guide facility planners, designers and builders to design facilities, construct buildings for training and install equipment in accordance with established standards that will allow for safe and effective operation of the training area;
- Guide curricula planners and programme facilitators to design learning activities consistent with standards established for physical facilities and equipment;
- Guide administrators in identifying areas of deficiencies and strengths of training areas;
- Provide basis for standardizing physical facilities, tools, equipment and supplies that support the training process, inclusive of training delivery and assessment.



Accreditation of Programmes

The NCTVET accredits programmes within training institutions and organizations which have demonstrated a level of performance, integrity and quality that is in compliance with the Accreditation Standard. This status as an Accredited Training Organization (ATO) engenders a level of confidence in the educational community and the general public.

Documentation on the accreditation process (forms, accreditation standards, handbook of accreditation etc.) can be accessed at www.nqrjamaica.org

How can an Institution/Organization Apply for Accreditation?

The training organization may access the application form at www.nqrjamaica.org under the heading “How To Become An Accredited Training Organization”. This may be completed and submitted, along with the appropriate application fee to:

The Registrar,
NCTVET,
Gordon Town Road,
Kingston 6.

Centre Approval

The NCTVET, as an awarding body, requires that programmes leading to the National Vocational Qualification of Jamaica (NVQ-J) and Caribbean Vocational Qualification (CVQ) are delivered and assessed to the established quality standards. In this regard, an institution/organization may be approved for assessment to be accommodated in specific vocational programmes leading to NVQ-J or CVQ certification. All assessment activities are conducted under the auspices of the NCTVET and documentation and processes relating to those programmes are subject to audits and verification by the NCTVET. Organizations whose programmes are accredited by NCTVET do not require Centre Approval.

Organizations interested in becoming Accredited Training Organizations (ATO) or Approved Centres will be invited to a sensitization workshop, at which the options and support systems available would be discussed.

Assessment Services

The NCTVET offers a wide range of assessment options available island wide to empower Jamaicans to be globally competitive. Assessment can also be accessed through an NCTVET Accredited Training Organization (ATO), or an institution whose programme is aligned to the NCTVET Competency Standards and is in partnership with an ATO or directly through the NCTVET.

Assessment can be facilitated through a number of modalities such as:

- On-the-Job
- Institutional
- Challenge Testing
- Certification of Prior Learning (CPL)

Certification of Individuals

With rapid technological changes and labour market requirements, there is an increased need for the Jamaican workforce to be on par with their international counterparts. The Jamaican workforce therefore needs to be trained, re-trained and upgraded to meet the demands of the labour market.

Certification is awarded once the individual has demonstrated the required knowledge, skills and attitudes necessary for a full qualification within a sector.

Who does the NCTVET Certify?

- Learners within the formal system (HEART Trust/NTA training institutions, Ministry of Education schools or private training organizations) preparing to enter or re-enter the workforce;
- Workers who are on the job;
- Persons who have previous experience, and/or are self employed, but have no formal certification in their skill area or specialization;
- Persons who are eighteen (18) years and over and did not complete secondary level education;

- Persons who completed secondary school, but received no formal certification;
- Persons who completed secondary level education, but with inadequate certification.

The Value of the National Vocational Qualification of Jamaica (NVQ-J) and the Caribbean Vocational Qualification (CVQ)

- Recognized in Commonwealth countries including the Caribbean
- Recognized by employers island wide
- Recognized by regional and international awarding bodies

The Value of High School Equivalency Diploma (HISED)

- Equivalent to 5 CXC /GCE subjects
- Serves as a basis for matriculation into Community Colleges

Training in Quality Enhancement

The NCTVET is known for its very robust training programmes which include:

- Auditor Training
- Item Writing Workshops
- Capacity Building Workshops
- Development and Management Training for Quality Systems and Processes
- Moderation Training
- External Verifier Training
- Policy and Procedural Manual Development Workshop



Composition of the Council

The work of the NCTVET is guided by a Council, whose members are appointed by the Minister of Education. The Council is headed by a chairman, with the on-going support of a Secretariat. Members of the Council are drawn from public and private sector companies and organizations representing the critical institutions and organizations making up the productive sector. All appointees to the Council serve for a period of three (3) years.

Representation on the Council includes:

Permanent Secretaries from the:

- Ministry of Education
- Ministry of Youth and Culture
- Ministry of Labour and Social Security
- Members of public organizations:
 - The Bureau of Standards
 - The Jamaica Confederation of Trade Unions
 - The Jamaica Employers' Federation

Major business and industrial enterprises and representative bodies:

- Tourism and Hospitality
- Construction
- Agriculture
- Information Technology
- Beauty Service

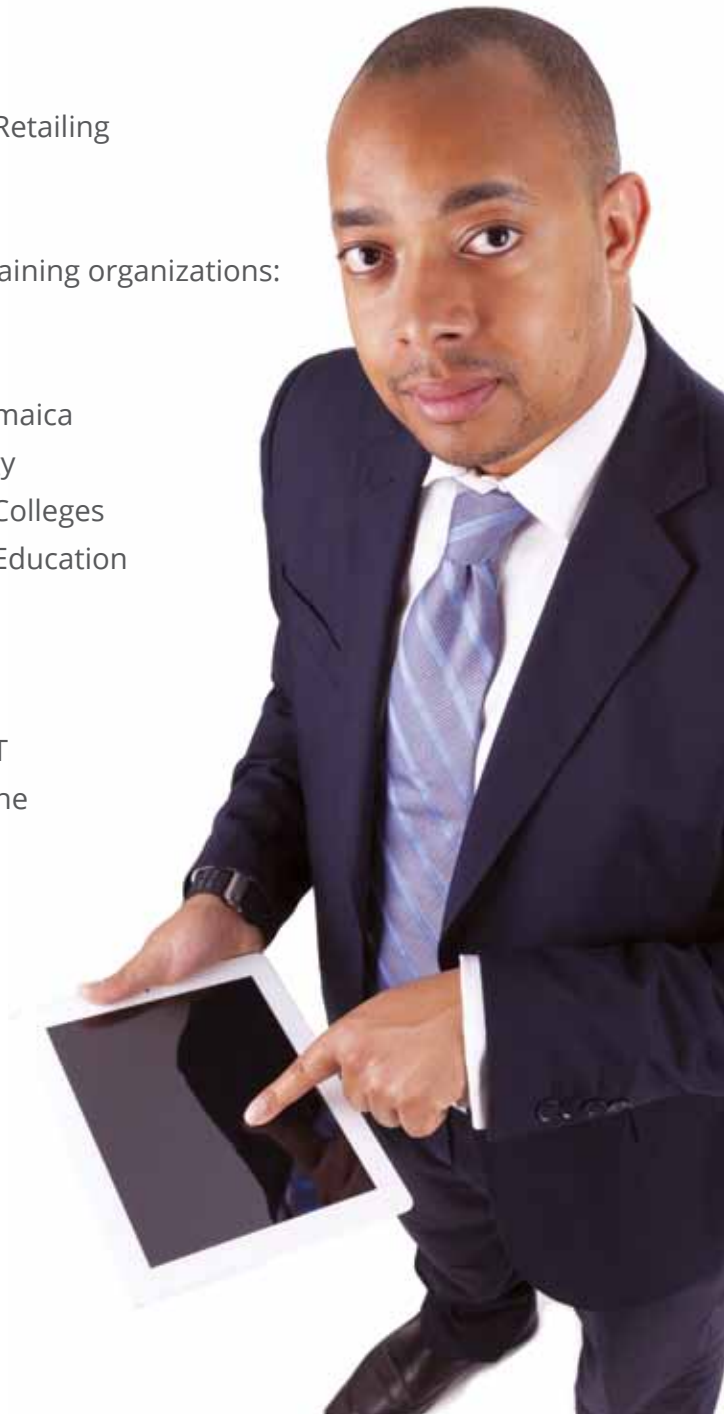
- Manufacturing & Service
- Commercial Distribution & Retailing
- Automotive

Members of educational and training organizations:

- The HEART Trust/NTA
- The University Council of Jamaica
- The University of Technology
- The Council of Community Colleges
- The Joint Board of Teacher Education

The Council also includes:

- The Senior Director, NCTVET
- The Secretary/Manager of the Council



Council Responsibilities

In the exercise of its functions, the National Council on Technical and Vocational Education and Training has been granted the responsibility to:

- Ensure an adequate supply of competent manpower in technical and vocational occupations in all areas of economic activity in Jamaica;
- Improve the quality, relevance and efficiency of technical and vocational education and training;
- Institute, review and maintain a system of assessment instruments, such as tests, for the purpose of measuring competencies for granting certificates of proficiency;
- Grant and confer diplomas, certificates such as the National Qualification of Jamaica (NVQ-J) and the Caribbean Vocational Qualification (CVQ), or other distinctions the Council may deem fit;
- Cooperate with or partner with other organizations and bodies, whether national or international, for such purposes as the Council may deem suitable;
- Appoint persons or committees, as the Council deems fit, to assist in the execution of its functions.

Structure of the Council

The NCTVET is established and operated within the framework of the National TVET System.

The primary work of the Council involves the approval of occupational standards, the accreditation of programmes, and the certification of occupational competence.

The Council has established two (2) technical committees through which it conducts its work; namely:

1. Standards
2. Quality Assurance

Standards and Assessment

The role of the Standards and Assessment Committee is to assist with the systematic development of Occupational and Competency Standards for the National Qualifications Framework and to review the work of Lead Groups prior to submission to the Council for approval.

Quality Assurance

The Quality Assurance Committee verifies the delivery, capability, sustainability and quality of programmes, prior to submission to the Council for approval for accreditation.

Regional Sub-Committees

In an effort to ensure easy access to the educational, business and industrial sectors across the country and to ensure optimum opportunity for communication and participation at all levels, the Council has instituted Regional Committees as follows:

Central:	Manchester, St. Elizabeth and Clarendon
Western:	Westmoreland, Hanover and St. James
Northern:	St. Mary, Trelawny and St. Ann
South Eastern/Eastern:	St. Thomas and Portland

These Regional Committees have responsibility for the following:

- Sensitizing persons within their communities about the products and services of the NCTVET;
- Encouraging the improvement of quality training to national standards;
- Facilitating the participation of industry in the thrust to improve the quality of the labour force;
- Providing representation for the region or the Council.

NCTVET Partnership with Industry

Industry Lead Groups

The NCTVET conducts its work on the basis of direct, close involvement and participation of the business and industrial sectors. The work of the NCTVET is heavily guided by the standards that are developed through these sectors.

The Council has, therefore, collaborated with various industries to establish Industry Lead Groups. These Industry Lead Groups, as the name implies, comprise qualified, competent and experienced members of the industry or sector who, acting on behalf of the industry or sector, oversee and participate in defining and documenting the standards of performance for various occupations within the industry or sector.

Industry Lead Groups make direct input into the development of occupational standards, as well as provide guidance, generally, to the Council.

They assist in:

- Defining Occupational and Competency Standards required for satisfactory performance;
- Determining areas of focus for standards development and provision of training opportunities based on employment trends, emerging and existing occupations;

- Development and promotion of standards and National Vocational Qualifications within respective industry, sub-sector or profession;
- Determining appropriate training and certification levels in keeping with established employment grades/levels;
- Developing strategies and procedures for assessing competence for certification;
- Maintenance and revision of the occupational standards.

For further information on the National Council on Technical and Vocational Education and Training, please write or call:

The Registrar/Manager, Information & Records Management Unit

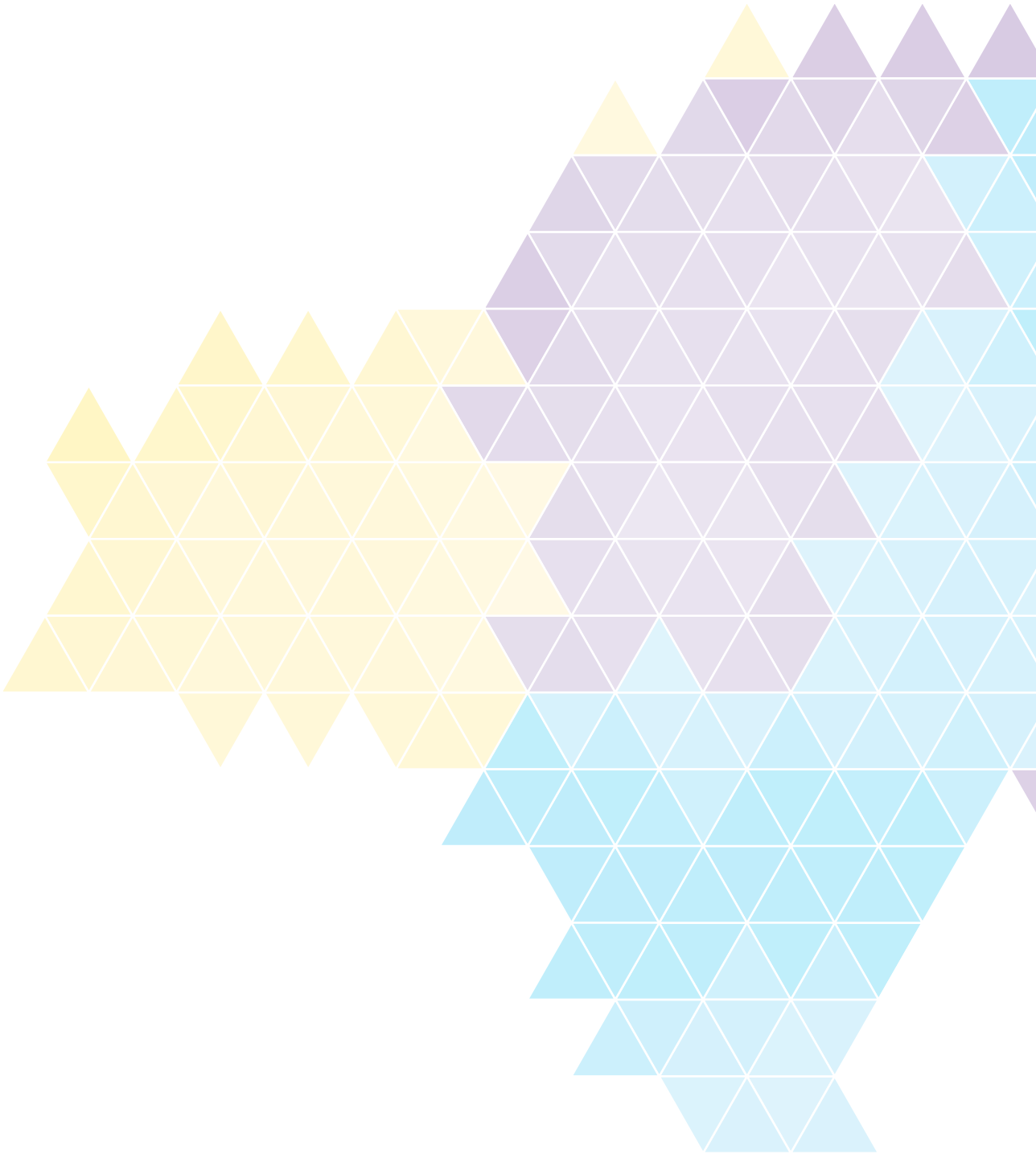
The NCTVET

TVET Resource Centre
Gordon Town Road
Kingston 6
Jamaica W.I.

Tel: (876) 977-1707, 977-1700-5

Fax: 977-1115 *or* 977-1707

Or send an e-mail to: irm_nctvet@heart-nta.org



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